

# OPR

*portable orders for life-sustaining treatment*

Oregon POLST<sup>®</sup> Registry

April 2019: Monthly Data Update

# OPR

portable orders for life-sustaining treatment  
Oregon POLST® Registry

Terms in this report	Definition
<b>Registry Forms or Registry Registrants:</b>	Forms or registrants recorded in the Registry only, not all those received by the Registry office.
<b>Not Registry Ready (NRR):</b>	Forms received that are missing information to make them eligible for the Registry.
<b>Not Registry Ready (NRR) - REQUIRED ELEMENTS ONLY:</b>	Forms received that are missing any one or more of the REQUIRED data elements: First or Last Name, DOB, Signature, Date signed, Section A orders
<b>Not Registry Ready (NRR) - Registry Unusable Only:</b>	Forms received that are unable to be entered into the Registry but are still valid POLST orders. Includes copies that are illegible, copies that are too dark or too light, etc.
<b>Active Forms:</b>	Forms in the Registry that are ready to be searched.
<b>Archived Forms:</b>	Forms in the Registry that are no longer valid. These have been removed from searches.
<b>Pending Forms:</b>	Valid forms in the Registry that have been entered but have not been "activated" (double-checked to ensure accuracy, the last step before a form becomes searchable).
<b>Active Registrants:</b>	Registrants with searchable, active forms who are not known to be deceased and have not opted out.
<b>Archived Registrants:</b>	Registrants known to be deceased or those who have opted out of the Registry. Forms from these registrants are not searchable for healthcare professionals.
<b>Updated Forms:</b>	An updated form is one received for a patient already in the Registry, but with a more recent date.
<b>Forms Received:</b>	All forms received by the Registry, including NRR but excluding duplicate submissions
<b>Valid Form Follow-up (VFF):</b>	Valid form follow-up. This type of follow-up is used to clarify optional information that is too dark, too light, or illegible
<b>Forms Created/Entered:</b>	All forms entered into the Registry in a given timeframe but not necessarily searchable for healthcare professionals. This may include forms received in the previous month.
<b>ECC Call Time Outliers:</b>	Calls excluded from this data report due to excessive length. These calls are due to additional provider consult, online medical control requests, or operator error with call timer.



Oregon POLST Registry Monthly Data Update  
Data from 5/15/09 through 04/30/19  
Data as of 5/30/2019

**Total Forms Received 5/15/09 through 4/30/19: 490,063 (excludes duplicate forms)**

**POLST Forms**

Forms in the Registry (status as of 5/30/19)†	Total Overall	Percentage
Total	385,873	100.0%
Active	196,547	50.9%
Archived	189,326	49.1%

†Change in proportion reflects the regular archiving of forms based on match to death certificate data

Registrants	Total Overall	
<b>Total</b>	<b>298,437</b>	
Active	206,485	69.2%
Archived*	91,952	30.8%
<b>Gender</b>		
Female	168,933	56.6%
Male	120,582	40.4%
Not Indicated	8,922	3.0%

\*Change in proportion reflects the regular archiving of Registrants based on match to death certificate data

NRR Forms	Total Overall	
NRR forms received	101,083	% of all NRR
NRR forms with enough info for follow-up	46,836	46.3%
NRR forms that generated a Registry form	19,776	19.6%

**Time to Receipt: Date Form is Signed to Date of Receipt by Registry**

	Received date of signature	Within 7 days of signature	Within 30 days of signature	Median
Apr	47.1%	79.4%	90.8%	1.00 calendar days
2019 to Date: Median				1.00 calendar days

Time to Form Entry from Date of Receipt	Apr
Mean	29.29 calendar days
Median	28.67 calendar days



Oregon POLST Registry Monthly Data Update  
Data from 5/15/09 through 4/30/19  
Data as of 5/30/2019

**Total Forms Received 5/15/09 through 4/30/19: 490,063 (excludes duplicate forms)**

**Calls: Review and Totals\***

\*Includes only calls not canceled

POLST Registry Hotline Call Data	Apr	Total Overall	% of all Calls with a Match
Calls	199	12,050	
Matches	79	4,824	40.0%

Caller Type	Apr	Total Overall	% of all Calls
EMS	42	2,914	24.2%
Emergency Department	136	6,765	56.1%
Hospital Acute Care	15	1,980	16.4%
Other/Not Classified**	6	447	3.7%

\*\*Calls with incomplete caller information are categorized as "Other"; This method of categorization was implemented 1/1/2014

Length of Call^	Apr	Overall
Mean	52.9 seconds / 0.88 minutes	60.9 seconds / 1.02 minutes
Median	44.1 seconds / 0.74 minutes	51.8 seconds / 0.86 minutes
Max Length	166.9 seconds / 2.78 minutes	209.9 seconds / 3.50 minutes

^Excludes ECC call time outliers

Business Office Call Data	Apr	Total 4/2011 <sup>+</sup> -Current	% of all Calls
General Calls	309	25,265	68.3%
Form Requests	177	11,490	31.1%
<b>All calls</b>		<b>36,970</b>	

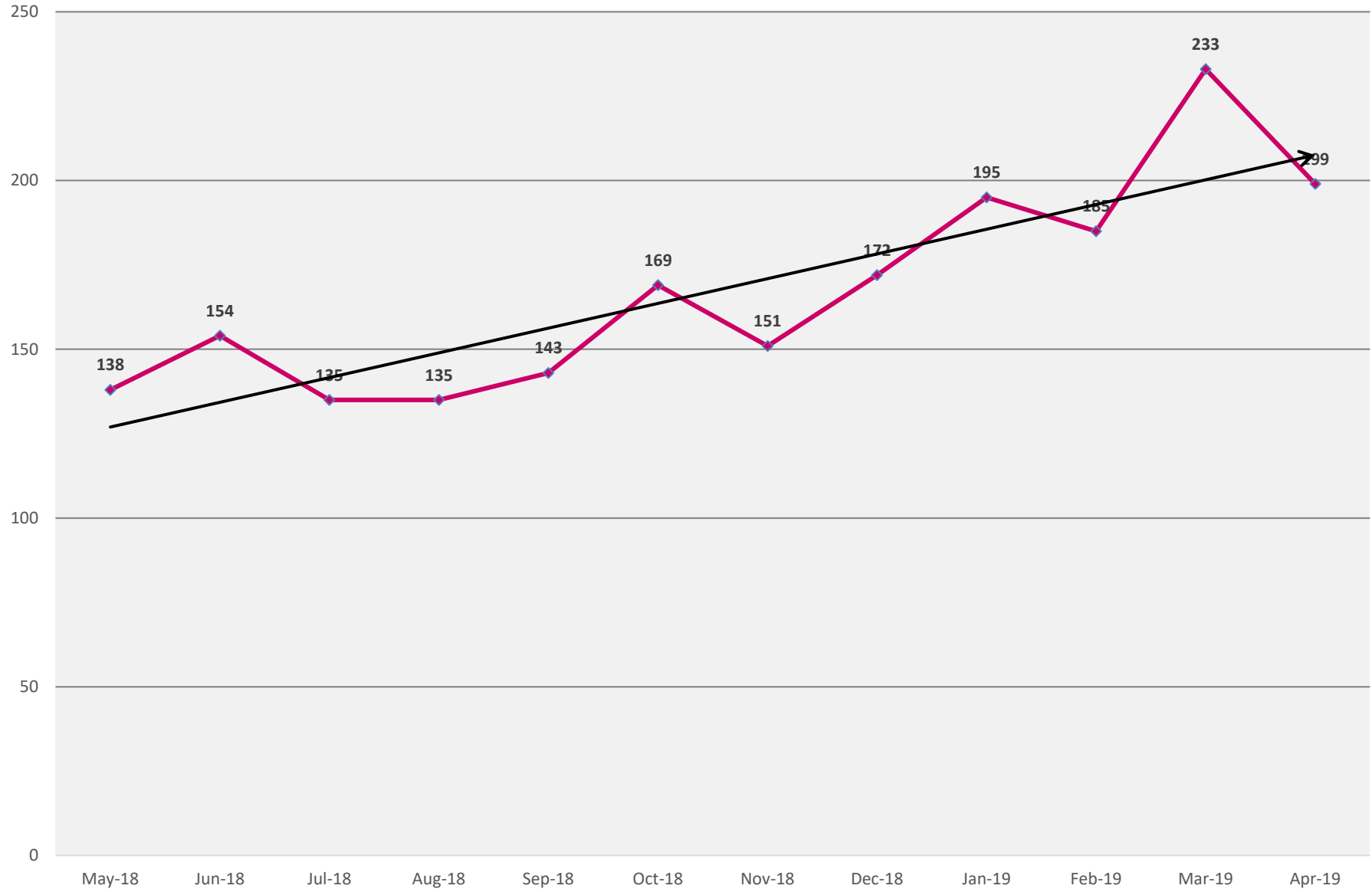
<sup>+</sup>Enhanced tracking of back office calls and form requests began 4/2011

Non-Urgent POLST Form Requests	Apr	Total 4/2011 <sup>+</sup> -Current	% of all Requests with a Match
Forms Requested	221	18,677	
Matches	116	8,379	44.9%

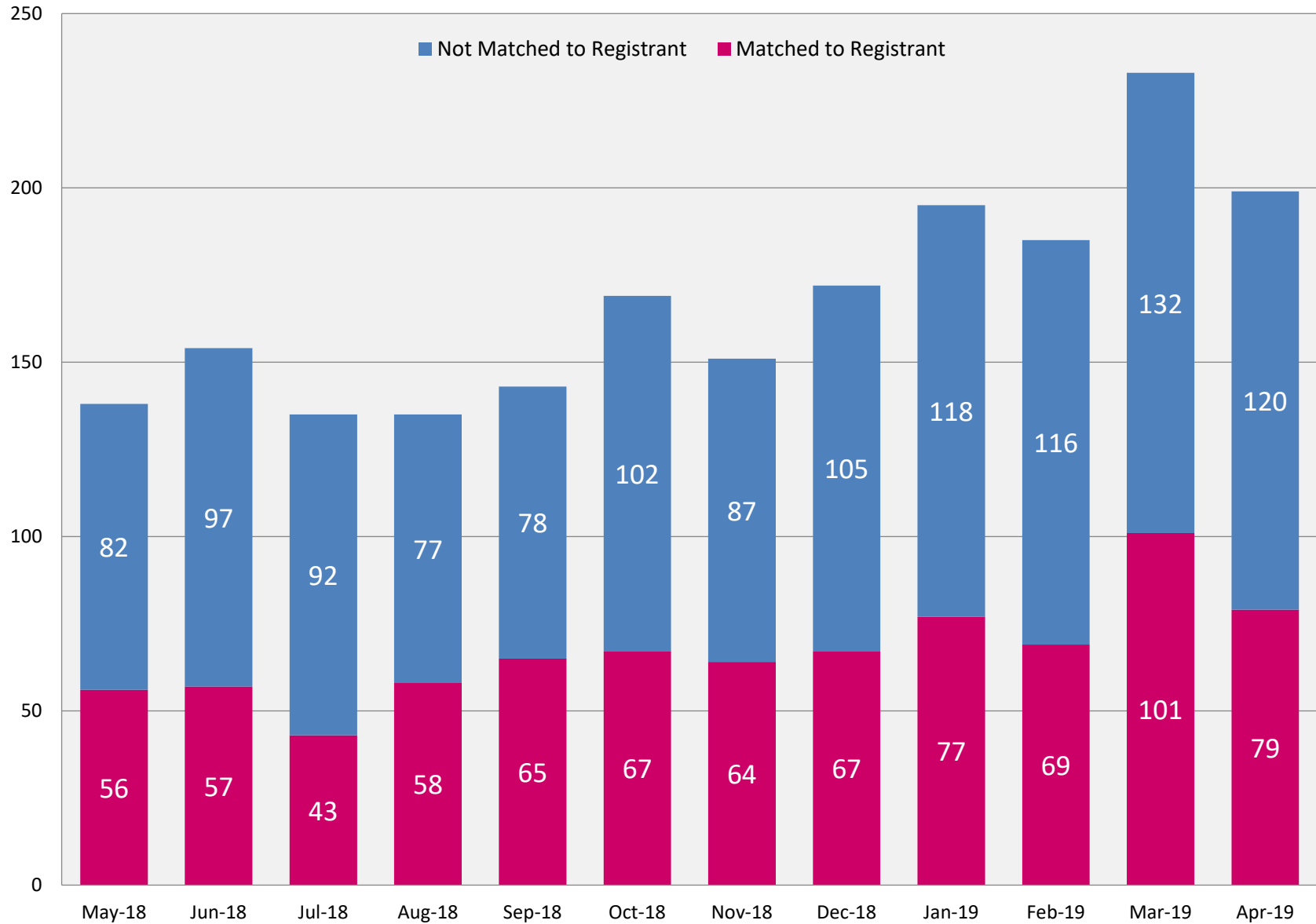
<sup>+</sup>Enhanced tracking of back office calls and form requests began 4/2011

# ECC Calls Received by Month: 5/1/18-4/30/19

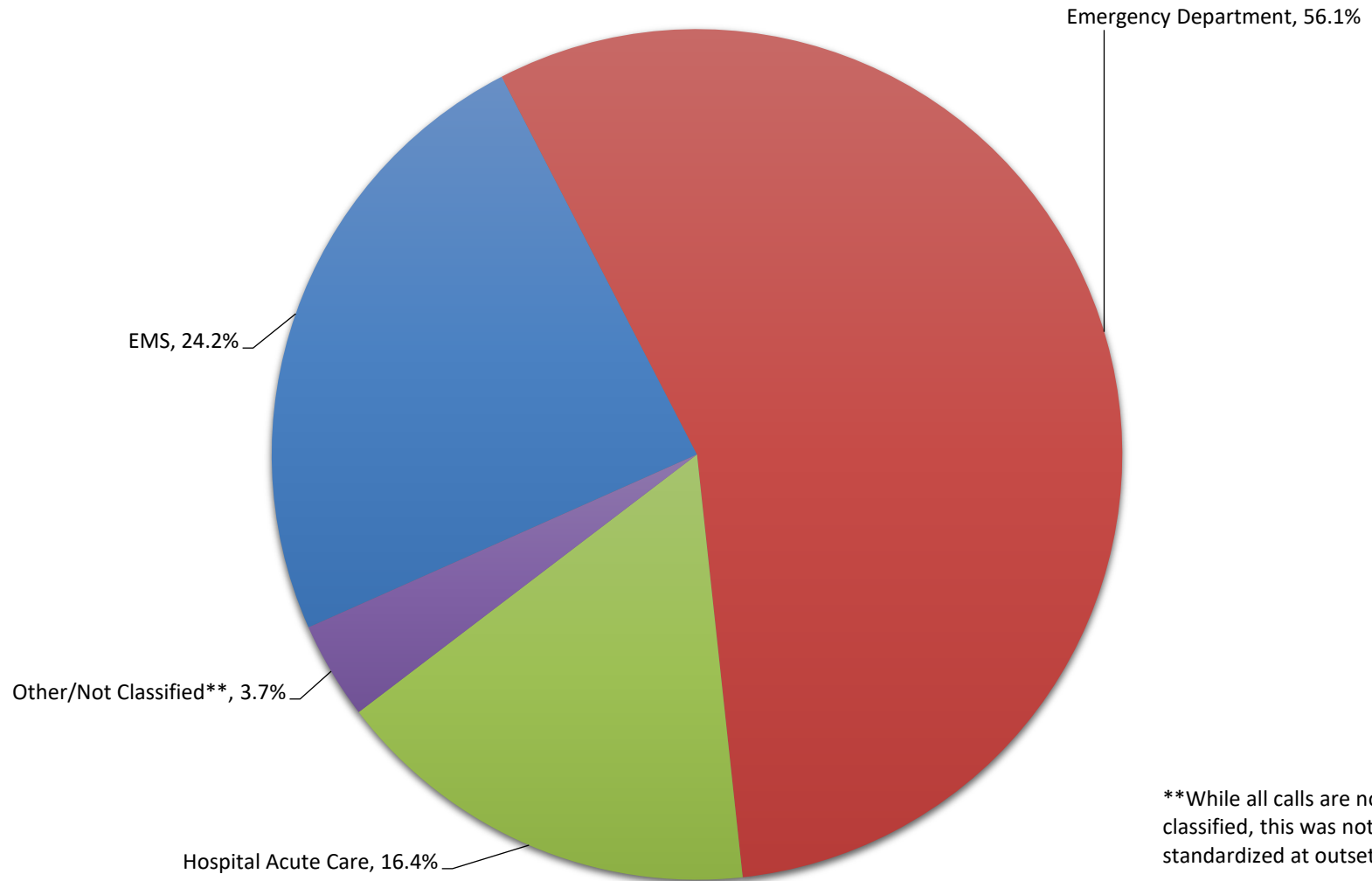
All calls with linear trendline



## ECC Calls Received by Month: 5/1/18-4/30/19



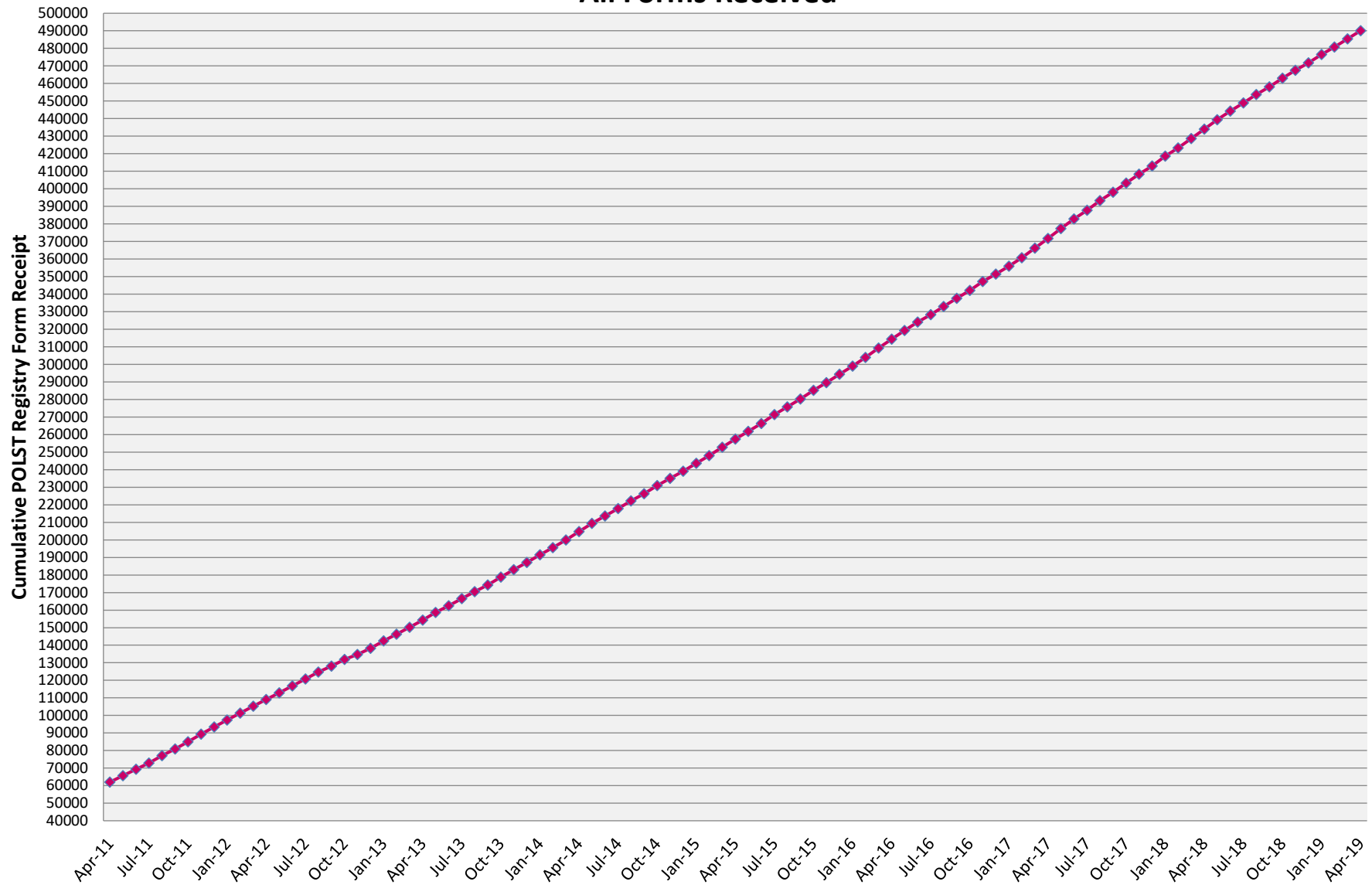
**Registry Hotline Caller Type: 5/15/09-4/30/19  
(N=12,050 calls)**



\*\*While all calls are now classified, this was not standardized at outset.

## Cumulative POLST Registry Forms: 4/1/11-4/30/19

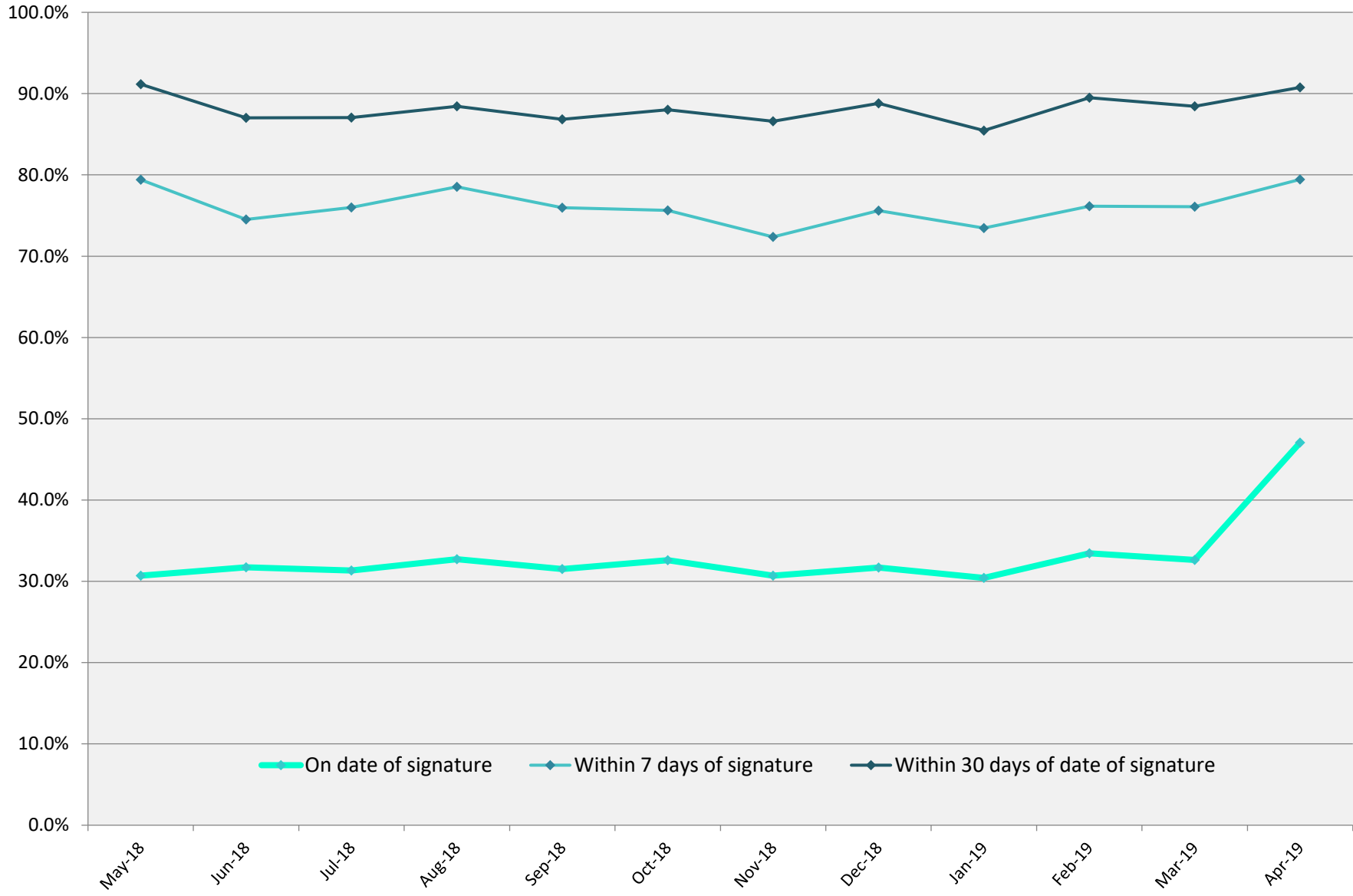
### All Forms Received\*



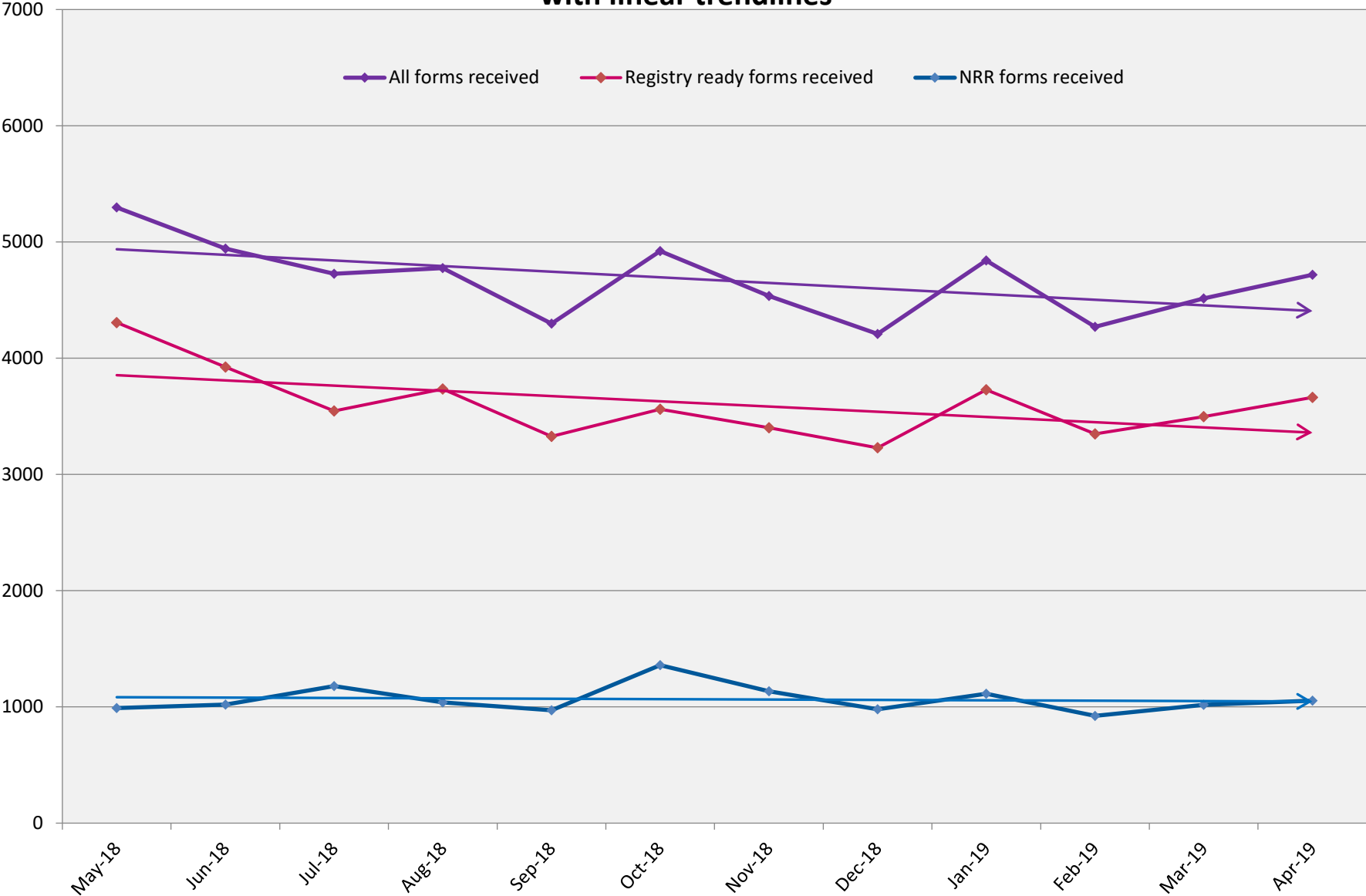
\*Excludes duplicate POLST form submissions



### Time to Receipt of Form: 5/1/18-4/30/19 Date form is signed to date of receipt by Registry

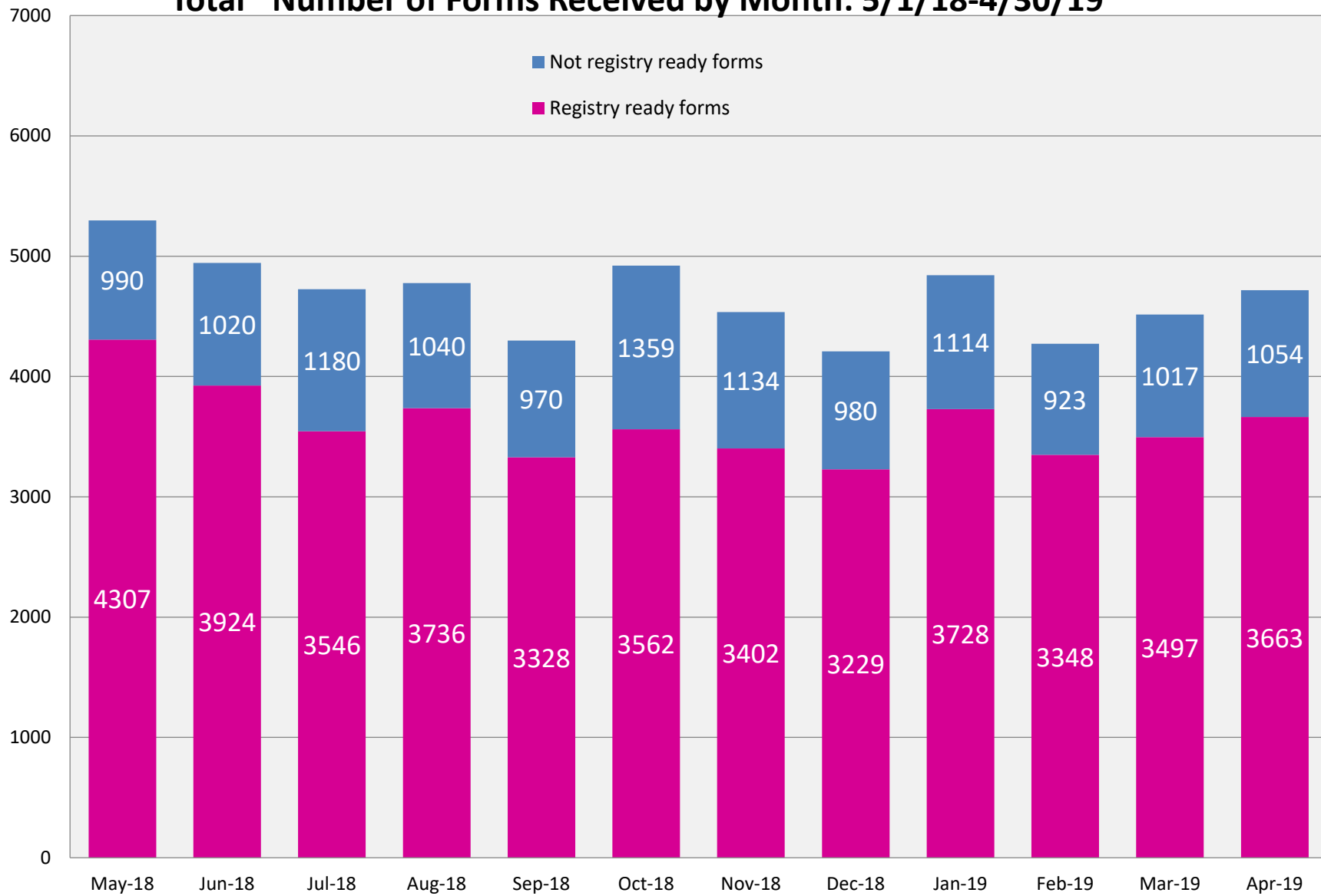


### Forms Received\*: 5/1/18-4/30/19 with linear trendlines



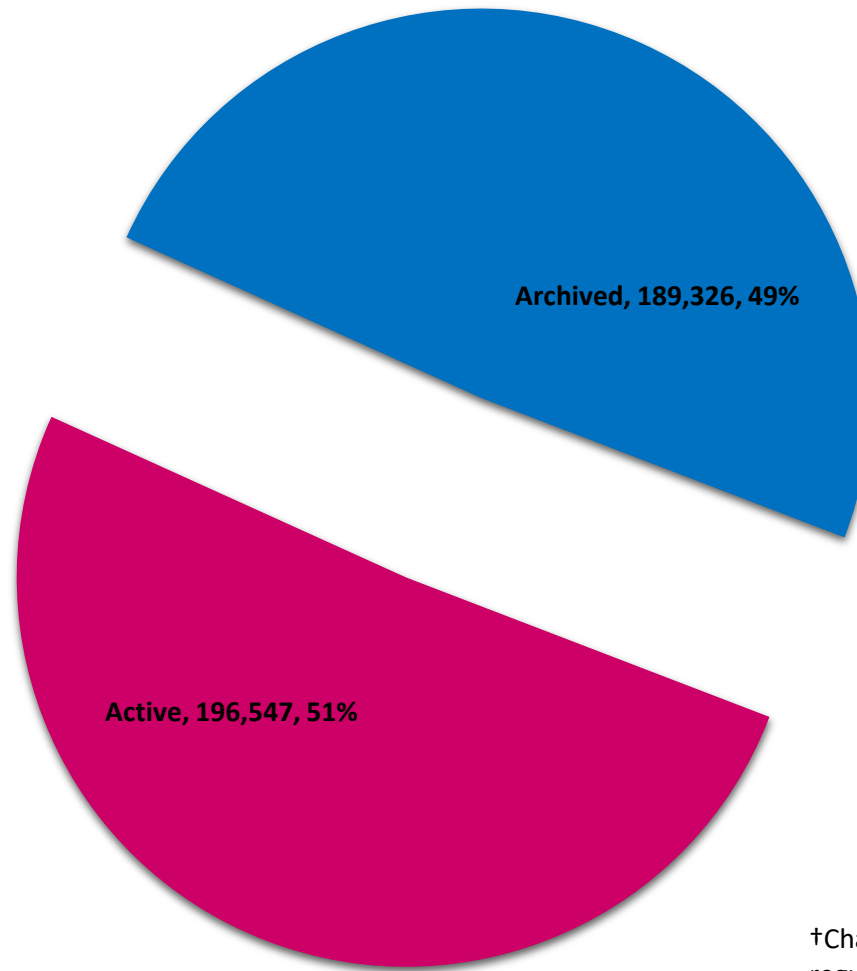
\*Excludes duplicate POLST form submissions

## Total\* Number of Forms Received by Month: 5/1/18-4/30/19



\*Excludes duplicate POLST form submissions

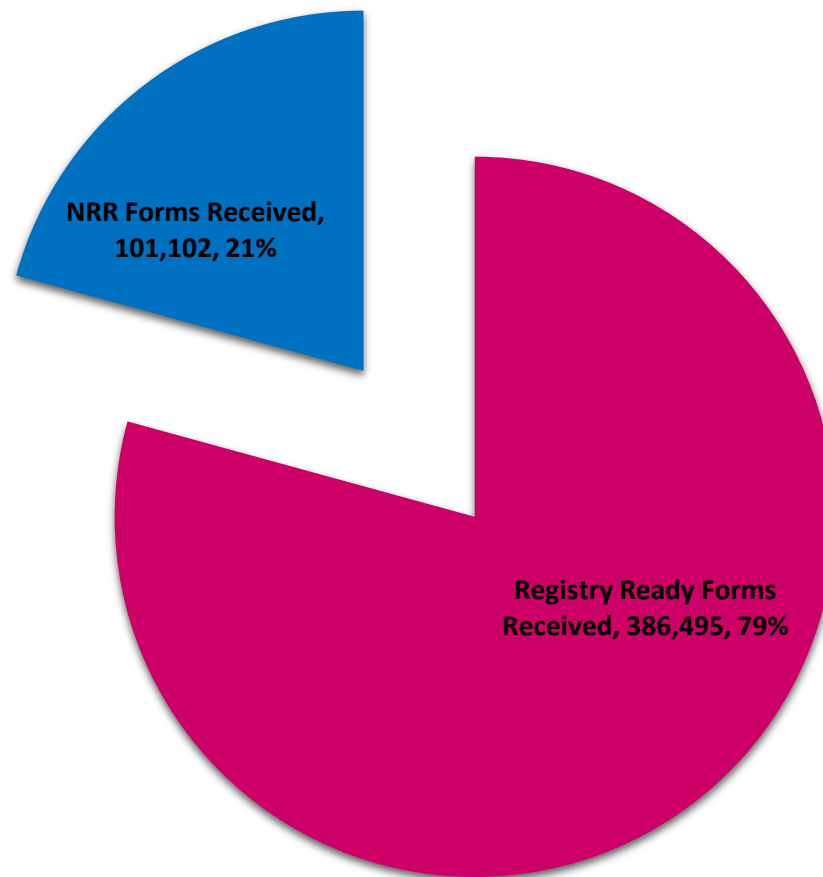
**Registry Form Status, Overall as of 5/30/2019†**  
**N=385,873**



†Change in proportion reflects the regular archiving of forms based on match to death certificate data

**Received Forms, Overall\***  
**N=485,346 from 5/15/09-4/30/19**  
**Data as of 5/30/2019**

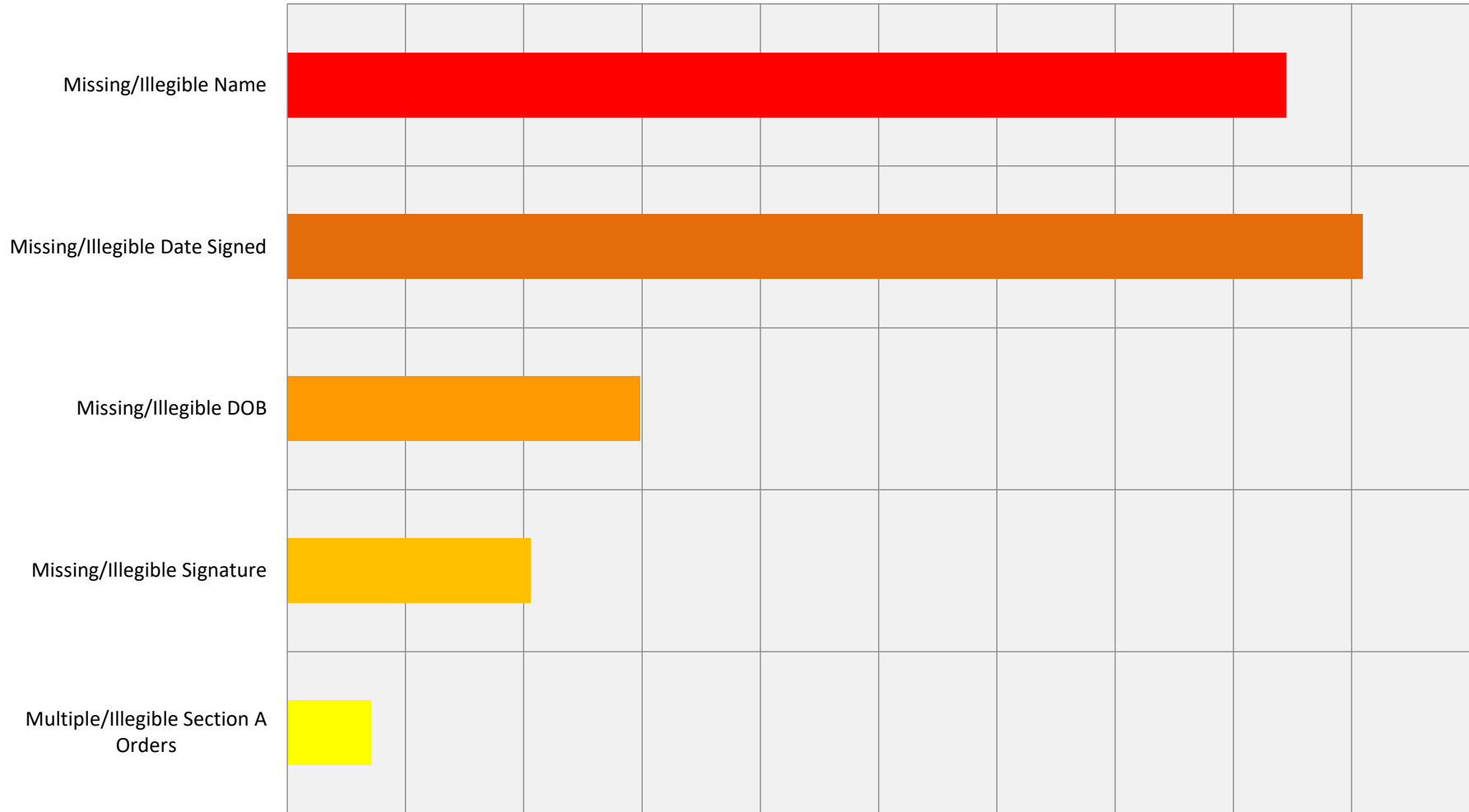
\*Excludes duplicate POLST form submissions



\*\*NRR stands for "Not Registry Ready" and indicates forms which cannot be entered into the Registry as received (e.g., the date signed is missing or the form is illegible).

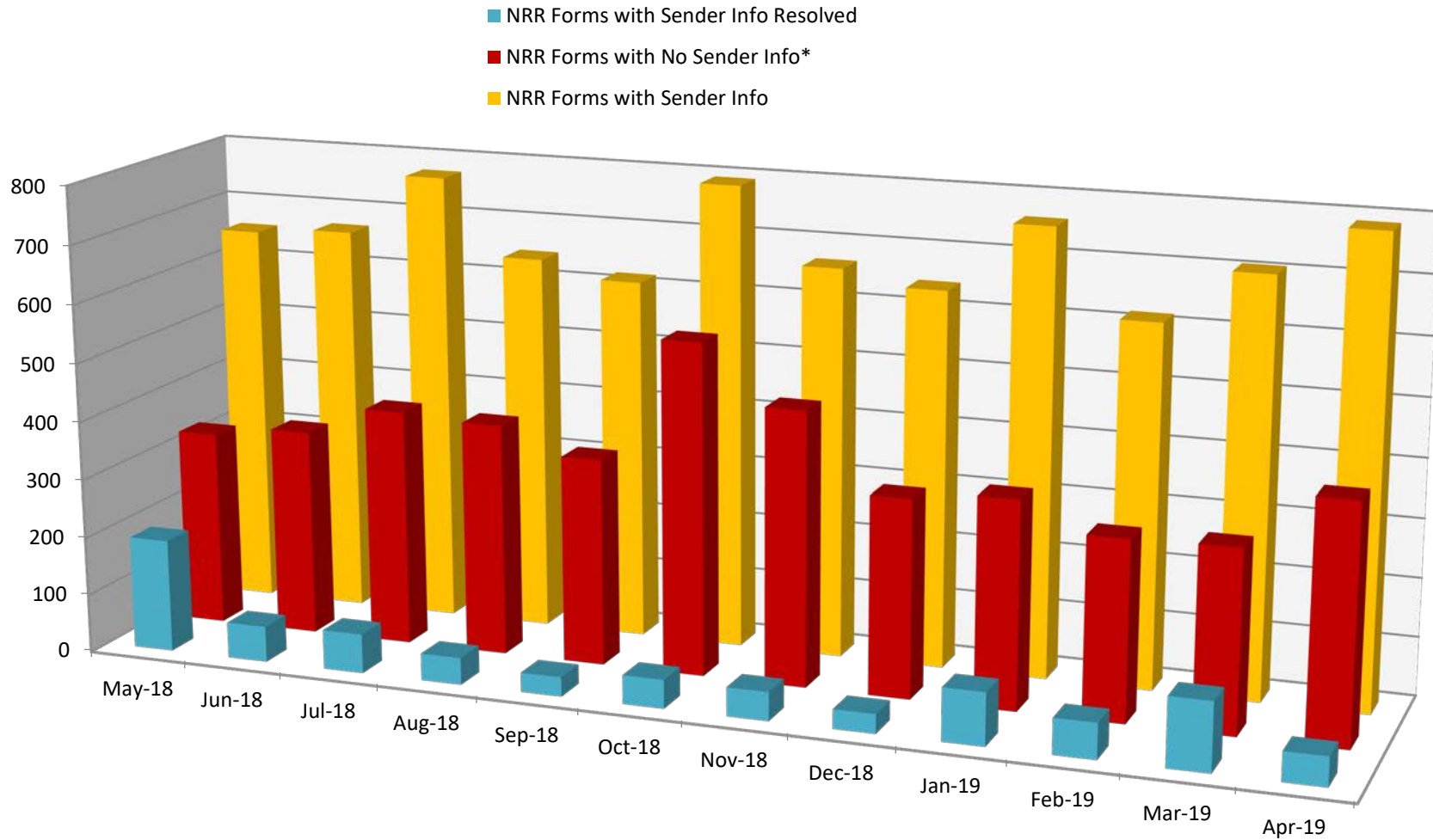
# Top NRR Reason Frequency (Required Elements Only) Apr, 2019\*

Percentages do not equal 100, as a form can be NRR for one or more reasons



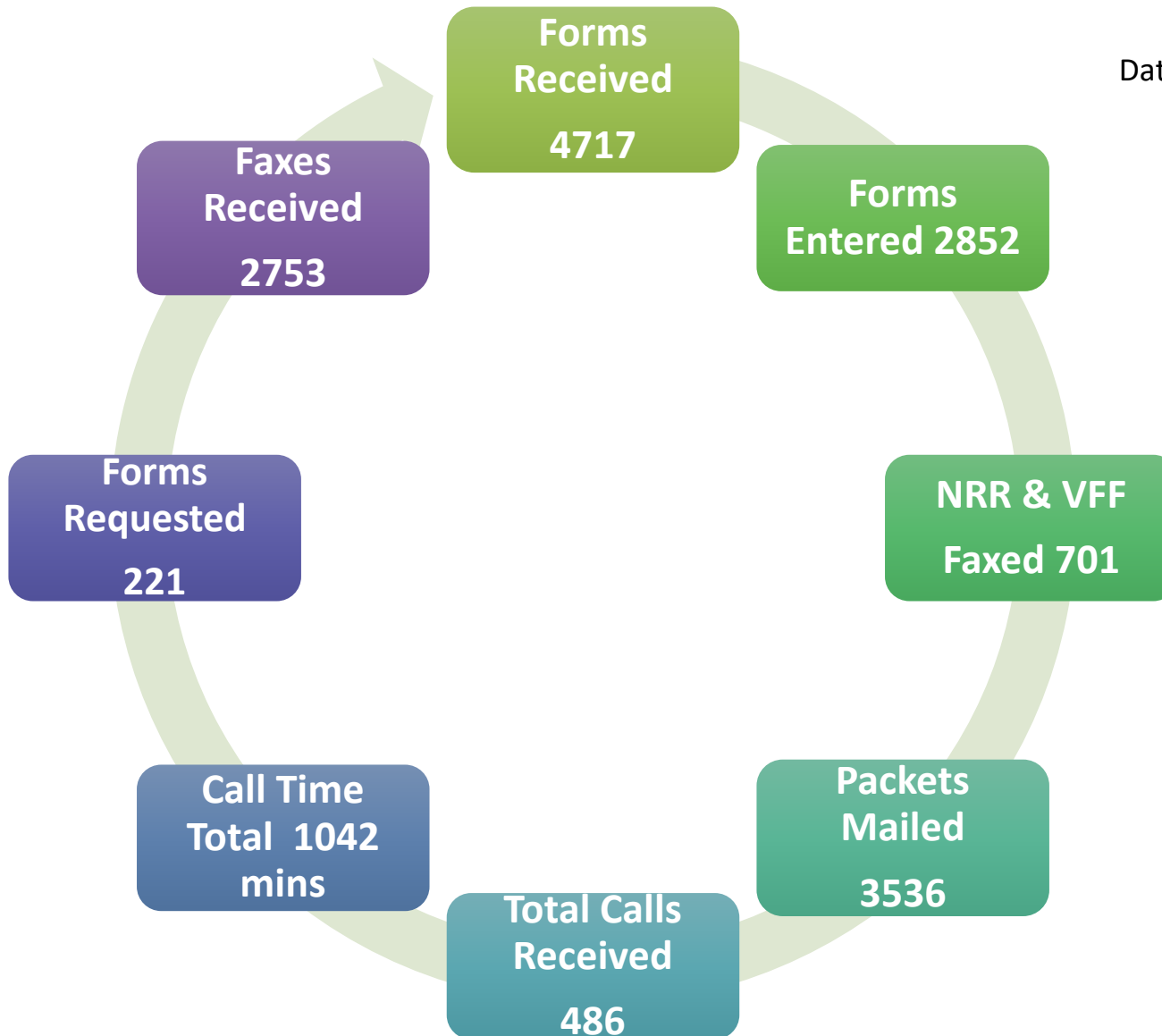
\*Based on NRR forms received in Apr where a total of 651 forms with sender info were deemed NRR (REO) for 1 or more reasons

## NRR Forms Received By Month: 5/1/18-4/30/19 Comparison of Sender Information and Resolution



\*Without sender information NRR forms cannot be sent back for resolution and subsequent entry into the Registry

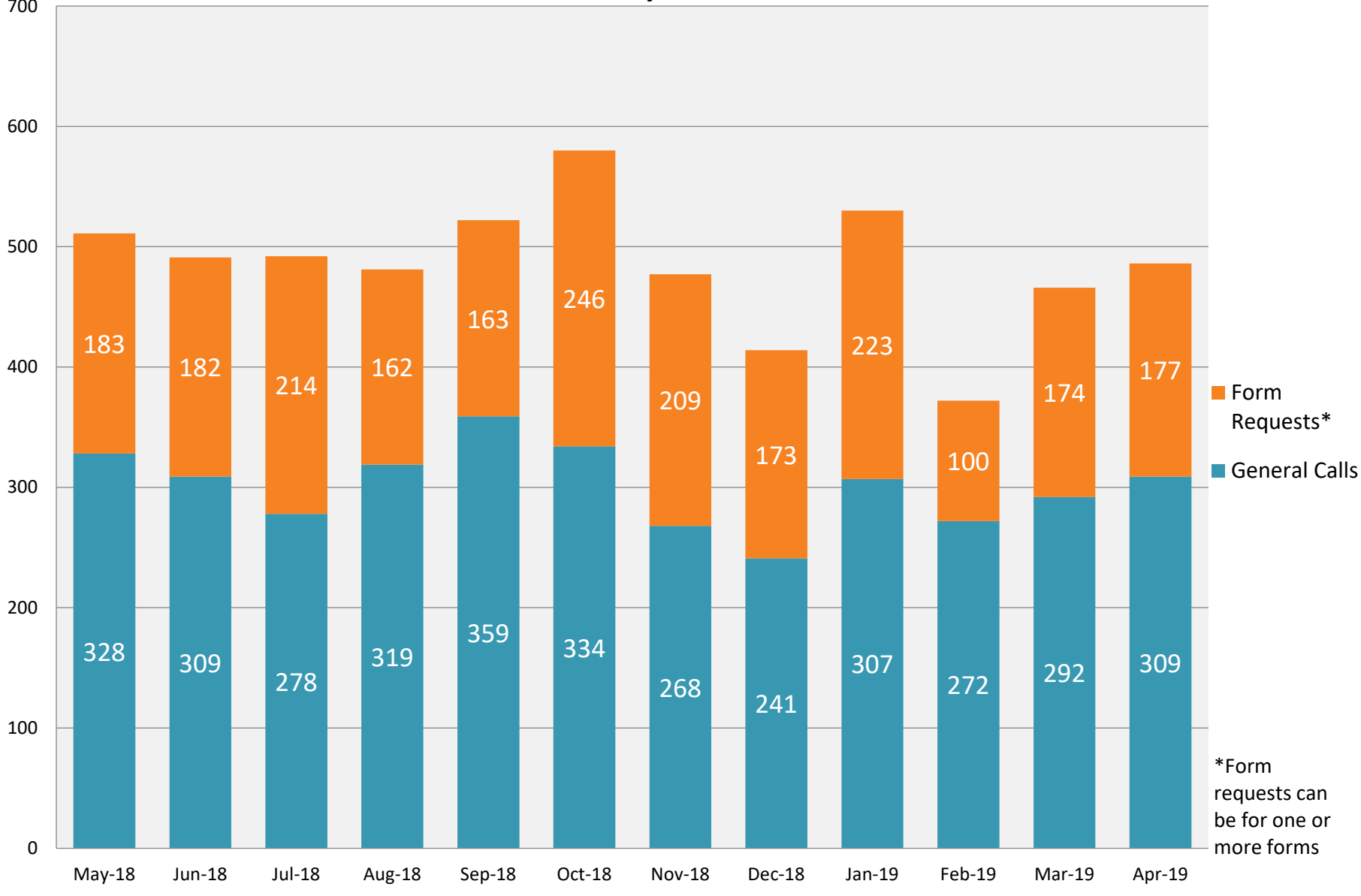
Oregon POLST Registry Monthly Data Update  
Business Office Work Flow Visual  
Apr 2019  
Data as of 5/30/2019





# Registry Business Office

## Total Calls Received by Month: 5/1/18-4/30/19



\*Form requests can be for one or more forms

# Registry Business Office

## Non-Urgent POLST Requests by Month: 5/1/18-4/30/19

