

# 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

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### 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).

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Timely

### Type\*

Process

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

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

### Numerator (short description i.e. not inclusions/exclusions)\*

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.

### Denominator (short description i.e. not inclusions/exclusions)\*

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

### Adjustment (risk, age/sex standardization)- generalized

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

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### Comments Summary

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. This indicator was retired in the 2019/20 QIP.

## TAGS

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### TAGS\*

Home Care  
Process  
Wait Times  
Timely  
Client Health and Related Information System (CHRIS)  
Home Care Database (HCD)

## PUBLISH

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### PUBLISH DATETIME\*

04/03/2019 10:07:00