

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

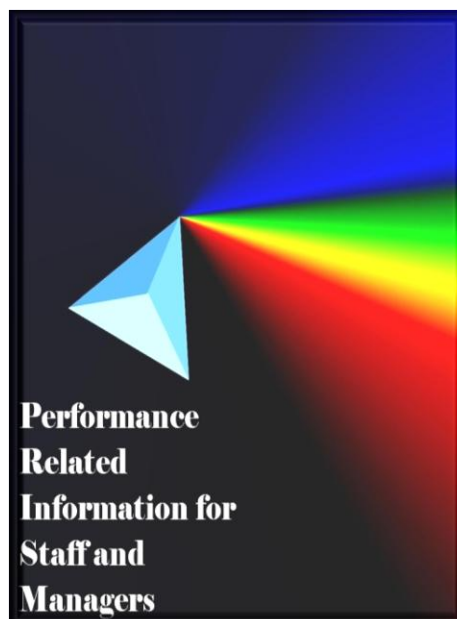


**Performance Related Information for Staff and Managers**

# **PRISM**

## **SEPTEMBER 2010 (FY2010)**

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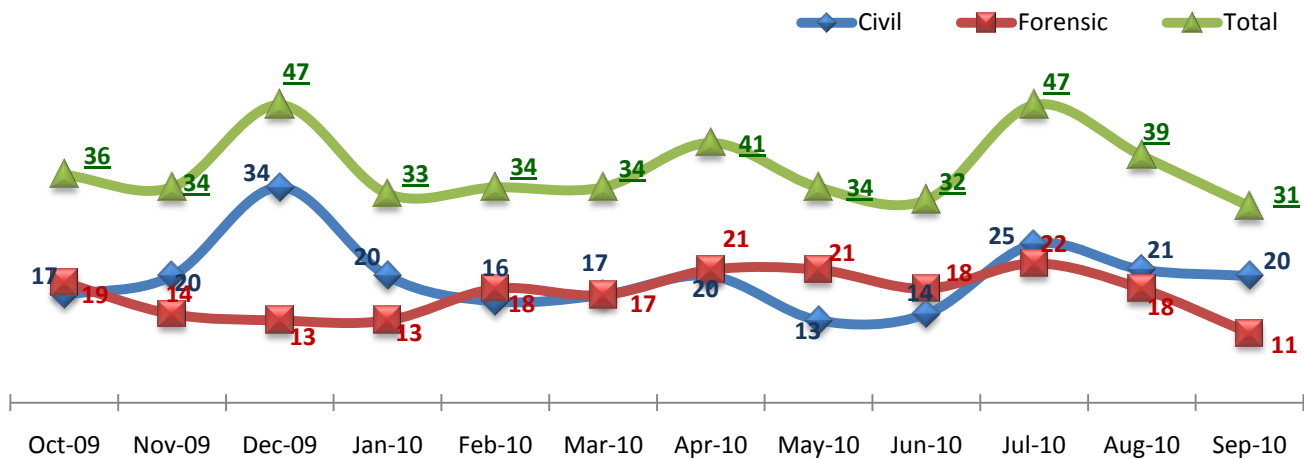


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**10/14/2010**

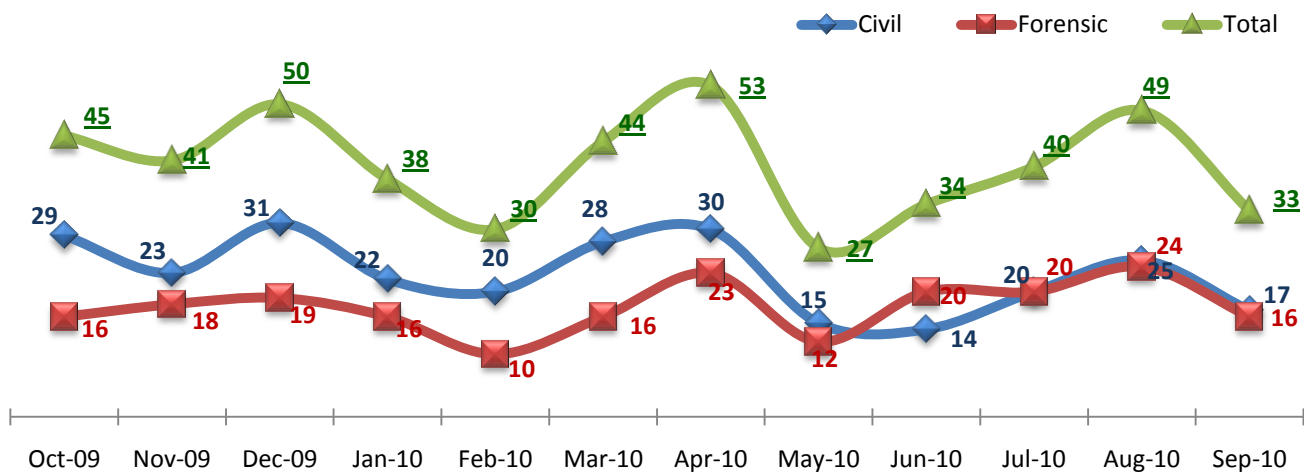
**Office of Patient Statistics and Reporting (OPSR)**

## 1. Admissions to SEH



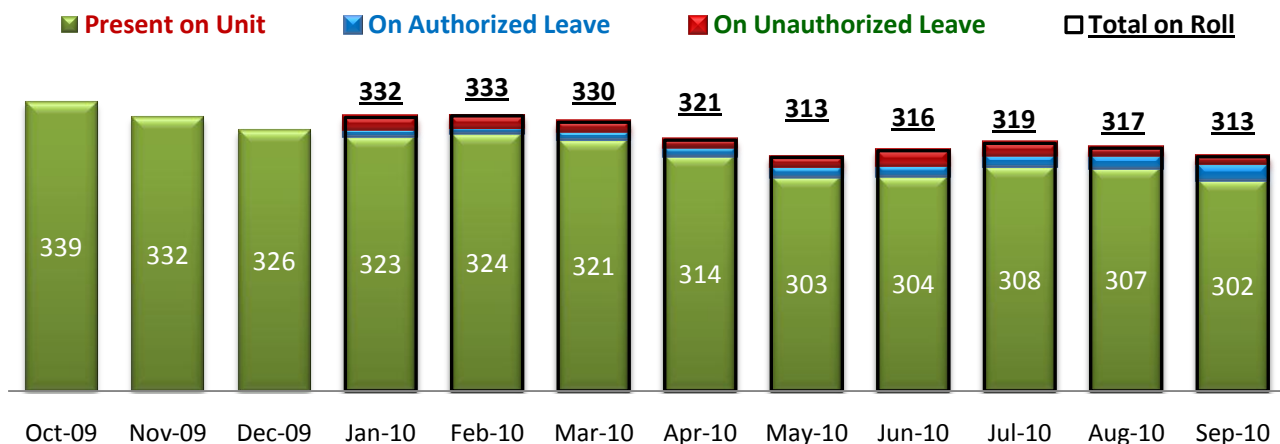
\* Number of admissions to SEH inpatient program to SEH, including transfers from outpatient to inpatient program

## 2. Discharges from SEH



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

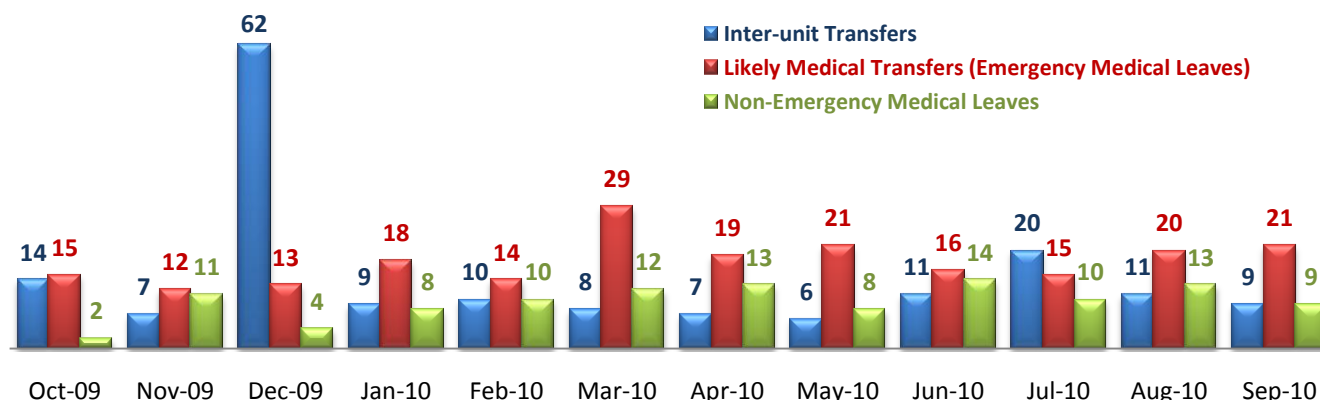
## 3. Average Daily Census



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

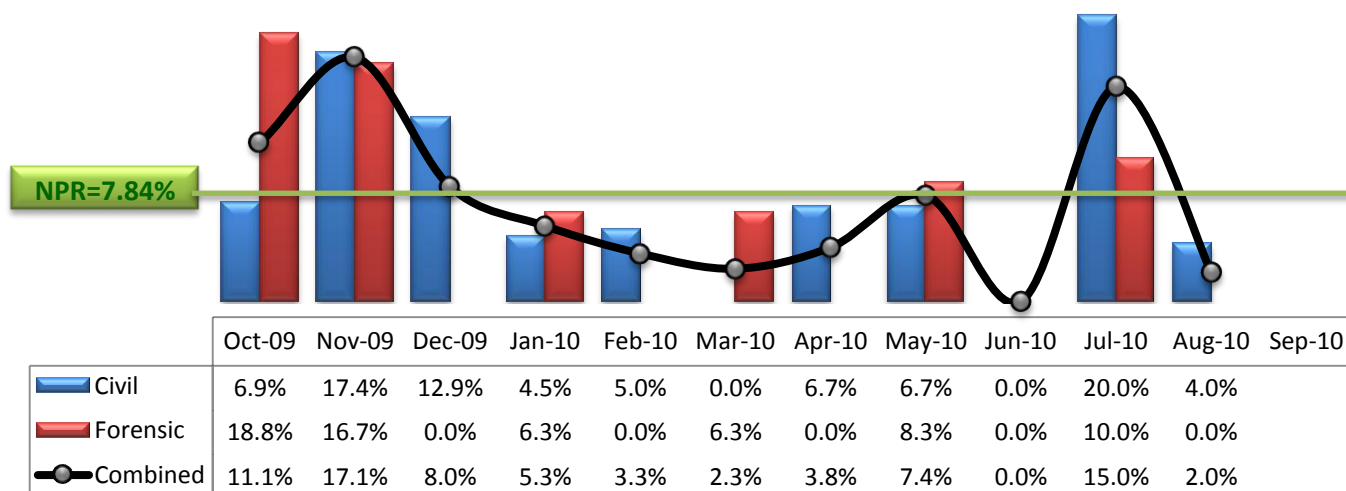
\*\* 'Present on Unit' does not include individuals on authorized (temporary) or unauthorized leave (elopement).

## 4. Transfers



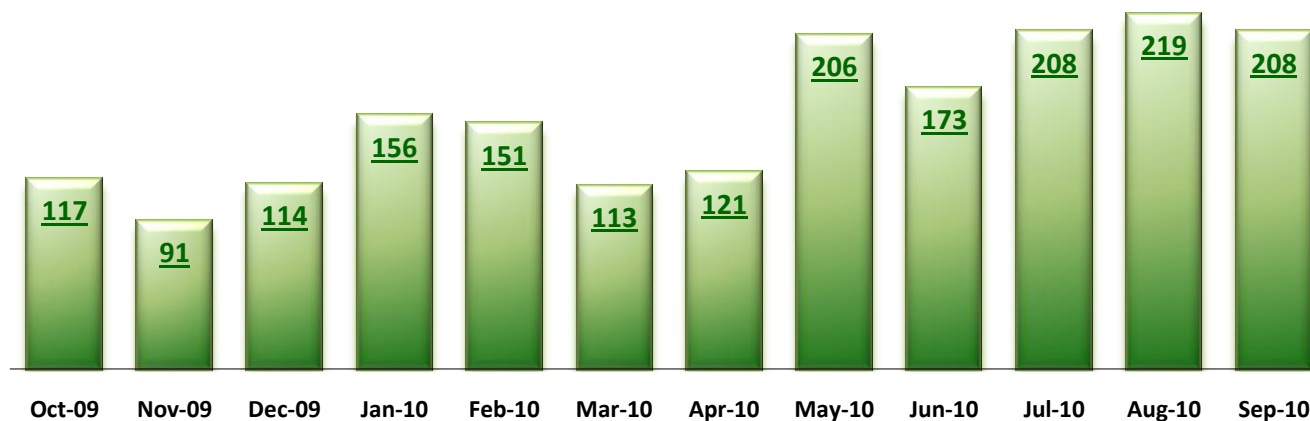
\* Number of inter-unit transfers that occurred during month, number of emergency medical leaves that started during month, and number of non-emergency medical leaves that started during month.

## 5. 30-Day Readmission Rate



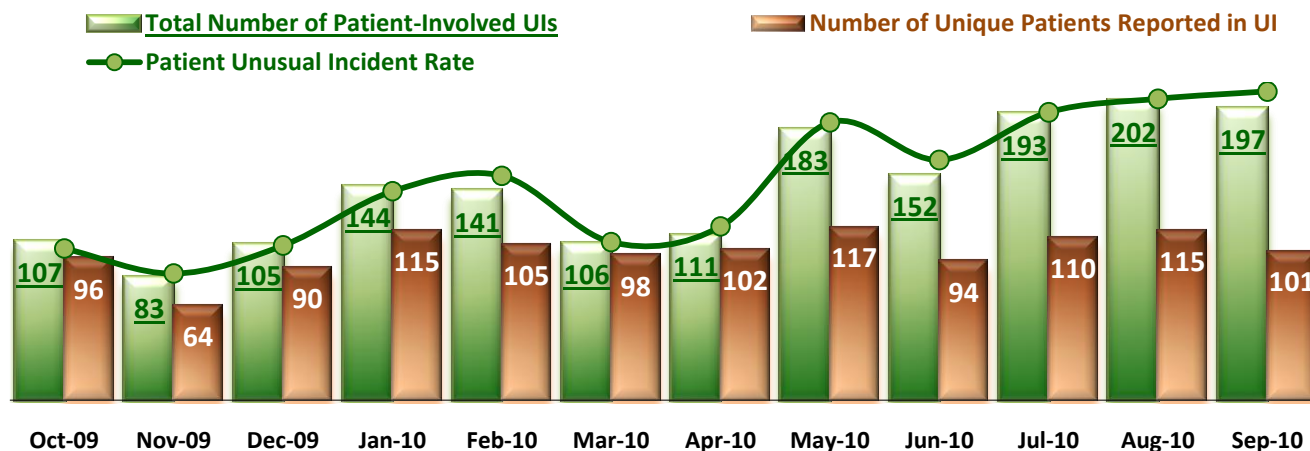
\* Percent of discharges that returned to SEH within 30 days of discharges. It does not include those who may have been re-hospitalized to another psychiatric facility. This measure requires 30-day observation following discharge.

## 6. Unusual Incidents



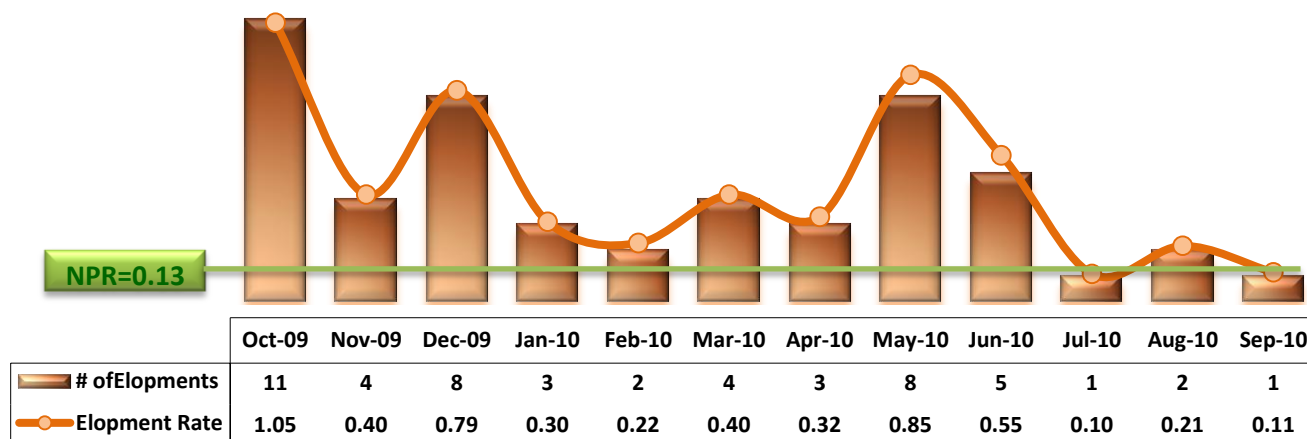
\* It counts all of the unusual incidents (UIs), including those that did not involve any patients, that have been reported to the Risk Manager by 10/8/10. Numbers may change if any incidents that occurred during the above period are reported later.

## 7. Patient-Involved Unusual Incidents



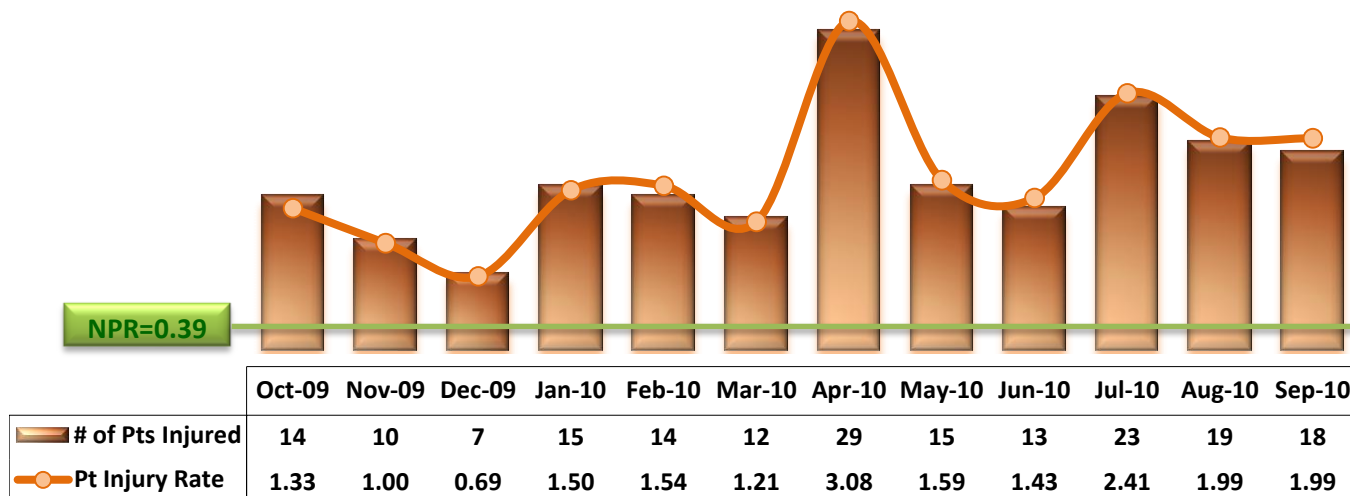
\* It counts only those incidents that involved at least one or more patients. Some patients may be involved in more than one incident and the number of unique patients does not double count such patients. The patient UI rate is the number of unusual incidents reported for every 1000 inpatient days.

## 8. Elopements



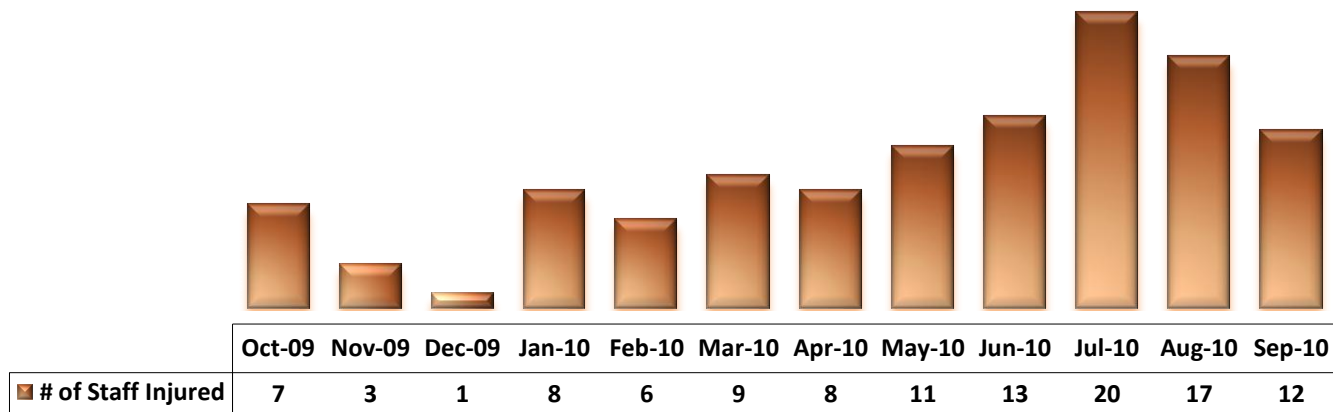
\* Elopement Rate: Number of elopements that occurred for every 1000 inpatient days.

## 9. Patient Injuries

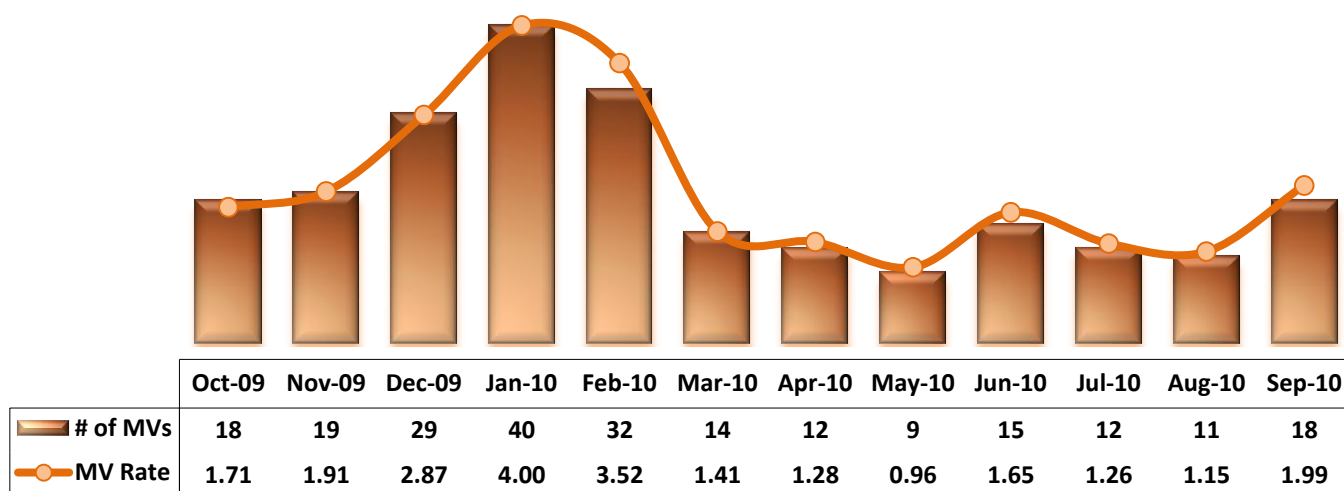


\* Patient Injury Rate: Number of patient injury events that occurred for every 1000 inpatient days.

## 10. Staff Injuries

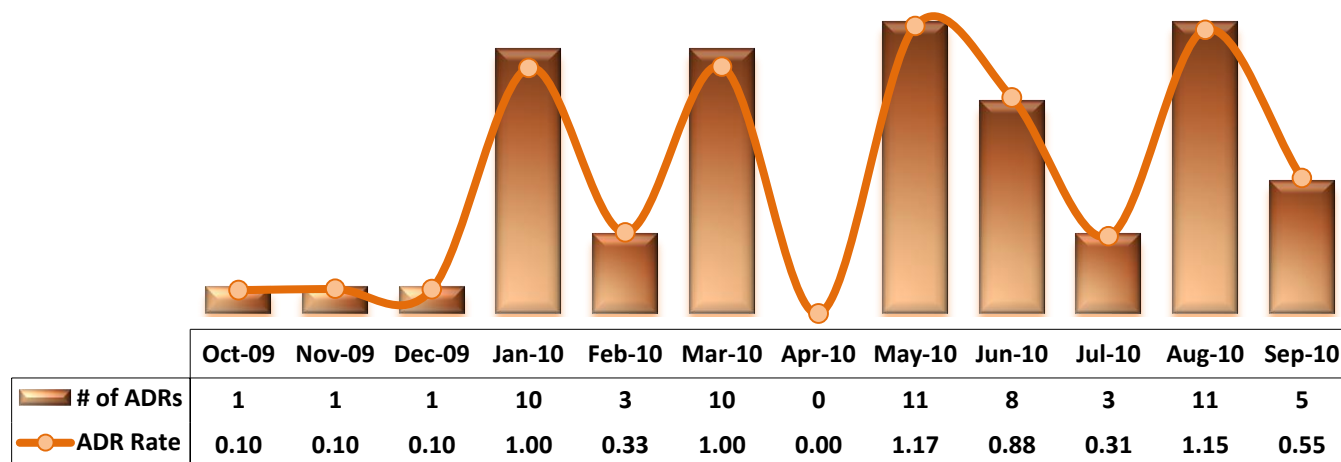


## 11. Medication Variances



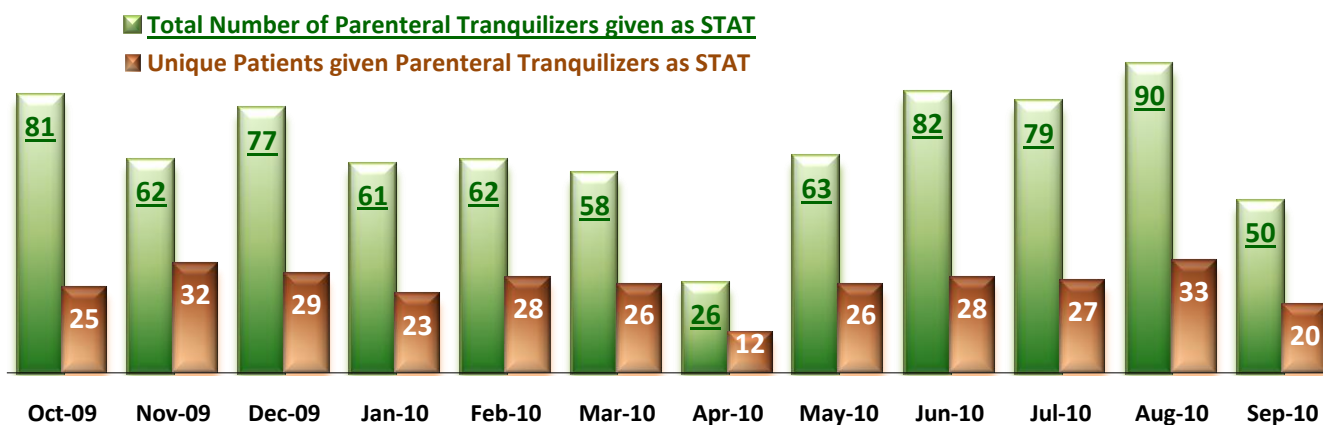
\* MV Rate: Number of medication variance events that occurred for every 1000 inpatient days.

## 12. Adverse Drug Reactions



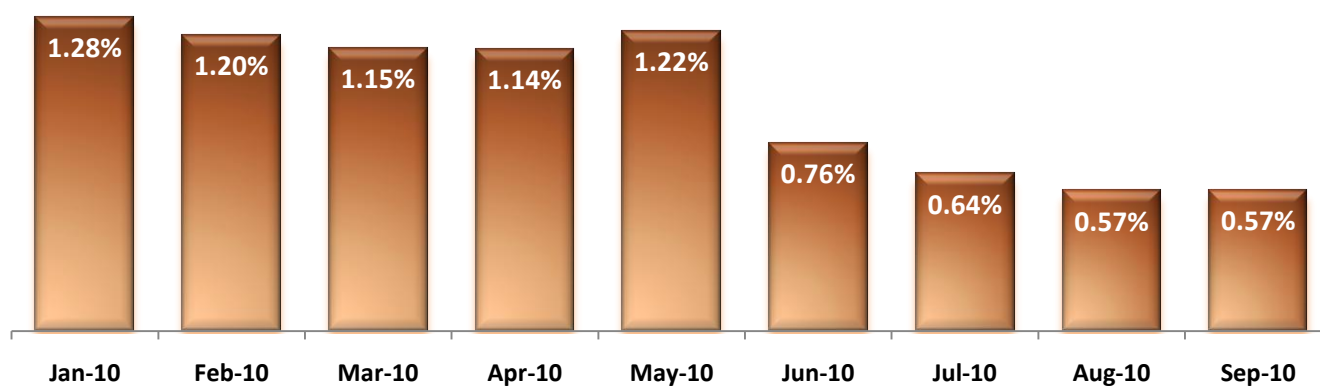
\* ADR Rate: Number of medication variances that occurred for every 1000 inpatient days.

### 13. Likely Involuntary Emergency Medications

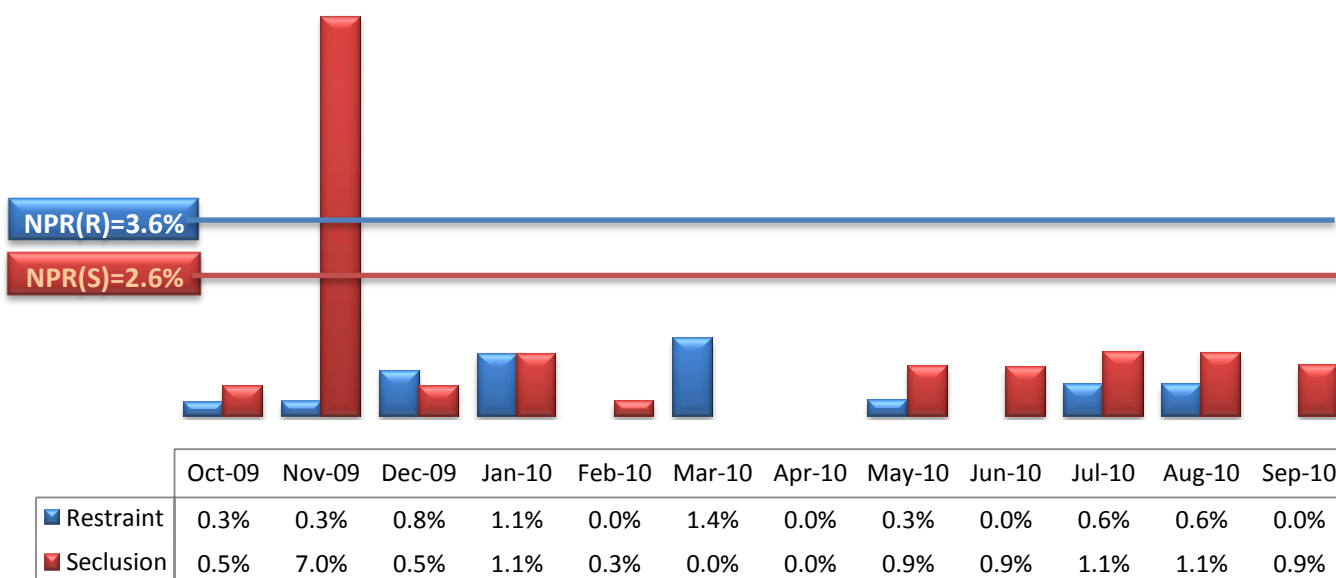


\* Number of STAT medication orders of parenteral tranquilizers, which include Ativan, Chlorpromazine, Fluphenazine (Emergency only), Geodon, Haldol, Haloperidol Lactate (Emergency only), Klonopin and Zyprexa, and number of unique patients given.

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



### 15. Percent of Patients Restrained or Secluded

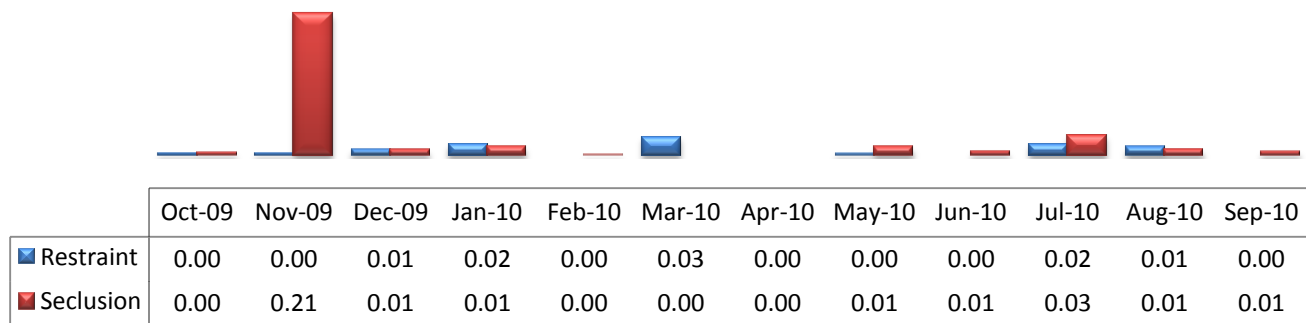


\* Percent of unique patients who were restrained at least once and percent of unique patients who were secluded at least once.

## 16. Restraint Hours Rate & Seclusion Hours Rate

NPR(S)=0.55

NPR(R)=0.42



\* 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 10/12/10

Category	Program	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Monthly Average	Total (12mths)	Figure
Admissions	Civil	17	20	34	20	16	17	20	13	14	25	21	20	20	237	Figure 1
	Forensic	19	14	13	13	18	17	21	21	18	22	18	11	17	205	
	<b>Total</b>	<b>36</b>	<b>34</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>37</b>	<b>442</b>	
Discharges	Civil	29	23	31	22	20	28	30	15	14	20	25	17	23	274	Figure 2
	Forensic	16	18	19	16	10	16	23	12	20	20	24	16	18	210	
	<b>Total</b>	<b>45</b>	<b>41</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>40</b>	<b>484</b>	
Net Gain During Month	Civil	-12	-3	3	-2	-4	-11	-10	-2	0	5	-4	3		-37	
	Forensic	3	-4	-6	-3	8	1	-2	9	-2	2	-6	-5		-5	
	<b>Total</b>	<b>-9</b>	<b>-7</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>-42</b>	
All Individuals on Roll at End of Month		344	337	334	329	333	323	311	318	316	323	313	311	324		
a. Present on Unit		333	328	326	320	324	315	304	309	302	312	304	303	315		
b. On AL		5	5	3	4	4	5	4	3	7	6	6	5	5		
c. On UL		6	4	5	5	5	3	3	6	7	5	3	3	5		
All Individuals on Roll: Daily Average during Month					332	333	330	321	313	316	319	317	313			Figure 3
a. Present on Unit*		339	332	326	323	324	321	314	303	304	308	307	302		317	
b. On AL					4	3	4	4	5	5	6	6	8			
c. On UL					5	5	4	3	4	7	5	3	3			
Patient Days*		10516	9956	10094	10007	9081	9958	9408	9406	9105	9553	9532	9063	9640	115679	
Inter-Unit Transfers during Month**		14	7	62	9	10	8	7	6	11	20	11	9	15	174	Figure 4
Medical Leaves Initiated during Month	Emergency	15	12	13	18	14	29	19	21	16	15	20	21	18	213	
	Non-Emer	2	11	4	8	10	12	13	8	14	10	13	9	10	114	
	<b>Total</b>	<b>17</b>	<b>23</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>27</b>	<b>327</b>	
Non-Medical Leaves Initiated during Month		91	66	57	49	28	35	38	44	83	71	59	82	59	703	
UL Initiated during Month		11	4	8	3	2	4	3	8	5	1	2	1	4	52	
Total Unique Patients Served during Month		387	374	377	367	361	367	361	344	348	355	361	340	362		
30 Day Readmission***	Civil	2	4	4	1	1	0	2	1	0	4	1		2		
	Forensic	3	3	0	1	0	1	0	1	0	2	0		1		
	<b>Total</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>1</b>		<b>3</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 10/12/10

Category	Program	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Monthly Average	NPR* (Dec-09)	Figure
30 Day Readmit (Discharge Cohort)**	Civil	6.9%	17.4%	12.9%	4.5%	5.0%	0.0%	6.7%	6.7%	0.0%	20.0%	4.0%		8.0%		Figure 5
	Forensic	18.8%	16.7%	0.0%	6.3%	0.0%	6.3%	0.0%	8.3%	0.0%	10.0%	0.0%		5.2%		
	Combined	11.1%	17.1%	8.0%	5.3%	3.3%	2.3%	3.8%	7.4%	0.0%	15.0%	2.0%		6.4%	7.8%	
Number of Unusual Incidents		117	91	114	156	151	113	121	206	173	208	219	208	156		Figure 6
Patient Unusual Incident Rate		10.17	8.34	10.40	14.39	15.53	10.64	11.80	19.46	16.69	20.20	21.19	21.74	14.90		Figure 7
Elopement Rate		1.05	0.40	0.79	0.30	0.22	0.40	0.32	0.85	0.55	0.10	0.21	0.11	0.41	0.13	Figure 8
Patient Injury Rate		1.33	1.00	0.69	1.50	1.54	1.21	3.08	1.59	1.43	2.41	1.99	1.99	1.63	0.39	Figure 9
Number of Patients Injured		14	10	7	15	14	12	29	15	13	23	19	18	16		
Number of Staff Injured		7	3	1	8	6	9	8	11	13	20	17	12	10		Figure 10
Medication Variance Rate		1.71	1.91	2.87	4.00	3.52	1.41	1.28	0.96	1.65	1.26	1.15	1.99	1.98		Figure 11
Adverse Drug Reaction Rate		0.10	0.10	0.10	1.00	0.33	1.00	0.00	1.17	0.88	0.31	1.15	0.55	5.33		Figure 12
Total Number of Parenteral Tranquilizers given as STAT		81	62	77	61	62	58	26	63	82	79	90	50	66		Figure 13
Unique Patients given Parenteral Tranquilizers as		25	32	29	23	28	26	12	26	28	27	33	20	26		
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%	0.95%		Figure 14
Percent of Patients Restrained		0.3%	0.3%	0.8%	1.1%	0.0%	1.4%	0.0%	0.3%	0.0%	0.6%	0.6%	0.0%	0.4%	3.6%	Figure 15
Percent of Patients Secluded		0.5%	7.0%	0.5%	1.1%	0.3%	0.0%	0.0%	0.9%	0.9%	1.1%	1.1%	0.9%	1.2%	2.6%	
Restraint Hours Rate		0.00	0.00	0.01	0.02	0.00	0.03	0.00	0.00	0.00	0.02	0.01	0.00	0.01	0.42	Figure 16
Seclusion Hours Rate		0.00	0.21	0.01	0.01	0.00	0.00	0.00	0.01	0.01	0.03	0.01	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 &amp; Managers

## Unusual Incident &amp; 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 10/12/10

Category	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Monthly Average	Total (12mths)	NPR* (Dec-09)
Total Unusual Incidents**	117	91	114	156	151	113	121	206	173	208	219	208	156		
Patient Involved UI Only**	107	83	105	144	141	106	111	183	152	193	202	197	144		
Patient UI Rate	10.17	8.34	10.40	14.39	15.53	10.64	11.80	19.46	16.69	20.20	21.19	21.74	14.90		
Unique Patients Involved in UI**	96	64	90	115	105	98	102	117	94	110	115	101	101		
Number of Elopement UI Reports	12	3	4	4	1	3	2	7	5	2	3	1	4	47	
Number of Elopements (UL) Documented in Avatar	11	4	8	3	2	4	3	8	5	1	2	1	4		
Elopement Rate	1.05	0.40	0.79	0.30	0.22	0.40	0.32	0.85	0.55	0.10	0.21	0.11	0.41		0.13
Number of Patients Injured**	14	10	7	15	14	12	29	15	13	23	19	18	16	189	
Patient Injury Rate	1.33	1.00	0.69	1.50	1.54	1.21	3.08	1.59	1.43	2.41	1.99	1.99	1.63		0.39
Number of Staff Injured**	7	3	1	8	6	9	8	11	13	20	17	12	10		
Number of Reported Medication Variances (MV)**	18	19	29	40	32	14	12	9	15	12	11	18	19	229	
MV Rate	1.71	1.91	2.87	4.00	3.52	1.41	1.28	0.96	1.65	1.26	1.15	1.99	1.98		
Number of Reported Adverse Drug Reactions (ADR)	1	1	1	10	3	10	0	11	8	3	11	5	5	64	
ADR Rate	0.10	0.10	0.10	1.00	0.33	1.00	0.00	1.17	0.88	0.31	1.15	0.55	0.55		
Number of Medication Administration Scheduled				121314	109416	118733	112799	112575	109765	114363	115810	109712		1024487	
Number of Missing Documentation on Medication Administration				1547	1312	1361	1288	1370	835	729	659	626		9727	
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%		0.95%	
Total Patients with >=3 STATs during Month	39	55	26	27	22	28	23	41	30	33	40	28	33		
Total Number of Parenteral Tranquilizers given as STAT	81	62	77	61	62	58	26	63	82	79	90	50	66		
Unique Patients given Parenteral Tranquilizers as STAT	25	32	29	23	28	26	12	26	28	27	33	20	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 &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 10/12/10

Category	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Monthly Average	Total (12mths)	NPR* (Dec-09)
Number of Restraint Events	1	1	3	4	0	6	0	1	0	3	3	0	1.8	22	
Number of Unique Patients Restrained	1	1	3	4	0	5	0	1	0	2	2	0	1.6		
Percentage of Patients Restrained	0.3%	0.3%	0.8%	1.1%	0.0%	1.4%	0.0%	0.3%	0.0%	0.6%	0.6%	0.0%	0.4%		3.6%
Total Restraint Hours (h:mm)	1:00	1:00	2:15	4:20	0:00	6:45	0:00	0:45	0:00	4:05	3:00	0:00	1:55	23:10	
Restraint Hours Rate	0.00	0.00	0.01	0.02	0.00	0.03	0.00	0.00	0.00	0.02	0.01	0.00	0.01		0.42
Number of Seclusion Events	2	50	3	5	1	0	0	4	4	9	4	3	7.1	85	
Number of Unique Patients Secluded	2	26	2	4	1	0	0	3	3	4	4	3	4.3		
Percentage of Patients Secluded	0.5%	7.0%	0.5%	1.1%	0.3%	0.0%	0.0%	0.9%	0.9%	1.1%	1.1%	0.9%	1.2%		2.6%
Total Seclusion Hours (h:mm)	1:05	50:00	2:05	3:15	0:20	0:00	0:00	2:55	1:22	6:55	2:10	1:15	5:56	71:22	
Seclusion Hours Rate	0.00	0.21	0.01	0.01	0.00	0.00	0.00	0.01	0.01	0.03	0.01	0.01	0.03		0.55

\* National Public Rate, NASMHPD Research Institute