

Home Support

1	KPI Title	OP6 - No. of Home Support hours provided (excluding provision of hours from Intensive Home Care Packages (IHCPs))
1a	KPI Short Title	Home Support Hours Provided
2	KPI Description	The Home Support Service for Older People 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 Support hours delivered through home visits by home help workers employed by HSE and funded from the Home Care Budget SOP or providers receiving funding from the HSE from the Home Support Budget SOP including paid leave for these staff (excluding provision of Home Support hours from IHCPs) during the reporting period (1 calendar month). This includes hours provided to Older People, Disabilities and Others (to include Mental Health and Children and Families Services) funded from the Home Support allocation (Single Funding)
3	KPI Rationale	Provide information on the usage of Home Support hours in the community and facilitate adjustment, if required, of service activity to achieve targets and live within the available resources.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 target: 17.094m hours CHO: 1 1,800,000, CHO 2: 1,930,000, CHO 3: 1,439,000, CHO 4: 2,700,000, CHO :5 1,880,000, CHO 6: 1,135,000, CHO 7: 1,915,000, CHO 8: 1,760,000, CHO 9: 2,535,000. This figure is reported cumulatively (i.e. month and YTD). e.g. the March figure would be the Jan-March figures added together. This metric is reported cumulatively.
4a	Target Trajectory	The target for Home Support hours is allocated across each CHO to LHO level and profiled across the 12-months of 2018 on a calendar month basis i.e. Jan target is for 31-days, Feb 28-days, June 30-days etc. with the exception of CHOs 1, 4 & 7 where adjustments are made to the targets to reflect payroll schedules in these areas. January: 1,426,557, February: 1,311,986, March: 1,435,301, April: 1,388,365, May: 1,426,557, June: 1,397,109, July: 1,426,558, August: 1,512,680, September: 1,388,365, October: 1,556,869, November: 1,397,109, December: 1,426,544
4b	Volume Metrics	2018 National Target for Home Care Hours -17.094m hours
5	KPI Calculation	The number of Home Support hours delivered to clients in a calendar month from the Home Support Budget SOP including any paid hours for annual, sick or other leave.
6	Data Source	Home Support records held at LHO level. Populated CIF template is submitted by LHO to the BIU.
6a	Data Sign Off	Head of Social Care
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Any person may apply on the appropriate form to be considered for a Home Support 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 Support 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 Support services should be based on assessed care needs. The vast majority of beneficiaries of the Home Support 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 MDS	Application Form followed by Care Needs assessment and a Home Support plan with a schedule of services.
10	International Comparison	No
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	National/CHO/ LHO Area
15	KPI is reported in which reports?	Annual report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Geraldine Bermingham-Rigney, National Specialist, Services for Older People geraldine.berminghamrigney@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations and Service Improvement, Services for Older Person

Home Support

1	KPI Title	OP7 - No. of people in receipt of Home Support (excluding provision from Intensive Home Care Packages) - each person counted once only
1a	KPI Short Title	No. in receipt of Home Support(excluding IHCPs)
2	KPI Description	The number of people in receipt of a Home Support service on the last day of the month, categorised by care group (Older People, Disabilities, and Others (to include Mental Health and Children and Families Services) whose hours are funded from the Services for Older People Home Support Budget (Single Funding) This includes clients where the service is provided directly by HSE staff or indirectly by external (not for profit/for profit) providers and excludes clients who are only in receipt of Intensive Home Support Packages. Each client is to be counted in one care group only (where the majority of service is delivered)Home Support Services provide 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 Support hours and the number of people supported by the HSE to remain at home.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 target expected activity - 50,500 CHO 1: 5,370 , CHO 2: 4,528, CHO 3: 3,979, CHO 4: 8,177 CHO 5: 5,861, CHO 6: 4,800, CHO 7: 3,564, CHO 8: 5,597, CHO 9: 8,624. This metric is point in time only and cannot be aggregated.
4a	Target Trajectory	Point in Time target to LHO level
4b	Volume Metrics	2018 National Target for people in receipt of Home Support Hours (excluding provision from IHCPs) - 50,500
5	KPI Calculation	The total number of people receiving Home Support hours (excluding provision from IHCPs) in the LHO on the last day of the reporting month.
6	Data Source	Home Support records held at LHO level. Populated CIF template is submitted by LHO to the BIU
6a	Data Sign Off	Head of Social Care
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Any person may apply on the appropriate form to be considered for a Home Support 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 Support 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 Support services should be based on assessed care needs.The vast majority of beneficiaries of the Home Support 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 MDS	Application Form followed by Care Needs assessment and a Home Support plan with a schedule of services
10	International Comparison	No
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Geraldine Bermingham-Rigney, National Specialist, Services for Older People geraldine.berminghamrigney@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations and Service Improvement., Services for Older People

IHCP

1	KPI Title	OP4 - Total number of persons in receipt of an Intensive Home Care Package (IHCP)
1a	KPI Short Title	No of IHCPs in place
2	KPI Description	Number of named person in receipt of an Intensive Home Care Package (IHCP) at a point in time (on the last day of the reporting period). An Intensive Home Care Package consists of community services and supports which may be provided to clients with higher levels of assessed care needs or complexity, in receipt of a high value of supports in the community 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. Intensive HCPs (IHCPs) relates to those Home Support clients with levels of service, over and above normal levels available from Home Care Services, which is provided to support the assessed needs of the applicant and would usually involve Home Support services valued in excess of €800 per week to be classed as an IHCP. IHCPs do not replace existing services. The actual Intensive HCP provided to any individual may include paramedical, nursing, respite and/or home care and/or other services depending on the assessed care needs of the individual applicant. A significant proportion of Intensive home care packages are delivered to support persons with dementia. There is no requirement that an applicant should have a medical card in order to apply to be considered for an Intensive Home Care Package. An IHCP is allocated based on assessed care need within the limit of the resources available for the Service. 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 IHC Service. Applications from people aged under 65 years will need to be approved by the General Manager. (See IHCP Guidelines for further details) (Kathleen if these are not published and readily available to the public I would not mention them here) Enhanced level of community services is any additional level of services, over and above mainstream Home Support services which is provided to support the assessed needs of the applicant (National Guidelines & Procedures for the Home Support Service (Single Funded Service for Older People)
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 Package Service (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.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan Target 2018 target: 235. These metrics are point in time only and cannot be aggregated.
4a	Target Trajectory	No of people in receipt of an IHCP - point in time (including those in receipt of a Dementia Specific IHCP)
4b	Volume Metrics	2018 National Target for number of people in receipt of an IHCP - 235
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)
6	Data Source	Intensive Home Care Package records held at LHO level. Populated CIF template is submitted by LHO to the BIU.
6a	Data Sign Off	Head of Social Care
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Any person may apply on the appropriate form to be considered for an Intensive home care package. 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 home care packages will be allocated and approved based on assessed care need within the limit of the resources available for the Service.
9	Minimum Data Set MDS	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 home care services. In order to allocate an Intensive home care service 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 IHC service are not appropriate or required the application for an IHC package will be refused.
10	International Comparison	No
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	National/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Geraldine Bermingham-Rigney, National Specialist, Services for Older People geraldine.berminghamrigney@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations and Service Improvement, Services for Older People

IHCP

1	KPI Title	OP40 - % of clients in receipt of an Intensive Home Care Package (IHCP) with a key worker assigned
1a	KPI Short Title	% of IHCPs with key worker
2	KPI Description	% of clients in receipt of an Intensive Home Care Package (IHCP) on last day of the month who have a named key worker who will liaise with the client and the family
3	KPI Rationale	Monitor and Measure provision of service against NSP. A separate funding stream has been provided for Intensive Home Care Services (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.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan target 2018: 100% National & CHO Targets 100%. This is a Point in Time Metric
4a	Target Trajectory	Target is Point in Time
4b	Volume Metrics	see 4a
5	KPI Calculation	Number of clients in receipt of an IHCP on the last day of the month who have a key worker assigned divided by the total number of clients in receipt of an IHCP on the last day of the month multiplied by 100. This a point in time data e.g 90 clients in receipt of an IHCP on 31st October, 85 clients in receipt of an IHCP have a key worker assigned on 31st October - $85/90 \times 100 = 94.4\%$
6	Data Source	Intensive Home Care Package records held at LHO level. Populated CIF template is submitted by LHO to the BIU.
6a	Data Sign Off	Head of Social Care
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Any person 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. An Intensive HCP will be allocated and approved on the basis of assessed care need, within targeted areas, within the limit of the resources available for the Service. A named key worker is assigned to each IHCP client on approval and key worker information is updated monthly in returns to Services for Older People Specialists.
9	Minimum Data Set MDS	Application form , Approval Form or Client's Care Plan specifying name of key worker.
10	International Comparison	Not applicable
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	National/CHO/ LHO Area
15	KPI is reported in which reports?	Performance Report (NSP)/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Geraldine Bermingham-Rigney, National Specialist, Services for Older People geraldine.berminghamrigney@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

IHCP

1	KPI Title	OP 51 No. of Home Support hours provided from Intensive Home Care Packages (IHCPs)
1a	KPI Short Title	Home Support Hours - IHCPs
2	KPI Description	An Intensive Home Care Package consists of community services and supports which may be provided to clients with higher levels of assessed care needs or complexity, in receipt of a high value of supports in the community 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 The total number of Home Support hours delivered through home visits by home help workers employed by HSE and funded from the Intensive Home Care Budget SOP or providers receiving funding from the HSE from the Intensive Home Care Budget SOP including paid leave for these staff (excluding provision of home care hours from IHCPs) during the reporting period (1 calendar month).
3	KPI Rationale	Provide information on the usage of Home Support hours in the community from Intensive Home Care Packages and facilitate adjustment, if required, of service activity to achieve targets and live within the available resources.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 target: 360,000 hours National Target. This figure is reported cumulatively (i.e. month and YTD). e.g. the March figure would be the Jan-March figures added together.
4a	Target Trajectory	January: 30,575, February: 27,617, March: 30,575, April: 29,589, May: 30,575, June: 29,589, July: 30,575, August: 30,575, September: 29,590, October: 30,575, November: 29,590, , December: 30,575
4b	Volume Metrics	See above no 4
5	KPI Calculation	The number of Home Support hours delivered to clients in a calendar month from the Intensive Home Care Package Budget SOP including any paid hours for annual, sick or other leave.
6	Data Source	Intensive Home Care Package records held at LHO level. Populated CIF template is submitted by LHO to the BIU.
6a	Data Sign Off	Head of Social Care
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Any person may apply on the appropriate form to be considered for an Intensive Home Care Package (IHCP). 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 Support 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 Support Services and Intensive Home Care Packages should be based on assessed care needs. The vast majority of beneficiaries of IHCPs 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 e.g. people with early onset dementia.
9	Minimum Data Set MDS	Application Form followed by Care Needs assessment and a home care plan with a schedule of services.
10	International Comparison	No
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	National/CHO/ LHO Area/ Other – give details: number in receipt of IHCP - number of hours provided
15	KPI is reported in which reports?	Performance Report (NSP)/ MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Geraldine Bermingham-Rigney, National Specialist, Services for Older People geraldine.berminghamrigney@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement Services for Older People

IHCP

1	KPI Title	OP41 - % of clients in receipt of an Intensive Home Care Package (IHCP) on the last day of the month who were clinically reviewed
1a	KPI Short Title	% of IHCPs clinically reviewed
2	KPI Description	% of clients in receipt of an IHCP on last day of the month who were clinically reviewed within the last 3-months (includes initial assessment for new clients). The data required is the the number of clients in receipt of an IHCP on last day of the month whose clinical review was undertaken in last 3-months. In new cases the initial assessment will count as a clinical review.
3	KPI Rationale	Monitor and Measure provision of service against NSP. A separate funding stream has been provided for Intensive Home Care Services (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.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	Divisional Operational Plan 2018 target ; 100% National & CHO - CHO 1: 100%, CHO 2: 100%, CHO 3: 100%, CHO 4: 100%, CHO 5: 100%, CHO 6: 100%, CHO 7: 100%, CHO 8: 100%, CHO 9: 100%.. This is a Point in Time Metric
4a	Target Trajectory	100% - all in receipt if an IHCP to be clinically reviewed within the last 3-months - point in time
4b	Volume Metrics	see 4a
5	KPI Calculation	Number of clients in receipt of an IHCP on the last day of the month who had an initial assessment or clinical review in the last 3 calendar months divided by the total number active cases on the last day of the month multiplied by 100. This is a point in time data e.g. 90 clients in receipt of an IHCP on 31st October. 85 have had review within last 3-months (or initial assessment) $85/90 \times 100 = 94.4\%$
6	Data Source	Intensive Home Care Package records held at LHO level. Populated CIF template is submitted by LHO to the BIU.
6a	Data Sign Off	Head of Social Care
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	An Intensive Home Care Package (IHCP) consists of community services and supports which may be provided on an individual assessed care needs basis to assist an older person with complex care needs, and depending on their individual assessed needs to: a) return home following an inpatient
9	Minimum Data Set MDS	Completed application form including client personal detail, start and finish dates, dates of scheduled clinical reviews and monthly reporting from areas including dates clinical dates have been completed & next scheduled clinical review. Total number of active clients at end of each month and total number of active clients on the last day of the month whose clinical review were undertaken within last 3-months (or initial clinical assessment)
10	International Comparison	Not applicable
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Performance Report
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Geraldine Bermingham-Rigney, National Specialist, Services for Older People geraldine.berminghamrigney@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement ,Services for Older People

Public Beds

1	KPI Title	OP12 - No. of NHSS Beds in Public Long Stay Units
1a	KPI Short Title	
2	KPI Description	The total number of beds in public designated centres for older people -This includes all HSE facilities and all facilities receiving funding under s.38 of the Health Act 2004 which are registered with HIQA under the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (S.I. 245 of 2009). In other words, it includes HSE and section 38 residential care facilities for older people which provide 24 hour nursing care. These facilities provide some or all of the following for older people: long-term care, respite, rehabilitation, convalescence and palliative care.
3	KPI Rationale	It is policy to maintain public provision of residential care services, including nursing home care, for older people. This metric enables this provision to be monitored and to be contrasted against the total national provision of residential care.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 5,096 CHO1:517, CHO2:598, CHO3:343, CHO4:1,043, CHO5:527, CHO6:375, CHO7:635, CHO8:593, CHO9:465. This is a Point in Time Metric
4a	Target Trajectory	Constant
4b	Volume Metrics	Yes
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.
6a	Data Sign Off	Head of Operations&Service Improvement Services for Older People
6b	Data Quality Issues	No
7	Data Collection Frequency	Monthly
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 MDS	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	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Eibhlis Cahalane, eibhlis.cahalane@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Public Beds

1	KPI Title	OP13 - No. of Short Stay Beds in Public Long Stay Units
1a	KPI Short Title	
2	KPI Description	Any bed in a public unit other than NHSS Long Stay Beds. Short Stay Beds include Respite, Assessment, Rehabilitation Beds etc.)
3	KPI Rationale	This metric enables the monitoring and supply of short stay beds in the Public System.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 target - 2,053, CHO1:324, CHO2:253, CHO3:179, CHO4:323, CHO5:243, CHO6:159, CHO7:202, CHO8:87, CHO9:283. This is a Point in Time Metric
4a	Target Trajectory	
4b	Volume Metrics	
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.
6a	Data Sign Off	Head of Operations&Service Improvement Services for Older People
6b	Data Quality Issues	No
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Persons over 65 years - (in some cases persons under 65 years if exceptional circumstances)
9	Minimum Data Set MDS	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	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Eibhlis Cahalane, eibhlis.cahalane@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

NHSS

1	KPI Title	OP8 - Number of persons funded under NHSS in long term residential care during the reporting month
1a	KPI Short Title	Number of persons funded under NHSS
2	KPI Description	This metric measures the total number of people both public and private who are in receipt of long term residential care services and who are supported under the Nursing Homes Support Scheme during the reported month. This includes State Support only, State Support and Nursing Home Loan, Nursing Home Loan only. It also includes 'Savers' i.e. people in public long term care at the commencement of the scheme who did not opt for the NHSS along with people on subvention and in older persons contract beds who did not opt for the scheme.
3	KPI Rationale	The rationale is to establish the number of people in long-term residential care who are receiving financial support from the State. In the transition years of the scheme, there may be some individuals receiving support via the subvention scheme or contract beds. However, ultimately the Nursing Homes Support Scheme will be the only State funded means of accessing long-term residential care.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 year end target: 23,334. This is a point in time metric
4a	Target Trajectory	January, 23,277, Feb 23,165, March 23,079, April, 22,790, May 22,817, June 22,855, July 22,887, August 22,969, September 23,018, October 23,142, November 23,241, December 23,334
4b	Volume Metrics	
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 to BIU via Analyst. Subvention and contract bed LHO returns via Central National Office - Fair Deal, LHO Section 39 Returns.
6a	Data Sign Off	Pat Marron as per KPI Owner/Lead for Implementation
6b	Data Quality Issues	No
7	Data Collection Frequency	Monthly
8	Tracer Conditions	As per the the Nursing Homes Support Scheme Guidelines
9	Minimum Data Set MDS	NHSS Application form
10	International Comparison	No
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	National/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/ Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Pat Marron, pat.marron@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

1	KPI Title	OP9 - Percentage of clients with NHSS who are in receipt of Ancillary State Support
1a	KPI Short Title	% of clients in receipt of Ancillary State Support
2	KPI Description	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.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 target - National 10%. This is a Point in Time Metric.
4a	Target Trajectory	Target Constant
4b	Volume Metrics	NA
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 to BIU via Analyst
6a	Data Sign Off	Pat Marron as per KPI Owner/ Lead for Implementation
6b	Data Quality Issues	No
7	Data Collection Frequency	Monthly
8	Tracer Conditions	As per the the Nursing Homes Support Scheme Guidelines
9	Minimum Data Set MDS	NHSS Application Form
10	International Comparison	Not applicable
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Pat Marron, pat.marron@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

NHSS

1	KPI Title	OP10 - Percentage of clients who have Common Summary Assessment Reports (CSARs) processed within six weeks
1a	KPI Short Title	% of clients who have CSARs processed within six weeks
2	KPI Description	NHSS (Fair Deal): percentage of complete Care Needs Assessment Applications with a CSAR processed to a determination by a Local Placement Forum within 6 weeks of request.
3	KPI Rationale	To monitor and manage the processing of applications to determination and to ensure that applications are processed to determination within a specific timeframe.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 target - National - 90%. This is a Point in Time Metric
4a	Target Trajectory	Target Constant
4b	Volume Metrics	Volume metrics
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 to BIU via Analyst
6a	Data Sign Off	Pat Marron as per KPI Owner/Lead for Implementation
6b	Data Quality Issues	No
7	Data Collection Frequency	Monthly
8	Tracer Conditions	As per the the Nursing Home Support Scheme Guidelines
9	Minimum Data Set MDS	NHSS Application Form
10	International Comparison	Not applicable
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Pat Marron, pat.marron@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

NHSS

1	KPI Title	OP14 - Average length of Stay for NHSS Saver and Contract Bed clients in Public and Private Long Stay Units
1a	KPI Short Title	Average length of Stay for NHSS
2	KPI Description	This metric shows the average length of stay for NHSS residents in Public and Private Long Stay Units, Savers in Public Units and Contract Bed clients. 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.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	Divisional Operation Plan 2018 target - National - 2.9 Years. This is a Point in Time Metric
4a	Target Trajectory	Target Constant
4b	Volume Metrics	NA
5	KPI Calculation	ALOS for persons discharged/deceased who were in receipt of funding under NHSS
6	Data Source	NHSS database to BIU via Analyst
6a	Data Sign Off	Pat Marron as per KPI Owner/ Lead for Implementation
6b	Data Quality Issues	No
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Persons discharged/deceased who were in receipt of funding under NHSS
9	Minimum Data Set MDS	Persons who are in the Nursing Home Support Scheme Database
10	International Comparison	Yes
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Performance Report
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Pat Marron, pat.marron@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

NHSS

1	KPI Title	OP15 - % of population over 65 years in NHSS funded beds (based on 2016 Census figures)
1a	KPI Short Title	% of population over 65 years in NHSS funded beds
2	KPI Description	This metric shows the percentage of the population aged 65 and over that is availing of the Nursing Homes Support Scheme and includes Savers and Contract Bed clients. 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 and (b) 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.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan 2018 target - National - ≤4%. This is a Point in Time Metric
4a	Target Trajectory	Target Constant
4b	Volume Metrics	NA
5	KPI Calculation	Number of clients over 65 /2016 census figures x 100
6	Data Source	NHSS database to BIU via Analyst
6a	Data Sign Off	Pat Marron as per KPI Owner/Lead for Implementation
6b	Data Quality Issues	No
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Persons over 65 who are in receipt of funding under NHSS during the reporting month.
9	Minimum Data Set MDS	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	Monthly
12	KPI Reporting Frequency	Monthly
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)
14	KPI Reporting Aggregation	national/CHO/ LHO Area
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Pat Marron, pat.marron@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Safeguarding

1	KPI Title	SC6 - % of Preliminary Screenings for adults aged 65 years and over with an outcome of reasonable grounds for concern that are submitted to the Safeguarding and Protection Teams accompanied by an interim Safeguarding Plan.
1a	KPI Short Title	
2	KPI Description	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.
3a	Indicator Classification	National Scorecard Quadrant Quality and Safety
4	KPI Target	2018 National Service Plan Target: 100%. This is a point in time metric.
4a	Target Trajectory	Target Constant
4b	Volume Metrics	NA
5	KPI Calculation	Percentage- The demoniator will be the total number of preliminarily screenings submitted within the specficed 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	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. National Safeguarding Office to BIU via Analyst
6a	Data Sign Off	Tim Hanley
6b	Data Quality Issues	No
7	Data Collection Frequency	Quarterly
8	Tracer Conditions	Logging sheet will be submitted to the National Safeguarding Office
9	Minimum Data Set MDS	Logging sheet will be submitted to the National Safeguarding Office -
10	International Comparison	
11	KPI Monitoring	Quarterly / Other - give details: Each Principal Social Worker on Safe Guarding and Protection Teams
12	KPI Reporting Frequency	Quarterly
13	KPI Report Period	Quarterly one month in arrears (Q2 data reported in July report)
14	KPI Reporting Aggregation	national/CHO
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Tim Hanly , timg.hanly@hse.ie , 061 461165
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Safeguarding

1	KPI Title	SC7 - % of Preliminary Screenings for adults under 65 years with an outcome of reasonable grounds for concern that are submitted to the Safeguarding and Protection Teams accompanied by an interim Safeguarding Plan
1a	KPI Short Title	
2	KPI Description	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.
3a	Indicator Classification	National Scorecard Quadrant Quality and Safety
4	KPI Target	2018 National Service Plan Target:100%. This is a Point in Time Metric
4a	Target Trajectory	Constant
4b	Volume Metrics	NA
5	KPI Calculation	Percentage- The demoniator will be the total number of preliminarily 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	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. National Safeguarding Office to BIU via Analyst
6a	Data Sign Off	Tim Hanly
6b	Data Quality Issues	No
7	Data Collection Frequency	Quarterly
8	Tracer Conditions	Logging sheet will be submitted to the National Safeguarding Office
9	Minimum Data Set MDS	Logging sheet will be submitted to the National Safeguarding Office -
10	International Comparison	
11	KPI Monitoring	Quarterly / Other - give details: Each Principal Social Worker on Safe Guarding and Protection Teams
12	KPI Reporting Frequency	Quarterly
13	KPI Report Period	Quarterly one month in arrears (Q2 data reported in July report)
14	KPI Reporting Aggregation	national/CHO
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile?MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Tim Hanly , timg.hanly@hse.ie , 061 461165
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Safeguarding

1	KPI Title	SC3 - No. of staff trained in Safeguarding Policy
1a	KPI Short Title	
2	KPI Description	Training will be standardised and include specialist training for Social Workers, Designated Officers, management overview and awareness raising for frontline staff.
3	KPI Rationale	The HSE has collected data on elder abuse referrals since 2007. This measure will indicate trends, changes and areas of concern.
3a	Indicator Classification	National Scorecard Quadrant Quality and Safety
4	KPI Target	Division Operational Plan 2018 Target - Year End 10,000 CHO 1: 1,004, CHO 2: 908, CHO 3: 920, CHO 4: 1,492, CHO 5: 848, CHO 6: 876, CHO 7: 1,352, CHO 8: 1,152, CHO 9: 1,448. This Metric is measured as Cumulative.
4a	Target Trajectory	Q1 2,500, Q2 2,500, Q3 2,500, Q4 2,500
4b	Volume Metrics	
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	Information sourced through trainers (at CHO level) and returned to National Safeguarding Office. National Safeguarding Office to BIU via Analyst
6a	Data Sign Off	Tim Hanley
6b	Data Quality Issues	No
7	Data Collection Frequency	Quarterly
8	Tracer Conditions	Staff Trained on the Safeguarding Policy
9	Minimum Data Set MDS	Staff Training Records
10	International Comparison	Services Internationally that have staff trained in Safeguarding and Protection
11	KPI Monitoring	Quarterly
12	KPI Reporting Frequency	Quarterly
13	KPI Report Period	Quarterly in arrears (quarter 1 data reported in quarter 2)
14	KPI Reporting Aggregation	national/CHO
15	KPI is reported in which reports?	Other
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Tim Hanly , timg.hanly@hse.ie , 061 461165
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement ,Services for Older People

Service Improvement Priorities

1	KPI Title	OP39 - Service Improvement Team process- Deliver on Service Improvement Priorities
1a	KPI Short Title	-Deliver on Service Improvement Priorities
2	KPI Description	Service Improvement Priority identified - The proportion of CHOs who have established a Quality and Safety Committee within each Older Persons Residential Care Centre as per HIQA recommendations.
3	KPI Rationale	This Service Improvement Priority was developed to ensure compliance with specific HIQA recommendations following audit of residential centres.
3a	Indicator Classification	National Scorecard Quadrant - Quality and Safety
4	KPI Target	National Service Plan 2018, 100%. This metric is measured as cumulative.
4a	Target Trajectory	Target trajectory: 50% in June, 100% by year end
4b	Volume Metrics	
5	KPI Calculation	Number of priorities Implemented (numerator) divided by the total number of priorities (denominator) multiply by 100
6	Data Source	Social Care Division
6a	Data Sign Off	Eibhlis Cahalane
6b	Data Quality Issues	No
7	Data Collection Frequency	Bi-annually
8	Tracer Conditions	The number of CHOs who are fully compliant with this specific HIQA recommendations- Each Residential centre to have established a Quality and Safety committee.
9	Minimum Data Set MDS	Number of priorities implemented
10	International Comparison	N/A
11	KPI Monitoring	Bi-annually
12	KPI Reporting Frequency	Bi-annually
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)
14	KPI Reporting Aggregation	national
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Eibhlis Cahalane, eibhlis.cahalane@hse.ie
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Quality

1	KPI Title	OP47 - % of compliance with Regulations following HIQA Inspection of HSE direct-provided Older Persons Residential Services
1a	KPI Short Title	HIQA Regulation Compliance in Older Persons HSE Residential
2	KPI Description	The Health Information and Quality Authority (HIQA) is legally responsible for the monitoring, inspection and registration of designated nursing homes for Older People in Ireland. HIQA uses the Regulations and National Standards to monitor and inspect nursing homes. Inspections ensure that services meet the requirements set out by the Health Act 2007, Regulations and National Standards in order to be registered to operate. This KPI measures the level of national compliance achieved during HIQA Inspections in HSE direct-provided Older Persons Residential Services
3	KPI Rationale	To measure and monitor national compliance in HSE Older Persons Services, and identify areas of concern and under-performance in the quality and safety of the care and support being provided. This information can then inform the development of targeted Service Improvements in order to improve the outcomes for the Residents.
3a	Indicator Classification	National Scorecard Quadrant Quality and Safety
4	KPI Target	NSP 2018: 80% National Compliance. This metric is measured as Cumulative
4a	Target Trajectory	Constant over the full year
4b	Volume Metrics	N/A
5	KPI Calculation	Nationally: Count the total number of outcomes inspected in each inspection (denominator/ the target population). Count the total number of outcomes inspected by HIQA that were deemed compliant. (subset or the numerator) Report the number of outcomes inspected by HIQA that were compliant as a % of the total number of outcomes inspected in each inspection.
6	Data Source	Published HIQA inspection reports. Social Care Division Quality and Safety Department
6a	Data Sign Off	Social Care Division Quality and Safety Department
6b	Data Quality Issues	100% data completeness required.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Outcomes that were found to be compliant in HIQA Inspection.
9	Minimum Data Set MDS	HIQA Inspection data received from HIQA as a direct transfer
10	International Comparison	N/A
11	KPI Monitoring	Quarterly
12	KPI Reporting Frequency	Quarterly
13	KPI Report Period	Quarterly In Arrears Q-2Q
14	KPI Reporting Aggregation	National
15	KPI is reported in which reports?	Annual Report/ MDR/Performance Report/Profile
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Mr Gerry Clerkin , qps.socialcare@hse.ie , 04739085
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Quality

1	KPI Title	OP49 - Percentage of CHO Quality and Safety Committee with responsibilities to include governance of the quality and safety of Older Persons Services who have met in this reporting month
1a	KPI Short Title	CHO Quality and Safety Committee responsible for Older Persons
2	KPI Description	The Quality and Safety Social Care CHO (Community Health Organisation) Committee has a multidisciplinary membership. The overall aim of the committee is to provide an appropriate governance structure to oversee quality and safety within Social Care, including Older Persons services in the CHO. It will include meeting monthly to develop, deliver, implement and evaluate a comprehensive quality and safety programme with associated structures, processes, standards and oversight with are the vehicle for improving quality and safety of services. Refer HSE Quality and Safety Committees Guidance: http://www.hse.ie/eng/about/Who/qualityandpatientsafety/Clinical_Governance/CG_docs/Quality-and-Safety-Committees-Guidance-and-Resources-2016.pdf
3	KPI Rationale	To measure the number of CHOs with a Quality and Safety Committee in place and meeting monthly, with responsibility for the governance of the quality and safety of Older Persons Services
3a	Indicator Classification	National Scorecard Quadrant Quality and Safety
4	KPI Target	2018 NSP National Target 100%. This is a Point in Time Metric.
4a	Target Trajectory	Constant over the full year
4b	Volume Metrics	N/A
5	KPI Calculation	Numerator: number of CHOs who have a Quality and Safety Committee with responsibilities to include governance of the quality and safety of Older Persons Services which has met each month in this quarter. Denominator: total number of CHOs (9)
6	Data Source	National Social Care Quality and Safety Dashboard
6a	Data Sign Off	Social Care Division Quality and Safety Department
6b	Data Quality Issues	100% data completeness required.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	N/A
9	Minimum Data Set MDS	CHOs report if they have Quality and Safety Committee in place with responsibility for the governance of the quality and safety of Older Persons Services, which has met each month in the last quarter
10	International Comparison	N/A
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
13	KPI Report Period	Monthly in arrears M-1M
14	KPI Reporting Aggregation	National
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF) Yes
	KPI owner/lead for implementation	Mr Gerry Clerkin , qps.socialcare@hse.ie , 04739085
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Quality

1	KPI Title	OP50 - Percentage of CHO Quality and Safety Committees who have a documented audit process in place to monitor the effectiveness of the implementation of Report Recommendations
1a	KPI Short Title	CHO Audit process for Recommendation Implementation in Older Persons
2	KPI Description	The Quality and Safety Social Care CHO (Community Health Organisation) has an evidence based audit process in place to monitor the implementation and effectiveness of recommendations emanating from internal, divisional, national and (where appropriate) international incident and complaint investigations and reviews. Each Quarter the CHO's executive Quality and Safety committee should provide oversight around the audit of recommendations to ensure that actions are implemented, effective and completed within stated timeframes. The CHO will ensure that where non compliances are identified through audit, corrective actions are assigned to a named officer and where necessary added to the CHO Risk Register.
3	KPI Rationale	To provide assurance through measurement that investigation/report recommendations are implemented and effective. This will ensure that improvements required following incidents and complaints are put in place to reduce the possibility of recurrence and improve the quality of care and support for service users
3a	Indicator Classification	National Scorecard Quadrant Quality and Safety
4	KPI Target	2018 DOP National Target 100%. This is a Point in Time Metric.
4a	Target Trajectory	Constant over the full year
4b	Volume Metrics	N/A
5	KPI Calculation	Numerator: number of CHOs who have a defined documented audit process in place that monitors the implementation and effectiveness of recommendations from investigation and complaint reviews. Denominator: total number of CHOs (9)
6	Data Source	National Social Care Quality and Safety Dashboard
6a	Data Sign Off	Social Care Division Quality and Safety Department
6b	Data Quality Issues	No known data quality issues at this point
7	Data Collection Frequency	Quarterly
8	Tracer Conditions	N/A
9	Minimum Data Set MDS	CHOs report if they have an audit process in place for the monitoring of recommendation implementation and effectiveness in Older Persons services
10	International Comparison	N/A
11	KPI Monitoring	Quarterly
12	KPI Reporting Frequency	Quarterly
13	KPI Report Period	Quarterly Q. By exception, Quarterly in arrears, Q-1Q
14	KPI Reporting Aggregation	national
15	KPI is reported in which reports?	Other - give details:
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Mr Gerry Clerkin , qps.socialcare@hse.ie , 04739085
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement ,Services for Older People

Quality

1	KPI Title	OP45 - Percentage of CHOs who have established a Residents Council/Family Forum/Service User Panel or equivalent for HSE Older Persons Services.
1a	KPI Short Title	
2	KPI Description	The proportion of CHOs who have implemented their 2016 Plan, and established a Residents Council/Family Forum/Service User Panel of equivalent.
3	KPI Rationale	To monitor progress of CHOs in the establishment of Residents Councils / Family Forums / Service User Panels in HSE Older Persons Services
3a	Indicator Classification	National Scorecard Quadrant Quality and Safety
4	KPI Target	2018 National Service Plan National Target: 100%. This is a Point in Time Metric
4a	Target Trajectory	Target trajectory
4b	Volume Metrics	Volume metrics
5	KPI Calculation	Number of CHOs who have established a 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 Safety Department – Planning and Business Information
6a	Data Sign Off	Social Care Division Quality and Safety Department
6b	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	Quarterly
8	Tracer Conditions	CHOs who have established a Residents Councils / Family Forums / Service User Panels
9	Minimum Data Set MDS	CHO has established a 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	Quarterly, Other – give details: Head of Quality and Safety- Social Care Division
12	KPI Reporting Frequency	Quarterly
13	KPI Report Period	Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity)
14	KPI Reporting Aggregation	National
15	KPI is reported in which reports?	Performance Report(NSP)/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Mr Gerry Clerkin , qps.socialcare@hse.ie , 04739085
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement ,Services for Older People

Transitional Care

1	KPI Title	OP44 - Number of People at any given time being supported through Transitional Care in alternative care settings.
1a	KPI Short Title	Number of People supported through transitional Care
2	KPI Description	The number of people discharged from Acute Hospitals and supported in a Transitional Care Bed under Delayed Discharge Funding at a point in time .Transitional Care Bed - A bed provided in a private nursing home under the agreed NTPF rate for patients categorised as a Delayed Discharge patient in an Acute Hospital who requires long stay care and is waiting for NHSS application to be finalised or patient requiring a period of convalescence in private nursing home before returning home up to a period of maximum 4 weeks. Clients in Payment at point in time .
3	KPI Rationale	TCB's facilitate the discharge of delay discharged patients to private nursing homes for patients waiting for NHSS care or who require a period of convalescence and return home.
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan Target 2018 - National - 879. This is a Point in Time Metric.
4a	Target Trajectory	879 target applied each month
4b	Volume Metrics	Volume metrics - Yes
5	KPI Calculation	A count of the number of people at a point in time on the last working day of the month being supported through transitional care funding in an alternative care settings.
6	Data Source	National Transitional Care Office to BIU
6a	Data Sign Off	Rachel Fitzgerald
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	
9	Minimum Data Set MDS	No. of approved applications that meet criteria for scheme.
10	International Comparison	not applicable
11	KPI Monitoring	Daily
12	KPI Reporting Frequency	Monthly
13	KPI Report Period	Monthly in arrears (June data reported in July)
14	KPI Reporting Aggregation	National
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Rachel Fitzgerald , Rachel.fitzgerald1@hse.ie , 0872513687
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People

Transitional Care

1	KPI Title	OP46 - No. of Persons in acute hospitals approved for Transitional Care to move to alternative care settings
1a	KPI Short Title	No. of Persons approved for Transitional Care
2	KPI Description	The number of people in Acute Hospitals approved for a Transitional Care Bed under Delayed Discharge Funding..Transitional Care Bed - A bed provided in a private nursing home under the agreed NTPF rate for patients categorised as a Delayed Discharge patient in an Acute Hospital who is requires long stay care and is waiting for NHSS application to be finalised or patient requiring a period of convalescence before returning home up to a period of maximum 4 weeks.
3	KPI Rationale	TCB's facilitate the discharge of delay discharged patients to private nursing homes for patients waiting for NHSS care or who require a period of convalescence and return home
3a	Indicator Classification	National Scorecard Quadrant Access
4	KPI Target	National Service Plan Target 2018 - National - 9,160. This Metric is measured as Cumulative.
4a	Target Trajectory	January: 764, February: 764, March: 763, April: 763, May: 763, June: 763, July: 763, August: 763, September: 763, October: 763, November: 764, December: 764
4b	Volume Metrics	Volume metrics - Yes
5	KPI Calculation	A count of the number of people in acute hospitals who were approved for transitional care in order to move to an alternative care setting during the reporting month.
6	Data Source	National Transitional Care Office to BIU
6a	Data Sign Off	Rachel Fitzgerald
6b	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	Monthly
8	Tracer Conditions	
9	Minimum Data Set MDS	No. of approved applications that meet criteria for scheme.
10	International Comparison	not applicable
11	KPI Monitoring	Daily
12	KPI Reporting Frequency	Monthly
13	KPI Report Period	Monthly in arrears (June data reported in July)
14	KPI Reporting Aggregation	National
15	KPI is reported in which reports?	Annual Report/Performance Report/Profile/MDR
16	Web link to data	http://www.hse.ie/eng/services/publications/performance-reports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Yes
	KPI owner/lead for implementation	Rachel Fitzgerald , Rachel.fitzgerald1@hse.ie , 0872513687
	PBI data support	Niamh Doyle, National Data Analyst, Older Persons niamhm.doyle@hse.ie
	Governance/sign off	Bernard Gloster, Interim Head of Operations & Service Improvement, Services for Older People