

APPENDIX 1

OUTCOMES FRAMEWORK FOR COMMUNITY CARE 2009/10

National Outcomes

Improved health

Improved well-being

Improved social inclusion

Improved independence and responsibility

Performance measures and targets

Themes	Code	Measure	Type	Data Source / Status	E/N
Satisfaction	S1	% of community care service users feeling safe.	Outcome	Data drawn from NMIS	N
	S2	% of users and carers satisfied with their involvement in the design of care package.	Outcome	Data drawn from NMIS	N
	S3	% of users satisfied with opportunities for social interaction.	Outcome	Data drawn from NMIS	N
Faster access	A1	No. of patients waiting in short stay settings, or for more than 6 weeks elsewhere for discharge to appropriate setting.	Output	HEAT Standard	E
	A2	No. of people waiting longer than target for assessment, per 100,000 population.	Output	Pending Implementation of Lord Sutherland's Review of Free Personal Care	
	A3	No. of people waiting longer than target time for service, per 100,000 population.	Output	Pending Implementation of Lord Sutherland's Review of Free Personal Care	
Support for carers	C1	% of carers who feel supported and capable to continue in their role as a carer.	Outcome	Data drawn from NMIS	N
Quality of assessment and care planning	Q1	% of user assessments completed to national standard.	Process	Data drawn from NMIS and local systems	N
	Q2	% of carers' assessments completed to national standard.	Process	Data drawn from NMIS and local systems	N
	Q3	% of care plans reviewed within agreed timescale.	Output	Data drawn from NMIS	N
Identifying those at risk	R1	No. of emergency bed days in acute specialties for people 65+, per 100,000 population.	Outcome	HEAT target (T12)	E
	R2	No. of people 65+ admitted as an emergency twice or more to acute specialties, per 100,000 population.	Outcome	National indicator reported in Scotland Performs	E
	R3	Percentage of people 65+ admitted twice or more as an emergency who have not had an assessment.	Output	Measure administered through ISD	E
Moving services closer to users patients	BC1	Shift in balance of care from institutional to 'home based' care.	Input	No overarching measure	
	BC2	% of people 65+ with intensive needs receiving care at home.	Input/ Outcome	Measure administered through ASD	E & N
	BC3	% of people 65+ receiving personal care at home.	Output (proxy)	Measure administered through ASD	E

Measures: 6 (7) outcomes 7 output 2 process 2 (1) input

- NMIS is National Minimum standards for assessment, shared care and support plans and review (July 2008)
- HEAT is the NHS Scotland suite of measures and targets on which NHS Boards base their annual Local Delivery Plans
- ISD is the Information Services Division of NHS Scotland
- ASD is the Analytical Services Division of Scottish Government
- E – Existing measure
- N – Measure defined in this document