

**PHF Governing Board
QAPI Indicator Report (2/16/17)**

Indicator Section	Measures	January 2017	Trend Outcomes
Significant Adverse Outcomes	Sentinel events Event reporting	None	4 sentinel events since July 2016 3 event reporting since July 2016 All State and Federal mandating reporting requirements were met for 90% of events
Complaints and Grievances	Total grievances Clinical care/skill-related grievances	No grievances No clinical care grievances	Met Target; less than 1% each month (target 10%) Off Target: 93% of grievances were clinical-care/skill (target is 5%)
Patient Services, Care and Safety	Patient falls/injuries Medical emergency transfers Readmissions within 30 days Mortality and Elopement Suicide management	Met all targets	Q1:15 injuries; 1%; target is 0%; None Q2 Met Targets on all other measures: 0 deaths; less than 10% readmission rates; less than 2% ER transfers; only 1 elopement; 0 attempted suicides; 3 falls in 7 months; 0 injuries requiring medical attention
Laboratory Services	Critical values reporting	Met target; none	Data collection began in Dec; no critical value reports
Food and Nutrition Issues	Appropriate diets Food preparation (menu, portions), temperature, storage, temperature	Met targets on all except food temperature (99%, target is 100%)	Met 100% target on appropriate diets 91% on meal preparation; target 100% 97% on nutritional assessments; target 100% 2% on food storage; target 0% 99% on food temperature; target 100%
Infection Prevention and Control	Hand hygiene Cleaning/disinfecting product usage Infection rates (athlete foot)	No January data	Met Target Met Target Infection: 1 case in 4 months; target 0% per quarter

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Restraint/Seclusion (Violent/Self Destructive Behavior)	Seclusion & restraint usage Evidence of less restrictive options Evaluation of usage Injuries Inclusion in Treatment Plan	XXX restraint hours XX seclusion episodes On target for alternative methods No injuries Face-to-Face Eval within 1 hour at 67% (target 100%) Inclusion in Tx Plan: met target of 100%	17.5 Restraint episodes; M=2.9 per month 9 Seclusion episodes; M=1.5 per month 96% of Res/Sec records w/evidence of alternative options attempted No injuries 4 of 5 Tx Plans had seclusion/restraint included
Medication Use/Pharmacy Services	Medication error rates Adverse drug reactions Med order fill adequacy Med & controlled substance labeling Controlled substance destruction Proper licensure for controlled substance receipt E-Kit usage and security	Met targets on all except: Controlled Substance Labeling & Storage 89%; target is 100%	Met target of 2% in 5 of 7 months Met Target 2% or less Met Target at 100% Oct-Jan Only: 94% labeled & stored properly Oct-Jan Only: 91% of destructions done properly Oct-Jan Only: 95% of dual licensed signatures on deliveries Oct-Jan Only: 97% of uses of E-kit appropriate; 98% of time E-kits correct content and security
Environmental Services	Correct staff reply when queried on disinfectant dwell times	No January data	Met Target of 100%
Environment of Care	Staff knowledge: Unsafe environ or hazard reporting Role in internal/external disaster Articulation of fire plan components Work order completion w/in 30 days	Met all targets except work order completions (88%; target 100%)	On target at 100% except for Oct (92%); was first month of measurement Met Target; 100% Met Target; 100% M=95%; 3 months did not meet target
Physician and AHP Related Issues	Telephone medication orders MD-related incidents Change of clinician request	100% of telephone orders signed/dated w/in 24 hrs Incident Reports: ? No Change of Clinician requests	Target is 100%; target met twice since Sept; Average over 5 months M=96% July-Jan: 0 From Nov: 1