



## Consent Decree Performance and Quality Improvement Standard 5

Report for: 2014 Q1  
( July, August, September 2013 )  
(Class Members)

Measurement

Method 1	Percent of class members requesting a worker who were assigned one.		
	2013 Q2	98.2%	( 108 of 110 )
	2013 Q3	99.2%	( 131 of 132 )
	2013 Q4	99.1%	( 111 of 112 )
	2014 Q1	100.0%	( 120 of 120 )
Method 2	Percent of hospitalized class members who were assigned a worker within 2 days.		
	2013 Q2	14.3%	( 1 of 7 )
	2013 Q3	60.0%	( 6 of 10 )
	2013 Q4	85.7%	( 6 of 7 )
	2014 Q1	60.0%	( 3 of 5 )
Method 3	Percent of non-hospitalized class members assigned a worker within 3 days.		
	2013 Q2	68.8%	( 64 of 93 )
	2013 Q3	71.1%	( 86 of 121 )
	2013 Q4	64.4%	( 67 of 104 )
	2014 Q1	66.1%	( 76 of 115 )
Method 4	Percent of class members in hospital or community not assigned on time but were assigned within 1-7 additional days.		
	2013 Q2	42.9%	( 15 of 35 )
	2013 Q3	38.5%	( 15 of 39 )
	2013 Q4	42.1%	( 16 of 38 )
	2014 Q1	43.9%	( 18 of 41 )
Method 5	ISP completed within 30 days of service request.		
	2013 Q2	85.7%	( 48 of 56 )
	2013 Q3	86.9%	( 53 of 61 )
	2013 Q4	85.7%	( 48 of 56 )
	2014 Q1	82.5%	( 52 of 63 )
Method 6	90 Day ISP review completed within specified timeframe.		
	2013 Q2	72.1%	( 751 of 1,041 )
	2013 Q3	72.7%	( 809 of 1,113 )
	2013 Q4	73.6%	( 823 of 1,118 )
	2014 Q1	70.5%	( 732 of 1,039 )
Method 7	Initial ISPs not developed within 30 days, but were developed within 60 days.		
	2013 Q2	37.5%	( 3 of 8 )
	2013 Q3	25.0%	( 2 of 8 )
	2013 Q4	62.5%	( 5 of 8 )
	2014 Q1	54.5%	( 6 of 11 )
Method 8	ISPs that were not reviewed within 90 days, but were reviewed within 120 days.		
	2013 Q2	80.7%	( 234 of 290 )
	2013 Q3	81.3%	( 247 of 304 )
	2013 Q4	90.5%	( 267 of 295 )
	2014 Q1	78.8%	( 242 of 307 )

As of: Jan 13, 2014 Run By:

Brandi.Giguere

Starting with Fiscal Year 2009, Quarter 1 (July, August, September 2008) all calculations are based on 'working days' to time of assignment. The first three quarters were re-calculated using this new formula.