

OPR

portable orders for life-sustaining treatment

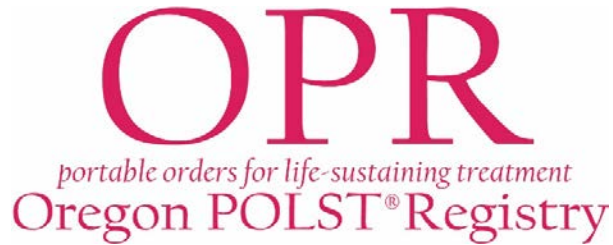
Oregon POLST[®] Registry

December 2018: Monthly Data Update

OPR

portable orders for life-sustaining treatment
Oregon POLST® Registry

| Terms in this report | Definition |
|---|---|
| Registry Forms or Registry Registrants: | Forms or registrants recorded in the Registry only, not all those received by the Registry office. |
| Not Registry Ready (NRR): | Forms received that are missing information to make them eligible for the Registry. |
| Not Registry Ready (NRR) - REQUIRED ELEMENTS ONLY: | 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 |
| Not Registry Ready (NRR) - Registry Unusable Only: | 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. |
| Active Forms: | Forms in the Registry that are ready to be searched. |
| Archived Forms: | Forms in the Registry that are no longer valid. These have been removed from searches. |
| Pending Forms: | 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). |
| Active Registrants: | Registrants with searchable, active forms who are not known to be deceased and have not opted out. |
| Archived Registrants: | Registrants known to be deceased or those who have opted out of the Registry. Forms from these registrants are not searchable for healthcare professionals. |
| Updated Forms: | An updated form is one received for a patient already in the Registry, but with a more recent date. |
| Forms Received: | All forms received by the Registry, including NRR but excluding duplicate submissions |
| Valid Form Follow-up (VFF): | Valid form follow-up. This type of follow-up is used to clarify optional information that is too dark, too light, or illegible |
| Forms Created/Entered: | 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. |
| ECC Call Time Outliers: | 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 12/31/18
Data as of 1/02/2019

Total Forms Received 5/15/09 through 12/31/18: 471,719 (excludes duplicate forms)

POLST Forms

| Forms in the Registry (status as of 1/29/19)† | Total Overall | Percentage |
|---|---------------|------------|
| Total | 372,127 | 100.0% |
| Active | 192,674 | 51.8% |
| Archived | 179,453 | 48.2% |

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

| Registrants | Total Overall | |
|---------------|----------------|-------|
| Total | 288,908 | |
| Active | 202,090 | 69.9% |
| Archived* | 86,818 | 30.1% |
| Gender | | |
| Female | 162,526 | 56.3% |
| Male | 115,880 | 40.1% |
| Not Indicated | 10,502 | 3.6% |

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

| NRR Forms | Total Overall | |
|--|---------------|--------------|
| NRR forms received | 96,975 | % of all NRR |
| NRR forms with enough info for follow-up | 44,471 | 45.9% |
| NRR forms that generated a Registry form | 19,458 | 20.1% |

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 |
|----------------------|----------------------------|----------------------------|-----------------------------|--------------------|
| Dec | 31.7% | 75.6% | 88.8% | 1.00 calendar days |
| 2018 to Date: Median | | | | 1.00 calendar days |

| Time to Form Entry from Date of Receipt | Dec |
|---|---------------------|
| Mean | 30.49 calendar days |
| Median | 29.68 calendar days |



Oregon POLST Registry Monthly Data Update
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Data as of 1/02/2019

Total Forms Received 5/15/09 through 12/31/18: 471,719 (excludes duplicate forms)

Calls: Review and Totals*

*Includes only calls not canceled

| POLST Registry Hotline Call Data | Dec | Total Overall | % of all Calls with a Match |
|----------------------------------|-----|---------------|-----------------------------|
| Calls | 172 | 11,238 | |
| Matches | 67 | 4,498 | 40.0% |

| Caller Type | Dec | Total Overall | % of all Calls |
|------------------------|-----|---------------|----------------|
| EMS | 54 | 2,722 | 24.2% |
| Emergency Department | 87 | 6,232 | 55.5% |
| Hospital Acute Care | 20 | 1,915 | 17.0% |
| Other/Not Classified** | 11 | 452 | 4.0% |

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

| Length of Call^ | Dec | Overall |
|-----------------|------------------------------|------------------------------|
| Mean | 59.7 seconds / 1.00 minutes | 61.4 seconds / 1.02 minutes |
| Median | 53.0 seconds / 0.88 minutes | 52.4 seconds / 0.87 minutes |
| Max Length | 198.1 seconds / 3.30 minutes | 209.9 seconds / 3.50 minutes |

^Excludes ECC call time outliers

| Business Office Call Data | Dec | Total 4/2011 ⁺ -Current | % of all Calls |
|---------------------------|-----|------------------------------------|----------------|
| General Calls | 241 | 24,085 | 68.6% |
| Form Requests | 173 | 10,816 | 30.8% |
| All calls | | 35,116 | |

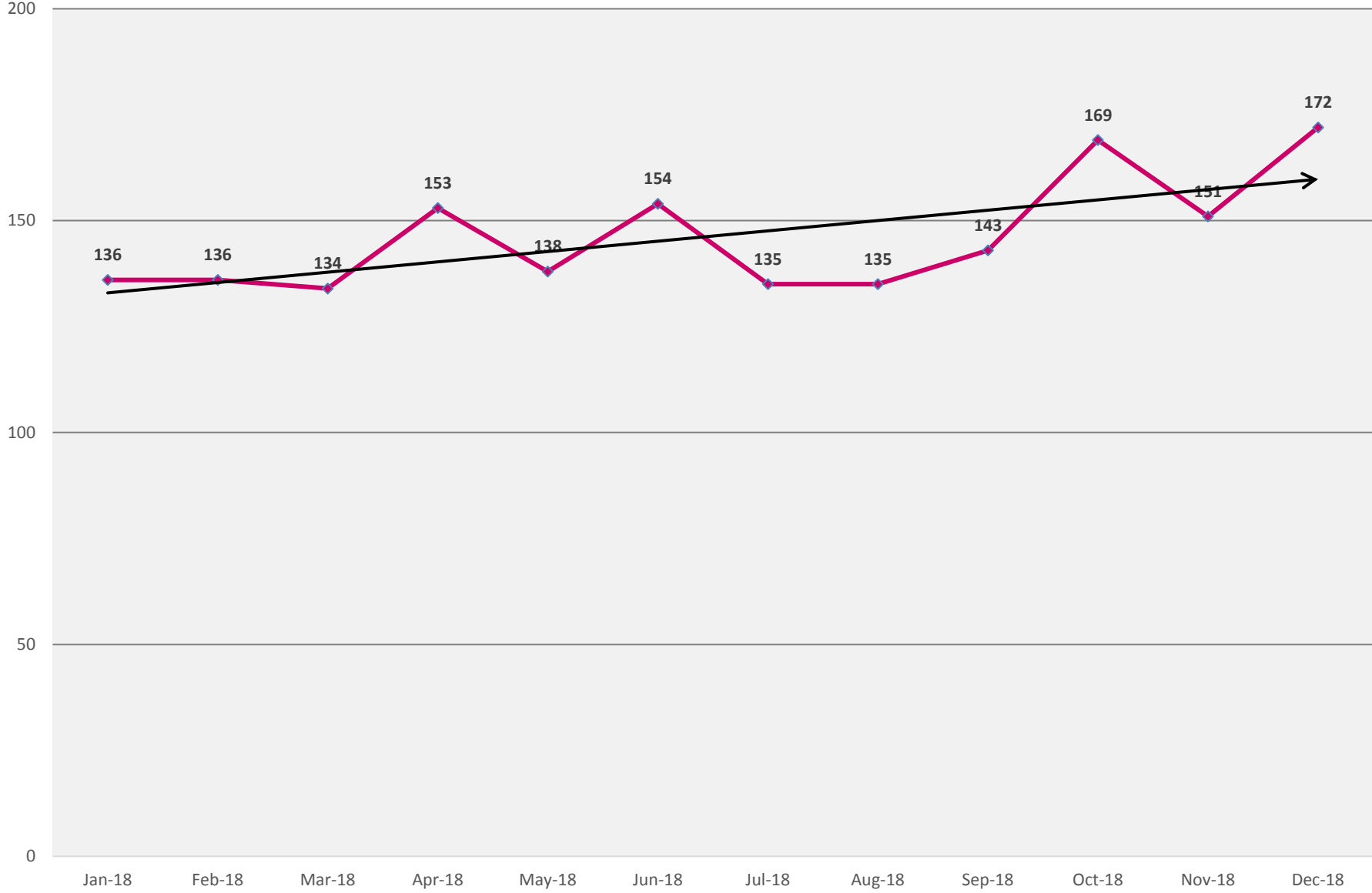
⁺Enhanced tracking of back office calls and form requests began 4/2011

| Non-Urgent POLST Form Requests | Dec | Total 4/2011 ⁺ -Current | % of all Requests with a Match |
|--------------------------------|-----|------------------------------------|--------------------------------|
| Forms Requested | 217 | 17,825 | |
| Matches | 101 | 7,832 | 43.9% |

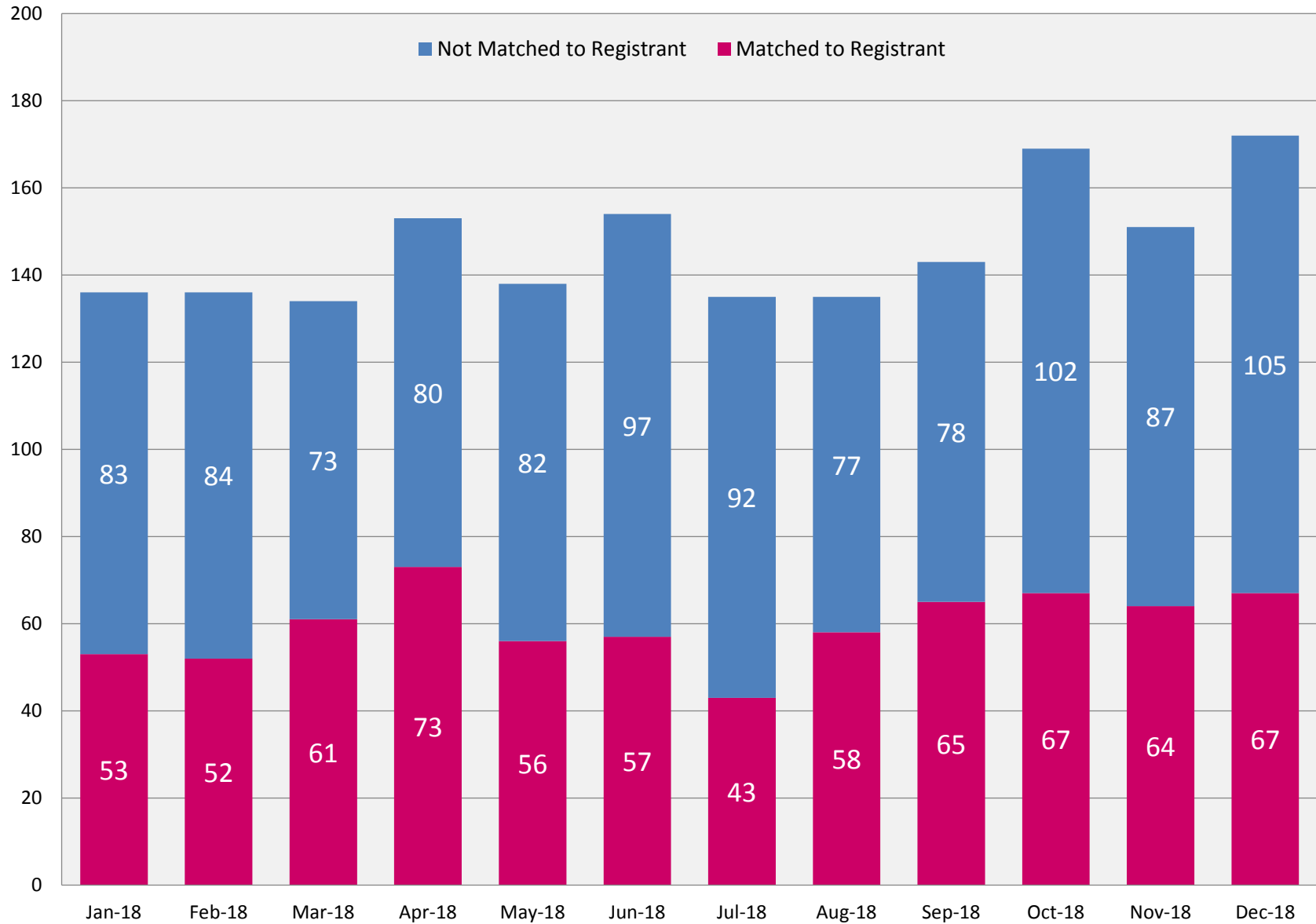
⁺Enhanced tracking of back office calls and form requests began 4/2011

ECC Calls Received by Month: 1/1/18-12/31/18

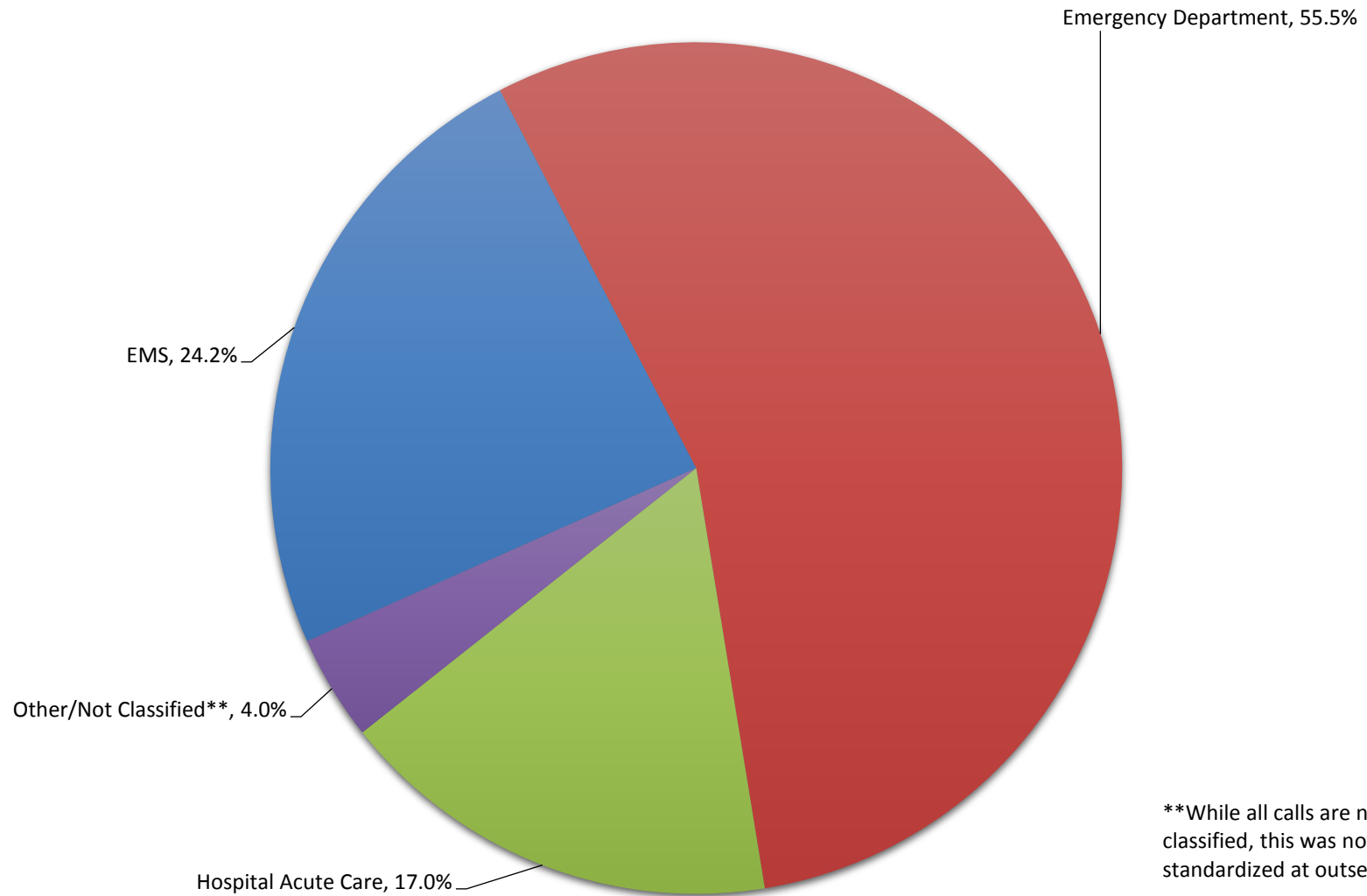
All calls with linear trendline



ECC Calls Received by Month: 1/1/18-12/31/18



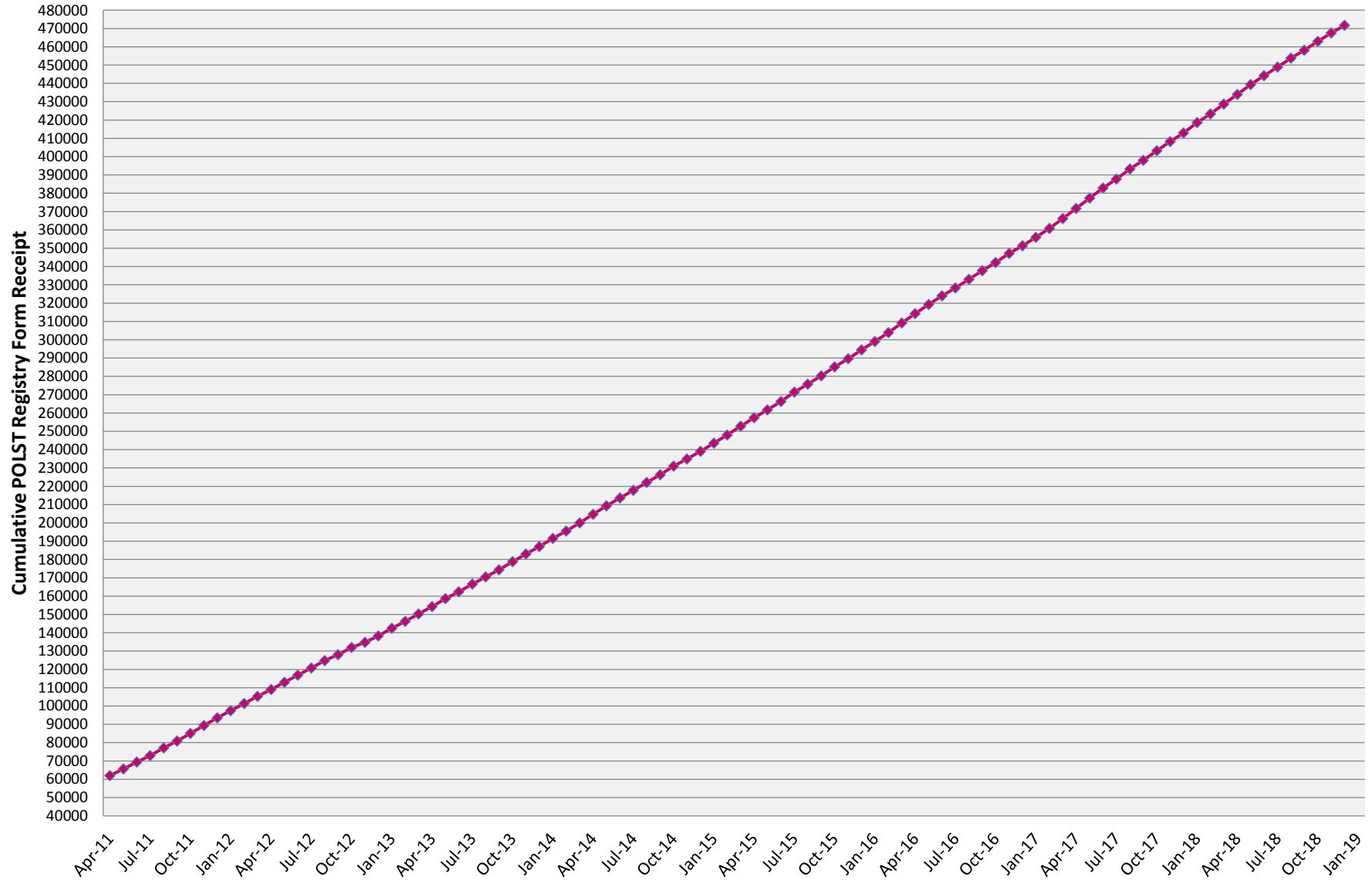
**Registry Hotline Caller Type: 5/15/09-12/31/18
(N=11,238 calls)**



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

Cumulative POLST Registry Forms: 4/1/11-12/31/18

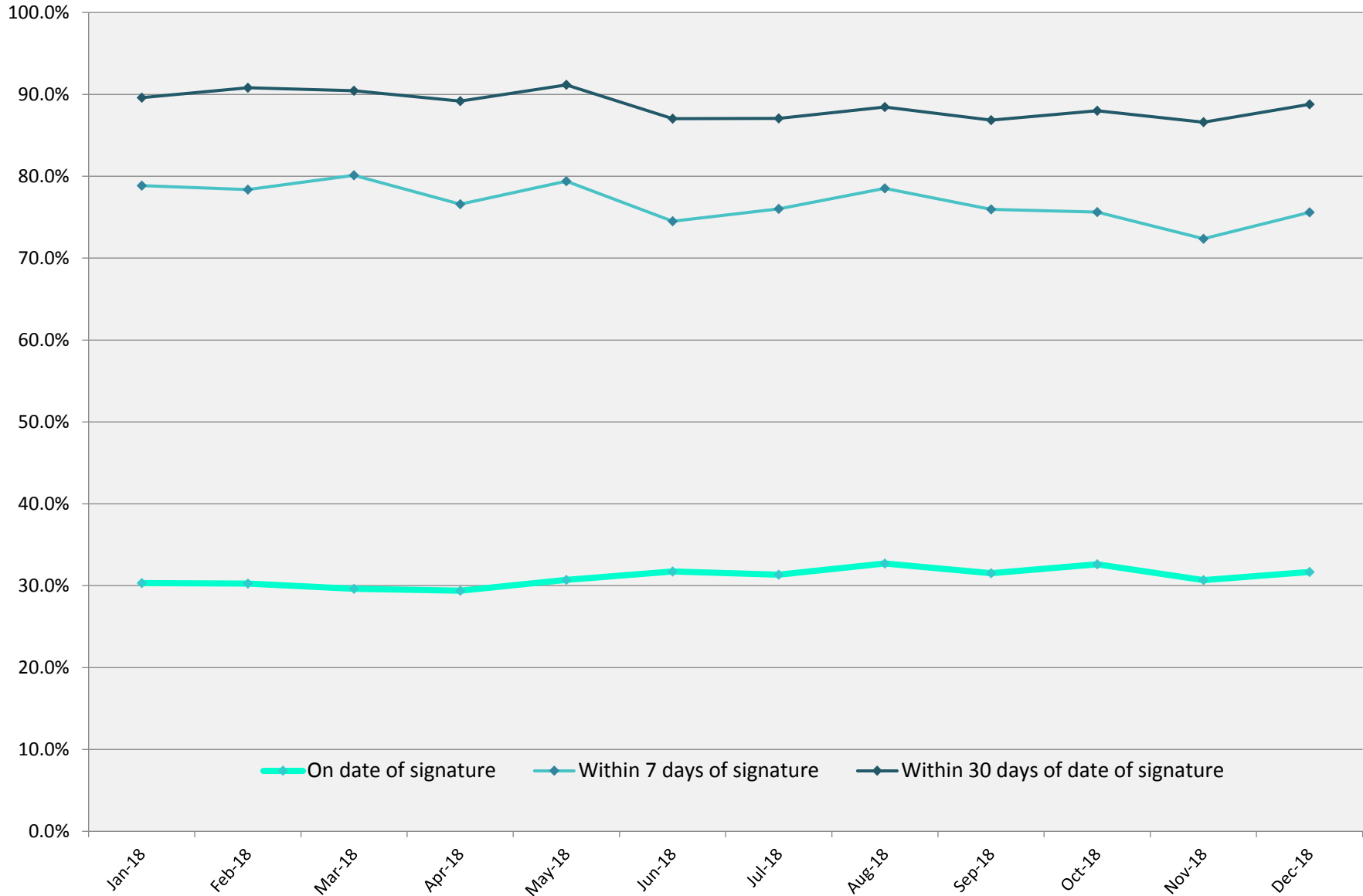
All Forms Received*



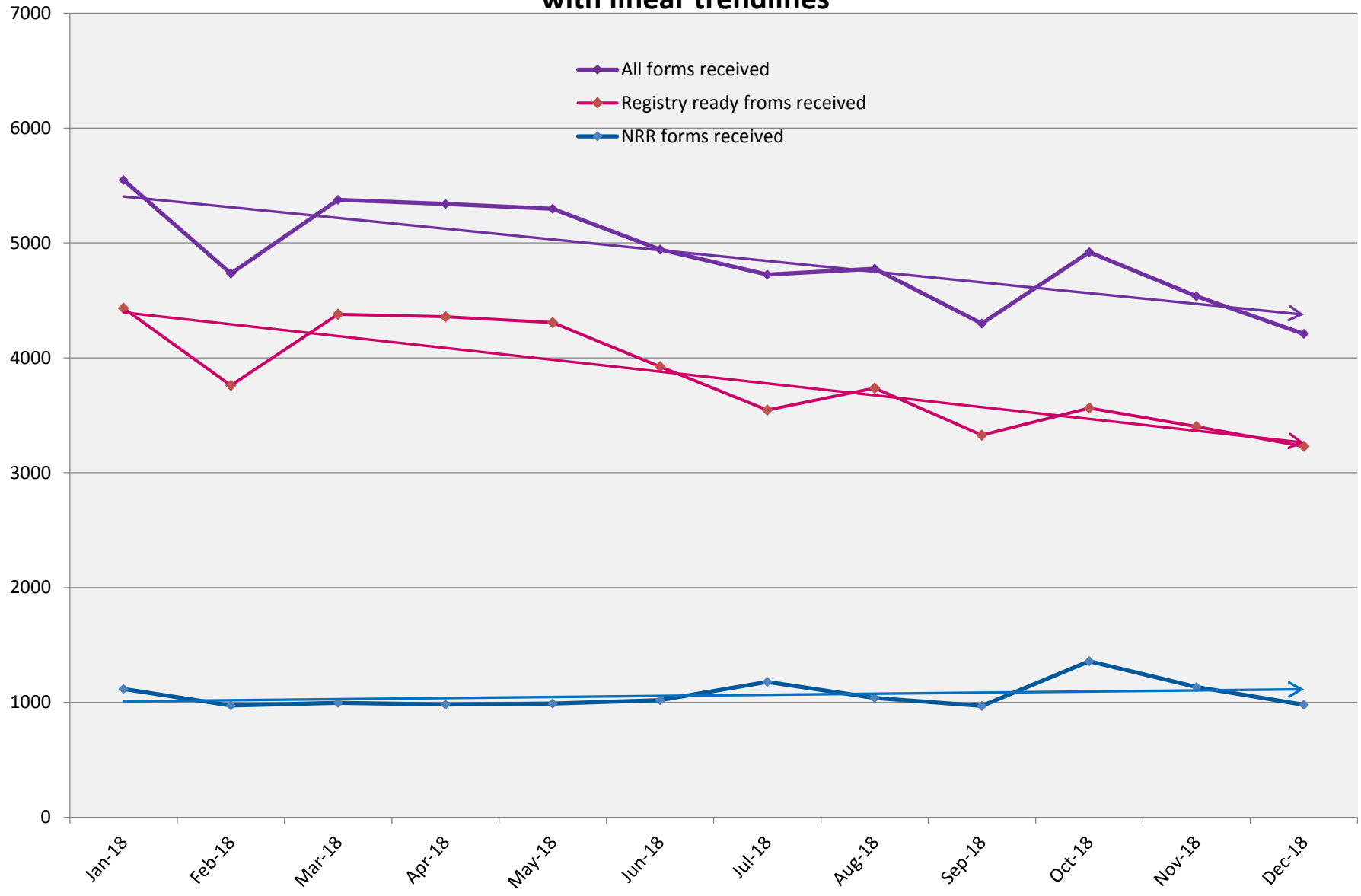
*Excludes duplicate POLST form submissions

Time to Receipt of Form: 1/1/18-12/31/18

Date form is signed to date of receipt by Registry

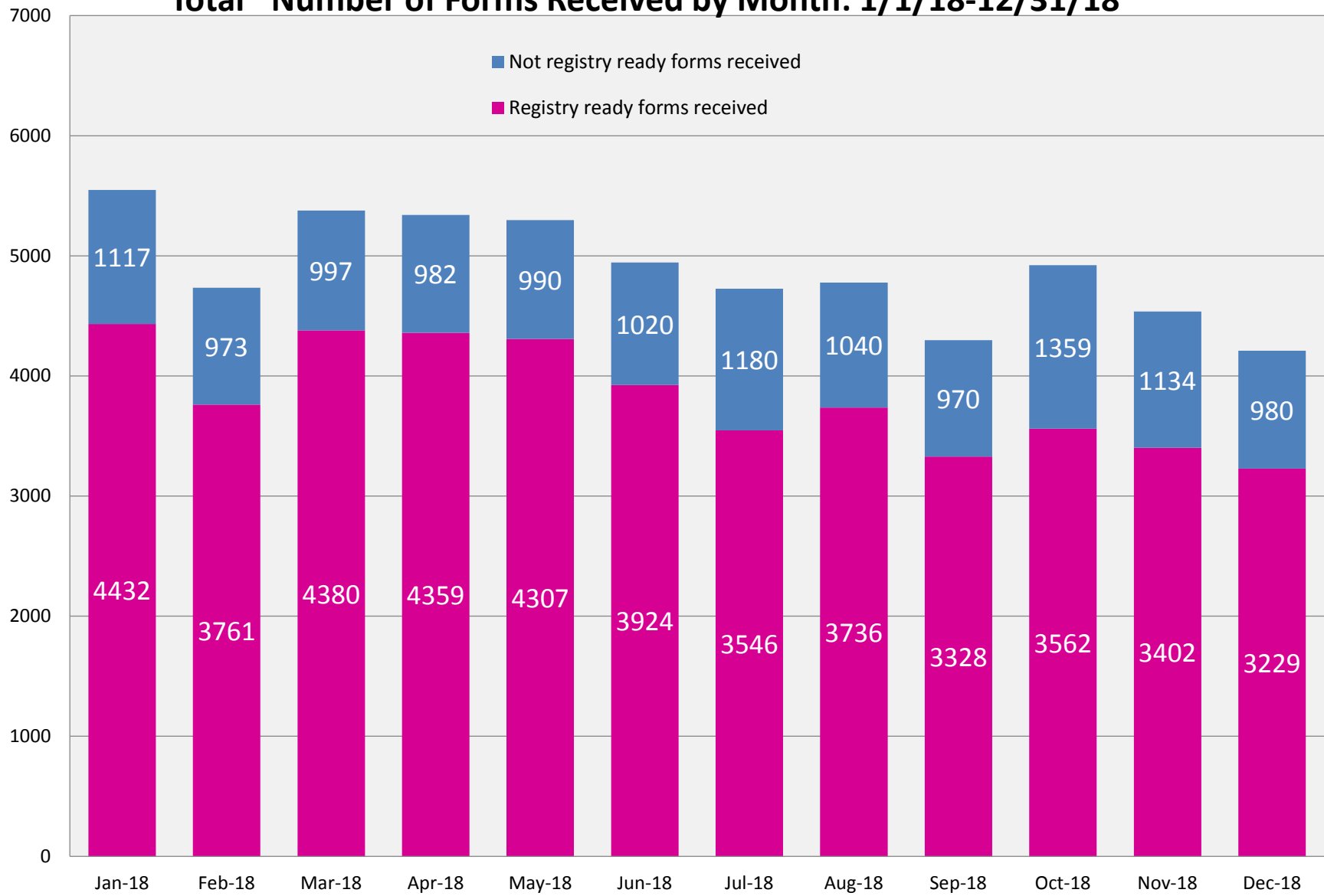


Forms Received*: 1/1/18-12/31/18 with linear trendlines



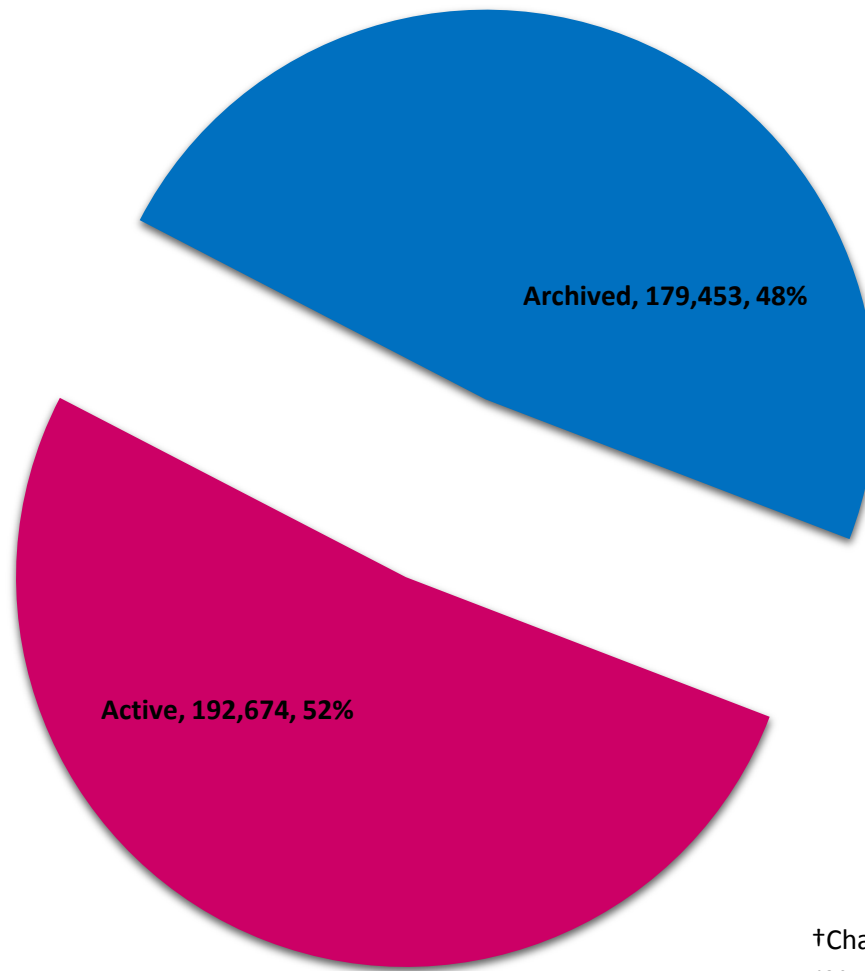
*Excludes duplicate POLST form submissions

Total* Number of Forms Received by Month: 1/1/18-12/31/18



*Excludes duplicate POLST form submissions

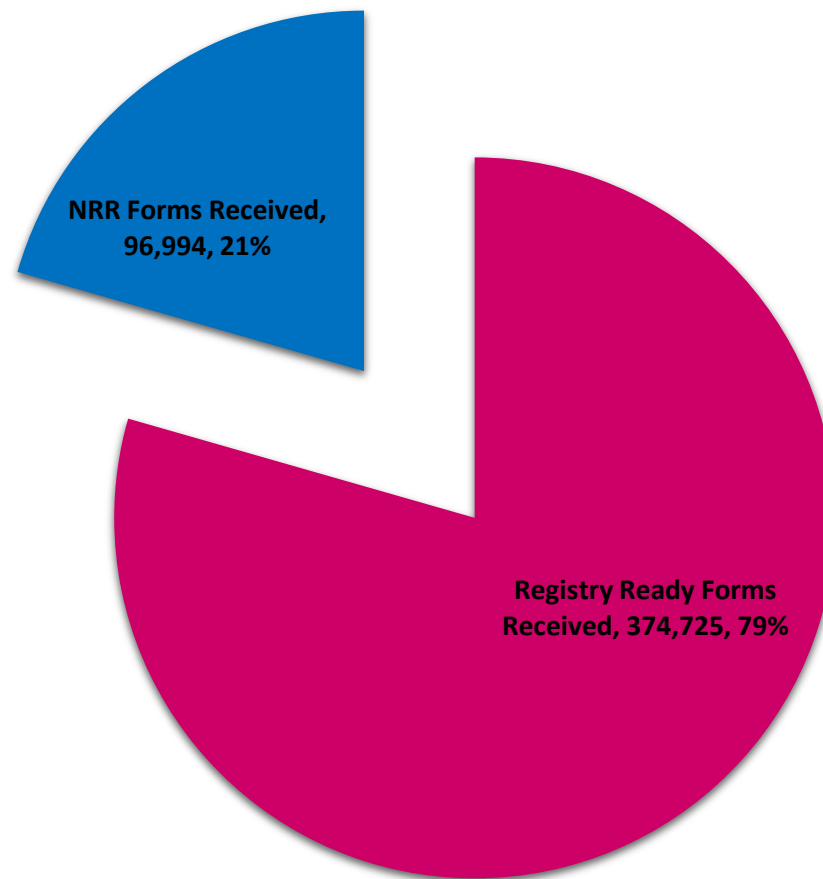
Registry Form Status, Overall as of 1/29/2019†
N=372,127



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

Received Forms, Overall*
N=471,719 from 5/15/09-12/31/18
Data as of 1/29/2019

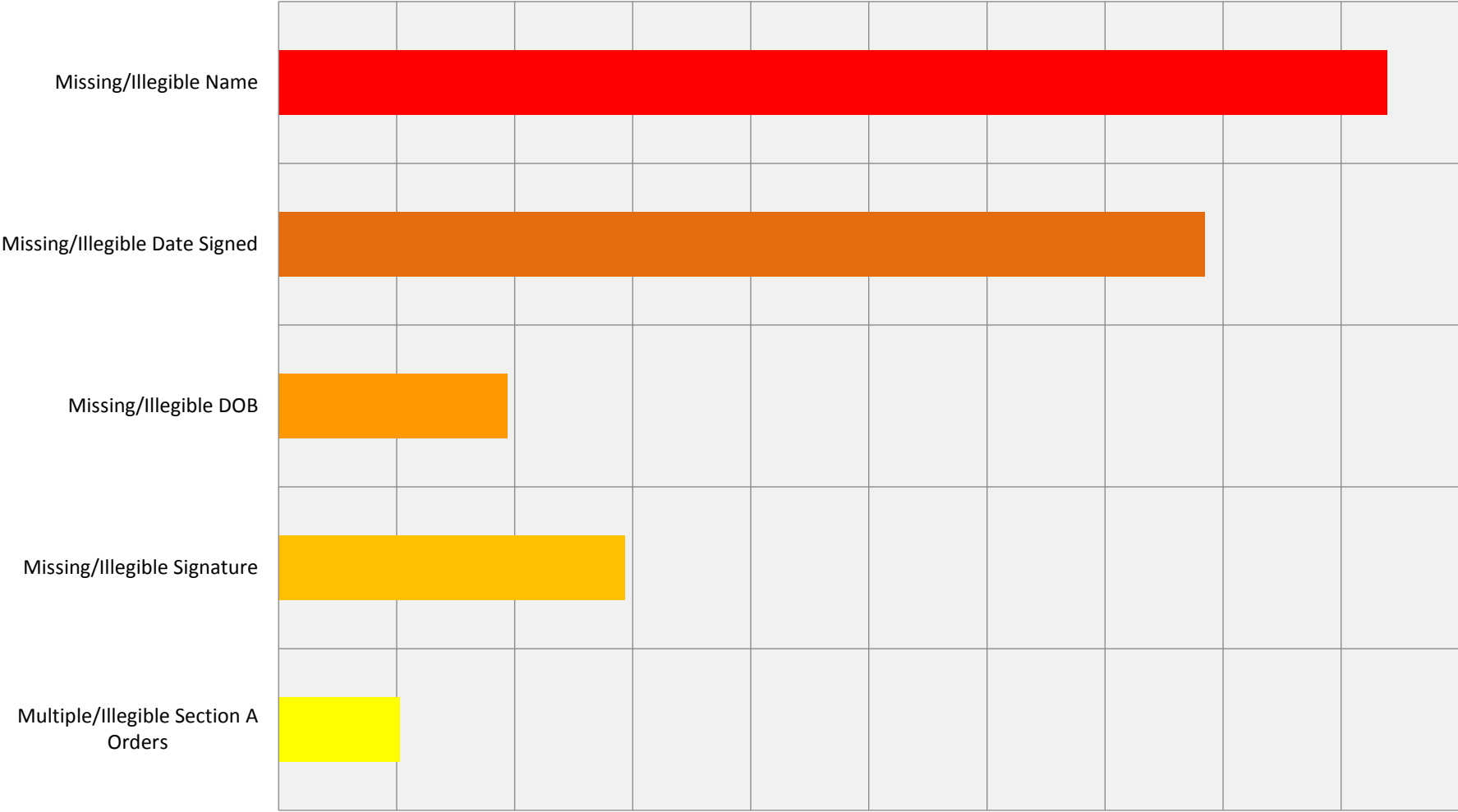
*Excludes duplicate POLST form submissions



**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).

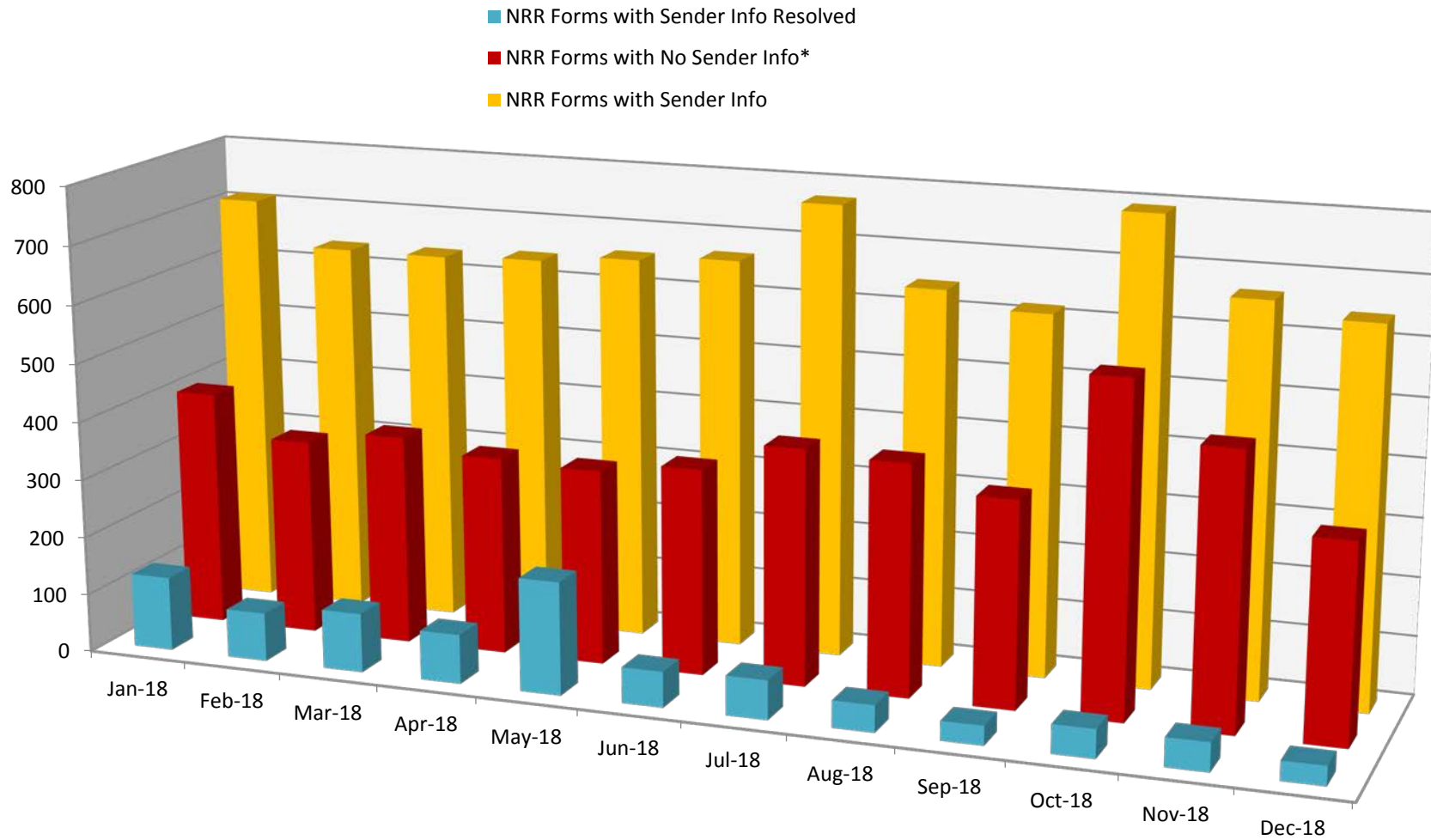
Top NRR Reason Frequency (Required Elements Only) Dec, 2018*

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

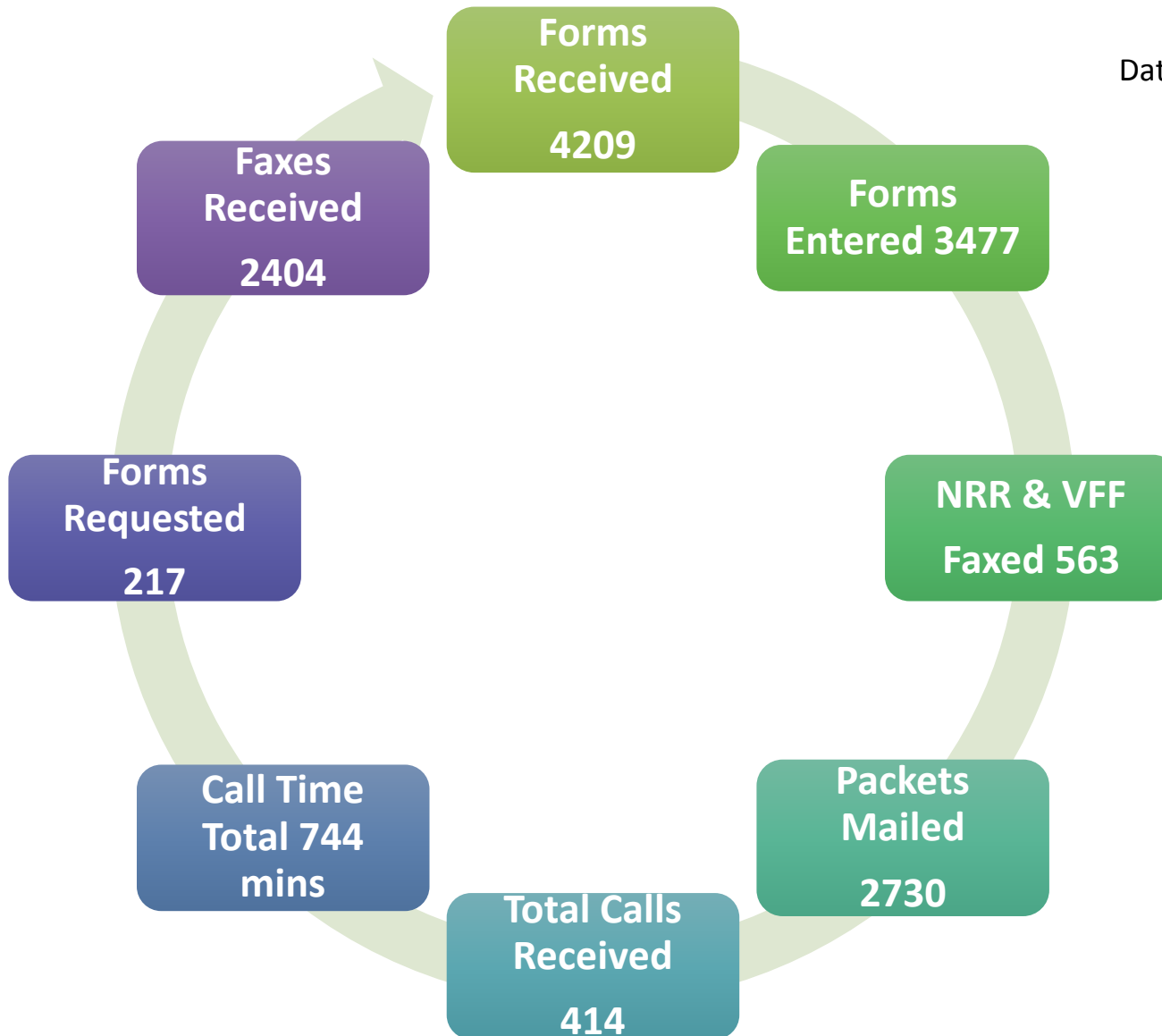


*Based on NRR forms received in Dec, where a total of 505 forms with sender info were deemed NRR (REO) for 1 or more reasons

NRR Forms Received By Month: 1/1/18-12/31/18 Comparison of Sender Information and Resolution

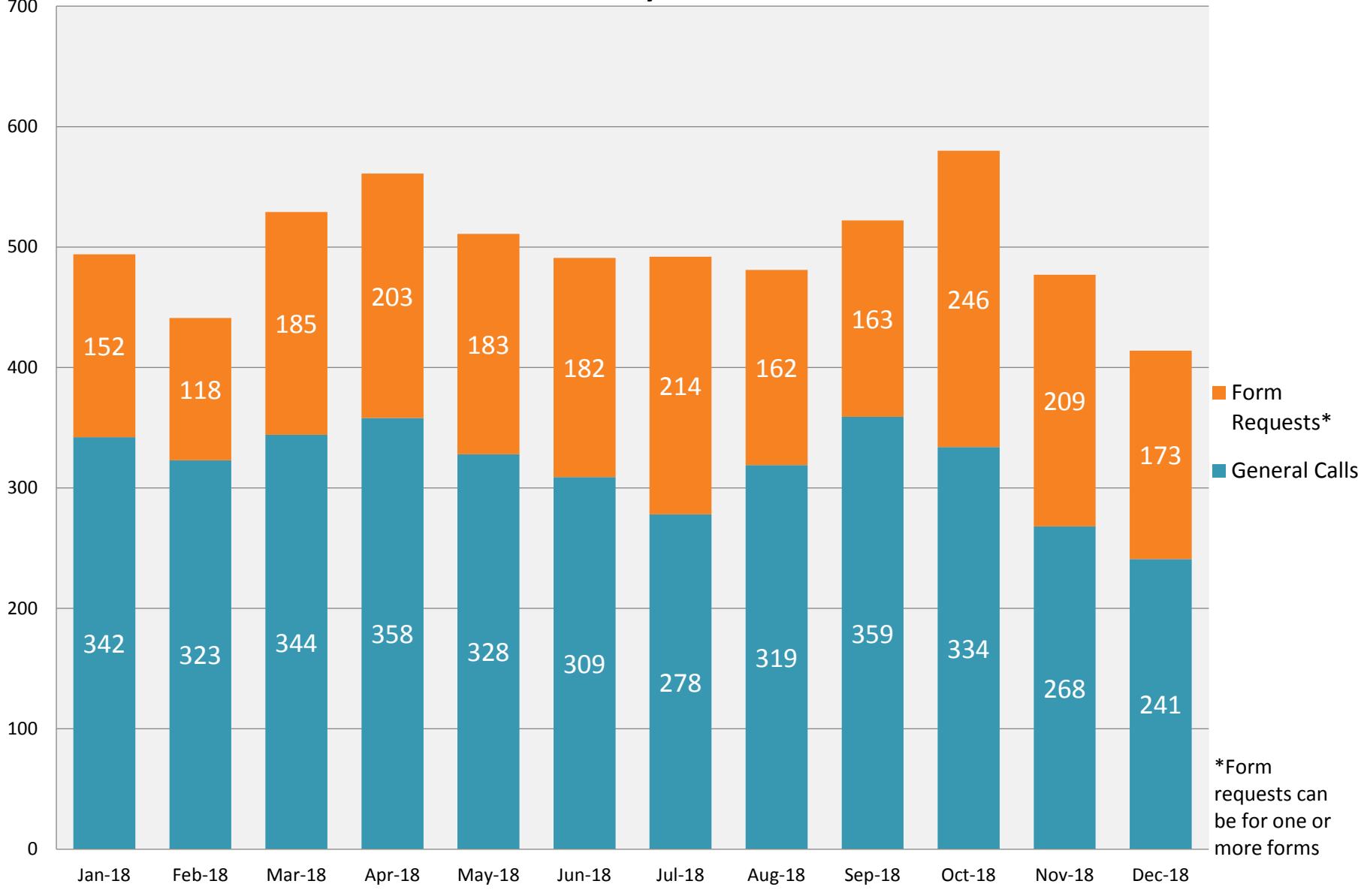


*Without sender information NRR forms cannot be sent back for resolution and subsequent entry into the Registry



Registry Business Office

Total Calls Received by Month: 1/1/18-12/31/18



*Form requests can be for one or more forms

Registry Business Office

Non-Urgent POLST Requests by Month: 1/1/18-12/31/18

