

COMPLETION RATE GAUGE



Your **COMPLETION RATE** significantly impacts the outcome data captured in your Quarterly Profile Report and Scorecard. The completion rate gauge will make it easy to keep up-to-date on how you are managing your patient episodes through discharge.

What is the completion rate?

It is the percentage of complete discharged episodes to intakes.

What is a complete discharged episode?

Patient episodes that contain:

- **Intake Assessment:** *Initial assessment completed by the patient on the first visit (or prior to the first visit by email)*
- **Status Assessment:** *Subsequent assessments completed by the patient during treatment. The final Status captured from the patient produces the points of functional status (FS) improvement achieved by the patient as a direct result of the care received.*
- **Staff Discharge:** *Completed by your staff to close the FOTO episode of care.*

GOAL:

- ▶ Keep your completion rate in the **GREEN!** The higher the better!
- ▶ Access the details of your completion rate by clicking the Detail button under the gauge.

Note: It is not anticipated that patients with an Intake will be discharged in the same rolling 30 day period. The intent of the gauge is to show the # of episodes completed in the last rolling 30 days compared to the intakes to give you "real time" information for your organization compared to the national 30 day percentage. Remember, the final completion rate reflected on the Quarterly Profile Report is always based on episodes during the rolling 12 month period.



STEPS TO IMPROVE YOUR COMPLETION RATE:

- ▶ Check your Completion Rate Gauge frequently.
- ▶ Establish & monitor a process to capture Status Assessments regularly throughout the episode of care. Establish a practice process that works well for your clinic so that it becomes a part of your daily workflow routine.
- ▶ Establish a process to capture a final status from the patient on the last date of service or as close to the last date of service as possible.
- ▶ If not on the last date of service, final Status Assessments captured less than 7 calendar days prior to the last date of service are recommended. If a patient self-discharges or you missed the final status before the patient left your office, you may choose to email the status to the patient to get an outcome for the episode that reflects the full improvement achieved by the patient under your care.
- ▶ Complete the Staff Discharge as soon as possible once the patient has been discharged from clinical care.
- ▶ Review Open Episode List / Clinician Activity List regularly to assure Status Assessments & Staff Discharges are captured according to your set process.
- ▶ **Encourage Clinician and Support Staff coordination in establishing and performance of your outcome processes and ownership of the completion rate. Consider setting your own practice Completion Rate Goal.**

Ideas for Status Assessment Frequency

- A standard # of visits throughout the episode (i.e.: every 6th visit) **and** on last date of service
- Perhaps every Thursday & Friday are set as Status Assessments days (Thursday's for those patients who are seen 2x/week and Fridays for patients who are seen 3x/week)
- When the patient is returning to the MD
- Any visit when the clinician identifies significant change in physical activity status or achievement toward treatment goals
- At time of re-evaluation or when Plan of Care is revised
- Any time when the clinician suspects the patient may not return for continued care