

APPENDIX E

POLICY PERFORMANCE MONITORING FRAMEWORK

Element of policy for monitoring	Policy section	Monitoring method - Information source (eg audit)/ Measure / performance standard	Item Lead	Monitoring frequency / reporting frequency and route	Arrangements for responding to shortcomings and tracking delivery of planned actions
<i>Duties</i>	4	Carry out review on Maternity Patients admitted for delivery to establish that the identification process has been followed in establishing overseas visitors during the Ante Natal Pathway	OPM	Quarterly	Action plan developed by OPM to monitor compliance and on-going training with staff and Via OMB
<i>Identification</i>	6	Carry out review on sample of Emergency Department patients and outpatients to ensure that they were appropriately identified.	OPM	Quarterly	Action plan developed by OPM to monitor compliance and on-going training with staff and Via OMB
<i>Overseas Management</i>	7	Audit Lorenzo Report of New Registered Patients to validate against Overseas Patient ensuring that Lorenzo information is up-to-date and that Pre-Attendance Forms are being completed in the departments/wards	OPM	Quarterly	Action plan developed by OPM to monitor compliance and on-going training with staff and Via OMB
<i>Invoicing</i>	11	Review outstanding invoices ensuring debts reported to: <ul style="list-style-type: none"> . Department of Health . Debt Collection Agency . Finance Department for CCG 	OPM	Quarterly	Action plan developed by OPM to monitor compliance and on-going training with staff and via. Report to Audit Committee