



Consent Decree Performance and Quality Improvement Standard 5

Report for: 2015 Q4
(April, May, June 2015)

Measurement

(Class Members)

Method 1	Percent of class members requesting a worker who were assigned one.		
	2015 Q1	100.0%	(152 of 152)
	2015 Q2	100.0%	(158 of 158)
	2015 Q3	100.0%	(189 of 189)
	2015 Q4	100.0%	(209 of 209)
Method 2	Percent of hospitalized class members who were assigned a worker within 2 days.		
	2015 Q1	73.9%	(17 of 23)
	2015 Q2	64.0%	(16 of 25)
	2015 Q3	62.5%	(15 of 24)
	2015 Q4	52.0%	(13 of 25)
Method 3	Percent of non-hospitalized class members assigned a worker within 3 days.		
	2015 Q1	81.4%	(105 of 129)
	2015 Q2	78.9%	(105 of 133)
	2015 Q3	80.0%	(132 of 165)
	2015 Q4	78.3%	(144 of 184)
Method 4	Percent of class members in hospital or community not assigned on time but were assigned within 1-7 additional days.		
	2015 Q1	43.3%	(13 of 30)
	2015 Q2	48.6%	(18 of 37)
	2015 Q3	45.2%	(19 of 42)
	2015 Q4	36.5%	(19 of 52)
Method 5	ISP completed within 30 days of service request.		
	2015 Q1	81.3%	(52 of 64)
	2015 Q2	84.2%	(48 of 57)
	2015 Q3	82.6%	(38 of 46)
	2015 Q4	83.0%	(44 of 53)
Method 6	90 Day ISP review completed within specified timeframe.		
	2015 Q1	65.9%	(697 of 1,058)
	2015 Q2	66.8%	(760 of 1,138)
	2015 Q3	72.1%	(760 of 1,054)
	2015 Q4	66.2%	(616 of 930)

Method 7	Initial ISPs not developed within 30 days, but were developed within 60 days.	
	2015 Q1	50.0% (6 of 12)
	2015 Q2	33.3% (3 of 9)
	2015 Q3	37.5% (3 of 8)
	2015 Q4	44.4% (4 of 9)

Method 8	ISPs that were not reviewed within 90 days, but were reviewed within 120 days.	
	2015 Q1	65.7% (237 of 361)
	2015 Q2	70.1% (265 of 378)
	2015 Q3	85.7% (252 of 294)
	2015 Q4	60.2% (189 of 314)

As of: Oct 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.