



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Consent Decree Performance and Quality Improvement Standard 5

**Report for: 2016 Q1
(July, August, September 2015)
(Class Members)**

Measurement

Method 1	Percent of class members requesting a worker who were assigned one.	
	2015 Q2	100.0% (158 of 158)
	2015 Q3	100.0% (189 of 189)
	2015 Q4	100.0% (209 of 209)
	2016 Q1	100.0% (159 of 159)
Method 2	Percent of hospitalized class members who were assigned a worker within 2 days.	
	2015 Q2	64.0% (16 of 25)
	2015 Q3	62.5% (15 of 24)
	2015 Q4	52.0% (13 of 25)
	2016 Q1	50.0% (8 of 16)
Method 3	Percent of non-hospitalized class members assigned a worker within 3 days.	
	2015 Q2	81.4% (105 of 129)
	2015 Q3	78.9% (105 of 133)
	2015 Q4	80.0% (132 of 165)
	2016 Q1	80.4% (115 of 143)
Method 4	Percent of class members in hospital or community not assigned on time but were assigned within 1-7 additional days.	
	2015 Q2	43.3% (13 of 30)
	2015 Q3	48.6% (18 of 37)
	2015 Q4	45.2% (19 of 42)
	2016 Q1	25.0% (9 of 36)
Method 5	ISP completed within 30 days of service request.	
	2015 Q2	81.8% (45 of 55)
	2015 Q3	83.7% (41 of 49)
	2015 Q4	81.5% (44 of 54)
	2016 Q1	92.5% (49 of 53)
Method 6	90 Day ISP review completed within specified timeframe.	
	2015 Q2	62.4% (663 of 1,062)
	2015 Q3	62.7% (671 of 1,070)
	2015 Q4	67.5% (692 of 1,025)
	2016 Q1	61.1% (596 of 976)

Method 7	Initial ISPs not developed within 30 days, but were developed within 60 days.	
	2015 Q2	30.0% (3 of 10)
	2015 Q3	37.5% (3 of 8)
	2015 Q4	30.0% (3 of 10)
	2016 Q1	50.0% (2 of 4)

Method 8	ISPs that were not reviewed within 90 days, but were reviewed within 120 days.	
	2015 Q2	65.4% (261 of 399)
	2015 Q3	70.4% (281 of 399)
	2015 Q4	88.0% (293 of 333)
	2016 Q1	65.3% (248 of 380)

As of: Jan 11, 2016 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.