



# Directory of Management Data

Oct 2019



# Introduction

This document has been prepared as a result of work undertaken by the Resources Workstream to progress our strategic priorities. The purpose of this document is to catalogue sources of health related management data so that it is easily accessible for the frontline managers of Cork Kerry Community Healthcare.

If there is management data available that is not listed in this document, please email your suggested addition to:

[CorkKerry.Priorities@hse.ie](mailto:CorkKerry.Priorities@hse.ie)

# Contents

- **HSE's National Performance Assurance Report (PAR)** provides an overall analysis of key performance data from all divisions
- **Community Activity KPIs & QlikView** (data bank of information)
- **Health Protection Surveillance Centre (HPSC)** Ireland's specialist agency for the surveillance of communicable diseases.
- **Acute Activity KPIs**
- **HIPE Data:** HIPE is a health information system designed to collect demographic, clinical and administrative information on discharges and deaths from acute hospitals nationally
- **NIQAIS Data:** Large repository of acute hospital data by diagnosis including length of stay, bed days, off target bed days etc
- **Other acute data sources:**
  - SSWHG monthly performance reports
  - unscheduled care performance data
  - hospital inflow, throughput and discharge data
  - SDU trolley GAR, SBAR portal (detailed performance data) Bed capacity data, LTC tracker information, community performance metrics

*Note: If you are unsure about the computer skills required to access information, please see last slide for further information*

# Contents contd...

- **Health Atlas Ireland (HAI):** Integrates health related and geographical data
- **HAI Service Directory:** National source of data for sites and services within the HSE
- **HAI Atlas Analyser:** Atlas Analyser enables users to search for an address or geographical area and identify boundaries of health service catchment areas using Ordnance Survey Ireland (OSI)
- **HAI Resource Analyser:** This feature provides a transparent and evidence-based method of informing decisions regarding resource allocation within a health service area.
- **Whole time equivalent (WTE) Information**
- **Absenteeism Information**
- **Financial Information**

# Contents Contd...

- **HSE Live:** Staff resource for sourcing information on HSE website
- **HSE Land:** Staff resource for a range of online courses including business management
- **HSE Library & Lenus:** Staff resource to access a range of health literature
- **HIQA catalogue of national health and social care data collections**
- **Planning for Health 2017:** Paper provides a population focused analysis of current and future needs and demands on our Health Service
- **County Profiles 2015:** identify health priorities and highlight health inequalities
- **Cork City Profile 2018:** A statistical and geographical profile of Cork City Local Authority Area focused on Health & Social Inclusion
- **Useful Health Publications**

*Note: If unsure about computer skills required to access information, see last slide for further information*

# HSE National Performance Assurance Report

# Performance Assurance Report (PAR)

- The HSE's Performance Assurance Report (PAR) provides an overall analysis of key performance data from Divisions, such as Acute, Mental Health, Social Care, Primary Care, Health and Wellbeing as well as Finance and HR. The activity data reported is based on Performance Activity and Key Performance Indicators outlined in the current National Service Plan. The report is collated by the Planning and Business Information and the latest reports are available are on:  
<https://www.hse.ie/eng/services/publications/performance-reports>

# Community Activity KPIs and QlikView



# Community Activity KPIs

- Headline indicators for health service performance are captured in a National Balance Scorecard which represents performance through four quadrants:
  - Access to and Integration of services
  - Quality and Safety of those Services
  - Financial, Governance and Compliance requirements
  - Workforce
- The Community Balance Scorecard is set out in the National Service Plan each year, and is available online (appendix 3):  
<https://www.hse.ie/eng/services/publications/serviceplans>
- Metadata / KPI definitions for activity data is available online:  
<https://www.hse.ie/eng/services/publications/kpis/>

# Background to QlikView

- All community activity data is recorded using Corporate Information Facility (CIF) excel files, which are submitted to the BIU via data collectors across the CHO.
- Community Activity data is accessible via 'QlikView' and is available from Planning and Business Information (PBI/BIU). QlikView is a **data bank of all key performance indicators**.
- The BIU also prepare monthly preliminary data reports in excel format. These reports are issued to the relevant head of service each month and can be made available to managers upon request
- Who should have access to QlikView?
  - Staff managing a service
  - Staff monitoring KPIs through the monthly performance process
- System Features:
  - Monthly statistical returns in a pre-populated editable format i.e. exports to excel
  - Analyse an issue using graphs & trend data
  - CHO & LHO Comparison

# Access to QlikView is a 3 step process:

1. You will need to complete and return the **Access Request Form (Appendix 1)** to [business.intelligence@hse.ie](mailto:business.intelligence@hse.ie) in order to get permission to access QlikView
2. Once you've been granted permission from the BIU, you will need to email IT to get you set up on the portal to QlikView and to install google chrome on your PC. see draft email below:

*Hi Helpdesk,*

*Can you please give me permission to access **QlikView**. QlikView is an online database of all activity data returned to the BIU. The link to same is:*

*<http://10.0.4.142/qlikview/index.htm>*

*QlikView works best in **Google Chrome**, can you please arrange to have this installed on my PC also.*

3. Refer to QlikView training guide for system features (Appendix 2)

# Sample of Information available on QlikView

Care Group	Discipline	Occupational Therapy	Data Source	CIF Code	Report Type	Year	Reporting Frequency	Breakdown of data	Outturn previous year	Target	% Var YTD V Tgt/EA YTD	Activity SPLY	% Var YTD V SPLY	Data Type Num/%
Primary Care	Occupational Therapy	No. of Occupational Therapy service user referrals	QlikView	PC19	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of new Occupational Therapy service users seen for a first assessment	QlikView	PC20	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of Occupational Therapy service users treated (direct and indirect) monthly target	QlikView	PC21	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	Total no. of occupational therapy service users on the assessment waiting list at the end of the reporting period.	QlikView	PC101	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of occupational therapy service users on the assessment waiting list at the end of the reporting period 0 - ≤ 12 weeks	QlikView	PC101A	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of occupational therapy service users on the assessment waiting list at the end of the reporting period >12 weeks but < 26 weeks	QlikView	PC101B	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of occupational therapy service users on the assessment waiting list at the end of the reporting period >26 weeks but < 39 weeks	QlikView	PC101C	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of occupational therapy service users on the assessment waiting list at the end of the reporting period >39 weeks but < 52 weeks	QlikView	PC101D	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of occupational therapy service users on the assessment waiting list at the end of the reporting period > 52 weeks	QlikView	PC101E	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	No. of occupational therapy service users on waiting list for assessment ≤ 52 weeks	QlikView	PC101F	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	% of occupational therapy service users on waiting list for assessment ≤ to 52 weeks	QlikView	PC101G	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Percentage
Primary Care	Occupational Therapy	No. of occupational therapy service users on waiting list for assessment ≤ 39 weeks	QlikView	PC101H	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	% of occupational therapy service users on waiting list for assessment ≤ 39 weeks	QlikView	PC101I	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Percentage
Primary Care	Occupational Therapy	No. of occupational therapy service users on waiting list for assessment ≤ 26 weeks	QlikView	PC101J	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	No	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	% of occupational therapy service users on waiting list for assessment ≤ 26 weeks	QlikView	PC101K	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Percentage
Primary Care	Occupational Therapy	% of new occupational therapy service users seen for assessment within 12 weeks	QlikView	PC20B	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Percentage
Primary Care	Occupational Therapy	No. of new occupational therapy service users seen for assessment within 12 weeks	QlikView	PC20A	KPI Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	Yes	Yes	Yes	Yes	Yes	Number
Primary Care	Occupational Therapy	Explanation for variance in WTE: No. on Maternity Leave(Occupational Therapy)	QlikView	10.191.18	Metric Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	NA	NA	NA	NA	NA	NA
Primary Care	Occupational Therapy	Explanation for variance in WTE: Other(Occupational Therapy)	QlikView	10.191.19	Metric Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	NA	NA	NA	NA	NA	NA
Primary Care	Occupational Therapy	Explanation for variance in WTE: No. of Unfilled Vacancies(Occupational Therapy)	QlikView	10.191.17	Metric Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	NA	NA	NA	NA	NA	NA
Primary Care	Occupational Therapy	Longest wait time for New Occupational Therapy client seen for first assessment: 0-4 yrs	QlikView	10.191.112	Metric Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	NA	NA	NA	NA	NA	NA
Primary Care	Occupational Therapy	Longest wait time for New Occupational Therapy client seen for first assessment: 5-17 yrs	QlikView	10.191.113	Metric Report	2015, 2016, 2017, 2018, 2019	Monthly	CHO + LHO	NA	NA	NA	NA	NA	NA

# Health Protection Surveillance Centre (HPSC)

# Health Protection Surveillance Centre (HPSC)

- The Health Protection Surveillance Centre (HPSC) is Ireland's specialist agency for the surveillance of communicable diseases.
- HPSC is part of the Health Service Executive and works in partnership with health service providers and sister organisations in Ireland and around the world, to provide the best possible information for the control and prevention of infectious diseases. HPSC strives to protect and improve the health of the Irish population by providing timely information and independent advice, and by carrying out disease surveillance, epidemiological investigation and related research and training.
- Relevant KPIs for CKCH are Immunisation Uptake rates, these are published by HPSC each year for each vaccine and each vaccination cohort. The uptake rates are extracted from the SIS School Immunisation service vaccine database. Immunisation uptake rates for younger children are taken from PCIS database.
- <https://www.hpsc.ie/topicsa-z/>



# Other Community KPIs

- The Principal Medical Officer records and monitors activity data each year for each region for services provided in Community medicine such as:
  - Child Health Clinic attendance rates
  - DDTC allowance assessments
  - Asylum Seeker Health screening numbers
  - Number of Discretionary medical card assessments provided by CMDs
  - Number of respiratory equipment/oxygen therapy requests
  - Number of hardship application requests per year

# Acute Hospital KPIs



# Acute Activity KPIs

- Headline indicators for health service performance are captured in a National Balance Scorecard which represents performance through four quadrants:
  - Access to and Integration of services
  - Quality and Safety of those Services
  - Financial, Governance and Compliance requirements
  - Workforce
- The Acute Balance Scorecard is set out in the National Service Plan each year, and is available online (appendix 3):  
<https://www.hse.ie/eng/services/publications/serviceplans>
- Metadata / KPI definitions for activity data is available online:  
<https://www.hse.ie/eng/services/publications/kpis/>

# Acute Activity KPIs

- Acute Activity data is recorded using HIPE (Hospital In-Patient Enquiry) and is accessible via 'Compstat'. This is available from Planning and Business Information (PBI/BIU)
- Compstat is a **data bank of all key performance indicators**. To access this information email [Compstat@hse.ie](mailto:Compstat@hse.ie) with details of your information requirements including a description of the information you require, your reason for submitting this request and how you intend to use the information.
- The BIU also prepare monthly preliminary data reports in excel format. These reports are issued to each head of service each month and can be made available to managers upon request

# Hospital In-Patient Enquiry (HIPE)

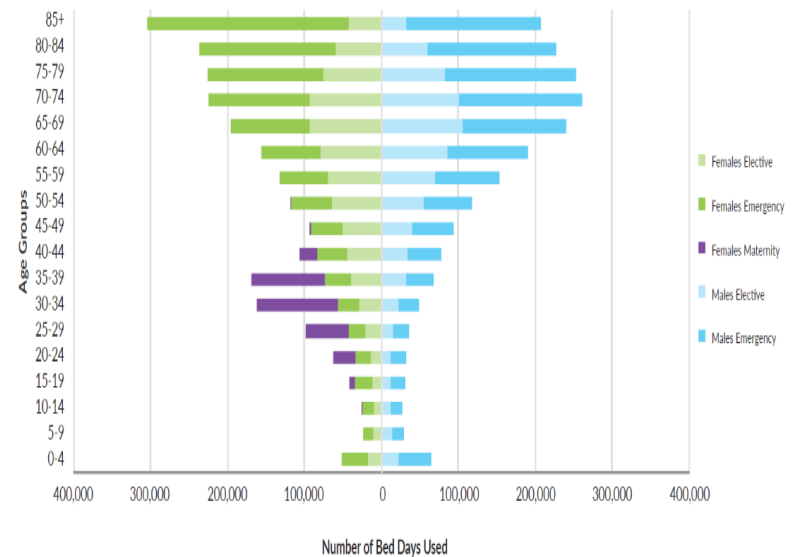
- HIPE is a health information system designed to collect demographic, clinical and administrative information on discharges and deaths from acute hospitals nationally. The Economic and Social Research Institute (ESRI) manage the collection process on behalf of the HSE.
- Each HIPE discharge record represents one episode of care and patients may have been admitted to more than one hospital with the same or different diagnoses. In the absence of a Unique Patient Identifier the records therefore facilitate analyses of hospital activity rather than incidence of disease.
- All acute public hospitals participate in HIPE and the data gathered is used by health service managers, policymakers, clinical teams and researchers. The Department for Health and Children also use this data for the estimation of casemix adjustments for acute hospital budgets.

# Accessing HIPE Information

- To access HIPE information email [HIPEData.Requests@hpo.ie](mailto:HIPEData.Requests@hpo.ie) with details of your information requirements including a description of the information you require, your reason for submitting this request and how you intend to use the information.
- HIPE reports can also be downloaded from [www.hpo.ie](http://www.hpo.ie). These reports provide an analysis of acute hospital activity by analysing the morbidity, demographic and Case Mix information collected by the HIPE scheme.

Figure 3.1

Public Hospital Bed Days Used by Admission Type, Age Group and Gender, 2017



Source: Hospital Inpatient Enquiry (HIPE).

Notes:

- Refer to notes under Table 3.1a
- Emergency admissions relate to persons who attend the emergency department and were subsequently admitted to hospital as an in-patient.
- Elective admissions relate to persons who were admitted to hospital for treatment as scheduled on an in-patient or day case basis.
- Maternity admissions relate to all persons admitted related to their obstetrical experience, at any point from conception to 6 weeks post delivery.
- Newborns have been excluded from this analysis.

# NQAIS Data

- Large repository of acute hospital data by diagnosis including length of stay, bed days, off target bed days etc
- NQAIS data is available on <https://www.healthatlasireland.ie/>
- To access this information email details of your information requirements including a description of the information you require, your reason for submitting this request and how you intend to use the information to:
  - NQAIS Clinical: [eilish.croke@hse.ie](mailto:eilish.croke@hse.ie)
  - NQAIS Radiology: [sqiprogrammes@rcpi.ie](mailto:sqiprogrammes@rcpi.ie)
  - NQAIS Histopathology: [sqiprogrammes@rcpi.ie](mailto:sqiprogrammes@rcpi.ie)
  - NQAIS Endoscopy: [sqiprogrammes@rcpi.ie](mailto:sqiprogrammes@rcpi.ie)
  - NQAIS Hospital Mortality: [deirdremurke@noca.ie](mailto:deirdremurke@noca.ie)
  - NQAIS IRIS: [arleenfolan@rcsi.ie](mailto:arleenfolan@rcsi.ie)
  - NQAIS Acute Coronary Synd: [siobhan.jennings@hse.ie](mailto:siobhan.jennings@hse.ie)

# Other Acute Data Sources

## Delayed discharges:

- <https://www.hsedataportal.ie/dd/Logon.htm> - national delayed discharge portal. Access can be sought via the portal.
- Planning and Business Information (PBI/BIU) publish weekly reports on delayed discharges. These reports can be requested by emailing: [acutebiu@hse.ie](mailto:acutebiu@hse.ie)
- The SSWHG produce monthly performance reports in PowerPoint format. Contact [betty.hickey@hse.ie](mailto:betty.hickey@hse.ie) to be added to circulation list
- The SDU also produce weekly unscheduled care performance data contact [sheila.cbaxter@hse.ie](mailto:sheila.cbaxter@hse.ie) to be added to circulation list

# Other Acute Data Sources

- <https://edtf.healthatlasireland.ie/pinzon/dashboard/> - this is a dashboard showing hospital inflow, throughput and discharge data. Can be categorised by age , hospital et. Data will be relevant to PHN's, therapists and their managers and staff involved in ensuring patient flow through the health system – contact [johnjoyce.sdu@hse.ie](mailto:johnjoyce.sdu@hse.ie) for access
- <http://137.191.241.85/fmi/webd/SDUTrolleyGAR> - this is the SDU trolley GAR, SBAR portal (detailed performance data) and also has Bed capacity data, LTC tracker information, community performance metric. Data will be relevant to PHN's, therapists and their managers and staff involved in ensuring patient flow through the health system – contact [johnjoyce.sdu@hse.ie](mailto:johnjoyce.sdu@hse.ie) for access

# Health Atlas Ireland (HAI)



# Overview of Health Atlas Ireland (HAI)

- HAI integrates health related and geographical data.
- HAI can be accessed by stakeholders including employees of the HSE, voluntary agencies, persons employed in academia and members of the public.
- For HSE employees, HAI provides a platform to support and enable signposting of services, population health planning, evaluation, clinical care, clinical audit, quality assurance and health service management.
- Dependent on permissions, the user can compare and analyse multiple data sources and/or variables on a single screen or report.

# Overview of Health Atlas Ireland (HAI)

https://www.healthatlasireland.ie/

Atlas Home Notes

**Health Atlas Ireland** Supports the quest for better health by exploiting the quality assurance/improvement, health/service mapping and research potential of available data.

**Finder**  
Available to all Atlas users

**Atlas Finder**

- Find an address, service or Eircode
- Map sites, boundaries, populations. Profile demography by areas

Username and password required to access the applications below. For contact names [click here](#).

**Health Service Data**

- Hospital Emergency Care
- Hospital KPIs (CompStat)
- Community Healthcare 2019

**NQAIS Hospital**  
National Quality Assurance & Improvement System

- Acute Coronary Synd
- Endoscopy
- Radiology
- Clinical
- Histopathology
- IRIS
- Hospital Mortality

**Emergency**

- Aero-Medical
- E Zone

**Analyser**

- Atlas Analyser
- Service Planner

**Directories**

- Geo Reference
- Service Directory
- Service Lists
- Estate Directory

Health Intelligence Unit, HSE, Dr Steevens Hospital, Dublin 8. D08 W2AB

Health Atlas Ireland is guided by Health Intelligence, R&D, HSE in partnership with: HPSC, ICT, NACC, MEM, HPO, PCRS (HSE); DOH; RCPI; RCSI; NOCA; UCD; NUIM; DCU; IAC; ICG; RSA & An Garda. The H&P Index is used. Seed funded by HRB.

The Health Atlas Ireland Manual is available to download from [Healthatlasireland.ie](https://www.healthatlasireland.ie)

# Health Atlas Finder

- Find an address & health service catchment areas
- Explore the population profile of health service areas
- View services, boundaries and population density on a map
- Reference Appendix 3 for '*Atlas Finder User Guide*'
- <https://finder.healthatlasireland.ie>

# Key Feature: HAI Service Directory

- This module of HAI is a national source of data for sites and services within the HSE.
- Datasets available include the location of GP and dental practices, hospitals, health centres, emergency services, pharmacies, nursing homes, mental health services and administrative sites
- Access to Service Directory on Health Atlas is available from [service.directory@hse.ie](mailto:service.directory@hse.ie)

# Key Feature: HAI Atlas Analyser

- Atlas Analyser enables users to search for an address or geographical area and identify boundaries of health service catchment areas using Ordnance Survey Ireland (OSI)
- Mapping options also include demographic information :
  - Population densities
  - Haase & Pratschke (H&P) deprivation index
  - Combination of population density & H&P index
- Access to Atlas Analyser on Health Atlas is available from [healthatlasireland@hse.ie](mailto:healthatlasireland@hse.ie)

# Key Feature: HAI Resource Analyser

- This feature provides a transparent and evidence-based method of informing decisions regarding resource allocation within a health service area.
- This is achieved through comparison of the resource (WTE or €) with the population taking into account its demographic characteristics. The national resource to population proportion is used as a reference against which the local proportion is compared.
- Access to resource analyser on Health Atlas is available from [healthatlasireland@hse.ie](mailto:healthatlasireland@hse.ie)

# HR Information

# WTE Information

- WTE information is generated through Payroll
- Information generated: name, gender, grade code, cost centre, DOB – calculated with WTE value
- Information is held in a local Data Warehouse: Business Objects (Bex Analyser)
- Access is restricted to SEO at Employment Monitoring Unit.
- Reports issue to CHO management team and are disseminated to whom the management team deem appropriate
- Published WTE reports are available by CHO & hospital Group online at: <https://www.hse.ie/eng/staff/resources/our-workforce/workforce-reporting>
- WTE Information is available in performance reports by care group
- WTE reports allow WTE comparison of different time periods.
- Managers can request bespoke reports on WTE via the care group HR Leads
- ISSUES: no HR System



# Absenteeism Information

- Strategic Workforce Planning is Responsible for producing National reports for the Health Service.
- Link to national absence report, and staff turnover:
- <https://www.hse.ie/eng/staff/resources/our-workforce/workforce-reporting/national-reports.html>
- Local reports by service units issue to CHO management team and are disseminated to whom the management team deem appropriate
- Absenteeism Information is available in performance reports by care group
- Absenteeism reports allow Absenteeism comparison of different time periods.
- Managers can request bespoke reports on WTE via the care group HR Leads
- ISSUES: no HR System

# Finance Information

# Finance Information

- Finance Information available in performance reports by care group, these are available by contacting the relevant head of service
- Heads of Discipline or Line Managers should have access to regular budget reports for their service or unit
- Contact Care Group Finance Manager for more detailed information

# Other Useful Data Sources / Information

# HSE Live

- HSE Live have online support for HSE staff trying to source information / documents on the intranet, simply enter your query in the “*how can we help you*” search engine as in image below
- <https://www.hse.ie/eng/>

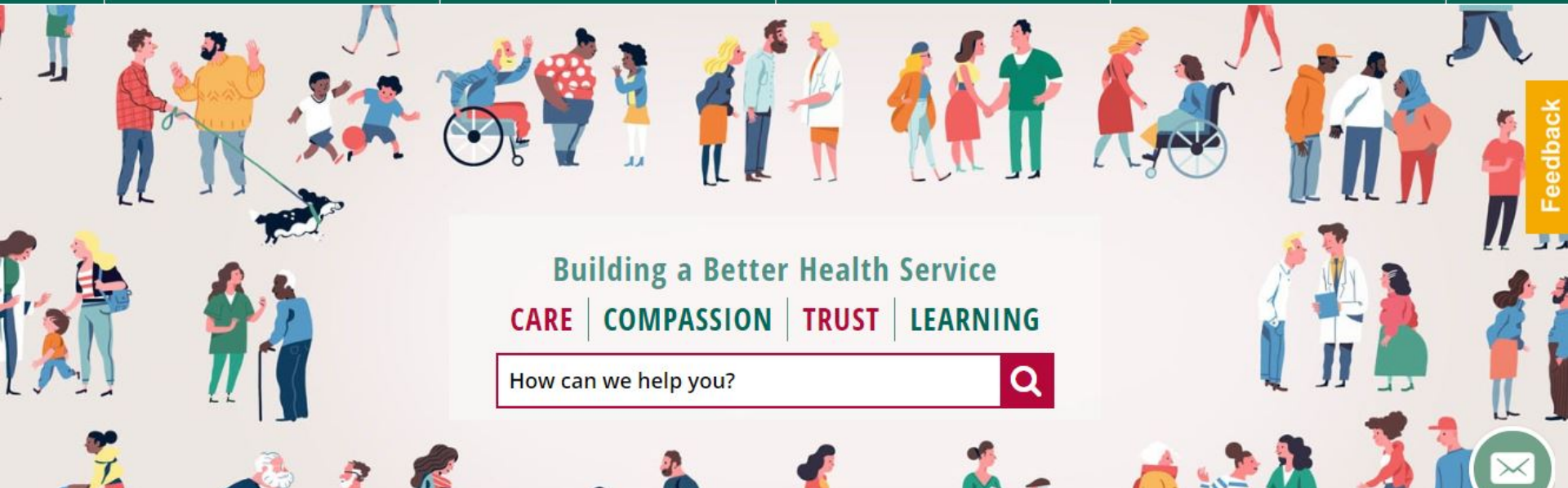


Health Services

Health A-Z

Staff & Careers

About Us



# HSELand

- HSELand is an online learning tool available to all HSE staff
- Register online for access via link:  
<https://www.hseland.ie/dash/Account/Login>  
Select “course catalogues” and “business skills”
- **A range of business management courses are available to staff on HSELand:**
  - Planning and Preparing an Operating Budget
  - Preparing and Implementing a Business Plan
  - Organizational Budgeting Activities and the Master Budget
  - Managing with a Cost-control Mindset
  - Choosing and Using the Best Solution
  - Basic Budgeting for Non-financial Professionals

# HSE Library & Lenus

- Electronic Resources available to all HSE library members

<http://hselibrary.ie/>

- Lenus, the Irish Health Research repository is the leading source for Irish research in health and social care. The Lenus collections include peer reviewed journal articles, grey literature, dissertations, reports and conference presentations. Lenus contains the publications of the Irish Health Service Executive (HSE) and the collected research output of over 130 health organisations past and present are all freely accessible.

<https://www.lenus.ie/>

# HIQA catalogue of national health and social care data collections

- HIQA catalogue of national health and social care data collections:

<https://www.hiqa.ie/areas-we-work/health-information/data-collections>





# Planning for Health - Trends and Priorities to inform Health Service Planning 2017

- Paper provides a population focused analysis of current and future needs and demands on our Health Service:  
<https://www.hse.ie/eng/services/news/newsfeatures/planning-for-health>



# County Profiles 2015

- County profiles will help identify health priorities in these areas and highlight health inequalities which may exist. They are useful for people who work with health partners on a county basis and they are also useful for those inside and outside of the HSE who are interested in a short local profile with key data presented in context of the national picture. They are relevant to those who work in the acute services, primary care, public health, local authorities and local NGOs.
- <https://www.hse.ie/eng/services/list/5/publichealth/publichealthdepts/pub/profiles.html>

# Cork City Profile 2018

- A statistical and geographical profile of Cork City Local Authority Area focused on Health & Social Inclusion
- <https://corkhealthycities.com/publications/cork-city-profile-2018/>



# Useful Health Publications

- Primary Care Strategy

<https://www.hse.ie/eng/services/publications/serviceplans/national-service-plan-2019.pdf>

- Vision for Change

<https://www.hse.ie/eng/services/publications/mentalhealth/mental-health---a-vision-for-change.pdf>

- HSE Model of Care Rehabilitation

<https://www.hse.ie/eng/about/who/cspd/ncps/rehabilitation-medicine/moc/>

- Nutritional Care in Health & Disease. Proposed model of service delivery for community dietetics 2017-2020

<https://www.hse.ie/eng/services/list/4/olderpeople/tipsforhealthyliving/healthyeating.html>

# Useful Health Publications

- HIQA guidelines and National Standards for Safer Better Health Care

<https://www.hiqa.ie/reports-and-publications/standard/national-standards-safer-better-healthcare>

- Healthy Eating and Active Living Programme

<https://www.hse.ie/eng/about/who/healthwellbeing/our-priority-programmes/heal/>

- Clinical Strategy and Programmes Division

<https://www.hse.ie/eng/about/who/cspd/ncps/diabetes/>

- Children and Young People Services

<https://kerrychildrensservices.com/cypsc-publications-resources/>

# Useful Health Publications

- National Standards for Residential Care Settings for Older People in Ireland, 2016

<https://www.hiqa.ie/reports-and-publications/standard/current-national-standards-residential-care-settings-older-people>

- HSE Nutrition Supports

<https://www.hse.ie/eng/services/list/2/primarycare/community-funded-schemes/nutrition-supports/malnutrition-in-ireland/>

- Healthy weight for Ireland and Obesity Policy & Action Plan

<https://health.gov.ie/wp-content/uploads/2016/09/A-Healthy-Weight-for-Ireland-Obesity-Policy-and-Action-Plan-2016-2025.pdf>

# Useful Health Publications

- Neuro Rehab Services

<http://rmcm.ie/slaintecare-implementation-strategy-and-neuro-rehabilitation-services/>

<http://www.hse.ie/eng/services/list/4/disability/neurorehabilitation/national-strategy-policy-for-the-provision-of-neuro-rehabilitation-services-in-ireland.pdf>

- Musculoskeletal Services

<https://www.nice.org.uk/guidance/conditions-and-diseases/musculoskeletal-conditions/low-back-pain>

<https://www.hse.ie/eng/about/who/cspd/ncps/trauma-and-orthopaedic-surgery/>

<https://www.hse.ie/eng/about/who/cspd/ncps/rheumatology/achievements/model-of-care-for-rheumatology-in-ireland.pdf#targetText=The%20delivery%20of%20care%20to,community%2C%20primary%20and%20secondary%20care.&targetText=The%20model%20of%20care%20outlined%20is%20both%20ambitious%20and%20achievable>

# Computer Skills

- A certain level of computer skills are required to access the information outlined in this document. A range of computer courses are available online to improve skills in:
  - Microsoft Outlook
  - Microsoft Word
  - Microsoft Excel
  - Web Browser
- <https://www.hseland.ie/dash/Account/Login>  
Select “course catalogues” and “computer skills”
- HSE Live Chat is a useful tool when trying to source documents on the HSE Intranet



# Appendix 1

## Qlikview Access Request Form

## Community Healthcare System Access Request Form

This form is used to grant and amend access to a HSE Information System. The form must be completed (Block Capitals) by a user and signed by their line manager and the designated information owner.

User Details		
Name:	Tel/Ext. no:	Grade/Job Title:
Domain Name: SOUTH	Logon Username:	Personnel No.:
Location:	Division:	Email Address:

Information System Details
HSE Information System(s) Name: <b>Community Healthcare System</b>

User Declaration			
I have read and understood the statement above and the Health Service Executive's policies (available on the intranet) governing the use of its I.T. resources, and I agree to be bound by the terms therein. I understand that I may be subject to the HSE's disciplinary procedures should I fail to comply with these policies.			
<table border="1"> <tr> <td>Name:</td> <td>Signature:</td> <td>Date:</td> </tr> </table>	Name:	Signature:	Date:
Name:	Signature:	Date:	

Authorisation				
<table border="1"> <tr> <td>Line Manager Name :</td> <td>Signature:</td> </tr> <tr> <td>Telephone / Ext. no:</td> <td>Date:</td> </tr> </table>	Line Manager Name :	Signature:	Telephone / Ext. no:	Date:
Line Manager Name :	Signature:			
Telephone / Ext. no:	Date:			

FOR OFFICE USE:																
Designated Information Owner:	Signature:															
Telephone / Ext. no:	Date:															
Group for which membership is required:																
New Access:	DSHDOM\CIF-CPCP-REPORTS SEHB\National_CIF_PBI_Reports HQD01\National_CIF_PBI_Reports NWHBNT\National_CIF_PBI_Reports WHB\National_CIF_PBI_Reports MW\National_CIF_PBI_Reports SOUTH\National_CIF_PBI_Reports	<table border="0"> <tr> <td>Former Eastern Regions</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Former SEHB</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Former NEHB</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Former NWHB</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Former WHB</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Former MWHB</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Former SHB</td> <td><input checked="" type="checkbox"/></td> </tr> </table>	Former Eastern Regions	<input type="checkbox"/>	Former SEHB	<input type="checkbox"/>	Former NEHB	<input type="checkbox"/>	Former NWHB	<input type="checkbox"/>	Former WHB	<input type="checkbox"/>	Former MWHB	<input type="checkbox"/>	Former SHB	<input checked="" type="checkbox"/>
Former Eastern Regions	<input type="checkbox"/>															
Former SEHB	<input type="checkbox"/>															
Former NEHB	<input type="checkbox"/>															
Former NWHB	<input type="checkbox"/>															
Former WHB	<input type="checkbox"/>															
Former MWHB	<input type="checkbox"/>															
Former SHB	<input checked="" type="checkbox"/>															

Please email form to:
<a href="mailto:Business.Intelligence@hse.ie">Business.Intelligence@hse.ie</a>

# Appendix 2

## QlikView Training Session 2019

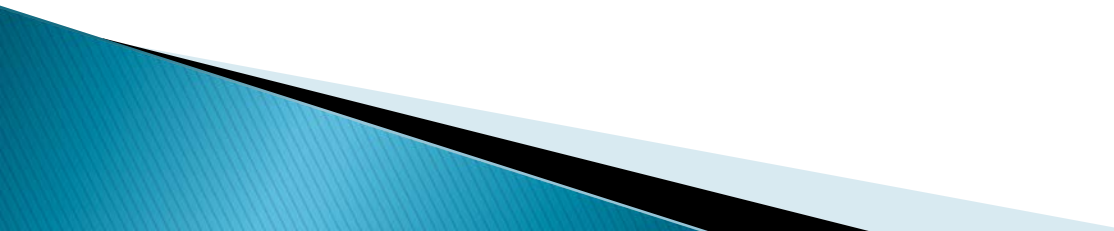
## Appendix 2

# Welcome to the QlikView Training Session

2019



# Agenda

- ▶ Data Timeline
  - ▶ Background to QlikView
  - ▶ Access to QlikView
  - ▶ System Training
  - ▶ Demo QlikView
  - ▶ Editing Data in Excel
- 

# Data Timeline

## 1–10th Month

Data Prepared by  
Data collectors

## 10th – 12th Month

Data quality  
assured by BM  
HOS & Sent to  
BIU/PBI

## 15th Month

Close off Date for  
Data Received in  
BIU/PBI

## 17th Month

Data loaded to  
Qlikview and  
reviewed by BM  
HOS & KPIs in  
escalation to be  
included in  
performance  
reports

## 21st–23rd Month

Prelim Data  
Reports issued by  
BIU/PBI

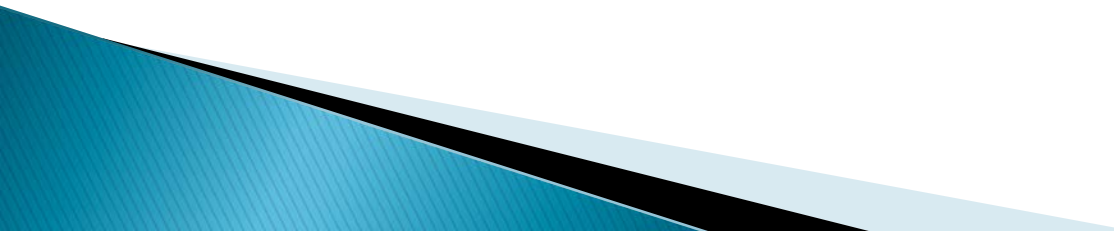
## 22nd – 31st Month

Data reviewed at  
both LPM & NPM  
and corrective  
actions put in  
place

# Background to QlikView

- ▶ QlikView is available from Planning and Business Information and is a data bank of all key performance indicators.
- ▶ Who should have access to QlikView?
  - Staff managing a service
  - Staff monitoring KPIs through the monthly performance process
- ▶ System Features:
  - Monthly statistical returns in a pre-populated editable format i.e. exports to excel
  - Analyse an issue using graphs & trend data
  - CHO & LHO Comparison

# Access to QlikView

- ▶ Access to QlikView must be sought firstly by sending the **Access Request Form** to [Business.Intelligence@hse.ie](mailto:Business.Intelligence@hse.ie)
  - ▶ Access must be approved for the following group: SOUTH\National\_CIF\_PBI\_Reports
  - ▶ Once the BIU have approved access, you will have to email local IT to activate the user to the group
- 



# Access to QlikView

- ▶ QlikView works best on the following internet browsers:
  - Google Chrome (minimum version 18)
  - Mozilla Firefox (minimum version 12)
  - Internet Explorer (minimum version 7)
- ▶ Login Access point is:  
<http://10.0.4.142/qlikview/index.htm>

# Getting Started

- Once you have signed in, the QlikView Access Point will show you the QlikView Dashboard files to which you have access as below.
- Click on the Community Healthcare 2019 dashboard, this will take you to the main menu.



Welcome SOUTH\Denise.McShane | Favorites & Profile


**QlikView**


Last updated 6/20/2016, 4:15:15 PM

AccessPoint


Showing 1-4 of 4 1 12 items per page ▼

Category: All ▼ Attribute: No Attributes Available ▼ View as:  


Search Here 




★ Community\_Healthcare\_2016.qvw  
Last Update: 2016-06-20 14:35  
[view details](#)



★ D&D HSE app.qvw  
Last Update: 2016-02-08 17:40  
[view details](#)



★ Performance Dashboard - CAMHS - 2016.qvw  
Last Update: 2016-06-20 14:37  
[view details](#)



★ SP2015\_Reporting.qvw  
Last Update: 2016-06-20 06:03  
[view details](#)

# Getting Started

- Main Menu has 2 options:
  - **Divisional View:** Contains all the CIF activity Data
  - **General:** This gives the activity by number of clients not percentages
- Let us start with Primary Care

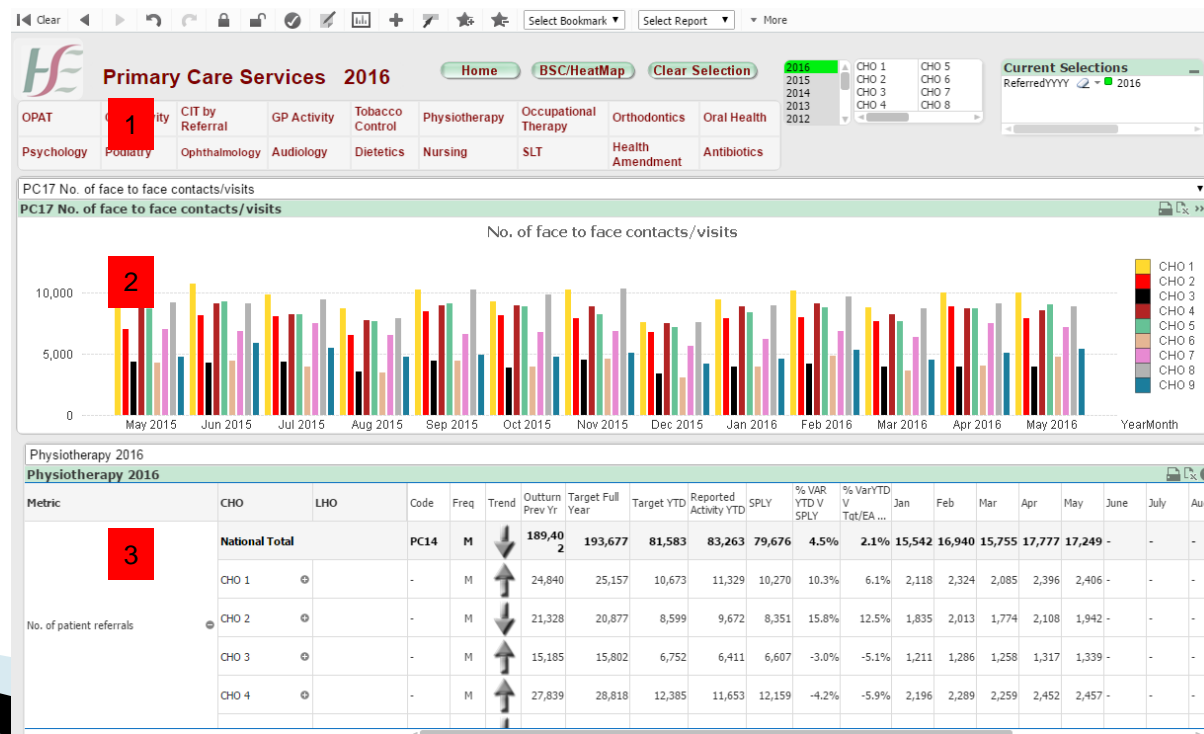


# Divisional View features

1. You will see a number of tabs at the top of this screen. If you choose the **Physiotherapy** tab then you will see the Physiotherapy Data

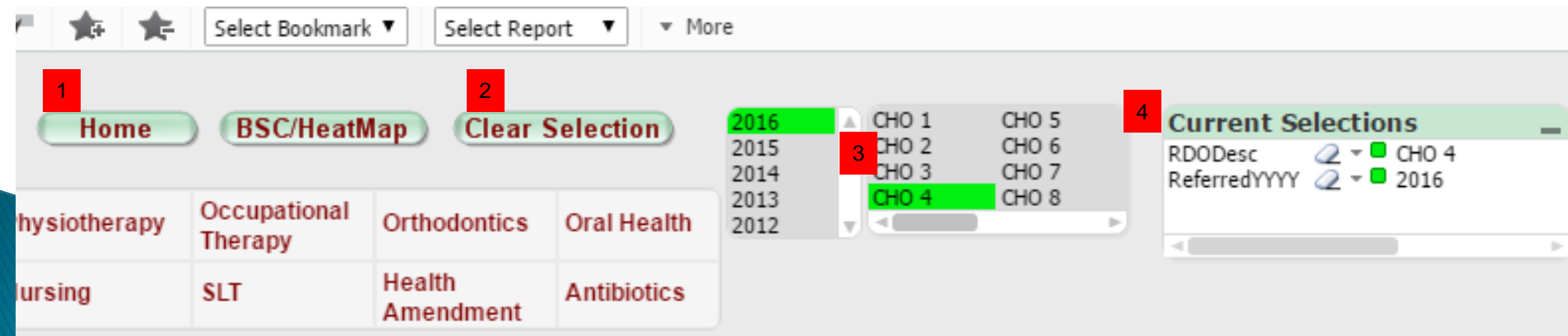
2. Graphs

3. Data



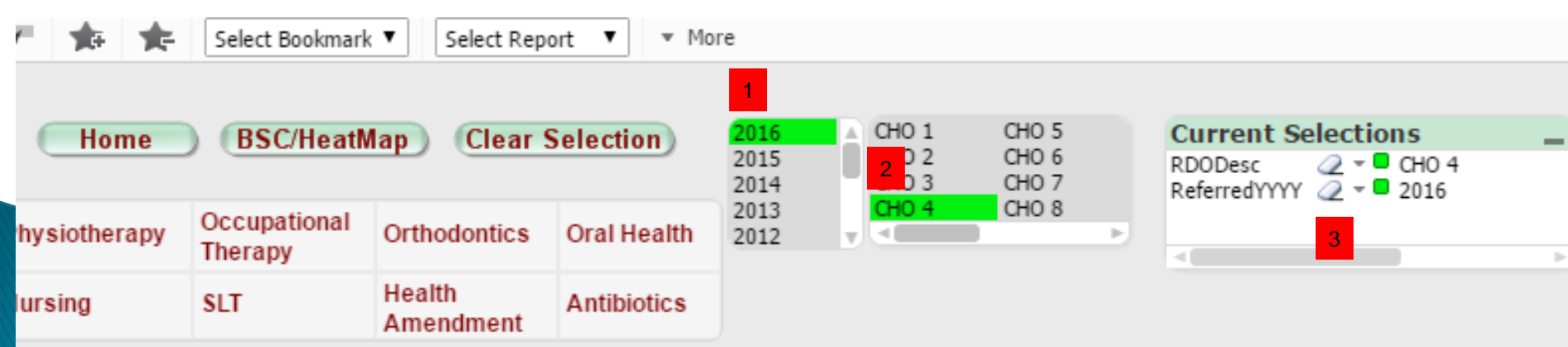
# Divisional View Features

1. This will bring you back to the Home Screen
2. This will clear all Selections
3. Selected items will be highlighted in Green
4. Selected items will show in the 'current selections' box



# Divisional View Features

1. Select the year
2. Select the CHO
3. Clear a selection by selecting the eraser
4. Select multiple CHOs by clicking the first one as normal and then hold down CTRL and ALT and clicking the required CHOs



# When to use Graphs

- Graphs are available on QlikView for each KPI
- Graphs can be used for trend analysis across CHOs

# Graphs

1. Select the KPI which you want to view in graph from from the drop list (see 1 below)



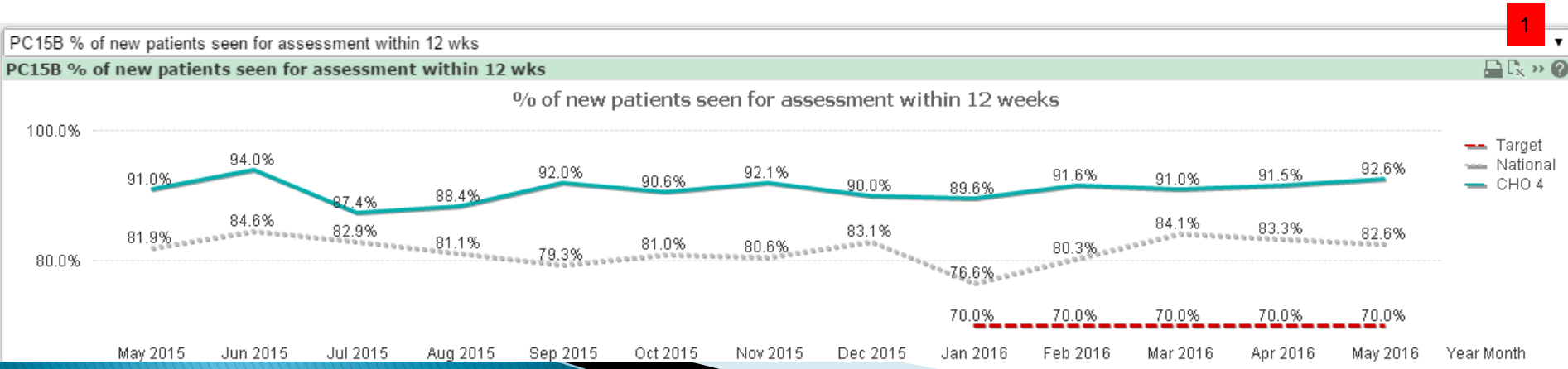
Select the print button to ‘export graph’



Select this button to ‘export to excel’




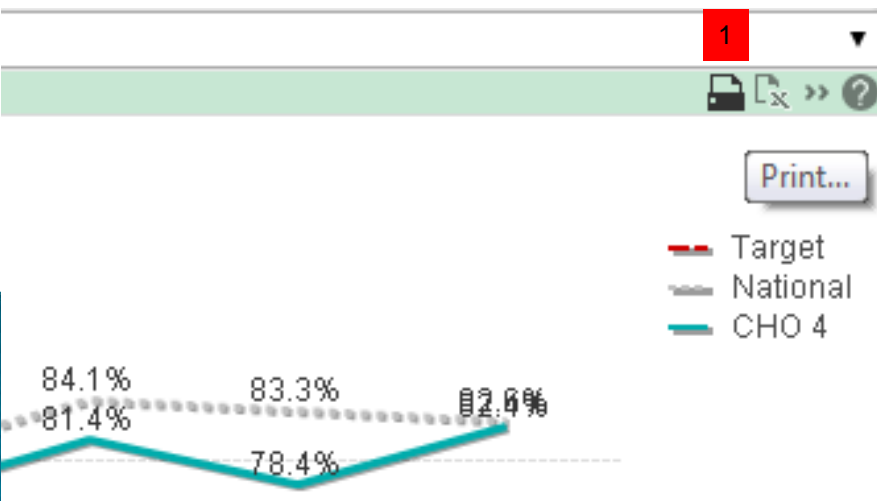
Select the fast change button to ‘change format of graph’



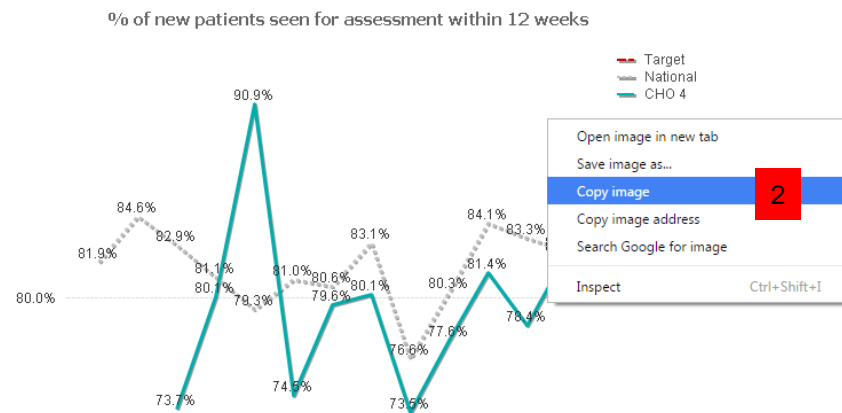


# Export Graph


1. Select the print button to 'export graph' (see 1 below) 
2. The graph will be exported to a separate tab in Google Chrome
3. Go to the new tab, right click the graph and select 'Copy Image' (see 2 below)
4. You can now paste the graph to word or excel



PC15B % of new patients seen for assessment within 12 wks

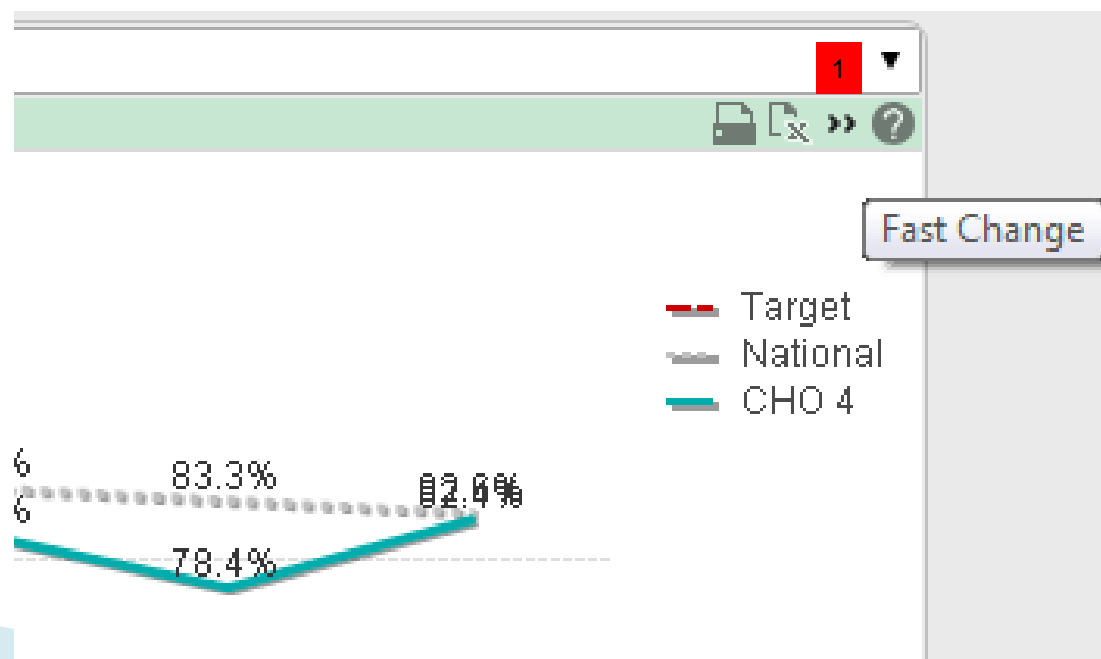


# Change Format of Graph

1. Select the fast change button to 'change format of graph' (see 1 below) 

2. There are 3 graph views:

- a. line graph
- b. bar graph
- c. data list



# Export data to Excel

1. Move the mouse over the 'Metric' cell in the data table and right click, select 'Expand All' or 'Collapse All' to get the LHO view (see 1 below)

OR

2. Expand / Collapse certain metrics only by selecting the + / - sign (see 2 below)

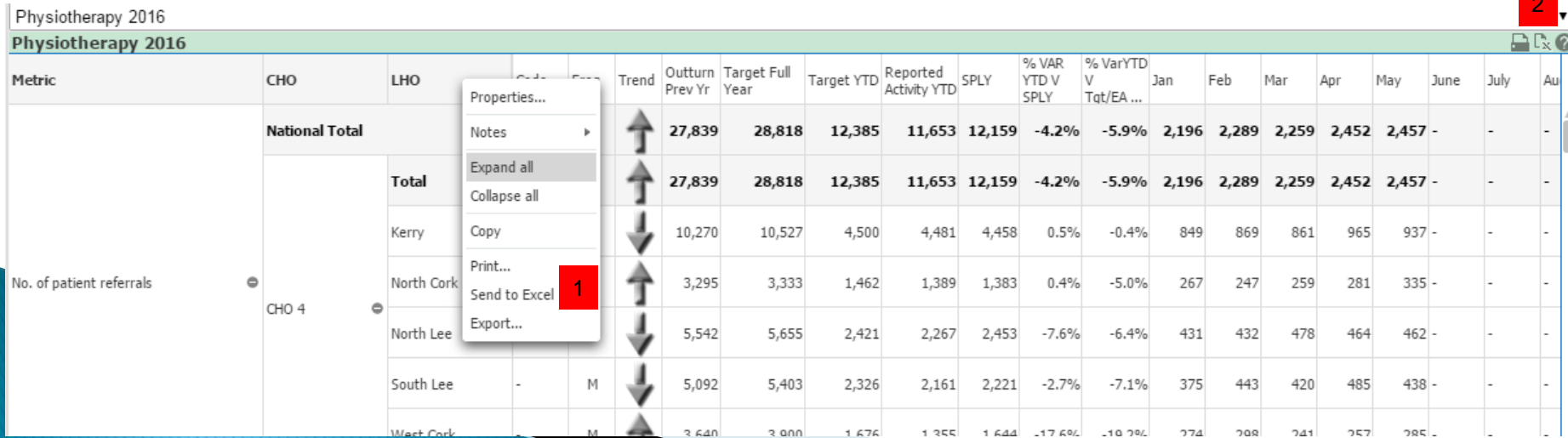
Physiotherapy 2016																						
Metric	1	CHO	Code	Freq	Trend	Outturn Prev Yr	Target Full Year	Target YTD	Reported Activity YTD	SPLY	% VAR YTD V SPLY	% VarYTD V Tqt/EA ...	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct
No. of patients treated in the reporting month (monthly target)		National Total				837	1,017	1,017	842	837	0.6%	-17.2%	759	707	785	711	842	-	-	-	-	
		CHO 4				837	1,017	1,017	842	837	0.6%	-17.2%	759	707	785	711	842	-	-	-	-	
No. of face to face contacts / visits		National Total				16,078	18,358	7,862	5,930	6,903	-14.1%	-24.6%	1,295	1,200	1,176	1,078	1,181	-	-	-	-	
		CHO 4				16,078	18,358	7,862	5,930	6,903	-14.1%	-24.6%	1,295	1,200	1,176	1,078	1,181	-	-	-	-	
No. of new patients seen for assessment within 12 weeks		National Total				1,942			1,483	-	-	-	322	273	280	262	346	-	-	-	-	
		CHO 4	2	-	M	1,942			1,483	-	-	-	322	273	280	262	346	-	-	-	-	

# Export data to Excel

1. Right click anywhere in the data table and select **'Send to Excel'** from the drop down list (see 1 below)

Or

2. Select the **'send to Excel button'** (see 2 below)



Physiotherapy 2016

Physiotherapy 2016

Metric	CHO	LHO	Trend	Outturn Prev Yr	Target Full Year	Target YTD	Reported Activity YTD	SPLY	% VAR YTD V SPLY	% VarYTD V Tgt/EA ...	Jan	Feb	Mar	Apr	May	June	July	Au
No. of patient referrals	National Total		↑	27,839	28,818	12,385	11,653	12,159	-4.2%	-5.9%	2,196	2,289	2,259	2,452	2,457	-	-	-
	Total		↑	27,839	28,818	12,385	11,653	12,159	-4.2%	-5.9%	2,196	2,289	2,259	2,452	2,457	-	-	-
	Kerry		↓	10,270	10,527	4,500	4,481	4,458	0.5%	-0.4%	849	869	861	965	937	-	-	-
	North Cork		↑	3,295	3,333	1,462	1,389	1,383	0.4%	-5.0%	267	247	259	281	335	-	-	-
	North Lee		↓	5,542	5,655	2,421	2,267	2,453	-7.6%	-6.4%	431	432	478	464	462	-	-	-
	South Lee		↓	5,092	5,403	2,326	2,161	2,221	-2.7%	-7.1%	375	443	420	485	438	-	-	-
	West Cork		↓	3,640	3,900	1,676	1,355	1,644	-17.6%	-10.7%	274	208	241	257	285	-	-	-
	West Cork		↓	3,640	3,900	1,676	1,355	1,644	-17.6%	-10.7%	274	208	241	257	285	-	-	-

# QlikView DEMO

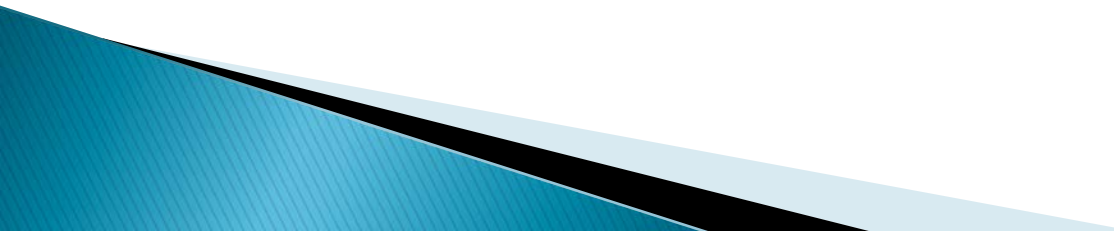
# Editing Excel Data

1. This is how the data will look after export
2. The data will need to be formatted for ease of viewing

98fd866a7403418d8306a9074c6bf9f1.xls [Compatibility Mode] - Microsoft Excel

FileHomeInsertPage LayoutFormulasDataReviewViewAcrobat

# Editing Excel Data

1. Delete irrelevant columns (CHO, Code, Frequency, Trend)
  2. Delete 'National Totals' rows
  3. Wrap text of all data
  4. Expand length of top row and wrap text
  5. Merge cells of the same KPI
  6. Use borders
  7. Freeze panes below headings
  8. Set row to repeat at top when next page prints
  9. Set print area
  10. Use Filters to edit out specific data requirements
- 

# Editing Excel Data

## ▶ Freeze Panes:

- Select the cell below the row/column you want to freeze
- Select 'View' Tab
- Select 'freeze panes'



# Editing Excel Data

## ► Set Print Area:

- Select the 'View' Tab, then select 'Page Break Preview' (see 1 below)
- You will see blue borders which identify how the sheet will print (see 2 below)
- Anything coloured in grey will not be printed
- You can move the blue borders by moving the mouse over the border and then click and drag the border
- You will see 'page 1' 'page 2' will change
- You can change the orientation of the page to landscape or portrait if it will print better
- Now check the print preview to make sure it prints ok

# Editing Excel Data

## ▶ Rows to Repeat at Top:

- Select the 'View' tab and then select 'page break preview' (see 1 below)
- On the excel spreadsheet, right click and select 'page setup' from the drop down menu (see 2 below)
- A window will appear, select the 'sheet' tab (see 3 below)
- Now select the range icon under 'rows to repeat at top' see 4 below)
- You will be directed back to your excel sheet
- Select the row to you want to repeat
- You will be directed back to page setup window
- Select 'ok'
- The rows will now repeat at top when the document is sent to print

# Editing Excel Data

## ▶ When to use filters:

- Filters are useful when specific data is required only. you can use the filter function to view 1 LHO or KPI only

## ▶ Use filters to view specific data only:

- Select the row you want to apply the filters to (usually the heading)
- Select the 'home' tab
- Select 'sort and filter', a drop down list will appear, select 'filter' (see 1 below)
- This will add filter arrows to each heading in your spreadsheet
- Select the arrow at the top of any heading, for example, select the arrow in the 'LHO' heading. Each LHO listed in the spreadsheet will appear in a dropdown list. (see 2 below)
- Untick 'select all' and tick 'South Lee'.
- The data for South Lee only will appear on the spreadsheet
- To select all again, just select the arrow again and tick 'select all'
- This feature is very useful if you want to view a specific KPI or LHO on its own. Multiple KPIS & LHOs can be 'filtered' using this option

# Other useful Excel Features

- ▶ **Repeat Last Action:**

- To repeat the last action in Excel press **F4**

- ▶ **New line within a cell:**

- When typing in a cell and you want a new line, press **'alt'** and **'return'**

- ▶ Autofill
- ▶ Formulas
- ▶ Decimal Places

# The Formatted Data should look like this

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Metric	LHO	Outturn Prev Yr	Target Full Year	Target YTD	Reported Activity YTD	SPLY	% VAR YTD V SPLY	% VarYTD V Tgt/EA YTD	Jan	Feb	Mar	Apr	May
1														
2		<b>Total</b>	<b>27,839</b>	<b>28,818</b>	<b>12,385</b>	<b>11,653</b>	<b>12,159</b>	<b>-4.2%</b>	<b>-5.9%</b>	<b>2,196</b>	<b>2,289</b>	<b>2,259</b>	<b>2,452</b>	<b>2,457</b>
3		Kerry	10,270	10,527	4,500	4,481	4,458	0.5%	-0.4%	849	869	861	965	937
4		North Cork	3,295	3,333	1,462	1,389	1,383	0.4%	-5.0%	267	247	259	281	335
5		North Lee	5,542	5,655	2,421	2,267	2,453	-7.6%	-6.4%	431	432	478	464	462
6		South Lee	5,092	5,403	2,326	2,161	2,221	-2.7%	-7.1%	375	443	420	485	438
7		West Cork	3,640	3,900	1,676	1,355	1,644	-17.6%	-19.2%	274	298	241	257	285
8		<b>Total</b>	<b>24,194</b>	<b>26,412</b>	<b>11,832</b>	<b>9,884</b>	<b>10,132</b>	<b>-2.4%</b>	<b>-16.5%</b>	<b>2,178</b>	<b>2,004</b>	<b>1,694</b>	<b>1,873</b>	<b>2,135</b>
9		Kerry	8,931	7,010	2,898	3,744	3,776	-0.8%	29.2%	808	734	653	714	835
10		North Cork	2,935	3,164	1,383	1,166	1,196	-2.5%	-15.7%	231	249	182	200	304
11		North Lee	4,885	5,746	2,582	1,888	2,084	-9.4%	-26.9%	438	352	344	334	420
12		South Lee	4,201	5,998	2,832	1,897	1,716	10.5%	-33.0%	449	426	329	360	333
13		West Cork	3,242	4,494	2,137	1,189	1,360	-12.6%	-44.4%	252	243	186	265	243
14		<b>Total</b>	<b>4,926</b>	<b>5,646</b>	<b>5,646</b>	<b>4,727</b>	<b>4,926</b>	<b>-4.0%</b>	<b>-16.3%</b>	<b>4,794</b>	<b>4,996</b>	<b>4,722</b>	<b>4,803</b>	<b>4,727</b>
15		Kerry	1,679	1,427	1,427	1,628	1,679	-3.0%	14.1%	1,681	1,769	1,602	1,741	1,628
16		North Cork	521	557	557	604	521	15.9%	8.4%	515	562	454	530	604
17		North Lee	837	1,017	1,017	842	837	0.6%	-17.2%	759	707	785	711	842
18		South Lee	887	1,001	1,001	922	887	3.9%	-7.9%	968	1,069	1,036	1,045	922
19		West Cork	1,002	1,644	1,644	731	1,002	-27.0%	-55.5%	871	889	845	776	731
20		<b>Total</b>	<b>103,480</b>	<b>114,348</b>	<b>50,445</b>	<b>43,524</b>	<b>43,969</b>	<b>-1.0%</b>	<b>-13.7%</b>	<b>8,874</b>	<b>9,163</b>	<b>8,207</b>	<b>8,699</b>	<b>8,581</b>
21		Kerry	31,936	29,860	12,480	14,220	13,426	5.9%	13.9%	2,835	3,020	2,629	2,908	2,828
22		North Cork	11,310	13,854	6,148	4,830	4,585	5.3%	-21.4%	941	1,046	821	925	1,097
23		North Lee	16,078	18,358	7,862	5,930	6,903	-14.1%	-24.6%	1,295	1,200	1,176	1,078	1,181
24		South Lee	20,754	20,600	8,633	9,950	8,918	11.6%	15.3%	1,999	2,116	1,862	2,077	1,896
25		West Cork	23,402	31,676	15,322	8,594	10,137	-15.2%	-43.9%	1,804	1,781	1,719	1,711	1,579
26		<b>Total</b>	<b>14,418</b>			<b>9,018</b>	<b>2,811</b>	<b>220.8%</b>	-	<b>1,952</b>	<b>1,835</b>	<b>1,541</b>	<b>1,714</b>	<b>1,976</b>
27		Kerry	7,728			3,668	2,811	30.5%	-	795	725	642	700	806
28		North Cork	1,364			1,136	-	-	-	224	243	180	193	296
29		North Lee	1,942			1,483	-	-	-	322	273	280	262	346
30		South Lee	1,795			1,557	0	-	-	359	354	254	303	287
31		West Cork	1,589			1,174	0	-	-	252	240	185	256	241
32		<b>Total</b>	<b>90.0%</b>	<b>70%</b>	<b>70%</b>	<b>91.2%</b>	<b>91.0%</b>	<b>0.2%</b>	<b>30.3%</b>	<b>89.6%</b>	<b>91.6%</b>	<b>91.0%</b>	<b>91.5%</b>	<b>92.6%</b>
33		Kerry	97.2%	70%	70%	98.0%	91.0%	7.6%	40.0%	98.4%	98.8%	98.3%	98.0%	96.5%
34		North Cork	90.4%	70%	70%	97.4%	-	-	39.2%	97.0%	97.6%	98.9%	96.5%	97.4%
35		North Lee	80.1%	70%	70%	78.5%	-	-	12.2%	73.5%	77.6%	81.4%	78.4%	82.4%
36		South Lee	80.3%	70%	70%	82.1%	-	-	17.3%	80.0%	83.1%	77.2%	84.2%	86.2%
37		West Cork	99.6%	70%	70%	98.7%	-	-	41.1%	100.0%	98.8%	99.5%	96.6%	99.2%
38		<b>Total</b>	<b>2,743</b>	<b>2,877</b>	<b>14,385</b>	<b>2,889</b>	<b>2,902</b>	<b>-0.4%</b>	<b>-79.9%</b>	<b>2,222</b>	<b>2,243</b>	<b>2,562</b>	<b>2,797</b>	<b>2,889</b>

# EXCEL DEMO

**Thank you**  
**Any Questions??**

# Appendix 3

## Atlas Finder User Guide



## Appendix 3



# Health Atlas Ireland

## Finder User Guide

Find an address & health service catchment areas

Explore the population profile of health service areas

View services, boundaries and population density on a map

August 2019

Health Atlas Ireland

Atlas Finder

Health Intelligence, ST&P, R&E, HSE

<https://www.healthatlasireland.ie>

<https://finder.healthatlasireland.ie/>

[info@healthatlasireland.ie](mailto:info@healthatlasireland.ie)

## Introduction to the Atlas Finder

The Finder allows you to carry out a number of functions:

- Find an **address** on a map and view the associated health service catchment areas.
- Explore the **population profile** of health service areas, either individually or combined.
- Create **maps** of service locations, boundaries, population density and display patterns of deprivation/affluence.

## Technical requirements

The Finder can be viewed by using any of the following internet browsers:



**Chrome** (preferred)

**Firefox**

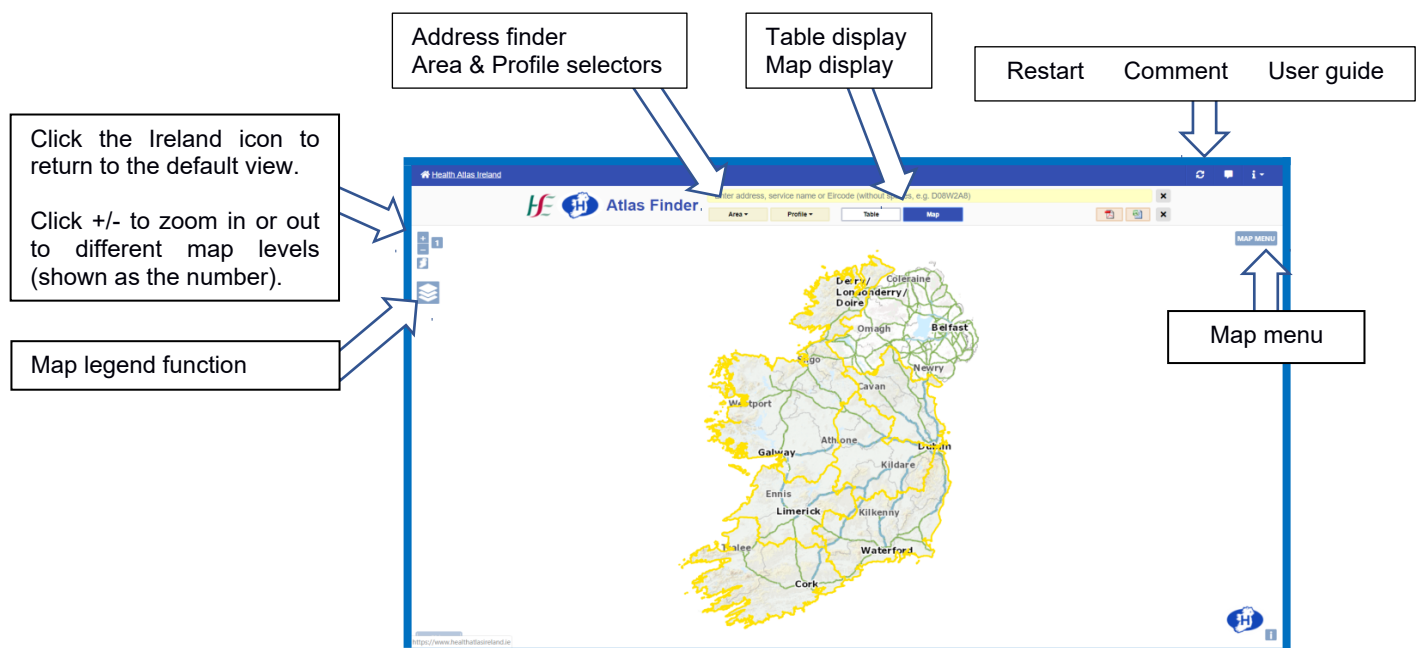
**Internet Explorer (IE) 10 or higher** - earlier IE versions should NOT be used

**Atlas browser** – should your browser be unsuitable, you will be prompted to use alternatives or to download and use the Atlas browser available from Health Atlas Ireland.

## General features

- To activate any option, simply click on it. To deactivate, click it a second time.
- Click the **Restart** button at the top of the screen at any time to begin again.
- Click the **Comment** button at the top of the screen to give your feedback on the Atlas Finder – to report bugs etc.
- Click the **Info** button at the top of the screen to view or download the User Guide.
- Inactive buttons, depending on whether maps or data are being viewed, are “greyed out” and the  symbol appears.
- Click the  button to clear any selection.
- The **Processing** message with a timer appears while data is being prepared. 

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- Toggle between **Table** and **Map** to alternate between the profile themes and map displays.



## Drop-down menu buttons

**Reset** Activates the original (default) settings.

**Cancel** Activates the previous selection.

**Close** Shuts the window and holds the selection until “Select” is activated later at this or another selection.

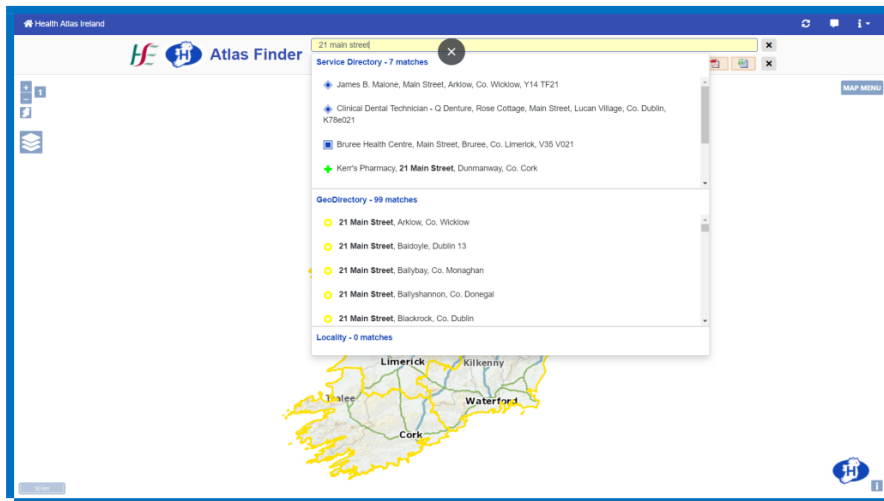
**Select** Activates the selection.



## Finding an address and associated service catchment areas

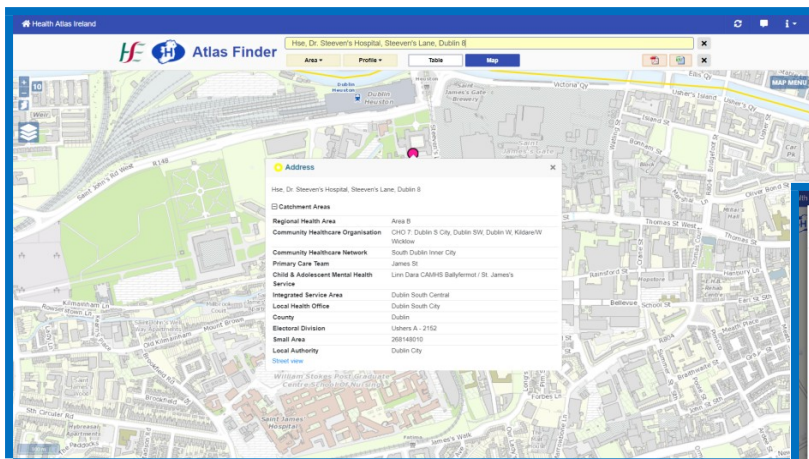
When you enter an address of a residence, business or health-related service in the yellow address box, the Atlas Finder seeks matching addresses in the Health Service Executive (HSE) **Service Directory**, An Post's **Geodirectory** and Ordnance Survey Ireland's **Gazetteer** (for localities). The number of matches per source is shown.

Example of finding an address e.g. 21 main street .....

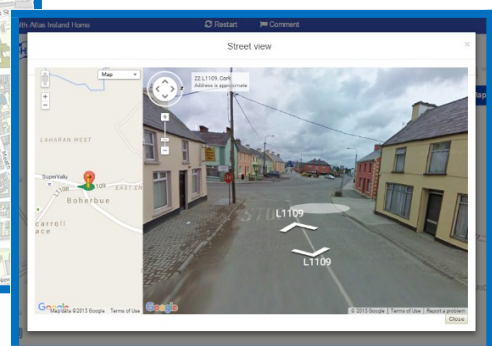


- To begin, type the address or Eircode (without spaces e.g. D08W2A8) into the yellow address bar as shown above. Matching results will begin to appear after the first three characters are entered.
- Click an address from the list and the map view will zoom to that location. The catchments associated with that address are displayed in the pop-out screen.
- Click **Street view** in the pop-out screen to activate Google Street view from the location.

Example of an address location with associated catchment areas



Google Street view within the Atlas Finder



The following catchment area abbreviations are used:

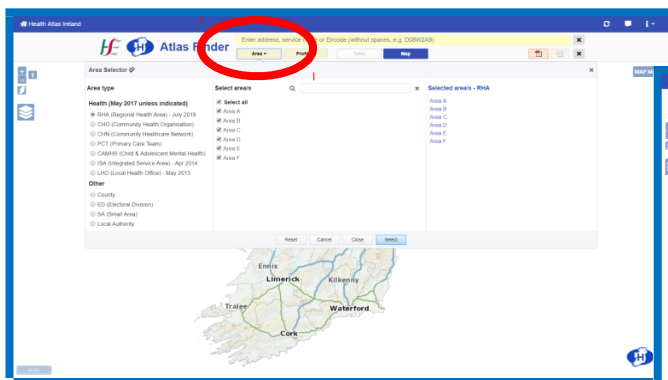
<b>RHA</b>	Regional Health Area (HSE)
<b>CHO</b>	Community Healthcare Organisation (HSE)
<b>CHN</b>	Community Health Network (HSE)
<b>PCT</b>	Primary Care Team (HSE)
<b>ISA</b>	Integrated Service Area (previous HSE area)
<b>LHO</b>	Local Health Office (previous HSE area)
<b>ED</b>	Electoral division (OSI/CSO)
<b>SA</b>	Small area (OSI/CSO)

## Exploring the population profile of health service areas

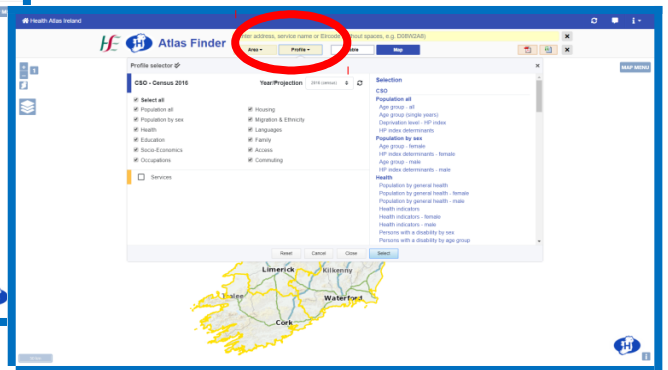
The **Area Profiler** allows you to select one or many health service areas, view the demographic profile of the areas either individually or combined, and display the selected area boundaries on a map.

- To begin, click on the **Area** button to view the drop-down menu of options.
- Choose the **Area type** (first panel) and then **Select areas** of interest (second panel). The third panel displays the selected areas of interest (in blue text).
- The search box can be used to find and select areas of interest within the second panel.
- Click the blue Select button to view the profile themes of the selected areas.

### Selecting the area/s of interest

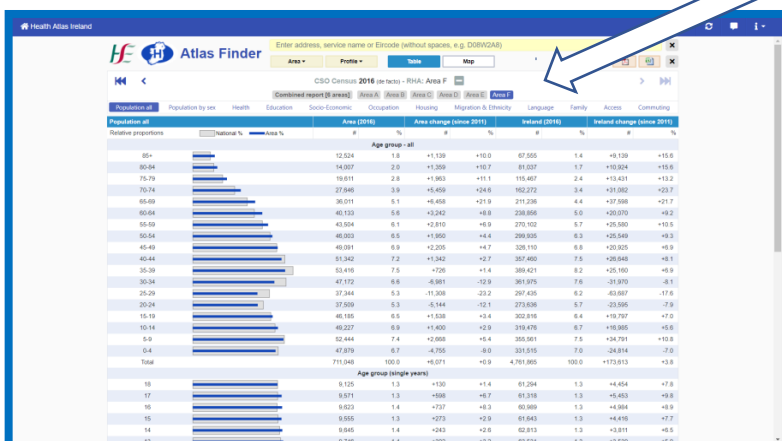


### Selecting the profile themes of interest



- Click the **View profile** button to activate a drop-down menu of population profile and service options.
- Select one or more of the key CSO Census themes of interest – all are selected by default.
- CSO census 2016 is selected by default. Population projections to 2045 (M2 F2 default assumption) may also be selected, showing age groups and gender. Projections should be interpreted in light of the assumptions as outlined below.
- The **Services** option displays the count of services in the area based on the most recently available data from the HSE Health Service Directory.
- The selected areas and themes appear in the “**Selection box**”. Click from one area to another (or use the forward/backward arrows) or click from one theme to another to view the profiles.
- The table data can be exported in PDF or Excel formats by clicking on the appropriate button at the top of the screen.

### Example of a theme display



### Selection box

Click on any area or theme to view the profile.

Click the + icon to view/hide each area selected.

### Area profile table

Blue bars represent the selected area proportion, and the wider grey bars represent the comparative national proportion in each category.

Data includes the inter-census change.

PDF options:

- Include only the theme on display for the selected area.
- Include all selected themes for the selected area.

Excel export - includes all selected themes for the selected area (one theme per sheet).



## Creating a map

Click on the **Map menu** button at the top right hand corner of the map display.

Three tabbed options appear – **Service**, **Boundary** and **Map type**. These enable the creation of customised maps. The selected options (map layers) will appear in a legend on the left-hand side of the map.

### Service

Options include hospital groups/types/services, community care and emergency services. Click on a service location icon to view the address and contact details.

Click on **Suggest update** if you believe the information shown may need to be updated.

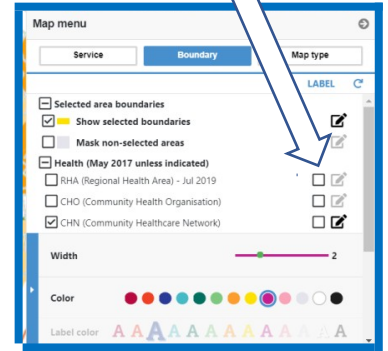
### Boundary

Options include health service, county and local authority boundaries.

If an area is selected for population profiling (see above), the selected area boundary is outlined in yellow. The non-selected areas can be masked if required.

The width of a boundary can be changed by moving the slider (as indicated), and its colour by clicking on the palette. Area names can be displayed by clicking the Label option, and the text colour can be changed using the palette. Zoom in see names of smaller areas on the map.

Boundary controls – colour, width, show/hide area name



### Map type

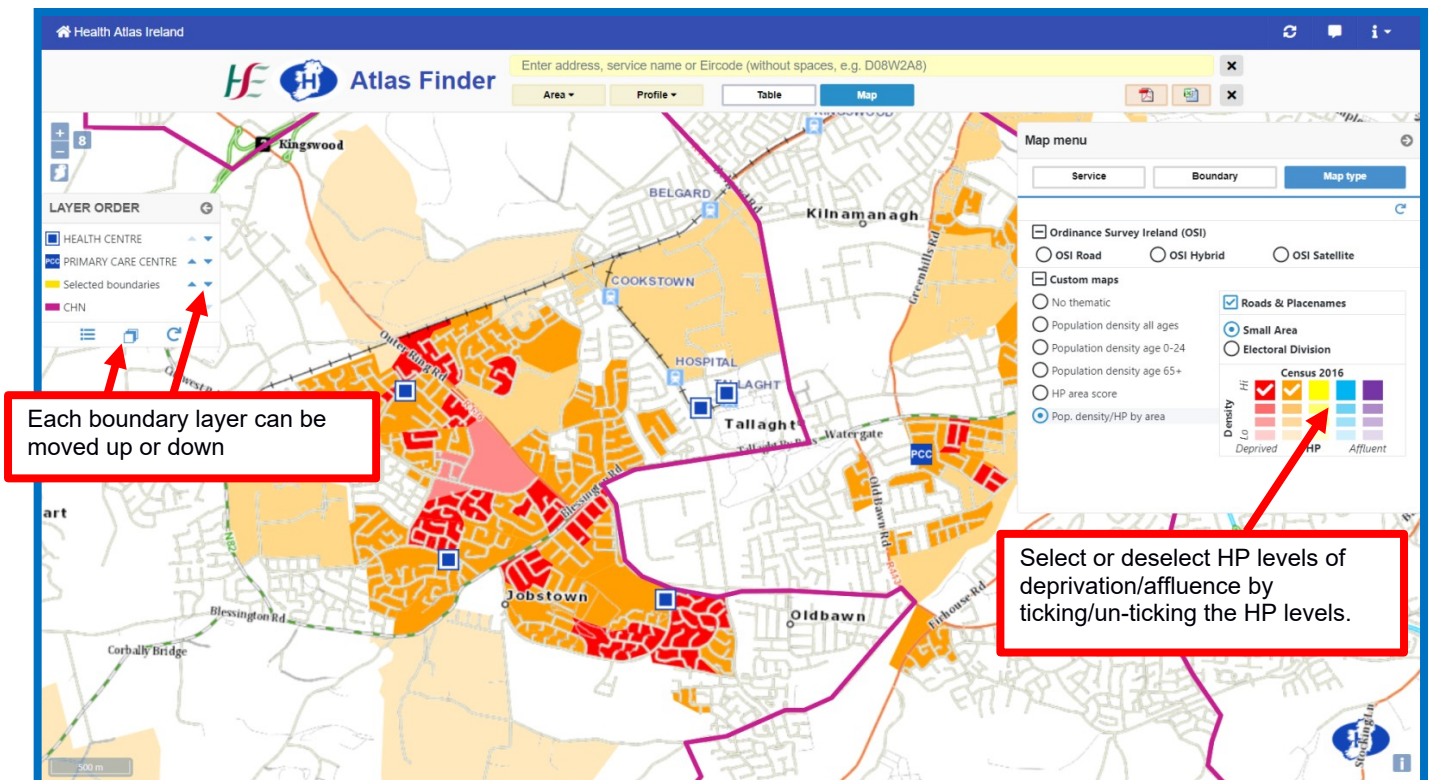
**Ordnance Survey Ireland (OSI)** maps can be shown in road, hybrid or satellite formats.

**Custom maps** can be used to show a range of options - the coastline, roads, place names, and thematics.

The thematics can be displayed by CSO small area or electoral division. including population density, HP deprivation area score (level), or HP deprivation by density (darker shades indicated greater population density). With the latter option, the individual levels of HP deprivation can be selected/de-selected as required, as shown below.

The Finder HP thematic maps use the 2016 HP Deprivation Index translated to CSO 2016 Small Areas boundaries using the methodology described below.

Example of a map selection: health centres, Primary Care centres (**Service**); CHN (**Boundary**); population density by HP deprivation by CSO small area, only shading the deprived and more deprived areas (**Map type**).



Each boundary layer can be moved up or down

Select or deselect HP levels of deprivation/affluence by ticking/un-ticking the HP levels.



## Methodology - population projections

To inform local service planning processes, the projected population (up to 2045) of any health service area can be selected by choosing the year/projection of interest.

The projections (see Population Projections Methodology in Notes) are based upon the most recently available CSO census (2016) and assumptions for migration, fertility and mortality, whilst ensuring that the total population across all health service areas tally with the CSO national projections.

The data should be considered as indicative and interpreted in light of the inherently increasing uncertainty of projecting populations over longer periods and for more local areas, together with the potential impact of housing/business/transport developments etc. within the area of interest.

## Methodology - hospital/group local catchment areas

Hospital groups were not established with geographically defined “catchment” areas. Custom and practice in terms of patient choice and ambulance routing (including by-pass protocols) create patterns of hospital usage (patient footfall).

The national road network is the primary driver of service access, with major access routes radiating out from large centres of population within which most hospitals are located. While the range of services provided by a hospital can influence its overall footprint (whether local, national or regional), patients tend to come from the immediate “neighbourhood” of the hospital.

The mid-road distances (watershed) between hospitals (with major emergency departments) based upon the OSI road network and CSO small area polygon centroids are used by the Health Atlas Finder to delineate each hospital/group local catchment area.

Within these areas, the majority of patients would be expected to attend one hospital rather than another. The river Liffey is used as a “natural” division between north and south Dublin city. Given their close proximity, the local catchment areas of Cork University and the Mercy Hospitals are displayed as a combined value.

## Methodology - using the 2016 HP Deprivation Index with CSO 2016 small area boundaries

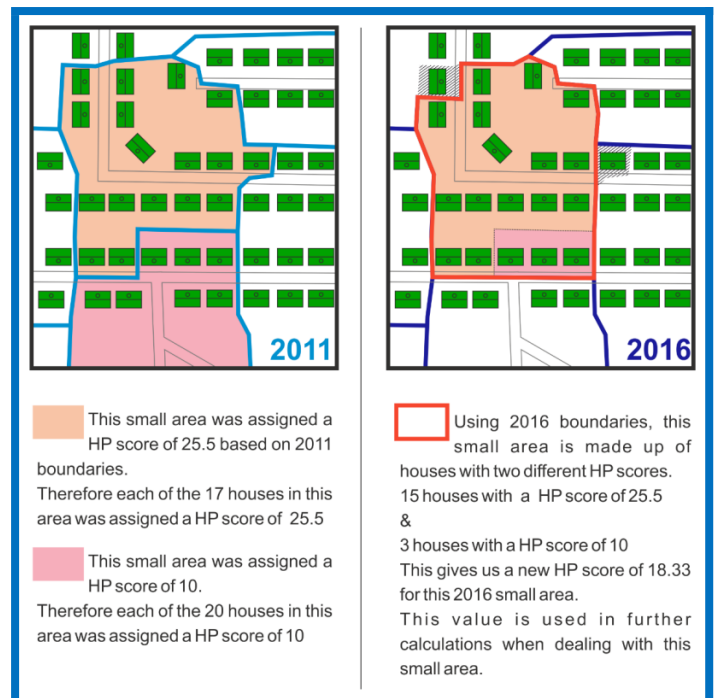
Between CSO Census 2011 and 2016, the number and shapes of some small areas (SAs) used for statistical reporting purposes have changed. In Census 2011 there were 18,488 SAs, and in Census 2016 there are 18,641 SAs.

Where the population of SAs expanded significantly, typically with new housing developments, the SAs were split to give more typical populations per SA (with approximately 100 households). Where SAs became depopulated they were merged with neighbouring SAs to ensure a sufficient population to maintain statistical anonymity. A process was also undertaken by the OSI and AnPost to rationalise some SA boundaries.

The HP Deprivation Index (HP) scores for SAs are currently available for CSO Census 2011 SA boundaries. In order to use the HP score for Census 2016 SA boundaries, a “translation” process was developed by OpenApp, following discussion with Trutz Haase and the CSO, to assign the HP score relevant to the Census 2016 boundary geometry as follows:

1. The exact location and number of houses (occupied, non-derelict etc.) in each SA were obtained from AnPost's GeoDirectory's database (GeoDir2016Q4).
2. The CSO Census 2016 SA population was evenly distributed to each house location (household) in each SA, giving an average number of persons per house in that area.
3. The 2016 HP (relative) score was assigned to each person per household located within each CSO Census 2011 SA boundary.
4. Using the CSO Census 2016 SA boundaries, the number of persons per house was multiplied by their assigned 2016 HP scores and the values summed.
5. This resulted in a weighted 2016 HP score for each CSO Census 2016 SA, regardless of whether or not that SA boundary had changed between 2011 and 2016. Where the SA boundary has not changed, the 2016 HP score remains unchanged.

The weighted 2016 HP score for each CSO Census 2016 SA is used in all relevant Atlas displays and profiles.



## Pobal HP Deprivation/Affluence Index (Haase and Pratschke, 2012)

The HP Index is based on three dimensions of affluence and disadvantage: demographic profile, social class composition and labour market situation.

The index uses 10 variables derived from the CSO Census available at the small area level:

- Population change
- Age dependency rate
- Lone parent ratio
- Primary education only
- Third level education
- Professional classes
- Semi/unskilled classes
- Male unemployment rate
- Female unemployment rate
- Persons per room

The HP Index is multidimensional and provides for a balanced approach between urban and rural areas. It is sensitive to groups with higher health services needs and avoids 'double-counting'. A rational choice of indicator selection and the use of a variety of alternative fit indices to test model adequacy result in a robust tool that can track changes in deprivation across multiple census periods.

True distances to means are maintained, so that estimates of deprived individuals and families can be obtained for each area – rather than merely ranking them.

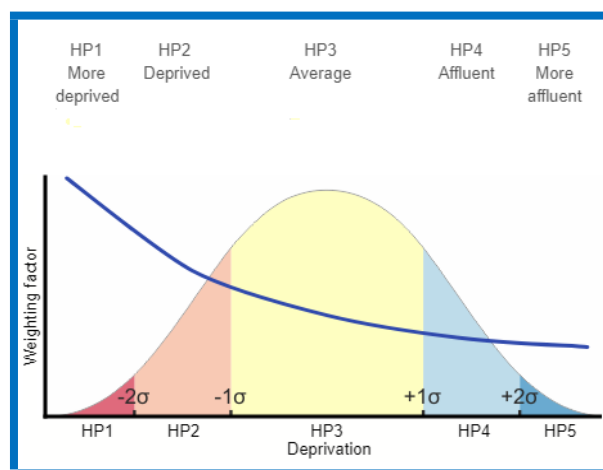
The HP Index follows a normal curve – deprivation towards the left of the distribution, affluence towards the right, with the majority of the population falling around the mid-point (national mean).

This mathematical property allows for a flexible approach to selecting cut-off points. Each small area follows its own "miniature" near-normal curve.

Within Health Atlas Ireland, the degree of deprivation and affluence is divided into 5 categories:

- |                        |     |  |
|------------------------|-----|--|
| • <b>More deprived</b> | HP1 | Defined as 2 standard deviations (SD) or more below the mean |
| • <b>Deprived</b>      | HP2 | Defined as between 1 and 2 SDs below the mean                |
| • <b>Average</b>       | HP3 | Defined as between 1 SD below and above the mean             |
| • <b>Affluent</b>      | HP4 | Defined as between 1 and 2 SDs above the mean                |
| • <b>More affluent</b> | HP5 | Defined as greater than 2 SDs above the mean                 |

The figure shows a typical relationship between affluence and deprivation, with increasing health needs associated with greater deprivation as depicted by the blue line.



Hasse & Pratschke Index Reference: <http://trutzaase.eu/deprivation-index/the-2011-pobal-hp-deprivation-index-for-small-areas/>