

Washington State Mental Hospitals (ESH/WSH/CSTC): Performance Accountability

Mission: The Hospitals provide excellent care and treatment in a recovery- oriented, safe, respectful environment that promotes empowerment, hope and quality of life for the individuals it serves.

Desired Hospital Outcome(s):

1. All patients in the care of the ESH/WSH/CSTC are treated effectively and are monitored appropriately to achieve their individual care plans and to maintain a safe environment of care.
2. The ESH/WSH/CSTC maintains approval by the TJC and CMS for leadership, management, clinical program and environment of care, and ensures a high standard of operations and quality services by an extensive program of data collection, tracking, and trend analysis monitored by ESH/WSH/CSTC.

Client Population:

The ESH/WSH/CSTC serves adult patients who are involuntarily admitted to inpatient care. Most patients are Level 1, an involuntary inpatient designation reserved for patients with risk of imminent harm to self or others and requiring significant resources.

HOW MUCH?		HOW WELL?
Patient Care	<ul style="list-style-type: none"> ■ Average daily census ■ # commitments ■ # Hours of seclusion and restraint annually 	<ul style="list-style-type: none"> ■ Rate of seclusion and restraint per 1,000 patient hours ■ % of patients who do not receive EIPs during their stay ■ Rates of staff retention
Effective Treatment	<ul style="list-style-type: none"> ■ Average length of stay for discharged patients ■ Median length of stay for discharged patients ■ # patients readmitted involuntarily within 30 days of discharge 	<ul style="list-style-type: none"> ■ 30 day readmission rate to involuntary inpatient care statewide ■ % patients satisfied with treatment ■ Average acuity of patients
Patient Monitoring	<ul style="list-style-type: none"> ■ # of patient elopements ■ # of sentinel events ■ # hours of 1:1 observation 	<ul style="list-style-type: none"> ■ % of patients with elopements ■ % of patients involved in sentinel events ■ Rate of 1:1 observation per 1,000 patient hours
Safety Requirements	<ul style="list-style-type: none"> ■ # of staff trainings conducted each year ■ # of safety drills conducted ■ # of employee injuries 	<ul style="list-style-type: none"> ■ % completion of annual staff mandatory trainings ■ % of employees who are injured by patients ■ % of medication errors reaching the patient of all medication dispersals

IS ANYONE BETTER OFF?

Patient Care	<ul style="list-style-type: none"> ■ % of people who are discharged to stable housing
Effective Treatment	<ul style="list-style-type: none"> ■ % of patients receiving state funded services in the community within 30 days of discharge
Patient Monitoring	<ul style="list-style-type: none"> ■ % of patients who report they feel safe
Safety Requirements	<ul style="list-style-type: none"> ■ % of patients who report satisfaction with ESH/WSH/CSTC environment

About the data: *How frequently reported and to whom? What is the data source? Plans to develop Results Scorecard, etc.*

All measures will be reported on an annual basis. Data come from ESH/WSH/CSTC data collection in Psych Consult, with a few exceptions. Patient ratings of safety, satisfaction, come from ESH/WSH/CSTC perception of care survey administered after inpatient discharge. Data regarding state funded services after discharge come from Designated Agency Monthly Service Reports (MSR) and Medicaid Claims data.