



Health Service

Older People Services

KPI Metadata 2014 based on

Division Operational Plan NSP 2014

Version History

Version: 14.08.14.



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Older People: Home Care Packages		
1	KPI Title	Total number of persons in receipt of a HCP
2	KPI Description	<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 clients 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.</p> <p>No new cash grants will be approved from 1st Dec 2010 so that the number in receipt will be reducing in 2011. (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	KPI Rationale	<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>
	Indicator Classification	<p>Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two).</p> <p><input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care</p> <p>Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/></p> <p>Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/></p>
4	KPI Target	<p>NSP 2014 target: 10,870</p> <p>DML - 2,662; DNE - 3,545; South - 2,425; West - 2,238;</p>
5	KPI Calculation	<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 & Respite – count at the end of the month.</p> <p>These metrics are point in time only and cannot be aggregated</p>
6	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDPI office.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	<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. 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	Minimum Data Set	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	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghmrigney@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Home Care Packages		
1	KPI Title	Number of new Home Care Package clients
2	KPI Description	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 persons in receipt of HCP finishing their package.
3	KPI Rationale	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.
	Indicator Classification	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 checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
	KPI Target	NSP 2014 Target: 4,800 DML - 1,250; DNE - 1,100; South - 1,100; West - 1,350
5	KPI Calculation	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	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office. T
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	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 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	Minimum Data Set	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	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie
Manager / Specialist Lead		Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People: Intensive Home Care Packages		
1	KPI Title	Number of persons in receipt of an INTENSIVE HCP
2	KPI Description	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: a) return home from hospital or residential care or b) prevent attendance/admission to A&E or c) prevent or delay admission to long term residential care
		An INTENSIVE HCP (IHCP) refers to the enhanced level of community services and supports above the normal levels available from mainstream community services or 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.
		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)
		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.
3	KPI Rationale	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 of enhanced public community services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <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 type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
4	KPI Target	NSP 2014 target: 190 HCPs (National End of year Target - demand led - 'money follows the patient')
5	KPI Calculation	Total number of clients in Receipt of a 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.
6	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office.
	Data Completeness	100% Complete
	Data Quality Issues	New metric - Guidelines being developed for data gatherers - data quality issues will be addressed as they arise
7	Data Collection Frequency	<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	Tracer Conditions	Any person (within the targeted ISA 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 a client by a family member, friend, carer or healthcare worker. INTENSIVE HCPs will be allocated and approved based on assessed care need, within targeted ISA areas, within the limit of the resources available for the Scheme.
9	Minimum Data Set	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	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@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.
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People: Home Help Hours		
1	KPI Title	Number of home help hours provided for all care groups (excluding provision of hours from Home Care Packages)
2	KPI Description	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 (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 but excludes provision of hours from Home Care Packages.
3	KPI Rationale	Monitor the quantity of service delivered against service plan targets and facilitate adjustment to achieve targets if required.
	Indicator Classification	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 Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
4	KPI Target	NSP 2014 Target: 10.30m hours DML - 1.91m; DNE - 1.66m; South - 3.62m; West - 3.11m;
5	KPI Calculation	The number of Home Help hours delivered to clients in a calendar month from the Home Help budget This figure is reported cumulatively (i.e. month and YTD). e.g. the March figure would be the Jan-March figures added together.
6	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDPI office.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	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 a client 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	Minimum Data Set	Application Form followed by Care Needs assessment which develops a home care plan with a schedule of services
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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
	Aggregation	
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@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.
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

1	KPI Title	Number of people in receipt of home help hours (excluding provision of hours from Home Care Packages)
2	KPI Description	The number of clients 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. 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	KPI Rationale	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.
	Indicator Classification	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 Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
	KPI Target	NSP 2014 Target: 50,000 DML - 12,002; DNE - 9,485; South - 15,053; West - 13,460
4	KPI Calculation	The total number of clients 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	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	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 a client 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	Minimum Data Set	Application Form followed by CSARS Needs assessment - which develops a home care plan with a schedule of services
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Geraldine Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie
Manager / Specialist Lead		Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549.
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People : Nursing Home Support Scheme (NHSS)

1	KPI Title	Number of people funded under Nursing Home Support Scheme in long term residential care during the reporting month
2	KPI Description	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	KPI Rationale	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.
	Indicator Classification	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
4	KPI Target	NSP 2014 target: - 22,061, (DML 6,146, DNE 4,315, South 5,870, West 5,730)
5	KPI Calculation	Count of the number of people in receipt of NHSS support in the reporting month
6	Data Source	Nursing Home Support Scheme Database. Subvention and contract bed LHO returns via Central National Office - Fair Deal, LHO Section 39 Returns.
	Data Completeness	Complete
	Data Quality Issues	No
7	Data Collection Frequency	<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	Tracer Conditions	As per the the Nursing Home Support Scheme Guidelines
9	Minimum Data Set	NHSS Application form
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@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
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People : Nursing Home Support Scheme (NHSS)

1	KPI Title	Percentage of clients with NHSS who are in receipt of Ancillary State Support
2	KPI Description	<p>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.</p> <p>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 of ancillary State support is the number who are in payment of ancillary State support.</p> <p>The metric measures the number of people who apply for ancillary state support. However, it also tells us what percentage of people with chargeable assets apply 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.</p>
3	KPI Rationale	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.
	Indicator Classification	<p>Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two).</p> <p><input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care</p> <p>Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/></p> <p>Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/></p>
4	KPI Target	NSP 2014 Target: 10% (Nationally)
5	KPI Calculation	Data to be reported on the basis of the number of people in receipt of ancillary State support on the last day of every month, and count is based on activity during the month.
6	Data Source	Nursing Home Support Scheme Database
	Data Completeness	Not reported in 2012
	Data Quality Issues	IT system needs to be altered to provide the required report as it is not included in the current report menu
7	Data Collection Frequency	<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	Tracer Conditions	As per the the Nursing Home Support Scheme Guidelines
9	Minimum Data Set	NHSS Application Form
10	International Comparison	Not applicable
11	KPI Monitoring	<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: Pat Marron</p>
12	KPI Reporting Frequency	<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	KPI report period	<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)</p> <p><input type="checkbox"/> Monthly in arrears (June data reported in July)</p> <p><input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2)</p> <p><input type="checkbox"/> Rolling 12 months (previous 12 month period)</p>
14	KPI Reporting Aggregation	<p><input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital</p> <p><input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:</p>
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
Manager / Specialist Lead		
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

1	KPI Title	Percentage of clients who have CSARs processed within 6 weeks
2	KPI Description	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	KPI Rationale	To monitor and manage the processing of applications to determination and to ensure that applications are processed to determination within a specific timeframe.
	Indicator Classification	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 type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
	KPI Target	NSP 2014 target: 100%
4	KPI Calculation	Count is based on activity during the month. No. of applications processed within four weeks/No of applications processed * 100
6	Data Source	Nursing Home Support Scheme Database
	Data Completeness	Complete
	Data Quality Issues	No
7	Data Collection Frequency	<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	Tracer Conditions	As per the the Nursing Home Support Scheme Guidelines
9	Minimum Data Set	NHSS Application Form
10	International Comparison	Not applicable
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
Manager / Specialist Lead		Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People: Subvention and Contract Beds

1	KPI Title	Number in receipt of subvention
2	KPI Description	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
3	KPI Rationale	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.
	Indicator Classification	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
	KPI Target	NSP 2014 Target: National 400 (DML 100, DNE 90, South 90, West 120)
5	KPI Calculation	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 Home Support Scheme subhead are included in this count.
6	Data Source	CIF Template completed by Nursing Home Support Office in each LHO and returned to RDO Business Unit, which is then sent to the Non Acute BIU.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	The Subvention Scheme ceased in October 2009 and was replaced by the Nursing Home 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	Minimum Data Set	As per the subvention guidelines
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
Manager / Specialist Lead		
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People: Subvention and Contract Beds

1	KPI Title	Number in receipt of enhanced subvention
2	KPI Description	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	KPI Rationale	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.
	Indicator Classification	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 type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
	KPI Target	NSP 2014 Target: 250 National (DML 40, DNE 90, South 90, West 30)
4	KPI Calculation	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	Data Source	CIF Template completed by Nursing Home Support Office in each LHO and returned to RDPI Business Unit, which is then sent to the Non Acute BIU.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	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	Minimum Data Set	As per the subvention guidelines
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People: Subvention and Contract Beds

1	KPI Title	Number of people in long-term residential care who are in contract beds
2	KPI Description	This refers to individuals in beds which have been contracted by the HSE in designated private nursing homes, and are funded under the Nursing Home Support Scheme only.
3	KPI Rationale	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.
	Indicator Classification	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 type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
	KPI Target	NSP 2014 Target: 750 ((DML 440, DNE 170, South 80, West 60)
4	KPI Calculation	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	Data Source	CIF Template completed by Nursing Home Support Office in each LHO and returned to RDO Business Unit, which is then sent to the Non Acute BIU.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	As per description
9	Minimum Data Set	
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <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	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
Manager / Specialist Lead		Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People: Subvention and Contract Beds

1	KPI Title	No. of long stay residents in public and voluntary nursing homes admitted before 27th October 2009 (saver cases)
2	KPI Description	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	KPI Rationale	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.
	Indicator Classification	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 type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
	KPI Target	NSP 2014 target: 1,500 Nationally (DML 470, DNE 250, South 360, West 420)
4	KPI Calculation	Data to be reported on the basis of the number of 'saver' cases for whom a payment was made in the reporting month.
6	Data Source	Nursing Homes Support Scheme Database Bed Management System
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<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	Tracer Conditions	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	Minimum Data Set	Nursing Homes Support Scheme Database Bed Management System
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
Manager / Specialist Lead		Head of Operations and Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People : Public Beds

1	KPI Title	Number of NHSS Beds in Public Long Stay Units
2	KPI Description	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	KPI Rationale	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.
	Indicator Classification	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 checked="" 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 <input type="checkbox"/>
4	KPI Target	NSP 2014 Target: 5,400 (DML 1,490, DNE 960, South 1,600, West 1,350)
5	KPI Calculation	Beds counted on the last day of every month and temporary closures are included within the overall figure.
6	Data Source	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.
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<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	Tracer Conditions	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	Minimum Data Set	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	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@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
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People : Public Beds

1	KPI Title	No of Short Stay Beds in Public Long Stay Units
2	KPI Description	Any bed in a public unit other than NHSS Long Stay Beds. Short Stay Beds include Respite, Assessment, Rehabilitation Beds etc.)
3	KPI Rationale	This metric enables the monitoring and supply of short stay beds in the Public System.
	Indicator Classification	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 checked="" 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 <input type="checkbox"/>
	KPI Target	NSP 2014: 1,860 (DML 365, DNE 140, South 623, West 732)
	KPI Calculation	Beds counted on the last day of every month and temporary closures are included within the overall figure. Monthly in arrears.
6	Data Source	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.
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<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	Tracer Conditions	Persons over 65 years - (in some cases persons under 65 years if exceptional circumstances)
9	Minimum Data Set	Short Stay Beds managed by local ISA Area. Referrals taken from HSE Community Services, GPs and Acute Hospitals
10	International Comparison	No
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@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
Manager / Specialist Lead		
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People : Public Beds		
1	KPI Title	Average Length of Stay for NHSS Clients in Public, Private and Saver Long Stay Units
2	KPI Description	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	KPI Rationale	This information can be used to help inform planning and decision making process in relation to the management of the NHSS.
	Indicator Classification	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 checked="" 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	KPI Target	NSP 2014: not reported previously, to be determined in 2014
5	KPI Calculation	ALOS for persons discharged/deceased who were in receipt of funding under NHSS
6	Data Source	NHSS database
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<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	Tracer Conditions	Persons discharged/deceased who were in receipt of funding under NHSS
9	Minimum Data Set	Persons who are in the Nursing Home Support Scheme Database
10	International Comparison	Yes
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
Manager / Specialist Lead		Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services

Older People : Public Beds

1	KPI Title	Percentage of the population over 65yrs in NHSS funded beds (based on 2011 Census figures)
2	KPI Description	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	KPI Rationale	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.
	Indicator Classification	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"/> <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
	KPI Target	NSP 2014: 4.1%
	KPI Calculation	ALOS for persons discharged/deceased who were in receipt of funding under NHSS
6	Data Source	NHSS database
	Data Completeness	100% Complete - reported in Q3
	Data Quality Issues	No
7	Data Collection Frequency	<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	Tracer Conditions	Persons discharged/deceased who were in receipt of funding under NHSS
9	Minimum Data Set	Persons who are in the Nursing Home Support Scheme Database
10	International Comparison	Yes
11	KPI Monitoring	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	KPI Reporting Frequency	<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	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
Manager / Specialist Lead		Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older People Services

Older People: Elder Abuse

1	KPI Title	Number of new referrals by Region
2	KPI Description	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	KPI Rationale	To compare referrals from the four different administrative regions and identify possible gaps.
	Indicator Classification	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 checked="" 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"/> <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target	NSP 2014 Target: 2,200 (DML 400, DNE 450, South 750, West 600)
5	KPI Calculation	Count of number of new referrals each quarter. This is a cumulative KPI (four quarterly returns will be added together to obtain the total end of year outturn)
6	Data Source	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with regional figures that that is then submitted to Non Acute BIU, Planning and Performance
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	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	Minimum Data Set	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	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" 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 Officers
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
	Contact details for Data	Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Frank Murphy Tel: 094 9049065 Email: frank.murphy@hse.ie Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
	Manager / Specialist Lead	
	National Lead and Division	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older People Services

Older People: Elder Abuse	
1	KPI Title Number of new referrals broken down by abuse type: i) physical ii) psychological iii) financial iv) neglect
2	KPI Description Physical: This may include hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions. Psychological: 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. Financial: 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. Neglect: 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.
3	KPI Rationale To monitor and improve services through identifying the different types of abuse being reported to the HSE. Indicator Classification 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 checked="" 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 type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target/ Expected activity NSP 2014: Physical 320 (65 DML, 75 DNE, 80 South, 100 West), Psychological 760 (180 DML, 160 DNE, 200 South, 220 West), Financial 585 (150 DML, 125 DNE, 150 South, 160 West), Neglect 380 (90 DML, 80 DNE, 150 South, 60 West).
5	KPI Calculation Number by abuse types - this figure is different to the number of new referrals as one referral may contain more than one abuse type Calculation = $\frac{\text{Abuse type Number}}{\text{total number of abuse types}} \times 100$
6	Data Source Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with regional figures that that is then submitted to Non Acute BIU, Planning and Performance Data Completeness 100% Complete Data Quality Issues No
7	Data Collection Frequency <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions 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/Garda/Hospital/Carer/Statutory or Voluntary Agency.
9	Minimum Data Set 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	International Comparison No
11	KPI Monitoring KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" 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 Officers
12	KPI Reporting Frequency <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period <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	KPI Reporting Aggregation <input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ? <input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information
Contact details for Data	Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Frank Murphy Tel: 094 9049065 Email: frank.murphy@hse.ie
Manager / Specialist Lead	Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald Tel: 066 7184549
National Lead and Division	National Lead: Pat Healy, National Director Social Care Division: Social Care - Older People Services

Older People: Elder Abuse		
1	KPI Title	Number of active cases
2	KPI Description	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	KPI Rationale	To compare referrals from the four different administrative regions and identify possible gaps.
	Indicator Classification	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 checked="" 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"/> <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target	NSP 2014 target: 1,300 Nationally (300 DML, 250 DNE, 400 South, 350 West)
5	KPI Calculation	Count of active cases at the end of each quarter. This metric is point in time only and consecutive quarters cannot be aggregated
6	Data Source	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with regional figures that that is then submitted to Non Acute BIU, PBI.
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	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	Minimum Data Set	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	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" 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 Officers
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Frank Murphy Tel: 094 9049065 Email: frank.murphy@hse.ie
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older People Services

Older People: Elder Abuse

1	KPI Title	Percentage of active cases that were due and received their formal review within six month timeframe
2	KPI Description	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 quarter 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	KPI Rationale	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.
	Indicator Classification	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 checked="" 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"/> <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target	NSP 2014 Target: 80% (Point in time target - i.e. each quarter the target is 80%)
5	KPI Calculation	At the end of each quarter 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	Data Source	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with regional figures that that is then submitted to Non Acute BIU, PPBI.
	Data Completeness	Some LHOs are not submitting data within timelines given and a small number (2) have not returned EA data. Work will continue in 2014 to improve reporting from all LHOs within the agreed timelines.
	Data Quality Issues	Retrospective amendments will only be made for the previous reporting quarter in 2014.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	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	Minimum Data Set	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	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" 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 Officers
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<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	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input checked="" type="checkbox"/> Performance Assurance Report (NSP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Fiona O'Riordan Tel 061 483721. Email: fiona.oriordan@hse.ie Specialist Lead: Frank Murphy Tel: 094 9049064 Email: frank.murphy@hse.ie
National Lead and Division		National Lead: Pat Healy, National Director Social Care Division: Social Care - Older Peoples Services