

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

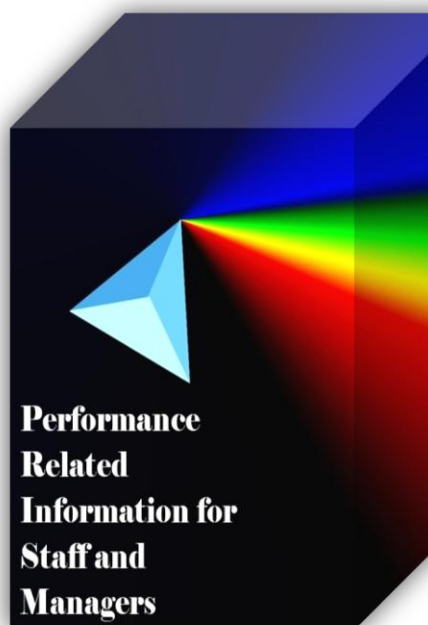


**Performance Related Information for Staff and Managers**

# **PRISM**

## **NOVEMBER 2010**

### **Table of Contents**

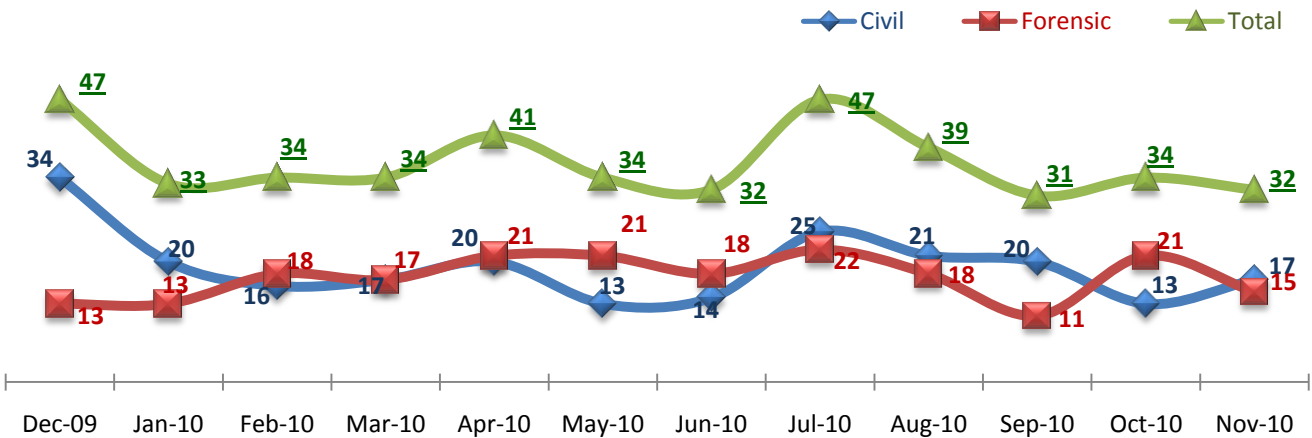


1. Admissions to SEH.....	1
2. Discharges from SEH .....	1
3. Average Daily Census .....	1
4. Transfers.....	2
5. 30-Day Readmission Rate .....	2
6. Unusual Incidents.....	2
7. Patient-Involved Unusual Incidents .....	3
8. Elopements.....	3
9. Patient Injuries.....	3
10. Staff Injuries .....	4
11. Medication Variances.....	4
12. Adverse Drug Reactions.....	4
13. Percent of Missing Documentation on Med-Administration ....	5
14. Percent of Patients Restrained or Secluded.....	5
15. Restraint Hours Rate & Seclusion Hours Rate .....	5
<input type="checkbox"/> Appendix 1) Table – Census, Admissions & Discharges	
<input type="checkbox"/> Appendix 2) Table – Key Performance Indicators	
<input type="checkbox"/> Appendix 3) Table – Unusual Incident & Medication	
<input type="checkbox"/> Appendix 4) Table – Restraint & Seclusion	

**12/17/2010**

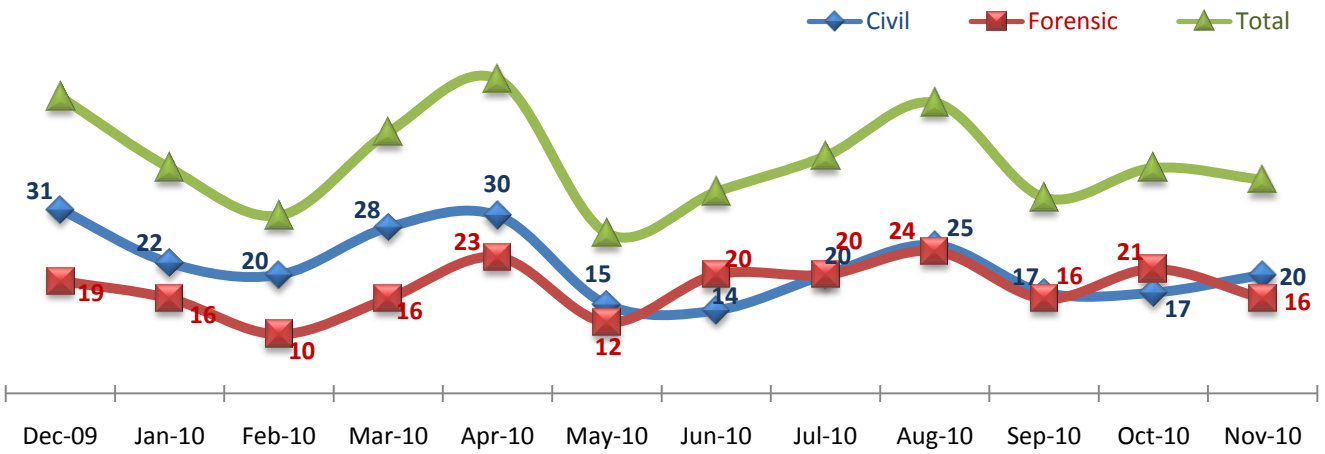
**Office of Patient Statistics and Reporting (OPSR)**

### 1. Admissions to SEH



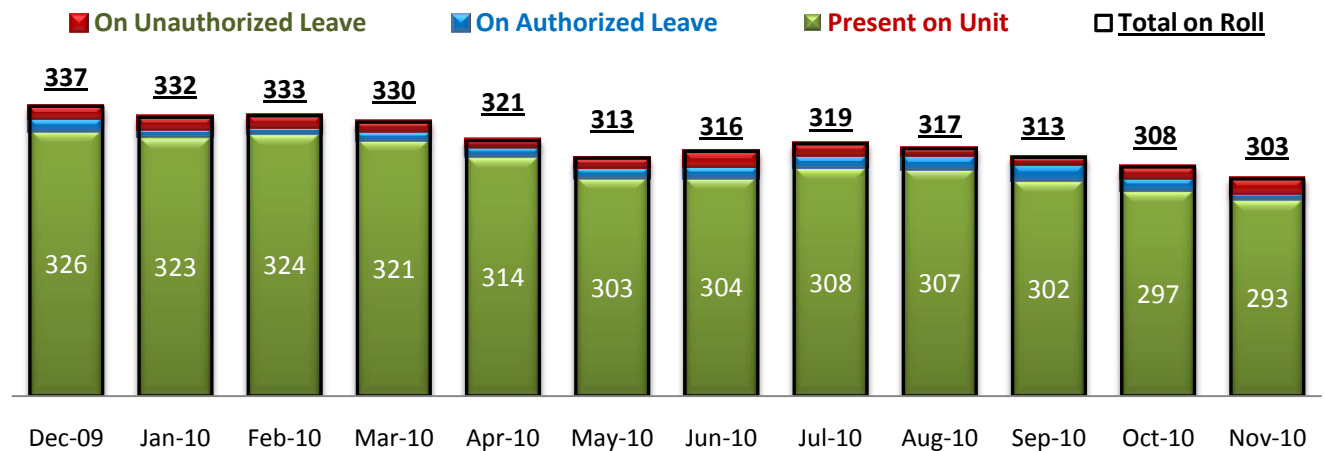
\* Number of admissions to SEH inpatient program to SEH, including transfers from outpatient to inpatient program

### 2. Discharges from SEH



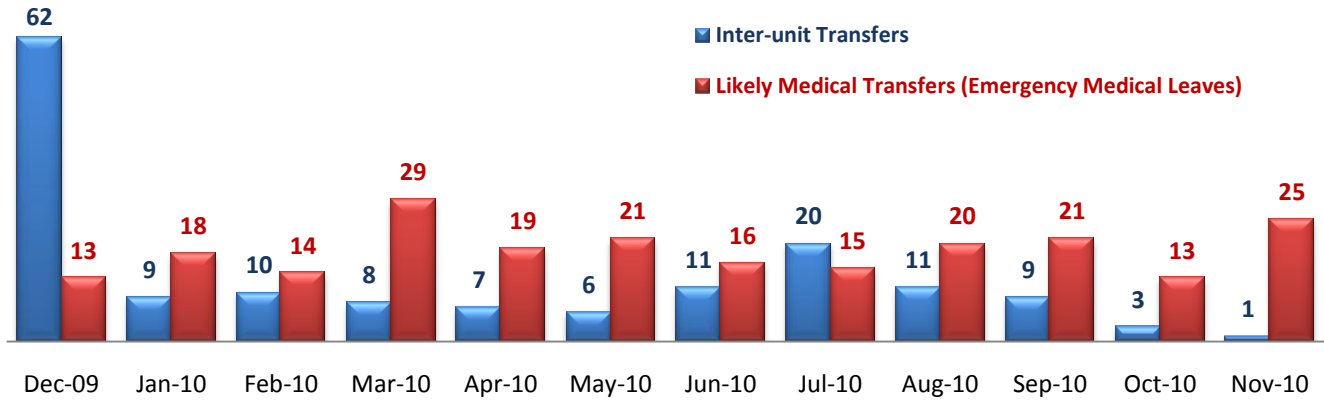
\* Number of discharges from SEH inpatient program, including transfers from inpatient to outpatient program

### 3. Average Daily Census



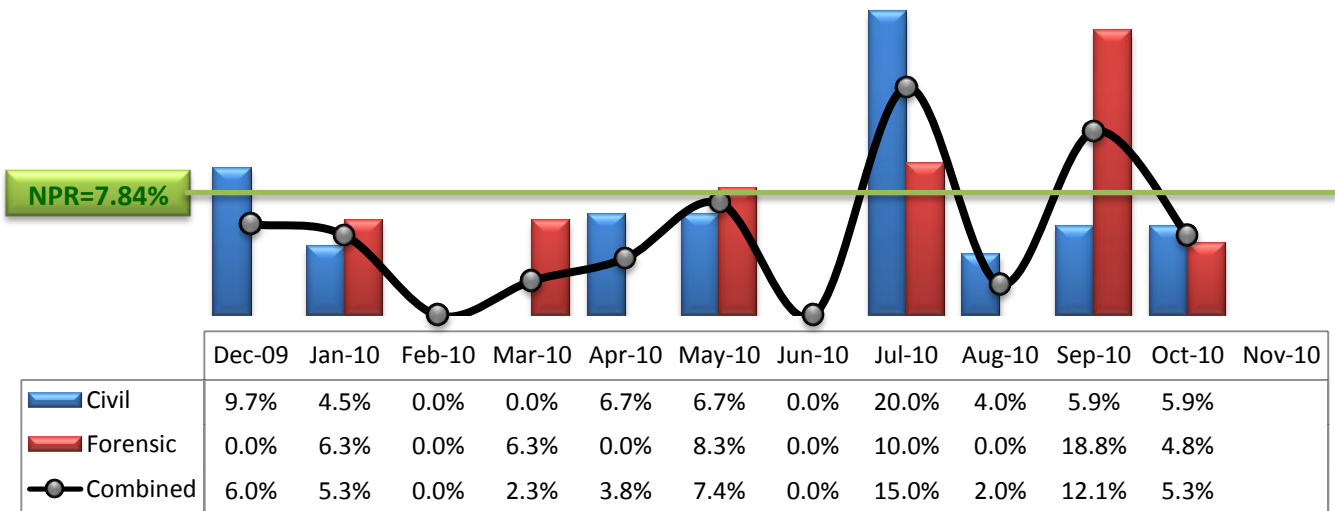
\* Data above is the daily average number of individuals counted at 11:59 PM every day during each month.

### 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 to another psychiatric facility. This measure requires 30-day observation following discharge.

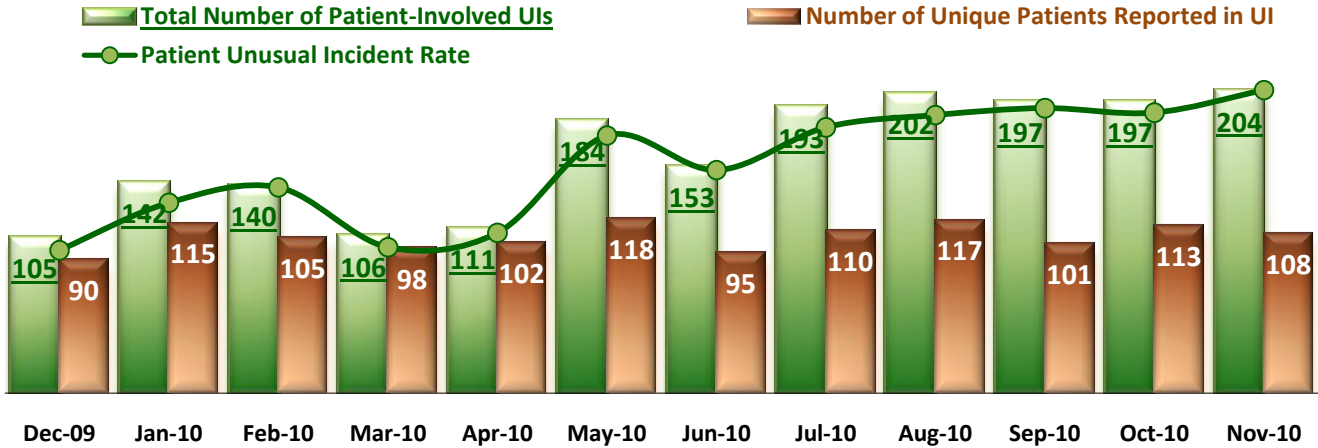
\*\* NPR: National Public Rate as of December 2009 published by NASMHPD Research Institute in May 2010.

### 6. Unusual Incidents



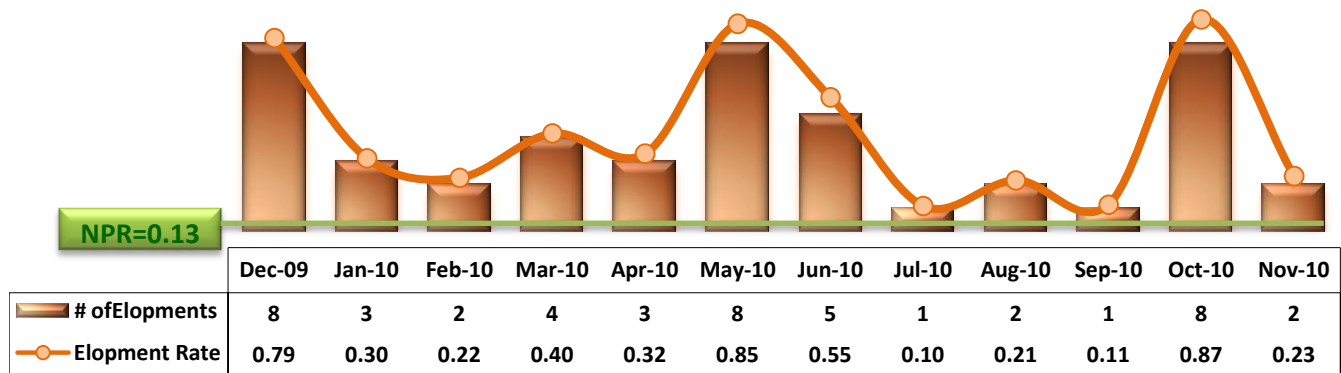
\* It counts all of the unusual incidents (UIs), including those that did not involved any patients, that have been reported to the Risk Manager by 10/8/10. Numbers may change if any incidents that occurred during the above period are reported later.

### 7. Patient-Involved Unusual Incidents



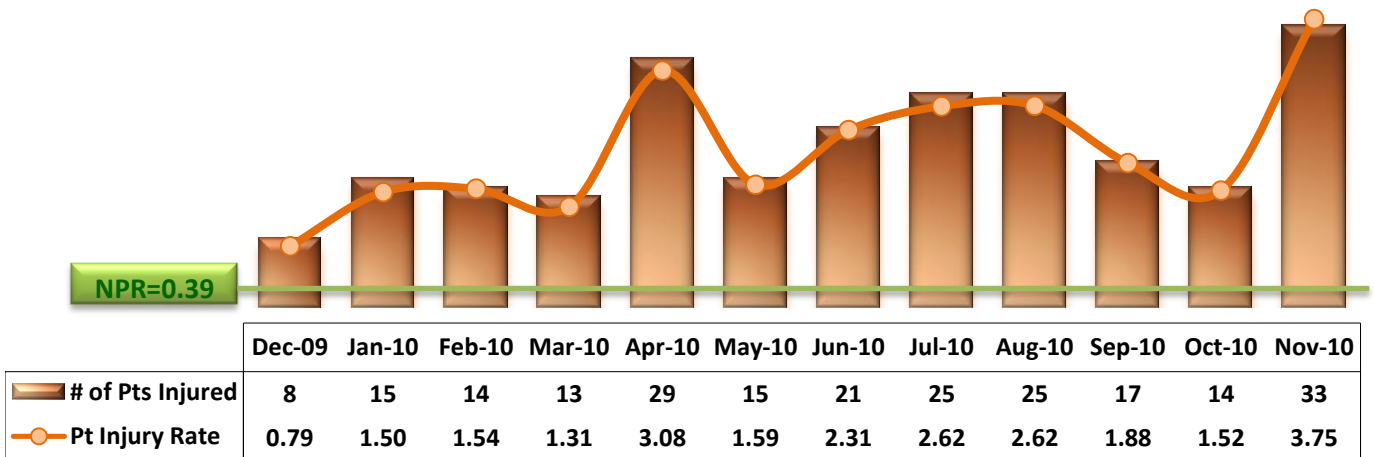
\* It counts only those incidents that involved at least one or more patients. Some patients may be involved in more than one incident and the number of unique patients does not double count such patients. The patient UI rate is the number of unusual incidents reported for every 1000 inpatient days.

### 8. Elopements



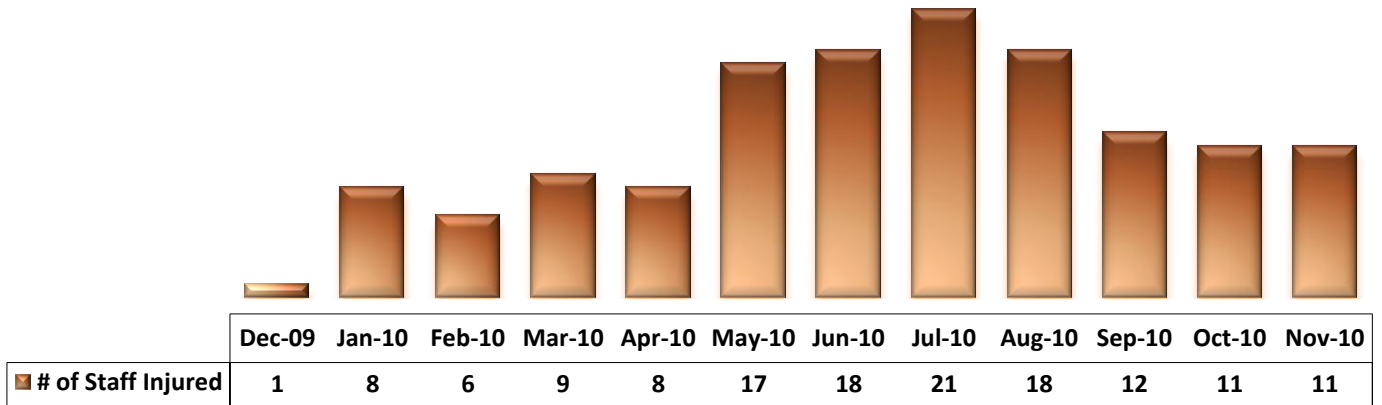
\* Elopement Rate: Number of elopements that occurred for every 1000 inpatient days.

### 9. Patient Injuries

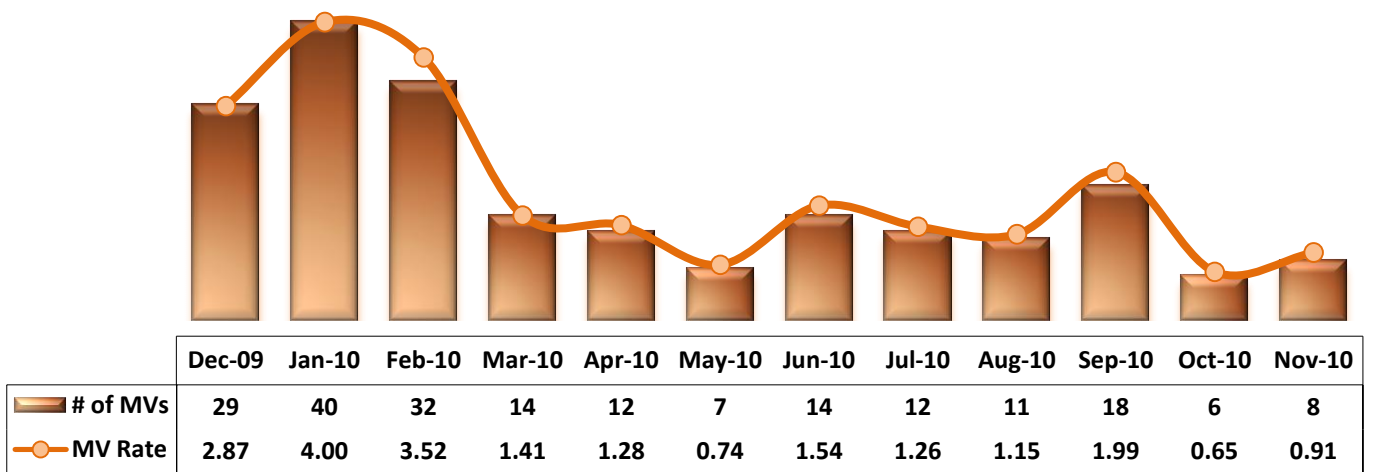


\* Patient Injury Rate: Number of patient injury events that occurred for every 1000 inpatient days.

### 10. Staff Injuries

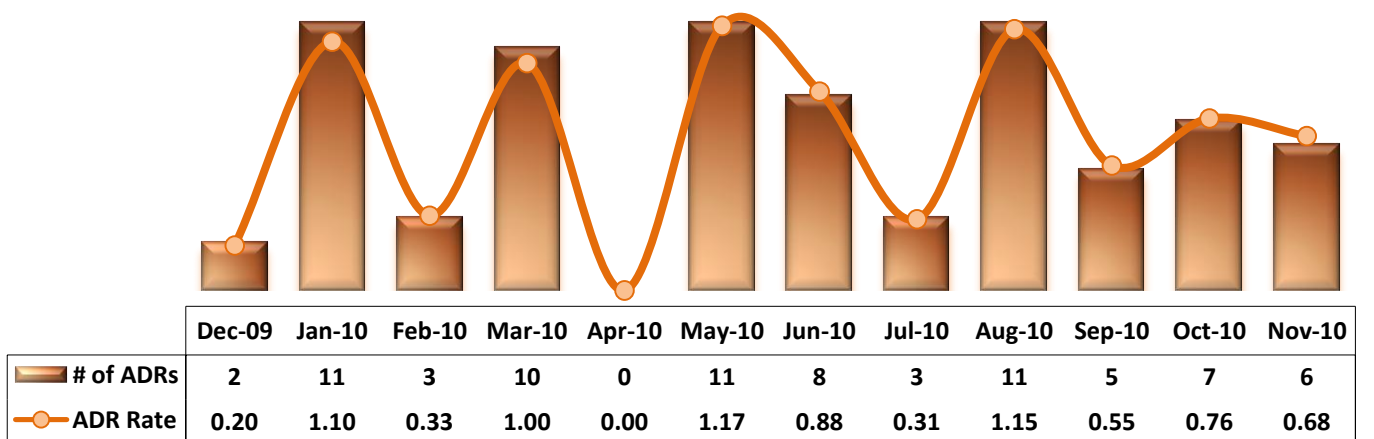


### 11. Medication Variances



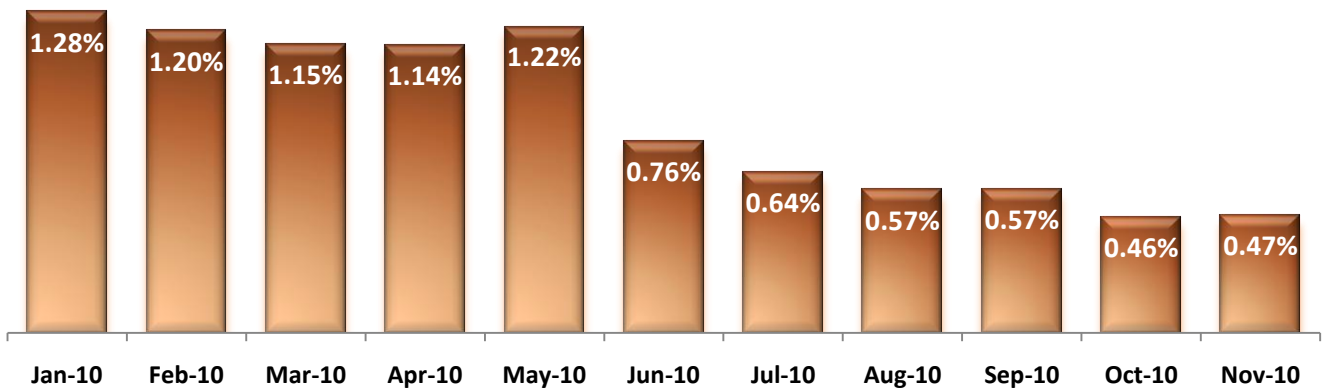
\* MV Rate: Number of medication variance events that occurred for every 1000 inpatient days.

### 12. Adverse Drug Reactions

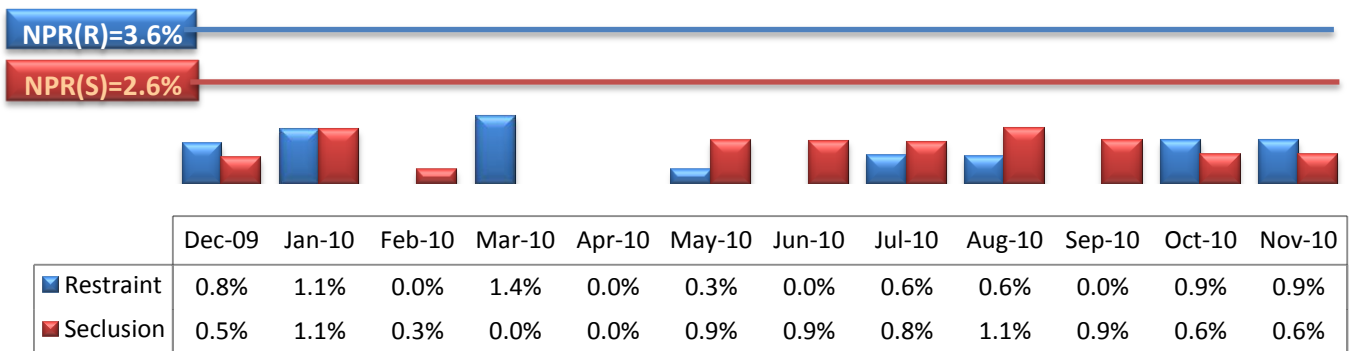


\* ADR Rate: Number of medication variances that occurred for every 1000 inpatient days.

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

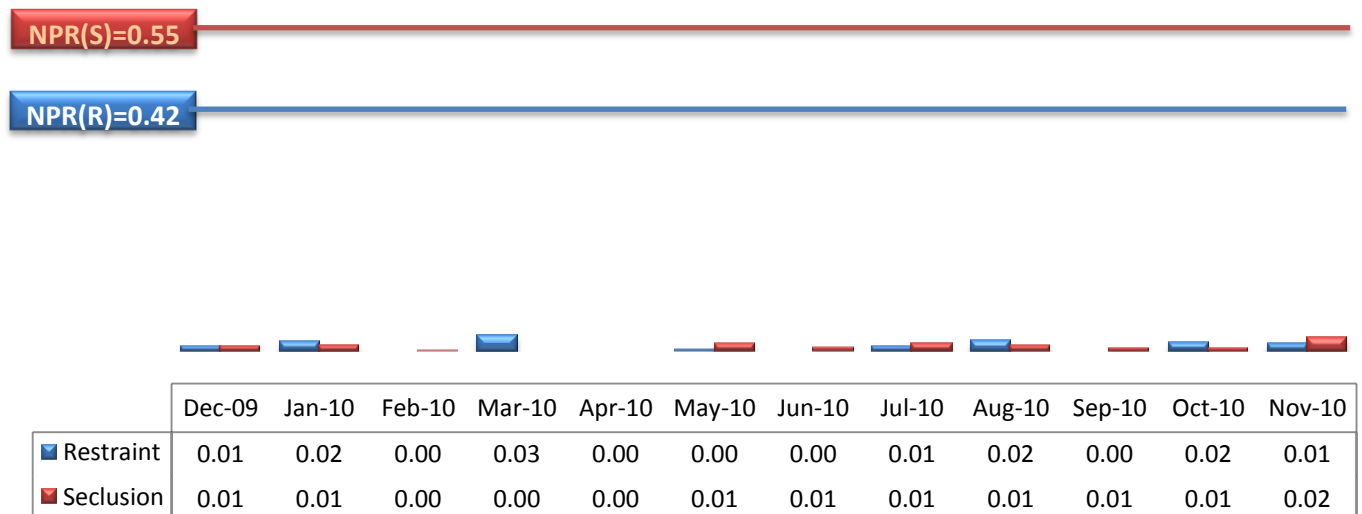


### 14. Percent of Patients Restrained or Secluded



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

### 15. Restraint Hours Rate & Seclusion Hours Rate



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

## Performance Related Information for Staff & Managers

### Census, Admissions, Discharges & Transfers

Data Source: Avatar

Updated as of 11/17/10

Category	Program	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Monthly Average	Total (12mths)	Figure
Admissions	Civil	34	20	16	17	20	13	14	25	21	20	13	17	19	230	Figure 1
	Forensic	13	13	18	17	21	21	18	22	18	11	21	15	17	208	
	<b>Total</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>41</b>	<b>34</b>	<b>32</b>	<b>47</b>	<b>39</b>	<b>31</b>	<b>34</b>	<b>32</b>	<b>37</b>	<b>438</b>	
Discharges	Civil	31	22	20	28	30	15	14	20	25	17	17	20	22	259	Figure 2
	Forensic	19	16	10	16	23	12	20	20	24	16	21	16	18	213	
	<b>Total</b>	<b>50</b>	<b>38</b>	<b>30</b>	<b>44</b>	<b>53</b>	<b>27</b>	<b>34</b>	<b>40</b>	<b>49</b>	<b>33</b>	<b>38</b>	<b>36</b>	<b>39</b>	<b>472</b>	
Net Gain During Month	Civil	3	-2	-4	-11	-10	-2	0	5	-4	3	-4	-3		-29	
	Forensic	-6	-3	8	1	-2	9	-2	2	-6	-5	0	-1		-5	
	<b>Total</b>	<b>-3</b>	<b>-5</b>	<b>4</b>	<b>-10</b>	<b>-12</b>	<b>7</b>	<b>-2</b>	<b>7</b>	<b>-10</b>	<b>-2</b>	<b>-4</b>	<b>-4</b>		<b>-34</b>	
<b>All Individuals on Roll at End of Month</b>		<b>334</b>	<b>329</b>	<b>333</b>	<b>323</b>	<b>311</b>	<b>318</b>	<b>316</b>	<b>323</b>	<b>313</b>	<b>311</b>	<b>307</b>	<b>303</b>	<b>318</b>		
a. Present on Unit		326	320	324	315	304	309	302	312	304	303	295	292	309		
b. On AL		3	4	4	5	4	3	7	6	6	5	7	6	5		
c. On UL		5	5	5	3	3	6	7	5	3	3	5	5	5		
<b>All Individuals on Roll: Daily Average during Month</b>		<b>337</b>	<b>332</b>	<b>333</b>	<b>330</b>	<b>321</b>	<b>313</b>	<b>316</b>	<b>319</b>	<b>317</b>	<b>313</b>	<b>308</b>	<b>303</b>	<b>320</b>		
a. Present on Unit*		326	323	324	321	314	303	304	308	307	302	297	293	310		Figure 3
b. On AL		6	4	3	4	4	5	5	6	6	8	6	3	5		
c. On UL		6	5	5	4	3	4	7	5	3	3	5	7	5		
<b>Patient Days*</b>		<b>10097</b>	<b>10007</b>	<b>9081</b>	<b>9958</b>	<b>9408</b>	<b>9406</b>	<b>9105</b>	<b>9553</b>	<b>9532</b>	<b>9063</b>	<b>9213</b>	<b>8799</b>	<b>9435</b>	<b>113222</b>	
<b>Inter-Unit Transfers during Month**</b>		<b>62</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>20</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>13</b>	<b>157</b>	Figure 4
Medical Leaves Initiated during Month	Emergency	13	18	14	29	19	21	16	15	20	21	13	25	19	224	
	Non-Emer	4	8	10	12	13	8	14	10	13	9	12	20	11	133	
	<b>Total</b>	<b>17</b>	<b>26</b>	<b>24</b>	<b>41</b>	<b>32</b>	<b>29</b>	<b>30</b>	<b>25</b>	<b>33</b>	<b>30</b>	<b>25</b>	<b>45</b>	<b>30</b>	<b>357</b>	
<b>Non-Medical Leaves Initiated during Month</b>		<b>57</b>	<b>49</b>	<b>28</b>	<b>35</b>	<b>38</b>	<b>44</b>	<b>83</b>	<b>71</b>	<b>59</b>	<b>82</b>	<b>102</b>	<b>81</b>	<b>61</b>	<b>729</b>	
<b>UL Initiated during Month</b>		<b>8</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>47</b>	
<b>Total Unique Patients Served during Month</b>		<b>377</b>	<b>367</b>	<b>361</b>	<b>367</b>	<b>361</b>	<b>344</b>	<b>348</b>	<b>355</b>	<b>361</b>	<b>340</b>	<b>343</b>	<b>343</b>	<b>356</b>		
30 Day Readmission***	Civil	3	1	0	0	2	1	0	4	1	1	1		1	14	
	Forensic	0	1	0	1	0	1	0	2	0	3	1		1	9	
	<b>Total</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>2</b>		<b>2</b>	<b>23</b>	

\* 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.

\*\* Any unit changes that occurred on May 3, 2010, when all of the individuals in care moved to new units of the new facility, are not included above.

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

## Performance Related Information for Staff &amp; Managers

## Key Performance Indicators

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

Updated as of 11/17/10

Category	Program	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Monthly Average	NPR* (Dec-09)	Figure
30 Day Readmit (Discharge Cohort)**	Civil	9.7%	4.5%	0.0%	0.0%	6.7%	6.7%	0.0%	20.0%	4.0%	5.9%	5.9%		5.9%		Figure 5
	Forensic	0.0%	6.3%	0.0%	6.3%	0.0%	8.3%	0.0%	10.0%	0.0%	18.8%	4.8%		4.6%		
	Combined	6.0%	5.3%	0.0%	2.3%	3.8%	7.4%	0.0%	15.0%	2.0%	12.1%	5.3%		4.9%	7.8%	
Number of Unusual Incidents		114	154	150	113	121	207	173	208	220	208	208	219	175		Figure 6
Patient Unusual Incident Rate		10.40	14.19	15.42	10.64	11.80	19.56	16.80	20.20	21.19	21.74	21.38	23.18	17.08		Figure 7
Elopement Rate		0.79	0.30	0.22	0.40	0.32	0.85	0.55	0.10	0.21	0.11	0.87	0.23	0.42	0.13	Figure 8
Patient Injury Rate		0.79	1.50	1.54	1.31	3.08	1.59	2.31	2.62	2.62	1.88	1.52	3.75	2.02	0.39	Figure 9
Number of Patients Injured		8	15	14	13	29	15	21	25	25	17	14	14	19		
Number of Staff Injured		1	8	6	9	8	17	18	21	18	12	11	11	12		Figure 10
Medication Variance Rate		2.87	4.00	3.52	1.41	1.28	0.74	1.54	1.26	1.15	1.99	0.65	0.91	1.79		Figure 11
Adverse Drug Reaction Rate		0.20	1.10	0.33	1.00	0.00	1.17	0.88	0.31	1.15	0.55	0.76	0.68	6.42		Figure 12
Total Number of Parenteral Tranquilizers given as STAT		77	61	62	58	26	63	82	79	90	50	47		63		***
Unique Patients given Parenteral Tranquilizers as		29	23	28	26	12	26	28	27	33	20	24		25		
Percent of Missing Documentation on Medication Administration			1.28%	1.20%	1.15%	1.14%	1.22%	0.76%	0.64%	0.57%	0.57%	0.46%	0.47%	0.86%		Figure 13
Percent of Patients Restrained		0.8%	1.1%	0.0%	1.4%	0.0%	0.3%	0.0%	0.6%	0.6%	0.0%	0.9%	0.9%	0.5%	3.6%	Figure 14
Percent of Patients Secluded		0.5%	1.1%	0.3%	0.0%	0.0%	0.9%	0.9%	0.8%	1.1%	0.9%	0.6%	0.6%	0.6%	2.6%	
Restraint Hours Rate		0.01	0.02	0.00	0.03	0.00	0.00	0.00	0.01	0.02	0.00	0.02	0.01	0.01	0.42	Figure 15
Seclusion Hours Rate		0.01	0.01	0.00	0.00	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.55	

\* National Public Rate, NASMHPD Research Institute

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

\*\*\* A new tracking methodology for involuntary emergency medication became effective on 10/08/2010 and data presentation of this indicator will accordingly change beginning November 2010.



## Performance Related Information for Staff &amp; Managers

## Unusual Incident &amp; Medication

Data Source: UI DB, ADR DB, and Avatar

Updated as of 11/17/10

Category	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Monthly Average	Total (12mths)	NPR* (Dec-09)
Total Unusual Incidents**	114	154	150	113	121	207	173	208	220	208	208	219	175		
Patient Involved UI Only**	105	142	140	106	111	184	153	193	202	197	197	204	161		
<i>Patient UI Rate</i>	<i>10.40</i>	<i>14.19</i>	<i>15.42</i>	<i>10.64</i>	<i>11.80</i>	<i>19.56</i>	<i>16.80</i>	<i>20.20</i>	<i>21.19</i>	<i>21.74</i>	<i>21.38</i>	<i>23.18</i>	<i>17.08</i>		
Unique Patients Involved in UI**	90	115	105	98	102	118	95	110	117	101	113	108	106		
Number of Elopement UI Reports	5	4	1	3	3	7	5	2	3	1	8	6	4	48	
Number of Elopements (UL) Documented in Avatar	8	3	2	4	3	8	5	1	2	1	8	2	4		
<i>Elopement Rate</i>	<i>0.79</i>	<i>0.30</i>	<i>0.22</i>	<i>0.40</i>	<i>0.32</i>	<i>0.85</i>	<i>0.55</i>	<i>0.10</i>	<i>0.21</i>	<i>0.11</i>	<i>0.87</i>	<i>0.23</i>	<i>0.42</i>		<i>0.13</i>
Number of Patients Injured**	8	15	14	13	29	15	21	25	25	17	14	33	19	229	
<i>Patient Injury Rate</i>	<i>0.79</i>	<i>1.50</i>	<i>1.54</i>	<i>1.31</i>	<i>3.08</i>	<i>1.59</i>	<i>2.31</i>	<i>2.62</i>	<i>2.62</i>	<i>1.88</i>	<i>1.52</i>	<i>3.75</i>	<i>2.02</i>		<i>0.39</i>
Number of Staff Injured**	1	8	6	9	8	17	18	21	18	12	12	9	12		
Number of Reported Medication Variances (MV)**	29	40	32	14	12	7	14	12	11	18	6	8	17	203	
<i>MV Rate</i>	<i>2.87</i>	<i>4.00</i>	<i>3.52</i>	<i>1.41</i>	<i>1.28</i>	<i>0.74</i>	<i>1.54</i>	<i>1.26</i>	<i>1.15</i>	<i>1.99</i>	<i>0.65</i>	<i>0.91</i>	<i>1.79</i>		
Number of Reported Adverse Drug Reactions (ADR)	2	11	3	10	0	11	8	3	11	5	7	6	6	77	
<i>ADR Rate</i>	<i>0.20</i>	<i>1.10</i>	<i>0.33</i>	<i>1.00</i>	<i>0.00</i>	<i>1.17</i>	<i>0.88</i>	<i>0.31</i>	<i>1.15</i>	<i>0.55</i>	<i>0.76</i>	<i>0.68</i>	<i>0.68</i>		
Number of Routine Medication Administrations Scheduled		121314	109416	118733	112799	112575	109765	114363	115810	109712	111397	104863		1240747	
Number of Missing Documentation on Medication Administration		1547	1312	1361	1288	1370	835	729	659	626	512	490		10729	
<i>Percent of Missing Documentation on Medication Administration</i>		<i>1.28%</i>	<i>1.20%</i>	<i>1.15%</i>	<i>1.14%</i>	<i>1.22%</i>	<i>0.76%</i>	<i>0.64%</i>	<i>0.57%</i>	<i>0.57%</i>	<i>0.46%</i>	<i>0.47%</i>		<i>0.86%</i>	
Total Patients with >=3 STATs during Month	26	27	22	28	23	41	30	33	40	28	31	29	30		
Emergency STAT Orders Administered Involuntarily												18	18		
Total Number of Parenteral Tranquilizers given as STAT	77	61	62	58	26	63	82	79	90	50	47		63		
Unique Patients given Parenteral Tranquilizers as STAT	29	23	28	26	12	26	28	27	33	20	24		25		

\* 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 &amp; Managers

## Restraint &amp; Seclusion

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

Updated as of 11/17/10

Category	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Monthly Average	Total (12mths)	NPR* (Dec-09)
Number of Restraint Events	3	4	0	6	0	1	0	2	3	0	3	4	2.2	26	
Number of Unique Patients Restrained	3	4	0	5	0	1	0	2	2	0	3	3	1.9		
Percentage of Patients Restrained	0.8%	1.1%	0.0%	1.4%	0.0%	0.3%	0.0%	0.6%	0.6%	0.0%	0.9%	0.9%	0.5%		3.6%
Total Restraint Hours (h:mm)	2:15	4:05	0:00	6:45	0:00	0:45	0:00	2:05	4:15	0:00	3:20	2:46	2:11	26:16	
Restraint Hours Rate	0.01	0.02	0.00	0.03	0.00	0.00	0.00	0.01	0.02	0.00	0.02	0.01	0.01		0.42
Number of Seclusion Events	3	3	1	0	0	4	4	3	4	3	2	2	2.4	29	
Number of Unique Patients Secluded	2	4	1	0	0	3	3	3	4	3	2	2	2.3		
Percentage of Patients Secluded	0.5%	1.1%	0.3%	0.0%	0.0%	0.9%	0.9%	0.8%	1.1%	0.9%	0.6%	0.6%	0.6%		2.6%
Total Seclusion Hours (h:mm)	2:05	2:30	0:20	0:00	0:00	2:55	1:22	3:05	2:10	1:15	1:20	4:57	1:49	21:59	
Seclusion Hours Rate	0.01	0.01	0.00	0.00	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01		0.55

\* National Public Rate, NASMHPD Research Institute