

OPR

physician orders for life-sustaining treatment

Oregon POLST Registry

October 2018: Monthly Data Update

OPR

physician 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Archived Forms:	Forms in the Registry that are no longer valid.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 10/31/18
 Data as of 11/29/2018

Total Forms Received 5/15/09 through 10/31/18: 462,974 (excludes duplicate forms)

POLST Forms

Forms in the Registry (status as of 11/29/18)†	Total Overall	Percentage
Total	365,468	100.0%
Active	190,487	52.1%
Archived	174,981	47.9%

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

Registrants	Total Overall	
Total	284,097	
Active	199,688	70.3%
Archived*	84,409	29.7%
Gender		
Female	159,854	56.3%
Male	113,812	40.1%
Not Indicated	10,431	3.7%

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

NRR Forms	Total Overall	
NRR forms received	94,861	% of all NRR
NRR forms with enough info for follow-up	42,787	45.1%
NRR forms that generated a Registry form	19,315	20.4%

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
Oct	32.6%	75.6%	88.0%	1.00 calendar days
2018 to Date: Median				1.00 calendar days

Time to Form Entry from Date of Receipt	Oct
Mean	28.15 calendar days
Median	28.34 calendar days



Oregon POLST Registry Monthly Data Update
 Data from 5/15/09 through 10/31/18
 Data as of 11/29/18

Total Forms Received 5/15/09 through 10/31/18: 462,974 (excludes duplicate forms)

Calls: Review and Totals*

*Includes only calls not canceled

POLST Registry Hotline Call Data	Oct	Total Overall	% of all Calls with a Match
Calls	169	10,915	
Matches	67	4,367	40.0%

Caller Type	Oct	Total Overall	% of all Calls
EMS	38	2,636	24.2%
Emergency Department	94	6,052	55.4%
Hospital Acute Care	29	1,879	17.2%
Other/Not Classified**	8	431	3.9%

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

Length of Call^	Oct	Overall
Mean	60.2 seconds / 1.00 minutes	61.5 seconds / 1.02 minutes
Median	52.6 seconds / 0.88 minutes	52.3 seconds / 0.87 minutes
Max Length	203.1 seconds / 3.38 minutes	209.9 seconds / 3.50 minutes

^Excludes ECC call time outliers

Business Office Call Data	Oct	Total 4/2011 ⁺ -Current	% of all Calls
General Calls	334	23,576	68.9%
Form Requests	246	10,434	30.5%
	All calls	34,225	

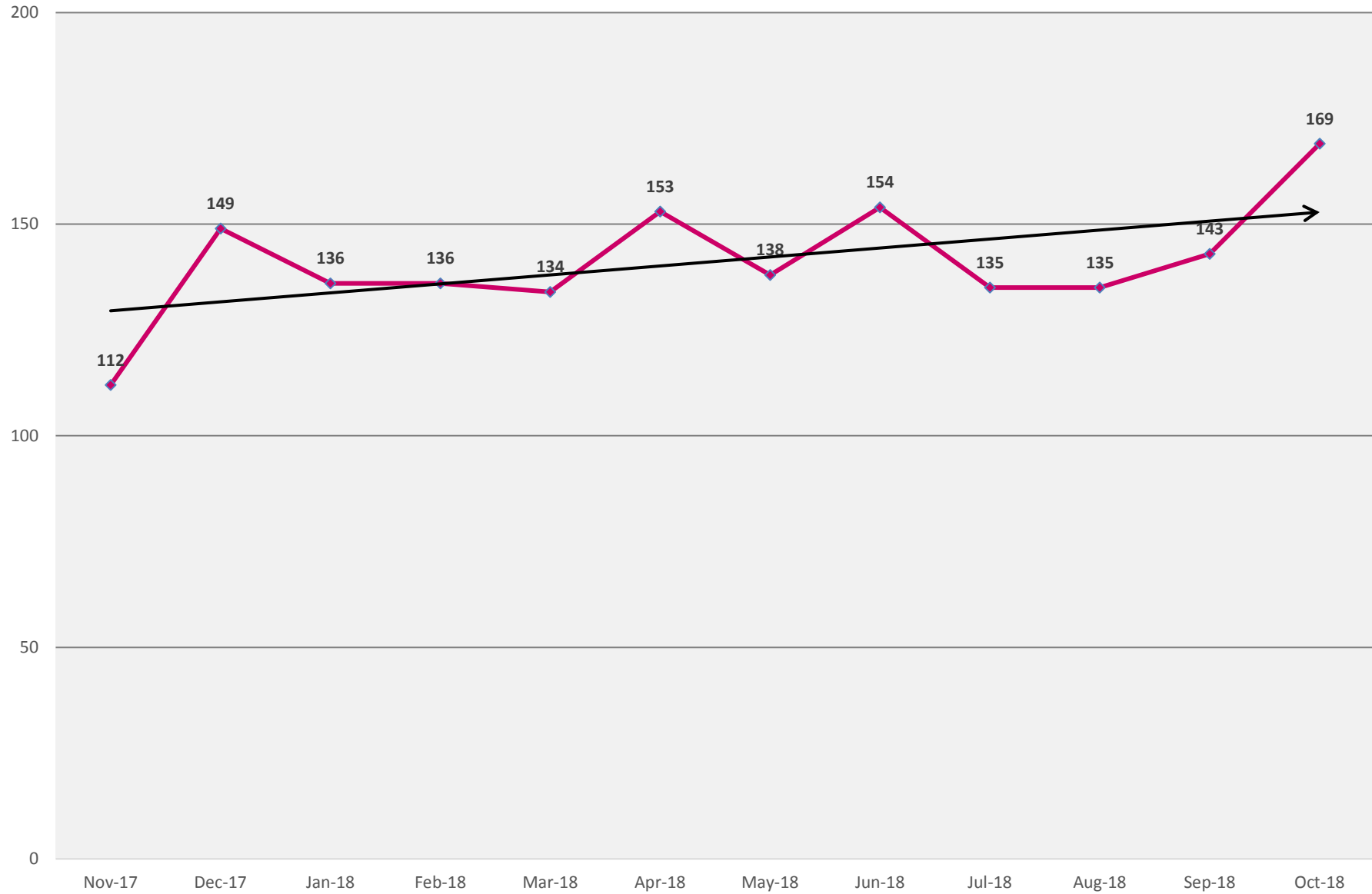
*Enhanced tracking of back office calls and form requests began 4/2011

Non-Urgent POLST Form Requests	Oct	Total 4/2011 ⁺ -Current	% of all Requests with a Match
Forms Requested	383	17,311	
Matches	226	7,562	43.7%

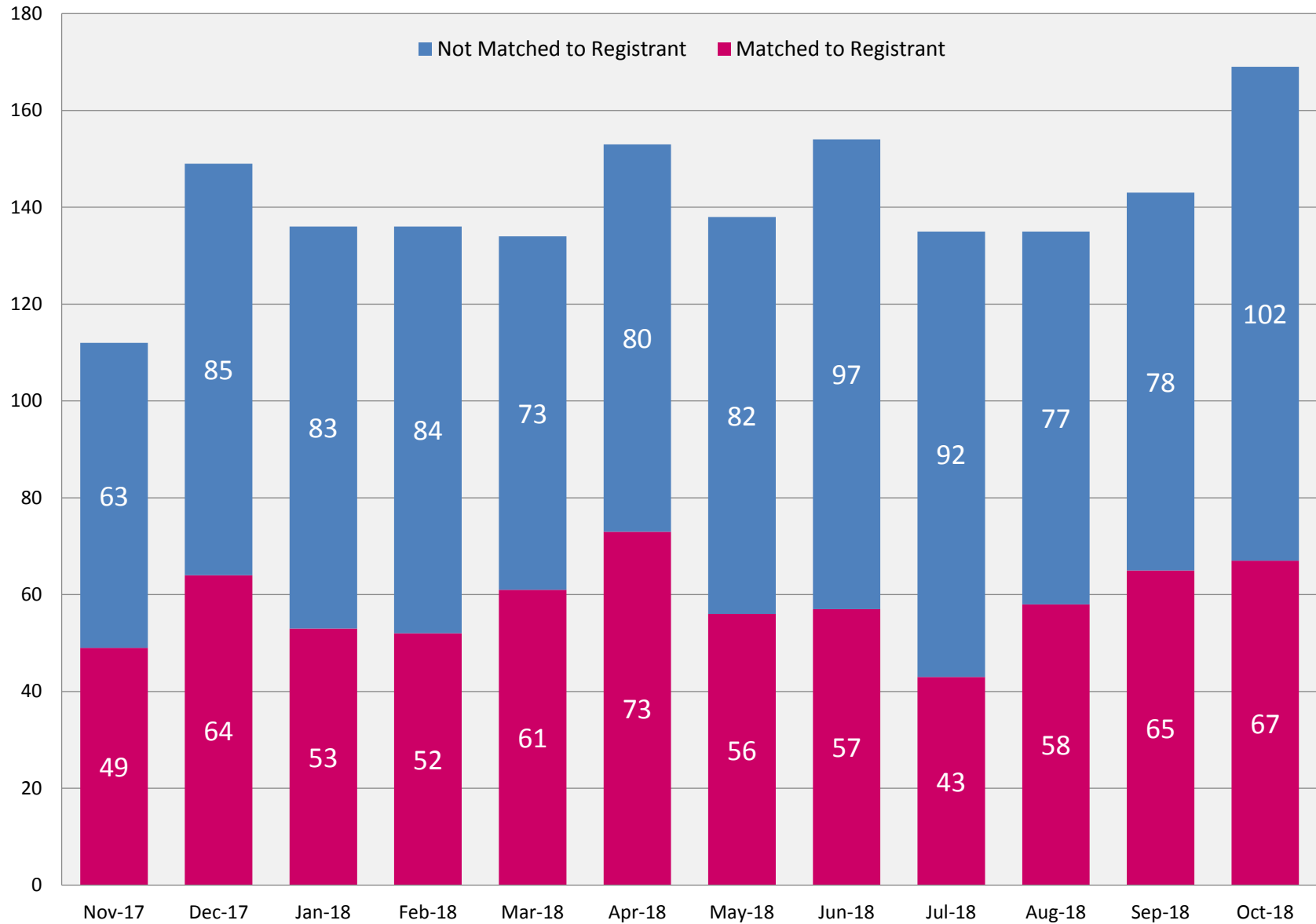
*Enhanced tracking of back office calls and form requests began 4/2011

ECC Calls Received by Month: 11/1/17-10/31/18

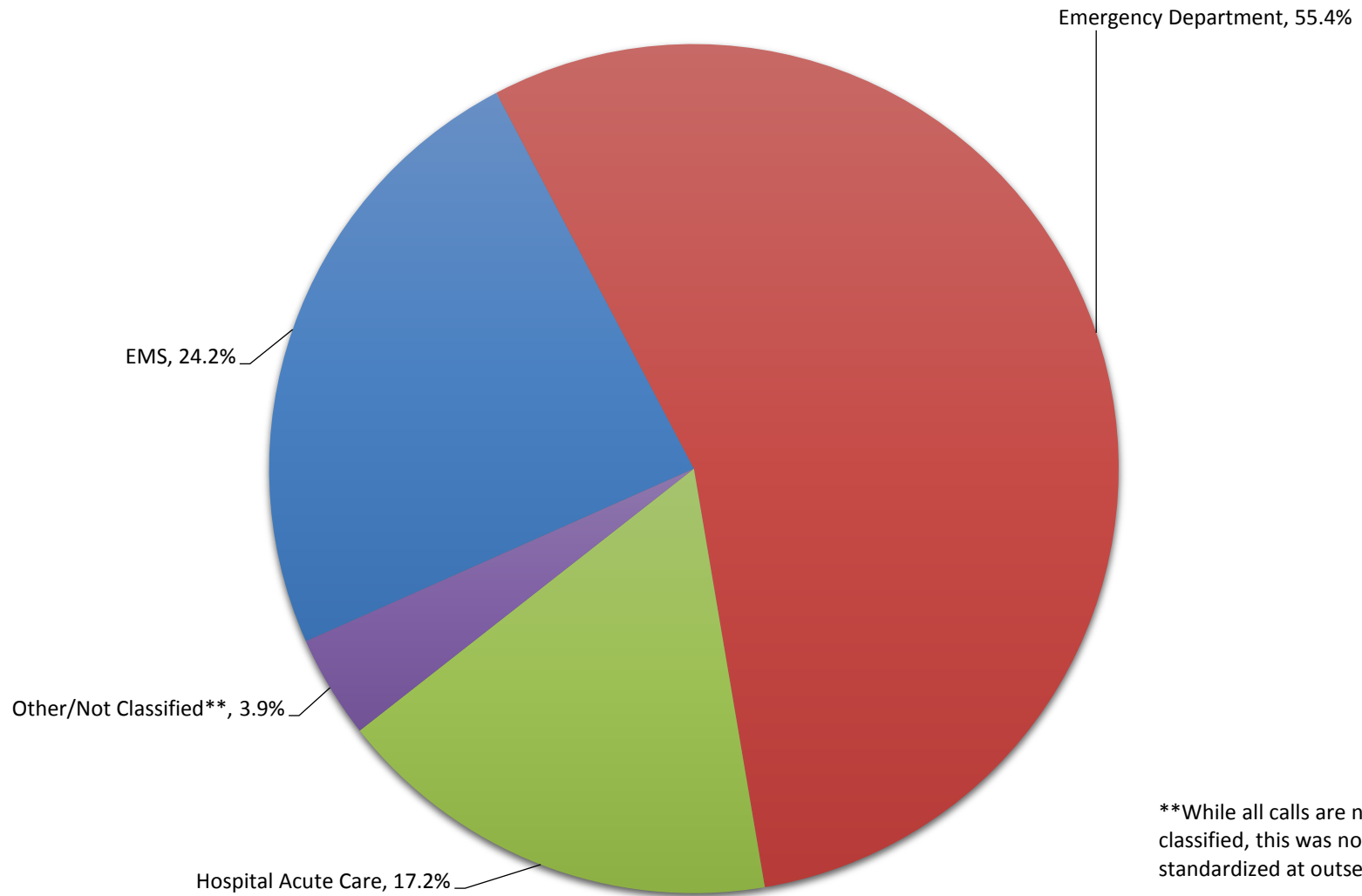
All calls with linear trendline



ECC Calls Received by Month: 11/1/17-10/31/18

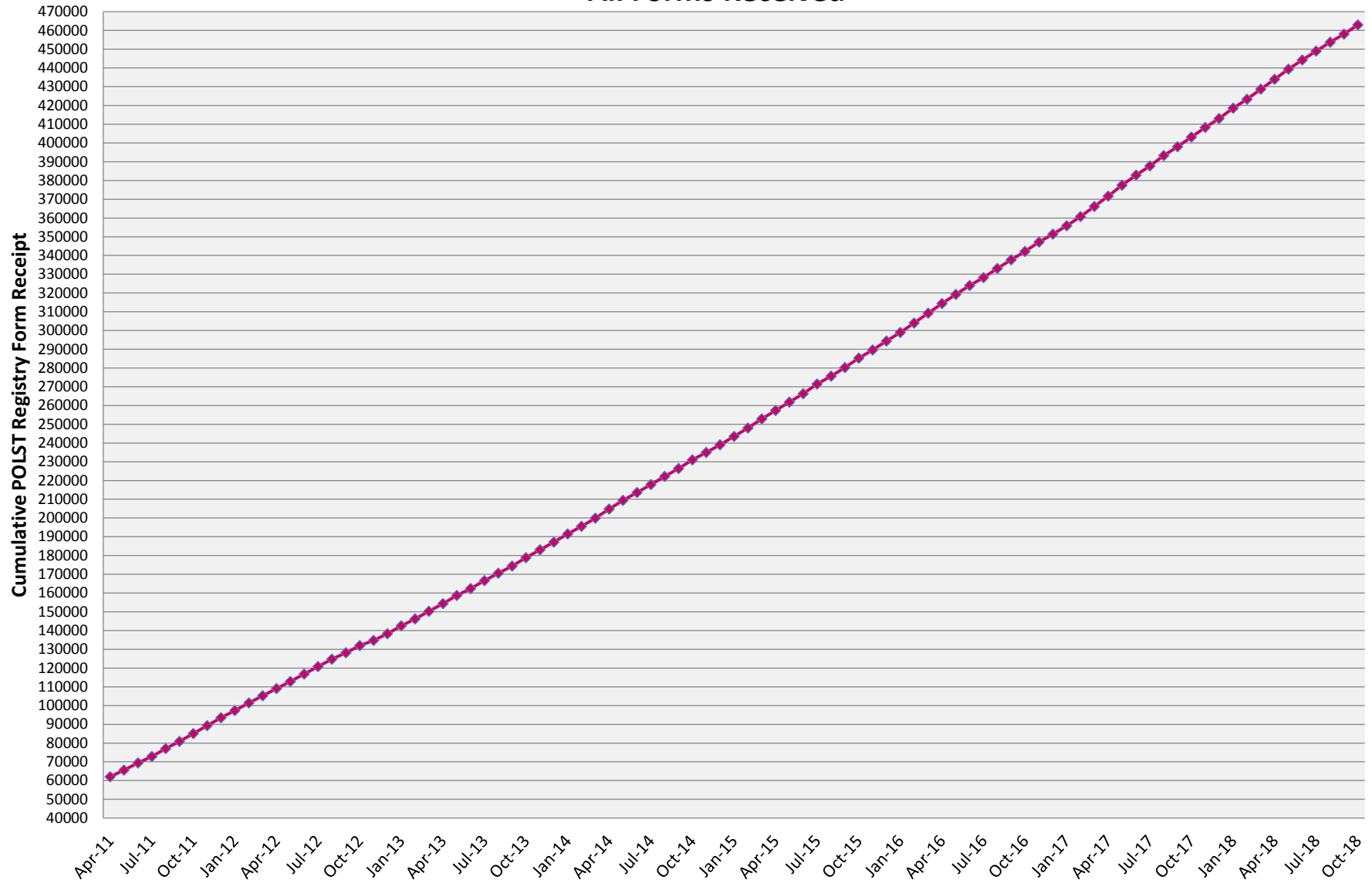


**Registry Hotline Caller Type: 5/15/09-10/31/18
(N=10,915 calls)**



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

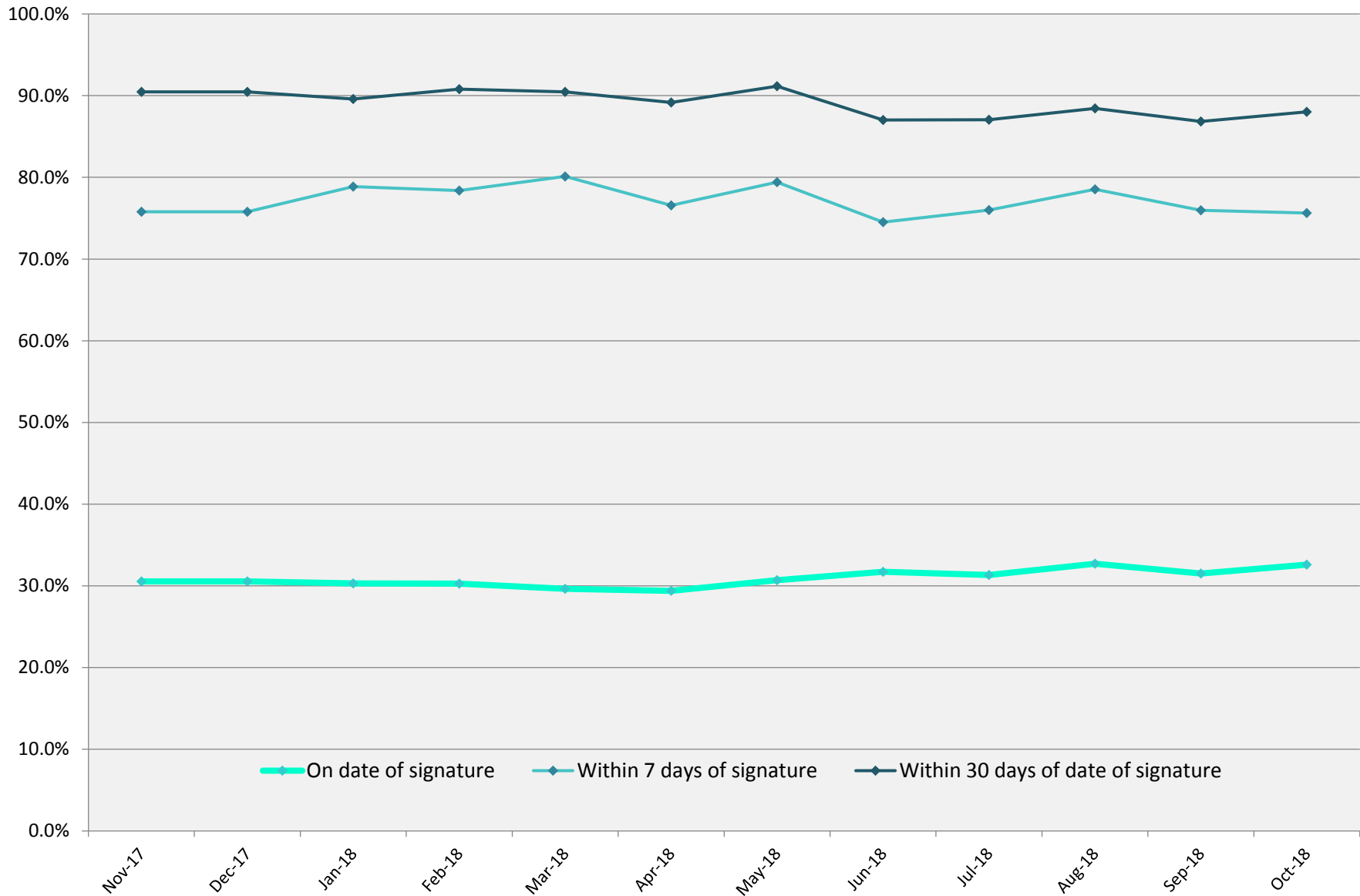
Cumulative POLST Registry Forms: 4/1/11-10/31/18 All Forms Received*



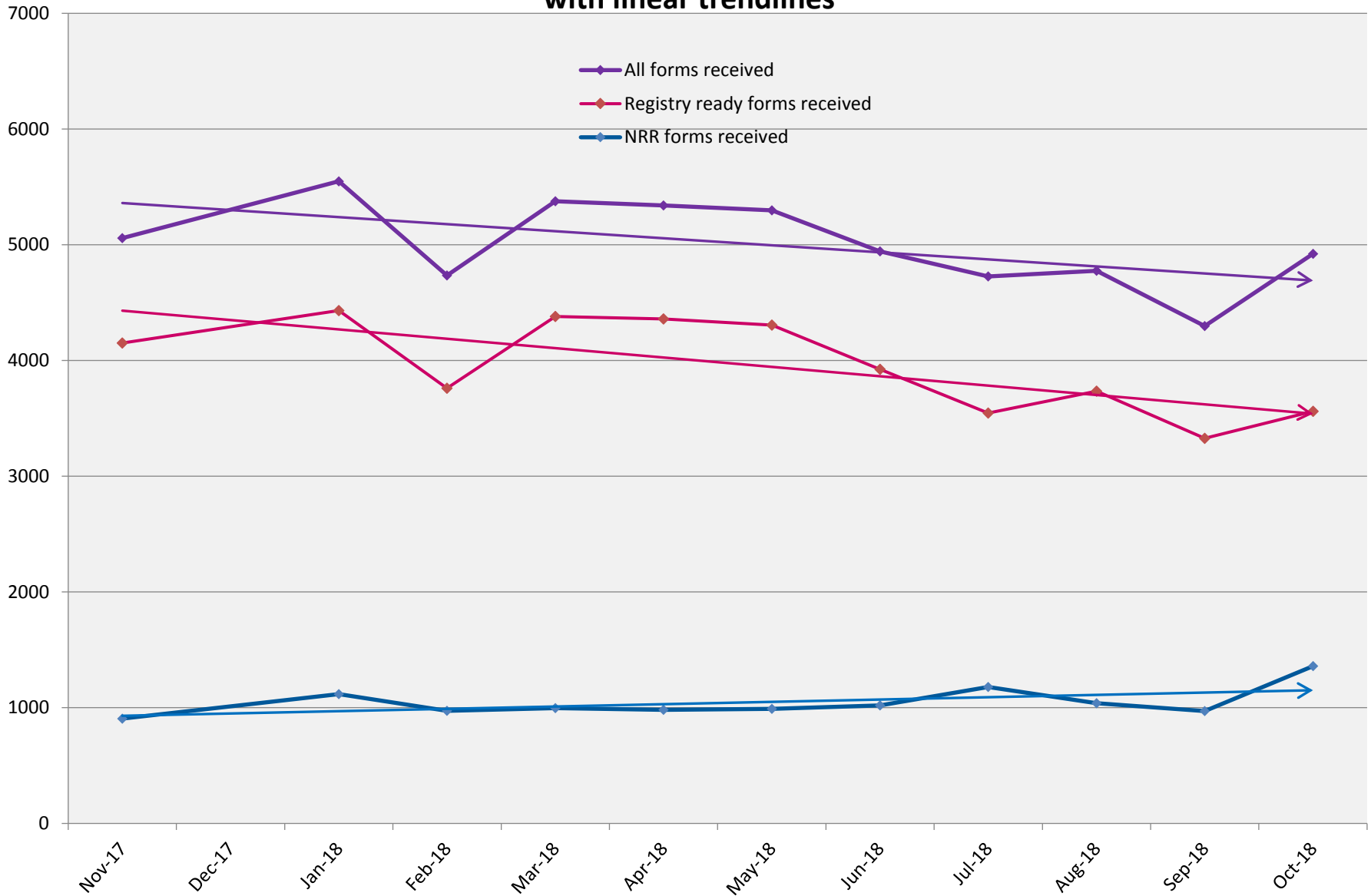
*Excludes duplicate POLST form submissions

Time to Receipt of Form: 11/1/17-10/31/18

Date form is signed to date of receipt by Registry

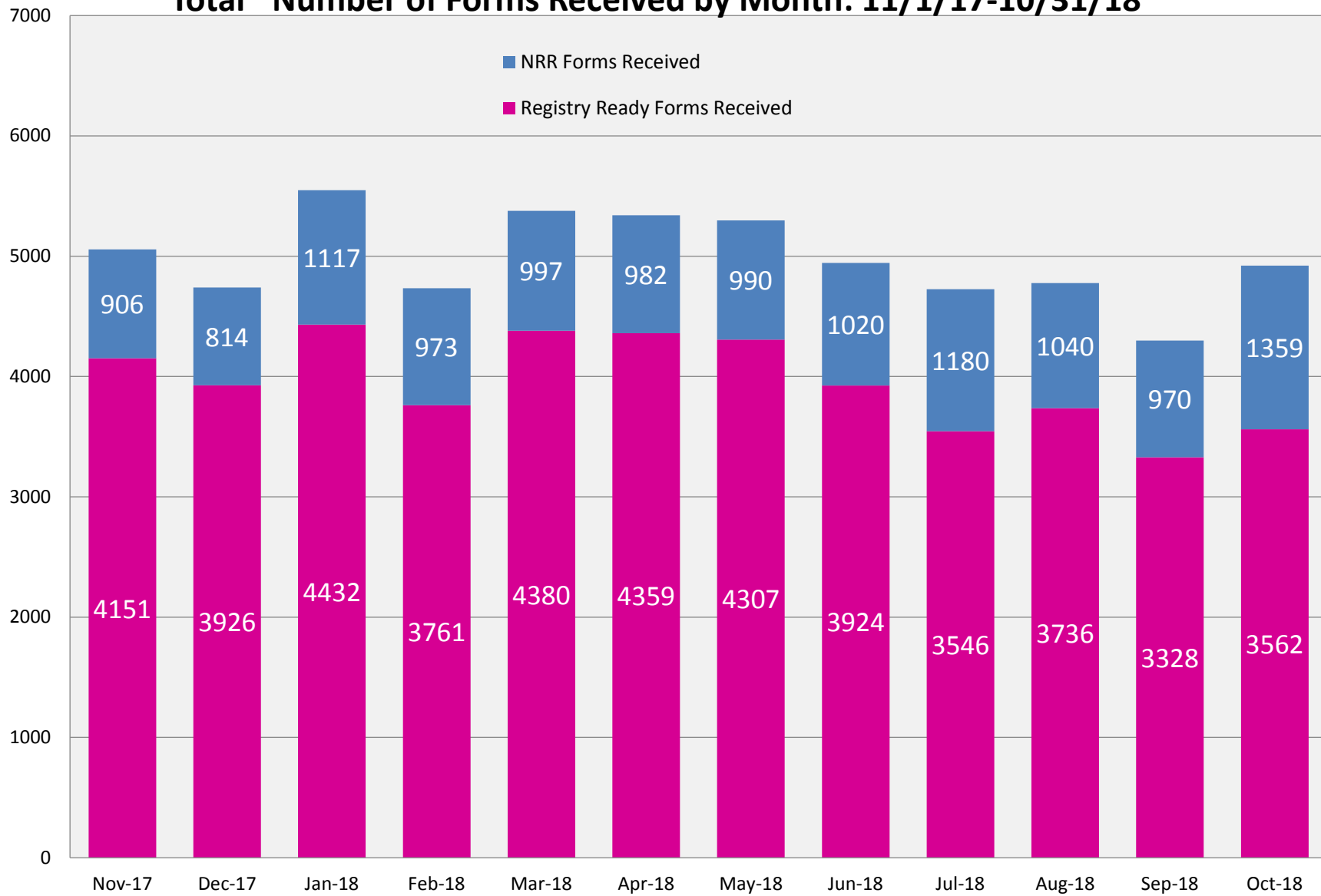


Forms Received*: 11/1/17-10/31/18 with linear trendlines



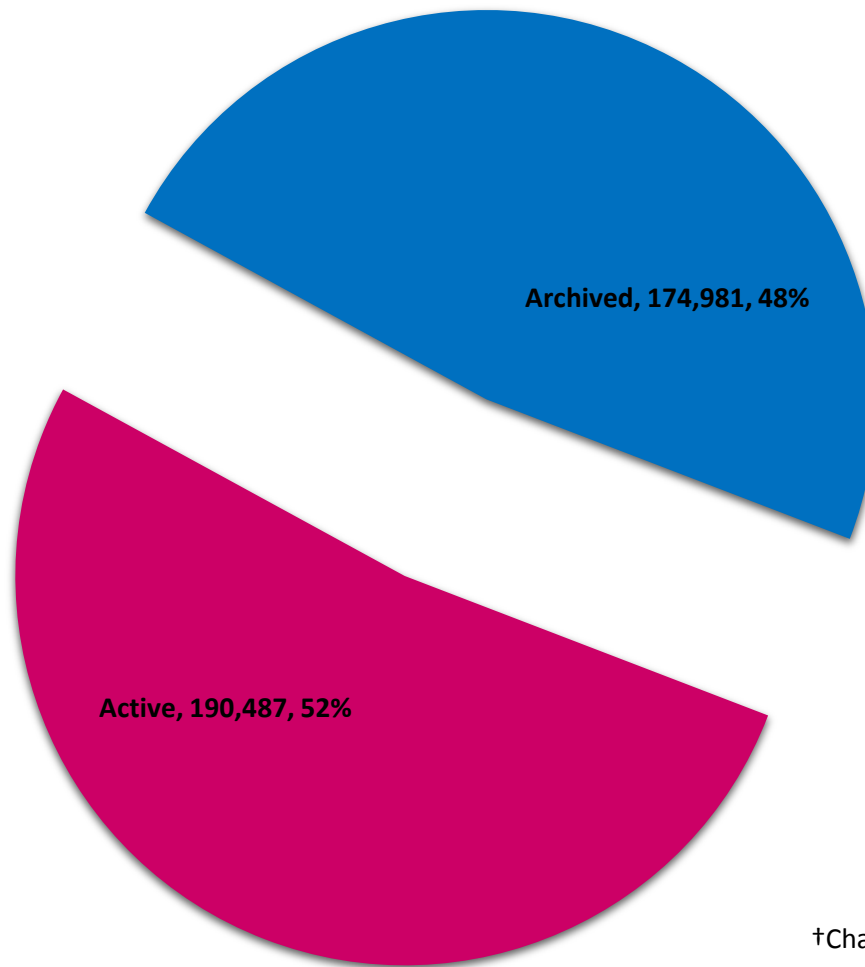
*Excludes duplicate POLST form submissions

Total* Number of Forms Received by Month: 11/1/17-10/31/18



*Excludes duplicate POLST form submissions

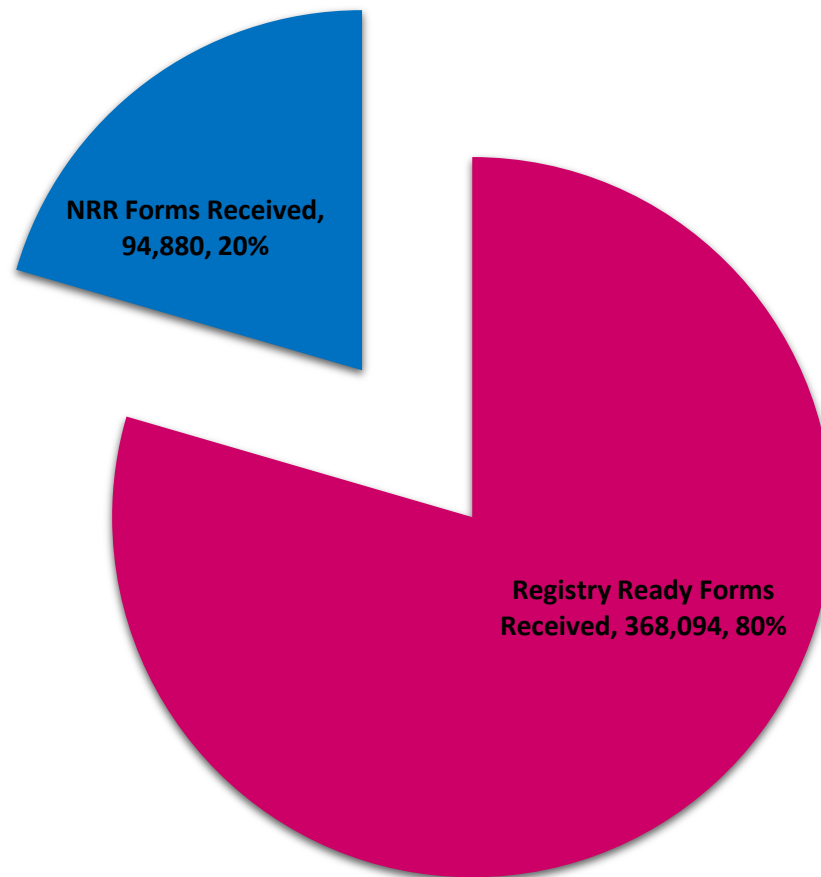
**Registry Form Status, Overall as of 11/29/18†
N=365,468**



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

Received Forms, Overall*
N=462,974 from 5/15/09-10/31/18
Data as of 11/29/18

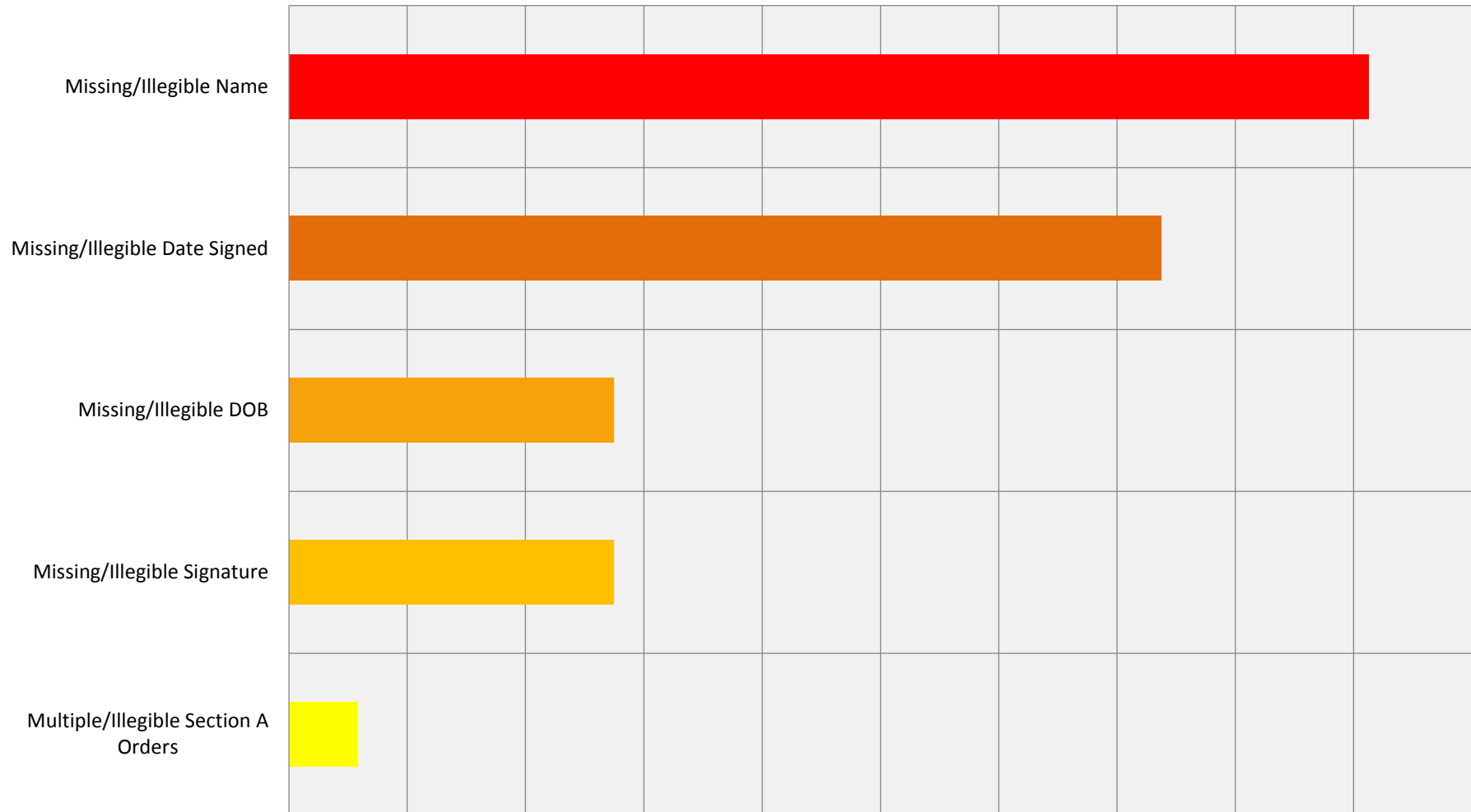
*Excludes duplicate POLST form submissions



**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).

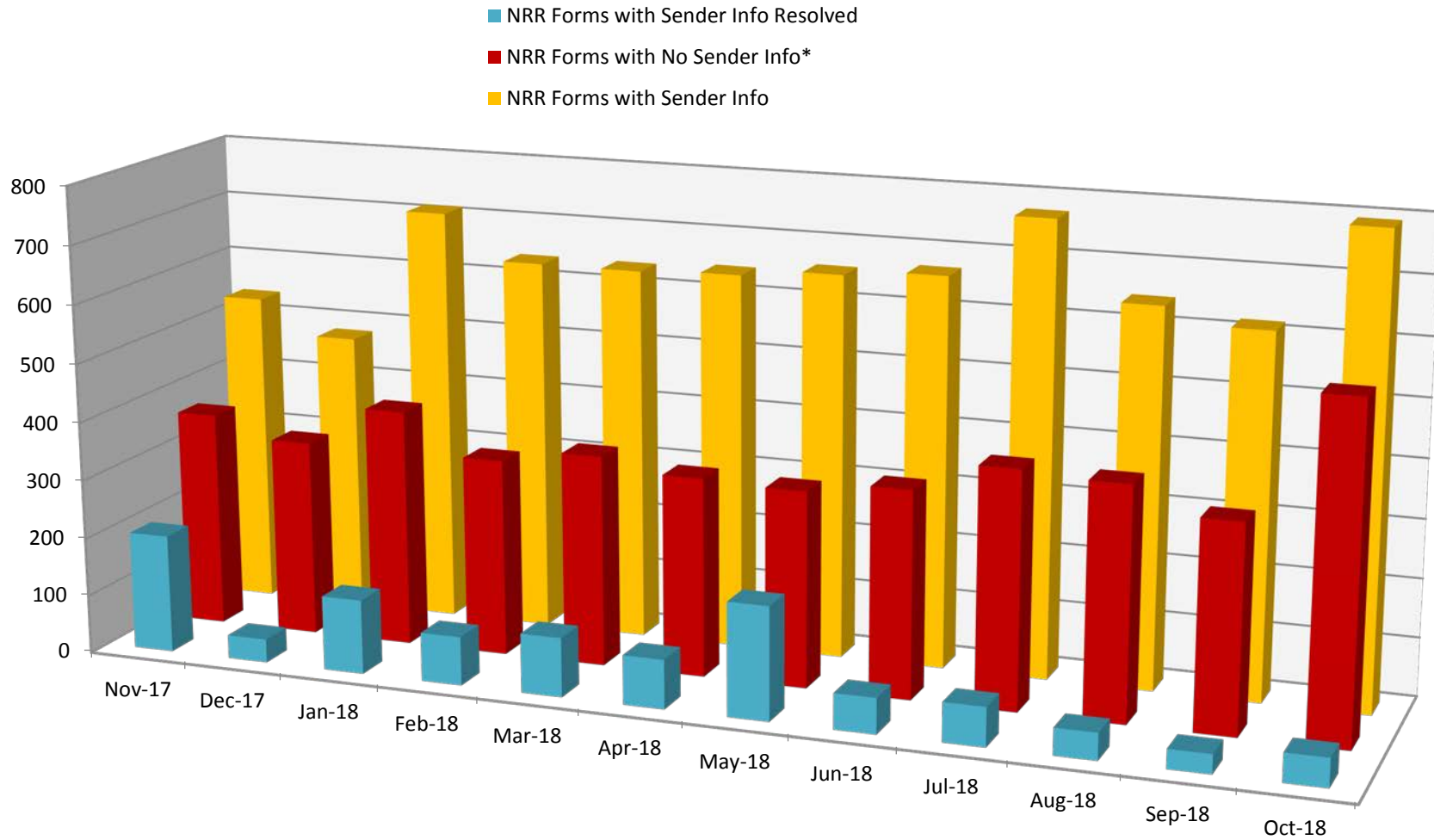
Top NRR Reason Frequency (Required Elements Only) Oct, 2018*

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



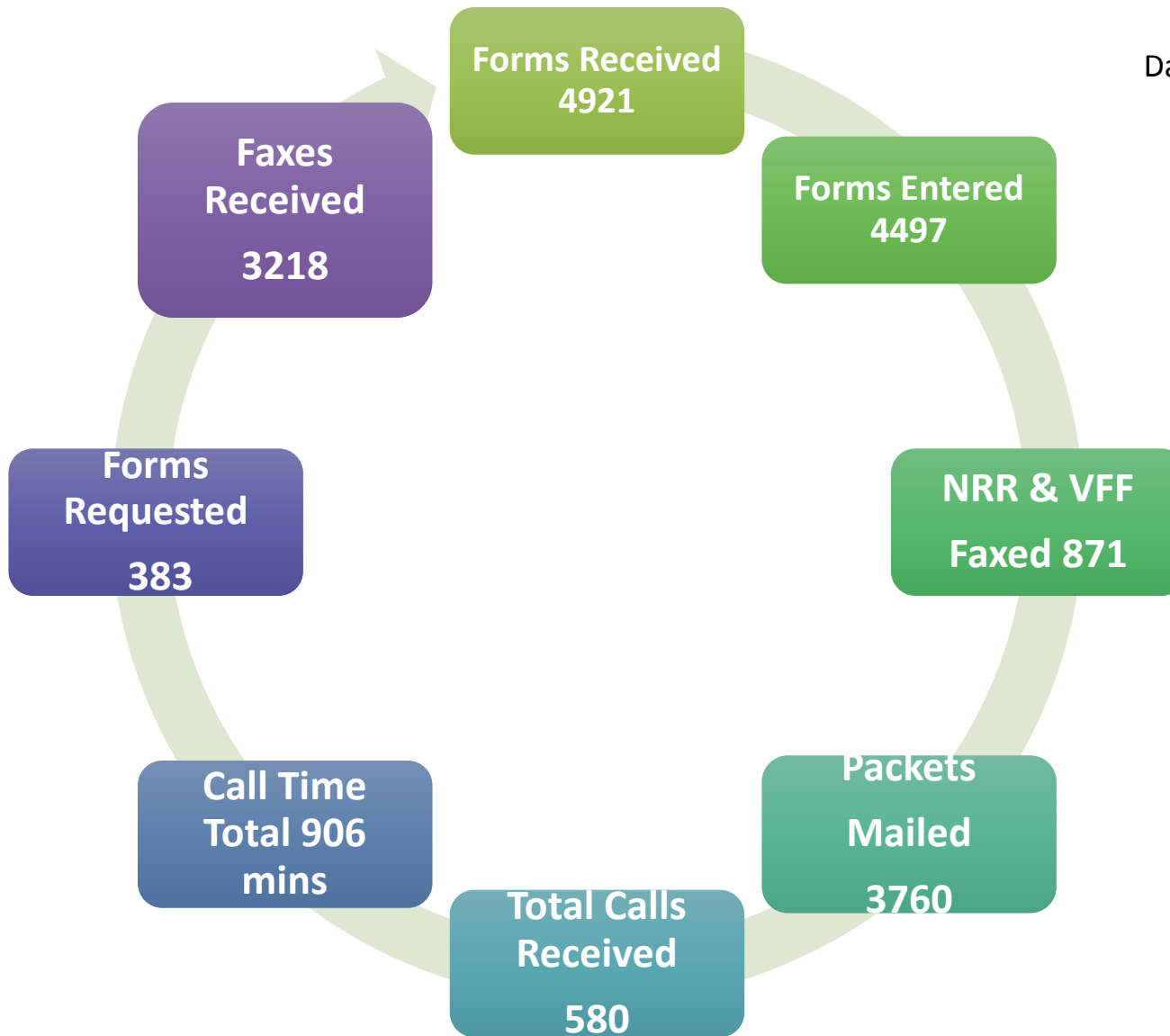
*Based on NRR forms received in Oct, where a total of 583 forms with sender info were deemed NRR (REO) for 1 or more reasons

NRR Forms Received By Month: 11/1/17-10/31/18 Comparison of Sender Information and Resolution



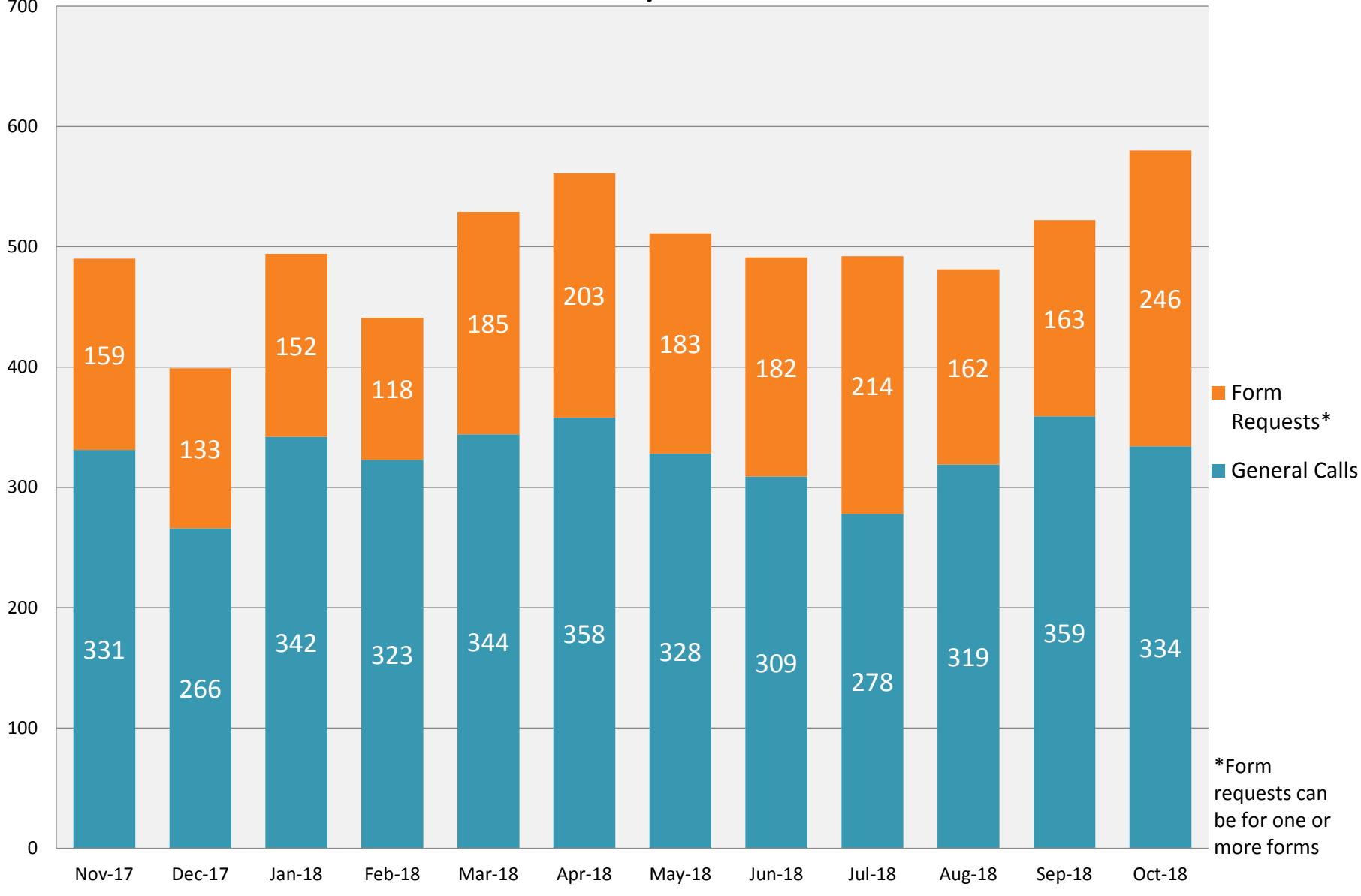
*Without sender information NRR forms cannot be sent back for resolution and subsequent entry into the Registry

Oregon POLST Registry Monthly Data Update
Business Office Work Flow Visual
Oct 2018
Data as of 11/29/18



Registry Business Office

Total Calls Received by Month: 11/1/17-10/31/18



*Form requests can be for one or more forms

Registry Business Office

Non-Urgent POLST Requests by Month: 11/1/17-10/31/18

