

Wait time for home care services - application to first service - long stay complex clients

Resource for Indicator Standards (RIS)
Health Analytics Branch, Ministry of Health and Long-Term Care

Indicator description

RIS indicator name

Wait time for home care services - application to first service (community setting) - long stay complex clients

Other names for this indicator

- 90th percentile wait times (in days) from application to initiation of home care services for community applicants - long stay complex

Indicator description

This indicator measures the time from when a long stay complex client in the community applies for service until the first in-home service was provided, excluding case management.

Both 90th and 50th percentiles are calculated for the Multi-Sector Service Accountability Agreement (MSAA).

The 90th (or 50th) percentile is the point at which 90% (or 50%) of the clients received their service while the other 10% (or 50%) waited longer. The 90th (or 50th) percentile wait time is the actual wait time of a client and is not estimated.

Accountability agreement(s) or ministry initiative(s) the indicator supports

- Multi-Sector Service Accountability Agreement (MSAA), 2017 – 2018

Numerator

Data source

Home Care Database (HCD), Ontario Association of Community Care Access Centres (OACCAC)

Inclusion/exclusion criteria

Includes:

1. In-Home Program includes requested programs being In-Home (01); in Adult Day Care (05); or in Supportive Housing (06);
2. Eligible clients: Assessment Outcome EQUAL TO (12) Eligible client admitted to in-home services; (15) Eligible for Long-term care (LTC); or (16) Eligible in-home plus other services;
3. Community clients (based on Step 3 of Calculation below);
4. Select client grouping using latest RAI-HC assessment
 - Service Recipient Code (SRC) at admission = 93 or 94
 - RAI Aggregate Score ≥ 17 .

Excludes:

1. Community referrals:
 - a. School, LTC placement and Other Programs;
 - b. Home care episodes with calculated wait time less than 0 or greater than 365 days;
2. Episodes with only a case management service.

Calculation

Steps:

1. Select service date for the time period of interest.
2. Identify client eligibility for home care (refer to inclusion criteria for details).
3. Determine if the application was from community or hospital using the Intake Referral Source:
 - a. Hospital – referrals with Intake Referral Source equal to:
 - GENERAL HOSPITAL - OUTPATIENT
 - GENERAL HOSPITAL - INPATIENT
 - SPECIALTY HOSPITAL - OUTPATIENT
 - SPECIALTY HOSPITAL - INPATIENT
 - Community – All other Intake Referral Sources.
4. Calculate number of days between application date and first non-case management Community Care Access Centre (CCAC) service date. Apply the following boundaries:
 - a. Lower Boundaries: Greater than or equal to zero.
 - b. Upper Boundaries: Less than or equal to 365 days.
5. Calculate the 90th (or 50th) percentile for the number of days between the application date and the first non- case management CCAC service date.

Denominator

Data source

N/A

Inclusion/exclusion criteria

Includes:

N/A

Excludes:

N/A

Calculation

Steps:

N/A

Timing and geography

Timing/frequency of release

How often and when data are being released (e.g., be as specific as possible...data are released annually in mid-May)

HCD data is available quarterly within 6 weeks of the end of the quarter.

Trending

Years available for trending

Data are available since fiscal year 2007/08.

Levels of comparability

Levels of geography for comparison

Data are available at the levels of the LHIN, CCAC and province..

Additional information

Limitations

Specific limitations

There could be wait lists in place in some CCACs which would affect the number of days, since the clients will not be counted until the service is delivered.

Each case is reported under the fiscal year and quarter in which the client received their first home care service. Approximately 3% of records per fiscal year are dropped due to invalid (less than zero) or implausible (over a year) wait times.

Comments

Additional information regarding the calculation, interpretation, data source, etc.

This indicator is similar to the Ministry of Health and Long-Term Care Local Health Integration Network (LHIN) Accountability Agreement (MLAA), but reports for a specific sub-population of CCAC clients.

The re-alignment of the 42 CCACs to the 14 Local Health Integration Network (LHIN) CCACs took place as of January 1, 2007. From fiscal year 2007/08 and onward, complete years of data were reported under the new 14 CCAC boundaries.

References

Provide URLs of any key references (e.g., Diabetes in Canada, [http:// ...](#))

N/A

Contact information

For more information about this indicator, please contact RIS@ontario.ca.

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