5-day wait time for home care: personal support for complex patients - by Patient Available Date (Retired)

Alternate Name*

5-day wait time for home care: personal support for complex patients

INDICATOR DESCRIPTION

Description*

This indicator measures the percentage of complex home care patients who received their first personal support service visit within five days of the patient available date (PAD).

Indicator Status*

Retired

HQO Reporting tool/product

Quality Improvement Plans (QIPs)

Dimension*

Timely

Type*

Process

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

The percentage is calculated as: numerator divided by the denominator times 100

Numerator including inclusion/exclusion*

The number of complex patients who received their first personal support service for a new service authorization within 5 days of the patient available date. First visit must take place in the period selected.

Inclusions:
- Patients who received the first personal support service within 5 days of the patient available date
- First personal support service must take place in the period selected
- In Home referrals only
- Age >=19 at time of PAD
- Personal support service type only
- 'payable' visits only
- SRC 91, 92, 93, 94, 95 at time of PAD
- CCM population of 'complex' at time of PAD
- Find the last PAD of each service before the first visit
- In cases where there are overlapping service authorizations, take the earliest of the 'last PADs' before the first visit
- In cases where the PAD selected above still produces a negative wait time, we will set the wait time to 0 days

Exclusions:
- CCM populations other than 'complex'
- Children – age < 19 at time of PAD
- Referrals other than in home (school, placement)
- Overlapping personal support authorizations (i.e. if the personal support service is not discharged and a new personal support service is added, only the first personal support service would be counted)
- Patients who were on hold between the PAD and the first visit (all on hold reasons)

Denominator including inclusion/exclusion*

The number of complex patients who received their first personal support service for a new service authorization within the period selected.

Inclusions:
- First personal support service must take place in the period selected
- In Home referrals only
- Age >=19 at time of PAD
- Personal Support service type
- 'payable' visits only
- SRC 91, 92, 93, 94, 95 at time of PAD
- CCM population of 'complex' at time of PAD
- For this report we find the last PAD of each service before the first visit
- In cases where there are overlapping service authorizations, take the earliest of the 'last PADs' before the first visit
- In cases where the PAD selected above still produces a negative wait time, we will set the wait time to 0 days

Exclusions:
- Children – age < 19 at time of PAD
- Referrals other than in home (school, placement)
- CCM populations other than 'complex'
- Overlapping personal support authorizations (i.e. if the personal support service is not discharged and a new personal support service is added, only the first personal support service would be counted)
- Patients who were on hold between the PAD date and the first visit (all on hold reasons)

Adjustment (risk, age/sex standardization)- detailed

None

Data Source

Client Health and Related Information System (CHRIS)

Home Care Database (HCD)

Data provided to HQO by

Health Shared Services Ontario (HSSO)

OTHER RELEVANT INFORMATION

Comments Detailed

This is a priority QIP indicator for 2018/19. Current performance reporting period: October 2016-September 2017. To access your organization's data for the reporting period, refer to Health Quality Ontario's QIP Navigator. Data will be available in February 2018. When reporting by referral source of hospital and community, the referral source of hospital is only valid if the authorization occurs up to 14 days from the referral start. Any authorizations that occur after 14 days should be considered community referrals This indicator was retired in the 2019/20 QIP.

TAGS

TAGS*

Home Care

Process

Wait Times

Timely

Client Health and Related Information System (CHRIS)

Home Care Database (HCD)

PUBLISH

PUBLISH DATETIME*

04/03/2019 10:07:00