

**Appendix 3 - Public Service Agreement**  
**2<sup>nd</sup> Annual Progress Report – Health Sector – Traffic Light illustration**

<b>1. Laboratory Modernisation</b>	<b>Green</b>
<b>2. Revised nursing rostering arrangements</b> E-Rostering	<b>Green</b>
<b>3. Radiography Services</b>	<b>Green</b>
<b>4. Staff Levels and Redeployment</b>	<b>Green</b>
<b>5. Community Nursing Units</b>	<b>Green</b>
<b>6. National Ambulance Service (NAS)</b>	
<ul style="list-style-type: none"> <li>• Reorganisation of On-Call Working</li> <li>• National Transfer Policy and Procedures</li> <li>• Implementation of ICT Systems</li> </ul>	<b>Green</b>
<ul style="list-style-type: none"> <li>• Alternative Models of Service Delivery</li> <li>• Practitioner Deployment</li> <li>• Efficiency Review of Work Practices</li> <li>• Performance (Response Times)</li> </ul>	<b>Orange</b>
<ul style="list-style-type: none"> <li>• National Control Reconfiguration</li> <li>• Acute Hospital Reconfiguration</li> </ul>	<b>Red*</b> (*circumstances beyond control of NAS)
<b>7. Mental Health Services</b>	
Reduction in acute beds	<b>Green</b>
Realignment to extended catchment areas (or Integrated Service Areas – ISAs));	<b>Green</b>
Cooperation with the new management structures for mental health (as described in Vision for Change);	<b>Orange</b>
Full Participation in assisted admissions	<b>Green</b>
Second opinion for medical staff	<b>Orange</b>



Authorised officers	<b>Orange</b>
Move towards the provision of medium and low support in the community – social housing provided by local authorities and supported by appropriate health staff;	<b>Green</b>
Reconfiguring to Community Mental Health Teams (CMHT).	<b>Green</b>
Cooperate with new technologies and service efficiency measures associated with access and referrals;	<b>Green</b>
Relocate to new facilities and premises including community mental health centres, new acute units, ICRUs, national forensic facilities (Dundrum etc);	<b>Orange</b>
Full Garda clearance for all staff – including serving staff;	<b>Green</b>
Collaboration in recovery orientated training and linking services to safety	<b>Green</b>
Full provision of data on community mental services, (online tool for independent monitoring group).	<b>Green</b>
Specific local examples	<b>Green</b>
<b>8. Child and Adolescent mental health service</b>	<b>Green</b>
<b>9. Child Care Services</b>	
Implementing a comprehensive change programme and the development of the new children's agency under the aegis of the newly established Department of Children and Youth Affairs	<b>Green</b>
National Child Care Information System (NCCIS)	
Profolio management	
Additional social worker posts – Ryan report	
Specific local examples	<b>Green</b>



<b>10. Childrens Palliative Care</b>	<b>Green</b>
<b>11. Care of the Elderly</b>	
Dublin South, South East and Wicklow: the amalgamation of Long Stay Units for Older Persons	<b>Orange</b>
Dublin South East: the reconfiguration of older person's services from Sir Patrick Dun's to Clonskeagh	<b>Green</b>
Longford/Westmeath and Meath	<b>Green</b>
Closure of Bru Chaoimhin – redeployment to Inchicore.	<b>Green</b>
Home Help / Home Care Packages	<b>Green</b>
Guidelines and SOPs Single Assessment tool	<b>Green</b> <b>Green</b>
Home Help Procurement	<b>Orange</b>
The redeployment of nurses in elderly and palliative care services	<b>Green (ongoing)</b>
50-50 skill mix ratios (nurses and Health Care Assistants)	<b>Green (talks ongoing)</b>
Specific local examples	<b>Green</b>
<b>12. Disability Services</b>	
<b>Move away from residential provision to community based disability services.</b>	
National Consultative Forum (NCF).	<b>Green</b>
Numbers moving from Congregated settings	<b>Green</b>
Accelerated learning initiative	<b>Green</b>
Early Intervention and School-Age Teams for Disability Services for Children and Young People.	<b>Green</b>



<b>13. Procurement</b>	
Single National Procurement Operating Model.	<b>Green</b>
Achieving Better Value for Money €74m – 2011 HSE non pay savings €8.557m – Jan-Feb 2012 non-pay savings	<b>Green</b>
<b>14. Primary Care</b>	
403 primary care teams holding clinical team meetings.	<b>Green</b>
HSE is reviewing the management and governance document for PCTs and HSCNs to meet emerging structural changes as announced by Government in December 2011	<b>Orange</b>
<b>Review of Audiology Services</b>	<b>Orange</b>
<b>Dental Services</b> Implement Independent Strategic Review of the Delivery and Management of the HSE Dental Services  <ul style="list-style-type: none"> <li>➤ Dental Treatment Services Scheme</li> <li>➤ Reduce urgent dental General Anaesthesia Waiting Lists (Adults with Intellectual Disabilities)</li> <li>➤ Reconfigure primary care dental services</li> </ul>	<b>Green</b>  <b>Green</b> <b>Green</b> <b>Green</b>
<b>15. Clinical Strategy and Programmes</b>	
<b>Acute Medicine</b>	<b>Orange</b>
<b>Emergency Medicine</b>	<b>Orange</b>
<b>Critical Care Programme</b>	<b>Green</b>
<b>Elective Surgery Programme</b>	<b>Orange</b>



<b>Outpatient Programmes:</b>	
<b>Epilepsy</b>	<b>Green</b>
<b>Dermatology</b>	
<b>Rheumatology and Orthopaedic</b>	
<b>Neurology</b>	
<b>Chronic Disease Programmes:</b>	
<b>Stroke</b>	<b>Green</b>
<b>Acute Coronary Syndrome</b>	<b>Orange</b>
<b>Heart Failure</b>	
<b>Diabetes (Footcare)</b>	
<b>Retinopathy Care Programme</b>	
<b>COPD</b>	
<b>Asthma</b>	
<b>16. Centralisation of functional, transactional, support and other services</b>	
Medical Cards – Primary Care Reimbursement Service	<b>Green</b>
Supplementary Welfare Allowance (transferred to Department of Social Protection)	<b>Green</b>
<b>HR Shared Services</b>	<b>Green</b>
<i>Finance Shared Services</i>	
Measuring the performance of Facilities Management services - SupportStat	<b>Green</b>
	<b>Green</b>