



**Government of the District of Columbia  
Department of Behavioral Health (DBH)**



# PRISM

**Performance Related Information for Staff and Managers**



**APRIL 2015**

**Office of Statistics and Reporting (OSR), 05/18/15**

## Table of Contents

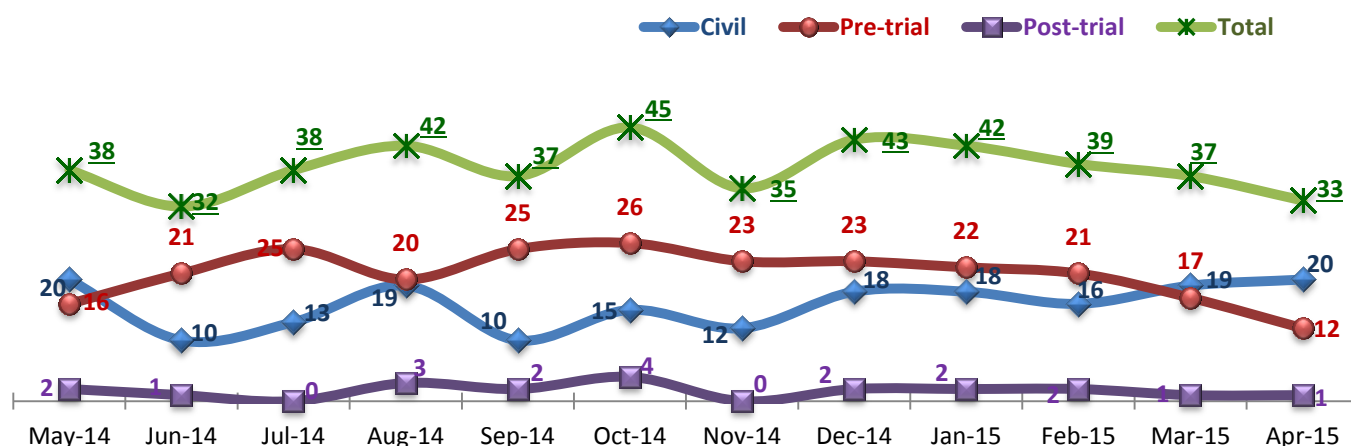
1. Admissions to SEH .....	1
2. Discharges from SEH .....	1
3. Average Daily Census.....	2
4. Transfers.....	2
5. 30-Day Readmission Rate .....	2
6. Unusual Incidents .....	3
7. Patient-Involved Unusual Incidents .....	3
8. Admissions vs. Patient UI Rate .....	4
9. Unusual Incidents by Severity.....	4
10. Selected Types of Incidents .....	4
11. Physical Assaults by Severity .....	5
12. Patient Injuries .....	5
13. Staff Injuries .....	5
14. Percent of Patients Restrained or Secluded .....	6
15. Restraint Hours Rate & Seclusion Hours Rate .....	6
16. Elopements.....	6
17. Reported Medication Variance Events.....	7
18. Reported Adverse Drug Reactions .....	7
19. Percent of Missing Documentation on Med-Administration.....	8
20. Medication Refusal Rate*.....	8
21. Number of STAT Events and Individuals Involved .....	8
22. Percentage of SiteFM Work Orders Completed within 3 Days .....	9
23. Demographics and Length of Stay.....	10

- ☐ *Appendix 1) Table – Census, Admissions & Discharges*
- ☐ *Appendix 2) Table – Key Performance Indicators*
- ☐ *Appendix 3) Table – Unusual Incident & Medication*
- ☐ *Appendix 4) Table – Restraint & Seclusion*
- ☐ *Appendix 5) Table – Demographic Information of Individuals in Care*
- ☐ *Appendix 6) Table – Unusual Incidents by Unit*

### Key Trends: Admission, Discharge, Transfer, Census, and Readmissions (1~6)

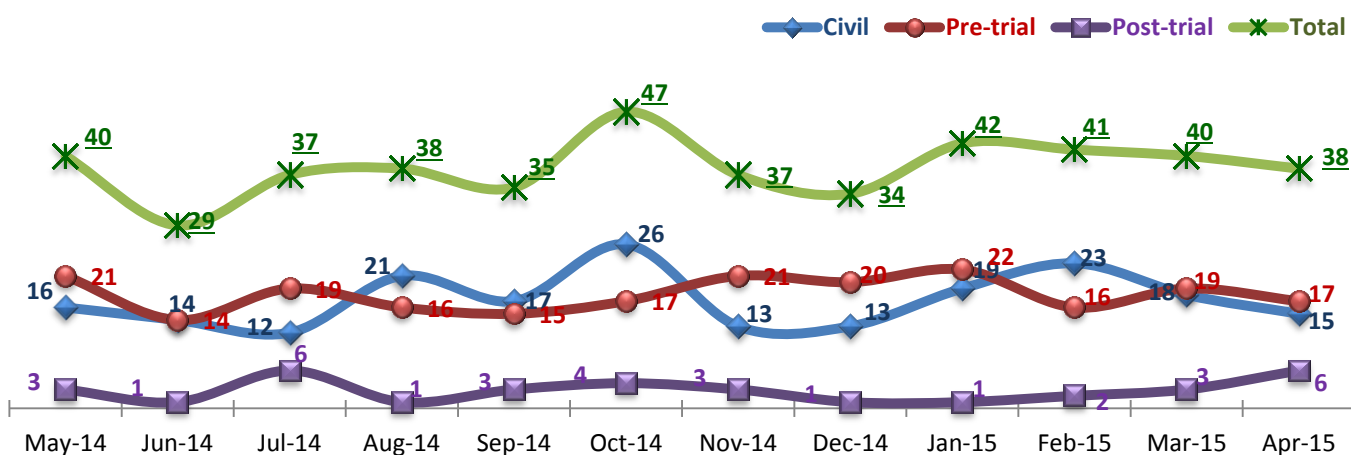
- The number of admissions, particularly *Pre-trial* admissions, has declined for three (3) consecutive months beginning February 2015 through April 2015. However, the number of *Civil* admissions increased for the past two months, reaching its highest level since May 2014.
- The average daily census (ADC) for the month of April (274) remained the same as that for March.
- The 30-day readmission rate for March 2015 discharges declined, but the readmission rate for the first six months of FY15 is 7.1%, much higher than the rate of FY14 (2.3%) and slightly above the national average (NPR 6.9%)<sup>1</sup>. A majority of 30-day readmissions (71% of 17) in FY15 were those discharged with a civil legal status, whereas only 30% of readmissions in FY14 were from *Civil* discharges.

## 1. Admissions to SEH



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

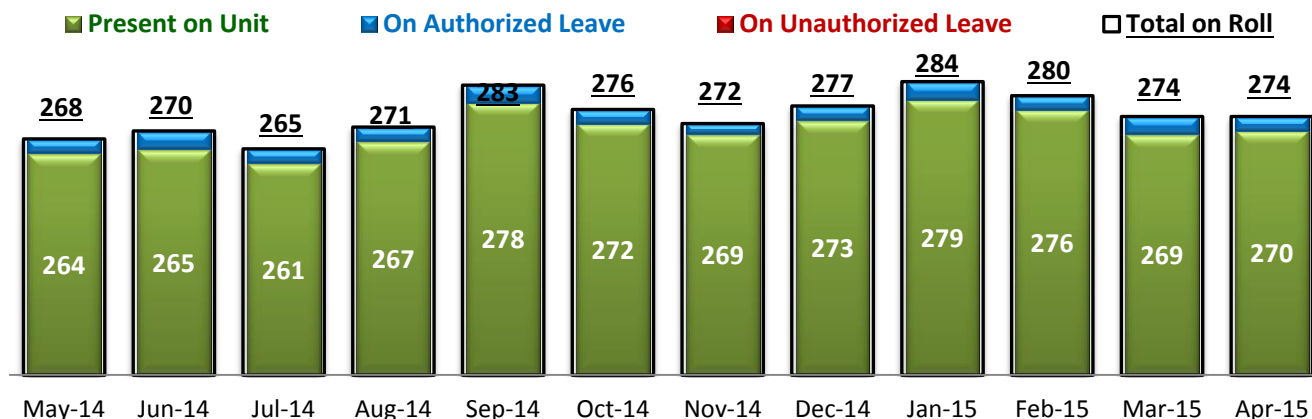
## 2. Discharges from SEH



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

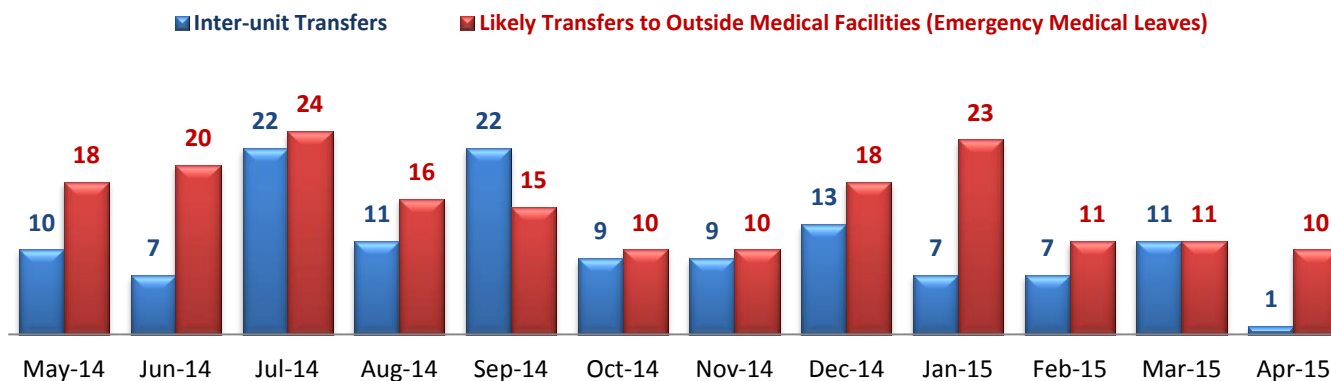
<sup>1</sup> NPR: National Public Rate as of June 2013 was published in November 2013 by National Association of State Mental Health Program Directors Research Institute (NRI), based on data collected from a number of state psychiatric hospitals nationwide.

### 3. Average Daily Census



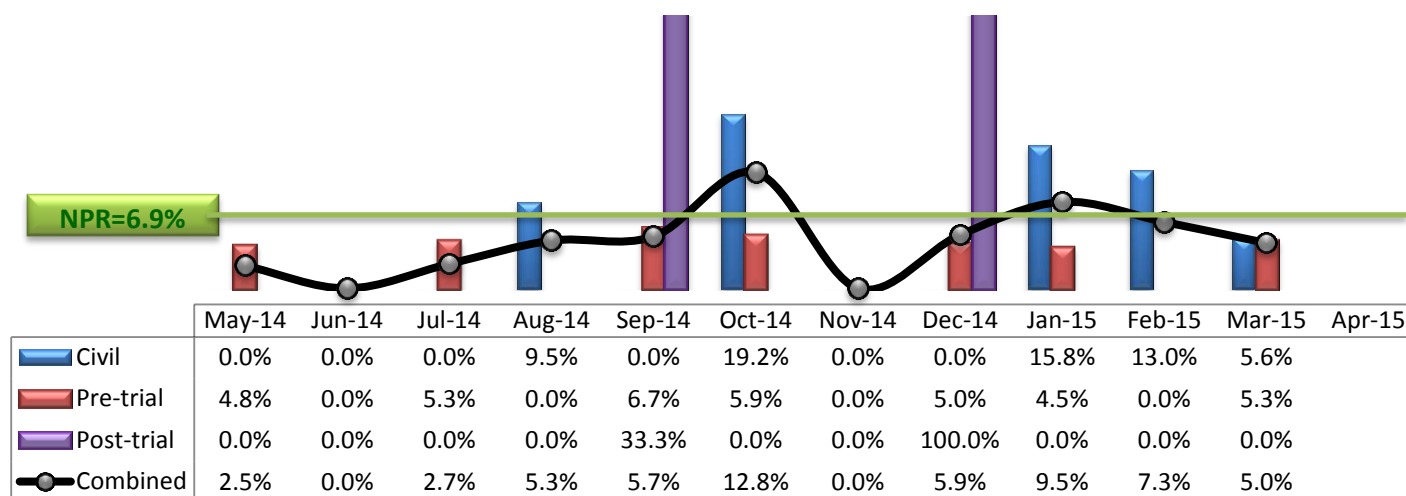
\* Data above is the daily average number of individuals counted at 11:59 PM every day during each month.

### 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



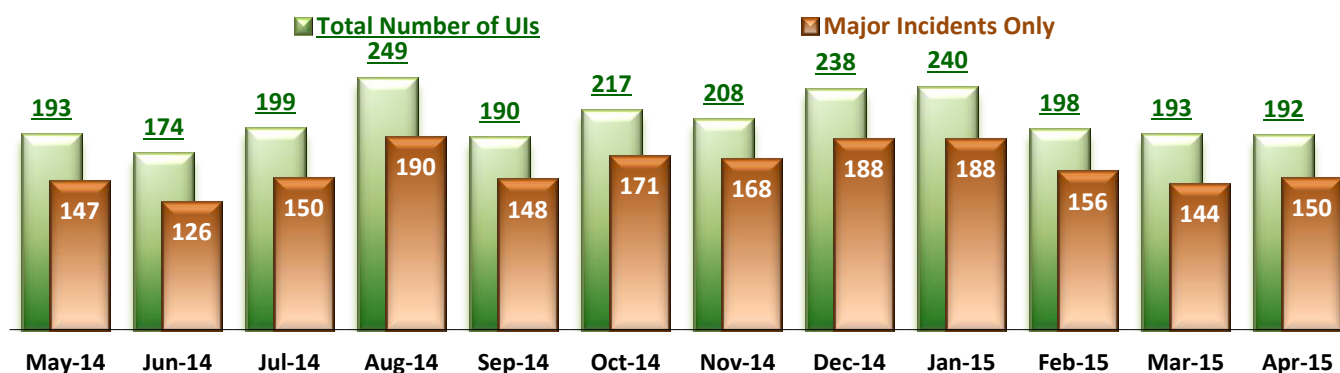
\* Percent of discharges that returned to SEH within 30 days of discharges. It does not include those who may have been re-hospitalized at another psychiatric facility. This measure requires 30-day observation following discharge.

\*\* 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 for this month is 100%.

### Key Trends: Unusual Incidents (6~16)

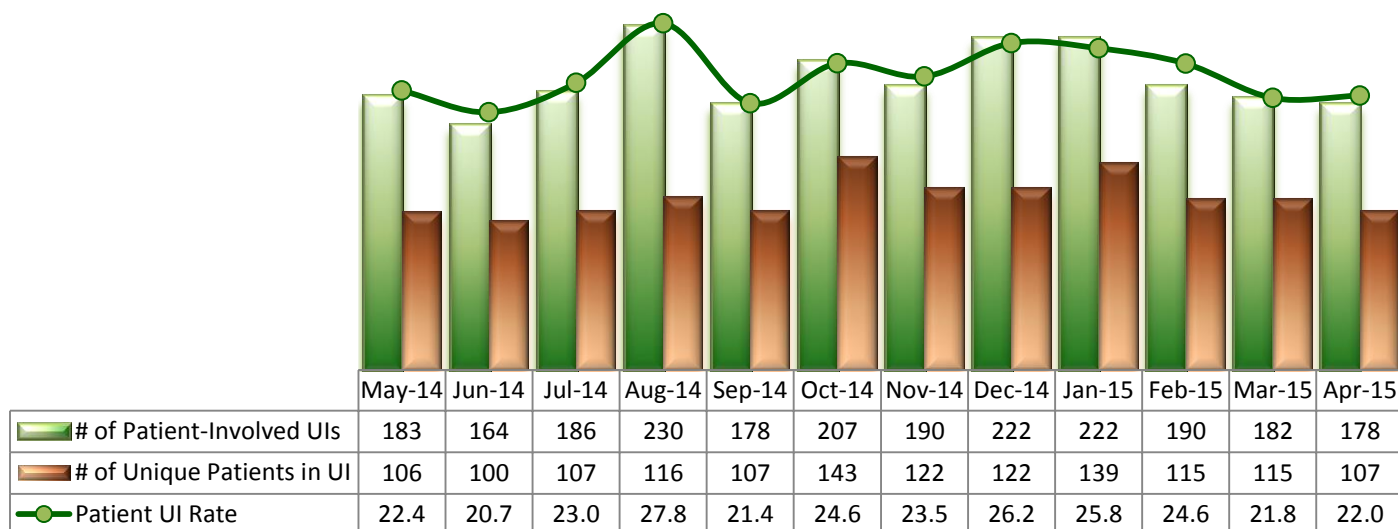
- The total number of unusual incidents (UIs) and the patient UI rate in April 2015 remained similar to the level in March 2015: a total of 192 UIs, including 178 patient UIs or 22 per 1,000 patient days, were reported in April.
- The number of physical assaults in April 2015 declined at all severity levels but the number of UIs involving aggressive behaviors and psychiatric emergencies increased. Patient injuries decreased and staff injuries remained the same. The number of fall incidents declined.
- The overall use of seclusion increased in the past two years: the percent of unique individuals secluded is above the NPR for 11 out of the past 12 months. However, the seclusion hour rate that calculates the total length of seclusion use is far below the NPR.
- With regard to restraint, historically, the Hospital tracked mechanical restraint events only but the Hospital's restraint policy has been recently revised to consider a physical hold a restraint as guided by the Joint Commission. The April 2015 data reflects this change: the percent of unique individuals restrained in April (8.8%) is significantly higher than the level before the change (below 1%). However, a physical hold is typically used only briefly for reasons such as involuntary administration of emergency medication or intervention in a physical altercation. Thus, even though the number of restraint events and individuals restrained increased, the measure of the restraint hours rate has been hardly affected by this change and is still far below the NPR.
- There have been no elopements since July 2014 (for nine months) and the elopement rate for FY15 is 0 while NPR is 0.13 per 1000 patient days.

## 6. Unusual Incidents



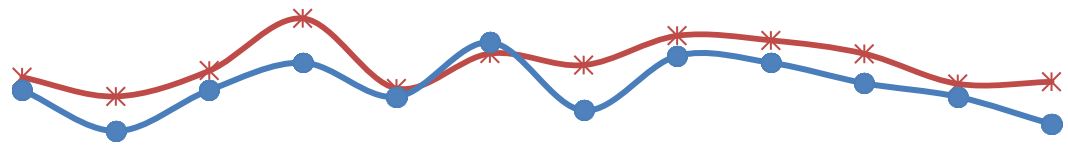
\* A medication or vital sign refusal is no longer a UI since May 2014 and data above prior to May 2014 also excludes those incidents.

## 7. Patient-Involved Unusual Incidents



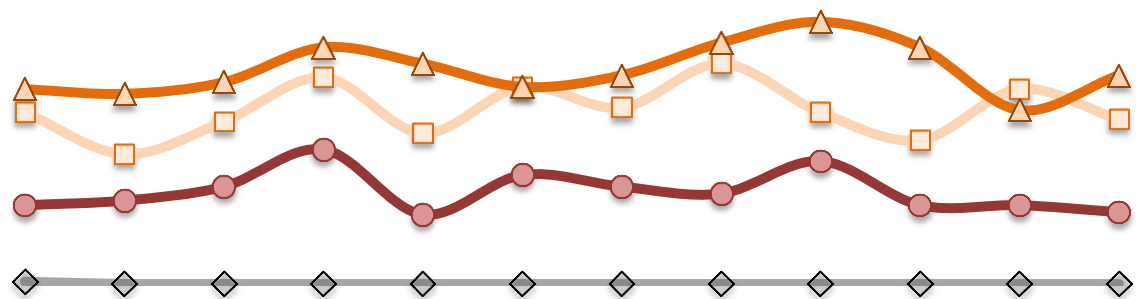
\* The patient UI rate is the number of patient-involved unusual incidents reported for every 1000 inpatient days.

## 8. Admissions vs. Patient UI Rate



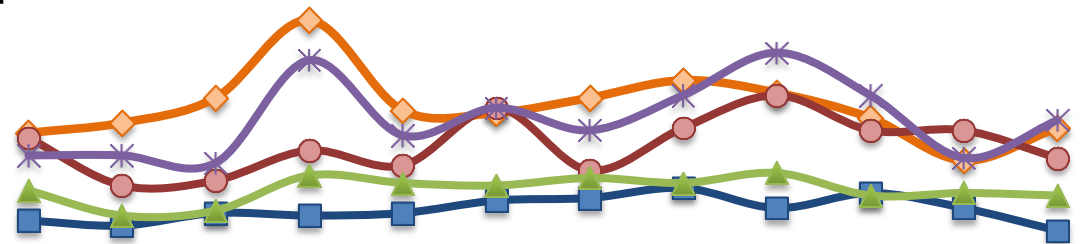
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
✱ Patient UI Rate	22.4	20.7	23.0	27.8	21.4	24.6	23.5	26.2	25.8	24.6	21.8	22.0
● Admission	38	32	38	42	37	45	35	43	42	39	37	33

## 9. Unusual Incidents by Severity



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
□ 1) Low	74	56	70	89	65	85	76	95	74	62	84	71
△ 2) Medium	84	82	87	102	95	85	90	104	113	102	75	90
● 3) High	34	36	42	58	30	47	42	39	53	34	34	31
◇ 4) Catstrp	1	0	0	0	0	0	0	0	0	0	0	0
Total UI	193	174	199	249	190	217	208	238	240	198	193	192

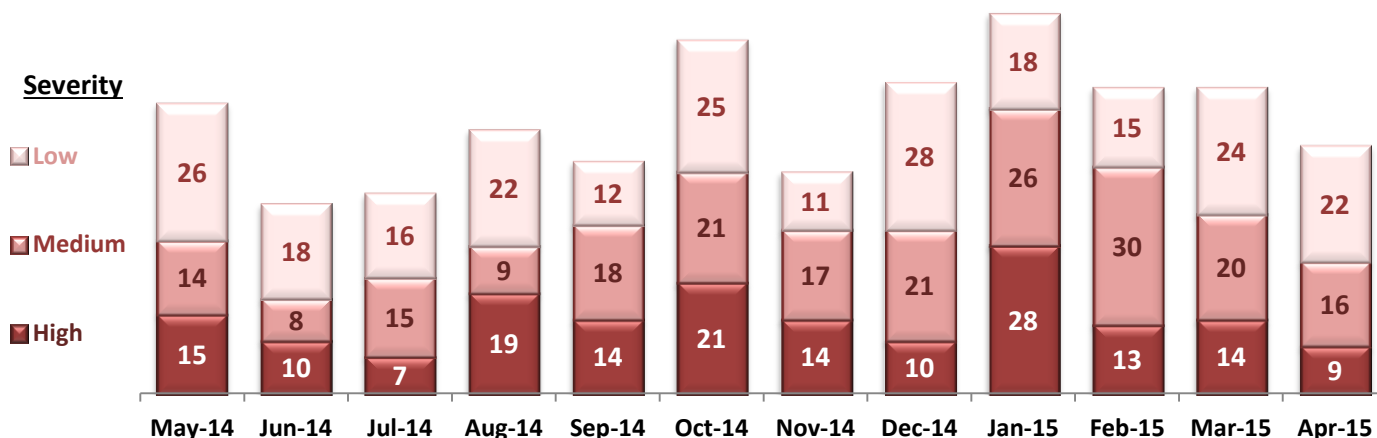
## 10. Selected Types of Incidents



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
◆ Aggressive Behavior	57	61	71	102	66	65	71	78	73	63	46	59
● Physical Assault	55	36	38	50	44	67	42	59	72	58	58	47
✱ Pysch Emerg.	48	48	45	86	56	67	58	72	89	72	47	62
■ Fall	22	20	25	24	25	30	31	35	27	33	27	18
▲ Injury	34	24	26	40	37	36	39	37	41	32	33	32

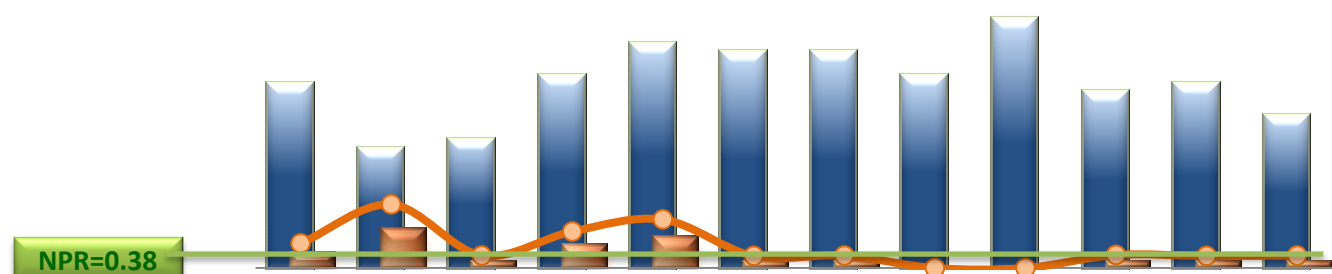
\* These are incident types that are frequently reported. Some incidents may be counted in multiple categories. For example, a physical assault incident that accompanied psychiatric emergency and injury is counted under psychiatric emergency and injury as well as under physical assault. Injury is broadly defined to include any type of injuries regardless of the cause or severity level.

## 11. Physical Assaults by Severity



\* Any physical assault that accompanies a code 13 or results in extensive injury needing off-unit treatment or transfer to ER is considered to be high severity, any physical assault that causes a minor injury that can be treated on unit is considered to be medium severity, and physical assault events that result in no injury are considered to be low severity.

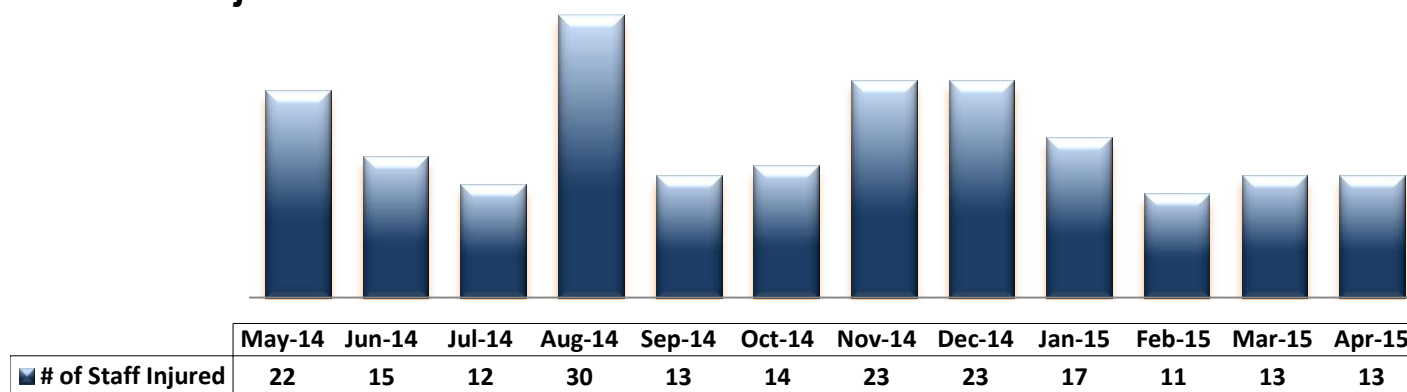
## 12. Patient Injuries



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Total Pts Injured	23	15	16	24	28	27	27	24	31	22	23	19
Major Pt Injuries*	2	5	1	3	4	1	1	0	0	1	1	1
Patient Injury Rate	0.24	0.63	0.12	0.36	0.48	0.12	0.12	0.00	0.00	0.13	0.12	0.12

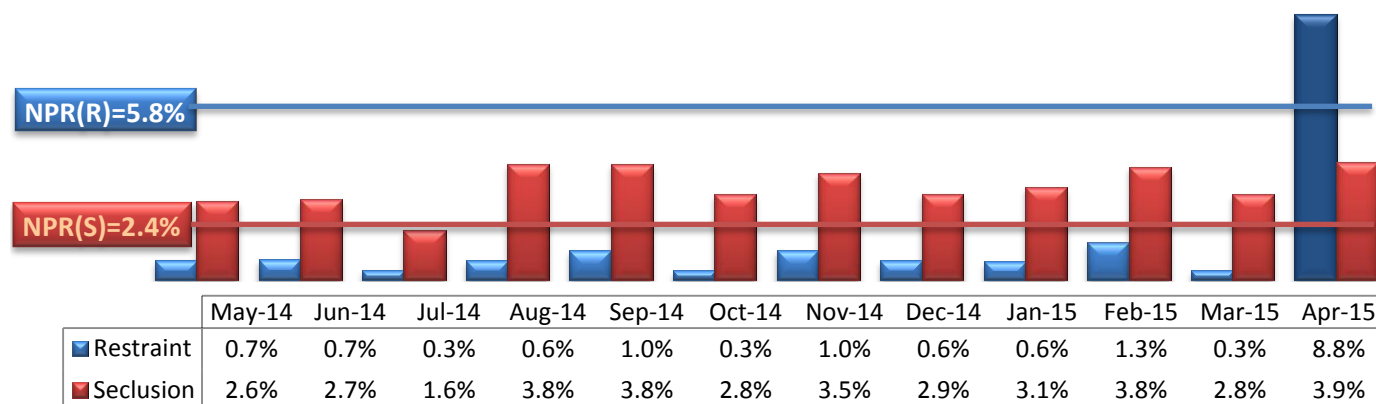
\* Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of patients injured represents all of the reported injuries including minor injuries treated with first aid alone. However, the patient injury rate considers only the number of patient injuries that required beyond first-aid level treatment based on the NRI definition and the patient injury rate is the number of 'major' patient injuries per every 1000 inpatient days

## 13. Staff Injuries



\* Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of staff injured represents all of the reported staff injuries including minor injuries treated with first aid alone.

## 14. Percent of Patients Restrained or Secluded



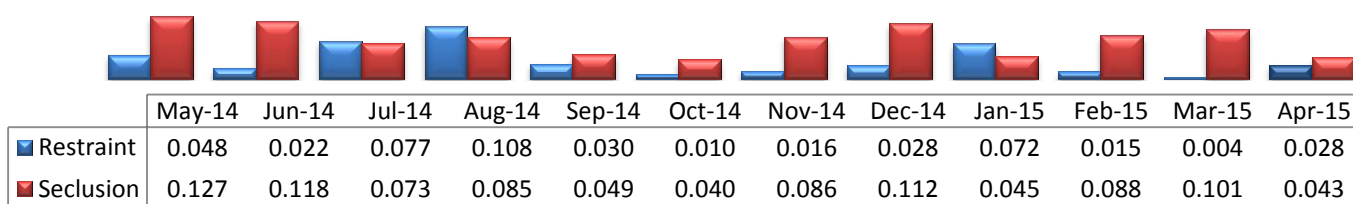
\* Percent of unique patients who were restrained at least once and percent of unique patients who were secluded at least once. The denominator includes all individuals who were served in care  $\geq 1$  day during month.

\*\* Restraint data prior to April 2015 includes only mechanical restraints. The Hospital's restraint policy has been revised to consider a physical hold a restraint and a sudden increase in the use of restraints as of April 2015 above reflects this change.

## 15. Restraint Hours Rate & Seclusion Hours Rate

NPR(R)=0.71

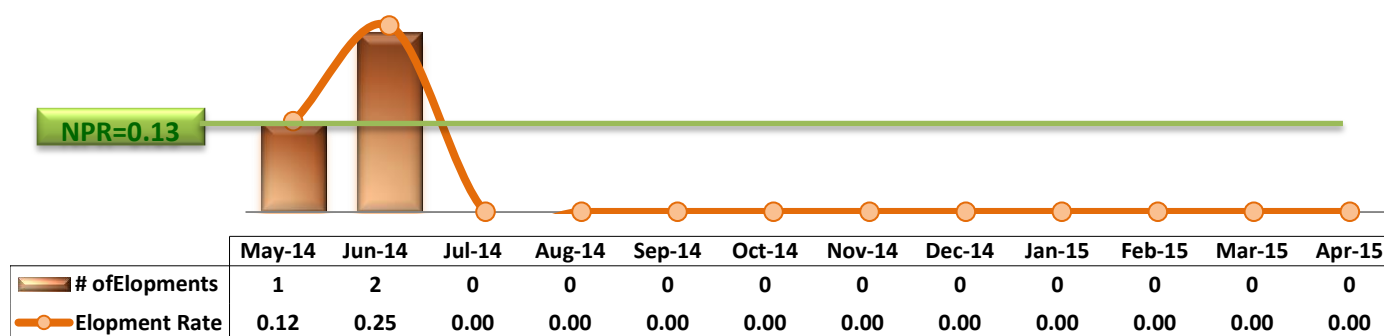
NPR(S)=0.44



\* 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 one (1) minute as a physical hold is ordered and used only as a temporary intervention that lasts typically less than a minute to break up any physical altercations or to administer emergency medications.

## 16. Elopements



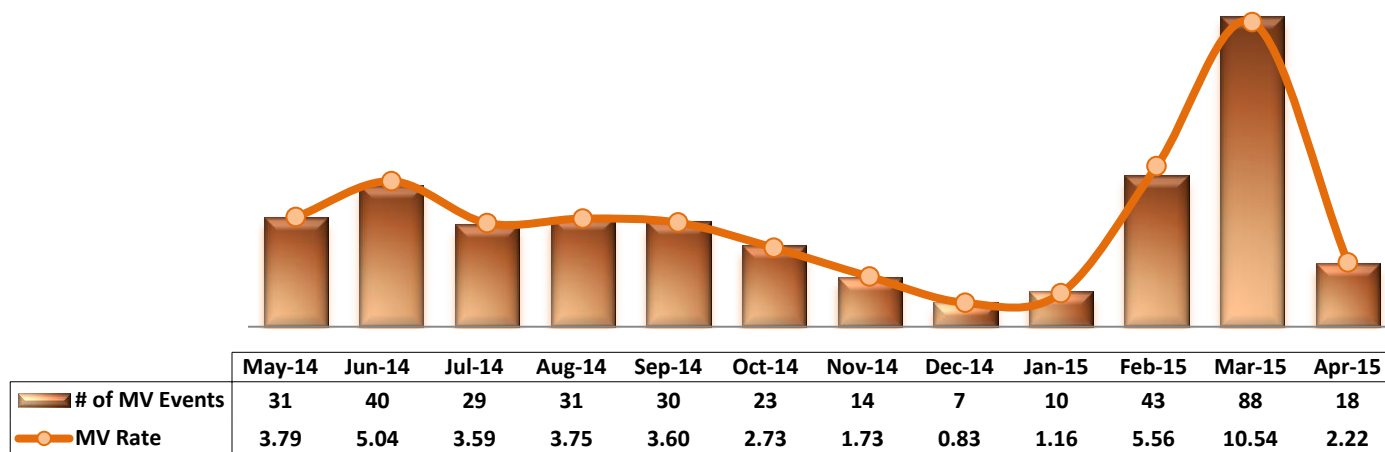
\* It counts the total number of unauthorized leaves for any duration that were initiated during month and were recorded in Avatar. The elopement rate is the number of those unauthorized leaves that occurred for every 1000 inpatient days.



### Key Trends: Medication Documentation, Medication Variance, ADR, and STAT (17~21)

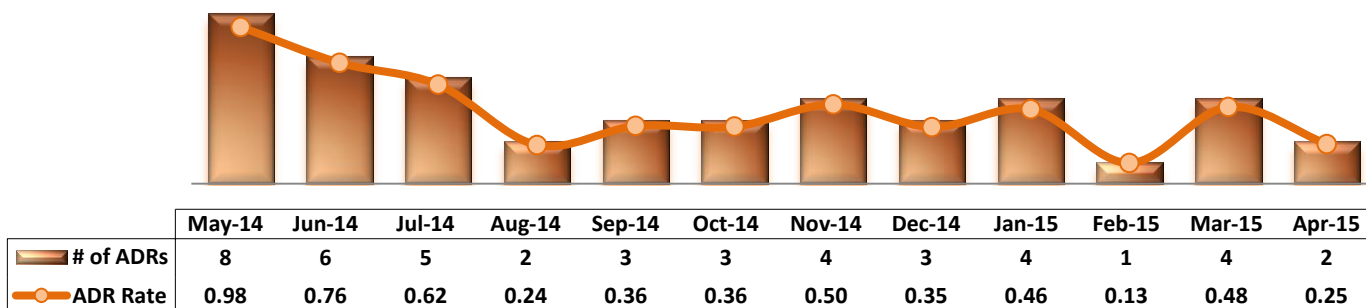
- Following an unusual hike in the number of reported MVs in March 2015, the number of MVs in April decreased significantly: from 88 in March to 18 in April.
- The number of reported ADRs each month ranged between one and four since August 2014.
- The rate of missing documentation on medication administration declined marginally from 0.56% in March 2015 to 0.54% in April.
- The medication refusal rate had been above 7% between October 2014 and February 2015, but it fell below 7% since March 2015.
- As the number of incidents involving aggressive behaviors and psychiatric emergencies increased in April 2015, the number of STAT events also increased from 52 in March to 73 in April. The total number of unique individuals involved in one or more STAT event decreased by three, but the number of IICs involved in three or more STAT events increased to its highest level at 13.

## 17. Reported Medication Variance Events



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

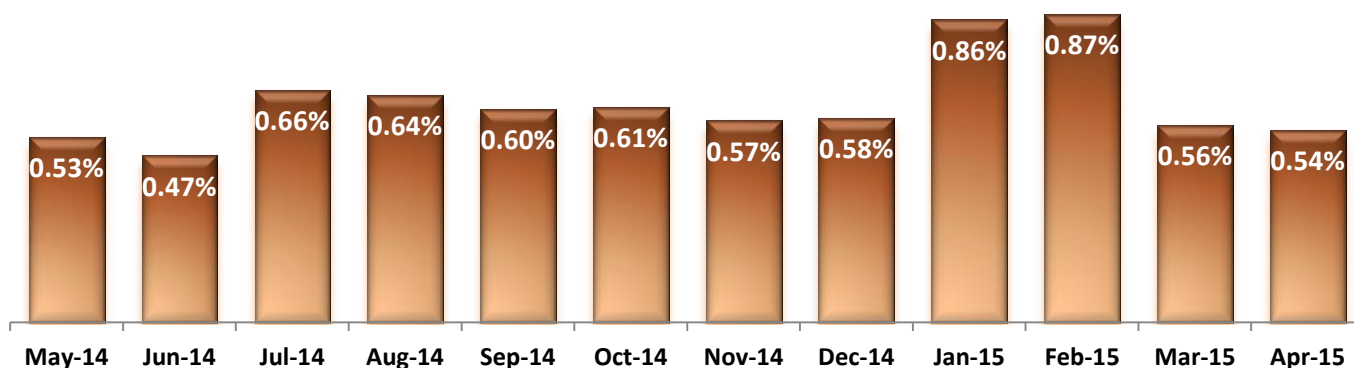
## 18. Reported Adverse Drug Reactions



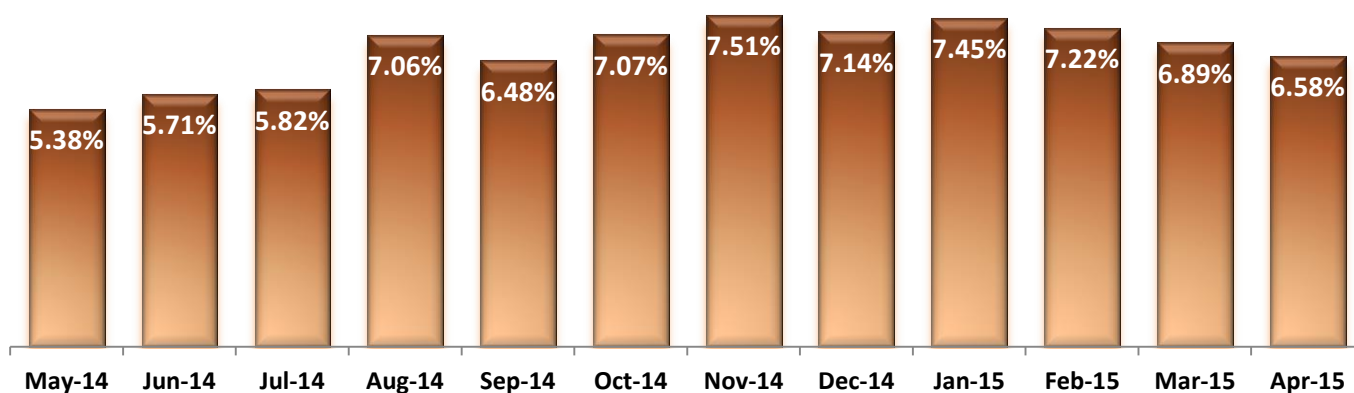
\* ADR Rate: Number of reported adverse drug reaction events that occurred for every 1000 inpatient days.



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

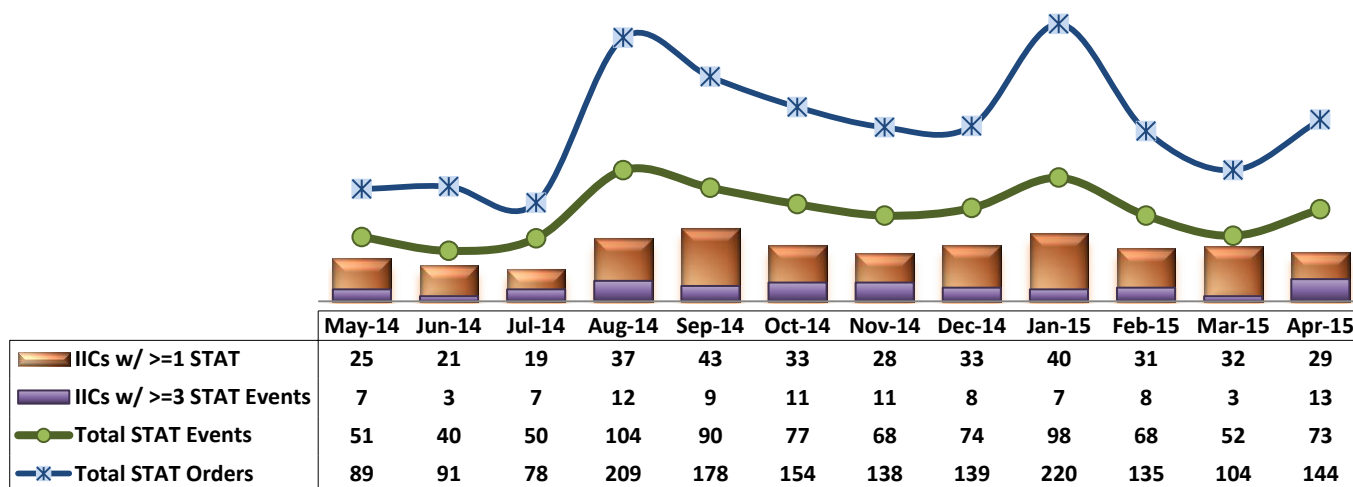


## 20. Medication Refusal Rate\*



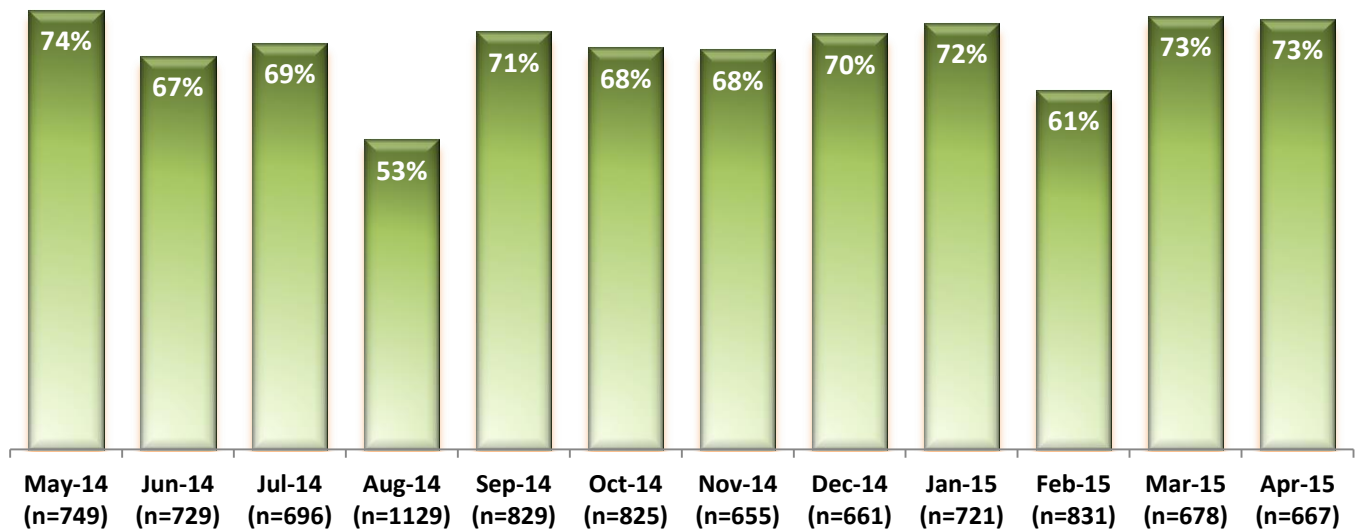
\* Medication Refusal Rate: the number of refused medication doses divided by the total number of doses scheduled for administration.

## 21. Number of STAT Events and Individuals Involved



**Key Trends: Environment of Care (22)**

- During CY2014, on average, the Hospital received a total of 773 work orders per month (or 25 per day) through SiteFM. Of those, 70% were completed within 3 days.
- In the month of April 2015, the Hospital received a total of 667 SiteFM work orders (22 per day), which is very similar to the level in March.
- The 3-day completion rate of SiteFM work orders in April 2015 is 73%, which is the same as the performance in March.

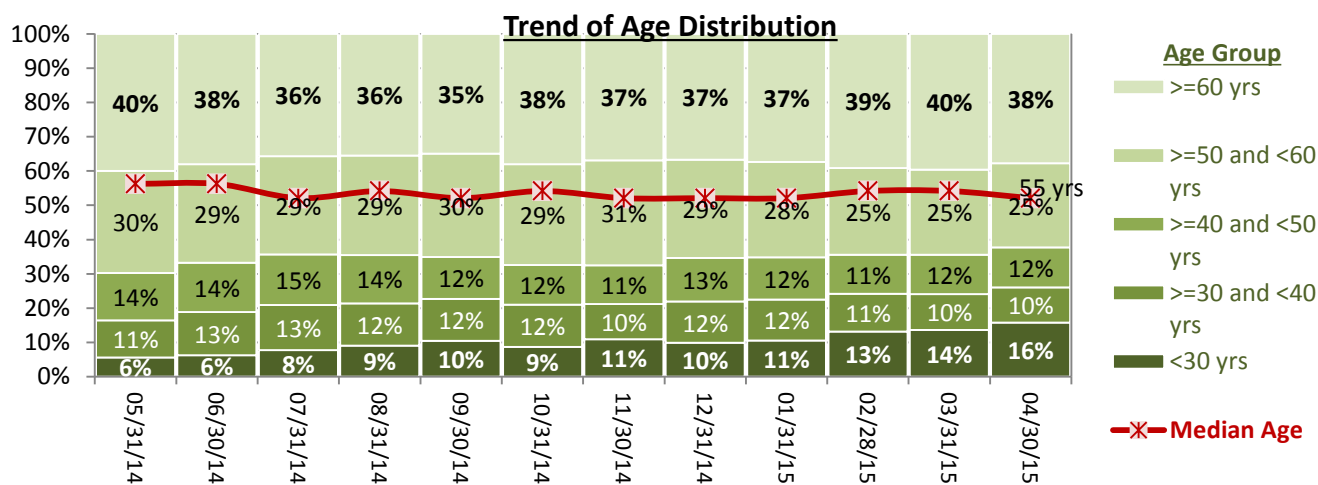
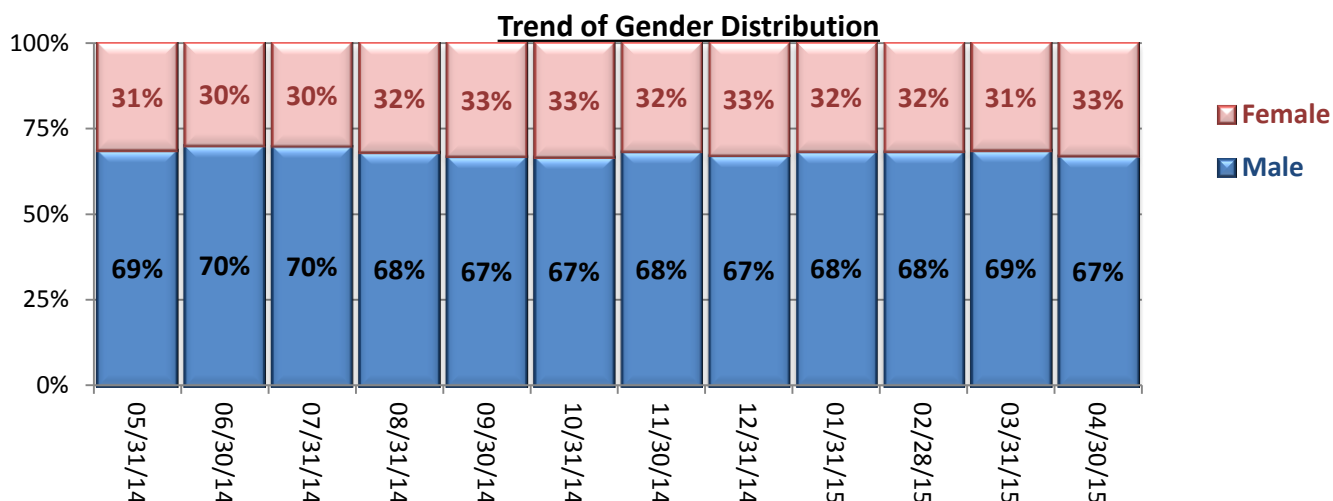
**22. Percentage of SiteFM Work Orders Completed within 3 Days**

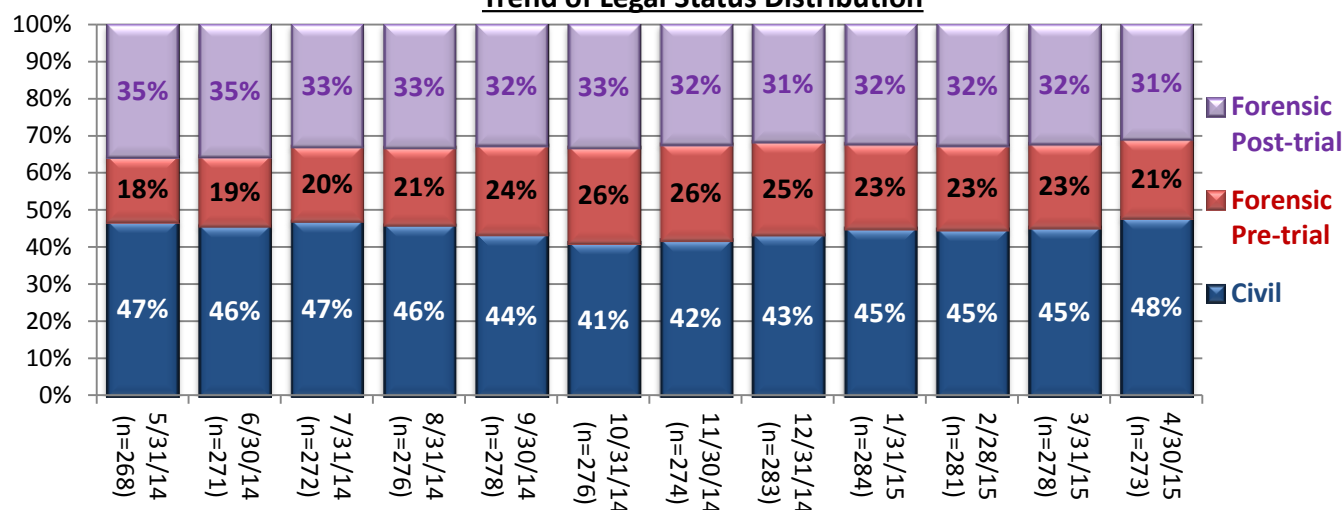
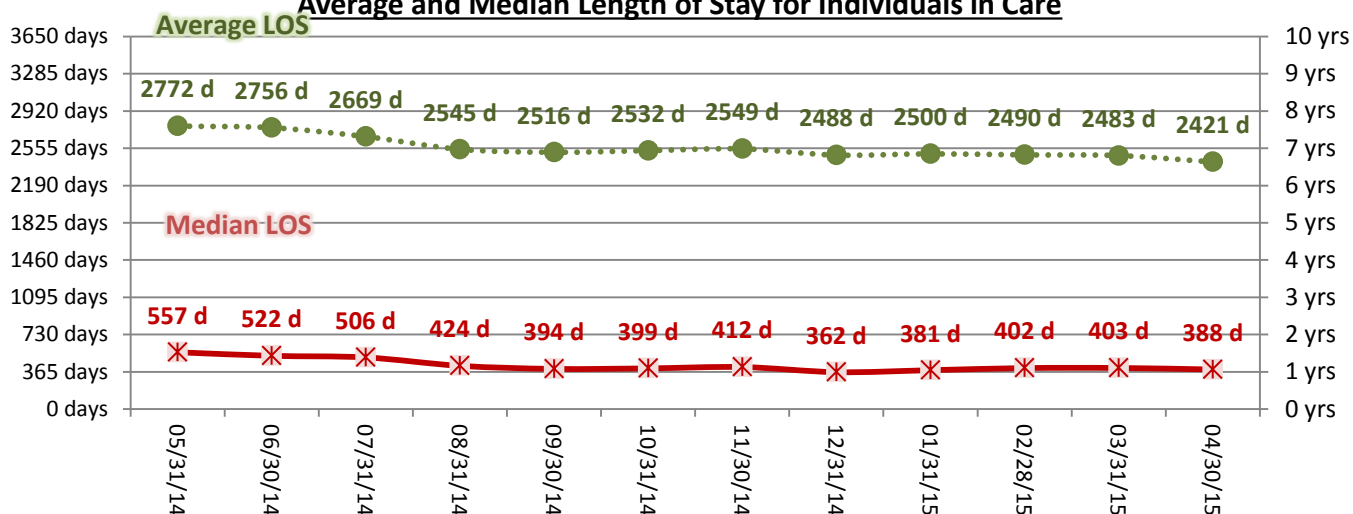
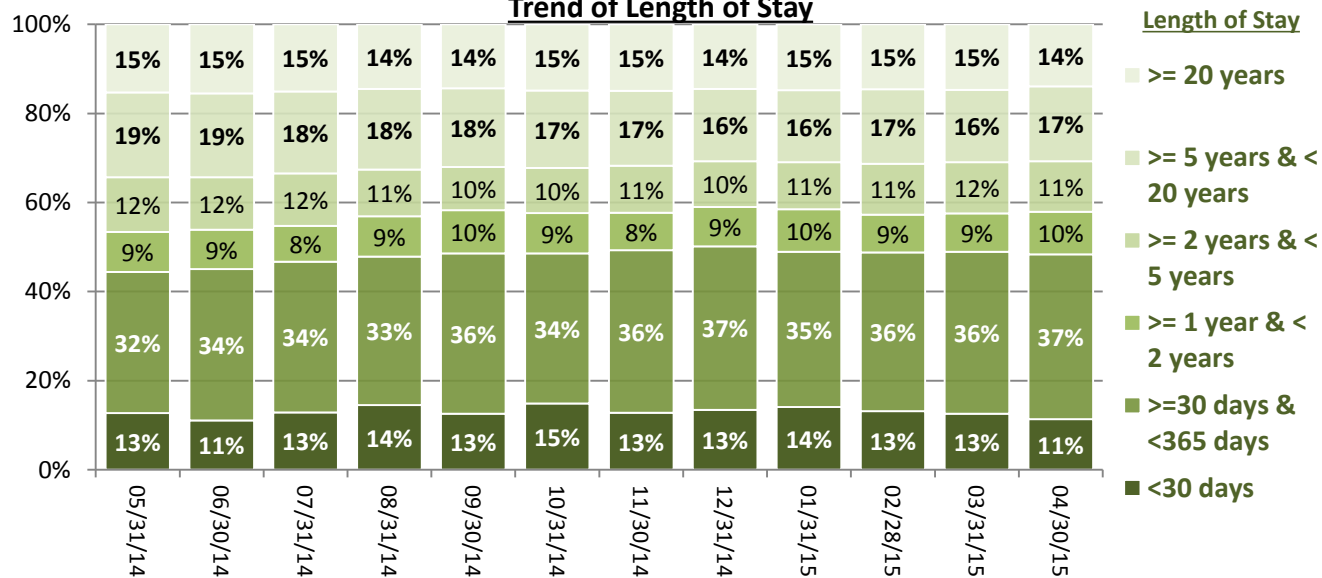
\* This data has been analyzed for the first time as of early December 2014.

### Key Trends: Demographics, Legal Status, and Length of Stay (23)

- The proportion of female individuals remaining in the Hospital's care increased in FY14, from 26% as of October 2013 to 33% in September 2014, since when the proportion of females has ranged between 31% and 33%.
- While the percent of individuals with 60 years or older ranged from 35% to 40%, the percent of individuals under 30 years old consistently and significantly increased over the past 12 months: as of May 2014, only 6% among IICs were younger than 30 years of age but this age group constitutes 15% of the IICs as of April 2015. This trend coincides with the significant increase in the number of *Pre-trial* admissions, which tend to include more of younger population.
- The proportion of pre-trial population declined to 21% as of April 30, 2015 as the number of *Pre-trial* admissions continued to slow down in the recent months.
- The median length of stay (LOS) for individuals remaining in care had been decreasing gradually since February 2014, falling to the lowest level (362 days or 12 months) as of December 31, 2014. Since then, the median LOS increased slightly and has been hovering around 400 days. As of April 2015, the median LOS is 388 days.

## 23. Demographics and Length of Stay



**Trend of Legal Status Distribution****Average and Median Length of Stay for Individuals in Care****Trend of Length of Stay**

## Performance Related Information for Staff &amp; Managers

## 1. Census, Admissions, Discharges &amp; Transfers

Data Source: Avatar

Updated as of 05/15/15

Category		May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	Total (12mths)	Figure
Admissions	Civil	20	10	13	19	10	15	12	18	18	16	19	20	16	190	Figure 1
	Pre-trial	16	21	25	20	25	26	23	23	22	21	17	12	21	251	
	Post-trial	2	1	0	3	2	4	0	2	2	2	1	1	2	20	
	<b>Total</b>	<b>38</b>	<b>32</b>	<b>38</b>	<b>42</b>	<b>37</b>	<b>45</b>	<b>35</b>	<b>43</b>	<b>42</b>	<b>39</b>	<b>37</b>	<b>33</b>	<b>38</b>	<b>461</b>	
Discharges	Civil	16	14	12	21	17	26	13	13	19	23	18	15	17	207	Figure 2
	Pre-trial	21	14	19	16	15	17	21	20	22	16	19	17	18	217	
	Post-trial	3	1	6	1	3	4	3	1	1	2	3	6	3	34	
	<b>Total</b>	<b>40</b>	<b>29</b>	<b>37</b>	<b>38</b>	<b>35</b>	<b>47</b>	<b>37</b>	<b>34</b>	<b>42</b>	<b>41</b>	<b>40</b>	<b>38</b>	<b>38</b>	<b>458</b>	
Net Increase During Month	Civil	4	-4	1	-2	-7	-11	-1	5	-1	-7	1	5		-17	
	Pre-trial	-5	7	6	4	10	9	2	3	0	5	-2	-5		34	
	Post-trial	-1	0	-6	2	-1	0	-3	1	1	0	-2	-5		-14	
	<b>Total</b>	<b>-2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>-2</b>	<b>-2</b>	<b>9</b>	<b>0</b>	<b>-2</b>	<b>-3</b>	<b>-5</b>		<b>3</b>	
All Individuals on Roll at End of Month		268	271	272	276	278	276	274	283	284	281	278	273	276		
a. Present on Unit		260	267	271	270	275	272	270	281	275	274	276	270	272		
b. On AL		8	4	1	6	3	4	4	2	9	7	2	3	4		
c. On UL		0	0	0	0	0	0	0	0	0	0	0	0	0		
All Individuals on Roll: Daily Average during Month*		268	270	265	271	283	276	272	277	284	280	274	274	274		Figure 3
a. Present on Unit		264	265	261	267	278	272	269	273	279	276	269	270	270		
b. On AL		4	5	4	4	5	4	3	4	5	4	5	4	3.8		
c. On UL		0.03	0.17	0	0	0	0	0	0	0	0	0	0	0.02		
Patient Days**		8171	7941	8084	8277	8326	8422	8078	8472	8610	7738	8348	8095	8214	98562	
Inter-Unit Transfers during Month		10	7	22	11	22	9	9	13	7	7	11	1	11	129	Figure 4
Medical Leaves Initiated during Month	Emergency	18	20	24	16	15	10	10	18	23	11	11	10	16	186	
	Non-Emer	34	81	88	67	68	62	71	61	59	55	71	79	66	796	
	<b>Total</b>	<b>52</b>	<b>101</b>	<b>112</b>	<b>83</b>	<b>83</b>	<b>72</b>	<b>81</b>	<b>79</b>	<b>82</b>	<b>66</b>	<b>82</b>	<b>89</b>	<b>82</b>	<b>982</b>	
Non-Medical Leaves Initiated during Month		230	439	430	386	397	431	390	393	412	323	391	334	380	4556	
UL Initiated during Month		1	2	0	0	0	0	0	0	0	0	0	0	0	3	
Total Unique Patients Served during Month		306	300	305	312	312	318	310	315	326	320	317	306	312		
30 Day Readmission ***	Civil	0	0	0	2	0	5	0	0	3	3	1		1	14	
	Pre-trial	1	0	1	0	1	1	0	1	1	0	1		1	7	
	Post-trial	0	0	0	0	1	0	0	1	0	0	0		0	2	
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>23</b>	

\* This is the average number of individuals served on a given day for the respective month. Due to rounding from average calculation, numbers from its subcategories a, b, & c may not add up to the total number on this row.

\*\* It 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.

## Performance Related Information for Staff &amp; Managers

## 2. Key Performance Indicators

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

Updated as of 05/15/15

Category		May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	NPR* (Jun-13)	Figure
30 Day Readmit (Discharge Cohort)**	Civil	0.0%	0.0%	0.0%	9.5%	0.0%	19.2%	0.0%	0.0%	15.8%	13.0%	5.6%		7.4%		Figure 5
	Pre-trial	4.8%	0.0%	5.3%	0.0%	6.7%	5.9%	0.0%	5.0%	4.5%	0.0%	5.3%		3.5%		
	Post-trial	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%		6.4%		
	Combined	2.5%	0.0%	2.7%	5.3%	5.7%	12.8%	0.0%	5.9%	9.5%	7.3%	5.0%		5.5%	6.9%	
Number of Unusual Incidents*		193	174	199	249	190	217	208	238	240	198	193	192	208		Figure 6
Patient Unusual Incident Rate		22.4	20.7	23.0	27.8	21.4	24.6	23.5	26.2	25.8	24.6	21.8	22.0	23.7		Figure 7
UI by Severity	Catastrophe	1	0	0	0	0	0	0	0	0	0	0	0	0		Figure 9
	High	34	36	42	58	30	47	42	39	53	34	34	31	40		
	Medium	84	82	87	102	95	85	90	104	113	102	75	90	92		
	Low	74	56	70	89	65	85	76	95	74	62	84	71	75		
Physical Assault Incident Rate		6.7	4.5	4.7	6.0	5.3	8.0	5.2	7.0	8.4	7.5	6.9	5.8	6.4		
Selected Types of Incidents	Physical Assault	55	36	38	50	44	67	42	59	72	58	58	47	52		Figure 10
	Aggressive Behav.	57	61	71	102	66	65	71	78	73	63	46	59	68		
	Psych Emergency	48	48	45	86	56	67	58	72	89	72	47	62	63		
	Fall	22	20	25	24	25	30	31	35	27	33	27	18	26		
	Injury	34	24	26	40	37	36	39	37	41	32	33	32	34		
Physical Assaults by Severity	High	15	10	7	19	14	21	14	10	28	13	14	9	13		Figure 11
	Medium	14	8	15	9	18	21	17	21	26	30	20	16	18		
	Low	26	18	16	22	12	25	11	28	18	15	24	22	20		
Patient Injury Rate***		0.24	0.63	0.12	0.36	0.48	0.12	0.12	0.00	0.00	0.13	0.12	0.12	0.20	0.38	Figure 12
Patients with Major Injuries***		2	5	1	3	4	1	1	0	0	1	1	1	2		
Total Patients Injured***		23	15	16	24	28	27	27	24	31	22	23	19	23		
Total Staff Injured***		22	15	12	30	13	14	23	23	17	11	13	13	17		Figure 13
Elopement Rate		0.12	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.13	Figure 16
Medication Variance Rate		3.79	5.04	3.59	3.75	3.60	2.73	1.73	0.83	1.16	5.56	10.54	2.22	3.69		Figure 17
Adverse Drug Reaction Rate		0.98	0.76	0.62	0.24	0.36	0.36	0.50	0.35	0.46	0.13	0.48	0.25	0.46		Figure 18
Missing Med-Admin Documentation		0.53%	0.47%	0.66%	0.64%	0.60%	0.61%	0.57%	0.58%	0.86%	0.87%	0.56%	0.54%	0.62%		Figure 19
Percent of Medication Refusal		5.38%	5.71%	5.82%	7.06%	6.48%	7.07%	7.51%	7.14%	7.45%	7.22%	6.89%	6.58%	6.69%		Figure 20
Percent of Patients Restrained		0.7%	0.7%	0.3%	0.6%	1.0%	0.3%	1.0%	0.6%	0.6%	1.3%	0.3%	8.8%	0.7%	5.8%	Figure 14
Percent of Patients Secluded		2.6%	2.7%	1.6%	3.8%	3.8%	2.8%	3.5%	2.9%	3.1%	3.8%	2.8%	3.9%	3.1%	2.4%	
Restraint Hours Rate		0.048	0.022	0.077	0.108	0.030	0.010	0.016	0.028	0.072	0.015	0.004	0.028	0.038	0.71	Figure 15
Seclusion Hours Rate		0.127	0.118	0.073	0.085	0.049	0.040	0.086	0.112	0.045	0.088	0.101	0.043	0.080	0.44	
SiteFM Work Orders Completed within 3 days		74%	67%	69%	53%	71%	68%	68%	70%	72%	61%	73%	73%	67%		Figure 22
Total SiteFM Work Orders		558	486	479	593	587	562	444	466	521	506	498	487	516		

\* National Public Rate, NASMHPD Research Institute, National Research Institute (NRI), Data as of June 2013, Published in November 2013.

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

\*\*\* Refer to the next page [UI &amp; Medication]

## Performance Related Information for Staff &amp; Managers

## 3. Unusual Incident &amp; Medication

Data Source: UI DB, MV DB, ADR DB, and Avatar

Updated as of 05/15/15

Category		May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	Total (12mths)	NPR* (Jun-13)
Unusual Incidents (excluding MV)**	Total UIs	193	174	199	249	190	217	208	238	240	198	193	192	208	2491	
	Major UIs Only	147	126	150	190	148	171	168	188	188	156	144	150	161	1926	
	Pt Involved UI Only	183	164	186	230	178	207	190	222	222	190	182	178	194	2332	
	Patient UI Rate	22.4	20.7	23.0	27.8	21.4	24.6	23.5	26.2	25.8	24.6	21.8	22.0	23.7		
	Unique Pts Involved in UI	106	100	107	116	107	143	122	122	139	115	115	107	117	1399	
Selected Types of Incidents	Physical Assault	55	36	38	50	44	67	42	59	72	58	58	47	52	626	
	Aggressive Behavior	57	61	71	102	66	65	71	78	73	63	46	59	68	812	
	Psych Emergency	48	48	45	86	56	67	58	72	89	72	47	62	63	750	
	Fall	22	20	25	24	25	30	31	35	27	33	27	18	26	317	
	Injury	34	24	26	40	37	36	39	37	41	32	33	32	34	411	
Physical Assault Rate		6.7	4.5	4.7	6.0	5.3	8.0	5.2	7.0	8.4	7.5	6.9	5.8	6.4		
UI by Severity	Catastrophe	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
	High	34	36	42	58	30	47	42	39	53	34	34	31	40	480	
	Medium	84	82	87	102	95	85	90	104	113	102	75	90	92	1109	
	Low	74	56	70	89	65	85	76	95	74	62	84	71	75	901	
Physical Assaults by Severity	High	15	10	7	19	14	21	14	10	28	13	14	9	13	174	
	Medium	14	8	15	9	18	21	17	21	26	30	20	16	18	215	
	Low	26	18	16	22	12	25	11	28	18	15	24	22	20	237	
Total Patients Injured***		23	15	16	24	28	27	27	24	31	22	23	19	23	279	
Patients with Major Injuries***		2	5	1	3	4	1	1	0	0	1	1	1	2	20	
Patient Injury Rate***		0.24	0.63	0.12	0.36	0.48	0.12	0.12	0.00	0.00	0.13	0.12	0.12	0.20		0.38
Total Staff Injured**		22	15	12	30	13	14	23	23	17	11	13	13	17		
Total UIs Documented in Avatar		1	2	0	0	0	0	0	0	0	0	0	0	0	3	
Elopement Rate		0.12	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03		0.13
Med Variance (MV) Reports**		31	40	29	31	30	23	14	7	10	43	88	18	30	364	
MV Rate		3.79	5.04	3.59	3.75	3.60	2.73	1.73	0.83	1.16	5.56	10.54	2.22	3.69		
Adverse Drug Reactions Reports		8	6	5	2	3	3	4	3	4	1	4	2	4	45	
ADR Rate		0.98	0.76	0.62	0.24	0.36	0.36	0.50	0.35	0.46	0.13	0.48	0.25	0.46		
Total Med Administrations Scheduled		108187	104448	107179	105835	103590	105994	104198	107578	109625	96178	103742	99674		1256228	
Total Missing Documentations		568	493	704	680	626	647	595	622	939	838	579	543		7834	
Percent of Missing Documentation		0.53%	0.47%	0.66%	0.64%	0.60%	0.61%	0.57%	0.58%	0.86%	0.87%	0.56%	0.54%		0.62%	
Total Medication Doses Refused		5823	5969	6239	7472	6712	7493	7823	7676	8164	6940	7145	6562		84018	
Percent of Medication Refusal		5.38%	5.71%	5.82%	7.06%	6.48%	7.07%	7.51%	7.14%	7.45%	7.22%	6.89%	6.58%		6.69%	
Total STAT Orders		89	91	78	209	178	154	138	139	220	135	104	144	140		Figure 21
Total STAT Events****		51	40	50	104	90	77	68	74	98	68	52	73	70		
Total Individuals Involved >=1 STAT		25	21	19	37	43	33	28	33	40	31	32	29	31		
Total Patients with >=3 STAT Events		7	3	7	12	9	11	11	8	7	8	3	13	8		

\* National Public Rate, NASMHPD Research Institute, National Research Institute (NRI), Data as of June 2013, Published in November 2013.

\*\* 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); According to the revised UI policy as of November 4, 2013, a medication variance (MV) incident became no longer considered to be an unusual incident, and a medication or vital sign refusal incident is not longer an UI as of May 2014. UI data for the past 12 months in this report has been updated to reflect this change and reanalyzed in order to show the UI trend in consistent logic.

\*\*\* 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 beyond first-aid level treatment based on the NRI definition and the patient injury rate is the number of 'major' patient injuries per every 1000 inpatient days

\*\*\*\* One STAT event may involve more than one STAT order for the same patient. Any orders placed within 20 minute timeframe are considered to belong to one STAT event.



## Performance Related Information for Staff &amp; Managers

## 4. 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 05/15/15

Category		May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	Total (12mths)	NPR* (Jun-13)
Number of Restraint Events	Mechanical	6	4	7	7	6	1	3	6	9	4	1	6	5.0	60	
	Physical Hold												45	45.0		
	Total												51	51.0		
Number of Unique Patients Restrained	Mechanical	2	2	1	2	3	1	3	2	2	4	1	3	2.2		
	Physical Hold												24	24.0		
	Total												27	27.0		
Percentage of Patients Restrained**	Mechanical	0.7%	0.7%	0.3%	0.6%	1.0%	0.3%	1.0%	0.6%	0.6%	1.3%	0.3%	1.0%	0.7%		5.8%
	Physical Hold												7.8%	7.8%		
	Total												8.8%	8.8%		
Total Restraint Hours (h:mm)**	Mechanical	9:30	4:16	15:00	21:25	6:00	2:00	3:06	5:38	14:56	2:46	0:50	4:44	7:30	90:11	
	Physical Hold												0:45	0:45		
	Total												5:29	5:29		
Restraint Hours Rate**	Mechanical	0.048	0.022	0.077	0.108	0.030	0.010	0.016	0.028	0.072	0.015	0.004	0.024	0.038		0.71
	Physical Hold												0.004	0.004		
	Total												0.028	0.028		
Number of Seclusion Events		20	22	14	21	17	12	19	14	15	20	15	19	17.3	208	
Number of Unique Patients Secluded		8	8	5	12	12	9	11	9	10	12	9	12	9.8		
Percentage of Patients Secluded		2.6%	2.7%	1.6%	3.8%	3.8%	2.8%	3.5%	2.9%	3.1%	3.8%	2.8%	3.9%	3.1%		2.4%
Total Seclusion Hours (h:mm)		24:49	22:32	14:14	16:51	9:52	8:01	16:36	22:48	9:24	16:21	20:15	8:24	15:50	190:07	
Seclusion Hours Rate		0.127	0.118	0.073	0.085	0.049	0.040	0.086	0.112	0.045	0.088	0.101	0.043	0.080		0.44

\* National Public Rate, NASMHPD Research Institute, National Research Institute (NRI), Data as of June 2013, Published in November 2013.

\*\* Restraint data prior to April 2015 includes only mechanical restraints. The Hospital's restraint policy has been revised to consider a physical hold a restraint and data as of April 2015 reflects this change. The duration of each physical hold event is counted as one (1) minute as a physical hold is ordered/used only as a temporary intervention that lasts less than a minute to break up any physical altercations or to administer emergency medications.

## Performance Related Information for Staff &amp; Managers

## 6. Major Unusual Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 05/15/15

Category		May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	Total (12mths)	Percent
<b>Total Unusual Incidents</b>		<b>193</b>	<b>174</b>	<b>199</b>	<b>249</b>	<b>190</b>	<b>217</b>	<b>208</b>	<b>238</b>	<b>240</b>	<b>198</b>	<b>193</b>	<b>192</b>	<b>208</b>	<b>2491</b>	<b>100%</b>
Incident Location	1A	14	4	7	15	4	11	12	9	5	5	11	13	9	110	4%
	1B	9	9	21	19	10	18	14	12	12	10	12	18	14	164	7%
	1C	7	11	6	12	18	32	14	24	28	25	7	7	16	191	8%
	1D	27	22	19	29	20	7	18	40	37	15	23	26	24	283	11%
	1E	17	13	12	22	21	25	15	26	15	12	12	24	18	214	9%
	1F	19	15	37	32	28	25	23	34	43	28	28	20	28	332	13%
	1G	27	24	12	28	20	13	7	7	11	12	7	15	15	183	7%
	2A	3	3	6	10	7	4	12	7	16	3	6	5	7	82	3%
	2B	4	0	2	4	8	5	15	2	2	3	3	4	4	52	2%
	2C	19	19	22	20	9	17	10	16	14	24	10	2	15	182	7%
	2D	16	13	20	18	17	18	26	22	19	19	33	24	20	245	10%
	TLC	17	24	14	20	15	26	26	23	21	31	27	16	22	260	10%
	Other	14	17	21	20	13	16	16	16	17	11	14	18	16	193	8%
<b>Physical Assault</b>		<b>55</b>	<b>36</b>	<b>38</b>	<b>50</b>	<b>44</b>	<b>67</b>	<b>42</b>	<b>59</b>	<b>72</b>	<b>58</b>	<b>58</b>	<b>47</b>	<b>52</b>	<b>626</b>	<b>100%</b>
Incident Location	1A	5	0	2	2	1	0	0	0	1	2	4	2	2	19	3%
	1B	3	1	3	0	2	4	2	3	0	1	0	1	2	20	3%
	1C	2	3	1	0	3	9	0	8	6	6	2	1	3	41	7%
	1D	8	8	5	14	11	4	3	5	10	4	7	7	7	86	14%
	1E	7	3	5	1	4	12	4	3	5	4	8	5	5	61	10%
	1F	4	2	5	3	5	8	9	19	15	13	10	8	8	101	16%
	1G	9	4	3	8	9	4	0	2	4	5	1	4	4	53	8%
	2A	0	0	0	0	0	1	1	2	5	1	0	1	1	11	2%
	2B	0	0	2	0	0	0	1	0	0	0	0	0	0	3	0%
	2C	5	7	4	3	2	4	6	5	7	10	4	0	5	57	9%
	2D	8	3	1	11	4	11	8	6	7	4	12	12	7	87	14%
	TLC - Intensive	3	2	2	3	0	7	5	4	8	6	9	2	4	51	8%
	TLC - Transitional	0	0	2	4	3	0	3	1	3	1	1	3	2	21	3%
	Other	1	3	3	1	0	3	0	1	1	1	0	1	1	15	2%

## Performance Related Information for Staff &amp; Managers

## 6. Major Unusual Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 05/15/15

Category		May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	Total (12mths)	Percent
<b>Aggressive Behavior</b>		<b>57</b>	<b>61</b>	<b>71</b>	<b>102</b>	<b>66</b>	<b>65</b>	<b>71</b>	<b>78</b>	<b>73</b>	<b>63</b>	<b>46</b>	<b>59</b>	<b>68</b>	<b>812</b>	<b>130%</b>
Incident Location	1A	0	1	1	5	1	2	1	3	0	0	0	1	1	15	2%
	1B	0	0	3	7	4	5	2	1	0	0	1	3	2	26	4%
	1C	0	1	3	6	7	10	3	7	10	12	2	2	5	63	10%
	1D	10	5	4	12	7	1	7	23	21	8	7	14	10	119	19%
	1E	4	3	2	15	11	8	7	13	7	5	1	12	7	88	14%
	1F	9	10	20	18	10	14	11	12	15	10	7	7	12	143	23%
	1G	11	17	5	14	8	0	2	0	0	2	1	6	6	66	11%
	2A	2	2	4	7	3	1	2	1	6	2	2	1	3	33	5%
	2B	1	0	0	1	4	2	11	0	0	0	0	0	2	19	3%
	2C	8	10	12	6	3	5	2	4	1	5	3	0	5	59	9%
	2D	5	2	8	1	2	5	11	8	5	7	11	6	6	71	11%
	TLC - Intensive	6	7	4	3	3	3	4	3	4	8	6	4	5	55	9%
	TLC - Transitional	0	2	3	4	1	4	5	1	3	2	2	3	3	30	5%
	Other	1	1	2	3	2	5	3	2	1	2	3	0	2	25	4%
<b>Psych Emergency</b>		<b>48</b>	<b>48</b>	<b>45</b>	<b>86</b>	<b>56</b>	<b>67</b>	<b>58</b>	<b>72</b>	<b>89</b>	<b>72</b>	<b>47</b>	<b>62</b>	<b>63</b>	<b>750</b>	<b>120%</b>
Incident Location	1A	0	1	1	1	0	1	0	3	1	1	0	1	1	10	2%
	1B	0	0	2	3	1	7	2	1	0	0	0	3	2	19	3%
	1C	0	2	1	3	2	12	0	4	8	7	4	1	4	44	7%
	1D	10	6	3	18	9	3	9	14	16	11	9	14	10	122	19%
	1E	5	3	1	16	16	14	10	15	11	7	5	17	10	120	19%
	1F	7	4	19	13	10	15	16	19	22	15	15	10	14	165	26%
	1G	16	17	5	16	12	3	0	0	1	2	1	4	6	77	12%
	2A	0	0	0	0	0	0	0	1	4	1	0	2	1	8	1%
	2B	0	0	0	1	0	0	5	0	0	0	0	0	1	6	1%
	2C	4	10	7	7	0	4	0	1	4	7	1	0	4	45	7%
	2D	2	0	3	5	3	5	11	13	14	9	3	7	6	75	12%
	TLC - Intensive	4	4	2	2	0	2	2	1	5	10	6	1	3	39	6%
	TLC - Transitional	0	0	0	1	2	0	2	0	3	0	1	2	1	11	2%
	Other	0	1	1	0	1	1	1	0	0	2	2	0	1	9	1%

## Performance Related Information for Staff &amp; Managers

## 6. Major Unusual Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 05/15/15

Category		May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	Total (12mths)	Percent
<b>Fall</b>		<b>22</b>	<b>20</b>	<b>25</b>	<b>24</b>	<b>25</b>	<b>30</b>	<b>31</b>	<b>35</b>	<b>27</b>	<b>33</b>	<b>27</b>	<b>18</b>	<b>26</b>	<b>317</b>	<b>100%</b>
Incident Location	1A	3	0	1	4	2	4	9	3	3	2	5	0	3	36	11%
	1B	1	1	4	6	4	4	5	4	3	6	3	2	4	43	14%
	1C	4	2	0	1	0	5	2	8	2	0	3	1	2	28	9%
	1D	5	0	5	2	3	2	2	1	1	0	2	4	2	27	9%
	1E	0	2	0	1	1	2	2	1	0	2	0	0	1	11	3%
	1F	0	1	3	1	2	1	2	2	7	4	3	1	2	27	9%
	1G	2	0	2	2	1	2	1	1	2	4	1	1	2	19	6%
	2A	0	0	0	0	1	0	0	2	0	0	1	1	0	5	2%
	2B	0	0	0	1	2	2	1	0	0	1	1	2	1	10	3%
	2C	2	1	3	1	0	1	0	5	3	5	0	0	2	21	7%
	2D	1	4	4	1	5	2	1	1	1	3	3	2	2	28	9%
	TLC - Intensive	0	1	0	0	1	1	1	1	2	1	1	1	1	10	3%
	TLC - Transitional	1	2	1	2	1	1	3	3	0	1	0	0	1	15	5%
	Other	3	6	2	2	2	3	2	3	3	4	4	3	3	37	12%
<b>Physical Injury</b>		<b>34</b>	<b>24</b>	<b>26</b>	<b>40</b>	<b>37</b>	<b>36</b>	<b>39</b>	<b>37</b>	<b>41</b>	<b>32</b>	<b>33</b>	<b>32</b>	<b>34</b>	<b>411</b>	<b>100%</b>
Incident Location	1A	3	2	2	2	1	0	1	0	2	2	2	2	2	19	5%
	1B	3	1	4	2	1	2	3	1	0	1	3	5	2	26	6%
	1C	2	2	0	2	1	6	0	3	5	4	3	0	2	28	7%
	1D	6	2	3	6	8	3	3	7	4	1	7	5	5	55	13%
	1E	3	3	5	4	2	7	4	1	0	2	1	2	3	34	8%
	1F	1	1	1	4	12	5	8	8	5	8	7	3	5	63	15%
	1G	9	2	2	6	0	3	1	2	3	1	0	1	3	30	7%
	2A	0	0	0	0	1	0	2	2	0	1	0	2	1	8	2%
	2B	1	0	1	0	1	0	0	0	0	0	0	1	0	4	1%
	2C	2	2	3	4	2	2	2	4	6	6	1	0	3	34	8%
	2D	1	1	2	1	4	2	7	5	5	1	1	4	3	34	8%
	TLC - Intensive	1	2	1	2	0	4	3	1	7	1	5	2	2	29	7%
	TLC - Transitional	0	2	0	2	2	0	3	2	1	2	0	0	1	14	3%
	Other	2	4	2	5	2	2	2	1	3	2	3	5	3	33	8%

\* Not every incident is a major incident. This counts only those incidents that were classified to be major based on the policy.

## Performance Related Information for Staff &amp; Managers

## 5. Demographic Information of Individuals in Care

Data Source: Avatar

Updated as of 05/15/15

Category	Sub-group	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Monthly Average	Percent*
Total Active (on Roll) at End of Month*		268	271	272	276	278	276	274	283	284	281	278	273	276	
Gender	Female	84	81	82	88	92	92	87	93	90	89	87	90	88	31.8%
	Male	184	190	190	188	186	184	187	190	194	192	191	183	188	68.2%
Age	Median Age (Years)	57 yrs	57 yrs	55 yrs	56 yrs	55 yrs	56 yrs	55 yrs	55 yrs	55 yrs	56 yrs	56 yrs	55 yrs	56 yrs	
	<30 years old	15	17	21	25	29	24	30	28	30	37	38	43	28	10.2%
	>=30 and <40 years old	29	34	36	34	34	34	28	34	34	31	29	28	32	11.6%
	>=40 and <50 years old	37	39	40	39	34	32	31	36	35	32	32	32	35	12.6%
	>=50 and <60 years old	80	78	78	80	84	81	84	81	79	71	69	67	78	28.1%
	>=60 years old	107	103	97	98	97	105	101	104	106	110	110	103	103	37.4%
Legal Status of Individuals on Roll at End of Month	Emergency	36	33	28	25	27	22	21	29	27	27	38	45	30	10.8%
	Inpatient Commitment	31	33	36	39	34	35	35	35	36	36	33	35	35	12.6%
	Outpatient Commitment	18	22	28	23	23	22	27	27	27	28	17	16	23	8.4%
	Voluntary	41	36	36	40	37	35	32	32	37	34	38	35	36	13.1%
	Non-Protesting	0	0	0	0	0	0	0	0	1	1	0	0	0	0.1%
	Civil Sub-total	126	124	128	127	121	114	115	123	128	126	126	131	124	44.9%
	DC Exam	30	30	28	30	31	40	35	43	40	41	38	38	35	12.8%
	Mentally Incompetent	17	21	27	28	36	31	36	28	25	23	25	20	26	9.6%
	Forensic Pre-trial Sub-total	47	51	55	58	67	71	71	71	65	64	63	58	62	22.4%
	NGBRI - DC	79	80	74	75	74	76	74	75	76	76	74	70	75	27.2%
	NGBRI - US	12	12	11	11	11	10	10	10	10	10	10	9	11	3.8%
	NGBRI - VI	1	1	1	1	1	1	1	1	1	1	1	1	1	0.4%
	Dual Commitment	1	1	1	2	2	2	1	1	1	1	1	1	1	0.5%
	Sexual Psychopath (Miller Act)	2	2	2	2	2	2	2	2	3	3	3	3	2	0.8%
	Forensic Post-trial Sub-total	95	96	89	91	90	91	88	89	91	91	89	84	90	32.7%
Length of Stay	Median LOS (Days)	557 d	522 d	506 d	424 d	394 d	399 d	412 d	362 d	381 d	402 d	403 d	388 d	429 d	
	Average LOS (Days)	2772 d	2756 d	2669 d	2545 d	2516 d	2532 d	2549 d	2488 d	2500 d	2490 d	2483 d	2421 d	2560 d	
	<30 Days	34	30	35	40	35	41	35	38	40	37	35	31	36	13.0%
	>=30 ~ <365 Days	85	92	92	92	100	93	100	104	99	100	101	101	97	35.0%
	>= 1 Year & < 2 Years	24	24	22	25	27	25	23	25	27	24	24	26	25	8.9%
	>= 2 Years & < 5 Years	33	32	32	29	27	28	29	29	30	32	32	31	30	11.0%
	>= 5 Years & < 20 Years	51	51	50	50	49	48	46	46	46	47	45	46	48	17.4%
	>= 20 Years	41	42	41	40	40	41	41	41	42	41	41	38	41	14.8%

\* Counts the total number of individuals who are on the hospital roll at end of each month. This number serves as denominator to calculate percentage of each group.