



Performance Related Information for Staff and Managers

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#### **Data Disclaimer**

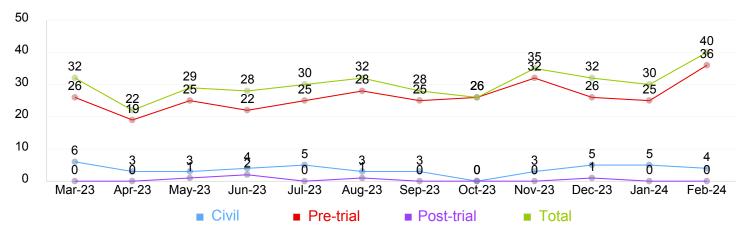
The primary source of data extracted and analyzed herein is Avatar, the Saint Elizabeths Hospital's electronic medical record system. Additional data sources include, but are not limited to, the Hospital's Unusual Incident Database and SiteFM. Data reflect information as entered in each system by users. 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.

Feb-24

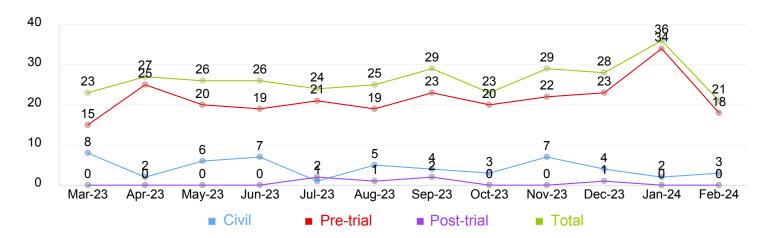
### 1. Admissions



Metrics							Admissi	on Count						
Legal Status Group	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Avg	Total
Civil	6	3	3	4	5	3	3	0	3	5	5	4	4	44
Pre-trial	26	19	25	22	25	28	25	26	32	26	25	36	26	315
Post-trial	0	0	1	2	0	1	0	0	0	1	0	0	0	5
Total	32	22	29	28	30	32	28	26	35	32	30	40	30	364

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

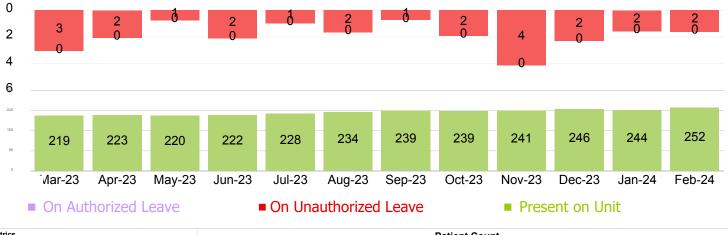
#### 2. Discharges



							Discharg	ge Count						
Legal Status Group	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Avg	Total
Civil	8	2	6	7	1	5	4	3	7	4	2	3	4	52
Pre-trial	15	25	20	19	21	19	23	20	22	23	34	18	22	259
Post-trial	0	0	0	0	2	1	2	0	0	1	0	0	2	6
Total	23	27	26	26	24	25	29	23	29	28	36	21	26	317

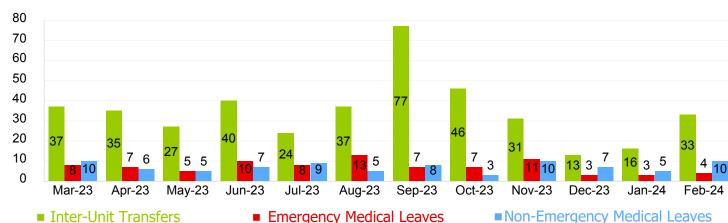
\* Number of discharges from SEH inpatient program, including transfers from inpatient to forensic outpatient program.

#### 3. Average Daily Census



Metrics						Pa	tient Cou	unt					
Census_Status	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Avg
a. Present on Unit	219	223	220	222	228	234	239	239	241	246	244	252	234
b. On AL	3	2	1	2	1	2	1	2	4	2	2	2	2
c. On UL	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	222	225	221	224	229	236	240	240	245	248	245	254	
Total Unique Patients Served during Month	248	249	250	250	257	264	265	265	275	278	282	283	264

\* 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

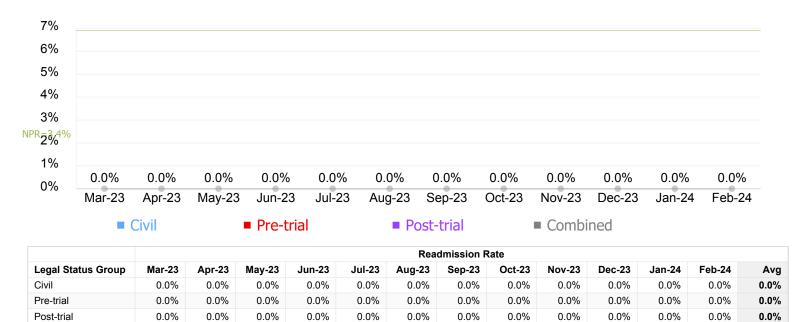
Emergency Medical Leaves

Non-Emergency Medical Leaves

Metrics	YearMonth (1)	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Avg	Total
Inter-Unit Transf	fers	37	35	27	40	24	37	77	46	31	13	16	33	35	416
Emergency Med	lical Leaves	8	7	5	10	8	13	7	7	11	3	3	4	7	86
Non-Emergency	Medical Leaves	10	6	5	7	9	5	8	3	10	7	5	10	7	85
Total		55	48	37	57	41	55	92	56	52	23	24	47	49	587

\* 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%

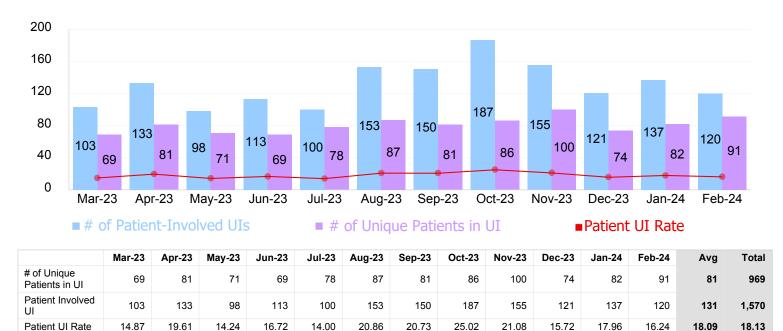
0.0%

0.0%

0.0%

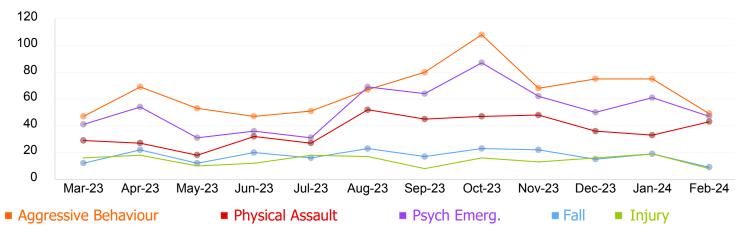
Total Major Incidents 69 89 60 73 56 118 97 123 101 81 93 87 87 1,047 Only Total Number of 109 145 113 119 111 166 159 201 166 132 151 126 142 1,698 Uls

\* 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.



#### 7. Patient-Involved Unusual Incidents

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

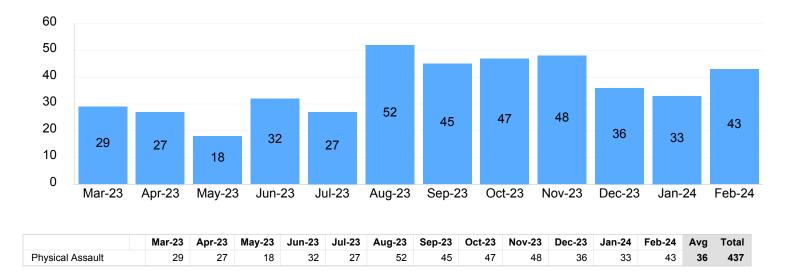


### 8. Selected Types of Incidents

Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Avg Physical Assault Injury Psychiatric Emergency Falls Aggressive Behaviour 

\* 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



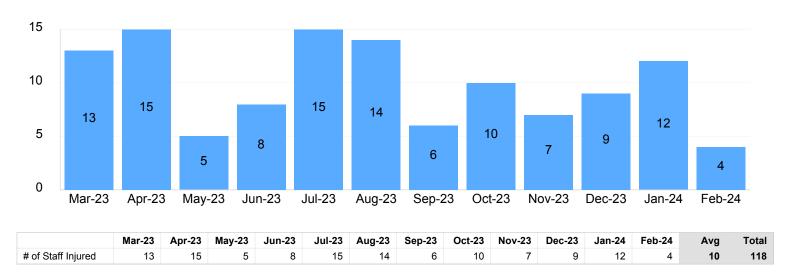
#### 10. Patient Injuries



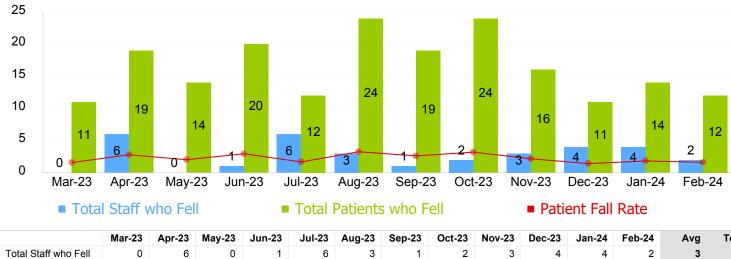
	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Avg	Total
Total Pts Injured	13	15	12	13	11	22	5	21	16	12	13	9	14	162
Major Pt Injuries	2	3	1	1	1	6	1	5	5	5	1	0	3	31
Patient Injury Rate	0.29	0.44	0.15	0.15	0.14	0.82	0.14	0.67	0.68	0.65	0.13	0.00	0.35	0.36

\*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.

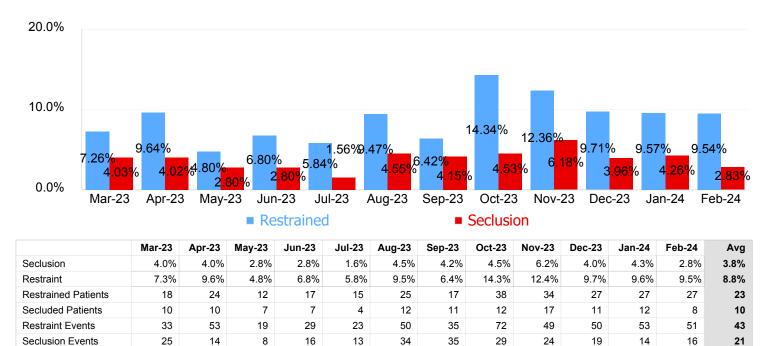


#### 12. Patient and Staff Falls

Total 32 Total Patients who 11 20 12 24 19 16 12 16 196 19 14 24 11 14 Fell Patient Fall Rate 1.59 2.80 2.03 2.96 1.68 3.27 2.63 3.21 2.18 1.43 1.84 1.62 2.27 2.26

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





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.

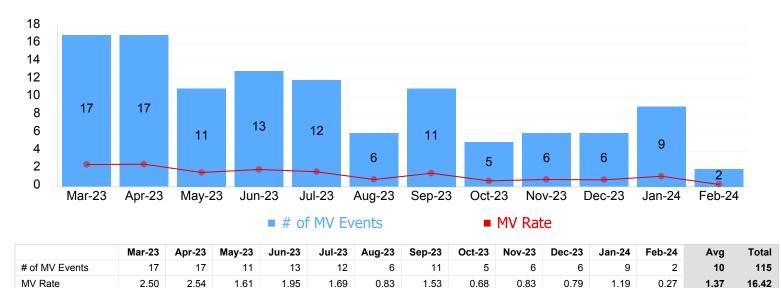


#### 14. Restraint Hours Rate & Seclusion Hours Rate

Hour Rate Event Type Mar-23 Jun-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Feb-24 Avg Apr-23 May-23 Jul-23 Jan-24 Restraint 0.12 0.26 0.09 0.18 0.19 0.28 0.11 0.34 0.21 0.16 0.30 0.24 0.21 0.22 0.12 0.06 0.18 0.12 0.33 0.43 0.26 0.19 0.19 0.09 0.15 0.20 Seclusion

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.

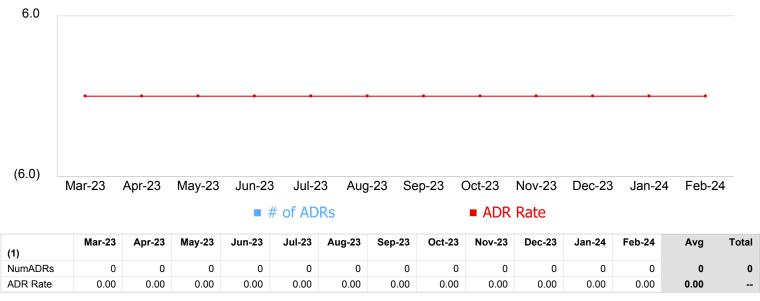
\* Restraint/Seclusion Hours Rate: Number of hours spent in restraint/seclusion for every 1000 inpatient hours. \*\* The duration of each physical hold event is counted as 1 minute as a physical hold is ordered and used only as a temporary intervention that lasts less than a minute to break up any physical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



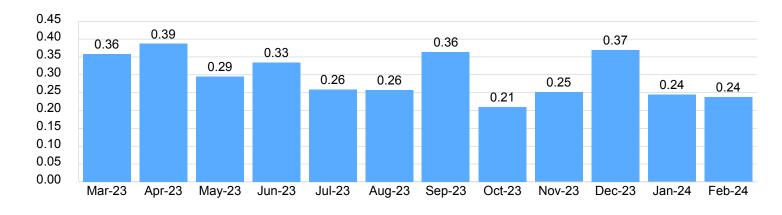
#### 15. Reported Medication Variance Events & Rate

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

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



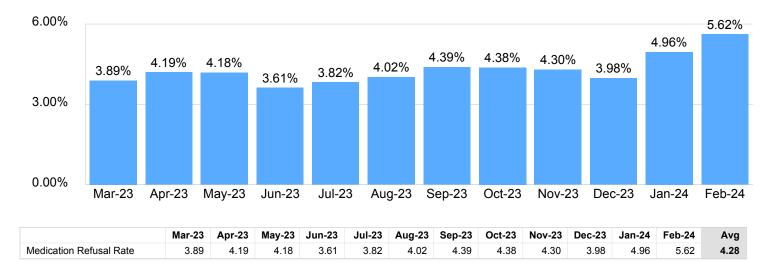
\* ADR Rate: Number of reported adverse drug reaction events that occurred for every 1000 inpatient days.



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

Event Type PercOfMissingDocumentation							Rate						
	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Avg
PercOfMissingDocumentation	0.36	0.39	0.29	0.33	0.26	0.26	0.36	0.21	0.25	0.37	0.24	0.24	0.30

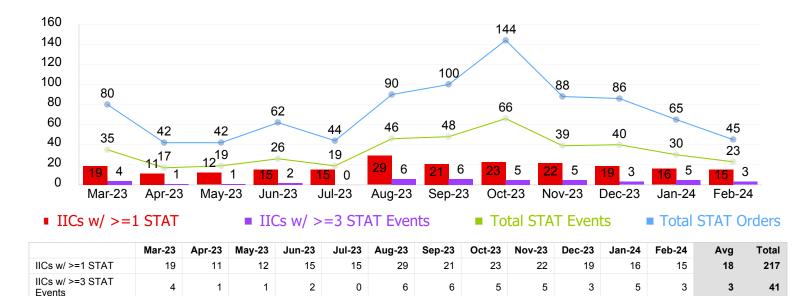
#### 18. Medication Refusal Rate



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

**Total STAT Events** 

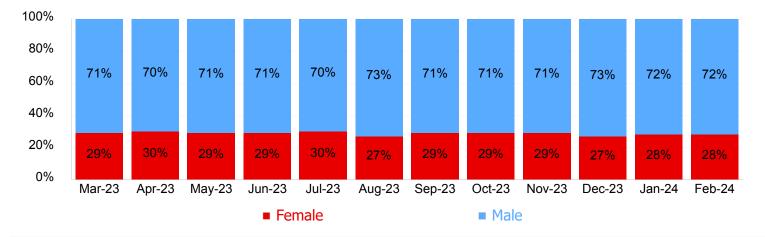
Total STAT Orders



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

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

## 20. Demographics - Trend of Gender Distribution



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

50-59

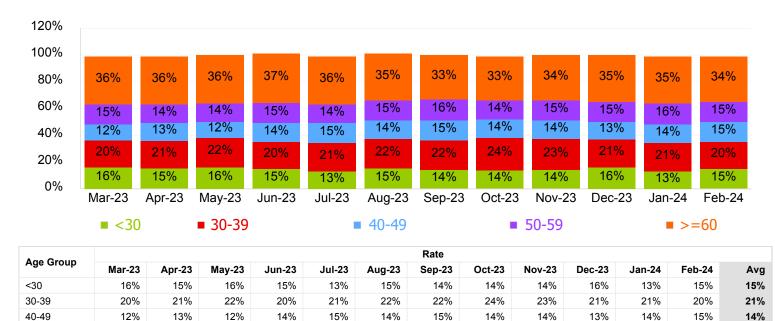
60+

15%

36%

14%

36%



15%

35%

16%

33%

14%

33%

15%

34%

15%

35%

## 21. Demographics - Trend of Age Distribution

14%

36%

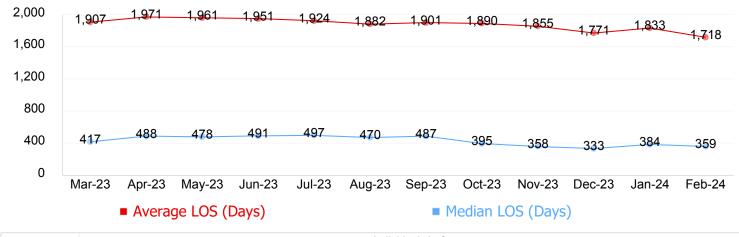
15%

37%

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

14%

36%



Turne						Individual	s In Care					
Туре	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Average LOS	1,907	1,971	1,961	1,951	1,924	1,882	1,901	1,890	1,855	1,771	1,833	1,718
Median LOS	417	488	478	491	497	470	487	395	358	333	384	359

16%

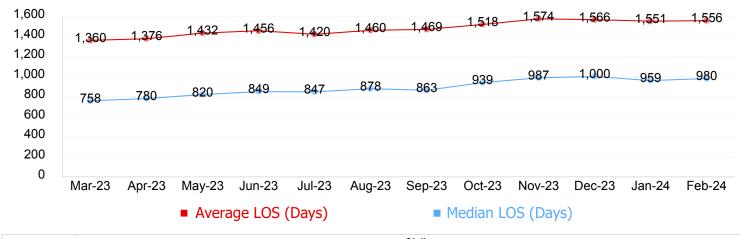
35%

15%

34%

15%

35%



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

Tuna						Civ	ril 🛛					
Туре	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Average LOS	1,360	1,376	1,432	1,456	1,420	1,460	1,469	1,518	1,574	1,566	1,551	1,556
Median LOS	758	780	820	849	847	878	863	939	987	1,000	959	980

# 24. Major Unusual Incidents by Incident Location/Unit

Category	Metrics							Patient							
	Incident Location		Apr-23	May-23	Jun-23		Aug-23	Sep-23	Oct-23	Nov-23	Dec-23		Feb-24		Av
Aggressive Behavior	1A	2	1	1		1	4	1		1	1	3		15	2
	1B		1		1		1	1	1	1	1	1	1	9	1
	1C	8	19	4	4	5	7	8	25	7	10	12	8	117	10
	1D	3	6	7	13	4	4	8	21	8	11	5	7	97	8
	1E	2	4						2	3		1	1	13	2
	1F	12	4	7	3	4	8	7	15	20	10	23	8	121	10
	1G	4			1	2	4	1		4	4	5	3	28	3
	2A	3	3	2	1	3		5	2	1	2	2	1	25	2
	2B		1	5	8	4	11	10	3	8	11	4	9	74	7
	2C	3	10	3	2	2	4	8	4	4	1	2	2	45	4
	2D	2	5	3	5	12	2	6	8	6	1	4	4	58	5
	Other	6	5	10	1	5	6	8	7	6	9	1	3	67	e
	TLC-Intensive		1		2	5	4	4	6					22	4
	TLC-Transitional			3			1	3	9			1	1	18	3
	Total	45	60	45	41	47	56	70	103	69	61	64	48	709	5
Fall	1A	1	2	-	1	-	2	1		2			1	10	1
	1B		2	2	3	2	2	4	8	4	3	2	2	34	3
	10		6	-	~	-	-	2	4	1	1	-	-	14	1
	1D	1	v		4	3		1		2				11	2
	1E	•	1		T	3	4	•	2	-	1	1		12	2
	1F	1	2	1	1	5	4		1	2	1	4	3	16	2
	1G	1	2	1	1				I	1	1	4	3	3	1
	2A	1		1	3	1		1	1	1		1		-3 10	1
		1		3	2	1	1		I	1	3				
	2B	2	4	3	2	0	1	2			3	2		16	2
	2C	1	1			2	2	2		3		0		11	2
	2D	2	2	1		3	6	3	4	1		3	1	26	3
	Other	1	1	1		1	3	2	2	1	1	2	1	16	1
	TLC-Intensive									1				1	1
	TLC-Transitional		1	4										5	3
	Total	10	18	13	15	15	20	18	22	20	10	16	8	185	1
Physical Assault	1A	3	2	1	1			1				1		9	2
	1B		3	1		1	3	1	1		1	1	3	15	2
	1C	1	6	1	1	3	2	9	10	4	5	5	5	52	4
	1D	4	2	1	13	3	1	2	2	5	3	1	13	50	4
	1E	3	1		3	2	5	4	2	1	1	1	7	30	3
	1F	13	4	10	1	1	5	1	7	9	2	11	5	69	e
	1G	1		2						3		2		8	2
	2A		2			1	1	1			3		2	10	2
	2B	2	1	1	1		13	9		4	1		3	35	4
	2C	2	1	3	2	3	2	6	3	6	2	2		32	3
	2D		4		6	9	3		2	1	2	4	1	32	4
	Other						6	10	7	4	8	1		36	e
	TLC-Intensive					1	1	1	5					8	2
	TLC-Transitional						1	2	5		2			10	3
	Total	29	26	20	28	24	43	47	44	37	30	29	39	396	3
Physical Injury	1A	_•	1	1	_•		1	1				1		5	1
ng sidar nijar y	1A 1B	1	1			2		1			1	1	1	8	1
	1C	2	8	1		2	2		4	2	1	2	1	25	3
	1D	2 1	0 1	1	8	2	2	1	4	2	2	2	2	25 23	2
	1E		I	I					4		2				2
		1	0	0	2	2	4	1	1	0	0	1	1	13 22	
	1F	6	2	2	2		3		4	8	2	3		32	4
	1G			2						2		1		5	2
	2A		1	1		1								3	1
	2B	2		1			1	2				1	1	8	1
	2C	1	3		1		1			5		1		12	2

Category	Metrics							Patient	Counts						
	Incident Location	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Total	Av
Physical Injury	2D	1			1	4	4		2		1	1	1	15	2
	Other		1			2	4	2	1	3	4	3		20	3
	TLC-Intensive							1	2	1				4	1
	TLC-Transitional		1	1							2			4	
	Total	15	19	10	14	16	23	9	14	21	13	16	7	177	1
Psych Emergency	1A						3	1				2		6	1
	1B		1	1					1			1	1	5	
	1C	5	16	2	3	7	5	9	17	7	10	13	11	105	9
	1D	4	7	6	11	3	4	7	18	5	10	6	8	89	7
	1E	3	2		2	1	2	2	2	1	1	1	3	20	:
	1F	19	6	8	2	3	7	2	10	22	9	23	9	120	1
	1G	1	1	2			2			2	2	4	3	17	1
	2A	1	3			1	1	1					3	10	1
	2B	1		1	6		15	13	1	5	4	1	1	48	;
	2C	1	4			1	5	6	4	7	2	2	3	35	
	2D	2	1	2	5	9	1	2	2	3	2	2		31	;
	Other	2	2	5		1	6	12	7	4	7	2	1	49	4
	TLC-Intensive		1			1	3	3	7					15	;
	TLC-Transitional			1			1	1	9			1		13	;
	Total	39	44	28	29	27	55	59	78	56	47	58	43	563	4
Total Unusual Incidents	1A	7	8	4	3	1	7	6		4	2	4	1	47	4
	1B	4	7	7	8	6	8	9	12	10	3	4	7	85	7
	1C	12	30	7	5	9	12	21	41	15	19	23	14	208	1
	1D	10	10	9	29	11	11	10	25	14	15	9	22	175	1
	1E	5	5		5	6	10	5	6	4	1	4	13	64	(
	1F	28	11	19	7	7	13	9	29	37	16	35	17	228	1
	1G	6	3	2	2	2	4	1		8	4	9	6	47	4
	2A	5	6	6	5	8	4	7	6	3	7	4	4	65	!
	2B	5	4	9	12	4	27	22	3	14	15	11	13	139	1
	2C	8	15	7	5	9	10	16	8	15	5	5	8	111	9
	2D	5	14	5	12	26	9	8	12	8	3	12	8	122	1
	Other	10	13	16	8	8	22	24	22	17	21	12	7	180	1
	TLC	1	2	9	2	8	8	13	26	2	3	1	2	77	(
	Total	106	128	100	103	105	145	151	190	151	114	133	122	1,548	12

#### PRISM - Feb-24