

Consent Decree Performance and Quality Improvement Standard 5

Report for: 2015 Q2

(October, November, December 2014)

| Measurement | (Class Members) | | |
|-------------|--|--------|------------------|
| Method 1 | Percent of class members requesting a worker who were assigned one. | | |
| | 2014 Q3 | 100.0% | (94 of 94) |
| | 2014 Q4 | 98.4% | (123 of 125) |
| | 2015 Q1 | 100.0% | (157 of 157) |
| | 2015 Q2 | 100.0% | (171 of 171) |
| Method 2 | Percent of hospitalized class members who were assigned a worker within 2 days. | | |
| | 2014 Q3 | 61.5% | (8 of 13) |
| | 2014 Q4 | 75.0% | (15 of 20) |
| | 2015 Q1 | 70.0% | (14 of 20) |
| | 2015 Q2 | 46.7% | (7 of 15) |
| Method 3 | Percent of non-hospitalized class members assigned a worker within 3 days. | | |
| | 2014 Q3 | 79.0% | (64 of 81) |
| | 2014 Q4 | 65.0% | (67 of 103) |
| | 2015 Q1 | 77.4% | (106 of 137) |
| | 2015 Q2 | 76.3% | (119 of 156) |
| Method 4 | Percent of class members in hospital or community not assigned on time but were assigned within 1-7 additional days. | | |
| | 2014 Q3 | 40.9% | (9 of 22) |
| | 2014 Q4 | 39.0% | (16 of 41) |
| | 2015 Q1 | 27.0% | (10 of 37) |
| | 2015 Q2 | 35.6% | (16 of 45) |
| Method 5 | ISP completed within 30 days of service request. | | |
| | 2014 Q3 | 79.2% | (38 of 48) |
| | 2014 Q4 | 40.9% | (9 of 22) |
| | 2015 Q1 | 39.0% | (16 of 41) |
| | 2015 Q2 | 27.0% | (10 of 37) |
| Method 6 | 90 Day ISP review completed within specified timeframe. | | |
| | 2014 Q3 | 67.9% | (610 of 898) |
| | 2014 Q4 | 69.0% | (736 of 1,067) |
| | 2015 Q1 | 70.8% | (792 of 1,119) |
| | 2015 Q2 | 68.7% | (724 of 1,054) |

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| Method 7 | Initial ISPs not developed within 30 days, but were developed within 60 days. | |
| | 2014 Q3 | 30.0% (3 of 10) |
| | 2014 Q4 | 63.6% (7 of 11) |
| | 2015 Q1 | 55.6% (5 of 9) |
| | 2015 Q2 | 30.0% (3 of 10) |

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| Method 8 | ISPs that were not reviewed within 90 days, but were reviewed within 120 days. | |
| | 2014 Q3 | 74.0% (213 of 288) |
| | 2014 Q4 | 77.3% (256 of 331) |
| | 2015 Q1 | 89.6% (293 of 327) |
| | 2015 Q2 | 76.1% (251 of 330) |

As of: Apr 13, 2015 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.