

Percentage of complex home care patients whose wait time for their first personal support visit was within five days from the date they were authorized for personal support services by the LHIN

Alternate Name*

Percentage of home care patients aged 19 and older with complex needs who received their personal support visit within five days of service authorization

INDICATOR DESCRIPTION

Description*

This indicator measures the percentage of complex home care patients aged 19 and older who waited five days or less for personal support services. The wait time is described as the number of days between the service authorization date and the date of receipt of Local Health Integration Network (LHIN) in-home personal support. A higher percentage is better.

HQO Reporting tool/product

Public reporting

Dimension*

Timely

Type*

Process

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

Numerator divided by the denominator times 100

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

The number of complex home care patients who received their first personal support service visit within five days of the date they were authorized for personal support services by the LHIN

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

Percentage of complex home care patients whose wait time for their first personal support visit was within five days from the

<http://indicatorlibrary.hqontario.ca/Indicator/Summary/Waiting-home-care-services-complex-personal-support-services/EN>

The number of adult complex home care patients who received in-home personal support services

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

Ministry of Health and Long-Term Care (MOHLTC)

Reported Levels of comparability /stratifications (defined)

Time

Region

OTHER RELEVANT INFORMATION

Caveats and Limitations

Each case is reported under the fiscal year and quarter in which the home care patient received their first home care service. Since wait times are not counted until the patient has received the service, wait lists in LHINs can impact the indicator results.

Comments Summary

This indicator was developed by a working group with representation from the Ministry of Health and Long-Term Care (ministry), Community Care Access Centres (CCACs), Local Health Integration Networks (LHINs), the Ontario Community Support Association (OCSA), and Health Quality Ontario (HQO). Home care assessments occur over a period of time rather than on a single date. A number of possible dates could be used to measure the wait from assessment, including the date of initial assessment (start of the assessment stage) or the service authorization date (end of the assessment stage). The benefit of using service authorization date is that it applies to both new patients as well as patients starting other services.

TAGS

TAGS*

Home Care

Process

Wait Times

Timely

Client Health and Related Information System (CHRIS)

Home Care Database (HCD)

PUBLISH

PUBLISH DATETIME*

17/11/2017 08:51:00