

Appendix 3f – Lot 1a Short Term Care at Home KPI's

Key Performance Indicators				
Ref	Title	Providing Organisation	Regularity	Client Group
1AKPI 1	Respond to 95% of referrals within 2 hours	Service Provider	Quarterly	All
1AKPI 2	95% of referrals accepted and commencing on requested start date	Service Provider	Quarterly	All

Comments boxes will be available to add additional information where necessary to provide more contextual information regarding the individual KPI returns.

The Authority will monitor the KPI returns and analyse them for themes and trends, over a number of returns and across Service Providers.

All KPIs will be reviewed, and targets amended in line with market responses and quality standards. This will be undertaken periodically.

1A KPI 1 Respond to 95% of referrals within 2 hours					
Rationale	People referring to the Service should expect to receive a response within 2 hours in order to plan the delivery of the Individual's care.				
Definition	2 hours response from Service Provider's receipt of referral to confirming acceptance of the Care Package.				
Numerator	Total number of responses within the 2 hours (A)				
Denominator	Total number of referrals (B)				
Formula	$A \div B * 100 = \% \text{ of responses within 2 hours}$				
Worked Example	The number of referrals = 500 and the number confirmed acceptances within 2 hours = 475. The percentage of responses within 2 hours: $475 \div 500 \times 100 = 95\%$				
Good Performance	Good performance is typified by a	Collection Interval	Quarterly	Data Source	Service Providers referral record

	higher percentage				
Return Format	Numerator, Denominator and Percentage	Target	95%	Reporting Organisation	Service Provider

Frequently Asked Questions

What this indicator does: Captures all referrals to the Service Provider, and the number of referrals that were responded to within 2 hours

What to exclude: All referrals should be captured with the exception of:

- Referrals cancelled prior to the 2 hour response time

Definitions:

- **Referral** – A request for Service by the Authority (or other stakeholder where agreed by the Authority) to the Service Provider for an Individual in need of care.
- **Response** – From the point the Service Provider receives the referral to confirming whether they can or cannot accept the Care Package.

How to measure/record:

- Time and date referral received
- Time and date response to referral

The service is at maximum capacity:

- A referral where the Service is at maximum capacity of hours and therefore cannot accept the referral will count towards this KPI.

Is this KPI referral to care delivery?

- No, this is the specific Service Provider response to whether they can accept the request for Service or not within 2 hours from receipt of referral.

What is the minimal level of information required:

- Individual identification number eg LAS ID
- Postcode
- Service required
- Time and date referral received
- Time and date response to referral

Example of auditable evidence:

- Service Provider log of each referral

1A KPI 2 95% of referrals accepted and commencing on requested start date	
Rationale	The Service should be expected to accept referrals and commence care where service capacity remains available on the requested start date.
Definition	The percentage of referrals accepted and commencing care on the requested start date

Numerator	Total number of referrals accepted and commencing on the service on requested start date (A)				
Denominator	Total number of referrals received (B)				
Formula	$A \div B * 100 = \% \text{ of referrals accepted}$				
Worked Example	<p>The number of referrals = 1000</p> <p>The number referrals accepted and commenced on requested start date = 950.</p> <p>The percentage of referrals accepted:</p> <p>$(950 \div 1000) \times 100 = 95\%$</p>				
Good Performance	Good performance is typified by a higher percentage	Collection Interval	Quarterly	Data Source	Service Providers referral record
Return Format	Numerator, Denominator and Percentage	Target	95%	Reporting Organisation	Service Provider
Frequently Asked Questions					
<p>What this indicator does: Measures the number of referrals accepted to commence and start on the referrers requested start date to those that are accepted, but unable to commence on the requested start date</p> <p>What to exclude:</p> <p>Referrals cancelled prior to the 2-hour response time</p> <p>Definitions:</p> <p>Referral – A request for Service by the Authority (or other stakeholder where agreed by the Authority) to the Service Provider for an Individual in need of care.</p> <p>Accepted referral – Service Provider having accepted the referral to deliver care and a commencement date given</p> <p>Requested start date – A start date of Service as requested by the referrer</p> <p>Referral rejection – Unable to safely meet the Individuals care needs</p>					

Service has no capacity to commence on the requested start date or next day of requested start date

How to measure:

- Date referral received
- Date referral accepted
- Requested start date by the referrer
- Confirmed start date of Service

Appropriate referral, but no care capacity:

- A referral where the Service is at maximum block hours capacity and therefore cannot commence - the referral will not count towards the KPI, but will form part of the monitoring return.
- A referral where the Service is under block capacity, but have no carers in that area or at that time (or other specified reason) – the referral will count towards the KPI

This does not form part of the KPI, however it is a monitoring return.

What is the minimal level of information required:

- Individual identification number eg LAS ID
- Postcode
- Service required
- Date referral received
- Date referral accepted
- Requested start date by the referrer
- Confirmed start date of Service

Example of auditable evidence:

- Service Provider log of each referral