



Performance Related Information for Staff and Managers

#### **Table of Contents**

1. Admissions to SEH		2
2. Discharges to SEH		2
3. Average Daily Census		3
4. Transfers		3
5. 30-Day Readmission Rate		4
6. Unusual Incidents		• 4
7. Patient-Involved Unusual Incidents		-
8. Selected Types of Incidents		-
9. Physical Assaults		~
10. Patient Injuries		~
11. Staff Injuries		
12. Patient and Staff Falls		1
13. Percent of Patients Restrained or Secluded		8
14. Restraint Hours Rate & Seclusion Hours Rate		~
15. Reported Medication Variance Events		-
16. Reported Adverse Drug Reactions		-
17. Percent of Missing Documentation on Med-Administration		10
18. Medication Refusal Rate		
19. Number of STAT Events and Individuals Involved		
20. Demographics - Trend of Gender Distribution	]	
21. Demographics - Trend of Age Distribution		
22. Length of Stay - LOS for Individuals in Care		
23. Length of Stay - LOS for Individuals in Care with Civil		
24. Major Unusual Incidents by Incident Location/Unit		14

#### **Data Disclaimer**

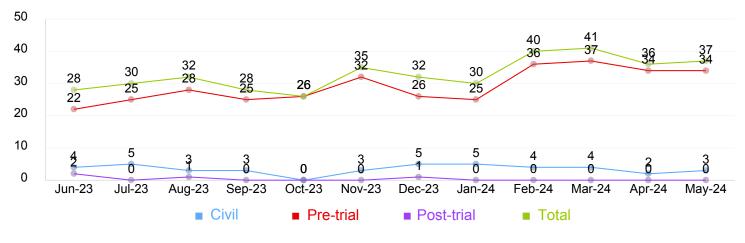
The primary source of data extracted and analyzed herein is Avatar, the Saint Elizabeths Hospital's electronic medical record system. Additional data sources include, but are not limited to, the Hospital's Unusual Incident Database and SiteFM. Data reflect information as entered in each system by users. Data and Performance Management (DPM) has made reasonable efforts to ensure that data and its accompanying information are as accurate and up-to-date as possible at the time of analysis and publication, but does not guarantee the accuracy, reliability, or completeness of data. DPM is not liable for any misinterpretation or misuse of the data. Use of any information from PRISM must be fully acknowledged and/or cited. Use of PRISM data for anything other than patient care determinations or management of the services provided within the hospital (including external publications, research papers, presentations, etc.) is prohibited without written permission from the Chief Quality and Data Manager Officer at the Saint Elizabeths Hospital.

As of May, 2019 a new platform, Microstrategy, was implemented for producing PRISM. At that time, two charts were removed from the report. Admissions vs Patient UI rate was removed because it showed two data points that already existed in other charts and put them together. Percentage of SiteFM Work Orders Completed within 3 Days was removed because it related to internal operations. Data from the appendix tables were integrated into the relevant charts.

Microstrategy is a visualization tool that is linked to the data sources for each chart, so the information is not static. If new information is added for a month that has already been reported on, that update will be reflected in the next month's report.

May-24

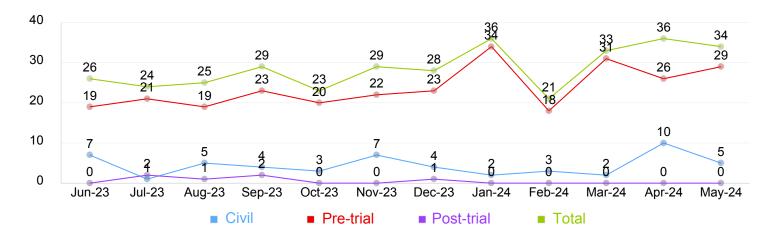
## 1. Admissions



Metrics							Admissi	on Count						
Legal Status Group	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg	Total
Civil	4	5	3	3	0	3	5	5	4	4	2	3	3	41
Pre-trial	22	25	28	25	26	32	26	25	36	37	34	34	29	350
Post-trial	2	0	1	0	0	0	1	0	0	0	0	0	0	4
Total	28	30	32	28	26	35	32	30	40	41	36	37	33	395

\* Number of admissions to SEH inpatient program, including transfers from forensic outpatient to inpatient program.

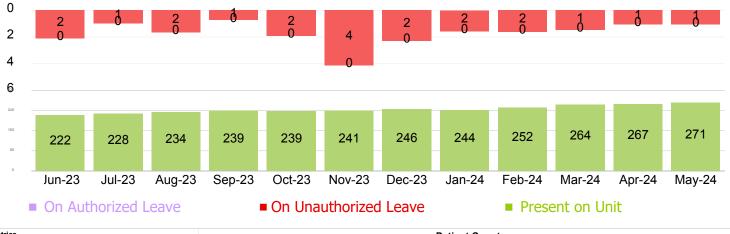
### 2. Discharges



Legal Status Group	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg	Total	
Civil	7	1	5	4	3	7	4	2	3	2	10	5	4	53	
Pre-trial	19	21	19	23	20	22	23	34	18	31	26	29	24	285	
Post-trial	0	2	1	2	0	0	1	0	0	0	0	0	2	6	
Total	26	24	25	29	23	29	28	36	21	33	36	34	29	344	

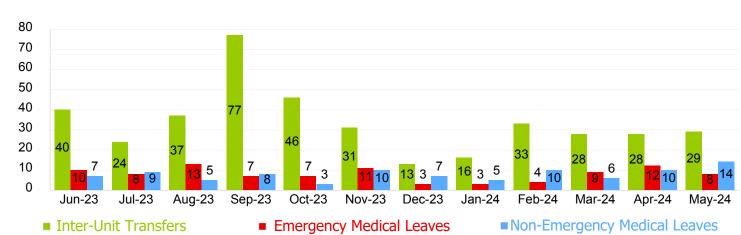
\* Number of discharges from SEH inpatient program, including transfers from inpatient to forensic outpatient program.

#### 3. Average Daily Census



Metrics						Pa	tient Cou	int					
Census_Status	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg
a. Present on Unit	222	228	234	239	239	241	246	244	252	264	267	271	246
b. On AL	2	1	2	1	2	4	2	2	2	1	1	1	2
c. On UL	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	224	229	236	240	240	245	248	245	254	266	269	273	
Total Unique Patients Served during Month	250	257	264	265	265	275	278	282	283	305	307	306	278

\* Data above is the daily average number of individuals counted at 11:59 PM every day during each month. Census data is tracked via the AVATAR database.

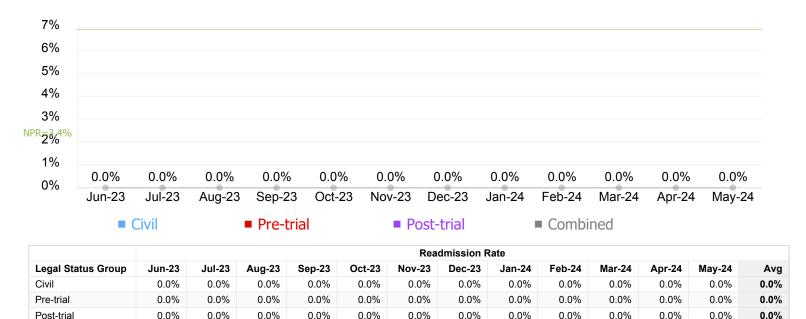


# 4. Transfers

Metrics	YearMonth (1)	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg	Total
Inter-Unit Transfe	ers	40	24	37	77	46	31	13	16	33	28	28	29	34	402
Emergency Medi	ical Leaves	10	8	13	7	7	11	3	3	4	9	12	8	8	95
Non-Emergency	Medical Leaves	7	9	5	8	3	10	7	5	10	6	10	14	8	94
Total		57	41	55	92	56	52	23	24	47	43	50	51	49	591

\* Number of inter-unit transfers that occurred during month and number of emergency medical leaves that were initiated during month. Challenges related to the COVID-19 pandemic required the hospital to transfer individuals in care to assure proper cohorting based on acuity and COVID status (positive, negative, PUI). The marked increase in transfers April 2020 and onward reflects the change to manage suspected and confirmed COVID-19 cases.

#### 5. 30-Day Readmission Rate



\* Percent of discharges that returned to SEH within 30 days of discharges. It does not include those who may have been re-hospitalized at another psychiatric facility. This measure requires 30-day observation following discharge.

0.0%

0.0%

0.0%

0.0%

0.0%

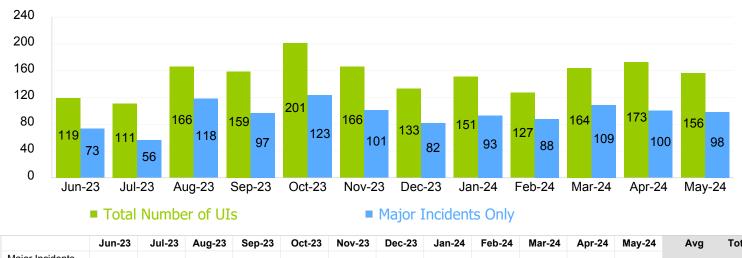
0.0%

0.0%

0.0%

0.0%

\*\* The post-trial denominators (discharges) per month range only between one and six, making the monthly re-admission rate high when there is any. For example, in December 2014, there was only one post-trial discharge, which was readmitted within 30 days. Thus, the 30-day readmission rate for post-trial discharge at that time was 100%.



#### 6. Unusual Incidents

Combined

0.0%

0.0%

0.0%

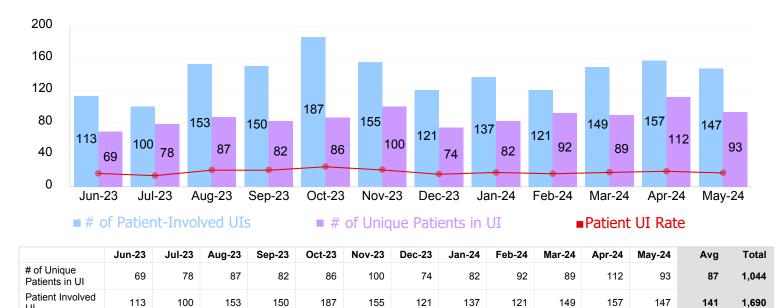
0.0%

Total Major Incidents 73 56 118 97 123 101 82 93 88 109 100 98 95 1,138 Only Total Number of 119 111 166 159 201 166 133 151 127 164 173 156 152 1,826 Uls

\* A Major Unusual Incident is any adverse even that can compromise health, safety, and welfare of individuals in care and/or staff. An Unusual Incident is any significant occurrence or extraordinary event deviating from regular routine or established procedure, but does not rise to the level of MUI.

UI

Patient UI Rate



#### 7. Patient-Involved Unusual Incidents

\* The patient UI rate is the number of patient-involved unusual incidents reported for every 1000 inpatient days.

20 73

25 02

21.08

15.72

17 96

16 38

18 01

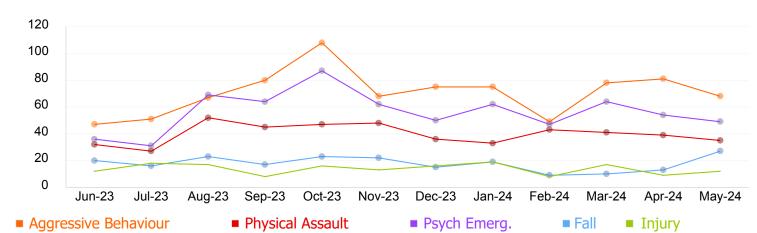
19.42

17.33

18.60

18.60

20.86



#### 8. Selected Types of Incidents

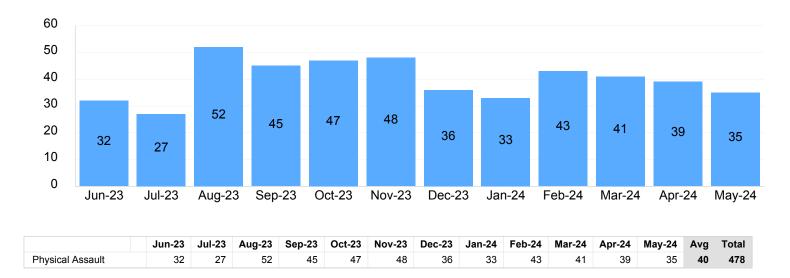
16.72

14.00

Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24 Apr-24 May-24 Avg Physical Assault 27 45 33 35 32 52 47 48 36 43 41 39 40 8 9 12 12 18 17 16 13 16 19 8 17 14 Injury Psychiatric Emergency 36 31 69 64 87 62 50 62 47 64 54 49 56 22 Falls 20 16 23 17 23 19 9 10 13 27 18 15 Aggressive Behaviour 47 51 67 80 108 68 75 75 49 78 81 68 71

\* These are incident types that are frequently reported. Some incidents may be counted in multiple categories. For example, a physical assault incident that accompanied psychiatric emergency and injury is counted under psychiatric emergency and injury as well as under physical assault. Injury is broadly defined to include any type of injury, regardless of the cause or severity level.

#### 9. Physical Assaults



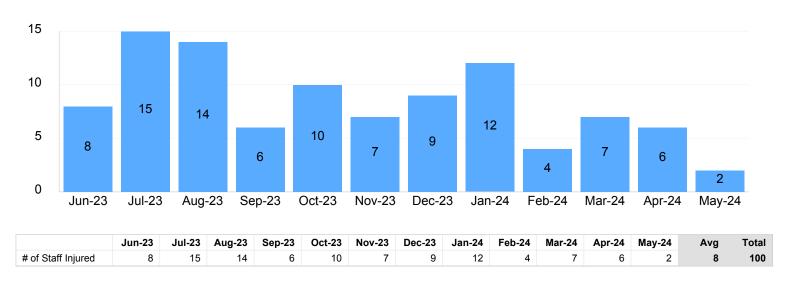
#### 10. Patient Injuries



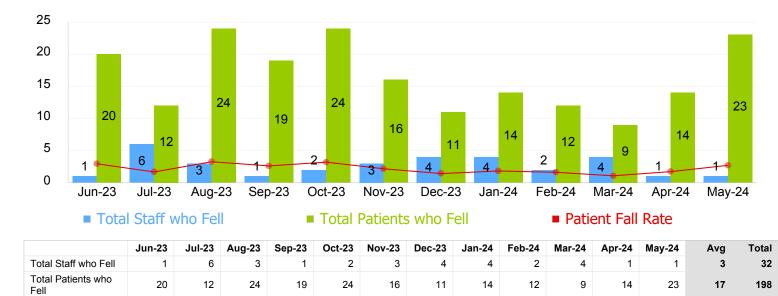
	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg	Total
Total Pts Injured	13	11	22	5	21	16	12	13	9	18	17	20	15	177
Major Pt Injuries	1	1	6	1	5	5	5	1	0	5	7	3	3	40
Patient Injury Rate	0.15	0.14	0.82	0.14	0.67	0.68	0.65	0.13	0.00	0.60	0.87	0.35	0.43	0.44

\*Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of patients injured represents all of the reported injuries including minor injuries treated with first aid alone. However, the patient injury rate considers only the number of patient injuries that required treatment for minor injuries based on the NRI definition. The patient injury rate is the number of 'major' patient injuries per every 1000 inpatient days.

## 11. Staff Injuries



\*Injury is broadly defined to include any type of injuries regardless of the cause or severity. The total number of staff injured represents all of the reported staff injuries including treatment for minor injuries.



2.18

1.43

1.84

1.62

1.09

1.73

2.71

2.20

#### 12. Patient and Staff Falls

Patient Fall Rate

\* The patient fall rate is the number of patient falls per every 1000 inpatient days.

1.68

3.27

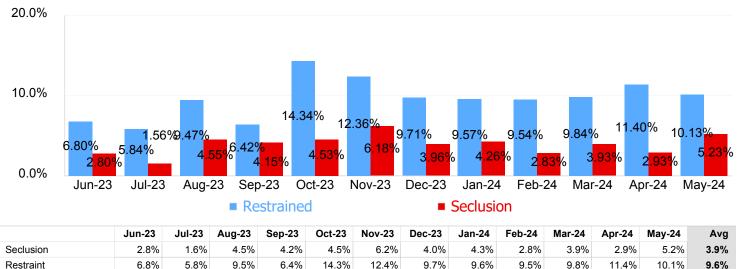
2.63

3.21

2.96

2.18





Seclusion	2.8%	1.6%	4.5%	4.2%	4.5%	6.2%	4.0%	4.3%	2.8%	3.9%	2.9%	5.2%	3.9%
Restraint	6.8%	5.8%	9.5%	6.4%	14.3%	12.4%	9.7%	9.6%	9.5%	9.8%	11.4%	10.1%	9.6%
Restrained Patients	17	15	25	17	38	34	27	27	27	30	35	31	27
Secluded Patients	7	4	12	11	12	17	11	12	8	12	9	16	11
Restraint Events	29	23	50	35	72	49	50	54	51	58	53	52	48
Seclusion Events	16	13	34	35	29	24	19	14	16	15	9	21	20

As of January 2022, the National Public Rates (NPR) Weighted Averages are as follows: % of Patients Restrained NPR = 5.768 and the % of Patients Secluded NPR = 2.445.

Percent of unique patients who were restrained at least once and percent of unique patients who were secluded at least once. The denominator includes all individuals who were served in care 1+ day during month.

\*\*\*As of May 2019, SEH refined the logic of this calculation to count patients who were restrained via a physical hold and a mechanical restraint only once. Previous logic counted the same person twice if they received both a physical hold and mechanical restraint in the same month.

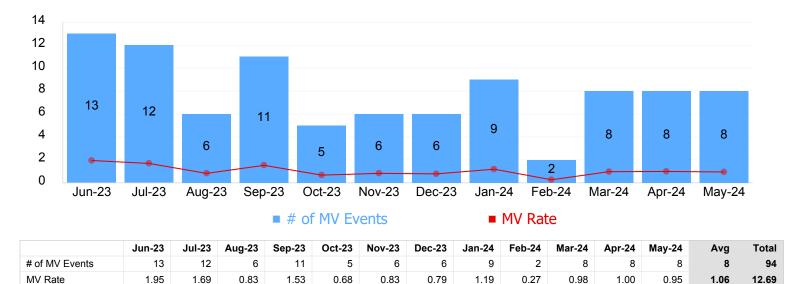


#### 14. Restraint Hours Rate & Seclusion Hours Rate

Hour Rate Event Type Jun-23 Jul-23 Sep-23 Oct-23 Nov-23 Dec-23 Mar-24 Avg Aug-23 Jan-24 Feb-24 Apr-24 May-24 Restraint 0.18 0.19 0.28 0.11 0.34 0.21 0.16 0.31 0.24 0.36 0.20 0.20 0.23 Seclusion 0.18 0.12 0.33 0.43 0.26 0.19 0.19 0.09 0.15 0.23 0.07 0.16 0.20

As of January 2022, the National Public Rates (NPR) Weighted Averages are as follows: Restraint Hours Rate NPR = 0.779 and the Seclusion Hours Rate NPR = 0.332.

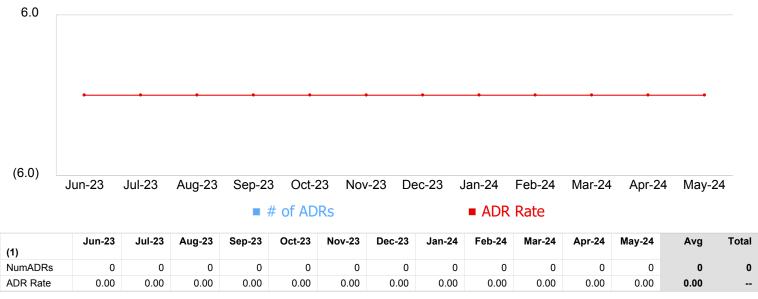
\* Restraint/Seclusion Hours Rate: Number of hours spent in restraint/seclusion for every 1000 inpatient hours. \*\* The duration of each physical hold event is counted as 1 minute as a physical hold is ordered and used only as a temporary intervention that lasts less than a minute to break up any physical conflicts or to administer emergency medications.



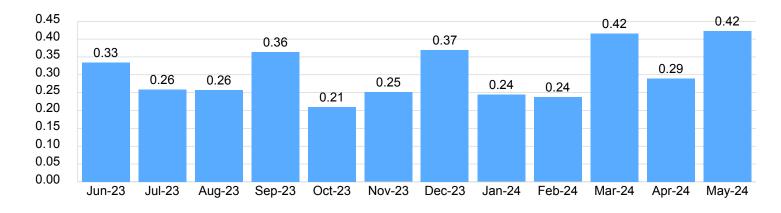
#### 15. Reported Medication Variance Events & Rate

\* MV Rate: Number of reported medication variance events that occurred for every 1000 inpatient days.

#### 16. Reported Adverse Drug Reactions & Rate



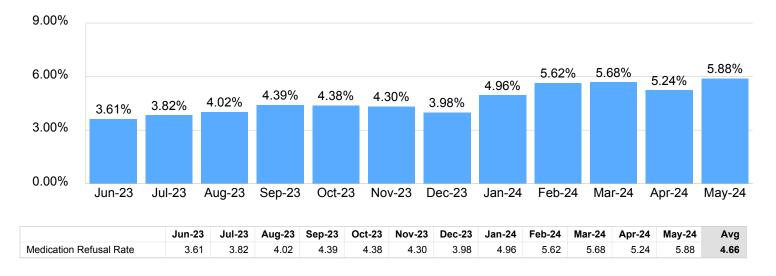
\* ADR Rate: Number of reported adverse drug reaction events that occurred for every 1000 inpatient days.



#### 17. Percent of Missing Documentation on Med-Administration

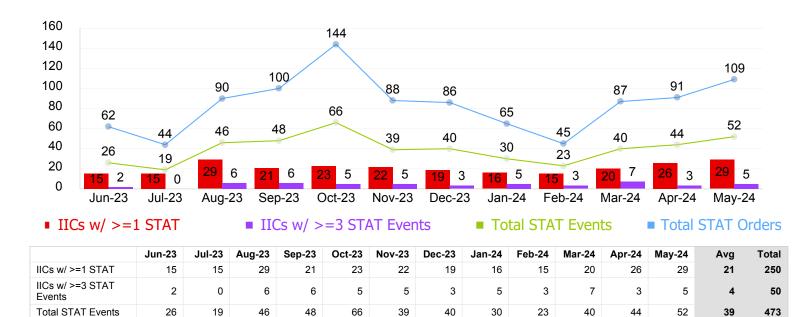
Event Type							Rate						
Event Type	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg
PercOfMissingDocumentation	0.33	0.26	0.26	0.36	0.21	0.25	0.37	0.24	0.24	0.42	0.29	0.42	0.30

#### 18. Medication Refusal Rate



\* Medication Refusal Rate: the number of refused medication doses divided by the total number of doses scheduled for administration.

Total STAT Orders



88

86

65

45

87

91

109

84

1,011

#### 19. Number of STAT Events and Individuals Involved

\* A STAT event is an emergency medication prescribed and administered to a person involuntarily.

90

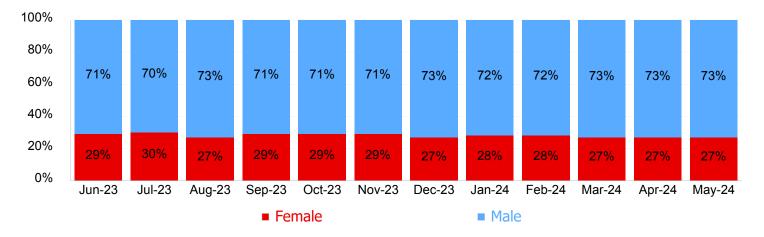
100

144

## 20. Demographics - Trend of Gender Distribution

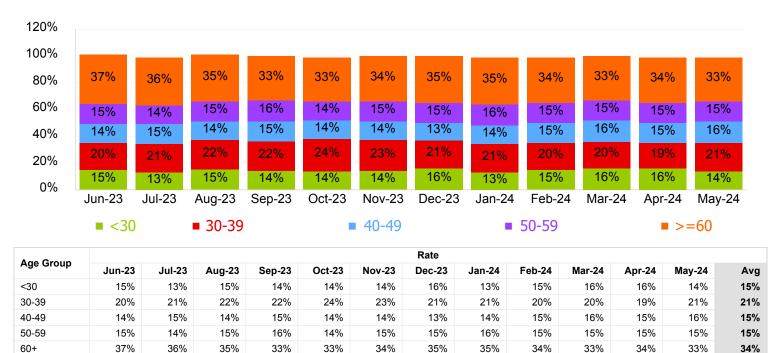
44

62

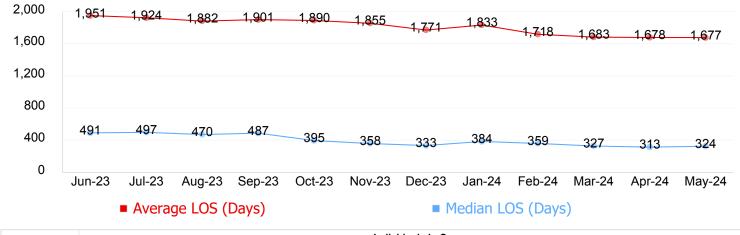


Gender							Rate						
Gender	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Avg
Female	29%	30%	27%	29%	29%	29%	27%	28%	28%	27%	27%	27%	28%
Male	71%	70%	73%	71%	71%	71%	73%	72%	72%	73%	73%	73%	72%

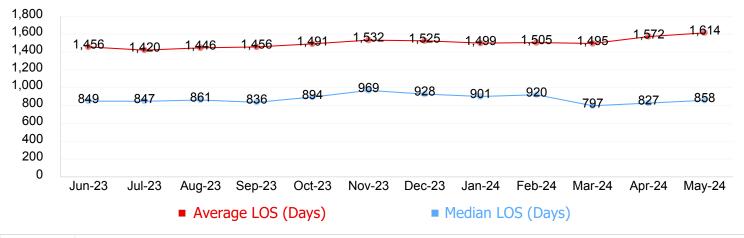




## 22. Length of Stay - Average and Median Length of Stay for Individuals in Care



Turne						Individual	s In Care					
Туре	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Average LOS	1,951	1,924	1,882	1,901	1,890	1,855	1,771	1,833	1,718	1,683	1,678	1,677
Median LOS	491	497	470	487	395	358	333	384	359	327	313	324



#### 23. Length of Stay - Length of Stay for Individuals in Care with Civil Legal Status

Tuna						Civ	ril					
Туре	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Average LOS	1,456	1,420	1,446	1,456	1,491	1,532	1,525	1,499	1,505	1,495	1,572	1,614
Median LOS	849	847	861	836	894	969	928	901	920	797	827	858

# 24. Major Unusual Incidents by Incident Location/Unit

Category	Metrics							Patient							
	Incident Location	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Total	Avg
Aggressive Behavior	1A		1	4	1		1	1	3			2		13	2
	1B	1		1	1	1	1	1	1	1		1		9	1
	1C	4	5	7	8	25	7	10	12	8	13	15	15	129	11
	1D	13	4	4	8	21	8	11	5	7	10	6	7	104	9
	1E					2	3		1	1	2	1	3	13	2
	1F	3	4	8	7	15	20	10	24	8	18	10	10	137	11
	1G	1	2	4	1		4	4	5	3	8	12	3	47	4
	2A	1	3		5	2	1	2	2	1	4	3	2	26	2
	2B	8	4	11	10	3	8	11	4	9	4	8	6	86	7
	2C	2	2	4	8	4	4	1	2	2	•	5	5	39	4
	2D	5	12	2	6	8	6	1	4	4	2	4	7	61	5
	Other	1	5	6	8	7	6	9	1	3	2	3	3	54	5
	TLC-Intensive	2	5	4	4	6	0	3	•	5	2	3	2	28	4
	TLC-Transitional	2	5	1	3	9			1	1	2	5	2	15	
			47					64			05	70			3
	Total	41	47	56	70	103	69	61	65	48	65	73	63	761	63
Fall	1A	1	2	2	1	•	2	2	2	1	1	1	2	11	1
	1B	3	2	2	4	8	4	3	2	2	2		1	33	3
	1C		-		2	4	1	1				1	2	11	2
	1D	4	3		1		2					1	2	13	2
	1E		3	4		2		1	1				1	12	2
	1F	1				1	2	1	4	3	1	2		15	2
	1G	1					1		1					3	1
	2A	3	1		1	1	1		1		2		2	12	2
	2B	2		1	2		1	3	2			3	1	15	2
	2C		2	2	2		3						1	10	2
	2D		3	6	3	4	1		3	1	2	2	8	33	3
	Other		1	3	2	2	1	1	2	1			2	15	2
	TLC-Intensive						1							1	1
	Total	15	15	20	18	22	20	10	16	8	8	10	22	184	15
Physical Assault	1A	1			1				1				1	4	1
•	1B		1	3	1	1		1	1	3				11	2
	1C	1	3	2	9	10	4	5	5	5	8	6	7	65	5
	1D	13	3	1	2	2	5	3	1	13	3	5	4	55	5
	1E	3	2	5	4	2	1	1	1	7	•	2	1	29	3
	1F	1	1	5	1	7	9	2	11	5	7	4	6	59	5
	1G	•	•	0	•	,	3	~	2	Ū	2	5	2	14	3
	2A		1	1	1		5	3	2	2	2	2	2	10	2
	2B	1	1	13	9		4	1		3	4	1	3	39	4
	2B 2C	2	3	2	6	2	4 6	2	2	3	4	1	1	39	
					0	3				4					3
	2D	6	9	3	40	2	1	2	4	1	6	0	3	37	4
	Other			6	10	7	4	8	1		2	2	1	41	5
	TLC-Intensive		1	1	1	5								8	2
	TLC-Transitional			1	2	5		2						10	3
	Total	28	24	43	47	44	37	30	29	39	35	27	29	412	34
Physical Injury	1A			1	1				1		2		1	6	1
	1B		2		1			1	1	1				6	1
	1C		2	2		4	2	1	2	1	4	2	2	22	2
	1D	8	3	3	1			2	1	2	2	2	1	25	3
	1E	2	2	4	1	1			1	1		1	2	15	2
	1F	2		3		4	8	2	3		1	2	2	27	3
	1G						2		1		1	2		6	2
	2A		1										1	2	1
	2B			1	2				1	1	3	2		10	2
				1	-		F				3	1	2	14	2
	2C	1					5		1		3		2		

Category	Metrics Patient Counts														
	Incident Location	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Total	Av
Physical Injury	Other		2	4	2	1	3	4	4			1		21	3
	TLC-Intensive				1	2	1							4	1
	TLC-Transitional							2						2	2
	Total	14	16	23	9	14	21	13	17	7	17	14	15	180	15
Psych Emergency	1A			3	1				2					6	2
	1B					1			1	1				3	1
	1C	3	7	5	9	17	7	10	13	11	14	14	16	126	1
	1D	11	3	4	7	18	5	10	6	8	8	4	5	89	7
	1E	2	1	2	2	2	1	1	1	3				15	2
	1F	2	3	7	2	10	22	9	24	9	15	8	9	120	1
	1G			2			2	2	4	3	6	13	2	34	4
	2A		1	1	1					3			1	7	1
	2B	6		15	13	1	5	4	1	1	2	4	2	54	5
	2C		1	5	6	4	7	2	2	3	3	1	2	36	3
	2D	5	9	1	2	2	3	2	2		2	1	4	33	3
	Other		1	6	12	7	4	7	2	1	1	2	1	44	4
	TLC-Intensive		1	3	3	7								14	4
	TLC-Transitional			1	1	9			1					12	3
	Total	29	27	55	59	78	56	47	59	43	51	47	42	593	4
Total Unusual Incidents	1A	3	1	7	6		4	2	4	1	3	4	4	39	4
	1B	8	6	8	9	12	10	3	4	7	4	3	2	76	6
	1C	5	9	12	21	41	15	19	23	14	28	29	27	243	2
	1D	29	11	11	10	25	14	15	9	22	16	15	16	193	1
	1E	5	6	10	5	6	4	1	4	13	5	4	6	69	6
	1F	7	7	13	9	29	37	16	36	17	27	21	21	240	2
	1G	2	2	4	1		8	4	9	6	12	17	5	70	e
	2A	5	8	4	7	6	3	7	4	4	9	4	5	66	6
	2B	12	4	27	22	3	14	15	11	13	12	13	13	159	1
	2C	5	9	10	16	8	15	5	5	9	4	9	11	106	g
	2D	12	26	9	8	12	8	3	12	8	9	11	17	135	1
	Other	8	8	22	24	22	17	22	13	7	13	12	6	174	1
	TLC	2	8	8	13	26	2	3	1	2	2	4	2	73	6
	Total	103	105	145	151	190	151	115	135	123	144	146	135	1,643	13

#### PRISM - May-24