

Government of the District of Columbia
Department of Mental Health (DMH)

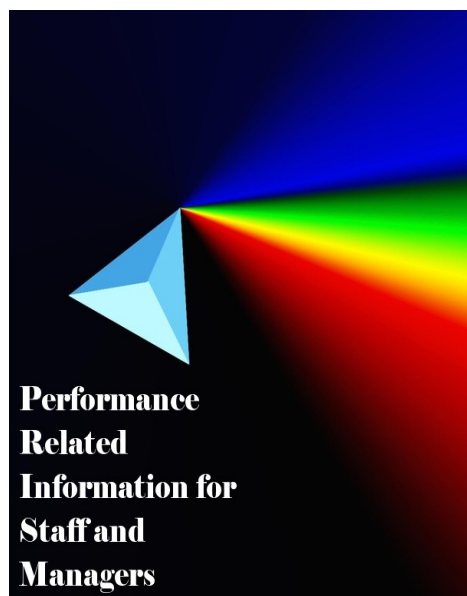


Performance Related Information for Staff and Managers

PRISM

JANUARY 2010

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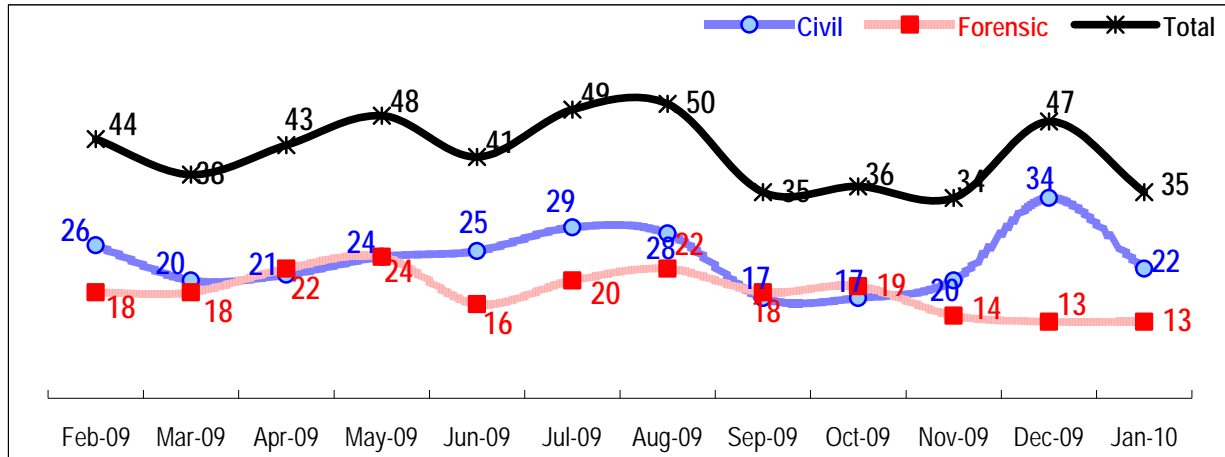


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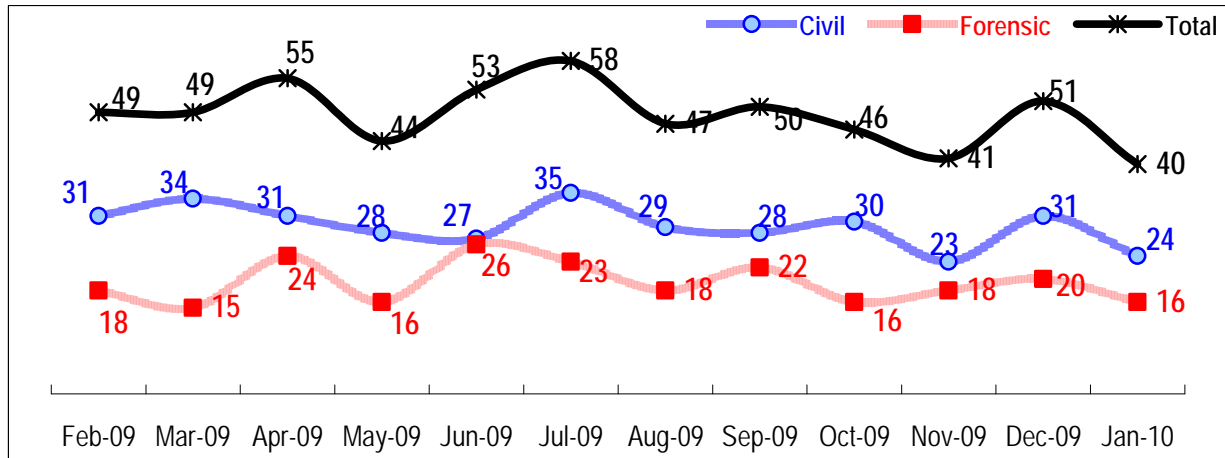
**Office of Monitoring Systems
Performance Improvement Department**

1. Admissions to SEH



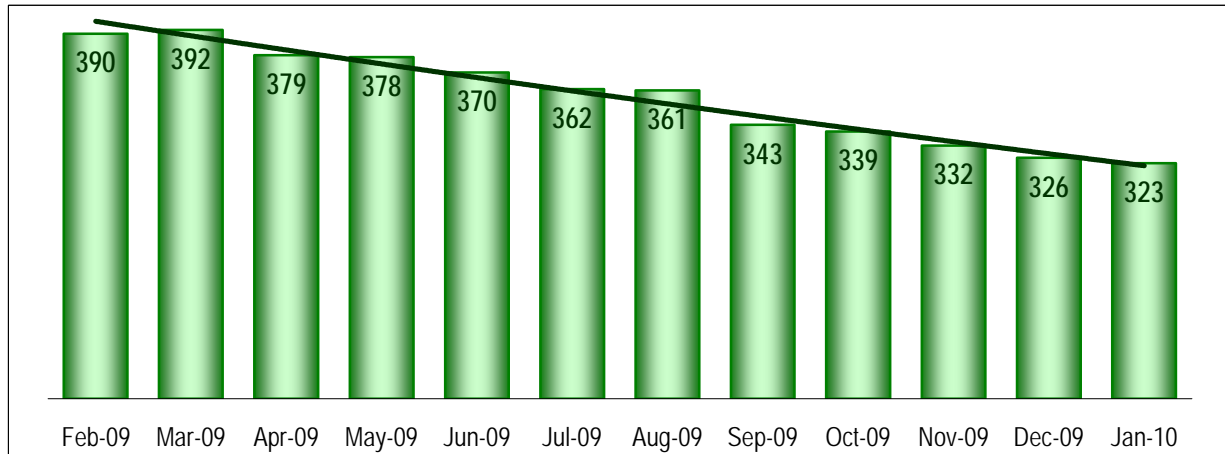
* Number of admissions to SEH inpatient program to SEH, including transfers from outpatient to inpatient program

2. Discharges from SEH



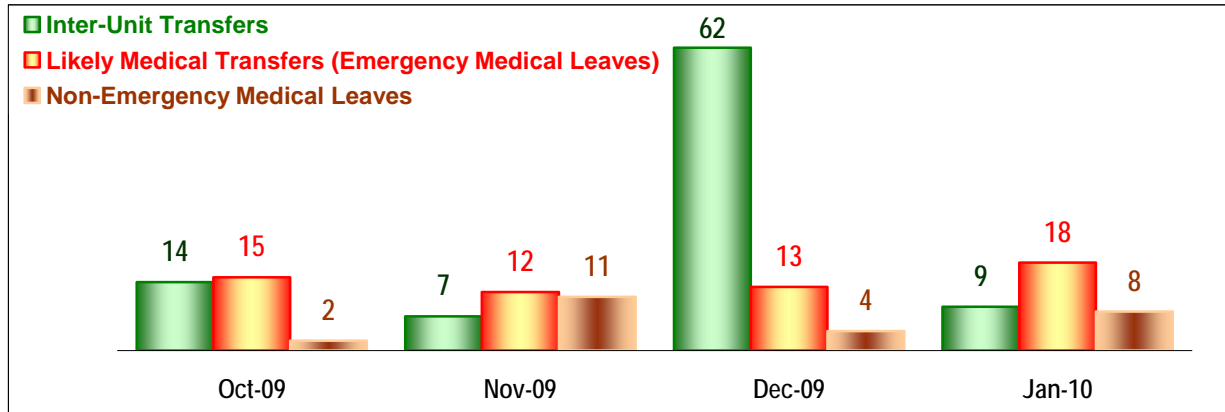
* Number of discharges from SEH inpatient program, including transfers from inpatient to outpatient program

3. Average Daily Census



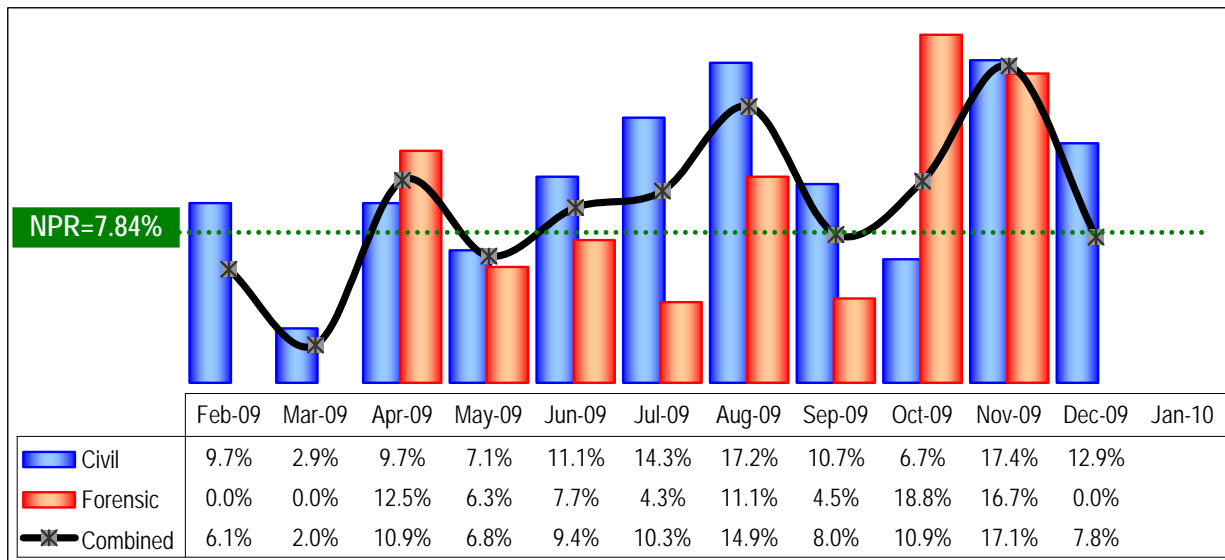
* Excludes patients on authorized (temporary) leave or unauthorized leave (elopement) at 11:59 PM each day.

4. Transfers



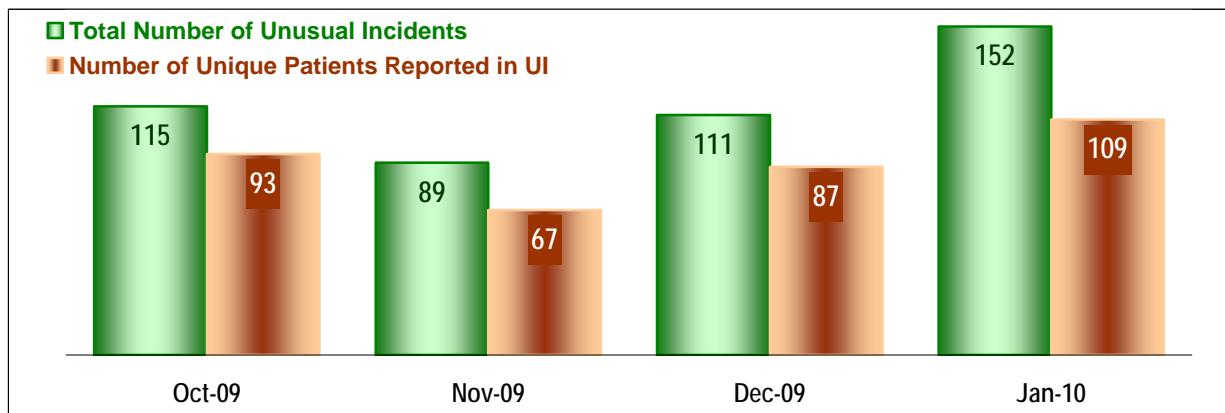
* Number of inter-unit transfers that occurred during month, number of emergency medical leaves that started during month, and number of non-emergency medical leaves that started during month.

5. 30-Day Readmission Rate



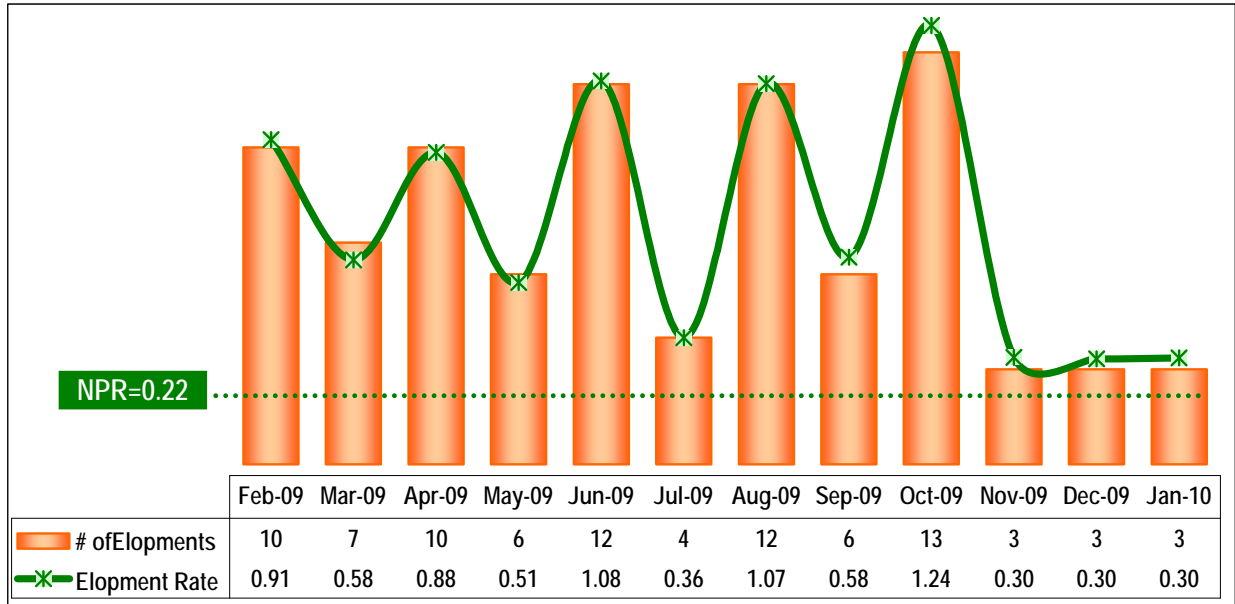
* Percent of discharges that returned to SEH within 30 days of discharges. This measure requires 30-day observation following discharge.

6. Unusual Incidents



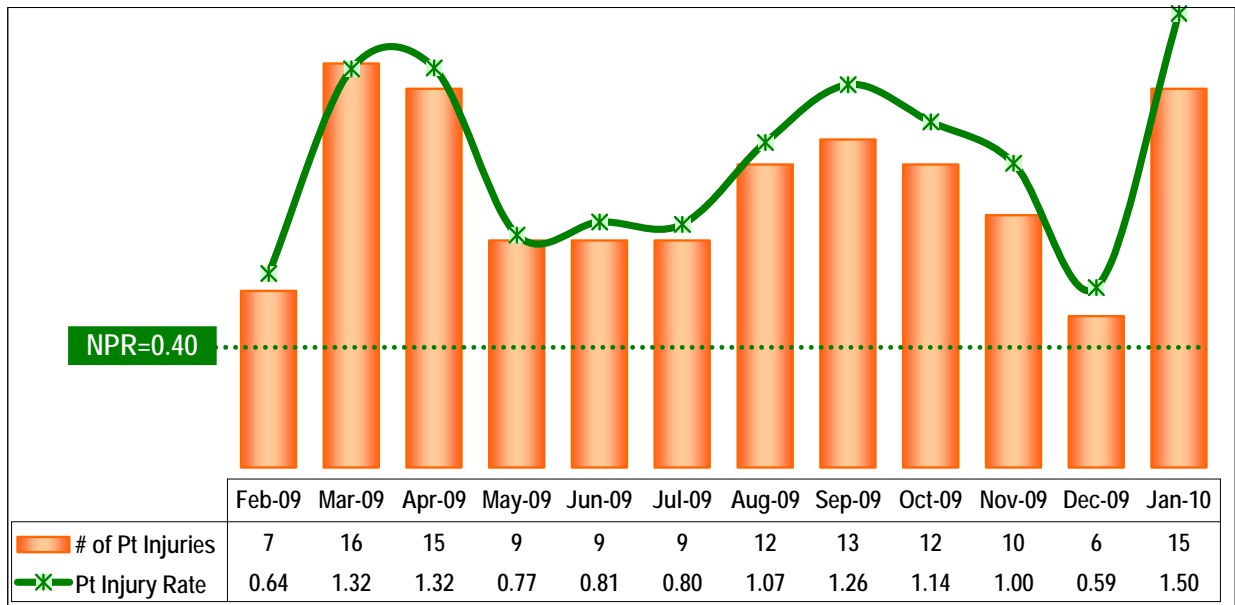
* Total number of reported unusual incidents (UI) and number of unique patients involved in those UIs. Some incidents may not involve patients and some patients may be involved in more than one incident during month.

7. Elopements



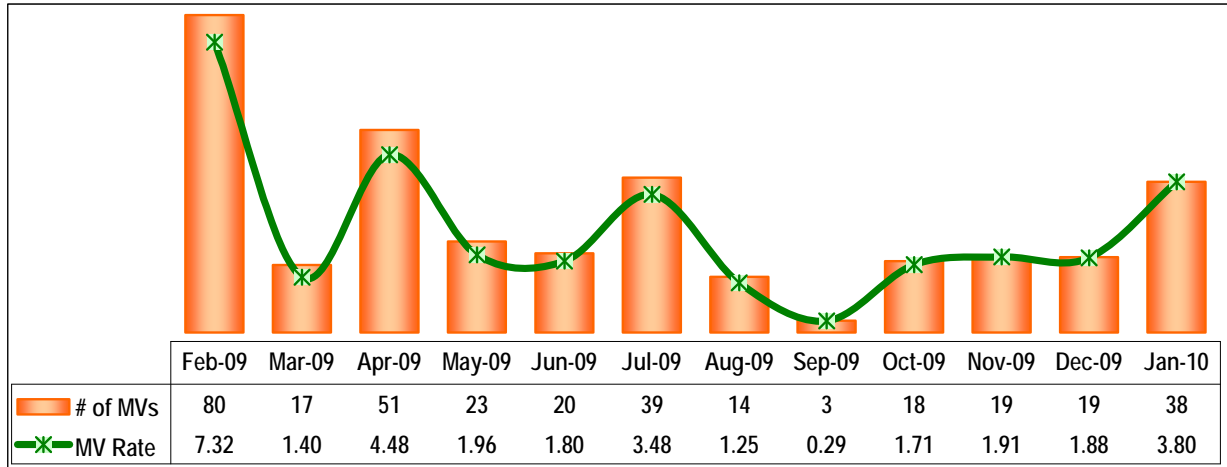
* Elopement Rate: Number of elopements that occurred for every 1000 inpatient days

8. Patient Injuries



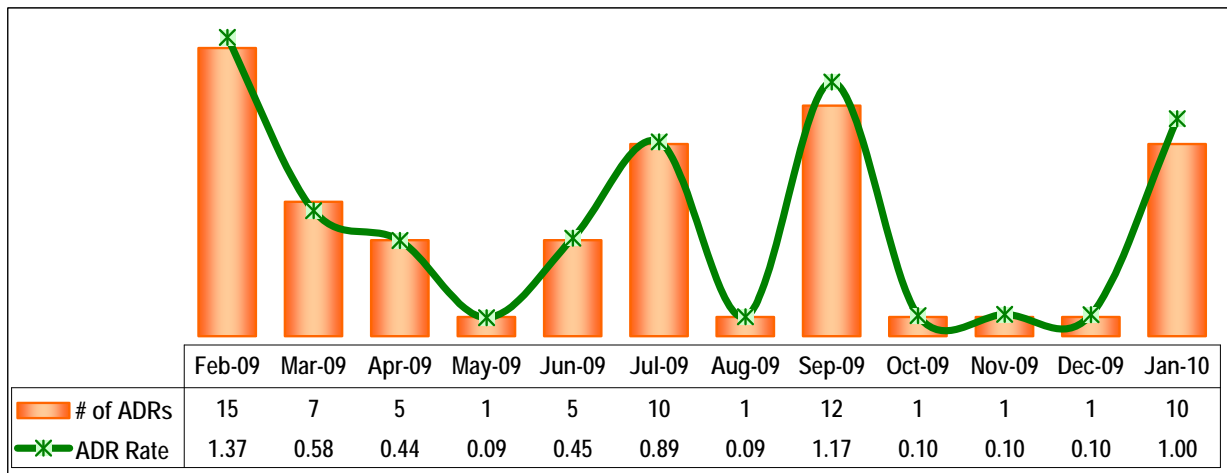
* Patient Injury Rate: Number of patient injury events that occurred for every 1000 inpatient days

9. Medication Variances



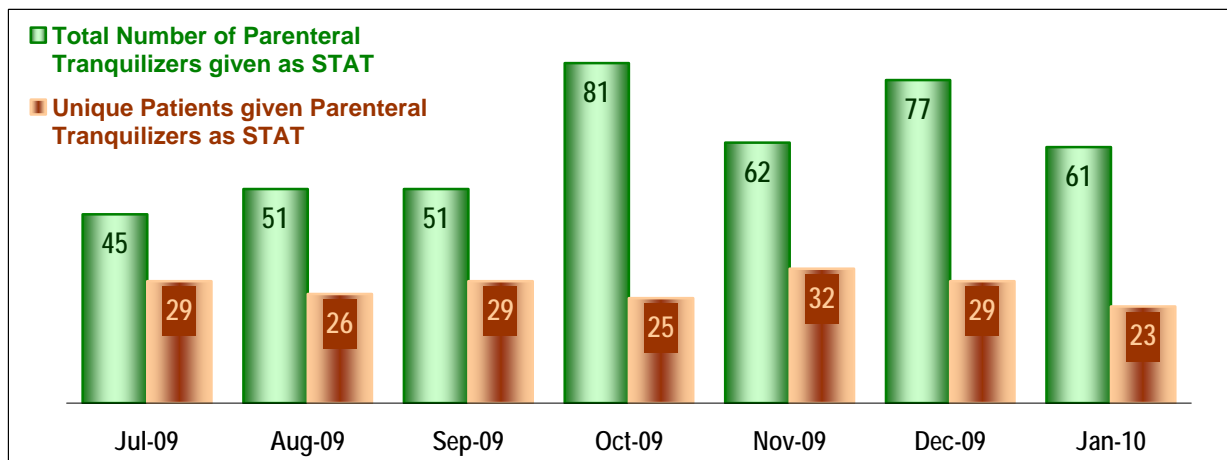
* MV Rate: Number of medication variance events that occurred for every 1000 inpatient days.

10. Adverse Drug Reactions



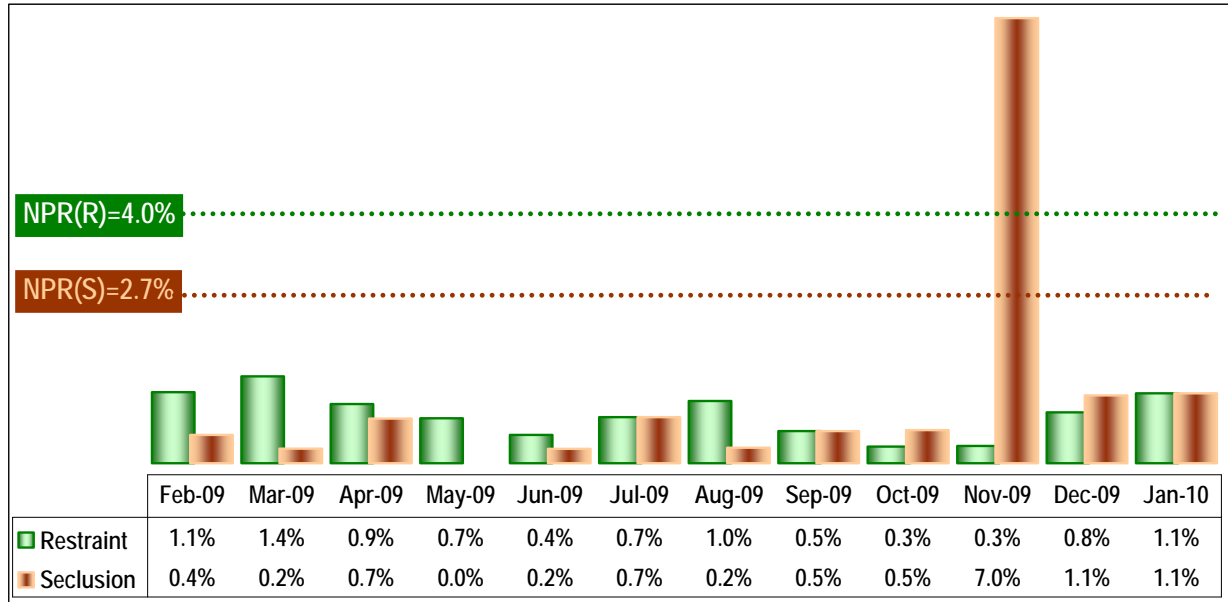
* ADR Rate: Number of medication variances that occurred for every 1000 inpatient days

11. Likely Involuntary Emergency Medications



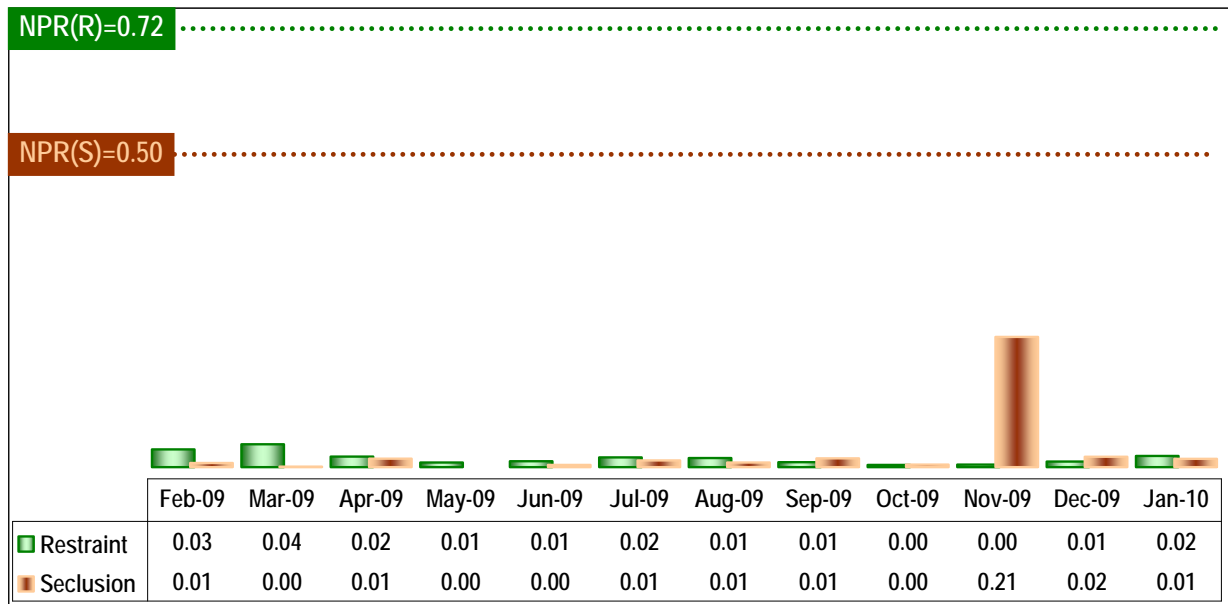
* Number of STAT medication orders of parenteral tranquilizers, which include Ativan, Chlorpromazine, Fluphenazine (Emergency only), Geodon, Haldol, Haloperidol Lactate (Emergency only), Klonopin and Zyprexa, and number of unique patients given.

12. Percent of Patients Restrained or Secluded



* Percent of unique patients who were restrained at least once and percent of unique patients who were secluded at least once.

13. Restraint Hours Rate & Seclusion Hours Rate



* Restraint Hours Rate: Number of hours spent in restraint for every 1000 inpatient hours

* Seclusion Hours Rate: Number of hours spent in seclusion for every 1000 inpatient hours.

Performance Related Information for Staff & Managers

Census, Admissions, Discharges & Transfers

Data Source: Avatar

Updated as of 02/28/10

Category	Program	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Monthly Average	12mths Total	Figure
Admissions	Civil	26	20	21	24	25	29	28	17	17	20	34	22	24	283	Figure 1
	Forensic	18	18	22	24	16	20	22	18	19	14	13	13	18	217	
	Total	44	38	43	48	41	49	50	35	36	34	47	35	42	500	
Discharges	Civil	31	34	31	28	27	35	29	28	30	23	31	24	29	351	Figure 2
	Forensic	18	15	24	16	26	23	18	22	16	18	20	16	19	232	
	Total	49	49	55	44	53	58	47	50	46	41	51	40	49	583	
Net Gain During Month	Civil	-5	-14	-10	-4	-2	-6	-1	-11	-13	-3	3	-2		-68	
	Forensic	0	3	-2	8	-10	-3	4	-4	3	-4	-7	-3		-15	
	Total	-5	-11	-12	4	-12	-9	3	-15	-10	-7	-4	-5		-83	
Census (Present on Unit) as of End of Month*	RMB	212	203	194	190	184	181	180	170	165	165	169	162			
	JHP	175	181	180	190	180	174	173	174	167	161	156	158			
	Total	387	384	374	380	364	355	353	344	332	326	325	320			
AL (Authorized Leave) as of End of Month	Medical									1	4	1	3	2		
	Non-Med									2	0	2	1	1		
	Total	13	4	3	3	2	5	8	4	5	4	3	4	5		
UL (Unauthorized Leave) as of End of Month		5	6	5	4	9	6	9	6	5	5	5	3	6		
30 Day Readmission**	Civil	3	1	3	2	3	5	5	3	2	4	4		3		
	Forensic	0	0	3	1	2	1	2	1	3	3			1		
	Total	3	1	6	3	5	6	7	4	5	7	4		5		
Inter-Unit Transfers during Month***		10	15	23	67	27	17	21	28	14	7	62	9	25		Figure 4
Medical Leaves Initiated during Month	Emergency									15	12	13	18	15		
	Non-Emer									2	11	4	8	6		
Total										17	23	17	26	21		
Total Unique Patients Served during Month		451	443	432	427	453	416	412	397	387	374	377	367	411		
Patient Days*		10930	12160	11375	11725	11105	11207	11186	10283	10516	9956	10094	10007	10879	130544	
Average Daily Census*		390	392	379	378	370	362	361	343	339	332	326	323		358	Figure 3

* 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

*** Data until September 2009 does not include the transfers that occurred for those who have been discharged as of Avatar report run date.

Performance Related Information for Staff & Managers

Key Performance Indicators

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

Updated as of 02/28/10

Category	Program	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Monthly Average	NPR* (Mar-09)	Figure
30 Day Readmit (Discharge Cohort)**	Civil	9.7%	2.9%	9.7%	7.1%	11.1%	14.3%	17.2%	10.7%	6.7%	17.4%	12.9%		10.9%		Figure 5
	Forensic	0.0%	0.0%	12.5%	6.3%	7.7%	4.3%	11.1%	4.5%	18.8%	16.7%	0.0%		7.5%		
	Combined	6.1%	2.0%	10.9%	6.8%	9.4%	10.3%	14.9%	8.0%	10.9%	17.1%	7.8%		9.5%	7.8%	
Total Unusual Incidents**										115	89	111	152	117		Figure 6
Patients Involved in UI**										93	67	87	109	89		
Elopement Rate		0.91	0.58	0.88	0.51	1.08	0.36	1.07	0.58	1.24	0.30	0.30	0.30	0.68	0.22	Figure 7
Patient Injury Rate		0.64	1.32	1.32	0.77	0.81	0.80	1.07	1.26	1.14	1.00	0.59	1.50	1.02	0.40	Figure 8
Medication Variance Rate		7.32	1.40	4.48	1.96	1.80	3.48	1.25	0.29	1.71	1.91	1.88	3.80	2.61		Figure 9
Adverse Drug Reaction Rate		1.37	0.58	0.44	0.09	0.45	0.89	0.09	1.17	0.10	0.10	0.10	1.00	5.75		Figure 10
Total Number of Parenteral Tranquilizers given as STAT				85	48	50	45	51	51	81	62	77	61	61		Figure 11
Unique Patients given Parenteral Tranquilizers as STAT							29	26	29	25	32	29	23	28		
Percent of Patients Restrained		1.1%	1.4%	0.9%	0.7%	0.4%	0.7%	1.0%	0.5%	0.3%	0.3%	0.8%	1.1%	0.8%	4.0%	Figure 12
Percent of Patients Secluded		0.4%	0.2%	0.7%	0.0%	0.2%	0.7%	0.2%	0.5%	0.5%	7.0%	1.1%	1.1%	1.1%	2.7%	
Restraint Hours Rate		0.03	0.04	0.02	0.01	0.01	0.02	0.01	0.01	0.00	0.00	0.01	0.02	0.01	0.72	Figure 13
Seclusion Hours Rate		0.01	0.00	0.01	0.00	0.00	0.01	0.01	0.01	0.00	0.21	0.02	0.01	0.02	0.50	

* National Public Rate, NASMHPD Research Institute

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

Performance Related Information for Staff & Managers

Unusual Incident & Medication

Data Source: UI DB (for # of UI events), Medmarx/UI DB (for # of MV), ADR DB, and Avatar (for STAT medication, # of total patients, and patient days/hours).

Updated as of 02/28/10

Category	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Monthly Average	12mths Total	NPR* (Mar-09)
Total Unusual Incidents**									115	89	111	152	117		
Patients Involved in UI**									93	67	87	109	89		
Number of Elopements	10	7	10	6	12	4	12	6	13	3	3	3	7	89	
<i>Elopement Rate</i>	<i>0.91</i>	<i>0.58</i>	<i>0.88</i>	<i>0.51</i>	<i>1.08</i>	<i>0.36</i>	<i>1.07</i>	<i>0.58</i>	<i>1.24</i>	<i>0.30</i>	<i>0.30</i>	<i>0.30</i>	<i>0.68</i>		<i>0.22</i>
Number of Patients Injured	7	16	15	9	9	9	12	13	12	10	6	15	11	133	
<i>Patient Injury Rate</i>	<i>0.64</i>	<i>1.32</i>	<i>1.32</i>	<i>0.77</i>	<i>0.81</i>	<i>0.80</i>	<i>1.07</i>	<i>1.26</i>	<i>1.14</i>	<i>1.00</i>	<i>0.59</i>	<i>1.50</i>	<i>1.02</i>		<i>0.40</i>
Number of Staff Injured												5	5	5	
Number of Reported Medication Variances (MV)	80	17	51	23	20	39	14	3	18	19	19	38	28	341	
<i>MV Rate</i>	<i>7.32</i>	<i>1.40</i>	<i>4.48</i>	<i>1.96</i>	<i>1.80</i>	<i>3.48</i>	<i>1.25</i>	<i>0.29</i>	<i>1.71</i>	<i>1.91</i>	<i>1.88</i>	<i>3.80</i>	<i>2.61</i>		
Number of Reported Adverse Drug Reactions (ADR)	15	7	5	1	5	10	1	12	1	1	1	10	6	69	
<i>ADR Rate</i>	<i>1.37</i>	<i>0.58</i>	<i>0.44</i>	<i>0.09</i>	<i>0.45</i>	<i>0.89</i>	<i>0.09</i>	<i>1.17</i>	<i>0.10</i>	<i>0.10</i>	<i>0.10</i>	<i>1.00</i>	<i>0.53</i>		
Total Patients with >=3 STATs during Month			52	26	41	27	38	31	39	55	26	32	37		
Total Number of Parenteral Tranquilizers given as STAT			85	48	50	45	51	51	81	62	77	61	61		
Unique Patients given Parenteral Tranquilizers as STAT						29	26	29	25	32	29	23	28		

* National Public Rate, NASMHPD Research Institute

** 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).

Performance Related Information for Staff & Managers

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 02/28/10

Category	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Monthly Average	12mths Total	NPR* (Mar-09)
Number of Restraint Events	8	9	4	3	3	3	4	2	1	1	3	4	3.8	45	
Number of Unique Patients Restrained	5	6	4	3	2	3	4	2	1	1	3	4	3.2		
<i>Percentage of Patients Restrained</i>	<i>1.1%</i>	<i>1.4%</i>	<i>0.9%</i>	<i>0.7%</i>	<i>0.4%</i>	<i>0.7%</i>	<i>1.0%</i>	<i>0.5%</i>	<i>0.3%</i>	<i>0.3%</i>	<i>0.8%</i>	<i>1.1%</i>	<i>0.8%</i>		<i>4.0%</i>
Total Restraint Hours (h:mm)	7:30	10:45	4:40	2:10	2:30	4:15	4:00	2:00	1:00	1:00	2:15	4:20	3:52	46:25	
<i>Restraint Hours Rate</i>	<i>0.03</i>	<i>0.04</i>	<i>0.02</i>	<i>0.01</i>	<i>0.01</i>	<i>0.02</i>	<i>0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>0.00</i>	<i>0.01</i>	<i>0.02</i>	<i>0.01</i>		<i>0.72</i>
Number of Seclusion Events	2	1	3	0	1	3	1	3	2	50	5	5	6.3	76	
Number of Unique Patients Secluded	2	1	3	0	1	3	1	2	2	26	4	4	4.1		
<i>Percentage of Patients Secluded</i>	<i>0.4%</i>	<i>0.2%</i>	<i>0.7%</i>	<i>0.0%</i>	<i>0.2%</i>	<i>0.7%</i>	<i>0.2%</i>	<i>0.5%</i>	<i>0.5%</i>	<i>7.0%</i>	<i>1.1%</i>	<i>1.1%</i>	<i>1.1%</i>		<i>2.7%</i>
Total Seclusion Hours (h:mm)	1:45	0:20	3:45	0:00	1:00	3:00	2:00	3:30	1:05	50:00	4:05	3:15	6:08	73:45	
<i>Seclusion Hours Rate</i>	<i>0.01</i>	<i>0.00</i>	<i>0.01</i>	<i>0.00</i>	<i>0.00</i>	<i>0.01</i>	<i>0.01</i>	<i>0.01</i>	<i>0.00</i>	<i>0.21</i>	<i>0.02</i>	<i>0.01</i>	<i>0.02</i>		<i>0.50</i>

* National Public Rate, NASMHPD Research Institute