

Appendix 3e – Lot 1 Regulated Core Specification KPI's

Lot 1 – Regulated Care Core Specification - Key Performance Indicators

Ref	Title	Providing Organisation	Regularity	Client Group
CKPI 1	Reliability of Delivery	Service Provider	Quarterly	All
CKPI 2	Electronic Call Monitoring (Lot 1c only for Planned Care activity)	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, both for individual Service Provider over a number of returns and across all Service Providers returns.

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

CKPI 1 Reliability of delivery (missed visits)					
Rationale	Individual's should expect to receive care in accordance with their Care and Support Plan				
Definition	The percentage of planned visits that were delivered as planned.				
Numerator	A= The number of delivered visits				
Denominator	B = Number of planned visits				
Formula	$A \div B \times 100 = \% \text{ delivered}$				
Worked Example	<p>The number of planned visits = 5100 and the number of missed visits = 100. The total number of visits delivered in the reporting period = 5000.</p> <p>The percentage of planned visits that were delivered:</p> $5000 \div 5100 \times 100 = 98\%$				
Good Performance	Good performance is typified by a higher percentage	Collection Interval	Quarterly	Data Source	ETMS (Lot 1c will use hard records)
Return Format	Numerator, Denominator and Percentage	Target	95%	Reporting Organisation	Service Provider
Frequently Asked Questions					
<p>What this indicator does: Measures the reliability of provision, by capturing all visits that have occurred within the reporting period and identifying those visits that were missed.</p> <p>What to exclude: All visits should be included with the exception of:</p> <ul style="list-style-type: none"> • Care services not commissioned by the Authority. <p>Definitions:</p> <ul style="list-style-type: none"> • Visit – an appointment at an Individual's home to provide care or support which has taken place. For visits in which more than one Care Worker attends, this should be counted as 1 visit only and not 2 • Missed visit - is when the Care Worker fails to arrive for the scheduled visit <p>How to measure:</p> <ul style="list-style-type: none"> • Missed visits would be counted when the Care Worker(s) fail to arrive at all. If two Care Workers are required and one fails to arrive then count this as a missed visit. <p>Measuring missed calls what should be included:</p> <ul style="list-style-type: none"> • When an Individual has been informed prior to the visit. • When the issue is down to Care Worker absence, Care Worker lateness, travel delay, emergency with previous visit, mistakes in rota planning, Care Workers not following rotas correctly and any other reason that is not attributable to the Individual's request. 					

Measuring missed calls what shouldn't be included:

- When an Individual is not in.
- When a Individual has informed the Service Provider that the visit is no longer required at that time that will not be a permanent change.

Example of auditable evidence:

- Electronic call logging system
- Individual's reported experience
- Written care records left in the Individual's homes or transferred to the office.

CKPI 2 Electronic Call Monitoring (Lot 1c only for planned care activity)					
Rationale	The Authority requires Service Providers to evidence that visits are being carried out through an auditable electronic record.				
Definition	% of visits carried out recorded on ETMS not including manual adjustments				
Numerator	Number of visits recorded on ETMS not including manual adjustments (A)				
Denominator	Total number of visits carried out within the period (B)				
Formula	$(A) / (B) * 100$				
Worked Example	$(5000 / 5500) * 100 = 91\%$				
Good Performance	Good performance is typified by a higher percentage	Collection Interval	Quarterly	Data Source	ETMS
Return Format	Percentage	Target	90%	Reporting Organisation	Service Provider
Frequently Asked Questions					
<p>What this indicator does: This ensures that the majority of all care being delivered is being electronically monitored and is auditable. This also ensures that the Service Provider is able to act immediately should there be an alarm triggered for the late arrival or failure to show at a visit, by a Care Worker, acting both as a protection for the Individual and the Care Worker.</p> <p>What to exclude:</p> <ul style="list-style-type: none"> All visits should be included with the exception of care services not commissioned by the Authority. <p>Example of auditable evidence:</p> <ul style="list-style-type: none"> The Authority will review the data collected by the Service Provider including but not limited to the ETMS e.g., Individuals records and staff rotas <p>Frequently Asked Questions:</p> <p>Q: What if the Individual doesn't have a land line phone? A: The expectation is that the majority of Individual's have a land line to enable 'logging in', many ETMS now come with the use of a handheld device or via a smart phone alleviating this issue.</p> <p>Q: What if the Service doesn't allow the Care Worker to use their phone line to 'log in'? A: The expectation is that the majority of Individual's have a land line to enable 'logging in', many ETMS now come with the use of a handheld device or via a smart phone alleviating this issue.</p>					