



## Consent Decree Performance and Quality Improvement Standard 5

**Report for: 2015 Q3  
( January, February, March 2015 )  
(Class Members)**

Measurement

Method 1	Percent of class members requesting a worker who were assigned one.	
	2014 Q4	98.4% ( 123 of 125 )
	2015 Q1	100.0% ( 157 of 157 )
	2015 Q2	100.0% ( 171 of 171 )
	2015 Q3	99.4% ( 155 of 156 )
Method 2	Percent of hospitalized class members who were assigned a worker within 2 days.	
	2014 Q4	75.0% ( 15 of 20 )
	2015 Q1	70.0% ( 14 of 20 )
	2015 Q2	46.7% ( 7 of 15 )
	2015 Q3	46.7% ( 7 of 15 )
Method 3	Percent of non-hospitalized class members assigned a worker within 3 days.	
	2014 Q4	65.0% ( 67 of 103 )
	2015 Q1	77.4% ( 106 of 137 )
	2015 Q2	76.3% ( 119 of 156 )
	2015 Q3	72.9% ( 102 of 140 )
Method 4	Percent of class members in hospital or community not assigned on	
	2014 Q4	39.0% ( 16 of 41 )
	2015 Q1	27.0% ( 10 of 37 )
	2015 Q2	35.6% ( 16 of 45 )
	2015 Q3	34.8% ( 16 of 46 )
Method 5	ISP completed within 30 days of service request.	
	2014 Q4	74.6% ( 47 of 63 )
	2015 Q1	83.9% ( 52 of 62 )
	2015 Q2	87.7% ( 50 of 57 )
	2015 Q3	84.2% ( 32 of 38 )
Method 6	90 Day ISP review completed within specified timeframe.	
	2014 Q4	69.5% ( 680 of 979 )
	2015 Q1	68.0% ( 762 of 1,120 )
	2015 Q2	71.1% ( 802 of 1,128 )
	2015 Q3	69.3% ( 688 of 993 )

Method 7	Initial ISPs not developed within 30 days, but were developed within 60 days.	
	2014 Q4	50.0% ( 8 of 16 )
	2015 Q1	60.0% ( 6 of 10 )
	2015 Q2	42.9% ( 3 of 7 )
	2015 Q3	50.0% ( 3 of 6 )

Method 8	ISPs that were not reviewed within 90 days, but were reviewed within 120 days.	
	2014 Q4	72.2% ( 216 of 299 )
	2015 Q1	77.7% ( 278 of 358 )
	2015 Q2	86.5% ( 282 of 326 )
	2015 Q3	72.8% ( 222 of 305 )

As of: Jul 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.