

# Local, regional and national reporting



Measure ID	Measure Name	Measure Description
HM1	Number of referrals received	The number of individuals referred to the project.
HM2	Number of new people accessing the service	The number of individuals who access the project for the first time.
HM3	Number of people accessing the service (total per quarter)	The total number of individuals who access the project during a quarter.
HM4	Number of contacts (count multiple contacts per individual)	The number of times individuals have contact with the project.
HM5	Number of people receiving IAA (universal)	The number of individuals receiving Information, Advice, and Assistance (IAA) services.
HM6	Number of people receiving Early Help and Support (Targeted)	The number of individuals receiving early help and support services that target specific needs and issues.
HM7	Number of people receiving Intensive Support (Targeted)	The number of individuals receiving intensive support services that are tailored to meet their specific and more complex needs.
HM8	Number of people receiving Specialist Intervention (Specialist)	The number of individuals receiving specialist interventions that require advanced knowledge and expertise to deliver.
HM9	Number of people accessing training	The number of individuals accessing training sessions offered by the project.
HM10	Number of training sessions delivered	The number of training sessions delivered by the project.
HW1	Number of referrals accepted	The number of referrals accepted by the project.
HW2	Number of people satisfied with the information provided	The number of individuals who report being satisfied with the information they received from the project.
HW3	Number of people completing targeted training	The number of individuals who complete the targeted training provided by the project.
HW4	Number of people reporting a good experience with the support they received	The number of individuals who report having a positive experience with the support they received from the project.
DM1	Number of people feeling less isolated	The number of individuals who report feeling less isolated after receiving support from the project.
DM2	Number of people maintaining or improving their emotional health & wellbeing	The number of individuals who report maintaining or improving their emotional health and well-being after receiving support from the project.
DM3	Number of people who feel they have influenced the decisions that affect them	The number of individuals who report feeling that they have influenced the decisions that affect them.
DM4	Number of people with increased knowledge of services/support available to them	The number of individuals who report having increased knowledge of the services and support available to them.
DM5	Number of people starting an Assistive Technology package	The number of individuals who start an assistive technology package provided by the project.
DM6	Number of people receiving aids and adaptations	The number of individuals who receive aids and adaptations that help them remain independent.
DM7	Number of people achieving personal outcomes	The number of individuals who have achieved personal outcomes as a result of the project.



# Key Performance Indicators / Metrics & Impact



## Outcomes Framework for Older People and UEC

'Ends'

- **Patient / Service User feedback Measures:**
  - 'My care is provided in the most appropriate setting to meet my health and care needs' i.e. **What Matters**
  - 'How likely are you to recommend our services to your friends or family should they need similar care or treatment'
- **Population Outcome**
  - Increased number of **healthy days at home** (overarching Outcome for Population)
- **High Level Outcome Indicators**
  - Reducing Conveyance rates to hospital (and self presentation as balance measure)
  - Reducing Conversion rates to inpatient beds
  - Reducing the number of bed days > 21 – measure of impact on discharge effectiveness / efficiency on the 'back door'
  - Number of 'green days' – (recorded through faculty) – (measure of acute hospital discharge productivity)
  - Reduction in proportion commissioned care hours / placements following in patient stay
  - Reduction in proportion commissioned hours required in the community following intermediate care intervention

**PG1 Performance Metrics ('Means')**

- TBC % of population risk stratified as vulnerable and who have stay well plans in place
- Number and proportion of vulnerable patients Managed by 'Home First'
- Number of service users receiving domiciliary care
- Total Number of commissioned domiciliary care hours
- Numbers of people waiting for social care

**PG2 Performance Metrics ('Means')**

- No. of direct referrals to SDEC
- Number of GP referrals streamed through CSH and % directed to SDEC or alternatives
- Conveyance Rate (Target 60%)
- Ambulance lost hours (Target 0)

**PG3 Performance Metrics ('Means')**

- 30% of acute medical take assessed in SDEC. 90% of which go home for >75 year olds, >55 year olds and rest of population
- Number Admissions
- Number of Occupied Beds
- 0-1 day LoS
- 0-3 day LoS
- Re-admission rates (balance)
- Conversion rate (balance)
- Number of patients referred to Home First
- Number and % patients provided with crisis response

**PG4 Performance Metrics ('Means')**

- ED attendances (all)
- ED attendances (WAST)
- 4 hour wait
- >12hr Performance
- % of patients with clinical frailty score recorded (pre morbid and on presentation)
- TBC re EDQDF

**PG5 Performance Metrics ('Means')**

- % of patients have discharge criteria defined by the clinician **and** MDT within 14 hours from 'point of admission'
- 10-14 days LoS
- Number of patients with LoS > 21 days
- Occupied beds rate
- Average LOS Admission to Clinically Optimised
- Count of Patients with LOS > 100 days, 50 – 99 days and > 21 days

**PG6 Performance Metrics ('Means')**

- Average length of time to commission domiciliary care
- Average length of time to place into residential and nursing sector
- Number of people reported as clinically optimised
- Number of domiciliary care hours lost (handed back) due to LOS > 7 days
- Number of care hours commissioned following hospital inpatient stay
- Number of residential placements requiring increase to general or EMI nursing following hospital stay

## Performance reporting – Timetable

- Jul & Aug: Develop measure definitions and collection processes
- Sep: Live collection of reporting data (and gather historic data?)
- 06/10/23: Measures reported
- 13/10/23: Project evaluations & case studies completed
- 20/10/23: Regional project evaluations completed
- 27/10/23: Model of Care report completed
- 31/10/23: WG submission deadline

