Social Care Division - Disability Services
KPI Metadata based on
Division Operational Plan 2015

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DIS 7	No. of work / work-like activity WTE places provided for people with ID and / or autism	BA	National Occupational Guidance Service Database	12
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	Rehabilitative Training Services			
DIS 13	No. of Rehabilitative Training places provided (all disabilities)	M	National Occupational Guidance Service Database	19
DIS 14	No. of people (all disabilities) in receipt of Rehabilitative Training (RT)	M	National Occupational Guidance Service Database	20
DIS 15	% of school leavers and RT graduates who have received a placement which meets their needs	Q	TBD	21
	Residential Services (ID and PSD)			
DIS 16	No. of people with ID and or Autism in receipt of residential services	Q	LHO	23
DIS 17	No. of people with a physical and sensory disability in receipt of residential services	Q	LHO	24
	Respite Services (ID)			
DIS 18	No. of new referrals accepted for people with ID and / or autism for respite services	Q	LHO	26
DIS 19	No. of new people with ID and / or autism who commenced respite services	Q	LHO	27
DIS 20	No. of existing people with ID and / or autism in receipt of respite services	Q	LHO	29
DIS 21	No. of people with ID and / or autism formally discharged from respite services	Q	LHO	30
DIS 22	Total no. of people with ID and / or autism in receipt of respite services	Q	LHO	32
DIS 23	No. of overnights (with or without day respite) accessed by people with ID and / or autism	Q	LHO	33
DIS 24	No. of day only respite sessions accessed by people with ID and / or autism	Q	LHO	35
DIS 25	No. of people with ID and / or autism who are in receipt of more than 30 overnights continuous respite	Q	LHO	36
	Respite Services (PSD)			
DIS 26	No. of new referrals accepted for people with a physical and / or sensory disability for respite services	Q	LHO	38
DIS 27	No. of new people with a physical and / or sensory disability who commenced respite services	Q	LHO	39
DIS 28	No. of existing people with a physical and / or sensory disability in receipt of respite services	Q	LHO	41
DIS 29	No. of people with a physical and / or sensory disability formally discharged from respite services	Q	LHO	43
DIS 30	Total no. of people with a physical and / or sensory disability in receipt of respite services	Q	LHO	44
DIS 31	No. of overnights (with or without day respite) accessed by people with a physical and / or sensory disability	Q	LHO	46
DIS 32	No. of day only respite sessions accessed by people with a physical and / or sensory disability	Q	LHO	47
DIS 33	No. of people with a physical and / or sensory disability who are in receipt of more than 30 overnights continuous respite	Q	LHO	49

	Personal Assistant (PA) Hours			
DIS 34	No. of new referrals accepted for adults with a physical and / or sensory disability for a PA service	Q	LHO	51
DIS 35	No. of new adults with a physical and / or sensory disability who commenced a PA service	Q	LHO	52
DIS 36	No. of existing adults with a physical and / or sensory disability in receipt of a PA service	Q	LHO	54
DIS 37	No. of adults with a physical and / or sensory disability formally discharged from a PA Services	Q	LHO	56
DIS 38	No. of adults with a physical and / or sensory disability in receipt of a PA service	Q	LHO	58
DIS 39	No. of PA Service hours delivered to adults with a physical and / or sensory disability	Q	LHO	59
DIS 40	No. of adults with a physical and / or sensory disability in receipt of 1 - 5 6 - 10 11 - 20 21 - 40 41 - 60 60+ PA hours per week	BA	LHO	61
	Home Support Hours (ID)			
DIS 41	No. of new referrals accepted for people with ID and / or autism for home support services	Q	LHO	63
DIS 42	No. of new people with ID and / or autism who commenced a home support service	Q	LHO	64
DIS 43	No. of existing people with ID and / or autism in receipt of home support services	Q	LHO	66
DIS 44	No of people with ID and / or autism formally discharged from home support services	Q	LHO	68
DIS 45	Total no. of people with ID and / or autism in receipt of home support services	Q	LHO	70
DIS 46	No. of Home Support hours delivered to people with ID and / or autism	Q	LHO	72
DIS 47	No. of people with ID and / or Autism in receipt of 1 - 5 6 - 10 11 - 20 21 - 40 41 - 60 60+ Home Support hours per week	BA	LHO	74
	Home Support Hours (PSD)			
DIS 48	No. of new referrals accepted for people with a physical and / or sensory disability for home support services	Q	LHO	76
DIS 49	No. of new people with a physical and / or sensory disability who commenced a home support service	Q	LHO	78
DIS 50	No. of existing people with a physical and / or sensory disability in receipt of home support services	Q	LHO	80
DIS 51	No of people with a physical and / or sensory disability formally discharged from home support services	Q	LHO	82
DIS 52	Total no. of people with a physical and / or sensory disability in receipt of home support services	Q	LHO	84
DIS 53	No. of Home Support hours delivered to people with a physical and / or sensory disability	Q	LHO	86
DIS 54	No. of people with a physical and / or sensory disability in receipt of 1 - 5 6 - 10 11 - 20 21 - 40 41 - 60 60+ Home Support hours per week	BA	LHO	88
	Congregated Settings			
DIS 55	Facilitate the movement of people from congregated to community settings	Q	TBD	90
	Quality			
DIS 56	In respect of agencies in receipt of €3m or more in public funding, the % which employ an internationally recognised quality improvement methodology such as EFQM, CQL or CARF.	A	TBD	91

KPI Guidelines Explained

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

(DIS 1) Disability: Disability Act Compliance

1	**KPI Title**	Number of requests for assessments received
2	**KPI Description**	The number of complete applications for Assessment of Need as recorded in the Assessment of Need database (Implementation: Part 2-Disability Act).
3	**KPI Rationale**	This metric is in line with the Disability Act 2005.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**National Target: 4,745.** **CHO targets: CHO 1: 157, CHO 2: 324, CHO 3: 226, CHO 4: 1,096, CHO 5 : 363, CHO 6: 134, CHO 7: 1185, CHO 8: 484, CHO 9: 776**
5	**KPI Calculation**	Count the total number of complete applications for Assessment of Need received, as recorded on the Assessment of Need database.
6	**Data Source**	Quarterly activity reports issued to the Business Information Unit by the Disability Information Unit via the National Disability Unit.
	Data Completeness	100% data completeness required and expected.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a Disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly Monthly ☑Quarterly ☐Bi-annually ☐Annually Other – give details:
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 2) Disability: Disability Act Compliance

1	**KPI Title**	% of assessments commenced within the timelines as provided for in the regulations
2	**KPI Description**	The % of Assessments of Need which completed stage 2 of the process, as recorded in the Assessment of Need database. (Implementation: Part 2-Disability Act).
3	**KPI Rationale**	This metric is in line with the Disability Act 2005.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**National Target: 100%, All CHO targets:100%**
5	**KPI Calculation**	The total number of Assessments of Need which commenced stage 2 of the process, as provided for in the regulations and recorded on the Assessment of Need database.
6	**Data Source**	Disability Manager/Nominee - National Disabilities Unit, Limerick - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a Disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly Monthly ☑Quarterly ☐Bi-annually ☐Annually Other – give details:
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 3) Disability: Disability Act Compliance

1	**KPI Title**	% of assessments completed within the timelines as provided for in the regulations
2	**KPI Description**	The number of Assessments of Need completed within three months of their commencement OR within a revised time frame negotiated as per paragraph 10 of the Regulations accompanying the Disability Act which allows for exceptional circumstances. Total number also expressed in percentage terms. (Implementation: Part 2-Disability Act).
3	**KPI Rationale**	This metric is in line with the Disability Act 2005.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**National Target: 100%, All CHO targets:100%**
5	**KPI Calculation**	The total number of Assessments of Need completed within three months of their commencement OR within a revised time frame negotiated as per paragraph 10 of the Regulations accompanying the Disability Act which allows for exceptional circumstances. Total number also expressed in percentage terms.
6	**Data Source**	Disability Manager/Nominee - National Disabilities Unit, Limerick - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a Disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly Monthly ☑Quarterly ☐Bi-annually ☐Annually Other – give details:
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 3) Disability: Disability Act Compliance

(DIS 4) Disability: Disability Act Compliance

1	**KPI Title**	% of service statements completed within the timelines as provided for in the regulations.
2	**KPI Description**	The % of Service Statements completed within one month of the date of receipt of the Assessment Report by the Liaison Officer / Case Manager, as provided for in the regulations.
3	**KPI Rationale**	This metric is in line with the Disability Act 2005.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**National Target: 100%, All CHO targets:100%**
5	**KPI Calculation**	The total number of Service Statements completed within one month of the date of receipt of the Assessment Report by the Liaison Officer / Case Manager, as provided for in the regulations.
6	**Data Source**	Disability Manager/Nominee - National Disabilities Unit, Limerick - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a Disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly Monthly ☑Quarterly ☐Bi-annually ☐Annually Other – give details:
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports ?**	☐ Corporate Plan Report ✓Performance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 5) Disability: Services for Children and Young People

1	**KPI Title**	Proportion of Local Implementation Groups which have Local Implementation Plans for progressing disability services for children and young people.
2	**KPI Description**	The proportion of local implementation groups (LIGs) who have submitted their completed and agreed Local Implementation Plan to the Disability Manager/Nominee and the National Coordinator of Progressing Disability Services for Children and Young People. Completed plans must include sections on: 1. Principles and values for delivery of services 2. Governance and management structures for services 3. Service policies and procedures 4. Organisation of change
3	**KPI Rationale**	To monitor progress of local implementation groups in submitting their completed and agreed Local Implementation Plan for reconfiguration into disability services for children and young people
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan Target: 100% (24/24)**
5	**KPI Calculation**	Count the total number of LIGs who have submitted a complete and agreed Local Implementation Plan . Report this number as a percentage of the total no. of local implementation groups in the region. Point in time calculation i.e. do not add quarterly returns together. For year end annual outturn, the 4th quarter outturn is used e.g. DML Q1 22%, Q2 40%, Q3 65%, Q4 80% . Therefore, the percentage of Local Implementation Plans submitted in the year is 80%
6	**Data Source**	Local Implementation Group Lead - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Data will be collected monthly by the Disability Manager/Nominee for monitoring purposes. This KPI is reported in the Performance Report on a quarterly basis.
8	**Tracer Conditions**	People with a disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The LIG Lead will submit completed data to the Disability Manager who will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Programme Lead will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter. This national collated return will be cross checked against reports received by the Social Care Division - Disabilities
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: LIG
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N

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

(DIS 6) Disability: Services for Children and Young People

1	**KPI Title**	Proportion of established Children's Disability Network Teams having current individualised plans for each child
2	**KPI Description**	The number of established geographically based children's disability teams who have current individual plans e.g. Individual Family Service Plan (IFSP), Individual Development Plan (IDP) etc for each child. Geographically based teams: refers to a children's disability network team which provides services for all children with complex needs in a given geographical area, regardless of their disability.
3	**KPI Rationale**	To monitor the number of children's disability teams who have current individualised plans for each child
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan Target: 100% (24/24)**
5	**KPI Calculation**	Count the total number of established geographically based teams who have current individualised plans for each child. Point in time calculation i.e. do not add quarterly returns together. For year end annual outturn, the 4th quarter outturn is used e.g. DNE Q1 3, Q2 5 Q3 9 Q4 10. Therefore, total submitted for annual outturn = 10.
6	**Data Source**	Local Implementation Group Lead - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Data will be collected monthly by the Disability Manager/Nominee for monitoring purposes. This KPI is reported in the Performance Report on a quarterly basis.
8	**Tracer Conditions**	People with a disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The LIG Lead will submit completed data to the Disability Manager who will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Programme Lead will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.This national collated return will be cross checked against reports received by the Social Care Division - Disabilities
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: LIG
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

Disability: Day Services Programme Descriptors

Programme Description		Explanation
PD1.	Day Care Programme	High support services primarily focused on providing a health care service to meet the specific needs of individuals.
PD2.	Day Activation/Activity	A day programme which is essentially a support and therapeutic service designed to meet the needs of people through individual plans. The environment is designed to maximise the functional levels of service users. Day programmes provide a range of skills and activities such as independent living skills, personal development, education classes, social and recreational activities, and health-related and therapy supports. Day activation is essentially a programme that does not include work activity.
PD3.	Active Community Participation/Inclusion	Programmes and supports specifically targeted towards the inclusion and active participation of service users in mainstream community programmes and activities. This includes participation in educational opportunities, sport and recreation involvement, social events, local partnership projects and advocacy initiatives. A range of supports that promote and facilitate inclusion are provided to individuals and groups, such as accessing services, liaison, planning, co-ordinating and supporting attendance and active participation by service users.
PD4.	Sheltered Work Therapeutic	A centre-based programme designed to provide constructive occupation for an individual or group where work activity is a key element of the programme. The work is carried out in a centre or location designed for that purpose but there is no third party involvement, that is, no contract work and not open to public. Examples of this could be a day service that focuses on cooking and baking or arts and crafts. The product is consumed within the service. They may also hold coffee mornings to showcase the work and sell some of the products at nominal cost to encourage service users and prevent a build-up of stock. Service users may or may not receive allowances or discretionary top-up payments.
PD5.	Sheltered Work Commercial	A day programme which consists of work activity. In these situations, the public has access to the product or service and contract work is carried out for a third party. Money is exchanged for goods or services. Service users may or may not receive allowances or discretionary top-up payments.
PD6.	Sheltered Work - 'Like Work'	A day programme which involves service users working within HSE or service provider organisations in what could be described as 'like work' situations. This includes service users working in kitchens, maintenance work, landscaping, office, administration, post room, catering, hospital shops, canteens, and so on. Service users receive a discretionary top-up payment. The purpose of this discretionary payment is to give the service user a sense of worth and reward and encourage him or her to continue with the activity. This payment could be argued to be an important part of the therapeutic aspect of the work done.
PD7.	External Work 'Like Work' – (less than minimum wage)	A day programme which involves service users working in external 'like work' situations. In most cases, the service provider sources the placement in an open employment setting as part of the individual's day programme. Minimum wage or Disability Allowance (DA) plus rules do not apply but the employer normally makes a discretionary top-up payment, either directly to the individual or to the service provider to allocate at its discretion. Examples include service users working in supermarkets, fast food chains, and so on. Short-term work placements that are part of a recognised training programme are not included.
PD8.	Open Employment (no supports)	This is employment in the open labour market without additional supports. In some instances, a service user may be in open employment with no supports for only part of his or her week. The service provider may have helped the individual to get their job but has now withdrawn all support.
PD9.	Supported Employment	Supported Employment is paid employment in the open labour market with ongoing supports. The minimum wage and full employee status applies. Service users may be participating in the FÁS-funded Supported Employment Programme or in initiatives run by service providers.
PD10.	Sheltered Employment	Employment in an enterprise set up specifically to employ people with disabilities and which receives designated funding from the HSE. It refers to employment under sheltered conditions where workers have a contract of employment and are in receipt of the minimum wage.
PD11.	Rehabilitative Training	Rehabilitative Training programmes are designed to equip participants with basic personal, social and work-related skills that will enable them to progress to greater levels of independence and integration in the community. These are approved programmes with 'Whole Time Equivalent' (WTE) places allocated by the national Occupational Guidance Service structure.
PD12.	Education Programme	Programmes funded by the Department of Education and Skills to enhance day services.
PD13.	Voluntary Work	The volunteer works in the community or for the benefit of the natural environment primarily because he or she chooses to do so. A volunteer worker does not get paid or receive compensation for services rendered. Each person's motivation will be unique but will often be a combination of: - **altruism** (volunteering for the benefit of others), - **quality of life** (serving the community because doing service makes one's own life better, for example from being with other people, staying active and having a sense of the value of themselves that may not be as clear in other areas of life), and - **giving back, a sense of duty or religious conviction.**

(DIS 7) Disability: Day Services

1	**KPI Title**	No. of work / work-like activity WTE places provided for people with ID and / or autism. *(Disability: Day Services programme descriptors sheet to be used with this metric)*
2	**KPI Description**	Number of work / work-like activity whole time equivalent (WTE) 30 hour places for people with ID and / or autism as funded by HSE Disability Services. Work / work like activity places include: Sheltered Work-Therapeutic (PD4), Sheltered Work-Commercial (PD5), Sheltered Work-Like Work (PD6), External Work- Like Work (PD7) Work / work like activity places do not include: PD1, PD2, PD3, PD8, PD9, PD10, PD11, PD12, PD13
3	**KPI Rationale**	To monitor the number of WTE work / work-like activity places available for people with ID and / or autism as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan National Target: 1,533.** **CHO targets: CHO 1: 173, CHO 2 : 46, CHO 3: 232, CHO 4 : 316, CHO 5 : 340, CHO 6 : 53, CHO 7 : 204, CHO 8 : 122, CHO 9: 47.**
5	**KPI Calculation**	Count the number of 30 hour WTE work / work-like activity places (as defined above) utilised by people with an ID and / or autism as funded by HSE Disability Services. Each WTE place is equivalent to 30 hours per week. If a person does not attend for a full 30 hours, the WTE is calculated by dividing the total number of hours actually worked by the person by 30 (e.g. person attends for 25 hours per week, 25/30 = 0.84 WTE). Each WTE place is counted only once per quarter. One person may attend more than one day service or engage in more than one Work/Like work activity. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. DML: Q2: 418, Q4: 422). Therefore the number of work / work like activity WTE places in DML for the year is 422. WTE Work Places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This work place to be returned by Cork Disability Services.
6	**Data Source**	Data is submitted by service providers to the local Rehabilitation Training (RT) Co-coordinators. Following local input into the National Occupational Guidance Service Database, reports are produced at national level and issued to the Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis. Data is reported on a bi-annual basis.
8	**Tracer Conditions**	People with an ID / autism.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The local RT Coordinator oversees data verification with the service provider prior to completing national database report.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual (Q2 report covers Jan - Jun data)
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☐ Corporate Plan Report ☑Performance Assurance Report ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N

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

(DIS 8) Disability: Day Services		

1	**KPI Title**	No. of people with ID and / or autism in receipt of work / work-like activity services *(Disability: Day Services programme descriptors sheet to be used with this metric)*
2	**KPI Description**	Number of people with ID and / or autism in receipt of work / work-like activity services as funded by HSE Disability Services. Work / work like activity places include: Sheltered Work-Therapeutic (PD4), Sheltered Work-Commercial (PD5), Sheltered Work-Like Work (PD6), External Work- Like Work (PD7) Work / work like activity places do not include: PD1, PD2, PD3, PD8, PD9, PD10, PD11, PD12, PD13
3	**KPI Rationale**	To monitor the number of people with an ID and / or autism in receipt of work / work like services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan national Target: 3,040.** **CHO targets: CHO 1 : 321, CHO 2: 130, CHO 3 : 367, CHO 4 : 910, CHO 5 : 584, CHO 6 :121, CHO 7 :281, CHO 8 :282, CHO 9: 99.**
5	**KPI Calculation**	Count the number of people with ID and / or autism in receipt of WTE work / work-like activity places (as defined above) as funded by HSE Disability Services. One person may attend more than one day service or engage in more than one Work/Like work activity. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. DNE Q2: 325, Q4: 332). Therefore the number of people in receipt of work / work like activity WTE places in DNE for the year is 332. WTE work places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This person to be returned by Cork Disability Services.
6	**KPI Calculation**	Data is submitted by service providers to the local Rehabilitation Training (RT) Co-coordinators. Following local input into the National Occupational Guidance Service Database, reports are produced at national level and issued to the Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis. Data is reported on a bi-annual basis.
8	**Tracer Conditions**	People with an ID / autism.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The local RT Coordinator oversees data verification with the service provider prior to completing national database report.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual (Q2 report covers Jan - Jun data)
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☐ Corporate Plan Report ☑Performance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N

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(DIS 9) Disability: Day Services

1	**KPI Title**	Number of work / work-like activity WTE 30 hour places provided for people with a physical and / or sensory disability
2	**KPI Description**	Number of work / work-like activity whole time equivalent (WTE) places for people with a physical and / or sensory disability as funded by HSE Disability Services. Work / work like activity places include: Sheltered Work-Therapeutic (PD4), Sheltered Work-Commercial (PD5), Sheltered Work-Like Work (PD6), External Work- Like Work (PD7) Work / work like activity places do not include: PD1, PD2, PD3, PD8, PD9, PD10, PD11, PD12, PD13
3	**KPI Rationale**	To monitor the number of 30 hour WTE work / work-like activity places available for people with a physical and / or sensory disability as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan National Target: 72.** **CHO targets: CHO 1 : 18, CHO 2 : 12, CHO 3 : 9, CHO 4: 4, CHO 5: 12, CHO 6: 11, CHO 7: 2, CHO 8: 1, CHO 9 : 3.**
5	**KPI Calculation**	Count the number of 30 hour WTE work / work-like activity places (as defined above) utilised by people with a physical and / or sensory disability as funded by HSE Disability Services. Each WTE place is equivalent to 30 hours per week. If a person does not attend for a full 30 hours, the WTE is calculated by dividing the total number of hours actually worked by the person by 30 (e.g. person attends for 25 hours per week, 25/30 = 0.84 WTE). Each WTE place is counted only once per quarter. One person may attend more than one day service or engage in more than one Work/Like work activity. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. DML: Q2: 418, Q4: 422). Therefore the number of work / work like activity WTE places for people with a physical and / or sensory disability in DML for the year is 422. WTE Work Places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This work place to be returned by Cork Disability Services.
6	**Data Source**	Data is submitted by service providers to the local Rehabilitation Training (RT) Co-coordinators. Following local input into the National Occupational Guidance Service Database, reports are produced at national level and issued to the Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis. Data is reported on a bi-annual basis.
8	**Tracer Conditions**	People with a physical and / or sensory disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The local RT Coordinator oversees data verification with the service provider prior to completing national database report.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual (Q2 report covers Jan - Jun data)
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☐ Corporate Plan Report ☑Performance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N

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(DIS 10) Disability: Day Services

#		
1	**KPI Title**	No. of people with physical and / or sensory disability in receipt of work / work-like activity services *(Disability: Day Services programme descriptors sheet to be used with this metric)*
2	**KPI Description**	Number of people with physical and / or sensory disability in receipt of work / work-like activity services as funded by HSE Disability Services. Work / work like activity places include: Sheltered Work-Therapeutic (PD4), Sheltered Work-Commercial (PD5), Sheltered Work-Like Work (PD6), External Work- Like Work (PD7) Work / work like activity places do not include: PD1, PD2, PD3, PD8, PD9, PD10, PD11, PD12, PD13
3	**KPI Rationale**	To monitor the number of people with physical and / or sensory disability in receipt of work / work like services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan National Target: 158** **Target per CHO: CHO 1: 25, CHO 2: 19, CHO 3 :16, CHO 4 : 13, CHO 5 : 22, CHO 6 : 55, CHO 7 : 3, CHO 8 : 1, CHO 9 : 4.**
5	**KPI Calculation**	Count the number of people with a physical and / or sensory disability in receipt of WTE work / work-like activity places (as defined above) as funded by HSE Disability Services. One person may attend more than one day service or engage in more than one Work/Like work activity. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. DNE Q2: 325, Q4: 332). Therefore the number of people in receipt of work / work like activity WTE places in DNE for the year is 332. Work Places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This person to be returned by Cork Disability Services.
6	**Data Source**	Data is submitted by service providers to the local Rehabilitation Training (RT) Co-coordinators. Following local input into the National Occupational Guidance Service Database, reports are produced at national level and issued to the Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis. Data is reported on a bi-annual basis.
8	**Tracer Conditions**	People with a physical and / or sensory disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The local RT Coordinator oversees data verification with the service provider prior to completing national database report.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual (Q2 report covers Jan - Jun data)
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☐ Corporate Plan Report ☑Performance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/

17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? N
Contact details for Data Manager / Specialist Lead		Information Analyst: Denise McCarthy denise.mccarthy@hse.ie Head of Operations & Service Improvement Disability: Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 11) Disability: Day Services

1	**KPI Title**	No. of people with ID and /or autism in receipt of Other Day Services (excluding RT and work / work-like activities) (adults only) *(Disability: Day Services programme descriptors sheet to be used with this metric)*
2	**KPI Description**	Number of persons with ID and / or autism in receipt of "other day services" as funded by HSE Disability Services. "Other day services" include: PD1, PD2, PD3, PD8, PD9, PD10, PD12, PD13 "Other day services" do not include: PD4, PD5, PD6, PD7 (counted under work / work-like KPIs) and PD11 (counted under Rehabilitative Training KPI)
3	**KPI Rationale**	To monitor the number of persons with an ID and / or autism in receipt of "other day services" as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan National Target: 12,579** **Target per CHO: CHO 1: 812 CHO 2: 1,398, CHO 3 : 950, CHO 4 : 2,112, CHO 5 : 1,487, CHO 6: 980,** **CHO 7 : 1,713, CHO 8 :1444, CHO 9: 1683.**
5	**KPI Calculation**	Count the number of persons with an ID who benefit from "other day services" (as defined above). Persons may attend RT and "other day services". Where a person is attending RT and "other day services" their RT attendance is counted, and not the "other day services" attendance. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. HSE South: Q2: 653, Q4: 660). Therefore the number of persons with an ID and / or autism in receipt of "other day Services" in HSE South for the year is 660. WTE RT places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This person to be returned by Cork Disability Services. **Note:** For ease of collation and to prevent double counting, the following calculation process may help:- Disability Managers to collect the overall figure of all people attending day services from service providers. Disability Managers acquire from RT Occupational Guidance System Coordinators the database reports regarding people in RT services and those availing of Work/ Like Work. Disability Managers subtract the sum of RT and Work /Like Work numbers of people from the overall number and return that figure.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis. Data is reported on a bi-annual basis.
8	**Tracer Conditions**	People with an ID/ autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:

13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual (Q2 report covers Jan - Jun data)
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 12) Disability: Day Services

1	**KPI Title**	No. of people with a physical and / or sensory disability in receipt of Other Day Services (excl. RT and work / work-like activities) (adults only) (Disability: Day Services programme descriptors sheet to be used with this metric)
2	**KPI Description**	Number of persons with a physical and / or sensory disability in receipt of "other day services" as funded by HSE Disability Services. "Other day services" include: PD1, PD2, PD3, PD8, PD9, PD10, PD12, PD13 "Other day services" do not include: PD4, PD5, PD6, PD7 (counted under work / work-like KPIs) and PD11 (counted under Rehabilitative Training KPI)
3	**KPI Rationale**	To monitor the number of persons with a physical and / or sensory disability in receipt of "other day services" as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan National Target: 3,328** **Target per CHO: CHO 1: 489, CHO 2: 293, CHO 3 : 238, CHO 4 : 305, CHO 5 : 376, CHO 6 :104, CHO 7 : 335, CHO 8 : 423, CHO 9 : 765.**
5	**KPI Calculation**	Count the number of persons with a physical and / or sensory disability who benefit from "other day services" (as defined above). Persons may attend RT and "other day services". Where a person is attending RT and "other day services" their RT attendance is counted, and not the "other day services" attendance. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. HSE South: Q2: 653, Q4: 660). Therefore the number of persons with a physical and / or sensory disability in receipt of "other day Services" in HSE South for the year is 660. WTE RT places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This person to be returned by Cork Disability Services. **Note:** For ease of collation and to prevent double counting, the following calculation process may help:- Disability Managers to collect the overall figure of all people attending day services from service providers. Disability Managers acquire from RT Occupational Guidance System Coordinators the database reports regarding people in RT services and those availing of Work/ Like Work. Disability Managers subtract the sum of RT and Work /Like Work numbers of people from the overall number and return that figure.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis. Data is reported on a bi-annual basis.
8	**Tracer Conditions**	People with a physical and / or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.

12	**KPI Reporting Frequency**	❑Daily ❑Weekly ❑Monthly ❑Quarterly ☑Bi-annually ❑Annually ❑Other – give details:
13	**KPI report period**	❑Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ❑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ❑Monthly in arrears (June data reported in July) ❑Quarterly in arrears (Q1 data reported in Q2) ❑Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual (Q2 report covers Jan - Jun data)
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ❑Hospital ❑ County ❑ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ❑Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(13) Disability: Rehabilitative Training Services

1	**KPI Title**	No. of Rehabilitative Training places provided (all disabilities) *(Disability: Day Services programme descriptors sheet to be used with this metric)*
2	**KPI Description**	Number of rehabilitative training (RT) places available to people with an ID and / or autism, physical and Sensory disability and mental health difficulties. An RT place includes: PD11 only An RT place is equivalent to 30 hours per week.
3	**KPI Rationale**	To monitor the number of RT places available to people with an ID and / or autism, physical and sensory disability and mental health difficulties funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan Target: 2,583**
5	**KPI Calculation**	Count the number of RT training places (as defined above) utilised by people with an ID and / or autism, physical and sensory disability and mental health difficulties as funded by HSE Disability Services. Each RT place is equivalent to 30 hours per week. A person must attend for a minimum of 15 hours per week. If a person does not attend for a full 30 hours, the WTE is calculated by dividing the total number of hours actually worked by the person by 30 (e.g. person attends for 25 hours per week, 25/30 = 0.84 WTE). Each WTE place is counted only once per quarter. people may attend RT and other day services. Where a person is availing of "other day services" their RT attendance is counted, and not the "other day services" attendance. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. HSE South: Q2: 653, Q4: 660). Therefore the number of RT places for people with an ID and / or autism, physical and sensory disability and mental health difficulties in HSE South for the year is 660. WTE RT places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This work place to be returned by Cork Disability Mgr/Nominee.
6	**Data Source**	Data is submitted by service providers to the local Rehabilitation Training (RT) Co-coordinators. Following local input into the National Occupational Guidance Service database, reports are produced at national level and issued to the Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis.
8	**Tracer Conditions**	People with an ID and / or autism, physical and sensory disability and mental health difficulties.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The local RT Coordinator oversees data verification with the service provider prior to completing national database report.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☑Monthly current ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider

15	**KPI is reported in which reports?**	☐ Corporate Plan Report ☑ Performance Report (NSP/CBP) ☐ CompStat ☐ Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(14) Disability: Rehabilitative Training Services

1	**KPI Title**	No. of people (all disabilities) in receipt of from Rehabilitative Training (RT) (Disability: Day Services programme descriptors sheet to be used with this metric)
2	**KPI Description**	Number of people with an ID and / or autism, physical and sensory disability and mental health difficulties benefiting from rehabilitative training (RT) places as funded by HSE Disability Services. An RT place includes: PD11 only An RT place is equivalent to 30 hours per week.
3	**KPI Rationale**	To monitor the number of people with an ID and / or autism, physical and sensory disability and mental health difficulties benefiting from RT places as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan National Target: 2,870** **Target per CHO: CHO 1: 292, CHO 2: 512, CHO 3 : 231, CHO 4 : 394, CHO 5 : 309, CHO 6 : 188, CHO 7: 362, CHO 8 : 203, CHO 9 : 379.**
5	**KPI Calculation**	Count the number of people with an ID and / or autism, physical and sensory disability and mental health difficulties who benefit from RT places (as defined above). A person must attend an RT place for a minimum of 15 hours per week. people may attend RT and other day services. Where a person is availing of "other day services" their RT attendance is counted, and not the "other day services" attendance. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end annual outturn, the Q4 outturn is used (e.g. HSE South: Q2: 653, Q4: 660). Therefore the number of people with an ID and / or autism, physical and sensory disability and mental health benefiting from RT places in HSE South for the year is 660. WTE RT places must be returned by the HSE Area from which funding is allocated (e.g. Cork service user accessing work place in Kerry). This person to be returned by Cork Disability Services.
6	**Data Source**	Data is submitted by service providers to the local Rehabilitation Training (RT) Co-coordinators. Following local input into the National Occupational Guidance Service database, reports are produced at national level and issued to the Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis.
8	**Tracer Conditions**	People with an ID and / or autism, physical and sensory disability and mental health difficulties.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The local RT Coordinator oversees data verification with the service provider prior to completing national database report.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☑Monthly ☐Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) ☐Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☑Monthly current ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider

15	**KPI is reported in which reports?**	☐ Corporate Plan Report ☑Performance Report (NSP/CBP) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(15) Disability: Rehabilitative Training Services

1	**KPI Title**	% of school leaves and RT graduates requiring a HSE funded service who have received a placement which meets their needs
2	**KPI Description**	Proportion of individuals with ID, Autism and/or Physical and Sensory Disability leaving DOEdC funded education or RT who **receive** a day service over those who **require** a day service in an existing specialist service or through new directions type supports.
3	**KPI Rationale**	To establish the extent of actual response to new emerging need for day services in a timely manner
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☑Better Health and Wellbeing
4	**KPI Target**	**2015 Operational Plan Target: 100%** **CHO target: All CHOs 100%**
5	**KPI Calculation**	Include all who require a service even those for whom additional funding is not required. Exclude all who receive a brief intervention and move to mainstream services with no ongoing support.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: Data is updated and uploaded locally on an ongoing basis. Data is reported on a quarterly basis **starting Q3**.
8	**Tracer Conditions**	People with an ID and / or autism, physical and sensory disability.
9	**Minimum Data Set**	The service user's individualised plan which includes personal details and relevant information relating to their needs and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details: Report % in receipt of required service end Q3, onwards.
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 16) Disability: Residential Services

1	**KPI Title**	No. of people with ID and / or Autism benefiting from residential services.
2	**KPI Description**	The total number of adults and children with ID and/or Autism in HSE managed and HSE funded residential services. Residential Services include: * 3, 4, 5 and 7 day places for adults and children funded by Disability Services, including those provided by private service providers. * Residential units, community group homes individual residential placements and host families. * Clients in receipt of Subvention Grants + 'top-up' payments funded by Disability Services. * Shared care arrangements (e.g. with Mental Health / Children and Families) Residential Services do not include: * Places in private Nursing Homes funded by 'Fair Deal' or Older Persons Services. For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65. A child is aged less than 18 years. Residential Services must be returned by the HSE Area from which funding is allocated (e.g. Meath service user accessing Residential Services in Cork). This Residential Service to be returned by Meath Disability Services.
3	**KPI Rationale**	To monitor the numbers of adults and children with an ID and / or autism benefiting from residential services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan National Target: 8,091** **Target per CHO: CHO 1: 701, CHO 2: 799, CHO 3 :779, CHO 4 : 1,152, CHO 5 : 858, CHO 6 : 638,** **CHO 7 : 1,177, CHO 8 : 877, CHO 9 : 1,110.**
5	**KPI Calculation**	Count the total number of adults and children with an ID / and or Autism benefiting from Residential Services (as defined above) in the quarter, up to and including the last day of the quarter. Adults and children to be counted separately. Each adult / child is counted only once per quarter. Point in time calculation (i.e. do not add quarterly returns together). For year end annual outturn, the 4th quarter outturn is used (e.g. DML: Q1: 60 Q2: 64, Q3:63, Q4:66). Therefore the number of adults and children in benefiting from Residential Services in DML in the year is 66.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Adults and children with an ID / Autism.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:

13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead	**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie	
	National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie	

(DIS 17) Disability: Residential Services

1	**KPI Title**	No. of people with a physical and sensory disability benefiting from residential services.
2	**KPI Description**	The total number of adults and children with a physical and sensory disability in HSE managed and HSE funded residential services. **Residential Services include:** * 4, 5 and 7 day places for adults and children funded by Disability Services, including those provided by private service providers. * Residential units, community group homes individual residential placements and host families. * Clients in receipt of Subvention Grants + 'top-up' payments funded by Disability Services. * Shared care arrangements (e.g. with Mental Health / Children and Families) **Residential Services do not include:** * Places in private Nursing Homes funded by 'Fair Deal' or Older Persons Services. For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65. A child is aged less than 18 years. Residential Services must be returned by the HSE Area from which funding is allocated (e.g. Meath service user accessing Residential Services in Cork). This Residential Service to be returned by Meath Disability Services.
3	**KPI Rationale**	To monitor the numbers of adults and children with a physical and sensory disability benefiting from residential services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan National Target: 794** **Target per CHO: CHO 1: 45, CHO 2: 55, CHO 3 : 92, CHO 4 : 49, CHO 5 : 57, CHO 6 : 177, CHO 7 : 77, CHO 8 : 36, CHO 9 : 206.**
5	**KPI Calculation**	Count the total number of adults and children with a physical and sensory disability benefitting from residential services (as per "KPI Description" above) in the quarter, up to and including the last day of the quarter. Adults and children to be counted separately. Each adult / child is counted only once per quarter. Point in time calculation (i.e. do not add quarterly returns together). For year end annual outturn, the 4th quarter outturn is used (e.g. DML: Q1: 60 Q2: 64, Q3:63, Q4:66). Therefore the number of adults and children in benefiting from Residential Services in DML in the year is 66.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: This KPI is reported in the Performance Report on a quarterly basis.
8	**Tracer Conditions**	Adults and children with a physical and/or sensory disability.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally.
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:

13	**KPI report period**	☐Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 18) Disability: Respite Services (ID)

1	**KPI Title**	**No. of new referrals <u>accepted</u> for people with an intellectual disability and/or autism for respite services**
2	**KPI Description**	Total number of new referrals **accepted** for respite services for people with an intellectual disability and/or autism **in this quarter**, up to and including the last day of the quarter. **Definitions**: • Respite includes Day, Evening and Overnight Respite. • New referrals accepted as appropriate and approved in this quarter. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs
		Include: • New referrals for Day, Evening and Overnight Respite Services received and accepted in this quarter. **Exclude:** • Respite for people with an intellectual disability and/or autism funded by other care groups (e.g. Older Persons) • Referrals received for people with an intellectual disability and/or autism already in receipt of respite service who have not been discharged, even if that service is less than they were assessed for. • Referrals received in previous quarters. New referrals are only counted once i.e. in the quarter they are received and accepted. This is a new KPI for 2015 therefore, the count commences from 1 Jan 2015 • Referrals for people with an intellectual disability and/or autism who declined the respite service offered. • People with an intellectual disability and/or autism in receipt of respite type care in their own home as this is returned under Home Support • People with a physical and sensory disability.
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford service user accessing respite in Kildare. These clients to be returned by Waterford Disability Services.
		Example 1: John's new referral was accepted in Q2. He received respite services in the past but was formally discharged. He is returned under this KPI only for the quarter in which his referral was accepted i.e. Q2. **Example 2:** Mary's new referral was accepted in Q1 for 2 weeks day summer camp in Q3. She is returned under this KPI only for the quarter in which her referral was accepted i.e. Q1. She will be returned in Q3 only under "New people commenced".
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor number of new referrals accepted for adults & children with an intellectual disability and/or autism for respite.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count all new referrals accepted in this quarter. All new referrals accepted are only counted once i.e. in the quarter which their referral is received. Adults and children are counted separately. This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:

8	**Tracer Conditions**	People with an intellectual disability and / or autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

	(DIS 19) Disability: Respite Services (ID)	
1	**KPI Title**	**No. of new people with an intellectual disability and/or autism who <u>commenced</u> a respite service**
2	**KPI Description**	Total number of new people with an intellectual disability and/or autism who **<u>commenced</u>** respite services **<u>in this quarter</u>**, up to and including the last day of the quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs **Exclude:** • People with an intellectual disability and/or autism whose respite is funded by other care groups e.g. Older Persons • People with an intellectual disability and/or autism who received respite services in previous quarter(s) and who have not been discharged, even if that service is less than they were assessed for. They are returned under "No. of existing Persons in receipt of respite" in subsequent quarters in which they access respite service • People with an intellectual disability and/or autism in receipt of respite in their own home as this is returned under Home Support • People with a physical and sensory disability
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example 1: John's new referral was accepted in Q2 and he commenced respite service in Q3. He received respite services in the past but was formally discharged. He is returned under this KPI only for the quarter in which he commenced respite services i.e. Q3. He is also returned under "New referral received and accepted" (KPI 12) only in the quarter which his referrals was received and accepted, Q2 **Example 2:** Mary's new referral was accepted in January for 2 weeks day summer camp in July. She is returned under this KPI only for the quarter in which she commenced respite service, i.e. Q3. She is also returned under "New referral received and accepted" (KPI 12) only in the quarter which her referral was received and accepted, Q1
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of new adults and children with intellectual disability and/or autism who commenced a respite service
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count the total number of adults and children with an intellectual disability and/or autism who commenced respite services in this quarter. New people commencing respite services are only counted once i.e. in the quarter which they commenced respite services. Adults and children are counted separately. This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and / or autism

9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 20) Disability: Respite Services (ID)

1	KPI Title	No. of <u>existing</u> people with an intellectual disability and/or autism in receipt of Respite Services
2	KPI Description	Total number of people with an intellectual disability and/or autism who **continued** respite service **in this quarter** who have not been discharged in a previous quarter, up to and including the last day of the quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs
		Include: • People with an intellectual disability and/or autism who continued respite services (i.e. Day, Evening and/or Overnight) this quarter from <u>any</u> previous quarter and were not formally discharged. • People with an ID and/or autism who have exceeded 30 days of <u>continuous</u> respite service. Such people were counted under "Residential" in 2014. From Q1 2015, they will be included here as "No. of existing people in receipt of respite services" and also in KPI #19 +30 day continuous overnight respite . • In Q1, only return people with an ID and/or autism who received respite services in Q1. **Exclude:** • People with an intellectual disability and/or autism who commenced respite services in this quarter • Respite for people with an intellectual disability and/or autism funded by other care groups (e.g. Older Persons) • People with an intellectual disability and/or autism in receipt of respite in their own home as this is returned under Home Support • In Q1, people with an intellectual disability and/or autism continuing from a previous year who did not receive respite in Q1 • People with a physical and sensory disability
		Respite services must be returned by the HSE Area from which funding is allocated e.g. Waterford service user accessing respite nights in Kildare funded by Waterford Disability Services is returned by Waterford Disability Services
		Example # 1: Karen received respite service in Q1, Q2 and Q3. Karen is returned under this KPI in Q1, Q2 and Q3 **Example # 2:** Catherine received respite service in Q2 and Q4, not in Q3 due to hospitalisation and had not been discharged from respite. Catherine is returned under this KPI only in Q2 and Q4, not in Q3 **Example # 2** Liam received respite services in Q1 and was discharged during this quarter due to moving outside of the Area. He is returned under this KPI in Q1. He is also returned under "No. of people discharged" in Q1.
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	KPI Rationale	To monitor the numbers of adults and children with intellectual disability and/or autism who continued to receive a respite service
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	New KPI for 2015. Baseline to be determined
5	KPI Calculation	Count the total number of adults and children with an intellectual disability and/or autism continuing to receive respite services in this quarter who had not been discharged in a previous quarter. Adults and children are counted separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end outturn, use Q4 outturn e.g. Q1: 213, Q2: 197, Q3: 248,Q4: 222, total number of people continuing respite at year end is 222.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).

	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and / or autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 21) Disability: Respite (ID)

1	KPI Title	**No. of people with an intellectual disability and/or autism formally <u>discharged</u> from respite services**
2	KPI Description	Total number of people with an intellectual disability and/or autism formally **discharged** from respite services **in this quarter**, up to and including the last day of each quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs **Reasons for discharge may include:** • Residential placement • Transferred to adult services, other provider, other area • Service is no longer required or no longer meeting needs • Deceased
		Include: • People with an intellectual disability and/or autism formally discharged from respite services in this quarter **Exclude:** • People with an intellectual disability and/or autism discharged from respite services funded by other care groups (e.g. Older Persons) • People with an intellectual disability and/or autism undergoing a "phased discharge". Discharge is not finalised until the last day of respite service has taken place and the person is formally discharged • People in receipt of or awaiting commencement of a respite service who have not been discharged • People with an intellectual disability and/or autism in receipt of respite in their own home as this is returned under Home Support • People with a physical and sensory disability
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Mark received respite service in Q1 and Q2 in Waterford. He was formally discharged at end of Q2 when he moved to Donegal. Mark is returned by Waterford under this KPI in Q2. He is also returned by Waterford for Q2 under "No. of Existing Persons in receipt of Respite" and by Donegal under "No. of new referrals received" for the quarter in which they receive his new referral. **Example # 2:** In Q1, Linda and Pauline are offered holiday respite in August. Linda declines the service in Q2 and is subsequently discharged. A letter is issued to Linda to confirm the discharge. Linda is returned as a discharge in the quarter in which the letter was issued i.e. Q2. Pauline accepts the 2 weeks holiday respite in Q3 as a once off and is returned under both "No. of people commenced" and "No. of people discharged" in Q3 **Example # 3** Susan has been receiving respite service over years. She was admitted to hospital in Q1 and it is unclear at end of quarter whether she will be returning home and to respite services or to residential and so returned under this KPI. Each person's case needs to be reviewed individually to determine when formal discharge from respite is appropriate. If a person is discharged from respite and returned under this KPI, should they later return home/ to respite service, return them under "No. new referrals accepted" and "No. new persons commenced" in relevant quarter
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of adults and children with intellectual disability and/or autism discharged from respite services
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	New KPI for 2015. Baseline to be determined

5	KPI Calculation	Count the total number of adults and children with an intellectual disability and/or autism discharged from respite service in this quarter. Adults and children are counted separately This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with an intellectual disability and / or autism
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 22) Disability: Respite (ID)

1	**KPI Title**	**Total no. of people with an intellectual disability and/or autism <u>in receipt</u> of Respite Service**
2	**KPI Description**	Total number of people with an intellectual disability and/or autism **in receipt** of respite service **in this quarter**, up to and including the last day of the quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs **Include:** • All people in receipt of a respite service in this quarter, including those who commenced respite services and those who continued respite service in this quarter even if they were formally discharged during the quarter
		Exclude: • People with an ID and/or autism who received respite funded by other care groups (e.g. Older Persons) • People with an ID and/or autism who did not receive respite in this quarter but did in any previous quarter who have not been formally discharged • People with an ID and/or autism who received respite services in their own home - these are returned under Home Support • People with a physical and sensory disability
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Kevin received a respite service in Q3, continuing on from Q1. Rose commenced respite service in Q3. Both Kevin and Rose are returned under this KPI in Q3. Kevin is also returned under "No of existing people in receipt of respite services" (KPI 14) in Q3 and Rose is also returned under 'No. of new people commenced' (KPI 13) in Q3
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of adults and children with intellectual disability and/or autism who benefit from respite service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan National Target: 4,240** **Target per CHO: CHO 1: 435, CHO 2: 491, CHO 3 : 304, CHO 4 : 659, CHO 5: 497, CHO 6 : 321, CHO 7 : 547, CHO 8 : 439, CHO 9 : 547.**
5	**KPI Calculation**	Count the total number of adults and children with an intellectual disability and/or autism in receipt of respite in this quarter, including new commenced and existing clients even if they were discharged in this quarter. Adults and children are counted separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end annual outturn, the Q4 outturn is used e.g. Q1:243, Q2: 218, Q3: 197, Q4: 222, therefore the total number in receipt of respite at the end of the year is 222.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and / or autism

9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		Information Analyst: Denise McCarthy denise.mccarthy@hse.ie Head of Operations & Service Improvement Disability: Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 23) Disability: Respite (ID)

1	**KPI Title**	**No. of <u>overnights</u> with or without day respite accessed by people with an intellectual disability and/or autism**
2	**KPI Description**	No. of <u>overnights</u> with or without day respite accessed by people with intellectual disability and/or autism **in this quarter**, up to including the last day of the quarter. **Overnight respite locations include, short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite **Include:** • Overnights where people stay at a respite location overnight (i.e. in a bed), <u>including the time spent at that location on the preceding or following day or part of day.</u> **Exclude:** • Overnight respite provided by other care groups (e.g. Older Persons) • Day or evening respite where the person did not remain overnight • Overnight respite provided for people in their own home - this is returned under Home Support • Overnight Respite for people with a physical and sensory disability
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Sheila is in receipt of respite from Friday 4pm to Monday 10am. 3 nights of respite are returned for Sheila under this KPI. No "Day Only Respite" is returned for Sheila as they are included as part of her overnight count (See "Include" above).
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of overnights provided to adults and children with an intellectual disability and/or autism who are in receipt of an overnight respite service
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan National Target: 162,396** **Target per CHO: CHO 1: 10,439, CHO 2: 30,893, CHO 3 : 11,363, CHO 4 : 24,946, CHO 5 :12,789,** **CHO 6 :14,831, CHO 7 : 22,604, CHO 8 : 15,103, CHO 9 :19,428.**
5	**KPI Calculation**	Count the number of overnight respite stays provided in the quarter, including the time spent at that location on the preceding or following day or part of day. Adults and children are counted separately. This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and / or autism.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally

11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead	**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie	
	National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie	

(DIS 24) Disability: Respite (ID)

1	**KPI Title**	**No. of <u>day only</u> respite sessions accessed by people with an intellectual disability and/or autism**
2	**KPI Description**	Total number of <u>**day only**</u> respite sessions provided for people with an intellectual disability and/or autism <u>**in this quarter**</u>, up to and including the last day of the quarter. **Respite locations include:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs
		Include: • Number of non-overnight day only respite accessed by people in the quarter. **Exclude:** • Day Only respite funded by other care groups (e.g. Older Persons) • Overnight respite stays where people stayed at a respite location overnight (i.e. in a bed). • "Day Services" such as work-like, educational and training services. These are counted in KPIs 1-9. • Day Only respite for people with a physical and sensory disability.
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example 1: Lucy is in receipt of respite after school one evening per week from 2.30 pm to 9 pm. She is returned as 1 'Day Only' respite per week or 13 day respite sessions per quarter (presuming there are 13 weeks in the quarter). **Example 2:** An agency provides 6 people with day respite 1 Saturday/month in the quarter, there are 4 Saturdays in the quarter. Therefore 6 x 4 = 24 Day Only Respites returned in the quarter.
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of day only respite sessions provided for adults and children with an intellectual disability and/or autism who received a Day Only Respite service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count each respite Day Only/part of provided for an adult or child in this quarter. This is a cumulative KPI i.e. at year end, each region's four quarterly outturns will be added together to obtain the total regional end of year outturn for that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and / or autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally

11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y

Contact details for Data Manager / Specialist Lead	**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
	National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 25) Disability: Respite (ID)

1	KPI Title	**No. of people with an intellectual disability and/or autism who are in receipt of <u>more than 30 overnights</u> continuous respite**
2	KPI Description	No. of people with an intellectual disability and/or autism who have received respite for more than 30 continuous overnight respite in this quarter (example 1) / carryover from previous quarter (example 2). **Include:** • People who received continuous overnight respite (i.e. in a bed) exceeding 30 overnights. **Exclude:** • People receiving respite funded by other care groups (e.g. Older Persons) • People who have exceeded <u>non-continuous</u> 30 overnight respite stays • People who receive respite in their own home - this is returned under Home Support • People with a physical and sensory disability.
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Betty entered respite in January for a planned week-long respite stay. Due to family circumstances, Betty's respite stay extended to 35 days in Q1. Betty is returned under this KPI. Betty is also returned under "Total no. of people in receipt of respite services". **Example # 2:** Henry exceeded 30 continuous overnights of respite in Q1. His respite stay continued through Q2. Henry is counted in this KPI for Q1 <u>and</u> Q2.
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	KPI Rationale	To monitor the numbers of people who are in receipt of de facto residential supports in a respite bed.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	New KPI for 2015. Baseline to be determined
5	KPI Calculation	Count the total number of people in receipt of more than 30 continuous overnight respite stays. If the 30 continuous overnights fall across two quarters, count the person in the quarter in which the 31st overnight occurs and in any subsequent quarter should they remain in continuous overnight respite. Count adults and children separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end outturn, Q4 outturn is used e.g. Q1:11, Q2: 9, Q3: 18, Q4: 7, total number receiving more than 30 continuous overnights respite is 7.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with an intellectual disability and / or autism.
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.

12	**KPI Reporting Frequency**	❏Daily ❏Weekly ❏Monthly ☑Quarterly ❏Bi-annually ❏Annually ❏Other – give details:
13	**KPI report period**	❏Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ❏Monthly in arrears (June data reported in July) ❏Quarterly in arrears (quarter 1 data reported in quarter 2) ❏Rolling 12 months (previous 12 month period) ❏Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ❏Hospital ❏ County ❏ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ❏Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead	**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
	National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 26) Disability: Respite (PSD)

1	**KPI Title**	**No. of new referrals <u>accepted</u> for people with a physical and/or sensory disability for respite services**
2	**KPI Description**	Total number of new referrals <u>**accepted**</u> for respite services for people with a physical and/or sensory disability <u>**in this quarter**</u>, up to and including the last day of the quarter. **Definitions**: • Respite includes Day, Evening and Overnight Respite. • New referrals accepted as appropriate and approved in this quarter. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs
		Include: • New referrals for Day, Evening and Overnight Respite Services received and accepted in this quarter. **Exclude:** • Respite for people with an a physical and/or sensory disability funded by other care groups (e.g. Older Persons) • Referrals received for people with a physical and/or sensory disability already in receipt of respite service who have not been discharged, even if that service is less than they were assessed for. • Referrals received in previous quarters. New referrals are only counted once i.e. in the quarter they are received and accepted. This is a new KPI for 2015 therefore, the count commences from 1 Jan 2015 • Referrals for people with a physical and/or sensory disability who declined the respite service offered. • People with a physical and/or sensory disability in receipt of respite type care in their own home as this is returned under Home Support • People with ID and/or autism.
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford service user accessing respite in Kildare. These clients to be returned by Waterford Disability Services.
		Example 1: John's new referral was accepted in Q2. He received respite services in the past but was formally discharged. He is returned under this KPI only for the quarter in which his referral was accepted i.e. Q2. **Example 2:** Mary's new referral was accepted in Q1 for 2 weeks day summer camp in Q3. She is returned under this KPI only for the quarter in which her referral was accepted i.e. Q1. She will be returned in Q3 only under "New people commenced".
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor number of new referrals accepted for adults & children with a physical and/or sensory disability for respite.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count all new referrals accepted in this quarter. All new referrals accepted are only counted once i.e. in the quarter which their referral is received. Adults and children are counted separately. This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:

8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 27) Disability: Respite Services (PSD)

1	**KPI Title**	**No. of new people with a physical and/or sensory disability who <u>commenced</u> a respite service**
2	**KPI Description**	Total number of new people with a physical and/or sensory disability who **commenced** respite services **in this quarter**, up to and including the last day of the quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs **Exclude:** • People with a physical and/or sensory disability whose respite is funded by other care groups e.g. Older Persons • People with a physical and/or sensory disability who received respite services in previous quarter(s) and who have not been discharged, even if that service is less than they were assessed for.They are returned under "No. of existing Persons in receipt of respite" in subsequent quarters in which they access respite service • People with a physical and/or sensory disability in receipt of respite in their own home as this is returned under Home Support • People with an intellectual disability and/or autism
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example 1: John's new referral was accepted in Q2 and he commenced respite service in Q3. He received respite services in the past but was formally discharged. He is returned under this KPI only for the quarter in which he commenced respite services i.e. Q3. He is also returned under "New referral received and accepted" (KPI 20) only in the quarter which his referrals was received and accepted, Q2 **Example 2:** Mary's new referral was accepted in January for 2 weeks day summer camp in July. She is returned under this KPI only for the quarter in which she commenced respite service, i.e. Q3. She is also returned under "New referral received and accepted" (KPI 20) only in the quarter which her referral was received and accepted, Q1
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of new adults and children with a physical and/or sensory disability who commenced a respite service
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count the total number of adults and children with a physical and/or sensory disability who commenced respite services in this quarter. New people commencing respite services are only counted once i.e. in the quarter which they commenced respite services. Adults and children are counted separately. This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:

8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead	**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie	
	National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie	

(DIS 28) Disability: Respite Services (PSD)

1	KPI Title	No. of <u>existing</u> people with a physical and/or sensory disability in receipt of Respite Services
2	KPI Description	Total number of people with a physical and/or sensory disability who **continued** respite service **in this quarter** who have not been discharged in a previous quarter, up to and including the last day of the quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs
		Include: • People with an a physical and/or sensory disability who continued respite services (i.e. Day, Evening and/or Overnight) this quarter from <u>any</u> previous quarter and were not formally discharged. • People with a physical and/or sensory disability who have exceeded 30 days of <u>continuous</u> respite service. Such people were counted under "Residential" in 2014. From Q1 2015, they will be included here as "No. of existing people in receipt of respite services" and also in KPI #27 +30 day continuous overnight respite . • In Q1, only return people with a physical and/or sensory disability who received respite services in Q1. **Exclude:** • People with a physical and/or sensory disability who commenced respite services in this quarter • Respite for people with a physical and/or sensory disability funded by other care groups (e.g. Older Persons) • People with a physical and/or sensory disability in receipt of respite in their own home as this is returned under Home Support • In Q1, people with a physical and/or sensory disability continuing from a previous year who did not receive respite in Q1 • People with an intellectual disability and/or autism
		Respite services must be returned by the HSE Area from which funding is allocated e.g. Waterford service user accessing respite nights in Kildare funded by Waterford Disability Services is returned by Waterford Disability Services
		Example # 1: Karen received respite service in Q1, Q2 and Q3. Karen is returned under this KPI in Q1, Q2 and Q3 **Example # 2:** Catherine received respite service in Q2 and Q4, not in Q3 due to hospitalisation and had not been discharged from respite. Catherine is returned under this KPI only in Q2 and Q4, not in Q3 **Example # 2** Liam received respite services in Q1 and was discharged during this quarter due to moving outside of the Area. He is returned under this KPI in Q1. He is also returned under "No. of people discharged" in Q1.
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	KPI Rationale	To monitor the numbers of adults and children with a physical and/or sensory disability who continued to receive a respite service
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	New KPI for 2015. Baseline to be determined
5	KPI Calculation	Count the total number of adults and children with a physical and/or sensory disability continuing to receive respite services in this quarter who had not been discharged in a previous quarter. Adults and children are counted separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end outturn, use Q4 outturn e.g. Q1: 213, Q2: 197, Q3: 248,Q4: 222, total number of people continuing respite at year end is 222.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).

	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 29) Disability: Respite (PSD)

1	KPI Title	No. of people with a physical and/or sensory disability formally <u>discharged</u> from respite services
2	KPI Description	Total number of people with a physical and/or sensory disability formally **discharged** from respite services **in this quarter**, up to and including the last day of each quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite. **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs **Reasons for discharge may include:** • Residential placement • Transferred to adult services, other provider, other area • Service is no longer required or no longer meeting needs • Deceased
		Include: • People with a physical and/or sensory disability formally discharged from respite services in this quarter **Exclude:** • People with a physical and/or sensory disability discharged from respite services funded by other care groups (e.g. Older Persons) • People with a physical and/or sensory disability undergoing a "phased discharge". Discharge is not finalised until the last day of respite service has taken place and the person is formally discharged • People in receipt of or awaiting commencement of a respite service who have not been discharged • People with a physical and/or sensory disability in receipt of respite in their own home as this is returned under Home Support • People with an intellectual disability and /or autism
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Mark received respite service in Q1 and Q2 in Waterford. He was formally discharged at end of Q2 when he moved to Donegal. Mark is returned by Waterford under this KPI in Q2. He is also returned by Waterford for Q2 under "No. of Existing Persons in receipt of Respite" and by Donegal under "No. of new referrals received" for the quarter in which they receive his new referral. **Example # 2:** In Q1, Linda and Pauline are offered holiday respite in August. Linda declines the service in Q2 and is subsequently discharged. A letter is issued to Linda to confirm the discharge. Linda is returned as a discharge in the quarter in which the letter was issued i.e. Q2. Pauline accepts the 2 weeks holiday respite in Q3 as a once off and is returned under both "No. of people commenced" and "No. of people discharged" in Q3 **Example # 3** Susan has been receiving respite service over years. She was admitted to hospital in Q1 and it is unclear at end of quarter whether she will be returning home and to respite services or to residential and so returned under this KPI. Each person's case needs to be reviewed individually to determine when formal discharge from respite is appropriate. If a person is discharged from respite and returned under this KPI, should they later return home/ to respite service, return them under "No. new referrals accepted" and "No. new persons commenced" in relevant quarter
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of adults and children with a physical and/or sensory disability discharged from respite services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management

4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count the total number of adults and children with a physical and/or sensory disability discharged from respite service in this quarter. Adults and children are counted separately This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 30) Disability: Respite (PSD)

1	**KPI Title**	**Total no. of people with a physical and/or sensory disability <u>in receipt</u> of Respite Service**
2	**KPI Description**	Total number of people with a physical and/or sensory disability **in receipt** of respite service **in this quarter**, up to and including the last day of the quarter. **Definition:** • Respite includes Day, Evening and Overnight Respite **Respite locations include short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs **Include:** • All people in receipt of a respite service in this quarter, including those who commenced respite services and those who continued respite service in this quarter even if they were formally discharged during the quarter
		Exclude: • People with a physical and/or sensory disability who received respite funded by other care groups (e.g. Older Persons) • People with a physical and/or sensory disability who did not receive respite in this quarter but did in any previous quarter who have not been formally discharged • People with a physical and/or sensory disability who received respite services in their own home - these are returned under Home Support • People with an intellectual disability and/or autism
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Kevin received a respite service in Q3, continuing on from Q1. Rose commenced respite service in Q3. Both Kevin and Rose are returned under this KPI in Q3. Kevin is also returned under "No of existing people in receipt of respite services" (KPI 22) in Q3 and Rose is also returned under 'No. of new people commenced' (KPI 21) in Q3
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of adults and children with a physical and/or sensory disability who benefit from respite service
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**Operational Plan target 2015: 1,034** **Target per CHO: CHO 1: 70, CHO 2: 172, CHO 3 : 73, CHO 4 : 113, CHO 5 : 70, CHO 6 : 124, CHO 7 : 186, CHO 8 : 88, CHO 9 : 138.**
5	**KPI Calculation**	Count the total number of adults and children with a physical and/or sensory disability in receipt of respite in this quarter, including new commenced and existing clients even if they were discharged in this quarter. Adults and children are counted separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end annual outturn, the Q4 outturn is used e.g. Q1:243, Q2: 218, Q3: 197, Q4: 222, therefore the total number in receipt of respite at the end of the year is 222.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability

9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which**	☑Performance Assurance Report (PAR)
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 31) Disability: Respite (PSD)

1	KPI Title	**No. of <u>overnights</u> with or without day respite accessed by people with a physical and/or sensory disability**
2	KPI Description	No. of <u>**overnights**</u>-with or without day respite accessed by people with a physical and/or sensory disability <u>**in this quarter**</u>, up to including the last day of the quarter. **Overnight respite locations include, short stays in the following service types:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite **Include:** • Overnights where people stay at a respite location overnight (i.e. in a bed), <u>including the time spent at that location on the preceding or following day or part of day.</u> **Exclude:** • Overnight respite provided by other care groups (e.g. Older Persons) • Day or evening respite where the person did not remain overnight • Overnight respite provided for people in their own home - this is returned under Home Support • Overnight Respite for people with an intellectual disability and/or autism
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Sheila is in receipt of respite from Friday 4pm to Monday 10am. 3 nights of respite are returned for Sheila under this KPI. No "Day Only Respite" is returned for Sheila as they are included as part of her overnight count (See "Include" above).
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	KPI Rationale	To monitor the numbers of adults and children with a physical and/or sensory disability in receipt of overnight respite service
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	**2015 Operational Plan National Target: 27,607** **Target per CHO: CHO 1: 1,922, CHO 2: 3,246, CHO 3 : 2,034, CHO 4 : 3,434, CHO 5 : 2,284,** **CHO 6 : 2869, CHO 7 :5,532, CHO 8 : 3,255, CHO 9 : 3,031.**
5	KPI Calculation	Count the number of overnight respite stays provided in the quarter, including the time spent at that location on the preceding or following day or part of day. Adults and children are counted separately. This is a cumulative KPI i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with a physical and/or sensory disability
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally

11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 32) Disability: Respite (PSD)

1	**KPI Title**	**No. of <u>day only</u> respite sessions accessed by people with a physical and/or sensory disability**
2	**KPI Description**	Total number of **<u>day only</u>** respite sessions provided for people with a physical and/or sensory disability **<u>in this quarter</u>**, up to and including the last day of the quarter. **Respite locations include:** • Centre based respite • Host Family • Community Home • Private Nursing Home • Holiday Respite • Saturday Clubs
		Include: • Number of non-overnight day only respite accessed by people in the quarter. **Exclude:** • Day Only respite funded by other care groups (e.g. Older Persons) • Overnight respite stays where people stayed at a respite location overnight (i.e. in a bed). • "Day Services" such as work-like, educational and training services. These are counted in KPIs 1-9. • Day Only respite for people with a physical and sensory disability.
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example 1: Lucy is in receipt of respite after school one evening per week from 2.30 pm to 9 pm. She is returned as 1 'Day Only' respite per week or 13 day respite sessions per quarter (presuming there are 13 weeks in the quarter). **Example 2:** An agency provides 6 people with day respite 1 Saturday/month in the quarter, there are 4 Saturdays in the quarter. Therefore 6 x 4 = 24 Day Only Respites returned in the quarter.
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of adults and children with a physical and/or sensory disability who received a Day Only Respite service.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count each respite Day Only/part of provided for an adult or child in this quarter. This is a cumulative KPI i.e. at year end, each region's four quarterly outturns will be added together to obtain the total CHO end of year outturn for that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally

11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which**	☑Performance Assurance Report (PAR)
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 33) Disability: Respite (PSD)

1	**KPI Title**	**No. of people with a physical and/or sensory disability who are in receipt of <u>more than 30 overnights</u> continuous respite**
2	**KPI Description**	No. of people with a physical and/or sensory disability who have received respite for more than 30 continuous overnight respite in this quarter (example 1) / carryover from previous quarter (example 2). **Include:** • People who received continuous overnight respite (i.e. in a bed) exceeding 30 overnights. **Exclude:** • People receiving respite funded by other care groups (e.g. Older Persons) • People who have exceeded <u>non-continuous</u> 30 overnight respite stays • People who receive respite in their own home - this is returned under Home Support • People with an intellectual disability and/or autism.
		Respite service must be returned by the HSE Area from which funding is allocated e.g. Waterford Service user accessing respite nights in Kildare. These clients to be returned by Waterford Disability Services.
		Example # 1: Betty entered respite in January for a planned week-long respite stay. Due to family circumstances, Betty's respite stay extended to 35 days in Q1. Betty is returned under this KPI. Betty is also returned under "Total no. of people in receipt of respite services". **Example # 2:** Henry exceeded 30 continuous overnights of respite in Q1. His respite stay continued through Q2. Henry is counted in this KPI for Q1 <u>and</u> Q2.
		Adult: a person aged over 18 and under 65 years. In a small number of cases people may continue to access disability respite services post 65 years of age. **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the numbers of people who are in receipt of de facto residential supports in a respite bed.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New KPI for 2015. Baseline to be determined
5	**KPI Calculation**	Count the total number of people in receipt of more than 30 continuous overnight respite stays. If the 30 continuous overnights fall across two quarters, count the person in the quarter in which the 31st overnight occurs and in any subsequent quarter should they remain in continuous overnight respite. Count adults and children separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end outturn, Q4 outturn is used e.g. Q1:11, Q2: 9, Q3: 18, Q4: 7, total number receiving more than 30 continuous overnights respite is 7.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally

11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 34) Disability: PA Service

1	KPI Title	**No. of new referrals <u>accepted</u> for adults with a physical and/or sensory disability for PA Services**
2	KPI Description	Total number of new referrals <u>accepted</u> for PA services for adults with a physical and/or sensory disability **in this quarter** up to and including the last day of the quarter. **Definition:** New referral accepted as appropriate and approved in this quarter. **Include:** • All accepted referrals for a PA service for adults with a physical and/or sensory disability **Exclude:** • Referrals for PA service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme. • Referrals for adults with a physical and/or sensory disability already in receipt of a PA service and who have not been discharged, even if that service is less than they were assessed for • Referrals received in previous quarters. New referrals are only counted once i.e. in the quarter they are received and accepted. This is a new KPI for 2015 therefore, the count commences from 1 Jan 2015 • Referrals for adults with a physical and/or sensory disability who declined the PA service offered • Referrals for people who require neurorehab supports that do not meet the definition of PA or Home Support • Referrals for adults with a physical and/or sensory disability received for a Home Support Service. • Referrals for adults with an intellectual disability and/or autism or children with any disability
		All adults accessing PA Hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing PA Hours in Longford whose hours are paid for by Sligo PA budget must be returned by Sligo Disability Services.
		Example # 1 Connor's new referral for PA service was accepted in Q2. He received a PA service in the past but had been formally discharged. Connor is returned under this KPI only for the quarter in which his referral was accepted i.e. Q2. **Example # 2** Elaine's new referral was accepted in Q1. She did not commence her PA Service until Q2. Elaine is returned under this KPI only once i.e. the quarter in which her referral was accepted, Q1. She will be returned in Q2 only under "New person commenced" (KPI 29)
		Definitions: **Personal Assistant (PA):** is employed by the person with a disability to enable them to live an independent life. The PA provides assistance, at the discretion and direction of the person with the disability, thus promoting choice and control for the person with the disability to live independently" (National Physical and Sensory Disability Database – Description of Services). **Employed by:** for the purposes of this KPI means that the service user has full control over the recruitment and day to day direction of their PA. The service user may devolve responsibility for employment administrative arrangements e.g. Garda vetting, references, insurance, tax returns and salary payment, to a service provider such as CIL, IWA. **Adult:** For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65.
3	KPI Rationale	To monitor the number of new referrals <u>accepted</u> for adults with a physical and/or sensory disability for a PA service as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	New 2015, baseline to be determined
5	KPI Calculation	Count all new referrals accepted in this quarter. All new referrals accepted are only counted once i.e. in the quarter which their referral is received. This is a cumulative KPI, i.e. at year end, each Area's four quarterly returns will be added together to obtain the total end of year outturn for that Area in that year.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).

	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Adults with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie / Niamh Doyle niamhm.doyle@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 35) Disability: PA Service

1	**KPI Title**	**No. of new adults with a physical and/or sensory disability who <u>commenced</u> a PA Service**
2	**KPI Description**	Total number of new adults with a physical and/or sensory disability, who **commenced** a PA service **in this quarter** up to and including the last day of the quarter. **Include:** • All adults who commenced a PA service in this quarter. **Exclude:** •Adults with a physical and/or sensory disability who commenced a PA service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • Adults with a physical and/or sensory disability already in receipt of a PA service and who have not been discharged, even if that service is less than they were assessed for. They are returned under "No. of existing Persons in receipt of PA" (KPI 30) in subsequent quarters in which they access a PA service • Adults with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • Adults with a physical and/or sensory disability commencing a Home Support Service. • Adults with an intellectual disability and/or autism or children with any disability
		All adults accessing PA Hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing PA Hours in Longford, funded by Sligo PA budget must be returned by Sligo Disability Services.
		Example # 1 Derek's new referral was received and accepted in Q2 and he commenced a PA service in Q3. He had received a PA service in the past but was formally discharged. Derek is returned under this KPI only for the quarter in which he commenced a PA service i.e. Q3. He is also returned under "New referral received and accepted" (KPI 28) only in the quarter which his referrals was received and accepted, Q2 **Example # 2** Jack's new referral was accepted in Q3. His PA Service commenced in Q3. Jack is returned under this KPI only for the quarter in which he commenced the PA service, i.e. Q3. He is also returned in Q3 under "New referral received and accepted" (KPI 28).
		Definitions: **Personal Assistant (PA):** is employed by the person with a disability to enable them to live an independent life. The PA provides assistance, at the discretion and direction of the person with the disability, thus promoting choice and control for the person with the disability to live independently" (National Physical and Sensory Disability Database – Description of Services). **Employed by:** for the purposes of this KPI means that the service user has full control over the recruitment and day to day direction of their PA. The service user may devolve responsibility for employment administrative arrangements e.g. Garda vetting, references, insurance, tax returns and salary payment, to a service provider such as CIL, IWA. **Adult:** For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65.
3	**KPI Rationale**	To monitor the number of new adults with a physical and/or sensory disability who commenced a PA service as funded by HSE Disability Services in this quarter
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined
5	**KPI Calculation**	Count the number of new adults with a physical and/or sensory disability who commenced a PA service in this quarter. New adults commencing a PA service are only counted once i.e. in the quarter which their service commenced. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.

7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Adults with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 36) Disability: PA Service

1	**KPI Title**	**No. of existing adults with a physical and/or sensory disability in receipt of a PA Service**
2	**KPI Description**	Total number of adults with a physical and/or sensory disability who **continued** a PA service, **in this quarter** and who have not been discharged in a previous quarter, up to and including the last day of the quarter.

Include:
• Adults with a physical and/or sensory disability who <u>continued</u> a PA service in this quarter from <u>any</u> previous quarter who have not been formally discharged
• In Q1, only adults with a physical and/or sensory disability who continued to receive a PA Service in Q1 from any previous quarter

Exclude:
• Adults with a physical and/or sensory disability in receipt of a PA service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme
• Adults with a physical and/or sensory disability who commenced a PA service in this quarter- they are returned only under "New people commenced" (KPI 29)
• In Q1, adults with a physical and/or sensory disability who accessed a PA service in the previous year's Q4 but not in Q1
• Adults with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support
• People who received a Home Support service - these are returned under KPI 37
• Adults with an intellectual disability and/or autism or children with any disability.

All adults accessing PA Hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing PA Hours through Longford CIL whose hours are paid for by Sligo PA budget must be returned by Sligo Disability Services.

Example # 1:
Jennifer received a PA Service in Q1, Q2 and Q3. Therefore Jennifer is returned under this KPI in Q1, Q2 and Q3

Example # 2:
Martina received PA service in Q2 and Q4, not in Q3 due to hospitalisation and had not been discharged from PA. Martina is returned under this KPI only in Q2 and Q4, not in Q3

Example # 3:
Liam received PA services in Q1 and was discharged during this quarter due to moving outside of the Area. He is returned under this KPI in Q1. He is also returned under "No of people discharged" in Q1.

Definitions:

Personal Assistant (PA): is employed by the person with a disability to enable them to live an independent life. The PA provides assistance, at the discretion and direction of the person with the disability, thus promoting choice and control for the person with the disability to live independently" (National Physical and Sensory Disability Database – Description of Services).

Employed by: for the purposes of this KPI means that the service user has full control over the recruitment and day to day direction of their PA. The service user may devolve responsibility for employment administrative arrangements e.g. Garda vetting, references, insurance, tax returns and salary payment, to a service provider such as CIL, IWA.

Adult: For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65.

3	**KPI Rationale**	To monitor the number of adults with a physical and/or sensory disability who continue to receive a PA service as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined

5	KPI Calculation	Count the total number of adults with a physical and/or sensory disability continuing to receive a PA service in this quarter who had not been discharged in a previous quarter. This is a point in time KPI calculation i.e. do not add quarterly returns together. For year end outturn, use Q4 outturn e.g. Cork: Q1: 395, Q2: 418, Q3: 420, Q4: 422, the total number of people continuing PA at year end is 422.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	Adults with a physical and/or sensory disability
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		Information Analyst: Denise McCarthy denise.mccarthy@hse.ie Head of Operations & Service Improvement Disability: Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 37) Disability: PA Service

1	**KPI Title**	**No. adults with a physical and/or sensory disability formally <u>discharged</u> from a PA service**
2	**KPI Description**	Total number of adults with a physical and/or sensory disability, formally **<u>discharged</u>** from a PA service **in this quarter** up to and including the last day of the quarter. **Reasons for discharge may include:** • Residential placement • Transferred to other provider, other area • Service is no longer required or no longer meeting needs • Deceased **Include**: • Adults with a physical and/or sensory disability formally discharged from a PA service in this quarter **Exclude:** • Adults with a physical and/or sensory disability discharged from PA service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • Adults with a physical and/or sensory disability in receipt of or awaiting commencement of a PA service who have not been formally discharged • Adults with a Physical and/ or Sensory Disability who receive a Home Support service • Adults with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • Adults with an Intellectual Disability and / or autism • Children with any disability.
		All adults accessing PA Hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing PA Hours through Longford CIL whose hours are paid for by Sligo PA budget must be returned by Sligo Disability Services.
		Example # 1: Kate received PA service in Q1 and Q2 in Waterford. She was formally discharged at end of Q2 as she moved to Donegal. Kate is returned by Waterford under this KPI in Q2. She is also returned by Waterford in Q2 under "No. of Existing Persons in receipt of PA" and by Donegal under "No. of new referrals received" for the quarter in which they receive her new referral. **Example # 2** Susan has been receiving PA service over years. She was admitted to hospital in Q1 and it is unclear at end of the quarter whether she will be returning home and to PA services or to residential and so returned under this KPI. Each person's case needs to be reviewed individually to determine when formal discharge from PA is appropriate. If a person is discharged from PA and returned under this KPI, should they later return home/ to PA service, return them under "No. new referrals accepted" and "No. new persons commenced" in relevant quarter
		Definitions: **Personal Assistant (PA):** is employed by the person with a disability to enable them to live an independent life. The PA provides assistance, at the discretion and direction of the person with the disability, thus promoting choice and control for the person with the disability to live independently" (National Physical and Sensory Disability Database – Description of Services). **Employed by**: for the purposes of this KPI means that the service user has full control over the recruitment and day to day direction of their PA. The service user may devolve responsibility for employment administrative arrangements e.g. Garda vetting, references, insurance, tax returns and salary payment, to a service provider such as CIL, IWA. **Adult:** For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65.
3	**KPI Rationale**	To monitor the number of adults with a physical and/or sensory disability formally discharged from PA services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined

5	KPI Calculation	Count all adults with a physical and/or sensory disability discharged from PA services in this quarter. All discharges only to be counted once i.e. in the quarter they are discharged This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	Adults with a physical and/or sensory disability
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead	**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie	
	National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie	

(DIS 38) Disability: PA Service

1	**KPI Title**	**No. of adults with a physical and/or sensory disability <u>in receipt</u> of PA Services**
2	**KPI Description**	Total number of adults with a physical and/or sensory disability **in receipt** of PA services, **in this quarter** up to and including the last day of the quarter. **Definition:** Adults with a physical and/or sensory disability in receipt of a PA service in this quarter **Include:** • Adults with a physical and/or sensory disability in receipt of a PA service in this quarter including those who commenced a PA service and those who continued a PA service even if they were formally discharged in this quarter **Exclude:** • Adults with a physical and/or sensory disability who accessed PA service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • Adults with a physical and/or sensory disability who did not receive a PA service in this quarter but did in any previous quarters who have not been formally discharged • Adults with a physical and/or sensory disability who received a Home Support Service • Adults with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • Adults with an intellectual disability and/or autism • Children with any disability
		All adults accessing PA Hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing PA Hours through Longford CIL whose hours are paid for by Sligo PA budget must be returned by Sligo Disability Services.
		Example # 1: Sean received a PA service in Q3, continuing from a previous quarter. Jane commenced a PA service in Q3. Both Sean and Jane are returned under this KPI in Q3. Sean is also returned under "No of existing people in receipt of PA services" in Q3 and Jane is also returned under 'No. of new people commenced' in Q3 **Example # 2:** Martin received 10 PA hours per week from Agency A. He was assessed as having an increased need and now receives 5 additional PA hours from Agency B. Martin is returned by each agency as 1 person. It is acknowledged that this is a "double count" but until a system of unique identification is established, both agencies must return what they are providing/funded by the HSE under this KPI.
		Definitions: **Personal Assistant (PA):** is employed by the person with a disability to enable them to live an independent life. The PA provides assistance, at the discretion and direction of the person with the disability, thus promoting choice and control for the person with the disability to live independently" (National Physical and Sensory Disability Database – Description of Services). **Employed by:** for the purposes of this KPI means that the service user has full control over the recruitment and day to day direction of their PA. The service user may devolve responsibility for employment administrative arrangements e.g. Garda vetting, references, insurance, tax returns and salary payment, to a service provider such as CIL, IWA. **Adult:** For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65.
3	**KPI Rationale**	To monitor the number of adults with a physical and/or sensory disability in receipt of PA services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan national Target: 2,186** **Target per CHO: CHO 1: 217, CHO 2: 282, CHO 3 : 388, CHO 4 : 389, CHO 5 :254, CHO 6 : 10, CHO 7 : 123,** **CHO 8 : 232 CHO 9 : 291.**
5	**KPI Calculation**	Count the total number of adults with a physical and/or sensory disability in receipt of PA services in this quarter including all newly commenced and existing clients even if they were formally discharged in this quarter This is a point in time calculation i.e. do not add the 4 quarter returns together. Example: Cork: Q1: 20, Q2: 23, Q3: 21, Q4:23, end of year return is 23.

6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Adults with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 39) Disability: PA Service

1	**KPI Title**	**No. of PA Service hours <u>delivered</u> to adults with a physical and/or sensory disability**
2	**KPI Description**	Total number of PA service **hours delivered** to adults with a physical and/or sensory disability, **in this quarter** up to and including the last day of the quarter.

Include:
• Hours delivered to adults with a physical and/or sensory disability in receipt of a PA service in this quarter including those who commenced a PA service and those who continued a PA service, even if they were discharged in the quarter

Exclude:
• Hours funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme
• Hours provided in previous quarter(s) but not in this quarter
• Hours provided by Home Support Service
• Hours provided for adults with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support
• Hours provided for adults with an intellectual disability and/or autism
• Hours provided for children with any disability

All adults accessing PA Hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing PA Hours through Longford CIL whose hours are paid for by Sligo PA budget must be returned by Sligo Disability Services.

Example # 1:
Michael and Kieran are brothers with physical and sensory disability. They each have a Personal Assistant for 4 hours 3 days a week. No. of hours returned under this KPI in this quarter is 4 hours x 2 PA x 3 days x 13 weeks = total of 312 (presuming 13 weeks in the quarter) i.e. count the number of paid hours

Example # 2:
Fred and Peter are brothers with physical and sensory disability. 1 Personal Assistant provides a service at their home for 3 hours 2 days per week. No. of hours returned under this KPI in this quarter is 3 hours x 2 days x 13 weeks = total of 78 hours (presuming 13 weeks in the quarter) i.e. count the number of paid hours

Definitions:

Personal Assistant (PA): is employed by the person with a disability to enable them to live an independent life. The PA provides assistance, at the discretion and direction of the person with the disability, thus promoting choice and control for the person with the disability to live independently" (National Physical and Sensory Disability Database – Description of Services).

Employed by: for the purposes of this KPI means that the service user has full control over the recruitment and day to day direction of their PA. The service user may devolve responsibility for employment administrative arrangements e.g. Garda vetting, references, insurance, tax returns and salary payment, to a service provider such as CIL, IWA.

Adult: For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65.

3	**KPI Rationale**	To monitor the total number PA service hours delivered to adults with a physical and/or sensory disability as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan National Target: 1,318,819** **Target per CHO: CHO 1: 123,011, CHO 2: 238,424, CHO 3 : 265,721, CHO 4 : 115,468, CHO 5 : 94,602,** **CHO 6 : 24,508, CHO 7 :17,382, CHO 8 : 151,599, CHO : 288,104.**
5	**KPI Calculation**	Count the total number of PA service hours delivered to adults with a physical and/or sensory disability. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.

7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Adults with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 40) Disability: PA Service

1	**KPI Title**	**No. of adults with a physical and/or sensory disability in receipt of from** **1 - 5** **6 - 10** **11 - 20** **21 - 40** **41 - 60** **60+ PA hours per week**
2	**KPI Description**	Total number of adults with a physical and/or sensory disability, in receipt of PA Hours in the above bands <u>in the last week of the reporting period i.e. last week of June and last week of December.</u> **Include:** • Adults with a physical and/or sensory disability in receipt of a PA service in this quarter including those who commenced a PA service and those who continued a PA service even if they were formally discharged in this **Exclude:** • Adults with a physical and/or sensory disability discharged from PA service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • Adults with a physical and/or sensory disability who did not receive a PA service in the last week of the biannual reporting period i.e. lat week of June or December • Adults with a physical and/or sensory disability who received a Home Support Service • Adults with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • Adults with an intellectual disability and/or autism • Children with any disability
		All adults accessing PA Hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing PA Hours through Longford CIL whose hours are paid for by Sligo PA budget must be returned by Sligo Disability Services.
		Example # 1: Tony was receiving 10 hours PA per week during Q2 but due to change in circumstances, he received 22 hours PA service in the <u>final week</u> of June, the biannual reporting period. Therefore Tony is returned under this KPI in "No. of people in receipt of Band 21 – 40 hours PA service".
		Definitions: **Personal Assistant (PA):** is employed by the person with a disability to enable them to live an independent life. The PA provides assistance, at the discretion and direction of the person with the disability, thus promoting choice and control for the person with the disability to live independently" (National Physical and Sensory Disability Database – Description of Services). **Employed by:** for the purposes of this KPI means that the service user has full control over the recruitment and day to day direction of their PA. The service user may devolve responsibility for employment administrative arrangements e.g. Garda vetting, references, insurance, tax returns and salary payment, to a service provider such as CIL, IWA. **Adult:** For the purpose of this KPI an adult is aged over 18 and under 65. It may include persons aged over 65 years who began with Disability Services prior to turning 65.
3	**KPI Rationale**	To monitor the number of adults with a physical and/or sensory disability in receipt of 1 -10; 11 - 20; 21 - 40; 41 - 60 and 60+ PA hours in the last week of the biannual reporting period i.e. last week of June or December, funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined
5	**KPI Calculation**	Count all adults with a physical and/or sensory disability in receipt of 1 - 5; 6 - 10; 11 - 20; 21 - 40; 41 -60 and 60+ PA hours <u>in the last week of the reporting period i.e. last week of June or last week of December</u> This is a point in time calculation (i.e. do not add bi-annual returns together). For year end outturn, Q4 outturn is used e.g. DML: Q2: 418, Q4: 422, the outturn for the year end is 422.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).

	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly Quarterly ☑Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Adults with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☐Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 41) Disability: Home Support Service (ID Clients)

1	**KPI Title**	**No. of new referrals <u>accepted</u> for people with intellectual disability and/or autism for Home Support Services**
2	**KPI Description**	Total number of new referrals <u>accepted</u> for home support services for people with an intellectual disability and/or autism, **in this quarter** up to and including the last day of the quarter. **Definition:** New referral accepted as appropriate and approved in this quarter. **Include:** .• All accepted referrals for a Home Support service for people with an ID **Exclude:** • Referrals for Home Support funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme. • Referrals for people with an ID and/or autism already in receipt of a Home Support service i.e. who have not been discharged even if that service is less than they were assessed for. • Referrals received in previous quarters. New referrals are only counted once i.e. in the quarter they are received and accepted. This is a new KPI for 2015 therefore, the count commences from 1 Jan 2015 • Referrals for people with an ID and/or autism who declined the Home Support service offered • Referrals for children requiring support for pre-school places as this is not a Home Support service • Referrals received for a PA Service • Referrals for people with a physical and sensory disability.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1 Vera's new referral was received and accepted in Q2. She received a home support service in the past but was formally discharged. She is returned under this KPI only for the quarter in which her referral was accepted i.e. Q2. **Example # 2** Frank's new referral was received and accepted in Q1. He did not commence service until Q3. He is returned under this KPI only once i.e. the quarter in which his referral was accepted, Q1. He will be returned in Q3 only under " New Person Commenced" (KPI 36)
		Definitions: **Home Support** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the number of new referrals <u>accepted</u> for adults & children with an intellectual disability and/or autism for home support services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined

5	**KPI Calculation**	Count all new referrals accepted in this quarter. All new referrals accepted are only counted once i.e. in the quarter which their referral is received. Adults and children are counted separately. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and/or autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 42) Disability: Home Support Service (ID Clients)

1	KPI Title	**No. of new people with intellectual disability and/or autism who <u>commenced</u> a Home Support Service**
2	KPI Description	Total number of new people with an intellectual disability and/or autism, who **<u>commenced</u>** a home support service **in this quarte**r up to and including the last day of the quarter. **Include:** • All new people who commenced a Home Support service in this quarter. **Exclude:** • People with an intellectual disability and/or autism who commenced Home Support service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People with an intellectual disability and/or autism already in receipt of a Home Support service who have not been discharged even if that service is less than they were assessed for. They are returned under "No. of existing Persons in receipt of Home Support" (KPI 37) in subsequent quarters that they access Home Support • Children receiving support for pre-school places as this is not a Home Support service • People who commenced a PA Service • People with a physical and sensory disability.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford, funded by Sligo home support budget must be returned by Sligo Disability Services.
		Example 1: Billy's new referral was received and accepted in Q2 and he commenced a home support service in Q3. He received a home support service in the past but was formally discharged. Billy is returned under this KPI only for the quarter in which he commenced home support services i.e. Q3. He is also returned under "New referral received and accepted" (KPI 35) only in the quarter which his referrals was received and accepted, Q2 **Example 2:** Nora's new referral was received and accepted in Q3 and she commenced home support service in Q3. She is returned under this KPI only for the quarter in which she commenced the home support service, i.e. Q3. She is also returned in Q3 under "New referral received and accepted" (KPI 35).
		Definitions: **Home Support** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of new people with an intellectual disability and/or autism who commenced a home support service as funded by HSE Disability Services in this quarter
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	New 2015, baseline to be determined

5	KPI Calculation	Count the number of new adults and children with an intellectual disability and/or autism who commenced a home support service in this quarter. New adults and children commencing a home support service are only counted once i.e. in the quarter which their service commenced. Adults and children are counted separately. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with an intellectual disability and/or autism
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 43) Disability: Home Support Service (ID Clients)

1	KPI Title	**No. of existing people with intellectual disability and/or autism in receipt of Home Support Services**
2	KPI Description	Total number of people with an intellectual disability and/or autism who **continued** home support services, **in this quarter** who have not been discharged in a previous quarter, up to and including the last day of the quarter.
		Include: • People with an intellectual disability and/or autism who <u>continued</u> a home support service in this quarter from <u>any</u> previous quarter who have not been formally discharged • In Q1, people with an ID and / or autism who continue to receive a Home Support service from any previous quarter
		Exclude: • People with an ID and/or autism who commenced Home Support service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People with an ID and or autism who commenced Home Support service in this quarter- they are returned only under "New people commenced" (KPI 36) • People who did not receive Home Support services during this quarter but did in previous quarter(s) who have not been formally discharged • Children receiving support for pre-school places as these are not a Home Support service • People who received a PA Service • People with a physical and sensory disability.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1: John received home support service in Q1, Q3 and Q3. John is to be returned under this KPI in Q1, Q2 and Q3 **Example # 2:** Christina received home support service in Q2 and in Q4 and not in Q3 due to hospitalisation and had not been discharged from Home Support service. Christine is returned under this KPI in Q2 and Q4, not in Q3 **Example # 3:** Liam received Home Support services in Q1 and was discharged during this quarter due to moving outside of the Area. He is returned under this KPI in Q1. He is also returned under "No. of people discharged" in Q1.
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of adults & children with an intellectual disability and/or autism who continue to receive a home support service as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	New 2015, baseline to be determined

5	KPI Calculation	Count the total number of people with an intellectual disability and/or autism continuing to receive a home support service in this quarter who had not been discharged in a previous quarter. Adults and children are counted separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end outturn, use Q4
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with an intellectual disability and/or autism
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 44) Disability: Home Support Service (ID Clients)

1	**KPI Title**	**No. people with intellectual disability and/or autism formally <u>discharged</u> from Home Support Services**
2	**KPI Description**	Total number of people with an intellectual disability and/or autism, formally <u>**discharged**</u> from home support services **in this quarter** up to and including the last day of the quarter. **Reasons for discharge may include:** • Residential placement • Transferred to adult services, other provider, other area • Service is no longer required or meeting needs • Deceased **Include:** • People with an intellectual disability and/or autism formally discharged from home support services in this quarter **Exclude:** • People discharged from Home Support services funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People in receipt of or awaiting commencement of a Home Support service who have not been discharged • People receiving a PA service • Children receiving support for pre-school places as these are not a Home Support service • People with a physical and sensory disability.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1: Jenny received home support service in Q1 and Q2 in Waterford. She was formally discharged at end of Q2 as she moved to Donegal. Jenny is returned by Waterford under this KPI in Q2. She is also returned by Waterford for Q2 under "No. of Existing Persons in receipt of Home Support" and by Donegal under "No. of new referrals received" for the quarter in which they receive her new referral **Example # 2** Susan has been receiving Home Support service over years. She was admitted to hospital in Q1 and it is unclear at end of quarter whether she will be returning home and to Home Support services or to residential and so returned under this KPI. Each person's case needs to be reviewed individually to determine when formal discharge from Home Support is appropriate. If a person is discharged from Home Support and returned under this KPI, should they later return home/ to Home Support service, return them under "No. new referrals accepted" and "No. new persons commenced" in relevant quarter
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age)
		Child: Under 18 years.
3	**KPI Rationale**	To monitor the number of adults & children with an intellectual disability and/or autism formally discharged from home support services as funded by HSE Disability Services.

	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined
5	**KPI Calculation**	Count all adults and children with an intellectual disability and/or autism discharged from home support services in this quarter. All discharges only to be counted once i.e. in the quarter which their referral is received. Adults and children are counted separately. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and/or autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 45) Disability: Home Support Service (ID Clients)

1	KPI Title	**Total no. of people with intellectual disability and/or autism in receipt of a Home Support Service**
2	KPI Description	Total number of people with an intellectual disability and/or autism **in receipt** of a home support service, **in this quarter** up to and including the last day of the quarter.
		Include: • People with an intellectual disability and/or autism in receipt of a home support service in this quarter including those who commenced a home support service and those who continued a home support service even if they were formally discharged in this quarter
		Exclude: • People who accessed Home Support services funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People who did not receive Home Support services during this quarter but did in previous quarter(s) who have not been formally discharged • Children receiving support for pre-school places as these are not a Home Support service • People receiving a PA Service • People with a physical and sensory disability
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1: John received a home support service in Q3, continuing from a previous quarter. Mary commenced a home support service in Q3. Both John and Mary are returned in Q3. John is also returned under "No of existing people in receipt of PA services" in Q3 and Mary is also returned under 'No. of new people commenced' in Q3
		Example # 2: Martin received 10 home support hours per week from Agency A. He was assessed as having an increased need and now receives 5 additional home support hours from Agency B. Martin is returned by each agency as 1 person. It is acknowledged that this is a "double count" but until a system of unique identification is established, both agencies must return what they are providing/funded by the HSE under this KPI.
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of adults & children with an intellectual disability and/or autism in receipt of a home support service as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	**2015 Operational Plan National Target: 4,339** **Target per CHO: CHO 1: 574, CHO 2: 324, CHO 3 : 654, CHO 4 : 369, CHO 5 : 527, CHO 6 : 269, CHO 7 : 586, CHO 8 : 653, CHO 9 : 443.**

5	KPI Calculation	Count the total number of people with an intellectual disability and/or autism in receipt of a home support service in this quarter, including all new, existing and discharged clients. Discharged clients are included if they received a service in the quarter. **"New People commenced" + "Existing People" + "Discharged People" = "Total People"** Adults and children are counted separately This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end annual outturn, the Q4 issued e.g. Q1:242, Q2:218, Q3:197, Q4:222, therefore the total number in receipt of a home support service for the year is 222
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and/or autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 46) Disability: Home Support Service (ID Clients)

1	KPI Title	**No. of Home Support Service <u>Hours</u> delivered to people with intellectual disability and/or autism**
2	KPI Description	Total number of home support service **hours** delivered to people with an intellectual disability and/or autism, **in the quarter** up to and including the last day of the quarter. **Include:** • Hours delivered to people with an ID and / or autism in this quarter including those who commenced a HS service and those who continued a HS service , even if they were discharged in this quarter **Exclude:** • Hours funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • Hours provided in previous quarter(s) but not provided in this quarter • Hours provided to support children accessing pre-school places as these are not a Home Support service • Hours provided in PA service • Hours provided for people with a physical and sensory disability
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1: Paul and Carl are brothers with an intellectual disability. For health and safety reasons, two Home Support workers provide service at their home for 4 hours each worker 3 days a week. No. of hours returned under this KPI in this quarter is 4 hours x 2 Home Support Workers x 3 days x 13 weeks = 312 (presuming 13 weeks in the quarter) i.e. count the number of paid hours **Example # 2:** Fay and Alice are sisters with autism. 1 Home Support worker provides a service at their home 2 days per week for 3 hours each time. No. of hours returned under this KPI in this quarter is 3 hours x 2 days x 13 weeks = 78 hours (presuming 13 weeks in the quarter) i.e. count the number of paid hours
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of home support service hours delivered to adults & children with an intellectual disability and/or autism as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	KPI Target	**2015 Operational Plan National Target: 1,079,963** **Target per CHO: CHO 1: 186,366, CHO 2: 88,708, CHO 3 : 86,976, CHO 4 : 66,466, CHO 5 : 123,244,** **CHO 6 : 62,193, CHO 7 : 161,092, CHO 8 : 239,746, CHO 9 : 65,172.**

5	KPI Calculation	Count the total number of home support hours delivered to people with an intellectual disability and/or autism (as per "KPI description" above) up to an including the last day of the quarter. Adults and children are counted separately. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with an intellectual disability and/or autism
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		Information Analyst: Denise McCarthy denise.mccarthy@hse.ie Head of Operations & Service Improvement Disability: Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 47) Disability: Home Support Service (ID Clients)

1	**KPI Title**	**No. of people with intellectual disability and/or autism in receipt of from** **1 - 5 Home Support hours** **6 - 10 Home Support hours** **11 - 20 Home Support hours** **21 - 40 Home Support hours** **41 - 60 Home Support hours** **60+ Home Support hours in the last week of the biannual reporting period i.e. last week of June and December**
2	**KPI Description**	Total number of people with an intellectual disability and/or autism, in receipt of Home Support hours in the above bands in the last week of the reporting period i.e. last week of June and last week of December. **Include:** • People in receipt of a Home Support service in the last week of June or December (biannual reporting period), including those who commenced a service and those who continued a service, even if they were discharged after receiving a service in the last week of June or December. **Exclude:** • People who accessed Home Support services funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People who did not receive Home Support services during the final week of June/December but did previously and who have not been formally discharged • Children receiving support for pre-school places as these are not a Home Support service • People who received a PA Service • People with a physical and sensory disability
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example: Mary was in receipt of 5 hours Home Support Service per week during Q3. However, Mary only received 12 hours in the final week of December, the biannual reporting period. Therefore Mary is returned under band 11 - 20 hours Home Support Service
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the number of people with an ID and or autism in receipt of 1 - 5; 6 - 10, 11 - 20; 21 - 40; 41 - 60 and 60+ home support hours as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined

5	**KPI Calculation**	Count the total number of people with an intellectual disability and/or autism in receipt of 1 - 5; 6 - 10; 11 - 20; 21 - 40; 41 - 60 and 60+ hours home support service per week (as per "KPI description" above) in the last week of the reporting period i.e. last week of June or last week of December. Adults and children are counted separately. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end outturn, Q4 outturn is used e.g. DML: Q2: 418, Q4: 422, the outturn for the year end is 422.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with an intellectual disability and /or autism
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☐Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 48) Disability: Home Support Service (PSD Clients)

1	**KPI Title**	**No. of new referrals <u>accepted</u> for people with a physical and/or sensory disability for Home Support Services**
2	**KPI Description**	Total number of new referrals <u>**accepted**</u> for home support services for people with a physical and/or sensory disability, **in this quarter** up to and including the last day of the quarter. **Definition:** New referral accepted as appropriate and approved in this quarter. **Include:** • All accepted referrals for a Home Support service for people with a physical and/or sensory disability **Exclude:** • Referrals for Home Support funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme. • Referrals for people with a physical and/or sensory disability already in receipt of a Home Support service i.e. who have not been discharged even if that service is less than they were assessed for. • Referrals received in previous quarters. New referrals are only counted once i.e. in the quarter they are received and accepted. This is a new KPI for 2015 therefore, the count commences from 1 Jan 2015 • Referrals for people with a physical and/or sensory disability who declined the Home Support service offered • Referrals for children requiring support for pre-school places as this is not a Home Support service • Referrals for people with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support. • Referrals received for a PA Service • Referrals for people with an intellectual disability and/or autism.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1 Vera's new referral was received and accepted in Q2. She received a home support service in the past but was formally discharged. She is returned under this KPI only for the quarter in which her referral was accepted i.e. Q2. **Example # 2** Frank's new referral was received and accepted in Q1. He did not commence service until Q3. He is returned under this KPI only once i.e. the quarter in which his referral was accepted, Q1. He will be returned in Q3 only under " New Person Commenced" (KPI 43)
		Definitions: **Home Support** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the number of new referrals <u>**accepted**</u> for adults & children with a physical and/or sensory disability for home support services as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management

4	**KPI Target**	New 2015, baseline to be determined
5	**KPI Calculation**	Count all new referrals accepted in this quarter. All new referrals accepted are only counted once i.e. in the quarter which their referral is received. Adults and children are counted separately. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 49) Disability: Home Support Service (PSD Clients)

1	**KPI Title**	**No. of new people with a physical and/or sensory disability who <u>commenced</u> a Home Support Service**
2	**KPI Description**	Total number of new people with a physical and/or sensory disability, who **commenced** a home support service **in this quarte**r up to and including the last day of the quarter. **Include:** • All new people who commenced a Home Support service in this quarter. **Exclude:** • People with a physical and/or sensory disability who commenced Home Support service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People with a physical and/or sensory disability already in receipt of a Home Support service who have not been discharged even if that service is less than they were assessed for. They are returned under "No. of existing Persons in receipt of Home Support" (KPI 44) in subsequent quarters that they access Home Support • Children receiving support for pre-school places as this is not a Home Support service • People with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • People who commenced a PA Service • People with an intellectual disability and/or autism.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford, funded by Sligo home support budget must be returned by Sligo Disability Services.
		Example 1: Billy's new referral was received and accepted in Q2 and he commenced a home support service in Q3. He received a home support service in the past but was formally discharged. Billy is returned under this KPI only for the quarter in which he commenced home support services i.e. Q3. He is also returned under "New referral received and accepted" (KPI 42) only in the quarter which his referrals was received and accepted, Q2 **Example 2:** Nora's new referral was received and accepted in Q3 and she commenced home support service in Q3. She is returned under this KPI only for the quarter in which she commenced the home support service, i.e. Q3. She is also returned in Q3 under "New referral received and accepted" (KPI 42).
		Definitions: **Home Support** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the number of new people with a physical and/or sensory disability who commenced a home support service as funded by HSE Disability Services in this quarter
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined

5	KPI Calculation	Count the number of new adults and children with a physical and/or sensory disability who commenced a home support service in this quarter. New adults and children commencing a home support service are only counted once i.e. in the quarter which their service commenced. Adults and children are counted separately.
		This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with a physical and/or sensory disability
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 50) Disability: Home Support Service (PSD Clients)

1	KPI Title	No. of existing people with a physical and/or sensory disability in receipt of Home Support Services
2	KPI Description	Total number of people with a physical and/or sensory disability who **continued** home support services, **in this quarter** who have not been discharged in a previous quarter, up to and including the last day of the quarter.

Include:
• People with a physical and/or sensory disability who underlined continued a home support service in this quarter from any previous quarter who have not been formally discharged
• In Q1, people with a physical and/or sensory disability who continue to receive a Home Support service from any previous quarter

Exclude:
• People with an a physical and/or sensory disability who commenced Home Support service funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme
• People with a physical and/or sensory disability who commenced Home Support service in this quarter- they are returned only under "New people commenced" (KPI 36)
• People who did not receive Home Support services during this quarter but did in previous quarter(s) who have not been formally discharged
• Children receiving support for pre-school places as these are not a Home Support service
• People with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support
• People who received a PA Service
• People with an intellectual disability and/or autism.

All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.

Example # 1:
John received home support service in Q1, Q3 and Q3. John is to be returned under this KPI in Q1, Q2 and Q3

Example # 2:
Christina received home support service in Q2 and in Q4 and not in Q3 due to hospitalisation and had not been discharged from Home Support service. Christine is returned under this KPI in Q2 and Q4, not in Q3

Example # 3:
Liam received Home Support services in Q1 and was discharged during this quarter due to moving outside of the Area. He is returned under this KPI in Q1. He is also returned under "No. of people discharged" in Q1.

Definitions:

Home Support: provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD):

Home Care Assistant Service: "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities".

Home Help: "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)".

Home Support: Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.

Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age)

Child: Under 18 years.

3	KPI Rationale	To monitor the number of adults & children with a physical and/or sensory disability who continue to receive a home support service as funded by HSE Disability Services.
2	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two).

☑Person Centred Care   ☐Effective Care   ☐Safe Care
☐Better Health and Wellbeing   ☐Use of Information   ☐Workforce
☐Use of Resources   ☐Governance, Leadership and Management

4	**KPI Target**	New 2015, baseline to be determined
5	**KPI Calculation**	Count the total number of people with a physical and/or sensory disability continuing to receive a home support service in this quarter who had not been discharged in a previous quarter. Adults and children are counted separately. This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end outturn, use Q4 outturn e.g. Q1:242, Q2:218, Q3:197, Q4:222, total number continuing home support at year end is 222
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 51) Disability: Home Support Service (PSD Clients)

1	**KPI Title**	**No. people with a physical and/or sensory disability formally <u>discharged</u> from Home Support Services**
2	**KPI Description**	Total number of people with a physical and/or sensory disability, formally <u>**discharged**</u> from home support services **in this quarter** up to and including the last day of the quarter. **Reasons for discharge may include:** • Residential placement • Transferred to adult services, other provider, other area • Service is no longer required or meeting needs • Deceased **Include:** • People with a physical and/or sensory disability formally discharged from home support services in this quarter **Exclude:** • People discharged from Home Support services funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People in receipt of or awaiting commencement of a Home Support service who have not been discharged • Children receiving support for pre-school places as these are not a Home Support service • People with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • People receiving a PA service • People with an intellectual disability and/or autism.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1: Jenny received home support service in Q1 and Q2 in Waterford. She was formally discharged at end of Q2 as she moved to Donegal. Jenny is returned by Waterford under this KPI in Q2. She is also returned by Waterford for Q2 under "No. of Existing Persons in receipt of Home Support" and by Donegal under "No. of new referrals received" for the quarter in which they receive her new referral **Example # 2** Susan has been receiving Home Support service over years. She was admitted to hospital in Q1 and it is unclear at end of quarter whether she will be returning home and to Home Support services or to residential and so returned under this KPI. Each person's case needs to be reviewed individually to determine when formal discharge from Home Support is appropriate. If a person is discharged from Home Support and returned under this KPI, should they later return home/ to Home Support service, return them under "No. new referrals accepted" and "No. new persons commenced" in relevant quarter
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age)
		Child: Under 18 years.
3	**KPI Rationale**	To monitor the number of adults & children with a physical and/or sensory disability formally discharged from home support services as funded by HSE Disability Services.

	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	New 2015, baseline to be determined
5	**KPI Calculation**	Count all adults and children with a physical and/or sensory disability discharged from home support services in this quarter. All discharges only to be counted once i.e. in the quarter which their referral is received. Adults and children are counted separately. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
	Contact details for Data Manager / Specialist Lead	**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 52) Disability: Home Support Service (PSD Clients)

1	KPI Title	**Total no. of people with a physical and/or sensory disability in receipt of a Home Support Service**
2	KPI Description	Total number of people with a physical and/or sensory disability in **receip**t of a home support service, **in this quarte**r up to and including the last day of the quarter.
		Include: • People with a physical and/or sensory disability in receipt of a home support service in this quarter including those who commenced a home support service and those who continued a home support service even if they were formally discharged in this quarter
		Exclude: • People who accessed Home Support services funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People who did not receive Home Support services during this quarter but did in previous quarter(s) who have not been formally discharged • Children receiving support for pre-school places as these are not a Home Support service • People with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • People receiving a PA Service • People with an intellectual disability and/or autism
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1: John received a home support service in Q3, continuing from a previous quarter. Mary commenced a home support service in Q3. Both John and Mary are returned in Q3. John is also returned under "No of existing people in receipt of PA services" in Q3 and Mary is also returned under 'No. of new people commenced' in Q3 **Example # 2:** Martin received 10 home support hours per week from Agency A. He was assessed as having an increased need and now receives 5 additional home support hours from Agency B. Martin is returned by each agency as 1 person. It is acknowledged that this is a "double count" but until a system of unique identification is established, both agencies must return what they are providing/funded by the HSE under this KPI.
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of adults & children with a physical and/or sensory disability in receipt of a home support service as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management

4	KPI Target	**2015 Operational Plan National Target: 2,913** **Target per CHO: CHO 1: 282, CHO 2: 258, CHO 3 : 275, CHO 4 : 357, CHO 5 : 175, CHO 6 : 290, CHO 7 : 302, CHO 8 : 354, CHO 9 : 620.**
5	KPI Calculation	Count the total number of people with a physical and/or sensory disability in receipt of a home support service in this quarter, including all new, existing and discharged clients. Discharged clients are included if they received a service in the quarter. **"New People commenced" + "Existing People" + "Discharged People" = "Total People"** Adults and children are counted separately This is a point in time KPI calculation i.e. do not add the quarterly returns together. For year end annual outturn, the Q4 issued e.g. Q1:242, Q2:218, Q3:197, Q4:222, therefore the total number in receipt of a home support service for the year is 222
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with a physical and/or sensory disability
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☑ CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 53) Disability: Home Support Service (PSD Clients)

1	**KPI Title**	**Total No. of Home Support Service <u>Hours</u> delivered to people with a physical and/or sensory disability**
2	**KPI Description**	Total number of home support service **hours** delivered to people with a physical and/or sensory disability, **in the quarter** up to and including the last day of the quarter. **Include:** • Hours delivered to people with a physical and/or sensory disability in this quarter including those who commenced a HS service and those who continued a HS service , even if they were discharged in this quarter **Exclude:** • Hours funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • Hours provided in previous quarter(s) but not provided in this quarter • Hours provided to support children accessing pre-school places as these are not a Home Support service • Hours provided for people with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • Hours provided in PA service • Hours provided for people with an intellectual disability and/or autism.
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example # 1: Paul and Carl are brothers with an intellectual disability. For health and safety reasons, two Home Support workers provide service at their home for 4 hours each worker 3 days a week. No. of hours returned under this KPI in this quarter is 4 hours x 2 Home Support Workers x 3 days x 13 weeks = 312 (presuming 13 weeks in the quarter) i.e. count the number of paid hours **Example # 2:** Fay and Alice are sisters with autism. 1 Home Support worker provides a service at their home 2 days per week for 3 hours each time. No. of hours returned under this KPI in this quarter is 3 hours x 2 days x 13 weeks = 78 hours (presuming 13 weeks in the quarter) i.e. count the number of paid hours
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	**KPI Rationale**	To monitor the number of home support service hours delivered to adults & children with a physical and/or sensory disability as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management

4	KPI Target	**2015 Operational Plan Target: 1,512,733** **Target per CHO: CHO 1: 149,386, CHO 2: 92,699, CHO 3 : 53,980, CHO 4 : 121,805, CHO 5 : 86,588,** **CHO 6 : 240,269, CHO 7 : 214,598, CHO 8 : 191,577, CHO 9 : 361,831.**
5	KPI Calculation	Count the total number of home support hours delivered to people with a physical and/or sensory disability (as per "KPI description" above) up to an including the last day of the quarter. Adults and children are counted separately. This is a cumulative KPI, i.e. at year end, each Area's four quarterly outturns will be added together to obtain the total end of year outturn for that Area in that year.
6	Data Source	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	Data Collection Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	Tracer Conditions	People with a physical and/or sensory disability
9	Minimum Data Set	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	International Comparison	Service developed in line with best practice internationally
11	KPI Monitoring	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	KPI Reporting Frequency	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	KPI report period	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	KPI Reporting Aggregation	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	KPI is reported in which reports?	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	Additional Information	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 54) Disability: Home Support Service (PSD Clients)

1	KPI Title	No. of people with a physical and/or sensory disability in receipt of from **1 - 5 Home Support hours** **6 - 10 Home Support hours** **11 - 20 Home Support hours** **21 - 40 Home Support hours** **41 - 60 Home Support hours** **60+ Home Support hours <u>in the last week of the biannual reporting period i.e. last week of June and December</u>**
2	KPI Description	Total number of people with a physical and/or sensory disability, in receipt of Home Support hours in the above bands <u>in the last week of the reporting period i.e. last week of June and last week of December</u>. **Include:** • People in receipt of a Home Support service in the last week of June or December (biannual reporting period), including those who commenced a service and those who continued a service, even if they were discharged after receiving a service in the last week of June or December. **Exclude:** • People who accessed Home Support services funded by other care groups (e.g. Older Persons), Delayed Discharge Initiative Funding or Community Employment Scheme • People who did not receive Home Support services during the final week of June/December but did previously and who have not been formally discharged • Children receiving support for pre-school places as these are not a Home Support service • People with physical and sensory disability who require neurorehab supports that do not meet the definition of PA or Home Support • People who received a PA Service • People with an intellectual disability and/or autism.
		Definitions: **Home Support:** provides personal and/or essential domestic care and support to facilitate participation in social / leisure activities. This service can be provided by the HSE or by a private provider funded by the HSE. Home Support is often provided outside of normal day service hours and is a disability funded service. It includes, as defined in the National Physical and Sensory Disability Database (NPSDD) and the National Intellectual Disability Database (NIDD): **Home Care Assistant Service:** "a personal care service which provides personal support including washing, dressing and other activities of daily living and facilitation in social and recreational activities". **Home Help:** "(assistance with household chores). Home Helps currently provide domestic type support (e.g. cooking / cleaning, etc.) but in many cases where a Home Care Assistant is not available, the Home Help may also provide support of a personal nature (e.g. washing, dressing, etc.)". **Home Support:** Assistance provided to the family in terms of assisting with care, facilitating attendance at social activities. Assistance is often provided outside of normal day service hours.
		All adults and children receiving home support hours must be returned by the HSE Area from which their funding is allocated e.g. a service user from Sligo accessing Home Support in Longford but whose hours are paid from the Sligo home support budget must be returned by Sligo Disability Services.
		Example: Mary was in receipt of 5 hours Home Support Service per week during Q3. However, Mary only received 12 hours in the <u>final</u> week of December, the biannual reporting period. Therefore Mary is returned under band 11 - 20 hours Home Support Service
		Adult: a person aged over 18 and under 65 years (in a small number of cases people may continue to access disability home support services post 65 years of age) **Child:** Under 18 years.
3	KPI Rationale	To monitor the number of people with a physical and/or sensory disability in receipt of 1 - 5; 6 - 10, 11 - 20; 21 - 40; 41 - 60 and 60+ home support hours as funded by HSE Disability Services.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care　　☐Effective Care　　☐Safe Care ☐Better Health and Wellbeing　☐Use of Information　　☐Workforce ☐Use of Resources　　　☐Governance, Leadership and Management

4	**KPI Target**	New 2015, baseline to be determined
5	**KPI Calculation**	Count the total number of people with a physical and/or sensory disability in receipt of 1 - 5; 6 - 10; 11 - 20; 21 - 40; 41 - 60 and 60+ hours home support service per week (as per "KPI description" above) in the last week of the reporting period i.e. last week of June or last week of December. Adults and children are counted separately. This is a point in time calculation (i.e. do not add bi-annual returns together). For year end outturn, Q4 outturn is used e.g. DML: Q2: 418, Q4: 422, the outturn for the year end is 422.
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	People with a physical and/or sensory disability
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Service developed in line with best practice internationally
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☐Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? Y
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 55) Disability: Congregated Settings

1	**KPI Title**	Facilitate the movement of people from congregated to community settings
2	**KPI Description**	Count the number of people who move out of a congregated setting into a community setting : In keeping with the Time to Move on From congregated setting policy - the community setting into which people move should have no more than 4 residents - each individual transitioning should have a personal transitional support plan
3	**KPI Rationale**	To monitor the progress of people moving out of congregated settings in line with National policy
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan National Target: 150** **Target per CHO: CHO 1: 13, CHO 2: 8, CHO 3: 5 CHO 4 : 40, CHO 5 : 21, CHO 6: 11, CHO 7 : 19, CHO 8 : 12, CHO 9 : 21.**
5	**KPI Calculation**	No. of people completing the transition in the quarter. Each person will only be counted once. Year end total will be cumulative of 4 quarters .
6	**Data Source**	Service Provider - Disability Manager/Nominee - Community Health Office (CHO) - National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Adults and children with a physical and/or sensory disability or with an intellectual disability and / or autism
9	**Minimum Data Set**	
10	**International Comparison**	Drawn from best practice internationally to develop this customised service
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☑Quarterly Current (e.g. data reported in each quarter up to and including the last day of that quarter) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (Q1 data reported in Q2) ☐Rolling 12 months (previous 12 month period) ☐Other - give details:
14	**KPI Reporting Aggregation**	☑ National ☑ CHO ☑ LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie

(DIS 56) Disability: Quality

1	**KPI Title**	In respect of agencies in receipt of €3m or more in public funding, the % which employ an internationally recognised quality improvement methodology such as EFQM, CQL or CARF.
2	**KPI Description**	
3	**KPI Rationale**	
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). ☑Person Centred Care ☐Effective Care ☐Safe Care ☐Better Health and Wellbeing ☐Use of Information ☐Workforce ☐Use of Resources ☐Governance, Leadership and Management
4	**KPI Target**	**2015 Operational Plan National Target: 100%** **All CHOs: 100%**
5	**KPI Calculation**	
6	**Data Source**	Data is submitted by the local Disability Manager/Nominee to the CHO Lead (Community Health Office) for approval and onward submission to the National Business Information Unit (BIU).
	Data Completeness	100% data completeness required.
	Data Quality Issues	No known data quality issues at this point.
7	**Data Collection Frequency**	☐Daily ☐Weekly ☐Monthly ☑Quarterly ☐Bi-annually ☐Annually ☐ Other – give details:
8	**Tracer Conditions**	Providers of Disability Services as funded by the HSE under section 38 Agreements.
9	**Minimum Data Set**	The service user's care plan which includes personal details and relevant information relating to their diagnosis, their needs and services and support they require to meet their needs.
10	**International Comparison**	Drawn from best practice internationally to develop this customised service
11	**KPI Monitoring**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☑Other – give details: The Disability Manager/nominee will receive, analyse and quality assure KPI returns for accuracy, completeness, quarter on quarter comparison and ongoing performance against targets. Once satisfied, they will forward the collated KPI returns to the CHO Lead (Community Health Office) for approval, review and oversight. Where there are variances against target, the Disability Manager/Nominee will include a bullet point explanation with the returns to the CHO. The CHO will forward approved collated returns to the Business Information Unit (BIU) on the agreed date each month / quarter.
12	**KPI Reporting Frequency**	☐Daily ☐Weekly ☐Monthly ☐Quarterly ☑Bi-annually ☐Annually ☐Other – give details:
13	**KPI report period**	☐Current (e.g. daily data reported on same day of activity, monthly data reported within the same month of activity) ☐Quarterly one month in arrears (Q2 data reported in July report) ☐Monthly in arrears (June data reported in July) ☐Quarterly in arrears (quarter 1 data reported in quarter 2) ☐Rolling 12 months (previous 12 month period) ☑Other - give details: Biannual
14	**KPI Reporting Aggregation**	☑ National ☐CHO ☐LHO Area ☐Hospital ☐ County ☐ Institution ☑ Other – give details: Service Provider
15	**KPI is reported in which reports?**	☑Performance Assurance Report (PAR) ☐ CompStat ☐Other – give details:
16	**Web link to data**	http://www.hse.ie/eng/services/Publications/corporate/performanceassurancereports/
17	**Additional Information**	Is the data for this KPI available through Corporate Information Facility (CIF)? N
Contact details for Data Manager / Specialist Lead		**Information Analyst:** Denise McCarthy denise.mccarthy@hse.ie **Head of Operations & Service Improvement Disability:** Marion Meany / disability.socialcare@hse.ie
		National Lead: Pat Healy, National Director Social Care Division / socialcare@hse.ie