

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

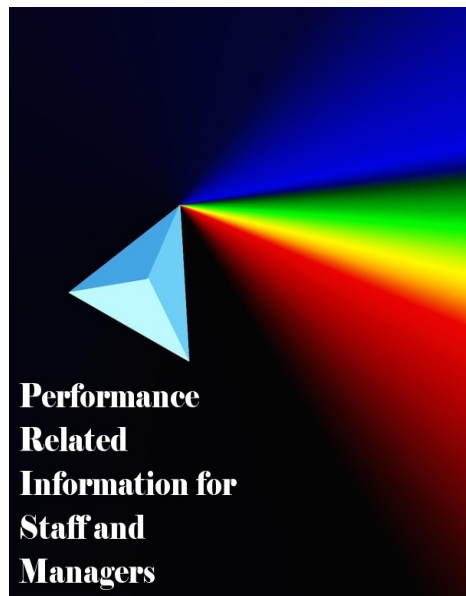


Performance Related Information for Staff and Managers

PRISM

APRIL 2010

Table of Contents



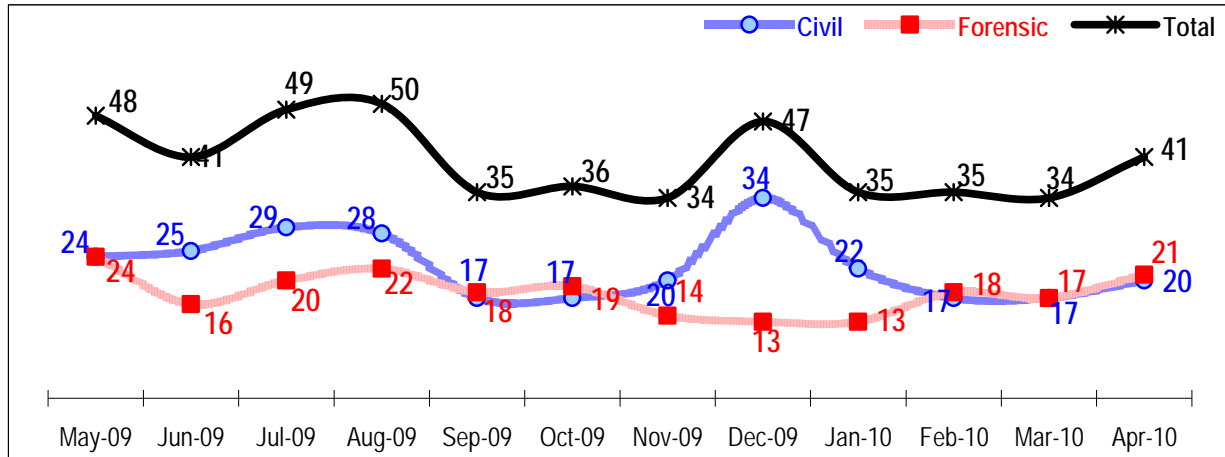
| | |
|---|---|
| 1. Admissions to SEH..... | 1 |
| 2. Discharges from SEH | 1 |
| 3. Average Daily Census | 1 |
| 4. Transfers..... | 2 |
| 5. 30-Day Readmission Rate..... | 2 |
| 6. Unusual Incidents | 2 |
| 7. Elopements | 3 |
| 8. Patient Injuries..... | 3 |
| 9. Medication Variances | 4 |
| 10. Adverse Drug Reactions | 4 |
| 11. Likely Involuntary Emergency Medications | 4 |
| 12. Percent of Patients Restrained or Secluded..... | 5 |
| 13. Restraint Hours Rate & Seclusion Hours Rate | 5 |

Appendix 1) Table – Census, Admissions & Discharges
 Appendix 2) Table – Key Performance Indicators
 Appendix 3) Table – Unusual Incident & Medication
 Appendix 4) Table – Restraint & Seclusion

5/13/2010

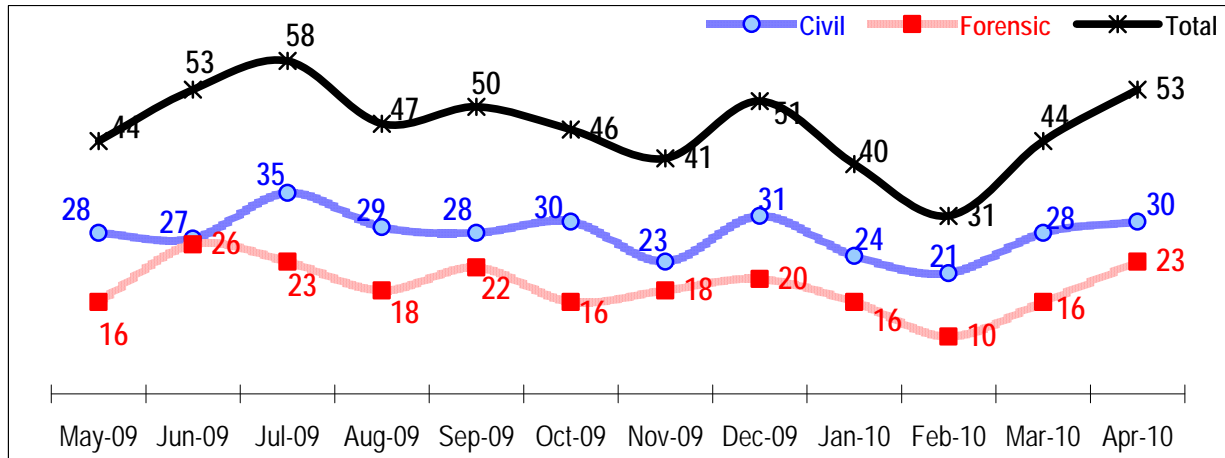
Office of Patient Statistics and Reporting (OPSR)

1. Admissions to SEH



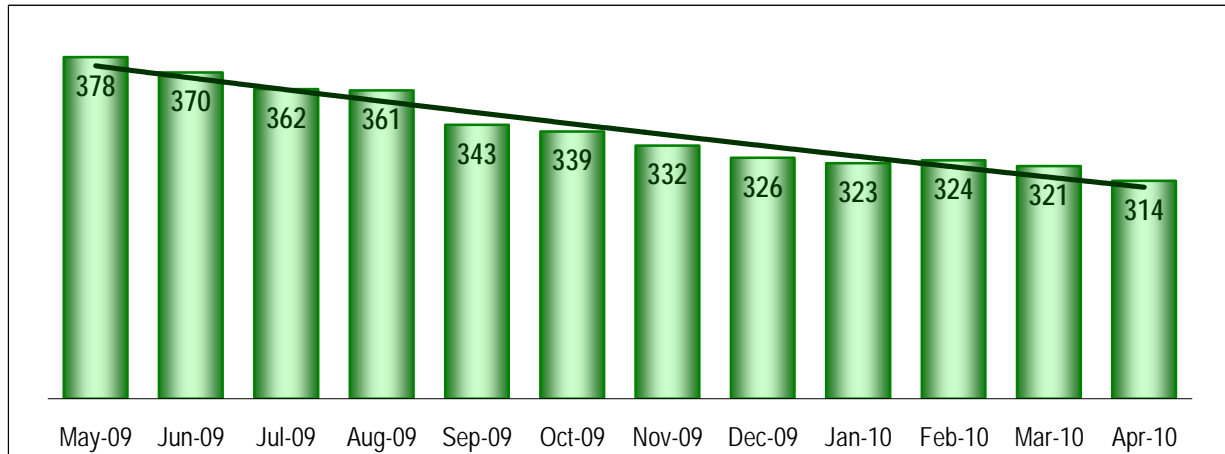
* Number of admissions to SEH inpatient program to SEH, including transfers from outpatient to inpatient program

2. Discharges from SEH



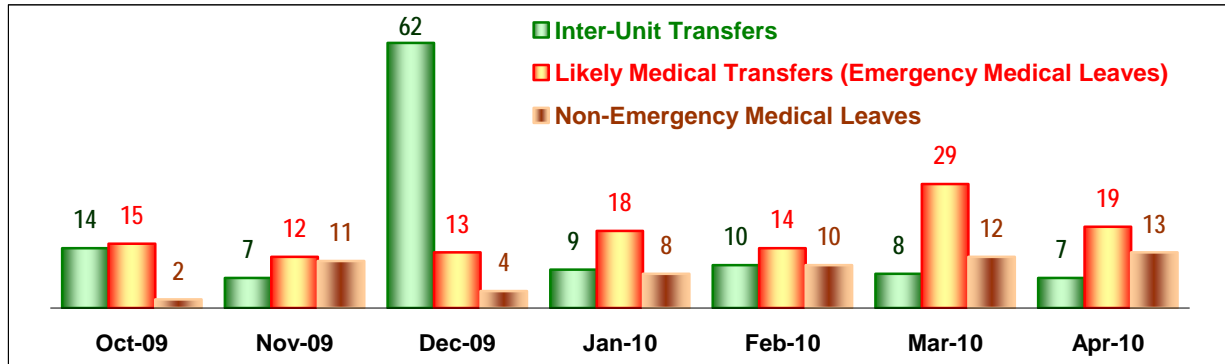
* Number of discharges from SEH inpatient program, including transfers from inpatient to outpatient program

3. Average Daily Census



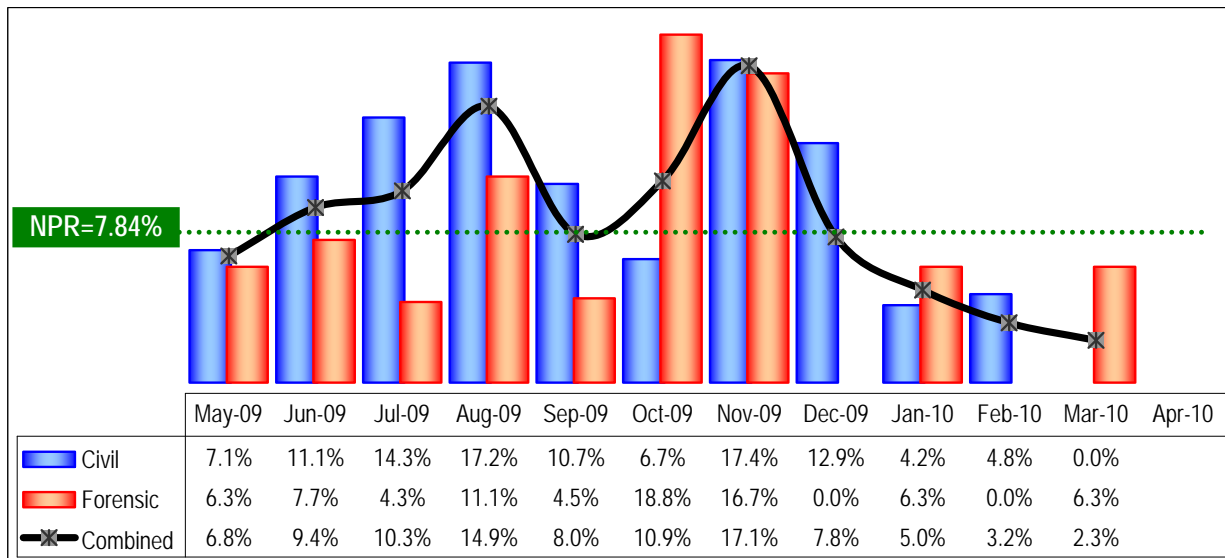
* Excludes individuals on authorized (temporary) leave or unauthorized leave (elopement) at 11:59 PM each day.

4. Transfers



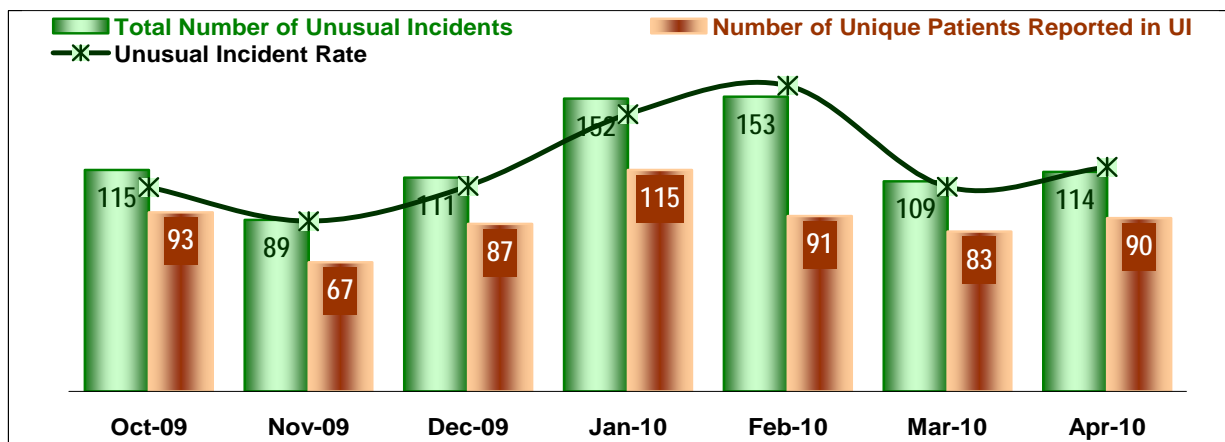
* Number of inter-unit transfers that occurred during month, number of emergency medical leaves that started during month, and number of non-emergency medical leaves that started during month.

5. 30-Day Readmission Rate



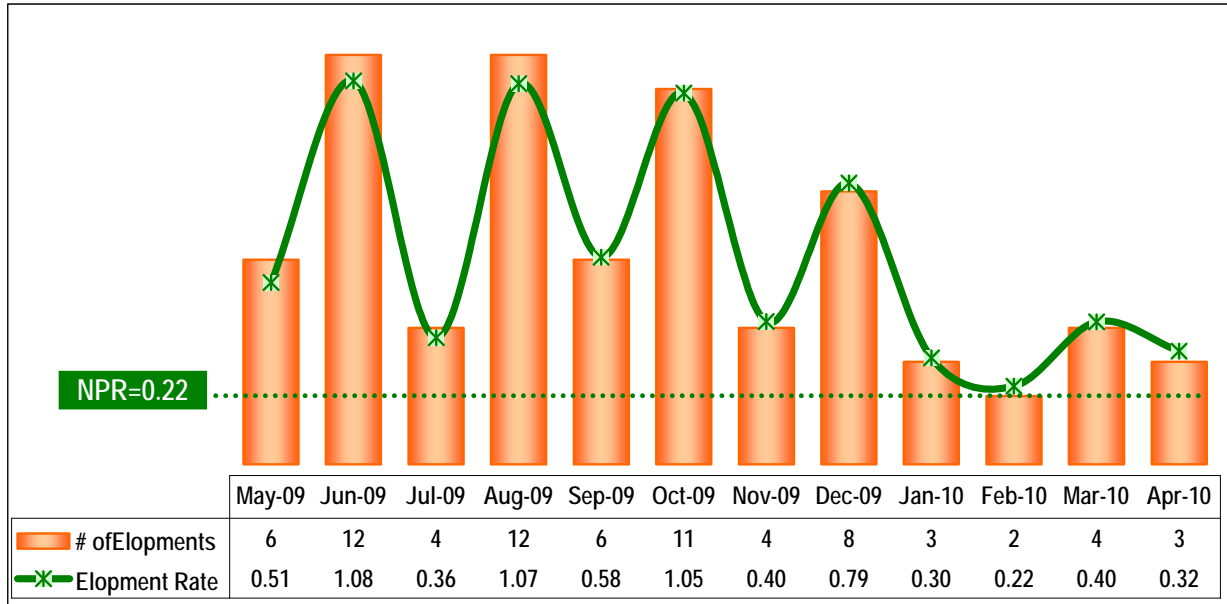
* Percent of discharges that returned to SEH within 30 days of discharges. It does not include those who may have been re-hospitalized to another psychiatric facility. This measure requires 30-day observation following discharge.

6. Unusual Incidents



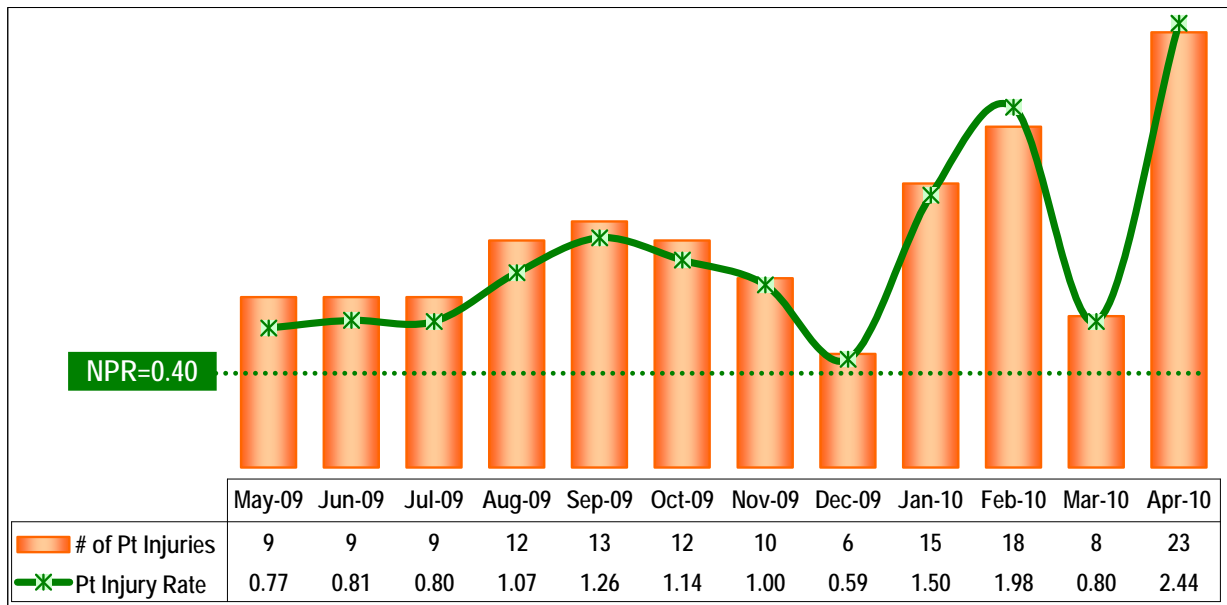
* Total number of reported unusual incidents (UI), number of unique patients involved in those UIs, and the number of unusual incidents reported for every 1000 inpatient days (unusual incident rate). Some incidents may not involve patients and some patients may be involved in more than one incident during month.

7. Elopements



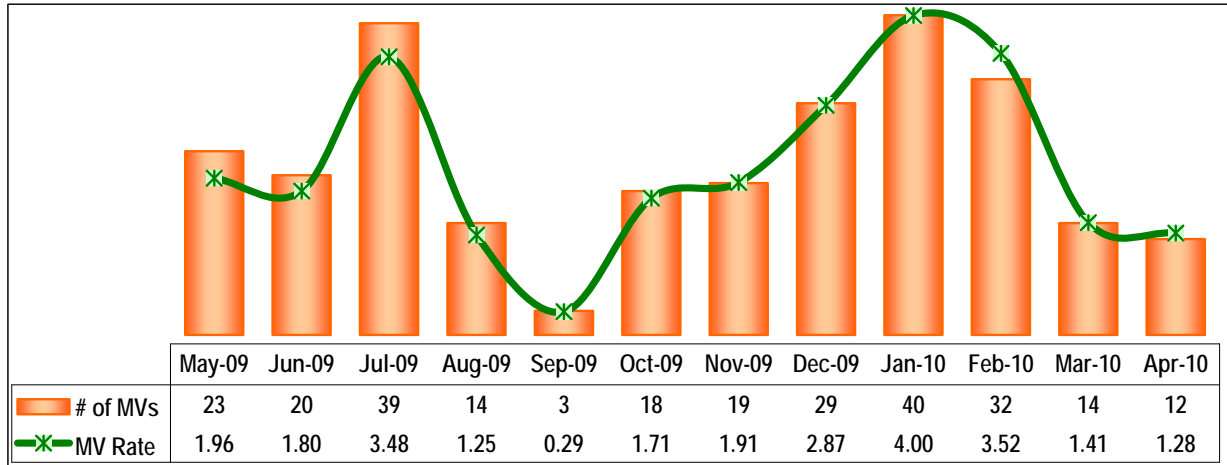
* Elopement Rate: Number of elopements that occurred for every 1000 inpatient days

8. Patient Injuries



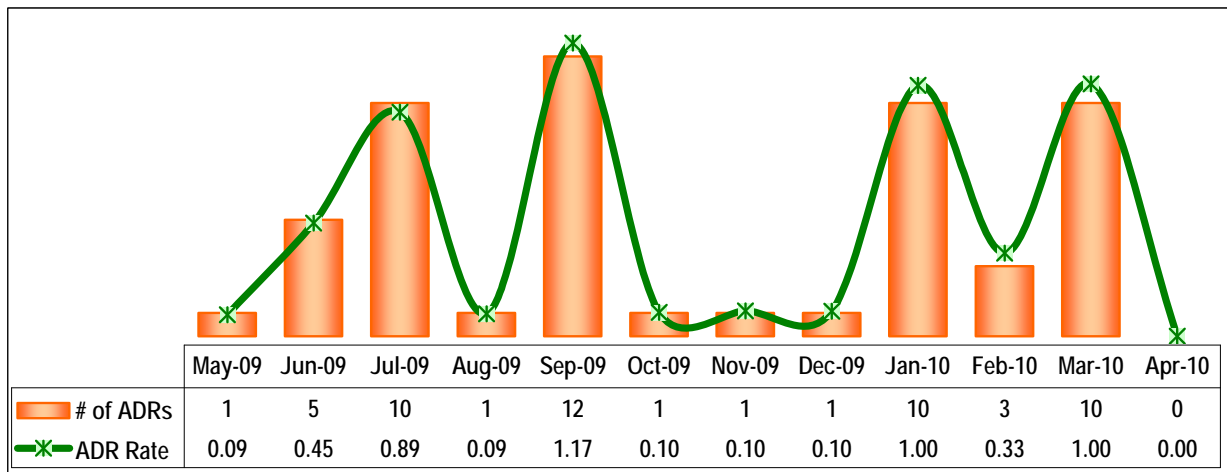
* Patient Injury Rate: Number of patient injury events that occurred for every 1000 inpatient days

9. Medication Variances



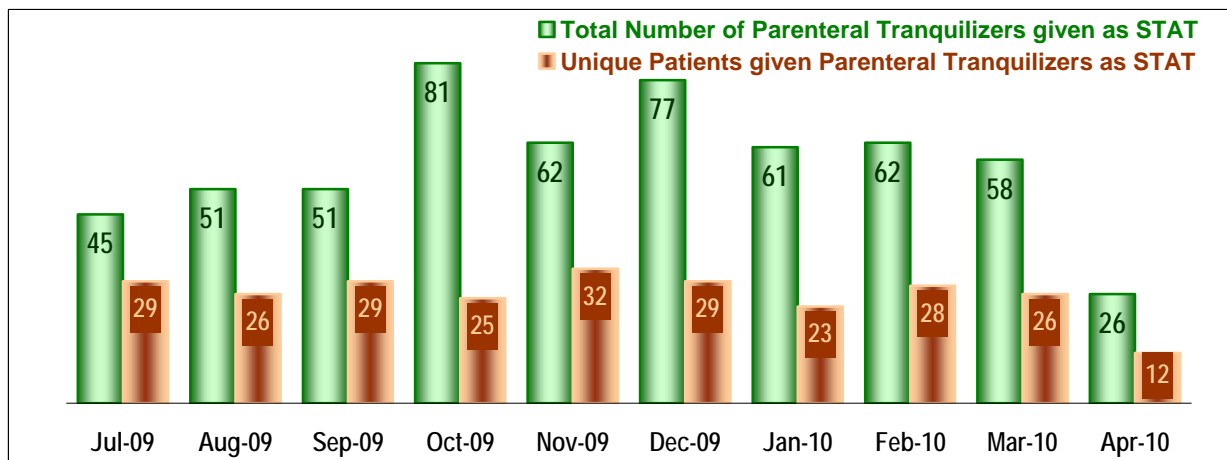
* MV Rate: Number of medication variance events that occurred for every 1000 inpatient days.

10. Adverse Drug Reactions



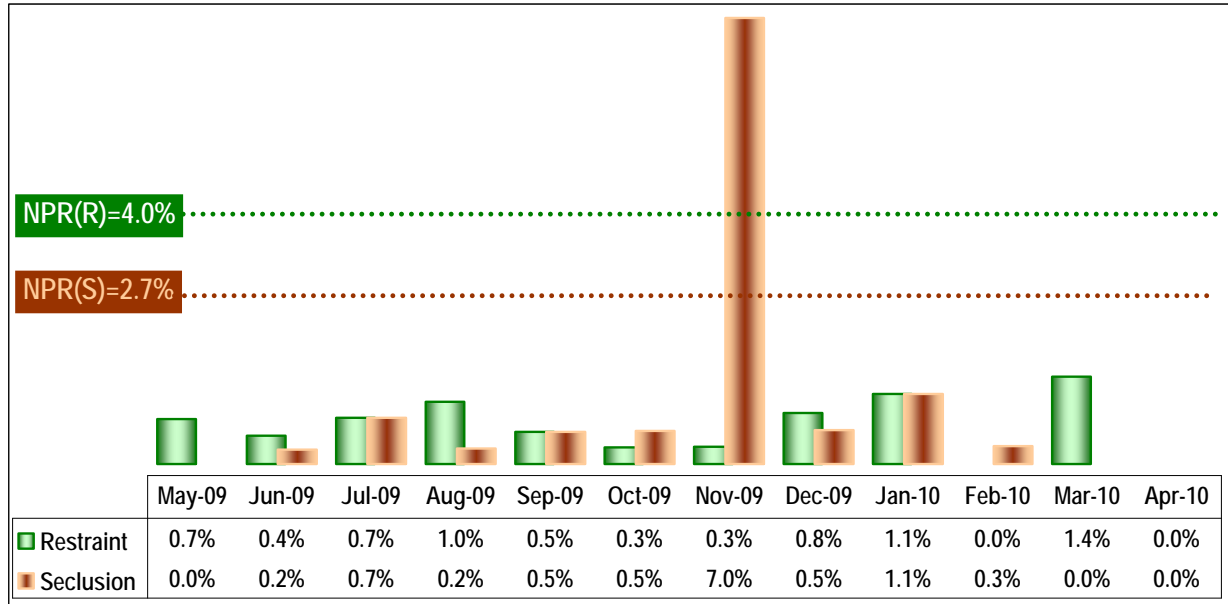
* ADR Rate: Number of medication variances that occurred for every 1000 inpatient days

11. Likely Involuntary Emergency Medications



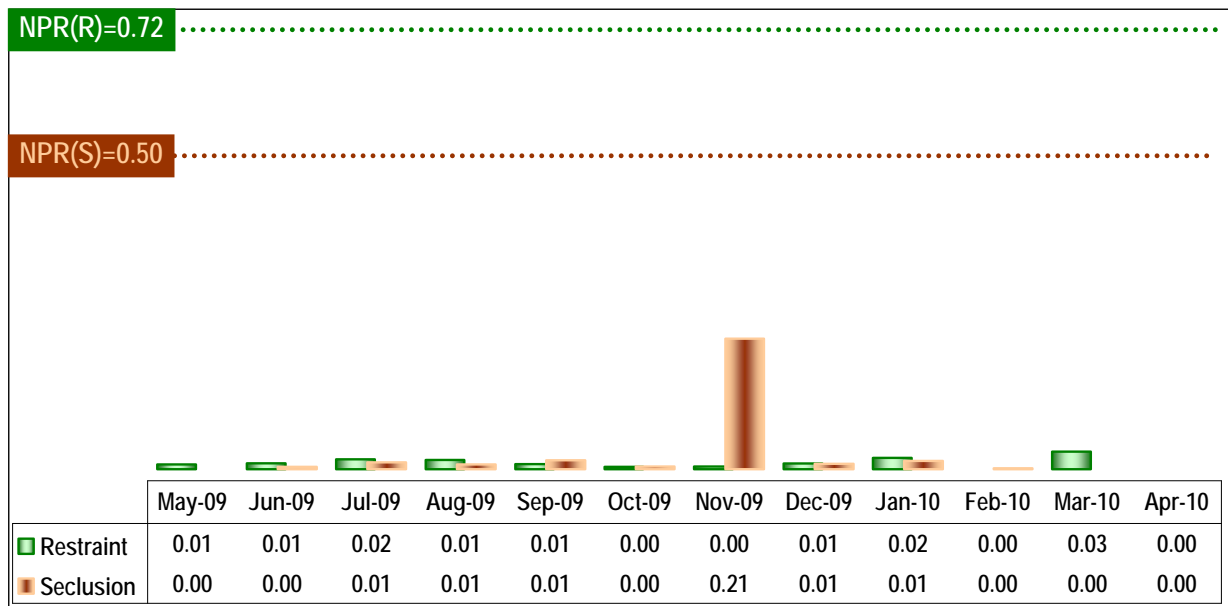
* Number of STAT medication orders of parenteral tranquilizers, which include Ativan, Chlorpromazine, Fluphenazine (Emergency only), Geodon, Haldol, Haloperodol Lactate (Emergency only), Klonopin and Zyprexa, and number of unique patients given.

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 05/13/10

| Category | Program | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | Monthly Average | Total (12mths) | Figure |
|--|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|----------------|----------|
| Admissions | Civil | 24 | 25 | 29 | 28 | 17 | 17 | 20 | 34 | 22 | 17 | 17 | 20 | 23 | 270 | Figure 1 |
| | Forensic | 24 | 16 | 20 | 22 | 18 | 19 | 14 | 13 | 13 | 18 | 17 | 21 | 18 | 215 | |
| | Total | 48 | 41 | 49 | 50 | 35 | 36 | 34 | 47 | 35 | 35 | 34 | 41 | 40 | 485 | |
| Discharges | Civil | 28 | 27 | 35 | 29 | 28 | 30 | 23 | 31 | 24 | 21 | 28 | 30 | 28 | 334 | Figure 2 |
| | Forensic | 16 | 26 | 23 | 18 | 22 | 16 | 18 | 20 | 16 | 10 | 16 | 23 | 19 | 224 | |
| | Total | 44 | 53 | 58 | 47 | 50 | 46 | 41 | 51 | 40 | 31 | 44 | 53 | 47 | 558 | |
| Net Gain During Month | Civil | -4 | -2 | -6 | -1 | -11 | -13 | -3 | 3 | -2 | -4 | -11 | -10 | | -64 | |
| | Forensic | 8 | -10 | -3 | 4 | -4 | 3 | -4 | -7 | -3 | 8 | 1 | -2 | | -9 | |
| | Total | 4 | -12 | -9 | 3 | -15 | -10 | -7 | -4 | -5 | 4 | -10 | -12 | | -73 | |
| Census (Present on Unit) as of End of Month* | RMB | 190 | 184 | 181 | 180 | 170 | 165 | 165 | 169 | 162 | 158 | 148 | 133 | | | |
| | JHP | 190 | 180 | 174 | 173 | 174 | 167 | 161 | 156 | 158 | 166 | 167 | 171 | | | |
| | Total | 380 | 364 | 355 | 353 | 344 | 332 | 326 | 325 | 320 | 324 | 315 | 304 | | | |
| AL (Authorized Leave) as of End of Month | Medical | | | | | | 1 | 4 | 1 | 3 | 2 | 3 | 2 | 2 | | |
| | Non-Med | | | | | | 2 | 0 | 2 | 1 | 2 | 2 | 2 | 2 | | |
| | Total | 3 | 2 | 5 | 8 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | | |
| UL (Unauthorized Leave) as of End of Month | | 4 | 9 | 6 | 9 | 6 | 5 | 5 | 5 | 3 | 5 | 3 | 3 | 5 | | |
| 30 Day Readmission** | Civil | 2 | 3 | 5 | 5 | 3 | 2 | 4 | 4 | 1 | 1 | | | 3 | | |
| | Forensic | 1 | 2 | 1 | 2 | 1 | 3 | 3 | | 1 | | 1 | | 1 | | |
| | Total | 3 | 5 | 6 | 7 | 4 | 5 | 7 | 4 | 2 | 1 | 1 | | 4 | | |
| Inter-Unit Transfers during Month*** | | 67 | 27 | 17 | 21 | 28 | 14 | 7 | 62 | 9 | 10 | 8 | 7 | 23 | 277 | Figure 4 |
| Medical Leaves Initiated during Month | Emergency | | | | | | 15 | 12 | 13 | 18 | 14 | 29 | 19 | 17 | 120 | |
| | Non-Emer | | | | | | 2 | 11 | 4 | 8 | 10 | 12 | 13 | 9 | 60 | |
| | Total | | | | | | 17 | 23 | 17 | 26 | 24 | 41 | 32 | 26 | 180 | |
| Non-Medical Leaves Initiated during Month | | | | | | | 91 | 66 | 57 | 49 | 28 | 35 | 38 | 52 | 364 | |
| UL Initiated during Month | | | | | | | 11 | 4 | 8 | 3 | 2 | 4 | 3 | 5 | 35 | |
| Total Unique Patients Served during Month | | 427 | 453 | 416 | 412 | 397 | 387 | 374 | 377 | 367 | 361 | 367 | 361 | 392 | | |
| Patient Days* | | 11725 | 11105 | 11207 | 11186 | 10283 | 10516 | 9956 | 10094 | 10007 | 9081 | 9958 | 9408 | 10377 | 124526 | |
| Average Daily Census* | | 378 | 370 | 362 | 361 | 343 | 339 | 332 | 326 | 323 | 324 | 321 | 314 | | 341 | 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 05/13/10

| Category | Program | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | Monthly Average | NPR* (Mar-09) | Figure |
|--|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|---------------|-----------|
| 30 Day Readmit (Discharge Cohort)** | Civil | 7.1% | 11.1% | 14.3% | 17.2% | 10.7% | 6.7% | 17.4% | 12.9% | 4.2% | 4.8% | | | 9.8% | | Figure 5 |
| | Forensic | 6.3% | 7.7% | 4.3% | 11.1% | 4.5% | 18.8% | 16.7% | 0.0% | 6.3% | 0.0% | 6.3% | | 7.3% | | |
| | Combined | 6.8% | 9.4% | 10.3% | 14.9% | 8.0% | 10.9% | 17.1% | 7.8% | 5.0% | 3.2% | 2.3% | | 8.8% | 7.8% | |
| Unusual Incident Rate | | 8.19 | 8.82 | 9.10 | 10.82 | 9.24 | 10.94 | 8.94 | 11.00 | 15.19 | 16.85 | 10.95 | 12.12 | 10.88 | | Figure 6 |
| Elopement Rate | | 0.51 | 1.08 | 0.36 | 1.07 | 0.58 | 1.05 | 0.40 | 0.79 | 0.30 | 0.22 | 0.40 | 0.32 | 0.84 | 0.22 | Figure 7 |
| Patient Injury Rate | | 0.77 | 0.81 | 0.80 | 1.07 | 1.26 | 1.14 | 1.00 | 0.59 | 1.50 | 1.98 | 0.80 | 2.44 | 1.18 | 0.40 | Figure 8 |
| Medication Variance Rate | | 1.96 | 1.80 | 3.48 | 1.25 | 0.29 | 1.71 | 1.91 | 2.87 | 4.00 | 3.52 | 1.41 | 1.28 | 2.12 | | Figure 9 |
| Adverse Drug Reaction Rate | | 0.09 | 0.45 | 0.89 | 0.09 | 1.17 | 0.10 | 0.10 | 0.10 | 1.00 | 0.33 | 1.00 | 0.00 | 4.58 | | Figure 10 |
| Total Number of Parenteral Tranquilizers given as STAT | | 48 | 50 | 45 | 51 | 51 | 81 | 62 | 77 | 61 | 62 | 58 | 26 | 56 | | Figure 11 |
| Unique Patients given Parenteral Tranquilizers as STAT | | | | 29 | 26 | 29 | 25 | 32 | 29 | 23 | 28 | 26 | 12 | 26 | | |
| Percent of Patients Restrained | | 0.7% | 0.4% | 0.7% | 1.0% | 0.5% | 0.3% | 0.3% | 0.8% | 1.1% | 0.0% | 1.4% | 0.0% | 0.6% | 4.0% | Figure 12 |
| Percent of Patients Secluded | | 0.0% | 0.2% | 0.7% | 0.2% | 0.5% | 0.5% | 7.0% | 0.5% | 1.1% | 0.3% | 0.0% | 0.0% | 0.9% | 2.7% | |
| Restraint Hours Rate | | 0.01 | 0.01 | 0.02 | 0.01 | 0.01 | 0.00 | 0.00 | 0.01 | 0.02 | 0.00 | 0.03 | 0.00 | 0.01 | 0.72 | Figure 13 |
| Seclusion Hours Rate | | 0.00 | 0.00 | 0.01 | 0.01 | 0.01 | 0.00 | 0.21 | 0.01 | 0.01 | 0.00 | 0.00 | 0.00 | 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 med, UL, # of total patients, and patient days/hours).

Updated as of 05/13/10

| Category | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | Monthly Average | Total (12mths) | NPR* (Mar-09) |
|--|-------------|-------------|-------------|--------------|-------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|-----------------|----------------|---------------|
| Total Unusual Incidents** | 96 | 98 | 102 | 121 | 95 | 115 | 89 | 111 | 152 | 153 | 109 | 114 | 113 | | |
| <i>Unusual Incident Rate</i> | <i>8.19</i> | <i>8.82</i> | <i>9.10</i> | <i>10.82</i> | <i>9.24</i> | <i>10.94</i> | <i>8.94</i> | <i>11.00</i> | <i>15.19</i> | <i>16.85</i> | <i>10.95</i> | <i>12.12</i> | <i>10.88</i> | | |
| Patients Involved in UI** | 94 | 91 | 97 | 114 | 88 | 93 | 67 | 87 | 115 | 91 | 83 | 90 | 93 | | |
| Number of Elopement UI Reports | 6 | 12 | 4 | 12 | 6 | 12 | 3 | 4 | 4 | 1 | 3 | 3 | 6 | 70 | |
| Number of Elopements (UL) Documented in Avatar | | | | | | 11 | 4 | 8 | 3 | 2 | 4 | 3 | 5 | 35 | |
| <i>Elopement Rate</i> | <i>0.51</i> | <i>1.08</i> | <i>0.36</i> | <i>1.07</i> | <i>0.58</i> | <i>1.05</i> | <i>0.40</i> | <i>0.79</i> | <i>0.30</i> | <i>0.22</i> | <i>0.40</i> | <i>0.32</i> | <i>0.84</i> | | <i>0.22</i> |
| Number of Patients Injured** | 9 | 9 | 9 | 12 | 13 | 12 | 10 | 6 | 15 | 18 | 8 | 23 | 12 | 144 | |
| <i>Patient Injury Rate</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>1.98</i> | <i>0.80</i> | <i>2.44</i> | <i>1.18</i> | | <i>0.40</i> |
| Number of Staff Injured** | | | | | | | | | 5 | 5 | 8 | 6 | 6 | 24 | |
| Number of Reported Medication Variances (MV)** | 23 | 20 | 39 | 14 | 3 | 18 | 19 | 29 | 40 | 32 | 14 | 12 | 22 | 263 | |
| <i>MV Rate</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>2.87</i> | <i>4.00</i> | <i>3.52</i> | <i>1.41</i> | <i>1.28</i> | <i>2.12</i> | | |
| Number of Reported Adverse Drug Reactions (ADR) | 1 | 5 | 10 | 1 | 12 | 1 | 1 | 1 | 10 | 3 | 10 | 0 | 5 | 55 | |
| <i>ADR Rate</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>0.33</i> | <i>1.00</i> | <i>0.00</i> | <i>0.44</i> | | |
| Total Patients with >=3 STATs during Month | 26 | 41 | 27 | 38 | 31 | 39 | 55 | 26 | 27 | 22 | 28 | 23 | 32 | | |
| Total Number of Parenteral Tranquilizers given as STAT | 48 | 50 | 45 | 51 | 51 | 81 | 62 | 77 | 61 | 62 | 58 | 26 | 56 | | |
| Unique Patients given Parenteral Tranquilizers as STAT | | | 29 | 26 | 29 | 25 | 32 | 29 | 23 | 28 | 26 | 12 | 26 | | |

* 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 05/13/10

| Category | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | Apr-10 | Monthly Average | Total (12mths) | NPR* (Mar-09) |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|----------------|---------------|
| Number of Restraint Events | 3 | 3 | 3 | 4 | 2 | 1 | 1 | 3 | 4 | 0 | 6 | 0 | 2.5 | 30 | |
| Number of Unique Patients Restrained | 3 | 2 | 3 | 4 | 2 | 1 | 1 | 3 | 4 | 0 | 5 | 0 | 2.3 | | |
| <i>Percentage of Patients Restrained</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>0.0%</i> | <i>1.4%</i> | <i>0.0%</i> | <i>0.6%</i> | | <i>4.0%</i> |
| Total Restraint Hours (h:mm) | 2:10 | 2:30 | 4:15 | 4:00 | 2:00 | 1:00 | 1:00 | 2:15 | 4:20 | 0:00 | 6:45 | 0:00 | 2:31 | 30:15 | |
| <i>Restraint Hours Rate</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>0.00</i> | <i>0.03</i> | <i>0.00</i> | <i>0.01</i> | | <i>0.72</i> |
| Number of Seclusion Events | 0 | 1 | 3 | 1 | 3 | 2 | 50 | 3 | 5 | 1 | 0 | 0 | 5.8 | 69 | |
| Number of Unique Patients Secluded | 0 | 1 | 3 | 1 | 2 | 2 | 26 | 2 | 4 | 1 | 0 | 0 | 3.5 | | |
| <i>Percentage of Patients Secluded</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>0.5%</i> | <i>1.1%</i> | <i>0.3%</i> | <i>0.0%</i> | <i>0.0%</i> | <i>0.9%</i> | | <i>2.7%</i> |
| Total Seclusion Hours (h:mm) | 0:00 | 1:00 | 3:00 | 2:00 | 3:30 | 1:05 | 50:00 | 2:05 | 3:15 | 0:20 | 0:00 | 0:00 | 5:31 | 66:15 | |
| <i>Seclusion Hours Rate</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>0.01</i> | <i>0.01</i> | <i>0.00</i> | <i>0.00</i> | <i>0.00</i> | <i>0.02</i> | | <i>0.50</i> |

* National Public Rate, NASMHPD Research Institute