

**Older Persons  
Metadata 2015**

**Social Care Division - Older  
Persons**

KPI Metadata based on  
Division Operational Plan 2015

Older Persons: Home Care Packages		
1	<b>KPI Title</b>	Total number of persons in receipt of a HCP at a point in time
2	<b>KPI Description</b>	<p>A Home Care Package (HCP) consists of community services and supports which may be provided to assist an older person, depending on their individual assessed care needs, to return home from hospital or residential care or to remain at home.</p> <p>A HCP refers to the enhanced level of community services and supports above the normal levels available from mainstream community services. HCPs do not replace existing services. The actual HCP provided to any individual may include paramedical, nursing, respite and/or home help and/or other services depending on the assessed care needs of the individual applicant.</p> <p>Enhanced level of community services is any additional level of services, over and above mainstream level of service, which is provided to support the assessed needs of the applicant (National Guidelines HCP Scheme)</p> <p>Note: National Guidelines state that if the HCP is provided through a combination of Direct and Indirect provision, one Category, either "Direct" or "Indirect" is assigned on the basis of whichever element of the Home Care Package is the greatest cost.</p> <p>The number of persons in receipt of home care packages on the last day of the calendar month is (i) and (ii) (below) added together will total the number of persons in receipt on last day of the month.</p> <p>i) Direct Provision - Number of persons who are in receipt of a HCP on the last day of the month which is being delivered predominantly (on the basis of whichever element of the Home Care Package is the greatest cost) by HSE employed staff.</p> <p>ii) Indirect Provision - Number of persons in receipt of a HCP on the last day of the month which is being delivered predominantly (on the basis of whichever element of the Home Care Package is the greatest cost) by voluntary/private providers. If all or most of a HCP is provided by way of cash grant then its counted within indirect HCPs</p> <p>iii) Cash Grants - Number of persons in receipt of a "Cash Grant" towards the provision of HCP. This is a subsection of Indirect Provision Home Care Packages. No new cash grants will be approved from 1st Dec 2010 so that the number in receipt will be continuing to reduce in 2015. (Ref National Guidelines)</p> <p>iv) Respite - No of clients in receipt of a HCP on the last day of the month where the HCP is solely for the purpose of respite care in a residential setting or in the home. This could be provided directly or indirectly. Do not count HCP's where respite is only an element of the package.</p>
3	<b>KPI Rationale</b>	<p>Monitor and Measure provision of service and report on activity against NSP.</p> <p>A separate funding stream has been provided by the DoH for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity; provide analysis of provision of enhanced public community services, analysis of indirect provision to enhance Service, Quality and VFM and appropriate use of HCP to support family/carer, in lieu of residential respite.</p>
	<b>Indicator Classification</b>	Please tick Indicator Classification this indicator applies to:
	(National Standards for Safer Better HealthCare)	<input checked="" type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target: 13,200 (to exclude 600 HCPs for DDI which is reported separately) CHO 1- 1,200: CHO 2- 1,125: CHO 3- 720: CHO 4- 1,470: CHO 5- 810: CHO 6- 1,420: CHO 7- 1,440: CHO 8- 1,850: CHO 9- 3,165
5	<b>KPI Calculation</b>	<p>Total number of clients in Receipt of a Home Care Package on the last day of the month.</p> <p>= No. at start of month + no of new clients – (no ceased during the month)</p> <p>Direct/Indirect &amp; Respite – count at the end of the month.</p> <p>These metrics are point in time only and cannot be aggregated</p>
6	<b>Data Source</b>	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	<p>Any person may apply on the appropriate form to be considered for a HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of a client by a family member, friend, carer or healthcare worker.</p> <p>HCPs are allocated based on assessed care need within the limit of the resources available for the Scheme.</p> <p>To comply with the policy objectives of the scheme as set out by the DOHC the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from persons approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the HCP Scheme. Applications from persons aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)</p>

9	<b>Minimum Data Set</b>	Completed application form followed by a Care Needs Assessment. The assessment, by HSE health professionals will recommend what services/supports, if any, are required over and above what is available from mainstream services. In order to allocate a package the care needs assessment must confirm that enhanced levels of service/support are recommended. Applications for HCPs must be considered for approval within context to assessed need and available resources. If the care needs assessment indicates that additional services/supports through the HCP scheme are not appropriate or required the application for a HCP will be refused.
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="https://www.hse.ie/eng/healthserviceexecutivewebsite/hse-reports-and-publications">HSE.ie - Health Service Executive Website - HSE Reports and Publications</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data Manager / Specialist Lead</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care      Division: Social Care - Older Peoples Services

Older Persons: Home Care Packages		
1	<b>KPI Title</b>	Number of new Home Care Package clients annually
2	<b>KPI Description</b>	Total number of new clients that commenced a home care package for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. When funding is fully allocated the number of new HCPs is dependent on clients in receipt of HCP finishing their package.
3	<b>KPI Rationale</b>	A separate funding stream has been provided by the DoH for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity. Measures the throughput of scheme, and allows service to predict availability of resources
	<b>Indicator Classification</b> (National Standards for Safer Better Health/Care)	Please tick Indicator Classification this indicator applies to: <input checked="" type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target: 6,000 per annum (excluding DDI HCPs which are reported on separately) CHO 1 - 545: CHO 2 - 510: CHO 3 - 325: CHO 4 - 670: CHO 5 - 370: CHO 6 - 645: CHO 7 - 655: CHO 8 - 840: CHO 9 - 1,440 Monthly Target is 1/12 of each of the above.
5	<b>KPI Calculation</b>	Total number of new clients that commenced a home care package for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. Service Plan Target is full year target.
6	<b>Data Source</b>	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	Any person may apply on the appropriate form to be considered for a HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. There is no requirement that an applicant should have a medical card in order to apply to be considered for a HCP. To comply with the policy objectives of the scheme as set out by the DOHC the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from persons approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the HCP Scheme. Applications from persons aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)
9	<b>Minimum Data Set</b>	Completed application form followed by a Care Needs Assessment. The assessment, by health professionals as determined by the HSE, will recommend what services/supports, if any, are required over and above what is available from mainstream services. In order to allocate a package the care needs assessment must confirm that enhanced levels of service/support are recommended. If the care needs assessment indicates that additional services/supports through the HCP scheme are not appropriate or required the application for a HCP will be refused
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://HSE.ie">HSE.ie</a> - Health Service Executive Website - HSE Reports and Publications
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care    Division: Social Care - Older Peoples Services

Older Persons: Intensive Home Care Packages		
1	<b>KPI Title</b>	Number of persons in receipt of an INTENSIVE HCP at a point in time
2	<b>KPI Description</b>	<p>Number of INTENSIVE HCPs at a point in time. An INTENSIVE Home Care Package (HCP) consists of community services and supports which may be provided in targeted areas experiencing acute hospital service pressures to assist an older person with complex care needs, and depending on their individual assessed care needs, to:</p> <p>a) return home from hospital or residential care or  b) prevent attendance/admission to A&amp;E or  c) prevent or delay admission to long term residential care</p> <p>An INTENSIVE HCP (IHCP) refers to the enhanced level of community services and supports above the normal levels available from mainstream community services or available from standard HCPs. HCPs do not replace existing services. The actual INTENSIVE HCP provided to any individual may include paramedical, nursing, respite and/or home help and/or other services depending on the assessed care needs of the individual applicant. The average weekly cost of an IHCP is approx €1,000.</p> <p>To comply with the policy objectives of the scheme, the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from persons approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the HCP Scheme. Applications from persons aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)</p> <p>Enhanced level of community services is any additional level of services, over and above mainstream HCP which is provided to support the assessed needs of the applicant (National Guidelines HCP Scheme)  The number of clients in receipt of INTENSIVE home care packages on the last day of the calendar month.</p>
3	<b>KPI Rationale</b>	<p>Monitor and Measure provision of service and report on activity against NSP.  A separate funding stream has been provided for INTENSIVE Home Care Packages (from the NHSS sub-head). Therefore there is a requirement to monitor provision of service and report on activity; provide analysis of provision</p>
	<b>Indicator Classification (National Standards for Safer Better HealthCare)</b>	<p>Please tick Indicator Classification this indicator applies to:</p> <p><input checked="" type="checkbox"/> Person Centred Care    <input type="checkbox"/> Effective Care    <input type="checkbox"/> Safe Care  <input type="checkbox"/> Better Health and Wellbeing    <input checked="" type="checkbox"/> Use of Information    <input type="checkbox"/> Workforce  <input checked="" type="checkbox"/> Use of Resources    <input type="checkbox"/> Governance, Leadership and Management</p>
4	<b>KPI Target</b>	Division Operational Plan 2015 target: 190 (National End of year Target - demand led "money follows the patient" targeted at named acute hospitals)
5	<b>KPI Calculation</b>	<p>Total number of clients in Receipt of an INTENSIVE Home Care Package on the last day of the month.  = No. at start of month + no of new clients – (no ceased during the month)  These metrics are point in time only and cannot be aggregated.</p>
6	<b>Data Source</b>	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	New metric - Guidelines being developed for data gatherers - data quality issues will be addressed as they arise
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	<p>Any person (within the targeted areas) may apply on the appropriate form to be considered for an INTENSIVE HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker.</p> <p>INTENSIVE HCPs will be allocated and approved based on assessed care need, within targeted areas, within the limit of the resources available for the Scheme.</p>
9	<b>Minimum Data Set</b>	Completed application form followed by a Care Needs Assessment. The assessment, by health professionals as determined by the HSE, will recommend what services/supports, if any, are required over and above what is available from mainstream services. In order to allocate a package the care needs assessment must confirm that enhanced levels of service/support are recommended. If the care needs assessment indicates that additional services/supports through the HCP scheme are not appropriate or required the application for a HCP will be refused.
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	<p>KPI will be monitored on a (please indicate below) basis:</p> <p><input type="checkbox"/> Daily    <input type="checkbox"/> Weekly    <input checked="" type="checkbox"/> Monthly    <input type="checkbox"/> Quarterly    <input type="checkbox"/> Bi-annually    <input type="checkbox"/> Annually    <input type="checkbox"/> Other – give details:</p> <p>Please indicate who is responsible for monitoring this KPI: Home Care Package Manager</p>
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<p><input checked="" type="checkbox"/> Monthly (June data reported at end June)  <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2)  <input type="checkbox"/> Rolling 12 months (previous 12 month period)</p>
14	<b>KPI Reporting Aggregation</b>	<p><input checked="" type="checkbox"/> National    <input checked="" type="checkbox"/> CHO    <input checked="" type="checkbox"/> LHO Area    <input type="checkbox"/> Hospital  <input type="checkbox"/> County    <input type="checkbox"/> Institution    <input type="checkbox"/> Other – give details:</p>
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:

16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care      Division: Social Care - Older Peoples Services

## Older Persons: Intensive Home Care Packages

1	<b>KPI Title</b>	Number of new Intensive Home Care Package clients, annually
2	<b>KPI Description</b>	Total number of new clients that commenced an intensive home care package (IHCP) for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. When funding is fully allocated the number of new IHCPs is dependent on persons in receipt of IHCP finishing their package.
3	<b>KPI Rationale</b>	A separate funding stream has been provided for intensive home care packages. Therefore there is a requirement to monitor provision of service and report on activity. Measures the throughput of scheme, and allows service to predict availability of resources.
	<b>Indicator Classification</b> <small>(National Standards for Safer Better HealthCare)</small>	Please tick Indicator Classification this indicator applies to: <input checked="" type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target: 250 Annual
5	<b>KPI Calculation</b>	Total number of new clients that commenced an intensive home care package for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. Service Plan Target is full year national target.
6	<b>Data Source</b>	Populated CIF template is submitted by LHO to the BIU analyst
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	An IHCP may be considered where existing home supports (HH and HCP) are not sufficient to support an older person to return home from hospital or to remain at home. The IHCP process is targeted on priority areas where service pressures are the greatest.
9	<b>Minimum Data Set</b>	Care Needs Assessment by health professionals as determined by the HSE, will recommend what services/supports, if any, are required over and above what is available from mainstream home help services and HCP Scheme. In order to allocate an IHCP the assessment must confirm that intensive levels of service/support are recommended. If the care needs assessment indicates that additional services/supports are not appropriate or that the most appropriate care is residential or other care setting the IHCP will not be approved.
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care    Division: Social Care - Older Peoples Services

Older Persons: Home Help Hours		
1	<b>KPI Title</b>	Number of home help hours provided for all care groups (excluding provision of hours from Home Care Packages)
2	<b>KPI Description</b>	Home Help Service provides personal and/or essential domestic care to dependent people to support them to live at home. It should support and complement the informal care already being provided. The total number of home help hours delivered through home visits by home help worker employed by HSE or providers receiving funding from the HSE from the Home Help Budget including paid leave for these staff (excludes provision of home help hours from Home Care Packages) during the reporting period (1 calendar month). This includes hours provided to Older People, Disabilities, Mental Health and Children and Families from the Home Help Budget for Services for Older People but excludes provision of hours from Home Care Packages.
3	<b>KPI Rationale</b>	Monitor the quantity of service delivered against service plan targets and facilitate adjustment to achieve targets if required.
	<b>Indicator Classification</b> (National Standards for Safer Better HealthCare)	Please tick Indicator Classification this indicator applies to: <input checked="" type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target: 10.3m hours CHO 1: 1.336m, CHO 2: 1.232m, CHO 3: 0.881m, CHO 4: 2.272, CHO 5: 1.236m, CHO 6 0.403m, CHO 7: 0.7266m, CHO 8:1.183m, CHO 9 1.0288
5	<b>KPI Calculation</b>	The number of Home Help hours delivered to clients in a calendar month from the Home Help budget including any paid hours for annual, sick or other leave. This figure is reported cumulatively (i.e. month and YTD). e.g. the March figure would be the Jan-March figures added together.
6	<b>Data Source</b>	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	Any person may apply or be referred, with their consent, on the appropriate form to be considered for a home help service. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. Current legislation in relation to the home help service does not distinguish between persons with limited and persons with full eligibility. Therefore, in the context of current legislation the Department of Health and Children has confirmed that access to home help services should be based on assessed care needs. The vast majority of beneficiaries of the home help service will be the older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from persons aged less than 65yrs whose assessed need is best met by older person services.
9	<b>Minimum Data Set</b>	Application Form followed by Care Needs assessment which develops a home care plan with a schedule of services
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Help Organiser
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input checked="" type="checkbox"/> Other – give details: by care group, e.g. older people, disabilities, mental health, children & families, other
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care    Division: Social Care - Older People Services



Older Persons: Home Help Hours		
1	<b>KPI Title</b>	Number of persons in receipt of home help hours (excluding provision of hours from Home Care Packages)(monthly target) at a point in time
2	<b>KPI Description</b>	The number of persons in receipt of a home help service on the last day of the month. This includes people in the following care groups, older people, disabilities, mental health and children and families whose hours are funded from the Services for Older People Home Help Budget Home Help Service provides personal and/or essential domestic care to dependent people to support them to live at home. It should support and complement the informal care already being provided.
3	<b>KPI Rationale</b>	This metric provides information on the usage of home help hours in the community and the number of people supported by the HSE to remain at home.
	<b>Indicator Classification</b>	Please tick Indicator Classification this indicator applies to:  <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
	(National Standards for Safer Better HealthCare)	
4	<b>KPI Target</b>	Division Operational Plan 2015 target: 50,000 CHO 1: 5,100, CHO 2: 6,010, CHO 3: 3,740, CHO 4: 8,970, CHO 5: 6,350, CHO 6: 3,240, CHO 7: 5,575, CHO 8: 6,290, CHO 9: 4,725
5	<b>KPI Calculation</b>	The total number of persons receiving home help hours in the LHO on the last day of the reporting month. This metric is point in time only and cannot be aggregated.
6	<b>Data Source</b>	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	National Quality Guidelines for Home Help Services. Any person may apply or be referred, with their consent, on the appropriate form to be considered for a home help service. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. Current legislation in relation to the home help service does not distinguish between persons with limited and persons with full eligibility. Therefore, in the context of current legislation the Department of Health and Children has confirmed that access to home help services should be based on assessed care needs. The vast majority of beneficiaries of the home help service will be the older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from persons aged less than 65yrs whose assessed need is best met by older person services. The vast majority of beneficiaries of the home help service will be the older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from persons aged less than 65yrs whose assessed need is best met by older person services.
9	<b>Minimum Data Set</b>	Application Form followed by CSARS Needs assessment and a home care plan with a schedule of services
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Help Organiser
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input checked="" type="checkbox"/> Other – give details: by care group, e.g. older people, disabilities, mental health, children & families, other
15	<b>KPI is reported in which reports ?</b>	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

## Older Persons : Nursing Home Support Scheme (NHSS)

1	<b>KPI Title</b>	Number of people funded under Nursing Homes Support Scheme in long term residential care during the reporting month
2	<b>KPI Description</b>	This metric measures the total number of people both public and private who are in receipt of long term residential care services and who are supported under the Nursing Homes Support Scheme. This includes State Support only, State Support and Nursing Home Loan, Nursing Home Loan only. It also includes 'Savers' i.e. people in public long term care at the commencement of the scheme who did not opt for the NHSS along with people on subvention and in older persons contract beds who did not opt for the scheme.
3	<b>KPI Rationale</b>	The rationale is to establish the number of people in long-term residential care who are receiving financial support from the State. In the transition years of the scheme, there may be some individuals receiving support via the subvention scheme or contract beds. However, ultimately the Nursing Homes Support Scheme will be the only State funded means of accessing long-term residential care.
	<b>Indicator Classification</b>  (National Standards for Safer Better HealthCare)	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target: National 22,361 [Has increased to 23,965 due to additional funding April]
5	<b>KPI Calculation</b>	Count of the number of people in receipt of NHSS support in the reporting month
6	<b>Data Source</b>	Nursing Homes Support Scheme Database. Subvention and contract bed LHO returns via Central National Office - Fair Deal, LHO Section 39 Returns.
	<b>Data Completeness</b>	Complete
	<b>Data Quality Issues</b>	No
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	As per the the Nursing Homes Support Scheme Guidelines
9	<b>Minimum Data Set</b>	NHSS Application form
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current Monthly (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://HSE.ie">HSE.ie</a> - Health Service Executive Website - HSE Reports and Publications
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? No
	<b>Contact details for Data</b>	Information Analyst: Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older Persons : Nursing Home Support Scheme (NHSS)		
1	<b>KPI Title</b>	Percentage of clients with NHSS who are in receipt of Ancillary State Support
2	<b>KPI Description</b>	Where a clients assets include land and property in the State (i.e. chargeable assets), the 7.5% (5% if application was made prior to 25/07/13) contribution based on such assets may be deferred. This is an optional benefit of the scheme called Ancillary State Support. The number of clients ' who choose to avail of Ancillary State Support' are all applicants who declare chargeable assets on their application for State support and who also apply for Ancillary State Support in relation to such assets. This metric measures the number who are in receipt and in payment of Ancillary State Support.
		The metric measures the number of people who apply and are in payment of Ancillary State Support. However, it also tells us what percentage of people with chargeable assets apply and receive for Ancillary State Support. For example, if 100 people apply for ancillary state support and this represents 50% of all people who qualify for Ancillary State Support, then the total number of people with chargeable assets, i.e. people who could have applied for the loan, stands at 200.
3	<b>KPI Rationale</b>	The rationale is to establish the number of clients who are in receipt of ancillary State support, that is, the number who are in payment of ancillary State support.
	<b>Indicator Classification</b> (National Standards for Safer Better HealthCare)	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target - 10% CHO 1: 10%, CHO 2: 10%, CHO 3: 10%, CHO 4: 10%, CHO 5: 0%, CHO 6: 10%, CHO 7: 10%, CHO 8: 10%, CHO 9: 10%
5	<b>KPI Calculation</b>	Data to be reported on the basis of the number of people in receipt of ancillary State support during the reporting month.
6	<b>Data Source</b>	Nursing Homes Support Scheme Database
	<b>Data Completeness</b>	Complete
	<b>Data Quality Issues</b>	No
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	As per the the Nursing Homes Support Scheme Guidelines
9	<b>Minimum Data Set</b>	NHSS Application Form
10	<b>International Comparison</b>	Not applicable
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? No
	<b>Contact details for Data</b>	Information Analyst: Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations& Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

## Older Persons : Nursing Home Support Scheme (NHSS)

1	<b>KPI Title</b>	Percentage of clients who have CSARs processed within 6 weeks
2	<b>KPI Description</b>	NHSS (Fair Deal): percentage of complete Care Needs Assessment Applications with a CSAR processed to a determination by a Local Placement Forum within 6 weeks of request.
3	<b>KPI Rationale</b>	To monitor and manage the processing of applications to determination and to ensure that applications are processed to determination within a specific timeframe.
	<b>Indicator Classification</b>  (National Standards for Safer Better HealthCare)	Please tick Indicator Classification this indicator applies to:  <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target - 95% CHO 1: 95%, CHO 2: 95%, CHO 3: 95%, CHO 4: 95%, CHO 5: 95%, CHO 6: 95%, CHO 7: 95%, CHO 8: 95%, CHO 9: 95%
5	<b>KPI Calculation</b>	Count is based on activity during the month. No. of applications processed within four weeks/No of applications processed * 100
6	<b>Data Source</b>	Nursing Homes Support Scheme Database
	<b>Data Completeness</b>	Complete
	<b>Data Quality Issues</b>	No
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	As per the the Nursing Home Support Scheme Guidelines
9	<b>Minimum Data Set</b>	NHSS Application Form
10	<b>International Comparison</b>	Not applicable
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? No
	<b>Contact details for Data</b>	Information Analyst: Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations& Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

## Older Persons: Subvention and Contract Beds

1	<b>KPI Title</b>	Number in receipt of subvention
2	<b>KPI Description</b>	There are currently two rates of subvention a basic rate and an enhanced rate. This metric is the number of clients in receipt of subvention for whom a payment was made in the reporting month and includes enhanced subvention. Only clients that are funded under the Nursing Homes Support Scheme subhead are included in this count.
3	<b>KPI Rationale</b>	With the introduction of 'A Fair Deal' subvention has ceased and there will be no new clients under the subvention scheme. The purpose of this metric is to measure the number of persons remaining on subvention.
	<b>Indicator Classification</b>	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
	(National Standards for Safer Better HealthCare)	
4	<b>KPI Target</b>	Division Operational Plan 2015 target - 275 CHO 1: 22, CHO 2: 38, CHO 3:37, CHO 4: 29, CHO 5: 26, CHO 6:28, CHO 7: 28, CHO 8: 43, CHO 9: 24
5	<b>KPI Calculation</b>	Total number of clients in receipt of subvention for whom a payment was made in the reporting month. This metric is point in time only. Only clients that are funded under the Nursing Homes Support Scheme subhead are included in this count.
6	<b>Data Source</b>	CIF Template completed by Nursing Homes Support Office in each LHO and returned to Central Unit.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	The Subvention Scheme ceased in October 2009 and was replaced by the Nursing Homes Support Scheme. Only clients who were part of the subvention scheme prior to October 2009 and have chosen not to avail of the NHSS are still in receipt of subvention
9	<b>Minimum Data Set</b>	As per the subvention guidelines
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Homes Support Office
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (pr
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? No
	<b>Contact details for Data</b>	Information Analyst: Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care    Division: Social Care - Older Peoples Services

## Older Persons: Subvention and Contract Beds

1	<b>KPI Title</b>	Number in receipt of enhanced subvention
2	<b>KPI Description</b>	There are currently two rates of subvention a basic rate and an enhanced rate. This metric is the number of clients in receipt of enhanced subvention for whom a payment was made in the reporting month.
3	<b>KPI Rationale</b>	With the introduction of 'A Fair Deal' subvention has ceased and there will be no new clients under the subvention scheme. The purpose of this metric is to measure the number of persons remaining on enhanced subvention.
	<b>Indicator Classification</b> <small>(National Standards for Safer Better HealthCare)</small>	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	
5	<b>KPI Calculation</b>	Total number of clients in receipt of enhanced subvention for whom a payment was made in the reporting month. This metric is point in time only.
6	<b>Data Source</b>	CIF Template completed by each LHO and returned to Regional Contacts, which is then sent to the Non Acute BIU.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	Enhanced subvention was considered if you were assessed as sufficiently dependent to require nursing home care and where your means were insufficient to meet the cost of nursing home care
9	<b>Minimum Data Set</b>	As per the subvention guidelines
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Home Support Office
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (pr
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analyst: Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care   Division: Social Care - Older Peoples Services

## Older Persons: Subvention and Contract Beds

1	<b>KPI Title</b>	Number of people in long-term residential care who are in contract beds
2	<b>KPI Description</b>	This refers to individuals in beds which have been contracted by the HSE in designated private nursing homes, and are funded under the Nursing Homes Support Scheme only.
3	<b>KPI Rationale</b>	With the introduction of the Nursing Homes Support Scheme, the use of contract beds is being ceased. The purpose of this metric is to measure the number of persons remaining in contract beds.
	<b>Indicator Classification</b> <small>(National Standards for Safer Better HealthCare)</small>	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	
5	<b>KPI Calculation</b>	Data to be reported on the basis of the number of people in Long Stay contract beds for whom a payment was made in the reporting month. Respite beds are not to be included in this count.
6	<b>Data Source</b>	CIF Template completed by each LHO and returned to Regional Contacts, which is then sent to the Non Acute BIU.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	As per description
9	<b>Minimum Data Set</b>	
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Home Support Office
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (pr
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analyst: Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care      Division: Social Care - Older Peoples Services

## Older Persons: Subvention and Contract Beds

1	<b>KPI Title</b>	No. of long stay residents in public and voluntary nursing homes admitted before 27th October 2009 (saver cases)
2	<b>KPI Description</b>	This refers to individuals who were in public and voluntary nursing homes prior to the Nursing Homes Support Scheme commencing and who are paying long-stay charges.
3	<b>KPI Rationale</b>	The Nursing Homes Support Scheme is now the only system of financial support available to new entrants to nursing homes. The purpose of this metric is to measure the number of 'saver' cases remaining in public and voluntary nursing homes.
	<b>Indicator Classification</b> <small>(National Standards for Safer Better HealthCare)</small>	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	
5	<b>KPI Calculation</b>	Data to be reported on the basis of the number of 'saver' cases for whom a payment was made in the reporting month.
6	<b>Data Source</b>	Nursing Homes Support Scheme Database Bed Management System
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	Data quality issues are addressed as they arise.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	This refers to individuals who were in public and voluntary nursing homes prior to the Nursing Homes Support Scheme commencing and who are paying long-stay charges.
9	<b>Minimum Data Set</b>	Nursing Homes Support Scheme Database Bed Management System
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Home Support Office
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (pr
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? No
	<b>Contact details for Data</b>	Information Analyst: Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care   Division: Social Care - Older Peoples Services



Older Persons : Public Beds		
1	<b>KPI Title</b>	Number of NHSS Beds in Public Long Stay Units
2	<b>KPI Description</b>	The total number of beds in public designated centres for older people -This includes all HSE facilities and all facilities receiving funding under s.38 of the Health Act 2004 which are registered with HIQA under the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (S.I. 245 of 2009). In other words, it includes HSE and section 38 residential care facilities for older people which provide 24 hour nursing care. These facilities provide some or all of the following for older people: long-term care, respite, rehabilitation, convalescence and palliative care.
3	<b>KPI Rationale</b>	It is policy to maintain public provision of residential care services, including nursing home care, for older people. This metric enables this provision to be monitored and to be contrasted against the total national provision of residential care.
	<b>Indicator Classification</b> <small>(National Standards for Safer Better HealthCare)</small>	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target - 5,287 CHO 1: 574, CHO 2: 603, CHO 3: 346, CHO 4: 1,051, CHO 5: 562, CHO 6: 391, CHO 7: 645, CHO 8: 641, CHO 9:474
5	<b>KPI Calculation</b>	Beds counted on the last day of every month and temporary closures are included within the overall figure.
6	<b>Data Source</b>	National Central Bed Register. Corporate Information Facility (CIF) template completed with regional data by National Office SFOP and returned to Non Acute BIU for upload to CIF.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	No
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	All persons over 65 years of age entitled to apply. Application made through local NHSS Office. Means test and CSAR Medical Assessment carried out to determine eligibility for funding for scheme and medical requirement for scheme
9	<b>Minimum Data Set</b>	Clients or cleint representative completes Application Form. Medical Assessment (CSAR) carried out by Consultant Geriatrician and MDT associated with client. Placement approved by Local Placement Forum in each ISA Area.
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Samantha Rayner Tel: 01 635 2305 Email: samantha.rayner@hse.ie Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care   Division: Social Care - Older Peoples Services

Older Persons : Public Beds		
1	<b>KPI Title</b>	No of Short Stay Beds in Public Long Stay Units
2	<b>KPI Description</b>	Any bed in a public unit other than NHSS Long Stay Beds. Short Stay Beds include Respite, Assessment, Rehabilitation Beds etc.)
3	<b>KPI Rationale</b>	This metric enables the monitoring and supply of short stay beds in the Public System.
	<b>Indicator Classification</b> <small>(National Standards for Safer Better HealthCare)</small>	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target - 1,840 CHO 1: 362, CHO 2: 228, CHO 3: 184, CHO 4: 324, CHO 5: 273, CHO 6: 154, CHO 7: 124 CHO 8: 99, CHO 9:92
5	<b>KPI Calculation</b>	Beds counted on the last day of every month and temporary closures are included within the overall figure. Monthly in arrears.
6	<b>Data Source</b>	National Central Bed Register. Corporate Information Facility (CIF) template completed with regional data by National Office SFOP and returned to Non Acute BIU for upload to CIF.
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	No
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	Persons over 65 years - (in some cases persons under 65 years if exceptional circumstances)
9	<b>Minimum Data Set</b>	Short Stay Beds managed by local ISA Area. Referrals taken from HSE Community Services, GPs and Acute Hospitals
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input checked="" type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Samantha Rayner Tel: 01 635 2305 Email: samantha.rayner@hse.ie Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older Persons : Public Beds		
1	<b>KPI Title</b>	Average Length of Stay for NHSS Clients in Public, Private and Saver Long Stay Units
2	<b>KPI Description</b>	This metric shows the average length of long stay residents in Public, Private and Saver Long Stay Units. Total number of days of stay is calculated from the date of first admission to the date of last discharge/death. Transfers between nursing homes are included in the overall ALOS. ALOS is determined by application, not client. For multiple admissions on the same application, if number of days between first discharge date and next admission date is greater than 30 days, treated as separate admission for calculation of total number of days of stay.
3	<b>KPI Rationale</b>	This information can be used to help inform planning and decision making process in relation to the management of the NHSS.
	<b>Indicator Classification</b> (National Standards for Safer Better HealthCare)	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target - National - 3.2years Each CHO - 3.2years
5	<b>KPI Calculation</b>	ALOS for persons discharged/deceased who were in receipt of funding under NHSS
6	<b>Data Source</b>	NHSS database
	<b>Data Completeness</b>	100% Complete
	<b>Data Quality Issues</b>	No
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	Persons discharged/deceased who were in receipt of funding under NHSS
9	<b>Minimum Data Set</b>	Persons who are in the Nursing Home Support Scheme Database
10	<b>International Comparison</b>	Yes
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? No
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older Persons : Public Beds		
1	<b>KPI Title</b>	Percentage of the population over 65yrs in NHSS funded beds (based on 2011 Census figures)
2	<b>KPI Description</b>	This metric shows the percentage of the population aged 65 and over that is availing of the Nursing Home Support Scheme. This metric does not include (a) subvented patients (b) contract bed patients (c) patients admitted privately to approved nursing homes and (d) patients residing in private nursing homes that are not approved for the purposes of NHSS.
3	<b>KPI Rationale</b>	With an increasing ageing population it is necessary to monitor the age profile of clients availing of the Nursing Home Support Scheme to ensure the best management of the service and use of resources.
	<b>Indicator Classification</b> <small>(National Standards for Safer Better HealthCare)</small>	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan 2015 target - National - 4% Each CHO -4%
5	<b>KPI Calculation</b>	ALOS for persons discharged/deceased who were in receipt of funding under NHSS
6	<b>Data Source</b>	NHSS database
	<b>Data Completeness</b>	100% Complete - reported in Q3
	<b>Data Quality Issues</b>	No
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	Persons discharged/deceased who were in receipt of funding under NHSS
9	<b>Minimum Data Set</b>	Persons who are in the Nursing Home Support Scheme Database
10	<b>International Comparison</b>	Yes
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? No
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 e-mail denise.mccarthy@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
	<b>Manager / Specialist Lead</b>	Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care      Division: Social Care - Older People Services

Older Persons: Elder Abuse	
1	<b>KPI Title</b> Number of new referrals by Region
2	<b>KPI Description</b> Numbers of referrals of elder abuse received by Senior Case Workers. Elder abuse is defined as "a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights".
3	<b>KPI Rationale</b> To compare referrals from the nine community health organisations and their associated LHOs to identify possible gaps.
	<b>Indicator Classification</b> (National Standards for Safer Better HealthCare) Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b> Division Operational Plan 2015 target - National 2,573 CHO 1: 278, CHO 2: 248, CHO 3: 157, CHO 4: 483, CHO 5: 394, CHO 6: 197, CHO 7: 226, CHO 8: 349, CHO 9: 241
5	<b>KPI Calculation</b> Count of number of new referrals each month. This is a cumulative KPI (monthly returns will be added together to obtain the total end of year outturn)
6	<b>Data Source</b> Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with LHO figures that that is then submitted to Non Acute BIU, Planning and Performance
	<b>Data Completeness</b> 100% Complete
	<b>Data Quality Issues</b> No
7	<b>Data Collection Frequency</b> <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b> Over 65 years that have an elder abuse concern. Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.
9	<b>Minimum Data Set</b> All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record-Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/close) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.
10	<b>International Comparison</b> No
11	<b>KPI Monitoring</b> KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Elder Abuse Officer
12	<b>KPI Reporting Frequency</b> KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b> <input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b> <input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b> <input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b> <a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b> Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b> Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 Email denise.mccarthy@hse.ie Specialist Lead: Paschal Moynihan 061 461165 Email paschal.moynihan@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>
	<b>National Lead and Division</b> National Lead: Pat Healy, National Director Social Care    Division: Social Care - Older People Services

Older Persons: Elder Abuse	
1	<p><b>KPI Title</b></p> <p>% of new referrals broken down by abuse type:            i) physical            ii) psychological            iii) financial            iv) neglect</p>
2	<p><b>KPI Description</b></p> <p><b>Physical:</b> This may include hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.  <b>Psychological:</b> This may include emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.  <b>Financial:</b> This may include theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.  <b>Neglect:</b> Ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Failing to provide appropriate equipment.</p>
3	<p><b>KPI Rationale</b></p> <p>To monitor and improve services through identifying the different types of abuse being reported to the HSE.</p> <p><b>Indicator Classification</b>            (National Standards for Safer Better HealthCare)</p> <p>Please tick Indicator Classification this indicator applies to:  <input type="checkbox"/> Person Centred Care    <input type="checkbox"/> Effective Care    <input type="checkbox"/> Safe Care  <input type="checkbox"/> Better Health and Wellbeing    <input type="checkbox"/> Use of Information    <input type="checkbox"/> Workforce  <input type="checkbox"/> Use of Resources    <input type="checkbox"/> Governance, Leadership and Management</p>
4	<p><b>KPI Target</b></p> <p>Division Operational Plan 2015 target -            Physical - Each CHO 12%            Psychological - Each CHO 28%            Financial - Each CHO - 20%            Neglect - Each CHO 17%</p>
5	<p><b>KPI Calculation</b></p> <p>% by abuse types - this figure is different to the number of new referrals as one referral may contain more than one abuse type            Calculation = <math>\frac{\text{Abuse type Number}}{\text{total number of abuse types}} \times 100</math></p>
6	<p><b>Data Source</b></p> <p>Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with LHO figures that that is then submitted to Non Acute BIU, Planning and Performance</p> <p><b>Data Completeness</b></p> <p>100% Complete</p> <p><b>Data Quality Issues</b></p> <p>No</p>
7	<p><b>Data Collection Frequency</b></p> <p><input type="checkbox"/> Daily    <input type="checkbox"/> Weekly    <input checked="" type="checkbox"/> Monthly    <input type="checkbox"/> Quarterly    <input type="checkbox"/> Bi-annually    <input type="checkbox"/> Annually    <input type="checkbox"/> Other – give details:</p>
8	<p><b>Tracer Conditions</b></p> <p>Over 65 years that have an elder abuse concern.            Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.</p>
9	<p><b>Minimum Data Set</b></p> <p>All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record-Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/close) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.</p>
10	<p><b>International Comparison</b></p> <p>No</p>
11	<p><b>KPI Monitoring</b></p> <p>KPI will be monitored on a (please indicate below) basis:  <input type="checkbox"/> Daily    <input type="checkbox"/> Weekly    <input checked="" type="checkbox"/> Monthly    <input type="checkbox"/> Quarterly    <input type="checkbox"/> Bi-annually    <input type="checkbox"/> Annually    <input type="checkbox"/> Other – give details:            Please indicate who is responsible for monitoring this KPI: Elder Abuse Officer</p>
12	<p><b>KPI Reporting Frequency</b></p> <p>KPI will be monitored on a (please indicate below) basis:  <input type="checkbox"/> Daily    <input type="checkbox"/> Weekly    <input checked="" type="checkbox"/> Monthly    <input type="checkbox"/> Quarterly    <input type="checkbox"/> Bi-annually    <input type="checkbox"/> Annually    <input type="checkbox"/> Other – give details:</p>
13	<p><b>KPI report period</b></p> <p><input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity)  <input type="checkbox"/> Monthly in arrears (June data reported in July)  <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2)  <input type="checkbox"/> Rolling 12 months (previous 12 month period)</p>
14	<p><b>KPI Reporting Aggregation</b></p> <p><input checked="" type="checkbox"/> National    <input checked="" type="checkbox"/> CHO LHO Area    <input type="checkbox"/> Hospital  <input type="checkbox"/> County    <input type="checkbox"/> Institution    <input type="checkbox"/> Other – give details:</p>
15	<p><b>KPI is reported in which reports ?</b></p> <p><input type="checkbox"/> Corporate Plan Report    <input checked="" type="checkbox"/> Performance Report (NSP/CBP)    <input type="checkbox"/> CompStat    <input type="checkbox"/> Other – give details:</p>
16	<p><b>Web link to data</b></p> <p><a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a></p>
17	<p><b>Additional Information</b></p> <p>Is the data for this KPI available through Corporate Information Facility (CIF)? Yes</p>

<p><b>Contact details for Data</b></p> <p><b>Manager / Specialist Lead</b></p>	<p>Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie  Denise McCarthy: 021 4928528 Email denise.mccarthy@hse.ie  Specialist Lead: Paschal Moynihan 061 461165 Email paschal.moynihan@hse.ie  Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.</p>
<p><b>National Lead and Division</b></p>	<p>National Lead: Pat Healy, National Director Social Care      Division: Social Care - Older People Services</p>

Older Persons: Elder Abuse	
1	<b>KPI Title</b> Number of active cases
2	<b>KPI Description</b> Elder abuse is defined as "a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights". Active cases are those alleged cases of elder abuse which have not been closed by the Senior Case Workers.
3	<b>KPI Rationale</b> To compare number of active cases from the nine community health organisations and their associated LHOs to identify possible gaps.
	<b>Indicator Classification</b> (National Standards for Safer Better HealthCare) Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b> Division Operational Plan 2015 target - National 1,400 CHO 1: 135, CHO 2: 152, CHO 3: 124, CHO 4: 218, CHO 5 164 CHO 6:127, CHO 7: 160, CHO 8: 161, CHO 9: 160
5	<b>KPI Calculation</b> Count of active cases at the end of each quarter. This metric is point in time only and consecutive quarters cannot be aggregated
6	<b>Data Source</b> Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with LHO figures that that is then submitted to Non Acute BIU, CPCP
	<b>Data Completeness</b> 100% Complete
	<b>Data Quality Issues</b> No
7	<b>Data Collection Frequency</b> <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b> Over 65 years that have an elder abuse concern. Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.
9	<b>Minimum Data Set</b> All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record-Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/close) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.
10	<b>International Comparison</b> No
11	<b>KPI Monitoring</b> KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Elder Abuse Officer
12	<b>KPI Reporting Frequency</b> <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b> <input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	<b>KPI Reporting Aggregation</b> <input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b> <input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b> <a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b> Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b> Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 Email denise.mccarthy@hse.ie Specialist Lead: Paschal Moynihan 061 461165 Email paschal.moynihan@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>
	<b>National Lead and Division</b> National Lead: Pat Healy, National Director Social Care    Division: Social Care - Older People Services



Older Persons: Elder Abuse		
1	<b>KPI Title</b>	Percentage of active cases that were due and received their formal review within six month timeframe
2	<b>KPI Description</b>	All elder abuse referrals are subject to a formal review process on a 6 monthly basis from the date that they are opened and/or on case closure. All cases are logged on an individual basis on a database that tracks their progress across time. At the end of each month cases will be reviewed retrospectively to determine the number of cases that were due and received a formal review as a percentage of the total number that were due to be reviewed.
3	<b>KPI Rationale</b>	Review data provides valuable information on case outcomes, i.e., if abuse is substantiated, the type and subcategory, the perpetrator and the location of the abuse. Additionally, information on interventions provided along with legal and Garda involvement is documented. While cases are being reviewed on a constant basis by a range of professionals it is vital that formal reviews are conducted in a timely manner.
	<b>Indicator Classification</b> (National Standards for Safer Better HealthCare)	Please tick Indicator Classification this indicator applies to: <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
4	<b>KPI Target</b>	Division Operational Plan Target 2015 - National 90% Each CHO - 90%
5	<b>KPI Calculation</b>	At the end of each month cases will be reviewed retrospectively to determine the number of cases that were due and received a formal review as a percentage of the total number that were due to be formally reviewed.
6	<b>Data Source</b>	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with LHO figures that that is then submitted to Non Acute BIU, PPBI.
	<b>Data Completeness</b>	Some LHOs are not submitting data within timelines given and a small number (2) have not returned EA data. Work will continue in 2015 to improve reporting from all LHOs within the agreed timelines.
	<b>Data Quality Issues</b>	Retrospective amendments will only be made for the previous reporting month in 2015.
7	<b>Data Collection Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	<b>Tracer Conditions</b>	Elder abuse concerns referred to SCWs. Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.
9	<b>Minimum Data Set</b>	All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record - "Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/closed) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.
10	<b>International Comparison</b>	No
11	<b>KPI Monitoring</b>	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Elder Abuse Officer
12	<b>KPI Reporting Frequency</b>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	<b>KPI report period</b>	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (pr
14	<b>KPI Reporting Aggregation</b>	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> CHO LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	<b>KPI is reported in which reports ?</b>	<input checked="" type="checkbox"/> Performance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	<b>Web link to data</b>	<a href="http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html">http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html</a>
17	<b>Additional Information</b>	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	<b>Contact details for Data</b>	Information Analysts: Niamh Doyle Tel 021 4928531. Email: niamhm.doyle@hse.ie Denise McCarthy: 021 4928528 Email denise.mccarthy@hse.ie Specialist Lead: Paschal Moynihan 061 461165 Email paschal.moynihan@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
	<b>Manager / Specialist Lead</b>	
	<b>National Lead and Division</b>	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services