



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Consent Decree Performance and Quality Improvement Standard 5

**Report for: 2015 Q1
(July, August, September 2014)
(Class Members)**

Measurement

Method 1	Percent of class members requesting a worker who were assigned one.	
	2014 Q2	100.0% (102 of 102)
	2014 Q3	100.0% (94 of 94)
	2014 Q4	98.4% (123 of 125)
	2015 Q1	100.0% (157 of 157)
Method 2	Percent of hospitalized class members who were assigned a worker within 2 days.	
	2014 Q2	77.8% (7 of 9)
	2014 Q3	61.5% (8 of 13)
	2014 Q4	75.0% (15 of 20)
	2015 Q1	70.0% (14 of 20)
Method 3	Percent of non-hospitalized class members assigned a worker within 3 days.	
	2014 Q2	77.4% (72 of 93)
	2014 Q3	79.0% (64 of 81)
	2014 Q4	65.0% (67 of 103)
	2015 Q1	77.4% (106 of 137)
Method 4	Percent of class members in hospital or community not assigned on time but were assigned within 1-7 additional days.	
	2014 Q2	30.4% (7 of 23)
	2014 Q3	40.9% (9 of 22)
	2014 Q4	39.0% (16 of 41)
	2015 Q1	27.0% (10 of 37)
Method 5	ISP completed within 30 days of service request.	
	2014 Q2	85.7% (54 of 63)
	2014 Q3	78.7% (37 of 47)
	2014 Q4	79.0% (49 of 62)
	2015 Q1	86.9% (53 of 61)
Method 6	90 Day ISP review completed within specified timeframe.	
	2014 Q2	63.8% (694 of 1,087)
	2014 Q3	66.3% (650 of 981)
	2014 Q4	66.6% (719 of 1,080)
	2015 Q1	66.1% (654 of 990)

Method 7	Initial ISPs not developed within 30 days, but were developed within 60 days.	
	2014 Q2	55.6% (5 of 9)
	2014 Q3	30.0% (3 of 10)
	2014 Q4	61.5% (8 of 13)
	2015 Q1	50.0% (4 of 8)

Method 8	ISPs that were not reviewed within 90 days, but were reviewed within 120 days.	
	2014 Q2	70.7% (278 of 393)
	2014 Q3	78.5% (260 of 331)
	2014 Q4	81.4% (294 of 361)
	2015 Q1	76.8% (258 of 336)

As of: Jan 13, 2015 Run By: Brandi.Giguere

Starting with Fiscal Year 2015 Quarter 1, Standard 5.1 – 5.4 will now be calculated using CI, ACT, CRS and BHH data. Prior to this quarter, only CI was used in calculations