Appendix 9 — Key Performance Indicators for Homecare Service Providers

These KPIs are currently under review by the National Homecare Medicines Committee and a final version of agreed KPIs is anticipated to be available in October 2014.

Glossary of terms

'KPI'	Key Performance Indicator.
'Field'	Single item of requested data within the KPI report.
'Homecare provider'	External organisation responsible for dispensing medicines/treatments to patients of the health board/trust.
'Health board/trust'	The health board/trust to which the service is provided.
'Therapy area'	The therapy area to which the service is provided, e.g. HIV, rheumatology, virology etc.
'Out of schedule delivery'	Any delivery required to a patient which is not their scheduled delivery. Reasons for out of schedule deliveries may include missed items, errors, deliveries to incorrect address etc.
'Ancillary item'	An item that is delivered with medicines to supplement the usage of the medicine (sharps bins, needles, wipes, giving sets etc.).

1.0 Purpose

1.1 To describe in detail the format of the KPI reports required from the homecare providers and what each field means.

2.0 Scope

2.1 KPI reports will be provided by the homecare providers in the format shown on a month by month basis.

2.2 Reports will be made available to the health board/trust at the end of each financial quarter (January, April, July and October).

2.3 A report will be available for each therapy area within the contract.

2.4 For AWDCC contracts, KPI reports will be provided for the entire country by therapy area.

2.5 Individual purchasing authorities will have the option to request 'local' KPI reports using the same format.

3.0 Responsibility

3.1 Collation of KPIs will be the responsibility of the appropriate persons within the homecare provider's operational structure.

3.2 KPIs will be analysed by the health board/trust and discussed with the appropriate clinical staff by therapy area.

4.0 Equipment

4.1 Standard KPI report template.

5.0 Procedure

5.1 Completion of KPI fields:

5.1.1 Total number of patients registered (active)

- For therapy areas where patients receive constant regular treatment, this field should reflect the number of patients who are registered as active, irrespective of whether a delivery has been due that month.
- For therapy areas where patients' treatment is intermittent or as on request only, this field should reflect the number of patients who have received treatment that month.

5.1.2 Number of newly registered patients

- For therapy areas where patients receive constant regular treatment, this field should reflect the number of new patients registered that month.
- For therapy areas where patients' treatment is intermittent or as on request only, this field should be marked not applicable (N/A).

5.1.3 Number of patients 'off treatment'

- For therapy areas where patients receive constant regular treatment, this field should reflect the number of patients who have finished treatment or had treatment cancelled.
- For therapy areas where patients' treatment is intermittent or as on request only, this field should be marked N/A.

5.1.4 Number of patients 'on hold'

- For therapy areas where patients receive constant regular treatment, this field should reflect the number of patients who are currently suspended from receiving treatment but are expected to resume treatment at some point.
- For therapy areas where patients' treatment is intermittent or as on request only, this field should be marked N/A.

5.1.5 Number of deliveries made

This field should reflect the actual number of deliveries made that month and will cover all modes of delivery (company van, special delivery, courier etc.). This will also include any out of schedule deliveries required for any reason.

5.1.6 Total number of items issued

An 'item' can be described as a single dispensing event, e.g.

- A homecare prescription for 28 tobramycin 160 mg and 14 ceftazidime 1000 mg across one delivery would be two items (if they are dispensed in one batch). If batch is split over two dispensing episodes, there would be two items per batch.
- A homecare prescription for 24 methotrexate syringes issued as two deliveries of 12 syringes would be two items.

5.1.7 Number of medicine errors (external)

The total number of medicine errors that have been issued by the homecare provider and arrived with the patient, irrespective of whether the error was identified before the patient actually took/administered the incorrect treatment. A medicine error can be defined as an episode where any one or more of the following have occurred:

- Incorrect medicine
- Incorrect strength
- Incorrect formulation
- Incorrect dose
- Incorrect quantity
- Incorrect directions
- Incorrect route of administration
- Incorrect label details
- Omitted medicines
- Medicine expired
- Medicine unfit for purpose

5.1.8 Number of service failures

The total number of incidents per month where the expected level of service has not been reached but does not include medicine errors. Examples of service failures which are not medicine errors include but are not limited to:

- Missed deliveries
- Late deliveries
- Missing ancillary items
- Communication failures
- Patient complaints
- Pump/equipment/device failures

5.1.9 Number of incidents 'for information only'

The total number of incidents per month that have been sent through to the clinical team for notification purposes, e.g. concerns regarding patient compliance, failures to contact patients, stock shortages due to supply issues etc.

5.1.10 Number of invoices

Total number of invoices sent out for payment per month.

5.1.11 Total monthly spend

Total amount of invoiced spend by the health board/trust per month for the specified therapy area. Spend will include medicine costs, delivery charges and VAT (where applicable).

Delivery service analysis

5.1.12 Deliveries outside 'two hour window'

Total number of deliveries per month that do not arrive within the stated two hour window given to patients. Delivery is classified as 'failed' if the delivery window is altered by the homecare provider on the day of the delivery even if the patient agrees that the new delivery window is convenient.

Medicine errors by category

5.1.13 Incorrect medicine
Medicine supplied is incorrect against the tendered prescription.
5.1.14 Incorrect dose
Dose supplied is incorrect against the tendered prescription.
5.1.15 Incorrect label details
The information on the label is incorrect (medicine name/directions/dose/quantity/ formulation/additional directions/patient name) but the rest of the dispensing is correct.
5.1.16 Incorrect formulation
The formulation of the medicine is incorrect even though the medicine may be correct e.g. capsules instead of tablets, plain instead of modified release, solid dose form instead of liquid and incorrect route of administration.
5.1.17 Omitted medicines
Delivery is missing an item of medication that was expected with the delivery.
5.1.18 Incorrect quantity
Amount supplied does not match the amount requested on the tendered prescription. In the case of product shortages, the event shall be classified as an incident where there has been no provision to cover the shortfall before becoming due and there has been no effort to contact the relevant clinical team to notify of the shortage.
5.1.19 Medicine expired/unfit for purpose
- Medicine has been issued to the patient that has either expired or will expire before the patient can complete the prescribed amount within the expected period of treatment.
- Unfit for purpose defines any medicine received by a patient that cannot be used due to damage or defect.
5.1.20 Medicine errors as a percentage of total items issued
Displays the sum of the medicine errors by month divided by the total number of items issued that month and multiplied by 100 to give a percentage figure of errors.

Service failure by category

All 'service failures' that are as a result of an error by health board/trust staff or patient error should not be counted in any category other than 'health board/trust error' or 'patient error'.
5.1.21 Missed/late deliveries
Total of all deliveries that, for whatever reason, are missed or do not arrive on the expected day of delivery. This does not cover deliveries that are outside the two hour window unless, as a result of missing the two hour window, the delivery has to be scheduled for another day.
5.1.22 Delivery to wrong location
Deliveries that are supplied to any location other than the location expected by the patient for that delivery.
5.1.23 Missing/incorrect ancillary item
Deliveries that contain an ancillary item that is incorrect or deliveries that are missing an expected ancillary item.
5.1.24 Ancillary item faulty
Delivered ancillary item is not fit for purpose.
5.1.25 Pump/equipment/device error
There has been a fault/defect on a supplied item of equipment or device that has resulted in the patient having to contact the homecare provider.

5.1.26 Health board/trust error

An error by the clinical team at the health board/trust has resulted in a service failure.

5.1.27 Patient error

An error by the patient has resulted in a service failure e.g. requesting incorrect ancillaries, being out when delivery due, providing incorrect contact details etc.

5.1.28 Prescription unavailable/late prescription request

Deliveries have been delayed due to homecare provider not having a valid prescription because they failed to request a new prescription in sufficient time (only applies to services where a prescription management service is offered and accepted by health board/trust).

5.1.29 Other (please specify below)

Any other service failure that is not covered by the above fields. The homecare provider is requested to enter a brief summary of the incident as a comment in the 'other' box.

5.1.30 Service failures as a percentage of total number of deliveries

Displays the sum of the service failures by month divided by the total number of items delivered that month and multiplied by 100 to give a percentage figure of errors.

Invoicing errors by category

5.1.31 Number of credit notes issued

The number of credit notes sent to the health board/trust per month to rectify anomalies on previously tendered invoices.

5.1.32 Incorrect account

The number of credit notes raised due to the incorrect account being billed by the homecare provider.

5.1.33 Incorrect product

The number of credit notes raised due to incorrect products being billed for by the homecare provider.

5.1.34 Incorrect price

The number of credit notes raised due to incorrect price being billed by the homecare provider.

5.1.35 Incorrect quantity

The number of credit notes raised due to incorrect quantity being billed for by the homecare provider.

5.1.36 Incorrect VAT status

The number of credit notes raised due to the incorrect VAT status being applied to the original invoice.

5.1.37 Performance

Displays the sum of the total number of credit notes divided by the total number of invoices issued that month and multiplied by 100 to give a percentage figure of errors.

5.2 Frequency of KPI reports

5.2.1 Homecare providers shall make the reports available at the end of each financial quarter.

5.2.2 Separate reports will be available for:

- Wales as a whole (where provision of service is by regional contract)
- Wales 'by therapy area' (where provision of service is by regional contract)
- For each therapy area within the health board/trust (subject to individual request by local purchasing authority)

Key Performance Indicator reports by homecare providers

Treatment area														
Month	1	2	3	4	5	6	7	8	9	10	11	12	Average	Total
Total number of patients registered (active)													########	NA
Number of newly registered patients													NA	0
Number of patients off treatment													NA	0
Number of patients 'on hold'													NA	NA
Number of deliveries made													########	0
Total number of items issued													########	0
Number of medicine errors (external)	0	0	0	0	0	0	0	0	0	0	0	0	NA	0
Number of service failures	0	0	0	0	0	0	0	0	0	0	0	0	NA	0
Number of incidents 'for information only'													NA	0
Number of invoices													########	0
Total monthly spend													########	£ 0.00

Delivery service analysis														
Deliveries outside 2-hour window													#DIV/0!	0
Performance %													#DIV/0!	NA

Medicine errors by category														
Incorrect drug													NA	0
Incorrect dose													NA	0
Incorrect label													NA	0
Incorrect formulation													NA	0
Omitted drug													NA	0
Incorrect quantity													NA	0
Medicine expired/unfit for purpose													NA	0
Medicine errors as a % of total items issued													########	NA
Service failure by category														
Missed/late delivery														0
Delivery to wrong location														0
Ancillary item missing/incorrect														0
Ancillary item faulty														0
Pump/equipment/device issue														0
Health board/trust error														0
Patient error														0
Prescription unavailable/late prescription request														0
*Other (please specify below)														0
Service failures as a % of total number of deliveries													#DIV/0!	

Invoicing errors by category															
Number of credit notes issued															0
Incorrect account															0
Incorrect product															0
Incorrect price															0
Incorrect quantity															0
Incorrect VAT status															0
Performance %													#DIV/0!	