


Health Service Executive
KPI Guidelines 2013
Older People Services



[Version History](#)

Version 1: (15 May 2013)



Feilmeannacht na Seirbhíse Sláinte
Health Service Executive

Older People: Home Care Packages

1	KPI Title	<p>i) Total no. of people in receipt of HCPs ii) No. and % direct provision iii) No and % indirect provision iv) No. and % cash grant v) No. and % respite vi) No. and % multiple types</p>
2	KPI Description	<p>A Home Care Package (HCP) consists of community services and supports which may be provided to assist an older person, depending on their individual assessed care needs, to return home from hospital or residential care or to remain at home. A HCP refers to the enhanced level of community services and supports above the normal levels available from mainstream community services. HCPs do not replace existing services. The actual HCP provided to any individual may include paramedical, nursing, respite and/or home help and/or other services depending on the assessed care needs of the individual applicant.</p>
		<p>Enhanced level of community services is any additional level of services, over and above mainstream level of service, which is provided to support the assessed needs of the applicant (National Guidelines HCP Scheme) Note: National Guidelines state that if the HCP is provided "through a combination (Category "Direct", "Indirect" is assigned on the basis of whichever element of the Home Care Package is the greatest cost) The number of clients in receipt of home care packages on the last day of the calendar month. ii) and iii) (below) added together will total the number of persons in receipt on last day of the month. ii) Direct Provision - Number of persons who are in receipt of a HCP on the last day of the month which is being delivered predominantly (on the basis of whichever element of the Home Care Package is the greatest cost) by HSE employed staff.</p>
		<p>iii) Indirect Provision - Number of persons in receipt of a HCP on the last day of the month which is being delivered predominantly (on the basis of whichever element of the Home Care Package is the greatest cost) by voluntary/private providers. If all or most of a HCP is provided by way of cash grant then its counted within indirect HCPs iv) Cash Grants - Number of persons in receipt of a "Cash Grant" towards the provision of HCP. This is a subsection of Indirect Provision Home Care Packages. No new cash grants will be approved from 1st Dec 2010 so that the number in receipt will be reducing in 2011. (Ref National Guidelines) v) Respite - No of clients in receipt of a HCP on the last day of the month where the HCP is solely for the purpose of respite care in a residential setting or in the home. This could be provided directly or indirectly. Do not count HCP's where respite is only an element of the package. vi) Multiple Types - Number of people who are in receipt of a HCP on the last day of the month which is delivered by</p>
3	KPI Rationale	<p>Monitor and Measure provision of service and report on activity against NSP. A separate funding stream has been provided by the DoHC for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity; provide analysis of provision of enhanced public community services, analysis of indirect provision to enhance Service, Quality and VFM and appropriate use of HCP to support family/carer, in lieu of residential respite</p>
	Indicator Classification	<p>Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/></p>
4	KPI Target	<p>NSP 2013 target: 10,870 DML - 2,662; DNE - 3,545; South - 2,425; West - 2,238;</p>
5	KPI Calculation	<p>Total number of clients in Receipt of a Home Care Package on the last day of the month. = No. at start of month + no of new clients – (no ceased during the month) Direct/Indirect/Multiple & Respite – count at the end of the month. These metrics are point in time only and cannot be aggregated</p>
6	Data Source	<p>Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office.</p>
	Data Completeness	<p>100% Complete</p>

	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	<p>Any person may apply on the appropriate form to be considered for a HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of a client by a family member, friend, carer or healthcare worker</p> <p>HCPs will be allocated based on assessed care need within the limit of the resources available for the Scheme.</p> <p>To comply with the policy objectives of the scheme as set out by the DOHC the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from persons approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the HCP Scheme. Applications from persons aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)</p>
9	Minimum Data Set	Completed application form followed by a Care Needs Assessment. The assessment, by health professionals as determined by the HSE, will recommend what services/supports, if any, are required over and above what is available from mainstream services. In order to allocate a package the care needs assessment must confirm that enhanced levels of service/support are recommended. If the care needs assessment indicates that additional services/supports through the HCP scheme are not appropriate or required the application for a HCP will be refused
10	International Comparison	No
11	KPI Monitoring	<p>KPI will be monitored on a (please indicate below) basis:</p> <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Home Care Packages

1	KPI Title	Total number of Home Care Packages provided
2	KPI Description	The total number of home care packages provided in the past calendar month in the LHO based on the Planning Cost. Home Care Package (HCP): HCPs consist of enhanced levels of community based services e.g. nursing, therapy, home help, respite etc. HCPs are provided where the input of enhanced levels of support are required to support older people to remain at home or to return to home following hospitalisation. They also enhance the support of early discharges from the acute sector and prevent inappropriate admissions to long term residential care.
3	KPI Rationale	A separate funding stream has been provided by the DoHC for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity. This metric is based on financial data and the amount spent on Home Care Packages based on the Planning Cost of a Home Care Package. This differs to the total number in receipt of a home care package which counts the actual numbers receiving the 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). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
4	KPI Target	NSP 2013 target: 5,300 DML - 1,460; DNE - 1,253; South - 1,304; West - 1,283;
5	KPI Calculation	The total number of home care packages provided in the past calendar month in the HSE Region based on the Planning Cost set out in the Service Plan. This metric is calculated using financial expenditure to data supplied by each of the 4 Areas. The weekly planning cost used in calculating the number of HCPs is currently €500 per week as per Service Plan 2011.
6	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office.
	Data Completeness	Incomplete - metric not reported in 2012
	Data Quality Issues	Expenditure data from Regions/LHO's is relied upon for accurate calculation of this metric
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	A separate funding stream has been provided by the DoHC for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity. This metric is based on financial data and the amount spent on Home Care Packages based on the Planning Cost of a Home Care Package. This differs to the total number in receipt of a home care package which counts the actual numbers receiving the service.
9	Minimum Data Set	Actual Budget and Expenditure per month
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	

Contact details for Data	Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie
Manager / Specialist Lead	
National Lead and Directorate	Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Home Care Packages

1	KPI Title	Total number of new Home Care Package clients
2	KPI Description	Total number of new clients that commenced a home care package for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. When funding is fully allocated the number of new HCPs is dependent on persons in receipt of HCP finishing their package.
3	KPI Rationale	A separate funding stream has been provided by the DoHC for Home Care Packages. Therefore there is a requirement to monitor provision of service and report on activity. Measures the throughput of scheme, and allows service to predict availability of resources
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
4	KPI Target	NSP 2013 Target: 4,800 DML - 1,250; DNE - 1,100; South - 1,100; West - 1,350;
5	KPI Calculation	Total number of new clients that commenced a home care package for the first time in the past calendar month from the first day of the month to the last day of the month in the LHO regardless of duration of the package. Service Plan Target is full year target.
6	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office. T
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Any person may apply on the appropriate form to be considered for a HCP. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of a client by a family member, friend, carer or healthcare worker There is no requirement that an applicant should have a medical card in order to apply to be considered for a HCP. To comply with the policy objectives of the scheme as set out by the DOHC the vast majority of beneficiaries of the Scheme will be older people i.e. aged 65 or over. However, there will be flexibility in relation to applications from persons approaching 65 years. In addition some people aged less than 65 years, for example a person who has developed early onset dementia (and where their assessed needs can be best met by Services for Older People), may also be considered as exceptional cases for the HCP Scheme. Applications from persons aged under 65 years will need to be approved by the General Manager. (See HCP Guidelines for further details)
9	Minimum Data Set	Completed application form followed by a Care Needs Assessment. The assessment, by health professionals as determined by the HSE, will recommend what services/supports, if any, are required over and above what is available from mainstream services. In order to allocate a package the care needs assessment must confirm that enhanced levels of service/support are recommended. If the care needs assessment indicates that additional services/supports through the HCP scheme are not appropriate or required the application for a HCP will be refused
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Care Package Manager
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:

15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
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	Manager / Specialist Lead	
	National Lead and Directorate	Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Home Help Hours		
1	KPI Title	Total number of home help hours provided for all care groups, (excluding provision of hours from Home Care Packages).
2	KPI Description	Home Help Service provides personal and/or essential domestic care to dependent people to support them to live at home. It should support and complement the informal care already been provided. The total number of home help hours delivered through home visits by home help worker employed by HSE or providers receiving funding from the HSE from the Home Help Budget (excludes provision of home help hours from Home Care Packages) during the reporting period (1 calendar month). This includes hours provided to Older People, Disabilities, Mental Health and Children and Families but excludes provision of hours from Home Care Packages.
3	KPI Rationale	Monitor the quantity of service delivered against service plan targets and facilitate adjustment to achieve targets if required.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
4	KPI Target	NSP 2013 Target: 10.30m hours DML - 1.91m; DNE - 1.66m; South - 3.62m; West - 3.11m;
5	KPI Calculation	The number of Home Help hours delivered to clients in a calendar month from the Home Help budget This figure is reported cumulatively (i.e. month and YTD). e.g. the March figure would be the Jan-March figures added together.
6	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	National Quality Guidelines for Home Help Services. Any person may apply or be referred, with their consent, on the appropriate form to be considered for a home help service. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of a client by a family member, friend, carer or healthcare worker. Current legislation in relation to the home help service does not distinguish between persons with limited and persons with full eligibility. Therefore, in the context of current legislation the Department of Health and Children has confirmed that access to home help services should be based on assessed care needs. The vast majority of beneficiaries of the home help service will be the older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from persons aged less than 65yrs whose assessed need is best met by older person services.
9	Minimum Data Set	Application Form followed by CSARS Needs assessment which develops a home care plan with a schedule of services
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Help Organiser
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)

14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input checked="" type="checkbox"/> Other – give details: by care group, e.g. older people, disabilities, mental health, children & families, other
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input checked="" type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie
	National Lead and Directorate	Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Home Help Hours		
1	KPI Title	Total number of people in receipt of home help hours (excluding provision of hours from Home Care Packages)
2	KPI Description	The number of clients in receipt of a home help service on the last day of the month. This includes people in the following care groups, older people, disabilities, mental health and children and families. Home Help Service provides personal and/or essential domestic care to dependent people to support them to live at home. It should support and complement the informal care already being provided.
3	KPI Rationale	This metric provides information on the usage of home help hours in the community and the number of people supported by the HSE to remain at home.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
4	KPI Target	NSP 2013 Target: 50,002 DML - 12,003; DNE - 9,486; South - 15,053; West - 13,460
5	KPI Calculation	The total number of clients receiving home help hours in the LHO on the last day of the reporting month. This metric is point in time only and cannot be aggregated.
6	Data Source	Populated CIF template is submitted by LHO to the BIU analyst through Regional Specialists in HSE West, DNE and DML. South returns through RDO office.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	National Quality Guidelines for Home Help Services. Any person may apply or be referred, with their consent, on the appropriate form to be considered for a home help service. Where an applicant cannot complete the form him/herself an application/referral may be made on behalf of a client by a family member, friend, carer or healthcare worker. Current legislation in relation to the home help service does not distinguish between persons with limited and persons with full eligibility. Therefore, in the context of current legislation the Department of Health and Children has confirmed that access to home help services should be based on assessed care needs. The vast majority of beneficiaries of the home help service will be the older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from persons aged less than 65yrs whose assessed need is best met by older person services. The vast majority of beneficiaries of the home help service will be the older people i.e. aged 65yrs or over. However, there will be flexibility in relation to applications from persons aged less than 65yrs
9	Minimum Data Set	Application Form followed by CSARS Needs assessment - which develops a home care plan with a schedule of services
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Home Help Organiser
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input checked="" type="checkbox"/> Other – give details: by care group, e.g. older people, disabilities, mental health, children & families, other
	Aggregation	
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications

17	Additional Information	
Contact details for Data	Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Geraldine Bermingham Rigney Tel: 021 4923728 Email: geraldine.berminghamrigney@hse.ie	
Manager / Specialist Lead		
National Lead and Directorate	Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate	

Older People: Day Care		
1	KPI Title	No of Day Care Places for Older People
2	KPI Description	Day service is a generic term used in referring to two types of day service /activity programme delivered in a social day centre /club or day care centre. The following are the different service models for day services.
		Social clubs /active retirement groups /clubs provide community-based programmes that provide non-medical care primarily social and recreational activities to older people. There is limited personal care assistance, supervision, or assistance essential for sustaining Activities of daily living (ADL); on a less than 24-hour basis. These centres are operated by voluntary groups /active retirement groups /organisations and receive financial support from the HSE under Section 39.
		Social day care support consists of community-based programmes that provide non-medical care to meet the needs of older people in a structured, comprehensive programme that provides a variety of services in a protective setting on a less than 24-hour basis. Participants may demonstrate moderate impairments in functioning and cognition but do not require the intervention or services of a registered nurse (RN) or therapist acting under the supervision of the client's GP / physician. These centres are operated by voluntary groups /organisations and receive financial support from the HSE under Section 39.
		HSE Day Care Centres are predominately nurse led services and have a supervised daytime programme of activities and interventions. These services include nursing and when necessary rehabilitative therapy services /other health related medical services for the purpose of restoring or maintaining optimal capacity for self-care in addition to core services. These programmes provide services through individual plans of care and target older persons who could be at risk of institutional placement if interventions are not provided. Participants have moderate to substantial degrees of impairments in functioning and cognition.
		Dementia Specific day care centres consist of community-based programmes that provide day care for persons in the various stages (mild, moderate, or severe) of Alzheimer's disease or other dementias. The majority of these centres are operated by Alzheimer Society of Ireland and receive financial support from HSE under Section 39 grant aid. N.B. Consultant led Day Hospitals attached to acute Hospitals were excluded from the day care survey.
3	KPI Rationale	The purpose of this metric is to monitor provision of all day services receiving a minimum of 50% funding by the HSE, including Alzheimer Society of Ireland (ASI) specific, and report on activity
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
4	KPI Target	NSP 2013 target: 21,460
5	KPI Calculation	Day Care Survey
6	Data Source	Day Care Survey - Each LHO area to submit data to a central database with Regional and National figures being submitted to the BIU.
	Data Completeness	Incomplete
	Data Quality Issues	Definitions need to be reviewed
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Persons aged >65, on referral/assessment by PHN/GP or other Health Professional.
9	Minimum Data Set	Survey form to be circulated/completed
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Services for Older People
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)

14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Lead: Noel Mulvihill Assistant National Director Older People
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People : Nursing Home Support Scheme (NHSS)

1	KPI Title	No of people being funded under NHSS in long term residential care at the end of the reporting month
2	KPI Description	This metric measures the total number of people both public and private who are in receipt of long term residential care services and who are supported under the Nursing Homes Support Scheme. This includes State Support only, State Support and Nursing Home Loan, Nursing Home Loan only. It also includes 'Savers' i.e. people in public long term care at the commencement of the scheme who did not opt for the NHSS along with people on subvention and in older persons contract beds who did not opt for the scheme.
3	KPI Rationale	The rationale is to establish the number of people in long-term residential care who are receiving financial support from the State. In the transition years of the scheme, there may be some individuals receiving support via the subvention scheme or contract beds. However, ultimately the Nursing Homes Support Scheme will be the only State funded means of accessing long-term residential care.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
4	KPI Target	NSP 2013 target: - 22,761
5	KPI Calculation	Count of the number of people in receipt of NHSS support on the last day of every month (to include those 'approved for funding' who have not yet been admitted to long term residential care)
6	Data Source	Nursing Home Support Scheme Database.
	Data Completeness	Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	As per the the Nursing Home Support Scheme Guidelines
9	Minimum Data Set	NHSS Application form
10	International Comparison	Not applicable
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People : Nursing Home Support Scheme (NHSS)

1	KPI Title	Number and proportion of those who qualify for ancillary state support who chose to avail of it.
2	KPI Description	Where your assets include land and property in the State (i.e. chargeable assets), the 5% contribution based on such assets may be deferred. This is an optional benefit of the scheme called ancillary State support. The number of persons 'who qualify for ancillary state support' are all applicants who declare chargeable assets on their application for State support. The number of persons 'who qualify for ancillary state support who chose to avail of it' are all applicants who declare chargeable assets on their application for State support and who also apply for ancillary state support in relation to those assets. Finally, the 'number and proportion of those who qualify for ancillary state support who choose to avail of it' is the number who avail of the ancillary state support as a % of the number who 'qualify'.
3	KPI Rationale	The number of people who qualify and choose to avail of the loan tells us the number of people actually in receipt of the Nursing Home Loan. The proportion of people who qualify and choose to avail of the loan allows us to measure the level of uptake of the loan amongst those who qualify and allows us to calculate the percentage of applicants who possess land-based assets within the State. This is useful data for the purposes of understanding asset wealth amongst the nursing home population which, in turn, is critical in the context of the preparation of the annual estimates for the scheme.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input type="checkbox"/>
4	KPI Target	NSP 2013 Target: Demand Led
5	KPI Calculation	Data to be reported on the basis of the number of people in receipt of ancillary State support on the last day of every month, and on the basis of the number of people as a percentage of those who 'qualify', on the last day of every
6	Data Source	Nursing Home Support Scheme Database
	Data Completeness	Not reported in 2012
	Data Quality Issues	IT system needs to be altered to provide the required report as it is not included in the current report menu
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	As per the the Nursing Home Support Scheme Guidelines
9	Minimum Data Set	NHSS Application Form
10	International Comparison	Not applicable
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	

Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate	Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People : Nursing Home Support Scheme (NHSS)		
1	KPI Title	Percentage of complete applications processed within 4 weeks
2	KPI Description	Fair Deal: percentage of complete applications processed to determination within 4 weeks
3	KPI Rationale	To monitor and manage the processing of applications to determination and to ensure that applications are processed to determination within a specific timeframe. Processing to 'funding approval' dependant on level of funding made available - outside of control of HSE
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target	NSP 2013 target: 100%
5	KPI Calculation	No of applications processed within four weeks/No of applications processed * 100
6	Data Source	Nursing Home Support Scheme Database
	Data Completeness	Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	As per the the Nursing Home Support Scheme Guidelines
9	Minimum Data Set	NHSS Application Form
10	International Comparison	Not applicable
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People : Nursing Home Support Scheme (NHSS)

1	KPI Title	Average Lenth of Stay for NHSS Clients in Public, Private and Saver Long Stay Units
2	KPI Description	This metric will be reported on an annual basis and shows the average length of stay of long stay residents in Public, Private and Saver Long Stay Units.
3	KPI Rationale	This information can be used to help inform planning and decision making processes in relation to the management of the NHSS
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
	KPI Target	New PI 2013
	KPI Calculation	ALOS for persons in receipt of funding under NHSS on given date
6	Data Source	Nursing Home Support Scheme Database
	Data Completeness	100% Complete
	Data Quality Issues	New PI 2013
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Persons in receipt of funding under NHSS on given date
9	Minimum Data Set	Persons who are in the Nursing Home Support Scheme Database
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People : Nursing Home Support Scheme (NHSS)		
1	KPI Title	Percentage of population over 65 years in NHSS/Saver Beds (based on 2011 Census Figures)
2	KPI Description	This metric shows the percentage of the population aged 65 and over that is availing of the Nursing Home Support Scheme
3	KPI Rationale	With an increasing ageing population it is necessary to monitor the age profile of clients availing of the Nursing Home Support Scheme to ensure the best management of the service and use of resources.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
4	KPI Target	NSP 2013 target: 4.3% of >65 pop in long stay care
5	KPI Calculation	Number of clients in NHSS/Saver Beds aged 65 and over/Population aged 65 and over (based on 2011 census figures)
6	Data Source	Nursing Home Support Scheme Database
	Data Completeness	100% Complete
	Data Quality Issues	New PI 2013
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Clients aged 65 and over who are availing of NHSS/Saver Beds
9	Minimum Data Set	Clients aged 65 and over who are in the Nursing Home Support Scheme Database
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Pat Marron
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input checked="" type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Subvention and Contract Beds

1	KPI Title	Number in receipt of subvention
2	KPI Description	There are currently two rates of subvention a basic rate and an enhanced rate. This metric is the number of clients in receipt of subvention for whom a payment was made in the reporting month and includes enhanced subvention. Only clients that are funded under the Nursing Home Support Scheme subhead are included in this count.
3	KPI Rationale	With the introduction of 'A Fair Deal' subvention has ceased and there will be no new clients under the subvention scheme. The purpose of this metric is to measure the number of persons remaining on subvention.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input checked="" type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
	KPI Target	NSP 2013 Target: 700
4	KPI Calculation	Total number of clients in receipt of subvention for whom a payment was made in the reporting month. This metric is point in time only. Only clients that are funded under the Nursing Home Support Scheme subhead are included in this count.
6	Data Source	CIF Template completed by Nursing Home Support Office in each LHO and returned to RDO Business Unit, which is then sent to the Non Acute BIU.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	The Subvention Scheme ceased in October 2009 and was replaced by the Nursing Home Support Scheme. Only clients who were part of the subvention scheme prior to October 2009 and have chosen not to avail of the NHSS are still in receipt of subvention
9	Minimum Data Set	As per the subvention guidelines
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Home Support Office
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
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National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Subvention and Contract Beds

1	KPI Title	Number in receipt of enhanced subvention
2	KPI Description	There are currently two rates of subvention a basic rate and an enhanced rate. This metric is the number of clients in receipt of enhanced subvention for whom a payment was made in the reporting month.
3	KPI Rationale	With the introduction of 'A Fair Deal' subvention has ceased and there will be no new clients under the subvention scheme. The purpose of this metric is to measure the number of persons remaining on enhanced subvention.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
	KPI Target	NSP 2013 Target: 380
5	KPI Calculation	Total number of clients in receipt of enhanced subvention for whom a payment was made in the reporting month. This metric is point in time only.
6	Data Source	CIF Template completed by Nursing Home Support Office in each LHO and returned to RDO Business Unit, which is then sent to the Non Acute BIU.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Enhanced subvention was considered if you were assessed as sufficiently dependent to require nursing home care and where your means were insufficient to meet the cost of nursing home care
9	Minimum Data Set	As per the subvention guidelines
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Home Support Office
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Subvention and Contract Beds

1	KPI Title	Number of people in long-term residential care who are in contract beds
2	KPI Description	This refers to individuals in beds which have been contracted by the HSE in designated private nursing homes, and are funded under the Nursing Home Support Scheme only.
3	KPI Rationale	With the introduction of the Nursing Homes Support Scheme, the use of contract beds is being ceased. The purpose of this metric is to measure the number of persons remaining in contract beds.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
	KPI Target	NSP 2013 Target: 1,250
5	KPI Calculation	Data to be reported on the basis of the number of people in Long Stay contract beds for whom a payment was made in the reporting month. Respite beds are not to be included in this count.
6	Data Source	CIF Template completed by Nursing Home Support Office in each LHO and returned to RDO Business Unit, which is then sent to the Non Acute BIU.
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	As per description
9	Minimum Data Set	
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Home Support Office
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Subvention and Contract Beds

1	KPI Title	No. of long stay residents in public and voluntary nursing homes admitted before 27th October 2009 (saver cases)
2	KPI Description	This refers to individuals who were in public and voluntary nursing homes prior to the Nursing Homes Support Scheme commencing and who are paying long-stay charges.
3	KPI Rationale	The Nursing Homes Support Scheme is now the only system of financial support available to new entrants to nursing homes. The purpose of this metric is to measure the number of 'saver' cases remaining in public and voluntary nursing homes.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input checked="" type="checkbox"/> Governance, Leadership and Management
	KPI Target	NSP 2013 target: 2,200
5	KPI Calculation	Data to be reported on the basis of the number of 'saver' cases for whom a payment was made in the reporting month.
6	Data Source	Nursing Homes Support Scheme Database Bed Management System
	Data Completeness	100% Complete
	Data Quality Issues	Data quality issues are addressed as they arise.
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	This refers to individuals who were in public and voluntary nursing homes prior to the Nursing Homes Support Scheme commencing and who are paying long-stay charges.
9	Minimum Data Set	Nursing Homes Support Scheme Database Bed Management System
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Nursing Home Support Office
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Pat Marron Tel: 057 9359777 Email: pat.marron@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People : Public Beds		
1	KPI Title	No of NHSS Beds in Public Long Stay Units
2	KPI Description	The total number of beds in public designated centres for older people -This includes all HSE facilities and all facilities receiving funding under s.38 of the Health Act 2004 which are registered with HIQA under the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (S.I. 245 of 2009). In other words, it includes HSE and section 38 residential care facilities for older people which provide 24 hour nursing care. These facilities provide some or all of the following for older people: long-term care, respite, rehabilitation, convalescence and palliative care.
3	KPI Rationale	It is policy to maintain public provision of residential care services, including nursing home care, for older people. This metric enables this provision to be monitored and to be contrasted against the total national provision of residential care.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input checked="" type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
	KPI Target	TBC based on viability study
	KPI Calculation	Beds counted on the last day of every month and temporary closures are included within the overall figure. Monthly in arrears.
6	Data Source	Monthly Bed Register completed and returned to National office SFOP. CIF template completed with regional data by National Office SFOP and returned to Non Acute BIU for upload to CIF.
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	All persons over 65 years of age entitled to apply. Application made through local NHSS Office. Means test and CSAR Medical Assessment carried out to determine eligibility for funding for scheme and medical requirement for scheme
9	Minimum Data Set	Clients or cleint representative completes Application Form. Medical Assessment (CSAR) carried out by Consultatn Geriatrician and MDT associated with client. Placement approved by Local Placement Forum in each ISA Area
10	International Comparison	Not applicable
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input checked="" type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Samantha Rayner Tel: 01 635 2305 Email: samantha.rayner@hse.ie
Manager / Specialist Lead		
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People : Public Beds

1	KPI Title	No of Short Stay Beds in Public Long Stay Units
2	KPI Description	Any bed in a public unit other than NHSS Long Stay Beds. Short Stay Beds include Respite. Assessment, Rehabilitation Beds etc.)
3	KPI Rationale	This metric enables the monitoring and supply of short stay beds in the Public System.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input checked="" type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management
	KPI Target	TBC based on viability study
4	KPI Calculation	Beds counted on the last day of every month and temporary closures are included within the overall figure. Monthly in arrears.
6	Data Source	Monthly Bed Register completed and returned to National office SFOP. CIF template completed with regional data by National Office SFOP and returned to Non Acute BIU for upload to CIF.
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Persons over 65 years - (in some cases persons under 65 years if exceptional circumstances)
9	Minimum Data Set	Short Stay Beds managed by local ISA Area. Referrals taken from HSE Community Services, GPs and Acute Hospitals
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Regional Specialist for Older Person Services
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input checked="" type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	HSE.ie - Health Service Executive Website - HSE Reports and Publications
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Samantha Rayner Tel: 01 635 2305 Email: samantha.rayner@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Elder Abuse

1	KPI Title	Number of new referrals by Region
2	KPI Description	Numbers of referrals of elder abuse received by Senior Case Workers. Elder abuse is defined as "a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights".
3	KPI Rationale	To compare referrals from the four different administrative regions and identify possible gaps.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input checked="" type="checkbox"/> Effective Care Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target	NSP 2013 Target: 2,640
5	KPI Calculation	Count of number of new referrals each quarter. This is a cumulative KPI (four quarterly returns will be added together to obtain the total end of year outturn)
6	Data Source	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with regional figures that that is then submitted to Non Acute BIU, CPCP
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Over 65 years that have an elder abuse concern. Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.
9	Minimum Data Set	All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record-Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/close) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Elder Abuse Officers
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
	Contact details for Data Manager / Specialist Lead	Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Paschal Moynihan Tel: 061 461165 Email: paschal.moynihan@hse.ie
	National Lead and Directorate	Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Elder Abuse

1	KPI Title	Number and percentage of new referrals broken down by abuse type: i) physical ii) psychological iii) financial iv) neglect
2	KPI Description	Physical: This may include hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions. Psychological: This may include emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks. Financial: This may include theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. Neglect: Ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Failing to provide appropriate equipment.
3	KPI Rationale	To monitor and improve services through identifying the different types of abuse being reported to the HSE.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input checked="" type="checkbox"/> Effective Care Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target	NSP 2013 target: not applicable
5	KPI Calculation	Number by abuse types - this figure is different to the number of new referrals as one referral may contain more than one abuse type Calculation = $\frac{\text{Abuse type Number}}{\text{total number of abuse types}} \times 100$
6	Data Source	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with regional figures that that is then submitted to Non Acute BIU, CPCP
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Over 65 years that have an elder abuse concern. Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.
9	Minimum Data Set	All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record-Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/close) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Elder Abuse Officers
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:

15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Paschal Moynihan Tel: 061 461165 Email: paschal.moynihan@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Elder Abuse

1	KPI Title	Number of active cases
2	KPI Description	Elder abuse is defined as "a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights". Active cases are those alleged cases of elder abuse which have not been closed by the Senior Case Workers.
3	KPI Rationale	To compare referrals from the four different administrative regions and identify possible gaps.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input checked="" type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
4	KPI Target	NSP 2013 target:
5	KPI Calculation	Count of active cases at the end of each quarter. This metric is point in time only and consecutive quarters cannot be aggregated
6	Data Source	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template completed with regional figures that that is then submitted to Non Acute BIU, CPCP
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Over 65 years that have an elder abuse concern. Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.
9	Minimum Data Set	All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record-Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/close) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Elder Abuse Officers
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
Contact details for Data Manager / Specialist Lead		Information Analyst: Claire Sheehy . Tel 01 6352657. Email: claire.sheehy3@hse.ie Specialist Lead: Paschal Moynihan Tel: 061 461165 Email: paschal.moynihan@hse.ie
National Lead and Directorate		Noel Mulvihill Assistant National Director Older People Tel: 01 8131 800 Directorate: Integrated Services Directorate

Older People: Elder Abuse		
1	KPI Title	Percentage of referrals receiving first response from Senior Caseworkers within 4 weeks
2	KPI Description	Referral should receive first response within 4 weeks of referral being received by the HSE.
3	KPI Rationale	All cases should have received an initial response within 4 weeks. Failure to meet this target indicates problems in this area.
	Indicator Classification	Please tick which Indicator Classification this indicator applies to, ideally choose one classification (in some cases you may need to choose two). <input type="checkbox"/> Person Centred Care <input checked="" type="checkbox"/> Effective Care <input type="checkbox"/> Safe Care <input type="checkbox"/> Better Health and Wellbeing <input checked="" type="checkbox"/> Use of Information <input type="checkbox"/> <input type="checkbox"/> Workforce <input type="checkbox"/> Use of Resources <input type="checkbox"/> Governance, Leadership and Management <input checked="" type="checkbox"/>
	KPI Target	NSP 2013 target:
4	KPI Calculation	$\frac{\text{No. of referrals receiving first response from senior case workers within 4 weeks}}{\text{No. of referrals}} \times 100$
6	Data Source	Elder Abuse Database returned to national office by the dedicated case workers in each area. CIF Template
	Data Completeness	100% Complete
	Data Quality Issues	No
7	Data Collection Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
8	Tracer Conditions	Over 65 years that have an elder abuse concern. Referrals to the Senior Case Workers can originate from the client or a GP/Family/PHN/Gardai/Hospital/Carer/Statutory or Voluntary Agency.
9	Minimum Data Set	All referrals of alleged abuse have an "Initial Record of Referral-Form 5" completed which includes information on the age and gender of the client, alleged abuse type, alleged perpetrator and living status (ie with client or not). A Follow-Up Record-Form 6" is completed on all cases at 6 monthly intervals or on case closure. This records case status (open/close) outcome (substantiated/inconclusive etc, interventions both for the client and person causing concern, Garda involvement and key details on substantiated cases including the exact nature of the confirmed abuse.
10	International Comparison	No
11	KPI Monitoring	KPI will be monitored on a (please indicate below) basis: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details: Please indicate who is responsible for monitoring this KPI: Elder Abuse Officers
12	KPI Reporting Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – give details:
13	KPI report period	<input checked="" type="checkbox"/> Current (e.g. daily data reported on that same day of activity, monthly data reported within the same month of activity) <input type="checkbox"/> Monthly in arrears (June data reported in July) <input type="checkbox"/> Quarterly in arrears (quarter 1 data reported in quarter 2) <input type="checkbox"/> Rolling 12 months (previous 12 month period)
14	KPI Reporting Aggregation	<input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> LHO Area <input type="checkbox"/> Hospital <input type="checkbox"/> County <input type="checkbox"/> Institution <input type="checkbox"/> Other – give details:
15	KPI is reported in which reports ?	<input type="checkbox"/> Corporate Plan Report <input checked="" type="checkbox"/> Performance Report (NSP/CBP) <input type="checkbox"/> CompStat <input type="checkbox"/> Other – give details:
16	Web link to data	http://www.hse.ie/eng/services/Publications/corporate/Performance_Reports_Monthly.html
17	Additional Information	
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