

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

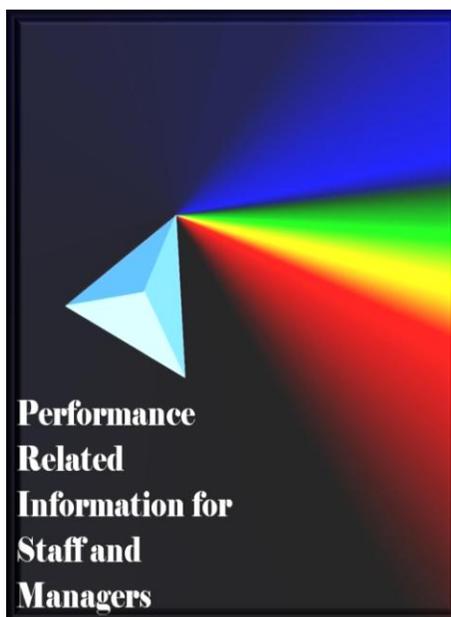


Performance Related Information for Staff and Managers

PRISM

AUGUST 2010

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Appendix 1) Table – Census, Admissions & Discharges

Appendix 2) Table – Key Performance Indicators

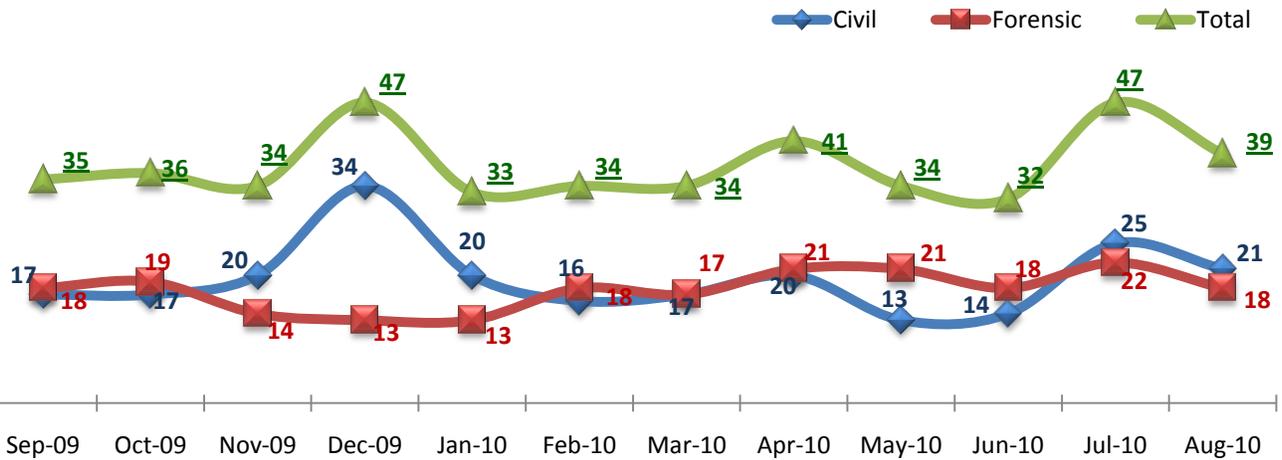
Appendix 3) Table – Unusual Incident & Medication

Appendix 4) Table – Restraint & Seclusion

9/13/2010

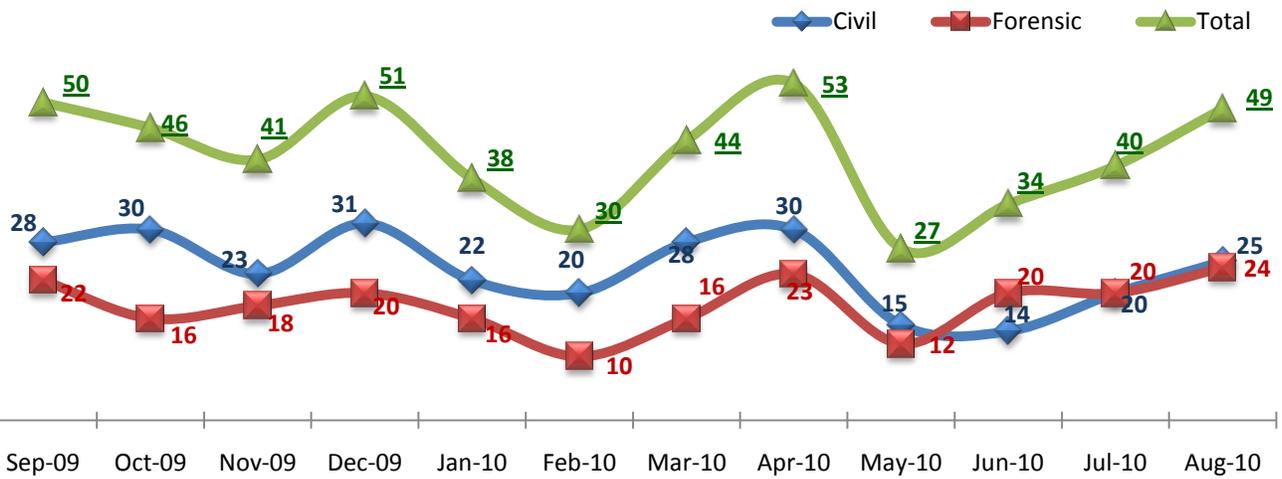
Office of Patient Statistics and Reporting (OPSR)

1. Admissions to SEH



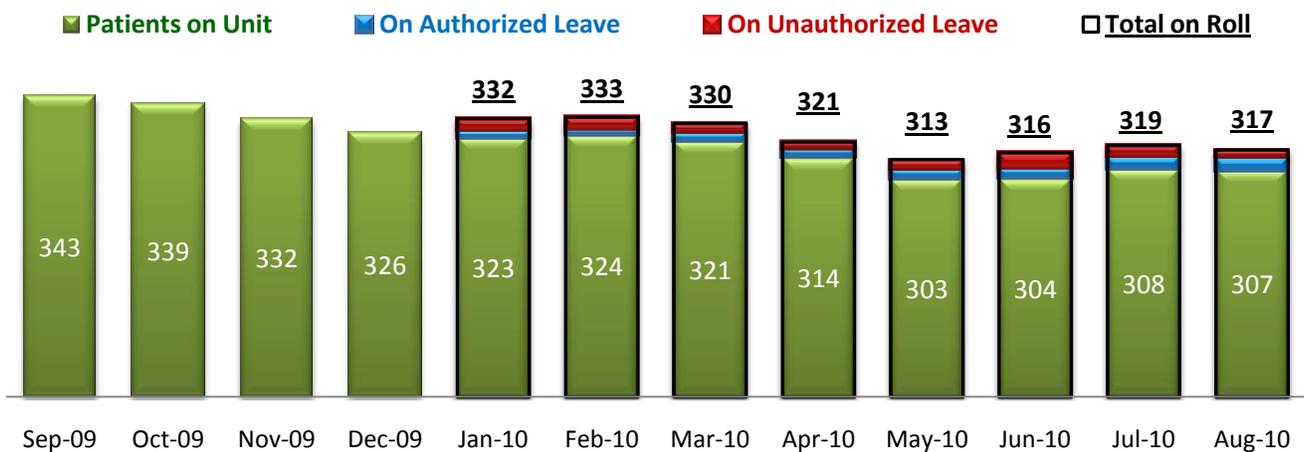
* Number of admissions to SEH inpatient program to SEH, including transfers from outpatient to inpatient program

2. Discharges from SEH



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

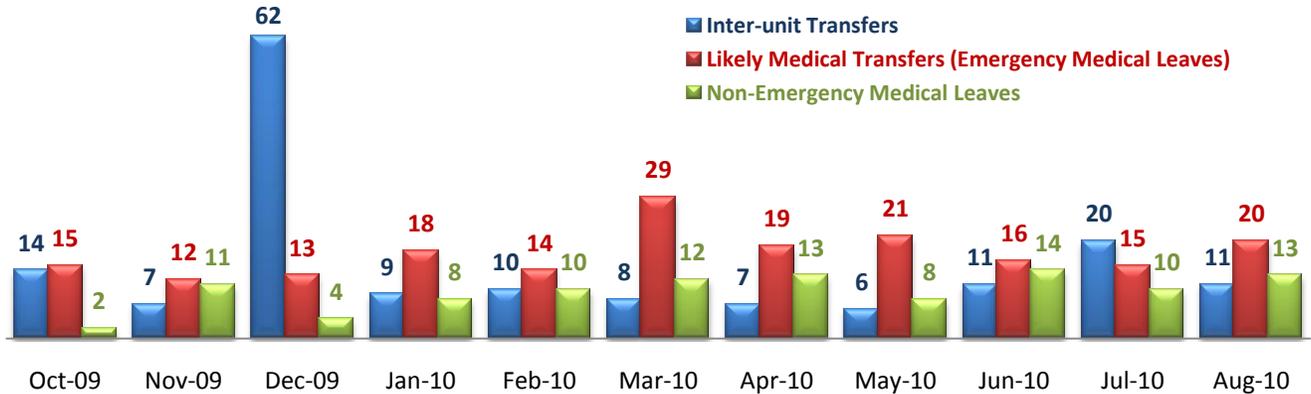
3. Average Daily Census



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

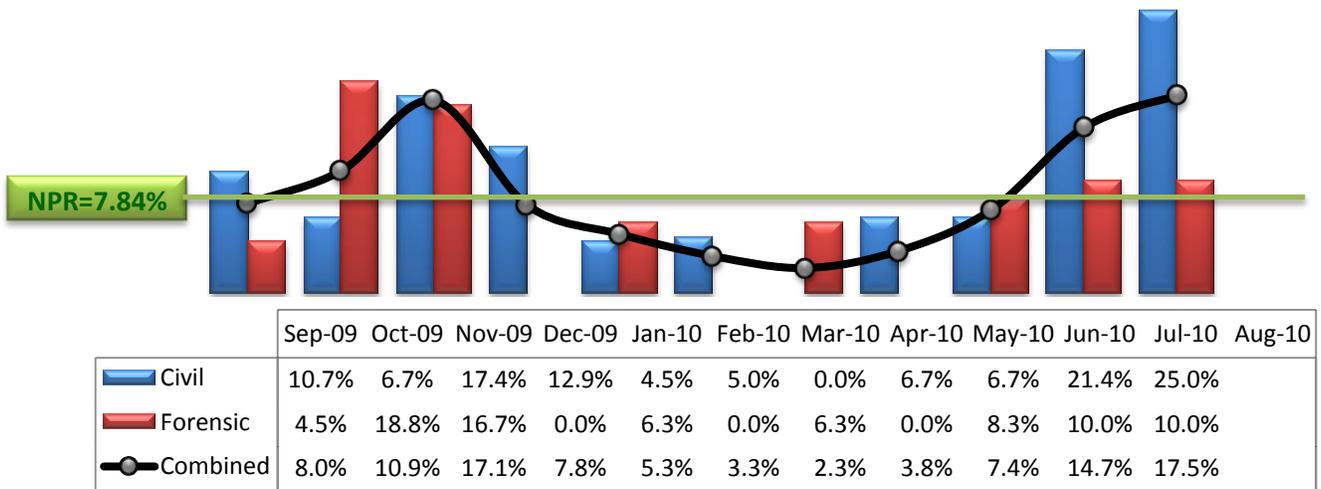
** 'Present on Unit' does not include individuals on authorized (temporary) or unauthorized leave (elopement).

4. Transfers



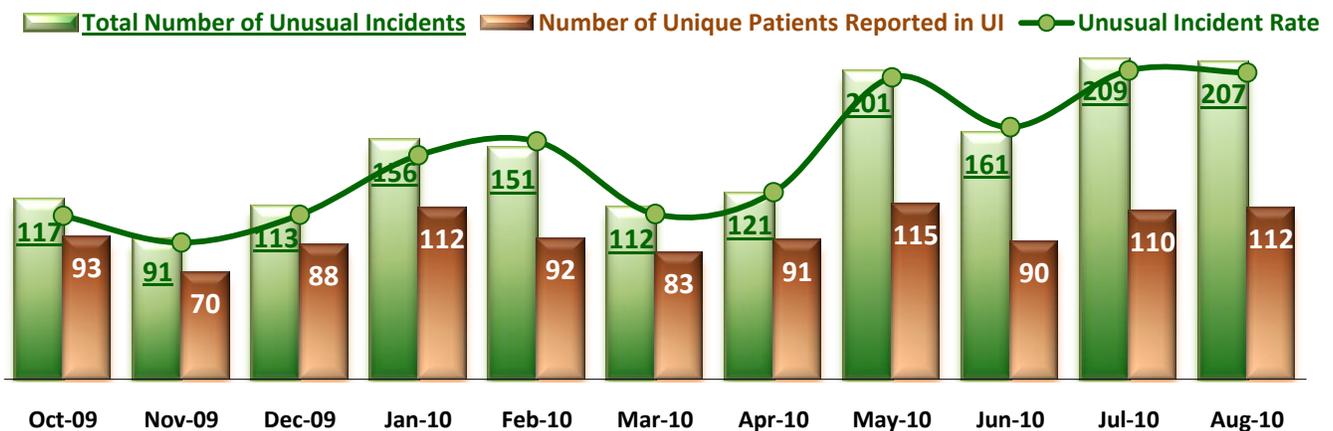
* Number of inter-unit transfers that occurred during month, number of emergency medical leaves that started during month, and number of non-emergency medical leaves that started during month.

5. 30-Day Readmission Rate



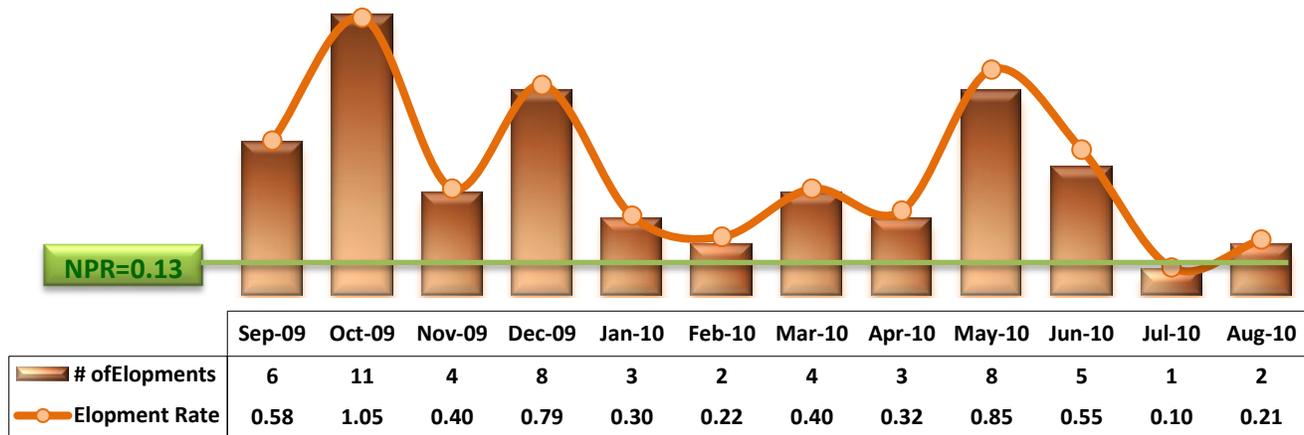
* Percent of discharges that returned to SEH within 30 days of discharges. It does not include those who may have been re-hospitalized to another psychiatric facility. This measure requires 30-day observation following discharge.

6. Unusual Incidents



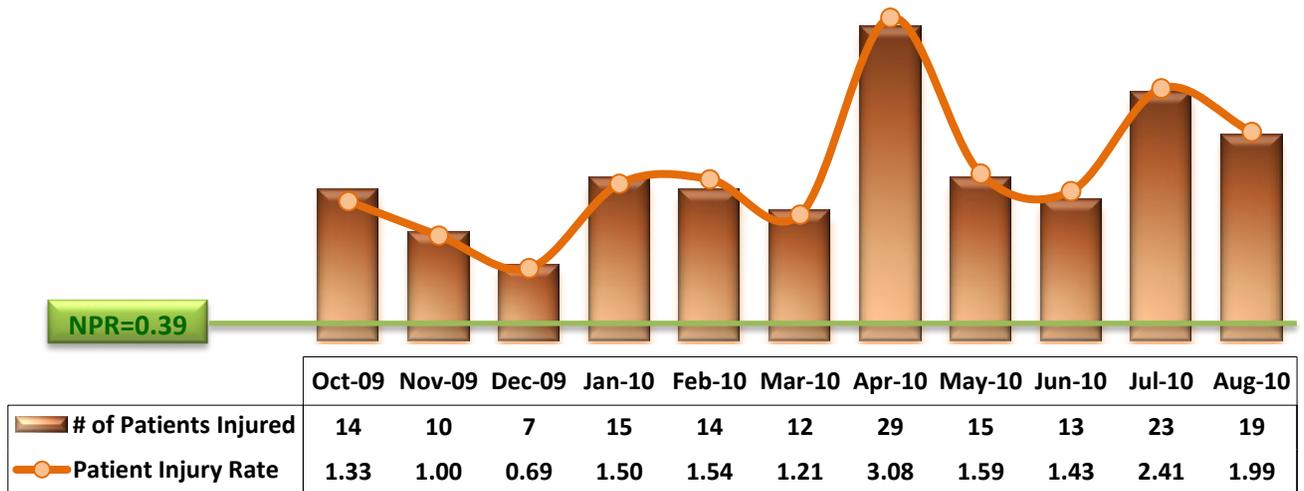
* Total number of reported unusual incidents (UI), number of unique patients involved in those UIs, and the number of unusual incidents reported for every 1000 inpatient days (unusual incident rate). Some incidents may not involve patients and some patients may be involved in more than one incident during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

7. Elopements



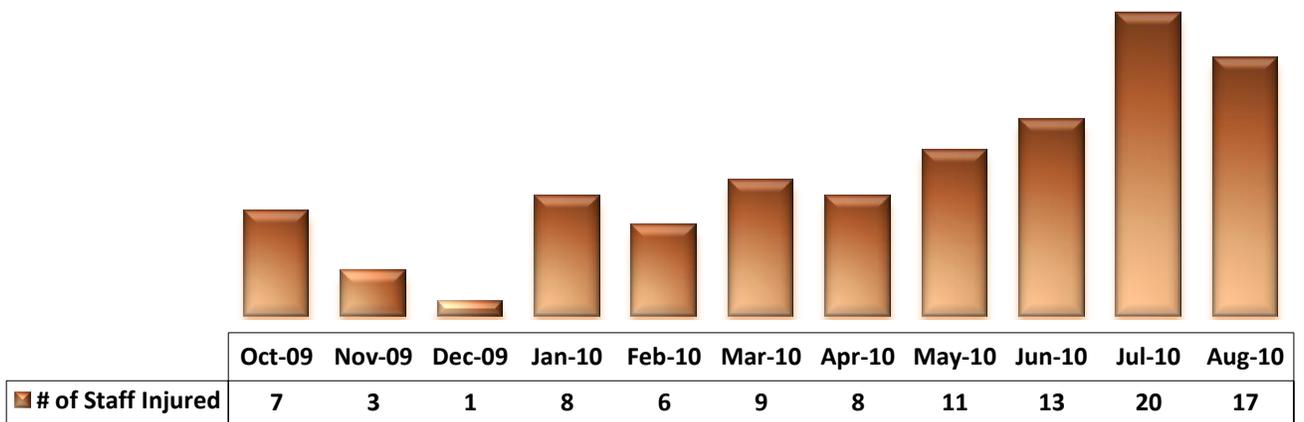
* Elopement Rate: Number of elopements that occurred for every 1000 inpatient days

8. Patient Injuries

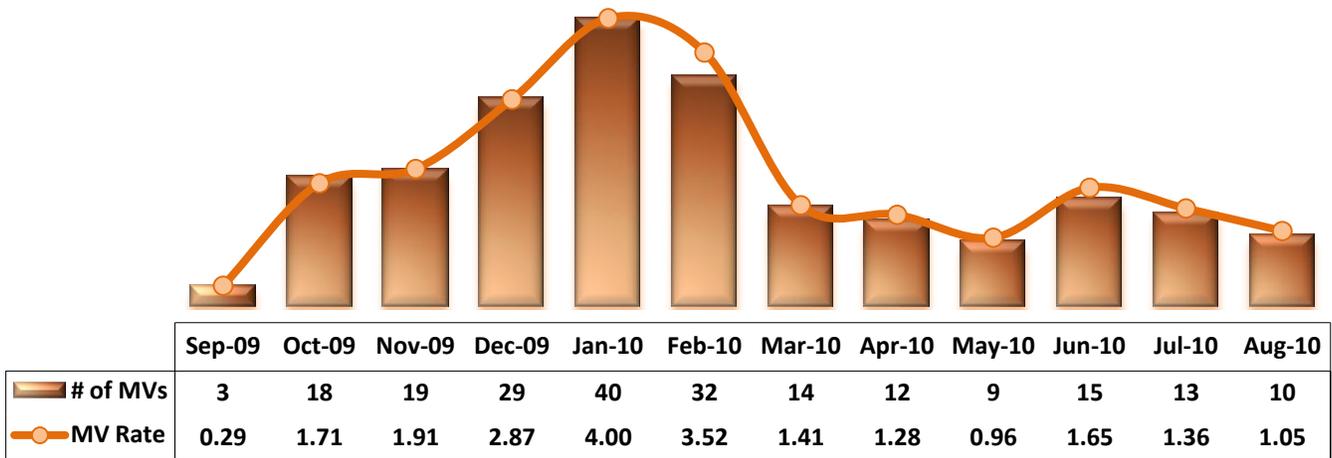


* Patient Injury Rate: Number of patient injury events that occurred for every 1000 inpatient days

9. Staff Injuries

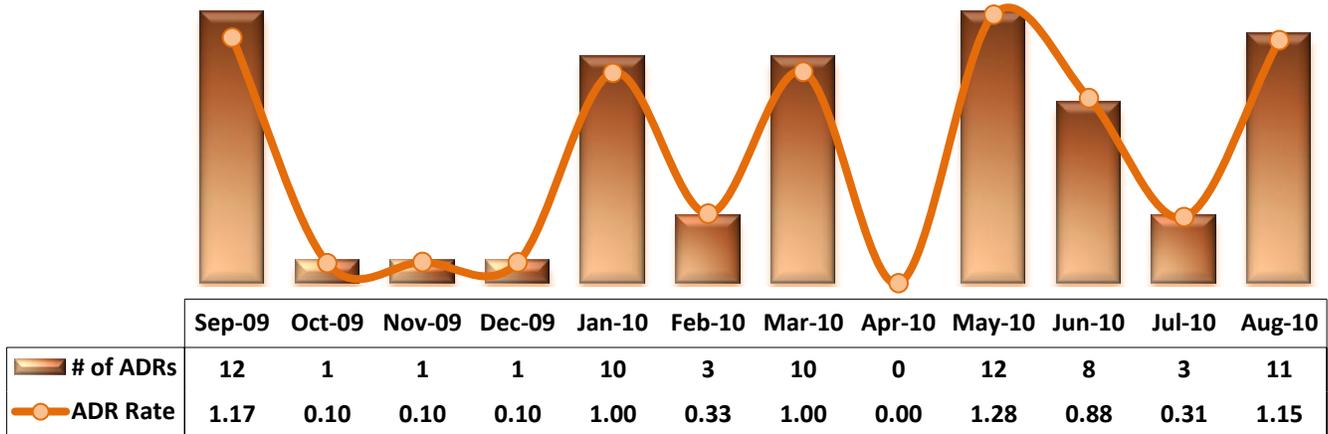


10. Medication Variances



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

11. Adverse Drug Reactions



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

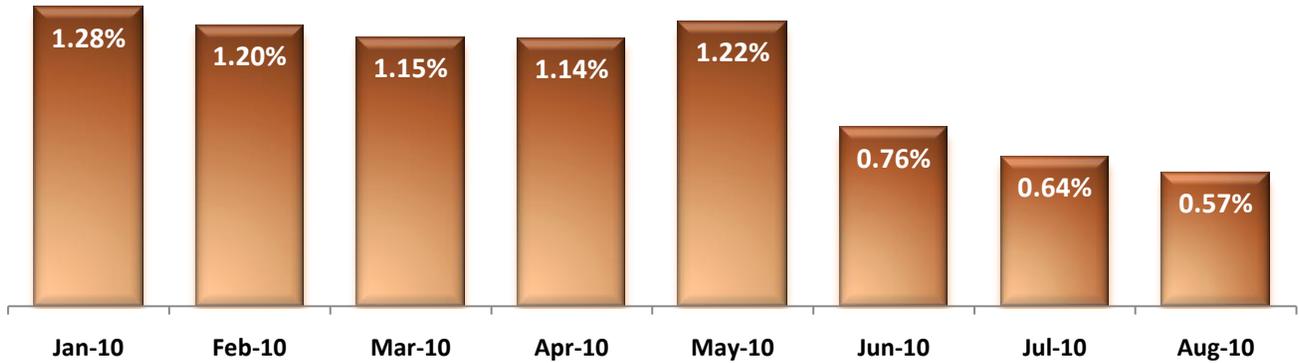
12. Likely Involuntary Emergency Medications

█ Total Number of Parenteral Tranquilizers given as STAT █ Unique Patients given Parenteral Tranquilizers as STAT

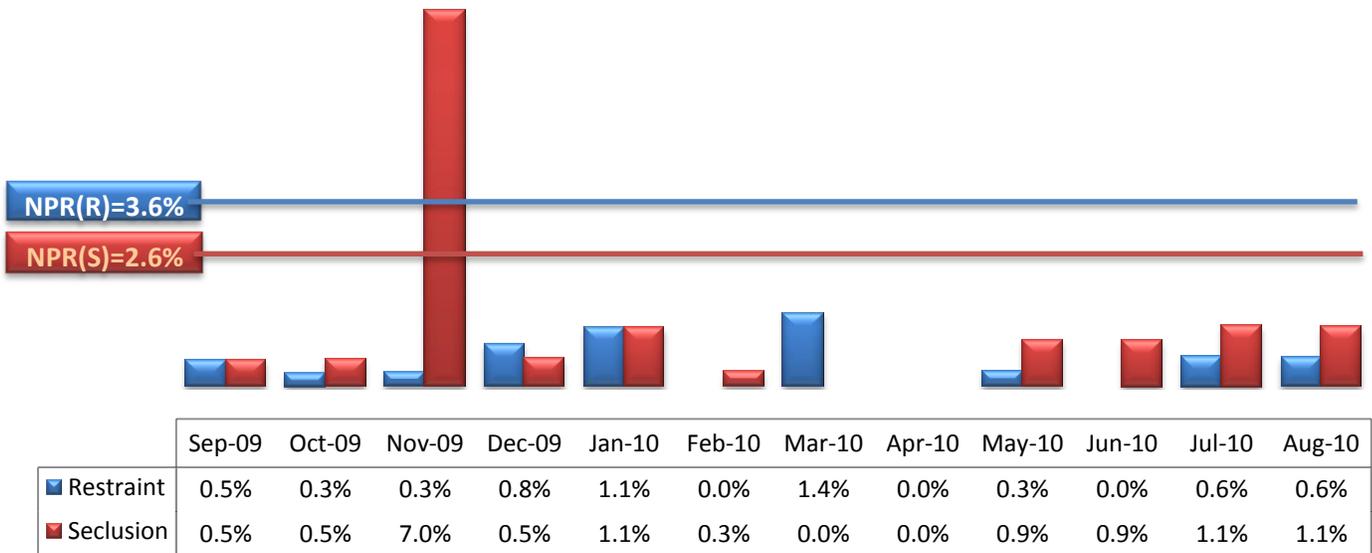


* Number of STAT medication orders of parenteral tranquilizers, which include Ativan, Chlorpromazine, Fluphenazine (Emergency only), Geodon, Haldol, Haloperidol Lactate (Emergency only), Klonopin and Zyprexa, and number of unique patients given.

13. Percent of Missing Documentation on Med-Administration

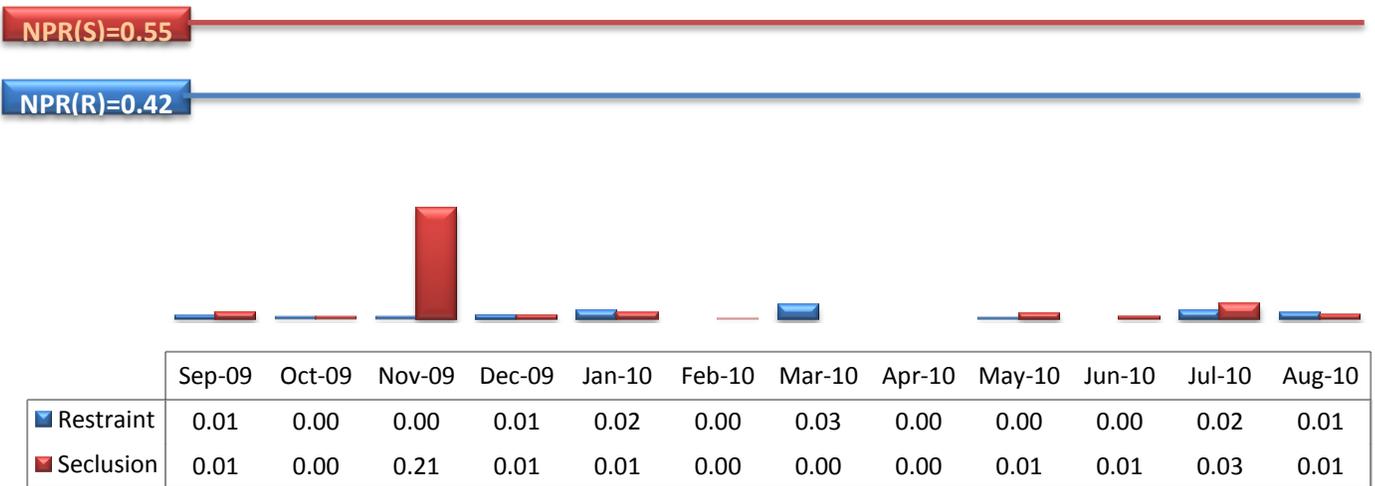


14. Percent of Patients Restrained or Secluded



* 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 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 09/13/10

Category	Program	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Monthly Average	Total (12mths)	Figure
Admissions	Civil	17	17	20	34	20	16	17	20	13	14	25	21	20	234	Figure 1
	Forensic	18	19	14	13	13	18	17	21	21	18	22	18	18	212	
	Total	35	36	34	47	33	34	34	41	34	32	47	39	37	446	
Discharges	Civil	28	30	23	31	22	20	28	30	15	14	20	25	24	286	Figure 2
	Forensic	22	16	18	20	16	10	16	23	12	20	20	24	18	217	
	Total	50	46	41	51	38	30	44	53	27	34	40	49	42	503	
Net Gain During Month	Civil	-11	-13	-3	3	-2	-4	-11	-10	-2	0	5	-4		-52	
	Forensic	-4	3	-4	-7	-3	8	1	-2	9	-2	2	-6		-5	
	Total	-15	-10	-7	-4	-5	4	-10	-12	7	-2	7	-10		-57	
All Individuals on Roll at End of Month		354	344	337	334	329	333	323	311	318	316	323	313	328		
a. Present on Unit		345	333	328	326	320	324	315	304	309	302	312	304	319		
b. On AL		4	5	5	3	4	4	5	4	3	7	6	6	5		
c. On UL		5	6	4	5	5	5	3	3	6	7	5	3	5		
All Individuals on Roll: Daily Average during Month						332	333	330	321	313	316	319	317			Figure 3
a. Present on Unit*		343	339	332	326	323	324	321	314	303	304	308	307		320	
b. On AL						4	3	4	4	5	5	6	6			
c. On UL						5	5	4	3	4	7	5	3			
Patient Days*		10283	10516	9956	10094	10007	9081	9958	9408	9406	9105	9553	9532	9742	116899	
Inter-Unit Transfers during Month**		28	14	7	62	9	10	8	7	6	11	20	11	16	193	Figure 4
Medical Leaves Initiated during Month	Emergency		15	12	13	18	14	29	19	21	16	15	20	17	192	
	Non-Emer		2	11	4	8	10	12	13	8	14	10	13	10	105	
	Total		17	23	17	26	24	41	32	29	30	25	33	27	297	
Non-Medical Leaves Initiated during Month			91	66	57	49	28	35	38	44	83	71	59	56	621	
UL Initiated during Month			11	4	8	3	2	4	3	8	5	1	2	5	51	
Total Unique Patients Served during Month		397	387	374	377	367	361	367	361	344	348	355	361	367		
30 Day Readmission***	Civil	3	2	4	4	1	1	0	2	1	3	5	2			
	Forensic	1	3	3	0	1	0	1	0	1	2	2	1			
	Total	4	5	7	4	2	1	1	2	2	5	7	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.

** 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 & Managers

Key Performance Indicators

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

Updated as of 09/13/10

Category	Program	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Monthly Average	NPR* (Dec-09)	Figure
30 Day Readmit (Discharge Cohort)**	Civil	10.7%	6.7%	17.4%	12.9%	4.5%	5.0%	0.0%	6.7%	6.7%	21.4%	25.0%		9.9%		Figure 5
	Forensic	4.5%	18.8%	16.7%	0.0%	6.3%	0.0%	6.3%	0.0%	8.3%	10.0%	10.0%		6.5%		
	Combined	8.0%	10.9%	17.1%	7.8%	5.3%	3.3%	2.3%	3.8%	7.4%	14.7%	17.5%		8.0%	7.8%	
Unusual Incident Rate		9.24	11.13	9.14	11.19	15.59	16.63	11.25	12.86	21.37	17.68	21.88	21.72	14.83		Figure 6
Elopement Rate		0.58	1.05	0.40	0.79	0.30	0.22	0.40	0.32	0.85	0.55	0.10	0.21	0.44	0.13	Figure 7
Patient Injury Rate		1.26	1.33	1.00	0.69	1.50	1.54	1.21	3.08	1.59	1.43	2.41	1.99	1.57	0.39	Figure 8
Number of Patients Injured		13	14	10	7	15	14	12	29	15	13	23	19	15		
Number of Staff Injured			7	3	1	8	6	9	8	11	13	20	17	9		Figure 9
Medication Variance Rate		0.29	1.71	1.91	2.87	4.00	3.52	1.41	1.28	0.96	1.65	1.36	1.05	1.83		Figure 10
Adverse Drug Reaction Rate		1.17	0.10	0.10	0.10	1.00	0.33	1.00	0.00	1.28	0.88	0.31	1.15	6.00		Figure 11
Total Number of Parenteral Tranquilizers given as STAT		51	81	62	77	61	62	58	26	63	82	79	90	66		Figure 12
Unique Patients given Parenteral Tranquilizers as		29	25	32	29	23	28	26	12	26	28	27	33	27		
Percent of Missing Documentation on Medication Administration						1.28%	1.20%	1.15%	1.14%	1.22%	0.76%	0.64%	0.57%	0.99%		Figure 13
Percent of Patients Restrained		0.5%	0.3%	0.3%	0.8%	1.1%	0.0%	1.4%	0.0%	0.3%	0.0%	0.6%	0.6%	0.5%	3.6%	Figure 14
Percent of Patients Secluded		0.5%	0.5%	7.0%	0.5%	1.1%	0.3%	0.0%	0.0%	0.9%	0.9%	1.1%	1.1%	1.2%	2.6%	
Restraint Hours Rate		0.01	0.00	0.00	0.01	0.02	0.00	0.03	0.00	0.00	0.00	0.02	0.01	0.01	0.42	Figure 15
Seclusion Hours Rate		0.01	0.00	0.21	0.01	0.01	0.00	0.00	0.00	0.01	0.01	0.03	0.01	0.03	0.55	

* 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 c 09/13/10

Category	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Monthly Average	Total (12mths)	NPR* (Dec-09)
Total Unusual Incidents**	95	117	91	113	156	151	112	121	201	161	209	207	145		
Unusual Incident Rate	9.24	11.13	9.14	11.19	15.59	16.63	11.25	12.86	21.37	17.68	21.88	21.72	14.83		
Unique Patients Involved in UI**	88	93	70	88	112	92	83	91	115	90	110	112	95		
Number of Elopement UI Reports	6	12	3	4	4	1	3	2	7	5	2	3	4	52	
Number of Elopements (UL) Documented in Avatar		11	4	8	3	2	4	3	8	5	1	2	5		
Elopement Rate	0.58	1.05	0.40	0.79	0.30	0.22	0.40	0.32	0.85	0.55	0.10	0.21	0.44		0.13
Number of Patients Injured**	13	14	10	7	15	14	12	29	15	13	23	19	15	184	
Patient Injury Rate	1.26	1.33	1.00	0.69	1.50	1.54	1.21	3.08	1.59	1.43	2.41	1.99	1.57		0.39
Number of Staff Injured**		7	3	1	8	6	9	8	11	13	20	17	9		
Number of Reported Medication Variances (MV)**	3	18	19	29	40	32	14	12	9	15	13	10	18	214	
MV Rate	0.29	1.71	1.91	2.87	4.00	3.52	1.41	1.28	0.96	1.65	1.36	1.05	1.83		
Number of Reported Adverse Drug Reactions (ADR)	12	1	1	1	10	3	10	0	12	8	3	11	6	72	
ADR Rate	1.17	0.10	0.10	0.10	1.00	0.33	1.00	0.00	1.28	0.88	0.31	1.15	0.62		
Number of Medication Administration Scheduled					121314	109416	118733	112799	112575	109765	114363	115810		914775	
Number of Missing Documentation on Medication Administration					1547	1312	1361	1288	1370	835	729	659		9101	
Percent of Missing Documentation on Medication Administration					1.28%	1.20%	1.15%	1.14%	1.22%	0.76%	0.64%	0.57%		0.99%	
Total Patients with >=3 STATs during Month	31	39	55	26	27	22	28	23	41	30	33	40	33		
Total Number of Parenteral Tranquilizers given as STAT	51	81	62	77	61	62	58	26	63	82	79	90	66		
Unique Patients given Parenteral Tranquilizers as STAT	29	25	32	29	23	28	26	12	26	28	27	33	27		

* 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 09/13/10

Category	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Monthly Average	Total (12mths)	NPR* (Dec-09)
Number of Restraint Events	2	1	1	3	4	0	6	0	1	0	3	3	2.0	24	
Number of Unique Patients Restrained	2	1	1	3	4	0	5	0	1	0	2	2	1.8		
Percentage of Patients Restrained	0.5%	0.3%	0.3%	0.8%	1.1%	0.0%	1.4%	0.0%	0.3%	0.0%	0.6%	0.6%	0.5%		3.6%
Total Restraint Hours (h:mm)	2:00	1:00	1:00	2:15	4:20	0:00	6:45	0:00	0:45	0:00	4:05	3:00	2:05	25:10	
Restraint Hours Rate	0.01	0.00	0.00	0.01	0.02	0.00	0.03	0.00	0.00	0.00	0.02	0.01	0.01		0.42
Number of Seclusion Events	3	2	50	3	5	1	0	0	4	4	9	4	7.1	85	
Number of Unique Patients Secluded	2	2	26	2	4	1	0	0	3	3	4	4	4.3		
Percentage of Patients Secluded	0.5%	0.5%	7.0%	0.5%	1.1%	0.3%	0.0%	0.0%	0.9%	0.9%	1.1%	1.1%	1.2%		2.6%
Total Seclusion Hours (h:mm)	3:30	1:05	50:00	2:05	3:15	0:20	0:00	0:00	2:55	1:22	6:55	2:10	6:08	73:37	
Seclusion Hours Rate	0.01	0.00	0.21	0.01	0.01	0.00	0.00	0.00	0.01	0.01	0.03	0.01	0.03		0.55

* National Public Rate, NASMHPD Research Institute