



interRAI CA (IRRS): Using the Service Urgency Algorithm as a Decision-Support Tool

What is the Service Urgency Algorithm?

The Service Urgency Algorithm is a 4-point scale that identifies persons who are in urgent need of initiation of community services, including nursing services. The higher the score, the more urgent the need for services.

How does it work?

This Service Urgency Algorithm focuses on medical needs that must be addressed rapidly (e.g., initiation or continuation of wound care or IV therapy).

What are the criteria used to calculate the Service Urgency score?

There are 6 assessment items used in the calculation of the Service Urgency Algorithm, plus the Self-Reliance Index score:

- ADL Self-Performance: Personal hygiene (C2c)
- Pain frequency (D8a)
- Treatments: IV therapy (D14b)
- Treatments: Wound care (D14e)
- Time Since Last Hospital Stay (D15)
- Emergency Department Visit (D16)
- Self-Reliance Index

What are the benefits?

Clinical

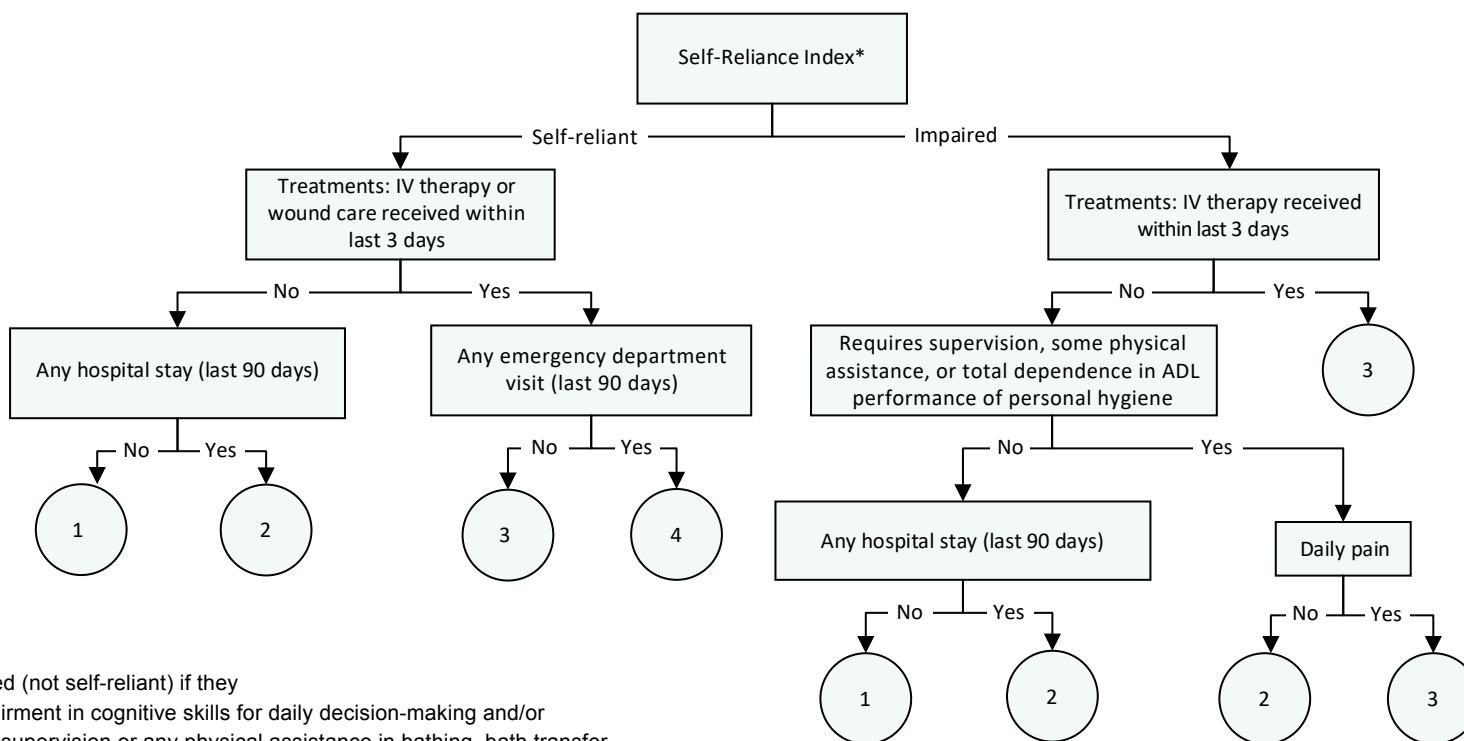
- A score of 3 or 4 indicates that the person likely needs home and community services within the next 72 hours.

Organizational

- Promotes consistent decisions among home care staff.



Decision tree



Notes

* Person is impaired (not self-reliant) if they

- Have any impairment in cognitive skills for daily decision-making and/or
- Have received supervision or any physical assistance in bathing, bath transfer, personal hygiene, dressing lower body and/or locomotion

ADL: Activity of daily living.

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Appendix

Text alternative for image

The decision process to assign a Service Urgency score is as follows: The first step of this process is based on the outcome of the Self-Reliance Index — either self-reliant or impaired. A person is impaired (not self-reliant) if they have any impairment in cognitive skills for daily decision-making or have received supervision or any physical assistance in bathing, bath transfer, personal hygiene, dressing lower body and/or locomotion. If the person is self-reliant and did not receive IV therapy or wound care within the last 3 days but had a hospital stay in the last 90 days, then the Service Urgency score is 2; if the person did not have a hospital stay in the last 90 days, the score is 1. If person is self-reliant and received IV therapy or wound care within the last 3 days and had an emergency room visit in the last 90 days, then the Service Urgency score is 4; if the person did not have an emergency room visit in the last 90 days, the score is 3. If the person is not self-reliant and received IV therapy within the last 3 days, then the Service Urgency score is 3. If person is not self-reliant and did not receive IV therapy within the last 3 days and does not require assistance or have dependence in activity of daily living (ADL) performance of personal hygiene but had a hospital stay in the last 90 days, then the Service Urgency score is 2; if they did not have a hospital stay in the last 90 days, the score is 1. If person is not self-reliant and did not receive IV therapy or wound care within the last 3 days but requires assistance or has dependence in ADL performance of personal hygiene and has daily pain, then the Service Urgency score is 3, if the person does not have daily pain, the score is 2.