



Paul R. LaPage, Governor

Mary C. Mayhew, Commissioner

Consent Decree Performance and Quality Improvement Standard 5

Report for: 2014 Q2

(October, November, December 2013)

Measurement

(Class Members)

Method 1	Percent of class members requesting a worker who were assigned one.		
	2013 Q3	99.2%	(131 of 132)
	2013 Q4	99.1%	(111 of 112)
	2014 Q1	100.0%	(120 of 120)
	2014 Q2	100.0%	(102 of 102)
Method 2	Percent of hospitalized class members who were assigned a worker wi		
	2013 Q3	63.2%	(12 of 19)
	2013 Q4	60.0%	(6 of 10)
	2014 Q1	80.0%	(8 of 10)
	2014 Q2	77.8%	(7 of 9)
Method 3	Percent of non-hospitalized class members assigned a worker within 3 days.		
	2013 Q3	74.3%	(84 of 113)
	2013 Q4	72.5%	(74 of 102)
	2014 Q1	73.5%	(83 of 113)
	2014 Q2	77.4%	(72 of 93)
Method 4	Percent of class members in hospital or community not assigned on time but were assigned within 1-7 additional days.		
	2013 Q3	36.1%	(13 of 36)
	2013 Q4	46.9%	(15 of 32)
	2014 Q1	50.0%	(16 of 32)
	2014 Q2	30.4%	(7 of 23)
Method 5	ISP completed within 30 days of service request.		
	2013 Q3	89.1%	(49 of 55)
	2013 Q4	83.3%	(45 of 54)
	2014 Q1	80.9%	(55 of 68)
	2014 Q2	88.7%	(47 of 53)
Method 6	90 Day ISP review completed within specified timeframe.		
	2013 Q3	69.2%	(731 of 1,056)
	2013 Q4	69.8%	(780 of 1,118)
	2014 Q1	71.3%	(792 of 1,111)
	2014 Q2	69.3%	(724 of 1,044)

Method 7	Initial ISPs not developed within 30 days, but were developed within 60 days.		
	2013 Q3	33.3%	(2 of 6)
	2013 Q4	55.6%	(5 of 9)
	2014 Q1	46.2%	(6 of 13)
	2014 Q2	83.3%	(5 of 6)

Method 8	ISPs that were not reviewed within 90 days, but were reviewed within 120 days.		
	2013 Q3	79.7%	(259 of 325)
	2013 Q4	83.1%	(281 of 338)
	2014 Q1	90.6%	(289 of 319)
	2014 Q2	80.3%	(257 of 320)

As of: Apr 8, 2014 Run By: Brandi.Giguere

Standards 5.1 -5.4 – Calculations for this quarter and going forward are now based on a new formula. We are calculating days from 'Contact for Service Notification' to 'date of assignment'. The first 3 quarters have also been re-calculated using this formula.