

DVHA Staff Performance Snapshot

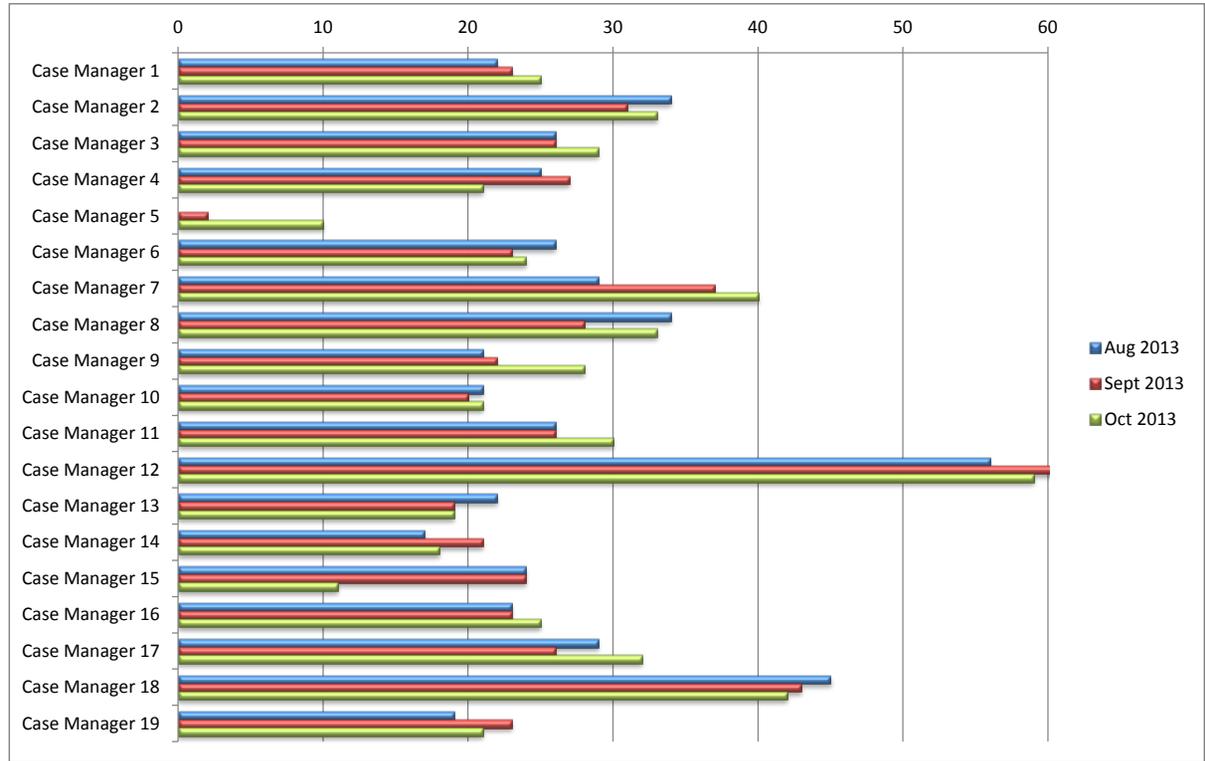
Updated 11/4/2013

		August 2013	September 2013	October 2013	TARGET
DVHA Staff					
Unique Members with Open Cases	Unique Members with an Open Case during the month - number of unique members with an Open episode during the month.	499	505	521	475
Unique Members with DS Assessment	Unique Members with DS Assessment - number of unique members with an Open episode during the month and a DSA. The DSA may have been completed in a prior month but must be for the current episode.	392	368	387	427
% of Members with DSA	% of members with a DSA - percent of members with an Open episode during the month who have a DSA.	78.6%	72.9%	74.3%	90%
Number of Visits	Number of visits - number of individual and group visits during the month. If staff enter multiple visits with the same mode (ex: individual) with the same member on the same day, it will count as one visit.	471	451	481	1080
Unique Members with Open Case and SI	Unique Members with an Open Case and an SI - number of members with an Open episode during the month who had a successful interaction.	371	379	399	
% of Population Engaged/Contacted	% of Population Engaged - percent of members with an Open episode during the month who had a successful interaction.	74.3%	75.0%	76.6%	100%
	Description	July 2013	August 2013	September 2013	TARGET
Members with NO-PCP after 90 days	Members with NO PCP after 90 days - number of members who did NOT achieve the goal of acquiring a PCP within 90 days of the SNA.	7	10	3	

These 3 months correspond with the Monthly report = Members have a Primary Provider

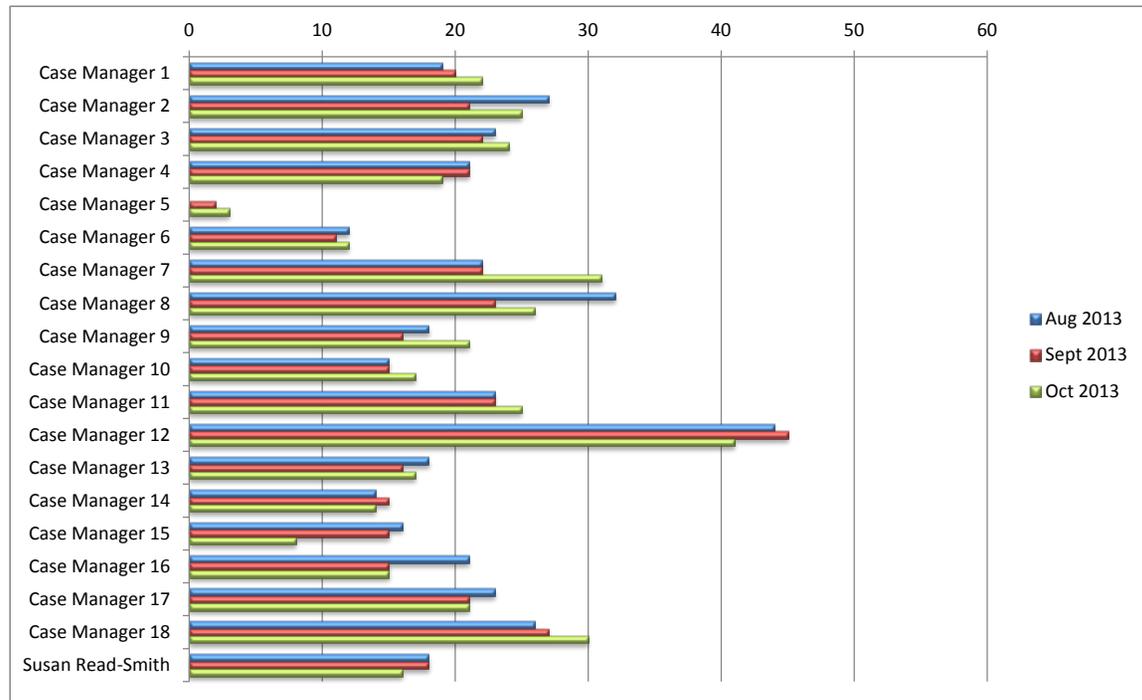
Unique Members with Open Case

	Aug 2013	Sept 2013	Oct 2013
Case Manager 1	22	23	25
Case Manager 2	34	31	33
Case Manager 3	26	26	29
Case Manager 4	25	27	21
Case Manager 5		2	10
Case Manager 6	26	23	24
Case Manager 7	29	37	40
Case Manager 8	34	28	33
Case Manager 9	21	22	28
Case Manager 10	21	20	21
Case Manager 11	26	26	30
Case Manager 12	56	61	59
Case Manager 13	22	19	19
Case Manager 14	17	21	18
Case Manager 15	24	24	11
Case Manager 16	23	23	25
Case Manager 17	29	26	32
Case Manager 18	45	43	42
Case Manager 19	19	23	21
Total:	499	505	521



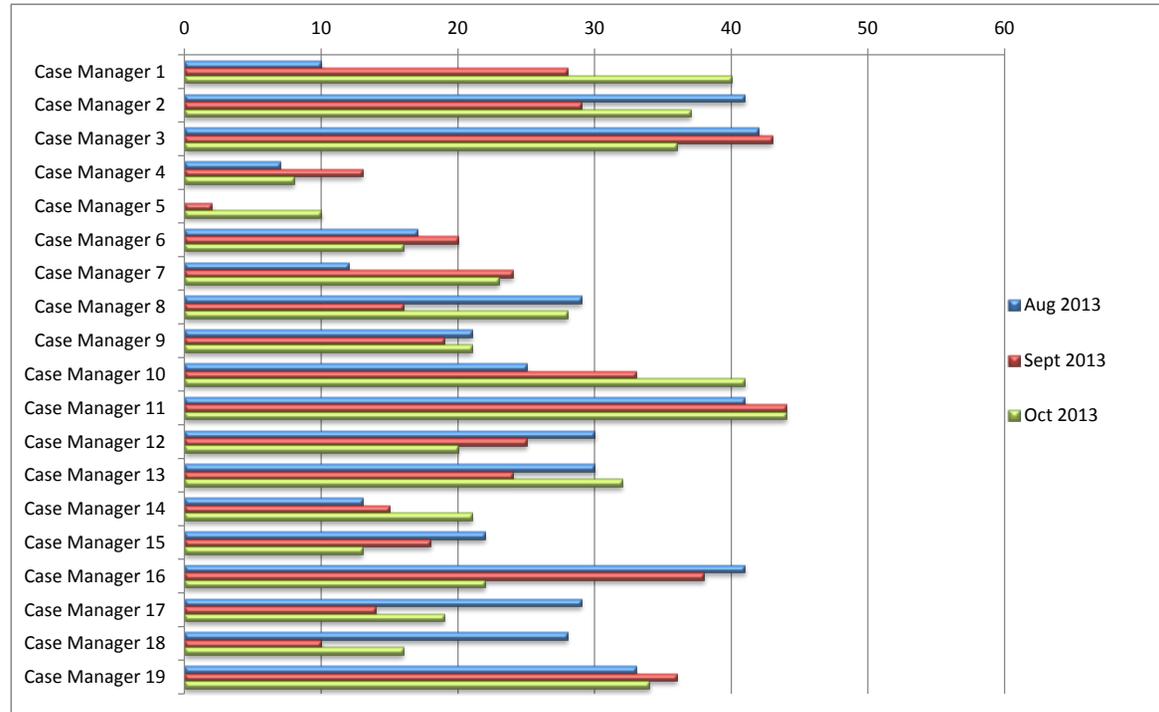
Disease Specific Assessments

	Aug 2013	Sept 2013	Oct 2013
Case Manager 1	19	20	22
Case Manager 2	27	21	25
Case Manager 3	23	22	24
Case Manager 4	21	21	19
Case Manager 5		2	3
Case Manager 6	12	11	12
Case Manager 7	22	22	31
Case Manager 8	32	23	26
Case Manager 9	18	16	21
Case Manager 10	15	15	17
Case Manager 11	23	23	25
Case Manager 12	44	45	41
Case Manager 13	18	16	17
Case Manager 14	14	15	14
Case Manager 15	16	15	8
Case Manager 16	21	15	15
Case Manager 17	23	21	21
Case Manager 18	26	27	30
Susan Read-Smith	18	18	16
Total:	392	368	387



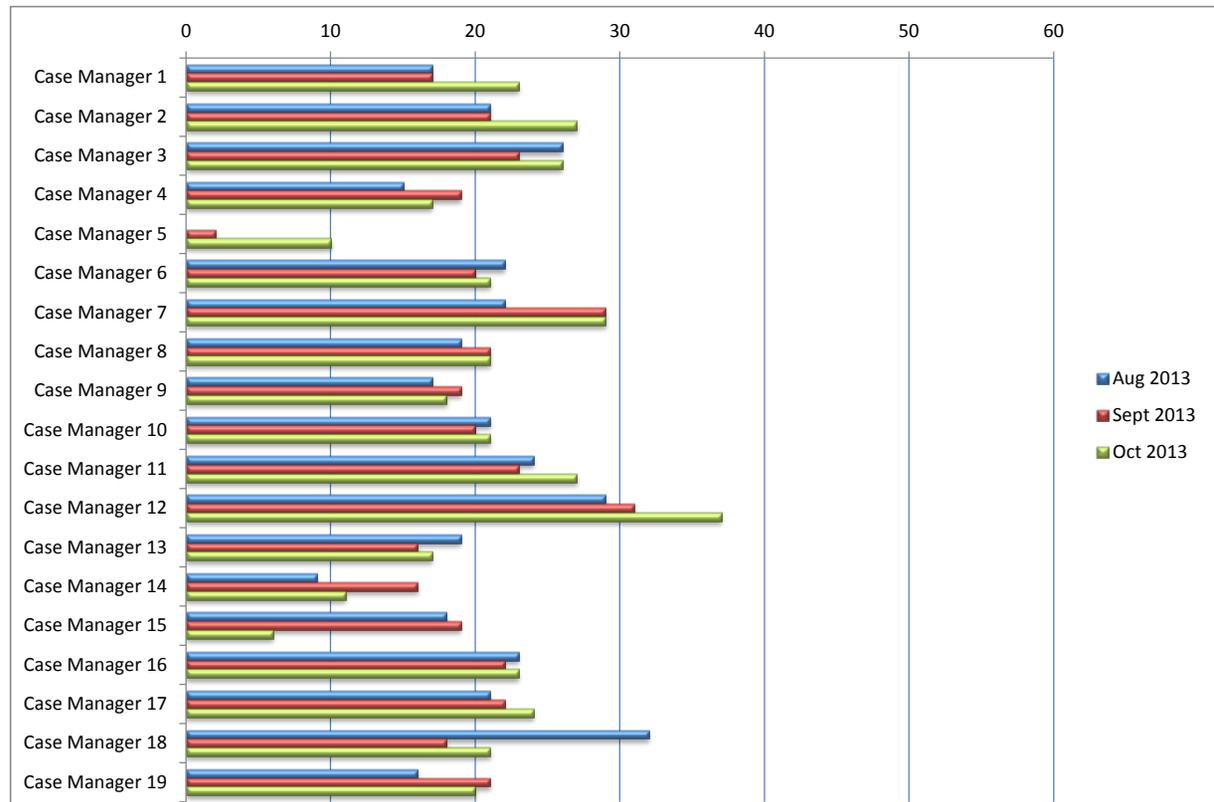
Number of Visits

	Aug 2013	Sept 2013	Oct 2013
Case Manager 1	10	28	40
Case Manager 2	41	29	37
Case Manager 3	42	43	36
Case Manager 4	7	13	8
Case Manager 5		2	10
Case Manager 6	17	20	16
Case Manager 7	12	24	23
Case Manager 8	29	16	28
Case Manager 9	21	19	21
Case Manager 10	25	33	41
Case Manager 11	41	44	44
Case Manager 12	30	25	20
Case Manager 13	30	24	32
Case Manager 14	13	15	21
Case Manager 15	22	18	13
Case Manager 16	41	38	22
Case Manager 17	29	14	19
Case Manager 18	28	10	16
Case Manager 19	33	36	34
Total:	471	451	481



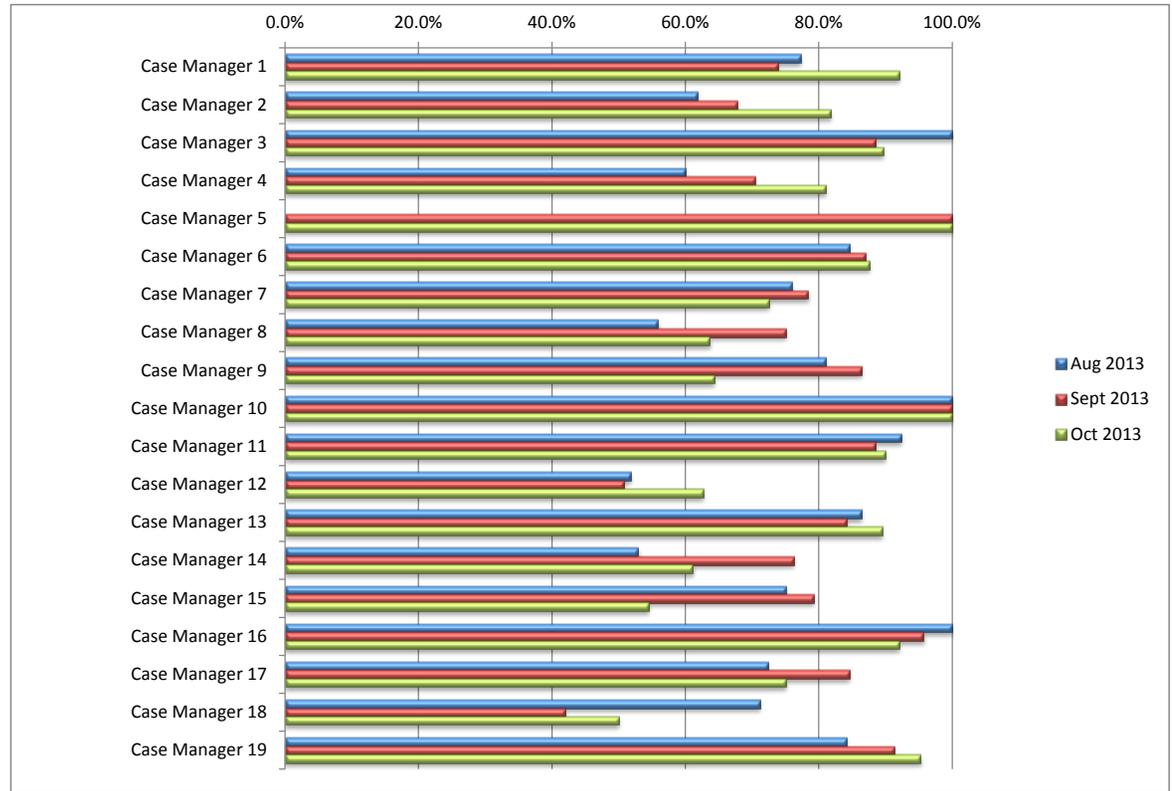
Unique Members with an Open Case and an SI

	Aug 2013	Sept 2013	Oct 2013
Case Manager 1	17	17	23
Case Manager 2	21	21	27
Case Manager 3	26	23	26
Case Manager 4	15	19	17
Case Manager 5		2	10
Case Manager 6	22	20	21
Case Manager 7	22	29	29
Case Manager 8	19	21	21
Case Manager 9	17	19	18
Case Manager 10	21	20	21
Case Manager 11	24	23	27
Case Manager 12	29	31	37
Case Manager 13	19	16	17
Case Manager 14	9	16	11
Case Manager 15	18	19	6
Case Manager 16	23	22	23
Case Manager 17	21	22	24
Case Manager 18	32	18	21
Case Manager 19	16	21	20
Total:	371	379	399



Population Engaged (%)

	Aug 2013	Sept 2013	Oct 2013
Case Manager 1	77.3%	73.9%	92.0%
Case Manager 2	61.8%	67.7%	81.8%
Case Manager 3	100.0%	88.5%	89.7%
Case Manager 4	60.0%	70.4%	81.0%
Case Manager 5		100.0%	100.0%
Case Manager 6	84.6%	87.0%	87.5%
Case Manager 7	75.9%	78.4%	72.5%
Case Manager 8	55.9%	75.0%	63.6%
Case Manager 9	81.0%	86.4%	64.3%
Case Manager 10	100.0%	100.0%	100.0%
Case Manager 11	92.3%	88.5%	90.0%
Case Manager 12	51.8%	50.8%	62.7%
Case Manager 13	86.4%	84.2%	89.5%
Case Manager 14	52.9%	76.2%	61.1%
Case Manager 15	75.0%	79.2%	54.5%
Case Manager 16	100.0%	95.7%	92.0%
Case Manager 17	72.4%	84.6%	75.0%
Case Manager 18	71.1%	41.9%	50.0%
Case Manager 19	84.2%	91.3%	95.2%
Total:	74.3%	75.0%	76.6



Member with NO-PCP

	July 2013	Aug 2013	Sept 2013
Case Manager 1	0	0	1
Case Manager 2	1	2	0
Case Manager 3	1	0	0
Case Manager 4	1	1	0
Case Manager 5	0	0	0
Case Manager 6	1	0	0
Case Manager 7	0	1	0
Case Manager 8	0	1	0
Case Manager 9	0	0	0
Case Manager 10	0	0	0
Case Manager 11	1	0	0
Case Manager 12	0	1	0
Case Manager 13	0	0	0
Case Manager 14	0	0	0
Case Manager 15	0	0	0
Case Manager 16	1	1	0
Case Manager 17	0	1	1
Case Manager 18	0	0	1
Case Manager 19	0	1	0
Case Manager 20	1	1	0
Total:	7	10	3

