

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

WP8 - LEARNING FROM EACH OTHER & EXPLOITATION OF RESULTS

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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This deliverable contains original unpublished work except where clearly indicated otherwise.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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Introduction 1

Purpose of the document 1.1

This documents 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 1below. In the same manner, effort-related indicators for all stakeholders are constructed.



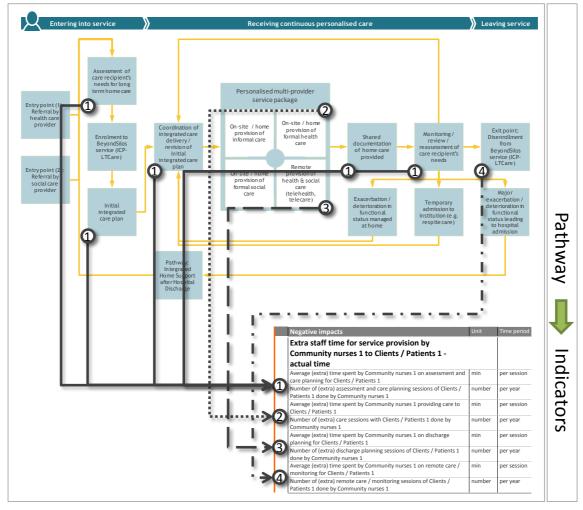


Figure 1: From pathway to indicator: an example from BeyondSilos

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	
Initial integrated care plan	Time spent on
Coordination of integrated care delivery / revision of initial integrated care plan	assessment and care planning
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).

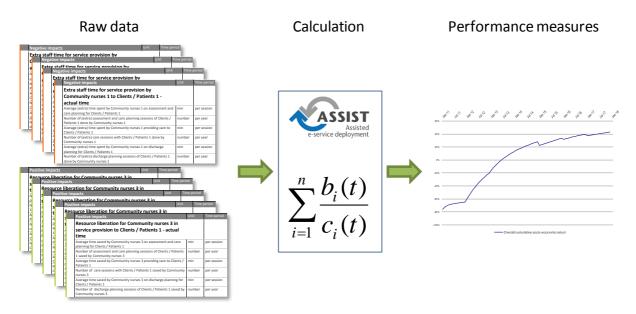


Figure 2: From data to performance measures

2.1.1 Tele Service Centre

Те	le 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 1in service	No	Per month
	Average gross annual income of Tele Service Centre staff 2	€	per year
	Number of Tele Service Centre staff 2in 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

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Time spent by Tele Service Centre staff 3 on service development and	hours	per month
implementation	months	
Duration of development period		
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 informa carer
Time spent by Tele Service Centre staff 2 on training provision to informal carers	hours	per new informa carer
Time spent by Tele Service Centre staff 3 on training provision to informal carers	hours	per new informa 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	I	
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 afte initial investment
External cost for installation of remote devices		
External installation costs of professional devices	€	per new
External installation costs of devices for Clients / Patients 2	€	per nev

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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
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 initia 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 /	minutes	per installation



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 initia
Extra staff time for service provision - FTEs		
Full-time equivalents of Tele Service Centre staff 1 involved in service provision	FTEs	of staff type is service
Full-time equivalents of Tele Service Centre staff 2 involved in service provision	FTEs	of staff type i service
Full-time equivalents of Tele Service Centre staff 3 involved in service provision	FTEs	of staff type i 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 pe 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 Time spent by Tele Service Centre staff 1 on service provision related	minutes	per one client pe
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 2 Time spent by Tele Service Centre staff 2 on service provision related	minutes	month
•		month per one client pe
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 2 Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 2 Time spent by Tele Service Centre staff 3 on service provision related	minutes	month per one client per month per one client per
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 2 Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 2 Time spent by Tele Service Centre staff 3 on service provision related to Clients / Patients 2 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	minutes	month per one client per month per one client per month
Time spent by Tele Service Centre staff 1 on service provision related to Clients / Patients 2 Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 2 Time spent by Tele Service Centre staff 3 on service provision related to Clients / Patients 2 Extra staff time for service provision by Tele Service Centre to Clients / Patients 3 - actual	minutes	month per one client per month per one client per month 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 p
Time spent by Tele Service Centre staff 2 on service provision related to Clients / Patients 4	minutes	per one client per on
Time spent by Tele Service Centre staff 3 on service provision related to Clients / Patients 4	minutes	per one client p
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 mor
Service fee paid by Clients / Patients 3 to Tele Service Centre	€	per client patient per mor
Service fee paid by Clients / Patients 4 to Tele Service Centre	€	per client patient per mor
Service fee paid by Informal carers 1 to Tele Service Centre	€	per informal ca
Service fee paid by Informal carers 2 to Tele Service Centre	€	per informal ca per month
Service fee paid by Informal carers 3 to Tele Service Centre	€	per informal ca per month
Service fee paid by Informal carers 4 to Tele Service Centre	€	per informal ca
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	€	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 ir 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 pe month
Time saved by Tele Service Centre staff 2 on service provision related to Clients / Patients 1	minutes	per one client pe month
Time saved by Tele Service Centre staff 3 on service provision related to Clients / Patients 1	minutes	per one client pe 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 pe month

Time saved by Tale Camies Contro staff 2 on comies provision related		
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		
resource interaction on service provision by rele		
Service Centre to Clients / Patients 4 - actual		
Service Centre to Clients / Patients 4 - actual		per one client per month
Service Centre to Clients / Patients 4 - actual time Time saved by Tele Service Centre staff 1 on service provision related	minutes	month
Service Centre to Clients / Patients 4 - actual time Time saved by Tele Service Centre staff 1 on service provision related to Clients / Patients 4 Time saved by Tele Service Centre staff 2 on service provision related	minutes	month per one client per
Service Centre to Clients / Patients 4 - actual time Time saved by Tele Service Centre staff 1 on service provision related to Clients / Patients 4 Time saved by Tele Service Centre staff 2 on service provision related to Clients / Patients 4 Time saved by Tele Service Centre staff 3 on service provision related	minutes	month per one client per month per one client per

2.1.2 Primary Care Organisations

_	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 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 professiona
Cost per professional unit for Primary care organisations	€	per unit
, ,		1

organisations

provision

provision

Obsolescence time for professional unit for Primary care number

Full-time equivalents of Primary care physicians involved in service FTEs

Full-time equivalents of Primary care nurses 1 involved in service FTEs

Extra staff time for service provision - FTEs

of years after initial investment

of staff type in

of staff type in

service

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



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

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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 /	number	per year
Patients 4 done by Primary care nurses 1 Average (extra) time spent by Primary care nurses 1 on discharge	min	per session
planning for Clients / Patients 4		
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	min	per session
with Clients / Patients 1 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

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Assessed (astro) time and by Dri		
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
Follow about the complete annualities		
Extra staff time for service provision (intervention) by Primary care physicians to Clients / Patients 4 - actual time	ı	
(intervention) by Primary care physicians to	min	per session
(intervention) by Primary care physicians to Clients / Patients 4 - actual time Average (extra) time spent by Primary care physicians on		per session per year
(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 Number of (extra) consultations with Clients / Patients 4 done by	number	
(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 Number of (extra) consultations with Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on home visits	number	per year
(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 Number of (extra) consultations with Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 4 Number of (extra) home visits to Clients / Patients 4 done by Primary	number	per year per visit
(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 Number of (extra) consultations with Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 4 Number of (extra) home visits to Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on remote	number min number	per year per visit per year
(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 Number of (extra) consultations with Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 4 Number of (extra) home visits to Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on remote care / monitoring for Clients / Patients 4 Number of (extra) remote care / monitoring sessions of Clients /	number min number min	per year per visit per year per session
(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 Number of (extra) consultations with Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on home visits to Clients / Patients 4 Number of (extra) home visits to Clients / Patients 4 done by Primary care physicians Average (extra) time spent by Primary care physicians on remote care / monitoring for Clients / Patients 4 Number of (extra) remote care / monitoring sessions of Clients / Patients 4 done by Primary care physicians Extra staff time for service provision (intervention) by Primary care nurses 1 to	number min number min	per year per visit per year per session



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

care organisations		
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	e FTEs	of staff type service
Full-time equivalents of Primary care nurses 1 saved in service provision	FTEs	of staff type
Resource liberation (assessment/planning) for Primary care physicians working with Clients / Patients 1 - actual time		
Primary care physicians working with Clients / Patients 1 - actual time Average time saved by Primary care physicians on assessment and	,	per session
Primary care physicians working with Clients / Patients 1 - actual time	d min	per session per year
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 Number of assessment and care planning sessions of Clients /	min number	
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Primary care physicians Average time saved by Primary care physicians on discharge planning	d min / number g min	per year
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Primary care physicians Average time saved by Primary care physicians on discharge planning for Clients / Patients 1 Number of discharge planning sessions of Clients / Patients 1 saved by Primary care physicians Resource liberation (assessment/planning) for	d min number min number	per year per session
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Primary care physicians Average time saved by Primary care physicians on discharge planning for Clients / Patients 1 Number of discharge planning sessions of Clients / Patients 1 saved by Primary care physicians 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	d min number min number	per year per session
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Primary care physicians Average time saved by Primary care physicians on discharge planning for Clients / Patients 1 Number of discharge planning sessions of Clients / Patients 1 saved by Primary care physicians Resource liberation (assessment/planning) for Primary care nurses 1 working with Clients /	min number min number min min min	per year per session per year
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Primary care physicians Average time saved by Primary care physicians on discharge planning for Clients / Patients 1 Number of discharge planning sessions of Clients / Patients 1 saved by Primary care physicians 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 Number of assessment and care planning sessions of Clients / Number of assessment and care planning sessions of Clients	min number min number min number min number	per year per session per year per session

by Primary care nurses 1



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

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

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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		

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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

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



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 aft initial investmen



Full time aguivalents of Specialist physicians 1 involved in service	FTEs	of staff type is
Full-time equivalents of Specialist physicians 1 involved in service provision	FIES	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

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



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

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time	I	
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

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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 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	€	per patient / client
care organisations by Clients / Patients 2		per day
care organisations by Clients / Patients 2 Reimbursement lost due to avoided referral visits at the Specialist care organisations by Clients / Patients 3		per day per patient / client per day

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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 service
Full-time equivalents of Specialist physicians 2 saved in service provision	FTEs	of staff type service
Full-time equivalents of Specialist physicians 2 saved in service provision	FTEs	of staff type 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	d 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 a 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	<u>. </u>	
		per session
working with Clients / Patients 1 - actual time Average time saved by Specialist physicians 2 on assessment and	d min	per session per year



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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		
working with chefits / Fatients 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 /	number	per year
Patients 3 saved by Specialist nurses	Trainioe:	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

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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

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min	per consultation
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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 compard 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

Но	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		
•	minutes	per day
Time spent by Hospital physicians 1 with the system during adaptation		i e
	minutes	per day
adaptation Time spent by Hospital physicians 2 with the system during	minutes	per day
adaptation Time spent by Hospital physicians 2 with the system during adaptation		,
adaptation Time spent by Hospital physicians 2 with the system during adaptation Time spent by Hospital nurses with the system during adaptation		per day
adaptation Time spent by Hospital physicians 2 with the system during adaptation Time spent by Hospital nurses with the system during adaptation Inconvenience period for Hospital physicians 1		per day months
adaptation Time spent by Hospital physicians 2 with the system during adaptation Time spent by Hospital nurses with the system during adaptation Inconvenience period for Hospital physicians 1 Inconvenience period for Hospital physicians 2		per day months months



General hardware costs of the Hospitals	€	per month
Devices for professionals		
Number of devices per Hospital physicians 1 procured by H	lospitals num	ber per professional
Number of devices per Hospital physicians 2 procured by F		
Number of devices per Hospital nurses procured by Hospit		
Cost per professional unit for Hospitals	€	per unit
Obsolescence time for professional unit for Hospitals	num	ber of years afte initial investment
Extra staff time for service provision - FT	Es	
Full-time equivalents of Hospital physicians 1 involved provision	in service FTEs	of staff type i service
Full-time equivalents of Hospital physicians 2 involved provision	in service FTEs	of staff type i service
Full-time equivalents of Hospital nurses involved in service	provision FTEs	of staff type i
-	-	
Extra staff time for service provision by	-	
physicians 1 to Clients / Patients 1 - actual Average (extra) time spent by Hospital physicians 1 on and care planning for Clients / Patients 1	al time	per session
physicians 1 to Clients / Patients 1 - actual Average (extra) time spent by Hospital physicians 1 on and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions	al time assessment min	<u> </u>
physicians 1 to Clients / Patients 1 - actual Average (extra) time spent by Hospital physicians 1 on a	al time assessment min of Clients / num	
Average (extra) time spent by Hospital physicians 1 on a and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions Patients 1 done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 on co	assessment min of Clients / num onsultations min	ber per year per session
Average (extra) time spent by Hospital physicians 1 on a and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions Patients 1 done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 on cowith Clients / Patients 1 Number of (extra) consultations with Clients / Patients	assessment min of Clients / num insultations min 1 done by num	ber per year per session
Average (extra) time spent by Hospital physicians 1 on and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions Patients 1 done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 on cowith Clients / Patients 1 Number of (extra) consultations with Clients / Patients Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or	assessment min of Clients / num insultations min 1 done by num in discharge min	ber per year per session ber per year per session
Average (extra) time spent by Hospital physicians 1 on and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions Patients 1 done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 on cowith Clients / Patients 1 Number of (extra) consultations with Clients / Patients Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or planning for Clients / Patients 1 Number of (extra) time spent by Hospital physicians 1 or planning for Clients / Patients 1	al time assessment min of Clients / num ansultations min 1 done by num an discharge min / Patients 1 num	ber per year per session ber per year per session
Average (extra) time spent by Hospital physicians 1 on and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions Patients 1 done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 on cowith Clients / Patients 1 Number of (extra) consultations with Clients / Patients Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or planning for Clients / Patients 1 Number of (extra) discharge planning sessions of Clients / done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or remonitoring for Clients / Patients 1 Number of (extra) time spent by Hospital physicians 1 on remonitoring for Clients / Patients 1	al time assessment min of Clients / num ansultations min 1 done by num an discharge min / Patients 1 num mote care / min	ber per year per session ber per year per session ber per year per session per year
Average (extra) time spent by Hospital physicians 1 on and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions Patients 1 done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 on cowith Clients / Patients 1 Number of (extra) consultations with Clients / Patients Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or planning for Clients / Patients 1 Number of (extra) discharge planning sessions of Clients / done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or rerespond to the spent by Hospital physicians 1 or respond	assessment min of Clients / num insultations min 1 done by num in discharge min / Patients 1 num mote care / min of Clients / num	ber per year per session ber per year per session ber per year per session
Average (extra) time spent by Hospital physicians 1 on and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions Patients 1 done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 on cowith Clients / Patients 1 Number of (extra) consultations with Clients / Patients Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or planning for Clients / Patients 1 Number of (extra) discharge planning sessions of Clients / done by Hospital physicians 1 Average (extra) time spent by Hospital physicians 1 or remonitoring for Clients / Patients 1 Number of (extra) time spent by Hospital physicians 1 on remonitoring for Clients / Patients 1 Number of (extra) remote care / monitoring sessions of Patients 1 done by Hospital physicians 1	assessment min of Clients / num insultations min 1 done by num in discharge min / Patients 1 num mote care / min of Clients / num Hospital	ber per year per session ber per year per session ber per year per session



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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	ſ	
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

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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

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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	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

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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

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Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 2 Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 3 Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 3 Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 4 Number of shorter stays per one Clients / Patients 1 at Hospitals Number of shorter stays per one Clients / Patients 2 at Hospitals Number of shorter stays per one Clients / Patients 3 at Hospitals Number of shorter stays per one Clients / Patients 3 at Hospitals Number of shorter stays per one Clients / Patients 4 at Hospitals Number of shorter stays per one Clients / Patients 4 at Hospitals Number of shorter stays per one Clients / Patients 4 at Hospitals Per patient / Oper year Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / Oper admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / Oper admission	lient lient lient lient
Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 3 Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 4 Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 4 Number of shorter stays per one Clients / Patients 1 at Hospitals Number of shorter stays per one Clients / Patients 2 at Hospitals Number of shorter stays per one Clients / Patients 3 at Hospitals Number of shorter stays per one Clients / Patients 3 at Hospitals Number of shorter stays per one Clients / Patients 4 at Hospitals Number of shorter stays per one Clients / Patients 4 at Hospitals Per patient / Oper year Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / Oper admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / Oper admission	lient lient lient lient
Reimbursement lost due to shorter stay at the Hospitals by Clients / Patients 4 Number of shorter stays per one Clients / Patients 1 at Hospitals Number of shorter stays per one Clients / Patients 2 at Hospitals Number of shorter stays per one Clients / Patients 3 at Hospitals Number of shorter stays per one Clients / Patients 3 at Hospitals Number of shorter stays per one Clients / Patients 3 at Hospitals Number of shorter stays per one Clients / Patients 4 at Hospitals Number of shorter stays per one Clients / Patients 4 at Hospitals Number per patient / Coper year Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / Coper admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / Coper admission	lient
Patients 4 per day Number of shorter stays per one Clients / Patients 1 at Hospitals number per patient / oper year Number of shorter stays per one Clients / Patients 2 at Hospitals number per patient / oper year Number of shorter stays per one Clients / Patients 3 at Hospitals number per patient / oper year Number of shorter stays per one Clients / Patients 3 at Hospitals number per patient / oper year Number of shorter stays per one Clients / Patients 4 at Hospitals number per patient / oper year Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper patient	lient lient lient
Number of shorter stays per one Clients / Patients 2 at Hospitals number per patient / oper year Number of shorter stays per one Clients / Patients 3 at Hospitals number per patient / oper year Number of shorter stays per one Clients / Patients 4 at Hospitals number per patient / oper year Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper admission	lient
Number of shorter stays per one Clients / Patients 3 at Hospitals number per patient / oper year Number of shorter stays per one Clients / Patients 4 at Hospitals number per patient / oper year Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper admission	lient
Number of shorter stays per one Clients / Patients 4 at Hospitals number per patient / oper year Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / oper admission	
Forgone income from avoided admissions Reimbursement lost due to avoided addmission to the Hospitals by € per patient / c per admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / c	lient
Reimbursement lost due to avoided addmission to the Hospitals by € per patient / c per admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / c	
Clients / Patients 1 per admission Reimbursement lost due to avoided addmission to the Hospitals by € per patient / c	
	lient
	lient
Reimbursement lost due to avoided addmission to the Hospitals by € per patient / c per admission	lient
Reimbursement lost due to avoided addmission to the Hospitals by € per patient / c per admission	lient
Number of avoided admissions per one Clients / Patients 1 at number per year Hospitals	
Number of avoided admissions per one Clients / Patients 2 at number per year Hospitals	
Number of avoided admissions per one Clients / Patients 3 at number per year Hospitals	
Number of avoided admissions per one Clients / Patients 4 at number per year Hospitals	
Payment to teleservice provider	
Service fee paid by Hospitals to Tele Service Centre € per month	
Positive impacts Unit Time period	
Resource liberation - FTEs	
	in



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	I	
time Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 1	min	per session
Average time saved by Hospital physicians 2 on assessment and care	min	per session per year
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 1 Number of assessment and care planning sessions of Clients /		
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 1 Number of assessment and care planning sessions of Clients / Patients 1 saved by Hospital physicians 2 Average time saved by Hospital physicians 2 on consultations with	number	per year
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 1 Number of assessment and care planning sessions of Clients / Patients 1 saved by Hospital physicians 2 Average time saved by Hospital physicians 2 on consultations with Clients / Patients 1 Number of consultations with Clients / Patients 1 saved by Hospital	number	per year per session
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 1 Number of assessment and care planning sessions of Clients / Patients 1 saved by Hospital physicians 2 Average time saved by Hospital physicians 2 on consultations with Clients / Patients 1 Number of consultations with Clients / Patients 1 saved by Hospital physicians 2 Average time saved by Hospital physicians 2 on discharge planning	number min number	per year per session per year
Average time saved by Hospital physicians 2 on assessment and care planning for Clients / Patients 1 Number of assessment and care planning sessions of Clients / Patients 1 saved by Hospital physicians 2 Average time saved by Hospital physicians 2 on consultations with Clients / Patients 1 Number of consultations with Clients / Patients 1 saved by Hospital physicians 2 Average time saved by Hospital physicians 2 on discharge planning for Clients / Patients 1	number min number min	per year per session per year per session



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 ${\bf 1}$	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
		per session per year
planning for Clients / Patients 2 Number of assessment and care planning sessions of Clients /	number	
planning for Clients / Patients 2 Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on consultations with	number	per year
Planning for Clients / Patients 2 Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on consultations with Clients / Patients 2 Number of consultations with Clients / Patients 1 saved by Hospital	number	per year per session
Planning for Clients / Patients 2 Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on consultations with Clients / Patients 2 Number of consultations with Clients / Patients 1 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on discharge planning	number min number	per year per session per year
Planning for Clients / Patients 2 Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on consultations with Clients / Patients 2 Number of consultations with Clients / Patients 1 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on discharge planning for Clients / Patients 2 Number of discharge planning sessions of Clients / Patients 2 saved	number min number min	per year per session per year per session
Number of assessment and care planning sessions of Clients / Patients 2 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on consultations with Clients / Patients 2 Number of consultations with Clients / Patients 1 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on discharge planning for Clients / Patients 2 Number of discharge planning sessions of Clients / Patients 2 saved by Hospital physicians 1 Average time saved by Hospital physicians 1 on remote care /	number min number min number	per year per session per year per session per year

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time	1	
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

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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

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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

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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

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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 addmission to the Hospitals by Clients / Patients 1	€	per patient / client per admission
Reimbursement gained due to additional addmission to the Hospitals by Clients / Patients 2	€	per patient / client per admission
Reimbursement gained due to additional addmission to the Hospitals by Clients / Patients 3	€	per patient / client per admission
Reimbursement gained due to additional addmission 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

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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		10.00
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	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 / patier per month
Service fee paid by Clients / Patients 3 to Hospitals	€	per client / patier per month
Service fee paid by Clients / Patients 4 to Hospitals	€	per client / patier per month
Service fee paid by Informal carers 1 to Hospitals	€	per informal care per month
Service fee paid by Informal carers 2 to Hospitals	€	per informal care
Service fee paid by Informal carers 3 to Hospitals	€	per informal care
Service fee paid by Informal carers 4 to Hospitals	€	per informal care
Overhead on benefits		
Overhead rate of Hospitals	%	of staff benefits

2.1.5 Medical Transportation Services

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	Г	
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 professiona
Cost per professional unit for Medical transportation services	€	per unit
Obsolescence time for professional unit for Medical transportation	number	of years a

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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



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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 / clien
Reimbursement lost due to avoided Medical transportation services trips by Clients / Patients 2	€	per patient / clien
Reimbursement lost due to avoided Medical transportation services trips by Clients / Patients 3	€	per patient / clier per day
Reimbursement lost due to avoided Medical transportation services trips by Clients / Patients 4	€	per patient / clier 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
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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 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	I	
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
	min	per session
Average time (saved) by Paramedics on treating Clients / Patients 2		per session
Average time (saved) by Paramedics on treating Clients / Patients 2 Number of treatment sessions (saved) with Clients / Patients 2 done by Paramedics	number	per year
Number of treatment sessions (saved) with Clients / Patients 2 done		



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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

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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

Nu	rsing homes		
n	Health / Care Provider Organisations (HPOs) & staff		
	Cross-cutting variables	Unit	Time period
	Average gross annual income of Care professionals 1	€	per year
	Number of Care professionals 1 in service	No	Per month
	Average gross annual income of Care professionals 2	€	per year
	Number of Care professionals 2 in service	No	Per month
	Average gross annual income of Care professionals 3	€	per year
	Number of Care professionals 3 in service	No	Per month
	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	per month
	Time spent by Care professionals 2 on service development and implementation	hours	per month
	Time spent by Care professionals 3 on service development and implementation	hours	per month
	Duration of development period	months	



Staff time spent on training	ſ	
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 afte initial investment
Extra staff time for service provision - FTEs		
Full-time equivalents of Care professionals 1 involved in service provision	FTEs	of staff type i
Full-time equivalents of Care professionals 2 involved in service provision	FTEs	of staff type i

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provision	FTEs	of staff type ir 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	1	
	min	per session
time Average (extra) time spent by Care professionals 2 on assessment	min number	per session per year
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions of Clients /		
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Care professionals 2 Average (extra) time spent by Care professionals 2 providing care to	number	per year
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Care professionals 2 Average (extra) time spent by Care professionals 2 providing care to Clients / Patients 1 Number of (extra) care sessions with Clients / Patients 1 done by	number	per year per session
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Care professionals 2 Average (extra) time spent by Care professionals 2 providing care to Clients / Patients 1 Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 2 Average (extra) time spent by Care professionals 2 on discharge	number min number	per year per session per year
Average (extra) time spent by Care professionals 2 on assessment and care planning for Clients / Patients 1 Number of (extra) assessment and care planning sessions of Clients / Patients 1 done by Care professionals 2 Average (extra) time spent by Care professionals 2 providing care to Clients / Patients 1 Number of (extra) care sessions with Clients / Patients 1 done by Care professionals 2 Average (extra) time spent by Care professionals 2 on discharge planning for Clients / Patients 1 Number of (extra) discharge planning sessions of Clients / Patients 1	number min number min	per year per session per year per session



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

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time	ı	
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



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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 instituionalisation at the Nursing homes by Clients / Patients 1	€	per patient / client
Reimbursement lost due to delayed instituionalisation at the Nursing homes by Clients / Patients 2	€	per patient / client
Reimbursement lost due to delayed instituionalisation at the Nursing	€	per patient / client

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Reimbursement lost due to delayed instituionalisation at the Nursing homes by Clients / Patients 4	€	per patient / cl
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 service
Full-time equivalents of Care professionals 2 involved in service provision	FTEs	of staff type service
Full-time equivalents of Care professionals 3 involved in service provision	FTEs	of staff type 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	per year
Number of discharge planning sessions of Clients / Patients 1 saved by Care professionals 1		
by Care professionals 1 Average time saved by Care professionals 1 on remote care /	min	per session
	min	per session per year
by Care professionals 1 Average time saved by Care professionals 1 on remote care / monitoring for Clients / Patients 1 Number of remote care / monitoring sessions of Clients / Patients 1 saved by Care professionals 1 Resource liberation for Care professionals 2 in service provision to Clients / Patients 1 - actual		
by Care professionals 1 Average time saved by Care professionals 1 on remote care / monitoring for Clients / Patients 1 Number of remote care / monitoring sessions of Clients / Patients 1 saved by Care professionals 1	number	



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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

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



Resource liberation for Care professionals 2 in service provision to Clients / Patients 4 - actuantime		
Average time saved by Care professionals 2 on assessment and car planning for Clients / Patients 4	e 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 Client / Patients 4	s min	per session
Number of care sessions with Clients / Patients 1 saved by Car professionals 2	number	per year
Average time saved by Care professionals 2 on discharge planning fo Clients / Patients 4	r min	per session
Number of discharge planning sessions of Clients / Patients 4 save by Care professionals 2	d number	per year
by care professionals 2		per session
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4	/ min	per session
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 Resource liberation for Care professionals 3 in	1 number	per year
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 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	1 number	
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 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 Number of assessment and care planning sessions of Clients	1 number 1 number	per year
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 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	1 number 1 number 1 number	per year per session
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 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 Number of assessment and care planning sessions of Clients Patients 4 saved by Care professionals 3 Average time saved by Care professionals 3 providing care to Clients	number min number min min min	per year per session per year
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 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 Number of assessment and care planning sessions of Clients Patients 4 saved by Care professionals 3 Average time saved by Care professionals 3 providing care to Client / Patients 4 Number of care sessions with Clients / Patients 1 saved by Care	number min number min number min number	per year per session per year per session
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 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 Number of assessment and care planning sessions of Clients Patients 4 saved by Care professionals 3 Average time saved by Care professionals 3 providing care to Client / Patients 4 Number of care sessions with Clients / Patients 1 saved by Care professionals 3 Average time saved by Care professionals 3 on discharge planning for professionals 3	number min number min number min number min min	per year per session per year per session per year
Average time saved by Care professionals 2 on remote care monitoring for Clients / Patients 4 Number of remote care / monitoring sessions of Clients / Patients saved by Care professionals 2 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 Number of assessment and care planning sessions of Clients Patients 4 saved by Care professionals 3 Average time saved by Care professionals 3 providing care to Client / Patients 4 Number of care sessions with Clients / Patients 1 saved by Care professionals 3 Average time saved by Care professionals 3 on discharge planning for Clients / Patients 4 Number of discharge planning sessions of Clients / Patients 4 save	number min min mumber min mumber min mumber min mumber min mumber	per year per session per year per session per year per session

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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 ealier institutionalisation		
Reimbursement gained due to earlier instituionalisation at the Nursing homes by Clients / Patients 1	€	per patient / client
Reimbursement gained due to earlier instituionalisation at the	€	per patient / client

Nursing homes by Clients / Patients 2		
Nursing nomes by Chemis / Patients 2		
Reimbursement gained due to earlier instituionalisation at the Nursing homes by Clients / Patients 3	€	per patient / client
Reimbursement gained due to earlier instituionalisation 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

Co	mmunity Nursing Services (CNS)		
in	Health / Care Provider Organisations (HPOs) & staff		
		I In its	Time a posite d
	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 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	per professional
€	per unit
number	of years afte initial investment
FTEs	of staff type i
FTEs	of staff type i service
FTEs	of staff type i service
min	per session
_	
number	per year
min	per session
number	per year
min	per session
number	per year
min	per session
number	per year
min	per session
number	per year
min	per session
	FTEs FTEs FTEs min number min number min number min number min number min number

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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



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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

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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



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



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



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 / clien per admission		
Reimbursement lost due to avoided home visits by the Community Nursing Services (CNS) to Clients / Patients 2	€	per patient / clier 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 / clier 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 service		
Full-time equivalents of Community nurses 1 involved in service provision	FTEs	of staff type i service		
Full-time equivalents of Community nurses 1 involved in service provision	FTEs	of staff type 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	per year		
Number of assessment and care planning sessions of Clients / Patients 1 saved by Community nurses 1	number	per year		



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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

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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

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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

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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		
•	min	per session
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3 Number of assessment and care planning sessions of Clients /	min	per session per year
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3 Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 3 Average time saved by Community nurses 3 providing care to Clients		
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3 Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 3 Average time saved by Community nurses 3 providing care to Clients / Patients 3 Number of care sessions with Clients / Patients 1 saved by	number	per year
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3 Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 3 Average time saved by Community nurses 3 providing care to Clients / Patients 3 Number of care sessions with Clients / Patients 1 saved by Community nurses 3 Average time saved by Community nurses 3 on discharge planning	number	per year per session
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3 Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 3 Average time saved by Community nurses 3 providing care to Clients / Patients 3 Number of care sessions with Clients / Patients 1 saved by Community nurses 3 Average time saved by Community nurses 3 on discharge planning for Clients / Patients 3	number min number	per year per session per year
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3 Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 3 Average time saved by Community nurses 3 providing care to Clients / Patients 3	number min number min	per year per session per year per session
Average time saved by Community nurses 3 on assessment and care planning for Clients / Patients 3 Number of assessment and care planning sessions of Clients / Patients 3 saved by Community nurses 3 Average time saved by Community nurses 3 providing care to Clients / Patients 3 Number of care sessions with Clients / Patients 1 saved by Community nurses 3 Average time saved by Community nurses 3 on discharge planning for Clients / Patients 3 Number of discharge planning sessions of Clients / Patients 3 saved by Community nurses 3 Average time saved by Community nurses 3 on remote care /	number min number min number	per year per session per year per session per year



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

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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		
Avenues times another Community avenues 1 for a least consultation		10.00
Average time spent by Community nurses 1 for a $$ home consultation of Clients / Patients 1	min	per consultation
	number	per consultation
of Clients / Patients 1 Number of home consultations avoided for Clients / Patients 1 at the		
of Clients / Patients 1 Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation	number	per year per consultation
of Clients / Patients 1 Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2 Number of home consultations avoided for Clients / Patients 2 at the	number	per year per consultation
of Clients / Patients 1 Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2 Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation	number min number	per year per consultation per year
of Clients / Patients 1 Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2 Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 3 Number of home consultations avoided for Clients / Patients 3 at the	number min number min	per year per consultation per year per consultation
Of Clients / Patients 1 Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2 Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 3 Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation	number min number min number	per year per consultation per year per consultation per year
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2 Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 3 Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 4 Number of home consultations avoided for Clients / Patients 4 at the	number min number min number	per year per consultation per year per consultation per year per consultation
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2 Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 3 Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 4 Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS) Resource liberation for Community nurses 1	number min number min number	per year per consultation per year per consultation per year per consultation
Number of home consultations avoided for Clients / Patients 1 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 2 Number of home consultations avoided for Clients / Patients 2 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 3 Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Average time spent by Community nurses 1 for a home consultation of Clients / Patients 4 Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS) Resource liberation for Community nurses 1 from avoided home visits — saved travel costs	number min number min number min number	per year per consultation per year per consultation per year per consultation per year

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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
Average time spent by community hurses 5 for a mome consultation	111111	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	number	per year
Community Nursing Services (CNS)		
•	number	per year
Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 3 at the		per year
Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 4 at the		
Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS)	number	per year
Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS) More income from avoided hospitalisations Reimbursement gained due to avoided hospitalisations at the	number	per year per patient / clien
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS) More income from avoided hospitalisations Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 1 Reimbursement gained due to avoided hospitalisations at the	number €	
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS) More income from avoided hospitalisations Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 1 Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 2 Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 2	number € €	per year per patient / clien per patient / clien
Number of home consultations avoided for Clients / Patients 3 at the Community Nursing Services (CNS) Number of home consultations avoided for Clients / Patients 4 at the Community Nursing Services (CNS) More income from avoided hospitalisations Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 1 Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 2 Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 3 Reimbursement gained due to avoided hospitalisations at the Community Nursing Services (CNS) by Clients / Patients 3	number € € €	per year per patient / clien per patient / clien per patient / clien



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

2.1.8 Social Care Provider

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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		months
provider with the system during adaptation Inconvenience period for Social care worker 3 at the Social care		months
General ICT – software		
General ICI – 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 afto 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 service
Full-time equivalents of Social care worker 2 involved in service provision	FTEs	of staff type service
Full-time equivalents of Social care worker 3 involved in service provision	FTEs	of staff type 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



number	per year
min	per session
number	per year
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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

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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 /		nor voor
Patients 2 done by Social care worker 3	number	per year
	number	per year
Patients 2 done by Social care worker 3 Extra staff time for service provision by Social care worker 1 to Clients / Patients 3 - actual		per year per session
Patients 2 done by Social care worker 3 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		
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 Number of (extra) assessment and care planning sessions of Clients /	min	per session
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 Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Social care worker 1 Average (extra) time spent by Social care worker 1 providing care to	min number	per session 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 Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Social care worker 1 Average (extra) time spent by Social care worker 1 providing care to Clients / Patients 3 Number of (extra) care sessions with Clients / Patients 1 done by	min number min	per session per year per session
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 Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Social care worker 1 Average (extra) time spent by Social care worker 1 providing care to Clients / Patients 3 Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 1 Average (extra) time spent by Social care worker 1 on discharge	min number min number	per session per year per session 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 Number of (extra) assessment and care planning sessions of Clients / Patients 3 done by Social care worker 1 Average (extra) time spent by Social care worker 1 providing care to Clients / Patients 3 Number of (extra) care sessions with Clients / Patients 1 done by Social care worker 1 Average (extra) time spent by Social care worker 1 on discharge planning for Clients / Patients 3 Number of (extra) discharge planning sessions of Clients / Patients 3	min number min number min	per session per year per session per year per session



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

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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 / clier per admission
Reimbursement lost due to avoided home visits by the Social care provider to Clients / Patients 2	€	per patient / clier per admission
Reimbursement lost due to avoided home visits by the Social care provider to Clients / Patients 3	€	per patient / clier per admission
Reimbursement lost due to avoided home visits by the Social care provider to by Clients / Patients 4	€	per patient / clier 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



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

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



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

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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



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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



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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



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	I	
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	number	per year

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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	ſ	
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 1	€	per patient / clien
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 2	€	per patient / clien
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 3	€	per patient / clien
Reimbursement gained due to avoided hospitalisations at the Social care provider by Clients / Patients 4	€	per patient / clien
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 / clien
Reimbursement gained due to delayed institutionalisation at the Social care provider by Clients / Patients 3	€	per patient / clien
Reimbursement gained due to delayed institutionalisation at the Social care provider by Clients / Patients 4	€	per patient / clien
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 / patien
		per client / patien

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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

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



	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 software cost of the Third-sector provider General ICT – hardware	€	per month
	€	per month
General ICT – hardware		
General ICT – hardware General hardware costs of the Third-sector provider		
General ICT – hardware General hardware costs of the Third-sector provider Devices for professionals Number of devices per Third-sector worker 1 procured by Third-	€	per month
General ICT – hardware General hardware costs of the Third-sector provider Devices for professionals Number of devices per Third-sector worker 1 procured by Third-sector provider Number of devices per Third-sector worker 2 procured by Third-	€ number	per month per professional
General ICT – hardware General hardware costs of the Third-sector provider Devices for professionals Number of devices per Third-sector worker 1 procured by Third-sector provider Number of devices per Third-sector worker 2 procured by Third-sector provider Number of devices per Third-sector worker 3 procured by Third-sector provider	€ number number	per month per professional per professional
General ICT – hardware General hardware costs of the Third-sector provider Devices for professionals Number of devices per Third-sector worker 1 procured by Third-sector provider Number of devices per Third-sector worker 2 procured by Third-sector provider Number of devices per Third-sector worker 3 procured by Third-sector provider	€ number number number	per month per professional per professional per professional
General ICT – hardware General hardware costs of the Third-sector provider Devices for professionals Number of devices per Third-sector worker 1 procured by Third-sector provider Number of devices per Third-sector worker 2 procured by Third-sector provider Number of devices per Third-sector worker 3 procured by Third-sector provider Cost per professional unit for Third-sector provider	€ number number number	per month per professional per professional per professional per unit of years after
General ICT – hardware General hardware costs of the Third-sector provider Devices for professionals Number of devices per Third-sector worker 1 procured by Third-sector provider Number of devices per Third-sector worker 2 procured by Third-sector provider Number of devices per Third-sector worker 3 procured by Third-sector provider Cost per professional unit for Third-sector provider Obsolescence time for professional unit for Third-sector provider	€ number number number	per month per professional per professional per professional per unit of years after



	service
FTEs	of staff type in service
min	per session
number	per year
min	per session
number	per year
min	per session
number	per year
min	per session
number	per year
min	
	per session
number	per session per year
number	
	per year
min	per year per session
min	per year per session per year
min number min	per year per session per year per session
	min number min number min number



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

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



provider to by Clients / Patients 4	€	per patient / clie 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 service
Full-time equivalents of Third-sector worker 1 involved in service provision	FTEs	of staff type service
Full-time equivalents of Third-sector worker 1 involved in service provision	FTEs	of staff type service
Resource liberation for Third-sector worker 1 in service provision to Clients / Patients 1 - actual time		service
Resource liberation for Third-sector worker 1 in service provision to Clients / Patients 1 - actual		
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	min	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 Number of assessment and care planning sessions of Clients /	min number	per session
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 1 Average time saved by Third-sector worker 1 providing care to	min number	per session per year
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 1 Average time saved by Third-sector worker 1 providing care to Clients / Patients 1 Number of care sessions with Clients / Patients 1 saved by Third-	min number min number	per session per year per session
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 1 Average time saved by Third-sector worker 1 providing care to Clients / Patients 1 Number of care sessions with Clients / Patients 1 saved by Third-sector worker 1 Average time saved by Third-sector worker 1 on discharge planning	min number min number min	per session per year per session per year
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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 1 Average time saved by Third-sector worker 1 providing care to Clients / Patients 1 Number of care sessions with Clients / Patients 1 saved by Third-sector worker 1 Average time saved by Third-sector worker 1 on discharge planning for Clients / Patients 1	min number min number min	per session per year per session per year per session



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
	min	per session
Average time saved by Third-sector worker 2 on remote care , monitoring for Clients / Patients 1	111111	
Monitoring for Clients / Patients 1 Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 Resource liberation for Third-sector worker 3 in	number	per year
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 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	number	per year per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 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 Number of assessment and care planning sessions of Clients /	number	
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 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	number min number	per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 3 Average time saved by Third-sector worker 3 providing care to	number min number min	per session per year
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 3 Average time saved by Third-sector worker 3 providing care to Clients / Patients 1 Number of care sessions with Clients / Patients 1 saved by Third-sector worker 3	min number min number	per session per year per session
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 3 Average time saved by Third-sector worker 3 providing care to Clients / Patients 1 Number of care sessions with Clients / Patients 1 saved by Third-sector worker 3 Average time saved by Third-sector worker 3 on discharge planning sector worker 3	number min number min number	per session per year per session per year
Number of remote care / monitoring sessions of Clients / Patients 1 saved by Third-sector worker 2 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 Number of assessment and care planning sessions of Clients / Patients 1 saved by Third-sector worker 3 Average time saved by Third-sector worker 3 providing care to Clients / Patients 1 Number of care sessions with Clients / Patients 1 saved by Third-sector worker 3 Average time saved by Third-sector worker 3 on discharge planning for Clients / Patients 1 Number of discharge planning sessions of Clients / Patients 1 saved	min number min number min number	per session per year per session per year per session

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1	
min	per session
number	per year
min	per session
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	number min number



Number of assessment and care planning sessions of Clients / Patients 2 saved by Third-sector worker $\bf 3$	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

Annex 1 Reference database of potential cost-benefit indica	tors DEWELL
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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

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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



Average time saved by Third-sector worker 3 on remote care /	min	per session
monitoring for Clients / Patients 4	111111	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	min	per consultation
consultation of Clients / Patients 1		
	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

Не	ealthcare 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 org payers	ganisations	s paid to Healthcare
Extra service use: more admissions to Hospitals		
Total reimbursement for additional admissions at Hospitals paid to Heal	lthcare pay	yers
Extra service use: more trips by Medical transportation services		
Total reimbursement for additional trips by Medical transportation payers	services	paid to Healthcare
Extra service use: more visits by Community Nursing Services (CNS)		
Total reimbursement for visits by Community Nursing Services (CNS) pa	id to Healt	thcare payers
Extra service use: longer stays in Hospitals		
Total reimbursement for longer stays in Hospitals paid to Healthcare payers		
Extra service use: earlier institutionalisation	aid to Hea	Ithcare payers
Extra service use: earlier institutionalisation in Nursing homes	aid to Hea	Ithcare payers
Extra service use: earlier institutionalisation in Nursing homes Total reimbursement for earlier institutionalisation in Nursing homes page 1.	aid to Hea	per patient
Extra service use: earlier institutionalisation in Nursing homes Total reimbursement for earlier institutionalisation in Nursing homes parameters to Tele Service Centre Service fee paid by Healthcare payers to Tele Service Centre -		per patient client pe
Extra service use: earlier institutionalisation in Nursing homes Total reimbursement for earlier institutionalisation in Nursing homes proposed in	€	per patient client pe month
Extra service use: earlier institutionalisation in Nursing homes Total reimbursement for earlier institutionalisation in Nursing homes proposed in	€	per patient client pe month
Extra service use: earlier institutionalisation in Nursing homes Total reimbursement for earlier institutionalisation in Nursing homes parametric payment to Tele Service Centre Service fee paid by Healthcare payers to Tele Service Centre - per patient / client Service fee paid by Healthcare payers to Tele Service Centre - lump sum independent of number of patients / clients Balancing payments by Healthcare payers to HPOs Balancing payments from Healthcare payers to Primary care	€	per patient client per month per month per patient client pe

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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	percen t	
Increase in drug bill for Clients / Patients 3	€	per month
Share of Clients / Patients 3 whose drug bill increases	percen t	
Increase in drug bill for Clients / Patients 4	€	per month
Share of Clients / Patients 4 whose drug bill increases	percen t	
Positive impacts	/alue Unit	Time period
Reduced service use: less consultations with Primary care organisations Total reimbursement for avoided consultations at Primary care org	anisations sav	ed by Healthcare
with Primary care organisations	anisations sav	ed by Healthcare
with Primary care organisations Total reimbursement for avoided consultations at Primary care org payers Reduced service use: less consultation with		
with Primary care organisations Total reimbursement for avoided consultations at Primary care org payers Reduced service use: less consultation with Specialist care organisations Total reimbursement for avoided consultations at Specialist care organisations		
with Primary care organisations Total reimbursement for avoided consultations at Primary care org payers Reduced service use: less consultation with Specialist care organisations Total reimbursement for avoided consultations at Specialist care organisers Reduced service use: less admissions to	ganisations sav	ed by Healthcare
with Primary care organisations Total reimbursement for avoided consultations at Primary care org payers Reduced service use: less consultation with Specialist care organisations Total reimbursement for avoided consultations at Specialist care organizations Reduced service use: less admissions to Hospitals	ganisations sav	ed by Healthcare
with Primary care organisations Total reimbursement for avoided consultations at Primary care org payers Reduced service use: less consultation with Specialist care organisations Total reimbursement for avoided consultations at Specialist care organisers Reduced service use: less admissions to Hospitals Total reimbursement for avoided admissions at Hospitals saved by He Reduced service use: less trips by Medical	ganisations sav	ed by Healthcare
with Primary care organisations Total reimbursement for avoided consultations at Primary care org payers Reduced service use: less consultation with Specialist care organisations Total reimbursement for avoided consultations at Specialist care organisers Reduced service use: less admissions to Hospitals Total reimbursement for avoided admissions at Hospitals saved by He Reduced service use: less trips by Medical transportation services	ganisations sav	ed 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 home	s saved by Heal	Ithcare 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

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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	

2.1.11Social Care Payers

60	cial care payers			
1	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 capayers	are organis	ations pai	d to Social care
	Extra service use: additional consultation with Specialist care organisations Total reimbursement for additional consultations at Specialist or payers	care organis	sations pa	id to Social care
	Extra service use: more admissions to Hospitals			
	Total reimbursement for additional admissions at Hospitals paid	to Social ca	are payers	
	Extra service use: more trips by Medical transportation services			
	Total reimbursement for additional trips by Medical transportati	on services	paid to So	ocial care payers
	Extra service use: more visits by Community Nursing Services (CNS)			
	Total reimbursement for visits by Community Nursing Services (C	CNS) paid to	Social ca	re payers
	Extra service use: longer stays in Hospitals			

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Social care payers		
Extra service use: earlier institutionalisation in Nursing homes		
Total reimbursement for earlier institutionalisation in Nursing homes	paid to Social c	are payers
Payment to Tele Service Centre		
Service fee paid by Healthcare payers to Tele Service Centre - per patient / client	€	per patient client pe
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 pe month
Balancing payments from Healthcare payers to Specialist care organisations	€	per patient client pe month
Balancing payments from Healthcare payers to Hospitals	€	per patient client pe month
Balancing payments from Healthcare payers to Medical transportation services	€	per patient client pe month
Balancing payments from Healthcare payers to Nursing homes	€	per patient client pe month
Balancing payments from Healthcare payers to Community Nursing Services (CNS)	€	per patient client pe 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



with Primary care organisations		
Total reimbursement for avoided consultations at Primary care organizers	anisations sav	red by Social car
Reduced service use: less consultation with Specialist care organisations		
Total reimbursement for avoided consultations at Specialist care org payers	anisations sav	ved by Social card
Reduced service use: less admissions to Hospitals		
Total reimbursement for avoided admissions at Hospitals saved by Soc	cial care payer	S
Reduced service use: less trips by Medical transportation services		
Total reimbursement for avoided trips by Medical transportation servi	ces saved by S	Social care payers
Reduced service use: less visits by Community Nursing Services (CNS)		
Total reimbursement for avoided visits by Community Nursing Servi payers	ces (CNS) sav	red by Social car
Reduced service use: shorter stays in Hospitals		
Total reimbursement for shorter stays in Hospitals saved by		
Social care payers		
Reduced service use: delayed		
Social care payers	s saved by Soo	cial care payers
Reduced service use: delayed institutionalisation in Nursing homes	s saved by Soo	cial care payers
Reduced service use: delayed institutionalisation in Nursing homes Total reimbursement for delayed institutionalisation in Nursing home Cost saving from shorter sick-leaves (short-term)	s saved by Soo	cial care payers
Reduced service use: delayed institutionalisation in Nursing homes Total reimbursement for delayed institutionalisation in Nursing home Cost saving from shorter sick-leaves (short-term) Time sick leave is reduced for Clients / Patients 1	,	
Reduced service use: delayed institutionalisation in Nursing homes Total reimbursement for delayed institutionalisation in Nursing home Cost saving from shorter sick-leaves (short-term) Time sick leave is reduced for Clients / Patients 1 Time sick leave is reduced for Clients / Patients 2	days	per year
Reduced service use: delayed institutionalisation in Nursing homes Total reimbursement for delayed institutionalisation in Nursing home Cost saving from shorter sick-leaves (short-	days	per year per year
Reduced service use: delayed institutionalisation in Nursing homes Total reimbursement for delayed institutionalisation in Nursing home Cost saving from shorter sick-leaves (short-term) Time sick leave is reduced for Clients / Patients 1 Time sick leave is reduced for Clients / Patients 2 Time sick leave is reduced for Clients / Patients 3 Time sick leave is reduced for Clients / Patients 4	days days days	per year per year per year
Reduced service use: delayed institutionalisation in Nursing homes Total reimbursement for delayed institutionalisation in Nursing home Cost saving from shorter sick-leaves (short-term) Time sick leave is reduced for Clients / Patients 1 Time sick leave is reduced for Clients / Patients 2 Time sick leave is reduced for Clients / Patients 3	days days days days	per year per year per year 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	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	

2.1.12IT suppliers

Те	lemedicine supplier		
in	ICT industry		
	Cross-cutting variables	Unit	Time period



Overall seets		
Overall costs		
Profit margin of Telemedicine supplier	percent	
Overhead on costs	T	
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 profession
Number of devices per Primary care nurses 1	number	per profession
Number of devices per Specialist physicians 1	number	per profession
Number of devices per Specialist physicians 2	number	per profession
Number of devices per Hospital physicians 1	number	per profession
Number of devices per Hospital physicians 2	number	per profession
Number of devices per Hospital nurses	number	per profession
(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 at
·		investment
Specific telemedicine software		investment
	€	per year
Specific telemedicine software	€	per year
Specific telemedicine software Annual telemedicine software costs		per year
Specific telemedicine software Annual telemedicine software costs One-off telemedicine software costs per patient installation	€	per year per n installation
Specific telemedicine software Annual telemedicine software costs One-off telemedicine software costs per patient installation Monthly telemedicine software cost per patient installation	€	per year per n installation per installatio
Specific telemedicine software Annual telemedicine software costs One-off telemedicine software costs per patient installation Monthly telemedicine software cost per patient installation Software license costs per Primary care physicians	€	per year per n installation per installation per installation

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

Cli	ents / 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



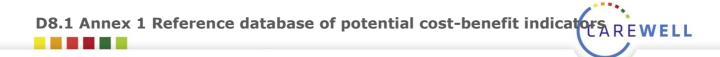
Service fee paid by Clients / Patients 1 to Nursing homes	0	per month
Service fee paid by Clients / Patients 1 to Community Nursing Services (CNS)	0	per month
Contribution to home adaptations		
Average contribution to home adaptation by Clients / Patients 1	€	per new patient / client
Inconvenience: training time		
Time spent by Clients / Patients 1 receiving training	hours	per new patien / 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	min	per session

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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	



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	,



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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 benefiters

2.1.14Informal Carers 1

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

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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 patien / client
Inconvenience: training time		
Time spent by Informal carers 1 receiving training	hours	per new patien / 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
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		
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spent by Informal carers 1	ſ	

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Number of (extra) sessions of social care of Informal carers 1 requiring travel.	number	per patient /
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	



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	l 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 benefiters

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



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	T	
Average score for specific benefits (SBS) by Primary care physicians	score	
Average score for specific benefits (SBS) by Primary care physicians Average score for overall assessment (OAS) by Primary care physicians	score	