

Information Bulletin

September 8, 2020

Attention: Home Care Services Providers

Subject: Updated KPI Report & Notes

Attached is the updated KPI Report for referrals between August 1, 2019 and July 31, 2020.

Median versus Average:

We would like to bring to your attention the following **change**:

- The data within the report has been changed from average to median in order to better reflect the summary numbers and so that KPIs are less impacted by outliers/exceptional scenarios.

Discharge & Report Submission:

Please note that if any Assessment reports are submitted following a worker's discharge, they are not counted within the KPI data.

A scenario in which this may inappropriately impact your KPI numbers negatively is where there is an Initial Assessment only, and services do not take place (e.g. worker refuses care), or there are only a couple of visits so the Worker is discharged soon after the Initial Assessment and reports are subsequently submitted.

In these rare scenarios, in order to ensure your report submission is truly reflected within your KPIs, please ensure that all initial reports are submitted prior to billing the discharge fee (i.e. ensure reports are submitted as soon as possible and that the discharge fee is billed with a Date of Service later than the date the report submission).

- Note: this scenario does not apply to Discharge reports, as they are not measured in the KPIs; as such, per usual practice, the Discharge Fee should be billed as the Last Date of Service and the Discharge report shall be submitted within 5 Business Days.

Referral and Services Confirmation form (83M377):

Please be reminded that it is mandatory to submit this form with **every** referral, regardless of whether there is an Initial Assessment done or not (i.e. a one-time medical escort service).

This form is required to be submitted within three Business Days of the Referral Date and it is pertinent in order to document and provide written confirmation of the Services discussed with and authorized by the Board Officer, including the start date and location of the Services.