

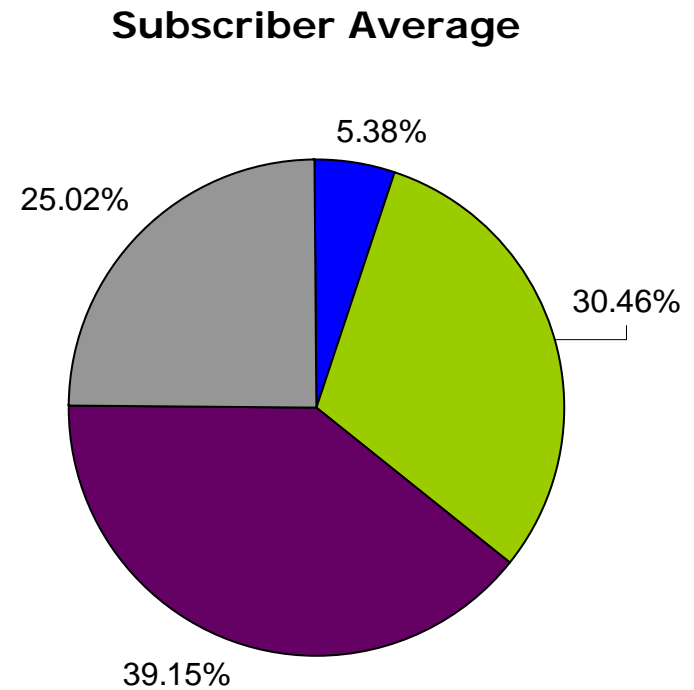
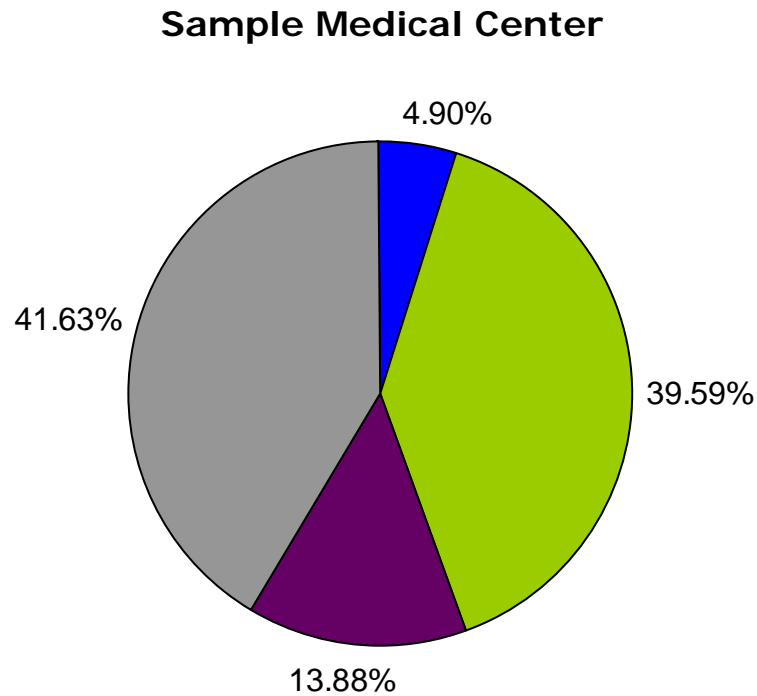
Case Management Avoidable Delay Tracker



Overall Delays Reported by Delay Category

Sample Medical Center

Quarter 2, 2007
April 1—June 30



■ Financial / Payor ■ Discharge / Placement ■ Medical Services ■ System Services

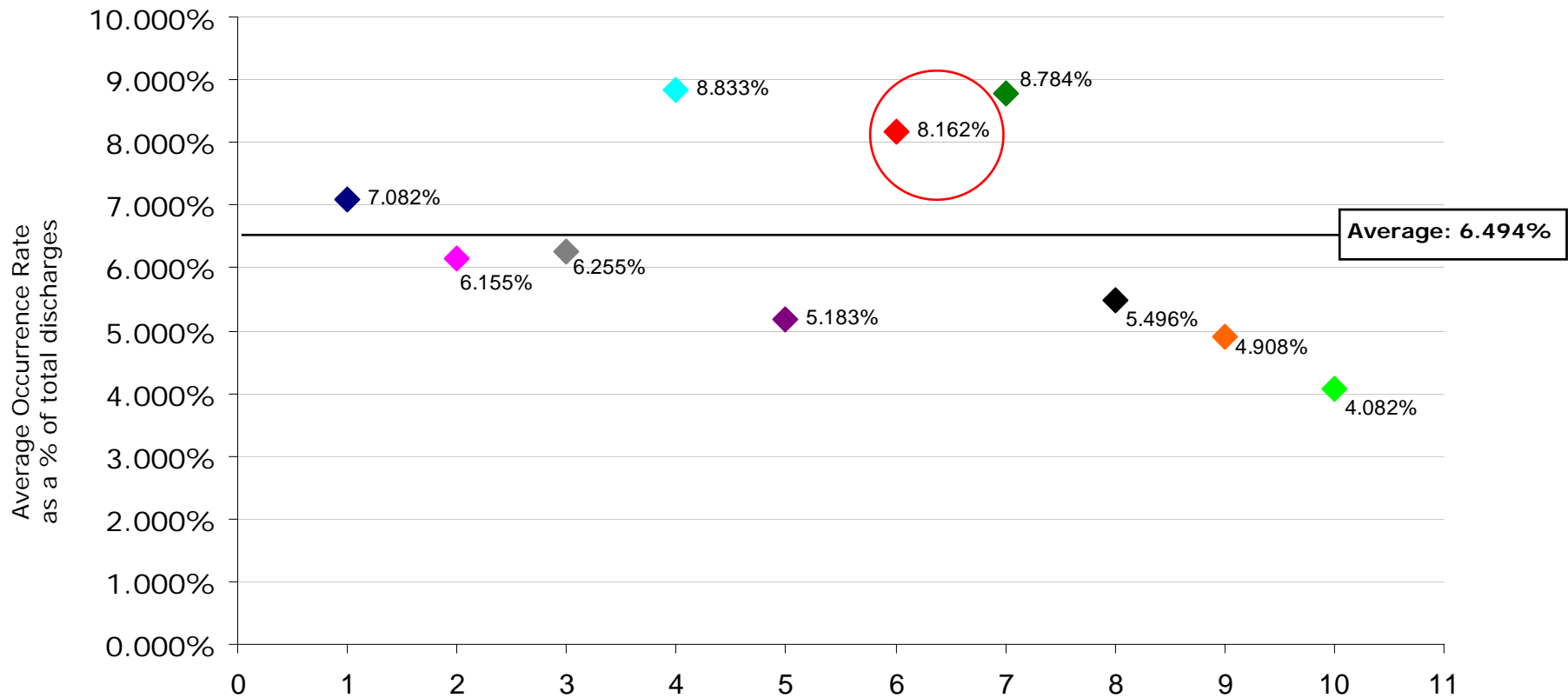
Case Management Avoidable Delay Tracker



Subscriber Comparative Occurrence Rate—All delays included

Sample Medical Center

April, 2007



Subscribers

Hospital 6 — Sample Medical Center (circled)

8.162%

◆ Hospital 1 ◆ Hospital 2 ◆ Hospital 3 ◆ Hospital 4 ◆ Hospital 5 ◆ Hospital 6 ◆ Hospital 7 ◆ Hospital 8 ◆ Hospital 9 ◆ Hospital 10

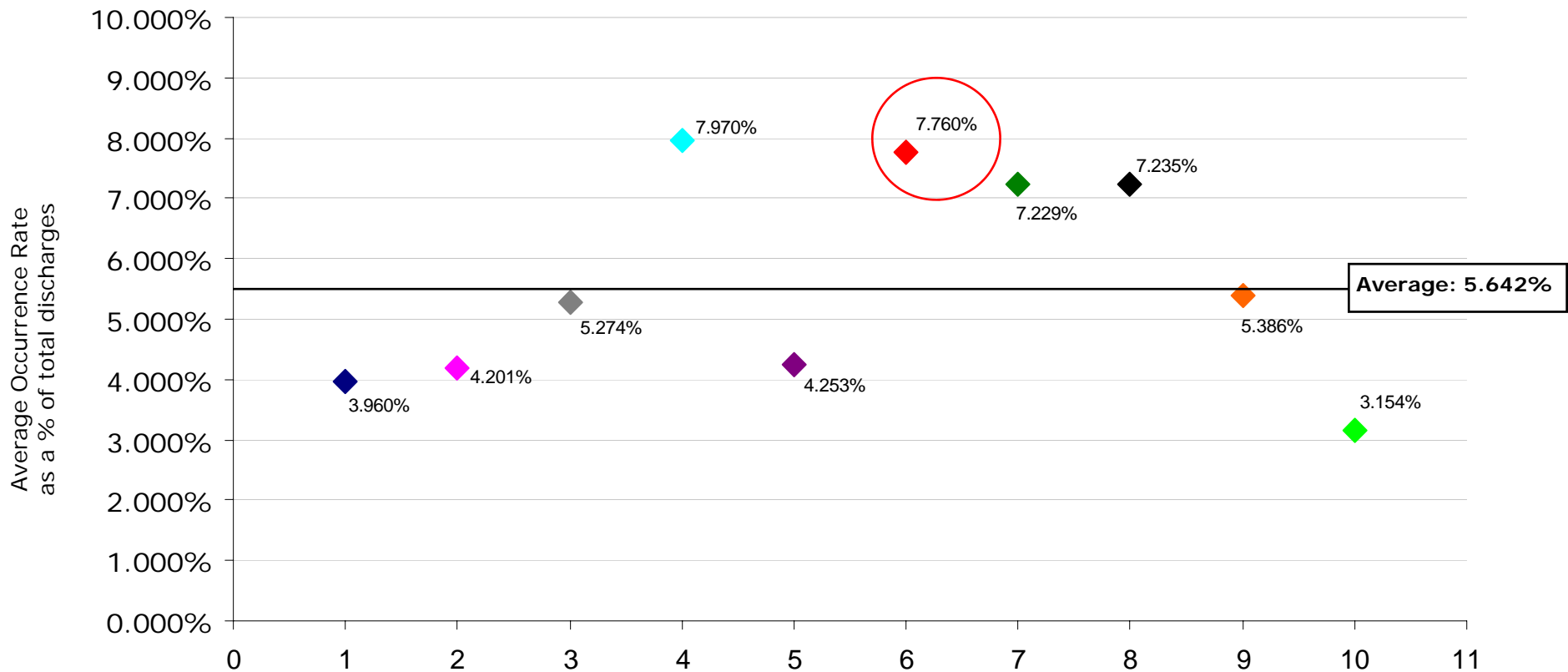
Case Management Avoidable Delay Tracker



Subscriber Comparative Occurrence Rate — All delays included

Sample Medical Center

May, 2007



Subscribers

Hospital 6 — Sample Medical Center (circled) **7.760%**

◆ Hospital 1 ◆ Hospital 2 ◆ Hospital 3 ◆ Hospital 4 ◆ Hospital 5 ◆ Hospital 6 ◆ Hospital 7 ◆ Hospital 8 ◆ Hospital 9 ◆ Hospital 10

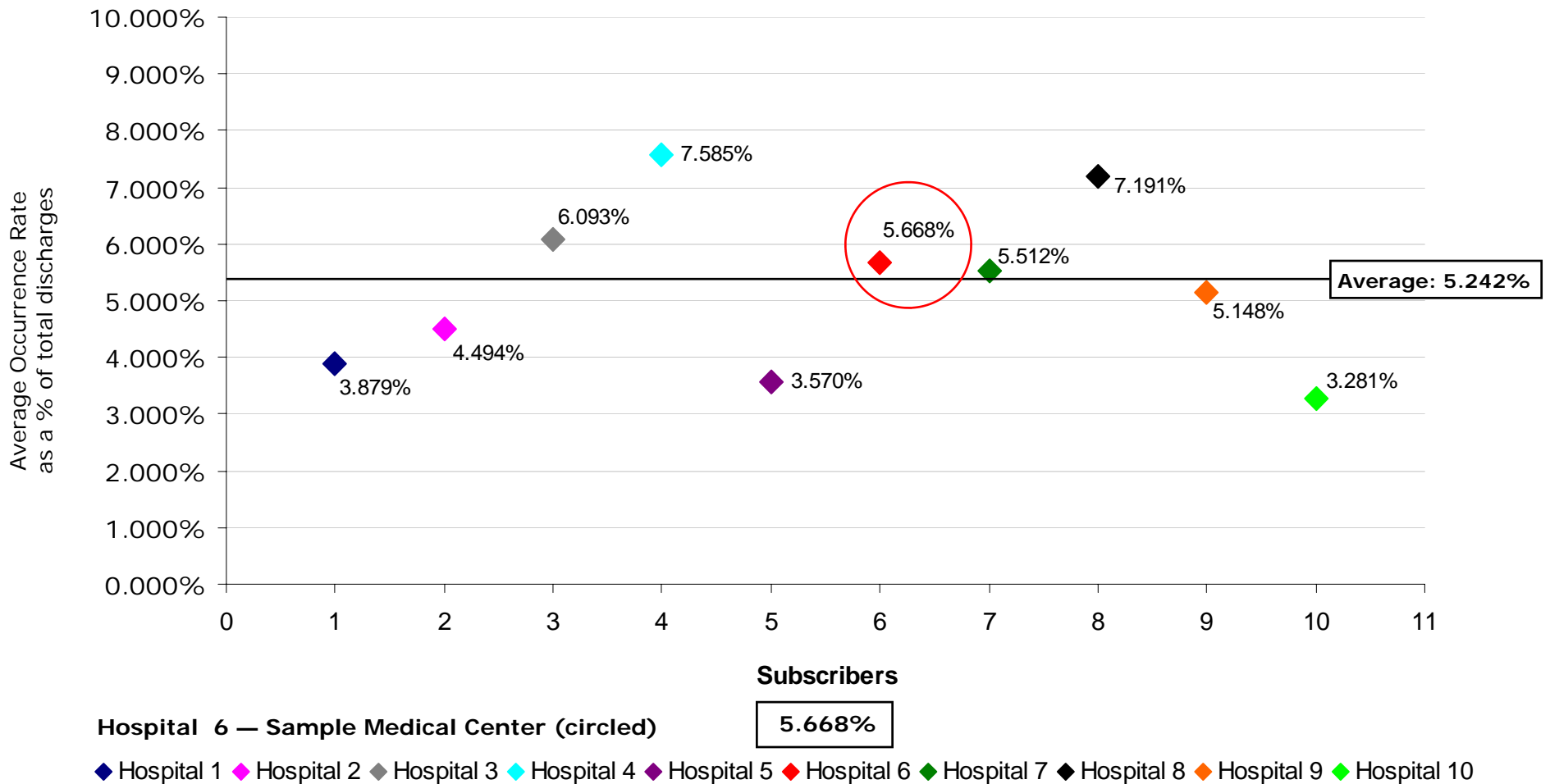
Case Management Avoidable Delay Tracker



Subscriber Comparative Occurrence Rate — All delays included

Sample Medical Center

June, 2007



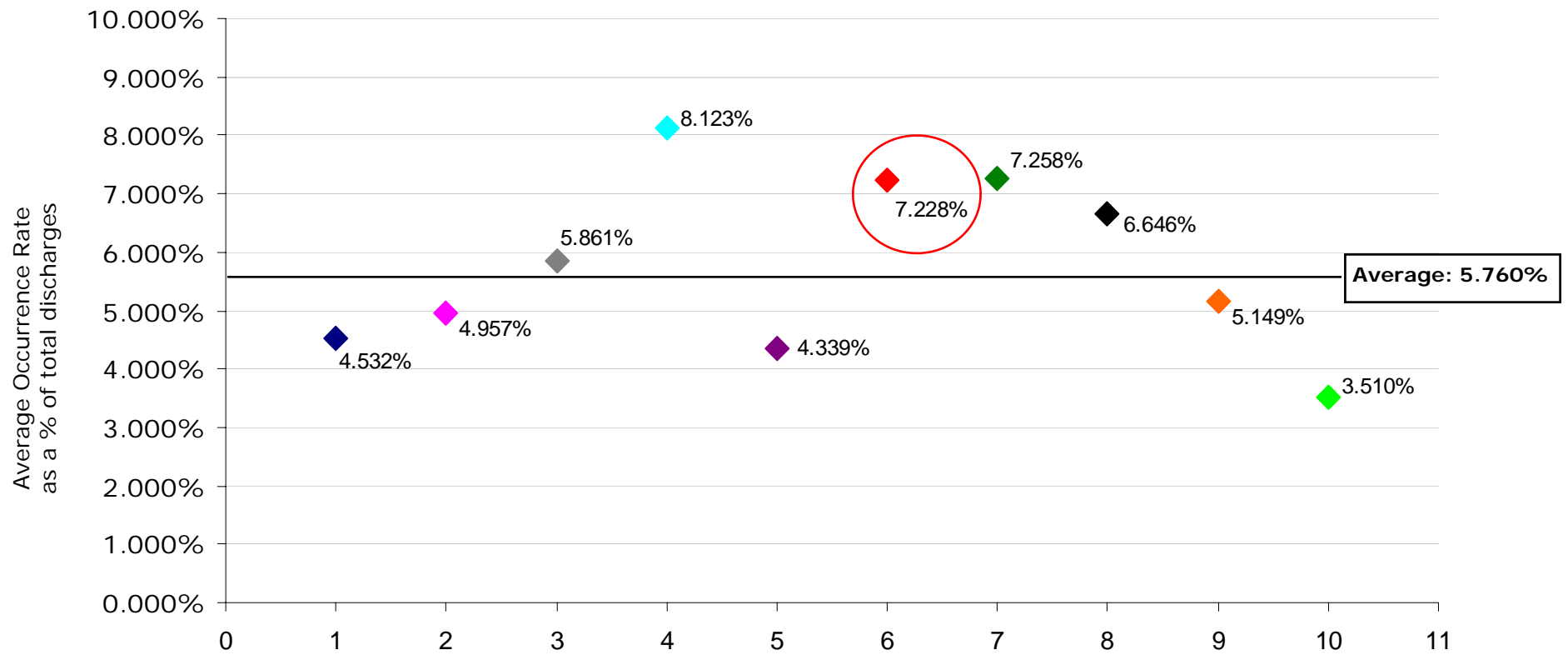
Case Management Avoidable Delay Tracker



Subscriber Comparative Occurrence Rate — All delays included

Sample Medical Center

Quarter 2, 2007
April 1—June 30



Subscribers

Hospital 6 — Sample Medical Center (circled)

7.228%

◆ Hospital 1 ◆ Hospital 2 ◆ Hospital 3 ◆ Hospital 4 ◆ Hospital 5 ◆ Hospital 6 ◆ Hospital 7 ◆ Hospital 8 ◆ Hospital 9 ◆ Hospital 10

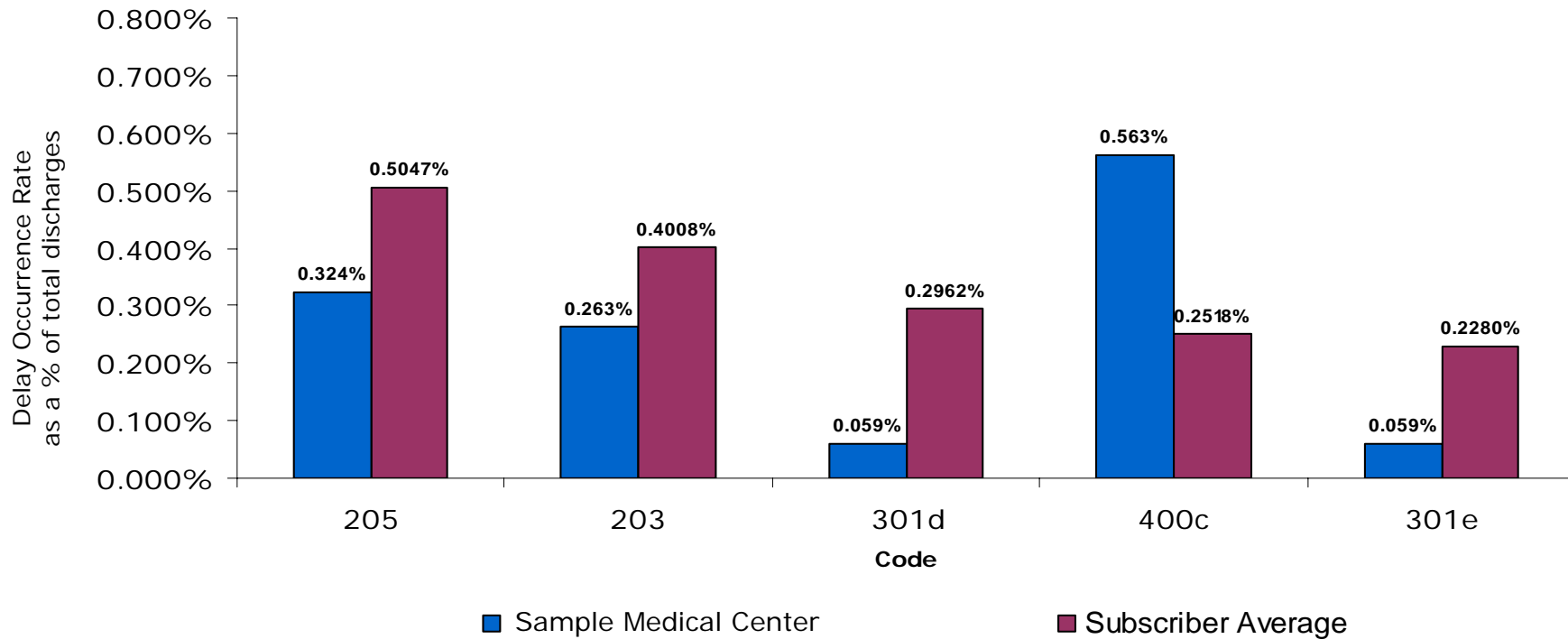
Case Management Avoidable Delay Tracker



All Subscribers Top 5 Delays Compared to Individual Subscriber

Sample Medical Center

Quarter 2, 2007
April 1—June 30



Code Reference

205	SNF not available
203	Family/patient related delays
301d	Does not meet acute care continued stay criteria/physician not in agreement with discharge. Patient applicable for: Home of Self Care / Assisted Living / Residential
400c	Procedure / Testing delays — Cardiac
301e	Does not meet acute care continued stay criteria/physician not in agreement with discharge. Patient applicable for: Skilled Nursing Facility

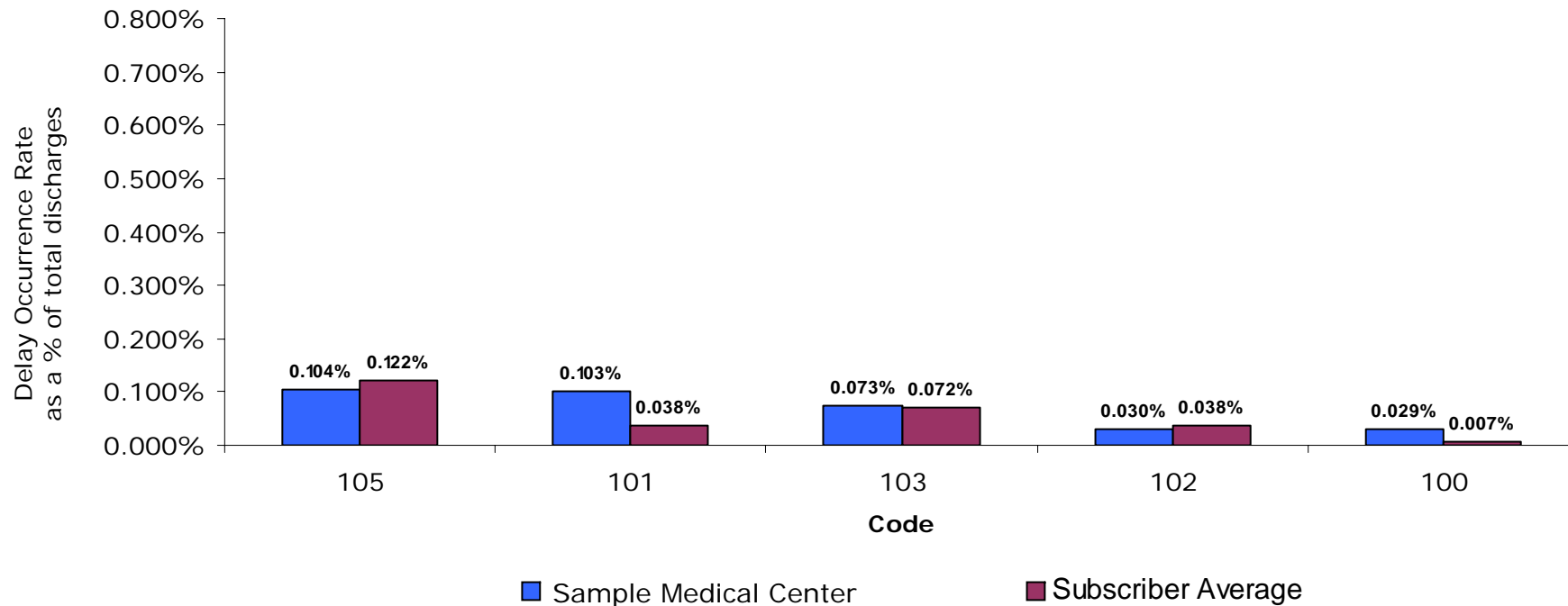
Case Management Avoidable Delay Tracker



Individual Subscriber's Top 5 Compared to All Subscribers' Rate for Same Code Financial/Payor Delay Category

Sample Medical Center

Quarter 2, 2007
April 1—June 30



Code Reference

- 105 Precert or preauth delay
- 101 Post Acute non-coverage
- 103 Waiting for public /state aid approval
- 102 Patient unable to fund needed services
- 100 Acute non-coverage

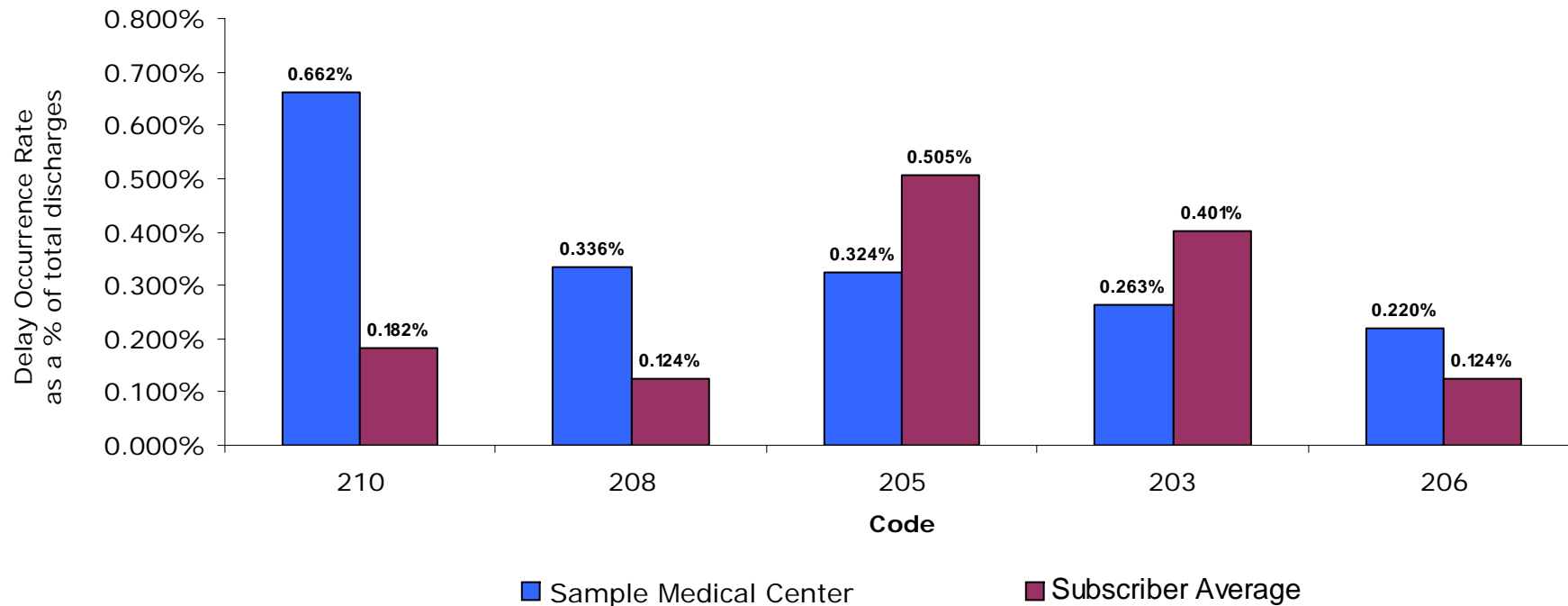
Case Management Avoidable Delay Tracker



Individual Subscriber's Top 5 Compared to All Subscribers' Rate for Same Code Discharge/Placement Delay Category

Sample Medical Center

Quarter 2, 2007
April 1—June 30



Code Reference

210	Inpatient Psych not available
208	Hospice not available
205	SNF not available
203	Family/patient related delays
206	Inpatient Rehab not available

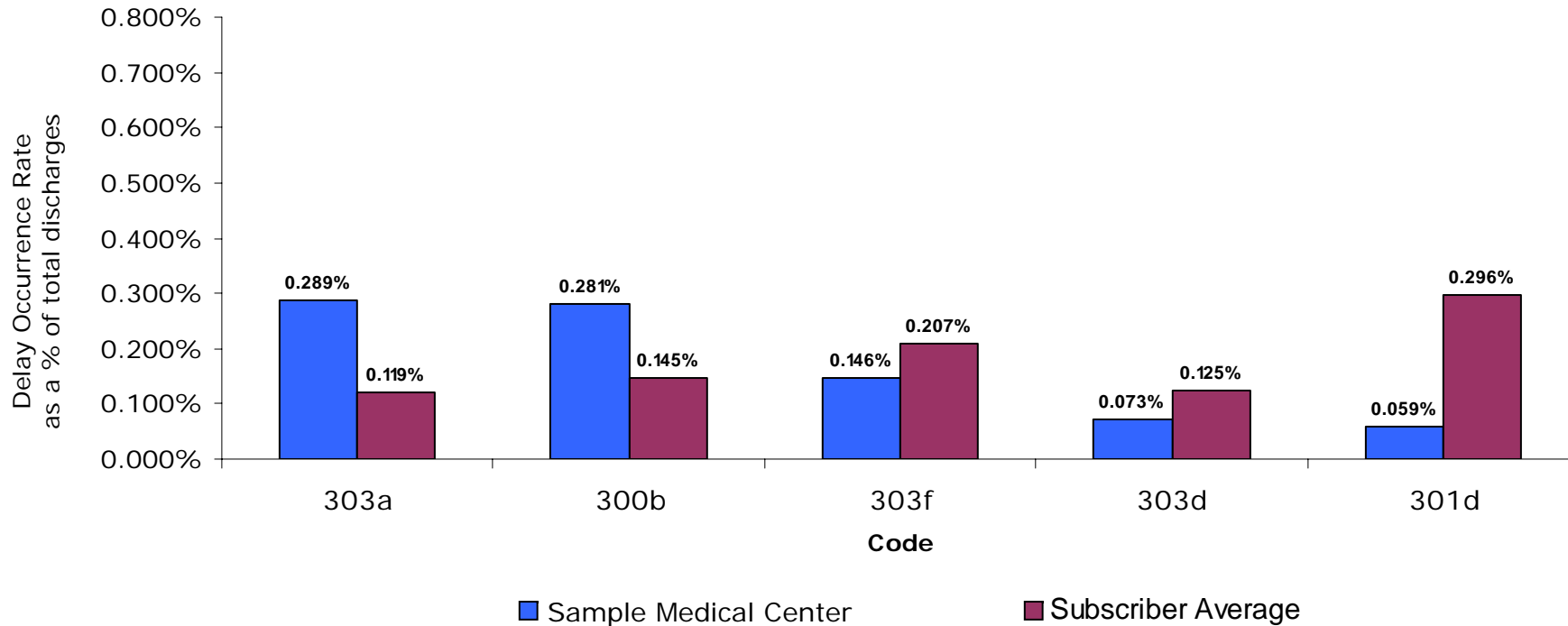
Case Management Avoidable Delay Tracker



Individual Subscriber's Top 5 Compared to All Subscribers' Rate for Same Code Medical Services Delay Category

Sample Medical Center

Quarter 2, 2007
April 1—June 30



Code Reference

303a	Delay in treatment — Physician Consult Delay
300b	Does not meet acute inpatient admission criteria — Patient applicable for: OBS
303f	Delay in treatment — Attending Physician Coordination
303d	Delay in treatment — Inpatient Surgeon Availability
301d	Does not meet acute care continued stay criteria — Patient applicable for: Home or Self Care/Assisted Living/Residential

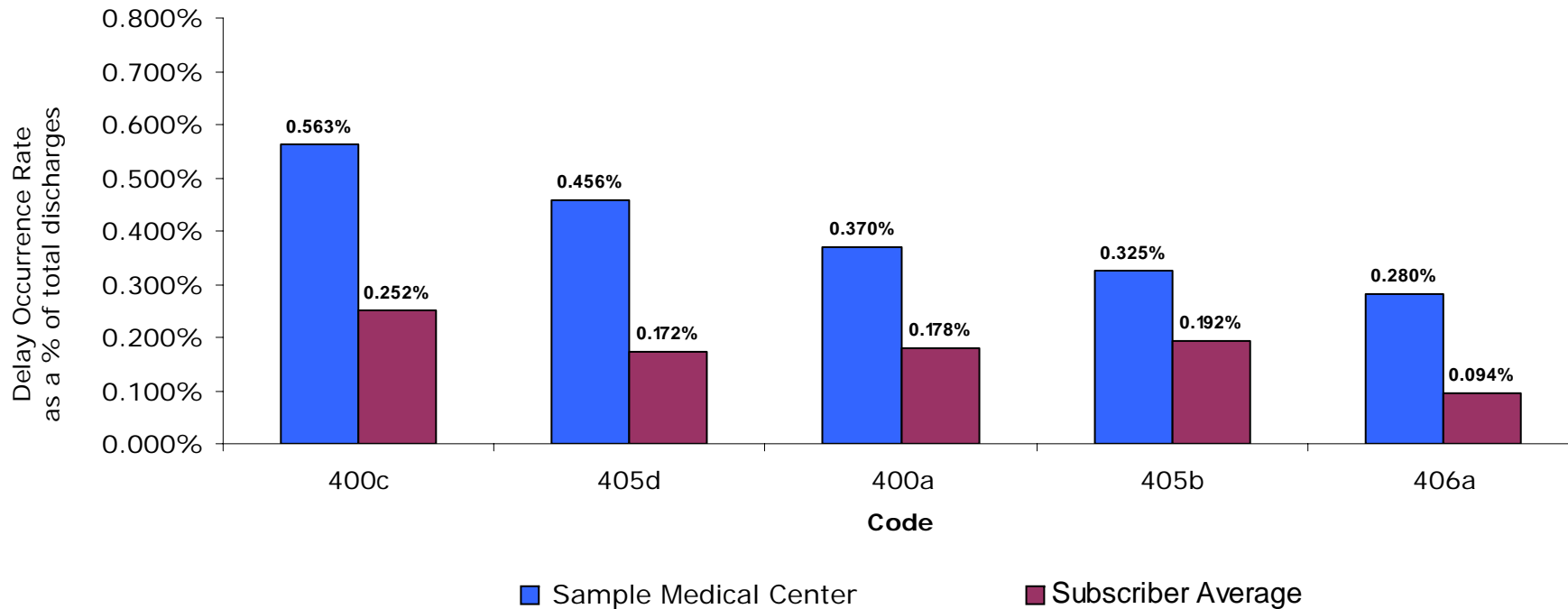
Case Management Avoidable Delay Tracker



Individual Subscriber's Top 5 Compared to All Subscribers' Rate for Same Code System Services Delay Category

Sample Medical Center

Quarter 2, 2007
April 1—June 30



Code Reference

400c	Procedure / Testing delays — Cardiac
405d	Bed Availability — Acute
400a	Procedure / Testing delays — Radiology
405b	Bed Availability — Telemetry
406a	OR Scheduling — No OR time available

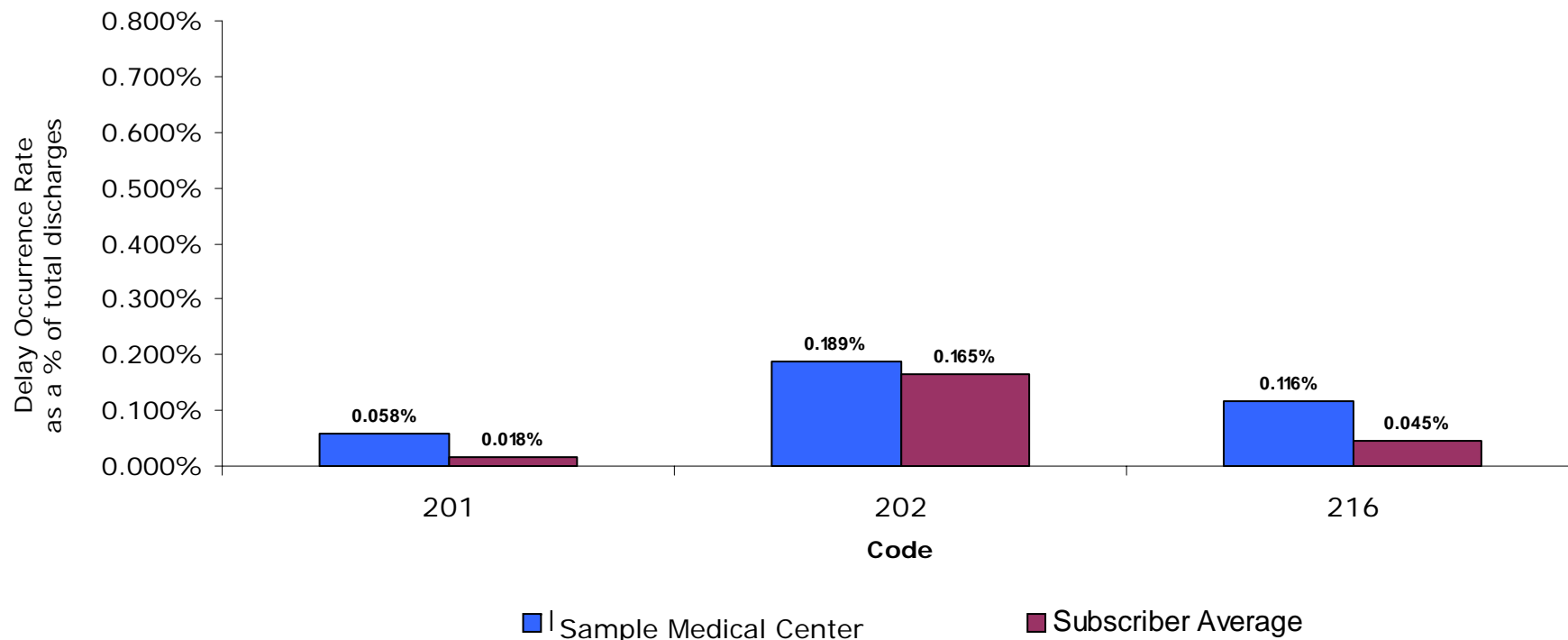
Case Management Avoidable Delay Tracker



Individual Subscriber's Requested Codes Compared to All Subscribers' Rate for Same Code

Sample Medical Center

Quarter 2, 2007
April 1—June 30



Code Reference

201	CM review delay: Weekends and Holidays
202	Family/patient refuses DC plan
216	Dialysis not available

Case Management Avoidable Delay Tracker



Individual Subscriber Average Delay Occurrence Rate Trend

Sample Medical Center

