

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



Performance Related Information for Staff and Managers

PRISM

DECEMBER 2011

Table of Contents

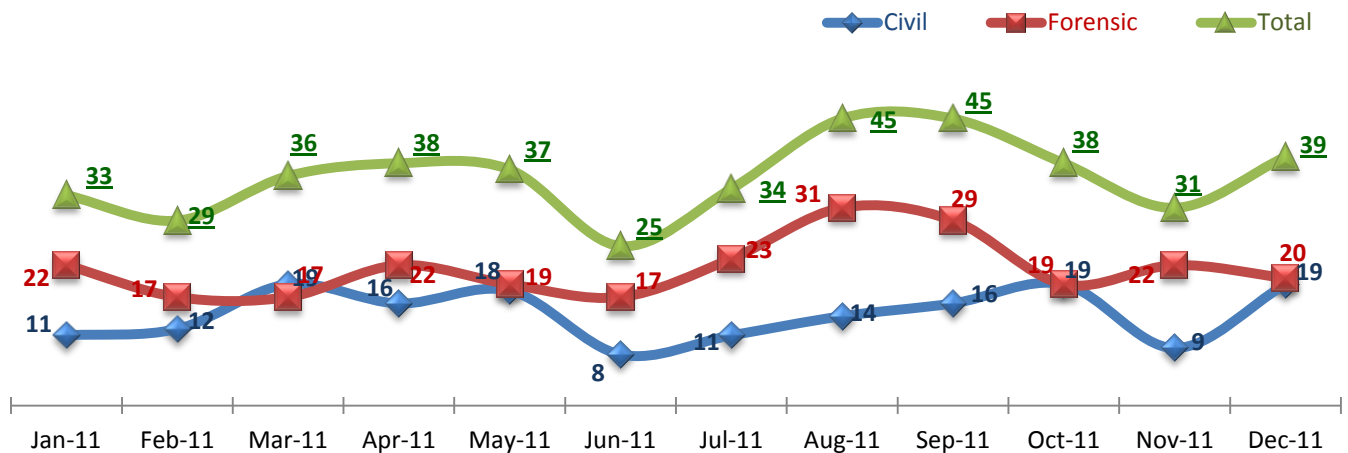


| | | |
|--------------------------|--|---|
| 1. | Admissions to SEH | 1 |
| 2. | Discharges from SEH..... | 1 |
| 3. | Average Daily Census | 1 |
| 4. | Transfers | 2 |
| 5. | 30-Day Readmission Rate | 2 |
| 6. | Unusual Incidents..... | 2 |
| 7. | Patient-Involved Unusual Incidents..... | 3 |
| 8. | Selected Types of Incidents | 3 |
| 9. | Physical Assaults by Severity | 3 |
| 10. | Patient Injuries | 4 |
| 11. | Staff Injuries | 4 |
| 12. | Elopements | 4 |
| 13. | Reported Medication Variances | 5 |
| 14. | Reported Adverse Drug Reactions | 5 |
| 15. | Percent of Missing Documentation on Med-Administration..... | 5 |
| 16. | Emergency Involuntary Medications Documented in eMar | 6 |
| 17. | Percent of Patients Restrained or Secluded | 6 |
| 18. | Restraint Hours Rate & Seclusion Hours Rate | 6 |
| | | |
| <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 | |
| <input type="checkbox"/> | Appendix 5) Table – Major Incidents by Incident Location/Unit | |
| <input type="checkbox"/> | Appendix 6) Table – Demographic Information of Individuals in Care | |

1/13/2012

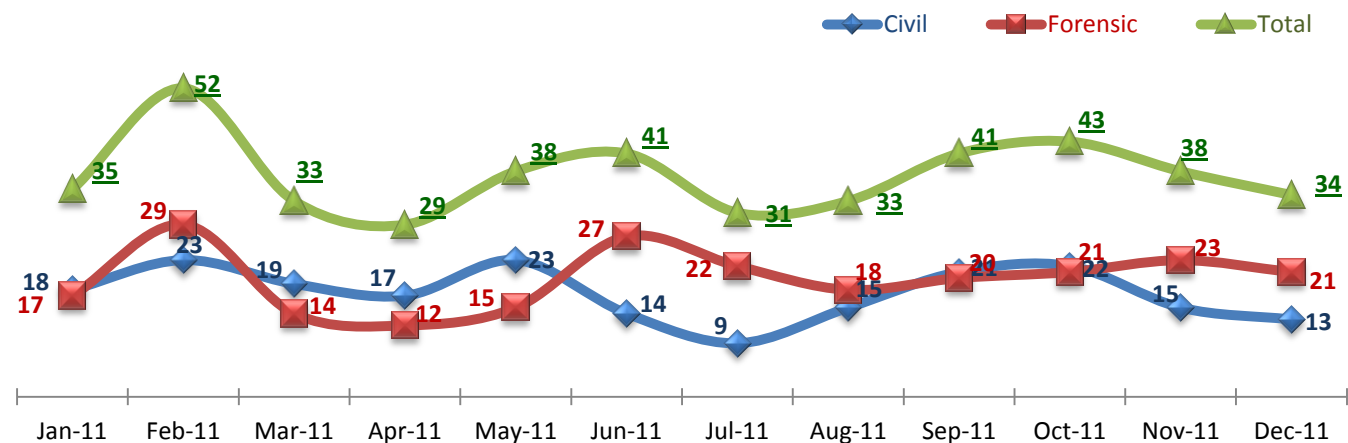
Office of Statistics and Reporting (OSR)

1. Admissions to SEH



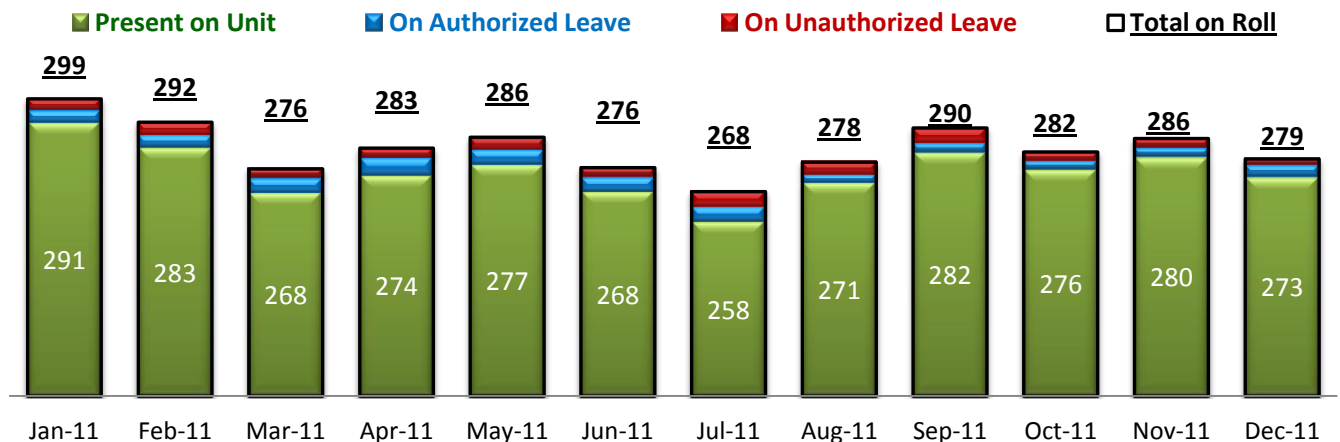
* Number of admissions to SEH inpatient program, including transfers from outpatient to inpatient program.

2. Discharges from SEH



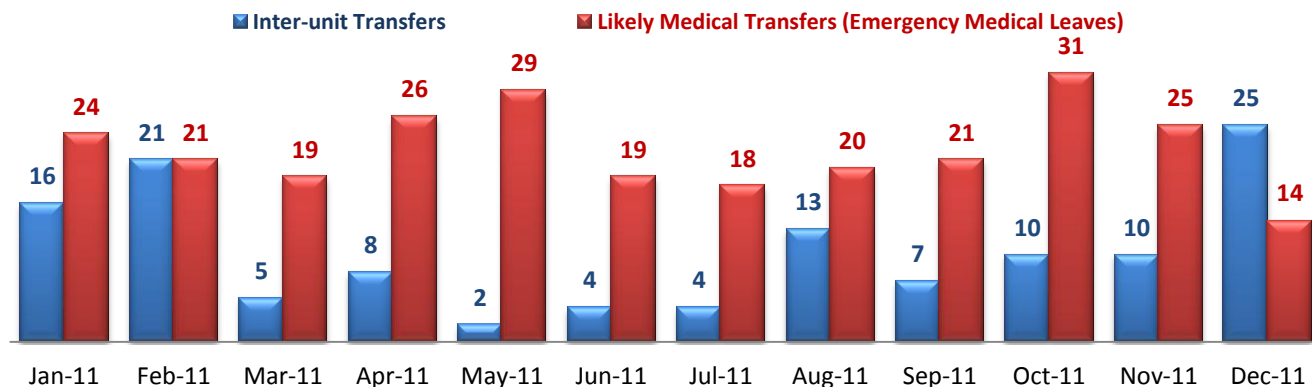
* Number of discharges from SEH inpatient program, including transfers from inpatient to outpatient program.

3. Average Daily Census



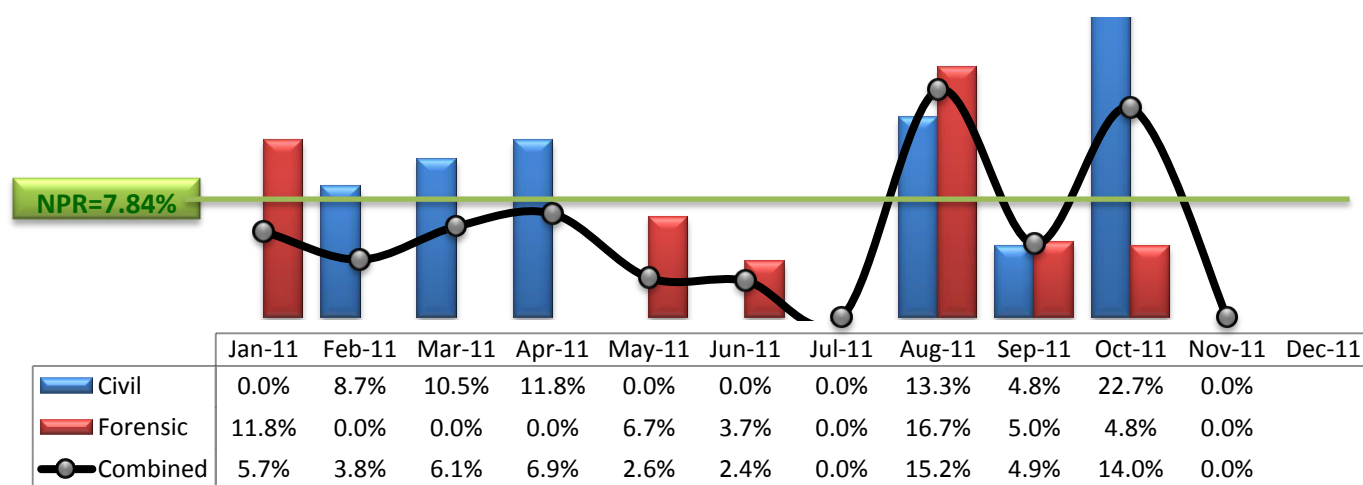
* Data above is the daily average number of individuals counted at 11:59 PM every day during each month.

4. Transfers



* Number of inter-unit transfers that occurred during month and number of emergency medical leaves that were initiated during month.

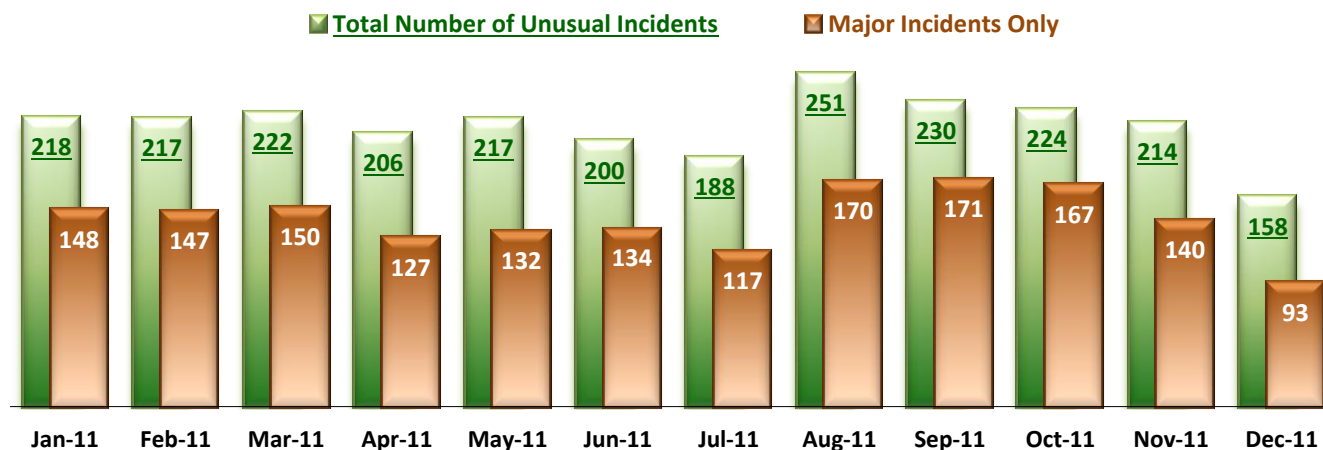
5. 30-Day Readmission Rate



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

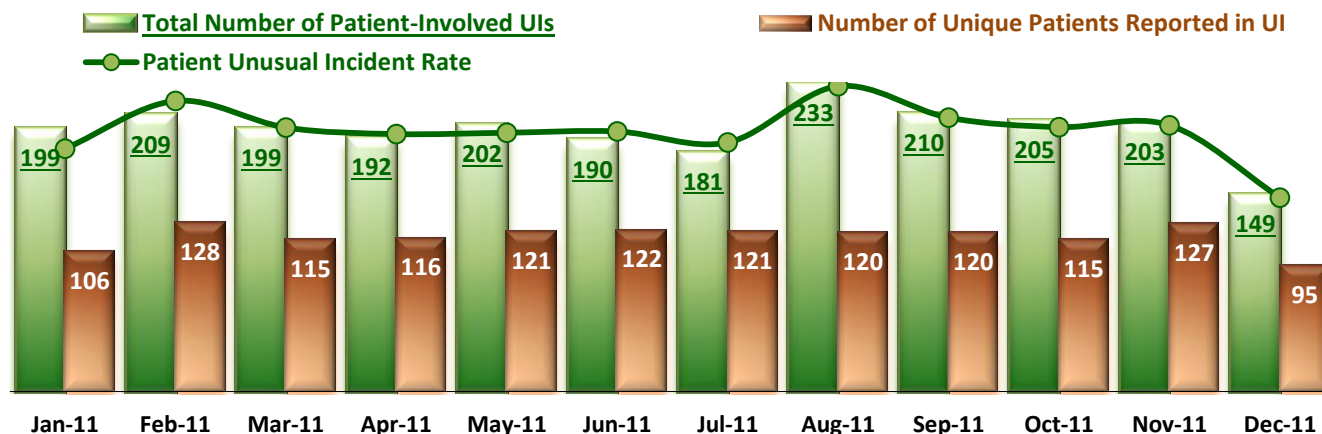
** NPR: National Public Rate as of December 2009 published by NASMHPD Research Institute in May 2010.

6. Unusual Incidents



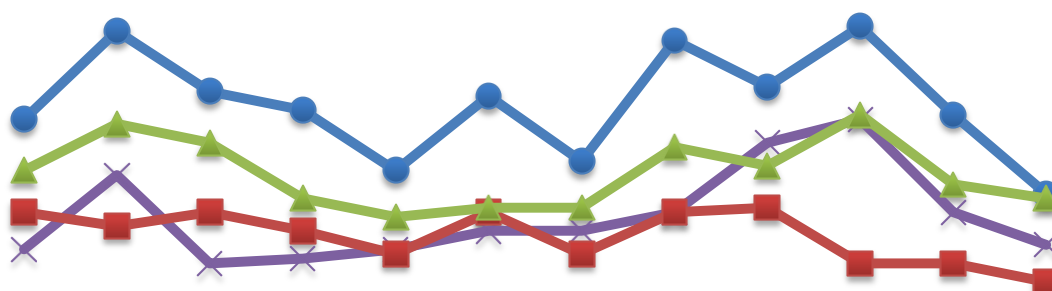
* Numbers above represent all types of the unusual incidents (UIs) that were reported to the Risk Manager by PRISM publication date, including those that did not involve any patients.

7. Patient-Involved Unusual Incidents



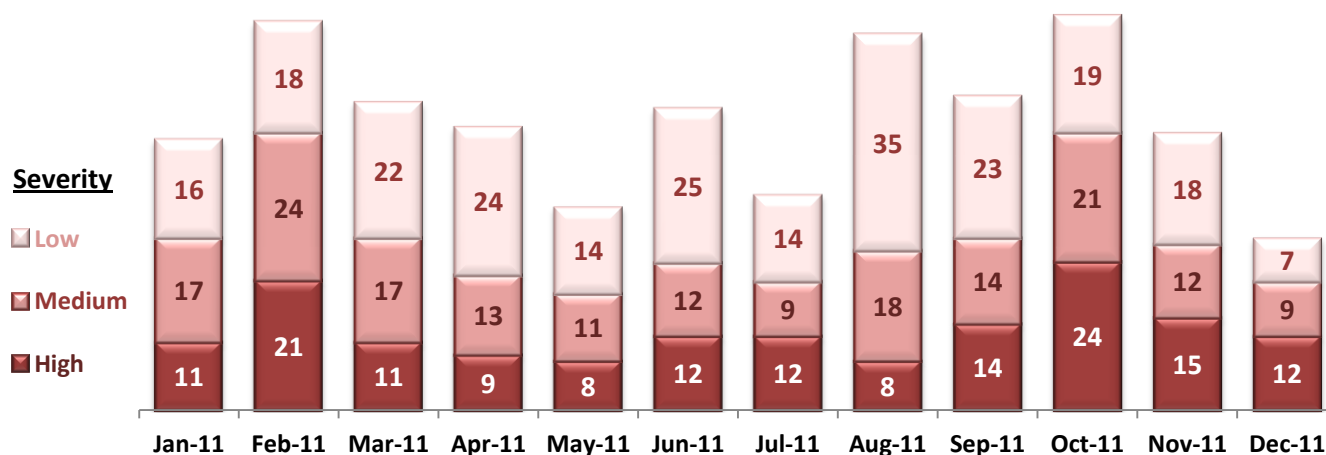
*The total number of patient-involved UIs counts only those incidents that involved at least one or more patients. Some patients may be involved in more than one incident and the number of unique patients does not double count them. The patient UI rate is the number of patient-involved unusual incidents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

8. Selected Types of Incidents

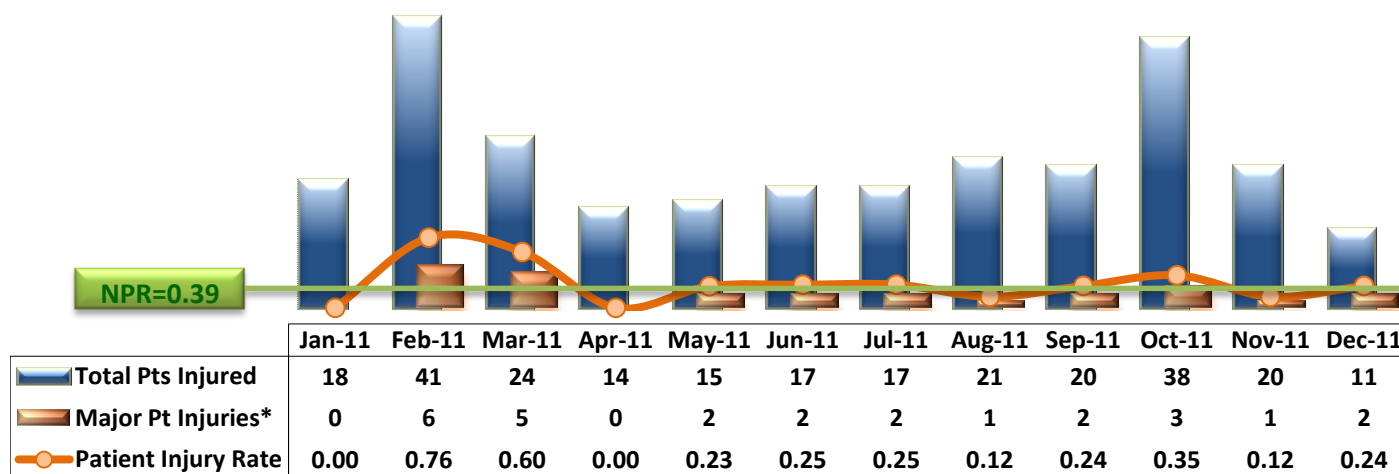


*These are incident types that are frequently reported. Some incidents may be counted in multiple categories. For example, a physical assault incident that accompanied psychiatric emergency and injury is counted under psychiatric emergency and injury as well as under physical assault. Injury is broadly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

9. Physical Assaults by Severity

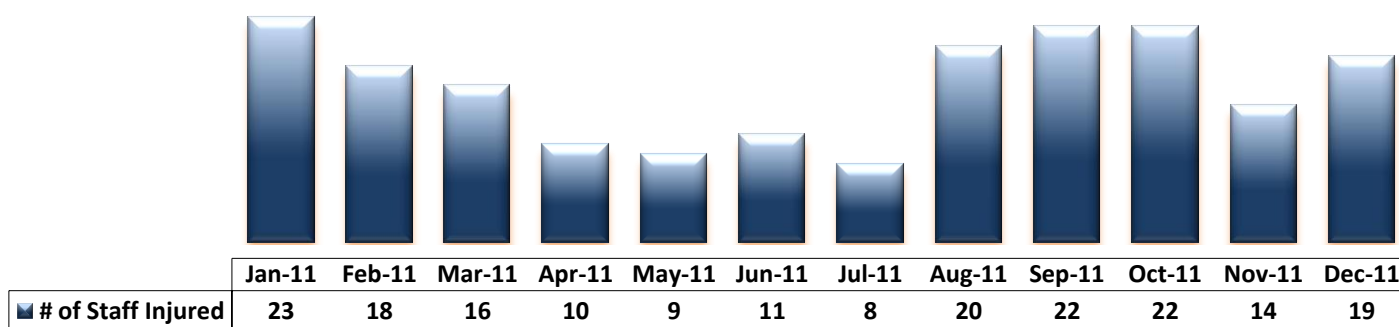


10. Patient Injuries



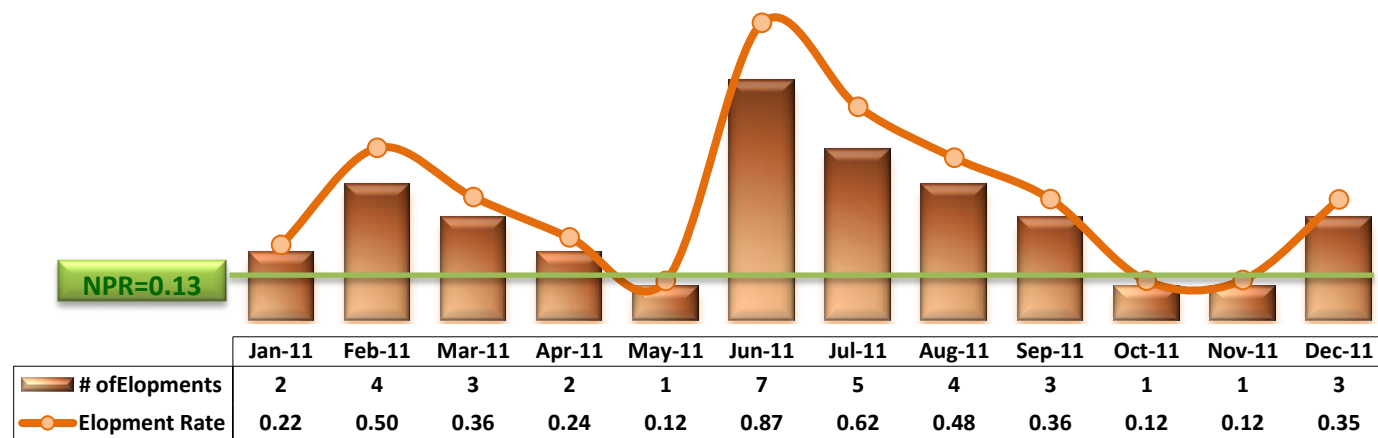
* Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of patients injured represents all of the reported injuries including minor injuries treated with first aid alone. However, the patient injury rate considers only the number of patient 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. The major patient injury data became available in January 2011.

11. Staff Injuries



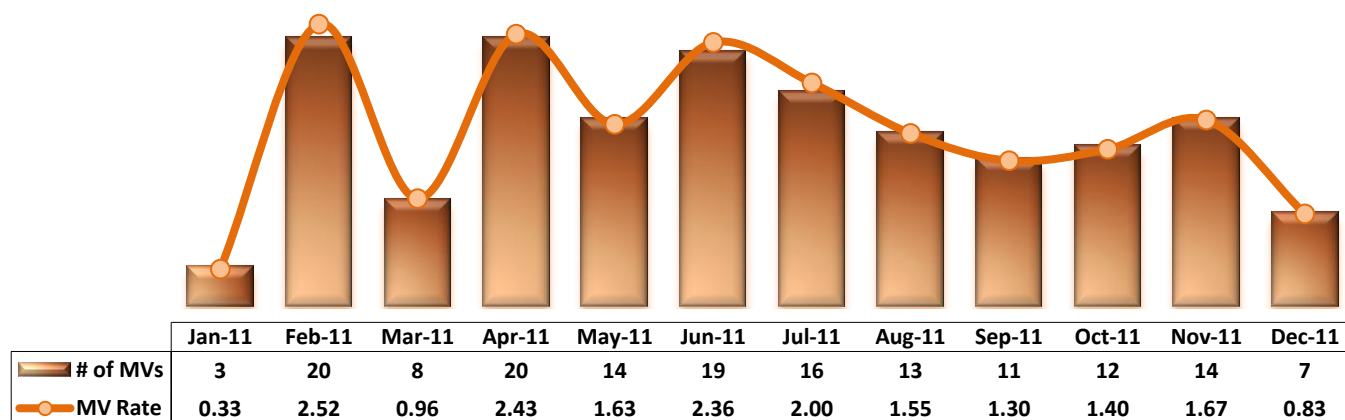
* Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of staff injured represents all of the reported staff injuries including minor injuries treated with first aid alone.

12. Elopements



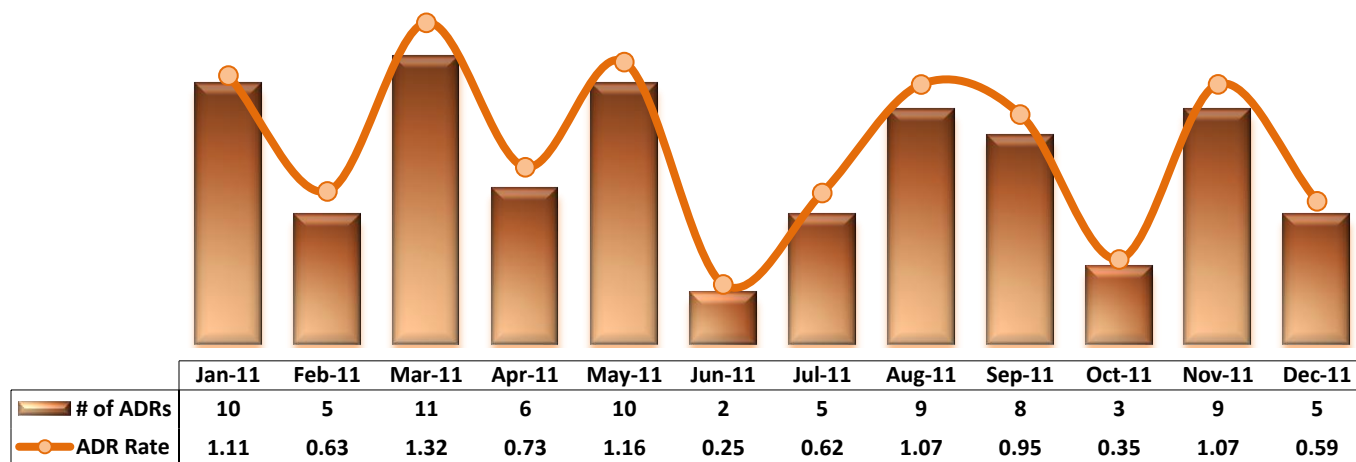
* It counts the total number of unauthorized leaves for any duration that were initiated during month and were recorded in Avatar. The elopement rate is the number of those unauthorized leaves that occurred for every 1000 inpatient days.

13. Reported Medication Variances



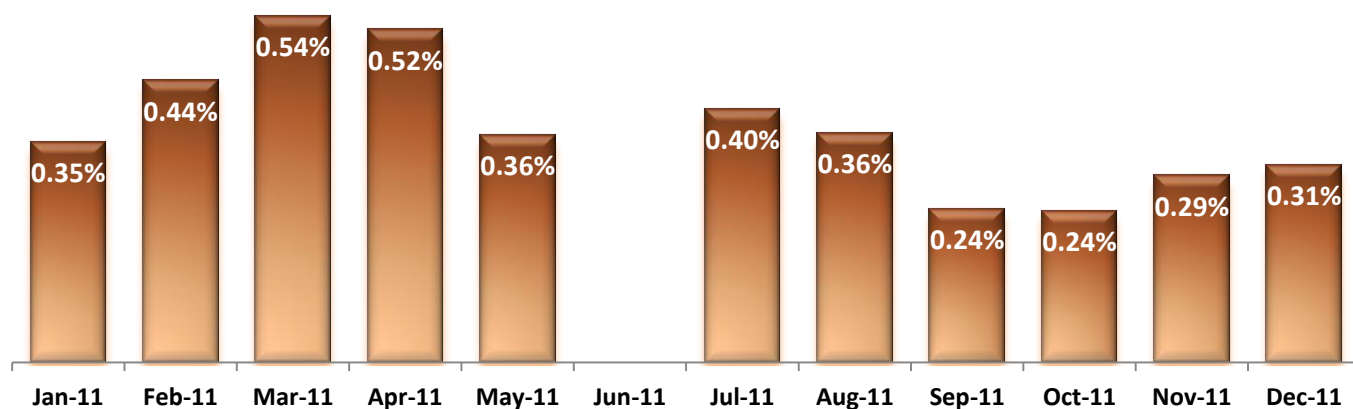
* MV Rate: Number of reported medication variance events that occurred for every 1000 inpatient days.

14. Reported Adverse Drug Reactions



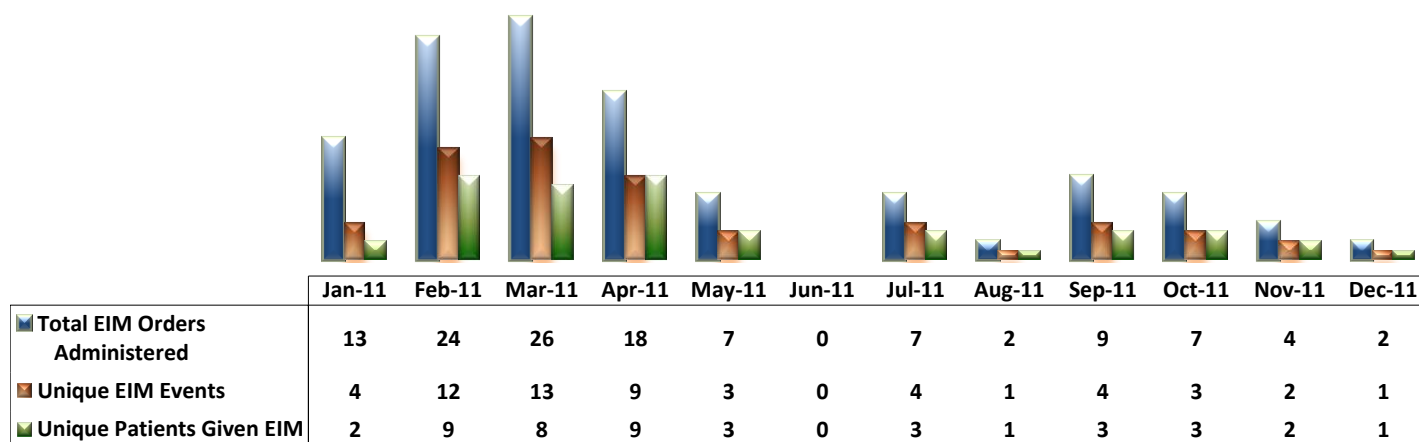
* ADR Rate: Number of reported adverse drug reaction events that occurred for every 1000 inpatient days.

15. Percent of Missing Documentation on Med-Administration



* June-2011 data is not available because of data tracking interruption caused by a technical glitch in Avatar. September-2011 data does not include administration records associated with new orders placed between 9/22/11 and 9/25/11 due to a technical issue that occurred in Avatar and Worx during that time period.

16. Emergency Involuntary Medications Documented in eMar



* Some patients may have experienced multiple EIM events during month and some events may have involved multiples doses of medication ordered and administered.

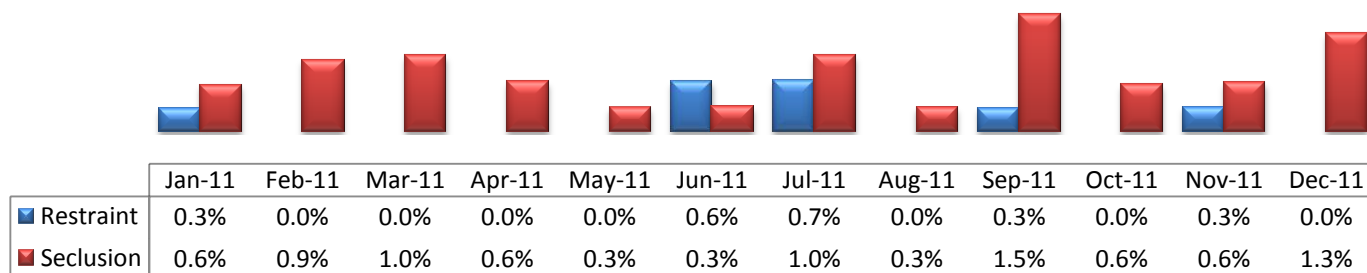
** Unusual incident DB suggests that two EIM events occurred in June 2011 while Avatar eMar recorded none.

*** Data prior to October 2011 may include 'now' orders in addition to stat emergency orders.

17. Percent of Patients Restrained or Secluded

NPR(R)=3.6%

NPR(S)=2.6%

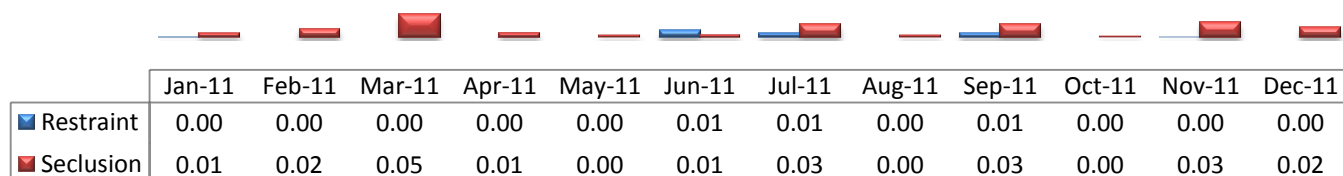


* Percent of unique patients who were restrained at least once and percent of unique patients who were secluded at least once.

18. 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

1. Census, Admissions, Discharges & Transfers

Data Source: Avatar

Updated as of 01/10/12

| Category | | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Monthly Average | Total (12mths) | Figure |
|---|--------------|-----------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------------|----------------|----------|
| Admissions | Civil | 11 | 12 | 19 | 16 | 18 | 8 | 11 | 14 | 16 | 19 | 9 | 19 | 14 | 172 | Figure 1 |
| | Forensic | 22 | 17 | 17 | 22 | 19 | 17 | 23 | 31 | 29 | 19 | 22 | 20 | 22 | 258 | |
| | Total | 33 | 29 | 36 | 38 | 37 | 25 | 34 | 45 | 45 | 38 | 31 | 39 | 36 | 430 | |
| Discharges | Civil | 18 | 23 | 19 | 17 | 23 | 14 | 9 | 15 | 21 | 22 | 15 | 13 | 17 | 209 | Figure 2 |
| | Forensic | 17 | 29 | 14 | 12 | 15 | 27 | 22 | 18 | 20 | 21 | 23 | 21 | 20 | 239 | |
| | Total | 35 | 52 | 33 | 29 | 38 | 41 | 31 | 33 | 41 | 43 | 38 | 34 | 37 | 448 | |
| Net Gain During Month | Civil | -7 | -11 | 0 | -1 | -5 | -6 | 2 | -1 | -5 | -3 | -6 | 6 | | -37 | |
| | Forensic | 5 | -12 | 3 | 10 | 4 | -10 | 1 | 13 | 9 | -2 | -1 | -1 | | 19 | |
| | Total | -2 | -23 | 3 | 9 | -1 | -16 | 3 | 12 | 4 | -5 | -7 | 5 | | -18 | |
| All Individuals on Roll at End of Month | | 299 | 276 | 279 | 288 | 287 | 271 | 274 | 286 | 290 | 285 | 278 | 283 | 283 | | |
| a. Present on Unit | | 290 | 269 | 275 | 280 | 277 | 261 | 263 | 280 | 280 | 279 | 272 | 275 | 275 | | |
| b. On AL | | 6 | 3 | 1 | 5 | 6 | 5 | 7 | 1 | 6 | 3 | 3 | 6 | 4 | | |
| c. On UL | | 3 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 2 | 4 | | |
| All Individuals on Roll: Daily Average during Month | | 299 | 292 | 276 | 283 | 286 | 276 | 268 | 278 | 290 | 282 | 286 | 279 | 283 | | Figure 3 |
| a. Present on Unit* | | 291 | 283 | 268 | 274 | 277 | 268 | 258 | 271 | 282 | 276 | 280 | 273 | 275 | | |
| b. On AL | | 4 | 4 | 5 | 6 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | | |
| c. On UL | | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 4 | 5 | 3 | 3 | 2 | 4 | | |
| Patient Days* | | 9031 | 7925 | 8307 | 8217 | 8601 | 8050 | 8008 | 8407 | 8448 | 8544 | 8402 | 8471 | 8368 | 100411 | |
| Inter-Unit Transfers during Month | | 16 | 21 | 5 | 8 | 2 | 4 | 4 | 13 | 7 | 10 | 10 | 25 | 10 | 125 | Figure 4 |
| Medical Leaves Initiated during Month | Emergency | 24 | 21 | 19 | 26 | 29 | 19 | 18 | 20 | 21 | 31 | 25 | 14 | 22 | 267 | |
| | Non-Emer | 26 | 21 | 21 | 35 | 15 | 5 | 12 | 15 | 12 | 14 | 12 | 13 | 17 | 201 | |
| Total | | 50 | 42 | 40 | 61 | 44 | 24 | 30 | 35 | 33 | 45 | 37 | 27 | 39 | 468 | |
| Non-Medical Leaves Initiated during Month | | 91 | 111 | 67 | 60 | 56 | 45 | 63 | 63 | 53 | 64 | 66 | 82 | 68 | 821 | |
| UL Initiated during Month | | 2 | 4 | 3 | 2 | 1 | 7 | 5 | 4 | 3 | 1 | 1 | 3 | 3 | 36 | |
| Total Unique Patients Served during Month | | 334 | 325 | 308 | 311 | 324 | 308 | 305 | 319 | 331 | 330 | 315 | 316 | 319 | | |
| 30 Day Readmission ** | Civil | 0 | 2 | 2 | 2 | 0 | 0 | 0 | 2 | 1 | 5 | 0 | | 1 | 14 | |
| | Forensic | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 3 | 1 | 1 | 0 | | 1 | 9 | |
| | Total | 2 | 2 | 2 | 2 | 1 | 1 | 0 | 5 | 2 | 6 | 0 | | 2 | 23 | |

* 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 & Managers

2. Key Performance Indicators

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

Updated as of 01/10/12

| Category | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Monthly Average | NPR* (Dec-09) | Figure |
|-------------------------------------|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|---------------|-----------|
| 30 Day Readmit (Discharge Cohort)** | Civil | 0.0% | 8.7% | 10.5% | 11.8% | 0.0% | 0.0% | 0.0% | 13.3% | 4.8% | 22.7% | 0.0% | 7.3% | | Figure 5 |
| | Forensic | 11.8% | 0.0% | 0.0% | 0.0% | 6.7% | 3.7% | 0.0% | 16.7% | 5.0% | 4.8% | 0.0% | 4.1% | | |
| | Combined | 5.7% | 3.8% | 6.1% | 6.9% | 2.6% | 2.4% | 0.0% | 15.2% | 4.9% | 14.0% | 0.0% | 5.6% | 7.8% | |
| Number of Unusual Incidents | 218 | 217 | 222 | 206 | 217 | 200 | 188 | 251 | 230 | 224 | 214 | 158 | 212 | | Figure 6 |
| Patient Unusual Incident Rate | 22.04 | 26.37 | 23.96 | 23.37 | 23.49 | 23.60 | 22.60 | 27.71 | 24.86 | 23.99 | 24.16 | 17.59 | 23.62 | | Figure 7 |
| Selected Types of Incidents | Physical Assault | 44 | 63 | 50 | 46 | 33 | 49 | 35 | 61 | 51 | 64 | 45 | 28 | 47 | Figure 8 |
| | Psych Emergency | 16 | 32 | 13 | 14 | 16 | 20 | 20 | 24 | 39 | 44 | 24 | 17 | 23 | |
| | Fall | 24 | 21 | 24 | 20 | 15 | 24 | 15 | 24 | 25 | 13 | 13 | 9 | 19 | |
| | Injury*** | 33 | 43 | 39 | 27 | 23 | 25 | 25 | 38 | 34 | 45 | 30 | 27 | 32 | |
| Physical Assaults by Severity | High | 11 | 21 | 11 | 9 | 8 | 12 | 12 | 8 | 14 | 24 | 15 | 12 | 13 | Figure 9 |
| | Medium | 17 | 24 | 17 | 13 | 11 | 12 | 9 | 18 | 14 | 21 | 12 | 9 | 14 | |
| | Low | 16 | 18 | 22 | 24 | 14 | 25 | 14 | 35 | 23 | 19 | 18 | 7 | 20 | |
| Patient Injury Rate*** | 0.00 | 0.76 | 0.60 | 0.00 | 0.23 | 0.25 | 0.25 | 0.12 | 0.24 | 0.35 | 0.12 | 0.24 | 0.26 | 0.39 | Figure 10 |
| Patients with Major Injuries*** | 0 | 6 | 5 | 0 | 2 | 2 | 2 | 1 | 2 | 3 | 1 | 2 | 2 | | |
| Total Patients Injured*** | 18 | 41 | 24 | 14 | 15 | 17 | 17 | 21 | 20 | 38 | 20 | 11 | 21 | | |
| Total Staff Injured*** | 23 | 18 | 16 | 10 | 9 | 11 | 8 | 20 | 22 | 22 | 14 | 19 | 16 | | Figure 11 |
| Elopement Rate | 0.22 | 0.50 | 0.36 | 0.24 | 0.12 | 0.87 | 0.62 | 0.48 | 0.36 | 0.12 | 0.12 | 0.35 | 0.45 | 0.13 | Figure 12 |
| Medication Variance Rate | 0.33 | 2.52 | 0.96 | 2.43 | 1.63 | 2.36 | 2.00 | 1.55 | 1.30 | 1.40 | 1.67 | 0.83 | 1.56 | | Figure 13 |
| Adverse Drug Reaction Rate | 1.11 | 0.63 | 1.32 | 0.73 | 1.16 | 0.25 | 0.62 | 1.07 | 0.95 | 0.35 | 1.07 | 0.59 | 0.83 | | Figure 14 |
| Missing Med-Admin Documentation | 0.35% | 0.44% | 0.54% | 0.52% | 0.36% | | 0.40% | 0.36% | 0.24% | 0.24% | 0.29% | 0.31% | 0.37% | | Figure 15 |
| Emergency Involuntary Meds | 13 | 24 | 26 | 18 | 7 | 0 | 7 | 2 | 9 | 7 | 4 | 2 | 10 | | Figure 16 |
| Unique EIM Events | 4 | 12 | 13 | 9 | 3 | 0 | 4 | 1 | 4 | 3 | 2 | 1 | 5 | | |
| Unique Patients given EIM | 2 | 9 | 8 | 9 | 3 | 0 | 3 | 1 | 3 | 3 | 2 | 1 | 4 | | |
| Percent of Patients Restrained | 0.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.6% | 0.7% | 0.0% | 0.3% | 0.0% | 0.3% | 0.0% | 0.2% | 3.6% | Figure 17 |
| Percent of Patients Secluded | 0.6% | 0.9% | 1.0% | 0.6% | 0.3% | 0.3% | 1.0% | 0.3% | 1.5% | 0.6% | 0.6% | 1.3% | 0.8% | 2.6% | |
| Restraint Hours Rate | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.42 | Figure 18 |
| Seclusion Hours Rate | 0.01 | 0.02 | 0.05 | 0.01 | 0.00 | 0.01 | 0.03 | 0.00 | 0.03 | 0.00 | 0.03 | 0.02 | 0.02 | 0.55 | |

* National Public Rate, NASMHPD Research Institute

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

*** Injury is broadly defined to include any type of injuries regardless of the cause or severity level. The total number of patients or staff 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. The patient major injury data became available in January 2011.

Performance Related Information for Staff & Managers

3. Unusual Incident & Medication

Data Source: UI DB, ADR DB, and Avatar

Updated as of 01/10/12

| Category | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Monthly Average | Total (12mths) | NPR* (Dec-09) |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|----------------|---------------|
| Total Unusual Incidents** | 218 | 217 | 222 | 206 | 217 | 200 | 188 | 251 | 230 | 224 | 214 | 158 | 212 | 2545 | |
| Total Major Unusual Incidents | 148 | 147 | 150 | 127 | 132 | 134 | 117 | 170 | 171 | 167 | 140 | 93 | 141 | 1696 | |
| Patient Involved UI Only** | 199 | 209 | 199 | 192 | 202 | 190 | 181 | 233 | 210 | 205 | 203 | 149 | 198 | 2372 | |
| Patient UI Rate | 22.04 | 26.37 | 23.96 | 23.37 | 23.49 | 23.60 | 22.60 | 27.71 | 24.86 | 23.99 | 24.16 | 17.59 | 23.62 | | |
| Unique Patients Involved in UI** | 106 | 128 | 115 | 116 | 121 | 122 | 121 | 120 | 120 | 115 | 127 | 95 | 117 | 1406 | |
| Selected Types of Incidents | | | | | | | | | | | | | | | |
| Physical Assault | 44 | 63 | 50 | 46 | 33 | 49 | 35 | 61 | 51 | 64 | 45 | 28 | 47 | 569 | |
| Psych Emergency | 16 | 32 | 13 | 14 | 16 | 20 | 20 | 24 | 39 | 44 | 24 | 17 | 23 | 279 | |
| Fall | 24 | 21 | 24 | 20 | 15 | 24 | 15 | 24 | 25 | 13 | 13 | 9 | 19 | 227 | |
| Injury | 33 | 43 | 39 | 27 | 23 | 25 | 25 | 38 | 34 | 45 | 30 | 27 | 32 | 389 | |
| Physical Assaults by Severity | | | | | | | | | | | | | | | |
| High | 11 | 21 | 11 | 9 | 8 | 12 | 12 | 8 | 14 | 24 | 15 | 12 | 13 | | |
| Medium | 17 | 24 | 17 | 13 | 11 | 12 | 9 | 18 | 14 | 21 | 12 | 9 | 14 | | |
| Low | 16 | 18 | 22 | 24 | 14 | 25 | 14 | 35 | 23 | 19 | 18 | 7 | 20 | | |
| Total Patients Injured*** | 18 | 41 | 24 | 14 | 15 | 17 | 17 | 21 | 20 | 38 | 20 | 11 | 21 | 256 | |
| Patients with Major Injuries*** | 0 | 6 | 5 | 0 | 2 | 2 | 2 | 1 | 2 | 3 | 1 | 2 | 2 | 26 | |
| Patient Injury Rate*** | 0.00 | 0.76 | 0.60 | 0.00 | 0.23 | 0.25 | 0.25 | 0.12 | 0.24 | 0.35 | 0.12 | 0.24 | 0.26 | | 0.39 |
| Total Staff Injured** | 23 | 18 | 16 | 10 | 9 | 11 | 8 | 20 | 22 | 22 | 14 | 19 | 16 | | |
| Total UL Incident Reports | 4 | 3 | 4 | 3 | 7 | 4 | 5 | 3 | 4 | 4 | 1 | 3 | 4 | 45 | |
| Total ULs Documented in Avatar | 2 | 4 | 3 | 2 | 1 | 7 | 5 | 4 | 3 | 1 | 1 | 3 | 3 | | |
| Elopement Rate | 0.22 | 0.50 | 0.36 | 0.24 | 0.12 | 0.87 | 0.62 | 0.48 | 0.36 | 0.12 | 0.12 | 0.35 | 0.45 | | 0.13 |
| Total Medication Variance (MV) Incidents Reported ** | 3 | 20 | 8 | 20 | 14 | 19 | 16 | 13 | 11 | 12 | 14 | 7 | 13 | 157 | |
| MV Rate | 0.33 | 2.52 | 0.96 | 2.43 | 1.63 | 2.36 | 2.00 | 1.55 | 1.30 | 1.40 | 1.67 | 0.83 | 1.56 | | |
| Total Adverse Drug Reactions (ADR) Reported | 10 | 5 | 11 | 6 | 10 | 2 | 5 | 9 | 8 | 3 | 9 | 5 | 7 | 83 | |
| ADR Rate | 1.11 | 0.63 | 1.32 | 0.73 | 1.16 | 0.25 | 0.62 | 1.07 | 0.95 | 0.35 | 1.07 | 0.59 | 0.83 | | |
| Total Medication Administrations Scheduled | 105329 | 93288 | 99376 | 97031 | 101053 | | 96167 | 96945 | 95639 | 103346 | 101392 | 101756 | | 1091322 | |
| Total Missing Documentations | 365 | 413 | 540 | 507 | 361 | | 383 | 349 | 231 | 246 | 297 | 315 | | 4007 | |
| Percent of Missing Documentation | 0.35% | 0.44% | 0.54% | 0.52% | 0.36% | | 0.40% | 0.36% | 0.24% | 0.24% | 0.29% | 0.31% | | 0.37% | |
| Total Patients with >=3 STATs | 44 | 53 | 33 | 53 | 30 | 18 | 17 | 20 | 24 | 6 | 6 | 2 | 26 | | |
| Total STAT Orders | | | | | | | | | | 40 | 42 | 14 | 32 | | |
| Emergency STAT Med Orders Administered Involuntarily (EIM) | 13 | 24 | 26 | 18 | 7 | 0 | 7 | 2 | 9 | 7 | 4 | 2 | 10 | | |
| Unique EIM Events | 4 | 12 | 13 | 9 | 3 | 0 | 4 | 1 | 4 | 3 | 2 | 1 | 5 | | |
| Unique Patients given EIM | 2 | 9 | 8 | 9 | 3 | 0 | 3 | 1 | 3 | 3 | 2 | 1 | 4 | | |

* 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).

*** Avatar report that indicates the number of patients with 3 or more STATs was unavailable at report run time

Performance Related Information for Staff & Managers

4. 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 01/10/12

| Category | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Monthly Average | Total (12mths) | NPR* (Dec-09) |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|----------------|---------------|
| Number of Restraint Events | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 1 | 0 | 1 | 0 | 0.6 | 7 | |
| Number of Unique Patients Restrained | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 1 | 0 | 1 | 0 | 0.6 | | |
| Percentage of Patients Restrained | 0.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.6% | 0.7% | 0.0% | 0.3% | 0.0% | 0.3% | 0.0% | 0.2% | | 3.6% |
| Total Restraint Hours (h:mm) | 0:20 | 0:00 | 0:00 | 0:00 | 0:00 | 2:50 | 1:45 | 0:00 | 2:00 | 0:00 | 0:15 | 0:00 | 0:35 | 7:10 | |
| Restraint Hours Rate | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | | 0.42 |
| Number of Seclusion Events | 3 | 3 | 5 | 2 | 1 | 1 | 3 | 1 | 6 | 2 | 5 | 5 | 3.1 | 37 | |
| Number of Unique Patients Secluded | 2 | 3 | 3 | 2 | 1 | 1 | 3 | 1 | 5 | 2 | 2 | 4 | 2.4 | | |
| Percentage of Patients Secluded | 0.6% | 0.9% | 1.0% | 0.6% | 0.3% | 0.3% | 1.0% | 0.3% | 1.5% | 0.6% | 0.6% | 1.3% | 0.8% | | 2.6% |
| Total Seclusion Hours (h:mm) | 2:10 | 3:25 | 9:15 | 2:00 | 1:00 | 1:11 | 5:10 | 1:00 | 5:37 | 0:35 | 6:04 | 4:10 | 3:28 | 41:37 | |
| Seclusion Hours Rate | 0.01 | 0.02 | 0.05 | 0.01 | 0.00 | 0.01 | 0.03 | 0.00 | 0.03 | 0.00 | 0.03 | 0.02 | 0.02 | | 0.55 |

* National Public Rate, NASMHPD Research Institute

Performance Related Information for Staff & Managers

5. Major Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 01/10/12

| Category | | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Monthly Average | Total (11mths) | Percent |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|----------------|---------|
| Total Unusual Incidents | | 218 | 217 | 222 | 206 | 217 | 200 | 188 | 251 | 230 | 224 | 214 | 158 | 212 | 2545 | |
| Total Major Incidents* | | 148 | 147 | 150 | 127 | 132 | 134 | 117 | 170 | 171 | 167 | 140 | 93 | 141 | 1696 | 100% |
| Major Incident Location | 1A | 11 | 5 | 11 | 13 | 16 | 7 | 9 | 18 | 16 | 13 | 12 | 11 | 12 | 142 | 8% |
| | 1B | 7 | 9 | 12 | 8 | 25 | 16 | 18 | 19 | 24 | 15 | 14 | 8 | 15 | 175 | 10% |
| | 1C | 9 | 16 | 9 | 9 | 3 | 11 | 4 | 10 | 8 | 7 | 1 | 6 | 8 | 93 | 5% |
| | 1D | 12 | 11 | 15 | 14 | 10 | 11 | 5 | 4 | 15 | 29 | 20 | 11 | 13 | 157 | 9% |
| | 1E | 16 | 32 | 21 | 21 | 24 | 15 | 20 | 23 | 29 | 27 | 10 | 7 | 20 | 245 | 14% |
| | 1F | 15 | 20 | 9 | 8 | 11 | 10 | 9 | 3 | 19 | 14 | 17 | 10 | 12 | 145 | 9% |
| | 1G | 11 | 8 | 12 | 14 | 4 | 6 | 10 | 22 | 16 | 24 | 17 | 7 | 13 | 151 | 9% |
| | 2A | 6 | 3 | 4 | 2 | 2 | 3 | 0 | 5 | 3 | 2 | 4 | 3 | 3 | 37 | 2% |
| | 2B | 3 | 0 | 0 | 3 | 2 | 0 | 2 | 1 | 2 | 3 | 2 | 1 | 2 | 19 | 1% |
| | 2C | 15 | 13 | 19 | 7 | 11 | 11 | 6 | 8 | 4 | 6 | 13 | 7 | 10 | 120 | 7% |
| | 2D | 10 | 12 | 7 | 7 | 6 | 11 | 11 | 21 | 9 | 3 | 11 | 6 | 10 | 114 | 7% |
| | ANXA/B | 5 | 0 | - | - | - | - | - | - | - | - | - | - | 3 | 5 | 0% |
| | TLC | 12 | 10 | 17 | 11 | 7 | 19 | 12 | 16 | 11 | 9 | 13 | 8 | 12 | 145 | 9% |
| | Other | 16 | 8 | 14 | 10 | 11 | 14 | 11 | 20 | 15 | 15 | 6 | 8 | 12 | 148 | 9% |
| Total Physical Assault Incidents | | 44 | 63 | 50 | 46 | 33 | 49 | 35 | 61 | 51 | 64 | 45 | 28 | 47 | 569 | 100% |
| Assault Incident Location | 1A | 4 | 1 | 1 | 3 | 3 | 1 | 4 | 5 | 6 | 4 | 2 | 5 | 3 | 39 | 7% |
| | 1B | 0 | 1 | 2 | 1 | 3 | 2 | 3 | 6 | 0 | 2 | 0 | 1 | 2 | 21 | 4% |
| | 1C | 4 | 4 | 2 | 3 | 0 | 6 | 1 | 2 | 2 | 2 | 0 | 2 | 2 | 28 | 5% |
| | 1D | 6 | 6 | 11 | 8 | 5 | 6 | 1 | 0 | 5 | 15 | 11 | 5 | 7 | 79 | 14% |
| | 1E | 4 | 17 | 8 | 13 | 8 | 5 | 8 | 11 | 11 | 8 | 4 | 3 | 8 | 100 | 18% |
| | 1F | 6 | 13 | 3 | 3 | 4 | 4 | 2 | 2 | 6 | 6 | 7 | 3 | 5 | 59 | 10% |
| | 1G | 6 | 8 | 7 | 5 | 0 | 3 | 5 | 8 | 9 | 17 | 10 | 4 | 7 | 82 | 14% |
| | 2A | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0% |
| | 2B | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 4 | 1% |
| | 2C | 5 | 3 | 3 | 0 | 3 | 8 | 1 | 4 | 1 | 3 | 3 | 0 | 3 | 34 | 6% |
| | 2D | 5 | 5 | 4 | 3 | 1 | 4 | 7 | 10 | 4 | 1 | 5 | 1 | 4 | 50 | 9% |
| | ANXA/B | 0 | 0 | - | - | - | - | - | - | - | - | - | - | 0 | 0 | 0% |
| | TLC | 3 | 3 | 7 | 5 | 4 | 5 | 2 | 9 | 3 | 5 | 2 | 3 | 4 | 51 | 9% |
| | Other | 1 | 2 | 1 | 2 | 0 | 5 | 0 | 4 | 3 | 1 | 0 | 1 | 2 | 20 | 4% |

Performance Related Information for Staff & Managers

5. Major Incidents by Incident Location/Unit

Data Source: UI DB

Updated as of 01/10/12

| Category | | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Monthly Average | Total (11mths) | Percent |
|-------------------------------|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------------|----------------|-------------|
| Total Fall Incidents | | 24 | 21 | 24 | 20 | 15 | 24 | 15 | 24 | 25 | 13 | 13 | 9 | 19 | 227 | 100% |
| Fall Incident Location | 1A | 5 | 2 | 7 | 5 | 1 | 5 | 5 | 4 | 3 | 4 | 5 | 1 | 4 | 47 | 21% |
| | 1B | 3 | 2 | 1 | 2 | 1 | 3 | 5 | 4 | 13 | 3 | 0 | 2 | 3 | 39 | 17% |
| | 1C | 0 | 2 | 2 | 1 | 1 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 1 | 10 | 4% |
| | 1D | 1 | 1 | 0 | 2 | 2 | 2 | 2 | 0 | 1 | 0 | 1 | 0 | 1 | 12 | 5% |
| | 1E | 3 | 3 | 0 | 0 | 3 | 0 | 0 | 2 | 1 | 0 | 2 | 0 | 1 | 14 | 6% |
| | 1F | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 1 | 6 | 3% |
| | 1G | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 5 | 2% |
| | 2A | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 6 | 3% |
| | 2B | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 3 | 1% |
| | 2C | 2 | 4 | 3 | 2 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 15 | 7% |
| | 2D | 1 | 1 | 0 | 2 | 0 | 2 | 1 | 5 | 1 | 1 | 1 | 1 | 1 | 16 | 7% |
| | ANXA/B | 0 | 0 | - | - | - | - | - | - | - | - | - | - | 0 | 0 | 0% |
| | TLC | 3 | 4 | 4 | 3 | 2 | 9 | 2 | 3 | 0 | 1 | 1 | 2 | 3 | 34 | 15% |
| | Other | 4 | 1 | 3 | 1 | 2 | 2 | 0 | 1 | 2 | 1 | 1 | 2 | 2 | 20 | 9% |
| Total Injury Incidents | | 33 | 43 | 39 | 27 | 23 | 25 | 25 | 38 | 34 | 45 | 30 | 27 | 32 | 389 | 100% |
| Injury Incident Location | 1A | 2 | 0 | 3 | 3 | 2 | 1 | 4 | 6 | 3 | 3 | 3 | 3 | 3 | 33 | 8% |
| | 1B | 2 | 3 | 4 | 2 | 6 | 1 | 3 | 2 | 4 | 2 | 0 | 0 | 2 | 29 | 7% |
| | 1C | 2 | 1 | 1 | 2 | 1 | 1 | 1 | 3 | 0 | 2 | 0 | 2 | 1 | 16 | 4% |
| | 1D | 2 | 2 | 6 | 3 | 2 | 4 | 1 | 0 | 3 | 8 | 5 | 4 | 3 | 40 | 10% |
| | 1E | 2 | 8 | 3 | 2 | 5 | 3 | 1 | 6 | 6 | 9 | 3 | 3 | 4 | 51 | 13% |
| | 1F | 3 | 10 | 3 | 1 | 3 | 3 | 2 | 0 | 4 | 3 | 6 | 4 | 4 | 42 | 11% |
| | 1G | 3 | 4 | 5 | 4 | 0 | 0 | 0 | 5 | 3 | 8 | 4 | 2 | 3 | 38 | 10% |
| | 2A | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 1% |
| | 2B | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 1% |
| | 2C | 3 | 3 | 6 | 1 | 0 | 1 | 4 | 4 | 1 | 1 | 2 | 1 | 2 | 27 | 7% |
| | 2D | 1 | 6 | 1 | 2 | 1 | 2 | 3 | 2 | 4 | 1 | 4 | 1 | 2 | 28 | 7% |
| | ANXA/B | 0 | 0 | - | - | - | - | - | - | - | - | - | - | 0 | 0 | 0% |
| | TLC | 3 | 3 | 5 | 6 | 1 | 5 | 4 | 2 | 1 | 4 | 1 | 2 | 3 | 37 | 10% |
| | Other | 8 | 3 | 1 | 1 | 2 | 4 | 1 | 7 | 5 | 3 | 1 | 5 | 3 | 41 | 11% |

* Not every incident is a major incident. This counts only those major incidents that required extensive investigations from the risk manager.

- Annex A/B Closed in February 2011. All patients were transferred to other units.

Performance Related Information for Staff & Managers

6. Demographic Information of Individuals in Care

Data Source: Avatar

Updated as of 01/10/12

| Category | Sub-group | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Monthly Average | Percent* |
|---|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|----------|
| Total Active (on Roll) at End of Month* | | 299 | 276 | 279 | 288 | 287 | 271 | 274 | 286 | 290 | 285 | 278 | 283 | 283 | |
| Gender | Female | 71 | 66 | 67 | 69 | 72 | 59 | 58 | 68 | 69 | 64 | 60 | 63 | 66 | 23.1% |
| | Male | 228 | 210 | 212 | 219 | 215 | 212 | 216 | 218 | 221 | 221 | 218 | 220 | 218 | 76.9% |
| Age | Median Age (Years) | 54 yrs | 55 yrs | 55 yrs | 55 yrs | 55 yrs | 55 yrs | 55 yrs | 54 yrs | 55 yrs | 55 yrs | 55 yrs | 54 yrs | 55 yrs | |
| | <30 years old | 14 | 16 | 15 | 19 | 20 | 18 | 18 | 18 | 24 | 24 | 27 | 20 | 19 | 6.9% |
| | >=30 and <40 years old | 31 | 23 | 27 | 29 | 30 | 23 | 24 | 27 | 21 | 21 | 20 | 28 | 25 | 9.0% |
| | >=40 and <50 years old | 58 | 47 | 49 | 47 | 47 | 45 | 48 | 53 | 52 | 53 | 48 | 51 | 50 | 17.6% |
| | >=50 and <60 years old | 114 | 114 | 108 | 113 | 111 | 107 | 105 | 108 | 107 | 106 | 103 | 102 | 108 | 38.2% |
| | >=60 years old | 82 | 76 | 80 | 80 | 79 | 78 | 79 | 80 | 86 | 81 | 80 | 81 | 80 | 28.3% |
| Legal Status of Individuals on Roll at End of Month | Emergency | 19 | 19 | 21 | 22 | 15 | 14 | 18 | 20 | 15 | 16 | 16 | 19 | 18 | 6.3% |
| | Inpatient Commitment | 35 | 32 | 31 | 30 | 30 | 33 | 32 | 32 | 31 | 32 | 27 | 27 | 31 | 11.0% |
| | Outpatient Commitment | 32 | 29 | 29 | 28 | 30 | 26 | 25 | 26 | 28 | 22 | 24 | 27 | 27 | 9.6% |
| | Voluntary | 43 | 41 | 40 | 41 | 41 | 40 | 41 | 38 | 41 | 40 | 39 | 39 | 40 | 14.3% |
| | Non-Protesting | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0.2% |
| | Civil Sub-total | 130 | 122 | 122 | 122 | 117 | 114 | 117 | 117 | 115 | 110 | 106 | 112 | 117 | 41.3% |
| | DC Exam | 55 | 42 | 41 | 49 | 51 | 38 | 44 | 54 | 61 | 61 | 60 | 63 | 52 | 18.2% |
| | Mentally Incompetent | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 1.1% |
| | NGBRI - DC | 94 | 93 | 98 | 96 | 96 | 98 | 93 | 95 | 94 | 95 | 93 | 91 | 95 | 33.5% |
| | NGBRI - US | 10 | 10 | 9 | 10 | 12 | 12 | 12 | 11 | 12 | 11 | 11 | 10 | 11 | 3.8% |
| | NGBIR - VI | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 0.5% |
| | Dual Commitment | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.4% |
| | Sexual Psychopath (Miller Act) | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1.2% |
| | Forensic Sub-total | 169 | 154 | 157 | 166 | 170 | 157 | 157 | 169 | 175 | 175 | 172 | 171 | 166 | 58.7% |
| Length of Stay | Median LOS (Days) | 934 d | 1091 d | 994 d | 923 d | 949 d | 1073 d | 1043 d | 856 d | 844 d | 884 d | 915 d | 876 d | 948 d | |
| | Average LOS (Days) | 3133 d | 3282 d | 3192 d | 3069 d | 3093 d | 3261 d | 3194 d | 3033 d | 2978 d | 2988 d | 3053 d | 2977 d | 3104 d | |
| | <30 Days | 32 | 30 | 33 | 34 | 30 | 22 | 33 | 39 | 39 | 30 | 29 | 33 | 32 | 11.3% |
| | >=30 ~ <365 Days | 74 | 60 | 62 | 68 | 72 | 69 | 61 | 68 | 72 | 78 | 77 | 79 | 70 | 24.7% |
| | >= 1 Year & < 2 Years | 29 | 27 | 28 | 32 | 29 | 25 | 27 | 25 | 24 | 22 | 20 | 20 | 26 | 9.1% |
| | >= 2 Years & < 5 Years | 47 | 45 | 44 | 40 | 43 | 43 | 43 | 45 | 46 | 46 | 43 | 42 | 44 | 15.5% |
| | >= 5 Years & < 20 Years | 66 | 63 | 64 | 67 | 65 | 64 | 63 | 62 | 61 | 61 | 62 | 63 | 63 | 22.4% |
| | >= 20 Years | 51 | 51 | 48 | 47 | 48 | 48 | 47 | 47 | 48 | 48 | 47 | 46 | 48 | 17.0% |

* 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.