

Appendix D – Applicability Matrix

This table outlines the applicability of Schedule 4 Client Service Contract Performance Indicators to various types of services (e.g., In- Home Fee for Service with and without guaranteed market share, School Health Support Services Program (SHSS) and Consolidated Services).

Indicator	In-Home Fee for Service – Market Share	In-Home Fee for Service – No Market Share (over flow)	Consolidated Services	School Health Support Services Program
Referral Acceptance Rate	Applicable	Not Applicable	Applicable	Applicable
Overall Satisfaction	Applicable	Applicable	Applicable	Not Applicable
Satisfaction with Continuity	Applicable	Applicable	Applicable	Not Applicable
Patient Centred Care Appointments	Applicable	Applicable	Applicable	Not Applicable
30 Day Readmission Rate	Not Applicable	Not Applicable	Applicable	Not Applicable
Final Outcomes Achieved	Not Applicable	Not Applicable	Applicable	Not Applicable
Outcomes Achieved by Day X	Not Applicable	Not Applicable	Applicable	Not Applicable
Discharge Reports	Applicable*	Applicable*	Not Applicable	Applicable
Missed Care	Applicable	Applicable	Applicable	Applicable
5 Day Wait Time	Applicable**	Applicable**	Applicable	Applicable**

*This indicator does not apply to Personal Support Services.

**This indicator does not apply to Therapy Services.