



D8.1 ANNEX 1 REFERENCE DATABASE OF POTENTIAL COST- BENEFIT INDICATORS

WP8 – LEARNING FROM EACH OTHER & EXPLOITATION OF RESULTS

Version 1.0, date 6th February 2015

The CareWell project is co-funded by the European Commission within the ICT Policy Support Programme of the Competitiveness and Innovation Framework Programme (CIP). Grant Agreement No.: 620983

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DOCUMENT INFORMATION

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DISSEMINATION LEVEL

PU Public

VERSION HISTORY

Version	Date	Changes made	By
0.1	2nd February 2015	Created from D8.1 v0.8	John Oates
1.0	6th February 2015	Finalised	Reinhard Hammerschmidt

STATEMENT OF ORIGINALITY

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.



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1 Introduction

1.1 Purpose of the document

This document details the potential cost-benefit indicators that are used as a reference database to turn impacts into indicators as part of the socio-economic impact assessment.

2 Reference database of potential cost-benefit indicators

2.1 Introduction

The socio-economic impact assessment uses a pre-defined set of cost and benefit indicators for different potential stakeholders in a service, covering service clients / patients, informal carers, different types of health and care provider organisations, payers and the ICT industry. The pre-defined indicator set was specifically developed to capture the impacts of integrated care services and to allow for the development of value or business models in this field. It is however also applicable to other service concepts that do not focus on vertical and horizontal co-operation of service providers.

The indicators cover the most common costs and benefits occurring in the implementation of health and care services, including efforts for service development, efforts for training (providing and receiving), costs for the procurement of hardware and software and other material goods, costs for the procurement of supporting services (such as installation or maintenance), different types of quality and efficiency benefits, as well as different types of revenue streams.

A core element consists of indicators covering the time spent (cost) on service provision (for providers) and service use (for clients / patients and informal carers), as well as time liberated (benefit) e.g. due to more efficient work processes, avoided hospital stays or visits to and by providers. This part of the indicator set is conceptually linked to the Pathways for Integrated Care (short- and long-term) that are one of the outcomes of the SmartCare pilot project, and that also form the basis for the services to be implemented in CareWell and BeyondSilos. Common activities defined in the pathways were used to construct the respective indicators; an example is shown in Figure 1. For a more detailed discussion of the pathways see Meyer, Müller et al. (2014).

The example shows a cost indicator for a fictitious community nurse providing home healthcare to a certain patient group (Clients / Patients 1). The indicator is broken down into four areas of activity derived from certain activities in the pathway, as shown in Table 1 below. In the same manner, effort-related indicators for all stakeholders are constructed.

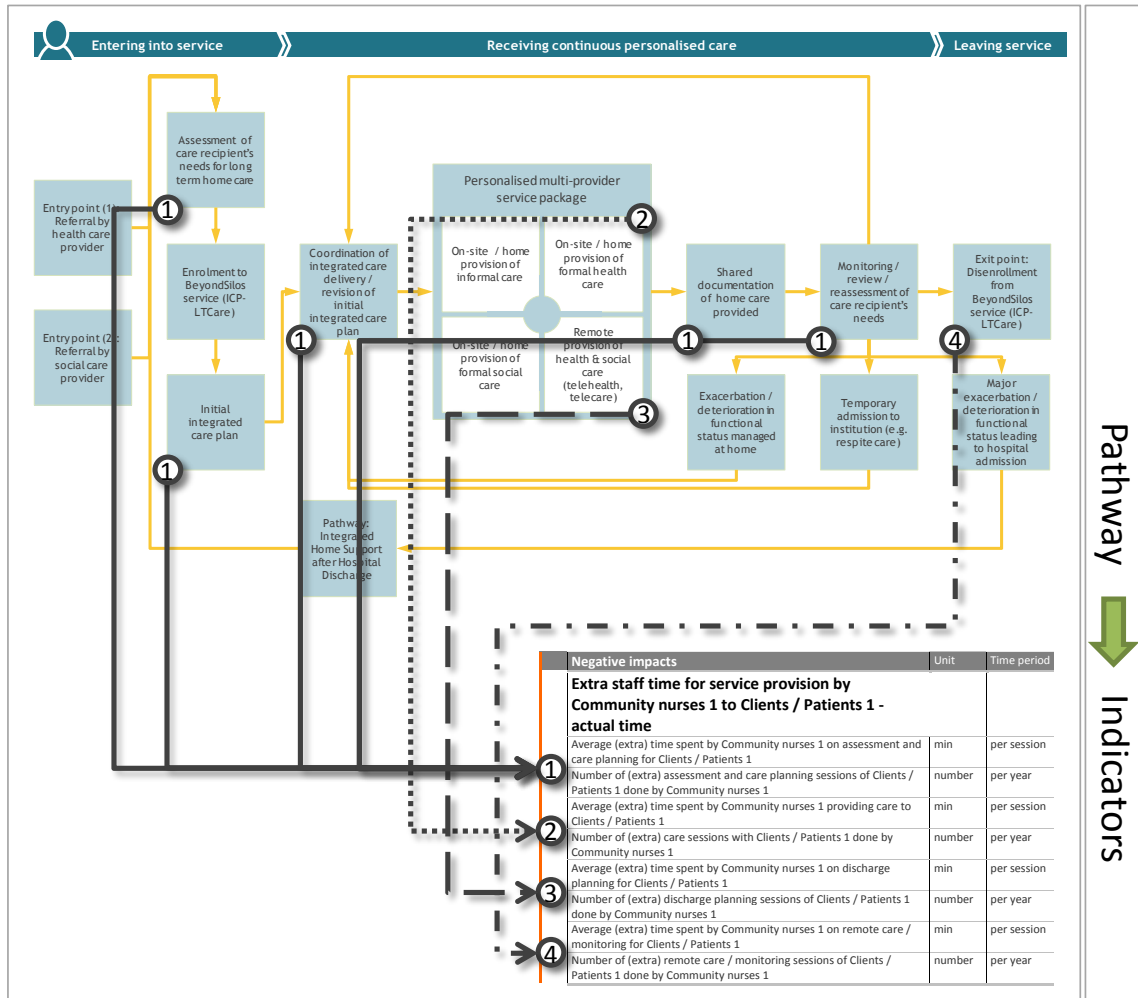


Figure 1: From pathway to indicator: an example from BeyondSilos

Table 1: Mapping of activities in pathway to indicator (example)

Activity in pathway	Activity indicator
Assessment of care recipient’s needs for long term home care	Time spent on assessment and care planning
Initial integrated care plan	
Coordination of integrated care delivery / revision of initial integrated care plan	
Shared documentation of home care provided	
Monitoring / review / reassessment of care recipient’s needs	
On-site / home provision of formal health care	Time spent on care provision
Remote provision of health & social care (telehealth, telecare)	Time spent on remote care / monitoring
Exit point: Disenrollment from CareWell service (ICP-LTCare)	Time spent on discharge planning

Together with the other cost and benefit indicators, the pre-defined set of indicators is used to check and complement the impacts identified by the pilot sites and to arrive at a contextualised indicator set, as described earlier in this deliverable. Data collected along the variables of the indicator set then serve as an input to the calculation engine of the ASSIST software tool in order to calculate different key performance measures, as shown

in the figure below. For a description of the mathematics and the calculation of the performance measures see Hammerschmidt and Meyer (2014, p. 154).

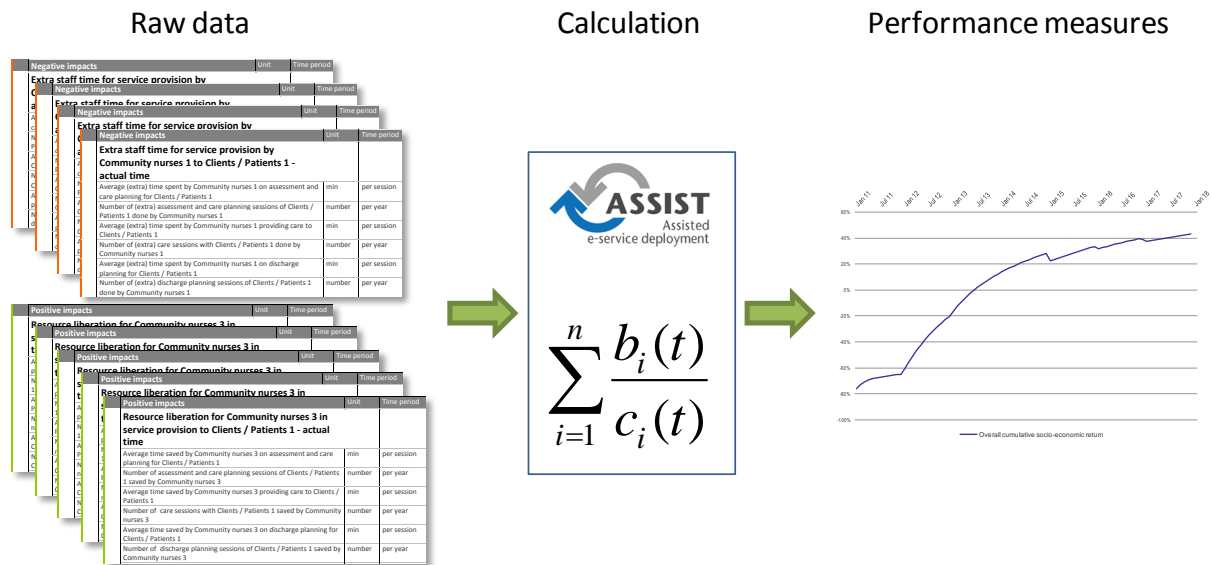


Figure 2: From data to performance measures

2.1.1 Tele Service Centre

Tele Service Centre			
in	Health / Care Provider Organisations (HPOs) & staff		
	Cross-cutting variables	Unit	Time period
	Average gross annual income of Tele Service Centre staff 1	€	per year
	Number of Tele Service Centre staff 1 in service	No	Per month
	Average gross annual income of Tele Service Centre staff 2	€	per year
	Number of Tele Service Centre staff 2 in service	No	Per month
	Average gross annual income of Tele Service Centre staff 3	€	per year
	Number of Tele Service Centre staff 3 in service	No	Per month
	Overhead on costs		
	Overhead rate of Tele Service Centre	%	on staff cost
	Negative impacts	Unit	Time period
	Staff time spent on service development		
	Time spent by Tele Service Centre staff 1 on service development and implementation	hours	per month
	Time spent by Tele Service Centre staff 2 on service development and implementation	hours	per month

Time spent by Tele Service Centre staff 3 on service development and implementation	hours	per month
Duration of development period	months	
Staff time spent on training provision		
Time spent by Tele Service Centre staff 1 on training provision to clients / patients	hours	per new patient/client
Time spent by Tele Service Centre staff 2 on training provision to clients / patients	hours	per new patient/client
Time spent by Tele Service Centre staff 3 on training provision to clients / patients	hours	per new patient/client
Time spent by Tele Service Centre staff 1 on training provision to informal carers	hours	per new informal carer
Time spent by Tele Service Centre staff 2 on training provision to informal carers	hours	per new informal carer
Time spent by Tele Service Centre staff 3 on training provision to informal carers	hours	per new informal carer
Time spent by Tele Service Centre staff 1 on training provision to service provider staff	hours	per new staff
Time spent by Tele Service Centre staff 2 on training provision to service provider staff	hours	per new staff
Time spent by Tele Service Centre staff 3 on training provision to service provider staff	hours	per new staff
Adaptation time		
Time spent by Tele Service Centre staff 1 with the system during adaptation	minutes	per day
Time spent by Tele Service Centre staff 2 with the system during adaptation	minutes	per day
Time spent by Tele Service Centre staff 3 with the system during adaptation	minutes	per day
Inconvenience period for Tele Service Centre staff 1		months
Inconvenience period for Tele Service Centre staff 2		months
Inconvenience period for Tele Service Centre staff 3		months
General ICT – software		
General software cost of the Tele Service Centre	€	per month
General ICT – hardware		
General hardware costs of the Tele Service Centre	€	per month
General ICT – telecommunication		

Telecommunication costs of the Tele Service Centre	€	per month
Specific teleservice software		
Actual cost for the Tele Service Centre		
One-off software costs per patient / client installation	€	per new installation
Monthly software cost per patient / client installation	€	per installation
Software license costs per Primary care physicians	€	per installation
Software license costs per Specialist physicians 1	€	per installation
Software license costs per Hospital physicians 1	€	per installation
Software license costs per Hospital physicians 2	€	per installation
Devices for professionals		
Number of devices per Primary care physicians procured by Tele Service Centre	number	per professional
Number of devices per Primary care nurses 1 procured by Tele Service Centre	number	per professional
Number of devices per Specialist physicians 1 procured by Tele Service Centre	number	per professional
Number of devices per Specialist physicians 2 procured by Tele Service Centre	number	per professional
Number of devices per Hospital physicians 1 procured by Tele Service Centre	number	per professional
Number of devices per Hospital physicians 2 procured by Tele Service Centre	number	per professional
Number of devices per Hospital nurses procured by Tele Service Centre	number	per professional
Number of devices per Community nurses 1 procured by Tele Service Centre	number	per professional
Number of devices per Care professionals 1 procured by Tele Service Centre	number	per professional
Number of devices per Paramedics procured by Tele Service Centre	number	per professional
Cost per professional unit for Tele Service Centre	€	per unit
Obsolescence time for professional unit for Tele Service Centre	number	of years after initial investment
External cost for installation of remote devices		
External installation costs of professional devices	€	per new installation
External installation costs of devices for Clients / Patients 2	€	per new installation

External installation costs of devices for Clients / Patients 3	€	per new installation
External installation costs of devices for Clients / Patients 4	€	per new installation
Marketing costs		
Costs for marketing	€	per month
Sales costs		
Cost for sales	€	per month
Project management		
Project management costs	€	per month
Devices for Clients / Patients 1		
Devices for Clients / Patients 2		
Cost per set of devices for Clients / Patients 2	€	per unit
Time spent by Tele Service Centre staff 1 on installation at Clients / Patients 2	minutes	per installation
Time spent by Tele Service Centre staff 2 on installation at Clients / Patients 2	minutes	per installation
Time spent by Tele Service Centre staff 3 on installation at Clients / Patients 2	minutes	per installation
Obsolescence time of a set of device for Clients / Patients 2	year(s)	after initial investment
Devices for Clients / Patients 3		
Cost per set of devices for Clients / Patients 3	€	per unit
Time spent by Tele Service Centre staff 1 on installation at Clients / Patients 3	minutes	per installation
Time spent by Tele Service Centre staff 2 on installation at Clients / Patients 3	minutes	per installation
Time spent by Tele Service Centre staff 3 on installation at Clients / Patients 3	minutes	per installation
Obsolescence time of a set of device for Clients / Patients 3	year(s)	after initial investment
Devices for Clients / Patients 4		
Cost per set of devices for Clients / Patients 4	€	per unit
Time spent by Tele Service Centre staff 1 on installation at Clients / Patients 4	minutes	per installation
Time spent by Tele Service Centre staff 2 on installation at Clients / Patients 4	minutes	per installation

Patients 4		
Time spent by Tele Service Centre staff 3 on installation at Clients / Patients 4	minutes	per installation
Obsolescence time of a set of device for Clients / Patients 4	year(s)	after initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Tele Service Centre staff 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Tele Service Centre staff 2 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Tele Service Centre staff 3 involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Tele Service Centre to Clients / Patients 1 - actual time		
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 1	minutes	per one client per month
Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 1	minutes	per one client per month
Time spent by Tele Service Centre staff 3 on service provision related to Clients / Patients 1	minutes	per one client per month
Extra staff time for service provision by Tele Service Centre to Clients / Patients 2 - actual time		
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 2	minutes	per one client per month
Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 2	minutes	per one client per month
Time spent by Tele Service Centre staff 3 on service provision related to Clients / Patients 2	minutes	per one client per month
Extra staff time for service provision by Tele Service Centre to Clients / Patients 3 - actual time		
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 3	minutes	per one client per month
Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 3	minutes	per one client per month
Time spent by Tele Service Centre staff 3 on service provision related to Clients / Patients 3	minutes	per one client per month

Extra staff time for service provision by Tele Service Centre to Clients / Patients 4 - actual time		
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 4	minutes	per one client per month
Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 4	minutes	per one client per month
Time spent by Tele Service Centre staff 3 on service provision related to Clients / Patients 4	minutes	per one client per month
Overhead on costs		
Overhead rate of Tele Service Centre	%	of staff cost
Positive impacts	Unit	Time period
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Tele Service Centre	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Tele Service Centre	€	per client / patient per month
Service fee paid by Clients / Patients 4 to Tele Service Centre	€	per client / patient per month
Service fee paid by Informal carers 1 to Tele Service Centre	€	per informal carer per month
Service fee paid by Informal carers 2 to Tele Service Centre	€	per informal carer per month
Service fee paid by Informal carers 3 to Tele Service Centre	€	per informal carer per month
Service fee paid by Informal carers 4 to Tele Service Centre	€	per informal carer per month
Revenue from HPOs		
Service fee paid by Primary care organisations to Tele Service Centre	€	per month
Service fee paid by Specialist care organisations to Tele Service Centre	€	per month
Service fee paid by Hospitals outpatient department to Tele Service Centre	€	per month
Service fee paid by Hospitals inpatient department to Tele Service Centre	€	per month
Service fee paid by Hospitals emergency department to Tele Service Centre	€	per month

Service fee paid by Nursing homes to Tele Service Centre	€	per month
Service fee paid by Community Nursing Services (CNS) to Tele Service Centre	€	per month
Revenue from payers		
Service fee paid by Healthcare payers - per patient	€	per patient per month
Service fee paid by Healthcare payers	€	per month
Service fee paid by Social care payers - per patient	€	per patient per month
Service fee paid by Social care payers	€	per month
Revenue from Non ICT Organisations		
Service fee paid by Pharmaceutical industry	€	per month
Service fee paid by All employers	€	per month
External financial support		
Income from external institutions	€	per month
Resource liberation - FTEs		
Full-time equivalents of Tele Service Centre staff 1 saved in service provision	FTEs	of staff type in service
Full-time equivalents of Tele Service Centre staff 2 saved in service provision	FTEs	of staff type in service
Full-time equivalents of Tele Service Centre staff 3 saved in service provision	FTEs	of staff type in service
Resource liberation on service provision by Tele Service Centre to Clients / Patients 1 - actual time		
Time saved by Tele Service Centre staff 1 on service provision related to Clients / Patients 1	minutes	per one client per month
Time saved by Tele Service Centre staff 2 on service provision related to Clients / Patients 1	minutes	per one client per month
Time saved by Tele Service Centre staff 3 on service provision related to Clients / Patients 1	minutes	per one client per month
Resource liberation on service provision by Tele Service Centre to Clients / Patients 2 - actual time		
Time saved by Tele Service Centre staff 1 on service provision related to Clients / Patients 2	minutes	per one client per month

Time saved by Tele Service Centre staff 2 on service provision related to Clients / Patients 2	minutes	per one client per month
Time saved by Tele Service Centre staff 3 on service provision related to Clients / Patients 2	minutes	per one client per month
Resource liberation on service provision by Tele Service Centre to Clients / Patients 3 - actual time		
Time saved by Tele Service Centre staff 1 on service provision related to Clients / Patients 3	minutes	per one client per month
Time saved by Tele Service Centre staff 2 on service provision related to Clients / Patients 3	minutes	per one client per month
Time saved by Tele Service Centre staff 3 on service provision related to Clients / Patients 3	minutes	per one client per month
Resource liberation on service provision by Tele Service Centre to Clients / Patients 4 - actual time		
Time saved by Tele Service Centre staff 1 on service provision related to Clients / Patients 4	minutes	per one client per month
Time saved by Tele Service Centre staff 2 on service provision related to Clients / Patients 4	minutes	per one client per month
Time saved by Tele Service Centre staff 3 on service provision related to Clients / Patients 4	minutes	per one client per month
Overhead on benefits		
Overhead rate of Tele Service Centre	%	of staff benefits

2.1.2 Primary Care Organisations

Primary care organisations			
in	Health / Care Provider Organisations (HPOs) & staff		
	Cross-cutting variables	Unit	Time period
	Average gross annual income of Primary care physicians	€	per year
	Number of Primary care physicians in service	No	Per month
	Average gross annual income of Primary care nurses 1	€	per year
	Number of Primary care nurses in service	No	Per month
	Overhead on costs		

Overhead rate of Primary care organisations	%	of staff cost
Negative impacts		
	Unit	Time period
Staff time spent on service development		
Time spent by Primary care physicians on service development and implementation	hours	per month
Time spent by Primary care nurses 1 on service development and implementation	hours	per month
Duration of development period	months	
Staff time spent on training		
Time spent by Primary care physicians receiving training	hours	per new staff
Time spent by Primary care nurses 1 receiving training	hours	per new staff
Adaptation time		
Time spent by Primary care physicians with the system during adaptation	minutes	per day
Time spent by Primary care nurses 1 with the system during adaptation	minutes	per day
Inconvenience period for Primary care physicians		months
Inconvenience period for Primary care nurses 1		months
General ICT – software		
General software cost of the Primary care organisations	€	per month
General ICT – hardware		
General hardware costs of the Primary care organisations	€	per month
Devices for professionals		
Number of devices per Primary care physicians procured by Primary care organisations	number	per professional
Number of devices per Primary care nurses 1 procured by Primary care organisations	number	per professional
Cost per professional unit for Primary care organisations	€	per unit
Obsolescence time for professional unit for Primary care organisations	number	of years after initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Primary care physicians involved in service provision	FTEs	of staff type in service
Full-time equivalents of Primary care nurses 1 involved in service provision	FTEs	of staff type in service

Extra staff time for service provision (assessment/planning) by Primary care physicians to Clients / Patients 1 - actual time		
Average (extra) time spent by Primary care physicians on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Primary care physicians	number	per year
Extra staff time for service provision (assessment/planning) by Primary care nurses 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Primary care nurses 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Primary care nurses 1	number	per year
Extra staff time for service provision (assessment/planning) by Primary care physicians to Clients / Patients 2 - actual time		
Average (extra) time spent by Primary care physicians on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Primary care physicians	number	per year
Extra staff time for service provision (assessment/planning) by Primary care nurses 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Primary care nurses 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients /	number	per year

Patients 2 done by Primary care nurses 1		
Average (extra) time spent by Primary care nurses 1 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Primary care nurses 1	number	per year
Extra staff time for service provision (assessment/planning) by Primary care physicians to Clients / Patients 3 - actual time		
Average (extra) time spent by Primary care physicians on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Primary care physicians	number	per year
Extra staff time for service provision (assessment/planning) by Primary care nurses 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Primary care nurses 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Primary care nurses 1	number	per year
Extra staff time for service provision (assessment/planning) by Primary care physicians to Clients / Patients 4 - actual time		
Average (extra) time spent by Primary care physicians on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Primary care physicians	number	per year
Extra staff time for service provision (assessment/planning) by Primary care nurses 1		

to Clients / Patients 4 - actual time		
Average (extra) time spent by Primary care nurses 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Primary care nurses 1	number	per year
Extra staff time for service provision (intervention) by Primary care physicians to Clients / Patients 1 - actual time		
Average (extra) time spent by Primary care physicians on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 1	min	per visit
Number of (extra) home visits to Clients / Patients 1 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Primary care physicians	number	per year
Extra staff time for service provision (intervention) by Primary care nurses 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Primary care nurses 1 on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on home visits to Clients / Patients 1	min	per visit
Number of (extra) home visits to Clients / Patients 1 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Primary care nurses 1	number	per year
Extra staff time for service provision		

(intervention) by Primary care physicians to Clients / Patients 2 - actual time		
Average (extra) time spent by Primary care physicians on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 2 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 2	min	per visit
Number of (extra) home visits to Clients / Patients 2 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Primary care physicians	number	per year
Extra staff time for service provision (intervention) by Primary care nurses 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Primary care nurses 1 on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 2 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on home visits to Clients / Patients 2	min	per visit
Number of (extra) home visits to Clients / Patients 2 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Primary care nurses 1	number	per year
Extra staff time for service provision (intervention) by Primary care physicians to Clients / Patients 3 - actual time		
Average (extra) time spent by Primary care physicians on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 3 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 3	min	per visit
Number of (extra) home visits to Clients / Patients 3 done by Primary care physicians	number	per year

Average (extra) time spent by Primary care physicians on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Primary care physicians	number	per year
Extra staff time for service provision (intervention) by Primary care nurses 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Primary care nurses 1 on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 3 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on home visits to Clients / Patients 3	min	per visit
Number of (extra) home visits to Clients / Patients 3 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Primary care nurses 1	number	per year
Extra staff time for service provision (intervention) by Primary care physicians to Clients / Patients 4 - actual time		
Average (extra) time spent by Primary care physicians on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 4 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 4	min	per visit
Number of (extra) home visits to Clients / Patients 4 done by Primary care physicians	number	per year
Average (extra) time spent by Primary care physicians on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Primary care physicians	number	per year
Extra staff time for service provision (intervention) by Primary care nurses 1 to Clients / Patients 4 - actual time		
Average (extra) time spent by Primary care nurses 1 on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 4 done by	number	per year

Primary care nurses 1		
Average (extra) time spent by Primary care nurses 1 on home visits to Clients / Patients 4	min	per visit
Number of (extra) home visits to Clients / Patients 4 done by Primary care nurses 1	number	per year
Average (extra) time spent by Primary care nurses 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Primary care nurses 1	number	per year
Extra staff time for service provision not related to patients / clients - actual time		
Extra time spent by Primary care physicians	minutes	per day
Extra time spent by Primary care nurses 1	minutes	per day
Forgone income from avoided practice consultations		
Reimbursement lost due to avoided practice consultations at the Primary care organisations by Clients / Patients 1	€	per patient / client per day
Reimbursement lost due to avoided practice consultations at the Primary care organisations by Clients / Patients 2	€	per patient / client per day
Reimbursement lost due to avoided practice consultations at the Primary care organisations by Clients / Patients 3	€	per patient / client per day
Reimbursement lost due to avoided practice consultations at the Primary care organisations by Clients / Patients 4	€	per patient / client per day
Number of practice consultations avoided for Clients / Patients 1 at the Primary care organisations	number	per year
Number of practice consultations avoided for Clients / Patients 2 at the Primary care organisations	number	per year
Number of practice consultations avoided for Clients / Patients 3 at the Primary care organisations	number	per year
Number of practice consultations avoided for Clients / Patients 4 at the Primary care organisations	number	per year
Forgone income from avoided home visits		
Reimbursement lost due to avoided home visits at the Primary care organisations by Clients / Patients 1	€	per patient / client per day
Reimbursement lost due to avoided home visits at the Primary care organisations by Clients / Patients 2	€	per patient / client per day
Reimbursement lost due to avoided home visits at the Primary care organisations by Clients / Patients 3	€	per patient / client per day
Reimbursement lost due to avoided home visits at the Primary care organisations by Clients / Patients 4	€	per patient / client per day



Number of home visits avoided for Clients / Patients 1 at the Primary care organisations	number	per year
Number of home visits avoided for Clients / Patients 2 at the Primary care organisations	number	per year
Number of home visits avoided for Clients / Patients 3 at the Primary care organisations	number	per year
Number of home visits avoided for Clients / Patients 4 at the Primary care organisations	number	per year
Payment to teleservice provider		
Service fee paid by Primary care organisations to Tele Service Centre	€	per month
Positive impacts	Unit	Time period
Resource liberation - FTEs		
Full-time equivalents of Primary care physicians saved in service provision	FTEs	of staff type in service
Full-time equivalents of Primary care nurses 1 saved in service provision	FTEs	of staff type in service
Resource liberation (assessment/planning) for Primary care physicians working with Clients / Patients 1 - actual time		
Average time saved by Primary care physicians on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Primary care physicians	number	per year
Resource liberation (assessment/planning) for Primary care nurses 1 working with Clients / Patients 1 - actual time		
Average time saved by Primary care nurses 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Primary care nurses 1	number	per year

Resource liberation (assessment/planning) for Primary care physicians working with Clients / Patients 2 - actual time		
Average time saved by Primary care physicians on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Primary care physicians	number	per year
Resource liberation (assessment/planning) for Primary care nurses 1 working with Clients / Patients 2 - actual time		
Average time saved by Primary care nurses 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Primary care nurses 1	number	per year
Resource liberation (assessment/planning) for Primary care physicians working with Clients / Patients 3 - actual time		
Average time saved by Primary care physicians on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Primary care physicians	number	per year
Resource liberation (assessment/planning) for Primary care nurses 1 working with Clients / Patients 3 - actual time		
Average time saved by Primary care nurses 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients /	number	per year

Patients 3 saved by Primary care nurses 1		
Average time saved by Primary care nurses 1 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Primary care nurses 1	number	per year
Resource liberation (assessment/planning) for Primary care physicians working with Clients / Patients 4 - actual time		
Average time saved by Primary care physicians on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Primary care physicians	number	per year
Resource liberation (assessment/planning) for Primary care nurses 1 working with Clients / Patients 4 - actual time		
Average time saved by Primary care nurses 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Primary care nurses 1	number	per year
Resource liberation (intervention) for Primary care physicians working with Clients / Patients 1 - actual time		
Average time saved by Primary care physicians on consultations with Clients / Patients 1	min	per session
Number of consultations with Clients / Patients 1 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on home visits to Clients / Patients 1	min	per visit
Number of home visits to Clients / Patients 1 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on remote care / monitoring for Clients / Patients 1	min	per session

Number of remote care / monitoring sessions of Clients / Patients 1 saved by Primary care physicians	number	per year
Resource liberation (intervention) for Primary care nurses 1 working with Clients / Patients 1 - actual time		
Average time saved by Primary care nurses 1 on consultations with Clients / Patients 1	min	per session
Number of consultations with Clients / Patients 1 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on home visits to Clients / Patients 1	min	per visit
Number of home visits to Clients / Patients 1 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Primary care nurses 1	number	per year
Resource liberation (intervention) for Primary care physicians working with Clients / Patients 2 - actual time		
Average time saved by Primary care physicians on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 2 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on home visits to Clients / Patients 2	min	per visit
Number of home visits to Clients / Patients 2 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Primary care physicians	number	per year
Resource liberation (intervention) for Primary care nurses 1 working with Clients / Patients 2 - actual time		
Average time saved by Primary care nurses 1 on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 2 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on home visits to	min	per visit

Clients / Patients 2		
Number of home visits to Clients / Patients 2 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Primary care nurses 1	number	per year
Resource liberation (intervention) for Primary care physicians working with Clients / Patients 3 - actual time		
Average time saved by Primary care physicians on consultations with Clients / Patients 3	min	per session
Number of consultations with Clients / Patients 3 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on home visits to Clients / Patients 3	min	per visit
Number of home visits to Clients / Patients 3 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Primary care physicians	number	per year
Resource liberation (intervention) for Primary care nurses 1 working with Clients / Patients 3 - actual time		
Average time saved by Primary care nurses 1 on consultations with Clients / Patients 3	min	per session
Number of consultations with Clients / Patients 3 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on home visits to Clients / Patients 3	min	per visit
Number of home visits to Clients / Patients 3 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Primary care nurses 1	number	per year
Resource liberation (intervention) for Primary care physicians working with Clients / Patients 4 - actual time		

Average time saved by Primary care physicians on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 4 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on home visits to Clients / Patients 4	min	per visit
Number of home visits to Clients / Patients 4 saved by Primary care physicians	number	per year
Average time saved by Primary care physicians on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Primary care physicians	number	per year
Resource liberation (intervention) for Primary care nurses 1 working with Clients / Patients 4 - actual time		
Average time saved by Primary care nurses 1 on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 4 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on home visits to Clients / Patients 4	min	per visit
Number of home visits to Clients / Patients 4 saved by Primary care nurses 1	number	per year
Average time saved by Primary care nurses 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Primary care nurses 1	number	per year
Resource liberation from avoided home visits		
Average time spent by Primary care physicians on a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Primary care organisations	number	per year
Average time spent by Primary care physicians on a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Primary care organisations	number	per year
Average time spent by Primary care physicians on a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Primary care organisations	number	per year
Average time spent by Primary care physicians on a home	min	per consultation

consultation of Clients / Patients 4		
Number of home consultations avoided for Clients / Patients 4 at the Primary care organisations	number	per year
Resource liberation from avoided home visits - travel cost		
Average distance per trip Primary care physicians	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Primary care organisations	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Primary care organisations	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Primary care organisations	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Primary care organisations	number	per year
More income from more visits		
Reimbursement gained due to additional consultations to the Primary care organisations by Clients / Patients 1	€	per consultation
Reimbursement gained due to additional consultations to the Primary care organisations by Clients / Patients 2	€	per consultation
Reimbursement gained due to additional consultations to the Primary care organisations by Clients / Patients 3	€	per consultation
Reimbursement gained due to additional consultations to the Primary care organisations by Clients / Patients 4	€	per consultation
Number of extra consultations for Clients / Patients 1 at the Primary care organisations	number	per year
Number of extra consultations for Clients / Patients 2 at the Primary care organisations	number	per year
Number of extra consultations for Clients / Patients 3 at the Primary care organisations	number	per year
Number of extra consultations for Clients / Patients 4 at the Primary care organisations	number	per year
Easier compliance with regulation and targets		
Costs of next best alternative way of meeting the target outcome per incidence	€	per incidence
Frequency of incidence	number	per month
Top-up payments from Healthcare payers		
Top-up payments from Healthcare payers to Primary care organisations	€	per month

Top-up payments from Social care payers to Primary care organisations	€	per month
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Primary care organisations	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Primary care organisations	€	per client / patient per month
Service fee paid by Clients / Patients 4 to Primary care organisations	€	per client / patient per month
Service fee paid by Informal carers 1 to Primary care organisations	€	per informal carer per month
Service fee paid by Informal carers 2 to Primary care organisations	€	per informal carer per month
Service fee paid by Informal carers 3 to Primary care organisations	€	per informal carer per month
Service fee paid by Informal carers 4 to Primary care organisations	€	per informal carer per month
Overhead on benefits		
Overhead rate of Primary care organisations	%	of staff benefits

2.1.3 Specialist Care Organisations

Specialist care organisations		
in	Health / Care Provider Organisations (HPOs) & staff	
Cross-cutting variables		
		Unit
		Time period
	Average gross annual income of Specialist physicians 1	€
	Number of Specialist physicians 1 in service	No
	Average gross annual income of Specialist physicians 2	€
	Number of Specialist physicians 2 in service	No
	Average gross annual income of Specialist nurses	€
	Number of Specialist physicians 3 in service	No
Overhead on costs		
	Overhead rate of Specialist care organisations	%
		of staff cost

Negative impacts	Unit	Time period
Staff time spent on service development		
Time spent by Specialist physicians 1 on service development and implementation	hours	per month
Time spent by Specialist physicians 2 on service development and implementation	hours	per month
Time spent by Specialist nurses on service development and implementation	hours	per month
Duration of development period	months	
Staff time spent on training		
Time spent by Specialist physicians 1 receiving training	hours	per new staff
Time spent by Specialist physicians 2 receiving training	hours	per new staff
Time spent by Specialist nurses receiving training	hours	per new staff
Adaptation time		
Time spent by Specialist physicians 1 with the system during adaptation	minutes	per day
Time spent by Specialist physicians 2 with the system during adaptation	minutes	per day
Time spent by Specialist nurses with the system during adaptation	minutes	per day
Inconvenience period for Specialist physicians 1		months
Inconvenience period for Specialist physicians 2		months
Inconvenience period for Specialist nurses		months
General ICT – software		
General software cost of the Specialist care organisations	€	per month
General ICT – hardware		
General hardware costs of the Specialist care organisations	€	per month
Devices for professionals		
Number of devices per Specialist physicians 1 procured by Specialist care organisations	number	per professional
Number of devices per Specialist physicians 2 procured by Specialist care organisations	number	per professional
Cost per professional unit for Specialist care organisations	€	per unit
Obsolescence time for professional unit for Specialist care organisations	number	of years after initial investment

Extra staff time for service provision - FTEs		
Full-time equivalents of Specialist physicians 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Specialist physicians 2 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Specialist nurses involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Specialist physicians 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Specialist physicians 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Specialist physicians 1	number	per year
Extra staff time for service provision by Specialist physicians 2 to Clients / Patients 1 - actual time		
Average (extra) time spent by Specialist physicians 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1	number	per year

done by Specialist physicians 2		
Average (extra) time spent by Specialist physicians 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Specialist physicians 2	number	per year
Extra staff time for service provision by Specialist nurses to Clients / Patients 1 - actual time		
Average (extra) time spent by Specialist nurses on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist nurses on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Specialist nurses	number	per year
Extra staff time for service provision by Specialist physicians 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Specialist physicians 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 1 on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 2 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on remote care / monitoring for Clients / Patients 2	min	per session

Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Specialist physicians 1	number	per year
Extra staff time for service provision by Specialist physicians 2 to Clients / Patients 2 - actual time		
Average (extra) time spent by Specialist physicians 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 2 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Specialist physicians 2	number	per year
Extra staff time for service provision by Specialist nurses to Clients / Patients 2 - actual time		
Average (extra) time spent by Specialist nurses on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 2 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Specialist nurses	number	per year

Extra staff time for service provision by Specialist physicians 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Specialist physicians 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 3 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Specialist physicians 1	number	per year
Extra staff time for service provision by Specialist physicians 2 to Clients / Patients 3 - actual time		
Average (extra) time spent by Specialist physicians 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 3 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Specialist physicians 2	number	per year
Extra staff time for service provision by Specialist nurses to Clients / Patients 3 - actual		

time		
Average (extra) time spent by Specialist nurses on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 3 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Specialist nurses	number	per year
Extra staff time for service provision by Specialist physicians 1 to Clients / Patients 4 - actual time		
Average (extra) time spent by Specialist physicians 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 4 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Specialist physicians 1	number	per year
Average (extra) time spent by Specialist physicians 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Specialist physicians 1	number	per year
Extra staff time for service provision by Specialist physicians 2 to Clients / Patients 4 - actual time		
Average (extra) time spent by Specialist physicians 2 on assessment and care planning for Clients / Patients 4	min	per session

Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 4 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Specialist physicians 2	number	per year
Average (extra) time spent by Specialist physicians 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Specialist physicians 2	number	per year
Extra staff time for service provision by Specialist nurses to Clients / Patients 4 - actual time		
Average (extra) time spent by Specialist nurses on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 4 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Specialist nurses	number	per year
Average (extra) time spent by Specialist nurses on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Specialist nurses	number	per year
Forgone income from avoided referral visits		
Reimbursement lost due to avoided referral visits at the Specialist care organisations by Clients / Patients 1	€	per patient / client per day
Reimbursement lost due to avoided referral visits at the Specialist care organisations by Clients / Patients 2	€	per patient / client per day
Reimbursement lost due to avoided referral visits at the Specialist care organisations by Clients / Patients 3	€	per patient / client per day
Reimbursement lost due to avoided referral visits at the Specialist	€	per patient / client

care organisations by Clients / Patients 4		per day
Number of referral visits avoided for Clients / Patients 1 at the Specialist care organisations	number	per year
Number of referral visits avoided for Clients / Patients 2 at the Specialist care organisations	number	per year
Number of referral visits avoided for Clients / Patients 3 at the Specialist care organisations	number	per year
Number of referral visits avoided for Clients / Patients 4 at the Specialist care organisations	number	per year
Forgone income from avoided home visits		
Reimbursement lost due to avoided home visits at the Specialist care organisations by Clients / Patients 1	€	per patient / client per day
Reimbursement lost due to avoided home visits at the Specialist care organisations by Clients / Patients 2	€	per patient / client per day
Reimbursement lost due to avoided home visits at the Specialist care organisations by Clients / Patients 3	€	per patient / client per day
Reimbursement lost due to avoided home visits at the Specialist care organisations by Clients / Patients 4	€	per patient / client per day
Number of home visits avoided for Clients / Patients 1 at the Specialist care organisations	number	per year
Number of home visits avoided for Clients / Patients 2 at the Specialist care organisations	number	per year
Number of home visits avoided for Clients / Patients 3 at the Specialist care organisations	number	per year
Number of home visits avoided for Clients / Patients 4 at the Specialist care organisations	number	per year
Forgone income from avoided non-referral visits		
Reimbursement lost due to avoided non-referral visits at the Specialist care organisations by Clients / Patients 1	€	per patient / client per day
Reimbursement lost due to avoided non-referral visits at the Specialist care organisations by Clients / Patients 2	€	per patient / client per day
Reimbursement lost due to avoided non-referral visits at the Specialist care organisations by Clients / Patients 3	€	per patient / client per day
Reimbursement lost due to avoided non-referral visits at the Specialist care organisations by Clients / Patients 4	€	per patient / client per day
Number of non-referral visits avoided for Clients / Patients 1 at the Specialist care organisations	number	per year
Number of non-referral visits avoided for Clients / Patients 2 at the Specialist care organisations	number	per year
Number of non-referral visits avoided for Clients / Patients 3 at the Specialist care organisations	number	per year

Number of non-referral visits avoided for Clients / Patients 4 at the Specialist care organisations	number	per year
Payment to teleservice provider		
Service fee paid by Specialist care organisations to Tele Service Centre	€	per month
Positive impacts	Unit	Time period
Resource liberation - FTEs		
Full-time equivalents of Specialist physicians 1 saved in service provision	FTEs	of staff type in service
Full-time equivalents of Specialist physicians 2 saved in service provision	FTEs	of staff type in service
Full-time equivalents of Specialist physicians 2 saved in service provision	FTEs	of staff type in service
Resource liberation for Specialist physicians 1 working with Clients / Patients 1 - actual time		
Average time saved by Specialist physicians 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on consultations with Clients / Patients 1	min	per session
Number of consultations with Clients / Patients 1 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 1 saved by Specialist physicians 1	number	per year
Resource liberation for Specialist physicians 2 working with Clients / Patients 1 - actual time		
Average time saved by Specialist physicians 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on consultations with Clients / Patients 1	min	per session

Number of consultations with Clients / Patients 1 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 1 saved by Specialist physicians 2	number	per year
Resource liberation for Specialist nurses working with Clients / Patients 1 - actual time		
Average time saved by Specialist nurses on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on consultations with Clients / Patients 1	min	per session
Number of consultations with Clients / Patients 1 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on remote care / monitoring for Clients / Patients 1	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 1 saved by Specialist nurses	number	per year
Resource liberation for Specialist physicians 1 working with Clients / Patients 2 - actual time		
Average time saved by Specialist physicians 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 1 on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 2 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved	number	per year

by Specialist physicians 1		
Average time saved by Specialist physicians 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 2 saved by Specialist physicians 1	number	per year
Resource liberation for Specialist physicians 2 working with Clients / Patients 2 - actual time		
Average time saved by Specialist physicians 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 2 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 2 saved by Specialist physicians 2	number	per year
Resource liberation for Specialist nurses working with Clients / Patients 2 - actual time		
Average time saved by Specialist nurses on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 2 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on remote care / monitoring for Clients / Patients 2	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 2 saved by Specialist nurses	number	per year

Resource liberation for Specialist physicians 1 working with Clients / Patients 3 - actual time		
Average time saved by Specialist physicians 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on consultations with Clients / Patients 3	min	per session
Number of consultations with Clients / Patients 3 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 3 saved by Specialist physicians 1	number	per year
Resource liberation for Specialist physicians 2 working with Clients / Patients 3 - actual time		
Average time saved by Specialist physicians 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on consultations with Clients / Patients 3	min	per session
Number of consultations with Clients / Patients 3 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 3 saved by Specialist physicians 2	number	per year
Resource liberation for Specialist nurses working with Clients / Patients 3 - actual time		
Average time saved by Specialist nurses on assessment and care planning for Clients / Patients 3	min	per session

Number of assessment and care planning sessions of Clients / Patients 3 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on consultations with Clients / Patients 3	min	per session
Number of consultations with Clients / Patients 3 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on remote care / monitoring for Clients / Patients 3	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 3 saved by Specialist nurses	number	per year
Resource liberation for Specialist physicians 1 working with Clients / Patients 4 - actual time		
Average time saved by Specialist physicians 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 4 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Specialist physicians 1	number	per year
Average time saved by Specialist physicians 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 4 saved by Specialist physicians 1	number	per year
Resource liberation for Specialist physicians 2 working with Clients / Patients 4 - actual time		
Average time saved by Specialist physicians 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 4 saved by Specialist	number	per year

physicians 2		
Average time saved by Specialist physicians 2 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Specialist physicians 2	number	per year
Average time saved by Specialist physicians 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 4 saved by Specialist physicians 2	number	per year
Resource liberation for Specialist nurses working with Clients / Patients 4 - actual time		
Average time saved by Specialist nurses on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 4 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Specialist nurses	number	per year
Average time saved by Specialist nurses on remote care / monitoring for Clients / Patients 4	min	per session
Number of extra remote care / monitoring sessions of Clients / Patients 4 saved by Specialist nurses	number	per year
Resource liberation from avoided non-referral visits of Clients / Patients 1		
Average time spent by Specialist physicians 1 when treating Clients / Patients 1	min	per consultation
Average time spent by Specialist physicians 2 when treating Clients / Patients 1	min	per consultation
Average time spent by Specialist nurses when treating Clients / Patients 1	min	per consultation
Number of non-referral consultations avoided for Clients / Patients 1 at the Specialist care organisations	number	per year
Resource liberation from avoided non-referral visits of Clients / Patients 2		
Average time spent by Specialist physicians 1 when treating Clients /	min	per consultation

Patients 2		
Average time spent by Specialist physicians 2 when treating Clients / Patients 2	min	per consultation
Average time spent by Specialist nurses when treating Clients / Patients 2	min	per consultation
Number of non-referral consultations avoided for Clients / Patients 2 at the Specialist care organisations	number	per year
Resource liberation from avoided non-referral visits of Clients / Patients 3		
Average time spent by Specialist physicians 1 when treating Clients / Patients 3	min	per consultation
Average time spent by Specialist physicians 2 when treating Clients / Patients 3	min	per consultation
Average time spent by Specialist nurses when treating Clients / Patients 3	min	per consultation
Number of non-referral consultations avoided for Clients / Patients 3 at the Specialist care organisations	number	per year
Resource liberation from avoided non-referral visits of Clients / Patients 4		
Average time spent by Specialist physicians 1 when treating Clients / Patients 4	min	per consultation
Average time spent by Specialist physicians 2 when treating Clients / Patients 4	min	per consultation
Average time spent by Specialist nurses when treating Clients / Patients 4	min	per consultation
Number of non-referral consultations avoided for Clients / Patients 4 at the Specialist care organisations	number	per year
More income from more visits		
Reimbursement gained due to additional consultations to the Specialist care organisations by Clients / Patients 1	€	per consultation
Reimbursement gained due to additional consultations to the Specialist care organisations by Clients / Patients 2	€	per consultation
Reimbursement gained due to additional consultations to the Specialist care organisations by Clients / Patients 3	€	per consultation
Reimbursement gained due to additional consultations to the Specialist care organisations by Clients / Patients 4	€	per consultation
Number of extra consultations for Clients / Patients 1 at the Specialist care organisations	number	per year
Number of extra consultations for Clients / Patients 2 at the Specialist care organisations	number	per year

Number of extra consultations for Clients / Patients 3 at the Specialist care organisations	number	per year
Number of extra consultations for Clients / Patients 4 at the Specialist care organisations	number	per year
Easier compliance with regulation and targets		
Costs of next best alternative way of meeting the target outcome per incidence compared to the solution of the Specialist care organisations	€	per incidence
Frequency of incidence	number	per month
Top-up payments from Healthcare payers		
Top-up payments from Healthcare payers to Specialist care organisations	€	per month
Top-up payments from Social care payers to Specialist care organisations	€	per month
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Specialist care organisations	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Specialist care organisations	€	per client / patient per month
Service fee paid by Clients / Patients 4 to Specialist care organisations	€	per client / patient per month
Service fee paid by Informal carers 1 to Specialist care organisations	€	per informal carer per month
Service fee paid by Informal carers 2 to Specialist care organisations	€	per informal carer per month
Service fee paid by Informal carers 3 to Specialist care organisations	€	per informal carer per month
Service fee paid by Informal carers 4 to Specialist care organisations	€	per informal carer per month
Overhead on benefits		
Overhead rate of Specialist care organisations	%	of staff benefits

2.1.4 Hospitals

Hospitals		
in	Health / Care Provider Organisations (HPOs) & staff	

Cross-cutting variables		Unit	Time period
Average gross annual income of Hospital physicians 1		€	per year
Number of Hospital physicians 1 in service		No	Per month
Average gross annual income of Hospital physicians 2		€	per year
Number of Hospital physicians 2 in service		No	Per month
Average gross annual income of Hospital nurses		€	per year
Number of Hospital nurses in service		No	Per month
Overhead on costs			
Overhead rate of Hospitals		%	of staff cost
Negative impacts		Unit	Time period
Staff time spent on service development			
Time spent by Hospital physicians 1 on service development and implementation		hours	per month
Time spent by Hospital physicians 2 on service development and implementation		hours	per month
Time spent by Hospital nurses on service development and implementation		hours	per month
Duration of development period			months
Staff time spent on training			
Time spent by Hospital physicians 1 receiving training		hours	per new staff
Time spent by Hospital physicians 2 receiving training		hours	per new staff
Time spent by Hospital nurses receiving training		hours	per new staff
Adaptation time			
Time spent by Hospital physicians 1 with the system during adaptation		minutes	per day
Time spent by Hospital physicians 2 with the system during adaptation		minutes	per day
Time spent by Hospital nurses with the system during adaptation		minutes	per day
Inconvenience period for Hospital physicians 1			months
Inconvenience period for Hospital physicians 2			months
Inconvenience period for Hospital nurses			months
General ICT – software			
General software cost of the Hospitals		€	per month

General ICT – hardware		
General hardware costs of the Hospitals	€	per month
Devices for professionals		
Number of devices per Hospital physicians 1 procured by Hospitals	number	per professional
Number of devices per Hospital physicians 2 procured by Hospitals	number	per professional
Number of devices per Hospital nurses procured by Hospitals	number	per professional
Cost per professional unit for Hospitals	€	per unit
Obsolescence time for professional unit for Hospitals	number	of years after initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Hospital physicians 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Hospital physicians 2 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Hospital nurses involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Hospital physicians 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Hospital physicians 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Hospital physicians 1	number	per year
Extra staff time for service provision by Hospital physicians 2 to Clients / Patients 1 - actual time		
Average (extra) time spent by Hospital physicians 2 on assessment and care planning for Clients / Patients 1	min	per session

Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Hospital physicians 2	number	per year
Extra staff time for service provision by Hospital nurses to Clients / Patients 1 - actual time		
Average (extra) time spent by Hospital nurses on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on consultations with Clients / Patients 1	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Hospital nurses	number	per year
Extra staff time for service provision by Hospital physicians 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Hospital physicians 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 1 done by	number	per year

Hospital physicians 1		
Average (extra) time spent by Hospital physicians 1 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Hospital physicians 1	number	per year
Extra staff time for service provision by Hospital physicians 2 to Clients / Patients 2 - actual time		
Average (extra) time spent by Hospital physicians 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 2 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Hospital physicians 2	number	per year
Extra staff time for service provision by Hospital nurses to Clients / Patients 2 - actual time		
Average (extra) time spent by Hospital nurses on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on consultations with Clients / Patients 2	min	per session
Number of (extra) consultations with Clients / Patients 2 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Hospital nurses	number	per year

Average (extra) time spent by Hospital nurses on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Hospital nurses	number	per year
Extra staff time for service provision by Hospital physicians 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Hospital physicians 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Hospital physicians 1	number	per year
Extra staff time for service provision by Hospital physicians 2 to Clients / Patients 3 - actual time		
Average (extra) time spent by Hospital physicians 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 3 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Hospital physicians 2	number	per year

Extra staff time for service provision by Hospital nurses to Clients / Patients 3 - actual time		
Average (extra) time spent by Hospital nurses on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on consultations with Clients / Patients 3	min	per session
Number of (extra) consultations with Clients / Patients 3 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Hospital nurses	number	per year
Extra staff time for service provision by Hospital physicians 1 to Clients / Patients 4 - actual time		
Average (extra) time spent by Hospital physicians 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 1 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Hospital physicians 1	number	per year
Average (extra) time spent by Hospital physicians 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Hospital physicians 1	number	per year
Extra staff time for service provision by Hospital physicians 2 to Clients / Patients 4 - actual time		
Average (extra) time spent by Hospital physicians 2 on assessment and care planning for Clients / Patients 4	min	per session

Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 4 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Hospital physicians 2	number	per year
Average (extra) time spent by Hospital physicians 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Hospital physicians 2	number	per year
Extra staff time for service provision by Hospital nurses to Clients / Patients 4 - actual time		
Average (extra) time spent by Hospital nurses on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on consultations with Clients / Patients 4	min	per session
Number of (extra) consultations with Clients / Patients 4 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Hospital nurses	number	per year
Average (extra) time spent by Hospital nurses on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Hospital nurses	number	per year
Extra staff time for service provision not related to patients / clients - actual time		
Extra time spent by Hospital physicians 1	minutes	per day
Extra time spent by Hospital physicians 2	minutes	per day
Extra time spent by Hospital nurses	minutes	per day
Forgone income from shorter stays		
Reimbursement lost due to shorter stay at the Hospitals by Clients /	€	per patient / client

Patients 1		per day
Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 2	€	per patient / client per day
Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 3	€	per patient / client per day
Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 4	€	per patient / client per day
Number of shorter stays per one Clients / Patients 1 at Hospitals	number	per patient / client per year
Number of shorter stays per one Clients / Patients 2 at Hospitals	number	per patient / client per year
Number of shorter stays per one Clients / Patients 3 at Hospitals	number	per patient / client per year
Number of shorter stays per one Clients / Patients 4 at Hospitals	number	per patient / client per year
Forgone income from avoided admissions		
Reimbursement lost due to avoided admission to the Hospitals by Clients / Patients 1	€	per patient / client per admission
Reimbursement lost due to avoided admission to the Hospitals by Clients / Patients 2	€	per patient / client per admission
Reimbursement lost due to avoided admission to the Hospitals by Clients / Patients 3	€	per patient / client per admission
Reimbursement lost due to avoided admission to the Hospitals by Clients / Patients 4	€	per patient / client per admission
Number of avoided admissions per one Clients / Patients 1 at Hospitals	number	per year
Number of avoided admissions per one Clients / Patients 2 at Hospitals	number	per year
Number of avoided admissions per one Clients / Patients 3 at Hospitals	number	per year
Number of avoided admissions per one Clients / Patients 4 at Hospitals	number	per year
Payment to teleservice provider		
Service fee paid by Hospitals to Tele Service Centre	€	per month
Positive impacts	Unit	Time period
Resource liberation - FTEs		
Full-time equivalents of Hospital physicians 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Hospital physicians 2 involved in service provision	FTEs	of staff type in service

Full-time equivalents of Hospital nurses involved in service provision	FTEs	of staff type in service
Resource liberation for Hospital physicians 1 in service provision to Clients / Patients 1 - actual time		
Average time saved by Hospital physicians 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on consultations with Clients / Patients 1	min	per session
Number of consultations with Clients / Patients 1 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Hospital physicians 1	number	per year
Resource liberation for Hospital physicians 2 in service provision to Clients / Patients 1 - actual time		
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on consultations with Clients / Patients 1	min	per session
Number of consultations with Clients / Patients 1 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Hospital physicians 2	number	per year

Resource liberation for Hospital nurses in service provision to Clients / Patients 1 - actual time		
Average time saved by Hospital nurses on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on consultations with Clients / Patients 1	min	per session
Number of consultations with Clients / Patients 1 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Hospital nurses	number	per year
Resource liberation for Hospital physicians 1 in service provision to Clients / Patients 2 - actual time		
Average time saved by Hospital physicians 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 1 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Hospital physicians 1	number	per year
Resource liberation for Hospital physicians 2 in service provision to Clients / Patients 2 - actual		

time		
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 2 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Hospital physicians 2	number	per year
Resource liberation for Hospital nurses in service provision to Clients / Patients 2 - actual time		
Average time saved by Hospital nurses on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on consultations with Clients / Patients 2	min	per session
Number of consultations with Clients / Patients 2 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Hospital nurses	number	per year
Resource liberation for Hospital physicians 1 in service provision to Clients / Patients 3 - actual time		
Average time saved by Hospital physicians 1 on assessment and care planning for Clients / Patients 3	min	per session

Number of assessment and care planning sessions of Clients / Patients 3 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on consultations with Clients / Patients 3	min	per session
Number of consultations with Clients / Patients 1 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Hospital physicians 1	number	per year
Resource liberation for Hospital physicians 2 in service provision to Clients / Patients 3 - actual time		
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on consultations with Clients / Patients 3	min	per session
Number of consultations with Clients / Patients 3 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Hospital physicians 2	number	per year
Resource liberation for Hospital nurses in service provision to Clients / Patients 3 - actual time		
Average time saved by Hospital nurses on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on consultations with Clients /	min	per session

Patients 3		
Number of consultations with Clients / Patients 3 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Hospital nurses	number	per year
Resource liberation for Hospital physicians 1 in service provision to Clients / Patients 4 - actual time		
Average time saved by Hospital physicians 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 1 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Hospital physicians 1	number	per year
Average time saved by Hospital physicians 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Hospital physicians 1	number	per year
Resource liberation for Hospital physicians 2 in service provision to Clients / Patients 4 - actual time		
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 4 saved by Hospital physicians 2	number	per year

Average time saved by Hospital physicians 2 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Hospital physicians 2	number	per year
Average time saved by Hospital physicians 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Hospital physicians 2	number	per year
Resource liberation for Hospital nurses in service provision to Clients / Patients 4 - actual time		
Average time saved by Hospital nurses on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on consultations with Clients / Patients 4	min	per session
Number of consultations with Clients / Patients 4 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Hospital nurses	number	per year
Average time saved by Hospital nurses on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Hospital nurses	number	per year
Resource liberation from avoided admissions - Clients / Patients 1		
Average time spent by Hospital physicians 1 when treating Clients / Patients 1 as an inpatient	min	per consultation
Average time spent by Hospital physicians 2 when treating Clients / Patients 1 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 1 as an inpatient	min	per consultation
Number of avoided admissions per one Clients / Patients 1 at Hospitals	number	per year
Resource liberation from avoided admissions - Clients / Patients 2		
Average time spent by Hospital physicians 1 when treating Clients /	min	per consultation

Patients 2 as an inpatient		
Average time spent by Hospital physicians 2 when treating Clients / Patients 2 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 2 as an inpatient	min	per consultation
Number of avoided admissions per one Clients / Patients 2 at Hospitals	number	per year
Resource liberation from avoided admissions - Clients / Patients 3		
Average time spent by Hospital physicians 1 when treating Clients / Patients 3 as an inpatient	min	per consultation
Average time spent by Hospital physicians 2 when treating Clients / Patients 3 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 3 as an inpatient	min	per consultation
Number of avoided admissions per one Clients / Patients 3 at Hospitals	number	per year
Resource liberation from avoided admissions - Clients / Patients 4		
Average time spent by Hospital physicians 1 when treating Clients / Patients 4 as an inpatient	min	per consultation
Average time spent by Hospital physicians 2 when treating Clients / Patients 4 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 4 as an inpatient	min	per consultation
Number of avoided admissions per one Clients / Patients 4 at Hospitals	number	per year
More income from more admissions		
Reimbursement gained due to additional admission to the Hospitals by Clients / Patients 1	€	per patient / client per admission
Reimbursement gained due to additional admission to the Hospitals by Clients / Patients 2	€	per patient / client per admission
Reimbursement gained due to additional admission to the Hospitals by Clients / Patients 3	€	per patient / client per admission
Reimbursement gained due to additional admission to the Hospitals by Clients / Patients 4	€	per patient / client per admission
Number of additional admissions per one Clients / Patients 1 at Hospitals	number	per patient / client per year
Number of additional admissions per one Clients / Patients 2 at Hospitals	number	per patient / client per year

Number of additional admissions per one Clients / Patients 3 at Hospitals	number	per patient / client per year
Number of additional admissions per one Clients / Patients 4 at Hospitals	number	per patient / client per year
More income from longer stays		
Reimbursement gained due to longer stays in the Hospitals by Clients / Patients 1	€	per patient / client per admission
Reimbursement gained due to longer stays in the Hospitals by Clients / Patients 2	€	per patient / client per admission
Reimbursement gained due to longer stays in the Hospitals by Clients / Patients 3	€	per patient / client per admission
Reimbursement gained due to longer stays in the Hospitals by Clients / Patients 4	€	per patient / client per admission
Number of longer stays per one Clients / Patients 1 at Hospitals	number	per patient / client per year
Number of longer stays per one Clients / Patients 2 at Hospitals	number	per patient / client per year
Number of longer stays per one Clients / Patients 3 at Hospitals	number	per patient / client per year
Number of longer stays per one Clients / Patients 4 at Hospitals	number	per patient / client per year
Resource liberation from fewer re-admissions - Clients / Patients 1		
Average time spent by Hospital physicians 1 when treating Clients / Patients 1 as an inpatient	min	per consultation
Average time spent by Hospital physicians 2 when treating Clients / Patients 1 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 1 as an inpatient	min	per consultation
Fewer re-admissions of Clients / Patients 1	number	per year
Resource liberation from fewer re-admissions - Clients / Patients 2		
Average time spent by Hospital physicians 1 when treating Clients / Patients 2 as an inpatient	min	per consultation
Average time spent by Hospital physicians 2 when treating Clients / Patients 2 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 2 as an inpatient	min	per consultation
Fewer re-admissions of Clients / Patients 2	number	per year

Resource liberation from fewer re-admissions - Clients / Patients 3		
Average time spent by Hospital physicians 1 when treating Clients / Patients 3 as an inpatient	min	per consultation
Average time spent by Hospital physicians 2 when treating Clients / Patients 3 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 3 as an inpatient	min	per consultation
Fewer re-admissions of Clients / Patients 3	number	per year
Resource liberation from fewer re-admissions - Clients / Patients 4		
Average time spent by Hospital physicians 1 when treating Clients / Patients 4 as an inpatient	min	per consultation
Average time spent by Hospital physicians 2 when treating Clients / Patients 4 as an inpatient	min	per consultation
Average time spent by Hospital nurses when treating Clients / Patients 4 as an inpatient	min	per consultation
Fewer re-admissions of Clients / Patients 4	number	per year
Resource liberation from shorter stay - Clients / Patients 1		
Average time saved by Hospital physicians 1 when treating Clients / Patients 1 as an inpatient	min	per consultation
Average time saved by Hospital physicians 2 when treating Clients / Patients 1 as an inpatient	min	per consultation
Average time saved by Hospital nurses when treating Clients / Patients 1 as an inpatient	min	per consultation
Number of shorter stays of Clients / Patients 1 at Hospitals	number	per year
Resource liberation from shorter stay - Clients / Patients 2		
Average time saved by Hospital physicians 1 when treating Clients / Patients 2 as an inpatient	min	per consultation
Average time saved by Hospital physicians 2 when treating Clients / Patients 2 as an inpatient	min	per consultation
Average time saved by Hospital nurses when treating Clients / Patients 2 as an inpatient	min	per consultation
Number of shorter stays of Clients / Patients 2 at Hospitals	number	per year
Resource liberation from shorter stay - Clients / Patients 3		

Average time saved by Hospital physicians 1 when treating Clients / Patients 3 as an inpatient	min	per consultation
Average time saved by Hospital physicians 2 when treating Clients / Patients 3 as an inpatient	min	per consultation
Average time saved by Hospital nurses when treating Clients / Patients 3 as an inpatient	min	per consultation
Number of shorter stays of Clients / Patients 3 at Hospitals	number	per year
Resource liberation from shorter stay - Clients / Patients 4		
Average time saved by Hospital physicians 1 when treating Clients / Patients 4 as an inpatient	min	per consultation
Average time saved by Hospital physicians 2 when treating Clients / Patients 4 as an inpatient	min	per consultation
Average time saved by Hospital nurses when treating Clients / Patients 4 as an inpatient	min	per consultation
Number of shorter stays of Clients / Patients 4 at Hospitals	number	per year
Top-up payments from Healthcare payers		
Top-up payments from Healthcare payers to Hospitals	€	per month
Top-up payments from Social care payers to Hospitals	€	per month
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Hospitals	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Hospitals	€	per client / patient per month
Service fee paid by Clients / Patients 4 to Hospitals	€	per client / patient per month
Service fee paid by Informal carers 1 to Hospitals	€	per informal carer per month
Service fee paid by Informal carers 2 to Hospitals	€	per informal carer per month
Service fee paid by Informal carers 3 to Hospitals	€	per informal carer per month
Service fee paid by Informal carers 4 to Hospitals	€	per informal carer per month
Overhead on benefits		
Overhead rate of Hospitals	%	of staff benefits

2.1.5 Medical Transportation Services

Medical transportation services				
in	Health / Care Provider Organisations (HPOs) & staff			
Cross-cutting variables			Unit	Time period
	Average gross annual income of Paramedics		€	per year
	Number of Paramedics in service		No	Per month
Overhead on costs				
	Overhead rate of Medical transportation services		%	of staff cost
Negative impacts			Unit	Time period
Staff time spent on service development				
	Time spent by Paramedics on service development and implementation		hours	per month
	Duration of development period		months	
Staff time spent on training				
	Time spent by Paramedics receiving training		hours	per new staff
Adaptation time				
	Time spent by Paramedics at the Medical transportation services with the system during adaptation		minutes	per day
	Inconvenience period for Paramedics at the Medical transportation services with the system during adaptation			months
General ICT – software				
	General software cost of the Medical transportation services		€	per month
General ICT – hardware				
	General hardware costs of the Medical transportation services		€	per month
Devices for professionals				
	Number of devices per Paramedics procured by Medical transportation services		number	per professional
	Cost per professional unit for Medical transportation services		€	per unit
	Obsolescence time for professional unit for Medical transportation services		number	of years after initial investment
Extra staff time for service provision - FTEs				

Full-time equivalents of Paramedics involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Paramedics to Clients / Patients 1 - actual time		
Average (extra) time spent by Paramedics on documentation for Clients / Patients 1	min	per session
Number of (extra) documentations for Clients / Patients 1 done by Paramedics	number	per year
Average (extra) time spent by Paramedics on transports of Clients / Patients 1	min	per session
Number of (extra) transports of Clients / Patients 1 done by Paramedics	number	per year
Average (extra) time spent by Paramedics on treating Clients / Patients 1	min	per session
Number of (extra) treatment sessions with Clients / Patients 1 done by Paramedics	number	per year
Extra staff time for service provision by Paramedics to Clients / Patients 2 - actual time		
Average (extra) time spent by Paramedics on documentation for Clients / Patients 2	min	per session
Number of (extra) documentations for Clients / Patients 2 done by Paramedics	number	per year
Average (extra) time spent by Paramedics on transports of Clients / Patients 2	min	per session
Number of (extra) transports of Clients / Patients 2 done by Paramedics	number	per year
Average (extra) time spent by Paramedics on treating Clients / Patients 2	min	per session
Number of (extra) treatment sessions with Clients / Patients 2 done by Paramedics	number	per year
Extra staff time for service provision by Paramedics to Clients / Patients 3 - actual time		
Average (extra) time spent by Paramedics on documentation for Clients / Patients 3	min	per session
Number of (extra) documentations for Clients / Patients 3 done by Paramedics	number	per year
Average (extra) time spent by Paramedics on transports of Clients / Patients 3	min	per session
Number of (extra) transports of Clients / Patients 3 done by Paramedics	number	per year

Average (extra) time spent by Paramedics on treating Clients / Patients 3	min	per session
Number of (extra) treatment sessions with Clients / Patients 3 done by Paramedics	number	per year
Extra staff time for service provision by Paramedics to Clients / Patients 4 - actual time		
Average (extra) time spent by Paramedics on documentation for Clients / Patients 4	min	per session
Number of (extra) documentations for Clients / Patients 4 done by Paramedics	number	per year
Average (extra) time spent by Paramedics on transports of Clients / Patients 4	min	per session
Number of (extra) transports of Clients / Patients 4 done by Paramedics	number	per year
Average (extra) time spent by Paramedics on treating Clients / Patients 4	min	per session
Number of (extra) treatment sessions with Clients / Patients 4 done by Paramedics	number	per year
Extra ambulance trips - travel costs		
Average distance per extra trip of Medical transportation services	km	per trip
Ambulance travel cost per km	€	per km
Number of extra ambulance trips for Clients / Patients 1	number	per year
Number of extra ambulance trips for Clients / Patients 2	number	per year
Number of extra ambulance trips for Clients / Patients 3	number	per year
Number of extra ambulance trips for Clients / Patients 4	number	per year
Forgone income from avoided trips		
Reimbursement lost due to avoided Medical transportation services trips by Clients / Patients 1	€	per patient / client per day
Reimbursement lost due to avoided Medical transportation services trips by Clients / Patients 2	€	per patient / client per day
Reimbursement lost due to avoided Medical transportation services trips by Clients / Patients 3	€	per patient / client per day
Reimbursement lost due to avoided Medical transportation services trips by Clients / Patients 4	€	per patient / client per day
Number of ambulance trips avoided for Clients / Patients 1	number	per year
Number of ambulance trips avoided for Clients / Patients 2	number	per year
Number of ambulance trips avoided for Clients / Patients 3	number	per year

Number of ambulance trips avoided for Clients / Patients 4	number	per year
Payment to teleservice provider		
Service fee paid by Medical transportation services to Tele Service Centre	€	per month
Positive impacts	Unit	Time period
Resource liberation - FTEs		
Full-time equivalents of Paramedics involved in service provision	FTEs	of staff type in service
Resource liberation on service provision by Paramedics to Clients / Patients 1 - actual time		
Average time (saved) by Paramedics on documentation for Clients / Patients 1	min	per session
Number of documentations (saved) for Clients / Patients 1 done by Paramedics	number	per year
Average time (saved) by Paramedics on transports of Clients / Patients 1	min	per session
Number of transports (saved) of Clients / Patients 1 done by Paramedics	number	per year
Average time (saved) by Paramedics on treating Clients / Patients 1	min	per session
Number of treatment sessions (saved) with Clients / Patients 1 done by Paramedics	number	per year
Resource liberation on service provision by Paramedics to Clients / Patients 2 - actual time		
Average time (saved) by Paramedics on documentation for Clients / Patients 2	min	per session
Number of documentations (saved) for Clients / Patients 2 done by Paramedics	number	per year
Average time (saved) by Paramedics on transports of Clients / Patients 2	min	per session
Number of transports (saved) of Clients / Patients 2 done by Paramedics	number	per year
Average time (saved) by Paramedics on treating Clients / Patients 2	min	per session
Number of treatment sessions (saved) with Clients / Patients 2 done by Paramedics	number	per year
Resource liberation on service provision by Paramedics to Clients / Patients 3 - actual time		
Average time (saved) by Paramedics on documentation for Clients / Patients 3	min	per session

Number of documentations (saved) for Clients / Patients 3 done by Paramedics	number	per year
Average time (saved) by Paramedics on transports of Clients / Patients 3	min	per session
Number of transports (saved) of Clients / Patients 3 done by Paramedics	number	per year
Average time (saved) by Paramedics on treating Clients / Patients 3	min	per session
Number of treatment sessions (saved) with Clients / Patients 3 done by Paramedics	number	per year
Resource liberation on service provision by Paramedics to Clients / Patients 4 - actual time		
Average time (saved) by Paramedics on documentation for Clients / Patients 4	min	per session
Number of documentations (saved) for Clients / Patients 4 done by Paramedics	number	per year
Average time (saved) by Paramedics on transports of Clients / Patients 4	min	per session
Number of transports (saved) of Clients / Patients 4 done by Paramedics	number	per year
Average time (saved) by Paramedics on treating Clients / Patients 4	min	per session
Number of treatment sessions (saved) with Clients / Patients 4 done by Paramedics	number	per year
Resource liberation from avoided ambulance trips - travel costs		
Average distance per trip avoided Medical transportation services	km	per trip
Ambulance travel cost per km	€	per km
Number of ambulance trips avoided for Clients / Patients 1	number	per year
Number of ambulance trips avoided for Clients / Patients 2	number	per year
Number of ambulance trips avoided for Clients / Patients 3	number	per year
Number of ambulance trips avoided for Clients / Patients 4	number	per year
More income from more tips		
Reimbursement gained due to additional trips by Medical transportation services by Clients / Patients 1	€	per patient / client per admission
Reimbursement gained due to additional trips by Medical transportation services by Clients / Patients 2	€	per patient / client per admission
Reimbursement gained due to additional trips by Medical transportation services by Clients / Patients 3	€	per patient / client per admission
Reimbursement gained due to additional trips by Medical	€	per patient / client

transportation services by Clients / Patients 4		per admission
Number of additional trips per one Clients / Patients 1 at Medical transportation services	number	per patient / client per year
Number of additional trips per one Clients / Patients 2 at Medical transportation services	number	per patient / client per year
Number of additional trips per one Clients / Patients 3 at Medical transportation services	number	per patient / client per year
Number of additional trips per one Clients / Patients 4 at Medical transportation services	number	per patient / client per year
Overhead on benefits		
Overhead rate of Medical transportation services	%	of staff benefits

2.1.6 Nursing Homes

Nursing homes		
in	Health / Care Provider Organisations (HPOs) & staff	
Cross-cutting variables		Unit
Average gross annual income of Care professionals 1		€
Number of Care professionals 1 in service		No
Average gross annual income of Care professionals 2		€
Number of Care professionals 2 in service		No
Average gross annual income of Care professionals 3		€
Number of Care professionals 3 in service		No
Overhead on costs		
Overhead rate of Nursing homes		%
		of staff cost
Negative impacts		Unit
		Time period
Staff time spent on service development		
Time spent by Care professionals 1 on service development and implementation		hours
Time spent by Care professionals 2 on service development and implementation		hours
Time spent by Care professionals 3 on service development and implementation		hours
Duration of development period		months

Staff time spent on training		
Time spent by Care professionals 1 receiving training	hours	per new staff
Time spent by Care professionals 2 receiving training	hours	per new staff
Time spent by Care professionals 3 receiving training	hours	per new staff
Adaptation time		
Time spent by Care professionals 1 at the Nursing homes with the system during adaptation	minutes	per day
Time spent by Care professionals 2 at the Nursing homes with the system during adaptation	minutes	per day
Time spent by Care professionals 3 at the Nursing homes with the system during adaptation	minutes	per day
Inconvenience period for Care professionals 1 at the Nursing homes with the system during adaptation		months
Inconvenience period for Care professionals 2 at the Nursing homes with the system during adaptation		months
Inconvenience period for Care professionals 3 at the Nursing homes with the system during adaptation		months
General ICT – software		
General software cost of the Nursing homes	€	per month
General ICT – hardware		
General hardware costs of the Nursing homes	€	per month
Devices for professionals		
Number of devices per Care professionals 1 procured by Nursing homes	number	per professional
Number of devices per Care professionals 2 procured by Nursing homes	number	per professional
Number of devices per Care professionals 3 procured by Nursing homes	number	per professional
Cost per professional unit for Nursing homes	€	per unit
Obsolescence time for professional unit for Nursing homes	number	of years after initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Care professionals 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Care professionals 2 involved in service provision	FTEs	of staff type in service

Full-time equivalents of Care professionals 3 involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Care professionals 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Care professionals 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Care professionals 1	number	per year
Extra staff time for service provision by Care professionals 2 to Clients / Patients 1 - actual time		
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Care professionals 2	number	per year

Extra staff time for service provision by Care professionals 3 to Clients / Patients 1 - actual time		
Average (extra) time spent by Care professionals 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Care professionals 3	number	per year
Extra staff time for service provision by Care professionals 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Care professionals 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Care professionals 1	number	per year
Extra staff time for service provision by Care professionals 2 to Clients / Patients 2 - actual		

time		
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Care professionals 2	number	per year
Extra staff time for service provision by Care professionals 3 to Clients / Patients 2 - actual time		
Average (extra) time spent by Care professionals 3 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Care professionals 3	number	per year
Extra staff time for service provision by Care professionals 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Care professionals 1 on assessment and care planning for Clients / Patients 3	min	per session

Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Care professionals 1	number	per year
Extra staff time for service provision by Care professionals 2 to Clients / Patients 3 - actual time		
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Care professionals 2	number	per year
Extra staff time for service provision by Care professionals 3 to Clients / Patients 3 - actual time		
Average (extra) time spent by Care professionals 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 providing care to	min	per session



Clients / Patients 3		
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Care professionals 3	number	per year
Extra staff time for service provision by Care professionals 1 to Clients / Patients 4 - actual time		
Average (extra) time spent by Care professionals 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Care professionals 1	number	per year
Average (extra) time spent by Care professionals 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Care professionals 1	number	per year
Extra staff time for service provision by Care professionals 2 to Clients / Patients 4 - actual time		
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 2	number	per year

Average (extra) time spent by Care professionals 2 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Care professionals 2	number	per year
Average (extra) time spent by Care professionals 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Care professionals 2	number	per year
Extra staff time for service provision by Care professionals 3 to Clients / Patients 4 - actual time		
Average (extra) time spent by Care professionals 3 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Care professionals 3	number	per year
Average (extra) time spent by Care professionals 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Care professionals 3	number	per year
Extra staff time for service provision not related to patients / clients - actual time		
Extra time spent by Care professionals 1	minutes	per day
Extra time spent by Care professionals 2	minutes	per day
Extra time spent by Care professionals 3	minutes	per day
Forgone income from delayed institutionalisation		
Reimbursement lost due to delayed institutionalisation at the Nursing homes by Clients / Patients 1	€	per patient / client
Reimbursement lost due to delayed institutionalisation at the Nursing homes by Clients / Patients 2	€	per patient / client
Reimbursement lost due to delayed institutionalisation at the Nursing	€	per patient / client

homes by Clients / Patients 3		
Reimbursement lost due to delayed institutionalisation at the Nursing homes by Clients / Patients 4	€	per patient / client
Payment to teleservice provider		
Service fee paid by Nursing homes to Tele Service Centre	€	per month
Positive impacts	Unit	Time period
Resource liberation - FTEs		
Full-time equivalents of Care professionals 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Care professionals 2 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Care professionals 3 involved in service provision	FTEs	of staff type in service
Resource liberation for Care professionals 1 in service provision to Clients / Patients 1 - actual time		
Average time saved by Care professionals 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Care professionals 1	number	per year
Resource liberation for Care professionals 2 in service provision to Clients / Patients 1 - actual time		
Average time saved by Care professionals 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Care professionals 2	number	per year

Average time saved by Care professionals 2 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Care professionals 2	number	per year
Resource liberation for Care professionals 3 in service provision to Clients / Patients 1 - actual time		
Average time saved by Care professionals 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Care professionals 3	number	per year
Resource liberation for Care professionals 1 in service provision to Clients / Patients 2 - actual time		
Average time saved by Care professionals 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Care	number	per year

professionals 1		
Average time saved by Care professionals 1 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Care professionals 1	number	per year
Resource liberation for Care professionals 2 in service provision to Clients / Patients 2 - actual time		
Average time saved by Care professionals 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Care professionals 2	number	per year
Resource liberation for Care professionals 3 in service provision to Clients / Patients 2 - actual time		
Average time saved by Care professionals 3 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on discharge planning for Clients / Patients 2	min	per session

Number of discharge planning sessions of Clients / Patients 2 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Care professionals 3	number	per year
Resource liberation for Care professionals 1 in service provision to Clients / Patients 3 - actual time		
Average time saved by Care professionals 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Care professionals 1	number	per year
Resource liberation for Care professionals 2 in service provision to Clients / Patients 3 - actual time		
Average time saved by Care professionals 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on remote care /	min	per session

monitoring for Clients / Patients 3		
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Care professionals 2	number	per year
Resource liberation for Care professionals 3 in service provision to Clients / Patients 3 - actual time		
Average time saved by Care professionals 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Care professionals 3	number	per year
Resource liberation for Care professionals 1 in service provision to Clients / Patients 4 - actual time		
Average time saved by Care professionals 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Care professionals 1	number	per year
Average time saved by Care professionals 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Care professionals 1	number	per year



Resource liberation for Care professionals 2 in service provision to Clients / Patients 4 - actual time		
Average time saved by Care professionals 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Care professionals 2	number	per year
Average time saved by Care professionals 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Care professionals 2	number	per year
Resource liberation for Care professionals 3 in service provision to Clients / Patients 4 - actual time		
Average time saved by Care professionals 3 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Care professionals 3	number	per year
Average time saved by Care professionals 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Care professionals 3	number	per year
Resource liberation from delayed institutionalisation of Clients / Patients 1		

Average time spent by Care professionals 1 caring for Clients / Patients 1	min	per day
Average time spent by Care professionals 2 caring for Clients / Patients 1	min	per day
Average time spent by Care professionals 3 caring for Clients / Patients 1	min	per day
Number of days delayed: Clients / Patients 1	days	per patient / client
Resource liberation from delayed institutionalisation of Clients / Patients 2		
Average time spent by Care professionals 1 caring for Clients / Patients 2	min	per day
Average time spent by Care professionals 2 caring for Clients / Patients 1	min	per day
Average time spent by Care professionals 3 caring for Clients / Patients 1	min	per day
Number of days delayed: Clients / Patients 2	days	per patient / client
Resource liberation from delayed institutionalisation of Clients / Patients 3		
Average time spent by Care professionals 1 caring for Clients / Patients 3	min	per day
Average time spent by Care professionals 2 caring for Clients / Patients 1	min	per day
Average time spent by Care professionals 3 caring for Clients / Patients 1	min	per day
Number of days delayed: Clients / Patients 3	days	per patient / client
Resource liberation from delayed institutionalisation of Clients / Patients 4		
Average time spent by Care professionals 1 caring for Clients / Patients 4	min	per day
Average time spent by Care professionals 2 caring for Clients / Patients 1	min	per day
Average time spent by Care professionals 3 caring for Clients / Patients 1	min	per day
Number of days delayed: Clients / Patients 4	days	per patient / client
More income from earlier institutionalisation		
Reimbursement gained due to earlier institutionalisation at the Nursing homes by Clients / Patients 1	€	per patient / client
Reimbursement gained due to earlier institutionalisation at the	€	per patient / client



Nursing homes by Clients / Patients 2		
Reimbursement gained due to earlier institutionalisation at the Nursing homes by Clients / Patients 3	€	per patient / client
Reimbursement gained due to earlier institutionalisation at the Nursing homes by Clients / Patients 4	€	per patient / client
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Nursing homes	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Nursing homes	€	per client / patient per month
Service fee paid by Clients / Patients 4 to Nursing homes	€	per client / patient per month
Service fee paid by Informal carers 1 to Nursing homes	€	per informal carer per month
Service fee paid by Informal carers 2 to Nursing homes	€	per informal carer per month
Service fee paid by Informal carers 3 to Nursing homes	€	per informal carer per month
Service fee paid by Informal carers 4 to Nursing homes	€	per informal carer per month
Overhead on benefits		
Overhead rate of Nursing homes	%	of staff benefits

2.1.7 Community Nursing Service

Community Nursing Services (CNS)		
in	Health / Care Provider Organisations (HPOs) & staff	
	Cross-cutting variables	Unit
		Time period
	Average gross annual income of Community nurses 1	€
		per year
	Number of Community nurses 1 in service	No
		Per month
	Average gross annual income of Community nurses 2	€
		per year
	Number of Community nurses 2 in service	No
		Per month
	Average gross annual income of Community nurses 3	€
		per year
	Number of Community nurses 3 in service	No
		Per month



Overhead on costs		
Overhead rate of Community Nursing Services (CNS)	%	of staff cost
Negative impacts		
	Unit	Time period
Staff time spent on service development		
Time spent by Community nurses 1 on service development and implementation	hours	per month
Time spent by Community nurses 2 on service development and implementation	hours	per month
Time spent by Community nurses 3 on service development and implementation	hours	per month
Duration of development period	months	
Staff time spent on training		
Time spent by Community nurses 1 receiving training	hours	per new staff
Time spent by Community nurses 2 receiving training	hours	per new staff
Time spent by Community nurses 3 receiving training	hours	per new staff
Adaptation time		
Time spent by Community nurses 1 at the Community Nursing Services (CNS) with the system during adaptation	minutes	per day
Time spent by Community nurses 2 at the Community Nursing Services (CNS) with the system during adaptation	minutes	per day
Time spent by Community nurses 3 at the Community Nursing Services (CNS) with the system during adaptation	minutes	per day
Inconvenience period for Community nurses 1 at the Community Nursing Services (CNS) with the system during adaptation		months
Inconvenience period for Community nurses 2 at the Community Nursing Services (CNS) with the system during adaptation		months
Inconvenience period for Community nurses 3 at the Community Nursing Services (CNS) with the system during adaptation		months
General ICT – software		
General software cost of the Community Nursing Services (CNS)	€	per month
General ICT – hardware		
General hardware costs of the Community Nursing Services (CNS)	€	per month
Devices for professionals		
Number of devices per Community nurses 1 procured by Community Nursing Services (CNS)	number	per professional

Number of devices per Community nurses 2 procured by Community Nursing Services (CNS)	number	per professional
Cost per professional unit for Community Nursing Services (CNS)	€	per unit
Obsolescence time for professional unit for Community Nursing Services (CNS)	number	of years after initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Community nurses 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Community nurses 2 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Community nurses 3 involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Community nurses 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Community nurses 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Community nurses 1	number	per year
Extra staff time for service provision by Community nurses 2 to Clients / Patients 1 - actual time		
Average (extra) time spent by Community nurses 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 providing care to Clients / Patients 1	min	per session

Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Community nurses 2	number	per year
Extra staff time for service provision by Community nurses 3 to Clients / Patients 1 - actual time		
Average (extra) time spent by Community nurses 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Community nurses 3	number	per year
Extra staff time for service provision by Community nurses 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Community nurses 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on discharge	min	per session

planning for Clients / Patients 2		
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Community nurses 1	number	per year
Extra staff time for service provision by Community nurses 2 to Clients / Patients 2 - actual time		
Average (extra) time spent by Community nurses 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Community nurses 2	number	per year
Extra staff time for service provision by Community nurses 3 to Clients / Patients 2 - actual time		
Average (extra) time spent by Community nurses 3 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Community nurses 3	number	per year

Average (extra) time spent by Community nurses 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Community nurses 3	number	per year
Extra staff time for service provision by Community nurses 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Community nurses 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Community nurses 1	number	per year
Extra staff time for service provision by Community nurses 2 to Clients / Patients 3 - actual time		
Average (extra) time spent by Community nurses 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on remote care / monitoring for Clients / Patients 3	min	per session

Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Community nurses 2	number	per year
Extra staff time for service provision by Community nurses 3 to Clients / Patients 3 - actual time		
Average (extra) time spent by Community nurses 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Community nurses 3	number	per year
Extra staff time for service provision by Community nurses 1 to Clients / Patients 4 - actual time		
Average (extra) time spent by Community nurses 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Community nurses 1	number	per year
Average (extra) time spent by Community nurses 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Community nurses 1	number	per year

Extra staff time for service provision by Community nurses 2 to Clients / Patients 4 - actual time		
Average (extra) time spent by Community nurses 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Community nurses 2	number	per year
Average (extra) time spent by Community nurses 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Community nurses 2	number	per year
Extra staff time for service provision by Community nurses 3 to Clients / Patients 4 - actual time		
Average (extra) time spent by Community nurses 3 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Community nurses 3	number	per year
Average (extra) time spent by Community nurses 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Community nurses 3	number	per year
Extra staff time for service provision not related to patients / clients - actual time		



Extra time spent by Community nurses 1	minutes	per day
Extra time spent by Community nurses 2	minutes	per day
Extra time spent by Community nurses 3	minutes	per day
Forgone income from avoided visits		
Reimbursement lost due to avoided home visits by the Community Nursing Services (CNS) to Clients / Patients 1	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Community Nursing Services (CNS) to Clients / Patients 2	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Community Nursing Services (CNS) to Clients / Patients 3	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Community Nursing Services (CNS) to by Clients / Patients 4	€	per patient / client per admission
Number of avoided visits per one Clients / Patients 1 at Community Nursing Services (CNS)	number	per year
Number of avoided visits per one Clients / Patients 2 at Community Nursing Services (CNS)	number	per year
Number of avoided visits per one Clients / Patients 3 at Community Nursing Services (CNS)	number	per year
Number of avoided visits per one Clients / Patients 4 at Community Nursing Services (CNS)	number	per year
Payment to teleservice provider		
Service fee paid by Community Nursing Services (CNS) to Tele Service Centre	€	per month
Positive impacts	Unit	Time period
Resource liberation - FTEs		
Full-time equivalents of Community nurses 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Community nurses 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Community nurses 1 involved in service provision	FTEs	of staff type in service
Resource liberation for Community nurses 1 in service provision to Clients / Patients 1 - actual time		
Average time saved by Community nurses 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Community nurses 1	number	per year

Average time saved by Community nurses 1 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Community nurses 1	number	per year
Resource liberation for Community nurses 2 in service provision to Clients / Patients 1 - actual time		
Average time saved by Community nurses 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Community nurses 2	number	per year
Resource liberation for Community nurses 3 in service provision to Clients / Patients 1 - actual time		
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by	number	per year

Community nurses 3		
Average time saved by Community nurses 3 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Community nurses 3	number	per year
Resource liberation for Community nurses 1 in service provision to Clients / Patients 2 - actual time		
Average time saved by Community nurses 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Community nurses 1	number	per year
Resource liberation for Community nurses 2 in service provision to Clients / Patients 2 - actual time		
Average time saved by Community nurses 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on discharge planning for Clients / Patients 2	min	per session

Number of discharge planning sessions of Clients / Patients 2 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Community nurses 2	number	per year
Resource liberation for Community nurses 3 in service provision to Clients / Patients 2 - actual time		
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Community nurses 3	number	per year
Resource liberation for Community nurses 1 in service provision to Clients / Patients 3 - actual time		
Average time saved by Community nurses 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on remote care /	min	per session

monitoring for Clients / Patients 3		
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Community nurses 1	number	per year
Resource liberation for Community nurses 2 in service provision to Clients / Patients 3 - actual time		
Average time saved by Community nurses 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Community nurses 2	number	per year
Resource liberation for Community nurses 3 in service provision to Clients / Patients 3 - actual time		
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Community nurses 3	number	per year

Resource liberation for Community nurses 1 in service provision to Clients / Patients 4 - actual time		
Average time saved by Community nurses 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Community nurses 1	number	per year
Average time saved by Community nurses 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Community nurses 1	number	per year
Resource liberation for Community nurses 2 in service provision to Clients / Patients 4 - actual time		
Average time saved by Community nurses 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Community nurses 2	number	per year
Average time saved by Community nurses 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Community nurses 2	number	per year
Resource liberation for Community nurses 3 in service provision to Clients / Patients 4 - actual		

time		
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Community nurses 3	number	per year
Average time saved by Community nurses 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Community nurses 3	number	per year
Resource liberation for Community nurses 1 from avoided home visits		
Average time spent by Community nurses 1 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 1 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 1 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS)	number	per year
Resource liberation for Community nurses 1 from avoided home visits – saved travel costs		
Average distance per trip Community nurses 1	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the	number	per year

Community Nursing Services (CNS)		
Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS)	number	per year
Resource liberation for Community nurses 2 from avoided home visits		
Average time spent by Community nurses 2 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 2 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 2 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 2 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS)	number	per year
Resource liberation for Community nurses 2 from avoided home visits – saved travel costs		
Average distance per trip Community nurses 2	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS)	number	per year
Resource liberation for Community nurses 3 from avoided home visits		
Average time spent by Community nurses 3 for a home consultation	min	per consultation

of Clients / Patients 1		
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 3 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 3 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS)	number	per year
Average time spent by Community nurses 3 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS)	number	per year
Resource liberation for Community nurses 3 from avoided home visits – saved travel costs		
Average distance per trip Community nurses 3	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS)	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS)	number	per year
More income from avoided hospitalisations		
Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 1	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 2	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 3	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 4	€	per patient / client
Number of extra consultations for Clients / Patients 1 by the Community Nursing Services (CNS)	number	per year
Number of extra consultations for Clients / Patients 2 by the Community Nursing Services (CNS)	number	per year

Number of extra consultations for Clients / Patients 3 by the Community Nursing Services (CNS)	number	per year
Number of extra consultations for Clients / Patients 4 by the Community Nursing Services (CNS)	number	per year
More income from deferring referral to nursing homes		
Reimbursement gained due to delayed institutionalisation at the Community Nursing Services (CNS) by Clients / Patients 2	€	per patient / client
Reimbursement gained due to delayed institutionalisation at the Community Nursing Services (CNS) by Clients / Patients 3	€	per patient / client
Reimbursement gained due to delayed institutionalisation at the Community Nursing Services (CNS) by Clients / Patients 4	€	per patient / client
Number of extra consultations for Clients / Patients 2 by the Community Nursing Services (CNS) due to increase in demand	number	per year
Number of extra consultations for Clients / Patients 3 by the Community Nursing Services (CNS) due to increase in demand	number	per year
Number of extra consultations for Clients / Patients 4 by the Community Nursing Services (CNS) due to increase in demand	number	per year
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Community Nursing Services (CNS)	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Community Nursing Services (CNS)	€	per client / patient per month
Service fee paid by Clients / Patients 4 to Community Nursing Services (CNS)	€	per client / patient per month
Service fee paid by Informal carers 1 to Community Nursing Services (CNS)	€	per informal carer per month
Service fee paid by Informal carers 2 to Community Nursing Services (CNS)	€	per informal carer per month
Service fee paid by Informal carers 3 to Community Nursing Services (CNS)	€	per informal carer per month
Service fee paid by Informal carers 4 to Community Nursing Services (CNS)	€	per informal carer per month
Overhead on benefits		
Overhead rate of Community Nursing Services (CNS)	%	of staff benefits

2.1.8 Social Care Provider

Social care provider				
in	Health / Care Provider Organisations (HPOs) & staff			
Cross-cutting variables		Unit	Time period	
	Average gross annual income of Social care worker 1	€	per year	
	Number of Social care worker 1 in service	No	Per month	
	Average gross annual income of Social care worker 2	€	per year	
	Number of Social care worker 2 in service	No	Per month	
	Average gross annual income of Social care worker 3	€	per year	
	Number of Social care worker 3 in service	No	Per month	
Overhead on costs				
	Overhead rate of Social care provider	%	of staff cost	
Negative impacts		Unit	Time period	
Staff time spent on service development				
	Time spent by Social care worker 1 on service development and implementation	hours	per month	
	Time spent by Social care worker 2 on service development and implementation	hours	per month	
	Time spent by Social care worker 3 on service development and implementation	hours	per month	
	Duration of development period	months		
Staff time spent on training				
	Time spent by Social care worker 1 receiving training	hours	per new staff	
	Time spent by Social care worker 2 receiving training	hours	per new staff	
	Time spent by Social care worker 3 receiving training	hours	per new staff	
Adaptation time				
	Time spent by Social care worker 1 at the Social care provider with the system during adaptation	minutes	per day	
	Time spent by Social care worker 2 at the Social care provider with the system during adaptation	minutes	per day	
	Time spent by Social care worker 3 at the Social care provider with the system during adaptation	minutes	per day	
	Inconvenience period for Social care worker 1 at the Social care		months	

provider with the system during adaptation		
Inconvenience period for Social care worker 2 at the Social care provider with the system during adaptation		months
Inconvenience period for Social care worker 3 at the Social care provider with the system during adaptation		months
General ICT – software		
General software cost of the Social care provider	€	per month
General ICT – hardware		
General hardware costs of the Social care provider	€	per month
Devices for professionals		
Number of devices per Social care worker 1 procured by Social care provider	number	per professional
Number of devices per Social care worker 2 procured by Social care provider	number	per professional
Number of devices per Social care worker 3 procured by Social care provider	number	per professional
Cost per professional unit for Social care provider	€	per unit
Obsolescence time for professional unit for Social care provider	number	of years after initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Social care worker 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Social care worker 2 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Social care worker 3 involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Social care worker 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Social care worker 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on discharge	min	per session

planning for Clients / Patients 1		
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Social care worker 1	number	per year
Extra staff time for service provision by Social care worker 2 to Clients / Patients 1 - actual time		
Average (extra) time spent by Social care worker 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Social care worker 2	number	per year
Extra staff time for service provision by Social care worker 3 to Clients / Patients 1 - actual time		
Average (extra) time spent by Social care worker 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Social care worker 3	number	per year

Average (extra) time spent by Social care worker 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Social care worker 3	number	per year
Extra staff time for service provision by Social care worker 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Social care worker 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Social care worker 1	number	per year
Extra staff time for service provision by Social care worker 2 to Clients / Patients 2 - actual time		
Average (extra) time spent by Social care worker 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on remote care / monitoring for Clients / Patients 2	min	per session

Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Social care worker 2	number	per year
Extra staff time for service provision by Social care worker 3 to Clients / Patients 2 - actual time		
Average (extra) time spent by Social care worker 3 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Social care worker 3	number	per year
Extra staff time for service provision by Social care worker 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Social care worker 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Social care worker 1	number	per year

Extra staff time for service provision by Social care worker 2 to Clients / Patients 3 - actual time		
Average (extra) time spent by Social care worker 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Social care worker 2	number	per year
Extra staff time for service provision by Social care worker 3 to Clients / Patients 3 - actual time		
Average (extra) time spent by Social care worker 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Social care worker 3	number	per year
Extra staff time for service provision by Social care worker 1 to Clients / Patients 4 - actual		



time		
Average (extra) time spent by Social care worker 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Social care worker 1	number	per year
Average (extra) time spent by Social care worker 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Social care worker 1	number	per year
Extra staff time for service provision by Social care worker 2 to Clients / Patients 4 - actual time		
Average (extra) time spent by Social care worker 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Social care worker 2	number	per year
Average (extra) time spent by Social care worker 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Social care worker 2	number	per year
Extra staff time for service provision by Social care worker 3 to Clients / Patients 4 - actual time		
Average (extra) time spent by Social care worker 3 on assessment and care planning for Clients / Patients 4	min	per session

Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Social care worker 3	number	per year
Average (extra) time spent by Social care worker 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Social care worker 3	number	per year
Extra staff time for service provision not related to patients / clients - actual time		
Extra time spent by Social care worker 1	minutes	per day
Extra time spent by Social care worker 2	minutes	per day
Extra time spent by Social care worker 3	minutes	per day
Forgone income from avoided visits		
Reimbursement lost due to avoided home visits by the Social care provider to Clients / Patients 1	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Social care provider to Clients / Patients 2	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Social care provider to Clients / Patients 3	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Social care provider to by Clients / Patients 4	€	per patient / client per admission
Number of avoided visits per one Clients / Patients 1 at Social care provider	number	per year
Number of avoided visits per one Clients / Patients 2 at Social care provider	number	per year
Number of avoided visits per one Clients / Patients 3 at Social care provider	number	per year
Number of avoided visits per one Clients / Patients 4 at Social care provider	number	per year
Payment to teleservice provider		
Service fee paid by Social care provider to Tele Service Centre	€	per month
Positive impacts	Unit	Time period

Resource liberation - FTEs		
Full-time equivalents of Social care worker 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Social care worker 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Social care worker 1 involved in service provision	FTEs	of staff type in service
Resource liberation for Social care worker 1 in service provision to Clients / Patients 1 - actual time		
Average time saved by Social care worker 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Social care worker 1	number	per year
Resource liberation for Social care worker 2 in service provision to Clients / Patients 1 - actual time		
Average time saved by Social care worker 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved	number	per year



by Social care worker 2		
Average time saved by Social care worker 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Social care worker 2	number	per year
Resource liberation for Social care worker 3 in service provision to Clients / Patients 1 - actual time		
Average time saved by Social care worker 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Social care worker 3	number	per year
Resource liberation for Social care worker 1 in service provision to Clients / Patients 2 - actual time		
Average time saved by Social care worker 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on remote care / monitoring for Clients / Patients 2	min	per session

Number of remote care / monitoring sessions of Clients / Patients 2 saved by Social care worker 1	number	per year
Resource liberation for Social care worker 2 in service provision to Clients / Patients 2 - actual time		
Average time saved by Social care worker 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Social care worker 2	number	per year
Resource liberation for Social care worker 3 in service provision to Clients / Patients 2 - actual time		
Average time saved by Social care worker 3 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Social care worker 3	number	per year

Resource liberation for Social care worker 1 in service provision to Clients / Patients 3 - actual time		
Average time saved by Social care worker 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Social care worker 1	number	per year
Resource liberation for Social care worker 2 in service provision to Clients / Patients 3 - actual time		
Average time saved by Social care worker 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Social care worker 2	number	per year
Resource liberation for Social care worker 3 in service provision to Clients / Patients 3 - actual		

time		
Average time saved by Social care worker 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Social care worker 3	number	per year
Resource liberation for Social care worker 1 in service provision to Clients / Patients 4 - actual time		
Average time saved by Social care worker 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Social care worker 1	number	per year
Average time saved by Social care worker 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Social care worker 1	number	per year
Resource liberation for Social care worker 2 in service provision to Clients / Patients 4 - actual time		
Average time saved by Social care worker 2 on assessment and care planning for Clients / Patients 4	min	per session

Number of assessment and care planning sessions of Clients / Patients 4 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Social care worker 2	number	per year
Average time saved by Social care worker 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Social care worker 2	number	per year
Resource liberation for Social care worker 3 in service provision to Clients / Patients 4 - actual time		
Average time saved by Social care worker 3 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Social care worker 3	number	per year
Average time saved by Social care worker 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Social care worker 3	number	per year
Resource liberation for Social care worker 1 from avoided home visits		
Average time spent by Social care worker 1 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Social care provider	number	per year
Average time spent by Social care worker 1 for a home consultation of Clients / Patients 2	min	per consultation

Number of home consultations avoided for Clients / Patients 2 at the Social care provider	number	per year
Average time spent by Social care worker 1 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Social care provider	number	per year
Average time spent by Social care worker 1 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Social care provider	number	per year
Resource liberation for Social care worker 1 from avoided home visits – saved travel costs		
Average distance per trip Social care worker 1	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Social care provider	number	per year
Resource liberation for Social care worker 2 from avoided home visits		
Average time spent by Social care worker 2 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Social care provider	number	per year
Average time spent by Social care worker 2 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Social care provider	number	per year
Average time spent by Social care worker 2 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Social care provider	number	per year
Average time spent by Social care worker 2 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Social care provider	number	per year

Resource liberation for Social care worker 2 from avoided home visits – saved travel costs		
Average distance per trip Social care worker 2	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Social care provider	number	per year
Resource liberation for Social care worker 3 from avoided home visits		
Average time spent by Social care worker 3 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Social care provider	number	per year
Average time spent by Social care worker 3 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Social care provider	number	per year
Average time spent by Social care worker 3 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Social care provider	number	per year
Average time spent by Social care worker 3 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Social care provider	number	per year
Resource liberation for Social care worker 3 from avoided home visits – saved travel costs		
Average distance per trip Social care worker 3	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Social care provider	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Social care provider	number	per year

Social care provider		
Number of home consultations avoided for Clients / Patients 4 at the Social care provider	number	per year
More income from avoided hospitalisations		
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 1	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 2	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 3	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 4	€	per patient / client
Number of extra consultations for Clients / Patients 1 by the Social care provider	number	per year
Number of extra consultations for Clients / Patients 2 by the Social care provider	number	per year
Number of extra consultations for Clients / Patients 3 by the Social care provider	number	per year
Number of extra consultations for Clients / Patients 4 by the Social care provider	number	per year
More income from deferring referral to nursing homes		
Reimbursement gained due to delayed institutionalisation at the Social care provider by Clients / Patients 2	€	per patient / client
Reimbursement gained due to delayed institutionalisation at the Social care provider by Clients / Patients 3	€	per patient / client
Reimbursement gained due to delayed institutionalisation at the Social care provider by Clients / Patients 4	€	per patient / client
Number of extra consultations for Clients / Patients 2 by the Social care provider due to increase in demand	number	per year
Number of extra consultations for Clients / Patients 3 by the Social care provider due to increase in demand	number	per year
Number of extra consultations for Clients / Patients 4 by the Social care provider due to increase in demand	number	per year
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Social care provider	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Social care provider	€	per client / patient per month

Service fee paid by Clients / Patients 4 to Social care provider	€	per client / patient per month
Service fee paid by Informal carers 1 to Social care provider	€	per informal carer per month
Service fee paid by Informal carers 2 to Social care provider	€	per informal carer per month
Service fee paid by Informal carers 3 to Social care provider	€	per informal carer per month
Service fee paid by Informal carers 4 to Social care provider	€	per informal carer per month
Overhead on benefits		
Overhead rate of Social care provider	%	of staff benefits

2.1.9 Third-Sector Provider

Third-sector provider		
in	Health / Care Provider Organisations (HPOs) & staff	
Cross-cutting variables		Unit
Average gross annual income of Third-sector worker 1		€
Number of Third-sector worker 1 in service		No
Average gross annual income of Third-sector worker 2		€
Number of Third-sector worker 2 in service		No
Average gross annual income of Third-sector worker 3		€
Number of Third-sector worker 3 in service		No
Overhead on costs		
Overhead rate of Third-sector provider		%
Negative impacts		Unit
Staff time spent on service development		
Time spent by Third-sector worker 1 on service development and implementation		hours
Time spent by Third-sector worker 2 on service development and implementation		hours
Time spent by Third-sector worker 3 on service development and implementation		hours

Duration of development period	months	
Staff time spent on training		
Time spent by Third-sector worker 1 receiving training	hours	per new staff
Time spent by Third-sector worker 2 receiving training	hours	per new staff
Time spent by Third-sector worker 3 receiving training	hours	per new staff
Adaptation time		
Time spent by Third-sector worker 1 at the Third-sector provider with the system during adaptation	minutes	per day
Time spent by Third-sector worker 2 at the Third-sector provider with the system during adaptation	minutes	per day
Time spent by Third-sector worker 3 at the Third-sector provider with the system during adaptation	minutes	per day
Inconvenience period for Third-sector worker 1 at the Third-sector provider with the system during adaptation		months
Inconvenience period for Third-sector worker 2 at the Third-sector provider with the system during adaptation		months
Inconvenience period for Third-sector worker 3 at the Third-sector provider with the system during adaptation		months
General ICT – software		
General software cost of the Third-sector provider	€	per month
General ICT – hardware		
General hardware costs of the Third-sector provider	€	per month
Devices for professionals		
Number of devices per Third-sector worker 1 procured by Third-sector provider	number	per professional
Number of devices per Third-sector worker 2 procured by Third-sector provider	number	per professional
Number of devices per Third-sector worker 3 procured by Third-sector provider	number	per professional
Cost per professional unit for Third-sector provider	€	per unit
Obsolescence time for professional unit for Third-sector provider	number	of years after initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Third-sector worker 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Third-sector worker 2 involved in service provision	FTEs	of staff type in

provision		service
Full-time equivalents of Third-sector worker 3 involved in service provision	FTEs	of staff type in service
Extra staff time for service provision by Third-sector worker 1 to Clients / Patients 1 - actual time		
Average (extra) time spent by Third-sector worker 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Third-sector worker 1	number	per year
Extra staff time for service provision by Third-sector worker 2 to Clients / Patients 1 - actual time		
Average (extra) time spent by Third-sector worker 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Third-sector worker 2	number	per year

Extra staff time for service provision by Third-sector worker 3 to Clients / Patients 1 - actual time		
Average (extra) time spent by Third-sector worker 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 providing care to Clients / Patients 1	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on discharge planning for Clients / Patients 1	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 1 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 1 done by Third-sector worker 3	number	per year
Extra staff time for service provision by Third-sector worker 1 to Clients / Patients 2 - actual time		
Average (extra) time spent by Third-sector worker 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Third-sector worker 1	number	per year
Extra staff time for service provision by Third-sector worker 2 to Clients / Patients 2 - actual		

time		
Average (extra) time spent by Third-sector worker 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Third-sector worker 2	number	per year
Extra staff time for service provision by Third-sector worker 3 to Clients / Patients 2 - actual time		
Average (extra) time spent by Third-sector worker 3 on assessment and care planning for Clients / Patients 2	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 2 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 providing care to Clients / Patients 2	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on discharge planning for Clients / Patients 2	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 2 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 2 done by Third-sector worker 3	number	per year
Extra staff time for service provision by Third-sector worker 1 to Clients / Patients 3 - actual time		
Average (extra) time spent by Third-sector worker 1 on assessment and care planning for Clients / Patients 3	min	per session



Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Third-sector worker 1	number	per year
Extra staff time for service provision by Third-sector worker 2 to Clients / Patients 3 - actual time		
Average (extra) time spent by Third-sector worker 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 providing care to Clients / Patients 3	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Third-sector worker 2	number	per year
Extra staff time for service provision by Third-sector worker 3 to Clients / Patients 3 - actual time		
Average (extra) time spent by Third-sector worker 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 providing care to	min	per session

Clients / Patients 3		
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on discharge planning for Clients / Patients 3	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 3 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 3 done by Third-sector worker 3	number	per year
Extra staff time for service provision by Third-sector worker 1 to Clients / Patients 4 - actual time		
Average (extra) time spent by Third-sector worker 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Third-sector worker 1	number	per year
Average (extra) time spent by Third-sector worker 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Third-sector worker 1	number	per year
Extra staff time for service provision by Third-sector worker 2 to Clients / Patients 4 - actual time		
Average (extra) time spent by Third-sector worker 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 2	number	per year

Average (extra) time spent by Third-sector worker 2 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Third-sector worker 2	number	per year
Average (extra) time spent by Third-sector worker 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Third-sector worker 2	number	per year
Extra staff time for service provision by Third-sector worker 3 to Clients / Patients 4 - actual time		
Average (extra) time spent by Third-sector worker 3 on assessment and care planning for Clients / Patients 4	min	per session
Number of (extra) assessment and care planning sessions of Clients / Patients 4 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 providing care to Clients / Patients 4	min	per session
Number of (extra) care sessions with Clients / Patients 1 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on discharge planning for Clients / Patients 4	min	per session
Number of (extra) discharge planning sessions of Clients / Patients 4 done by Third-sector worker 3	number	per year
Average (extra) time spent by Third-sector worker 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Third-sector worker 3	number	per year
Extra staff time for service provision not related to patients / clients - actual time		
Extra time spent by Third-sector worker 1	minutes	per day
Extra time spent by Third-sector worker 2	minutes	per day
Extra time spent by Third-sector worker 3	minutes	per day
Forgone income from avoided visits		
Reimbursement lost due to avoided home visits by the Third-sector provider to Clients / Patients 1	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Third-sector provider to Clients / Patients 2	€	per patient / client per admission
Reimbursement lost due to avoided home visits by the Third-sector provider to Clients / Patients 3	€	per patient / client per admission



Reimbursement lost due to avoided home visits by the Third-sector provider to by Clients / Patients 4	€	per patient / client per admission
Number of avoided visits per one Clients / Patients 1 at Third-sector provider	number	per year
Number of avoided visits per one Clients / Patients 2 at Third-sector provider	number	per year
Number of avoided visits per one Clients / Patients 3 at Third-sector provider	number	per year
Number of avoided visits per one Clients / Patients 4 at Third-sector provider	number	per year
Payment to teleservice provider		
Service fee paid by Third-sector provider to Tele Service Centre	€	per month
Positive impacts	Unit	Time period
Resource liberation - FTEs		
Full-time equivalents of Third-sector worker 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Third-sector worker 1 involved in service provision	FTEs	of staff type in service
Full-time equivalents of Third-sector worker 1 involved in service provision	FTEs	of staff type in service
Resource liberation for Third-sector worker 1 in service provision to Clients / Patients 1 - actual time		
Average time saved by Third-sector worker 1 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 1	number	per year



Resource liberation for Third-sector worker 2 in service provision to Clients / Patients 1 - actual time		
Average time saved by Third-sector worker 2 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2	number	per year
Resource liberation for Third-sector worker 3 in service provision to Clients / Patients 1 - actual time		
Average time saved by Third-sector worker 3 on assessment and care planning for Clients / Patients 1	min	per session
Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 providing care to Clients / Patients 1	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 on discharge planning for Clients / Patients 1	min	per session
Number of discharge planning sessions of Clients / Patients 1 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 on remote care / monitoring for Clients / Patients 1	min	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 3	number	per year
Resource liberation for Third-sector worker 1 in service provision to Clients / Patients 2 - actual		

time		
Average time saved by Third-sector worker 1 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Third-sector worker 1	number	per year
Resource liberation for Third-sector worker 2 in service provision to Clients / Patients 2 - actual time		
Average time saved by Third-sector worker 2 on assessment and care planning for Clients / Patients 2	min	per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Third-sector worker 2	number	per year
Resource liberation for Third-sector worker 3 in service provision to Clients / Patients 2 - actual time		
Average time saved by Third-sector worker 3 on assessment and care planning for Clients / Patients 2	min	per session

Number of assessment and care planning sessions of Clients / Patients 2 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 providing care to Clients / Patients 2	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 on discharge planning for Clients / Patients 2	min	per session
Number of discharge planning sessions of Clients / Patients 2 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 on remote care / monitoring for Clients / Patients 2	min	per session
Number of remote care / monitoring sessions of Clients / Patients 2 saved by Third-sector worker 3	number	per year
Resource liberation for Third-sector worker 1 in service provision to Clients / Patients 3 - actual time		
Average time saved by Third-sector worker 1 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Third-sector worker 1	number	per year
Resource liberation for Third-sector worker 2 in service provision to Clients / Patients 3 - actual time		
Average time saved by Third-sector worker 2 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 providing care to	min	per session

Clients / Patients 3		
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Third-sector worker 2	number	per year
Resource liberation for Third-sector worker 3 in service provision to Clients / Patients 3 - actual time		
Average time saved by Third-sector worker 3 on assessment and care planning for Clients / Patients 3	min	per session
Number of assessment and care planning sessions of Clients / Patients 3 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 providing care to Clients / Patients 3	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 on discharge planning for Clients / Patients 3	min	per session
Number of discharge planning sessions of Clients / Patients 3 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 on remote care / monitoring for Clients / Patients 3	min	per session
Number of remote care / monitoring sessions of Clients / Patients 3 saved by Third-sector worker 3	number	per year
Resource liberation for Third-sector worker 1 in service provision to Clients / Patients 4 - actual time		
Average time saved by Third-sector worker 1 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 1	number	per year

Average time saved by Third-sector worker 1 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Third-sector worker 1	number	per year
Average time saved by Third-sector worker 1 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Third-sector worker 1	number	per year
Resource liberation for Third-sector worker 2 in service provision to Clients / Patients 4 - actual time		
Average time saved by Third-sector worker 2 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved by Third-sector worker 2	number	per year
Average time saved by Third-sector worker 2 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Third-sector worker 2	number	per year
Resource liberation for Third-sector worker 3 in service provision to Clients / Patients 4 - actual time		
Average time saved by Third-sector worker 3 on assessment and care planning for Clients / Patients 4	min	per session
Number of assessment and care planning sessions of Clients / Patients 4 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 providing care to Clients / Patients 4	min	per session
Number of care sessions with Clients / Patients 1 saved by Third-sector worker 3	number	per year
Average time saved by Third-sector worker 3 on discharge planning for Clients / Patients 4	min	per session
Number of discharge planning sessions of Clients / Patients 4 saved	number	per year

by Third-sector worker 3		
Average time saved by Third-sector worker 3 on remote care / monitoring for Clients / Patients 4	min	per session
Number of remote care / monitoring sessions of Clients / Patients 4 saved by Third-sector worker 3	number	per year
Resource liberation for Third-sector worker 1 from avoided home visits		
Average time spent by Third-sector worker 1 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 1 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 1 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 1 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Third-sector provider	number	per year
Resource liberation for Third-sector worker 1 from avoided home visits – saved travel costs		
Average distance per trip Third-sector worker 1	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Third-sector provider	number	per year
Resource liberation for Third-sector worker 2 from avoided home visits		
Average time spent by Third-sector worker 2 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the	number	per year

Third-sector provider		
Average time spent by Third-sector worker 2 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 2 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 2 for a home consultation of Clients / Patients 4	min	per consultation
Number of home consultations avoided for Clients / Patients 4 at the Third-sector provider	number	per year
Resource liberation for Third-sector worker 2 from avoided home visits – saved travel costs		
Average distance per trip Third-sector worker 2	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Third-sector provider	number	per year
Resource liberation for Third-sector worker 3 from avoided home visits		
Average time spent by Third-sector worker 3 for a home consultation of Clients / Patients 1	min	per consultation
Number of home consultations avoided for Clients / Patients 1 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 3 for a home consultation of Clients / Patients 2	min	per consultation
Number of home consultations avoided for Clients / Patients 2 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 3 for a home consultation of Clients / Patients 3	min	per consultation
Number of home consultations avoided for Clients / Patients 3 at the Third-sector provider	number	per year
Average time spent by Third-sector worker 3 for a home consultation of Clients / Patients 4	min	per consultation

Number of home consultations avoided for Clients / Patients 4 at the Third-sector provider	number	per year
Resource liberation for Third-sector worker 3 from avoided home visits – saved travel costs		
Average distance per trip Third-sector worker 3	km	per trip
Travel cost per km	€	per km
Number of home consultations avoided for Clients / Patients 1 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 2 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 3 at the Third-sector provider	number	per year
Number of home consultations avoided for Clients / Patients 4 at the Third-sector provider	number	per year
More income from avoided hospitalisations		
Reimbursement gained due to avoided hospitalisations at the Third-sector provider by Clients / Patients 1	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Third-sector provider by Clients / Patients 2	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Third-sector provider by Clients / Patients 3	€	per patient / client
Reimbursement gained due to avoided hospitalisations at the Third-sector provider by Clients / Patients 4	€	per patient / client
Number of extra consultations for Clients / Patients 1 by the Third-sector provider	number	per year
Number of extra consultations for Clients / Patients 2 by the Third-sector provider	number	per year
Number of extra consultations for Clients / Patients 3 by the Third-sector provider	number	per year
Number of extra consultations for Clients / Patients 4 by the Third-sector provider	number	per year
More income from deferring referral to nursing homes		
Reimbursement gained due to delayed institutionalisation at the Third-sector provider by Clients / Patients 2	€	per patient / client
Reimbursement gained due to delayed institutionalisation at the Third-sector provider by Clients / Patients 3	€	per patient / client
Reimbursement gained due to delayed institutionalisation at the Third-sector provider by Clients / Patients 4	€	per patient / client



Number of extra consultations for Clients / Patients 2 by the Third-sector provider due to increase in demand	number	per year
Number of extra consultations for Clients / Patients 3 by the Third-sector provider due to increase in demand	number	per year
Number of extra consultations for Clients / Patients 4 by the Third-sector provider due to increase in demand	number	per year
Revenue from clients / patients and informal carers		
Service fee paid by Clients / Patients 2 to Third-sector provider	€	per client / patient per month
Service fee paid by Clients / Patients 3 to Third-sector provider	€	per client / patient per month
Service fee paid by Clients / Patients 4 to Third-sector provider	€	per client / patient per month
Service fee paid by Informal carers 1 to Third-sector provider	€	per informal carer per month
Service fee paid by Informal carers 2 to Third-sector provider	€	per informal carer per month
Service fee paid by Informal carers 3 to Third-sector provider	€	per informal carer per month
Service fee paid by Informal carers 4 to Third-sector provider	€	per informal carer per month
Overhead on benefits		
Overhead rate of Third-sector provider	%	of staff benefits

2.1.10 Healthcare Payers

Healthcare payers			
in	Payers		
	Cross-cutting variables	Unit	Time period
	Negative impacts	Unit	Time period
Extra service use: additional consultations with Primary care organisations			
Total reimbursement for additional consultations at Primary care organisations paid to Healthcare payers			

Extra service use: additional consultation with Specialist care organisations		
Total reimbursement for additional consultations at Specialist care organisations paid to Healthcare payers		
Extra service use: more admissions to Hospitals		
Total reimbursement for additional admissions at Hospitals paid to Healthcare payers		
Extra service use: more trips by Medical transportation services		
Total reimbursement for additional trips by Medical transportation services paid to Healthcare payers		
Extra service use: more visits by Community Nursing Services (CNS)		
Total reimbursement for visits by Community Nursing Services (CNS) paid to Healthcare payers		
Extra service use: longer stays in Hospitals		
Total reimbursement for longer stays in Hospitals paid to Healthcare payers		
Extra service use: earlier institutionalisation in Nursing homes		
Total reimbursement for earlier institutionalisation in Nursing homes paid to Healthcare payers		
Payment to Tele Service Centre		
Service fee paid by Healthcare payers to Tele Service Centre - per patient / client	€	per patient / client per month
Service fee paid by Healthcare payers to Tele Service Centre - lump sum independent of number of patients / clients	€	per month
Balancing payments by Healthcare payers to HPOs		
Balancing payments from Healthcare payers to Primary care organisations	€	per patient / client per month
Balancing payments from Healthcare payers to Specialist care organisations	€	per patient / client per month
Balancing payments from Healthcare payers to Hospitals	€	per patient / client per month

Balancing payments from Healthcare payers to Medical transportation services	€	per patient / client per month
Balancing payments from Healthcare payers to Nursing homes	€	per patient / client per month
Balancing payments from Healthcare payers to Community Nursing Services (CNS)	€	per patient / client per month
Increase in drug costs		
Increase in drug bill for Clients / Patients 2	€	per month
Share of Clients / Patients 2 whose drug bill increases	percent	
Increase in drug bill for Clients / Patients 3	€	per month
Share of Clients / Patients 3 whose drug bill increases	percent	
Increase in drug bill for Clients / Patients 4	€	per month
Share of Clients / Patients 4 whose drug bill increases	percent	
Positive impacts	Value	Unit
Reduced service use: less consultations with Primary care organisations		
Total reimbursement for avoided consultations at Primary care organisations saved by Healthcare payers		
Reduced service use: less consultation with Specialist care organisations		
Total reimbursement for avoided consultations at Specialist care organisations saved by Healthcare payers		
Reduced service use: less admissions to Hospitals		
Total reimbursement for avoided admissions at Hospitals saved by Healthcare payers		
Reduced service use: less trips by Medical transportation services		
Total reimbursement for avoided trips by Medical transportation services saved by Healthcare payers		
Reduced service use: less visits by Community Nursing Services (CNS)		
Total reimbursement for avoided visits by Community Nursing Services (CNS) saved by Healthcare		

payers		
Reduced service use: shorter stays in Hospitals		
Total reimbursement for shorter stays in Hospitals saved by Healthcare payers		
Reduced service use: delayed institutionalisation in Nursing homes		
Total reimbursement for delayed institutionalisation in Nursing homes saved by Healthcare payers		
Cost saving from shorter sick-leaves (short-term)		
Time sick leave is reduced for Clients / Patients 1	days	per year
Time sick leave is reduced for Clients / Patients 2	days	per year
Time sick leave is reduced for Clients / Patients 3	days	per year
Time sick leave is reduced for Clients / Patients 4	days	per year
Time sick leave is reduced for Informal carers 1	days	per year
Time sick leave is reduced for Informal carers 2	days	per year
Time sick leave is reduced for Informal carers 3	days	per year
Time sick leave is reduced for Informal carers 4	days	per year
Percentage of income reimbursed	percent	
Cost saving from shorter sick-leaves (short-term)		
Time sick leave is reduced in the long-term for Clients / Patients 1	days	per year
Time sick leave is reduced in the long-term for Clients / Patients 2	days	per year
Time sick leave is reduced in the long-term for Clients / Patients 3	days	per year
Time sick leave is reduced in the long-term for Clients / Patients 4	days	per year
Time sick leave is reduced in the long-term for Informal carers 1	days	per year
Time sick leave is reduced in the long-term for Informal carers 2	days	per year
Time sick leave is reduced in the long-term for Informal carers 3	days	per year
Time sick leave is reduced in the long-term for Informal carers 4	days	per year

Percentage of income reimbursed	percent	
Cost savings from lower drug bills		
Decrease in drug bill for Clients / Patients 3	€	per month
Share of Clients / Patients 3 whose drug bill decreases	percent	
Decrease in drug bill for Clients / Patients 4	€	per month
Share of Clients / Patients 4 whose drug bill decreases	percent	

2.1.11 Social Care Payers

Social care payers			
in	Payers		
Cross-cutting variables		Unit	Time period
Negative impacts		Unit	Time period
Extra service use: additional consultations with Primary care organisations			
Total reimbursement for additional consultations at Primary care organisations paid to Social care payers			
Extra service use: additional consultation with Specialist care organisations			
Total reimbursement for additional consultations at Specialist care organisations paid to Social care payers			
Extra service use: more admissions to Hospitals			
Total reimbursement for additional admissions at Hospitals paid to Social care payers			
Extra service use: more trips by Medical transportation services			
Total reimbursement for additional trips by Medical transportation services paid to Social care payers			
Extra service use: more visits by Community Nursing Services (CNS)			
Total reimbursement for visits by Community Nursing Services (CNS) paid to Social care payers			
Extra service use: longer stays in Hospitals			

Total reimbursement for longer stays in Hospitals paid to Social care payers		
Extra service use: earlier institutionalisation in Nursing homes		
Total reimbursement for earlier institutionalisation in Nursing homes paid to Social care payers		
Payment to Tele Service Centre		
Service fee paid by Healthcare payers to Tele Service Centre - per patient / client	€	per patient / client per month
Service fee paid by Healthcare payers to Tele Service Centre - lump sum independent of number of patients / clients	€	per month
Balancing payments by Healthcare payers to HPOs		
Balancing payments from Healthcare payers to Primary care organisations	€	per patient / client per month
Balancing payments from Healthcare payers to Specialist care organisations	€	per patient / client per month
Balancing payments from Healthcare payers to Hospitals	€	per patient / client per month
Balancing payments from Healthcare payers to Medical transportation services	€	per patient / client per month
Balancing payments from Healthcare payers to Nursing homes	€	per patient / client per month
Balancing payments from Healthcare payers to Community Nursing Services (CNS)	€	per patient / client per month
Increase in drug costs		
Increase in drug bill for Clients / Patients 2	€	per month
Share of Clients / Patients 2 whose drug bill increases	percent	
Increase in drug bill for Clients / Patients 3	€	per month
Share of Clients / Patients 3 whose drug bill increases	percent	
Increase in drug bill for Clients / Patients 4	€	per month
Share of Clients / Patients 4 whose drug bill increases	percent	
Positive impacts	Unit	Time period

Reduced service use: less consultations with Primary care organisations		
Total reimbursement for avoided consultations at Primary care organisations saved by Social care payers		
Reduced service use: less consultation with Specialist care organisations		
Total reimbursement for avoided consultations at Specialist care organisations saved by Social care payers		
Reduced service use: less admissions to Hospitals		
Total reimbursement for avoided admissions at Hospitals saved by Social care payers		
Reduced service use: less trips by Medical transportation services		
Total reimbursement for avoided trips by Medical transportation services saved by Social care payers		
Reduced service use: less visits by Community Nursing Services (CNS)		
Total reimbursement for avoided visits by Community Nursing Services (CNS) saved by Social care payers		
Reduced service use: shorter stays in Hospitals		
Total reimbursement for shorter stays in Hospitals saved by Social care payers		
Reduced service use: delayed institutionalisation in Nursing homes		
Total reimbursement for delayed institutionalisation in Nursing homes saved by Social care payers		
Cost saving from shorter sick-leaves (short-term)		
Time sick leave is reduced for Clients / Patients 1	days	per year
Time sick leave is reduced for Clients / Patients 2	days	per year
Time sick leave is reduced for Clients / Patients 3	days	per year
Time sick leave is reduced for Clients / Patients 4	days	per year
Time sick leave is reduced for Informal carers 1	days	per year
Time sick leave is reduced for Informal carers 2	days	per year
Time sick leave is reduced for Informal carers 3	days	per year

Time sick leave is reduced for Informal carers 4	days	per year
Percentage of income reimbursed	percent	
Cost saving from shorter sick-leaves (short-term)		
Time sick leave is reduced in the long-term for Clients / Patients 1	days	per year
Time sick leave is reduced in the long-term for Clients / Patients 2	days	per year
Time sick leave is reduced in the long-term for Clients / Patients 3	days	per year
Time sick leave is reduced in the long-term for Clients / Patients 4	days	per year
Time sick leave is reduced in the long-term for Informal carers 1	days	per year
Time sick leave is reduced in the long-term for Informal carers 2	days	per year
Time sick leave is reduced in the long-term for Informal carers 3	days	per year
Time sick leave is reduced in the long-term for Informal carers 4	days	per year
Percentage of income reimbursed	percent	
Cost savings from lower drug bills		
Decrease in drug bill for Clients / Patients 2	€	per month
Share of Clients / Patients 2 whose drug bill decreases	percent	
Decrease in drug bill for Clients / Patients 3	€	per month
Share of Clients / Patients 3 whose drug bill decreases	percent	
Decrease in drug bill for Clients / Patients 4	€	per month
Share of Clients / Patients 4 whose drug bill decreases	percent	

2.1.12 IT suppliers

Telemedicine supplier			
in	ICT industry		
Cross-cutting variables		Unit	Time period

Negative impacts		Unit	Time period
Overall costs			
Profit margin of Telemedicine supplier		percent	
Overhead on costs			
Overhead rate of Telemedicine supplier		%	of staff cost
Positive impacts		Unit	Time period
Telemedicine devices for professionals			
Number of devices per Primary care physicians		number	per professional
Number of devices per Primary care nurses 1		number	per professional
Number of devices per Specialist physicians 1		number	per professional
Number of devices per Specialist physicians 2		number	per professional
Number of devices per Hospital physicians 1		number	per professional
Number of devices per Hospital physicians 2		number	per professional
Number of devices per Hospital nurses		number	per professional
Telemedicine devices for professionals (continued)			
Number of devices per Community nurses 1		number	
Number of devices per Care professionals 1		number	
Number of devices per Paramedics		number	
Cost per professional unit		€	per unit
Obsolescence time for professional unit		number	of years after initial investment
Specific telemedicine software			
Annual telemedicine software costs		€	per year
One-off telemedicine software costs per patient installation		€	per new installation
Monthly telemedicine software cost per patient installation		€	per installation
Software license costs per Primary care physicians		€	per installation
Software license costs per Specialist physicians 1		€	per installation
Software license costs per Hospital physicians 1		€	per installation
Software license costs per Hospital physicians 2		€	per installation
Devices for Clients / Patients 1			

Devices for Clients / Patients 2		
Cost per set of devices for Clients / Patients 2	€	per unit
Obsolescence time of a set of device for Clients / Patients 2	number	of years after initial investment
Devices for Clients / Patients 3		
Cost per set of devices for Clients / Patients 3	€	per unit
Obsolescence time of a set of device for Clients / Patients 3	number	of years after initial investment
Devices for Clients / Patients 4		
Cost per set of devices for Clients / Patients 4	€	per unit
Obsolescence time of a set of device for Clients / Patients 4	number	of years after initial investment
Overhead on benefits		
Overhead rate of Telemedicine supplier	%	of staff benefits

2.1.13 Clients / Patients 1

Clients / Patients 1			
in	Individuals		
Cross-cutting variables		Unit	Time period
	Average gross annual income of Clients / Patients 1	€	per year
	Number of Clients / Patients 1 in service	No	Per month
	Share of Clients / Patients 1 working	%	
Negative impacts		Unit	Time period
Fee for services			
	Service fee paid by Clients / Patients 1 to Primary care organisations	0	per month
	Service fee paid by Clients / Patients 1 to Specialist care organisations	0	per month
	Service fee paid by Clients / Patients 1 to Hospitals	0,035	per month
	Service fee paid by Clients / Patients 1 to Medical transportation services	0,05	per month

Service fee paid by Clients / Patients 1 to Nursing homes	0	per month
Service fee paid by Clients / Patients 1 to Community Nursing Services (CNS)	0	per month
Contribution to home adaptations		
Average contribution to home adaptation by Clients / Patients 1	€	per new patient / client
Inconvenience: training time		
Time spent by Clients / Patients 1 receiving training	hours	per new patient / client
Inconvenience: adaptation time		
Inconvenience period for Clients / Patients 1	months	
Time spent by Clients / Patients 1 with the service during adaptation	minutes	per day
Inconvenience: extra time for service use spent by Clients / Patients 1		
Average (extra) time spent by Clients / Patients 1 receiving social care, per session.	min	per session
Number of (extra) sessions of social care of Clients / Patients 1	number	per patient / client per year
Average (extra) time spent by Clients / Patients 1 receiving health care, per session.	min	per session
Number of (extra) sessions of health care of Clients / Patients 1	number	per patient / client per year
Average (extra) time spent by Clients / Patients 1 receiving informal / third-sector care, per session.	min	per session
Number of (extra) sessions of informal / third-sector care of Clients / Patients 1	number	per patient / client per year
Average (extra) time spent by Clients / Patients 1 receiving remote care, per session.	min	per session
Number of (extra) sessions of remote care of Clients / Patients 1	number	per patient / client per year
Inconvenience: extra travel time for service use spent by Clients / Patients 1		
Average (extra) travel time spent by Clients / Patients 1 receiving social care, per session.	min	per session
Number of (extra) sessions of social care of Clients / Patients 1 requiring travel.	number	per patient / client per year
Average (extra) travel time spent by Clients / Patients 1 receiving health care, per session.	min	per session

Number of (extra) sessions of health care of Clients / Patients 1 requiring travel.	number	per patient / client per year
Average (extra) travel time spent by Clients / Patients 1 receiving informal third-sector care, per session.	min	per session
Number of (extra) sessions of informal / third-sector care of Clients / Patients 1 requiring travel.	number	per patient / client per year
Extra travel cost for service use spent by Clients / Patients 1		
Number of (extra) sessions of social care of Clients / Patients 1 requiring travel.	number	per patient / client per year
Average distance per trip to social care for Clients / Patients 1	km	per trip
Average cost per km for trip to social care for Clients / Patients 1	€	per km
Number of (extra) sessions of health care of Clients / Patients 1 requiring travel.	number	per patient / client per year
Average distance per trip to health care for Clients / Patients 1	km	per trip
Average cost per km for trip to health care for Clients / Patients 1	€	per km
Number of (extra) sessions of informal care of Clients / Patients 1 requiring travel.	number	per patient / client per year
Average distance per trip to informal / third sector care for Clients / Patients 1	km	per trip
Average cost per km for trip to informal / third-sector care for Clients / Patients 1	€	per km
Telecommunication costs		
Telecom costs of Clients / Patients 1	0	per month
Share of Clients / Patients 1 with higher telecom costs	percent	
Electricity costs		
Electricity price	0	per kWh
Higher drug bills		
Increase in Clients / Patients 1's drug bill	0	per month
Share of Clients / Patients 1 whose drug bill increases	percent	
Positive impacts	Unit	Time period
Improved health and convenience of Clients / Patients 1 according to ASSIST benefit valuation tool		
Average valuation score of Clients / Patients 1	score	

Valuation of intangible benefits by Clients / Patients 1 according to eCCIS		
Average score for specific benefits (SBS) by Clients / Patients 1	score	
Average score for overall assessment (OAS) by Clients / Patients 1	score	
Degree of uncertainty (DU) for assessment by Clients / Patients 1	%	
Convenience: time saved for service use by Clients / Patients 1		
Average time saved by Clients / Patients 1 receiving social care, per session.	min	per session
Number of sessions of social care saved by Clients / Patients 1	number	per patient / client per year
Average time saved by Clients / Patients 1 receiving health care, per session.	min	per session
Number of sessions of health care saved by Clients / Patients 1	number	per patient / client per year
Average time saved by Clients / Patients 1 receiving informal / third-sector care, per session.	min	per session
Number of sessions of informal / third-sector care saved by Clients / Patients 1	number	per patient / client per year
Average time saved by Clients / Patients 1 receiving remote care, per session.	min	per session
Number of sessions of remote care saved by Clients / Patients 1	number	per patient / client per year
Convenience: travel time saved for service use spent by Clients / Patients 1		
Average travel time saved by Clients / Patients 1 receiving social care, per session.	min	per session
Number of sessions of social care saved by Clients / Patients 1 requiring travel.	number	per patient / client per year
Average travel time saved by Clients / Patients 1 receiving health care, per session.	min	per session
Number of sessions of health care saved by Clients / Patients 1 requiring travel.	number	per patient / client per year
Average travel time saved by Clients / Patients 1 receiving informal third-sector care, per session.	min	per session
Number of sessions of informal / third-sector care saved by Clients / Patients 1 requiring travel.	number	per patient / client per year
Travel cost saved for service use spent by Clients / Patients 1		



Number of sessions of social care saved by Clients / Patients 1 requiring travel.	number	per patient / client per year
Average distance per trip to social care for Clients / Patients 1	km	per trip
Average cost per km for trip to social care for Clients / Patients 1	€	per km
Number of sessions of health care saved by Clients / Patients 1 requiring travel.	number	per patient / client per year
Average distance per trip to health care for Clients / Patients 1	km	per trip
Average cost per km for trip to health care for Clients / Patients 1	€	per km
Number of sessions of informal / third-sector care saved by Clients / Patients 1 requiring travel.	number	per patient / client per year
Average distance per trip to informal / third sector care for Clients / Patients 1	km	per trip
Average cost per km for trip to informal / third-sector care for Clients / Patients 1	€	per km
Saved money from contribution to care costs		
Average share of Clients / Patients 1 who pay contributions to their care costs	percent	
Average out-of-pocket contribution to care costs by Clients / Patients 1	€	per month
Lower drug bills		
Decrease in Clients / Patients 1's drug bills	€	per month
Share of Clients / Patients 1 whose drug bill decreases	percent	of beneficiaries

2.1.14 Informal Carers 1

Informal carers 1		
in	Individuals	
Cross-cutting variables		Unit
	Average gross annual income of Informal carers 1	€
	Number of Informal carers 1 in service	No
	Share of Informal carers 1 working	%
Negative impacts		Unit
Fee for services		Time period
	Service fee paid by Informal carers 1 to Primary care organisations	0 per month

Service fee paid by Informal carers 1 to Specialist care organisations	0	per month
Service fee paid by Informal carers 1 to Hospitals	0,035	per month
Service fee paid by Informal carers 1 to Medical transportation services	0,05	per month
Service fee paid by Informal carers 1 to Nursing homes	0	per month
Service fee paid by Informal carers 1 to Community Nursing Services (CNS)	0	per month
Contribution to home adaptations		
Average contribution to home adaptation by Informal carers 1	€	per new patient / client
Inconvenience: training time		
Time spent by Informal carers 1 receiving training	hours	per new patient / client
Inconvenience: adaptation time		
Inconvenience period for Informal carers 1	months	
Time spent by Informal carers 1 with the service during adaptation	minutes	per day
Inconvenience: extra time for service use spent by Informal carers 1		
Average (extra) time spent by Informal carers 1 receiving social care, per session.	min	per session
Number of (extra) sessions of social care of Informal carers 1	number	per patient / client per year
Average (extra) time spent by Informal carers 1 receiving health care, per session.	min	per session
Number of (extra) sessions of health care of Informal carers 1	number	per patient / client per year
Average (extra) time spent by Informal carers 1 receiving informal / third-sector care, per session.	min	per session
Number of (extra) sessions of informal / third-sector care of Informal carers 1	number	per patient / client per year
Average (extra) time spent by Informal carers 1 receiving remote care, per session.	min	per session
Number of (extra) sessions of remote care of Informal carers 1	number	per patient / client per year
Inconvenience: extra travel time for service use spent by Informal carers 1		
Average (extra) travel time spent by Informal carers 1 receiving social care, per session.	min	per session

Number of (extra) sessions of social care of Informal carers 1 requiring travel.	number	per patient / client per year
Average (extra) travel time spent by Informal carers 1 receiving health care, per session.	min	per session
Number of (extra) sessions of health care of Informal carers 1 requiring travel.	number	per patient / client per year
Average (extra) travel time spent by Informal carers 1 receiving informal third-sector care, per session.	min	per session
Number of (extra) sessions of informal / third-sector care of Informal carers 1 requiring travel.	number	per patient / client per year
Extra travel cost for service use spent by Informal carers 1		
Number of (extra) sessions of social care of Informal carers 1 requiring travel.	number	per patient / client per year
Average distance per trip to social care for Informal carers 1	km	per trip
Average cost per km for trip to social care for Informal carers 1	€	per km
Number of (extra) sessions of health care of Informal carers 1 requiring travel.	number	per patient / client per year
Average distance per trip to health care for Informal carers 1	km	per trip
Average cost per km for trip to health care for Informal carers 1	€	per km
Number of (extra) sessions of informal care of Informal carers 1 requiring travel.	number	per patient / client per year
Average distance per trip to informal / third sector care for Informal carers 1	km	per trip
Average cost per km for trip to informal / third-sector care for Informal carers 1	€	per km
Telecommunication costs		
Telecom costs of Informal carers 1	0	per month
Share of Informal carers 1 with higher telecom costs	percent	
Electricity costs		
Electricity price	0	per kWh
Higher drug bills		
Increase in Informal carers 1's drug bill	0	per month
Share of Informal carers 1 whose drug bill increases	percent	
Positive impacts	Unit	Time period
Improved health and convenience of Informal		

carers 1 according to ASSIST benefit valuation tool		
Average valuation score of Informal carers 1	score	
Valuation of intangible benefits by Informal carers 1 according to eCCIS		
Average score for specific benefits (SBS) by Informal carers 1	score	
Average score for overall assessment (OAS) by Informal carers 1	score	
Degree of uncertainty (DU) for assessment by Informal carers 1	%	
Convenience: time saved for service use by Informal carers 1		
Average time saved by Informal carers 1 receiving social care, per session.	min	per session
Number of sessions of social care saved by Informal carers 1	number	per patient / client per year
Average time saved by Informal carers 1 receiving health care, per session.	min	per session
Number of sessions of health care saved by Informal carers 1	number	per patient / client per year
Average time saved by Informal carers 1 receiving informal / third-sector care, per session.	min	per session
Number of sessions of informal / third-sector care saved by Informal carers 1	number	per patient / client per year
Average time saved by Informal carers 1 receiving remote care, per session.	min	per session
Number of sessions of remote care saved by Informal carers 1	number	per patient / client per year
Convenience: travel time saved for service use spent by Informal carers 1		
Average travel time saved by Informal carers 1 receiving social care, per session.	min	per session
Number of sessions of social care saved by Informal carers 1 requiring travel.	number	per patient / client per year
Average travel time saved by Informal carers 1 receiving health care, per session.	min	per session
Number of sessions of health care saved by Informal carers 1 requiring travel.	number	per patient / client per year
Average travel time saved by Informal carers 1 receiving informal third-sector care, per session.	min	per session
Number of sessions of informal / third-sector care saved by Informal	number	per patient /

carers 1 requiring travel.		client per year
Travel cost saved for service use spent by Informal carers 1		
Number of sessions of social care saved by Informal carers 1 requiring travel.	number	per patient / client per year
Average distance per trip to social care for Informal carers 1	km	per trip
Average cost per km for trip to social care for Informal carers 1	€	per km
Number of sessions of health care saved by Informal carers 1 requiring travel.	number	per patient / client per year
Average distance per trip to health care for Informal carers 1	km	per trip
Average cost per km for trip to health care for Informal carers 1	€	per km
Number of sessions of informal / third-sector care saved by Informal carers 1 requiring travel.	number	per patient / client per year
Average distance per trip to informal / third sector care for Informal carers 1	km	per trip
Average cost per km for trip to informal / third-sector care for Informal carers 1	€	per km
Saved money from contribution to care costs		
Average share of Informal carers 1 who pay contributions to their care costs	percent	
Average out-of-pocket contribution to care costs by Informal carers 1	€	per month
Lower drug bills		
Decrease in Informal carers 1's drug bills	€	per month
Share of Informal carers 1 whose drug bill decreases	percent	of beneficiaries

2.1.15 Staff members, generic

Staff members			
in	Health / Care Provider Organisations (HPOs) & staff		
	Cross-cutting variables	Unit	Time period
	Average gross annual income of Primary care physicians	€	per year
	Number of Primary care physicians in service	No	Per month
	Negative impacts	Unit	Time period

Temporary inconvenience		
Inconvenience period for Primary care physicians	months	
Time spent by Primary care physicians with the system during adaptation	minutes	per day
Continuous inconvenience and irritation		
Extra time spent on telemedicine by Primary care physicians	minutes	per day
Positive impacts	Unit	Time period
Easier working life		
Average valuation score of Primary care physicians	score	
Valuation of intangible benefits by Primary care physicians according to eCCIS		
Average score for specific benefits (SBS) by Primary care physicians	score	
Average score for overall assessment (OAS) by Primary care physicians	score	
Degree of uncertainty (DU) for assessment by Primary care physicians	%	