Primary Care Division
KPI Metadata based on
Division Operational Plan 2015

Primary Care Teams

	Primary Care Teams - In Operation	
1	**KPI Title**	No. of PCTs
2	**KPI Description**	A PCT Team in place/operating is defined as a PCT holding Clinical Team meetings with HSE staff and GPs involved. This definition has been maintained since the early days of PCT development and was agreed with the DOH as this definition reflects the spirit and intent of the Primary Care Strategy in that all clinicians on the PCT would in a multidisciplinary team fashion work, met, discuss and develop care plans for complex patients within their PCT area. In (late) 2013 there was an added emphasis on capturing regular attendance by GPs (i.e. attendance at a CTM within the past 6 months)
3	**KPI Rationale**	To capture the number of PCTs operating nationally in order to monitor activity
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☑ Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information Workforce ☐Use of Resources☐Governance, Leadership and Management☐
4	**KPI Target 2015**	National: 485 Area 1: 42; Area 2: 46; Area 3: 41; Area 4: 79; Area 5 - 55; Area 6 - 40; Area 7 - 64; Area 8 - 65; Area 9 - 53
5	**KPI Calculation**	Count. Total Number of PCTs.
6	**Data Source**	From TDO's to Primary Care Specialists to BIU
	Data Completeness	100 % data Completeness
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Available to the general population
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational
12	**KPI Reporting Frequency**	Area 1 - 42; Area 2 - 46; Area 3 - 41; Area 4 - 7; Area 5 - 55; Area 6 - 40; Area 7 - 64; Area 8 -65; Area 9 - 53
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (pr
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ❑ National ❑ Regional ❑Hospital Group ❑ Hospital ☑ CHO ❑ ISA ❑ LHO ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports ?**	☐Performance Assurance Report (NSP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	Information available in CIF by former Region and from 2015 by CHO
Contact details for Data Manager/Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Community Intervention Teams

1	**KPI Title**	Community Intervention Team Activity
2	**KPI Description**	Community Intervention Team Activity (i.e. patients seen) by Activity Admission Avoidance (includes OPAT) Hospital Avoidance Early Discharge (includes OPAT) Other These referrals accepted must be recorded per patient, and should be allocated to one category only. (i.e patients can not be reflected in more then one category)
3	**KPI Rationale**	To capture the services provided by CITs
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☑ Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information Workforce ☐Use of Resources☐Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 25,926 Admission Avoidance - 1,165 Hospital Avoidance - 17,728 Early Discharge - 4,123 Other - 2,910
5	**KPI Calculation**	Count. Total Number of Referrals by activity
6	**Data Source**	From 9 CITs and any new CITs established in 2015 – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Available to catchment population aligned to CIT
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (pr
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☐ CHO ☐ ISA ☐ LHO ☐ County ☐ Institution ☑Other – give details: - by CIT
15	**KPI is reported in which reports ?**	☑Performance Report (NSP/CBP) ☑CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	In CIF
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Community Intervention Teams

1	**KPI Title**	Community Intervention Teams by Referral Source
2	**KPI Description**	Community Intervention Team Activity (i.e. patients seen) by Referral Source ED/Hospital Wards/Units GP Referral Community Referral OPAT Referral These referrals accepted must be recorded per patient, and should be allocated to one category only. (i.e patients can not be reflected in more then one category)
3	**KPI Rationale**	To capture the source of referrals to CITs
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☑ Effective Care
		Safe Care☐ Better Health and Wellbeing ☐Use of Information
		Workforce ☐Use of Resources☐Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 25,926 ED/Hospital Wards/Units - 18,909 GP Referral - 3,941 Community Referral - 1,280 OPAT Referral - 1,796
5	**KPI Calculation**	Count. Total Number of Referrals by referral source
6	**Data Source**	From 9 CITs and any new CITs established in 2015 – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Available to catchment population aligned to CIT
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: This is to be monitored by the Primary Care Division and by RDPIs
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (pr
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location:
		☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☐ CHO ☐ ISA ☐ LHO
		☐ County ☐ Institution ☑Other – give details: - by CIT
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☑CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	In CIF
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Chronic Disease - Diabetes

1	**KPI Title**	No. of existing primary care diabetes initiatives aligned to the nationally agreed model of care
2	**KPI Description**	Aligning the Diabetes Clinical Care Programme Model of care to the exising 10 primary care diabetes initiatives
3	**KPI Rationale**	Roll out of Diabetes Clinical Care Programme model of 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). ☑Person Centred Care ☑ Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information Workforce ☐Use of Resources☐Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 10 Area1 - 0; Area2 - 2; Area3 - 1; Area4 - 1; Area5 - 0; Area6 - 1; Area7 - 1; Area8 - 1; Area9 - 2
5	**KPI Calculation**	Count. Total Number of existing primary care diabetes initiatives
6	**Data Source**	Primary Care Division
	Data Completeness	100 % data Completeness
	Data Quality Issues	Aligning the Diabetes Clinical Care Programme Model of care to the exising 10 primary care diabetes initiatives
7	**Data Collection Frequency**	☐Daily ☐Weekly Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	
9	**Minimum Data Set**	No
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details: This is to be monitored by the Primary Care Division and Diabetes Clinical Care Programme
12	**KPI Reporting Frequency**	☐Daily ☐Weekly Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (pr
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☐ CHO ☐ ISA ☐ LHO
		☐ County ☐ Institution ☑Other – give details: - by Diabetes Initiative
15	**KPI is reported in which reports ?**	☐Performance Report (NSP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations -
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care G.P Out of Hours Service

1	**KPI Title**	No. of contacts with GP Out of Hours co-ops
2	**KPI Description**	This refers to the total number of patients who made contact with GP Out of Hours Service through Treatment Centres, Home Services, Triage and Other. Other refers to calls which are not triaged by a clinician, they refer to callers looking for information.
3	**KPI Rationale**	To capture the number of patients who contacted GP Out of Hours Service nationally in order to monitor activity and service pressures.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care　☑ Effective Care Safe Care☐　Better Health and Wellbeing ☐Use of Information Workforce ☐Use of Resources☐Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 959,455
5	**KPI Calculation**	Count. Total Number of Contacts by Treatment Centre, Home Service, Triage Only and Other. This should match the number of contacts by age breakdown i.e. 0 - 16 years, 16 - 65 years, 65 years or over
6	**Data Source**	from 9 GP co-ops – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No known data quality issues at this point, however a review of OOH services is to take place in 2015
7	**Data Collection Frequency**	☐Daily　☐Weekly ☑Monthly　☐Quarterly　☐Bi-annually　☐Annually ☐Other – give details:
8	**Tracer Conditions**	Available to the patients of GP's linked with an Out of hours service
9	**Minimum Data Set**	No
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑ Monthly　☐Quarterly　☐Bi-annually　☐Annually ☐Other – give details: 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily　☐Weekly ☑Monthly　☐Quarterly　☐Bi-annually　☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ☐ National　☐ Regional ☐Hospital Group ☐ Hospital　☐ CHO　☐ ISA　☐ LHO ☐ County　☐ Institution　☐ Other – give details: GP Out of Hours Service
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	In CIF
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care : Physiotherapy Referral

1	**KPI Title**	Number of Patient Referrals
2	**KPI Description**	Total Number of patients for whom a Primary Care Physiotherapy referral was accepted in the reporting period (All referrals into Community Services-everything outside acute referrals). This is captured by Age Category (Age Brackets: 0-17yrs; 18-64 yrs; 65+ years) and by Referral Source (Acute Hospital Referrals, GP Referrals and Other Referrals-i.e. PHN, other HSCP, Voluntary Organisations, self and others (including non-acute beds). Referrals include New patients, (ie. not known to the service) and Re-Referrals, (ie. previously discharged).
3	**KPI Rationale**	This KPI allows for planning and managment of the monthly throughput of referrals in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends in referrals and thus a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information Workforce ☑ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 184,596 Area1 - 24,498; Area2 - 21,376; Area3 - 16,556; Area4 - 26,522; Area5 - 23,336; Area6 - 10,614; Area7 - 18,926; Area8 - 27,288; Area9 - 15,480
5	**KPI Calculation**	Count of the number of clients for whom a referral was accepted in the reporting month. Total in referrals by source should equal total number of referrals received by Age Category
6	**Data Source**	Physiotherapist records - Physiotherapy Manager - LHO – CHO – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Community Services Physiotherapy Clients Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to Physiotherapy services.
9	**Minimum Data Set**	Referral note/form which includes details of clients and relevant information relating to the referral Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on physiotherapy needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Physiotherapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☑CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	In CIF
	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care

National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care : Physiotherapy Assessments

1	**KPI Title**	Number of patients seen for a first time assessment
2	**KPI Description**	The total number of primary care physiotherapy patients seen for a first time Assessment in the reporting period. This includes both new referrals and re-referrals
3	**KPI Rationale**	The purpose of this metric is to monitor the number of patients seen for a first time assessment.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information Workforce ☑ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 159,260 Area1 - 20,200; Area2 - 16,312; Area3 - 13,012; Area4 - 26,412; Area5 - 20,096; Area6 - 8,650; Area7 - 17,784; Area8 - 22,946; Area9 - 13,848
5	**KPI Calculation**	Count of the number of patients seen for a first time assessment in the reporting month
6	**Data Source**	Physiotherapist records - Physiotherapy Manager - LHO – CHO – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give
8	**Tracer Conditions**	Community Services Physiotherapy Clients Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to Physiotherapy services.
9	**Minimum Data Set**	Referral note/form which includes details of clients and relevant information relating to the referral Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on physiotherapy needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Physiotherapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☑CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	In CIF
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care : No of Patients Seen

1	**KPI Title**	Number of patients treated in the reporting month (monthly target)
2	**KPI Description**	The metric captures the number of clients that received an intervention in the reporting month and Includes new clients, existing clients, and those from previous caseload who were treated in the month. Information is captured under the following headings and reported as an overall figure. **Domiciliary/Principal Setting**: To include client's home address or nursing home where the home is the client's main residence or any other setting to which the physiotherapist travels for individual physiotherapy contact/visit/appointment. This includes once-off school visit for an individual. **Other Individual or Clinic Setting**: One to one intervention that does not occur in a client's main residence. **Group:** Number of individuals who attended for a group session (count = people).
3	**KPI Rationale**	To monitor the number of individual patients being treated in the month.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information Workforce ☑ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 34,993 Area1 - 4,606; Area2 - 3,938; Area3 - 2,575; Area4 - 5,646; Area5 - 4,289; Area6 - 1,962; Area7 - 3,929; Area8 - 5,293; Area9 - 2,755
5	**KPI Calculation**	This is a count of the the number of patients that received an intervention during the month and Includes new clients, existing clients, and those from previous caseload who were treated in the month. Each client is only included once in the count
6	**Data Source**	Physiotherapist records - Physiotherapy Manager - LHO – CHO – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Community Services Physiotherapy Clients Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to Physiotherapy services.
9	**Minimum Data Set**	Referral note/form which includes details of clients and relevant information relating to the referral Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on physiotherapy needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Physiotherapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☑CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care	
National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.	

Primary Care : Physiotherapy Contacts

1	**KPI Title**	Number of face to face contacts/visits
2	**KPI Description**	Total no. of Primary Care Physiotherapy face to face contacts / visits / appointments that took place in the reporting month by setting i.e. Domiciliary/Principal Setting-include clients's home address and private nursing home where the home is the clients's main residence or any other setting to which the physio travels for individual physiotherapy contact/visit/appointment. This includes once-off school visit for an individual. Other Individual or Clinic Setting-One to one intervention that does not occur in a patient's main residence. Group Setting: Total Number of Contacts which took place in a group setting. Each patient contact should only be recorded by one physiotherapist. e.g. groups, joint working This data includes those seen for a first time assessment
3	**KPI Rationale**	The purpose of this metric is to capture the number of face to face contacts/visits/appointment, assess the volume of activity and provide information to support staff and resouce allocation.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information Workforce ☑ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 770,878 Area1 - 113,232; Area2 - 87,798; Area3 - 58,392; Area4 - 114,348; Area5 - 94,630; Area6 - 44,266; Area7 - 79,710; Area8 - 117,952; Area9 - 60,550
5	**KPI Calculation**	This is a count of all face to face contacts/visits. In respect of the total Number of Contacts which took place in a group setting, if 2 groups of 6 patients are seen, this equals 12 contacts). If a person is receiving a mixture of individual and group intervention, count in both individual and group settings.
6	**Data Source**	Physiotherapist records - Physiotherapy Manager - LHO – CHO – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Community Services Physiotherapy Clients Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to Physiotherapy services.
9	**Minimum Data Set**	Referral note/form which includes details of clients and relevant information relating to the referral Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on physiotherapy needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Physiotherapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	❑Daily ❑Weekly ☑ Monthly ❑Quarterly ☐Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location:

		❑ National ❑ Regional ❑Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☑CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	In CIF
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care :Physiotherapy Wait List Management

1	**KPI Title**	% of physiotherapy referrals seen for assessment within 12 weeks
2	**KPI Description**	This is the number of clients referred seen for assessment within 12 weeks as a percentage of all referrals assessed in the month
3	**KPI Rationale**	To provide information to support staff and resouce allocation decisions in reducing wait times for
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care
		Safe Care☐ Better Health and Wellbeing ☐Use of Information
		Workforce ☑ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 80%
5	**KPI Calculation**	No. of patients seen for assessment within 12 weeks x 100
		Total number of patients seen for assessment
	Data Source	Physiotherapist records - Physiotherapy Manager - LHO – CHO – BIU Non- acute team
	Data Completeness	100 % data Completeness
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Community Services Physiotherapy Clients
		Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to Physiotherapy services.
9	**Minimum Data Set**	Referral note/form which includes details of clients and relevant information relating to the referral Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on physiotherapy needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
		Please indicate who is responsible for monitoring this KPI: Physiotherapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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)
		☐Quarterly in arrears (quarter 1 data reported in quarter 2)
		☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO
		☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑ Performance Report (NSP/CBP) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	In CIF
	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657
		Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care : Occupational Therapy Referrals

1	**KPI Title**	Number of patient referrals
2	**KPI Description**	Number of clients for whom a referral was accepted to your service in a particular month – includes new referrals, re-referrals and reviews. Each client is counted only once in the reporting month This covers all Occupational Therapy services provided within Primary and Community Services. This does not include clients in Mental Health, Acute Hospital care or voluntary agency settings. This metric is recorded by age band. Age Bands: 0-4yrs and 11mths; 5-17yrs & 11mths; 18-64yrs & 11mths; 65yrs+.
3	**KPI Rationale**	This KPI allows for planning and managment of the monthly throughput of referrals in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends in referrals and thus a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care
		Safe Care☐ Better Health and Wellbeing ☑ Use of Information
		Workforce ☐ Use of Resources☐ Governance, Leadership and Management☐
4	**KPI Target 2015**	National - 85,030 Area1 - 11,394; Area2 - 6,876; Area3 - 6,756; Area4 - 8,984; Area5 - 9,992; Area6 - 5,970; Area7 - 11,852; Area8 - 13,894; Area9 - 9,312
5	**KPI Calculation**	Count of the Number of clients for whom a referral was accepted in the reporting month.
6	**Data Source**	Source - OT Therapist records - OT Managers - LHO - CHO - BIU
	Data Completeness	Completeness - 100% data available from all HSE Areas Nationally
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to OT. Referrals must be received in writing, using the official referral form when available. Referrals which must be completed in full, with as much detail as possible, in order to assess appropriatness of referrals and aid accurate prioritisation.
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on occupational needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Occupational Therapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	❑ National ❑ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performancereports
17	**Additional Information**	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care : Occupational Therapy First Time Assessment

1	**KPI Title**	Number of new patients seen for a first time assessment
2	**KPI Description**	Number of new clients seen for a first time assessment – refers to number of clients seen for a first time/initial assessment in this episode of care. i.e. includes re referrals to the service in the reporting month. This covers all Occupational Therapy services provided within Primary and Community Services. This does not include clients in Mental Health, Acute Hospital care or voluntary agency settings. This metric is recorded by age band. Age Bands: 0-4yrs and 11mths; 5-17yrs & 11mths; 18-64yrs & 11mths; 65yrs+.
3	**KPI Rationale**	This KPI allows for planning and managment of first time/initial assessments in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care
		Safe Care☐ Better Health and Wellbeing ☑ Use of Information
		Workforce ☐ Use of Resources☐ Governance, Leadership and Management☐
4	**KPI Target 2015**	National - 83,004 Area1 - 9,944; Area2 - 5,408; Area3 - 6,192; Area4 - 9,620; Area5 - 10,678; Area6 - 6,500; Area7 - 12,658; Area8 - 11,954; Area9 - 10,050
5	**KPI Calculation**	Count of the Number of clients seen for a first time assessment in the reporting month
6	**Data Source**	Source - OT Therapist records - OT Managers - LHO - CHO - BIU
	Data Completeness	Completeness - 100% data available from all HSE Areas Nationally
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to OT. Referrals must be received in writing, using the official referral form when available. Referrals which must be completed in full, with as much detail as possible, in order to assess appropriatness of referrals and aid accurate prioritisation.
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on occupational needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Occupational Therapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performancereports
17	**Additional Information**	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care : Occupational Therapy Patients Treated

1	KPI Title	No of patients treated (direct and indirect) (monthly target)
2	KPI Description	Total Number of patients who received a service (direct and indirect) in the reporting month a. No. of clients who received a direct service in the reporting month (per month) The number of individual named clients who have received direct interventions during month. Direct interventions refers to face to face interventions, delivered directly to, or on behalf of a named client. The Client does not have to be present but the intervention is on their behalf and of a 'face to face' nature. Examples of direct interventions. eg • Any face to face sessions; • Client specific parent/family training; • School/pre-school visit to or on behalf of a client; • Domiciliary Visit to client; • Attendance at Case conference; • School visit in advance of child attending school; • Pre-discharge visit to client's home; • Site meeting with Co Council/builder regarding housing adaptations. Each client is counted only once in the reporting month. This covers all Occupational Therapy services provided within Primary and Community Services. This does not include clients in Mental Health, Acute Hospital care or voluntary agency settings. This metric is recorded by age band. Age Bands: 0-4yrs and 11mths; 5-17yrs & 11mths; 18-64yrs & 11mths; 65yrs+.
		b. No of clients who received an indirect service in the reporting month This is the number of clients who received indirect interventions only and nil direct contacts during the reporting month Indirect interventions refers to meaningful interventions to, or on behalf of, a client in an indirect way. This implies it is of non face to face nature via telephone, e-mail, written, etc. (Note: if client receives direct interventions they are not counted in this question)
3	KPI Rationale	Occupational therapy is a client centred health profession concerned with promoting health and well being through occupation. The primary goal of occupational therapy is to enable people to participate in the activities of everyday life. Occupational therapists achieve this outcome by working with people and communities to enhance their ability to engage in the occupations they want to, need to, or are expected to do, or by modifying the occupation or the environment to better support their occupational engagement. Occupational therapy is carried out in Primary Care by assessing people and providing interventions, both directly and indirectly, in either home or clinic locations or other community settings e.g. community centres, day centres, community hospital etc. Home based interventions are an essential component of service delivery where assessing/treating the person performance within their own environment is integral to successful outcomes. Service activity data (both direct and indirect) reflects the number of contacts with people but does not reflect the amount of time this involves.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care
		Safe Care☐ Better Health and Wellbeing ☑ Use of Information
		Workforce ☐ Use of Resources☐ Governance, Leadership and Management ☐
4	KPI Target 2015	National - 19,811 Area1 - 2,836; Area2 - 2,463; Area3 - 1,207; Area4 - 2,074; Area5 - 1,998; Area6 - 1,293; Area7 - 2,770; Area8 - 3,060; Area9 - 2,110
5	KPI Calculation	This is a count of the number of clients who have received a direct service, plus clients who have received an indirect intervention only in the reporting month. Each client is counted only once in the reporting month. As the same clients may be recorded over a period of time, consecutative months **cannot** be added together to provide a annual view.
6	Data Source	Source - OT Therapist records - OT Managers - LHO - CHO - BIU
	Data Completeness	Completeness - 100% data available from all HSE Areas Nationally
	Data Quality Issues	No known data quality issues at this point
7	Data Collection Frequency	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	Tracer Conditions	Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to OT. Referrals must be received in writing, using the official referral form when available. Referrals which must be completed in full, with as much detail as possible, in order to assess appropriatness of referrals and aid accurate prioritisation.
9	Minimum Data Set	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on occupational needs, medical conditions/diagnosis, and social /living/supports etc.
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Occupational Therapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	KPI Reporting Frequency	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	KPI is reported in which reports ?	☑Performance Assurance Report (NSP) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performancereports
17	Additional Information	In CIF
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division

National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care : Occupational Therapy Wait List Management

1	**KPI Title**	% of occupational therapy referrals seen for assessment within 12 weeks
2	**KPI Description**	This is the number of clients referred seen for assessment within 12 weeks as a percentage of all referrals assessed in the month
3	**KPI Rationale**	To monitor waiting lists and reduce the length of time patients are waiting for an assessment
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care
		Safe Care☐ Better Health and Wellbeing ☑ Use of Information
		Workforce ☐ Use of Resources☐ Governance, Leadership and Management☐
4	**KPI Target 2014**	National - 80%
5	**KPI Calculation**	No. of patients seen for assessment within 12 weeks x 100 Total number of patients seen for assessment
6	**Data Source**	Source - OT Therapist records - OT Managers - LHO - CHO - BIU
	Data Completeness	Completeness - 100% data available from all HSE Areas Nationally
	Data Quality Issues	No known data quality issues at this point
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Referrals are accepted from Health professionals within the HSE, other services/agencies and from clients/families themselves (self referrals). Any person can be referred to OT. Referrals must be received in writing, using the official referral form when available. Referrals which must be completed in full, with as much detail as possible, in order to assess appropriatness of referrals and aid accurate prioritisation.
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc. It also includes sections for details on occupational needs, medical conditions/diagnosis, and social /living/supports etc.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Occupational Therapy Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☑ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP) ☑CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performancereports
17	**Additional Information**	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Audiology

1	KPI title	No of patients referrals
2	KPI Description	The number of referrals (by age band) received in the month that have been accepted. To include new and re-referrals (ie. previously discharged). Each referral should be date stamped on the day it is received and this is used as the referral date.
3	KPI Rationale	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	KPI Target	New KPI 2015
5	KPI Calculation	This is a count of the number of referrals accepted in the reporting month
6	Data Source Data Completeness	Patient records - Audiology Manager - LHO - CHO - BIU
	Data Quality Issues	New KPI 2015
7	Data Collection Frequency	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	Tracer Conditions	As per HSE eligibility guidelines
9	Minimum Data Set	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	International Comparison	Not applicable
11	KPI Monitoring	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	KPI Reporting Frequency	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	KPI report period	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	KPI Reporting Aggregation	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	KPI is reported in which reports?	Indicate where the KPI will be reported for example: ❑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Audiology

1	KPI title	New Patients Seen in the Month
2	KPI Description	This is a count of the number of new patients seen in the reporting month. A new patient is a patient that is seen for the first time in this episode of care i.e includes re-referrals to the service. An appointment is considered to be face face contact with a patient and may be for assessment/treatment/service.
3	KPI Rationale	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❏ Person Centred Care ❏ Effective Care ❏ Safe Care ☑Better Health and Wellbeing ❏ Use of Information ❏ Workforce ☑ Use of Resources ❏ Governance, Leadership and Management
4	KPI Target	Baseline to be determined 2015
5	KPI Calculation	This is a count of the number of new patients seen in the reporting month.
6	Data Source Data Completeness Data Quality Issues	Patient records - Audiology Manager - LHO - CHO - BIU Incomplete
7	Data Collection Frequency	Indicate how often the data to support the KPI will be collected ❏Daily ❏Weekly ☑ Monthly ❏Quarterly ❏Bi-annually ❏Annually ❏Other – give details:
8	Tracer Conditions	As per HSE eligibility guidelines
9	Minimum Data Set	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	International Comparison	Not applicable
11	KPI Monitoring	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❏Daily ❏Weekly ☑Monthly ❏Quarterly ❏Bi-annually ❏Annually ❏Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	KPI Reporting Frequency	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❏Daily ❏Weekly ☑Monthly ❏Quarterly ❏Bi-annually ❏Annually ❏Other – give details:
13	KPI report period	Indicate the period to which the data applies: ☑ 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) ❏ Quarterly in arrears (quarter 1 data reported in quarter 2) ❏ Rolling 12 months (previous 12 month period) ❏ Other – give details:
14	KPI Reporting Aggregation	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❏ Regional ☑ CHO ☑ LHO Area ❏ Hospital ❏ County ❏ Institution ❏ Other – give details:
15	KPI is reported in which reports?	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❏CompStat ☑Other – give details: Operational Plan
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Audiology

1	**KPI title**	Existing patients seen in the month
2	**KPI Description**	An existing patient is a patient who has already attended the service and is an open case. Each patient is only included once in the count for the reporting month. This includes individuals who attend individual appointments or group sessions.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of existing patients seen in the month. Each patient is only included once in the count.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Audiology Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Audiology

1	KPI title	Longest waiting time for Audiology services
2	KPI Description	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month.
3	KPI Rationale	The purpose of this metric is to monitor waiting lists and reduce wait times for patients.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	KPI Target	Baseline to be determined 2015
5	KPI Calculation	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month witin each age band: 0- 4 years of age 5-17 years of age 18-64 years of age 65 years and over This is a numeric value to be counted in weeks from date of referral.
6	Data Source Data Completeness Data Quality Issues	Patient records - Audiology Manager - LHO - CHO - BIU Incomplete
7	Data Collection Frequency	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	Tracer Conditions	As per HSE eligibility guidelines
9	Minimum Data Set	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	International Comparison	Not applicable
11	KPI Monitoring	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	KPI Reporting Frequency	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	KPI report period	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	KPI Reporting Aggregation	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	KPI is reported in which reports?	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Ophthalmology

1	**KPI title**	No of patients referrals
2	**KPI Description**	The number of referrals (by age band) received in the month that have been accepted. To include new and re-referrals (ie. previously discharged). Each referral should be date stamped on the day it is received and this is used as the referral date.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	New KPI 2015
5	**KPI Calculation**	This is a count of the number of referrals accepted in the reporting month
6	**Data Source** **Data Completeness**	Patient records - Ophthalmology Manager - LHO - CHO - BIU
	Data Quality Issues	New KPI 2015
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE Optical and Ophthalmic services eligibility criteria.
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be <u>monitored</u> on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ❑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Ophthalmology

#		
1	**KPI title**	New Patients Seen in the Month
2	**KPI Description**	This is a count of the number of new patients seen in the reporting month. A new patient is a patient that is seen for the first time in this episode of care i.e includes re-referrals to the service. An appointment is considered to be face face contact with a patient and may be for assessment/treatment/service.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of new patients seen in the reporting month.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Ophthalmology Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE Optical and Ophthalmic services eligibility criteria.
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Ophthalmology

1	**KPI title**	Existing patients seen in the month
2	**KPI Description**	An existing patient is a patient who has already attended the service and is an open case. Each patient is only included once in the count for the reporting month. This includes individuals who attend individual appointments or group sessions.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of existing patients seen in the month. Each patient is only included once in the count.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Ophthalmology Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE Optical and Ophthalmic services eligibility criteria.
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Ophthalmology

#		
1	**KPI title**	Longest waiting time for Ophthalmology services
2	**KPI Description**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month.
3	**KPI Rationale**	The purpose of this metric is to monitor waiting lists and reduce wait times for patients.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month witin each age band: 0- 4 years of age 5-17 years of age 18-64 years of age 65 years and over This is a numeric value to be counted in weeks from date of referral.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Ophthalmology Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE Optical and Ophthalmic services eligibility criteria.
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be <u>monitored</u> on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Podiatry

1	**KPI title**	No of patients referrals
2	**KPI Description**	The number of referrals (by age band) received in the month that have been accepted. To include new and re-referrals (ie. previously discharged). Each referral should be date stamped on the day it is received and this is used as the referral date.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	New KPI 2015
5	**KPI Calculation**	This is a count of the number of referrals accepted in the reporting month
6	**Data Source** **Data Completeness**	Patient records - Podiatry Manager - LHO - CHO - BIU
	Data Quality Issues	New KPI 2015
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ❑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Podiatry

#		
1	**KPI title**	New Patients Seen in the Month
2	**KPI Description**	This is a count of the number of new patients seen in the reporting month. A new patient is a patient that is seen for the first time in this episode of care i.e includes re-referrals to the service. An appointment is considered to be face face contact with a patient and may be for assessment/treatment/service.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of new patients seen in the reporting month.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Podiatry Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Podiatry

1	**KPI title**	Existing patients seen in the month
2	**KPI Description**	An existing patient is a patient who has already attended the service and is an open case. Each patient is only included once in the count for the reporting month. This includes individuals who attend individual appointments or group sessions.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of existing patients seen in the month. Each patient is only included once in the count.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Podiatry Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Podiatry

1	**KPI title**	Longest waiting time for Podiatry services
2	**KPI Description**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month.
3	**KPI Rationale**	The purpose of this metric is to monitor waiting lists and reduce wait times for patients.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month witin each age band: 0- 4 years of age 5-17 years of age 18-64 years of age 65 years and over This is a numeric value to be counted in weeks from date of referral.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Podiatry Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be <u>monitored</u> on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Dietetics

#	Field	Value
1	**KPI title**	No of patients referrals
2	**KPI Description**	The number of referrals (by age band) received in the month that have been accepted. To include new and re-referrals (ie. previously discharged). Each referral should be date stamped on the day it is received and this is used as the referral date.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	New KPI 2015
5	**KPI Calculation**	This is a count of the number of referrals accepted in the reporting month
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Dietician- Dietetics Manager - LHO - CHO - BIU New KPI 2015
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ❑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Dietetics

1	**KPI title**	New Patients Seen in the Month
2	**KPI Description**	This is a count of the number of new patients seen in the reporting month. A new patient is a patient that is seen for the first time in this episode of care i.e includes re-referrals to the service. An appointment is considered to be face face contact with a patient and may be for assessment/treatment/service.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of new patients seen in the reporting month.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Dietician- Dietetics Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Dietetics

1	**KPI title**	Existing patients seen in the month
2	**KPI Description**	An existing patient is a patient who has already attended the service and is an open case. Each patient is only included once in the count for the reporting month. This includes individuals who attend individual appointments or group sessions.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of existing patients seen in the month. Each patient is only included once in the count.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Dietician- Dietetics Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Dietetics

1	**KPI title**	Longest waiting time for Dietetics services
2	**KPI Description**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month.
3	**KPI Rationale**	The purpose of this metric is to monitor waiting lists and reduce wait times for patients.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month witin each age band: 0- 4 years of age 5-17 years of age 18-64 years of age 65 years and over This is a numeric value to be counted in weeks from date of referral.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Dietician- Dietetics Manager - LHO - CHO - BIU Incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Psychology

1	**KPI title**	No of patients referrals
2	**KPI Description**	The number of referrals (by age band) received in the month that have been accepted. To include new and re-referrals (ie. previously discharged). Each referral should be date stamped on the day it is received and this is used as the referral date.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	New KPI 2015
5	**KPI Calculation**	This is a count of the number of referrals accepted in the reporting month
6	**Data Source** **Data Completeness**	Patient records - Psychology Manager - LHO - CHO - BIU
	Data Quality Issues	New KPI 2015
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be <u>monitored</u> on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ❑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Psychology

1	**KPI title**	New Patients Seen in the Month
2	**KPI Description**	This is a count of the number of new patients seen in the reporting month. A new patient is a patient that is seen for the first time in this episode of care i.e includes re-referrals to the service. An appointment is considered to be face face contact with a patient and may be for assessment/treatment/service.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of new patients seen in the reporting month.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Psychology Manager - LHO - CHO - BIU To commence reporting in 2015
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager /Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Psychology

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1	**KPI title**	Existing patients seen in the month
2	**KPI Description**	An existing patient is a patient who has already attended the service and is an open case. Each patient is only included once in the count for the reporting month. This includes individuals who attend individual appointments or group sessions.
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is a count of the number of existing patients seen in the month. Each patient is only included once in the count.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Psychology Manager - LHO - CHO - BIU To commence reporting in 2015
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Psychology

1	**KPI title**	Longest waiting time for Psychology services
2	**KPI Description**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month.
3	**KPI Rationale**	The purpose of this metric is to monitor waiting lists and reduce wait times for patients.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ❑ Person Centred Care ❑ Effective Care ❑ Safe Care ☑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ☑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	Baseline to be determined 2015
5	**KPI Calculation**	This is the wait time of the patient who waited longest (longest waiter) to be seen in the reporting month witin each age band: 0- 4 years of age 5-17 years of age 18-64 years of age 65 years and over This is a numeric value to be counted in weeks from date of referral.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Patient records - Psychology Manager - LHO - CHO - BIU To commence reporting in 2015
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported (at a National level this will align with the agreed reporting timeframe in the NSP). ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies: ☑ 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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – this refers to the combination of results to provide a broader picture of performance for example over a geographical location. ☑ National ❑ Regional ☑ CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☑Performance Assurance Report (NSP) ❑CompStat ☑Other – give details: Operational Plan
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Public Health Nursing

1	**KPI Title**	No of patients referrals
2	**KPI Description**	The number of referrals (by age band) received in the month that have been admitted to caseload. To include new and re-referrals (ie. previously discharged). Each referral should be date stamped on the day it is received and this is used as the referral date.Categories covered: 65 years and over 18 - 64 years 5 - 17 years Patients with a disability (physical/sensory/intellectual) 18 - 64 years Patients with a disability (physical/sensory/intellectual) 5 - 17 years Clinical nursing activity for sick children 0 - 4 years (This does not include children seen under the core child health screening and surveillance programme)
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification (National Standards for Safer Better Healthcare)	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐ Use of Information☐ Workforce☐ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target**	New KPI 2015
5	**KPI Calculation**	This is a count of the number of referrals accepted in the reporting month.
6	**Data Source**	PHN Nurses - DOPHN - CHO - BIU
	Data Completeness	
	Data Quality Issues	First year of data collection
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: This data is reported monthly in arrears
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually Other – give details: Please indicate who is responsible for monitoring this KPI: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) - reported in compstat monthly ☑Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☐National ☐Regional ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑ Corporate Plan Report ☑Performance Report (NSP/CBP) ☑CompStat ☑Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Public Health Nursing

1	**KPI Title**	New Patients Seen in the Month
2	**KPI Description**	This is a count of the number of new patients seen in the reporting month. A new patient is a patient that is seen for the first time in this episode of care i.e includes re-referrals to the service. An appointment is considered to be face face contact with a patient and may be for assessment/treatment/service.Categories covered: 65 years and over 18 - 64 years 5 - 17 years Patients with a disability (physical/sensory/intellectual) 18 - 64 years Patients with a disability (physical/sensory/intellectual) 5 - 17 years Clinical nursing activity for sick children 0 - 4 years (This does not include children seen under the core child health screening and surveillance programme)
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification (National Standards for Safer Better Healthcare)	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐ Use of Information☐ Workforce☐ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target**	New KPI 2015
5	**KPI Calculation**	This is a count of the number of new patients seen in the reporting month.
6	**Data Source**	PHN Nurses - DOPHN - CHO - BIU
	Data Completeness	
	Data Quality Issues	First year of data collection
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: This data is reported monthly in arrears
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually Other – give details: Please indicate who is responsible for monitoring this KPI: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) - reported in compstat monthly ☑Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☐National ☐Regional ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑ Corporate Plan Report ☑Performance Report (NSP/CBP) ☑CompStat ☑Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Public Health Nursing

1	**KPI Title**	Existing patients seen in the month
2	**KPI Description**	An existing patient is a patient who is currently in receipt of the PHN service from a PHN/RGN and who receives a direct contact (face to face) service for an existing episode of care in the reporting month. Each patient is only included once in the count for the reporting month. This does not include new patients seen.Categories covered: 65 years and over 18 - 64 years 5 - 17 years Patients with a disability (physical/sensory/intellectual) 18 - 64 years Patients with a disability (physical/sensory/intellectual) 5 - 17 years Clinical nursing activity for sick children 0 - 4 years (This does not include children seen under the core child health screening and surveillance programme)
3	**KPI Rationale**	This KPI allows for planning and managment in relation to staffing and resource allocation in relation to demand. Review of the throughput also facilitates recognition of emerging trends and allows for a management response to same.
	Indicator Classification (National Standards for Safer Better Healthcare)	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐ Use of Information☐ Workforce☐ Use of Resources☐ Governance, Leadership and Management ☐
4	**KPI Target**	New KPI 2015
5	**KPI Calculation**	This is a count of the number of existing patients seen in the month. Each patient is only included once in the count.
6	**Data Source**	PHN Nurses - DOPHN - CHO - BIU
	Data Completeness	
	Data Quality Issues	First year of data collection
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: This data is reported monthly in arrears
8	**Tracer Conditions**	As per HSE eligibility guidelines
9	**Minimum Data Set**	Referrals forms include details of basic demographic information (Name, address, DOB, next of kin, contact tel numbers, eligibility details etc.
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑ Monthly ☐Quarterly ☐Bi-annually ☐Annually Other – give details: Please indicate who is responsible for monitoring this KPI: Please indicate who is responsible at a local level for monitoring this KPI: Service Manager. 'KPI's are monitored and reviewed through meetings between the Primary Care Division Operational Team and the CHO/LHO
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) - reported in compstat monthly ☑Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☐National ☐Regional ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑ Corporate Plan Report ☑Performance Report (NSP/CBP) ☑CompStat ☑Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Tobacco Control

1	**KPI Title**	% of existing health centres to be tobacco free
2	**KPI Description**	HSE Tobacco Control Framework (TCF) commits to introducing a tobacco free policy in all HSE campuses by 2015. The policy covers hospital, admin sites and primary care sites. A phased roll out of the policy is planned. All new primary care centres are to open tobacco free. This policy will apply to all staff, patients/service users, visitors, contractors and other persons on teh campus for any reason. Smoking will not be permitted in any part of the grounds, including entrances, car parks, roads, bus stops and other areas as stated in teh Corporate Policy adopted in 2012.
3	**KPI Rationale**	Smoking is the biggest single cause of preventable premature death, claimign some 5,500 deaths in Ireland every year. There is a growing recognition throughout the developed world that allowing smoking on healthcare campuses significantly undermines the health promotion message of healthcare organisations. The HSE's Tobacco Free Campus Policy will help change social norms around smoking. It will lead to better health outcomes for patients by treating tobacco addiction as a care issue. Progress is monitored quarterly by primary 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). ☑Person Centred Care ☑ Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target 2015**	National - 100%
5	**KPI Calculation**	Count
6	**Data Source**	via Primary Care Specialists, to National Primary Care Divison Officeto BIU
	Data Completeness	Data is received from all areas nationally - 100% complete.
	Data Quality Issues	KPI definitions agreed with Health and Wellbeing - Tobacco Control Implementation Group.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	**Tracer Conditions**	All new Primary Care Centres opening in calander year.
9	**Minimum Data Set**	No
10	**International Comparison**	No
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Primary Care Division
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month
14	**KPI Reporting Aggregation**	☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☐ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care
	National Lead and Division	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division

Tobacco Control

1	**KPI Title**	% of all new primary care centres to open tobacco free
2	**KPI Description**	HSE Tobacco Control Framework (TCF) commits to introducing a tobacco free policy in all HSE campuses by 2015. The policy covers hospital, admin sites and primary care sites. A phased roll out of the policy is planned. All new primary care centres are to open tobacco free. This policy will apply to all staff, patients/service users, visitors, contractors and other persons on teh campus for any reason. Smoking will not be permitted in any part of the grounds, including entrances, car parks, roads, bus stops and other areas as stated in teh Corporate Policy adopted in 2012.
3	**KPI Rationale**	Smoking is the biggest single cause of preventable premature death, claimign some 5,500 deaths in Ireland every year. There is a growing recognition throughout the developed world that allowing smoking on healthcare campuses significantly undermines the health promotion message of healthcare organisations. The HSE's Tobacco Free Campus Policy will help change social norms around smoking. It will lead to better health outcomes for patients by treating tobacco addiction as a care issue. Progress is monitored quarterly by primary 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). ☑Person Centred Care ☑ Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target 2015**	National - 100%
5	**KPI Calculation**	Count
6	**Data Source**	via Primary Care Specialists, to National Primary Care Divison Office to BIU
	Data Completeness	Data is received from all areas nationally - 100% complete.
	Data Quality Issues	KPI definitions agreed with Health and Wellbeing - Tobacco Control Implementation Group.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	**Tracer Conditions**	Existing Primary Care Health Centres Centres to go/to be tobacco free in calander year.
9	**Minimum Data Set**	No
10	**International Comparison**	No
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Primary Care Division
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month
14	**KPI Reporting Aggregation**	☐ National ☐ Regional ☐Hospital Group ☐ Hospital ☑ CHO ☐ ISA ☐ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports?**	☑Performance Assurance Report (NSP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Orthodontics - Active Treatment

1	**KPI Title**	Number of Patients receiving active treatment at the end of the reporting period
2	**KPI Description**	**Active Treatment:** Any patient in treatment with an Orthodontist who has a comprehensive treatment plan with fixed functional or removal appliance in situ. It also includes patients who are in retention and excludes patients receiving interceptive treatment. Count at the end of each quarter, i.e. last day of March, June, September and December.
3	**KPI Rationale**	To monitor the number of eligibile patients receiving orthodontic treatment in the reporting month.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☑ Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target 2015**	National 21,050
5	**KPI Calculation**	Count the number of patients who are in the process of receiving orthodontic treatment at the end of the reporting
6	**Data Source**	Data is submitted by the Orthodontic Services (in the former Health Board areas) to the National Business Intelligence Unit. The National BIU will liaise with the National Oral Health Lead for validation purposes.
	Data Completeness	Complete
	Data Quality Issues	KPI definitions have also been further defined to ensure data integrity nationally. Work is ongoing on new IT solution to standardise data management.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	**Tracer Conditions**	All children under 16 years of age are eligible for dental care. To receive orthodontic treatment a child must satisfy the clinical guidelines for orthodontic care and be referred for treatment
9	**Minimum Data Set**	Referral form from primary care dental service containing demographic and clinical details.
10	**International Comparison**	No
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Consultant Orthodontist/Orthodontic Manager
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ Regional LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: former Health Board Area
15	**KPI is reported in which reports?**	☑Performance Assurance Report (NSP) ☐CompStat ☐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	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Orthodontics - Reduce Assessment Waiting Times

1	KPI Title	% on waiting list for assessment less than or equal to 12 months
2	KPI Description	This the number of patients waiting for assessment following referral. Wait time is from the date of referral date to date of assessment. i) no. of patients waiting 1-6 months ii)no. of patients waiting 7-12 months iii)no. of patients waiting 13-24 months iv)no. of patiients waiting over 2 years
3	KPI Rationale	To reduce the length of time patients are waiting for an assessment following referral
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☑ Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target 2015	National 100% on waiting list ≤ 12 months
5	KPI Calculation	The number of patients on the assessment waiting list <= 12 months x 100 Total number of patients on the assessment waiting list
6	Data Source	Data is submitted by the Orthodontic Services (in the former Health Board areas) to the National Business Intelligence Unit. The National BIU will liaise with the National Oral Health Lead for validation purposes.
	Data Completeness	Complete
	Data Quality Issues	KPI definitions have also been further defined to ensure data integrity nationally. Work is ongoing on new IT solution to standardise data management.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	Tracer Conditions	All children under 16 years of age are eligible for dental care. To receive orthodontic treatment a child must satisfy the clinical guidelines for orthodontic care and be referred for treatment
9	Minimum Data Set	Referral form from primary care dental service containing demographic and clinical details.
10	International Comparison	No
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Consultant Orthodontist/Orthodontic Manager
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ Regional LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: former Health Board Area
15	KPI is reported in which reports?	☑Performance Assurance Report (NSP) ☑CompStat ☐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	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Orthodontics - Percentage on Treatment Waiting List

1	**KPI Title**	Percentage of patients on the treatment waiting list < 2 years < 4 years (grade 4 and 5)
2	**KPI Description**	Waiting times for patients on the Orthodontic Treatment - Grade 4 and Grade 5 - waiting lists. This is the number of patients waiting for treatment following assessment within the following wait bands. i) no. of patients within 1-6 months ii) no. of patients within 7-12 months iii) no. of patients within 13-24 months vi) no. of patients over 4 years v) no. of patients within 2 - 3 years **Grade 4** patients have severe degrees of irregularity that require treatment for health reasons, traumatic bites or functional problems. Patients waiting for growth to be completed are included. **Grade 5** patients have very severe dental health problems, e.g. cleft lip & palate, upper front teeth that protrude more than 9mm, teeth cannot come into the mouth because of overcrowding, additional incisors or canines or any other cause. Patients waiting for growth to be completed are included.
3	**KPI Rationale**	To monitor the waiting times for patients on the Orthodontic Treatment - Grade 4 and Grade 5 - waiting lists
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target 2015**	% on treatment waiting list < 2 years - 75% % on treatment waiting list < 4 years (Grade 4 and 5) - 95%
5	**KPI Calculation**	Count the number of patients within each wait band waiting to commence treatment following assessment (Wait time count begins from assessment date) Data in Orthodontic Services (in the former Health Board areas) in each HSE region will be collated to provide a Regional View. In order to get the yearly outturn the 4th Quarter is taken. This is Point in Time information. .
6	**Data Source**	Data is submitted by the Orthodontic Services (in the former Health Board areas) to the National Business Intelligence Unit. The National BIU will liaise with the National Oral Health Lead for validation purposes.
	Data Completeness	Complete
	Data Quality Issues	KPI definitions have also been further defined to ensure data integrity nationally. Work is ongoing on new IT solution to standardise data management.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	**Tracer Conditions**	All children under 16 years of age are eligible for dental care. To receive orthodontic treatment a child must satisfy the clinical guidelines for orthodontic care and be referred for treatment
9	**Minimum Data Set**	Referral form from primary care dental service containing demographic and clinical details.
10	**International Comparison**	No
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Consultant Orthodontist/Orthodontic Manager
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ Regional LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: former Health Board Area
15	**KPI is reported in which reports?**	☑Performance Assurance Report (NSP) ☐CompStat ☐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	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Orthodontics - Assessment Waiting List

1	**KPI Title**	Number of patients on the assessment waiting list at the end of the reporting period
2	**KPI Description**	Total number of patients who are awaiting assessment for eligibility and categorisation of their orthodontic treatment requirements at the end of quarter (Grades 4 & 5). **Grade 4** patients have severe degrees of irregularity that require treatment for health reasons, traumatic bites or functional problems. **Grade 5** patients have very severe dental health problems, e.g. cleft lip & palate, upper front teeth that protrude more than 9mm, teeth cannot come into the mouth because of overcrowding, additional incisors or canines or any other cause. Count at the end of each quarter, i.e. last day of March, June, September and December.
3	**KPI Rationale**	To monitor the number of patients on the Orthodontic Assessment waiting list.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☑ Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce
4	**KPI Target 2015**	National - 6,165
5	**KPI Calculation**	Count of the number of patients on the Orthodontic Assessment waiting lists in each Orthodontic Service at the end of each quarter. Data in Orthodontic Services (in the former Health Board areas) in each HSE region will be collated to provide a Regional View. In order to get the yearly outturn the 4th Quarter is taken. This is Point in Time data.
6	**Data Source**	Data is submitted by the Orthodontic Services in former health board areas and regionally from DNE to the National Business Information Unit, IPPB. The national data analyst BIU quality assures the validated data with the data providers and links with the National Oral Health Lead and Directorate.
	Data Completeness	Complete
	Data Quality Issues	KPI definitions have also been further defined to ensure data integrity nationally. Work is ongoing on new IT solution to standardise data management.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	**Tracer Conditions**	All children under 16 years of age are eligible for dental care. To receive orthodontic treatment a child must satisfy the clinical guidelines for orthodontic care and be referred for treatment
9	**Minimum Data Set**	Referral form from primary care dental service containing demographic and clinical details.
10	**International Comparison**	No
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Consultant Orthodontist/Orthodontic Manager
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ Regional LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: former Health Board Area
15	**KPI is reported in which reports?**	☑Performance Assurance Report (NSP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	**Additional Information**	
	Data Manager / Specialist Lead	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Orthodontics - Treatment Waiting List - Grade 4

1	**KPI Title**	Number of patients on the treatment waiting list - Grade 4 - at the end of the reporting period
2	**KPI Description**	Number of patients on the treatment waiting list - Grade 4 - at the end of the reporting period. Patients waiting for growth to be completed are excluded. The Modified Index of Treatment Need is used by the Orthodontic Services to establish cases that are eligibile to receive treatment by the HSE Orthodontic Services. **Grade 4** patients have severe degrees of irregularity that require treatment for health reasons, traumatic bites or functional problems.
3	**KPI Rationale**	To monitor the number of patients on the treatment waiting list - Grade 4
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target 2015**	National - 9,444
5	**KPI Calculation**	Count of the number of patients on the Orthodontic Treatment waiting list - Grade 4 - in each Orthodontic Service. Data in Orthodontic Services (in the former Health Board areas) in each HSE region will be collated to provide a Regional View. In order to get the yearly outturn the 4th Quarter is taken. This is Point in Time.
6	**Data Source**	Data is submitted by the Orthodontic Services (in the former Health Board areas) to the National Business Intelligence Unit. The National BIU will liaise with the National Oral Health Lead for validation purposes.
	Data Completeness	Complete
	Data Quality Issues	KPI definitions have also been further defined to ensure data integrity nationally. Work is ongoing on new IT solution to standardise data management.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	**Tracer Conditions**	All children under 16 years of age are eligible for dental care. To receive orthodontic treatment a child must satisfy the clinical guidelines for orthodontic care and be referred for treatment
9	**Minimum Data Set**	Referral form from primary care dental service containing demographic and clinical details.
10	**International Comparison**	No
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Consultant Orthodontist/Orthodontic Manager
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ Regional LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: former Health Board Area
15	**KPI is reported in which reports?**	☑Performance Assurance Report (NSP) ☐CompStat ☐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	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Orthodontics - Treatment Waiting List Grade 5

1	**KPI Title**	Number of patients on the treatment waiting list - **Grade 5** - at the end of the reporting period
2	**KPI Description**	Number of patients on the treatment waiting list - Grade 5 - at the end of the reporting period. The Modified Index of Treatment Need is used by the Orthodontic Services to establish cases that are eligibile to receive treatment by the HSE Orthodontic Services. **Grade 5** patients have very severe dental health problems, e.g. cleft lip & palate (DML patients attend St James's Hospital and are not included in the returns), upper front teeth that protrude more than 9mm, teeth cannot come into the mouth because of overcrowding, additional incisors or canines or any other cause. Patients waiting for growth to be completed are included.
3	**KPI Rationale**	To monitor the number of patients on the treatment waiting list - Grade 5
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target 2015**	National - 7,562
5	**KPI Calculation**	Count of the number of patients on the Orthodontic Treatment waiting lists - Grade 5 - in each Orthodontic Service. Data in Orthodontic Services (in the former Health Board areas) in each HSE region will be collated to provide a Regional View. In order to get the yearly outturn the 4th Quarter is taken. This is Point in Time data.
6	**Data Source**	Data is submitted by the Orthodontic Services (in the former Health Board areas) to the National Business Intelligence Unit. The National BIU will liaise with the National Oral Health Lead for validation purposes.
	Data Completeness	Complete
	Data Quality Issues	KPI definitions have also been further defined to ensure data integrity nationally. Work is ongoing on new IT solution to standardise data management.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	**Tracer Conditions**	All children under 16 years of age are eligible for dental care. To receive orthodontic treatment a child must satisfy the clinical guidelines for orthodontic care and be referred for treatment
9	**Minimum Data Set**	Referral form from primary care dental service containing demographic and clinical details.
10	**International Comparison**	No
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Consultant Orthodontist/Orthodontic Manager
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑National ☑Regional LHO Area ☐Hospital ☐County ☐Institution ☑ Other – give details: former Health Board Area
15	**KPI is reported in which reports?**	☑Performance Assurance Report (NSP) ☐CompStat ☐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	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Orthodontics - Reduce Treatment Waiting List

1	KPI Title	Reduce the proportion of patients on the treatment waiting list longer than 4 years (Grade 4 and 5)
2	KPI Description	To measure the proportion of patients waiting longer than 4 years for treatment
3	KPI Rationale	To monitor the number of patients on the treatment waiting list and reduce the number waiting longer than four years
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target 2015	<5% of patients waiting over 4 years
5	KPI Calculation	No. of patients waiting longer than four years (Grade 4 and 5) x 100 Total number of patients waiting (Grade 4 and 5)
6	Data Source	Data is submitted by the Orthodontic Services (in the former Health Board areas) to the National Business Intelligence Unit. The National BIU will liaise with the National Oral Health Lead for validation purposes.
	Data Completeness	Complete
	Data Quality Issues	KPI definitions have also been further defined to ensure data integrity nationally. Work is ongoing on new IT solution to standardise data management.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually
8	Tracer Conditions	All children under 16 years of age are eligible for dental care. To receive orthodontic treatment a child must satisfy the clinical guidelines for orthodontic care and be referred for treatment
9	Minimum Data Set	Referral form from primary care dental service containing demographic and clinical details.
10	International Comparison	No
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually KPI is monitored by: Consultant Orthodontist/Orthodontic Manager
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current ☑Quarterly Current (e.g. data reported in each qtr up to and including the last day of that qtr) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ Regional LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: former Health Board Area
15	KPI is reported in which reports?	☑Performance Assurance Report (NSP) ☑CompStat ☐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	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

**Primary Care - Oral Health Scheduled Assessment**
1	**KPI title**	Number of new patients attending for Scheduled Assessment
2	**KPI Description**	A 'New Patient' is any patient who is being seen for the first time in any particular course of treatment and therefore does not have an existing treatment plan. 'Course of treatment' in this instance may refer to an examination only and does not imply that any active treatment is required. It should be noted that where any existing course of treatment exceeds 12 months in length it must be considered to have expired/been completed and the patient should be (re)assessed as a "new patient". A 'Scheduled Assessment' is any assessment or examination of a patient which has been organised in a planned way such as for children in targeted school classes or patients accessed in a planned manner through any special needs centre/unit etc. In essence, any assessment which is not unscheduled falls into this category.
3	**KPI Rationale** **Indicator Classification**	To monitor the number of new patients accessing the dental service in the reporting period as a proportion of those eligible. Please tick Indicator Classification this indicator applies to: ☑ Person Centred Care ❑ Effective Care ❑ Safe Care ❑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ❑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	The target will relate only to children in the three 'target classes' , including home-schooled, and will be equal to 100% of an appropriate single year of age in each case as per the 2011 census.
5	**KPI Calculation**	The number of patients assessed will be returned separately for children and adults with the cut-off point being their 16th birthday. Children will be further sub-divided according to the age group/targeted school class to which they belong as follows- 6-8 years of age / 1st or 2nd Class, 9-10 years of age / 3rd or 4th Class, 11-13 years of age / 5th or 6th Class, Any other patient less than 16 years of age. Classes should be chosen such that in general the children could be expected to be aged 11-13, 9-10, and 6-8 years of age. The term 'assessment' should be considered as encompassing any screening, inspection or examination **with the person being counted and returned once** even if the service arrangements include a two (or more)-stage process such as screening or inspection in school followed by an examination in the dental surgery.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Data is submitted by each Service Area to the National Business Intelligence Unit. The BIU will liaise with the National Oral Health Lead for validation purposes. Data to be received from all areas nationally - Data incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected: ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	All children under 16 years of age and adult medical-card holders are eligible for dental care. In general the only adults who attend HSE dental clinics will have special needs.
9	**Minimum Data Set**	Demographic and clinical details are captured electronically or manually
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be underline monitored : ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Principal Dental Surgeon
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies ☑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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ❑ National ❑ Regional ❑Hospital Group ❑ Hospital ☑ CHO ❑ ISA ☑ LHO ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported: ☑ Performance Assurance Report (NSP/CBP) ❑CompStat ❑Other – give details:
16	**Web link to data**	
17	**Additional Information**	
	**Contact details for Data Manager /Specialist Lead**	Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
	**National Lead and Division**	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Oral Health UNScheduled Assessment

1	**KPI title**	Number of new patients attending for UNscheduled Assessment
2	**KPI Description**	A 'New Patient' is any patient who is being seen for the first time in any particular course of treatment and therefore does
3	**KPI Rationale**	To improve the underlying health of the population. A low proportion of unscheduled assessments accessing the service is an indicator of better underlying health.
	Indicator Classification	Please tick Indicator Classification this indicator applies to: ☑ Person Centred Care ❑ Effective Care ❑ Safe Care ❑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ❑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	< 20% of the number seen for scheduled assessment
5	**KPI Calculation**	The number of patients assessed will be returned separately for children and adults, with the cut-off point being their 16th birthday. These will then be collated to provide the overall total.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Data is submitted by each Service Area to the National Business Intelligence Unit. The BIU will liaise with the National Oral Health Lead for validation purposes. Data to be received from all areas nationally - Data incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected: ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	All children under 16 years of age and adult medical-card holders are eligible for dental care. In general the only adults who attend HSE dental clinics will have special needs.
9	**Minimum Data Set**	Demographic and clinical details are captured electronically or manually
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored : ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Principal Dental Surgeon
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies ☑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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ❑ National ❑ Regional ❑Hospital Group ❑ Hospital ☑ CHO ❑ ISA ☑ LHO ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported: ☑ Performance Assurance Report (NSP/CBP) ❑CompStat ❑Other – give details:
16	**Web link to data**	
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Oral Health New patients who commenced treament

#		
1	**KPI title**	Percentage of new patients needing further care who commenced treatment within 3 months of assessment
2	**KPI Description**	This metric is a subset of the those patients who attend for scheduled assessment. As the HSE's routine dental services are delivered in a planned way based on need rather than demand, every patient who attends for "unscheduled assessment" is seeking emergency care and will require some treatment, even if that treatment consists of no more than reassurance or advice. In the majority of such cases the treatment is commenced, often completed, on the day of the unscheduled assessment, therefore unscheduled assessment is not included.
3	**KPI Rationale** **Indicator Classification**	To monitor waiting time from assessment to commencement of treatment. Please tick Indicator Classification this indicator applies to: ☑ Person Centred Care　　❑　Effective Care　　❑　Safe Care ❑　Better Health and Wellbeing　❑　Use of Information　❑　Workforce ❑　Use of Resources　　❑ Governance, Leadership and Management
4	**KPI Target**	100%
5	**KPI Calculation**	No of new patients needing further care who commenced treatemnt within 3 months Total number of patients needing further care who commenced treatment
6	**Data Source** **Data Completeness** **Data Quality Issues**	Data is submitted by each Service Area to the National Business Intelligence Unit. The BIU will liaise with the National Oral Health Lead for validation purposes. Data to be received from all areas nationally - Data incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected: ❑Daily　❑Weekly　☑ Monthly　❑Quarterly　❑Bi-annually　❑Annually　❑Other – give details:
8	**Tracer Conditions**	All children under 16 years of age and adult medical-card holders are eligible for dental care. In general the only adults who attend HSE dental clinics will have special needs.
9	**Minimum Data Set**	Demographic and clinical details are captured electronically or manually
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored : ❑Daily ❑Weekly ☑ Monthly　❑Quarterly　❑Bi-annually　❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Prinicpal Dental Surgeon
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported: ❑Daily　❑Weekly　☑Monthly　❑Quarterly　❑Bi-annually　❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies ☑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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ❑ National　❑ Regional ❑Hospital Group ❑ Hospital　☑ CHO　❑ ISA　☑ LHO ❑ County　❑ Institution　❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported: ☑ Performance Report (NSP/CBP)　❑CompStat ❑Other – give details:
16	**Web link to data**	
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Oral Health New patients who completed treatment

1	**KPI title**	Percentage of new patients whose treatment is completed within 9 months of assessment
2	**KPI Description**	The percentage of new patients needing further care whose treatment is completed within 9 months of scheduled assessment.
3	**KPI Rationale** **Indicator Classification**	To monitor length of treatment time from assessment to completion. Please tick Indicator Classification this indicator applies to: ☑ Person Centred Care ❑ Effective Care ❑ Safe Care ❑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ❑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	95%
5	**KPI Calculation**	Treatment Completed where scheduled assessment < 9 months previously divided by sum (Treatment Completed where scheduled assessment < 9 months previously + Treatment Completed where scheduled assessment 9 months or greater previously)
6	**Data Source** **Data Completeness** **Data Quality Issues**	Data is submitted by each Service Area to the National Business Intelligence Unit. The BIU will liaise with the National Oral Health Lead for validation purposes. Data to be received from all areas nationally - Data incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected: ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	All children under 16 years of age and adult medical-card holders are eligible for dental care. In general the only adults who attend HSE dental clinics will have special needs.
9	**Minimum Data Set**	Demographic and clinical details are captured electronically or manually
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored : ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Principal Dental Surgeon
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies ☑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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ❑ National ❑ Regional ❑Hospital Group ❑ Hospital ☑ CHO ❑ ISA ☑ LHO ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported: ☑ Performance Report (NSP/CBP) ❑CompStat ❑Other – give details:
16	**Web link to data**	
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Oral Health New patients prescribed antibiotics

1	**KPI title**	Number of new patients attending for unscheduled care who are prescribed an antibiotic
2	**KPI Description**	This will be a sub-set of those recorded under **'No of new patients attending for unscheduled care'** . "Prescribed an antibiotic" encompasses all instances where one or more antibiotics is/are prescribed for a (new unscheduled) patient regardless as to whether the medication is directly dispensed by the prescriber or is dispensed by a pharmacy
3	**KPI Rationale** **Indicator Classification**	To monitor antibiotic usage Please tick Indicator Classification this indicator applies to: ☑ Person Centred Care ❑ Effective Care ❑ Safe Care ❑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ❑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	this is a count of activity
5	**KPI Calculation**	Sum (antibiotic Prescribed (UNscheduled assessment) with follow up appointment within 10 working days + Antibiotic Prescribed (UNscheduled assessment) without follow up appointment within 10 working days)
6	**Data Source** **Data Completeness** **Data Quality Issues**	Data is submitted by each Service Area to the National Business Intelligence Unit. The BIU will liaise with the National Oral Health Lead for validation purposes. Data to be received from all areas nationally - Data incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected: ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	All children under 16 years of age and adult medical-card holders are eligible for dental care. In general the only adults who attend HSE dental clinics will have special needs.
9	**Minimum Data Set**	Demographic and clinical details are captured electronically or manually
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored : ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Principal Dental Surgeon
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies ☑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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ❑ National ❑ Regional ❑Hospital Group ❑ Hospital ☑ CHO ❑ ISA ☑ LHO ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported: ☑ Performance Report (NSP/CBP) ❑CompStat ❑Other – give details:
16	**Web link to data**	
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care - Oral Health New patients prescribed antiobiotics who receive a return appointment

1	**KPI title**	Number of new patients on antibiotics who receive a return appointment within 10 working days
2	**KPI Description**	This will be a subset of those recorded under **'Number of new patients attending for unscheduled care who are prescribed an antibiotic'** and will thus exclude the limited circumstances where antibiotics are required during a course of scheduled care. "Receive a return appointment within 10 working days" means that the patient is given a specific appointment to return to the prescribing dentist or a colleague on a date which is no later than 10 working days after the date on which the antibiotic is prescribed. "Working Day" is any day other than a Saturday or Sunday unless the service is scheduled to be open on any of those days in which case they should be counted. Some locations/clinics are only open part-time. On other occasions a location/clinic is closed due to staff leave. Every day, other than a Saturday, or Sunday, regardless as to whether a location or clinic is closed or open, is to be counted as a "working day". For the purposes of this metric a public holiday is to be counted as a working day
3	**KPI Rationale** **Indicator Classification**	To improve patient care Please tick Indicator Classification this indicator applies to: ☑ Person Centred Care ❑ Effective Care ❑ Safe Care ❑ Better Health and Wellbeing ❑ Use of Information ❑ Workforce ❑ Use of Resources ❑ Governance, Leadership and Management
4	**KPI Target**	95%
5	**KPI Calculation**	Antibiotic Prescribed (UNscheduled assessment) with follow up appointment within 10 working days divided by Sum(Antibiotic Prescribed (UNscheduled assessment) with follow up appointment within 10 working days + Antibiotic Prescribed (UNscheduled assessment) without follow up appointment within 10 working days)
6	**Data Source** **Data Completeness** **Data Quality Issues**	Data is submitted by each Service Area to the National Business Intelligence Unit. The BIU will liaise with the National Oral Health Lead for validation purposes. Data to be received from all areas nationally - Data incomplete
7	**Data Collection Frequency**	Indicate how often the data to support the KPI will be collected: ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	All children under 16 years of age and adult medical-card holders are eligible for dental care. In general the only adults who attend HSE dental clinics will have special needs.
9	**Minimum Data Set**	Demographic and clinical details are captured electronically or manually
10	**International Comparison**	
11	**KPI Monitoring**	KPI will be monitored : ❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible at a local level for monitoring this KPI: Principal Dental Surgeon
12	**KPI Reporting Frequency**	Indicate how often the KPI will be reported: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	Indicate the period to which the data applies ☑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) ❑ Quarterly in arrears (quarter 1 data reported in quarter 2) ❑ Rolling 12 months (previous 12 month period) ❑ Other – give details:
14	**KPI Reporting Aggregation**	Indicate the level of aggregation – for example over a geographical location: ❑ National ❑ Regional ❑Hospital Group ❑ Hospital ☑ CHO ❑ ISA ☑ LHO ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported: ☑ Performance Report (NSP/CBP) ❑CompStat ❑Other – give details:
16	**Web link to data**	
17	**Additional Information**	
Contact details for Data Manager /Specialist Lead		Claire Sheehy, Information Analyst, Non Acute BIU. Tel 01 6352657.claire.sheehy3@hse.ie Dympna Kavanagh, National Oral Health Office, dympna.kavanagh@hse.ie, tel: 061 461302
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	Healthcare Associated Infections: Medication Management - Consumption of antibiotics in community settings (defined daily doses per 1,000 inhabitants per day)
2	**KPI Description**	Consumption of antibiotics in ambulatory (non-hospital) setting. Monthly rate reported as defined daily doses (DDD) per 1,000 population per day (DID) Numerator data: Aggregate data on wholesale supply of systemic antimicrobials to community pharmacies, purchased from IMS Health Inc. (Accounts for at least 95% of community antibiotic sales. Prescription level data not available). Updated ATC coding and DDD definitions from World Health Organisation (WHO) (Changes to ATC coding and DDD definitions from WHO can impact on interpretation of results).
3	**KPI Rationale**	Community antibiotic use is strongly linked to antimicrobial resistance, which is a major public health threat.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). Person Centred Care ☑ Effective Care
		Safe Care ☑ Better Health and Wellbeing Use of Information
4	**KPI Target 2014**	<21.7
5	**KPI Calculation**	Monthly rate reported as defined daily doses (DDD) per 1,000 population per day (DID) Numerator data: Aggregate data on wholesale supply of systemic antimicrobials to community pharmacies, purchased from IMS Health Inc. Denominator data: CSO census data Other data: Updated ATC coding and DDD definitions from World Health Organisation (WHO)
6	**Data Source**	Since March 2007 the Health Protection Surveillance Centre (HPSC) has been co-ordinating the publication of data relating to antimicrobial consumption for acute public hospitals in Ireland.
	Data Completeness	100% Complete
	Data Quality Issues	Changes to ATC coding and DDD definitions from WHO can impact on interpretation of results. Does not represent prescription level data.
7	**Data Collection Frequency**	Daily Weekly ☑ Monthly Quarterly Bi-annually Annually Other – give details:
8	**Tracer Conditions**	Rates of penicillin and macrolide resistance among invasive strains of Streptococcus pneumoniae (EARS-Net data, via HPSC)
9	**Minimum Data Set**	Quarterly data supply from IMS Health
10	**International** **Comparison**	Uses WHO-approved methodology. Part of Europe-wide standardised surveillance programme (European Surveillance of Antimicrobial Consumption (ESAC) network). National data from all participating European countries available for comparison.
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: Daily Weekly Monthly Quarterly ☑ Bi-annually Annually Other – give details: Please indicate who is responsible for monitoring this KPI: LHO Managers
12	**KPI Reporting Frequency**	Daily Weekly Monthly Quarterly ☑ Bi-annually Annually Other – give details:
13	**KPI report period**	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) Quarterly in arrears (quarter 1 data reported in quarter 2) ☑ Biannually
14	**KPI Reporting** **Aggregation**	☑ National ❑ Regional ❑Hospital Group ☐ Hospital ☐ CHO ☐ ISA ☐ LHO ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports ?**	Corporate Plan Report ☑ Performance Report (NSP/CBP) CompStat Other – give details:
16	**Web link to data**	http://www.hpsc.ie/hpsc/A-Z/MicrobiologyAntimicrobialResistance/EuropeanSurveillanceofAntimicrobialConsumptionESAC/SurveillanceReports/
17	**Additional Information**	Reports on community antibiotic consumption for participating European countries available at www.ecdc.eu
	Contact details for Data	Dr. Robert Cunney, HPSC robert.cunney@hse.ie Tel: 01 8765300
	National Lead and Directorate	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand

		Medical Cards
1	KPI Title	
2	KPI Description	
3	KPI Rationale	
	Indicator Classification	
4	KPI Target 2015	
5	KPI Calculation	
6	Data Source	
	Data Completeness	
	Data Quality Issues	
7	Data Collection Frequency	
8	Tracer Conditions	
9	Minimum Data Set	
10	International Comparison	
11	KPI Monitoring	
12	KPI Reporting Frequency	
13	KPI report period	
14	KPI Reporting Aggregation	
15	KPI is reported in which reports ?	
16	Web link to data	
17	Additional Information	
	Contact details for Data Manager / Specialist Lead	
	National Lead and Division	

	Primary Care, Community (Demand	
	GP Visit Cards	
1	KPI Title	
2	KPI Description	
3	KPI Rationale	
	Indicator Classification	
4	KPI Target 2015	
5	KPI Calculation	
6	Data Source	
	Data Completeness	
	Data Quality Issues	
7	Data Collection Frequency	
8	Tracer Conditions	
9	Minimum Data Set	
10	International Comparison	
11	KPI Monitoring	
12	KPI Reporting Frequency	
13	KPI report period	
14	KPI Reporting Aggregation	
15	KPI is reported in which reports ?	
16	Web link to data	
17	Additional Information	
	Contact details for Data Manager / Specialist Lead	
	National Lead and Division	

	Primary Care, Community (Demand	
	Medical Card/GP Visit Card - 15 day turnaround	
1	KPI Title	
2	KPI Description	
3	KPI Rationale	
	Indicator Classification	
4	KPI Target 2015	
5	KPI Calculation	
6	Data Source	
	Data Completeness	
	Data Quality Issues	
7	Data Collection Frequency	
8	Tracer Conditions	
9	Minimum Data Set	
10	International Comparison	
11	KPI Monitoring	
12	KPI Reporting Frequency	
13	KPI report period	
14	KPI Reporting Aggregation	
15	KPI is reported in which reports ?	
16	Web link to data	
17	Additional Information	
	Contact details for Data Manager / Specialist Lead	
	National Lead and Division	

Primary Care, Community (Demand		
	Medical Card/GP Visit Card - MO review within 5 days	
1	**KPI Title**	
2	**KPI Description**	
3	**KPI Rationale**	
	Indicator Classification	
4	**KPI Target 2015**	
5	**KPI Calculation**	
6	**Data Source**	
	Data Completeness	
	Data Quality Issues	
7	**Data Collection Frequency**	
8	**Tracer Conditions**	
9	**Minimum Data Set**	
10	**International Comparison**	
11	**KPI Monitoring**	
12	**KPI Reporting Frequency**	
13	**KPI report period**	
14	**KPI Reporting Aggregation**	
15	**KPI is reported in which reports ?**	
16	**Web link to data**	
17	**Additional Information**	
Contact details for Data Manager / Specialist Lead		
National Lead and Division		

-Led) Schemes and other Community Services

Medical Cards - Number of persons covered

Based on an extract from Card & Patient Tables as at 1st of each month, records are retrieved where the type card is a medical card, with type being medical card. The card expiry date must be null or greater than 1st of the month chosen and the card or some details on the card must be active.

Medical Cards allow people to access Family Doctor or GP services, community health services, dental services, hospital care and a range of other benefits free of charge. On the 1st of October the government introduced a charge of fifty cent per item dispensed by pharmacists under the Medical Card Scheme. Most people who get a Medical Card do so because their income is below a certain level. It is also possible to get a Medical Card if the costs of meeting your medical needs cause you undue financial hardship, or if you have entitlement under EU regulations. Drugs, medicines and appliances supplied under the Scheme are provided through Community Pharmacies. In most cases a Doctor completes a prescription for his/her client and the client takes this prescription to any pharmacy that has an agreement with the HSE to dispense GMS prescription forms. In rural areas a Doctor may dispense for those persons who opt to have their medicines dispensed by him/her. All GMS claims are processed and paid by the Primary Care Reimbursement Service.

Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two).
☐Person Centred Care   ☐Effective Care

Safe Care☐   Better Health and Wellbeing ☐Use of Information☐

Workforce☐Use of Resources☑   Governance, Leadership and Management ☐

National - 1,722,395

Count

Source PCRS
Completeness 100%
Subject to ongoing validation of HSE's GPVC database

☐Daily   ☐Weekly ☑Monthly ☐Quarterly   ☐Bi-annually ☐Annually ☐Other – give details:

Completed application form for Medical Card. Eligibility determined by current guidelines

Application form contains basic demographic information and financial information

No

KPI will be monitored on a (please indicate below) basis:

☐Daily ☐Weekly   ☑Monthly ☐Quarterly   ☐Bi-annually   ☐Annually ☐Other – give details:

Please indicate who is responsible for monitoring this KPI:_____PCRS_____

☐Daily   ☐Weekly ☑Monthly   ☐Quarterly   ☐Bi-annually   ☐Annually ☐Other – give details:

☑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)

☐Quarterly in arrears (quarter 1 data reported in quarter 2)

☐Rolling 12 months (previous 12 month period)

☑ National   ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital

☐ County   ☐ Institution   ☐Other – give details:

☑Performance Assurance Report (NSP/CBP)   ☐CompStat ☐Other – give details:

http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html

Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657
Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division

John Hennessy, National Director, Primary Care Division, Health Service Executive.

-Led) Schemes and other Community Services

GP Visit Cards - Number of persons covered

This refers to the net number of GP Visit Cards, after new GP Visit Cards have been issued and other GPVC, as appropriate have been deleted from the Executive's database.

Based on an extract from Card & Patient Tables as at 1st of each month, records are retrieved where the type card is a medical card, with subtype being Doctor Visit. The card expiry date must be null or greater than 1st of the month chosen and the card or some details on the card must be active.

To capture the number of persons with a GPVC on a given date. General Practitioner Visit Cards allow eligible clients and their families in Ireland to visit their family doctor for free. Only the costs of visits to the family doctor are free; prescribed drugs must be paid for. Clients with GP Visit Card can also apply for a Drugs Payment Scheme Card. All GP claims are processed and paid by the Primary Care Reimbursement Service.

Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two).

☐Person Centred Care   ☐Effective Care

Safe Care☐   Better Health and Wellbeing ☐Use of Information☐

Workforce☐Use of Resources☑   Governance, Leadership and Management ☐

National - 412,588

Count

Source PCRS

Completeness 100%

Subject to ongoing validation of HSE's GPVC database

☐Daily   ☐Weekly ☑Monthly ☐Quarterly   ☐Bi-annually ☐Annually ☐Other – give details:

Completed application form for Medical Card. Eligibility determined by current guidelines

Applicattion form contains basic demographic information and financial information

No

KPI will be monitored on a (please indicate below) basis:

☐Daily ☐Weekly ☑Monthly ☐Quarterly   ☐Bi-annually   ☐Annually ☐Other – give details:

Please indicate who is responsible for monitoring this KPI:_____PCRS_____

☐Daily   ☐Weekly ☑Monthly ☐Quarterly   ☐Bi-annually   ☐Annually ☐Other – give details:

☑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)

☐Quarterly in arrears (quarter 1 data reported in quarter 2)

☐Rolling 12 months (previous 12 month period)

☑ National   ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital

☐ County   ☐ Institution   ☐Other – give details:

☑Performance Assurance Report (NSP/CBP)   ☐CompStat ☐Other – give details:

http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html

Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657
Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division

John Hennessy, National Director, Primary Care Division, Health Service Executive.

-Led) Schemes and other Community Services

Percentage of completed Medical/GP visit card applications processed within the 15 day turnaround

This refers to the percentage of Medical Cards applications received by the HSE where Medical Cards are issued within 15 working days of receipt of a complete application in order to ascertain the efficiency of the application system.

To capture the percentage of Medical Cards issued within 15 working days of receipt by the HSE of a complete application.

Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two).
☐Person Centred Care   ☐Effective Care

Safe Care☐   Better Health and Wellbeing ☐Use of Information☐

Workforce☐Use of Resources☑   Governance, Leadership and Management ☐

90%

No. of medical cards issued within 15 days   x 100 =
    No. of complete applications received

Source PCRS
Completeness 100%
Subject to ongoing validation of HSE's GPVC database

☐Daily   ☐Weekly ☑Monthly ☐Quarterly   ☐Bi-annually ☐Annually ☐Other – give details:

Completed application form for Medical Card. Eligibility determined by current guidelines

Yes

No

KPI will be monitored on a (please indicate below) basis:

☐Daily ☐Weekly   ☑Monthly   ☐Quarterly   ☐Bi-annually   ☐Annually ☐Other – give details:

Please indicate who is responsible for monitoring this KPI:_____PCRS_____

❑Daily   ❑Weekly ☑Monthly   ❑Quarterly   ❑Bi-annually   ❑Annually ❑Other – give details:

☑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)

☐Quarterly in arrears (quarter 1 data reported in quarter 2)

☐Rolling 12 months (previous 12 month period)

☑ National   ☐Regional ☐ CHO ☐ LHO Area   ☐ Hospital

☐ County   ☐ Institution   ☐Other – give details:

☑Performance Assurance Report (NSP/CBP)   ☐CompStat ☐Other – give details:

http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html

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-Led) Schemes and other Community Services

Percentage of Medical Card/GP visit card applications, assigned for Medical Officer review, processed within 5 days

This refers to the percentage of Medical Cards/GP visit card applications assigned for Medical Officer review and processed within 5 days in order to ascertain the efficiency of the application system.

To capture the percentage of Medical Cards/GP visit card processsed within 5 days of receipt by the assigned Medical Officer

Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two).

☐Person Centred Care ☐Effective Care

Safe Care☐ Better Health and Wellbeing ☐Use of Information☐

Workforce☐Use of Resources☑ Governance, Leadership and Management ☐

90%

No. of applications completed within 0-5 days and 5+ days   x 100 =
    No. of complete applications completed

Source PCRS

Completeness 100%

Subject to ongoing validation of HSE's GPVC database

☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:

Completed application form for Medical Card. Eligibility determined by current guidelines

Yes

No

KPI will be monitored on a (please indicate below) basis:

☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:

Please indicate who is responsible for monitoring this KPI:_____PCRS_____

❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:

☑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)

☐Quarterly in arrears (quarter 1 data reported in quarter 2)

☐Rolling 12 months (previous 12 month period)

☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital

☐ County ☐ Institution ☐Other – give details:

☑Performance Assurance Report (NSP) ☐CompStat ☐Other – give details:

http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html

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Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division

John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	Long Term Illness - Number of claims
2	**KPI Description**	Based on LTI database of paid claims and month/year specified, count all unique claim numbers (unique claim identifier) on the database for the particular month.
3	**KPI Rationale**	Clients with certain long-term illnesses or disabilities (Acute Leukaemia, Mental handicap, Cerebral Palsy, Mental Illness in a persons under 16, Cystic Fibrosis, Multiple Sclerosis, Diabetes Insipidus, Muscular Dystrophies, Diabetes Mellitus, Parkinsonism, Epilepsy, Phenylketonuria, Haemophilia, Spina Bifida, Hydrocephalus and conditions arising from the use of Thalidomide) may apply to join the Long Term Illness Scheme. Once approved by the HSE clients are supplied with a Long Term Illness book. This book allows the client to get drugs, medicines, and medical and surgical appliances directly related to the treatment of the illness, free of charge. It does not depend on a person's income or other circumstances and is separate from the Medical Card Scheme and the GP Visit Card Scheme. Clients with Medical Cards do not need to apply for a Long Term Illness book unless they become ineligible for a Medical Card at any stage and have one of the medical conditions listed above then they should apply to join the Long Term Illness scheme to cover the cost of their medication. All LTI claims are processed and paid by PCRS.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 1,120,068
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Completed application form available from local health office
9	**Minimum Data Set**	Completed application form which includes demographic information and details of illness
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	Long Term Illness - Number of items
2	**KPI Description**	Based on LTI database of paid claims and month/year specified, count all drug codes on the database for the particular month.
3	**KPI Rationale**	The number of items will facilitate monitoring of demand for prescription items by Long Term Illness Cardholders. The average ingredient cost will enable both the HSE and the Department to monitor the impact of initiatives to reduce the prices of medicines and non-drug items. Clients with certain long-term illnesses or disabilities (Acute Leukaemia, Mental handicap, Cerebral Palsy, Mental Illness in a persons under 16, Cystic Fibrosis, Multiple Sclerosis, Diabetes Insipidus, Muscular Dystrophies, Diabetes Mellitus, Parkinsonism, Epilepsy, Phenylketonuria, Haemophilia, Spina Bifida, Hydrocephalus and conditions arising from the use of Thalidomide) may apply to join the Long Term Illness Scheme. Once approved by the HSE clients are supplied with a Long Term Illness book.
		This book allows the client to get drugs, medicines, and medical and surgical appliances directly related to the treatment of the illness, free of charge. It does not depend on a person's income or other circumstances and is separate from the Medical Card Scheme and the GP Visit Card Scheme. Clients with Medical Cards do not need to apply for a Long Term Illness book unless they become ineligible for a Medical Card at any stage and have one of the medical conditions listed above then they should apply to join the Long Term Illness scheme to cover the cost of their medication. All LTI claims are processed and paid by PCRS.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	3,942,639
5	**KPI Calculation**	Count
	Data Source	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Completed application form available from local health office
9	**Minimum Data Set**	Completed application form which includes demographic information and details of illness
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	KPI Title	Drug Payment Scheme: No of claims
2	KPI Description	Based on DPS database of paid claims and month/year specified, count all unique claim numbers (unique claim identifier) on the database for the particular month.
3	KPI Rationale	Under the Drugs Payment Scheme, an individual or family in Ireland only has to pay €132 each month for approved prescribed drugs, medicines and certain appliances for use by that person or his or her family in that month. The amount is determined from time to time by the Minister for Health and Children. This scheme is aimed at those who don't have a Medical Card and normally have to pay the full cost of their medication. It also applies to those who have a GP Visit Card. Anyone ordinarily resident in Ireland can apply to join the scheme, regardless of family, financial circumstances or nationality. Eligible persons can avail of this Scheme by registering themselves and their dependants with their Local Health Office. Where people need to use two or more pharmacies in one month, they can claim back the amount paid over the threshold centrally from PCRS. Plans are being progressed to centralise the DPS registration process to PCRS with effect from April this year. All DPS claims will be processed and paid by PCRS.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	KPI Target 2015	National - 2,396,604
5	KPI Calculation	Count of number of claims
6	Data Source	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	Data Collection Frequency	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	Tracer Conditions	Completed application form available online or from local health office
9	Minimum Data Set	Basic demographic information provided in application form
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	KPI Reporting Frequency	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	KPI is reported in which reports ?	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	Drug Payment Scheme: No of items
2	**KPI Description**	Based on DPS database of paid claims and month/year specified, count all drug codes on the database for the particular month.
3	**KPI Rationale**	Under the Drugs Payment Scheme, an individual or family in Ireland only has to pay €132 each month for approved prescribed drugs, medicines and certain appliances for use by that person or his or her family in that month. The amount is determined from time to time by the Minister for Health and Children. This scheme is aimed at those who don't have a Medical Card and normally have to pay the full cost of their medication. It also applies to those who have a GP Visit Card. Anyone ordinarily resident in Ireland can apply to join the scheme, regardless of family, financial circumstances or nationality. Eligible persons can avail of this Scheme by registering themselves and their dependants with their Local Health Office. Where people need to use two or more pharmacies in one month, they can claim back the amount paid over the threshold centrally from PCRS. Plans are being progressed to centralise the DPS registration process to PCRS with effect from April this year. All DPS claims will be processed and paid by PCRS.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 7,985,416
5	**KPI Calculation**	Count of number of items
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Completed application form available online or from local health office
9	**Minimum Data Set**	Basic demographic information provided in application form
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
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	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

#	Field	Value
1	**KPI Title**	GMS: Number of prescriptions
2	**KPI Description**	Based on the GMS database of paid claims and month/year specified, count all unique claim numbers (unique claim identifier) on the database for the particular month.
3	**KPI Rationale**	Drugs, medicines and appliances supplied under the GMS Scheme are provided through Community Pharmacies. In most cases a Doctor completes a prescription for his/her client and the client takes this prescription to any pharmacy that has an agreement with the HSE to dispense GMS prescription forms. In rural areas a Doctor may dispense for those persons who opt to have their medicines dispensed by him/her. All GMS claims are processed and paid by the Primary Care Reimbursement Service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 18,696,633
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Yes
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
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	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	KPI Title	GMS: Number of items
2	KPI Description	Based on the GMS database of paid claims and month/year specified, count all claim numbers (unique claim identifier) on the database for the particular month. (For clarification: each item on a prescription has the same claim number associated with it).
3	KPI Rationale	Drugs, medicines and appliances supplied under the GMS Scheme are provided through Community Pharmacies. In most cases a Doctor completes a prescription for his/her client and the client takes this prescription to any pharmacy that has an agreement with the HSE to dispense GMS prescription forms. In rural areas a Doctor may dispense for those persons who opt to have their medicines dispensed by him/her. All GMS claims are processed and paid by the Primary Care Reimbursement Service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	KPI Target 2015	National - 57,727,106
5	KPI Calculation	Count
6	Data Source	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	Data Collection Frequency	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	Tracer Conditions	Yes
9	Minimum Data Set	Yes
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	KPI Reporting Frequency	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	KPI is reported in which reports ?	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
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Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	GMS: Number of claims – special items of service
2	**KPI Description**	Based on the Special Item of Service database of paid claims and month/year specified, count all unique claim numbers (unique claim identifier) on the database for the particular month.
3	**KPI Rationale**	Drugs, medicines and appliances supplied under the GMS Scheme are provided through Community Pharmacies. In most cases a Doctor completes a prescription for his/her client and the client takes this prescription to any pharmacy that has an agreement with the HSE to dispense GMS prescription forms. In rural areas a Doctor may dispense for those persons who opt to have their medicines dispensed by him/her. All GMS claims are processed and paid by the Primary Care Reimbursement Service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 943,897
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Yes
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	GMS: Number of claims – special type consultations
2	**KPI Description**	Based on the Special Type Consultations database of paid claims and month/year specified, where the STC type is EC resident, Emergency and Temporary resident, count all unique claim numbers (unique claim identifier) on the database for the particular month. Out of Hours, STC claims are reported separately.
3	**KPI Rationale**	Drugs, medicines and appliances supplied under the GMS Scheme are provided through Community Pharmacies. In most cases a Doctor completes a prescription for his/her client and the client takes this prescription to any pharmacy that has an agreement with the HSE to dispense GMS prescription forms. In rural areas a Doctor may dispense for those persons who opt to have their medicines dispensed by him/her. All GMS claims are processed and paid by the Primary Care Reimbursement Service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 1,149,957
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Yes
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	Hi - Tech: Number of claims
2	**KPI Description**	Based on the High Tech database of paid claims and month/year specified, where the drug code relates to High Tech Medicines only, count all unique claim numbers (unique claim identifier) on the database for the particular month.
3	**KPI Rationale**	Arrangements are in place for the supply and dispensing of High Tech medicines through Community Pharmacies. Such medicines are generally only prescribed or initiated in hospital and would include items such as anti-rejection drugs for transplant patients or medicines used in conjunction with chemotherapy or growth hormones. These medicines are purchased by the HSE and supplied through Community Pharmacies for which Pharmacies are paid a patient care fee. The cost of the medicines and patient care fees are paid by the Primary Care Reimbursement Service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 520,857
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Yes
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
National Lead and Division		John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	DTSS: Number of treatments (routine) Number of treatments (complex)
2	**KPI Description**	Routine - Based on the ATL & Tooth Dental database of paid claims for the month/year specified, where the patients are medical card patients count all treatments on the database for the particular month/year Complex -- Based on the BTL Dental database of paid claims for the month/year specified, where the patients are medical card patients count all treatments on the database for the particular month/year.
3	**KPI Rationale**	This will allow us to monitor how many patients have availed of DTSS in a given month. Under the Dental Treatment Services Scheme GMS eligible adults have access to a range of treatments and clinical procedures comprised of routine treatments and full upper and lower dentures. Dentists may also prescribe a range of medicines to eligible persons. All DTSS claims are processed and paid by PCRS.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 1,356,483 (routine) 70,379 (complex)
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Under the Dental Treatment Services Scheme GMS eligible adults have access to a range of treatments and clinical procedures comprised of routine treatments and full upper and lower dentures.
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐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: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	DTSS: Number of patients who have received treatment (routine) Number of patients who have received treatment (complex)
2	**KPI Description**	Above the line - Based on the ATL Dental database of paid claims for the month/year specified, where the patients are medical card holders count unique patient card details on the database for the particular month/year. Below the line – Based on the BTL Dental database of paid claims for the month/year specified, where the patients are medical card holders count unique patient card details on the database for the particular month/year.
3	**KPI Rationale**	This will allow us to monitor how many patients have availed of DTSS in a given month Under the Dental Treatment Services Scheme GMS eligible adults have access to a range of treatments and clinical procedures comprised of routine treatments and full upper and lower dentures. Dentists may also prescribe a range of medicines to eligible persons. All DTSS claims are processed and paid by PCRS.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - 628,611 (routine) 67,907 (complex)
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Under the Dental Treatment Services Scheme GMS eligible adults have access to a range of treatments and clinical procedures comprised of routine treatments and full upper and lower dentures.
9	**Minimum Data Set**	
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐Other – give details:
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	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care Division
	National Lead and Division	John Hennessy, National Director, Primary Care Division, Health Service Executive.

Primary Care, Community (Demand-Led) Schemes and other Community Services

1	**KPI Title**	Community Ophthalmic Scheme Number of treatments: i) Adult ii) Children
2	**KPI Description**	Based on the Optical database of paid claims for the month/year specified, where the patients are medical card patients, count claim numbers (unique claim identified) on the database for the particular month. Adult – Based on the Optical database of paid claims for the month/year specified, where the patients are medical card patients and the patient indicator is 'A' (Adult), count claim numbers (unique claim identified) on the database for the particular month. Children - Based on the Optical database of paid claims for the month/year specified, where the patients are medical card patients and the patient indicator is 'C' (Child), count claim numbers (unique claim identified) on the database for the particular month.
3	**KPI Rationale**	Under the Health Service Executive Community Ophthalmic Services Scheme, adult medical card holders and their dependants are entitled, free of charge, to eye examinations and necessary spectacles/appliances. Claims by Optometrists/Ophthalmologists are paid by Primary Care Reimbursement Service. Claims for spectacles provided under the Children's Scheme are also paid by the Primary Care Reimbursement Service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☐
4	**KPI Target 2015**	National - Adult 767,068 Children 781,679
5	**KPI Calculation**	Count
6	**Data Source**	Source PCRS
	Data Completeness	Completeness 100%
	Data Quality Issues	Subject to ongoing validation of HSE's GPVC database
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Under the Health Service Executive Community Ophthalmic Services Scheme, adult medical card holders and their dependants are entitled, free of charge, to eye examinations and necessary spectacles/appliances.
9	**Minimum Data Set**	Yes
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI:_____PCRS_____
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑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) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑ National ☐Regional ☐ CHO ☐ LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
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	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy email: claire.sheehy3@hse.ie Tel: 01 6352657 Specialist Lead: Brian Murphy, Head of Planning, Pat Dunne, Head of Operations - Primary Care
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