

# OPR

*portable orders for life-sustaining treatment*

Oregon POLST<sup>®</sup> Registry

September 2020: Q3 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	Forms in the Registry that are no longer valid.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 Q3 Data Update  
4/1/2020-9/30/2020

**Total Forms Received 5/15/09 through 9/30/20: 559,098 (excludes duplicate forms)**

6 Month Review and Totals												
Forms: Workload	Apr		May		Jun		Jul		Aug		Sept	
Forms Received (Includes NRR, excludes duplicates)	2,929		3,364		3,954		4,032		3,824		3,724	
Registry Ready Forms w/No Sender Information	231	10.2%	295	13.3%	336	11.4%	231	7.3%	311	10.8%	299	10.6%
Forms Entered	2,261		2,221		2,955		3,146		2,873		2,816	
Forms Archived	2,176		2,111		2,152		2,297		2,180		2,151	
<b>Forms in the Registry (status as of 9/30/20)</b>	<b>Total Overall</b>											
Active	<b>214,468</b>											
Archived	<b>227,439</b>											

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

NRR Forms	Apr	May	Jun	Jul	Aug	Sept
NRR forms overall (all reasons and sender/no sender info)	860	897	1,028	946	978	918

Registrants	Apr	May	Jun	Jul	Aug	Sept
Registrants created	1,458	1,462	2,002	2,152	2,004	1,930
Registrants Archived	1,366	1,320	1,146	1,252	1,282	1,220

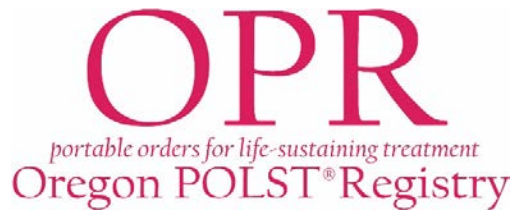
**POLST Registry Hotline Call Data(ECC): 6 Month Review and Totals\***

\*Includes only calls not canceled

Hotline Call Data (ECC)	Apr	May	Jun	Jul	Aug	Sept
Calls	187	188	232	222	169	234
Matches	77 41.2%	78 41.5%	104 44.8%	81 36.5%	64 37.9%	85 36.3%

Caller Type	Apr	May	Jun	Jul	Aug	Sept
EMS	35 18.7%	33 17.6%	39 16.8%	28 12.6%	31 18.3%	37 15.8%
Emergency Department	134 71.7%	137 72.9%	173 74.6%	171 77.0%	123 72.8%	164 70.1%
Hospital Acute Care	10 5.3%	5 2.7%	12 5.2%	12 5.4%	7 4.1%	21 9.0%
Other/Not Classified	8 4.3%	13 6.9%	8 3.4%	11 5.0%	8 4.7%	12 5.1%

Length of Call	Apr	May	Jun	Jul	Aug	Sept
Mean	54.4 seconds	57.82 seconds	60.05 seconds	53.9 seconds	59.1 seconds	57.2 seconds



Oregon POLST Registry Q3 Data Update  
4/1/2020-9/30/2020

**Business Office Metrics: 6 Month Review and Totals**

Business Office Call Data	Apr	May	Jun	Jul	Aug	Sept
Total Calls	417	337	354	366	381	332

Non-Urgent POLST Form Requests	Apr	May	Jun	Jul	Aug	Sept
Total Forms Requested	265	188	202	216	227	177
Found in Registry	108 40.8%	85 45.2%	85 42.1%	95 44.0%	109 48.0%	102 57.6%

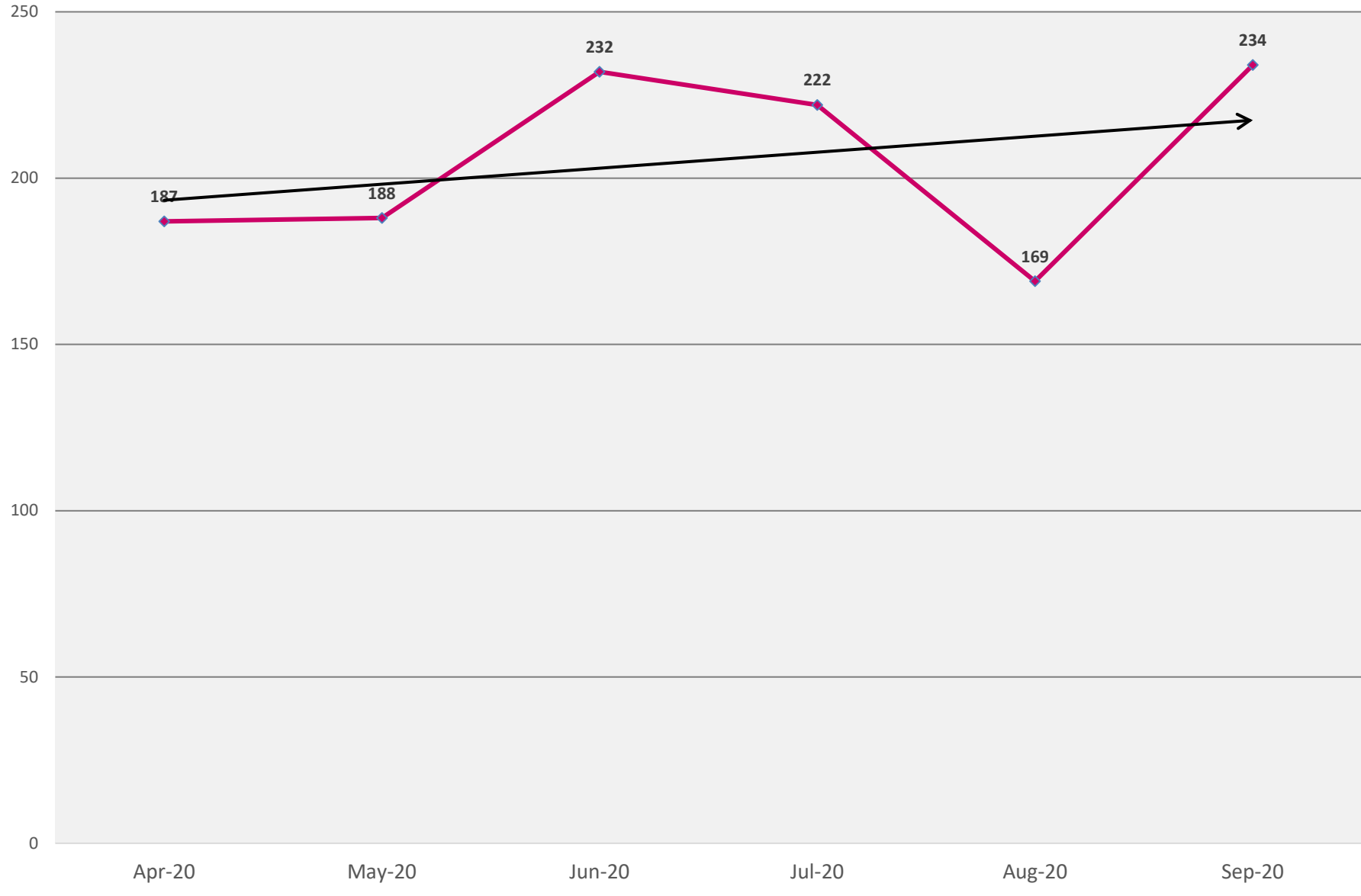
Mailings	Apr	May	Jun	Jul	Aug	Sept
Packets sent to Registrants	2,728	1,955	2,302	2,754	2,973	2,596

Time to Form Entry from Date of Receipt	Apr	May	Jun	Jul	Aug	Sept
Mean	2.98 calendar days	3.40 calendar days	3.45 calendar days	3.38 calendar days	2.85 calendar days	2.92 calendar days

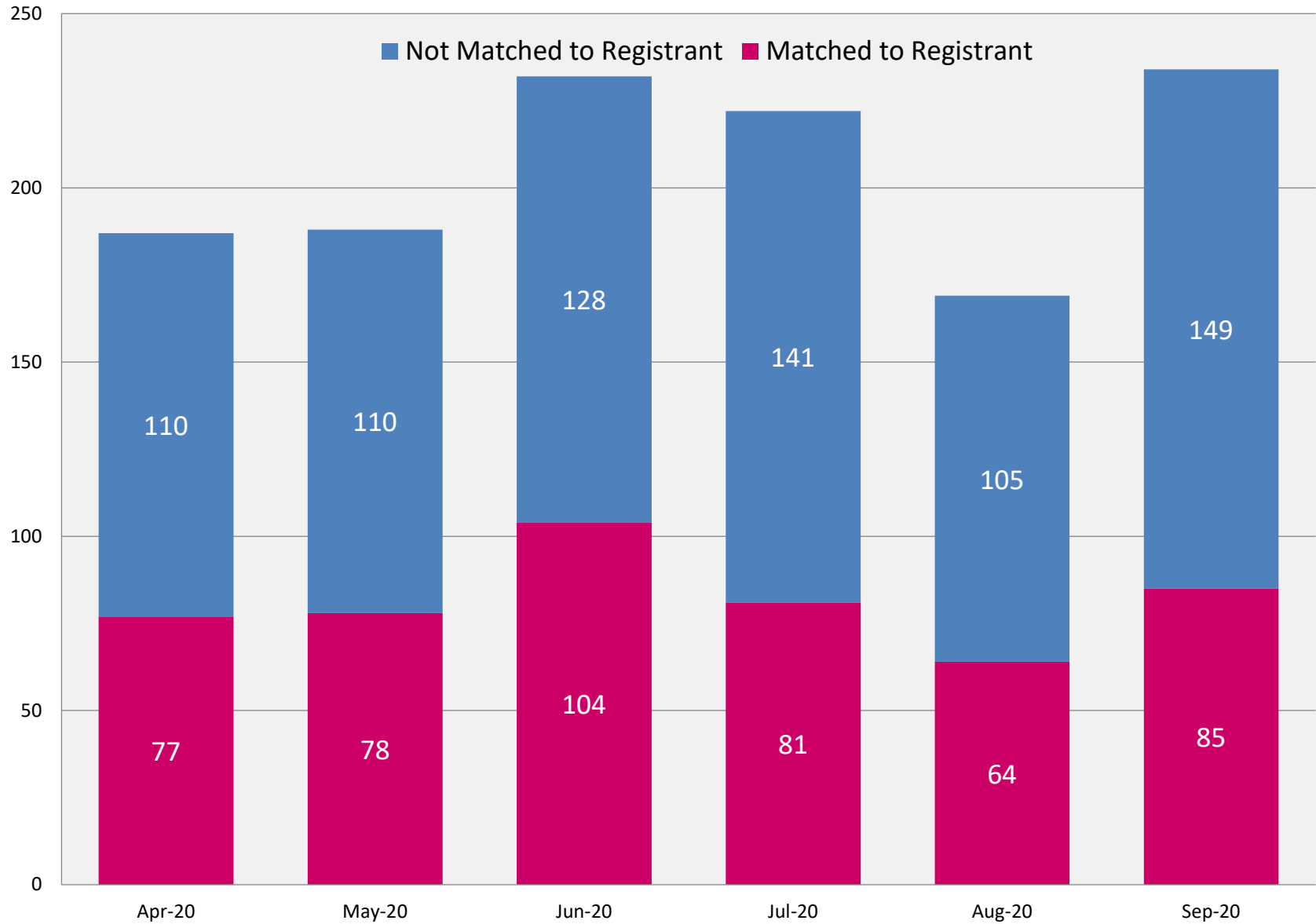
Time to Activation	Apr	May	Jun	Jul	Aug	Sept
Mean	1.70 calendar days	1.69 calendar days	1.50 calendar days	1.77 calendar days	1.61 calendar days	1.59 calendar days

# ECC Calls Received by Month: 4/1/20-9/30/20

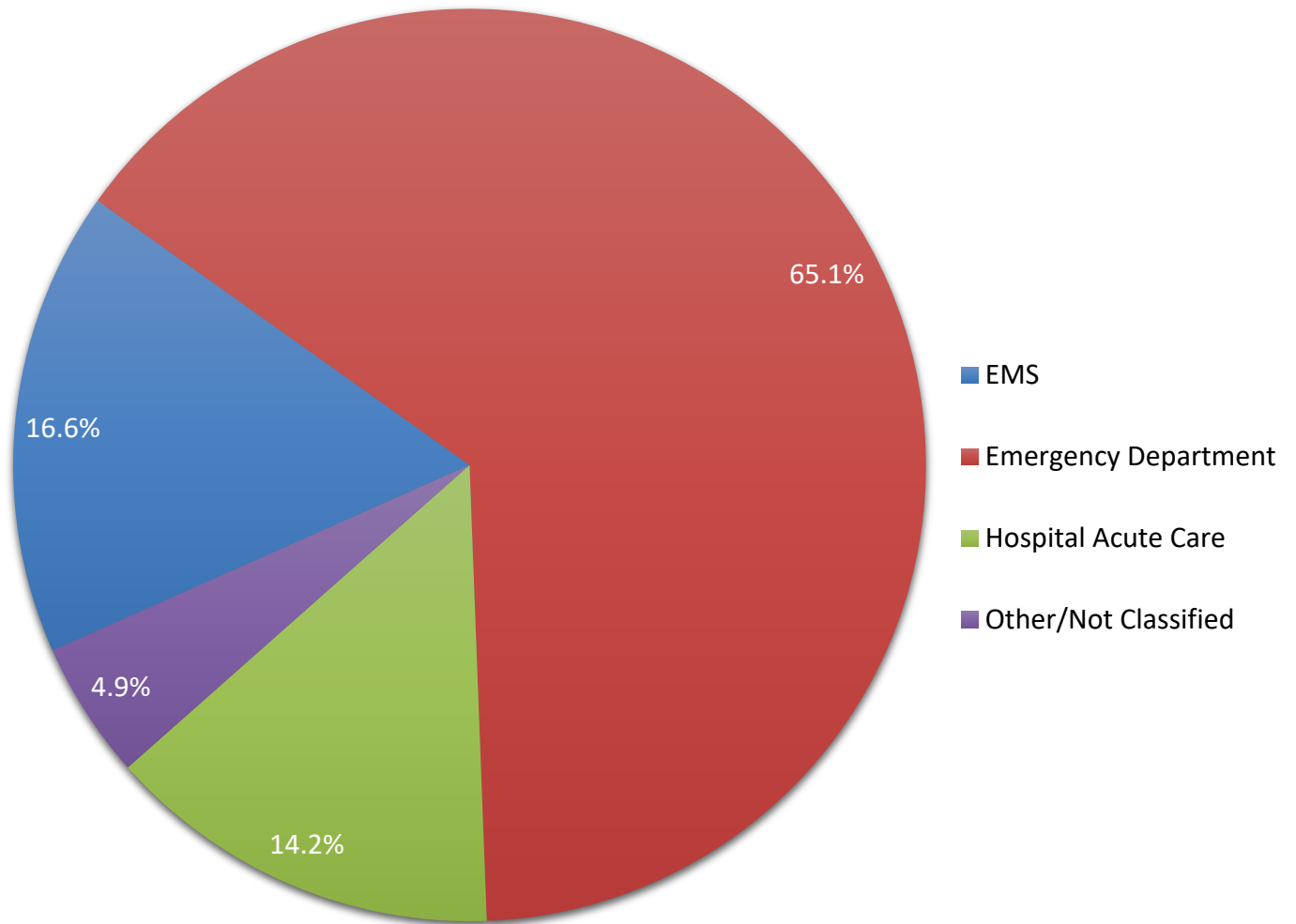
All calls with linear trendline



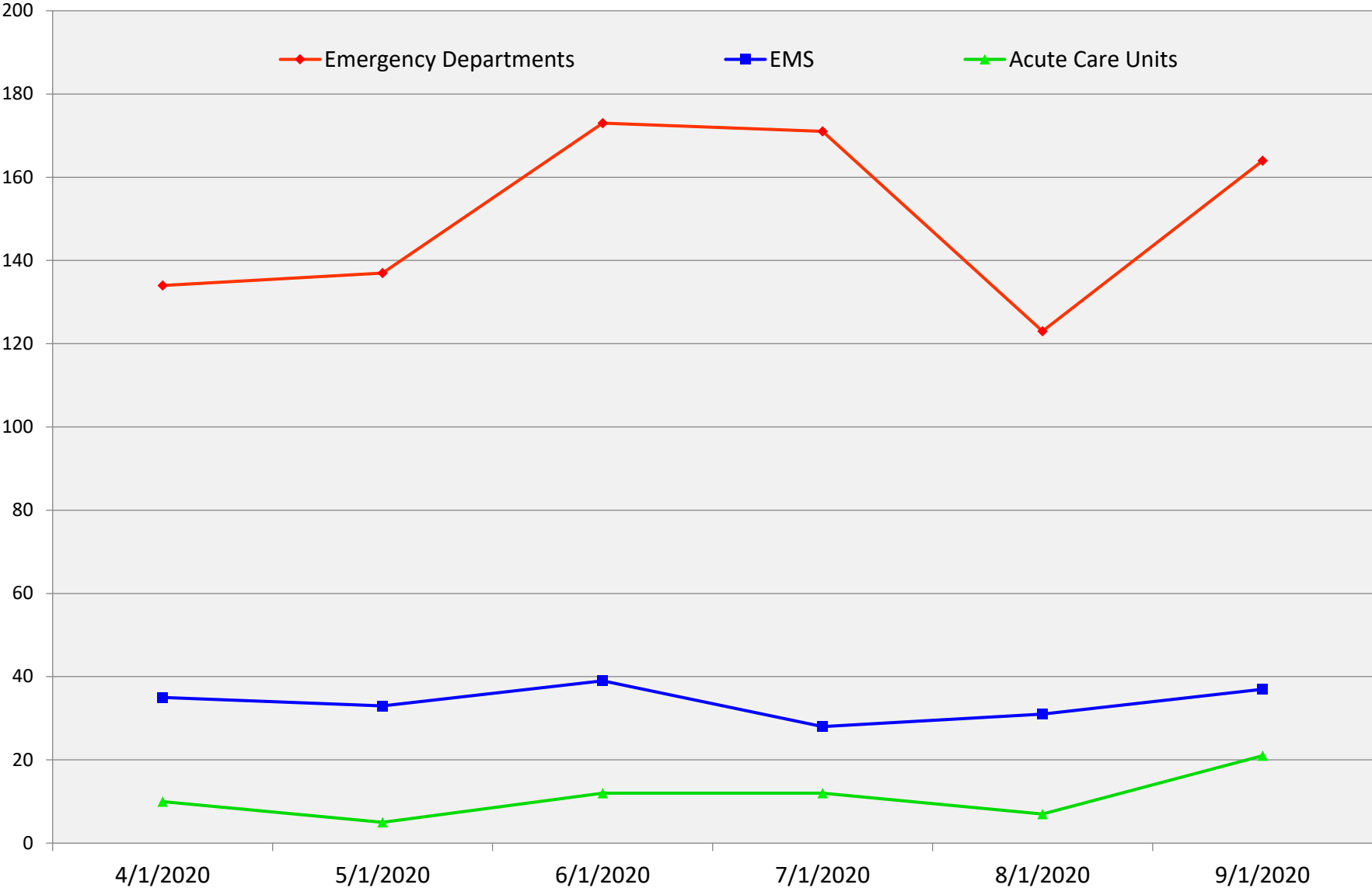
### ECC Calls Received by Month: 4/1/20-9/30/20



### Registry Hotline Caller Type: 4/1/20-9/30/20

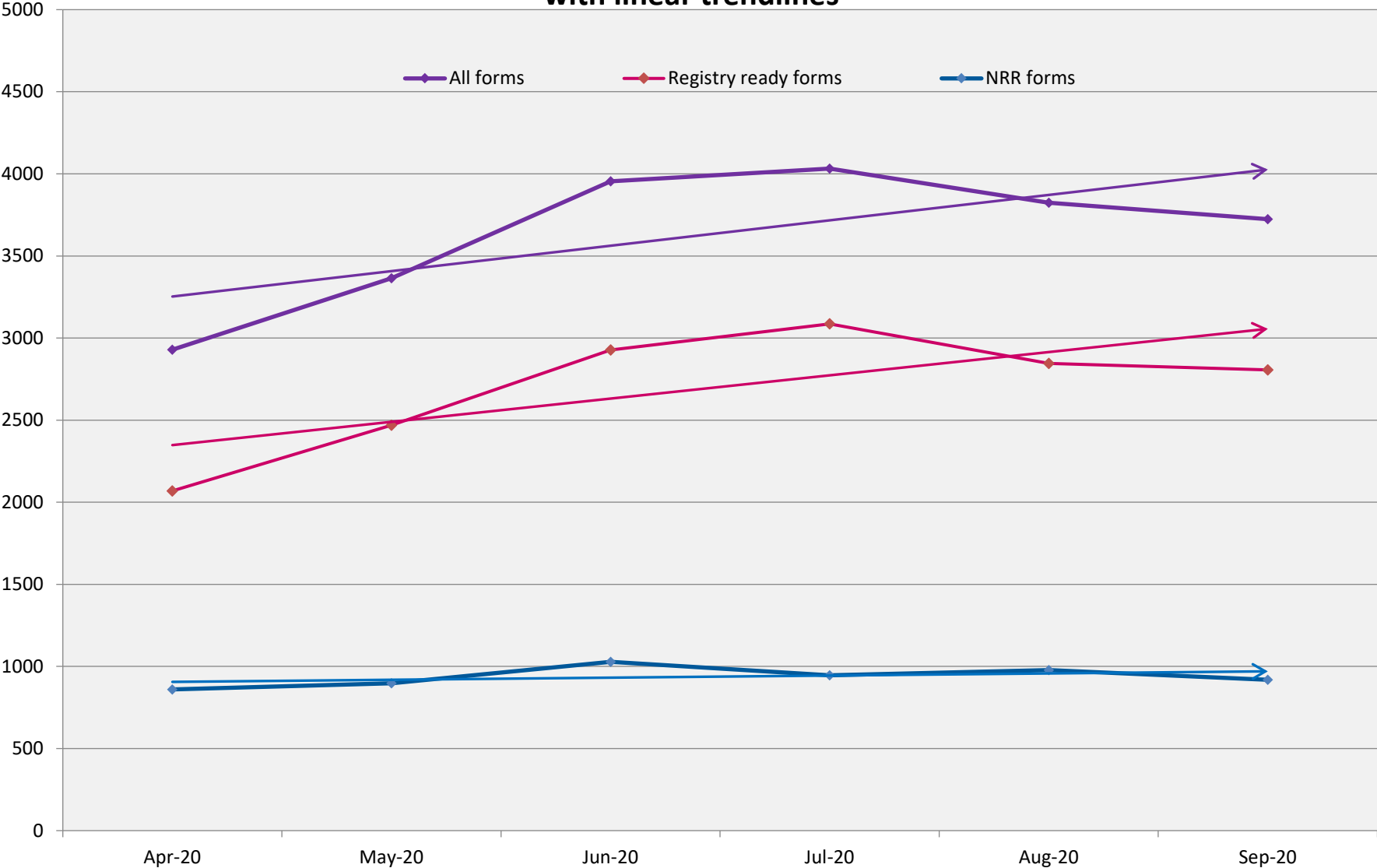


### Registry Hotline Caller Type: 4/1/20-9/30/20



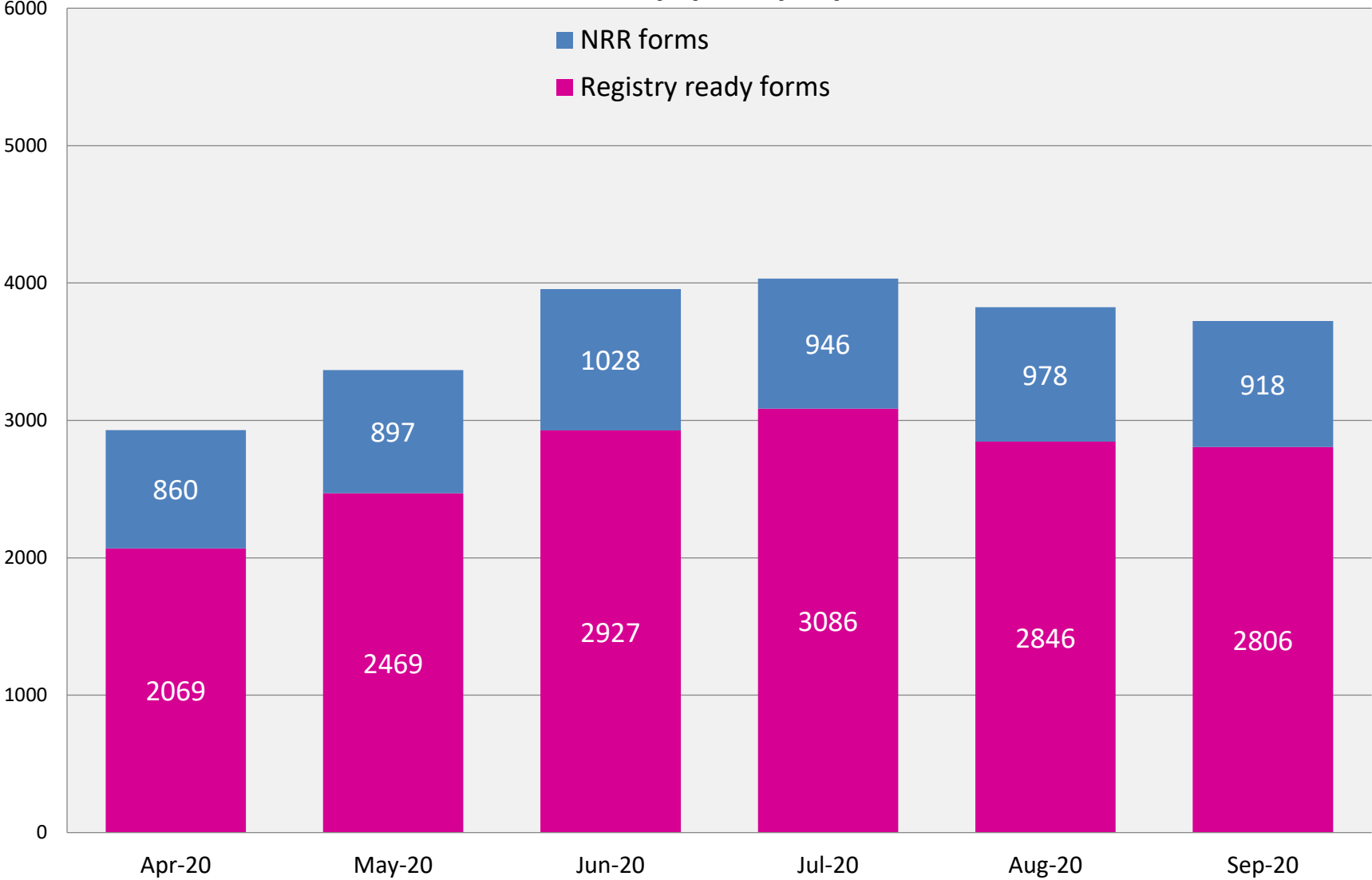


### Forms Received\*: 4/1/20-9/30/20 with linear trendlines



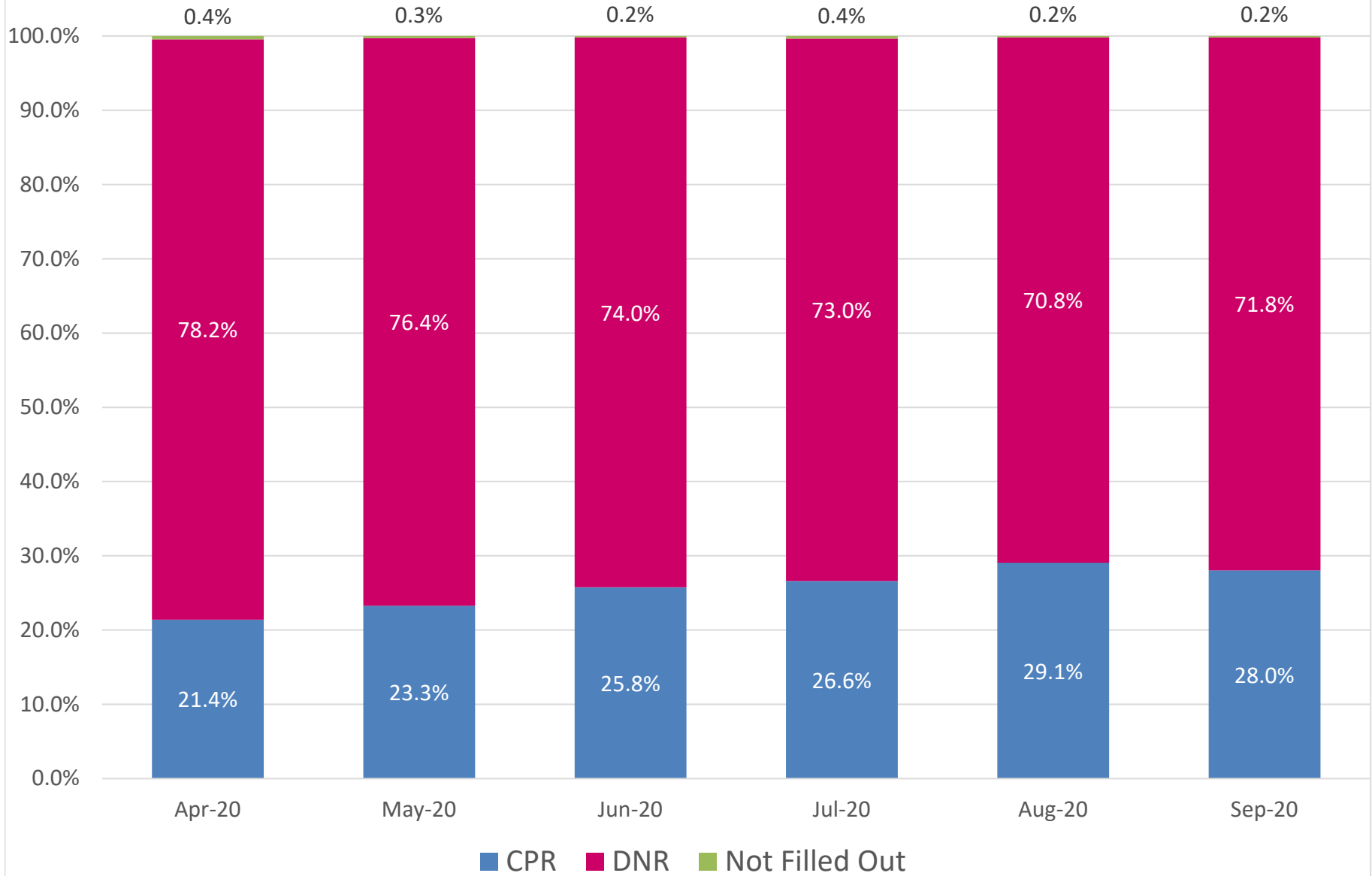
\*Excludes duplicate POLST form submissions

### Total\* Number of Forms Received by Month: 4/1/20-9/30/20

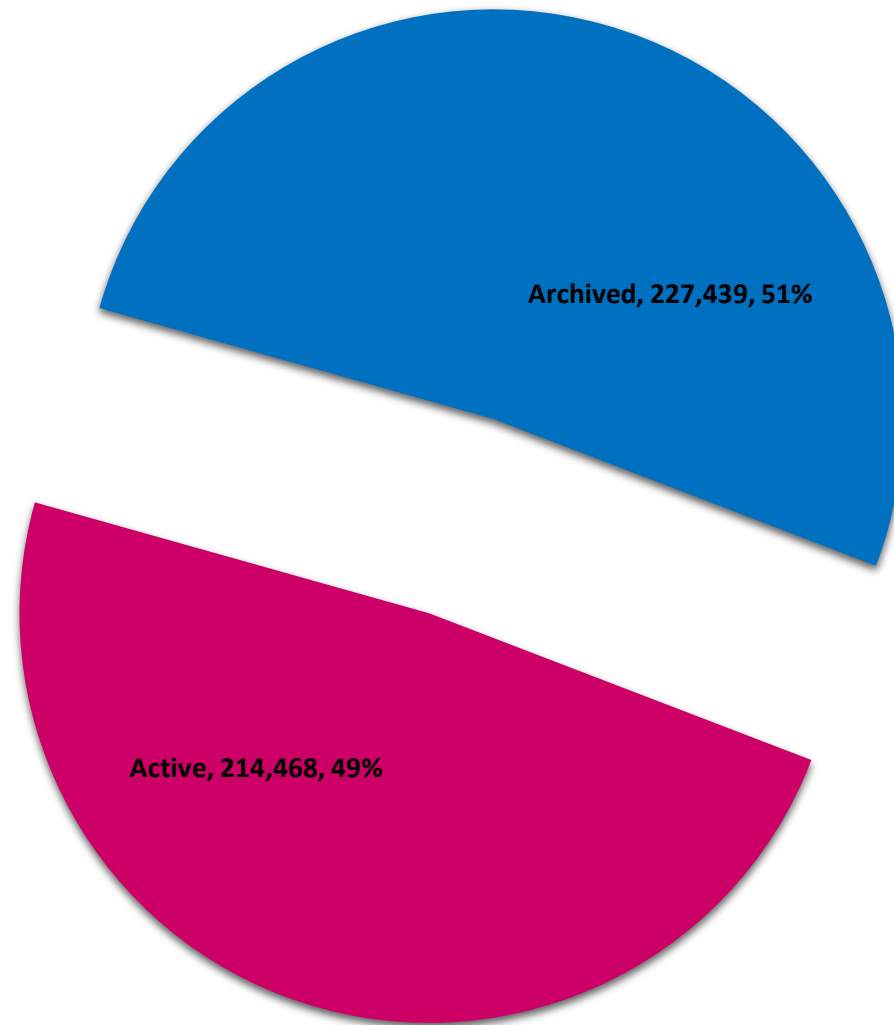


\*Excludes duplicate POLST form submissions

POLST Form Section A Orders by Month



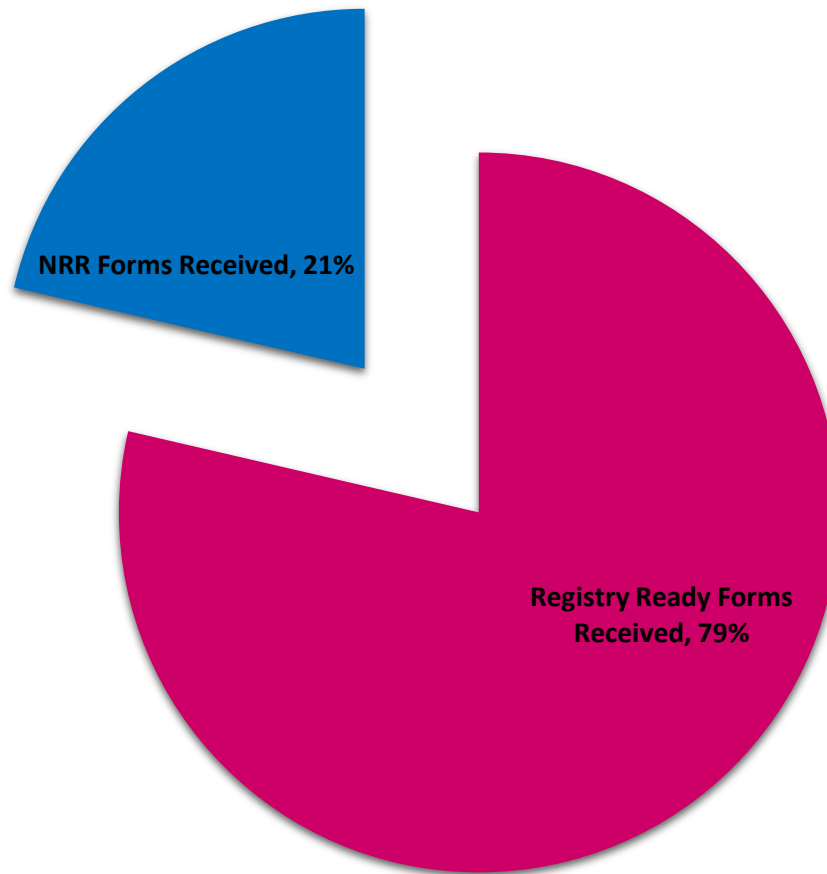
## Registry Form Status, Overall as of 9/30/2020



## Received Forms, Overall\*

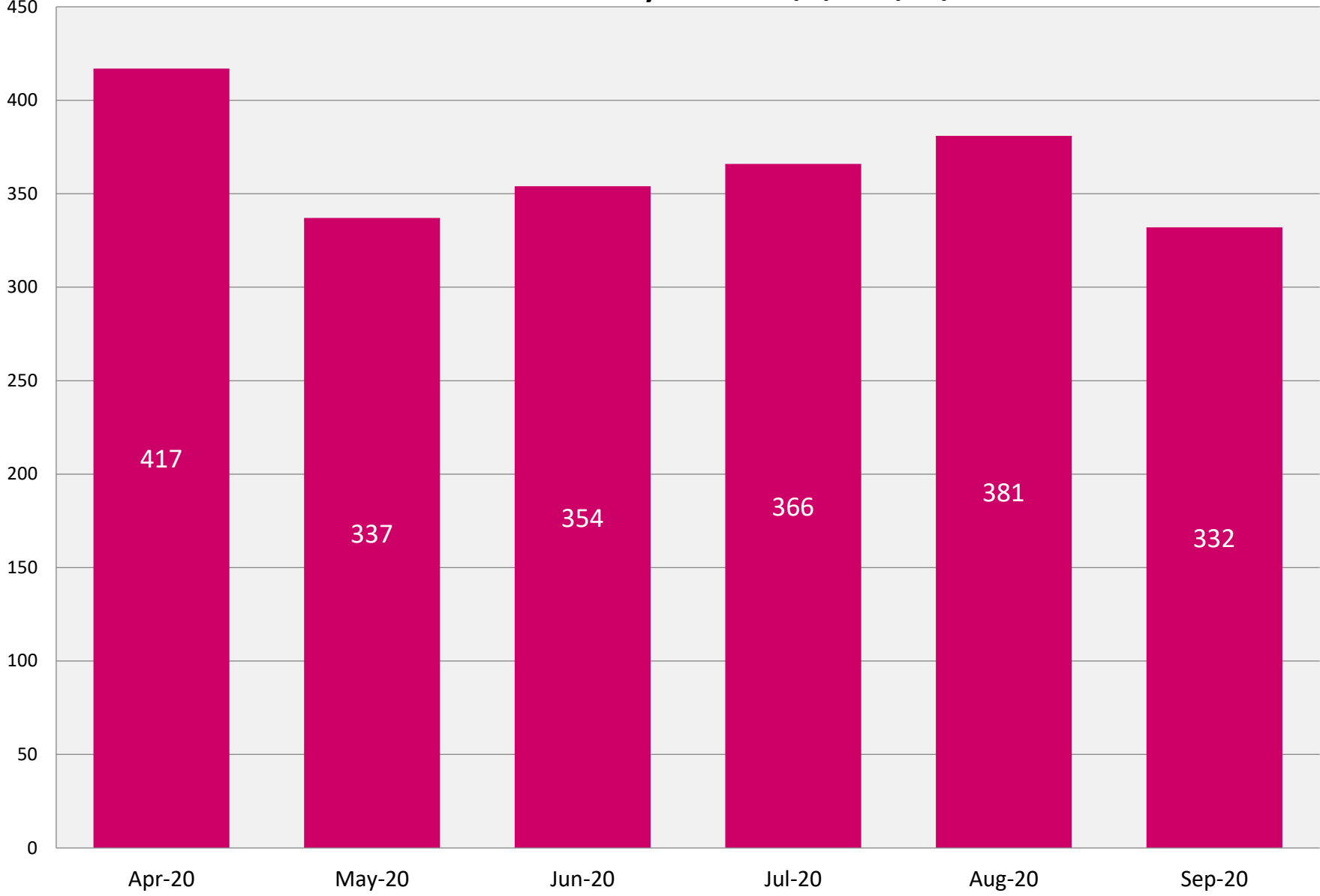
N=559,098 from 5/15/09-9/30/20

\*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).

**Registry Business Office**  
**Total Calls Received by Month: 4/1/20-9/30/20**



# Registry Business Office

## Non-Urgent POLST Requests by Month: 4/1/20-9/30/20

