

Indicator	Measures	Description	Target	Jul-17			Previous Quarter
				On Target	Off Target	Data	April 2017-June-2017
Complaints and Grievances	Total grievances	# of patient grievances / Total Bed days per month	10%	X		0/447; 0%	On Target
	Clinical care/skill-related grievances	# of grievances related to clinical care/skill / # of grievances	5%	X		0/0; 0%	On Target
Infection Prevention and Control	Hand hygiene according to guidelines	# of observations when the care giver performed hand hygiene per CDC guidelines / # of observations/opportunities (10 observations per month)	80%				On target
	Cleaning/disinfecting product usage	# of cleaning products EPA approved for hospital use / All cleaning products (4 observations per month)	100%				On Target
	Infection rates (athlete foot)	# of athlete foot infections / Total Bed days per month	0%				On Target
Patient Services, Care and Safety	Patient injuries	# of patient injuries w or w/o treatment / Total Bed days per month	0%	X		2/447; 0%	On Target
	Medical emergency transfers	# of patients transferred emergently to an acute hospital / Total bed days per month	2%				On Target
	Adverse outcomes	# of inpatient adverse outcomes / Total Bed days per month	2%	X		0/447;0%	On target
	Readmissions within 30 days	# of inpatient readmissions within 30 days of discharge / # of inpatient admissions per month	10%				On Target
	Mortality	# of inpatient deaths / Total Bed days per month	0%				On Target
	Elopement	# of elopements / Total Bed days per month	0%				On Target
	Suicide management	# of attempted suicides / # of inpatient admissions per month	0%				On Target
	Patient falls	# of inpatient falls reported during the month / Total Bed days per month	0.50%				On Target
Social Work Services	Psychosocial Assessment Completion	# of completed assessments / # of assessments audited	100%				On Target: Qtr 3 and 4
	Social Services Discharge & Aftercare Monitoring	# of discharge and aftercare forms with all elements completed / # of charts audited	100%				Off Target Qtr 3: 93% of forms w/all elements complete; On Target Qtr 4
	Social Services Documentation Monitoring	# of charts that include admission note, acute note status and administrative status note / # of charts of audited	100%				Off Target Qtr 3: 73% of documentation was complete; Off Target Qtr 4: 93% of documentation was complete.

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Restraint/ Seclusion (Violent/Self Destructive Behavior)	Restraint usage	Hours of restraint use / 720 patient hours (16 pts x 30days x 24hrs per day)	N/A				On Target
	Seclusion usage	# of "seclusion episodes" / Total Bed days per month	N/A				On Target
	Evidence of less restrictive options	# of restraint/seclusion records reviewed with evidence of alternative & less restrictive measures attempted or considered and rejected prior to restraint use / Total # of restraint/seclusion episodes reviewed	100%				On Target
	Face-to-face evaluation w/in 1hr	# of new restraint / seclusion episodes with face-to face evaluation within 1 hour of restraint / seclusion application by Qualified RN or PA or LIP / Total number of new episodes of restraint / seclusion	100%				Off Target: 95% face to face evaluation w/in 1 hour occurred
	Patient injuries during restraint	# of injuries while restrained or secluded / # of restraint/seclusion episodes	0%				On Target
	Inclusion in Treatment Plan	# of records of restrained and/or secluded patients with inclusion of restraint/seclusion in treatment plan / # patient records with restraint/seclusion	100%				On Target
Medication Use/Pharmacy Services	Medication error rates/unavailability	# of medication errors occurring in patient care areas as a result of medication unavailability / Total medications dispensed (PRN + Main + Ekit)	0%	X		0/602;0%	On Target
	Medication error rates	# of medication errors occurring in patient care areas / Total medications dispensed (PRN + Main + Ekit)	2%	X		0/602;0%	On Target
	Adverse drug reactions	# of adverse drug reactions / # of medications administered (PRN + Main)	2%	X		0/559;0%	On target
	Medication order fill adequacy	# of medications orders filled (delivered) per contract (times per week) / # of medication orders reviewed for fill adequacy (PRN + Main)	100%	X		559/559;100%	On Target
	Medication & controlled substance labeling	# of patient medications, including controlled substances labeled and stored according to hospital policy / # of patient stored medications reviewed	100%	X		18/18; 100%	Off Target: 99% labled and stored correctly
	Controlled substance destruction	# of controlled substances properly destroyed including all documentation requirements and destruction time frames (for medications considered abandoned – 7 days or post	100%	X		59/59; 100%	On target
	Proper licensure for controlled substance receipt from pharmacy	# of shifts / # of deliveries reviewed	100%	X		83/83; 100%	On Target
	E-Kit usage for emergencies	# of times the E-Kit was accessed for emergent psychological or physiological need for the patient to address life-threatening situations or in instances where failure to administer the medication has the potential to cause significant negative impact to the patient's psychological or physiological condition / # of times E kits are accessed	100%	X		27/27; 100%	On Target
	E-Kit content and security	Night Audit # of E-Kits with correct content and that are secured / # of E kits x 7 nights	100%	X		124/124;100%	Off Target: 99% Ekits w/correct content & secured

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Significant Adverse Outcomes	Sentinel events	Event leading to death or significant impairment (per Significant Event Policy) includes Near Misses and State Reportable Events	N/A			1	None
	Event reporting	Number of events reported of the following types: Medication-Related; Other significant/Mandated Reporting	N/A			1	None
Food and Nutritional Services	Appropriate diets	# of nutritional diets accurate and appropriate for patient's carbohydrate, caloric and protein needs / # of diets reviewed	100%				On Target
	Correct meal preparation	#of meals served that match PHF's Daily Spreadsheet with appropriate portion/size / # of meals reviewed	100%				Off Target:94% meals prepared correctly
	Nutritional assessments	# of RD assessments performed within 72 hours for patients at high nutritional risk / # high risk nutritional patients reviewed	100%				Off Target: 95% of assessments done within 72 hours
	Food storage/expired food items	# of expired/unlabeled items in refrigerators/freezers / # of food items observed	0%				Off Target: 1.5 %were unlabeled/expired food items
	Food temperature	# of food temperatures within range / # of temperatures checks performed	100%				On Target
Physician and AHP Related Issues	Telephone medication orders	Number of telephone orders signed and dated within 24 hours	100%		X	8/10; 80% (*See Comment 1)	Off Target: 93% of telephone orders signed/dated w/in 24 hr
	MD-related incidents	Number of incidents regarding MDs	0	X		0	On Target
	Change of clinician request	Number of change of clinician requests	0	X		0	On Target
Environmental Services	Correct staff reply when queried on disinfectant dwell times	# of correct responses from staff when queried on disinfectant dwell (wet/kill) times / # of queries (2 queries per week)	>95%				On Target
Environment of Care	Staff knowledge:	# of staff able to articulate how to report unsafe environment or hazard / # of staff interviewed	>95%	X		10/10;100%	On Target
	Unsafe environment or hazard reporting						
	Role in internal/external disaster	# of employees correctly describing their role in the event of an internal/external disaster # of employees interviewed	>90%	X		10/10;100%	On Target
	Articulation of fire plan components	# of staff articulating fire plan components correctly / # of staff queried	>90%	X		10/10; 100%	On Target
	Work order completion w/in 30 days	# of work orders completed within 30 days of creation / # of work orders created	95%	X		10/10;100%	On Target
Laboratory Services	Critical values reporting	Mean time from resulting availability to notification of the responsible practitioner (physician or other practitioner who may initiate appropriate intervention)	30 min				None

***Summary & actions taken to address any "Off Target" Indicators**

Indicator	Measure off target	Description of issue(s)	Corrective Action Summary	Previous Corrective Action (if any)
Physician and AHP related issues	Telephone medication orders: Number of telephone orders signed and dated within 24 hours.	One telephone order was missing the date; another telephone order was missing the date and time by MD.	Nursing supervisory staff continue to remind and prompt MD's to date and time documentation. Psychiatrist is FAXed/emailed the order for signature within 24 hours.	