This report displays the percentage of total delays attributable to each delay category, providing the first step in identifying opportunities for performance improvement and defining accountabilities for avoidable delays.
This report is shown for an example group of 9 hospitals and displays overall avoidable delay performance. Subscribers see their score circled and compared to all other subscribers. To allow valid comparisons between organizations of varying sizes, the comparison uses avoidable delays as a percentage of discharges during the period.

**Case Management Avoidable Delay Tracker**

**Subscriber Comparative Occurrence Rate — All delays included**

**SAMPLE HOSPITAL**

Quarter 2, 2007

Average Occurrence Rate as a % of total discharges

- Hospital 1: 4.632%
- Hospital 2: 4.889%
- Hospital 3: 4.429%
- Hospital 4: 5.181%
- Hospital 5 — SAMPLE HOSPITAL: 6.620%
- Hospital 6: 4.988%
- Hospital 7: 3.870%
- Hospital 8: 2.552%
- Hospital 9:

Average: 4.388%
This report compares the individual hospital’s performance to the subscriber group’s performance on the specific codes that were reported most frequently for the group.

### Case Management Avoidable Delay Tracker

#### All Subscribers Top 5 Delays Compared to Individual Subscriber

**SAMPLE HOSPITAL**

<table>
<thead>
<tr>
<th>Code</th>
<th>Delay Description</th>
<th>Quarter 2, 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>807</td>
<td>SNF not available</td>
<td>0.223%</td>
</tr>
<tr>
<td>704</td>
<td>Family/patient related delays</td>
<td>0.279%</td>
</tr>
<tr>
<td>603C</td>
<td>Waiting for public/state aide approval</td>
<td>0.2217%</td>
</tr>
<tr>
<td>722</td>
<td>Procedures/Testing Delays - Cardiac</td>
<td>0.011%</td>
</tr>
<tr>
<td>801A</td>
<td>Delay in Treatment - Physician Consult Delay</td>
<td>0.044%</td>
</tr>
</tbody>
</table>

**Subscriber Average**

- 807: 0.3318%
- 704: 0.2378%
- 603C: 0.365%
- 722: 0.2186%
- 801A: 0.2071%

**Code Reference**

- 807  SNF not available
- 704  Family/patient related delays
- 603C Waiting for public/state aide approval
- 722  Procedures/Testing Delays - Cardiac
- 801A Delay in Treatment - Physician Consult Delay
This report is produced for each of the five Avoidable Delay categories, and compares the individual hospital’s performance to the subscriber group average for the individual’s five most frequently reported delays in that specific category.

Case Management Avoidable Delay Tracker

Individual Subscriber’s Top 5 Compared to All Subscribers’ Rate for Same Code

Delay Category # 1

SAMPLE HOSPITAL

<table>
<thead>
<tr>
<th>Code</th>
<th>Delay Occurrence Rate as a % of total discharges</th>
</tr>
</thead>
<tbody>
<tr>
<td>677</td>
<td>0.078%</td>
</tr>
<tr>
<td>753</td>
<td>0.066%</td>
</tr>
<tr>
<td>766</td>
<td>0.023%</td>
</tr>
<tr>
<td>609</td>
<td>0.047%</td>
</tr>
<tr>
<td>700</td>
<td>0.026%</td>
</tr>
</tbody>
</table>

**Code Reference**

- 677  Adult/Child protective services pending
- 753  Patient homeless
- 766  Hospice not available
- 609  Does not meet acute admission criteria - OBS
- 700  Precert. or preauthorization delay

Quarter 2, 2007
Additional Quarterly Subscriber Reports Not Shown:

- **Occurrence Rate Trending**—
  - Displays occurrence rate over past quarters for the individual subscriber and the subscriber group

- **Subscriber Requested Delays**—
  - Each quarter subscribers choose delays they want benchmarked against the subscriber group

- **An Additional 7 Comparatives are Performed and Reported to Subscribers**