Health Service Executive

Social Care Division - Older Persons Services

Key Performance Indicator Metadata 2016

	Office Use Only KPI No. (source: target doc)	Office Use Only Active or Retired	Key Performance Indicators Service Planning 2016 — KPI Title	Reported against NSP / DOP	KPI Type Access/ Quality /Access Activity	Healthy Ireland / Corporate Plan / HI & CP	Report Frequency	KPIs 2015 — 2015 National Target / Expected Activity	KPIs 2015 — 2015 Projected outturn	2016 National Target / Expected Actvity	Reported at National / CHO / HG Level	CHO1 HG1	CHO2 HG2	CHO3 HG3	CHO4 HG4	CHO5 HG5	CHO6 HG6	CHO7 HG7	CHO8 HG8	CHO9 HG9
Social Care - Older Persons	OP1	Active	Total no. of persons in receipt of a HCP/DDI HCP(Monthly target)	NSP	Access /Activity	CP	M	13,200	15,300	15,450	CHO	1235	1140	940	1395	900	1670	1988	2132	4050
	OP3	Active	No. of new HCP clients, annually	DOP	Access /Activity	CP	M	6,000	7,749	6,000	CHO	525	490	325	540	370	680	825	680	1,565
	OP4	Active	Intensive HCPs number of persons in receipt of an Intensive HCP at a point in time (Capacity)	NSP	Access /Activity	CP	M	190	130	130	CHO									
	OP6	Active	No. of home help hours provided for all care groups (excluding provision of hours from HCPs)	NSP	Access /Activity	CP	M	10,300,000	10,400,000	10,437,000	CHO	1,375,000	1,274,000	926,000	2,162,000	1,219,000	404,000	734,000	1,203,000	1,140,000
Social Care - Older Persons	OP7	Active	No. of people in receipt of home help hours (excluding provision of hours from HCPs) (Monthly target)	NSP	Access /Activity	CP	M	50,000	47,795	47,800	CHO	4,900	5,700	3,650	7,950	6,000	2,800	5,200	6,700	4,900
	OP8	Active	No. of persons funded under NHSS in long term residential care during reporting month	NSP	Access /Activity	CP	M	22,361	23,450	23,450	CHO									
	OP9	Active	% of clients with NHSS who are in receipt of Ancillary State Support	DOP	Access /Activity	CP	M	10%	9.9%	10%	CHO	10%	10%	10%	10%	10%	10%	10%	10%	10%
	OP10	Active	% of clients who have CSARs processed within 6 weeks	DOP	Access /Activity	CP	M	95%	85.0%	90%	CHO	90%	90%	90%	90%	90%	90%	90%	90%	90%
	OP24	Active	No. in receipt of subvention	DOP	Access /Activity	CP	M	275	276	187	CHO	13	24	24	18	19	28	19	24	18
	OP12	Active	No. of NHSS Beds in Public Long Stay Units.	NSP	Access /Activity	CP	M	5,287	5,288	5,255	CHO	534	609	346	1,046	556	386	642	629	507
Social Care - Older Persons	OP13	Active	No. of Short Stay Beds in Public Long Stay Units	NSP	Access /Activity	CP	M	1,840	2,005	2,005	CHO	395	254	184	336	275	165	199	96	101
	OP14	Active	Average length of Stay for NHSS clients in Public, Private and Saver Long Stay Units	NSP	Access /Activity	CP	M	3.2	3.1	3.2	CHO	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.2
	OP15	Active	% of population over 65 years in NHSS funded Beds (based on 2011 Census figures)	NSP	Access /Activity	CP	M	4%	4%	4%	CHO	4%	4%	4%	4%	4%	4%	4%	4%	4%
	OP37	Active	Total no. of preliminary screenings for adults under 65 years	DOP	Quality	HI & CP	Q			N/A										
	OP36	Active	Total no. of preliminary screenings for adults aged 65 and over	DOP	Quality	HI & CP	Q			N/A										
	OP38	Active	No. of staff trained in safeguarding policy	DOP	Quality	HI & CP	Q			8,000	CHO	820	742	720	1184	664	903	898	938	1131
	OP32	Active	Percentage of CHOs who have a plan in place on how they will implement their approach to the establishment of a Residents Council / Family Forum/ Service User Panel or equivalent for Older Persons Services.	NSP	Quality		Q			100%	CHO	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quality	OP33	Active	Safeguarding: % of Preliminary Screenings with an outcome of reasonable grounds for concern that are submitted to the Safeguarding and Protection Teams accompanied by an interim Safeguarding Plan.	NSP	Quality		Q			100%	CHO	100%	100%	100%	100%	100%	100%	100%	100%	100%
	OP34	Active	% of CHO Heads of Social Care who can evidence implementation of the HSE's Safeguarding Vulnerable Persons at Risk of Abuse Policy throughout the CHO as set out in Section 4 of the policy Reporting to begin by Quarter 2 2016	NSP	Quality		Q			100%	CHO	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quality	OP35	Active	% of CHO Heads of Social Care that have established CHO wide organisational arrangements required by the HSE's Safeguarding Vulnerable Persons at Risk of Abuse Policy as set out in Section 9.2 of the policy Reporting to begin by Quarter 2 2016	NSP	Quality		Q			100%	CHO	100%	100%	100%	100%	100%	100%	100%	100%	100%

	KPI Guidelines Explained	
1	**KPI Title**	Exact title of KPI as it appears in the National Service Plan or Corporate Plan.
2	**KPI Description**	Description of the KPI including a description of the target population. Where definitions exist in other documents these should be included here (e.g. Vision for Change, etc.). Where definitions exist which are very long they can be referenced here.
3	**KPI Rationale**	Rationale for the measurement of the KPI (e.g. HSE or Government priority). Importance of area (e.g.: high incidence, high morbidity, high service-user volumes, costly to provide). Consequences of poor performance on target population. Potential for improvement if performance is known. Evidence to support outcome improvement if target reached. Existence of agreed/recognised target or benchmark.
	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**	Indicate the target for the KPI – a target should be set for the KPI to inform progress towards an acceptable level of performance.
5	**KPI Calculation**	Indicate how the KPI will be calculated. The target population is called the denominator and includes all services users or events that qualify for inclusion in the measurement process (for ratios the numerator is not included in the denominator). The subset of the target population that meets the criteria as defined in the indicator is called the numerator. Specify whether KPI is expressed as a proportion; ratio; percentage; or count and how it should be interpreted against target.
6	**Data Source**	Indicate the data source (s) which will be used for the KPI. This should give details of primary data collection (e.g. PHN records, patient charts, administration data bases, survey data). It should indicate the route through which data is communicated and collated (e.g. provided by PHNs to LHOs to RDO Business Unit to BIU).
	Data Completeness	Comment on any known data completeness issues.
	Data Quality Issues	Comment on any known data quality issues.
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**	Indicate the terms which should be used to identify what should be included in the data. This should include synonyms, International Classification of Disease (ICD) and SNOMED (Systematised Nomenclature of Medicine Clinical Terms) where applicable.
9	**Minimum Data Set**	Indicate what core data items (with definitions) should be collected for the purpose of reporting the KPI. The data lines can be included here or an example appended for information where there is a definitive minimum data set available.
10	**International Comparison**	Indicate if this KPI is collected in other jurisdictions outside of Ireland and therefore allows for international comparison.
11	**KPI Monitoring**	Indicate how often the KPI will be monitored and by whom: ☐Daily ☐Weekly ☐Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
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) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears
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 ☐ LHO Area ☐Hospital ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported for example: ☐ Corporate Plan Report ☐Performance Assurance Report ☐CompStat ☐Other – give details:
16	**Web link to data**	Indicate the web link to the data (where this is available).
17	**Additional Information**	Include any additional information relevant to the KPI.
	Contact details for Data Manager / Specialist Lead	
	National Lead and Division	

Older Persons: Home Care Packages

1	**KPI Title**	Total number of people in receipt of a HCP/including DDI HCP (monthly target) at a point in time (Capacity)
2	**KPI Description OP1**	A Home Care Package (HCP) consists of community services and supports which may be provided to assist an older person, depending on their individual assessed care needs, to return home from hospital or residential care or to remain at home. A HCP refers to the enhanced level of community services and supports above the normal levels available from mainstream community services. HCPs do not replace existing services. The actual HCP provided to any individual may include paramedical, nursing, respite and/or home help and/or other services depending on the assessed care needs of the individual applicant. A DDI HCP is the same as the above but is funded on a "Money follows the Patient" basis from the separate DDI allocation which has been assigned for allocation to people in priority acute hospitals.
		Enhanced level of community services is any additional level of services, over and above mainstream level of service, which is provided to support the assessed needs of the applicant (National Guidelines HCP Scheme) Note: National Guidelines state that if the HCP is provided through a combination of Direct and Indirect provision, one Category, either "Direct" or "Indirect" is assigned on the basis of whichever element of the Home Care Package is the greatest cost. The number of people in receipt of home care packages on the last day of the calendar month is (i) and (ii) (below) added together will total the number of people in receipt on last day of the month. i) Direct Provision - Number of people who are in receipt of a HCP on the last day of the month which is being delivered predominantly (on the basis of whichever element of the Home Care Package is the greatest cost) by HSE employed staff.
		ii) Indirect Provision - Number of people in receipt of a HCP on the last day of the month which is being delivered predominantly (on the basis of whichever element of the Home Care Package is the greatest cost) by voluntary/private providers. If all or most of a HCP is provided by way of cash grant then its counted within indirect HCPs iii) Cash Grants - Number of people in receipt of a "Cash Grant" towards the provision of HCP. This is a subsection of Indirect Provision Home Care Packages. No new cash grants will be approved from 1st Dec 2010 so that the number in receipt will be continuing to reduce in 2016. (Ref National Guidelines) iv) Respite - No. of people in receipt of a HCP on the last day of the month where the HCP is solely for the purpose of respite care in a residential setting or in the home. This could be provided directly or indirectly. Do not count HCP's where respite is only an element of the package.
3	**KPI Rationale**	Monitor and Measure provision of service and report on activity against NSP. A separate funding stream has been provided by the DoH for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity; provide analysis of provision of enhanced public community services.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**National Service Plan 2016** target: 15,450 CHO 1- 1,235: CHO 2- 1,140: CHO 3- 940: CHO 4- 1,395: CHO 5- 900: CHO 6- 1,670, CHO 7- 1,988: CHO 8- 2,132: CHO 9- 4,050
5	**KPI Calculation**	Total number of people in receipt of a Home Care Package on the last day of the month. = No. at start of month + no of new clients – (no ceased during the month) Direct/Indirect & Respite – count at the end of the month. These metrics are point in time only and cannot be aggregated
6	**Data Source**	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	**Data Collection Frequency**	❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	Any person may apply on the appropriate form to be considered for a HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. There is no requirement that an applicant should have a medical card in order to apply to be considered for a HCP. HCPs are allocated based on assessed care need within the limit of the resources available for the Scheme. To comply with the policy objectives of the scheme as set out by the DoH the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from people approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the HCP Scheme. Applications from people aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)

9	**Minimum Data Set**	Completed application form followed by a Care Needs Assessment. The assessment, by HSE health professionals will recommend what services/supports, if any, are required over and above what is available from mainstream services. In order to allocate a package the care needs assessment must confirm that enhanced levels of service/support are recommended. Applications for HCPs must be considered for approval within context of assessed need and available resources. If the care needs assessment indicates that additional services/supports through the HCP scheme are not appropriate or required the application for a HCP will be refused.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
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 the same day of activity, monthly data reported within the same month of activity) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑National ☑CHO ☑LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data **Manager / Specialist Lead**	**Information Analysts: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Geraldine Bermingham Rigney** Email: geraldine.berminghamrigney@hse.ie **Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald** olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons: Home Care Packages

1	**KPI Title**	Number of new HCP clients, annually
2	**KPI Description OP3**	Total number of new clients that commenced a home care package for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. When funding is fully allocated the number of new HCPs is dependent on clients in receipt of HCP finishing their package.
3	**KPI Rationale**	A separate funding stream has been provided by the DoH for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity. Measures the throughput of scheme, and allows service to predict availability of resources
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**Division Operational Plan 2016** expected activity 6,000 per annum CHO 1- 525: CHO 2 - 490: CHO 3 - 325: CHO 4 - 540: CHO 5 - 370: CHO 6 - 680: CHO 7 - 825: CHO 8 - 680: CHO 9 - 1,565 Monthly expected activity divided between the 12 months
5	**KPI Calculation**	Total number of new clients that commenced a home care package for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. Expected activity is full year expected level of activity.
6	**Data Source**	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Any person may apply on the appropriate form to be considered for a HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. There is no requirement that an applicant should have a medical card in order to apply to be considered for a HCP. HCPs are allocated based on assessed care need within the limit of the resources available for the Scheme. To comply with the policy objectives of the scheme as set out by the DoH the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from people approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the HCP Scheme. Applications from people aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)
9	**Minimum Data Set**	Completed application form followed by a Care Needs Assessment. The assessment, by HSE health professionals will recommend what services/supports, if any, are required over and above what is available from mainstream services. In order to allocate a package the care needs assessment must confirm that enhanced levels of service/support are recommended. Applications for HCPs must be considered for approval within context of assessed need and available resources. If the care needs assessment indicates that additional services/supports through the HCP scheme are not appropriate or required the application for a HCP will be refused.
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
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 the same day of activity, monthly data reported within the same month of activity) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑National ☑CHO ☑LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data **Manager / Specialist Lead**	**Information Analysts: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Geraldine Bermingham Rigney** Email: geraldine.berminghamrigney@hse.ie **Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald** olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons: Intensive Home Care Packages

1	**KPI Title**	Intensive HCPs number of people in receipt of an Intensive HCP at a point in time (Capacity)
2	**KPI Description OP4**	Number of INTENSIVE HCPs at a point in time. An INTENSIVE Home Care Package (HCP) consists of community services and supports which may be provided in targeted areas experiencing acute hospital service pressures to assist an older person with complex care needs, and depending on their individual assessed care needs, to: a) return home from hospital or residential care or b) prevent attendance/admission to A&E/Acute Hospital or c) prevent or delay admission to long term residential care
		An INTENSIVE HCP (IHCP) refers to the enhanced level of community services and supports above the normal levels available from mainstream community services or available from standard HCPs. IHCPs do not replace existing services. The actual INTENSIVE HCP provided to any individual may include paramedical, nursing, respite and/or home help and/or other services depending on the assessed care needs of the individual applicant. The average weekly cost of an IHCP is approx €1,000.
		There is no requirement that an applicant should have a medical card in order to apply to be considered for an IHCP. IHCPs are allocated based on assessed care need within the limit of the resources available for the Scheme. To comply with the policy objectives of the scheme, the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from people approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the IHCP Scheme. Applications from people aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)
		Enhanced level of community services is any additional level of services, over and above mainstream HCP which is provided to support the assessed needs of the applicant (National Guidelines HCP Scheme) The number of clients in receipt of INTENSIVE home care packages on the last day of the calendar month.
3	**KPI Rationale**	Monitor and Measure provision of service and report on activity against NSP. A separate funding stream has been provided for INTENSIVE Home Care Packages (from the NHSS sub-head). Therefore there is a requirement to monitor provision of service and report on activity; provide analysis of provision of enhanced public community services.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**National Service Plan Target 2016** target: 130 (National End of year Target - demand led "money follows the patient" targeted at named acute hospitals)
5	**KPI Calculation**	Total number of people in receipt of an INTENSIVE Home Care Package on the last day of the month. = No. at start of month + no of new clients – (no ceased during the month) These metrics are point in time only and cannot be aggregated.
6	**Data Source**	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Any person (within the targeted areas) may apply on the appropriate form to be considered for an INTENSIVE HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. INTENSIVE HCPs will be allocated and approved based on assessed care need, within targeted areas, within the limit of the resources available for the Scheme.
9	**Minimum Data Set**	Completed application form followed by a Care Needs Assessment. The assessment, by HSE health professionals will recommend what services/supports, if any, are required over and above what is available from mainstream community services or available from standard HCPs. In order to allocate an IHCP the care needs assessment must confirm that enhanced levels of service/support are recommended. If the care needs assessment indicates that additional services/supports through the IHCP scheme are not appropriate or required the application for an IHCP will be refused.
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: Home Care Package Manager
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑ Monthly (June data reported at end June) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑National ☑CHO ☑LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:

15	KPI is reported in which reports ?	☑Performance Report (NSP) ☐Other – give details:
16	Web link to data	http://www.hse.ie/performanceassurancereports/
17	Additional Information	
	Contact details for Data Manager / Specialist Lead	**Information Analysts: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Geraldine Bermingham Rigney** Email: geraldine.berminghamrigney@hse.ie **Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald** olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons: Home Help Hours		
1	**KPI Title**	No. of home help hours provided for all care groups (excluding provision of hours from HCPs)
2	**KPI Description OP6**	Home Help Service provides personal and/or essential domestic care to dependent people to support them to live at home. It should support and complement the informal care already being provided. The total number of home help hours delivered through home visits by home help worker employed by HSE or providers receiving funding from the HSE from the Home Help Budget including paid leave for these staff (excludes provision of home help hours from Home Care Packages) during the reporting period (1 calendar month). This includes hours provided to Older People, Disabilities, Mental Health and Children and Families from the Home Help Budget for Services for Older People but excludes provision of hours from Home Care Packages.
3	**KPI Rationale**	Provide information on the usage of home help hours in the community and facilitate adjustment, if required, of service activity to achieve targets and live within the available resources.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**National Service Plan 2016** target: 10,437,000 CHO 1: 1.375m, CHO 2: 1.274m, CHO 3: 0.926m, CHO 4: 2.162m, CHO 5: 1.219m, CHO 6 0.404m, CHO 7: 0.734m, CHO 8:1.203m, CHO 9 1.140m
5	**KPI Calculation**	The number of Home Help hours delivered to clients in a calendar month from the Home Help budget including any paid hours for annual, sick or other leave. This figure is reported cumulatively (i.e. month and YTD). e.g. the March figure would be the Jan-March figures added together.
6	**Data Source**	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	Any person may apply on the appropriate form to be considered for a home help service. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. Current legislation in relation to the home help service does not distinguish between people with limited and people with full eligibility. Therefore, in the context of current legislation the Department of Health has confirmed that access to home help services should be based on assessed care needs. The vast majority of beneficiaries of the home help service will be older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from people aged less than 65yrs whose assessed needs are best met by Services for Older People.
9	**Minimum Data Set**	Application Form followed by Care Needs assessment and a home care plan with a schedule of services
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Home Help Organiser
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 the 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 ☑CHO ☑LHO Area ☐ Hospital ☐ County ☐ Institution ✓Other – give details: by care group, e.g. older people, disabilities, mental health, children & families, other
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager / Specialist Lead	**Information Analysts: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Geraldine Bermingham Rigney** Email: geraldine.berminghamrigney@hse.ie **Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald** olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons: Home Help Hours

1	**KPI Title**	No. of people in receipt of home help hours (excluding provision of hours from HCPs)(monthly target) at a point in time (Capacity)
2	**KPI Description OP7**	The number of people in receipt of a home help service on the last day of the month. This includes people in the following care groups, Older People, Disabilities, Mental Health and Children and Families whose hours are funded from the Services for Older People Home Help Budget Home Help Service provides personal and/or essential domestic care to dependent people to support them to live at home. It should support and complement the informal care already being provided.
3	**KPI Rationale**	This metric provides information on the usage of home help hours in the community and the number of people supported by the HSE to remain at home.
	Indicator Classification	Please tick Indicator Classification this indicator applies to:
	(National Standards for Safer Better HealthCare)	☑ 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**	**National Service Plan 2016** expected activity 47,800 CHO 1: 4,900, CHO 2: 5,700, CHO 3: 3,650, CHO 4: 7,950, CHO 5: 6,000, CHO 6: 2,800, CHO 7: 5,200, CHO 8: 6,700, CHO 9: 4,900
5	**KPI Calculation**	The total number of people receiving home help hours in the LHO on the last day of the reporting month. This metric is point in time only and cannot be aggregated.
6	**Data Source**	Populated CIF template is submitted by LHO to the BIU Analyst via Regional Contacts
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	**Data Collection Frequency**	❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	Any person may apply on the appropriate form to be considered for a home help service. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of an applicant by a family member, friend, carer or healthcare worker. Current legislation in relation to the home help service does not distinguish between people with limited and people with full eligibility. Therefore, in the context of current legislation the Department of Health has confirmed that access to home help services should be based on assessed care needs. The vast majority of beneficiaries of the home help service will be older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from people aged less than 65yrs whose assessed needs are best met by Services for Older People.
9	**Minimum Data Set**	Application Form followed by Care Needs assessment and a home care plan with a schedule of services
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible for monitoring this KPI: Home Help Organiser
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 the 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 ☑CHO ☑ LHO Area ❑ Hospital ❑ County ❑ Institution ☑Other – give details: by care group, e.g. older people, disabilities, mental health, children & families, other
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager / Specialist Lead	**Information Analysts: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Geraldine Bermingham Rigney** Email: geraldine.berminghamrigney@hse.ie **Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald** olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons: Subvention

1	**KPI Title**	Number of people in receipt of Subvention for whom payment was made in the reporting month
2	**KPI Description OP24**	There are currently two rates of subvention a basic rate and an enhanced rate. This metric is the number of clients in receipt of subvention for whom a payment was made in the reporting month and includes enhanced subvention. Only clients that are funded under the Nursing Homes Support Scheme subhead are included in this count.
3	**KPI Rationale**	With the introduction of 'A Fair Deal' subvention has ceased and there will be no new clients under the subvention scheme. The purpose of this metric is to measure the number of persons remaining on subvention.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☐Person Centred Care ☐Effective Care
	(National Standards for Safer Better HealthCare)	Safe Care☐ Better Health and Wellbeing ☐Use of Information☐ Workforce☐Use of Resources☑ Governance, Leadership and Management ☑
4	**KPI Target**	**Division Operational Plan 2016** target - 187 CHO 1: 13, CHO 2: 24, CHO 3:24, CHO 4: 18, CHO 5: 19, CHO 6:28, CHO 7: 19, CHO 8: 24, CHO 9: 18
5	**KPI Calculation**	Total number of clients in receipt of subvention for whom a payment was made in the reporting month. Only clients that are funded under the Nursing Homes Support Scheme subhead are included in this count.
6	**Data Source**	CIF Template completed by Nursing Homes Support Office in each LHO and returned to Central Unit.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	The Subvention Scheme ceased in October 2009 and was replaced by the Nursing Homes Support Scheme. Only clients who were part of the subvention scheme prior to October 2009 and have chosen not to avail of the NHSS are still in receipt of subvention
9	**Minimum Data Set**	As per the subvention guidelines
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Homes Support Office
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**	☑National ☑CHO ☑LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP) ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
17	**Additional Information**	
18	**Contact details for Data Manager / Specialist Lead**	**Information Analyst: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Pat Marron** Email: pat.marron@hse.ie **Head of Operations & Service Improvement Services for Older People** : Michael Fitzgerald olderpeople.socialcare@hse.ie
19	**National Lead and Division**	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons : Public Beds

1	**KPI Title**	No. of NHSS Beds in Public Long Stay Units
2	**KPI Description OP12**	The total number of beds in public designated centres for older people -This includes all HSE facilities and all facilities receiving funding under s.38 of the Health Act 2004 which are registered with HIQA under the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (S.I. 245 of 2009). In other words, it includes HSE and section 38 residential care facilities for older people which provide 24 hour nursing care. These facilities provide some or all of the following for older people: long-term care, respite, rehabilitation, convalescence and palliative care.
3	**KPI Rationale**	It is policy to maintain public provision of residential care services, including nursing home care, for older people. This metric enables this provision to be monitored and to be contrasted against the total national provision of residential care.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**National Service Plan 2016** target - 5,255 CHO 1: 534, CHO 2: 609, CHO 3: 346, CHO 4: 1,046, CHO 5: 556, CHO 6: 386, CHO 7: 642, CHO 8: 629, CHO 9: 507
5	**KPI Calculation**	Beds counted on the last day of every month and temporary closures are included within the overall figure.
6	**Data Source**	National Central Bed Register. Corporate Information Facility (CIF) template completed with regional data by National Office SFOP and returned to Non Acute BIU for upload to CIF.
	Data Completeness	100% Complete
	Data Quality Issues	No
7	**Data Collection Frequency**	❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	All persons who are ordinarily resident in the State are entitled to apply for financial support under the NHSS. Application is made through the local nursing homes support office. Care needs assessment (CSAR) and a financial means assessment are carried out to determine that long term residential care services are required and to determine eligibility for financial support under the scheme. The HSE provides public long stay beds for the provision of long term residential care services as defined in the legislation.
9	**Minimum Data Set**	Clients or client representative completes Application Form. Medical Assessment (CSAR) carried out by Consultant Geriatrician and/or MDT associated with client. The Local Placement Forum determines whether or not the applicant requires long term residential care services.
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: Regional Specialist for Older Person Services
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 ☑CHO ☑LHO Area ❑ Hospital ❑ County ❑ Institution ❑Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data **Manager / Specialist Lead**	**Information Analysts: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Samantha Rayner** Email: samantha.rayner@hse.ie **Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald** olderpeople.socialcare@hse.ie

National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons : Public Beds

1	**KPI Title**	No. of Short Stay Beds in Public Long Stay Units
2	**KPI Description** **OP13**	Any bed in a public unit other than NHSS Long Stay Beds. Short Stay Beds include Respite. Assessment, Rehabilitation Beds etc.)
3	**KPI Rationale**	This metric enables the monitoring and supply of short stay beds in the Public System.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**National Service Plan 2016 target - 2,005** CHO 1: 395, CHO 2: 254, CHO 3: 184, CHO 4: 336, CHO 5: 275, CHO 6: 165, CHO 7: 199 CHO 8: 96, CHO 9: 101
5	**KPI Calculation**	Beds counted on the last day of every month and temporary closures are included within the overall figure.
6	**Data Source**	National Central Bed Register. Corporate Information Facility (CIF) template completed with regional data by National Office SFOP and returned to Non Acute BIU for upload to CIF.
	Data Completeness	100% Complete
	Data Quality Issues	No
7	**Data Collection Frequency**	❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	Persons over 65 years - (in some cases persons under 65 years if exceptional circumstances)
9	**Minimum Data Set**	Short Stay Beds managed by local ISA Area. Referrals taken from HSE Community Services, GPs and Acute Hospitals
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
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 ☑CHO ☑LHO Area ❑ Hospital ❑ County ❑ Institution ❑Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP/CBP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data Manager / Specialist Lead	**Information Analysts: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Samantha Rayner** Email: samantha.rayner@hse.ie **Head of Operations & Service Improvement Services for Older People: Michael Fitzgerald** olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons : Public Beds

1	**KPI Title**	Average length of Stay for NHSS Clients in Public, Private and Saver Long Stay Units
2	**KPI Description** **OP 14**	This metric shows the average length of long stay residents in Public, Private and Saver Long Stay Units. Total number of days of stay is calculated from the date of first admission to the date of last discharge/death. Transfers between nursing homes are included in the overall ALOS. ALOS is determined by application, not client. For multiple admissions on the same application, if number of days between first discharge date and next admission date is greater than 30 days, treated as separate admission for calculation of total number of days of stay.
3	**KPI Rationale**	This information can be used to help inform planning and decision making process in relation to the management of the NHSS.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**National Service Plan 2016 target - National - 3.2years** Each CHO - 3.2years
5	**KPI Calculation**	ALOS for persons discharged/deceased who were in receipt of funding under NHSS
6	**Data Source**	NHSS database
	Data Completeness	100% Complete
	Data Quality Issues	No
7	**Data Collection Frequency**	❑Daily ❑Weekly ✓Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	Persons discharged/deceased who were in receipt of funding under NHSS
9	**Minimum Data Set**	Persons who are in the Nursing Home Support Scheme Database
10	**International Comparison**	Yes
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
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) ❑Quarterly in arrears (quarter 1 data reported in quarter 2) ❑Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑National ☑CHO ☑LHO Area ❑ Hospital ❑ County ❑ Institution ❑Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data Manager / Specialist Lead	**Information Analyst: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Pat Marron** Email: pat.marron@hse.ie **Head of Operations & Service Improvement Services for Older People** : Michael Fitzgerald olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons : Public Beds

1	**KPI Title**	% of population over 65 years in NHSS funded beds (based on 2011 Census figures)
2	**KPI Description OP15**	This metric shows the percentage of the population aged 65 and over that is availing of the Nursing Home Support Scheme. This metric also includes an estimate based on clients aged 65 and over who are supported under the long term residential care subhead in respect of (a) subvented patients (b) contract bed patients and (c) savers - Section 39 voluntary organisations. It does not include patients admitted privately to approved nursing homes or patients residing in private nursing homes that are not approved for the purposes of NHSS.
3	**KPI Rationale**	With an increasing ageing population it is necessary to monitor the age profile of clients availing of support under the NHSS to ensure the best management of the service and use of resources.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**National Service Plan 2016** target - National - 4% Each CHO -4%
5	**KPI Calculation**	Number of clients over 65 /2011 census figures x 100
6	**Data Source**	NHSS database
	Data Completeness	100% Complete
	Data Quality Issues	No
7	**Data Collection Frequency**	❑Daily ❑Weekly ☑ Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	Persons over 65 who are in receipt of funding under NHSS during the reporting month.
9	**Minimum Data Set**	Persons who are in the Nursing Homes Support Scheme Database and who are in contract beds and in receipt of subvention
10	**International Comparison**	Yes
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: Regional Specialist for Older Person Services
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) ❑Quarterly in arrears (quarter 1 data reported in quarter 2) ❑Rolling 12 months (previous 12 month period)
14	**KPI Reporting Aggregation**	☑National ☑CHO ☑LHO Area ❑ Hospital ❑ County ❑ Institution ❑Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data **Manager / Specialist Lead**	**Information Analyst: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Pat Marron** Email: pat.marron@hse.ie **Head of Operations & Service Improvement Services for Older People** : Michael Fitzgerald olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons: Quality

1	**KPI Title**	% of CHOs who have a plan in place on how they will implement their approach to the establishment of Residents Councils / Family Forums / Service User Panels or equivalent for HSE Older Persons Services. Reporting to begin by Quarter 3 2016.
2	**KPI Description** **OP32**	The proportion of CHOs who have developed their Plan, named a CHO staff member who will lead the implementation, and gained approval for the Plan from the Chief Officer / CHO Senior Management Team or Social Care Management Team.
3	**KPI Rationale**	To monitor progress of CHOs in finalising their plans for the establishment of Residents Councils / Family Forums / Service User Panels in HSE Older Persons Services
	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**	**2016 National Service Plan National Target: 100%**
5	**KPI Calculation**	Number of CHOs who have a plan in place on how they will implement their approach to the establishment of Residents Councils / Family Forums / Service User Panels or equivalent for HSE Older Persons Services expressed as a percentage of the total number of CHOs.
6	**Data Source**	Social Care Quality and Patient Safety Department CHO dashboard
	Data Completeness	100% data completeness required.
	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**	CHOs who have a plan in place on how they will implement their approach to the establishment of Residents Councils / Family Forums / Service User Panels
9	**Minimum Data Set**	CHO plan on how they will implement their approach to the establishment of Residents Councils / Family Forums / Service User Panels or equivalent for HSE Older Persons Services.
10	**International Comparison**	Drawn from best practice internationally to develop this customised service
11	**KPI Monitoring**	KPI will be monitored: ☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Head of Quality and Safety - Social Care Division.
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 same day of activity, monthly data reported within the same month of activity) ☐Quarterly one month in arrears (Q2 data reported in July report) ☐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: Biannual
14	**KPI Reporting Aggregation**	☑ National ☑CHO ☐LHO Area ☐Hospital ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager / Specialist Lead	**Data Analyst: Niamh Doyle Niamh Doyle - Email: niamhm.doyle@hse.ie** **Specialist Lead: Gerry Clerkin Email: qps.socialcare@hse.ie**
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division / **socialcare@hse.ie**

	Older Persons: Safeguarding Quality	
1	KPI Title	% of Preliminary Screenings with an outcome of reasonable grounds for concern that are submitted to the Safeguarding and Protection Teams accompanied by an interim Safeguarding Plan.
2	KPI Description OP 33	The **Safeguarding Vulnerable Persons at Risk of Abuse - National Policy and Procedures** states that a Preliminary Screening must be carried out in all cases where there is a concern of abuse of a vulnerable adult.. If this Preliminary Screening indicates that there are reasonable grounds for concern, an interim Safeguarding Plan must be developed and submitted, along with the Preliminary Screening, to the Safeguarding and Protection Team.
3	KPI Rationale	If there are grounds for concern, it is important to have a plan in place to protect the client and prevent recurrence and that the Safeguarding and Protection Team is notified.
	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	**2016 National Service Plan Target: 100%** **All CHOs: 100%**
5	KPI Calculation	Percentage- The demoniator will be the total number of preliminarly screenings submitted within the specficied time frame that had an outcome of reasonable grounds for concern" . The numerator will be the number of preliminary screenings submitted with an interim safeguarding plan .
6	Data Source Data Completeness Data Quality Issues	Safeguarding and Protection Teams from Preliminary Screening Forms onto a logging sheet. The logging sheet will be submitted by Principal Social Workers (PSW) onto a shared drive accessible to the National Safeguarding Office.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	Logging sheet will be submitted to the National Safeguarding Office
9	Minimum Data Set	Logging sheet will be submitted to the National Safeguarding Office
10	International Comparison	
11	KPI Monitoring	KPI will be monitored: ☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Each Principal Social Worker on Safe Guarding and Protection Teams
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 same day of activity, monthly data reported within the same month of activity) ☐Quarterly one month in arrears (Q2 data reported in July report) ☐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: Biannual
14	KPI Reporting Aggregation	☑ National ☐CHO þCHO ☐LHO Area ☐Hospital ☐ County ☐ Institution ☐ Other – give details:
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐Other – give details:
16	Web link to data	http://www.hse.ie/performanceassurancereports/
17	Additional Information	
	Contact details for Data Manager / Specialist Lead	**Data Analyst: Niamh Doyle** Email: niamhm.doyle@hse.ie **Head of Operations and Service Improvement Services for Older People:** Michael Fitzgerald olderpeople.socialcare@hse.ie
	National Lead and Division	**Pat Healy**, National Director Social Care Division / **socialcare@hse.ie**

Older Persons: Safeguarding Quality		
1	**KPI Title**	% of CHO Heads of Social Care who can evidence implementation of the HSE's Safeguarding Vulnerable Persons at Risk of Abuse Policy throughout the CHO as set out in Section 4 of the policy Reporting to begin by Quarter 2 2016
2	**KPI Description OP34**	Section 4 of the Safeguarding Policy outlines a number of structures to be developed in each CHO in order to support implementation of the Policy as follows: 1.) Communication of policy to staff and volunteers 2.) Ensure that service specific procedures are developed, implemented and reviewed in compliance with the National Sateguarding Policy. 3.) Ensure that all adults with a disability/older people within a service area and their next of kin/advocates are informed of the Safeguarding Policy Each Head of Social Care must evidence establishment of Safeguarding and Protection Committee (to include membership, agenda and date of first meeting), and Safeguarding and Protection Team with full complement of staff to include names and grades.
3	**KPI Rationale**	In order to fully implement the Safeguarding Policy, structures need to be established at CHO level.
	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**	**National Service Plan 2016 National Target: 100%**
5	**KPI Calculation**	Count the number of CHOs who provided evidence of implementation of the HSE's Safeguarding Vulnerable Persons at Risk of Abuse Policy and express as a percentage of the 9 CHOs.
6	**Data Source**	Head of Social Care in each CHO to report to National Safeguarding Office.
	Data Completeness	
	Data Quality Issues	
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Vulnerable persons at risk of abuse
9	**Minimum Data Set**	Implementation plans of HSE's Safeguarding Vulnerable Persons at Risk of Abuse Policy
10	**International Comparison**	Services internationally that have a vulnerable persons at risk of abuse policy.
11	**KPI Monitoring**	KPI will be monitored: ☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Chief Officer
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 same day of activity, monthly data reported within the same month of activity) ☐Quarterly one month in arrears (Q2 data reported in July report) ☐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 ☑CHO ☐LHO Area ☐Hospital ☐ County ☐ Institution ☐ Other – give details:
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
17	**Additional Information**	
	Contact details for Data Manager / Specialist Lead	**Data Analyst: Niamh Doyle Email address: niamhm.doyle@hse.ie** **Specialist Lead: Gerry Clerkin Email: qps.socialcare@hse.ie**
	National Lead and Division	**National Lead:** Pat Healy, National Director Social Care Division / socialcare@hse.ie

Older Persons: Safeguarding Quality		
1	**KPI Title**	% of CHO Heads of Social Care that have established CHO wide organisational arrangements required by the HSE's Safeguarding Vulnerable Persons at Risk of Abuse Policy as set out in Section 9.2 of the policy Reporting to begin by Quarter 2 2016
2	**KPI Description** **OP35**	Under the Safeguarding Policy, each CHO must establish a Safety and Protection Team and appoint Designated Officers in each service
3	**KPI Rationale**	Designated Officers and Safeguarding and Protection Teams (S&PTs) are integral to the implementation of the Policy.
	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**	**2016 National Service Plan National Target: 100%**
5	**KPI Calculation**	**Measurement will be a coun**t. Number of Chief Officers to provide evidence of fully staffed Safeguarding and Protection Teams (S&PTs) and Designated Officers in each service area to include an up-to-date list of Designated Officers and services which will be subject to review on an ongoing basis by the Chief Officers.
6	**Data Source**	Each Head of Social care to submit data to National Safeguarding Office. A database of Designated Officers natioanlly will be maintained by the National Safeguarding Office.
	Data Completeness	
	Data Quality Issues	
7	**Data Collection Frequency**	❑Daily ❑Weekly ❑Monthly ☑Quarterly ❑Bi-annually ❑Annually ❑ Other – give details:
8	**Tracer Conditions**	Vulnerable Persons at Risk of Abuse
9	**Minimum Data Set**	CHO wide organisational arrangements required by the HSE's Safeguarding Vulnerable Persons at Risk of Abuse Policy as set out in Section 9.2 of the policy
10	**International Comparison**	Services internationally that have a vulnerable persons at risk of abuse policy.
11	**KPI Monitoring**	KPI will be monitored: ❑Daily ❑Weekly ❑Monthly ☑Quarterly ❑Bi-annually ❑Annually ☑Other – give details: Head of Social Care
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 same day of activity, monthly data reported within the same month of activity) ❑Quarterly one month in arrears (Q2 data reported in July report) ❑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 ❑CHO ❑LHO Area ❑Hospital ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
17	**Additional Information**	
Contact details for Data Manager / Specialist Lead		**Information Analyst**: **Denise McCarthy** denise.mccarthy@hse.ie, (Disability Services) **Niamh Doyle** niamhm.doyle@hse.ie (Older Persons Services) Specialist Lead: Paschal Moynihan paschal.moynihan@hse.ie
National Lead and Division		**National Lead: Michael Fitzgerald** /olderpeople.socialcare@hse.ie **Pat Healy, National Director Social Care Division** / socialcare@hse.ie

Older Persons: Safeguarding

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1	**KPI title**	Total no. of preliminary screenings for adults aged 65 and over
2	**KPI Description OP36**	This information will identify the number of elder abuse concerns notified to the Safeguarding and Protection Teams .
3	**KPI Rationale**	The HSE has collected data on elder abuse referrals since 2007. This measure will indicate trends, changes and areas of concern.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	
5	**KPI Calculation**	Measure is a count. Number of Preliminary Screenings **submitted** to the Safeguarding and Protection Teams that relate to adults aged 65 years and over **plus** the number of Preliminary Screenings carried out by the Safeguarding and Protection Teams that relate to adults aged 65 years and over.
6	**Data Source Data Completeness Data Quality Issues**	Safeguarding and Protection Teams Preliminary Logging Sheet submitted by Principal Social Worker to National Safeguarding Office.
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**	Preliminary Screening for Adults aged 65 and Over
9	**Minimum Data Set**	Logging sheet of preliminary screenings submitted to Natonal Safeguarding Office
10	**International Comparison**	Prelliminary Screening carried out by the Services developed in line with best practise.
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:
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 ❑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:To the National Safeguarding Office via the S&PTs. ☑Performance Assurance Report (NSP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data Manager /Specialist Lead	Information Analyst: Niamh Doyle Email: niamhm.doyle@hse.ie Specialist Lead: Paschal Moynihan Email paschal.moynihan@hse.ie
	National Lead and Division	National Lead: Michael Fitzgerald /olderpeople.socialcare@hse.ie Pat Healy, National Director Social Care Division / socialcare@hse.ie

Older Persons: Safeguarding

1	**KPI title**	Total no. of preliminary screenings for adults under 65 years
2	**KPI Description OP37**	This information will identify the number of concerns notified to the Safeguarding and Protection Teams in the 18-64 year age cohort..
3	**KPI Rationale** **Indicator Classification** (National Standards for Safer Better HealthCare)	The HSE has collected data on elder abuse referrals since 2007. This measure will indicate trends, changes and areas of concern. 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**	
5	**KPI Calculation**	Measure is a count. Number of Preliminary Screenings **submitted** to the Safeguarding and Protection Teams that relate to adults under 65 years **plus** the number of Preliminary Screenings carried out by the Safeguarding and Protection Teams that relate to adults under 65 years.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Safeguarding and Protection Teams Logging Sheet submitted by Principal Social Worker to National Safeguarding Office.
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**	Preliminary Screening for Adults aged under 65 years old
9	**Minimum Data Set**	Preliminary Screening logging sheet submitted to Natonal Safeguarding Office
10	**International Comparison**	Prelliminary Screening carried out by the Services developed in line with best practise.
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:
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 ❑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:To the National Safeguarding Office via the S&PTs. ☑Performance Assurance Report (NSP) ❑CompStat ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
Contact details for Data Manager /Specialist Lead		Information Analyst: Niamh Doyle Email: niamhm.doyle@hse.ie Specialist Lead: Paschal Moynihan Email paschal.moynihan@hse.ie
National Lead and Division		National Lead: Michael Fitzgerald /olderpeople.socialcare@hse.ie Pat Healy, National Director Social Care Division / socialcare@hse.ie

Older Persons: Safeguarding

1	**KPI title**	No. of staff trained in Safeguarding Policy
2	**KPI Description** **OP38**	Training will be standardised and include specialist training for Social Workers, Designated Officers, management overview and awareness raising for frontline staff.
3	**KPI Rationale** **Indicator Classification** (National Standards for Safer Better HealthCare)	The HSE has collected data on elder abuse referrals since 2007. This measure will indicate trends, changes and areas of concern. 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**	**Division Operational Plan 2016 Target -** Year End 8,000 CHO Targets Year End Targets - CHO 1: 820, CHO:2 742, CHO 3:720, CHO 4: 1,184, CHO 5: 664, CHO 6: 903, CHO 7: 898, CHO 8: 938, CHO 9: 1,131
5	**KPI Calculation**	Measurement is a count. Number of staff who have attended approved training programmes delivered by accredited Trainers encompassing HSE and funded agencies' staff.
6	**Data Source** **Data Completeness** **Data Quality Issues**	Information sourced through trainers (at CHO level) and returned to National Safeguarding Office.
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**	Staff Trained on the Safeguarding Policy
9	**Minimum Data Set**	Staff Training Records
10	**International Comparison**	Services Internationally that have staff trained in Safeguarding and Protection
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:
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 ❑ Hospital ☑ CHO ❑ ISA ❑ LHO ❑ County ❑ Institution ❑ Other – give details:
15	**KPI is reported in which reports?**	Indicate where the KPI will be reported:To the National Safeguarding Office. ☑Performance Assurance Report (NSP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
Contact details for Data Manager /Specialist Lead		Information Analyst: Niamh Doyle Email: niamhm.doyle@hse.ie Tel 021 4928531. Specialist Lead: Paschal Moynihan 061 461165 Email paschal.moynihan@hse.ie
National Lead and Division		National Lead: Michael Fitzgerald /olderpeople.socialcare@hse.ie Pat Healy, National Director Social Care Division / socialcare@hse.ie

Older Persons : Nursing Home Support Scheme (NHSS)

1	**KPI Title**	Number of people funded under NHSS in long term residential care during reporting month
2	**KPI Description OP8**	This metric measures the total number of people both public and private who are in receipt of long term residential care services and who are supported under the Nursing Homes Support Scheme. This includes State Support only, State Support and Nursing Home Loan, Nursing Home Loan only. It also includes 'Savers' i.e. people in public long term care at the comencement of the scheme who did not opt for the NHSS along with people on subvention and in older persons contract beds who did not opt for the scheme.
3	**KPI Rationale**	The rationale is to establish the number of people in long-term residential care who are receiving financial support from the State. In the transition years of the scheme, there may be some individuals receiving support via the subvention scheme or contract beds. However, ultimately the Nursing Homes Support Scheme will be the only State funded means of accessing long-term residential care.
	Indicator Classification *(National Standards for Safer Better HealthCare)*	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**	**National Service Plan 2016 target**: National 23,450
5	**KPI Calculation**	Count of the number of people in receipt of NHSS support in the reporting month
6	**Data Source**	Nursing Homes Support Scheme Database. Subvention and contract bed LHO returns via Central National Office - Fair Deal, LHO Section 39 Returns.
	Data Completeness	Complete
	Data Quality Issues	No
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	As per the the Nursing Homes Support Scheme Guidelines
9	**Minimum Data Set**	NHSS Application form
10	**International Comparison**	No
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☑Current Monthly (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 ☑CHO ☑LHO Area ☐ Hospital ☐ County ☐ Institution ☐Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Report (NSP) ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data **Manager / Specialist Lead**	**Information Analyst: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Pat Marron** Email: pat.marron@hse.ie **Head of Operations & Service Improvement Services for Older People**: Michael Fitzgerald olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons : Nursing Home Support Scheme (NHSS)

1	**KPI Title**	Percentage of clients with NHSS who are in receipt of Ancillary State Support
2	**KPI Description OP9**	Where a clients assets include land and property in the State (i.e. chargeable assets), the 7.5% (5% if application was made prior to 25/07/13) contribution based on such assets may be deferred. This is an optional benefit of the scheme called Ancillary State Support. The number of clients ' who choose to avail of Ancillary State Support' are all applicants who declare chargeable assets on their application for State support and who also apply for Ancillary State Support in relation to such assets. This metric measures the number who are in receipt and in payment of Ancillary State Support.
		The metric measures the number of people who apply and are in payment of Ancillary State Support. However, it also tells us what percentage of the total number of people who are in receipt of state support apply and receive Ancillary State Support payments under the scheme.
3	**KPI Rationale**	The rationale is to establish the number of clients who are in receipt of ancillary State support, that is, the number who are in payment of ancillary State support.
	Indicator Classification (National Standards for Safer Better HealthCare)	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**	**Division Operational Plan 2016** target - 10% CHO 1: 10%, CHO 2: 10%, CHO 3: 10%, CHO 4: 10%, CHO 5: 0%, CHO 6: 10%, CHO 7: 10%, CHO 8: 10%, CHO 9: 10%
5	**KPI Calculation**	Data to be reported on the basis of the number of people in receipt of ancillary State support during the reporting month.
6	**Data Source**	Nursing Homes Support Scheme Database
	Data Completeness	Complete
	Data Quality Issues	No
7	**Data Collection Frequency**	❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details:
8	**Tracer Conditions**	As per the the Nursing Homes Support Scheme Guidelines
9	**Minimum Data Set**	NHSS Application Form
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ❑Daily ❑Weekly ☑Monthly ❑Quarterly ❑Bi-annually ❑Annually ❑Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
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 ☑CHO ☑LHO Area ❑ Hospital ❑ County ❑ Institution ❑Other – give details:
15	**KPI is reported in which reports ?**	☑Performance Assurance Report (NSP) ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/performanceassurancereports/
	Contact details for Data **Manager / Specialist Lead**	**Information Analyst: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Pat Marron** Email: pat.marron@hse.ie **Head of Operations & Service Improvement Services for Older People**: Michael Fitzgerald olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie

Older Persons : Nursing Home Support Scheme (NHSS)

1	**KPI Title**	Percentage of clients who have CSARs processed within 6 weeks
2	**KPI Description OP10**	NHSS (Fair Deal): percentage of complete Care Needs Assessment Applications with a CSAR processed to a determination by a Local Placement Forum within 6 weeks of request.
3	**KPI Rationale**	To monitor and manage the processing of applications to determination and to ensure that applications are processed to determination within a specific timeframe.
	Indicator Classification	Please tick Indicator Classification this indicator applies to:
	(National Standards for Safer Better HealthCare)	❑ 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**	**Division Operational Plan 2016** target - National 90% CHO 1: 90%, CHO 2: 90%, CHO 3: 90%, CHO 4: 90%, CHO 5: 90%, CHO 6: 90%, CHO 7: 90%, CHO 8: 90%, CHO 9: 90%
5	**KPI Calculation**	Count is based on activity during the month. No. of applications processed within six weeks/No of applications processed * 100
6	**Data Source**	Nursing Homes Support Scheme Database
	Data Completeness	Complete
	Data Quality Issues	No
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
8	**Tracer Conditions**	As per the the Nursing Home Support Scheme Guidelines
9	**Minimum Data Set**	NHSS Application Form
10	**International Comparison**	Not applicable
11	**KPI Monitoring**	KPI will be monitored on a (please indicate below) basis: ☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
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 ☑CHO ☑LHO Area ☐ Hospital ☐ 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/performanceassurancereports/
	Contact details for Data Manager / Specialist Lead	**Information Analyst: Niamh Doyle** Email: niamhm.doyle@hse.ie **Specialist Lead: Pat Marron** Email: pat.marron@hse.ie **Head of Operations & Service Improvement Services for Older People**: Michael Fitzgerald olderpeople.socialcare@hse.ie
	National Lead and Division	**National Lead: Pat Healy**, National Director Social Care Division: socialcare@hse.ie