



Consent Decree Performance and Quality Improvement Standard 5

Report for: 2013 Q4
(April, May, June 2013)
(Class Members)

Measurement

Method 1	Percent of class members requesting a worker who were assigned one.		
	2013 Q1	99.1%	(115 of 116)
	2013 Q2	98.2%	(108 of 110)
	2013 Q3	99.2%	(131 of 132)
	2013 Q4	99.1%	(111 of 112)
Method 2	Percent of hospitalized class members who were assigned a worker within 2 days.		
	2013 Q1	66.7%	(4 of 6)
	2013 Q2	14.3%	(1 of 7)
	2013 Q3	60.0%	(6 of 10)
	2013 Q4	85.7%	(6 of 7)
Method 3	Percent of non-hospitalized class members assigned a worker within 3 days.		
	2013 Q1	69.8%	(67 of 96)
	2013 Q2	68.8%	(64 of 93)
	2013 Q3	71.1%	(86 of 121)
	2013 Q4	64.4%	(67 of 104)
Method 4	Percent of class members in hospital or community not assigned on time but were assigned within 1-7 additional days.		
	2013 Q1	29.0%	(9 of 31)
	2013 Q2	42.9%	(15 of 35)
	2013 Q3	38.5%	(15 of 39)
	2013 Q4	42.1%	(16 of 38)
Method 5	ISP completed within 30 days of service request.		
	2013 Q1	86.3%	(44 of 51)
	2013 Q2	85.2%	(46 of 54)
	2013 Q3	92.2%	(47 of 51)
	2013 Q4	85.2%	(46 of 54)
Method 6	90 Day ISP review completed within specified timeframe.		
	2013 Q1	69.0%	(773 of 1,121)
	2013 Q2	72.3%	(787 of 1,089)
	2013 Q3	70.5%	(697 of 989)
	2013 Q4	76.3%	(810 of 1,062)
Method 7	Initial ISPs not developed within 30 days, but were developed within 60 days.		
	2013 Q1	71.4%	(5 of 7)
	2013 Q2	37.5%	(3 of 8)
	2013 Q3	75.0%	(3 of 4)
	2013 Q4	75.0%	(6 of 8)
Method 8	ISPs that were not reviewed within 90 days, but were reviewed within 120 days.		
	2013 Q1	85.3%	(297 of 348)
	2013 Q2	91.1%	(275 of 302)
	2013 Q3	80.1%	(234 of 292)
	2013 Q4	79.0%	(199 of 252)

As of: Oct 9, 2013 Run By: Brandi.Giguere

Starting with Fiscal Year 2008, Quarter 1 (July, August, September 2008) all calculations are based on 'working days' to time of assignment.

Method 4 percentages were updated FY12 Q4 to reflect a calculation error in the previous quarter.

Starting with Fiscal Year 2013, Quarter 3 (January, February, March 2013) method 4 through method 8 were updated to reflect more accurate data.