



Government of the District of Columbia
Department of Behavioral Health (DBH)



PRISM

Performance Related Information for Staff and Managers

January 2018

Office of Statistics and Reporting (OSR), 2/23/2018

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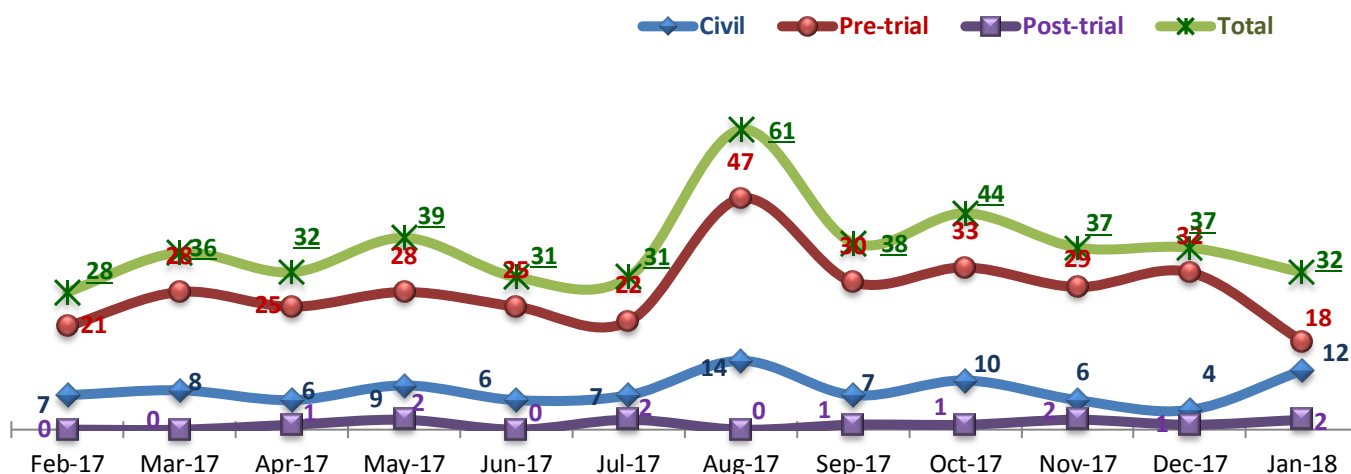
Data Disclaimer

The primary source of data extracted and analyzed herein is Avatar, the Saint Elizabeths Hospital's electronic medical record system. Additional data source includes, but is not limited to, the Hospital's Unusual Incident Database and SiteFM. Data reflects information as entered in each system by users. The Office of Statistics and Reporting (OSR) 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. The OSR 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.

Key Trends: Admissions, Discharges, Transfers, Census, and Readmissions (1~5)

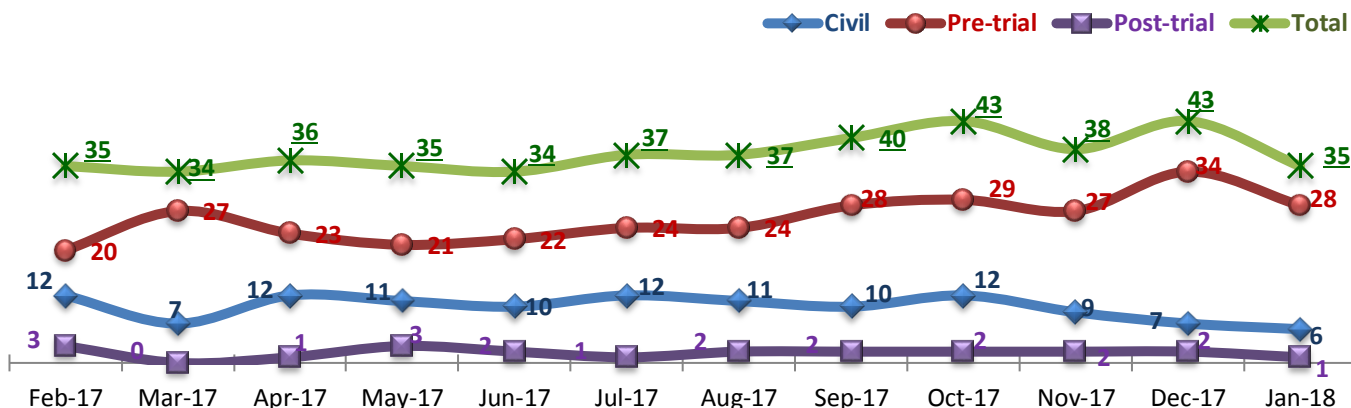
- The number of admissions went down to 32, it was the lowest since July 2017. There was a 14% decrease in admission from the last month.
- Almost two out of five (39%) of the Pre-trial admissions were readmitted patients from a previous episode (re-admissions).
- There was a 72%-28%, male-to-female, proportional split of the census by gender as of the end of January. During January, 67% of the admissions were males and 54% of the discharges were males.
- The average daily census recorded in January was 268, which has been the lowest since July 2017.
- Of the 35 patients discharged in January, 3 were discharged due to the reason “hospitalization was no longer necessary”, 30 were discharged by order of the court, and 2 were discharged to home.
- There have been no 30-day readmissions since September.

1. Admissions to SEH



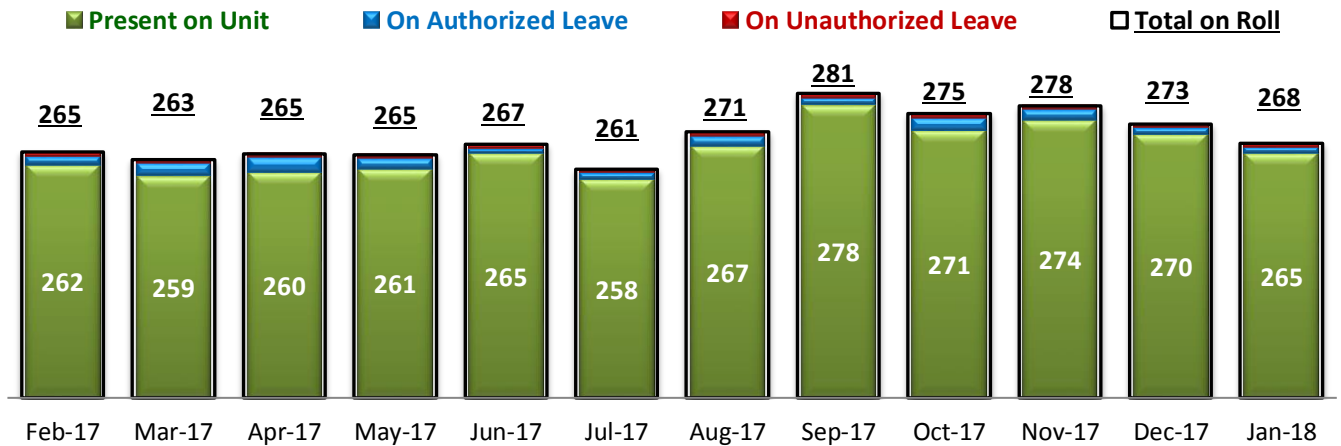
* Number of admissions to SEH inpatient program, including transfers from forensic outpatient to inpatient program.

2. Discharges from SEH



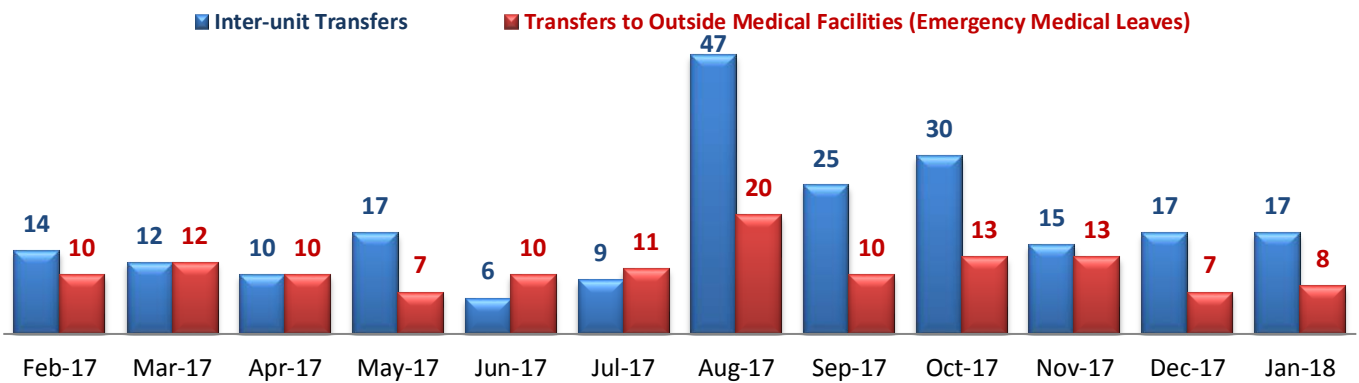
* Number of discharges from SEH inpatient program, including transfers from inpatient to forensic outpatient program.

3. Average Daily Census



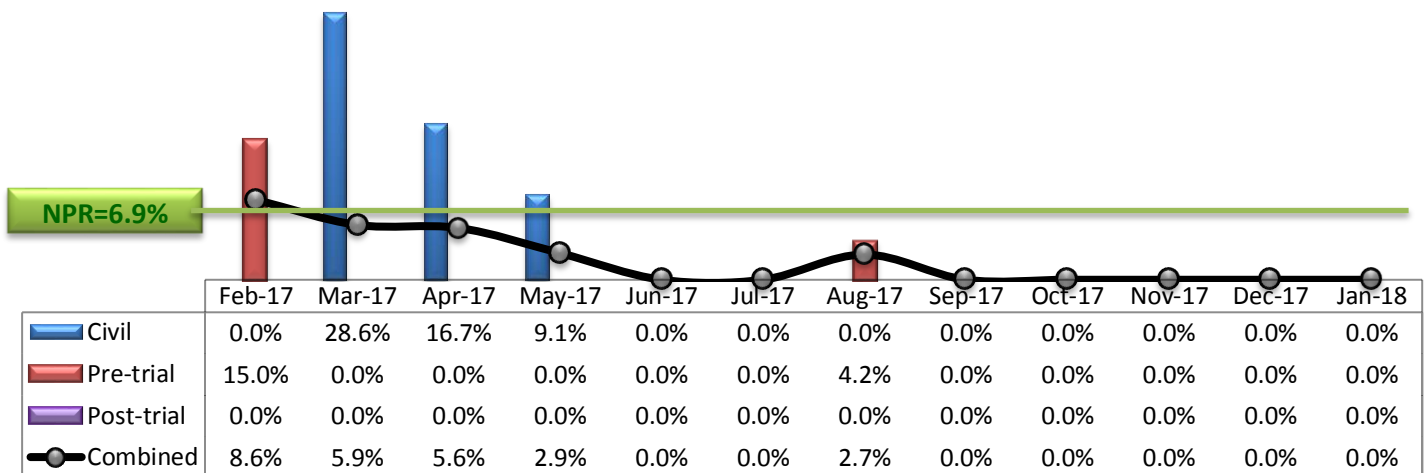
* Data above is the daily average number of individuals counted at 11:59 PM every day during each month.

4. Transfers



* Number of inter-unit transfers that occurred during month and number of emergency medical leaves that were initiated during month.

5. 30-Day Readmission Rate



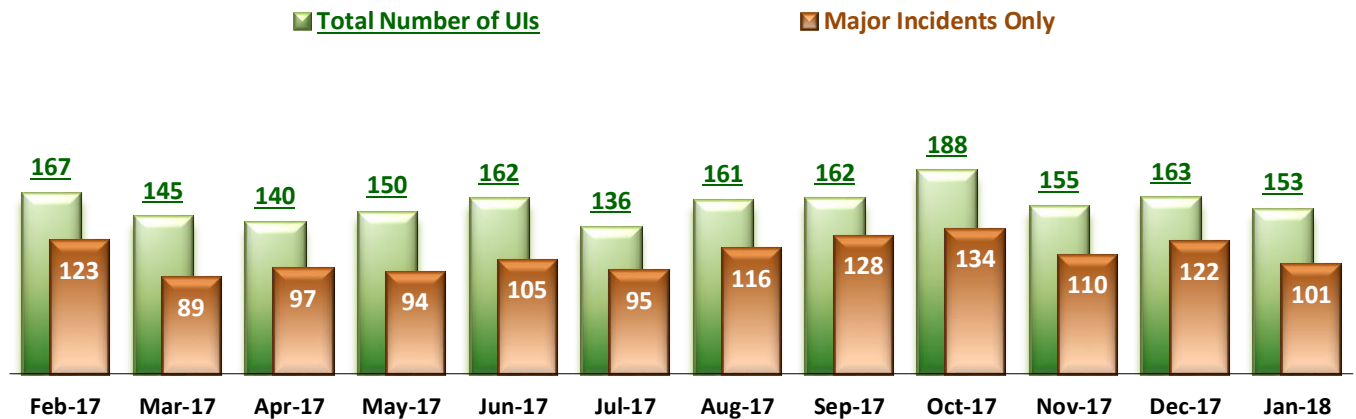
* Percent of discharges that returned to SEH within 30 days of discharges. It does not include those who may have been re-hospitalized at another psychiatric facility. This measure requires 30-day observation following discharge.

** 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%.

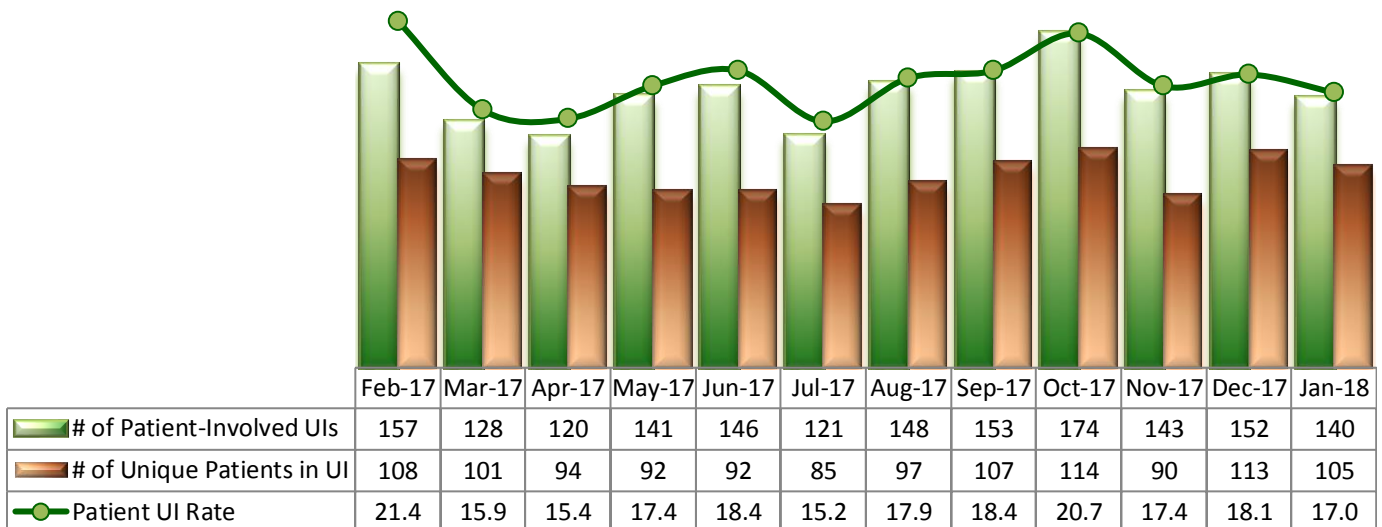
Key Trends: Unusual Incidents (6~17)

- Risk Management received 153 Unusual Incident (UI) reports in January which declined by 6% from December.
- Three (3) patients were treated at other facilities due to injuries resulting from unusual incidents which increased from the last month.
- Totals of the most re-occurring UI categories were: Aggressive Behavior (46), Emergency Involuntary Medication (37), Physical Assaults (34), Psychiatric Emergencies (26), and Fall (18).
- As per monthly composition of the unusual incidents, there were slight decreases in the High and Medium severity UIs, while the Low in Severity UIs went up in January.
- Patient Injuries went down by 21% while staff injuries increased by nearly two-third in January.

6. Unusual Incidents

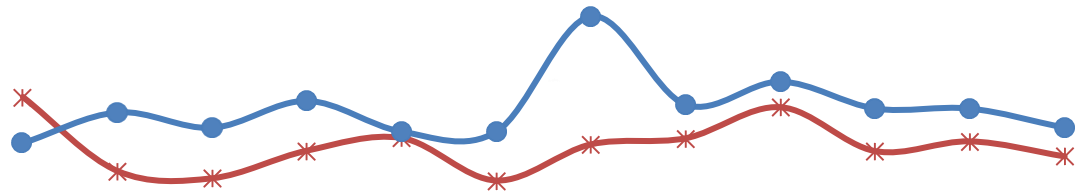


7. Patient-Involved Unusual Incidents



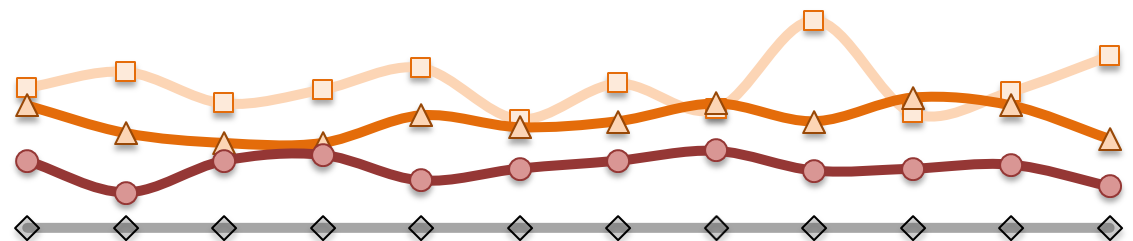
* The patient UI rate is the number of patient-involved unusual incidents reported for every 1000 inpatient days.

8. Admissions vs. Patient UI Rate



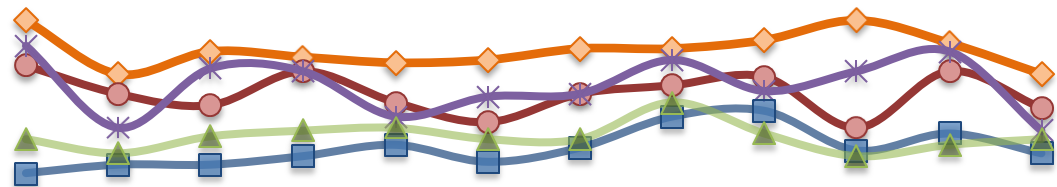
	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
✱ Patient UI Rate	21.4	15.9	15.4	17.4	18.4	15.2	17.9	18.4	20.7	17.4	18.1	17.0
● Admission	28	36	32	39	31	31	61	38	44	37	37	32

9. Unusual Incidents by Severity



	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
□ 1) Low	71	79	63	70	81	55	73	60	105	58	69	87
△ 2) Medium	62	48	43	43	57	51	54	63	54	66	62	45
● 3) High	34	18	34	37	24	30	34	39	29	30	32	21
◇ 4) Catstrp	0	0	0	0	0	0	0	0	0	0	0	0
Total UI	167	145	140	150	162	136	161	162	188	155	163	153

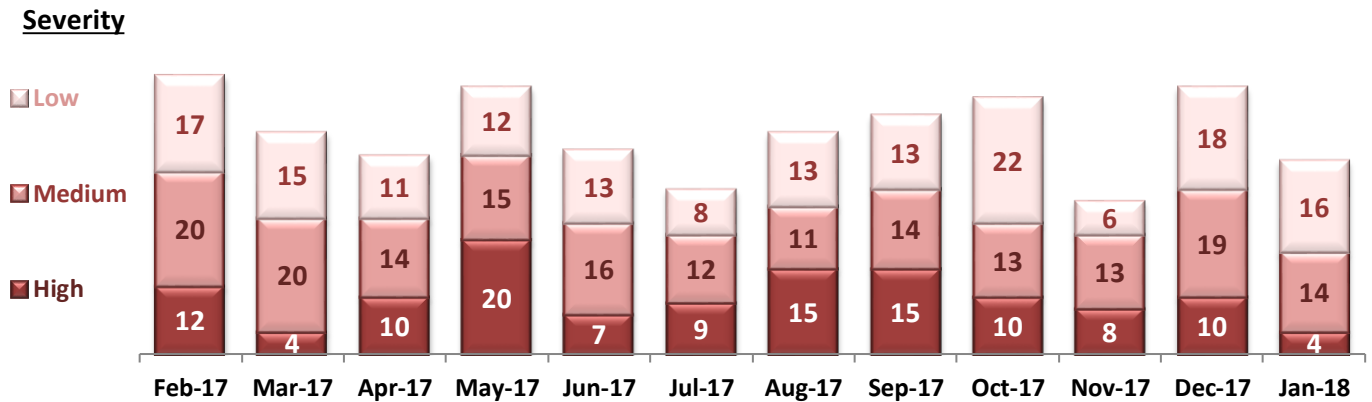
10. Selected Types of Incidents



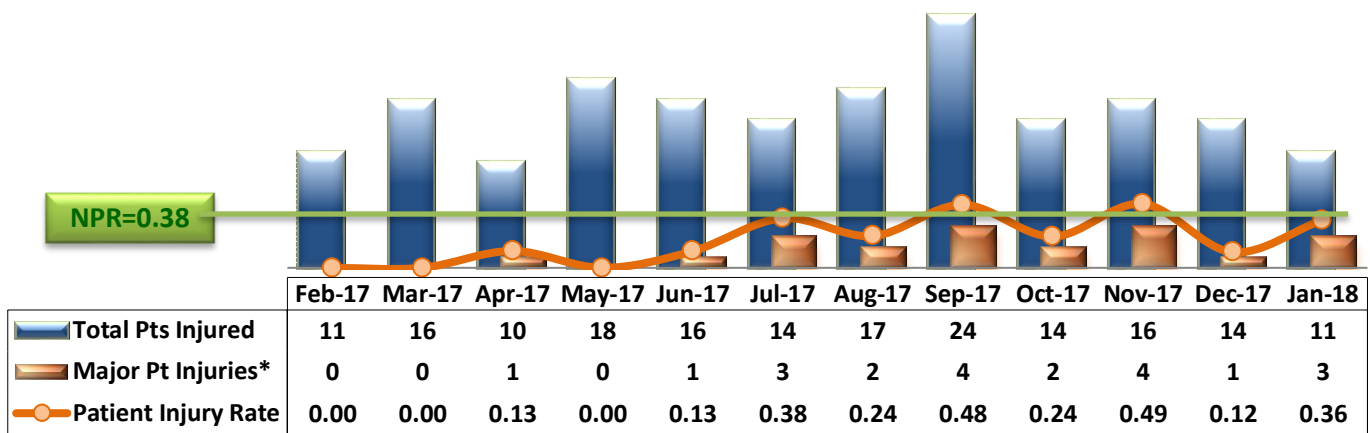
	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
◇ Aggressive Behavior	65	46	54	52	50	51	55	55	58	65	57	46
● Physical Assault	49	39	35	47	36	29	39	42	45	27	47	34
✱ Pysch Emerg.	56	27	48	47	31	38	39	51	40	47	54	26
■ Fall	11	14	14	17	21	15	20	31	33	19	25	18
▲ Injury	23	18	24	26	27	23	23	36	25	17	21	23

* 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.

11. Physical Assaults by Severity

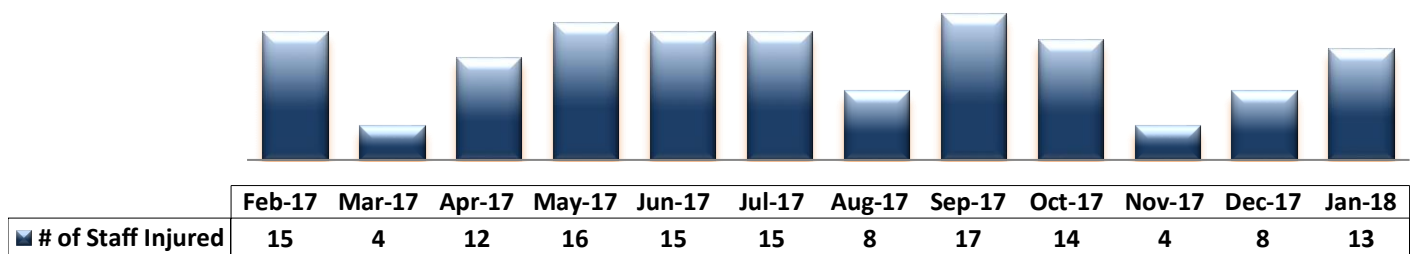


12. Patient Injuries



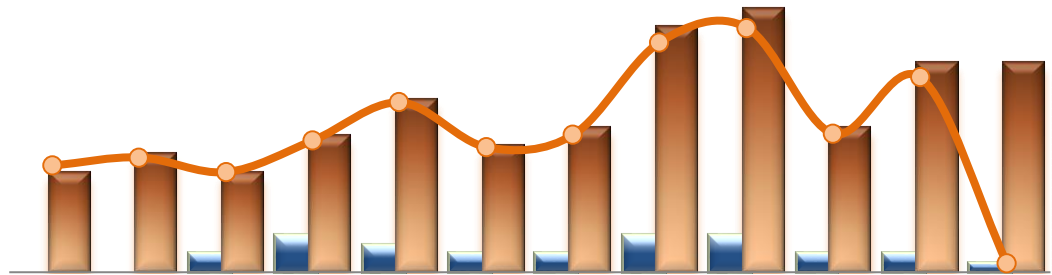
* Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of patients injured represents all of the reported injuries including minor injuries treated with first aid alone. However, the patient injury rate considers only the number of patient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

13. Staff Injuries



* Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of staff injured represents all of the reported staff injuries including minor injuries treated with first aid alone.

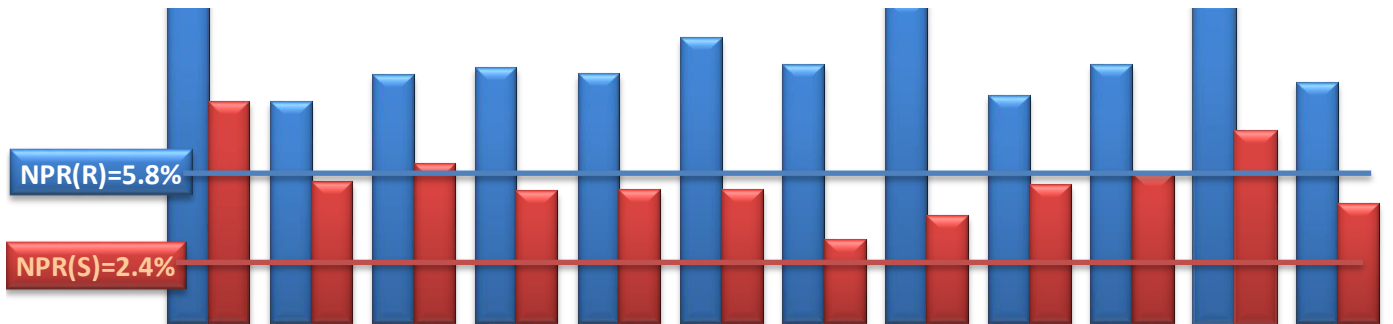
14. Patient and Staff Falls



	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Total Staff who Fell	0	0	2	4	3	2	2	4	4	2	2	1
Total Patients who Fell	11	13	11	15	19	14	16	27	29	16	23	23
Patient Fall Rate	1.50	1.62	1.41	1.86	2.39	1.76	1.94	3.24	3.45	1.95	2.74	0.12

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

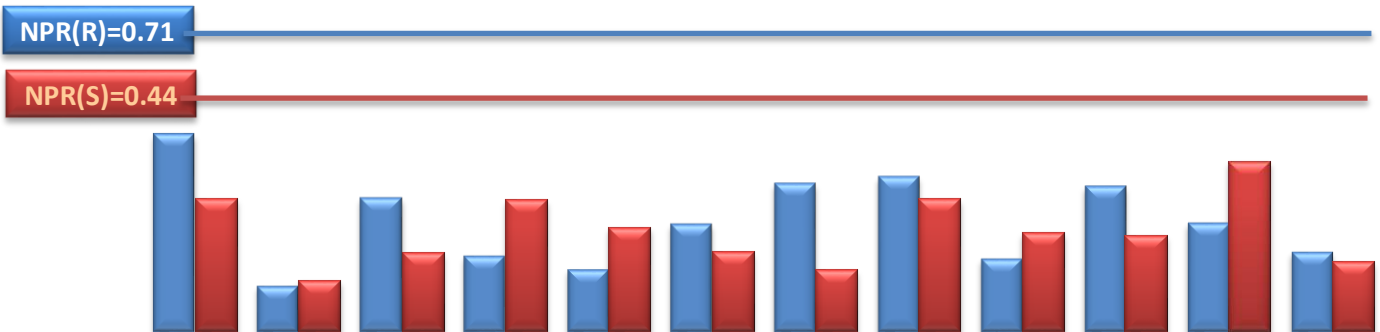
15. Percent of Patients Restrained or Secluded



	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Restraint	12.5%	8.4%	9.5%	9.7%	9.5%	10.9%	9.8%	12.3%	8.7%	9.8%	12.4%	9.2%
Seclusion	8.4%	5.4%	6.1%	5.0%	5.1%	5.1%	3.2%	4.1%	5.3%	5.7%	7.3%	4.6%

* 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.

16. Restraint Hours Rate & Seclusion Hours Rate

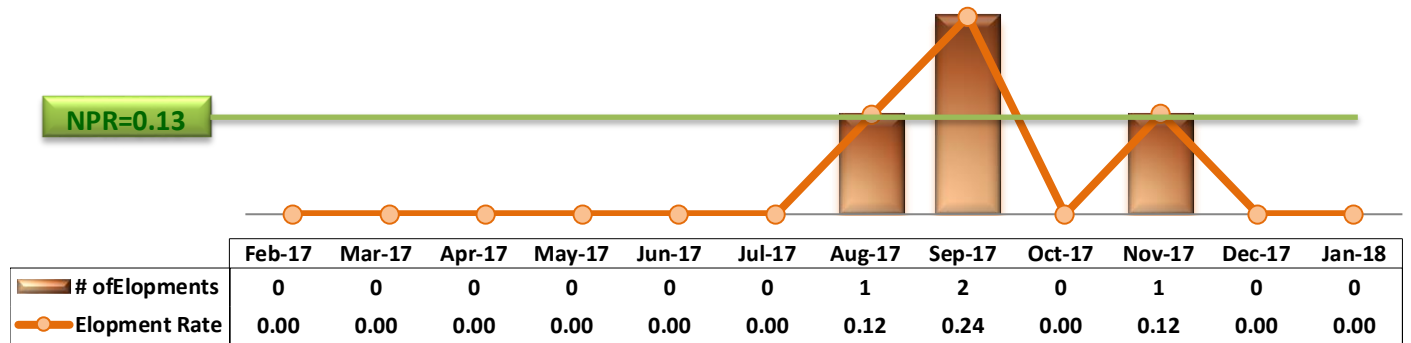


	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Restraint	0.376	0.087	0.254	0.145	0.118	0.205	0.282	0.296	0.138	0.276	0.206	0.152
Seclusion	0.252	0.096	0.148	0.250	0.197	0.150	0.116	0.251	0.188	0.182	0.324	0.132

* 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.

17. Elopements

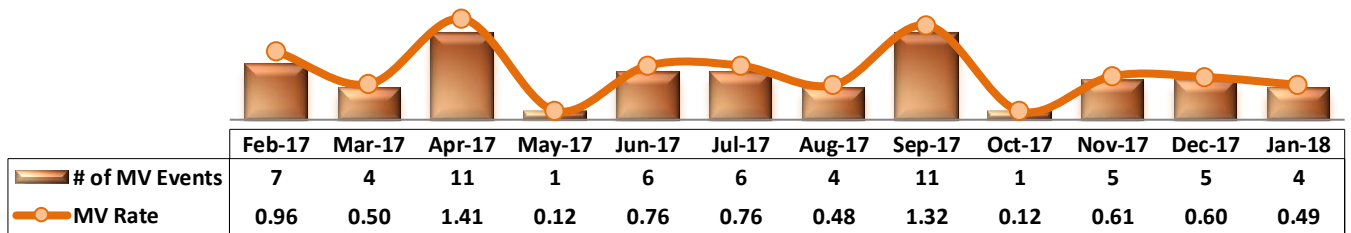


* Data herein counts the number of unauthorized leaves for any duration that were initiated during month and were recorded in Avatar. The elopement rate is the number of those unauthorized leaves that occurred for every 1000 inpatient days.

Key Trends: Medication Documentation, MV, ADR, and STAT (18~22)

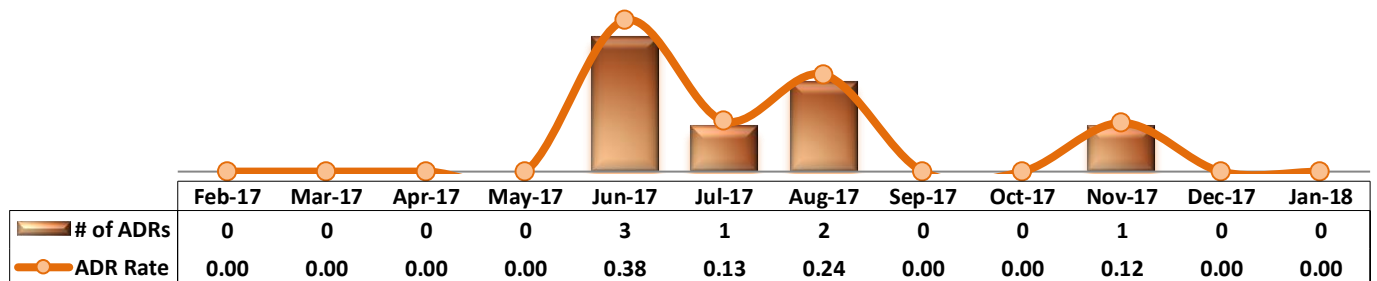
- The average number of Medication Variances (MV) for the last 12 months is 5 occurrences each month. At the same time last year, there were 16 reports per month on average.
- During the last twelve months, the most re-occurring reason for MVs are “IT/System issues” (20) and “Inventory Discrepancy issues in Pyxis” (29).
- The number of scheduled medication administrations (103,991) in January is the lowest since July 2017. The number of missing documentation of medication administrations decreased to 297 in January, which was the lowest in the last six months.
- In January, medications were refused at a rate of 5.09% which is the lowest number since April 2014. The average medication refusal rate for the last twelve months is 5.94%.

18. Reported Medication Variance Events



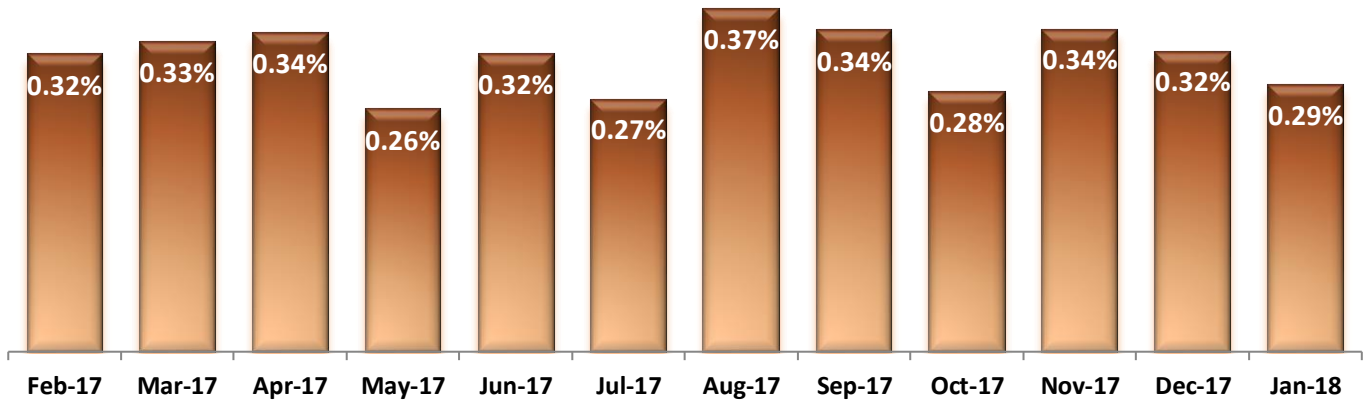
* MV Rate: Number of reported medication variance events that occurred for every 1000 inpatient days.

19. Reported Adverse Drug Reactions

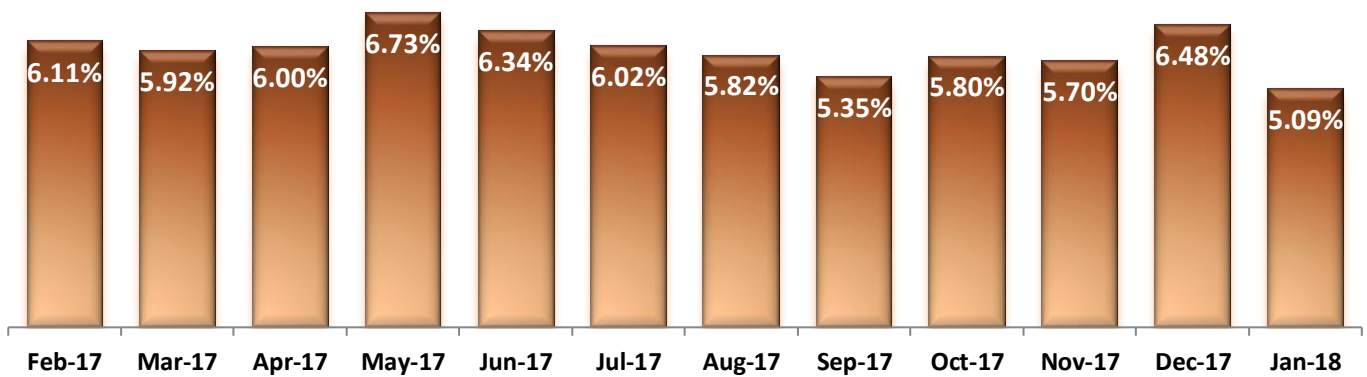


* ADR Rate: Number of reported adverse drug reaction events that occurred for every 1000 inpatient days.

20. Percent of Missing Documentation on Med-Administration

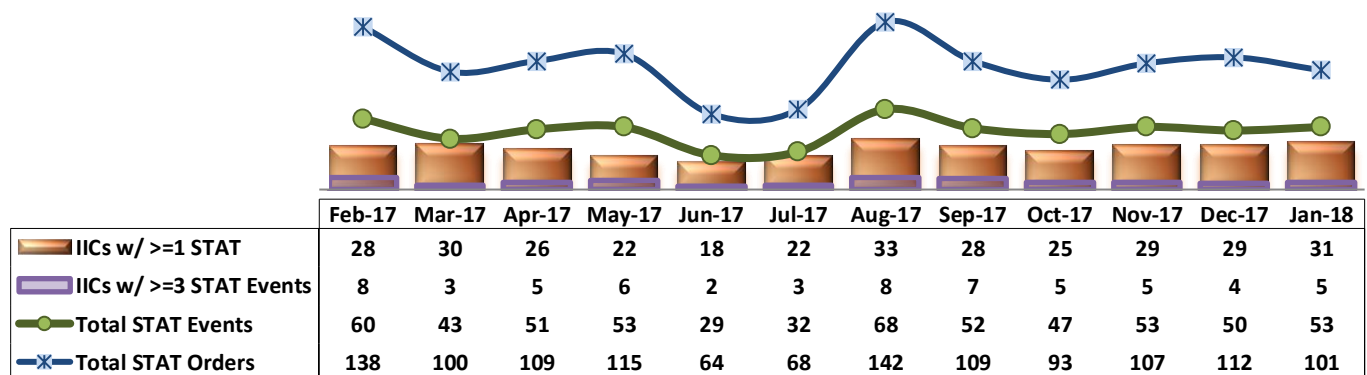


21. Medication Refusal Rate*



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

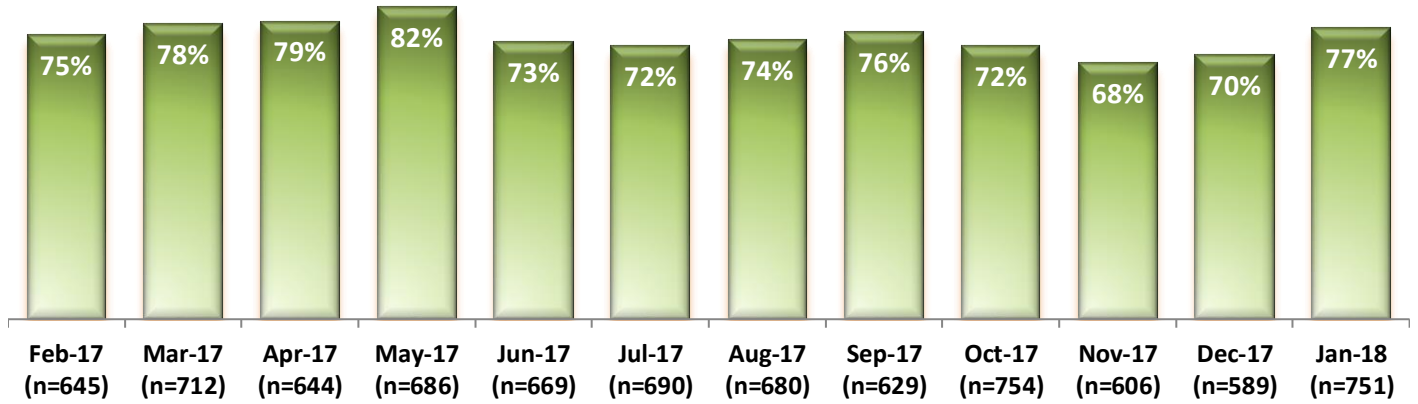
22. Number of STAT Events and Individuals Involved



Key Trends: Environment of Care (23)

- Over three-fourth (77%) of the work orders submitted in January were completed with 3 days.
- Approximately 63% (475) were completed within the same day that the work was requested.
- The most requested type of work order involved the ordering of medical supplies (120).

23. Percentage of SiteFM Work Orders Completed within 3 Days

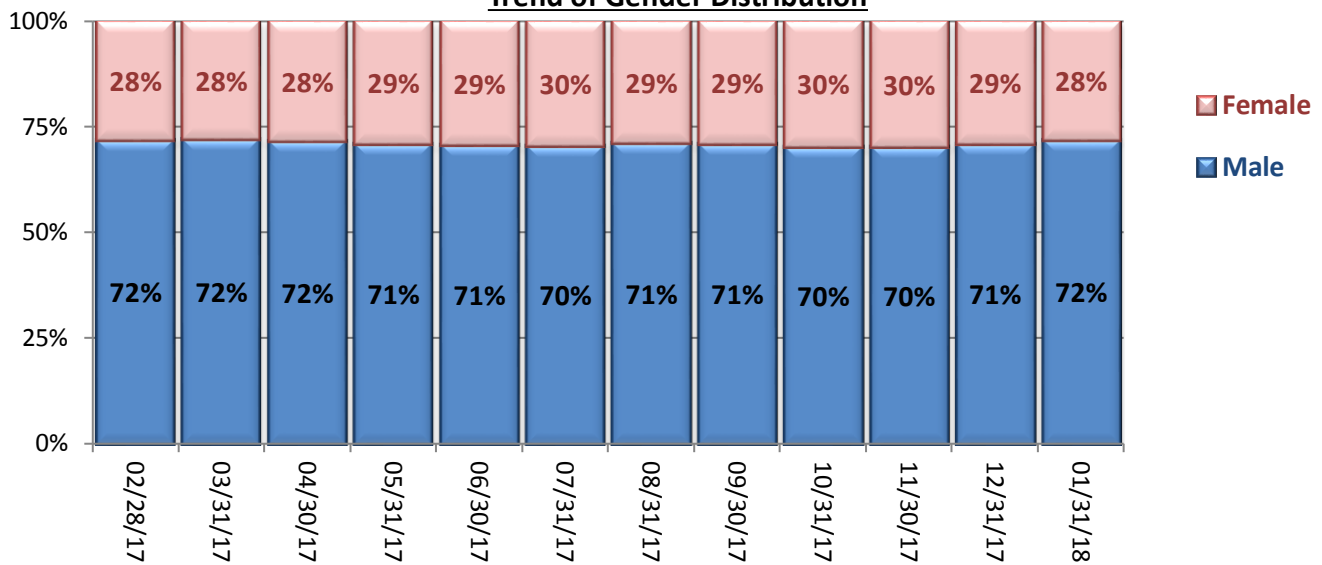


Key Trends: Demographics, Legal Status, and Length of Stay (24-25)

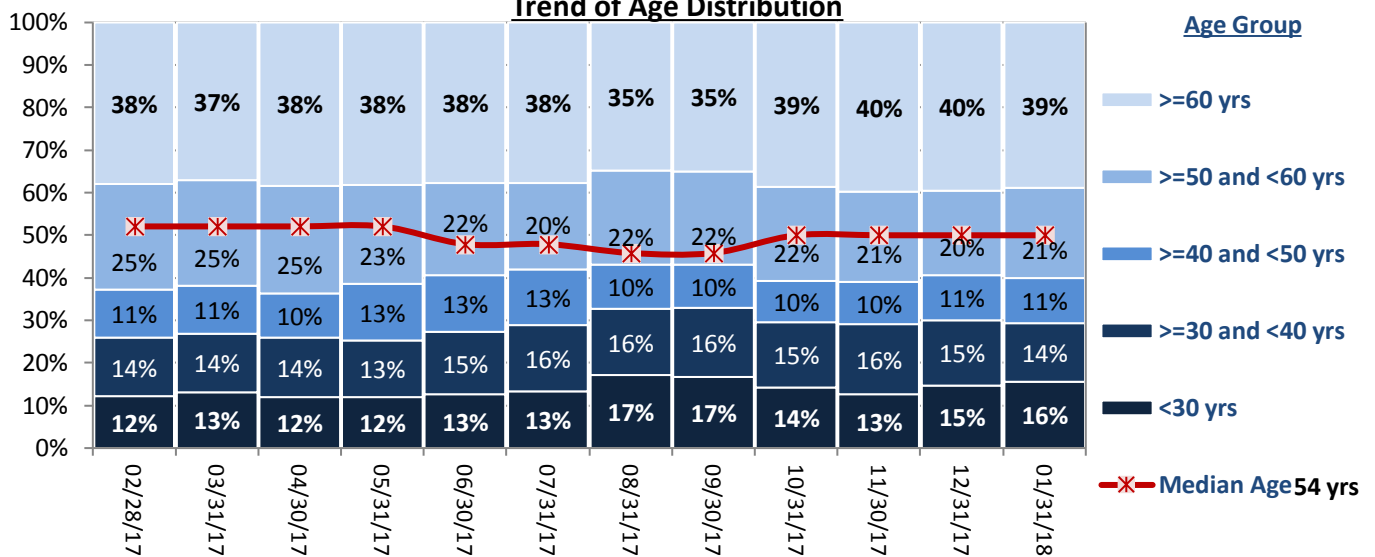
- Though there was no significant change in the age distribution in January, the number of patients below 30 years went up by 1% while those 60 years and over decreased by 1% from the previous month.
- As of January 31st, one out of three patients (32%) under 30 years of age was a Pre-trial patient which remained unchanged from December.
- The proportion of forensic pre-trial patients dropped to 33%, amounting to 81 patients which was much lower than December.
- The median Length of Stay (LOS) for all patients was almost 11 months while the average LOS was 6 years—almost 7x the median.
- Both the median LOS and the average LOS continued to take upward trend in January.

24. Demographics

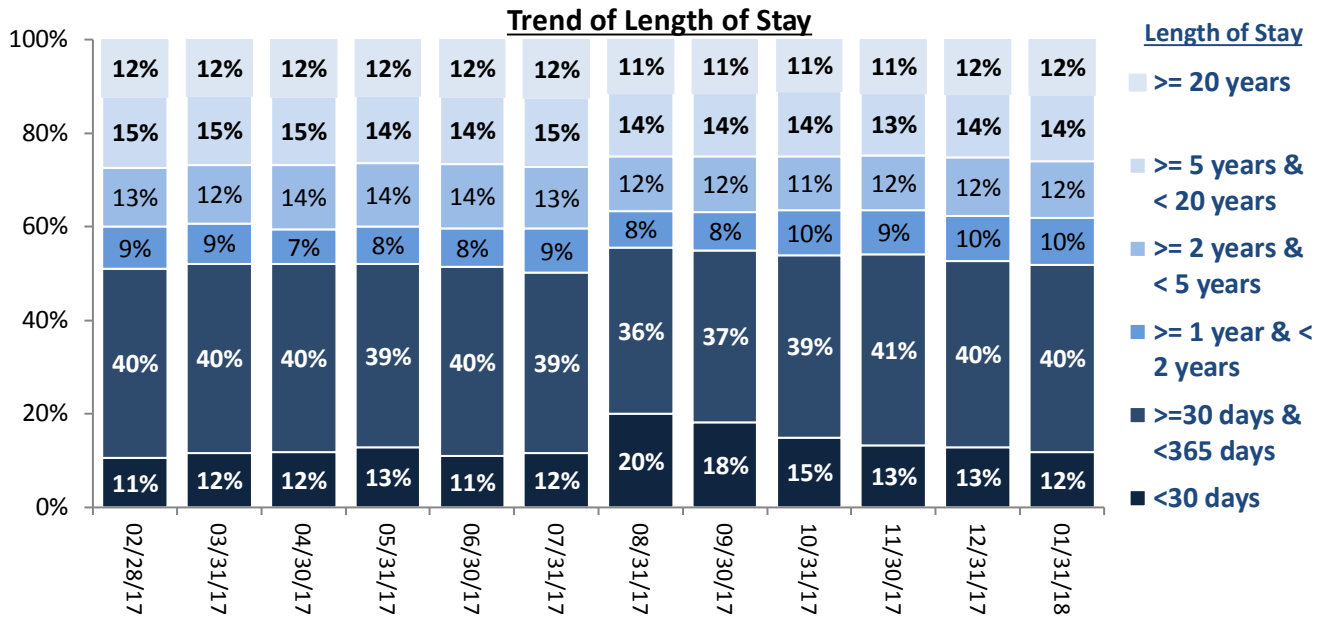
Trend of Gender Distribution



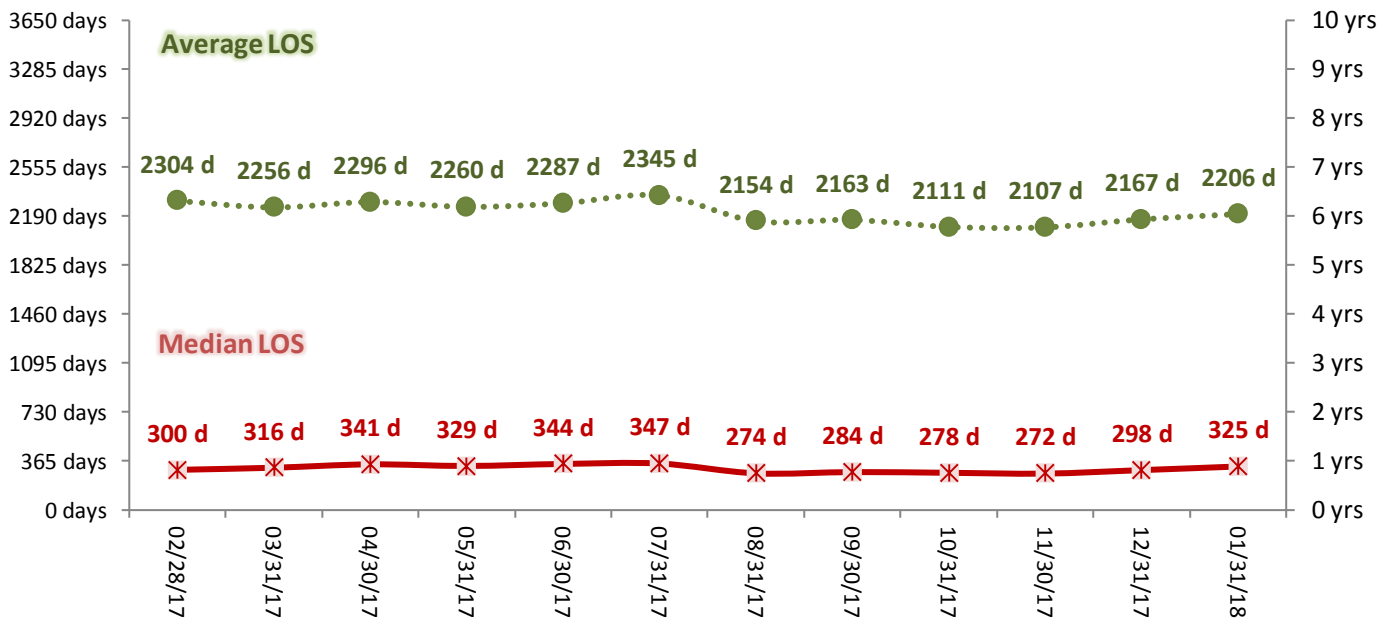
Trend of Age Distribution



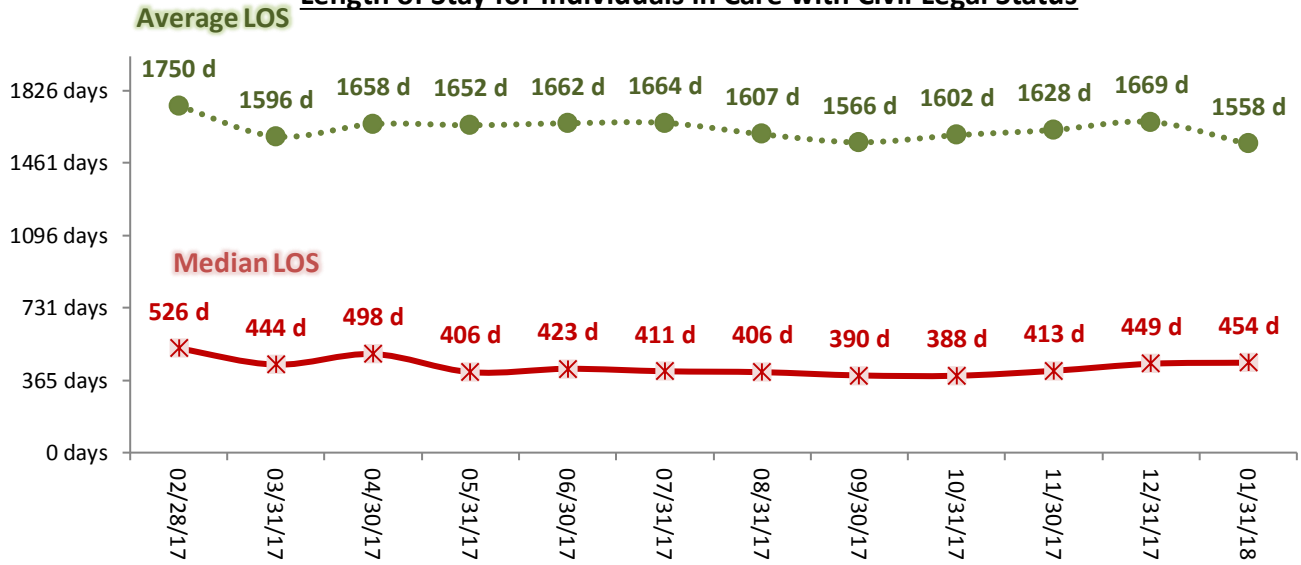
25. Length of Stay



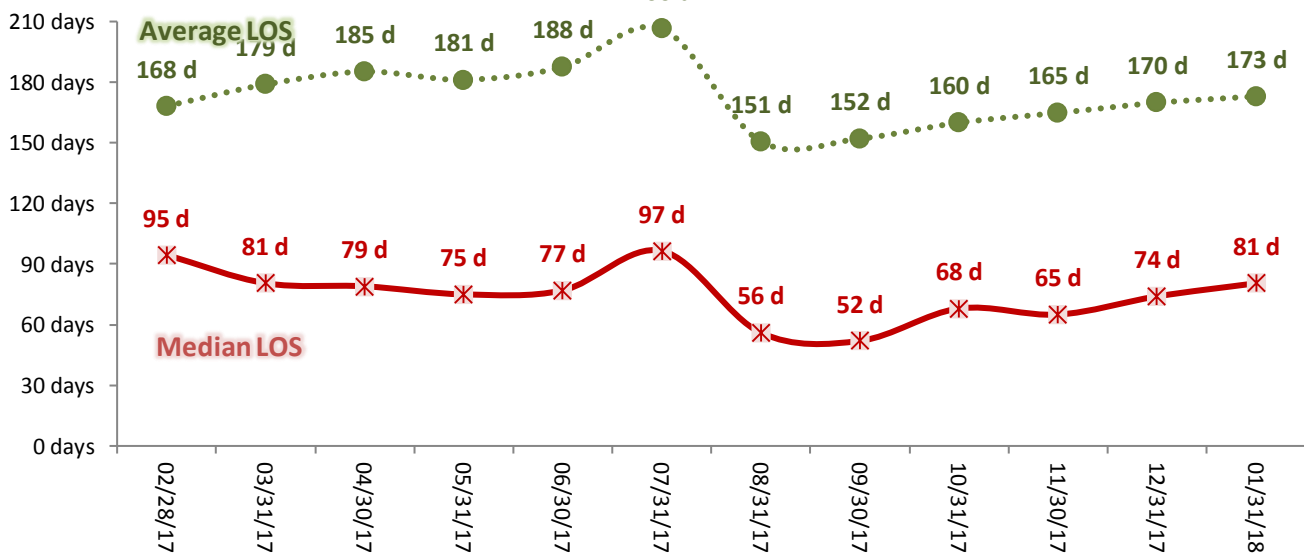
Average and Median Length of Stay for Individuals in Care



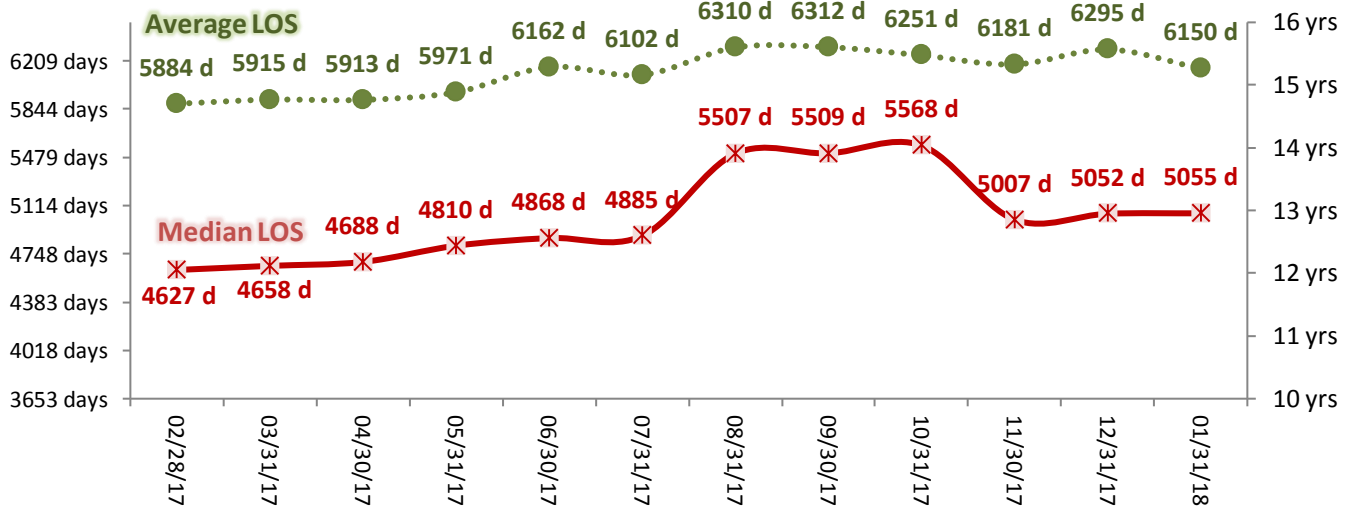
Length of Stay for Individuals in Care with Civil Legal Status



Length of Stay for Individuals in Care with Pre-trial Legal Status



Length of Stay for Individuals in Care with Post-trial Legal Status



Performance Related Information for Staff & Managers

1. Census, Admissions, Discharges & Transfers

Data Source: Avatar

Updated as of 02/16/18

Category	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Total (12mths)	Figure	
Admissions	Civil	7	8	6	9	6	7	14	7	10	6	4	12	8	96	Figure 1
	Pre-trial	21	28	25	28	25	22	47	30	33	29	32	18	28	338	
	Post-trial	0	0	1	2	0	2	0	1	1	2	1	2	1	12	
	Total	28	36	32	39	31	31	61	38	44	37	37	32	37	446	
Discharges	Civil	12	7	12	11	10	12	11	10	12	9	7	6	10	119	Figure 2
	Pre-trial	20	27	23	21	22	24	24	28	29	34	28	26	307		
	Post-trial	3	0	1	3	2	1	2	2	2	2	2	1	2	21	
	Total	35	34	36	35	34	37	37	40	43	38	43	35	37	447	
Net Increase During Month	Civil	-5	1	-6	-2	-4	-5	3	-3	-2	-3	-3	6		-23	
	Pre-trial	1	1	2	7	3	-2	23	2	4	2	-2	-10		31	
	Post-trial	-3	0	0	-1	-2	1	-2	-1	-1	0	-1	1		-9	
	Total	-7	2	-4	4	-3	-6	24	-2	1	-1	-6	-3		-1	
All Individuals on Roll at End of Month	263	265	261	265	263	257	281	279	280	279	273	270	270			
a. Present on Unit	259	260	259	262	260	253	276	274	278	276	270	270	266			
b. On AL	3	4	1	2	2	3	4	4	1	2	2	0	2			
c. On UL	1	1	1	1	1	1	1	1	1	1	1	0	1			
All Individuals on Roll: Daily Average during Month*	265	263	265	265	267	261	271	281	275	278	273	268	269			Figure 3
a. Present on Unit	262	259	260	261	265	258	267	278	271	274	270	265	266			
b. On AL	2	3	4	3	1	2	3	2	3	3	2	2	3.8			
c. On UL	1	1	1	1	1	1	1	1	1	1	1	1	1.01			
Patient Days**	7325	8034	7795	8082	7941	7947	8261	8329	8416	8213	8381	8226	8079	96950		Figure 4
Inter-Unit Transfers during Month	14	12	10	17	6	9	47	25	30	15	17	17	18	219		
Medical Leaves Initiated during Month	10	12	10	7	10	11	20	10	13	13	7	8	11	131		
Emergency Non-Emer Total	34	32	38	36	41	35	30	33	25	8	21	16	29	349		
Non-Medical Leaves Initiated during Month	44	44	48	43	51	46	50	43	38	21	28	24	40	480		
UL Initiated during Month	166	200	193	195	181	176	192	192	196	171	167	154	182	2183		
UL Initiated during Month	1	1	0	0	1	0	1	2	0	1	0	0	1	7		
Total Unique Patients Served during Month	296	296	296	298	295	294	315	317	323	315	315	305	305	628		
30 Day Readmission***	Civil	0	2	2	1	0	0	0	0	0	0	0	0	0	5	
	Pre-trial	3	0	0	0	0	0	1	0	0	0	0	0	0	4	
	Post-trial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	3	2	2	1	0	0	1	0	0	0	0	0	1	9	

* This is the average number of individuals served on a given day for the respective month. Due to rounding from average calculation, numbers from its subcategories a, b, & c may not add up to the total number on this row.

** It counts the number of patients who are present on the unit and excludes those on authorized or unauthorized leave at 11:59pm on a given day.

*** Number of patients returning within 30 days of discharges that occurred during month.

Performance Related Information for Staff & Managers

2. Key Performance Indicators

Data Source: UI DB, MV DB, ADR DB, Restraint/Seclusion Log, and Avatar

Updated as of 02/16/18

Category	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	NPR* (Jun-13)	Figure	
30 Day Readmit (Discharge Cohort)**	Civil	0.0%	28.6%	16.7%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%		Figure 5	
	Pre-trial	15.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	1.3%			
	Post-trial	0.0%	#DIV/0!	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
	Combined	8.6%	5.9%	5.6%	2.9%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	2.0%	6.9%		
Number of Unusual Incidents*	167	145	140	150	162	136	161	162	188	155	163	153	157		Figure 6	
Patient Unusual Incident Rate	21.4	15.9	15.4	17.4	18.4	15.2	17.9	18.4	20.7	17.4	18.1	17.0	17.8		Figure 7	
UI by Severity	Catastrophe	0	0	0	0	0	0	0	0	0	0	0	0		Figure 9	
	High	34	18	34	37	24	30	34	39	29	30	32	21	30		
	Medium	62	48	43	43	57	51	54	63	54	66	62	45	54		
	Low	71	79	63	70	81	55	73	60	105	58	69	87	73		
Physical Assault Incident Rate	6.7	4.9	4.5	5.8	4.5	3.6	4.7	5.0	5.3	3.3	5.6	4.1	4.8			
Selected Types of Incidents	Physical Assault	49	39	35	47	36	29	39	42	45	27	47	34	39	Figure 10	
	Aggressive Behav.	65	46	54	52	50	51	55	55	58	65	57	46	55		
	Psych Emergency	56	27	48	47	31	38	39	51	40	47	54	26	42		
	Fall Injury	11	14	14	17	21	15	20	31	33	19	25	18	20		
Physical Assaults by Severity	High	12	4	10	20	7	9	15	15	10	8	10	4	13	Figure 11	
	Medium	20	20	14	15	16	12	11	14	13	13	19	14	15		
	Low	17	15	11	12	13	8	13	13	22	6	18	16	14		
Patient Injury Rate***	0.00	0.00	0.13	0.00	0.13	0.38	0.24	0.48	0.24	0.49	0.12	0.36	0.22	0.38		
Patients with Major Injuries***	0	0	1	0	1	3	2	4	2	4	1	3	2		Figure 12	
Total Patients Injured***	11	16	10	18	16	14	17	24	14	16	14	11	15			
Total Staff Injured***	15	4	12	16	15	15	8	17	14	4	8	13	12		Figure 13	
Patient Fall Rate	1.50	1.62	1.41	1.86	2.39	1.76	1.94	3.24	3.45	1.95	2.74	0.12	2.01			
Total Patients who Fell	11	13	11	15	19	14	16	27	29	16	23	23	16		Figure 14	
Total Staff who Fell	0	0	2	4	3	2	2	4	4	2	2	1	2			
Percent of Patients Restrained	12.5%	8.4%	9.5%	9.7%	9.5%	10.9%	9.8%	12.3%	8.7%	9.8%	12.4%	9.2%	3.5%	5.8%	Figure 15	
Percent of Patients Secluded	8.4%	5.4%	6.1%	5.0%	5.1%	5.1%	3.2%	4.1%	5.3%	5.7%	7.3%	4.6%	5.4%	2.4%		
Restraint Hours Rate	0.376	0.087	0.254	0.145	0.118	0.205	0.282	0.296	0.138	0.276	0.206	0.152	0.210	0.71	Figure 16	
Seclusion Hours Rate	0.252	0.096	0.148	0.250	0.197	0.150	0.116	0.251	0.188	0.182	0.324	0.132	0.191	0.44		
Elopement Rate	0.00	0.00	0.00	0.00	0.00	0.00	0.12	0.24	0.00	0.12	0.00	0.00	0.04	0.13	Figure 17	
Medication Variance Rate	0.96	0.50	1.41	0.12	0.76	0.76	0.48	1.32	0.12	0.61	0.60	0.49	0.67		Figure 18	
Adverse Drug Reaction Rate	0.00	0.00	0.00	0.00	0.38	0.13	0.24	0.00	0.00	0.12	0.00	0.00	0.07		Figure 19	
Missing Med-Admin Documentation	0.32%	0.33%	0.34%	0.26%	0.32%	0.27%	0.37%	0.34%	0.28%	0.34%	0.32%	0.29%	0.31%		Figure 20	
Percent of Medication Refusal	6.11%	5.92%	6.00%	6.73%	6.34%	6.02%	5.82%	5.35%	5.80%	5.70%	6.48%	5.09%	5.94%		Figure 21	
SiteFM Work Orders Completed within 3 days	75%	78%	79%	82%	73%	72%	74%	76%	72%	68%	70%	77%	75%		Figure 23	
Total SiteFM Work Orders	483	555	506	565	489	497	501	476	543	410	410	576	501			
Total SiteFM Work Orders	645	712	644	686	669	690	680	629	754	606	589	751	671			

* National Public Rate, NASMHPD Research Institute, National Research Institute (NRI), Data as of June 2013, Published in November 2013.

** Percentage of patients returning within 30 days of discharges that occurred during month

*** Refer to the next page [UI & Medication]

Performance Related Information for Staff & Managers

3. Unusual Incident & Medication

Data Source: UI DB, MV DB, ADR DB, and Avatar

Updated as of 02/16/18

Category		Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Total (12mths)	NPR* (Jun-13)
Unusual Incidents (excluding MV)**	Total UIs	167	145	140	150	162	136	161	162	188	155	163	153	157	1882	
	Major UIs Only	123	89	97	94	105	95	116	128	134	110	122	101	110	1314	
	Pt Involved UI Only	157	128	120	141	146	121	148	153	174	143	152	140	144	1723	
	Patient UI Rate	21.4	15.9	15.4	17.4	18.4	15.2	17.9	18.4	20.7	17.4	18.1	17.0		17.8	
	Unique Pts Involved in UI	108	101	94	92	92	85	97	107	114	90	113	105	100	1198	
Selected Types of Incidents	Physical Assault	49	39	35	47	36	29	39	42	45	27	47	34	39	469	
	Aggressive Behavior	65	46	54	52	50	51	55	55	58	65	57	46	55	654	
	Psych Emergency	56	27	48	47	31	38	39	51	40	47	54	26	42	504	
	Fall	11	14	14	17	21	15	20	31	33	19	25	18	20	238	
	Injury	23	18	24	26	27	23	23	36	25	17	21	23	24	286	
Physical Assault Rate		6.7	4.9	4.5	5.8	4.5	3.6	4.7	5.0	5.3	3.3	5.6	4.1		4.8	
UI by Severity	Catastrophe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	High	34	18	34	37	24	30	34	39	29	30	32	21	30	362	
	Medium	62	48	43	43	57	51	54	63	54	66	62	45	54	648	
	Low	71	79	63	70	81	55	73	60	105	58	69	87	73	871	
Physical Assaults by Severity	High	12	4	10	20	7	9	15	15	10	8	10	4	13	124	
	Medium	20	20	14	15	16	12	11	14	13	13	19	14	15	181	
	Low	17	15	11	12	13	8	13	13	22	6	18	16	14	164	
Total Patients who Fell		11	13	11	15	19	14	16	27	29	16	23	1	16	195	
Patient Fall Rate		1.50	1.62	1.41	1.86	2.39	1.76	1.94	3.24	3.45	1.95	2.74	0.12		2.01	
Total Staff who Fell		0	0	2	4	3	2	2	4	4	2	2	1	2	26	
Total Patients Injured***		11	16	10	18	16	14	17	24	14	16	14	11	15	181	
Patients with Major Injuries***		0	0	1	0	1	3	2	4	2	4	1	3	2	21	
Patient Injury Rate***		0.00	0.00	0.13	0.00	0.13	0.38	0.24	0.48	0.24	0.49	0.12	0.36		0.22	0.38
Total Staff Injured**		15	4	12	16	15	15	8	17	14	4	8	13	12		
Total UIs Documented in Avatar		0	0	0	0	0	0	1	2	0	1	0	0	0	4	
Elopement Rate		0.00	0.00	0.00	0.00	0.00	0.00	0.12	0.24	0.00	0.12	0.00	0.00		0.04	0.13
Med Variance (MV) Reports**		7	4	11	1	6	6	4	11	1	5	5	4	5	65	
MV Rate		0.96	0.50	1.41	0.12	0.76	0.76	0.48	1.32	0.12	0.61	0.60	0.49		0.67	
Adverse Drug Reactions Reports		0	0	0	0	3	1	2	0	0	1	0	0	1	7	
ADR Rate		0.00	0.00	0.00	0.00	0.38	0.13	0.24	0.00	0.00	0.12	0.00	0.00		0.07	
Total Med Administrations Scheduled		93137	99700	98941	102677	102672	103289	105056	106921	109486	106186	107084	103991		1239140	
Total Missing Documentations		296	330	337	266	327	279	385	367	304	366	344	297		3898	
Percent of Missing Documentation		0.32%	0.33%	0.34%	0.26%	0.32%	0.27%	0.37%	0.34%	0.28%	0.34%	0.32%	0.29%		0.31%	
Total Medication Doses Refused		5691	5900	5935	6907	6509	6215	6114	5720	6347	6052	6935	5298		73623	
Percent of Medication Refusal		6.11%	5.92%	6.00%	6.73%	6.34%	6.02%	5.82%	5.35%	5.80%	5.70%	6.48%	5.09%		5.94%	
Total STAT Orders		138	100	109	115	64	68	142	109	93	107	112	101	105		Figure 22
Total STAT Events****		60	43	51	53	29	32	68	52	47	53	50	53	49		
Total Patients with 1+ STAT Events		28	30	26	22	18	22	33	28	25	29	29	31	27		
Total Patients with 3+ STAT Events		8	3	5	6	2	3	8	7	5	5	4	5	5		

* National Public Rate, NASMHPD Research Institute, National Research Institute (NRI), Data as of June 2013, Published in November 2013.

** Numbers may change if any additional UI report is made after the data run date from UI database (around the 15th of the following month); According to the revised UI policy as of November 4, 2013, a medication variance (MV) incident became no longer considered to be an unusual incident, and a medication or vital sign refusal incident is not longer an UI as of May 2014. UI data for the past 12 months in this report has been updated to reflect this change and reanalyzed in order to show the UI trend in consistent logic.

*** 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 beyond first-aid level treatment based on the NRI definition and the patient injury rate is the number of 'major' patient injuries per every 1000 inpatient days

**** One STAT event may involve more than one STAT order for the same patient. Any orders placed within 20 minute timeframe are considered to belong to one STAT event. All STAT order counts are from Pharmacy only..no LABS orders,etc...

Performance Related Information for Staff & Managers

4. Restraint & Seclusion

Data Source: Restraint/Seclusion Log and UI DB (for # of total events and patients) and Avatar (for patient days/hours)

Updated as of 02/16/18

Category		Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Total (12mths)	NPR* (Jun-13)	
Number of Restraint Events	Mechanical	21	10	20	14	11	23	31	31	12	25	23	16	19.8			
	Physical Hold	49	22	31	36	29	41	35	41	26	31	34	24	33.3			
	Total	70	32	51	50	40	64	66	72	38	56	57	40	53.0			
Number of Unique Patients Restrained	Mechanical	11	8	9	10	5	9	15	18	8	13	15	9	10.8			
	Physical Hold	26	17	19	19	23	23	16	21	20	18	24	19	20.4			
	Total	37	25	28	29	28	32	31	39	28	31	39	28	31.3			
Percentage of Patients Restrained**	Mechanical	3.7%	2.7%	3.0%	3.4%	1.7%	3.1%	4.8%	5.7%	2.5%	4.1%	4.8%	3.0%	3.5%			
	Physical Hold	8.8%	5.7%	6.4%	6.4%	7.8%	7.8%	5.1%	6.6%	6.2%	5.7%	7.6%	6.2%	6.7%			
	Total	12.5%	8.4%	9.5%	9.7%	9.5%	10.9%	9.8%	12.3%	8.7%	9.8%	12.4%	9.2%	10.2%		5.8%	
Total Restraint Hours (h:mm)**	Mechanical	63:36	15:37	46:24	24:45	21:18	36:26	53:45	57:05	23:18	51:16	40:12	28:39	38:31	462:21		
	Physical Hold	2:28	1:07	1:09	3:22	1:12	2:41	2:12	2:00	4:34	3:14	1:17	1:18	2:12	26:34		
	Total	66:04	16:44	47:33	28:07	22:30	39:07	55:57	59:05	27:52	54:30	41:29	29:57	40:44	488:55		
Restraint Hours Rate**	Mechanical	0.362	0.081	0.248	0.128	0.112	0.191	0.271	0.286	0.115	0.260	0.200	0.145	0.199	4:46		
	Physical Hold	0.014	0.006	0.006	0.017	0.006	0.014	0.011	0.010	0.023	0.016	0.006	0.007	0.011	0:16		
	Total	0.376	0.087	0.254	0.145	0.118	0.205	0.282	0.296	0.138	0.276	0.206	0.152	0.210	5:02	0.71	
Number of Seclusion Events		43	21	28	34	24	24	16	17	25	28	39	16	26.3	315		
Number of Unique Patients Secluded		25	16	18	15	15	15	10	13	17	18	23	14	16.6			
Percentage of Patients Secluded		8.4%	5.4%	6.1%	5.0%	5.1%	5.1%	3.2%	4.1%	5.3%	5.7%	7.3%	4.6%	5.4%		2.4%	
Total Seclusion Hours (h:mm)		44:20	18:32	27:44	48:26	37:36	28:36	22:58	50:08	37:54	35:58	65:13	26:06	36:57	443:31		
Seclusion Hours Rate		0.252	0.096	0.148	0.250	0.197	0.150	0.116	0.251	0.188	0.182	0.324	0.132		0.191	0.44	

* National Public Rate, NASMHPD Research Institute, National Research Institute (NRI), Data as of June 2013, Published in November 2013.

** Restraint data prior to April 2015 includes only mechanical restraints. The Hospital's restraint policy has been revised to consider a physical hold a restraint and data as of April 2015 reflects this change. The duration of each physical hold event is counted as one (1) minute as a physical hold is ordered/used only as a temporary intervention that lasts less than a minute to break up any physical altercations or to administer emergency medications.

Performance Related Information for Staff & Managers

5. Major Unusual Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 02/16/18

Category		Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Total (12mths)	Percent
Total Unusual Incidents		167	145	140	150	162	136	161	162	188	155	163	153	157	1882	100%
Incident Location	1A	5	4	8	9	20	9	2	11	9	2	11	10	8	100	5%
	1B	9	7	6	13	13	8	25	12	21	18	11	18	13	161	9%
	1C	29	16	32	39	21	23	28	28	16	19	17	15	24	283	15%
	1D	23	24	20	24	15	9	11	29	24	11	25	15	19	230	12%
	1E	15	11	7	5	2	8	16	4	13	10	8	6	9	105	6%
	1F	28	14	9	8	22	29	16	11	24	23	23	21	19	228	12%
	1G	13	7	3	4	2	12	14	15	14	8	21	15	11	128	7%
	2A	1	6	4	1	1	3	2	2	1	4	2	4	3	31	2%
	2B	2	1	2	3	10	2	3	3	5	2	3	3	3	39	2%
	2C	3	4	9	5	7	3	7	10	17	11	11	11	8	98	5%
	2D	18	20	9	13	15	11	7	16	16	22	12	13	14	172	9%
	TLC	13	19	15	9	13	5	11	8	8	6	7	7	10	121	6%
	Other	8	12	16	17	21	14	19	13	20	19	12	15	16	186	10%
	Physical Assault		49	39	35	47	36	29	39	42	43	27	47	34	39	467
Incident Location	1A	1	0	1	3	5	0	1	2	0	0	1	1	1	15	3%
	1B	0	1	1	1	3	1	2	3	7	2	2	1	2	24	5%
	1C	10	3	9	19	6	4	9	9	1	2	4	2	7	78	17%
	1D	7	12	6	7	3	5	4	7	8	2	6	3	6	70	15%
	1E	3	3	1	3	0	0	4	0	5	2	3	2	2	26	6%
	1F	11	2	1	3	9	9	8	6	10	7	11	13	8	90	19%
	1G	5	2	2	1	0	3	0	4	1	0	8	2	2	28	6%
	2A	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0%
	2B	0	0	0	0	1	0	1	0	0	2	1	0	0	5	1%
	2C	0	0	3	0	1	0	2	3	5	1	1	3	2	19	4%
	2D	5	10	4	5	6	2	5	6	6	4	5	4	5	62	13%
	TLC - Intensive	3	4	5	0	0	0	2	2	0	1	1	1	2	19	4%
	TLC - Transitional	3	1	1	2	1	1	0	0	0	0	2	1	1	12	3%
	Other	1	1	1	3	1	4	1	0	0	4	1	0	1	17	4%

Performance Related Information for Staff & Managers

5. Major Unusual Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 02/16/18

Category		Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Total (12mths)	Percent	
Aggressive Behavior		65	46	54	52	50	51	55	55	58	65	57	46	55	654	100%	
Incident Location	1A	0	0	0	1	2	2	0	1	0	1	1	1	1	9	2%	
	1B	3	0	0	3	4	1	3	0	1	1	0	0	1	16	3%	
	1C	13	11	17	13	7	9	13	13	11	11	8	7	11	133	28%	
	1D	14	6	11	17	9	3	4	18	12	6	17	11	11	128	27%	
	1E	8	4	3	0	0	3	7	2	2	5	2	2	3	38	8%	
	1F	12	7	5	5	10	16	4	4	11	14	7	5	8	100	21%	
	1G	6	3	1	1	0	4	7	7	3	3	8	7	4	50	11%	
	2A	0	2	2	1	0	1	1	0	0	1	0	0	1	8	2%	
	2B	0	0	0	0	2	0	0	1	1	0	0	0	0	4	1%	
	2C	0	1	4	2	4	0	2	2	6	5	5	3	3	34	7%	
	2D	7	4	4	4	3	5	1	5	4	12	5	8	5	62	13%	
	TLC - Intensive	1	2	1	2	2	0	2	1	1	2	1	0	0	1	15	3%
	TLC - Transitional	1	5	2	0	1	2	5	1	2	0	0	0	0	2	19	4%
	Other	0	1	4	3	6	5	6	0	4	4	3	2	3	38	8%	
	Psych Emergency		56	27	48	47	31	38	39	51	40	47	54	26	42	504	100%
Incident Location	1A	1	0	0	0	0	0	0	0	0	0	0	1	0	2	0%	
	1B	1	0	0	2	1	0	0	0	3	0	0	0	1	7	1%	
	1C	16	4	23	19	6	10	11	13	5	10	9	3	11	129	28%	
	1D	14	9	9	14	7	5	5	14	10	5	17	6	10	115	25%	
	1E	5	2	3	1	0	2	5	2	0	0	0	1	2	21	4%	
	1F	10	4	3	3	9	11	6	4	12	16	12	7	8	97	21%	
	1G	4	3	2	1	0	4	7	10	2	0	7	3	4	43	9%	
	2A	0	0	0	1	0	2	0	0	0	1	0	0	0	4	1%	
	2B	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
	2C	0	0	2	0	1	0	1	2	3	1	5	2	1	17	4%	
	2D	4	4	5	5	7	4	2	4	5	11	0	2	4	53	11%	
	TLC - Intensive	0	0	1	1	0	0	0	0	0	0	1	0	0	3	1%	
	TLC - Transitional	1	1	0	0	0	0	1	2	0	0	1	0	1	6	1%	
	Other	0	0	0	0	0	0	1	0	0	3	2	1	1	7	1%	

Performance Related Information for Staff & Managers

5. Major Unusual Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 02/16/18

Category		Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Total (12mths)	Percent
Fall		11	14	14	17	21	15	20	31	33	19	25	18	20	238	100%
Incident Location	1A	0	1	4	4	6	2	1	6	7	1	4	1	3	37	16%
	1B	2	1	0	2	1	2	8	5	8	8	7	7	4	51	21%
	1C	1	1	1	1	4	1	4	2	1	1	1	0	2	18	8%
	1D	0	1	1	2	0	0	0	2	1	0	2	0	1	9	4%
	1E	2	3	1	1	0	2	2	0	2	0	2	1	1	16	7%
	1F	2	1	1	0	1	1	1	2	0	1	3	0	1	13	5%
	1G	0	0	0	2	1	1	0	1	2	2	3	1	1	13	5%
	2A	1	1	1	0	0	2	0	1	1	1	0	1	1	9	4%
	2B	0	1	2	1	3	1	0	2	3	0	0	2	1	15	6%
	2C	0	0	1	0	0	1	1	3	2	0	0	3	1	11	5%
	2D	2	3	0	1	2	2	0	4	1	2	2	0	2	19	8%
	TLC - Intensive	0	0	0	2	0	0	1	0	0	0	1	0	0	4	2%
	TLC - Transitional	1	1	0	0	1	0	2	1	1	1	0	0	1	8	3%
	Other	0	0	2	1	2	0	0	2	4	2	0	2	1	15	6%
Physical Injury		23	18	24	26	27	23	23	36	25	17	21	23	24	286	100%
Incident Location	1A	1	0	4	5	3	3	0	3	1	1	3	3	2	27	9%
	1B	1	1	0	1	4	1	1	4	1	4	3	2	2	23	8%
	1C	8	2	4	8	4	1	5	6	1	2	0	3	4	44	15%
	1D	2	4	2	2	1	3	3	7	4	1	2	2	3	33	12%
	1E	2	2	2	2	0	2	2	0	4	1	0	1	2	18	6%
	1F	3	1	1	0	5	4	1	3	3	1	5	4	3	31	11%
	1G	1	3	1	1	0	4	3	0	2	0	4	1	2	20	7%
	2A	0	0	0	0	0	0	1	0	0	0	0	1	0	2	1%
	2B	0	0	0	0	0	0	0	0	2	1	0	0	0	3	1%
	2C	0	0	3	0	1	0	0	2	1	0	0	1	1	8	3%
	2D	2	3	2	4	6	2	5	7	4	2	1	1	3	39	14%
	TLC - Intensive	2	1	2	2	0	0	1	0	0	0	1	0	1	9	3%
	TLC - Transitional	0	1	0	0	1	0	1	1	0	1	1	1	1	7	2%
	Other	1	0	3	1	2	3	0	3	2	3	1	3	2	22	8%

* Not every incident is a major incident. This counts only those incidents that were classified to be major based on the policy.

Performance Related Information for Staff & Managers

6A. Demographic Information of Individuals in Care

Data Source: Avatar

Updated as of 02/16/18

Category	Sub-group	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Percent*
Total Active (on Roll) at End of Month*		263	265	261	265	263	257	281	279	280	279	273	270	270	
Gender	Female	74	74	74	77	77	76	81	81	83	83	79	76	78	28.9%
	Male	189	191	187	188	186	181	200	199	197	196	194	194	192	71.1%
Age	Median Age (Years)	55 yrs	55 yrs	55 yrs	55 yrs	53 yrs	53 yrs	52 yrs	52 yrs	54 yrs	54 yrs	54 yrs	54 yrs	54 yrs	Figure 24
	<30 years old	32	35	31	32	33	34	48	47	40	35	40	42	37	13.9%
	>=30 and <40 years old	36	36	37	35	39	40	44	45	43	46	42	37	40	14.8%
	>=40 and <50 years old	30	30	27	35	35	34	29	29	27	28	29	29	30	11.2%
	>=50 and <60 years old	65	66	66	62	57	52	62	61	62	59	54	57	60	22.3%
	>=60 years old	100	98	100	101	99	97	98	98	108	111	108	105	102	37.8%
Legal Status of Individuals on Roll at End of Month	Emergency	13	12	11	15	15	15	22	14	16	15	17	22	16	5.8%
	Inpatient Commitment	37	40	38	37	40	36	36	38	40	40	39	43	39	14.3%
	Outpatient Commitment	20	20	20	16	15	17	15	24	20	20	19	18	19	6.9%
	Voluntary	25	25	25	27	25	26	26	26	24	24	23	24	25	9.3%
	Non-Protesting	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
	Civil Sub-total	95	97	94	95	95	94	99	102	100	99	98	107	98	36.3%
	DC Exam	60	62	58	54	58	55	62	62	70	77	80	69	64	23.7%
	Mentally Incompetent	36	34	37	45	40	37	51	47	43	36	28	25	38	14.2%
	Forensic Pre-trial Sub-total	96	96	95	99	98	92	113	109	113	113	108	94	102	37.9%
	NGBRI - DC	62	62	62	61	59	60	58	58	57	57	56	57	59	21.9%
	NGBRI - US	5	5	5	5	5	5	5	5	4	4	4	4	5	1.7%
	NGBRI - VI	1	1	1	1	1	1	1	1	1	1	1	1	1	0.4%
	Dual Commitment	1	1	1	1	1	1	1	1	1	1	1	1	1	0.4%
	Post Trial Mental Exam PTME	0	0	0	0	0	0	0	0	0	0	0	1	0	0.0%
Sexual Psychopath (Miller Act)	3	3	3	3	3	3	3	3	3	3	3	3	3	1.1%	
Forensic Post-trial Sub-total	72	72	72	71	69	70	68	68	66	66	65	67	69	25.5%	
Length of Stay	<30 Days	28	31	31	34	29	30	56	51	42	37	35	32	36	13.5%
	>=30 ~ <365 Days	106	107	105	104	106	99	100	103	109	114	109	108	106	39.2%
	>= 1 Year & < 2 Years	24	23	19	21	22	24	22	23	27	26	26	27	24	8.8%
	>= 2 Years & < 5 Years	33	33	36	36	36	34	33	33	32	33	34	33	34	12.5%
	>= 5 Years & < 20 Years	40	39	38	38	38	38	38	38	39	37	37	38	38	14.2%
	>= 20 Years	32	32	32	32	32	32	32	32	32	31	32	32	32	11.8%
	Median LOS (Days)	300 d	316 d	341 d	329 d	344 d	347 d	274 d	284 d	278 d	272 d	298 d	325 d	309 d	Figure 25
	Median LOS - Civil	526 d	444 d	498 d	406 d	423 d	411 d	406 d	390 d	388 d	413 d	449 d	454 d	434 d	
	Median LOS - Pre-trial	95 d	81 d	79 d	75 d	77 d	97 d	56 d	52 d	68 d	65 d	74 d	81 d	75 d	
	Median LOS - Post-trial	4627 d	4658 d	4688 d	4810 d	4868 d	4885 d	5507 d	5509 d	5568 d	5007 d	5052 d	5055 d	5019 d	
	Average LOS (Days)	2304 d	2256 d	2296 d	2260 d	2287 d	2345 d	2154 d	2163 d	2111 d	2107 d	2167 d	2206 d	2221 d	
Average LOS - Civil	1750 d	1596 d	1658 d	1652 d	1662 d	1664 d	1607 d	1566 d	1602 d	1628 d	1669 d	1558 d	1634 d		
Average LOS - Pre-trial	168 d	179 d	185 d	181 d	188 d	206 d	151 d	152 d	160 d	165 d	170 d	173 d	173 d		
Average LOS - Post-trial	5884 d	5915 d	5913 d	5971 d	6162 d	6102 d	6310 d	6312 d	6251 d	6181 d	6295 d	6150 d	6120 d		

* Counts the total number of individuals who are on the hospital roll at end of each month. This number serves as denominator to calculate percentage of each group.

Performance Related Information for Staff & Managers

6B. Demographic Information of Individuals in Care

Data Source: Avatar

Updated as of 02/16/18

Category	Sub-group	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Monthly Average	Percent*	
Total Active (on Roll) at End of Month*		263	265	261	265	263	257	281	279	280	279	273	270	270		
Gender	Female	28%	28%	28%	29%	29%	30%	29%	29%	30%	30%	29%	28%	29%		
	Male	72%	72%	72%	71%	71%	70%	71%	71%	70%	70%	71%	72%	71%		
Age	Median Age (Years)	55 yrs	55 yrs	55 yrs	55 yrs	53 yrs	53 yrs	52 yrs	52 yrs	54 yrs	54 yrs	54 yrs	54 yrs	54 yrs		
	<30 yrs	12%	13%	12%	12%	13%	13%	17%	17%	14%	13%	15%	16%	14%		
	>=30 and <40 yrs	14%	14%	14%	13%	15%	16%	16%	16%	15%	16%	15%	14%	15%		
	>=40 and <50 yrs	11%	11%	10%	13%	13%	13%	10%	10%	10%	10%	11%	11%	11%		
	>=50 and <60 yrs	25%	25%	25%	23%	22%	20%	22%	22%	22%	22%	21%	20%	21%	22%	
	>=60 yrs	38%	37%	38%	38%	38%	38%	38%	35%	35%	39%	40%	40%	39%	38%	
Legal Status of Individuals on Roll at End of Month	Emergency	5%	5%	4%	6%	6%	6%	8%	5%	6%	5%	6%	8%	6%		
	Inpatient Commitment	14%	15%	15%	14%	15%	14%	13%	14%	14%	14%	14%	16%	14%		
	Outpatient Commitment	8%	8%	8%	6%	6%	7%	5%	9%	7%	7%	7%	7%	7%		
	Voluntary	10%	9%	10%	10%	10%	10%	9%	9%	9%	9%	9%	8%	9%	9%	
	Non-Protesting	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	Civil Sub-total	36%	37%	36%	36%	36%	37%	35%	37%	36%	35%	36%	40%	36%		
	DC Exam	23%	23%	22%	20%	22%	21%	22%	22%	25%	28%	29%	26%	24%		
	Mentally Incompetent	14%	13%	14%	17%	15%	14%	18%	17%	15%	13%	10%	9%	14%		
	Forensic Pre-trial Sub-total	37%	36%	36%	37%	37%	36%	40%	39%	40%	41%	40%	35%	38%		
	NGBRI - DC	24%	23%	24%	23%	22%	23%	21%	21%	20%	20%	21%	21%	22%		
	NGBRI - US	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	2%		
	NGBRI - VI	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	Dual Commitment	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Sexual Psychopath (Miller Ac)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%			
Forensic Post-trial Sub-total	27%	27%	28%	27%	26%	27%	24%	24%	24%	24%	24%	24%	25%	26%		
Length of Stay	Median LOS (Days)	300 d	316 d	341 d	329 d	344 d	347 d	274 d	284 d	278 d	272 d	298 d	325 d	309 d		
	Average LOS (Days)	2304 d	2256 d	2296 d	2260 d	2287 d	2345 d	2154 d	2163 d	2111 d	2107 d	2167 d	2206 d	2221 d		
	<30 days	11%	12%	12%	13%	11%	12%	20%	18%	15%	13%	13%	12%	13%		
	>=30 days & <365 days	40%	40%	40%	39%	40%	39%	36%	37%	39%	41%	40%	40%	39%		
	>= 1 year & < 2 years	9%	9%	7%	8%	8%	9%	8%	8%	10%	9%	10%	10%	9%		
	>= 2 years & < 5 years	13%	12%	14%	14%	14%	13%	12%	12%	11%	12%	12%	12%	13%		
	>= 5 years & < 20 years	15%	15%	15%	14%	14%	15%	14%	14%	14%	14%	13%	14%	14%	14%	
>= 20 years	12%	12%	12%	12%	12%	12%	11%	11%	11%	11%	12%	12%	12%			

* Counts the total number of individuals who are on the hospital roll at end of each month. This number serves as denominator to calculate percentage of each group.