

**Health and Human Services Commission**  
**Department of State Health Services**  
*State Hospitals Section*  
**Mission, Vision, Goals and**  
**2007 Work Plan**

**Statewide Performance Indicators**  
**2nd Quarter FY 2007**

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# **THE MISSION OF TEXAS STATE GOVERNMENT**

Texas state government must be limited, efficient and completely accountable. It will foster opportunity and economic prosperity, focus on critical priorities and support the creation of strong family environments for our children. The stewards of the public trust will be men and women who administer state government in a fair, just and responsible manner. To honor the public trust, state officials must seek new and innovative ways to meet state government priorities in a fiscally responsible manner.

## **HHS SYSTEM MISSION**

The mission of health and human services agencies in Texas is to develop and administer an accessible, effective, efficient health and human services delivery system that is beneficial and responsive to the people of Texas.

## **HHS SYSTEM PHILOSOPHY**

Every Texan should be able to access and utilize available health and human services provided by State agencies in the most integrated, cost-effective setting possible. The Texas Health and Human Services system is dedicated to developing client-focused program and policy initiatives that are relevant, timely and within the means of the tax payers of the State of Texas. The HHS system will advocate for client-choice, appropriate funding and streamlined service delivery. Additionally, we hold to these guiding principles:

Every person, regardless of income, race, ethnicity, physical or mental limitations, gender, religion or age, is entitled to dignity, independence and respect,

Texans deserve openness, fairness and the highest ethical standards from us, their public servants,

Taxpayers and their elected representatives, deserve conscientious stewardship of public resources and the highest level of accountability,

We work in partnership with lawmakers, agency personnel, customers, service providers and the public to continually improve the quality of our service.

## **HHS SYSTEM STRATEGIC GOALS**

The following system strategic goals represent a unifying element for the system as a whole.

### **Preserve, enhance and maintain independence:**

Enable the aging, people with disabilities, including those with mental retardation and other developmental conditions, to live as independently as possible for as long as possible through an effective, individualized system of service provision in community and institutional settings.

### **Promote and protect good health:**

Protect public health and promote the overall physical and mental health of Texans through the provision of education, early intervention, substance abuse treatment, health insurance and appropriate health services for eligible populations.

### **Achieve economic self-sufficiency:**

Enable low-income individuals and clients of family violence, refugee and vocational rehabilitation programs to achieve self-sufficiency for themselves and their families by providing income assistance and/or related support services necessary on a temporary basis.

### **Ensure safety and dignity:**

Ensure safety and protection from abuse, neglect or exploitation of children and adults through comprehensive regulatory and enforcement systems that include certification, training and assistance to health and child care providers and personnel.

# **HEALTH AND HUMAN SERVICES COMMISSION**

## **VISION**

Through the Texas Health and Human Services Commission's strategic direction and leadership, we envision a coordinated health and human services system that ensures quality services, cost-effective service delivery and careful stewardship of public resources. HHSC will direct and support collaboration and partnerships of agencies with consumers and local communities to establish systems that support individual choices and personal responsibility.

## **MISSION**

The mission of the Health and Human Services Commission is to provide the leadership and direction and foster the spirit of innovation needed to achieve an efficient and effective health and human services system for Texans.

# **DEPARTMENT OF STATE HEALTH SERVICES**

## **VISION**

Texans have access to effectively delivered public health, medical care, mental health and substance abuse services and all Texans live and work in safe, healthy communities.

## **MISSION**

To promote optimal health for individuals and communities while providing effective health, mental health and substance abuse services to Texans.

## **DSHS Scope**

The Department of State Health Services (DSHS) administers and regulates health, mental health and substance abuse programs. The Department began its formal operations September 1, 2004.

# **HEALTH AND HUMAN SERVICES**

## **OVERVIEW**

The enactment of House Bill 2292 (H.B. 2292), 78<sup>th</sup> Legislature, Regular Session, 2003, began a dramatic transformation of the Texas Health and Human Services (HHS) system.

This legislation requires the consolidation of administrative and service delivery structures and policy changes to address higher demands for services with limited funds. It also requires new mechanisms, such as outsourcing, to achieve greater efficiency and effectiveness of the system as a whole.

In addition, H.B. 2292 provides the authority to ensure effective implementation of these changes by expanding the leadership role of HHSC and the Executive Commissioner for Health and Human Services. House Bill 2292 abolished 10 of 12 existing HHS agencies and transferred their powers and duties into four new agencies and to the Health and Human Services Commission.

Thus, the consolidated HHS system is composed of the following five entities:

- Health and Human Services Commission (HHSC),
- Department of Aging and Disability Services (DADS),
- Department of Assistive and Rehabilitative Services (DARS),
- Department of Family and Protective Services (DFPS), and,
- Department of State Health Services (DSHS).

## **STATE DSHS HOSPITALS SECTION**

### **VISION**

The State Hospitals section will be a partnership of consumers, family members, volunteers, policy makers and service providers that work together to provide quality services that are responsive to each patient's needs and preferences in eleven State Hospitals.

**LEGISLATIVE BUDGET BOARD**  
**PERFORMANCE MEASURES**  
Directly Relating to State Hospitals

**Outcome Measures:**

Percent of consumers receiving MH campus services whose functional level stabilized or improved.

*Reported Annually to the LBB. \**

Percent of cases of tuberculosis treated at TCID as inpatients, in which the patients are treated to cure.

*Reported Quarterly to the LBB.*

**Output Measures:**

Average daily census of state mental health hospitals.

*Reported Quarterly to the LBB. \**

Average monthly number of state mental health hospital consumers receiving atypical antipsychotic new generation medications.

*Reported Quarterly to the LBB.*

Number of admissions to state hospitals.

*Reported Quarterly to the LBB.*

Number of Inpatient days at TCID.

*Reported Quarterly to the LBB.*

Number of admissions, the total number of patients admitted for inpatient care and treatment at TCID each month.

*Reported Quarterly to the LBB.*

Average Length of Stay, TCID.

*Reported Quarterly to the LBB.*

Number of Outpatient visits at STHCS a component of RGSC.

*Reported Quarterly to the LBB.*



## Efficiency Measures:

Average daily hospital cost per occupied state mental health hospital bed. **Reported Quarterly to the LBB.** \*

Average monthly cost of new generation atypical antipsychotic medications per mental health hospital customer receiving new generation medication services. **Reported Quarterly to the LBB.** \*

Average Cost per Inpatient Day, TCID.  
**Reported Quarterly to the LBB.**

Average cost of Outpatient visits for STHCS a component of RGSC.  
**Reported Quarterly to the LBB.**

**\* Key measures that are reported in the Appropriations Bill. If not met, plus or minus 5%, an explanation must be provided.**

# WE WILL BE RECOGNIZED AS PROVIDING QUALITY

- SERVICE
- TRAINING
- WORK ENVIRONMENT

## HOW DO WE KNOW WE ARE PROVIDING QUALITY SERVICES?

We Ask Our Customers	We Maintain Accreditation and Certification	We Identify Key Functions of State Mental Health Facilities and Establish Measurable Performance Indicators	Priority Focus Areas	We Maintain A Qualified and Diverse Workforce
<ul style="list-style-type: none"> <li>- Patients</li> <li>- Families</li> <li>- Guardians</li> <li>- LMHA's and LMRAs</li> <li>- Courts</li> <li>- Staff</li> <li>- Legislature</li> <li>- Advocates</li> <li>- Third Party Payers</li> <li>- Volunteers</li> <li>- Students</li> <li>- Hospital Districts</li> <li>- Regional Public Health Authority</li> <li>- Department of Aging and Disability Services State Schools for Mental Retardation</li> </ul>	<ul style="list-style-type: none"> <li>- Medicare</li> <li>- JCAHO</li> <li>- Medicaid</li> <li>- ICF/MR</li> <li>- CAP</li> <li>- Agency clinical &amp; administrative performance indicator compliance</li> </ul>	<p><b><u>Patient-Focused Functions</u></b></p> <ul style="list-style-type: none"> <li>A1 Rights of Patients &amp; Organizational Ethics</li> <li>A2 Provision of Care</li> <li>A3 Continuity of Care</li> <li>A4 Medication Management</li> <li>A5 Surveillance, Prevention &amp; Control of Infection</li> </ul> <p><b><u>Organizational Functions</u></b></p> <ul style="list-style-type: none"> <li>B1 Leadership</li> <li>B2 Management of Information</li> <li>B3 Management of Human Resources</li> <li>B4 Management of Environment</li> <li>B5 Improving Organizational Performance Through Customer Satisfaction</li> </ul> <p><b><u>Structures with Functions</u></b></p> <ul style="list-style-type: none"> <li>C1 Medical Staff</li> <li>C2 Nursing</li> </ul>	<ul style="list-style-type: none"> <li>-Assessment and Care/Services</li> <li>-Communication</li> <li>-Credentialed Practitioners</li> <li>-Equipment Use</li> <li>-Infection Control</li> <li>-Information Management</li> <li>-Medication Management</li> <li>-Organization Structure</li> <li>-Orientation and Training</li> <li>-Rights and Ethics</li> <li>-Physical Environment</li> <li>-Quality Improvements Expertise &amp; Activity</li> <li>-Patient Safety</li> <li>-Staffing</li> </ul>	<p><b>We assess competence</b></p> <ul style="list-style-type: none"> <li>*Skills/Job Professional &amp; Cultural</li> </ul> <p><b>We assess Performance</b></p> <ul style="list-style-type: none"> <li>*We grant clinical privileges</li> <li>*We set expectations for education &amp; training &amp; ensure this continuing knowledge acquisition process</li> <li>*We implement strategies to ensure our workforce is</li> <li>-recognized</li> <li>-treated</li> <li>-rewarded in a manner that reflects a commitment to valuing workforce diversity</li> </ul>

## **STATE HOSPITAL SECTION FY 2007 MANAGEMENT PLAN**

The State Hospitals Section FY 2007 Management Plan has been divided into performance objectives and performance measures.

### **PERFORMANCE OBJECTIVES:**

Involve activities where specific tasks are to be performed; or, a specific purpose is to be achieved.

### **PERFORMANCE MEASURES:**

Involve the presentation of data that will be monitored, analyzed for variation and used as the basis for continuous improvement.

### **REQUIRED REPORTING TO GOVERNING BODY:**

All performance objectives and measures that are in bold print are required to be reported at Governing Body Meetings.

All performance objectives and measures in bold print and Caps are “Statewide Performance Indicators”, and have specific operational definitions approved by the Director of State Hospitals Section.

Reports on these “Statewide Indicators” are prepared by the Office of Quality Management Data Services of the State Hospitals Section.

**HEALTH & HUMAN SERVICES COMMISSION  
DEPARTMENT STATE HEALTH SERVICES MENTAL  
HEALTH AND SUBSTANCE ABUSE DIVISION  
STATE HOSPITALS SECTION**

**GOALS AND PERFORMANCE OBJECTIVES AND MEASURES**

**GOAL 1**

**PROVIDE LEADERSHIP:**

The leadership of the state hospitals will provide the framework for planning, directing, coordinating, providing and improving services which are cost effective and responsive to community and patient needs and improve patient outcomes. A governing body and management structure will ensure that the organization provides quality services in a culture focused on a safe and therapeutic environment. This goal also addresses the relationship between the governing body and the Chief Executive Officer and the functional responsibilities of executive level management. Specific management responsibilities include maintaining and/or setting up the structure needed for effective operations; establishing an integrated safety program, as well as, information and support systems, recruiting and maintaining appropriately trained staff, conserving physical and financial assets, and, maximizing reimbursement potential.

**Performance Objectives:**

**Key Functions**

- |  |           |
|--|-----------|
| A. Guidelines for the state hospital's annual planning process for FY 2008 will be presented at the December meeting of The Executive Committee of the Governing Body Meeting.   | <i>B1</i> |
| B. EACH STATE HOSPITAL WILL MONITOR OUTSIDE MEDICAL COSTS USING THE OUTSIDE MEDICAL COST WEB DATABASE AND REPORT FINDINGS TO THE GOVERNING BODY.   | <i>B1</i> |
| C. STATE HOSPITALS WILL MAINTAIN JOINT COMMISSION ON ACCREDITATION OF HEALTHCARE ORGANIZATION (JCAHO) ACCREDITATION, MEDICARE CERTIFICATION, INSTITUTE OF MENTAL DISEASES (IMD) CERTIFICATION (where appropriate) AND INTERMEDIATE CARE FACILITY-MENTAL RETARDATION (ICF/MR) CERTIFICATION (where appropriate) DURING FY 2007. | <i>B1</i> |

- D. FY 2007 RENVENUE TARGETS FOR MEDICARE, TEXAS HEALTH STEPS, INSTITUTE FOR MENTAL DISEASES (IMD), AND PRIVATE SOURCE FUNDS WILL BE MET BY EACH STATE HOSPITAL, SO AS, TO SATISFY SPECIFIC METHODS OF FINANCE.** *B1*
- E. The State Mental Health Hospitals Section will update the Funding Methodology which identifies the relationship between the State MH Hospitals and the Local Mental Health Authority (LMHA), no later than July 1, 2007. *B1*
- F. EACH STATE HOSPITAL INPATIENT SERVICES WILL OPERATE A PROJECTED GENERAL REVENUE AVERAGE DAILY CENSUS (ADC) AND THIRD PARTY ADC WITHIN THE FUNDS THAT ARE ALLOCATED AND PROJECTED.** *B1*
- G. The State Hospitals FY 08 Governing Body Bylaws Template will be revised and approved by August 1, 2007. *B1*
- H. Each State Hospital will analyze integrated safety programs according to JCAHO standards and state regulatory requirements and report annually to the Governing Body.** *B1*
- I. Each State Hospital will monitor and report average patient flow by documenting the time of arrival and comparing it against the time of admission (time the admission order is written).** *B1*
- J. State Hospital's will submit census reports to the State Hospital Section Office, daily, Monday through Friday, for collection and analysis of impact on the Over Capacity Plan.** *B1*
- K. Memorandum of Understanding will be entered into with the Health and Human Services Commission and the Department of Aging and Disability Services for the continued provision of facility support services. *B1*
- L. The Forensic Committee will update the Forensic Plan to include development of performance measures for implementation, no later than FY 2008. *B1*
- M. MH Hospital's will maintain compliance with "Forensic Standards and Curriculum Workgroup Final Report and Recommendations" pertaining to trial competency restoration curriculum and dangerousness risk assessment.** *B1*

**Performance Measures:**

**Key Functions**

- A. **AVERAGE COST PER PATIENT SERVED WILL BE CALCULATED AND REPORTED FOR EACH STATE HOSPITAL** *B1*
- B. **AVERAGE COST PER OCCUPIED BED WILL BE CALCULATED AND REPORTED FOR EACH STATE HOSPITAL.** *B1*
- C. **AVERAGE DAILY CENSUS OF CAMPUS-BASED SERVICES WILL BE CALCULATED AND REPORTED FOR EACH STATE HOSPITAL ON A QUARTERLY BASIS.** *B1*
- D. **Number of Inpatient days at TCID will be calculated and reported on a quarterly basis.** *B1*
- E. **South Texas Healthcare System (STHCS) average cost of outpatient visits will be calculated and reported on a quarterly basis.** *B1*
- F. **Texas Center for Infectious Disease (TCID) contract cost will be calculated and reported on a quarterly basis.** *B1*

**GOAL 2**

**RECOGNIZE AND RESPECT THE RIGHTS OF EACH PATIENT BY CONDUCTING BUSINESS IN AN ETHICAL MANNER:**

Patients deserve care, treatment and services that safeguard their personal dignity and respect their cultural, psychological and spiritual values. The ethics, rights and responsibilities function is to improve care treatment, services and outcomes by recognizing and respecting the rights of each patient and by conducting business in the ethical manner. The State Hospitals will assure that each patient is respected and recognized in the provision of treatment and care in accordance with fundamental human, civil, constitutional and statutory rights. Patients, and when appropriate, their families are informed about outcomes of care including unanticipated outcomes.

**Performance Objectives:**

**Key Functions**

- A. **STATE HOSPITALS WILL DEMONSTRATE A DOWNWARD TREND OF CONFIRMED ALLEGATIONS OF ABUSE OR NEGLECT.** *A1*
- B. **Each State Hospital will report the findings of all Medicare and JCAHO Complaint visits/contacts. Plans of correction for substantiated complaints will be evaluated by the Clinical**

**Performance Indicator Committee (CPIC) to identify system issues and/or opportunities for system improvement. *A1***

**C. Each State Hospital will analyze Patient Satisfaction Surveys and patient rights categories. *A1***

### **GOAL 3**

#### **PROVIDE INDIVIDUALIZED AND EVIDENCE BASED TREATMENT:**

The State Hospitals will ensure hospital staff, in conjunction with the patients and patient's local health authority, **determine** individualized treatment through comprehensive assessment. Data will be collected to assess each patient's needs and analyzed to create the information necessary to match evidence based treatment described from analysis of the information gathered from the patient, the family, hospital staff and/or local health authority. Treatment priorities will be established on the assessment findings. Patients will be involved in their treatment and patients' family (with the patient's authorization when appropriate) will be educated in order to improve patient outcomes. The highest quality individualized, planned and evidence **based**-treatment will be provided.

#### **Performance Objectives:**

#### **Key Functions**

- |   |              |
|---|--------------|
| <b>A. The Restraint and Seclusion Reduction Workgroup of the Clinical Oversight Committee (COC) will conduct a restraint and seclusion reduction conference during FY 07.</b>   | <i>A1,A2</i> |
| <b>B. EACH STATE HOSPITAL WILL USE THE STANDARDIZED DEFINITIONS FOR TRACKING EPISODES OF RESTRAINTS AND SECLUSION IN THEIR REDUCTION EFFORTS.</b>   | <i>A1,A2</i> |
| <b>C. THE BEHAVIORAL RESTRAINT AND SECLUSION MONITORING INSTRUMENT WILL BE UTILIZED TO ASSURE THE CORRECT IMPLEMENTATION OF RESTRAINT AND SECLUSION WHEN IT IS NECESSARY TO UTILIZE THESE PROCEDURES.</b>                                 | <i>A2</i>    |
| <b>D. Each State Hospital will analyze data on patients to assess the medical risks, to include Body Mass Index (BMI), at the time of admission and discharge and every 90 days in between and report findings to the Governing Body.</b> | <i>A2</i>    |
| <b>E. PATIENTS WILL BE TREATED IN ACCORDANCE WITH TIMA GUIDELINES AS MEASURED BY:</b>   |              |
| <b>- ASSIGNMENT OF THE APPROPRIATE ALGORITHM AS MEASURED BY MATCHING DIAGNOSIS TO ALGORITHM AT THE TIME OF DISCHARGE.</b>   |              |

- **USE OF TIMA RATING SCALES AS MEASURED BY PERCENT OF PATIENTS WITH SCORES FROM 2 OR MORE DIFFERENT DATES. \***

**\* THIS REPORT WILL BE PULLED FROM CWS. A2,A4**

**F. Each State Hospital will implement at least one initiative related to promoting patient wellness and a **healthy** lifestyle. A2**

**G. During FY 2007 a new reporting methodology for treatment outcomes will be developed that will substitute TIMA scales for BPRS. A2**

**Performance Measures:**

**Key Functions**

**A. Global Assessment of Functions (GAF):**

**IMPROVEMENT IN PATIENT TREATMENT OUTCOMES IN STATE MH HOSPITALS WILL BE ANALYZED BY SHOWING: A2**

- **THE PERCENT OF PATIENTS RECEIVING INPATIENT SERVICES WHOSE GAF SCORE INCREASED. A2**

- **THE PERCENT OF PATIENTS RECEIVING INPATIENT SERVICES WHOSE GAF SCORE STABILIZED. A2**

**B. Percentages of patients treated to cure calculated and reported by TCID. A2**

**GOAL 4**

**IMPLEMENT AN EFFECTIVE AND SAFE MEDICATION MANAGEMENT SYSTEM THAT IMPROVES THE QUALITY OF CARE, TREATMENT AND SERVICES:**

An effective and safe medication management system involves multiple services and disciplines working closely together to reduce practice variation, errors, misuse, monitoring medication management processes, standardizing equipment and processes associated with medication management and handling all medication in the same manner.

**Performance Objectives:**

**Key Functions**

**A. Each State Hospital will ensure compliance with NPSG 8B that patients are given a list of medications at the time of discharge from the hospital. A4**



- B. **EACH STATE HOSPITAL WILL HAVE A PROCESS IN PLACE TO IDENTIFY, COLLECT, AGGREGATE AND ANALYZE MEDICATION ERRORS AND REPORT TO THE GOVERNING BODY.** *A4*
- C. TCID and SASH will have a consolidated pharmacy system no later than December 31, 2006. *A4*

**Performance Measure:**

**Key Functions**

- A. **THE NUMBER OF PATIENTS RECEIVING NEW GENERATION ATYPICAL ANTIPSYCHOTICS MEDICATION WILL BE TRACKED AND ANALYZED QUARTERLY.** *B4*
- B. **THE COST OF ANTIPSYCHOTIC MEDICATIONS WILL BE TRACKED AND ANALYZED QUARTERLY** *B4*

**GOAL 5**

**ASSURE CONTINUUM OF CARE:**

All State Hospitals will collaborate and work cooperatively with designated local health authorities to assure patient access to an integrated system of setting services and care levels. To facilitate discharge or transfer, the hospital assesses the patient needs, plans for discharge or transfer process, and, helps to ensure that continuity of care, treatment and services are maintained.

**Performance Objectives:**

**Key Functions**

- A. Dually diagnosed patients with mental illness and mental retardation in State Mental Health Hospitals will be discharged or transferred within 30 days of being placed on the “Patients Determined to No Longer **be** in Need of Inpatient Hospitalization” list. *A3*
- B. State Hospitals section will pursue potential agreement with DADS to ensure costs of care for consignment patients is covered, which may include providing contracted consulting services for medication management to the clients when they remain in the state school system. *A3*
- C. **Each State Mental Health Hospital will maintain a current Utilization Management Agreement for all civil beds with their Local Mental Health Authorities.** *A3*
- D. **At the end of each quarter, patients having been in the State Mental Health Hospital over 365 days, will be identified by five categories:**

1. need continued hospitalization, (civil);
2. need continued hospitalization, (forensic);
3. accepted for placement;
4. barrier to placement, and;
5. criminal court involvement.

The hospital and the local mental health authority will update a new continuity of care plan for any patient who is on the list in category 4. This plan should be developed within 30 days after being identified. The progress of placements from category 4 will be reviewed at each Governing Body meeting. A3

**Performance Measures:**

**Key Functions**

- A. NUMBER AND TYPE OF ALL ADMISSIONS AND DISCHARGES, AND, THE PERCENTAGE OF PATIENTS NEW TO THE SYSTEM WILL BE CALCULATED AND REPORTED FOR EACH HOSPITAL ON A QUARTERLY BASIS. A3
- B. PERCENT OF FORENSIC/NON-FORENSIC DISCHARGES RETURNED TO THE COMMUNITY WILL BE CALCULATED ON A QUARTERLY BASIS.
  - 7 days or less,
  - 8 to 30 days,
  - 31 to 90 days
  - greater than 90 days A3
- C. Number of admissions, the total number of patients admitted for inpatient care and treatment at TCID will be calculated on a quarterly basis. A3
- D. AVERAGE LENGTH OF STAY IN THE HOSPITAL WILL BE CALCULATED ON A QUARTERLY BASIS FOR THOSE PATIENTS:
  - ADMITTED AND DISCHARGED WITHIN 12 MONTHS, AND,
  - ALL DISCHARGES A3

**GOAL 6**

**IMPLEMENT AN INTEGRATED PATIENT SAFETY PROGRAM:**

The State Hospitals address the safety of all patients and all staff. Safety priorities should be integrated into all relevant hospital processes, functioning and services. The program should improve safety by reducing the risk of system and process failures.

**Performance Objectives:**

**Key Functions**

- A. Each State Hospital will maintain a prioritized budget list to address needed environmental and physical plant improvements but for which no centralized designated funds have been allocated. *B4*
  
- B. STATE HOSPITALS WILL MANAGE WORKERS' COMPENSATION CLAIM EXPENSES SO THAT AN INDIVIDUAL **HOSPITAL'S** TOTAL **FY 2007** CLAIMS EXPENSE WILL BE AT OR BELOW THE DOLLAR TARGET AMOUNT ESTABLISHED FOR THAT HOSPITAL. *B4*
  
- C. EMPLOYEE INJURIES RESULTING IN A WORKERS' COMPENSATION CLAIM WILL NOT EXCEED .89 PER 1000 BED DAYS. *B4*
  
- D. According to National Patient Safety Goal #7A, State Hospital ICP's will monitor facility compliance with centers for disease control (CDC) hand hygiene guidelines and report compliance to State Hospital Section Governing Body through the tracer methodology. *B4*
  
- E. THE RATE OF PATIENT INJURIES RELATED TO BEHAVIORAL SECLUSION AND RESTRAINT FOR FY 07 WILL NOT EXCEED .49 PER 1000 BED DAYS *B4*
  
- F. EMPLOYEES INJURED DURING RESTRAINT OR SECLUSION WILL NOT EXCEED .87 PER 1000 BED DAYS ACROSS ALL STATE HOSPITALS IN FY 2007. *B4*
  
- G. THE RATE OF UNAUTHORIZED DEPARTURES WILL NOT EXCEED .36 PER 1000 BED DAYS ACROSS ALL STATE HOSPITALS DURING FY 2007. *B4*
  
- H. According to the National Patient Safety Goal 9B, each state hospital will evaluate the effectiveness of the fall reduction program. *B4*
  
- I. According to the National Patient Safety Goal 2C, each state hospital will measure, **assess** and, if appropriate, take action to improve the timeliness of reporting and the timeliness of receipt by the responsible licensed caregiver of critical test results and values. *B4*

**Performance Measures:**

**Key Functions**

- A. State Hospital infection control practitioners (ICP) will collect and compare data on facility healthcare associated infection rates. *B4*

**B. RATE OF PATIENT INJURIES WILL BE CALCULATED, TRENDED AND REVIEWED FOR QUALITY IMPROVEMENT OPPORTUNITIES. INJURIES WILL BE AREPORTED BY AGE CATEGORIES AS FOLLOWS:**

- Age 0-17
- Age 18-64
- Age 65-older *B4*

**C. Each hospital will monitor and assess influenza immunizations for staff and patients and pneumococcal immunizations for identified patient population. *B4***

**GOAL 7**

**OBTAIN, MANAGE AND USE INFORMATION:**

Information management is a set of processes and activities focused on meeting the organizations information needs which are derived from a thorough analysis of internal and external information requirements. State Hospitals will obtain, analyze, manage and assure the integrity and accuracy of data in order to use information to enhance and improve individual and organizational performance in patient treatment, safety, governance, management and support processes.

**Performance Objectives: Key Functions**

- A. CPIC WILL REVIEW Performance Measures for new Data Integrity Review (DIR) focus and submit to Executive Committee of Governing Body in FY 07, no later than October 31, 2006. *B2*
- B. Review and renew, Health and Human Services Commission (HHSC) information Technology (IT) Service Level Agreements, no later than August 31, 2006. *B2*
- C. Review and renew, Department of State Health Services (DSHS) IT Service Level Agreements, no later than August 31, 2007. *B2*
- D. Ensure complete WORx functionality, specifically:
  - WORx PO Module not later than January 1, 2007
  - On-Line Adjudication for Medicare Part D not later than January 1, 2007 *B2*
- E. Information Management Committee will sponsor project to identify next generation electronic medical record, no later than August 31, 2007. *B2*
- F. Upgrade CRS to RAD Plus 2004, not later than November 30, 2006 *B2*
- G. Upgrade CRS to RAD Plus 2006, not later than August 31, 2007. *B2*

- H. Implement Avatar PM at TCID, not later than December 1, 2006. *B2*
- I. Implement Avatar CWS at TCID, not later than April 1, 2007. *B2*
- J. Complete CRS High Availability (server), not later than March 31, 2007 *B2*
- K. Complete CRS High Availability (LAN), not later than March 31, 2007. *B2*
- L. Complete video-conferencing installation, not later than January 1, 2007. *B2*
- M. **State Hospitals will monitor medical records delinquency rates. The average of the total number of delinquent records calculated from the last four quarterly measurements will not exceed 50 percent of the average monthly discharges. These data are trended and performance improvement initiatives are taken as appropriate.** *B2*
- N. **State hospitals will ensure increased end user satisfaction with CWS by having at least one staff member who can generate crystal reports based on hospital's identified needs.** *B2*
- O. CWS policy manual will be completed by CWS workgroup no later than December 31, 2006. *B2*
- P. **Each hospital will develop an emergency contingency plan to have CWS available during an emergency, as long as possible.** *B2*
- Q. **State Mental Health Hospitals will report WORx downtime.** *B2*
- R. **State Mental Health Hospitals will expand the use of interactive video for civil and forensic commitment processes.** *B2*
- S. State Mental Health Hospitals Forensic Committee will develop specialized forensic evaluations/reports in CWS (e.g., competency evaluation, dangerousness risk assessment, etc.) *B2*

## **GOAL 8**

### **ASSURE A COMPETENT WORKFORCE:**

The State Hospital Section provides leadership, resources and expectations that hospitals create an environment that fosters self-development and continued learning to support the organization's mission. This function focuses on essential processes which includes planning that defines the qualifications competencies and staffing needed to carry out the organization's mission; providing competent members either through traditional employer-employee arrangements on contractual arrangement; developing and implementing processes designed to

ensure the competence of all staff members is assessed, maintained, improved and demonstrated throughout their association with the organization; and, providing a work environment that promotes self-development and learning.

**Performance Objectives:**

**Key Functions**

- |  |           |
|--|-----------|
| A. <b>95 PERCENT OF ALL STAFF WILL BE CURRENT WITH REQUIRED TRAINING AT ALL TIMES.</b>   | <b>B3</b> |
| B. <b>State Hospitals Section will submit a request to HHSC to provide all hospitals with a report on the status of performance evaluations.</b> | <b>B3</b> |

**Performance Measures:**

- |  |           |
|--|-----------|
| A. <b>“STAFF TURNOVER” RATES FOR CRITICAL SHORTAGE STAFF WILL BE MAINTAINED AND REPORTED QUARTERLY.</b>        | <b>B3</b> |
| B. <b>NUMBER OF STATEWIDE VACANCIES FOR CRITICAL SHORTAGE STAFF WILL BE MAINTAINED AND REPORTED QUARTERLY.</b> | <b>B3</b> |

**GOAL 9**

**IMPROVE ORGANIZATIONAL PERFORMANCE:**

Performance improvement focuses on outcomes of care, treatment and services. This goal focuses on designing an effective and continuous program to systematically measure performance through data collection, assess current performance and improve performance, patient safety and business process outcomes.

**Performance Objectives:**

**Key Functions**

- |  |           |
|--|-----------|
| A. <b>CHILDREN AND PARENT(S) OR THE LEGALLY AUTHORIZED REPRESENTATIVE WILL BE SATISFIED WITH THE TREATMENT AND SAFE MILIEU PROVIDED IN STATE MENTAL HEALTH HOSPITALS BY ACHIEVING THE FOLLOWING AVERAGE RESPONSE ON THE PATIENT SATISFACTION SURVEYS (PSAT):</b> |           |
| <ul style="list-style-type: none"> <li>- AN AVERAGE SCORE OF “4” ON THE PARENT SATISFACTION SURVEY,</li> <li>- AN AVERAGE SCORE OF “1.7” ON THE CHILDREN SATISFACTION SURVEY.</li> </ul>   | <b>B6</b> |
| B. <b>ADULTS AND ADOLESCENTS WILL BE SATISFIED WITH THEIR CARE AT STATE MENTAL HEALTH HOSPITALS AS REPRESENTED BY ACHIEVING AN AVERAGE SCORE OF 3.60 ON THE NRI INPATIENT CONSUMER SURVEY.</b>   | <b>B6</b> |

- C. Hospitals will monitor and evaluate the JCAHO areas related to emergency management, human resources management and the national patient safety goals, through, the clinical performance improvement process. The aggregate information will be collected through and evaluated by the Clinical Performance Improvement Committee (CPIC) and reported to the Executive Committee. *B6*
- D. **Hospitals will do a minimum of one patient tracer for each treatment team. Data are collected by using tracer methodology to follow the care that individual patients receive and to evaluate patient care processes. Aggregate information will be collected and evaluated by CPIC and reported to the Executive Committee.** *B6*
- E. CPIC will evaluate the FY 2007 CPI Plan by June 2007 and incorporate recommendations into the CPI Plan for FY 2008. *B6*
- F. **REGULARLY SCHEDULED ASSESSMENTS WILL BE CONDUCTED USING ESTABLISHED CRITERIA AND IMPROVEMENT OPPORTUNITIES IDENTIFIED BY EACH STATE HOSPITAL ON THE FACILITY SUPPORT PERFORMANCE INDICATORS (FSPI).** *B6*

↓

## ***GOAL 1: Provide Leadership***

### **Performance Objective 1B:**

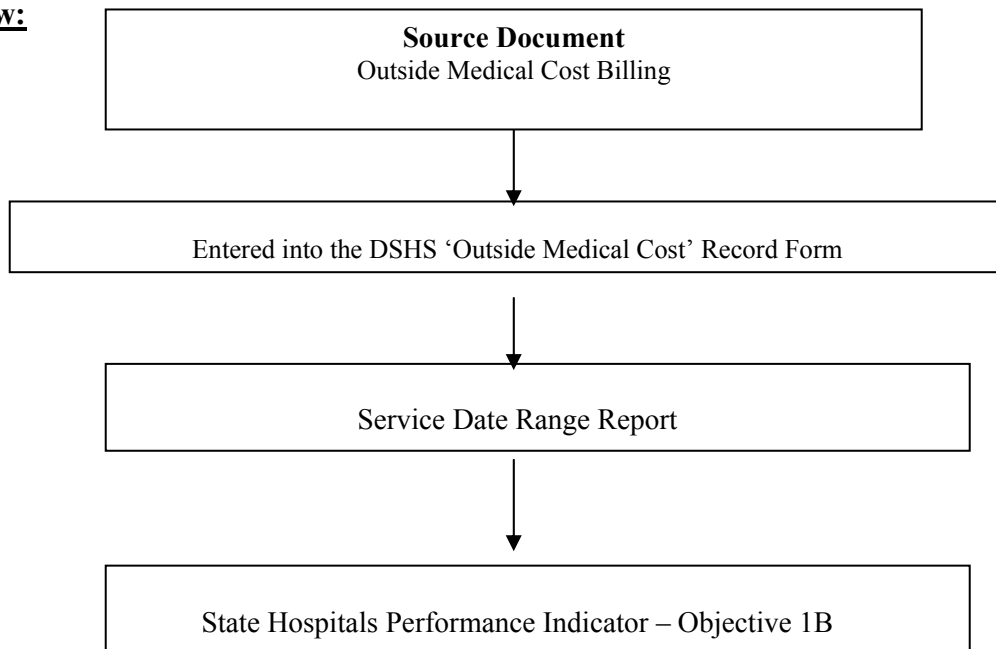
**Each state hospital will monitor outside medical costs using the outside medical cost web database and report findings to the governing body.**

**Performance Objective Operational Definition:** The state hospitals outside medical costs will be monitored.

### **Performance Objective Data Display and Chart Description:**

Table shows the quarterly cost for outside medical cost for individual state hospitals and system-wide.

### **Data Flow:**



### **Data Integrity Review Process:**

N/A



**Objective 1B - Outside Medical Cost**  
**All State Hospitals**

**Outside Medical Cost - FY 2007**

<b>Facility</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>FYTD</b>
<b>ASH</b>	\$162,171	\$71,005			\$233,176
<b>BSSH</b>	\$18,189	\$97,929			\$116,118
<b>EPPC</b>	\$35,737	\$28,790			\$64,527
<b>KSH</b>	\$133,334	\$197,882			\$331,216
<b>NTSH</b>	\$362,855	\$336,617			\$699,472
<b>RGSC</b>	\$46,902	\$21,849			\$68,751
<b>RSH</b>	\$514,858	\$375,359			\$890,216
<b>SASH</b>	\$9,427				\$9,427
<b>TSH</b>					
<b>WCFY</b>	\$18,404	\$8,698			\$27,102
<b>STHCS</b>	\$0	\$700			\$700
<b>TCID</b>					
<b>All SH</b>	<b>\$1,301,877</b>	<b>\$1,138,828</b>			<b>\$2,440,705</b>

**Performance Objective 1C:**

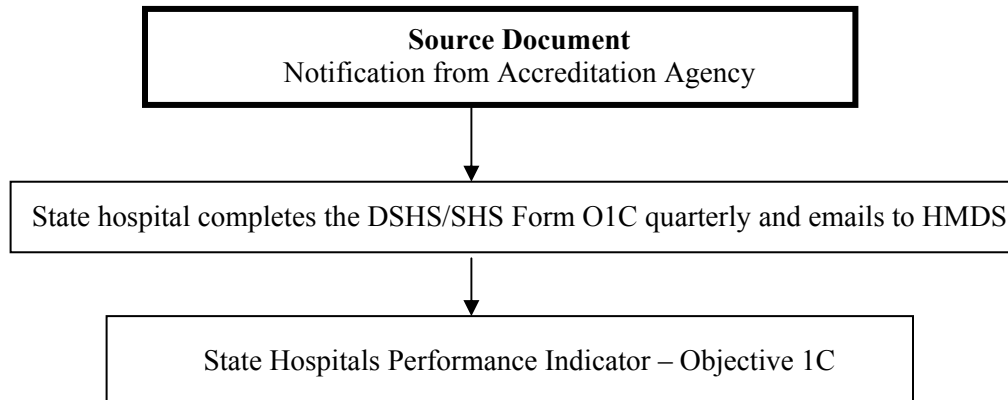
**State hospitals will maintain Joint Commission on Accreditation of Healthcare Organization (JCAHO) accreditation, Medicare certification, Institute of Mental Diseases (IMD) certification (where appropriate) and Intermediate Care Facility-Mental Retardation (ICF-MR) (where appropriate) during FY 2007.**

**Performance Objective Operational Definition:** The state hospital’s current status in JCAHO accreditation, Medicare certification (based on the last Medicare-related survey [TDH or CMS]), ICF-MR certification, and IMD review.

**Performance Objective Data Display and Chart Description:**

Table shows the date, grid score and year accredited by JCAHO; Medicare last date certified and the number of certified beds; number of Medicare complaint visits; date of CMS On-Site Survey; date of TVFC Audit for WCFY; date of the last IMD Review; and ICF-MR last date certified and number of certified beds for individual state hospitals.

**Data Flow:**



**Data Integrity Review Process:**

N/A

**Objective 1C - Maintain Accreditation and Certifications  
(As of February 28, 2007)**

	ASH	BSSH	EPPC	KSH	NTSH	RGSC	RSH	SASH	TCID	TSH	WCFY
<b>JC Accreditation</b>											
Date of accreditation:	Jul-06	Mar-06	Nov-06	Oct-06	Mar-04	Mar-05	Mar-04	Aug-04	Dec-06	Aug-04	Jul-04
Years accredited:	3	3	3	3	3	3	3	3	3	3	3
Unannounced Visit	0	0	1	1	1	0	1	0	1	0	0
<b>Medicare Certification</b>											
No. certified beds:	201	156	23	38	100	27	172	208	72	94	N/A
No. of Complaint Visits for Q2	0	0	0	0	0	0	0	0	0	1	N/A
No. of Complaint Visits for FY	1	0	0	0	1	0	1	0	0	1	N/A
Date of CMS On-Site Survey		Jan-02		Feb-07	Jun-98			Jan-06		Sep-96	
Date of last IMD Review:	Apr-06	Jul-05	N/A	Dec-05	Aug-06	N/A	Oct-05	Nov-05	N/A	Jun-06	N/A
IMD certified beds*	50	27	N/A	38	40	N/A	28	48	N/A	44	N/A
Date of TVFC Audit:**											Oct-06
<b>ICF-MR Certification</b>											
Last date certified:	N/A	N/A	N/A	N/A	N/A	Nov-06	N/A	N/A	N/A	N/A	N/A
No. certified beds:	N/A	N/A	N/A	N/A	N/A	110	N/A	N/A	N/A	N/A	N/A

\*Geriatric-certified/Medicare beds (these beds are included in the total certified medicare bed numbers)

\*\*Texas Vaccines For Children Audit applies to WCFY only.

**Performance Objective 1D:**

**FY2007 revenue targets for Medicare, Texas Health Steps, Institute for Mental Diseases (IMD), and Private Source funds will be met by each state hospital so as to satisfy specific methods of finance.**

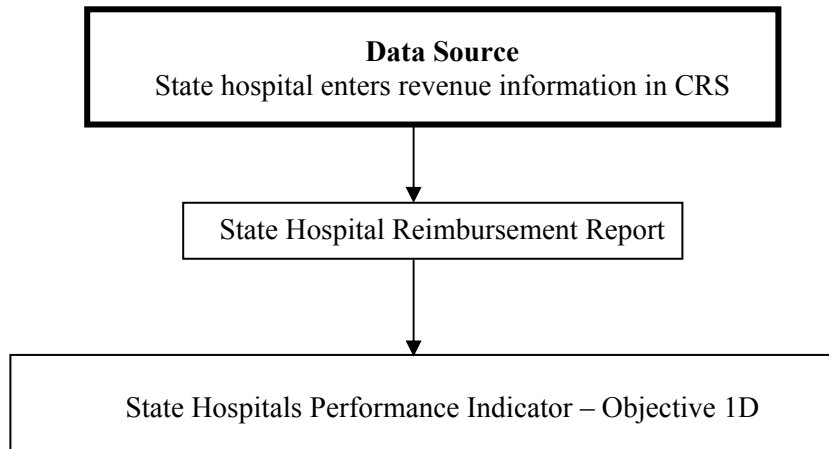
**Performance Objective Operational Definition:** The state hospital collections for Medicare, THSteps, Private Source, and IMD per month.

**Performance Objective Formula:** Collections per individual category and total collections are reported monthly in CRS.

**Performance Objective Data Display and Chart Description:**

- ◆ Chart with monthly data points of revenue collection and accrued from each source for individual state hospital and system-wide.
- ◆ Chart with monthly data points of progress toward annual target from each source for individual state hospital and system-wide.

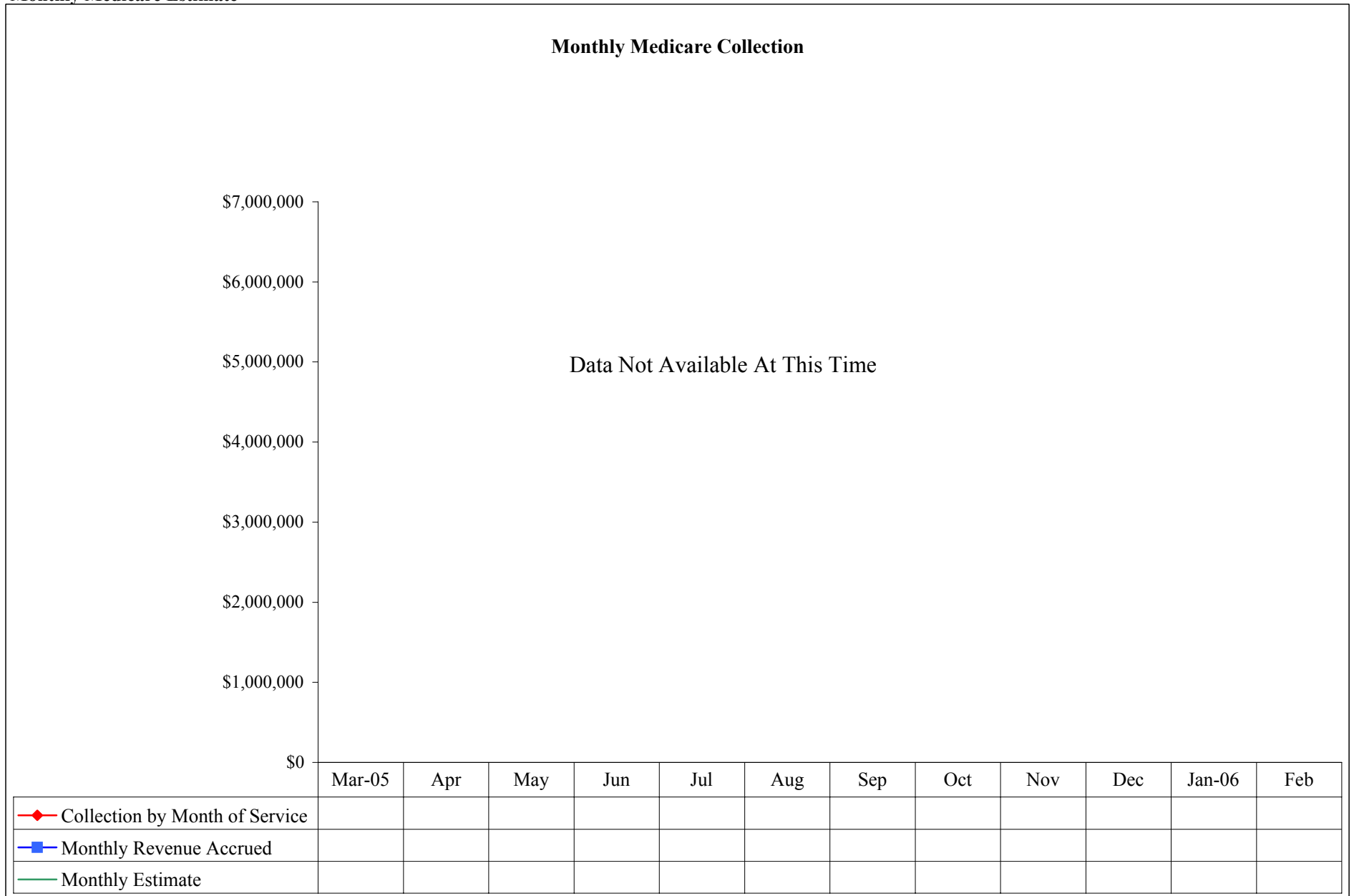
**Data Flow:**



**Data Integrity Review Process:**

N/A

**Objective 1D - FY 2007 Revenue Estimates**  
**All State Hospitals**  
**Monthly Medicare Estimate**



**Performance Objective 1F:**

**Each state hospital-inpatient services will operate a projected General Revenue ADC and Third Party ADC within the funds that are allocated and projected.**

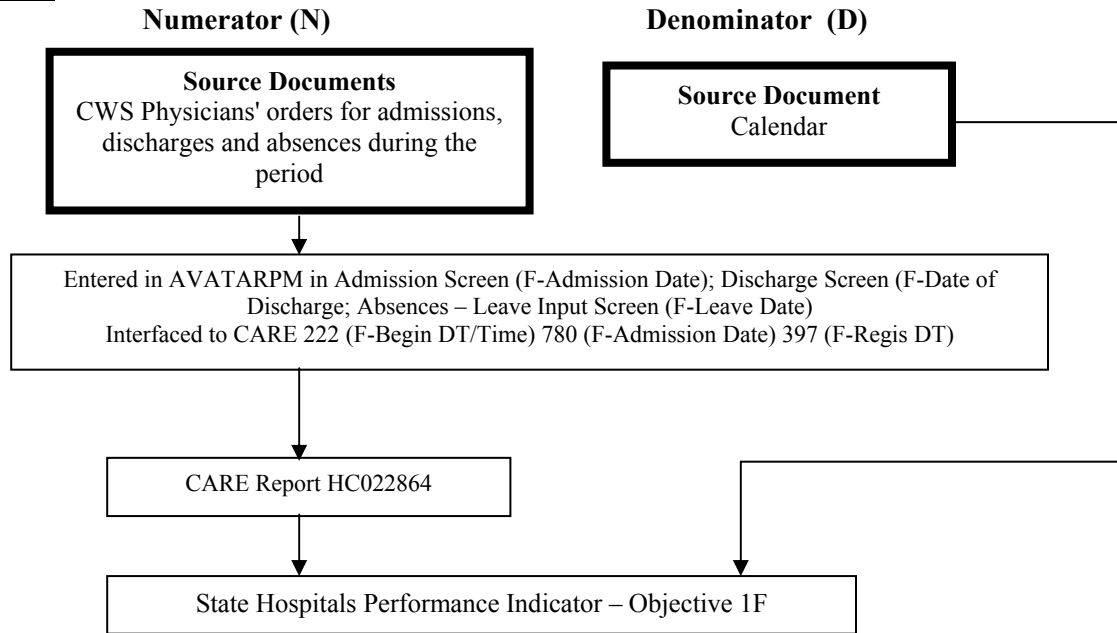
**Performance Objective Operational Definition:** DSHS Hospital Section will project total ADC, GR ADC and 3<sup>rd</sup> Party ADC for FY07. Extract report will divide episodes into 3<sup>rd</sup> Party episodes and GR episodes and calculate monthly ADC, monthly GR ADC and monthly 3<sup>rd</sup> Party ADC.

**Performance Objective Formula:** 
$$\frac{\text{ADC}}{\text{Projected ADC}}$$

**Performance Objective Data Display and Chart Description:**

Chart with monthly data points of actual General Revenue and 3<sup>rd</sup> Party average daily census and funded census for individual state hospital and system-wide.

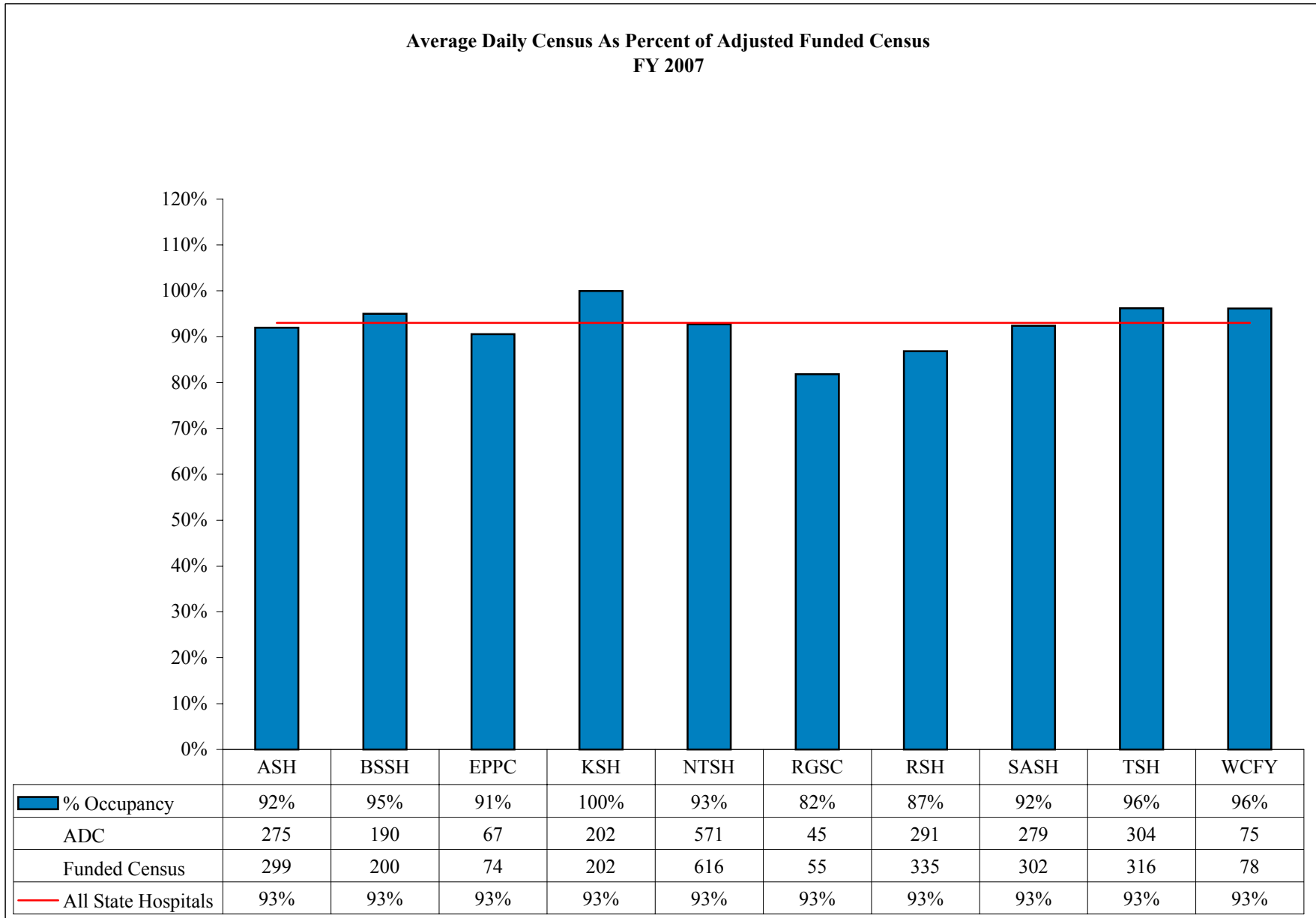
**Data Flow:**



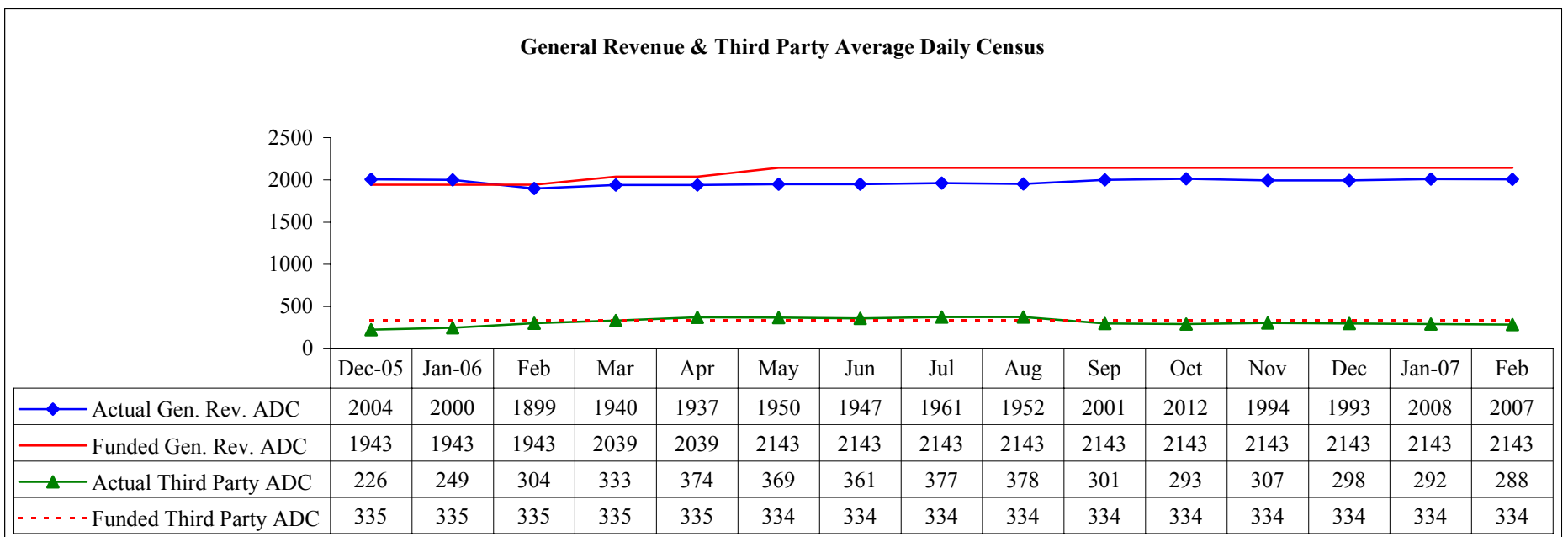
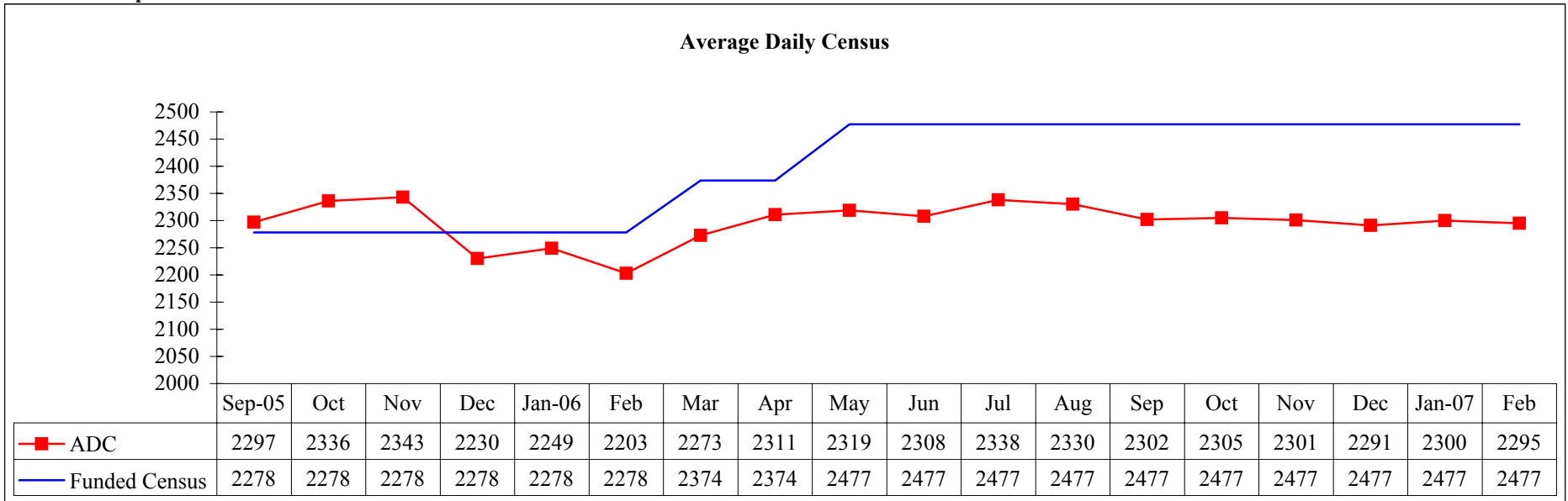
**Data Integrity Review Process:**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. <b>Note:</b> Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time when a leave, restraint/seclusion, injury or elopement started and stopped.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates as compared to the corresponding information in the medical record on the Physician's Order.
Sample Size	Review of 15 randomly selected patient records for the most recently reported NRI PMS quarterly episode file data and associated events.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When any admission/discharge dates and/or events found on the most recent NRI PMS quarterly report do not correspond to the information in the medical record.
DIR/HMDS Report	Summary of review including findings and data analysis.

**Objective 1F & Measure 1C - Average Daily Census**  
**All State Hospitals -As of February 28, 2007**

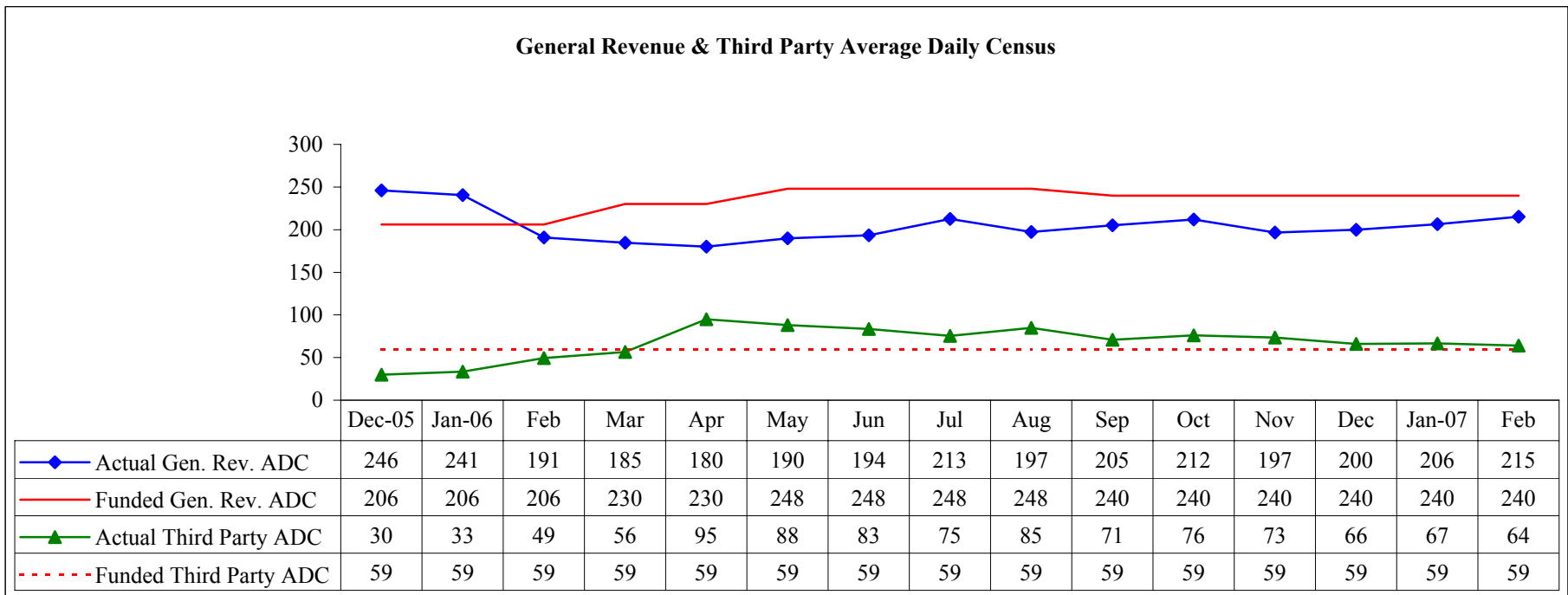
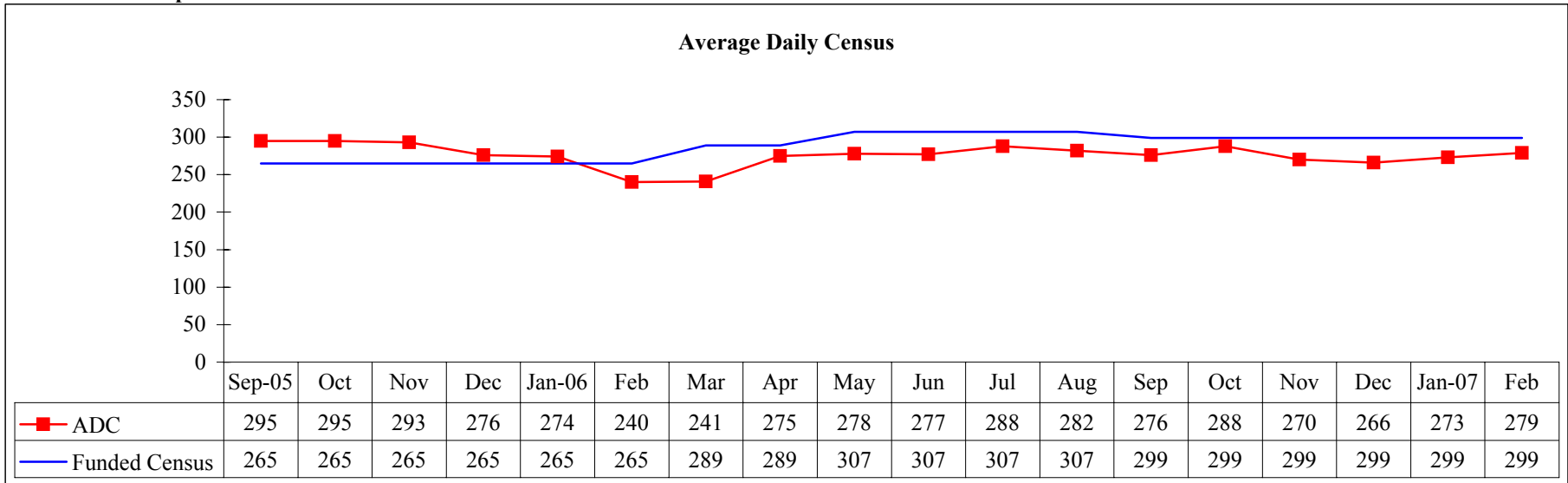


**Objective 1F & Measure 1C - Average Daily Census**  
**All State Hospitals**



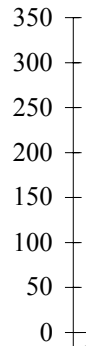


**Objective 1F & Measure 1C - Average Daily Census  
Austin State Hospital**



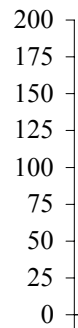
**Objective 1F & Measure 1C - Average Daily Census**  
**Big Spring State Hospital**

**Average Daily Census**



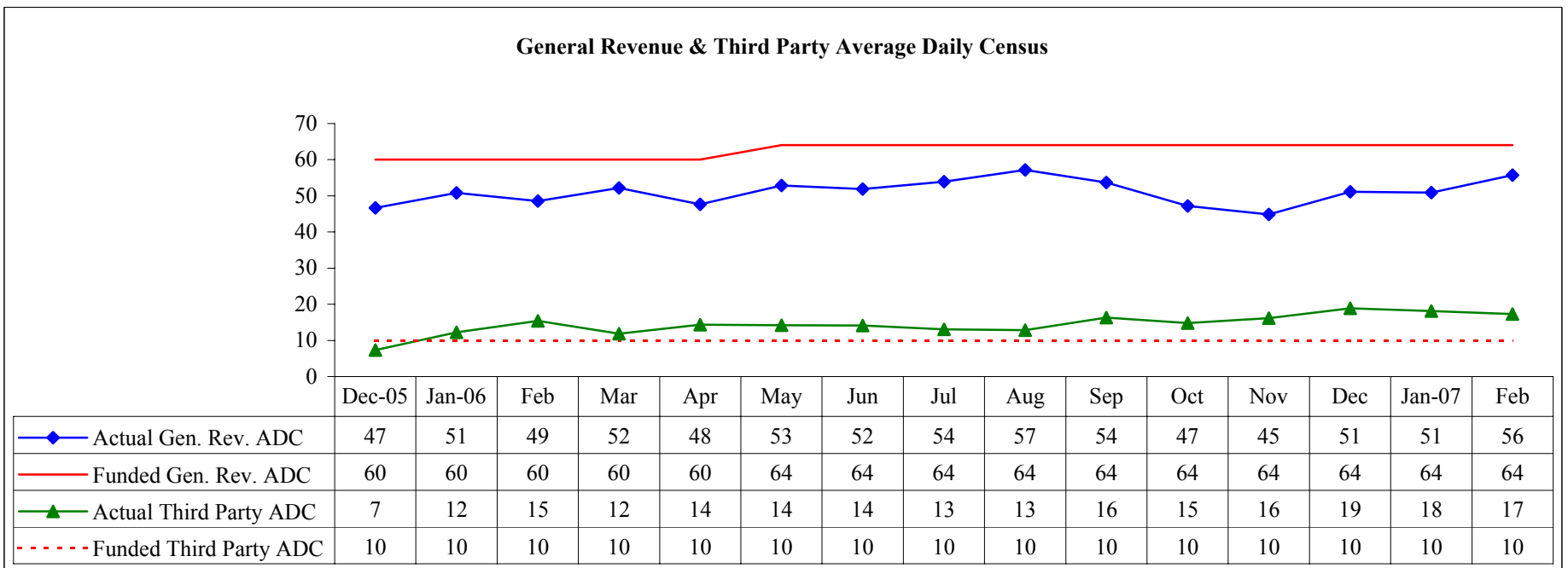
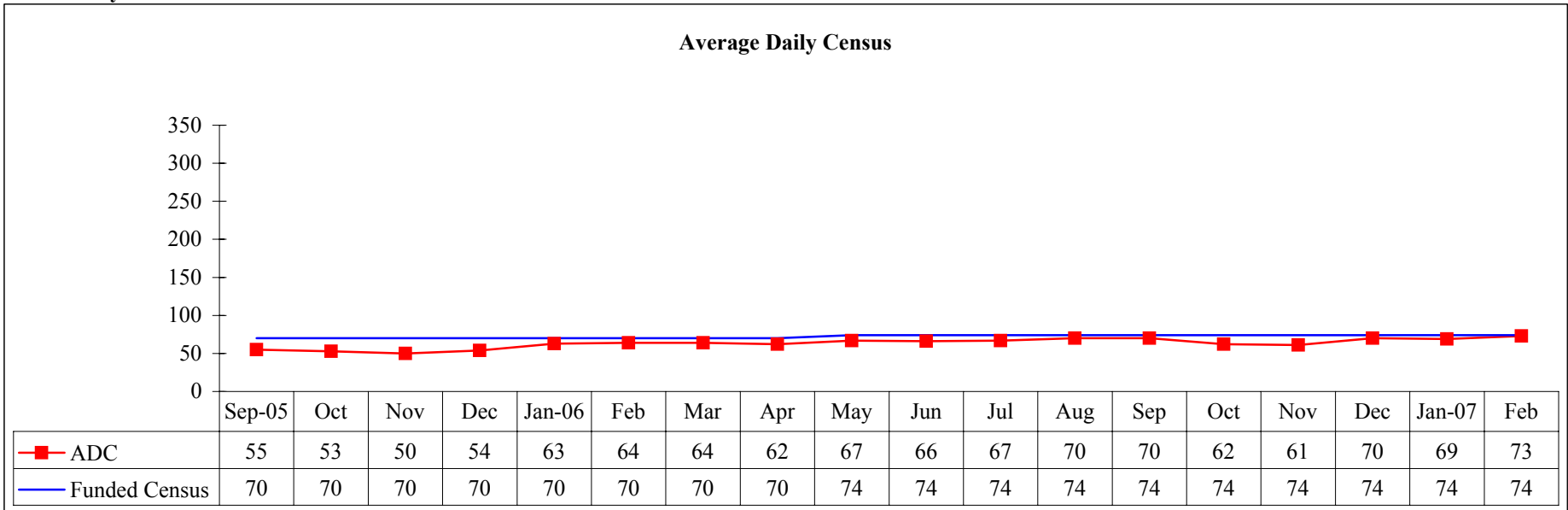
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—■— ADC	165	181	178	172	178	179	197	188	190	195	195	197	195	184	194	187	186	193
—■— Funded Census	195	195	195	195	195	195	195	195	200	200	200	200	200	200	200	200	200	200

**General Revenue & Third Party Average Daily Census**

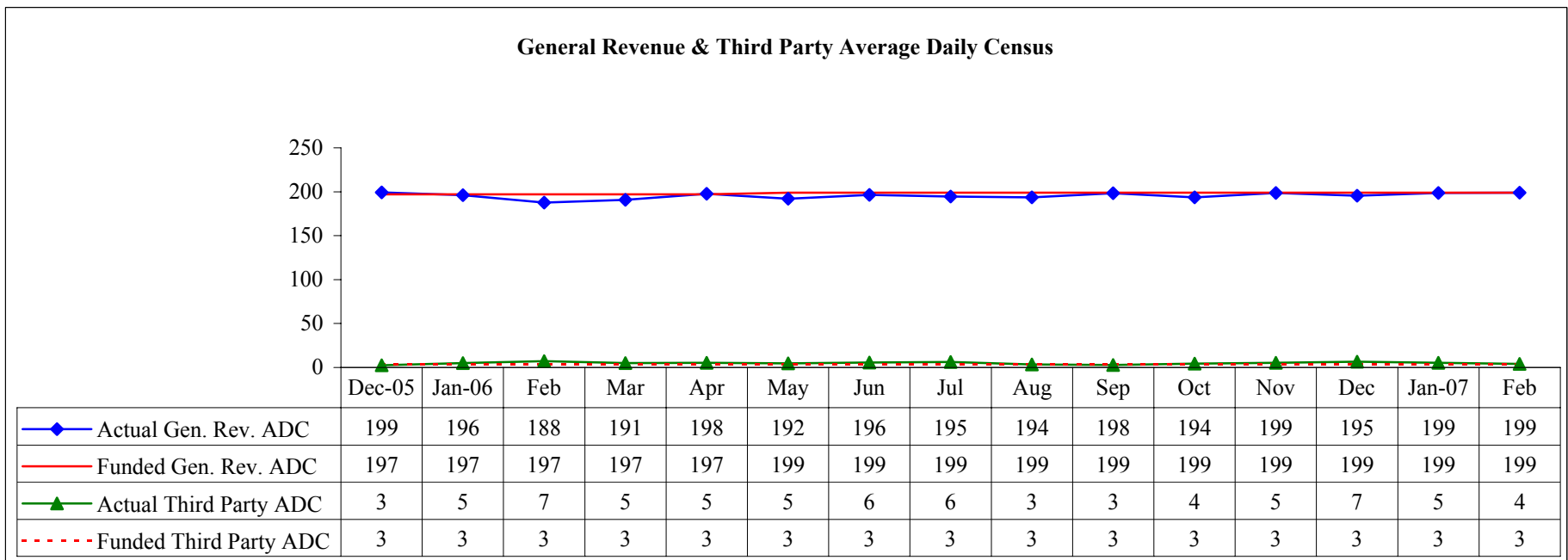
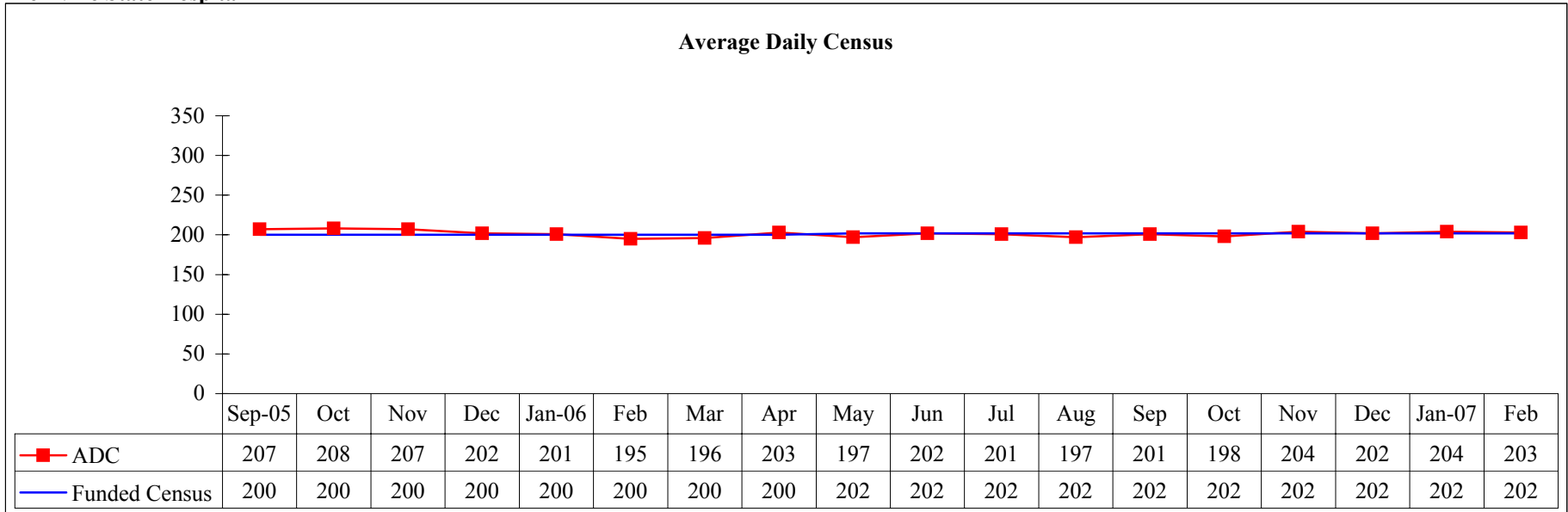


	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—◆— Actual Gen. Rev. ADC	146	157	160	176	167	169	173	166	172	172	166	172	160	164	169
—■— Funded Gen. Rev. ADC	167	167	167	167	167	172	172	172	172	172	172	172	172	172	172
—▲— Actual Third Party ADC	26	21	18.7	21	21	21	22	29	25	23	18	22	27	22	24
- - -■- Funded Third Party ADC	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28

**Objective 1F & Measure 1C - Average Daily Census**  
**El Paso Psychiatric Center**

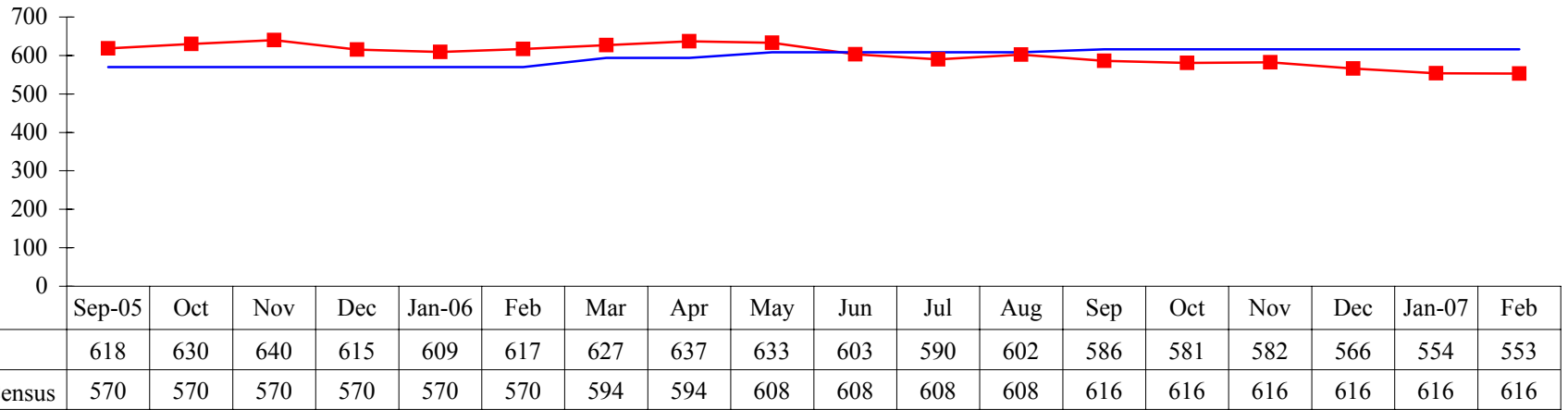


**Objective 1F & Measure 1C - Average Daily Census**  
**Kerrville State Hospital**

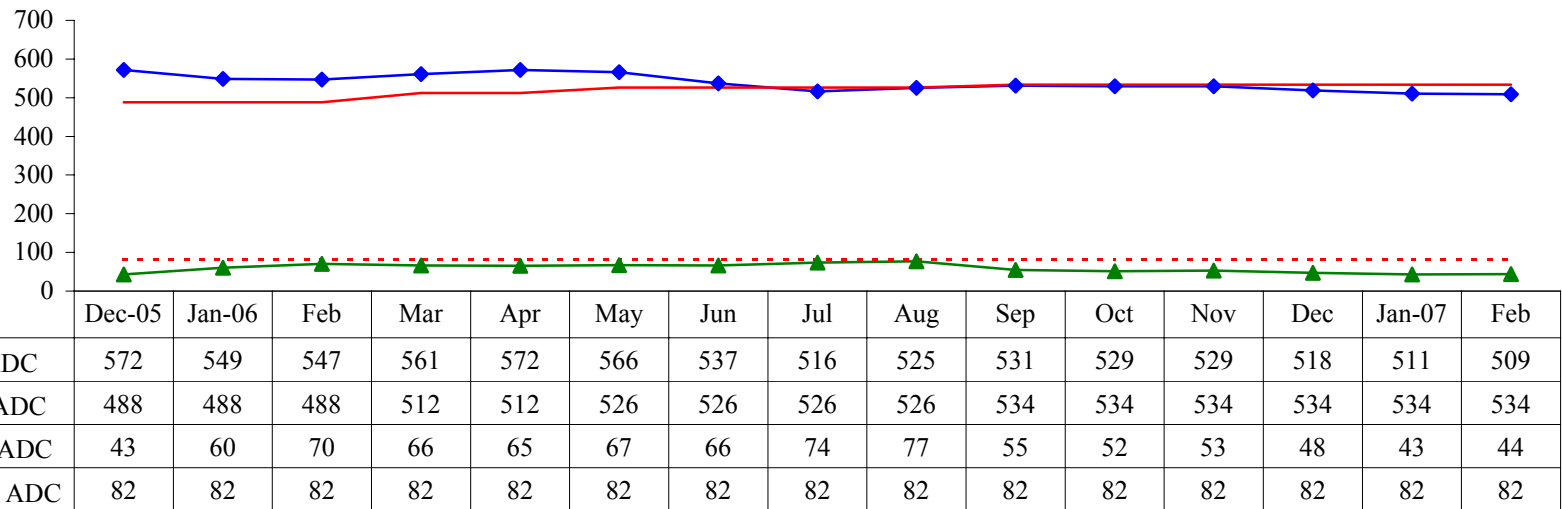


**Objective 1F & Measure 1C - Average Daily Census**  
**North Texas State Hospital**

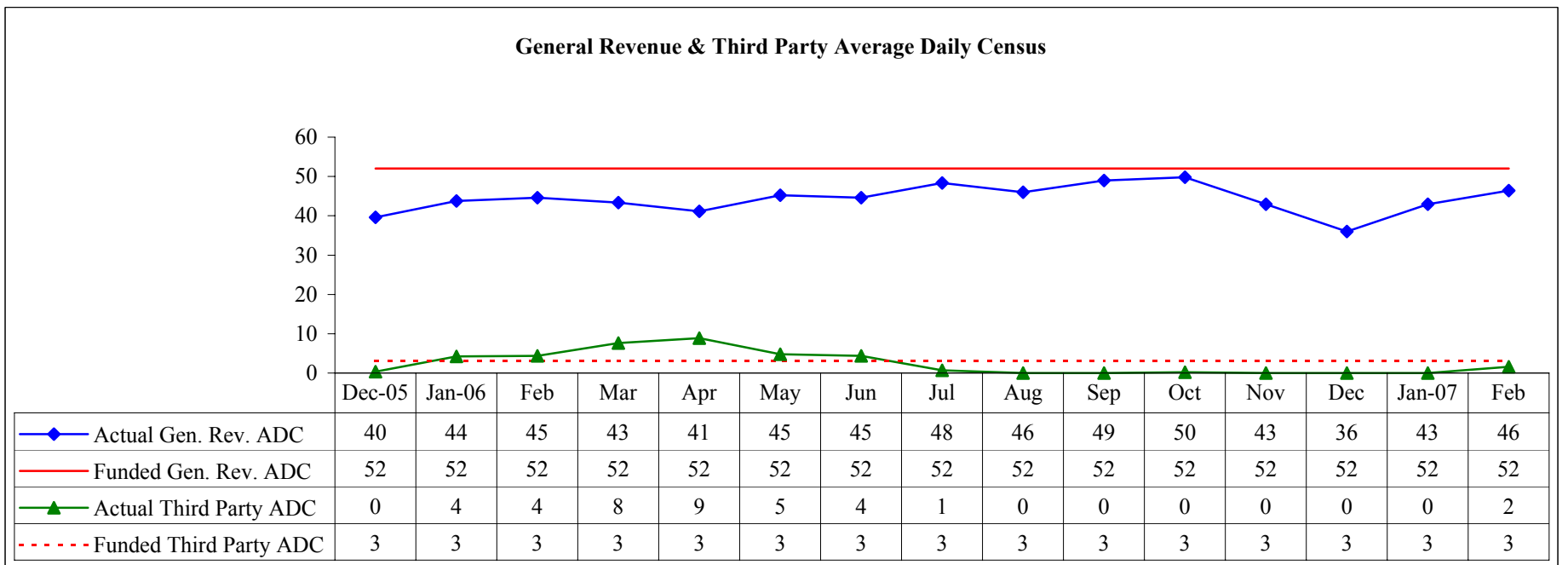
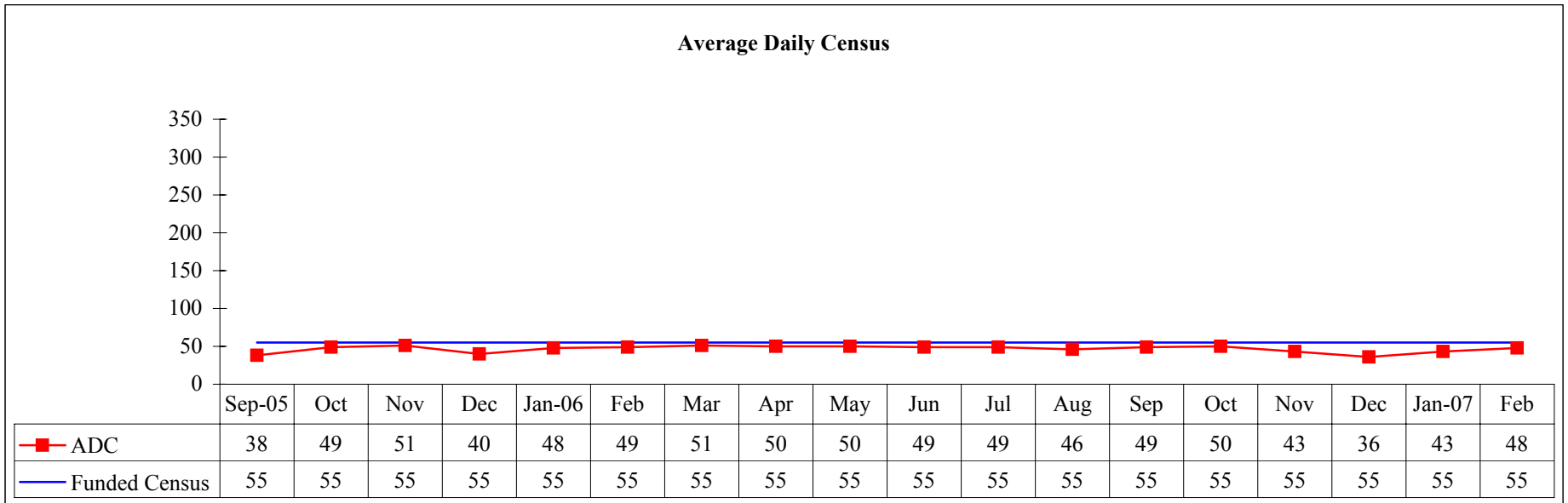
**Average Daily Census**



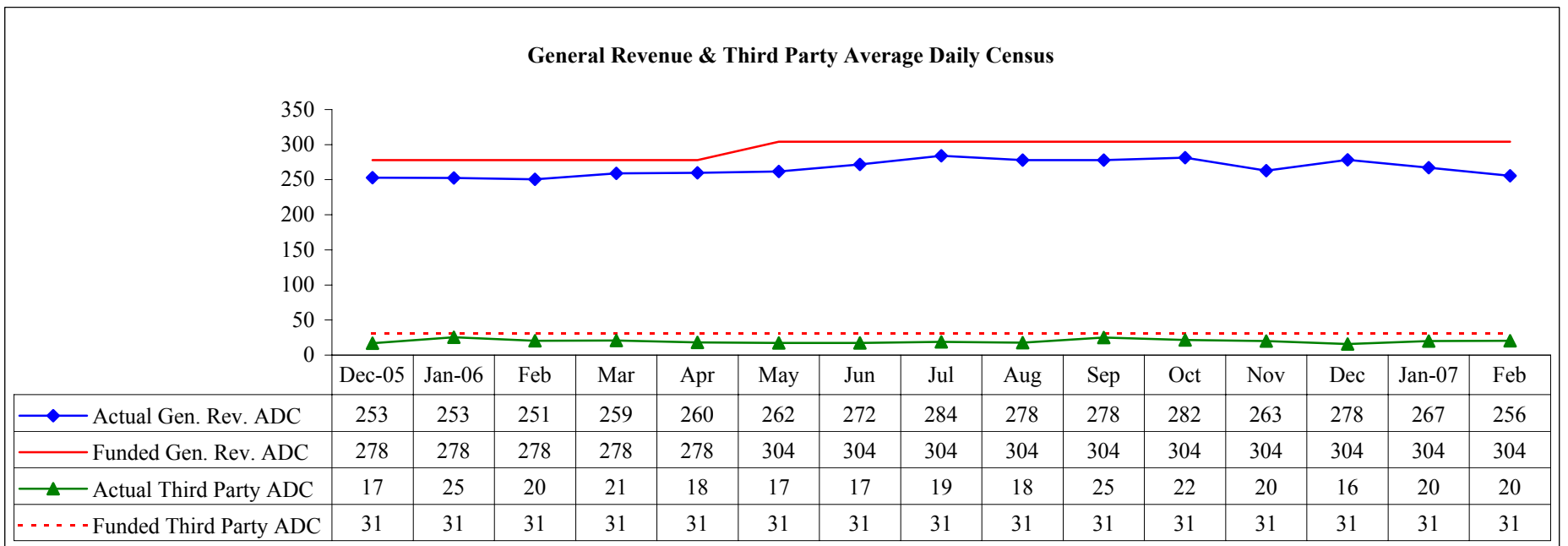
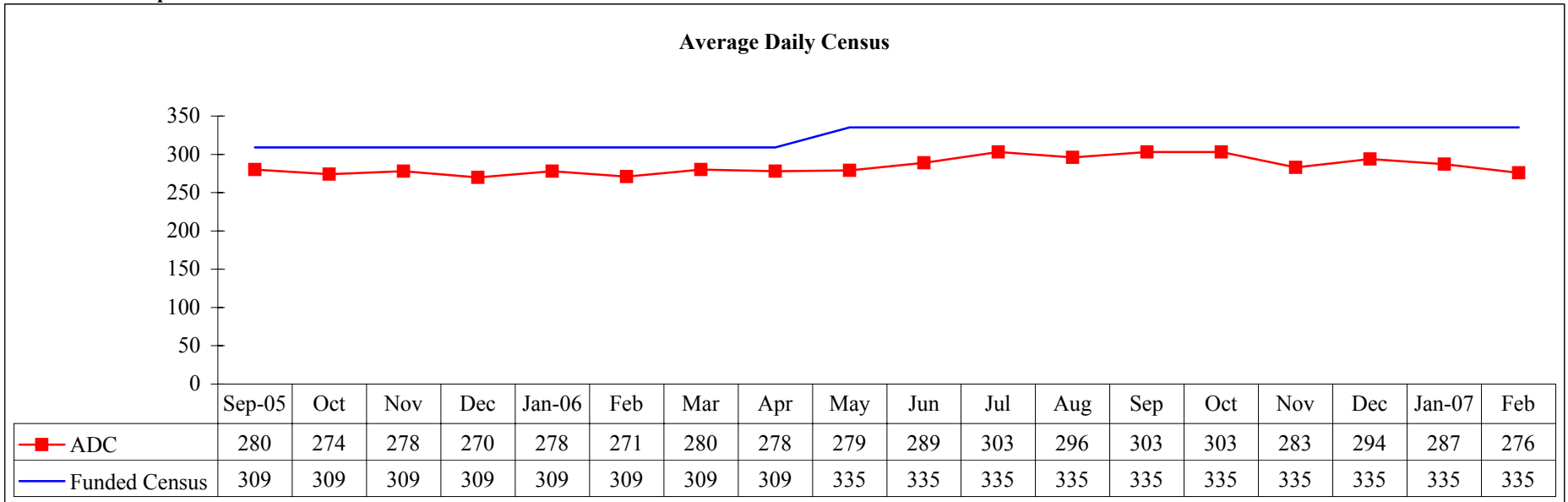
**General Revenue & Third Party Average Daily Census**



**Objective 1F & Measure 1C - Average Daily Census**  
**Rio Grande State Center–MH**

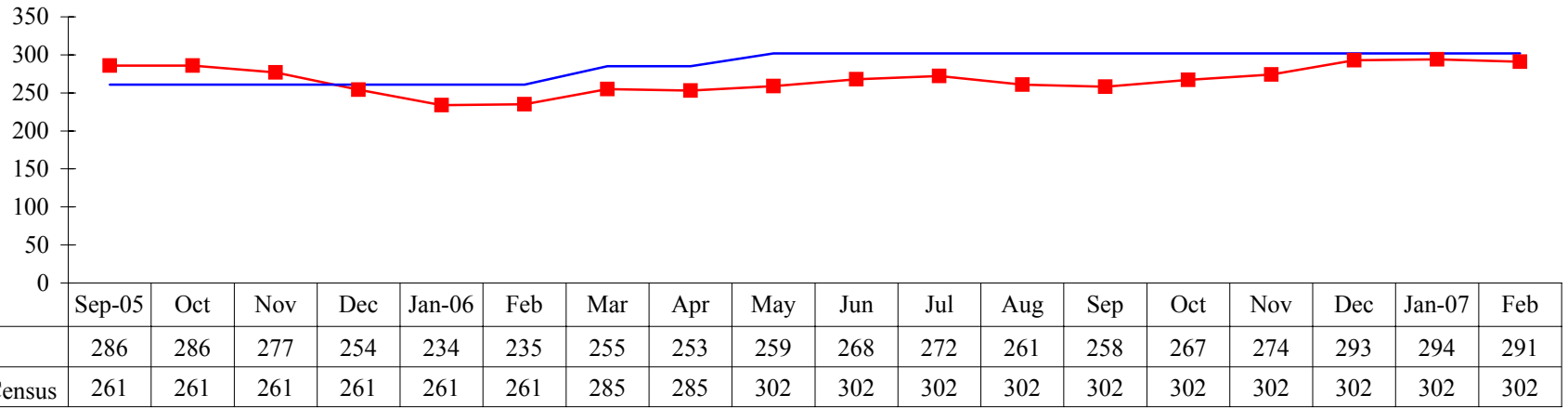


**Objective 1F & Measure 1C - Average Daily Census**  
**Rusk State Hospital**

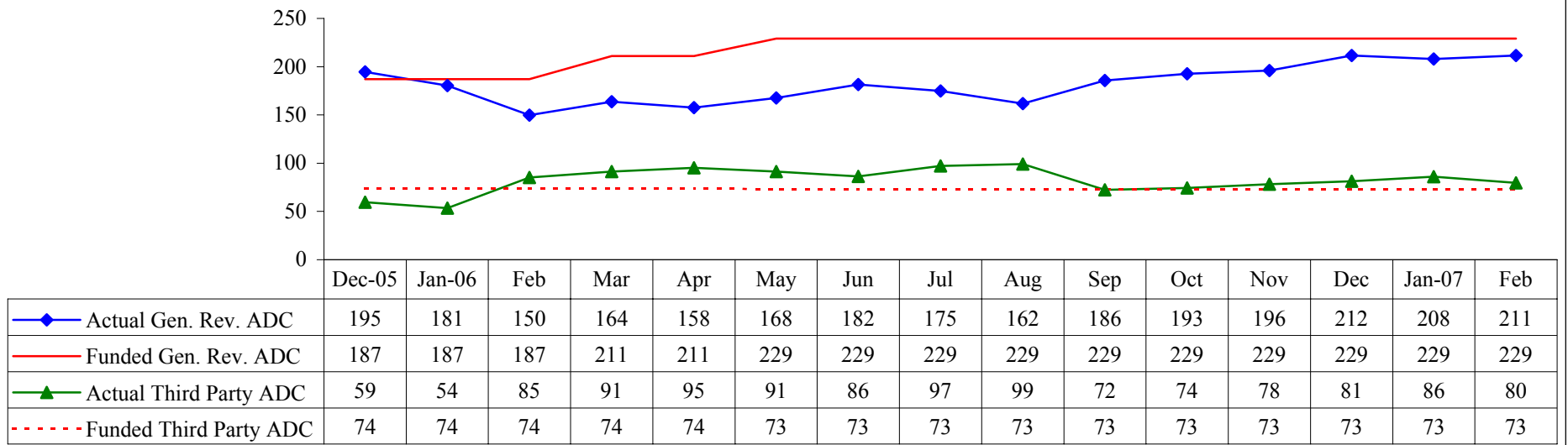


**Objective 1F & Measure 1C - Average Daily Census**  
**San Antonio State Hospital**

**Average Daily Census**

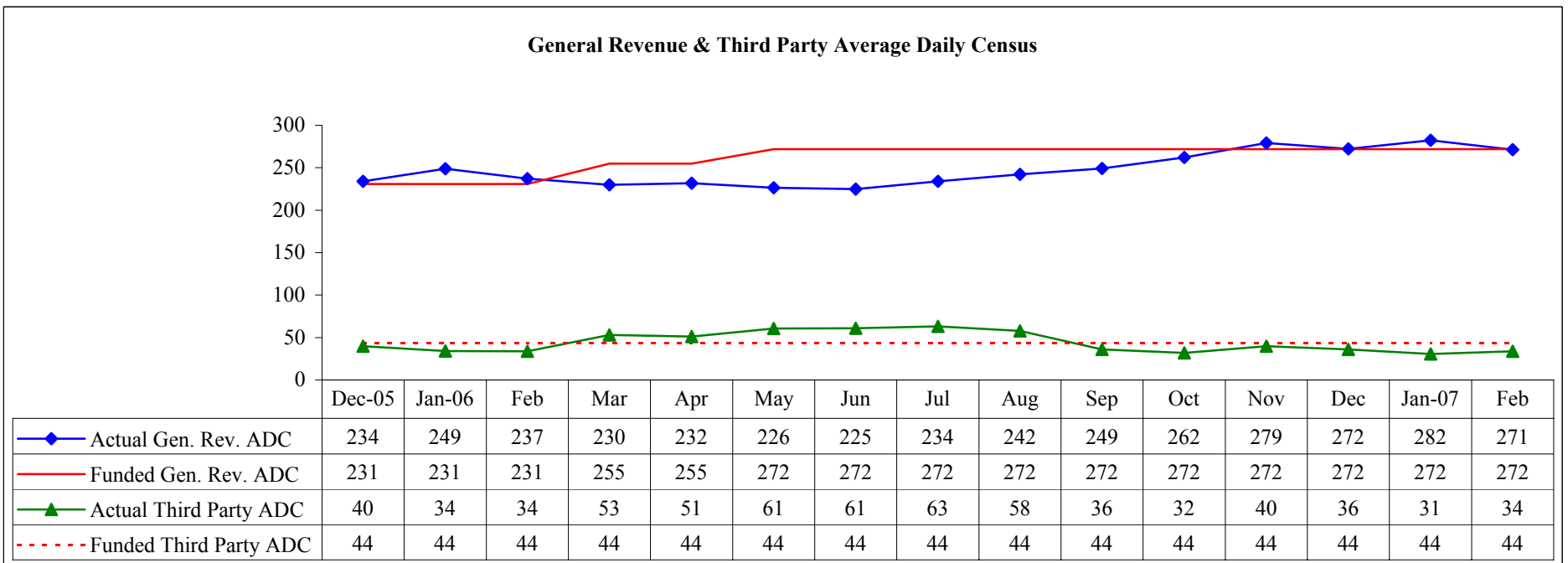
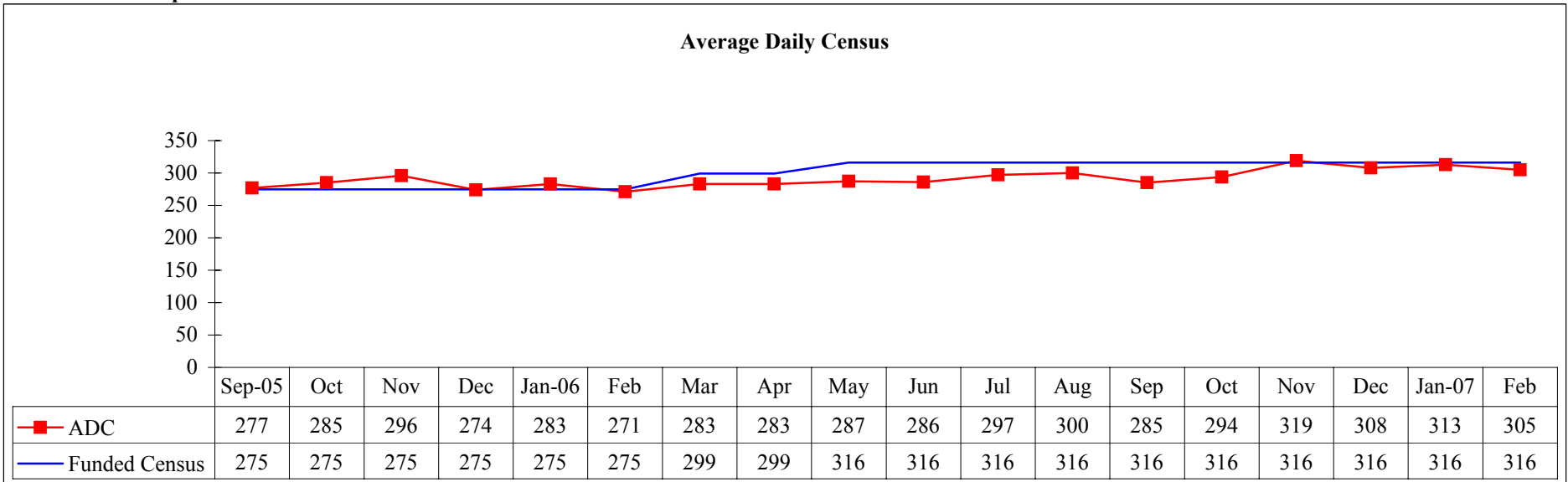


**General Revenue & Third Party Average Daily Census**



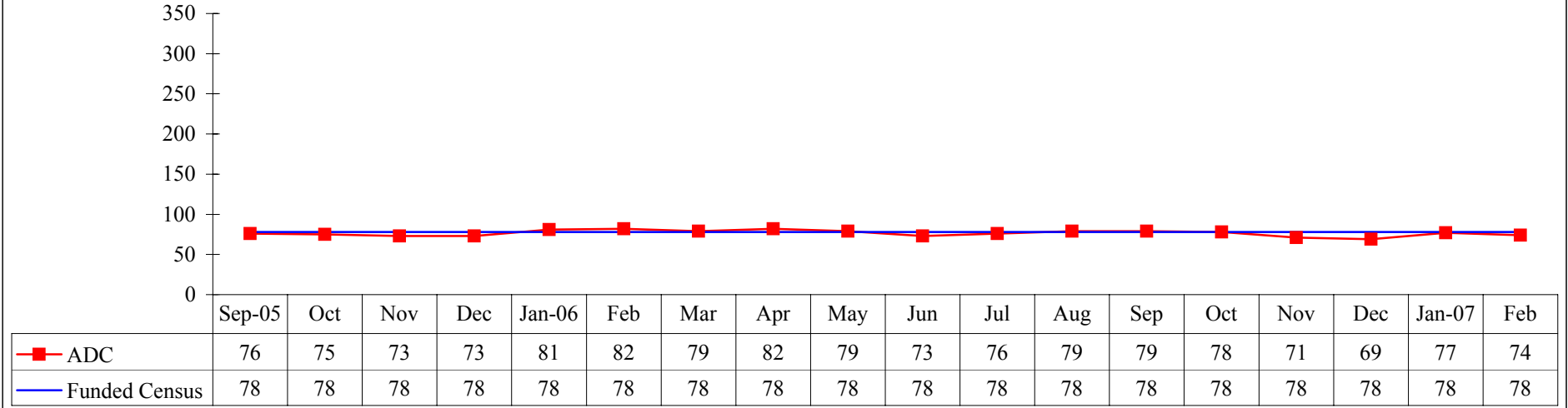


**Objective 1F & Measure 1C - Average Daily Census**  
**Terrell State Hospital**

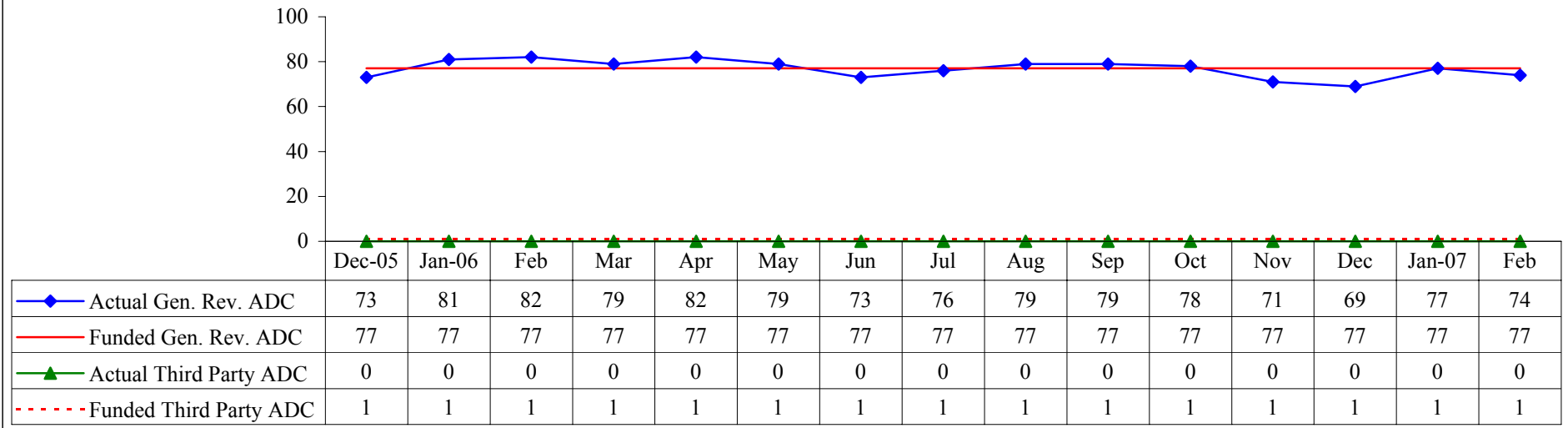


**Objective 1F & Measure 1C - Average Daily Census  
Waco Center For Youth**

**Average Daily Census**



**General Revenue & Third Party Average Daily Census**



**Performance Measure 1A:**

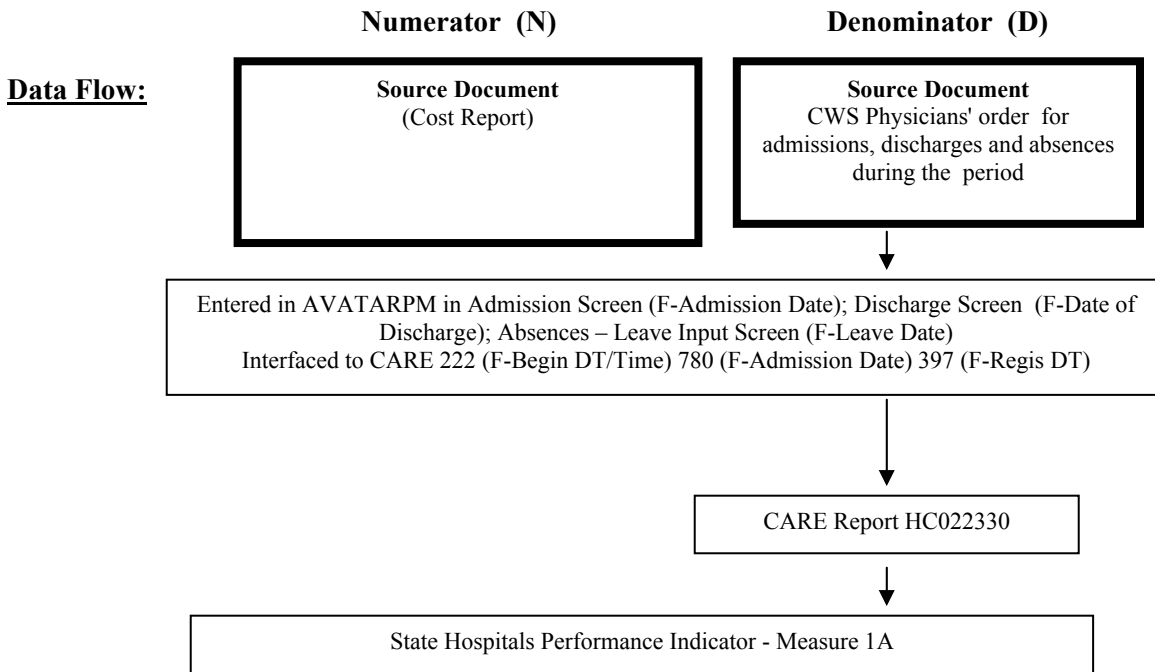
**Average cost per patient served will be calculated and reported for each state hospital.**

**Performance Measure Operational Definition:** State hospital cost per person served represents the average cost of care for an individual per FY quarter.

**Performance Measure Formula:** Quarterly Average Cost Per Patient = LBB Cost [total state hospital cost – (benefits + depreciation) / quarterly total bed days derived from the Cost Report] x Average Patient Days \* During Period (unduplicated count of patient's served). \*Average patient day's means the net stay in days at the component during the quarter divided by the number of unduplicated count of patient's served during the quarter.

**Performance Measure Data Display and Chart Description:**

- ◆ Table shows average patient days, cost per bed day and average cost for FY quarter for individual state hospitals and system-wide.
- ◆ Chart with accumulated quarterly data points of average cost per persons served for individual state hospitals and system-wide.



**Data Integrity Review Process:** (Denominator Only)

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. <b>Note:</b> Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time when a leave, restraint/seclusion, injury or elopement started and stopped.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates as compared to the corresponding information in the medical record (Physician's Order).

**Measure 1A - Average Cost Per Patient Served**  
**All State Hospitals**

	FY04				FY05	FY06				FY07			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Austin State Hospital</b>													
Avg. Patient Days	22	21	20	20		22	21	20	20	20	20		
LBB Cost/Bed Day	\$349	\$339	\$345	\$340		\$319	\$381	\$372	\$377	\$375	\$387		
Average Cost	\$7,654	\$7,068	\$6,745	\$6,899	\$0	\$7,174	\$7,826	\$7,372	\$7,681	\$7,675	\$7,878		
<b>Big Spring State Hospital</b>													
Avg. Patient Days	31	34	33	34		38	41	40	39	39	36		
LBB Cost/Bed Day	\$429	\$401	\$380	\$366		\$334	\$381	\$336	\$332	\$354	\$369		
Average Cost	\$13,252	\$13,554	\$12,399	\$12,331	\$0	\$12,812	\$15,507	\$13,474	\$12,899	\$13,850	\$13,427		
<b>El Paso Psychiatric Center</b>													
Avg. Patient Days	12	15	16	19		18	23	20	20	19	22		
LBB Cost/Bed Day	\$432	\$424	\$413	\$423		\$431	\$453	\$463	\$452	\$469	\$467		
Average Cost	\$5,076	\$6,373	\$6,579	\$7,948	\$0	\$7,949	\$10,333	\$9,153	\$9,157	\$8,736	\$10,252		
<b>Kerrville State Hospital</b>													
Avg. Patient Days	47	49	47	49		68	64	63	65	63	66		
LBB Cost/Bed Day	\$351	\$345	\$334	\$325		\$289	\$334	\$342	\$350	\$337	\$329		
Average Cost	\$16,350	\$17,043	\$15,564	\$15,837	\$0	\$19,754	\$21,226	\$21,381	\$22,663	\$21,373	\$21,693		
<b>North Texas State Hospital</b>													
Avg. Patient Days	47	48	47	46		46	46	48	45	47	46		
LBB Cost/Bed Day	\$307	\$305	\$302	\$298		\$303	\$356	\$331	\$337	\$349	\$388		
Average Cost	\$14,463	\$14,494	\$14,106	\$13,830	\$0	\$13,972	\$16,315	\$15,855	\$15,230	\$16,363	\$17,961		
<b>Rusk State Hospital</b>													
Avg. Patient Days	35	34	32	33		35	36	37	37	37	42		
LBB Cost/Bed Day	\$342	\$334	\$323	\$317		\$298	\$346	\$339	\$339	\$361	\$387		
Average Cost	\$11,837	\$11,299	\$10,426	\$10,547	\$0	\$10,506	\$12,307	\$12,405	\$12,465	\$13,351	\$16,137		
<b>San Antonio State Hospital</b>													
Avg. Patient Days	28	30	28	27		24	24	24	24	25	34		
LBB Cost/Bed Day	\$374	\$361	\$340	\$334		\$341	\$486	\$357	\$410	\$398	\$397		
Average Cost	\$10,423	\$10,689	\$9,673	\$9,088	\$0	\$8,314	\$11,892	\$8,459	\$9,885	\$10,121	\$13,542		

Source: CARE Report HC022330,  
Financial Statistical Report-Fiscal Services;  
FY06 - Direct Communication from FSHS Budgeting Forecasting Dept.

**Measure 1A - Average Cost Per Patient Served**  
**All State Hospitals**

	FY04				FY05 FYTD	FY06				FY07			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Terrell State Hospital</b>													
Avg. Patient Days	33	31	30	31		31	31	32	31	31	29		
LBB Cost/Bed Day	\$329	\$323	\$316	\$312		\$302	\$361	\$340	\$332	\$350	\$361		
Average Cost	\$10,801	\$10,116	\$9,341	\$9,606	\$0	\$9,303	\$11,104	\$10,786	\$10,315	\$10,843	\$10,578		
<b>Waco Center for Youth*</b>													
Avg. Patient Days	59	64	60	60		61	59	67	57	62	61		
LBB Cost/Bed Day	\$168	\$227	\$242	\$252		\$292	\$304	\$302	\$339	\$306	\$363		
Average Cost	\$9,887	\$14,617	\$14,527	\$15,102	\$0	\$17,836	\$18,015	\$20,391	\$19,440	\$18,892	\$22,093		
<b>Rio Grande State Center (MH)</b>													
Avg. Patient Days	12	13	11	13		13	14	16	15	15	14		
LBB Cost/Bed Day	\$450	\$424	\$418	\$418		\$606	\$926	\$677	\$448	\$402	\$412		
Average Cost	\$5,549	\$5,639	\$4,615	\$5,325	\$0	\$8,145	\$12,658	\$10,828	\$6,704	\$5,946	\$5,682		
<b>All State Hospitals</b>													
Avg. Patient Days	33	33	31	32	33	34	34	34	32	34	35		
LBB Cost/Bed Day	\$340	\$334	\$327	\$322	\$325	\$319	\$385	\$359	\$356	\$362	\$381		
Average Cost	\$11,186	\$11,169	\$10,078	\$10,240	\$10,840	\$10,813	\$13,094	\$12,185	\$11,554	\$12,197	\$13,384		

Q2 FY06 - Data source is direct communication from DSHS Budgeting and Forecasting Department - HMDS still verifying numbers

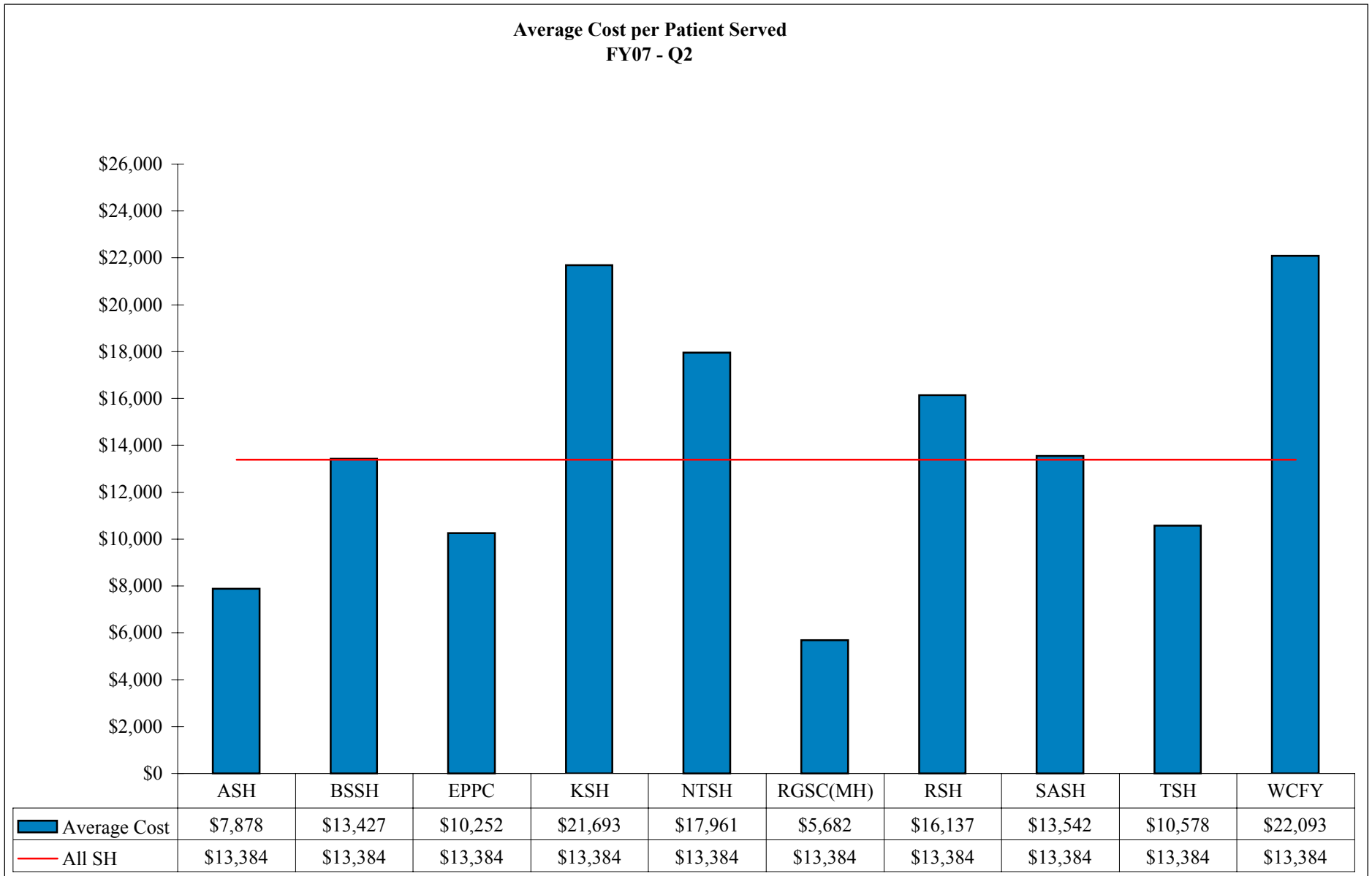
Q1 FY06 - Data source is direct communication from DSHS Budgeting and Forecasting Department

\*WCFY - Q1 & Q2 FY04 artificially low due to budget adjustments for prior fiscal year.

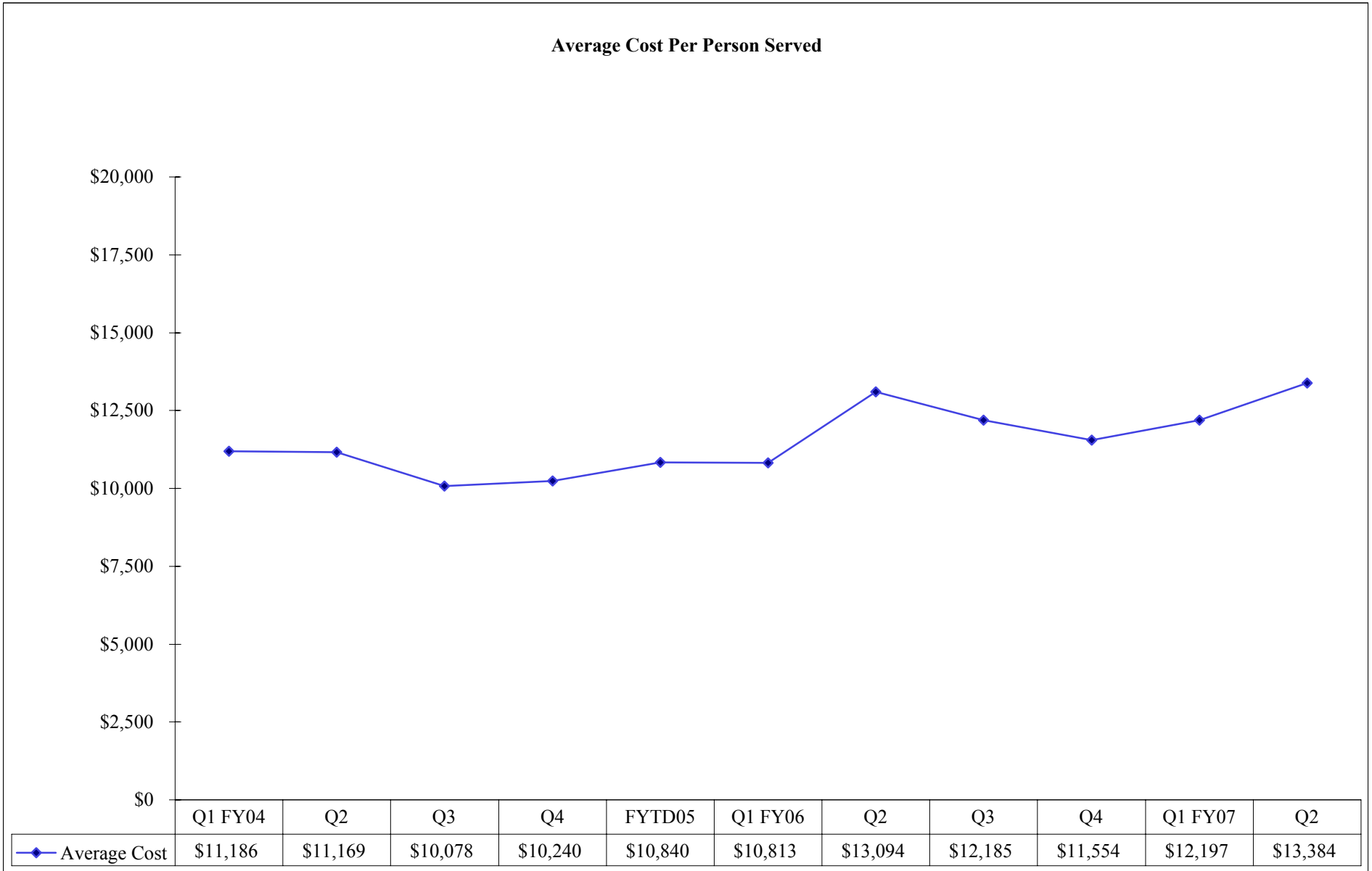
Starting with FY03 Q2 - RGSC (MH) is included in All SMHF Average Cost.

LBB Cost - total facility expense minus benefits and depreciation

**Measure 1A - Average Cost Per Patient Served  
All State Hospitals**



**Measure 1A - Average Cost Per Patient Served  
All State Hospitals**



**Measure 1A - Average Cost Per Patient Served  
Austin State Hospital**

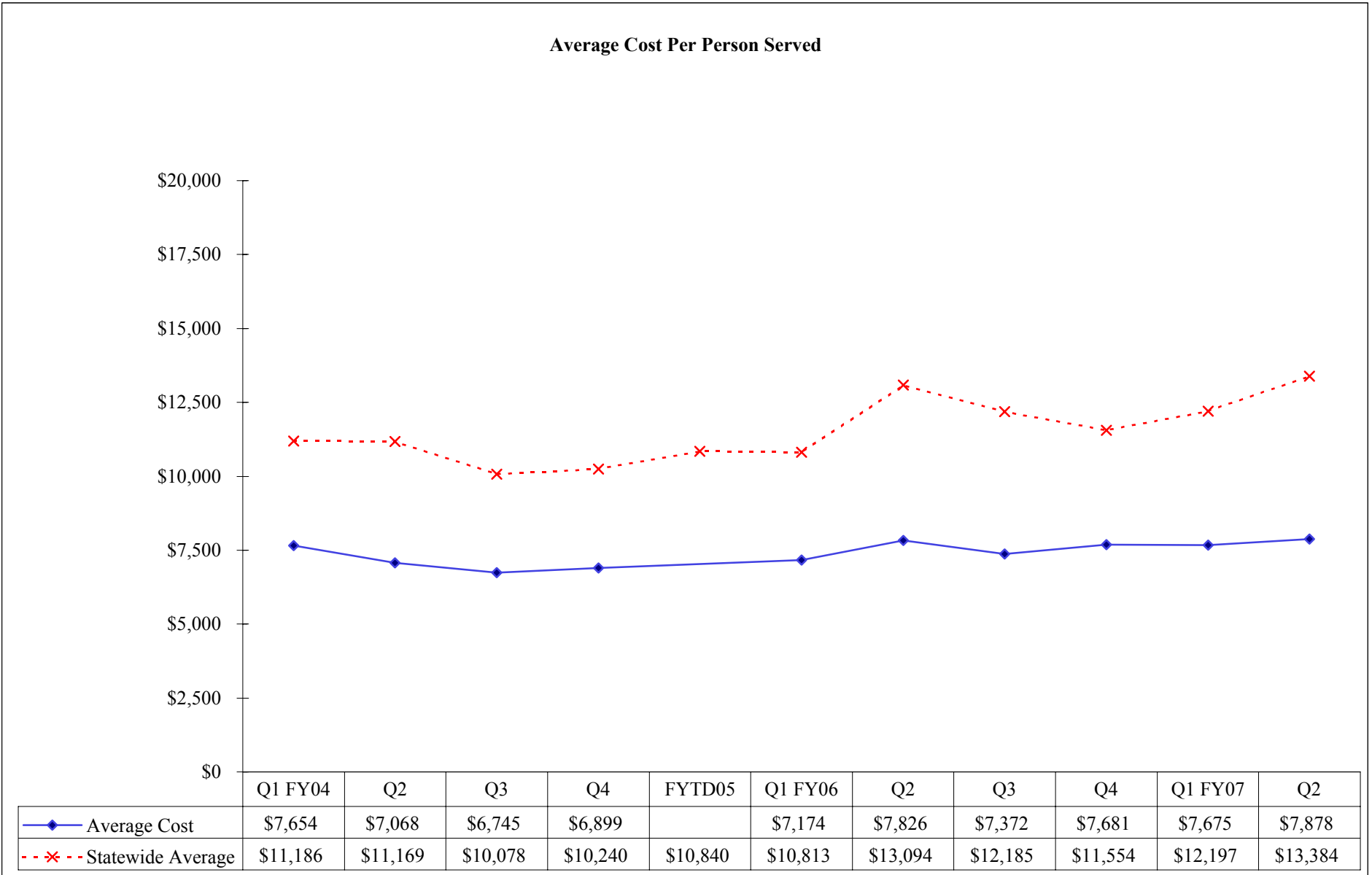


Table: Hospital Management Data Services

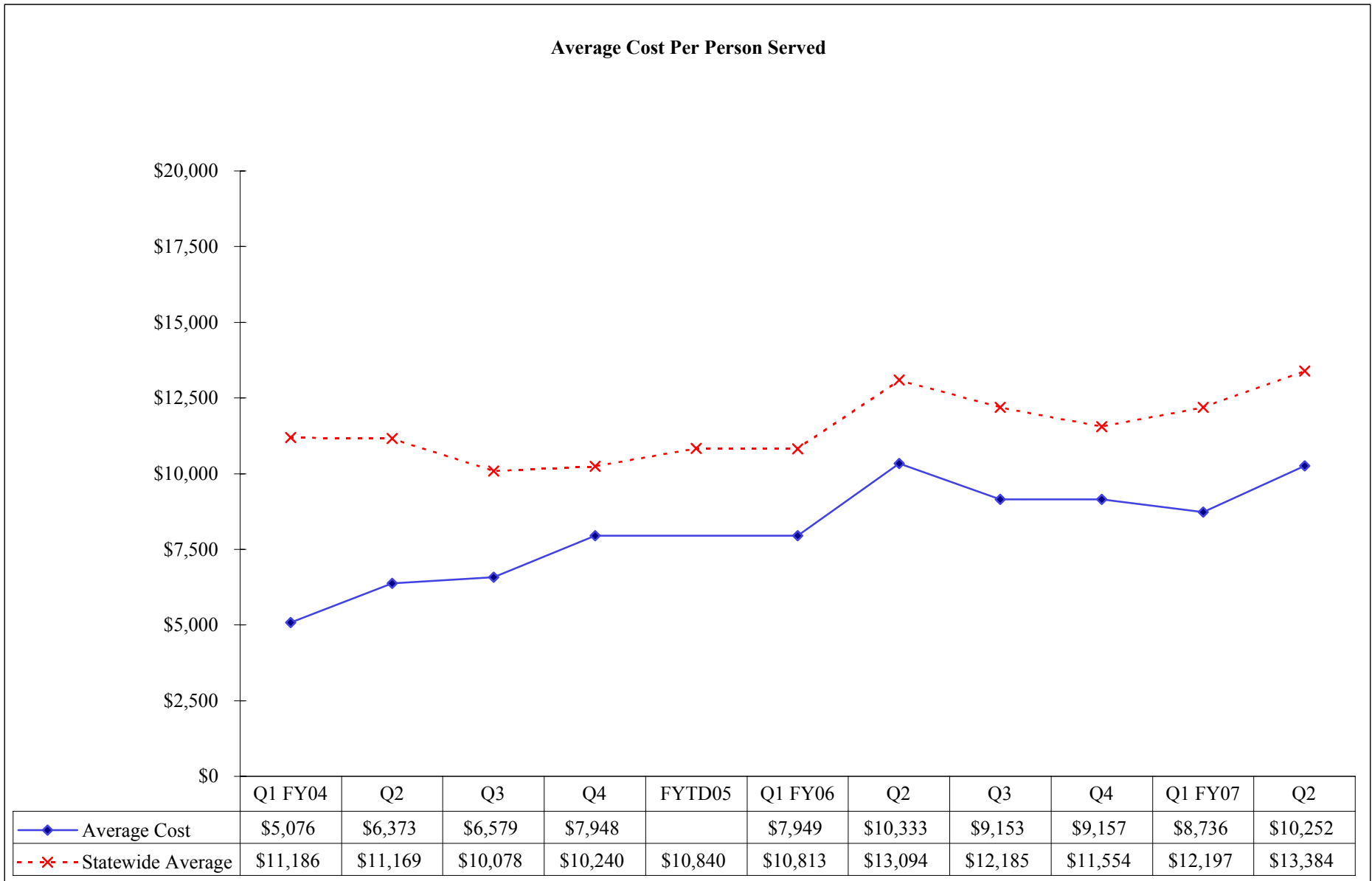
Source: CARE Report HC022330,  
Financial Statistical Report-Fiscal Services;  
FY06 - Direct Communication from FSHS Budgeting Forecasting Dept.



**Measure 1A - Average Cost Per Patient Served**  
**Big Spring State Hospital**



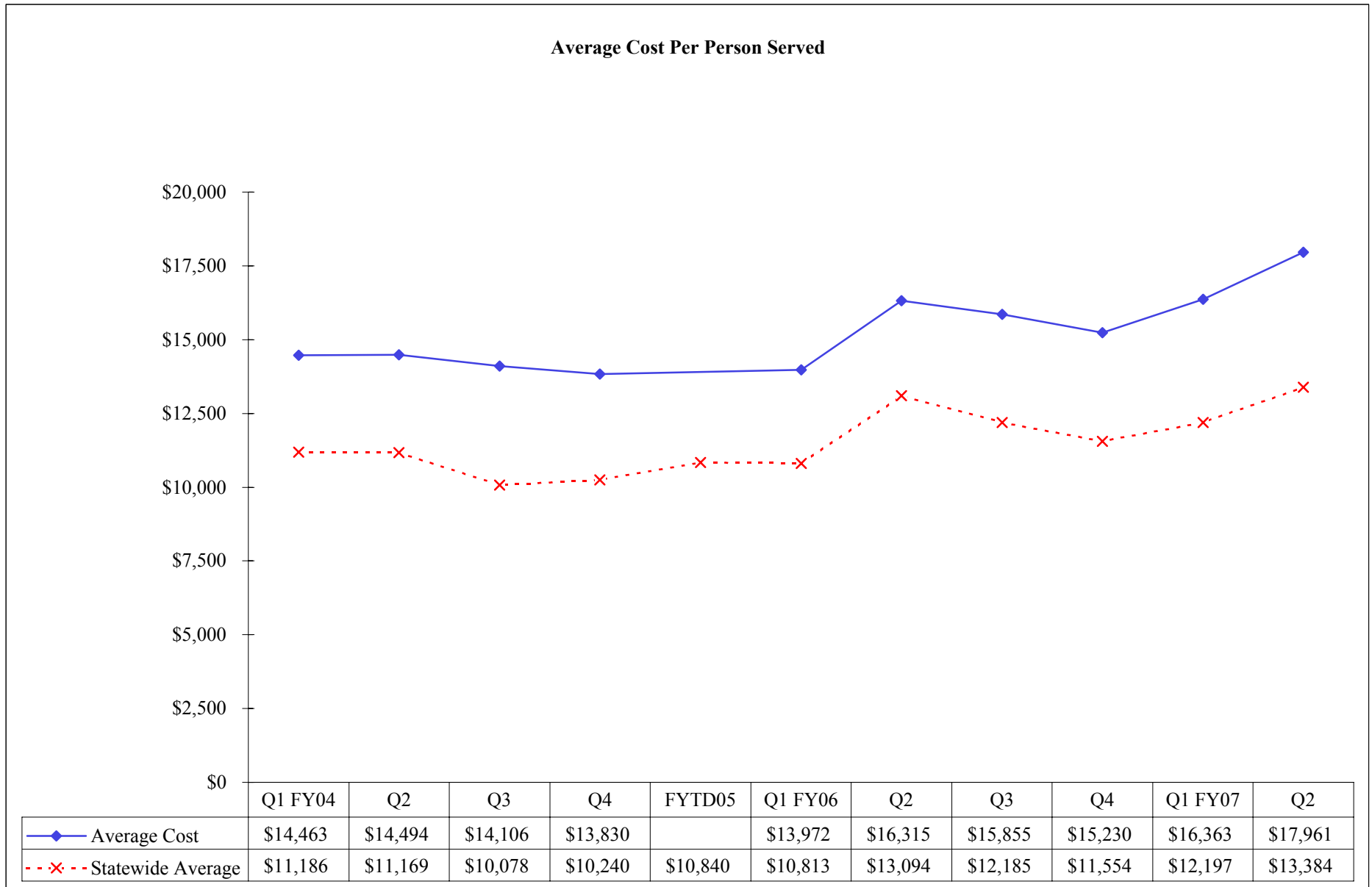
**Measure 1A - Average Cost Per Patient Served**  
**El Paso Psychiatric Center**



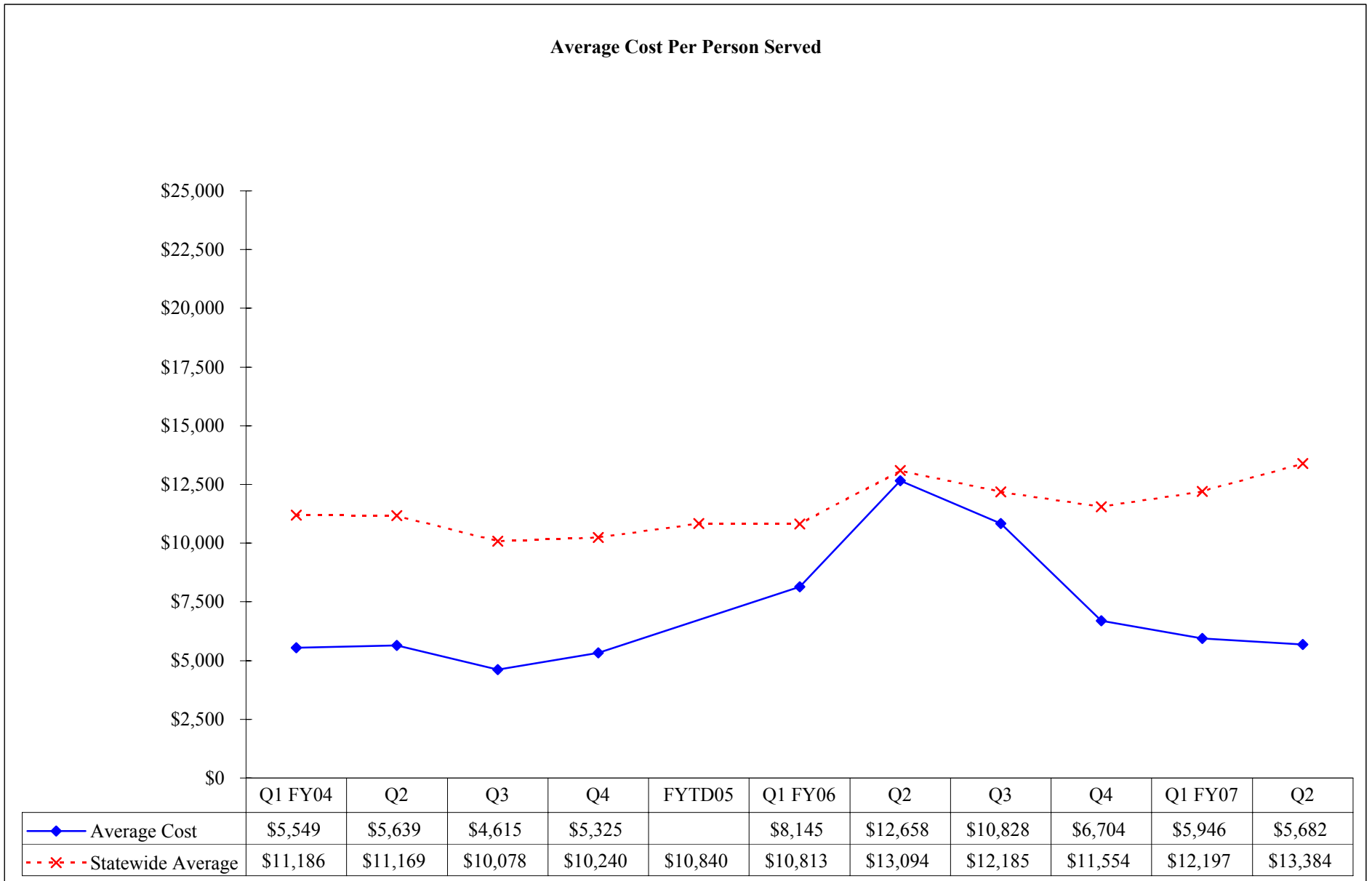
**Measure 1A - Average Cost Per Patient Served**  
**Kerrville State Hospital**



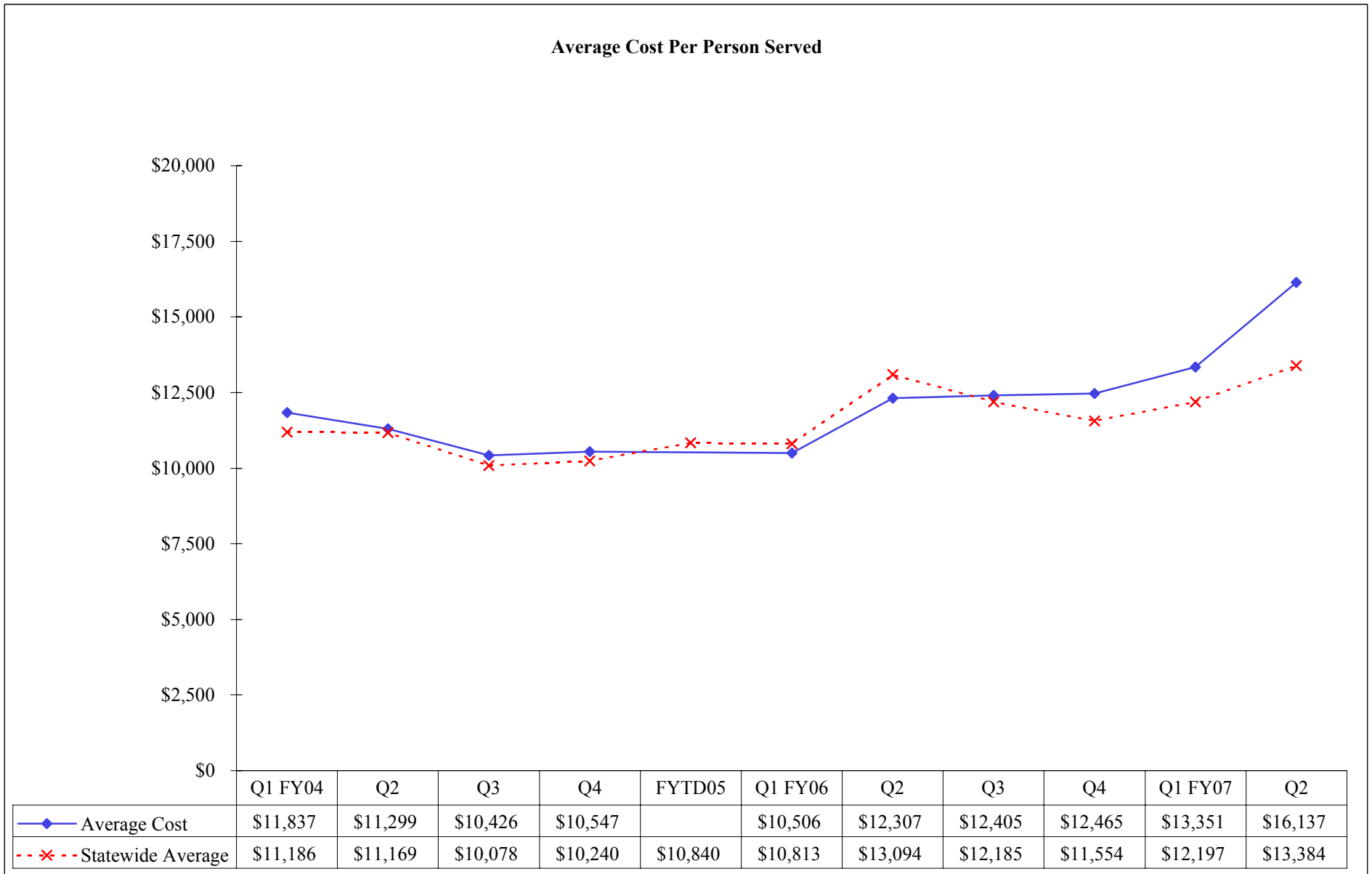
**Measure 1A - Average Cost Per Patient Served**  
**North Texas State Hospital**



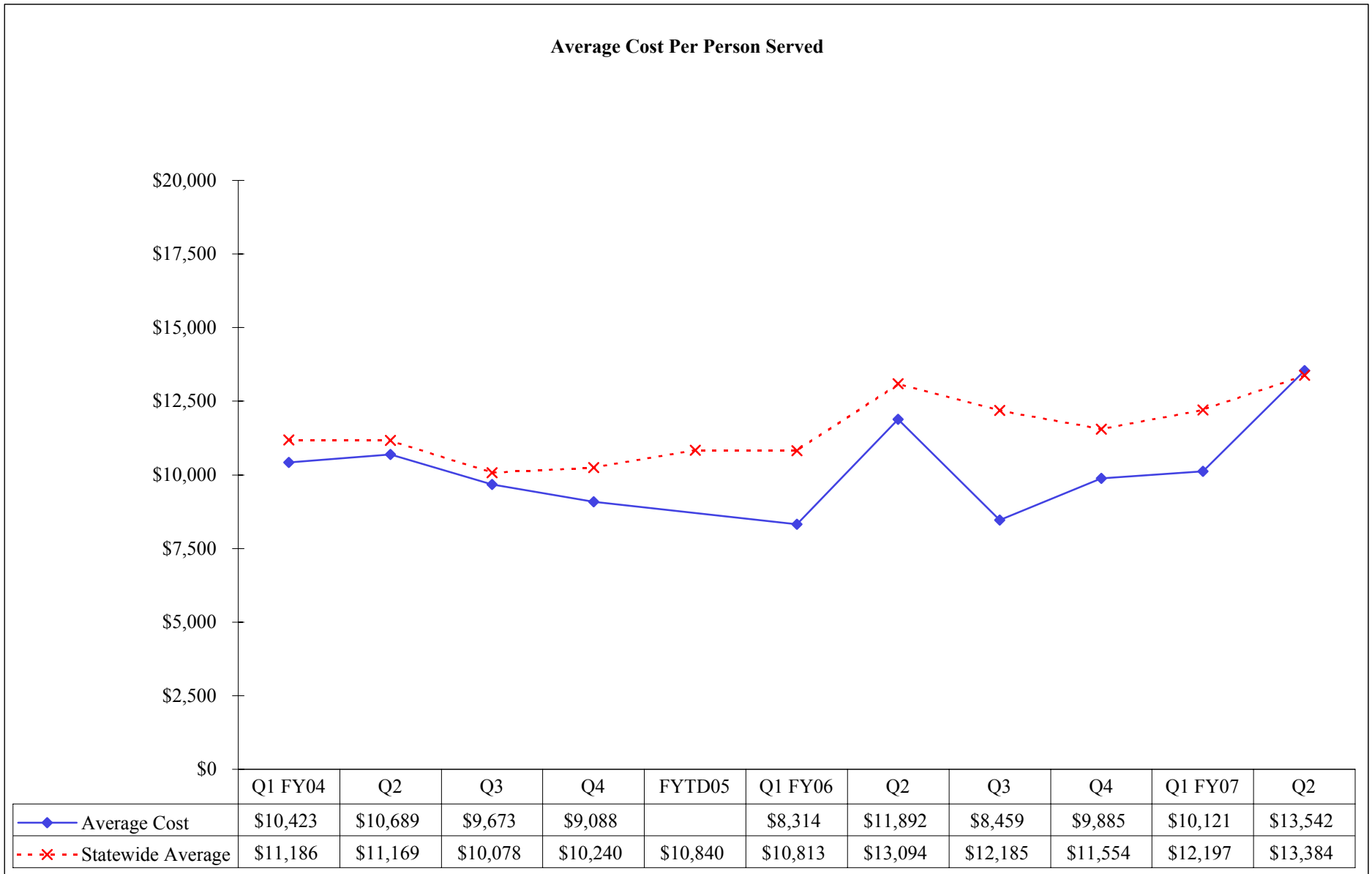
**Measure 1A - Average Cost Per Patient Served**  
**Rio Grande State Center (MH only)**



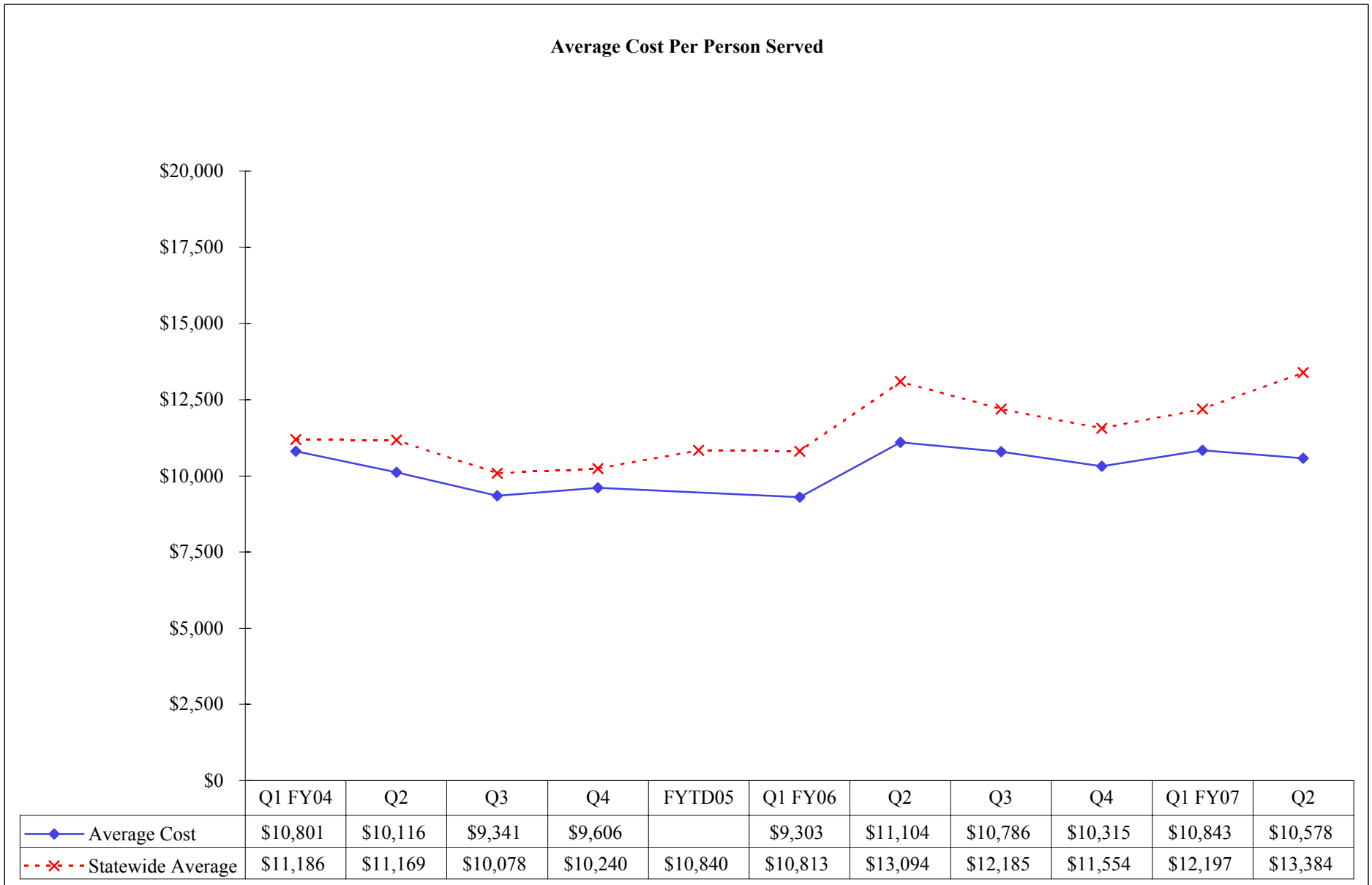
**Measure 1A - Average Cost Per Patient Served**  
**Rusk State Hospital**



**Measure 1A - Average Cost Per Patient Served  
San Antonio State Hospital**

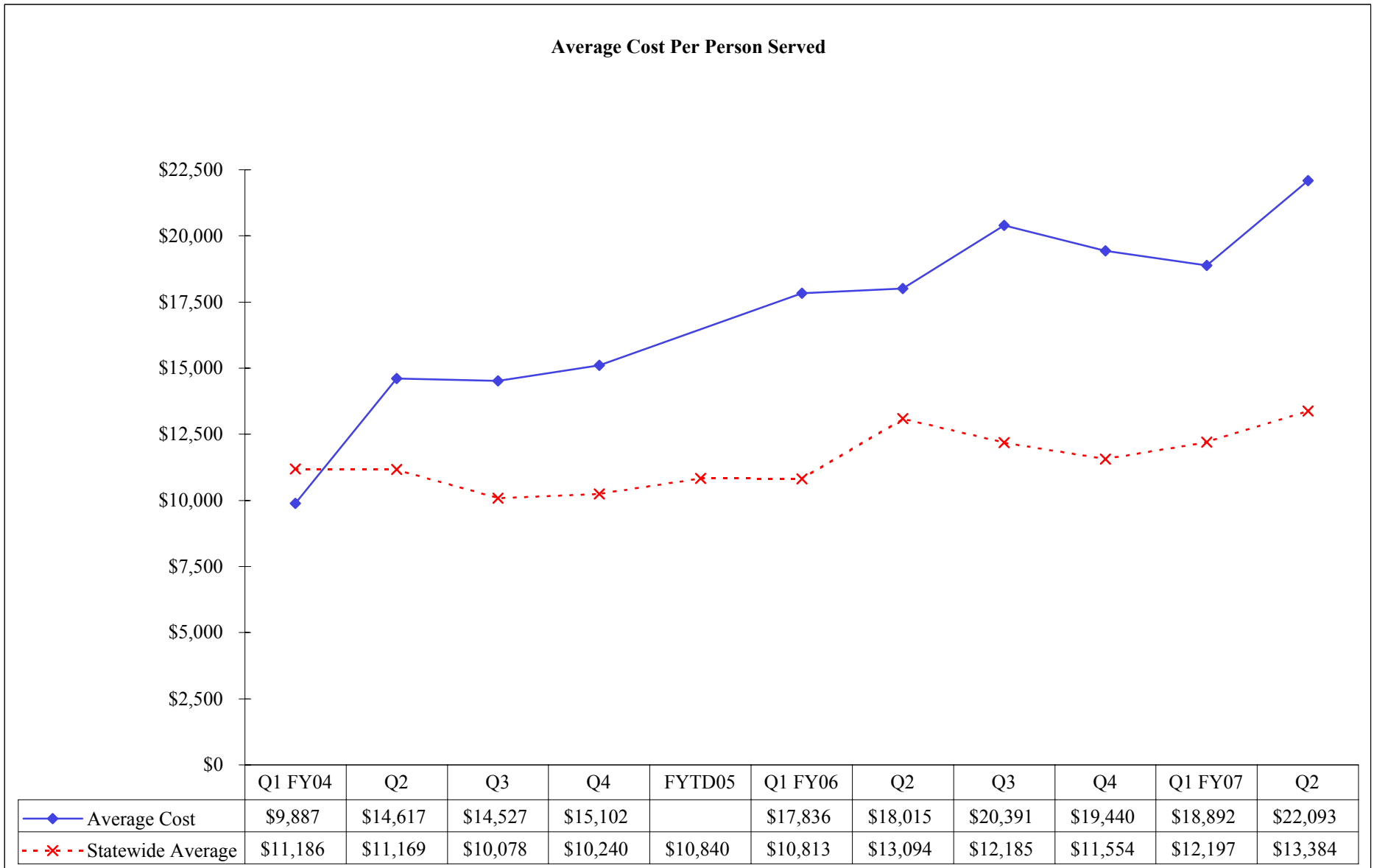


**Measure 1A - Average Cost Per Patient Served**  
**Terrell State Hospital**





**Measure 1A - Average Cost Per Patient Served  
Waco Center for Youth**



\*\*Q1 & Q2 FY04 artificially low due to budget adjustments for prior fiscal year.

**Performance Measure 1B:**

**Average cost per occupied bed day will be calculated and reported for each state hospital.**

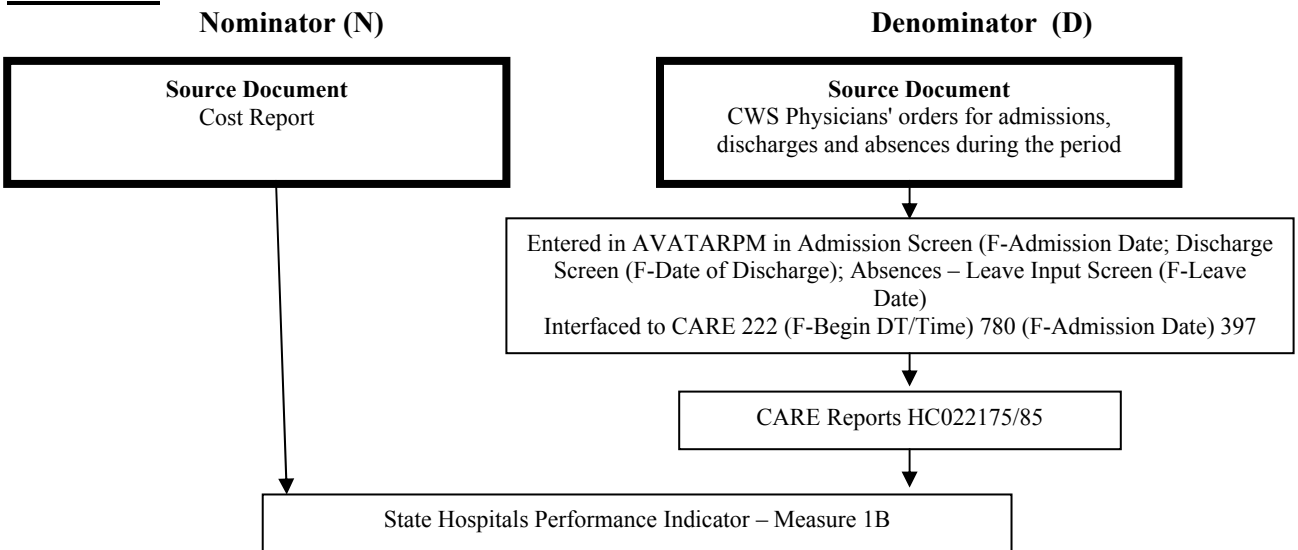
**Performance Measure Operational Definition:** The state hospital average cost per occupied bed day.

**Performance Measure Formula:** The state hospital's average cost per occupied bed day per FY quarter is calculated.  $\text{Appropriated Fund Cost (for LBB)} = \frac{\text{Total State Hospital Expense} - (\text{Benefits} + \text{Depreciation})}{\text{Total Bed Days}}$

**Performance Measure Data Display and Chart Description:**

- ◆ Table shows LBB cost per bed day for FY quarter for individual state hospitals and system-wide.
- ◆ Chart with quarterly data points of LBB cost per bed day for FY quarter for individual state hospitals and system-wide.

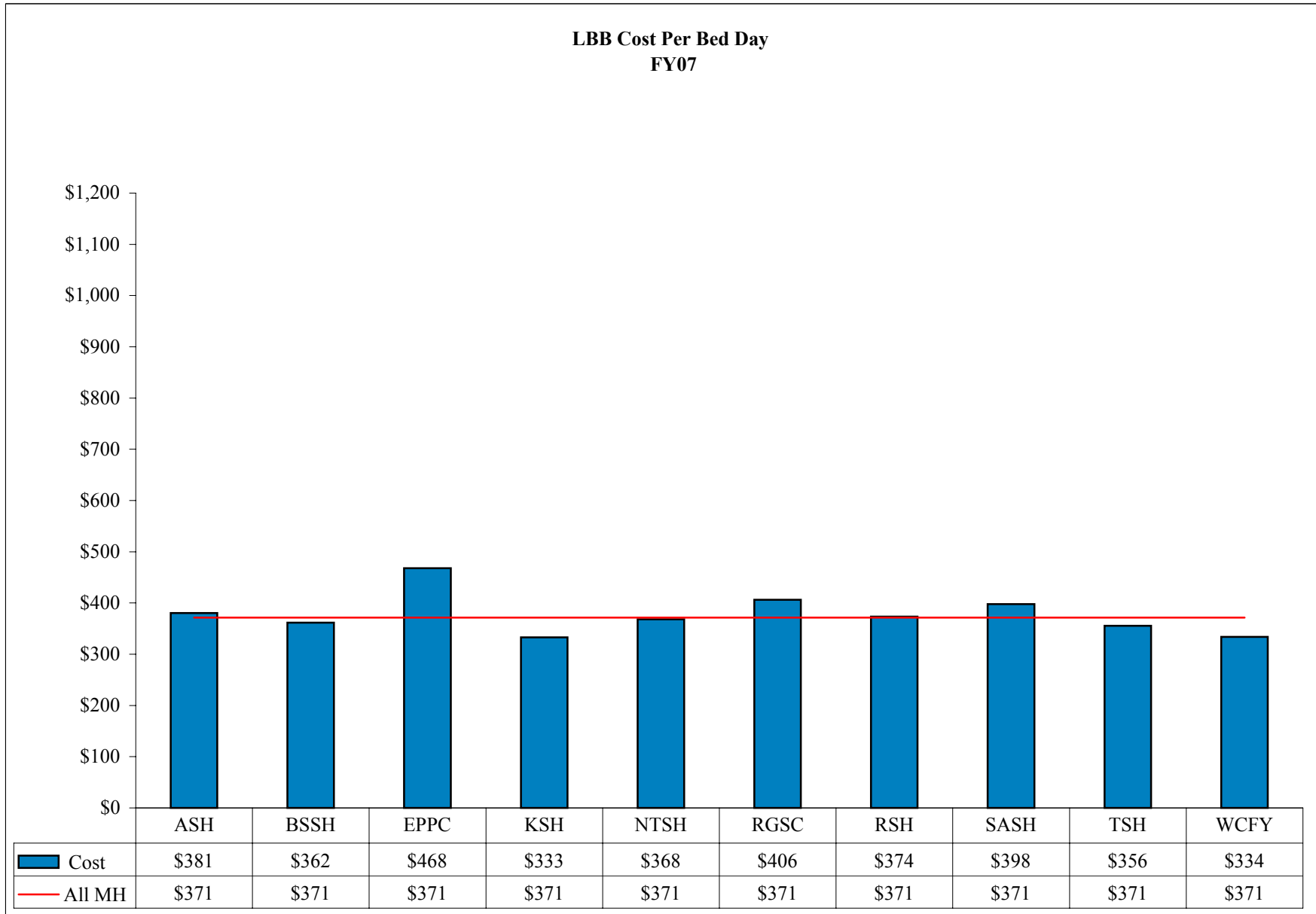
**Data Flow:**



**Data Integrity**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time when a leave, restraint/seclusion, injury or elopement started and stopped.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates as compared to the corresponding information in the medical record on Physician's Order.
Sample Size	Review of 15 randomly selected patient records for the most recently reported NRI PMS quarterly episode file data and associated events.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When any admission/discharge dates and/or events found on the most recent NRI PMS quarterly report do not correspond to the information in the medical record.
DIR/HMDS Report	Summary of review including findings and data analysis.

**Measure 1B - Cost Per Bed Day**  
**All State Hospitals**



**Measure 1B - Cost Per Bed Day**

**All State Hospitals**

	FY04				FY05	FY06				FY07			
	Q1	Q2	Q3	FYTD	FYTD	Q1	Q2	Q3	FYTD	Q1	Q2	Q3	FYTD
<b>Austin State Hospital</b>													
Cost Per Bed Day	\$419	\$414	\$419	\$415									
Cost Per Bed Day w/DICAP/SWICAP	\$459	\$456	\$460	\$461									
LBB Cost Per Bed Day	\$349	\$339	\$345	\$340		\$319	\$381	\$372	\$361	\$375	\$387		
<b>Big Spring State Hospital</b>													
Cost Per Bed Day	\$522	\$492	\$467	\$451									
Cost Per Bed Day w/DICAP/SWICAP	\$575	\$547	\$520	\$512									
LBB Cost Per Bed Day	\$429	\$401	\$380	\$366		\$334	\$381	\$336	\$345	\$354	\$369		
<b>El Paso Psychiatric Center</b>													
Cost Per Bed Day	\$533	\$515	\$499	\$509									
Cost Per Bed Day w/DICAP/SWICAP	\$538	\$519	\$503	\$521									
LBB Cost Per Bed Day	\$432	\$424	\$413	\$423		\$431	\$453	\$463	\$451	\$469	\$467		
<b>Kerrville State Hospital</b>													
Cost Per Bed Day	\$438	\$430	\$417	\$405									
Cost Per Bed Day w/DICAP/SWICAP	\$480	\$474	\$460	\$456									
LBB Cost Per Bed Day	\$351	\$345	\$334	\$325		\$289	\$334	\$342	\$328	\$337	\$329		
<b>North Texas State Hospital</b>													
Cost Per Bed Day	\$379	\$378	\$375	\$370									
Cost Per Bed Day w/DICAP/SWICAP	\$412	\$413	\$409	\$406									
LBB Cost Per Bed Day	\$307	\$305	\$302	\$298		\$303	\$356	\$331	\$331	\$349	\$388		
<b>Rusk State Hospital</b>													
Cost Per Bed Day	\$419	\$413	\$399	\$398									
Cost Per Bed Day w/DICAP/SWICAP	\$459	\$454	\$439	\$442									
LBB Cost Per Bed Day	\$342	\$334	\$323	\$322		\$298	\$346	\$339	\$331	\$361	\$387		
<b>San Antonio State Hospital</b>													
Cost Per Bed Day	\$453	\$441	\$419	\$411									
Cost Per Bed Day w/DICAP/SWICAP	\$496	\$486	\$463	\$458									
LBB Cost Per Bed Day	\$374	\$361	\$340	\$334		\$341	\$486	\$357	\$396	\$398	\$397		
<b>Terrell State Hospital</b>													
Cost Per Bed Day	\$404	\$397	\$389	\$384									
Cost Per Bed Day w/DICAP/SWICAP	\$443	\$438	\$428	\$427									
LBB Cost Per Bed Day	\$329	\$323	\$316	\$312		\$302	\$361	\$340	\$333	\$350	\$361		

LBB Cost Per Bed Day = Total Financial Expenses minus Benefits and Depreciation

**Measure 1B - Cost Per Bed Day**  
**All State Hospitals**

	FY04				FY05	FY06				FY07			
	Q1	Q2	Q3	FYTD	FYTD	Q1	Q2	Q3	FYTD	Q1	Q2	Q3	FYTD
<b>Waco Center for Youth*</b>													
Cost Per Bed Day	\$237	\$295	\$310	\$319									
Cost Per Bed Day w/DICAP/SWICAP	\$273	\$333	\$348	\$361									
LBB Cost Per Bed Day	\$168	\$227	\$242	\$252		\$292	\$304	\$302	\$309	\$306	\$363		
<b>Rio Grande State Center (MH)</b>													
Cost Per Bed Day	\$556	\$530	\$525	\$524									
Cost Per Bed Day w/DICAP/SWICAP	\$621	\$596	\$596	\$600									
LBB Cost Per Bed Day	\$450	\$424	\$418	\$418		\$606	\$926	\$677	\$458	\$402	\$412		
<b>All State Hospitals</b>													
Cost Per Bed Day	\$417	\$412	\$404	\$398									
Cost Per Bed Day w/DICAP/SWICAP	\$456	\$452	\$444	\$442									
LBB Cost Per Bed Day	\$340	\$334	\$327	\$322	\$325	\$319	\$385	\$352	\$348	\$362	\$381		

\*WCFY - FY04 artificially low due to budget adjustments for prior fiscal year.

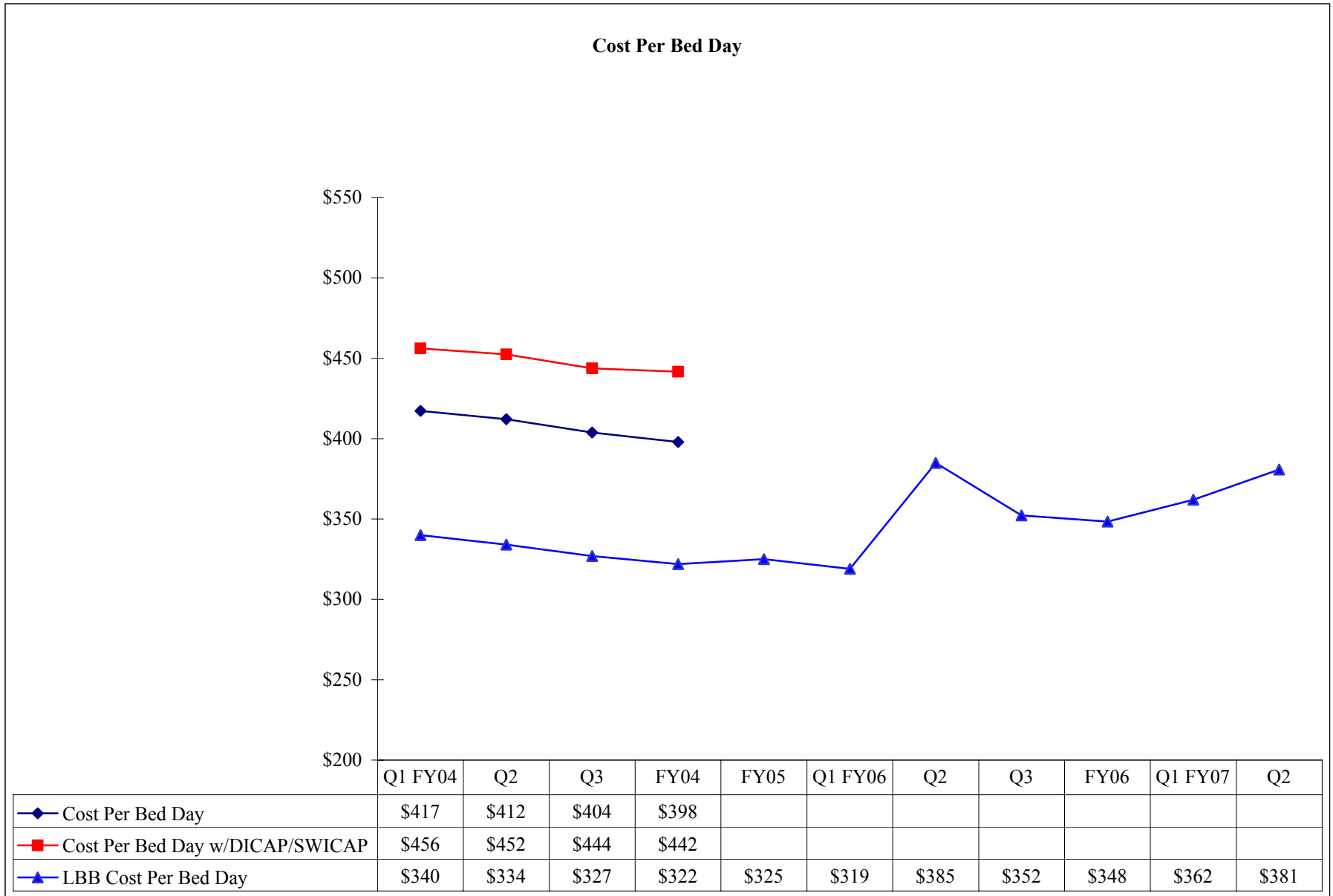
Q2 FY06 - Data source is direct communication from DSHS Budgeting and Forecasting Department - HMDS still verifying numbers

Q1 FY06 - Data source is direct communication from DSHS Budgeting and Forecasting Department

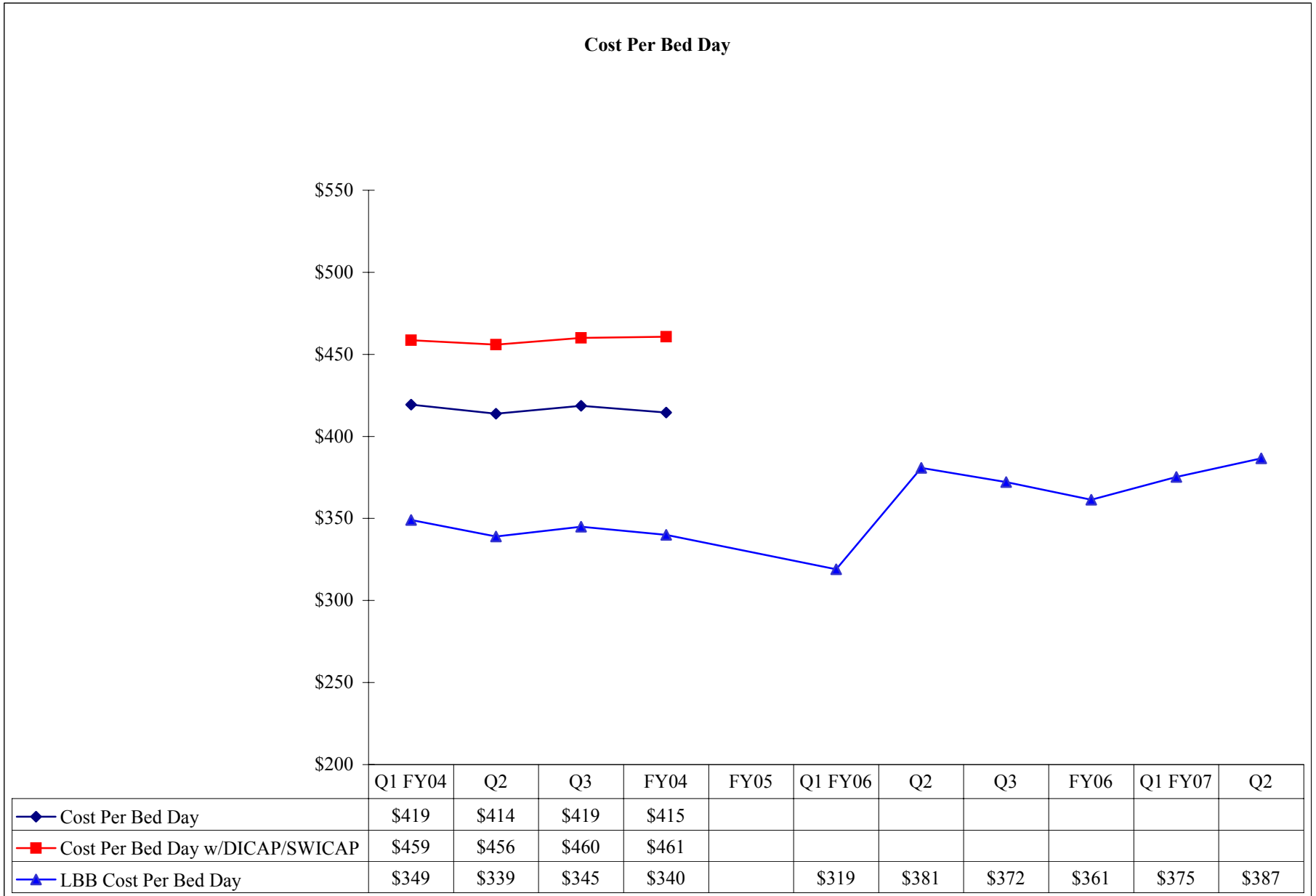
LBB Cost Per Bed Day = Total Financial Expenses minus Benefits and Depreciation

Starting with FY03 Q2 RGSC (MH) is included in All SMHF Average Cost.

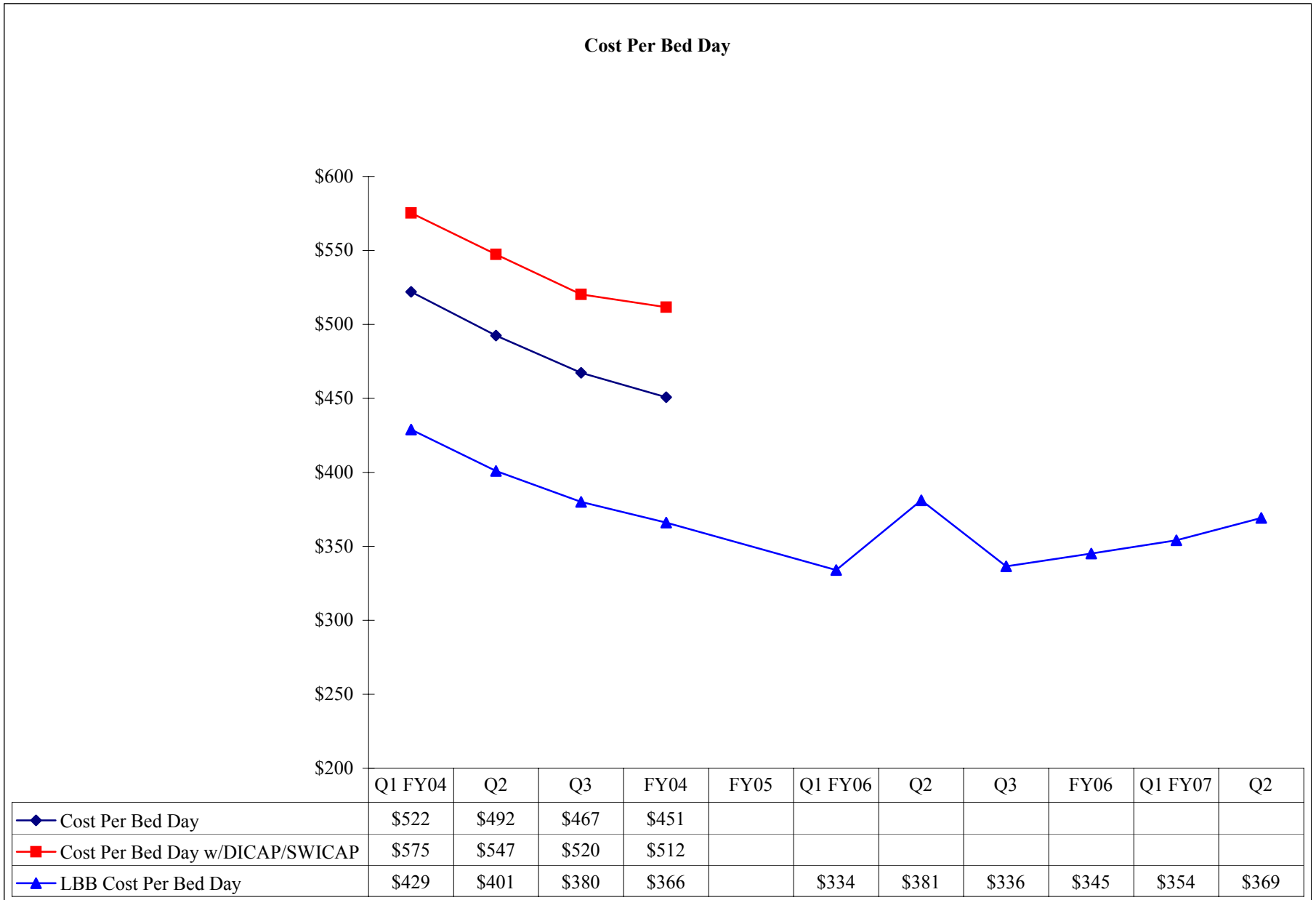
**Measure 1B - Cost Per Bed Day**  
**All State Hospitals**



**Measure 1B - Cost Per Bed Day**  
**Austin State Hospital**



**Measure 1B - Cost Per Bed Day**  
**Big Spring State Hospital**

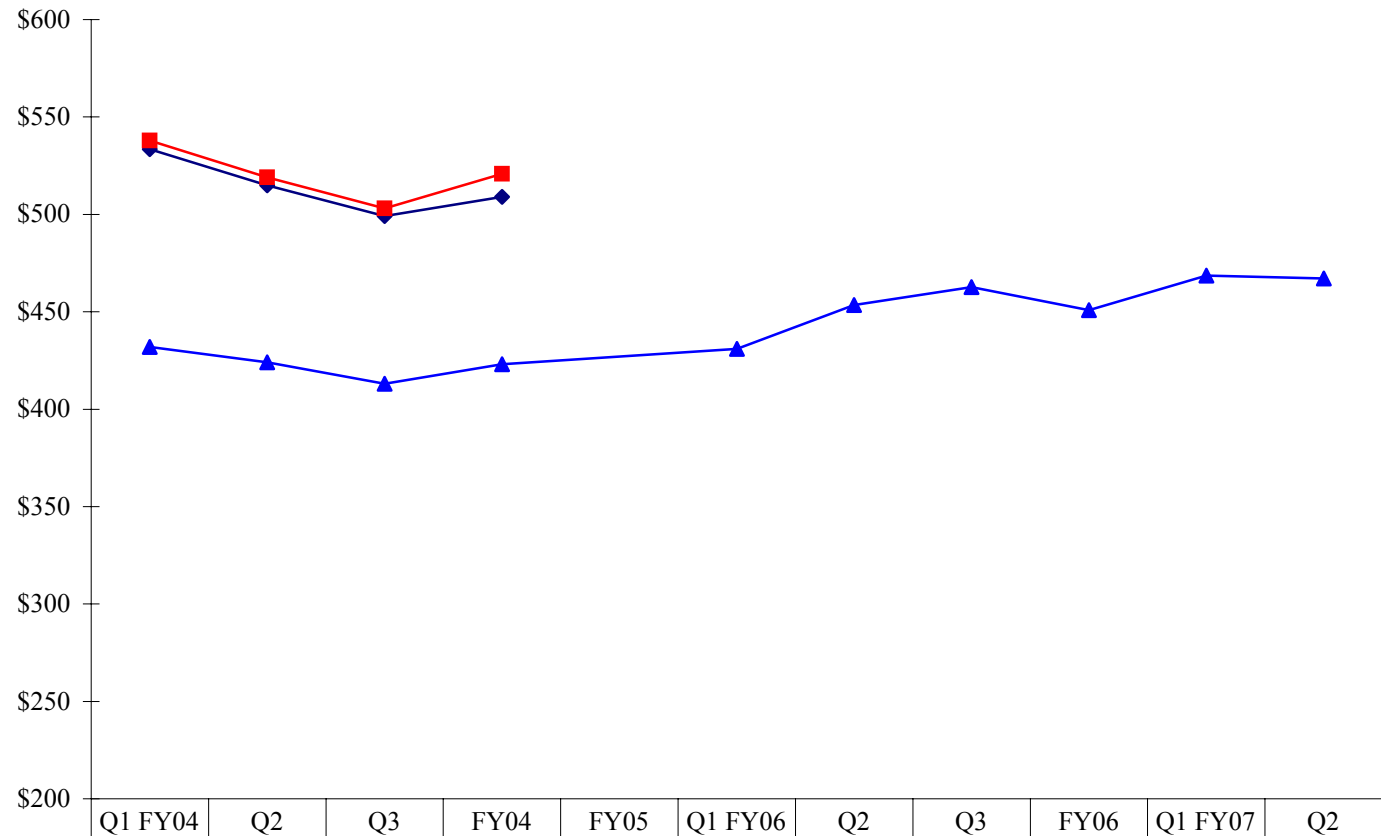


Source: Financial Statistical Report - Fiscal Services;  
 FY06 - Direct Communication from DSHS Budgeting Forecasting Dept.



**Measure 1B - Cost Per Bed Day**  
**El Paso Psychiatric Center**

**Cost Per Bed Day**

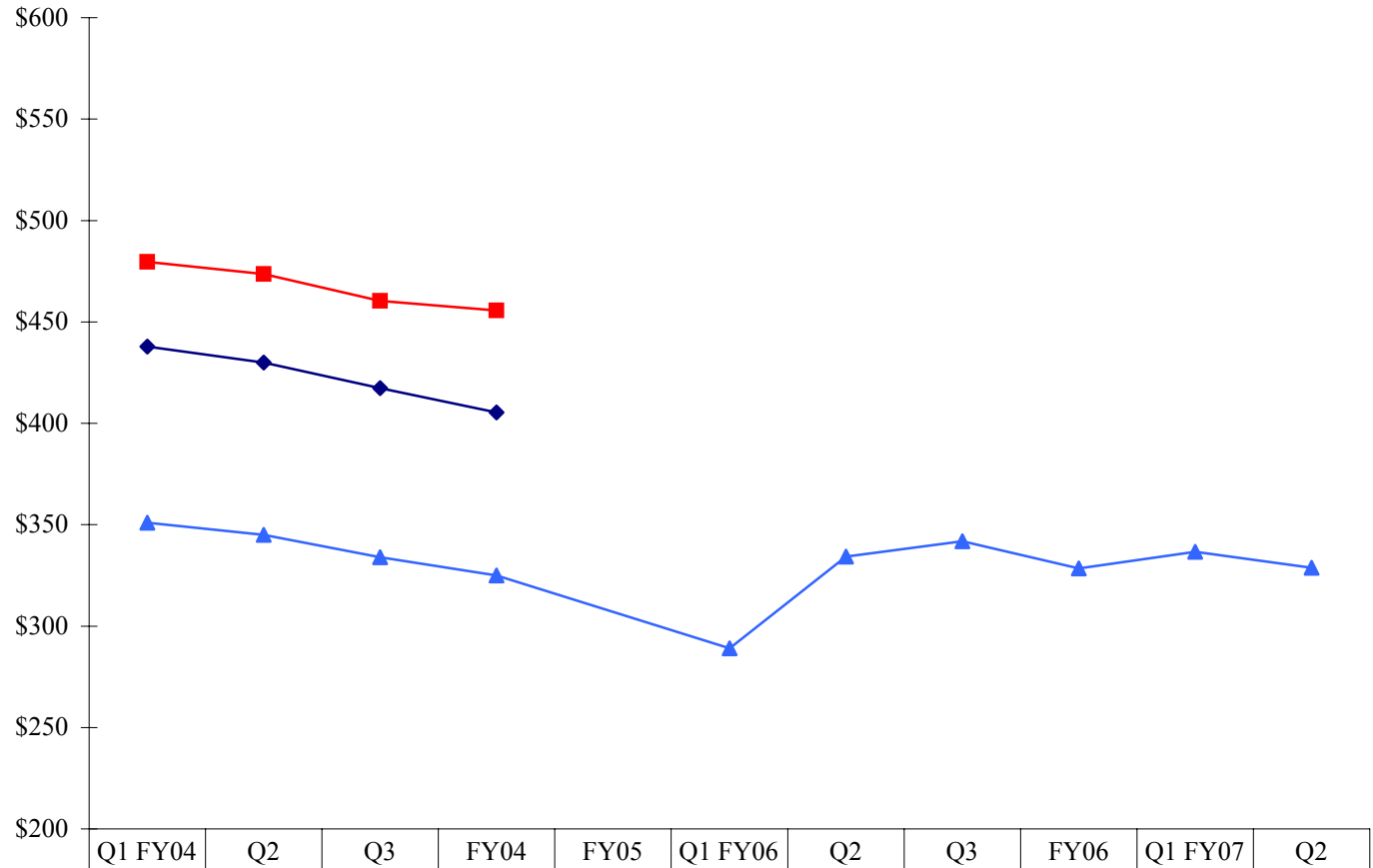


	Q1 FY04	Q2	Q3	FY04	FY05	Q1 FY06	Q2	Q3	FY06	Q1 FY07	Q2
◆ Cost Per Bed Day	\$533	\$515	\$499	\$509							
■ Cost Per Bed Day w/DICAP/SWICAP	\$538	\$519	\$503	\$521							
▲ LBB Cost Per Bed Day	\$432	\$424	\$413	\$423		\$431	\$453	\$463	\$451	\$469	\$467

Source: Financial Statistical Report - Fiscal Services;  
 FY06 - Direct Communication from DSHS Budgeting Forecasting Dept.

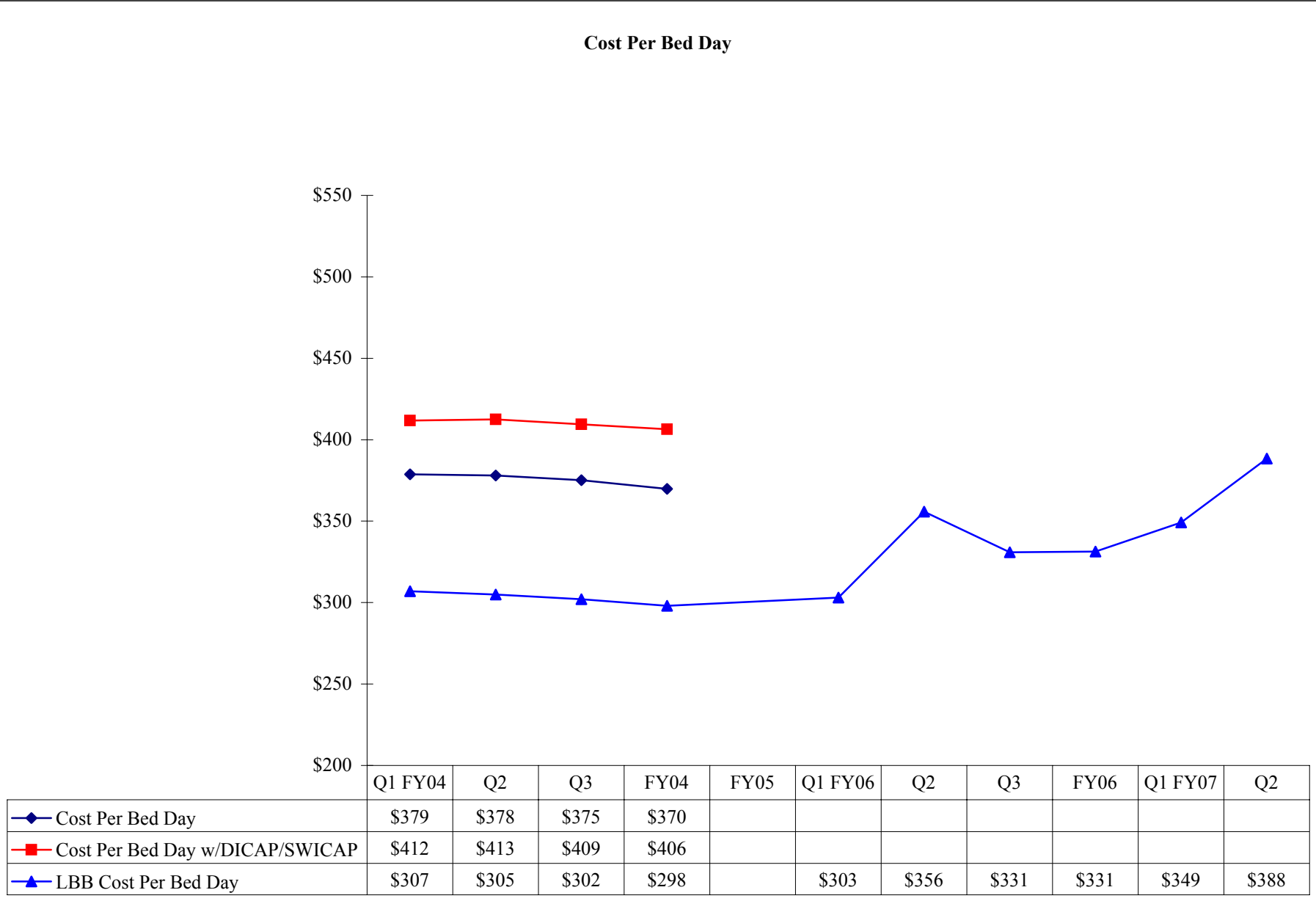
**Measure 1B - Cost Per Bed Day**  
**Kerrville State Hospital**

**Cost Per Bed Day**

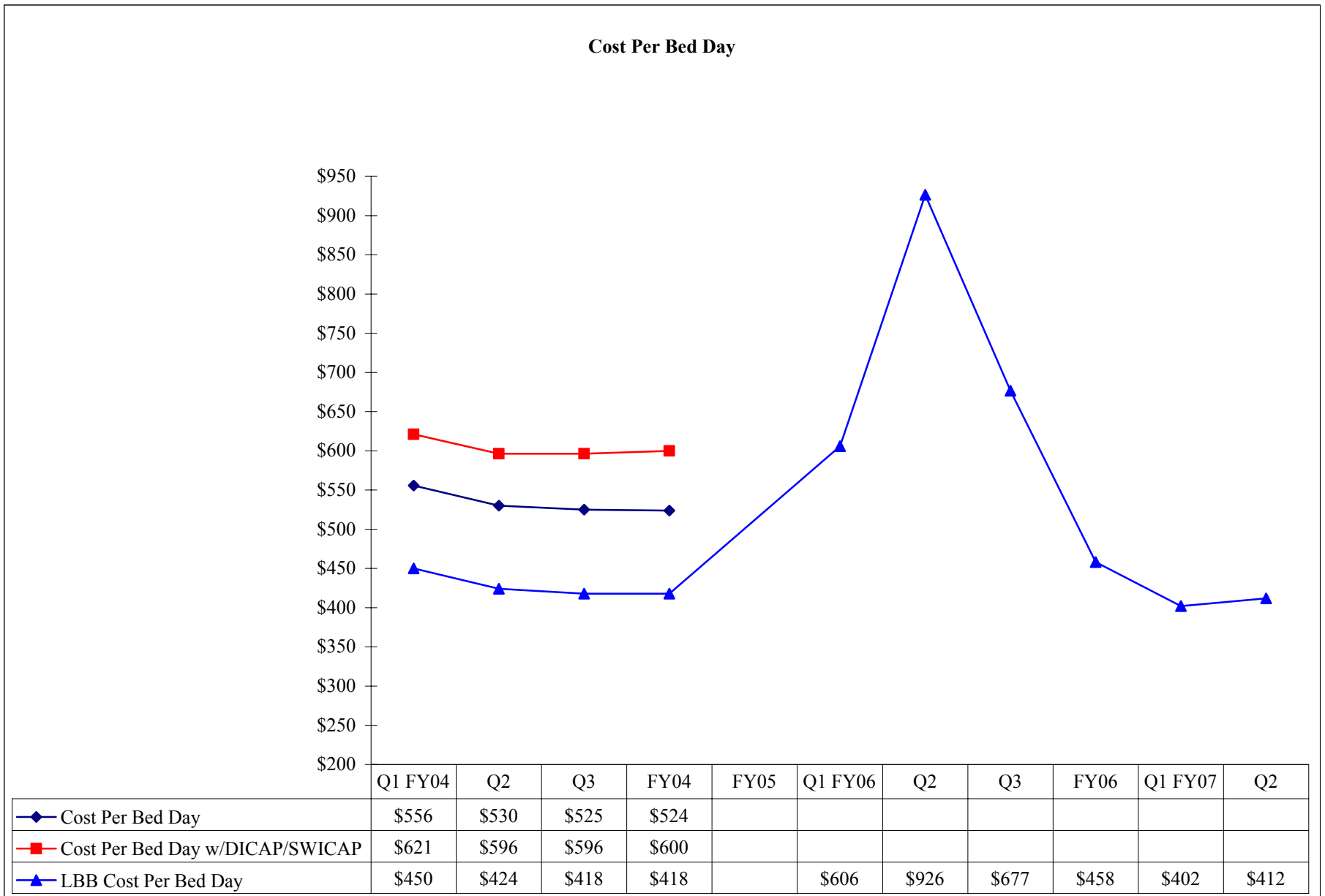


	Q1 FY04	Q2	Q3	FY04	FY05	Q1 FY06	Q2	Q3	FY06	Q1 FY07	Q2
◆ Cost Per Bed Day	\$438	\$430	\$417	\$405							
■ Cost Per Bed Day w/DICAP/SWICAP	\$480	\$474	\$460	\$456							
▲ LBB Cost Per Bed Day	\$351	\$345	\$334	\$325		\$289	\$334	\$342	\$328	\$337	\$329

**Measure 1B - Cost Per Bed Day**  
**North Texas State Hospital**

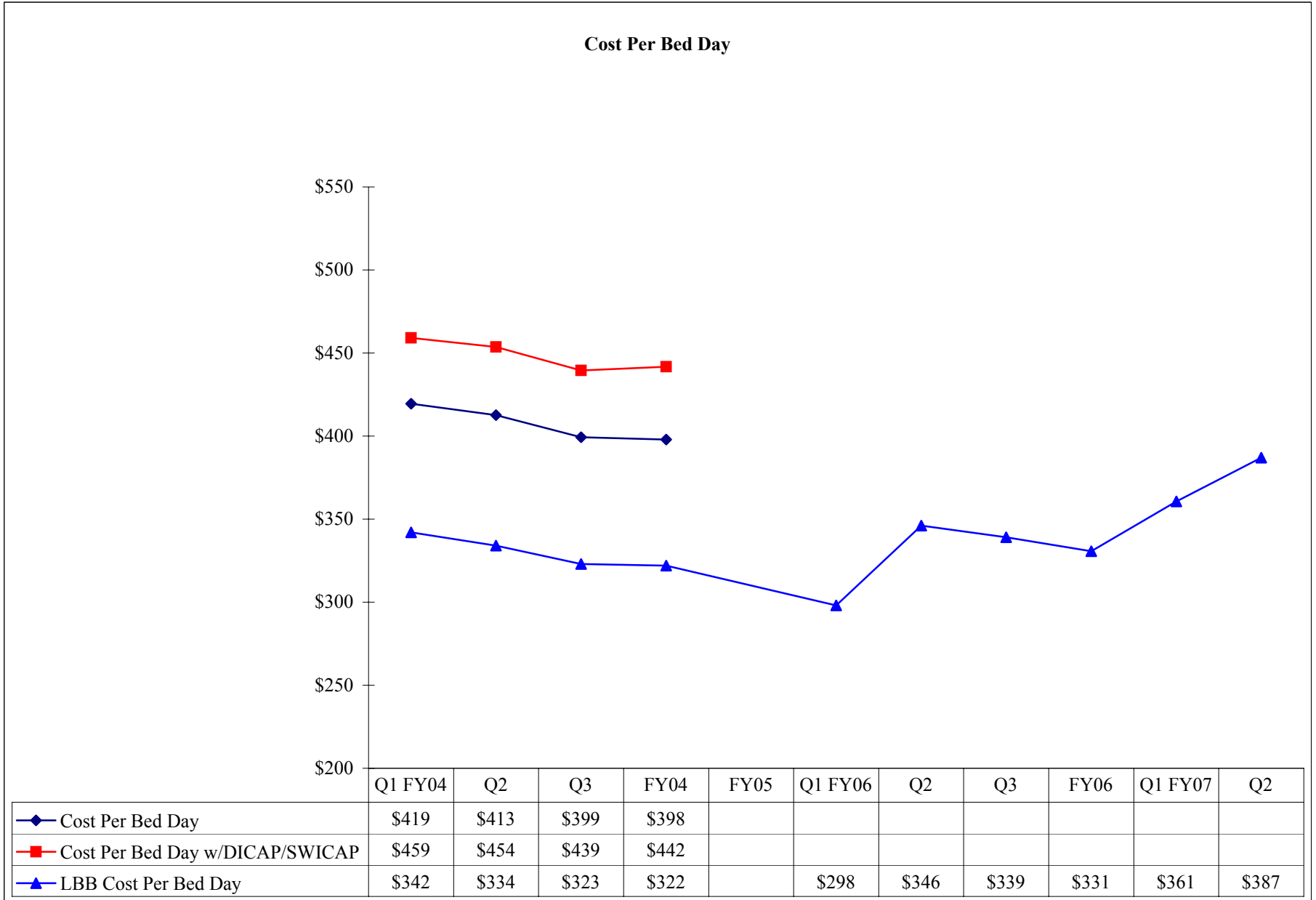


**Measure 1B - Cost Per Bed Day**  
**Rio Grande State Center (MH only)**

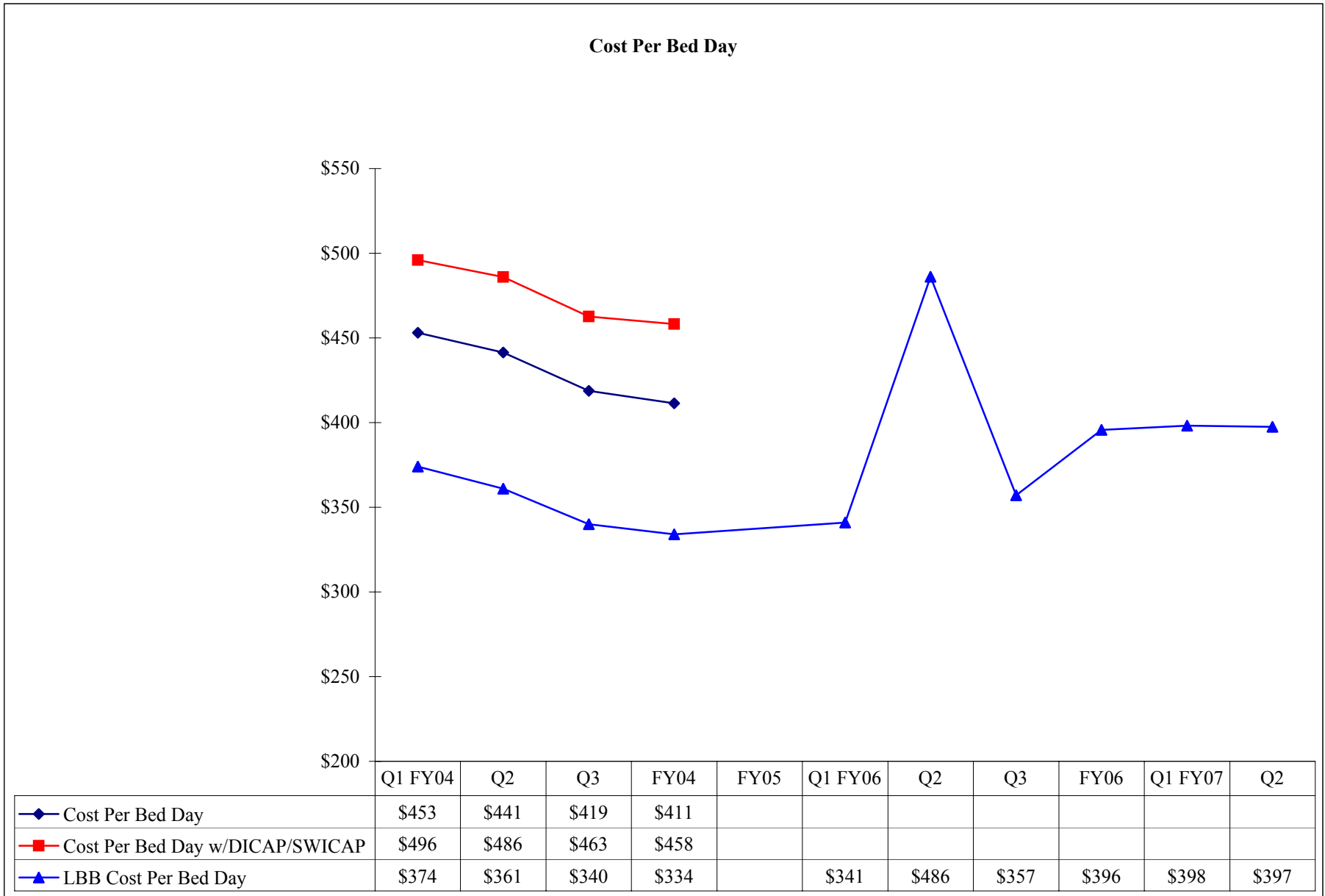


Source: Financial Statistical Report - Fiscal Services;  
 FY06 - Direct Communication from DSHS Budgeting Forecasting Dept.

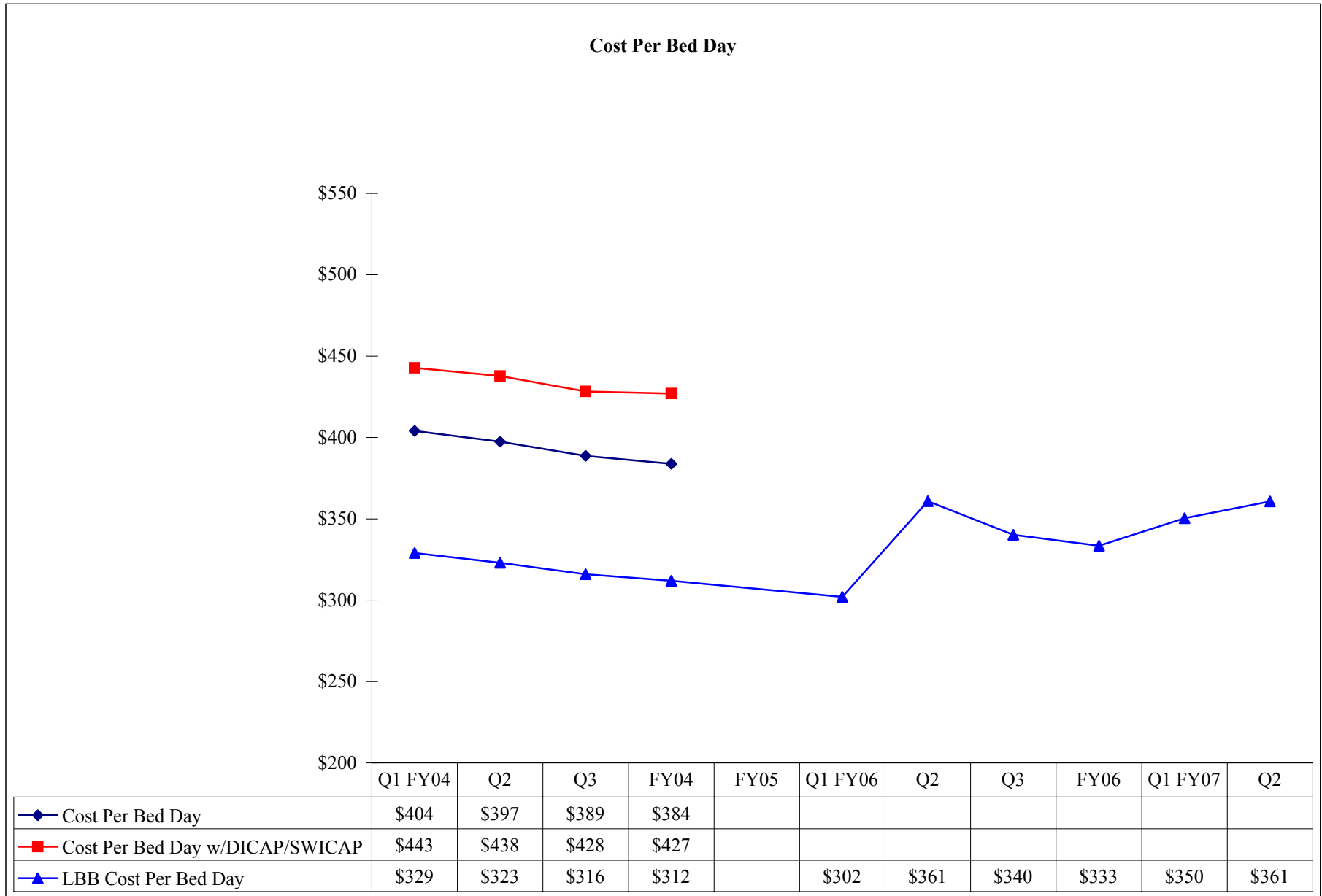
**Measure 1B - Cost Per Bed Day**  
**Rusk State Hospital**



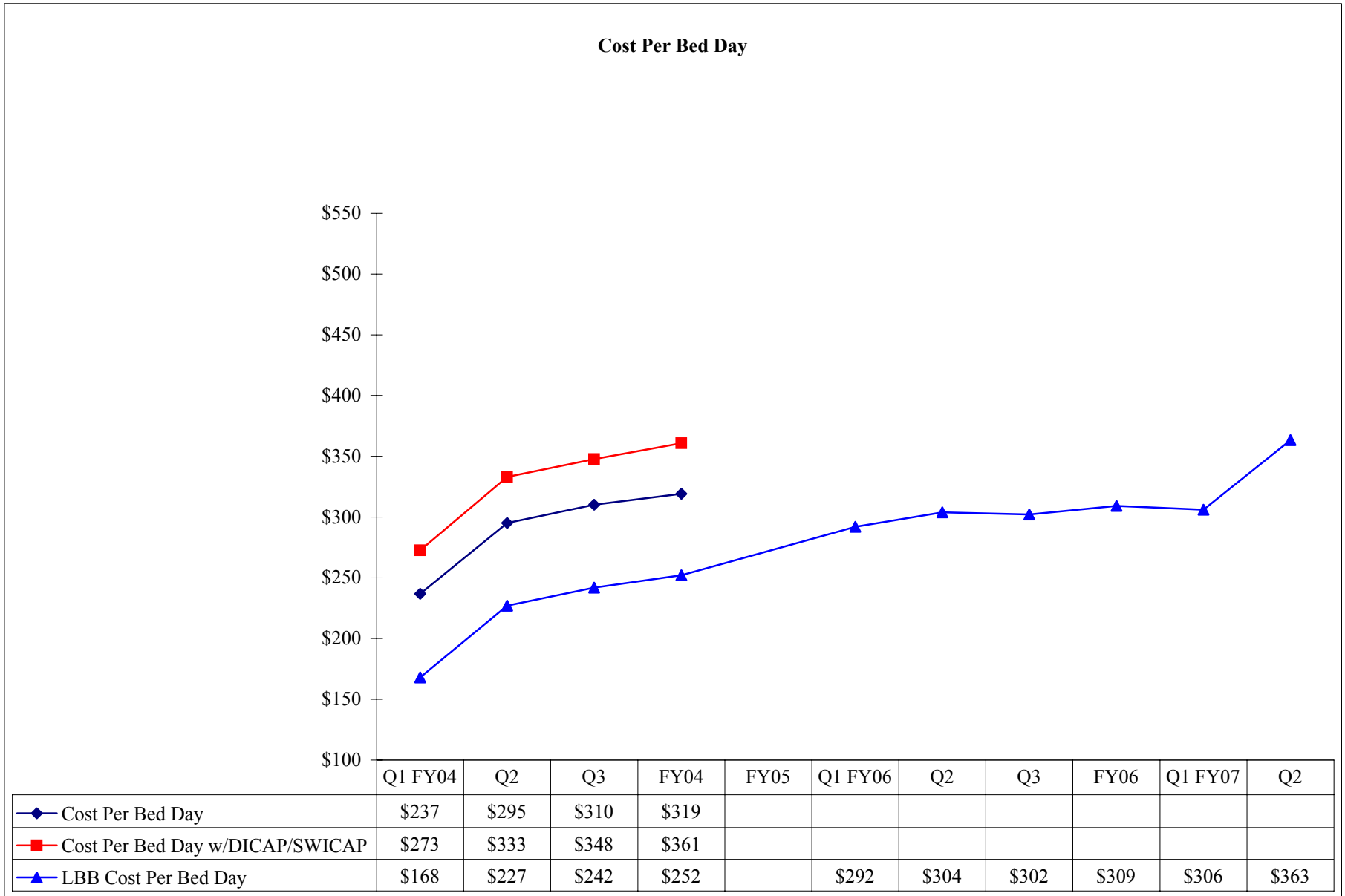
**Measure 1B - Cost Per Bed Day**  
**San Antonio State Hospital**



**Measure 1B - Cost Per Bed Day**  
**Terrell State Hospital**



**Measure 1B - Cost Per Bed Day  
Waco Center for Youth**





**Performance Measure 1C:**

**Average daily census of campus-based services will be calculated and reported for each state hospital on a quarterly basis.**

**Performance Measure Operational Definition:** The state hospital's average daily census will be reported quarterly.

**Performance Measure Formula:**  $C = (N/D)$

C = average daily census

N = number of bed days

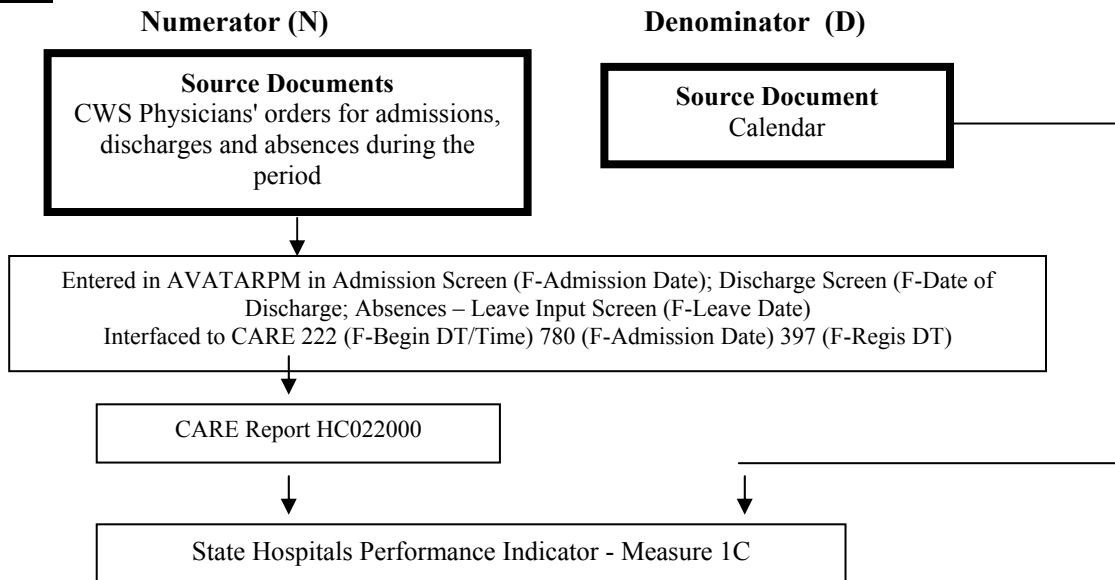
D = number of calendar days in the month

**Performance Measure Data Display and Chart Description:**

Chart with monthly data points of average daily census and funded census for individual state hospitals and system-wide.

See Objective 1F for charts

**Data Flow:**



**Data Integrity Review Process:**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. <b>Note:</b> Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time when a leave, restraint/seclusion, injury or elopement started and stopped.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates as compared to the corresponding information in the medical record on the Physician's Order.
Sample Size	Review of 15 randomly selected patient records for the most recently reported NRI PMS quarterly episode file data and associated events.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When any admission/discharge dates and/or events found on the most recent NRI PMS quarterly report do not correspond to the information in the medical record.
DIR/HMDS Report	Summary of review including findings and data analysis.

## ***GOAL 2: Recognize and Respect the Rights of Each Patient By Conducting Business In An Ethical Manner***

### **Performance Objective 2A:**

**State hospitals will demonstrate a downward trend of confirmed abuse or neglect.**

**Performance Objective Operational Definition:** The state hospital rate of confirmed closed abuse and neglect cases as documented on the AN-1-A form per 1,000 bed days per FY.

**Performance Objective Formula:  $R = (N/D) \times 1,000$**

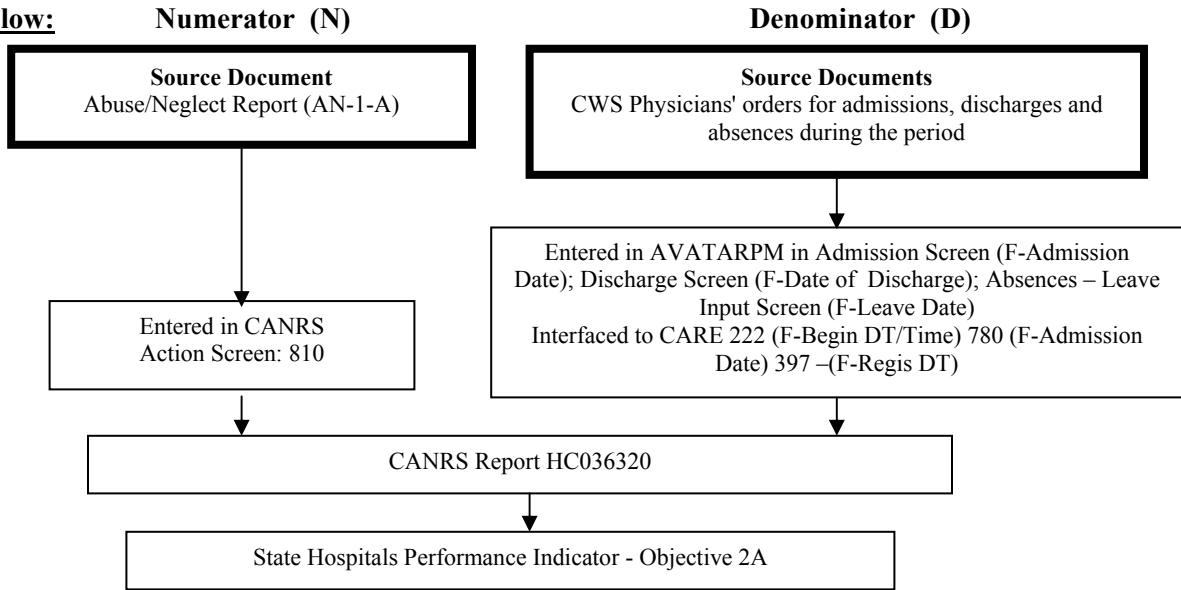
R = rate of confirmed closed abuse and neglect cases per 1,000 bed days per FY

N = number of confirmed closed cases per FY (when multiple confirmations are entered for a single case number on a single day, they are counted only as one in the abuse/neglect category incident (class I, II, verbal) of the most severe incident). D = number of bed days per FY1,000 = bed day rate multiplier.

**Performance Objective Data Display and Chart Description:**

Table shows cases, confirmations and rate by abuse/neglect category for individual state hospitals.

**Data Flow:**



**Data Integrity Review Process: (Denominator only)**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. <b>Note:</b> Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time when a leave, restraint/seclusion, injury or elopement started and stopped.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates as compared to the corresponding information in the medical record on the Physician's Order.
Sample Size	Review of 15 randomly selected patient records for the most recently reported NRI PMS quarterly episode file data and associated events.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When any admission/discharge dates and/or events found on the most recent NRI PMS quarterly report do not correspond to the information in the medical record.
DIR/HMDS Report	Summary of review including findings and data analysis.

**Objective 2A - Abuse/Neglect Rate**  
**All State Hospitals - As of February 28, 2007**

Facility	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07					
	Total	Total	Total	Total	Total	Total	Total	Class I	Class II	Class III	Neglect	Total	
<b>All State Hospitals</b>													
Total Cases	2419	2260	2387	2188	1476	1536	1617	65	286	121	78	550	
Total Confirmed	220	211	193	175	76	117	112	0	14	10	11	35	
Total Confirmed Rate/1000 Bed Days	0.22	0.24	0.23	0.21	0.09	0.13	0.13	0.00	0.03	0.02	0.02	0.08	

### GOAL 3: Provide Individualized and Evidence Based Treatment

#### Performance Objective 3B:

Each state hospital will use the standardized definitions for tracking episodes of restraints and seclusion in their reduction efforts.

**Performance Objective Operational Definition:** The number of restraint and seclusion incidents as documented on the MHRS 7-4 (or approved substitute) per 1,000 bed days.

**Performance Objective Formula:**  $R = (N/D) \times 1,000$

R = rate of restraint and seclusion incidents per 1,000 bed days per FY quarter

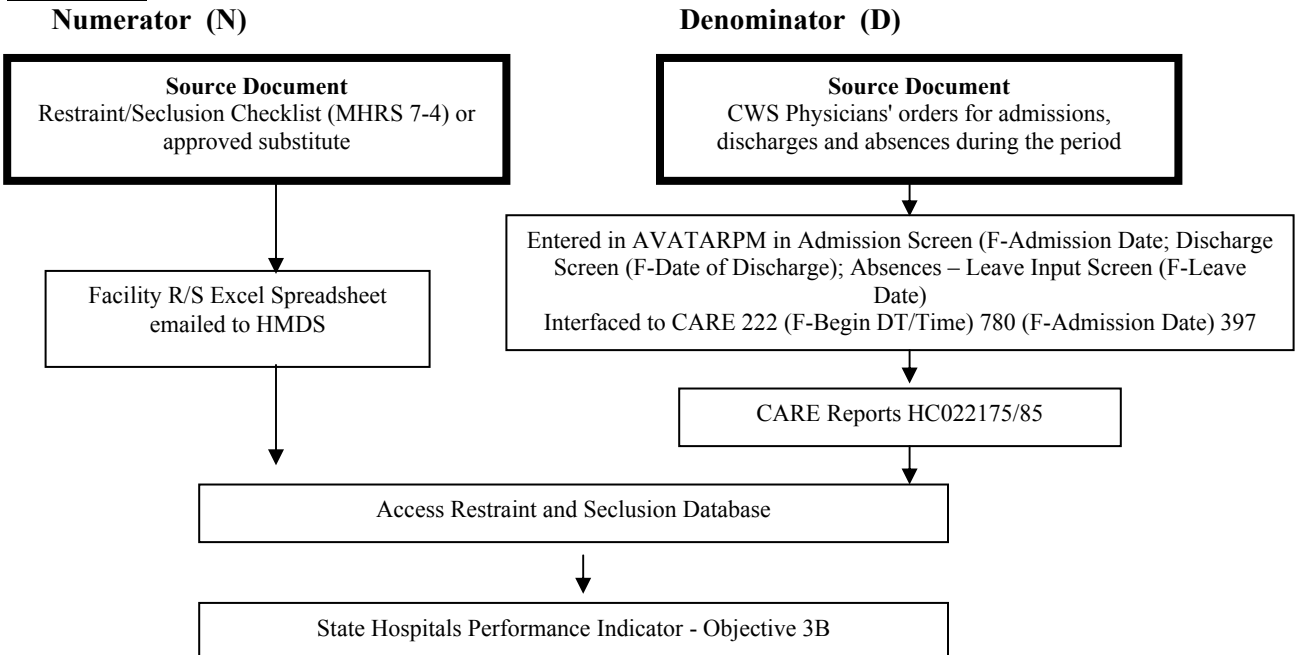
N = number of restraint and seclusion incidents or number of persons involved in restraint/seclusion

D = number of bed days per FY quarter                                      1,000 = bed day rate multiplier

**Performance Objective Data Display and Chart Description:**

- ◆ Table shows quarterly numbers of incidents, numbers of persons, and total hours for restraints and seclusions involving children, adolescents and adults for individual state hospitals and system-wide. Also shows child/adolescent bed days and all other units bed days for the quarter for individual state hospitals and system-wide.
- ◆ Table shows quarterly numbers of restraints by type for individual state hospitals and system-wide and table shows quarterly numbers of restraints by type per 1,000 bed days for individual state hospitals and system-wide.
- ◆ Chart with quarterly data points of restraint and seclusion incidents per 1,000 bed days for child/adolescent and adults for individual state hospitals and system-wide.
- ◆ Chart with quarterly data points of average number of hours per restraint/seclusion incident for child/adolescent and adults for individual state hospitals and system-wide.
- ◆ Chart with quarterly data points of number of persons in restraint/seclusion for 1,000 bed days for child/adolescent and adults for individual state hospitals and system-wide.

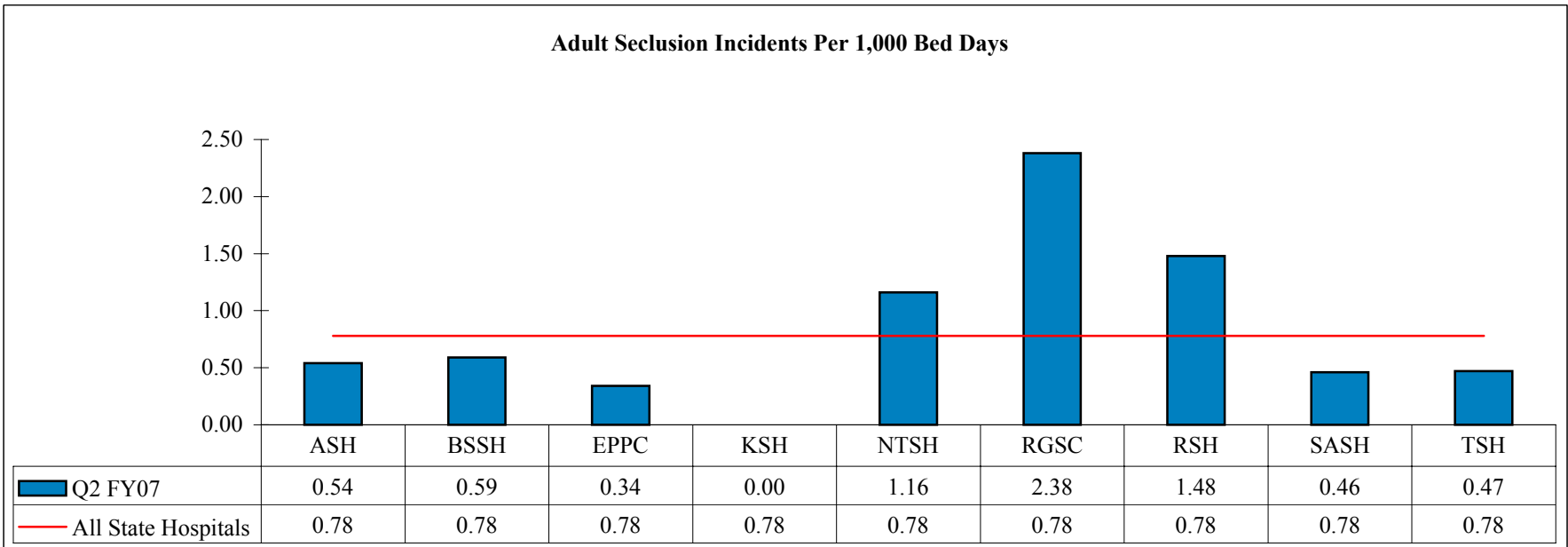
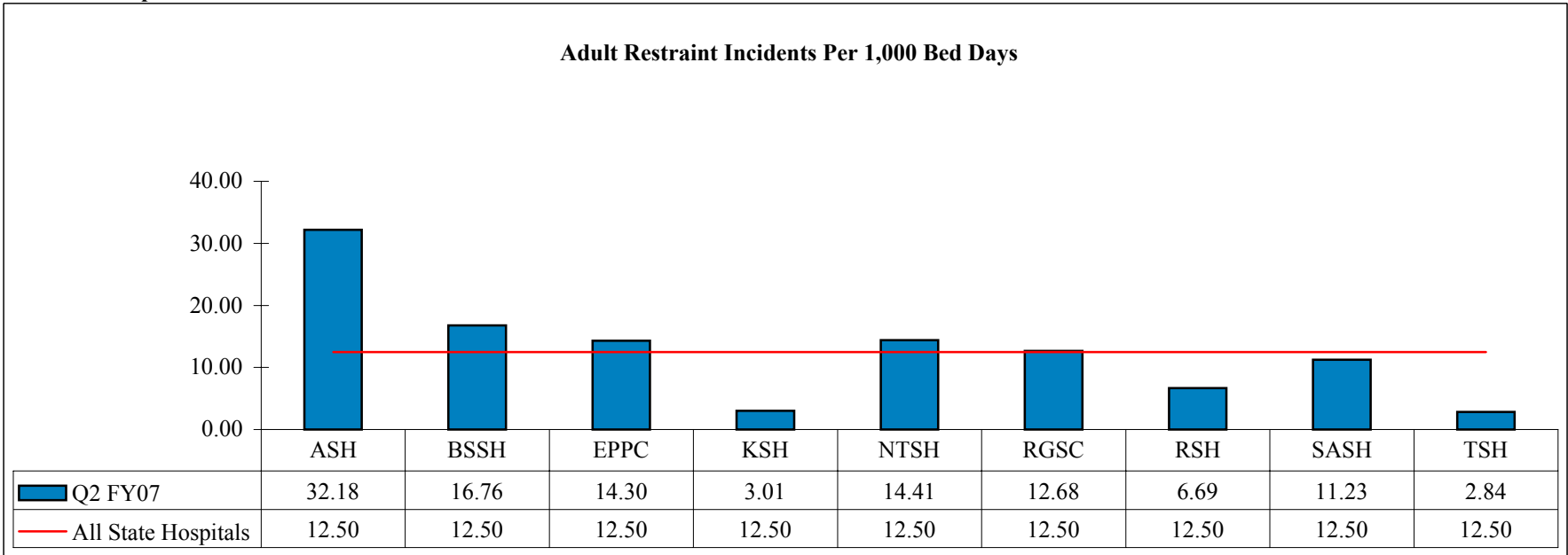
**Data Flow:**



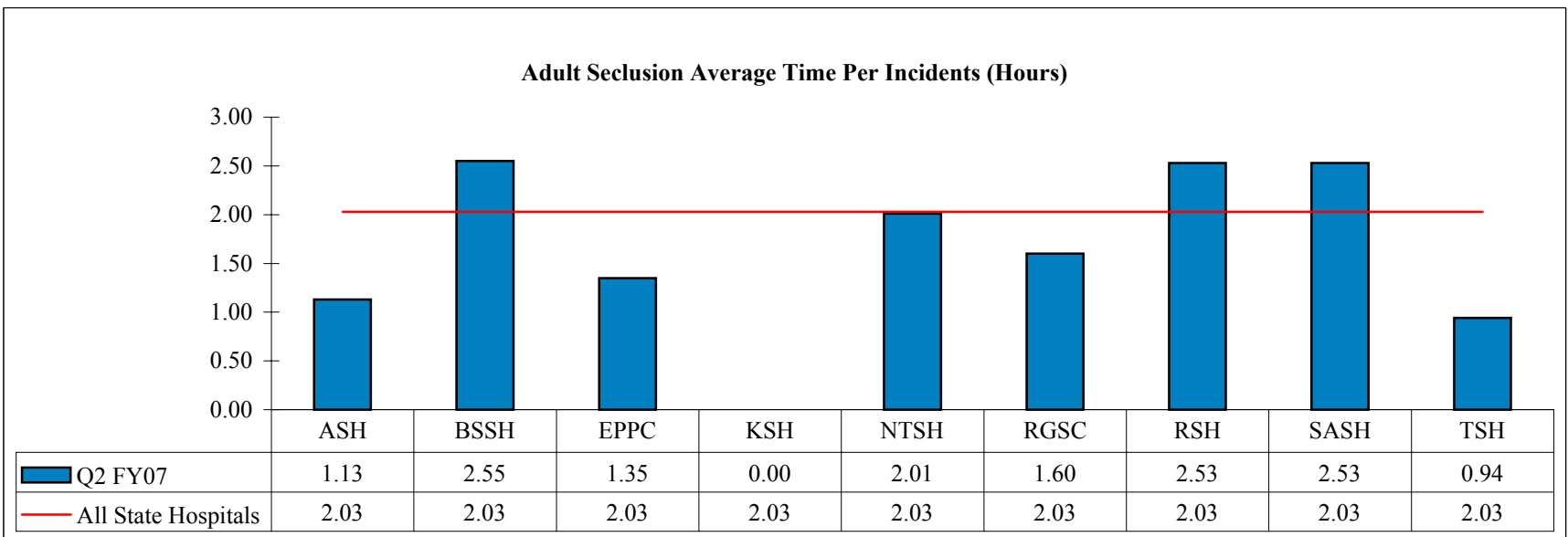
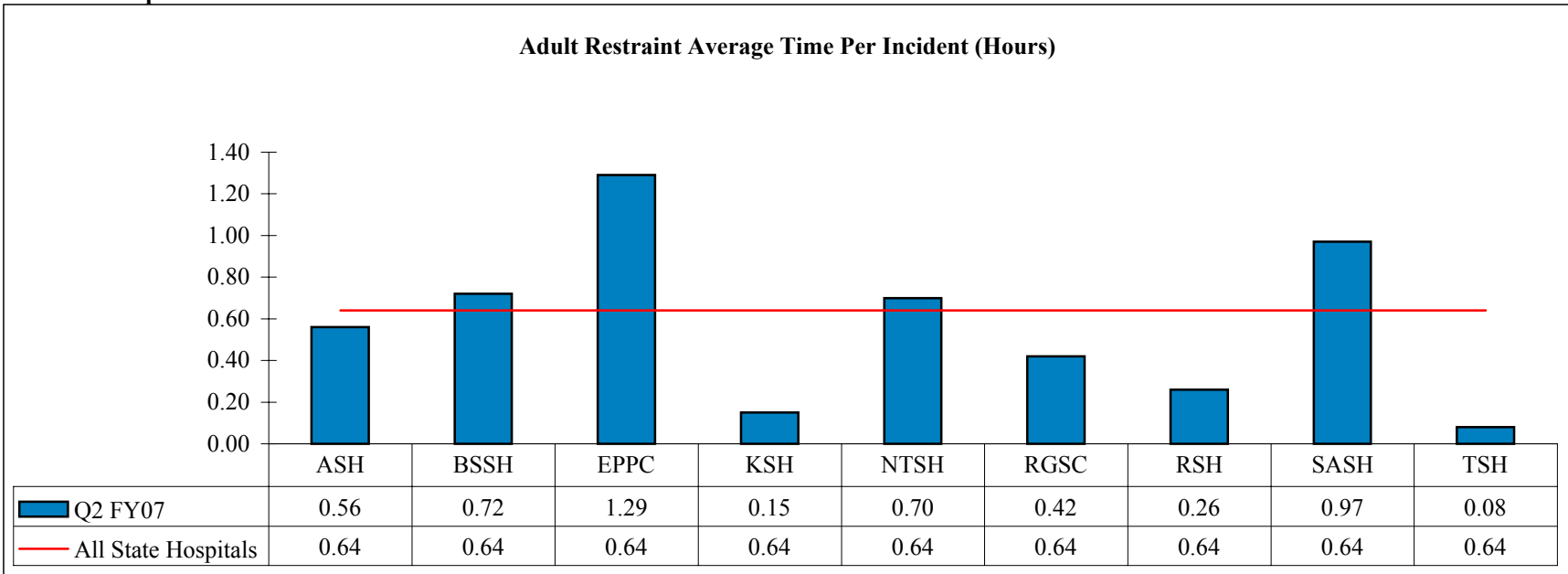
## **Data Integrity**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time when a leave, restraint/seclusion, injury or elopement started and stopped.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files, leave event start/stop dates and the restraint/seclusion event start/stop date/time in the NRI event files as compared to the corresponding information in the medical record.
Sample Size	Use 15 randomly selected patient records for the most recently reported NRI PMS quarterly episode file data and to review only the associated restraint and seclusion events.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When any admission/discharge dates and/or events found on the most recent NRI PMS quarterly report do not correspond to the information in the medical record.
DIR/HMDS Report	Summary of review including percentage accuracy rates, findings and data analysis.

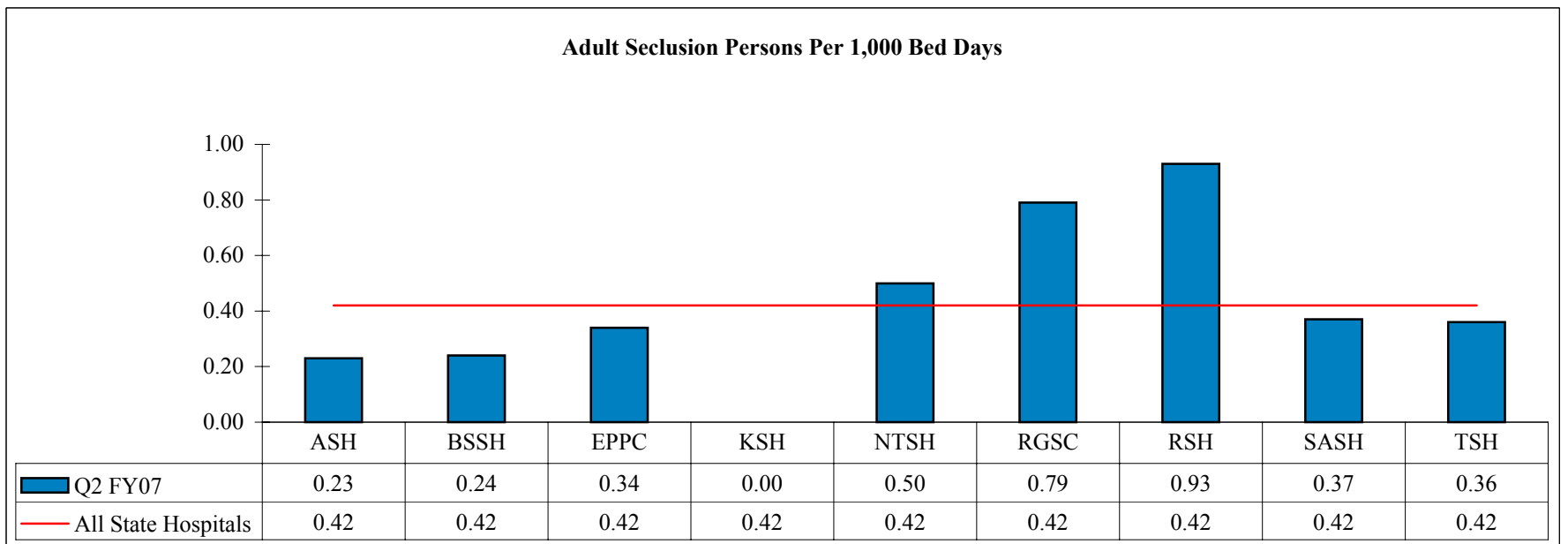
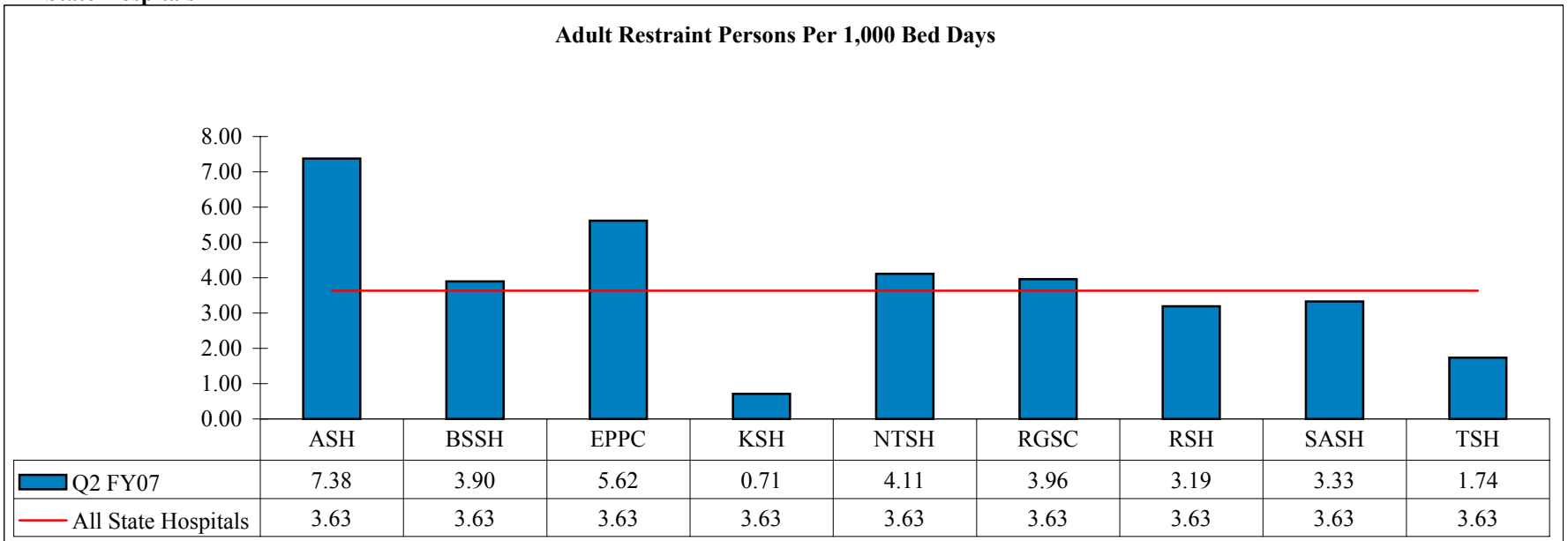
**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**



**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**



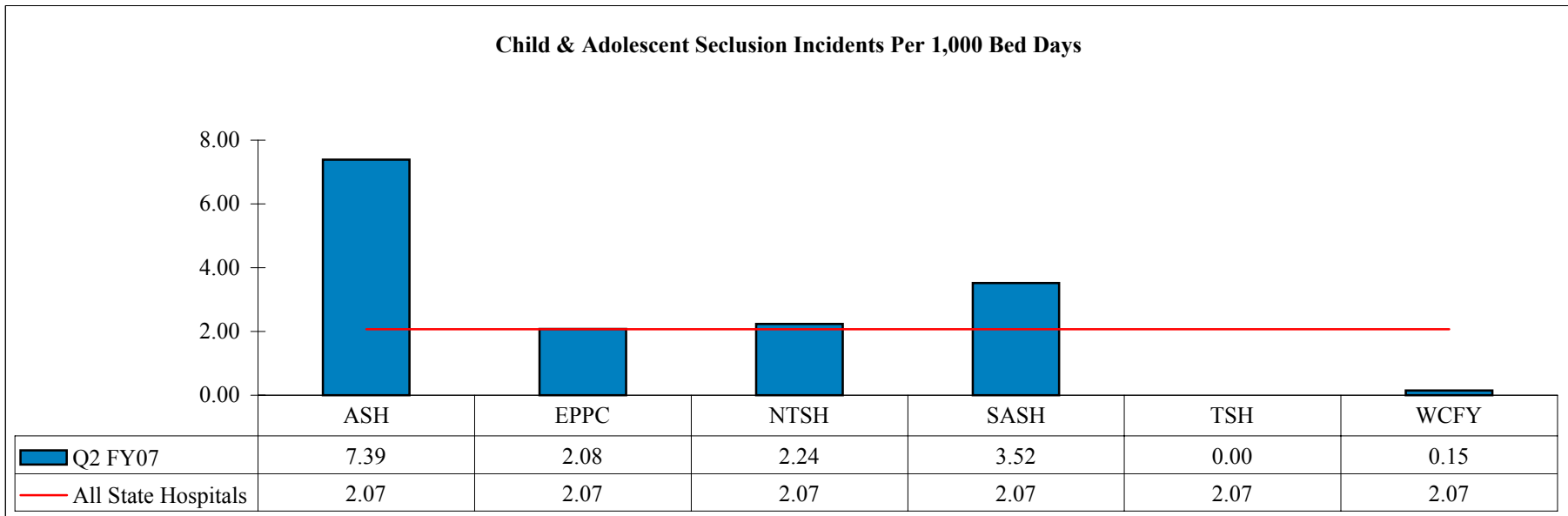
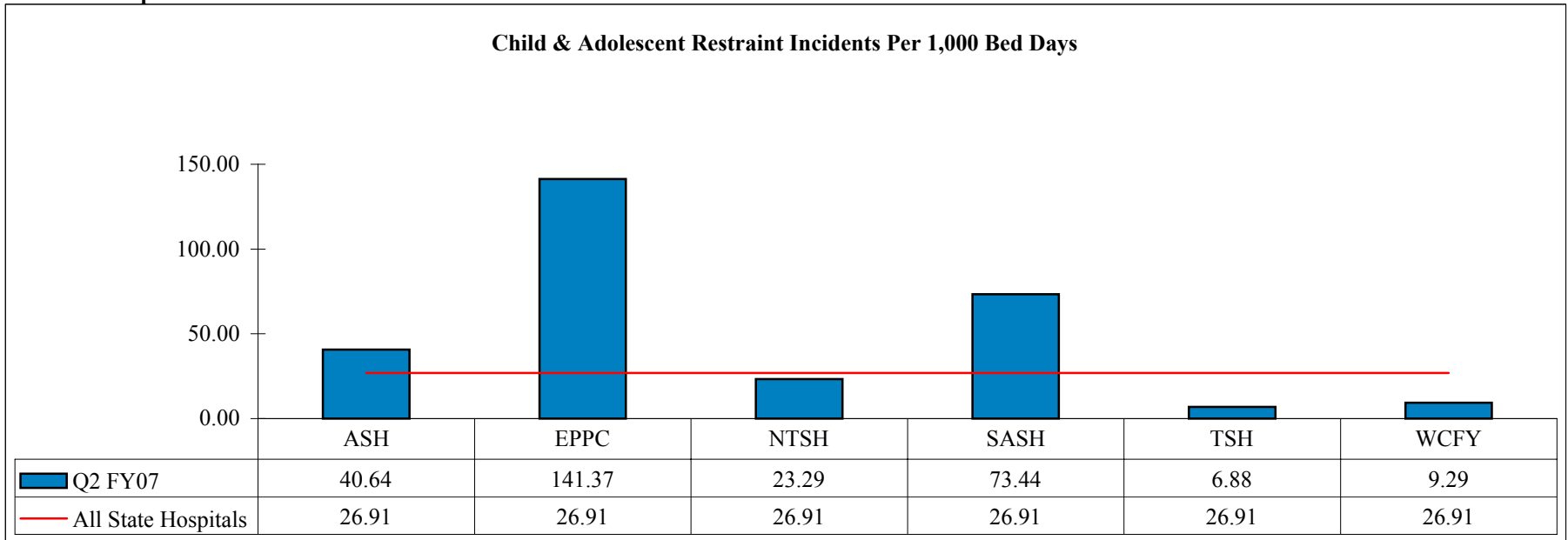
**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**



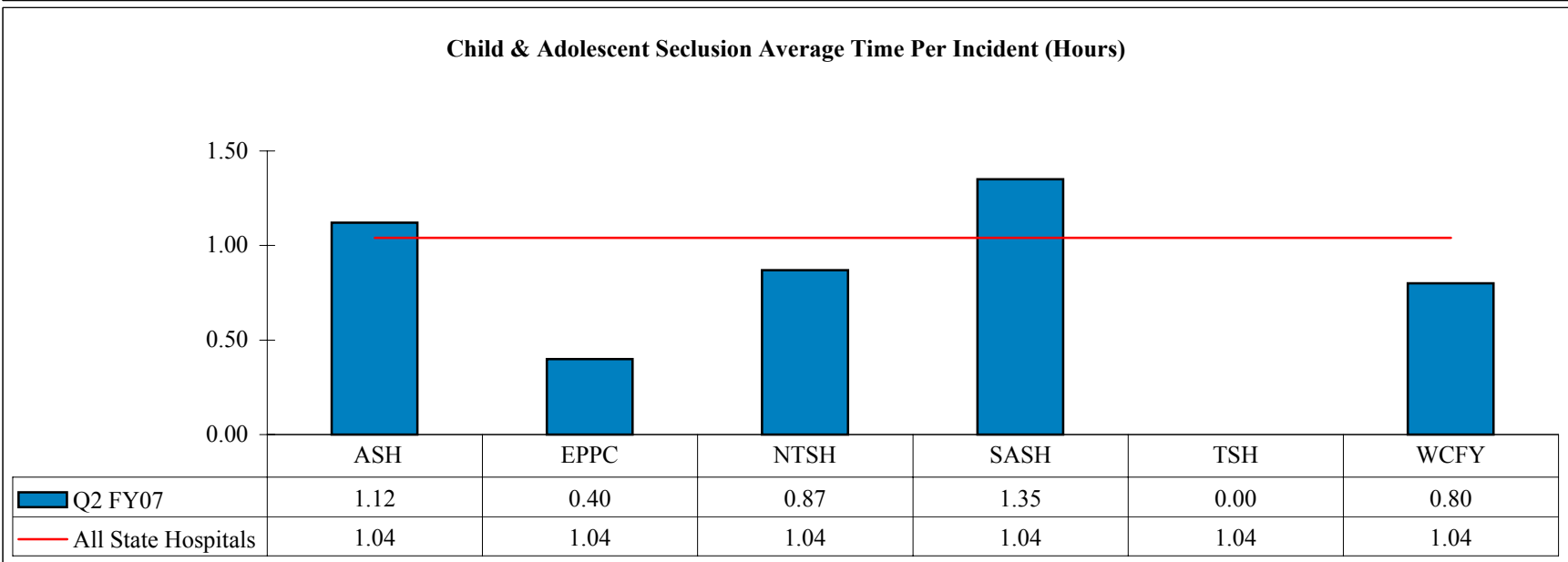
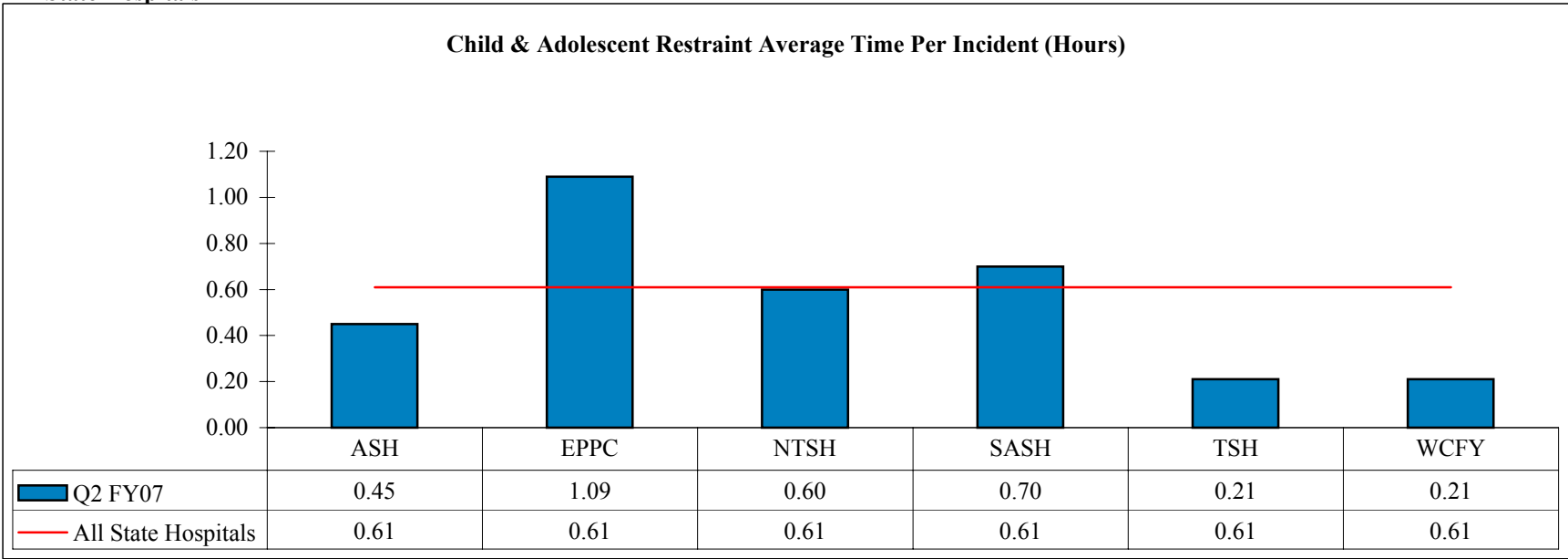


**Objective 3B - Maintain Restraint and Seclusion Data**

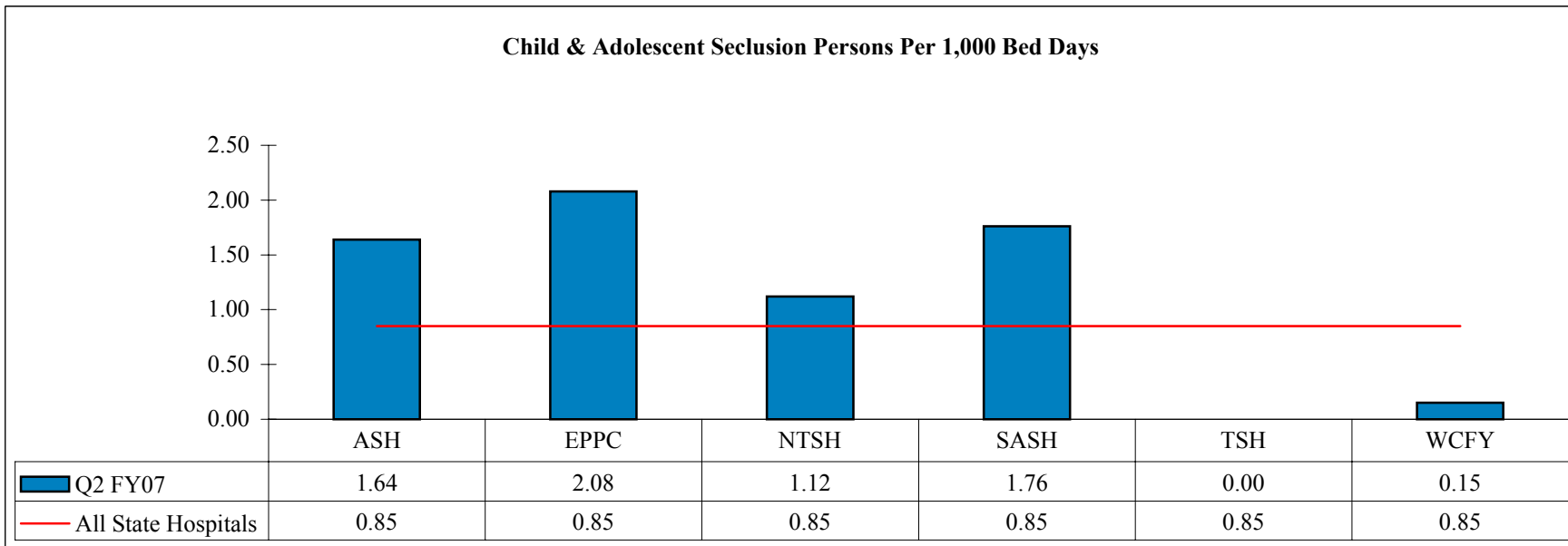
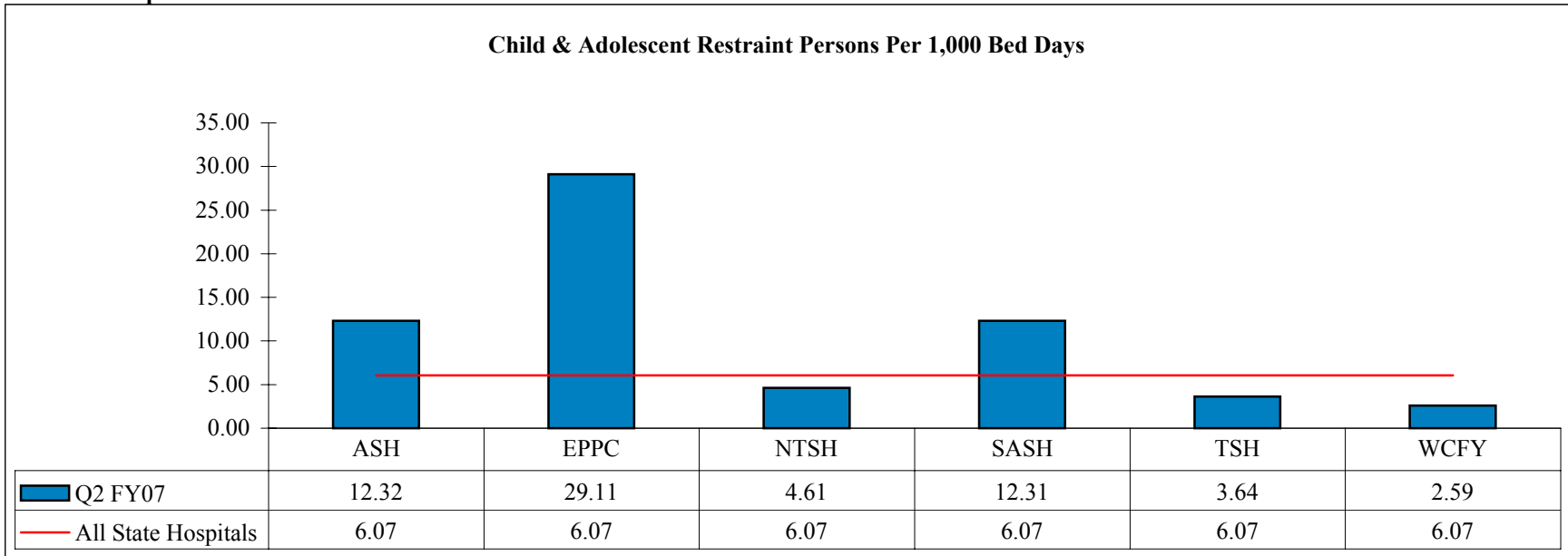
**All State Hospitals**



**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**



**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**



**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

**Fiscal Year 2007**

	Number of Incidents				Number of Persons				Total Hours for Quarter			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Austin State Hospital</b>												
Child/Adolescent Bed Days	2,684	2,436			2,684	2,436			2,684	2,436		
Bed Days in Quarter-All Other Units	22,635	22,095			22,635	22,095			22,635	22,095		
Restraint Involving Children	13	3			5	2			6.2	0.3		
Restraint Involving Adolescents	135	96			31	28			103.4	43.9		
Restraint Involving Adults	326	711			124	163			397.5	398.7		
Seclusion Involving Children	1	0			1	0			0.8	0		
Seclusion Involving Adolescents	74	18			6	4			102.9	20.1		
Seclusion Involving Adults	26	12			6	5			39.2	13.6		
<b>Big Spring State Hospital</b>												
Bed Days in Quarter	17,363	16,944			17,363	16,944			17,363	16,944		
Restraint Involving Adults	187	284			61	66			119.6	205.4		
Seclusion Involving Adults	7	10			3	4			17.6	25.5		
<b>El Paso Psychiatric Center</b>												
Child/Adolescent Bed Days	456	481			456	481			456	481		
Bed Days in Quarter-All Other Units	5,375	5,874			5,375	5,874			5,375	5,874		
Restraint Involving Children	0	17			0	2			0.0	15		
Restraint Involving Adolescents	12	51			3	12			6.9	59.4		
Restraint Involving Adults	45	84			28	33			43.3	108		
Seclusion Involving Children	0	0			0	0			0.0	0		
Seclusion Involving Adolescents	2	1			2	1			0.8	0.4		
Seclusion Involving Adults	1	2			1	2			1.8	2.7		
<b>Kerrville State Hospital</b>												
Bed Days in Quarter	18,287	18,272			18,287	18,272			18,287	18,272		
Restraint Involving Adults	29	55			10	13			6.2	8.2		
Seclusion Involving Adults	0	0			0	0			0.0	0.0		

Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

**Fiscal Year 2007**

	Number of Incidents				Number of Persons				Total Hours for Quarter			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>North Texas State Hospital</b>												
Child/Adolescent Bed Days	8,514	8,028			8,514	8,028			8,514	8,028		
Bed Days in Quarter-All Other Units	44,482	42,123			44,482	42,123			44,482	42,123		
Restraint Involving Children	4	2			4	2			0.5	0.03		
Restraint Involving Adolescents	212	185			41	35			115.8	111.4		
Restraint Involving Adults	609	607			166	173			444.3	425.8		
Seclusion Involving Children	3	5			2	3			2.9	5.3		
Seclusion Involving Adolescents	17	13			10	6			12.3	10.3		
Seclusion Involving Adults	70	49			20	21			192.2	98.6		
<b>Rio Grande State Center</b>												
Bed Days in Quarter	4,288	3,784			4,288	3,784			4,288	3,784		
Restraint Involving Adults	17	48			12	15			8.1	20.2		
Seclusion Involving Adults	1	9			1	3			0.1	14.4		
<b>Rusk State Hospital</b>												
Bed Days in Quarter	26,955	25,726			26,955	25,726			26,955	25,726		
Restraint Involving Adults	107	172			54	82			58.8	44.3		
Seclusion Involving Adults	30	38			23	24			53.2	96.2		
<b>San Antonio State Hospital</b>												
Child/Adolescent Bed Days in Quarter	2,435	2,274			2,435	2,274			2,435	2,274		
Bed Days in Quarter-All Other Units	21,788	24,052			21,788	24,052			21,788	24,052		
Restraint Involving Adolescents	74	167			22	28			50.0	116.7		
Restraint Involving Adults	99	270			24	80			108.6	261.1		
Seclusion Involving Adolescents	3	8			3	4			3.7	10.8		
Seclusion Involving Adults	2	11			2	9			1.5	27.8		

**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

**Fiscal Year 2007**

	Number of Incidents				Number of Persons				Total Hours for Quarter			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Terrell State Hospital</b>												
Child/Adolescent Bed Days in Quarter	2,726	2,470			2,726	2,470			2,726	2,470		
Bed Days in Quarter-All Other Units	24,498	25,332			24,498	25,332			24,498	25,332		
Restraint Involving Children	1	1			1	1			0.0	0.1		
Restraint Involving Adolescents	39	16			18	8			4.7	3.5		
Restraint Involving Adults	89	72			43	44			17.0	6.1		
Seclusion Involving Children	0	0			0	0			0.0	0		
Seclusion Involving Adolescents	1	0			1	0			1.3	0		
Seclusion Involving Adults	16	12			10	9			16.7	11.3		
<b>Waco Center For Youth</b>												
Child/Adolescent Bed Days in Quarter	6,914	6,567			6,914	6,567			6,914	6,567		
Restraint Involving Adolescents	53	61			25	17			13.0	13		
Seclusion Involving Adolescents	0	1			0	1			0.0	0.8		
<b>All State Hospitals</b>												
Child/Adolescent Bed Days	23,729	22,256			23,729	22,256			23,729	22,256		
Bed Days in Quarter-All Other Units	185,671	184,202			185,671	184,202			185,671	184,202		
Restraint Involving Children	18	23			10	7			6.7	15		
Restraint Involving Adolescents	525	576			140	128			293.8	348		
Restraint Involving Adults	1,508	2,303			522	669			1,203.4	1,478		
Seclusion Involving Children	4	5			3	3			3.7	5		
Seclusion Involving Adolescents	97	41			22	16			121.0	42		
Seclusion Involving Adults	153	143			66	77			322.3	290		

**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

**Fiscal Year 2007**

	Number of Incidents				Number of Persons			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Austin State Hospital</b>								
< 5 Restraint Involving Children	4	1			4	1		
< 5 Restraint Involving Adolescents	20	28			13	18		
< 5 Restraint Involving Adults	43	365			27	134		
<b>Big Spring State Hospital</b>								
< 5 Restraint Involving Adults	39	61			28	33		
<b>El Paso Psychiatric Center</b>								
< 5 Restraint Involving Children	0	0			0	0		
< 5 Restraint Involving Adolescents	1	5			1	4		
< 5 Restraint Involving Adults	2	17			2	11		
<b>Kerrville State Hospital</b>								
< 5 Restraint Involving Adults	13	35			6	10		
<b>North Texas State Hospital</b>								
< 5 Restraint Involving Children	2	2			2	2		
< 5 Restraint Involving Adolescents	54	41			26	17		
< 5 Restraint Involving Adults	306	301			133	141		
<b>Rio Grande State Center</b>								
< 5 Restraint Involving Adults	7	6			6	5		
<b>Rusk State Hospital</b>								
< 5 Restraint Involving Adults	50	100			32	64		
<b>San Antonio State Hospital</b>								
< 5 Restraint Involving Adolescents	10	45			6	17		
< 5 Restraint Involving Adults	6	71			6	46		
<b>Terrell State Hospital</b>								
< 5 Restraint Involving Children	1	0			1	0		
< 5 Restraint Involving Adolescents	25	5			15	5		
< 5 Restraint Involving Adults	51	47			32	35		
<b>Waco Center For Youth</b>								
< 5 Restraint Involving Adolescents	19	14			15	9		
<b>All State Hospitals</b>								
< 5 Restraint Involving Children	7	3			7	3		
< 5 Restraint Involving Adolescents	129	138			76	70		
< 5 Restraint Involving Adults	517	1,003			272	479		

Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

**Fiscal Year 2007**

	Number of Incidents				FY Total
	Q1	Q2	Q3	Q4	
<b>Austin State Hospital</b>					
Personal Restraint	119	527			646
Mechanical Restraint	355	283			638
Seclusion	101	30			131
<b>Big Spring State Hospital</b>					
Personal Restraint	118	173			291
Mechanical Restraint	69	111			180
Seclusion	7	10			17
<b>El Paso Psychiatric Center</b>					
Personal Restraint	12	34			46
Mechanical Restraint	45	118			163
Seclusion	3	3			6
<b>Kerrville State Hospital</b>					
Personal Restraint	24	48			72
Mechanical Restraint	5	7			12
Seclusion	0	0			0
<b>North Texas State Hospital</b>					
Personal Restraint	565	542			1,107
Mechanical Restraint	260	252			512
Seclusion	90	67			157
<b>Rio Grande State Center</b>					
Personal Restraint	17	47			64
Mechanical Restraint	0	1			1
Seclusion	1	9			10
<b>Rusk State Hospital</b>					
Personal Restraint	78	145			223
Mechanical Restraint	29	27			56
Seclusion	30	41			71
<b>San Antonio State Hospital</b>					
Personal Restraint	65	219			284
Mechanical Restraint	108	218			326
Seclusion	5	19			24

Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
 Access Database



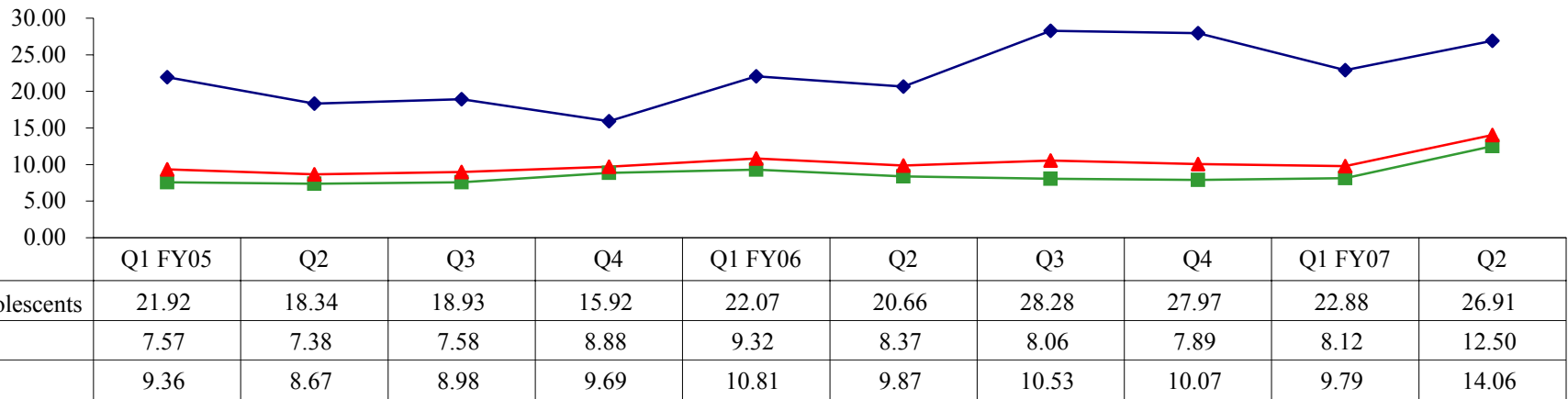
**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

**Fiscal Year 2007**

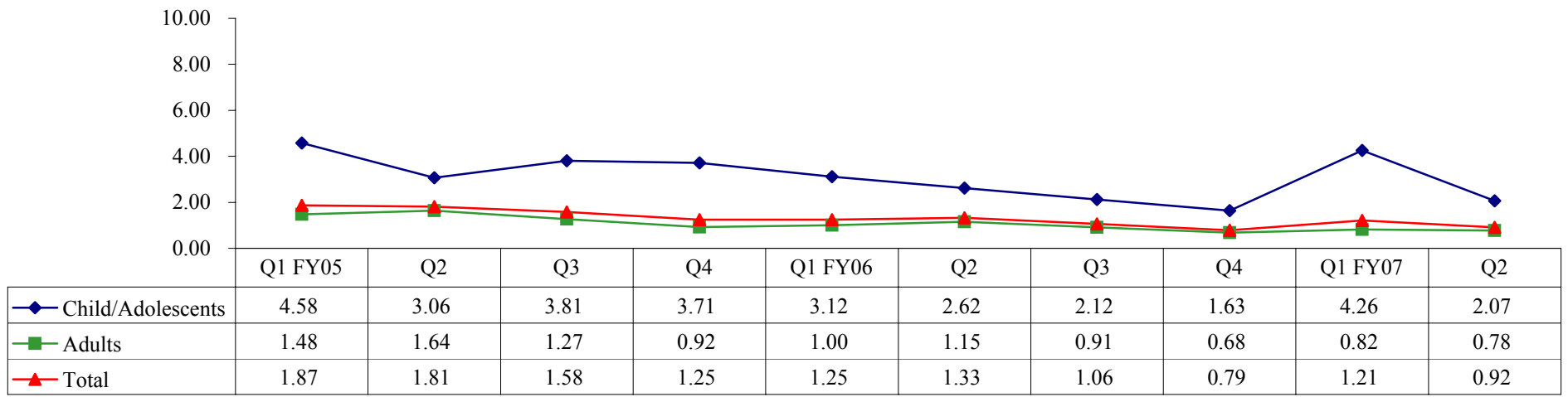
	Number of Incidents				FY Total
	Q1	Q2	Q3	Q4	
<b>Terrell State Hospital</b>					
Personal Restraint	112	85			197
Mechanical Restraint	17	4			21
Seclusion	17	12			29
<b>Waco Center For Youth</b>					
Personal Restraint	43	52			95
Mechanical Restraint	10	9			19
Seclusion	0	1			1
<b>All State Hospitals</b>					
Personal Restraint	1,153	1,872	0	0	3,025
Mechanical Restraint	898	1,030	0	0	1,928
Seclusion	254	192	0	0	446

**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

**Restraint Incidents Per 1,000 Bed Days**

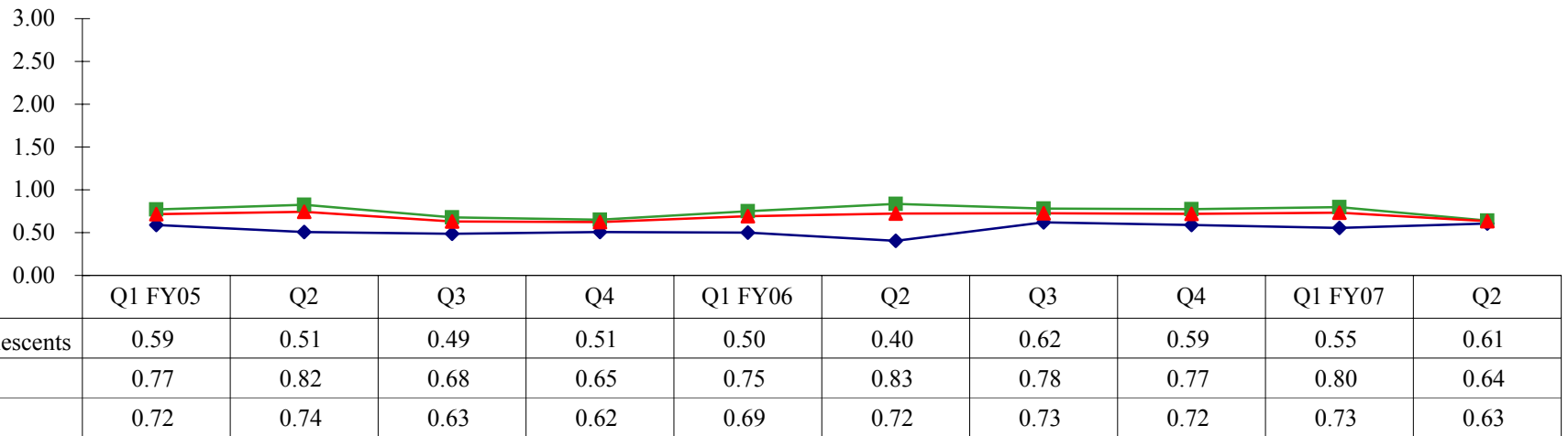


**Seclusion Incidents Per 1,000 Bed Days**

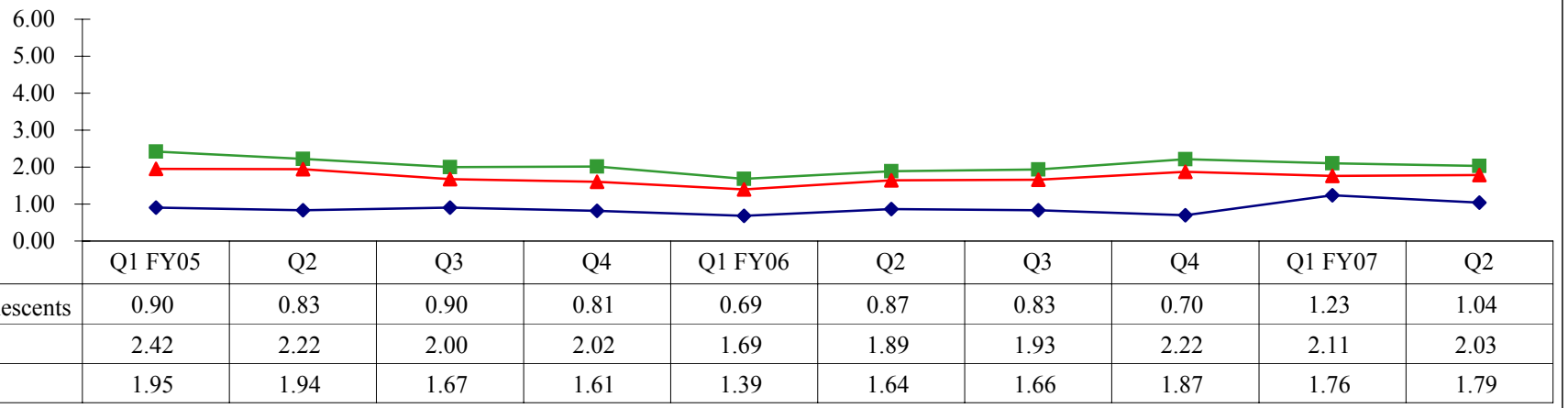


**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**

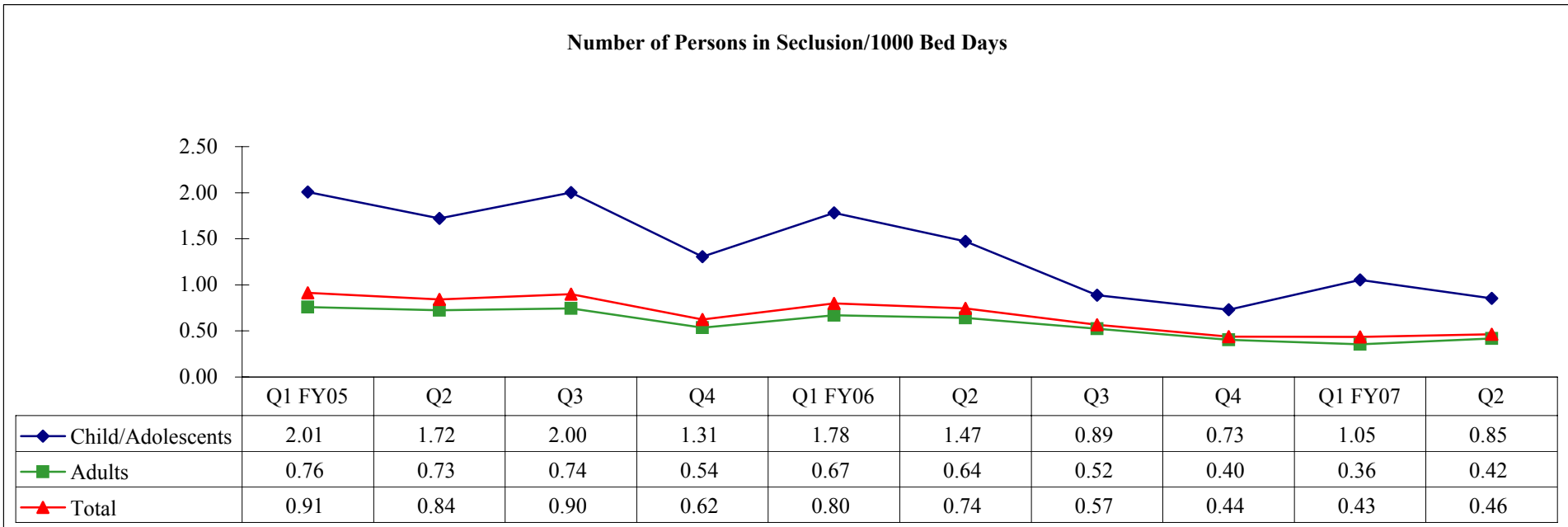
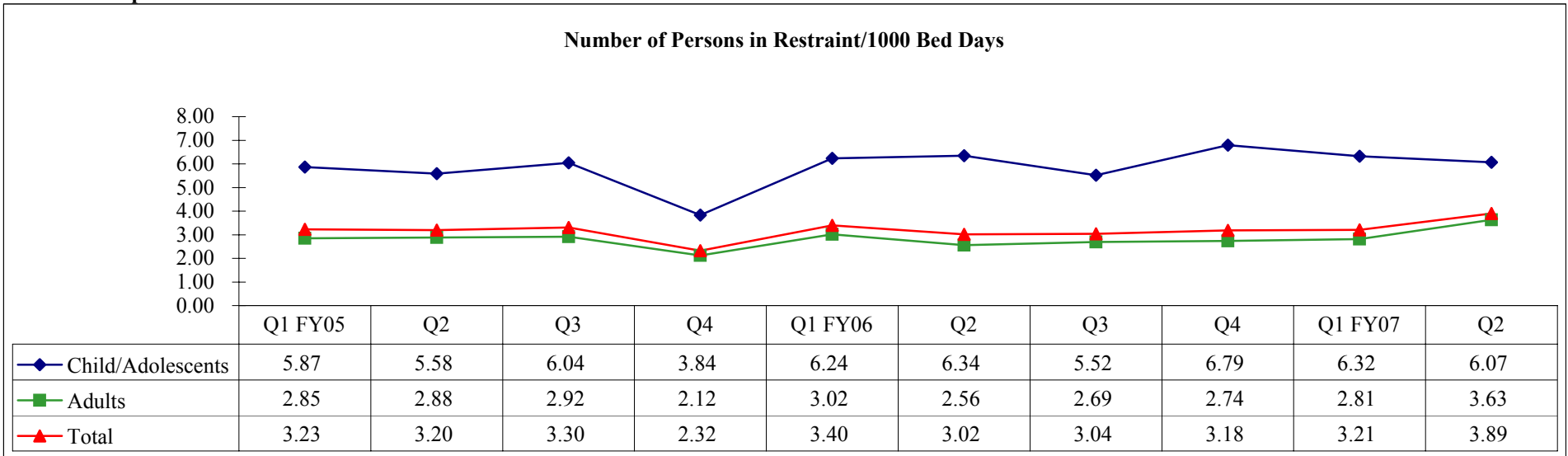
**Average Number of Hours Per Incident in Restraints**



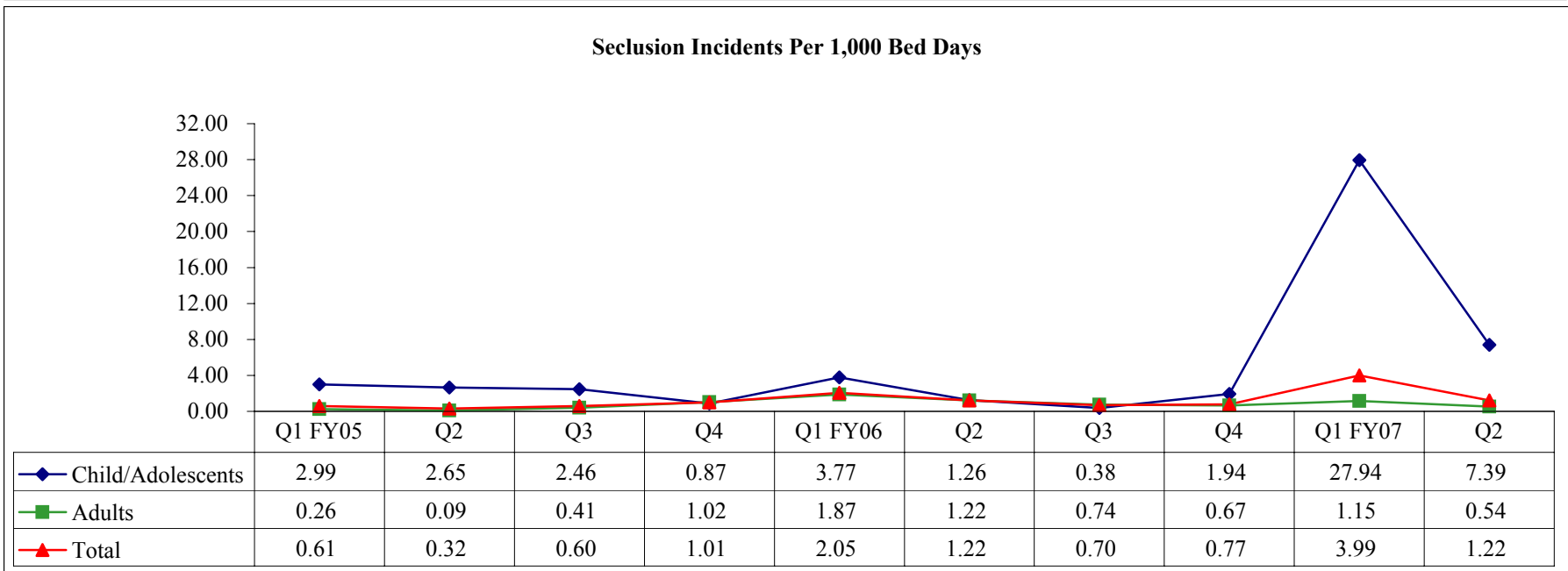
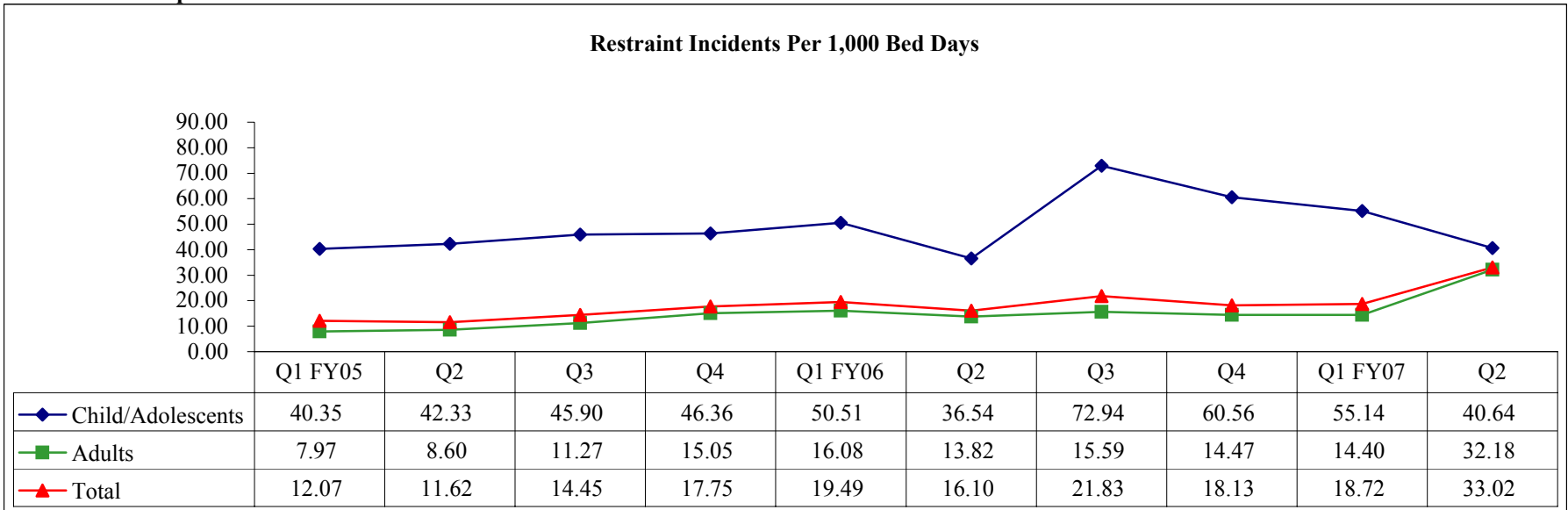
**Average Number of Hours Per Incident in Seclusion**



**Objective 3B - Maintain Restraint and Seclusion Data**  
**All State Hospitals**



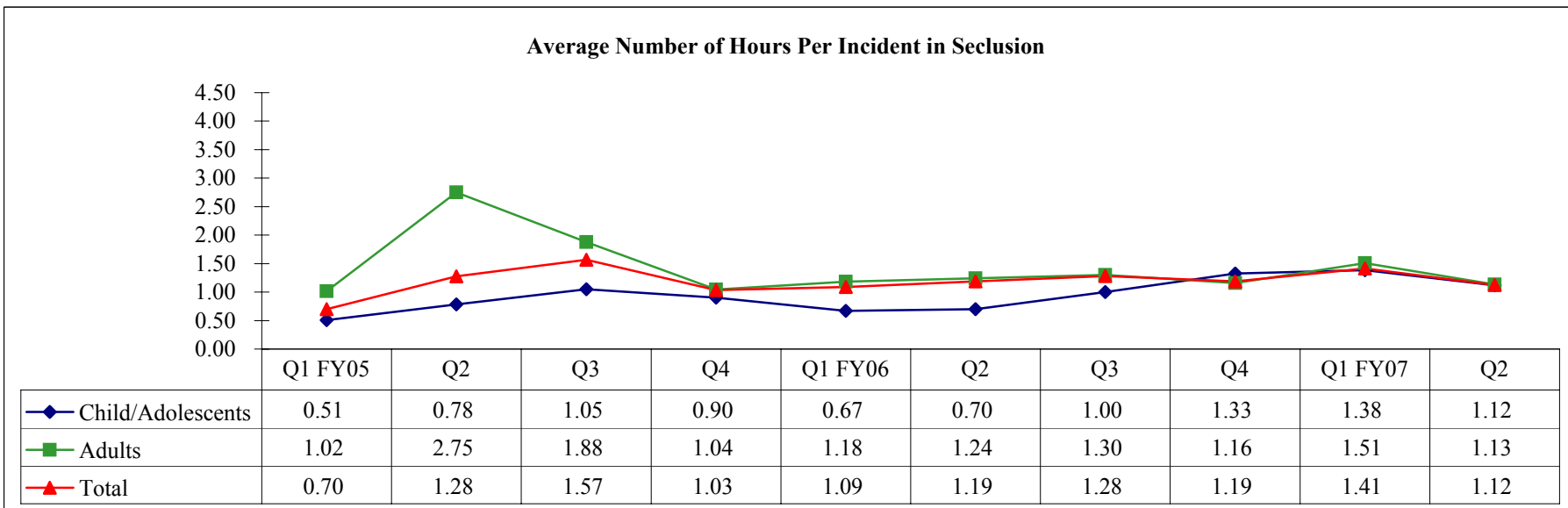
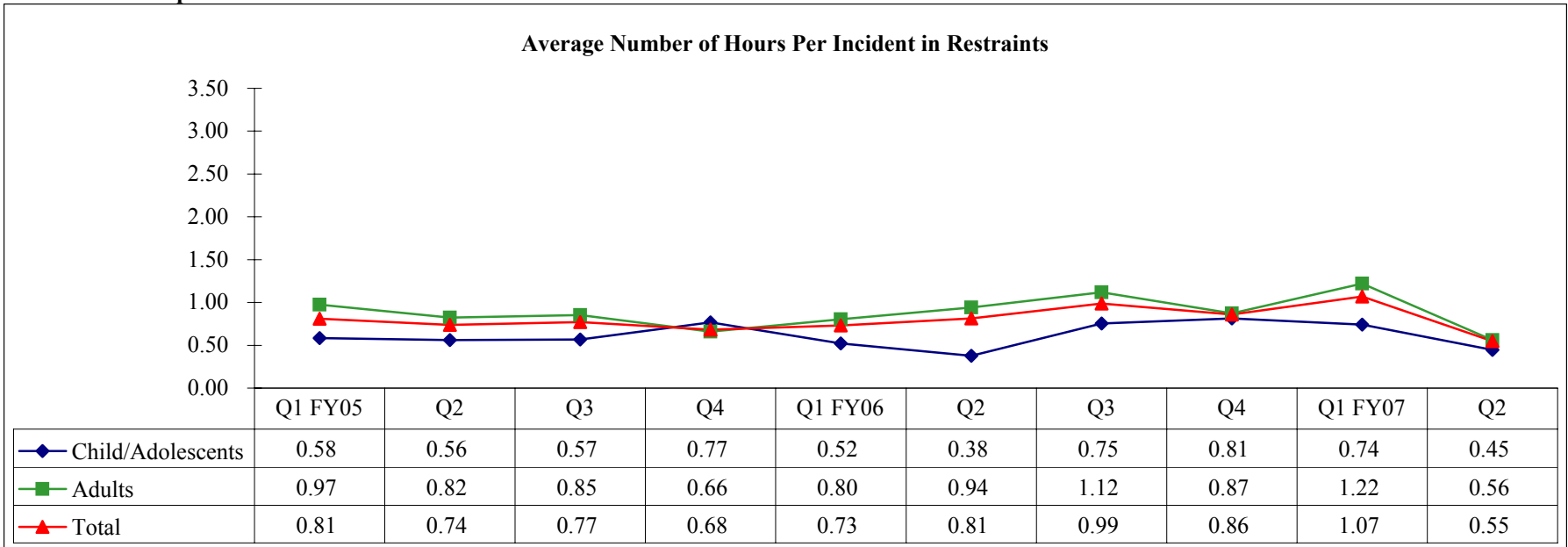
**Objective 3B - Maintain Restraint and Seclusion Data**  
**Austin State Hospital**



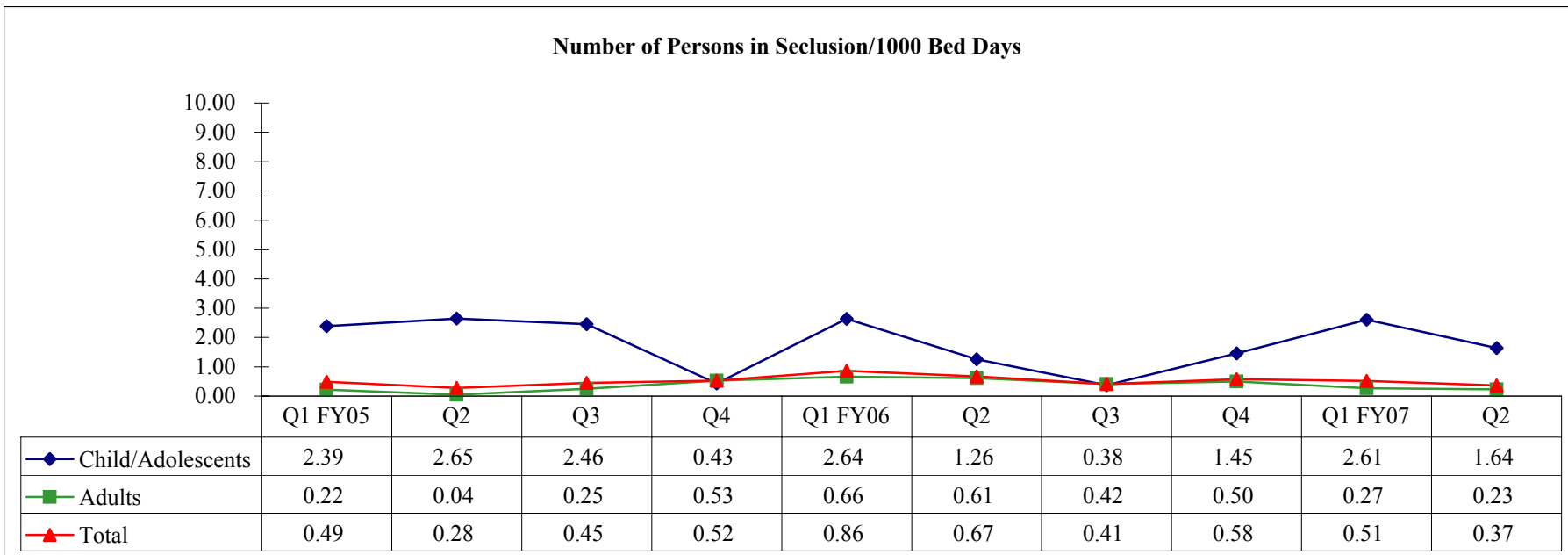
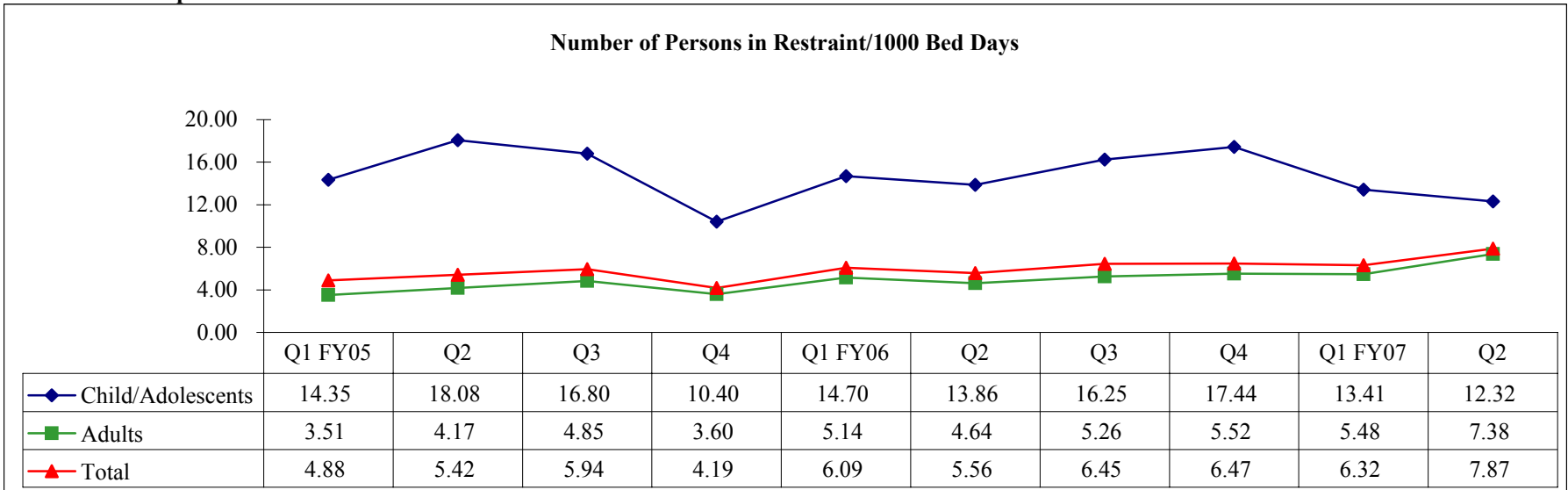
Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
 Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**

**Austin State Hospital**

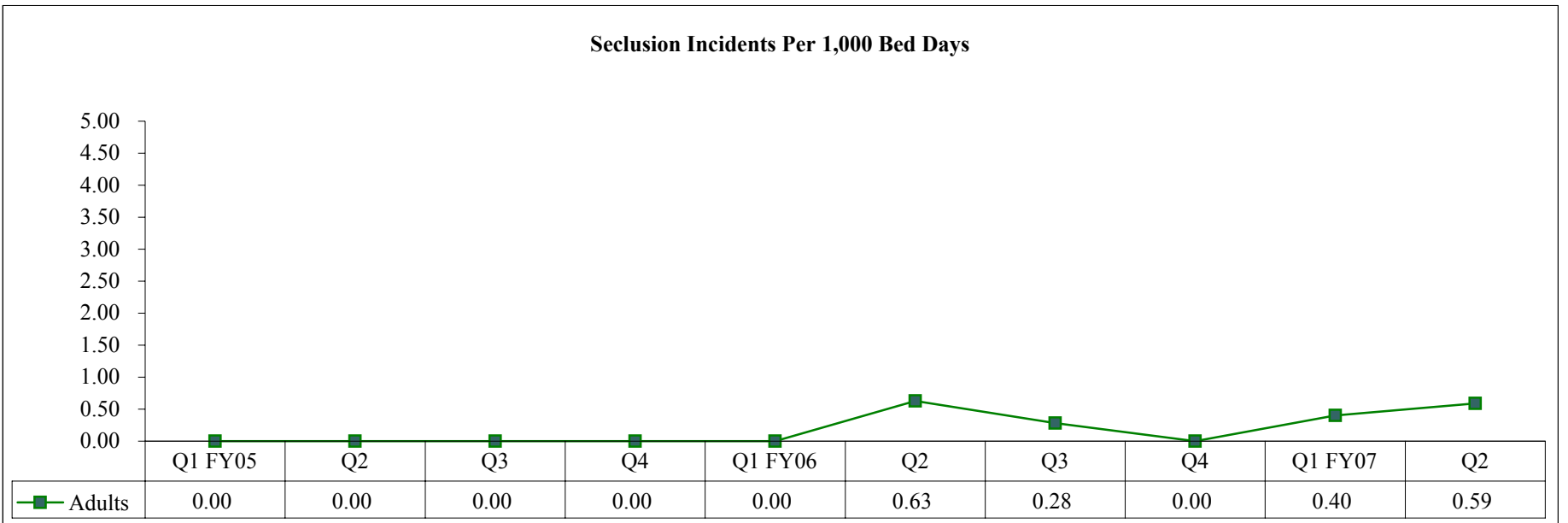
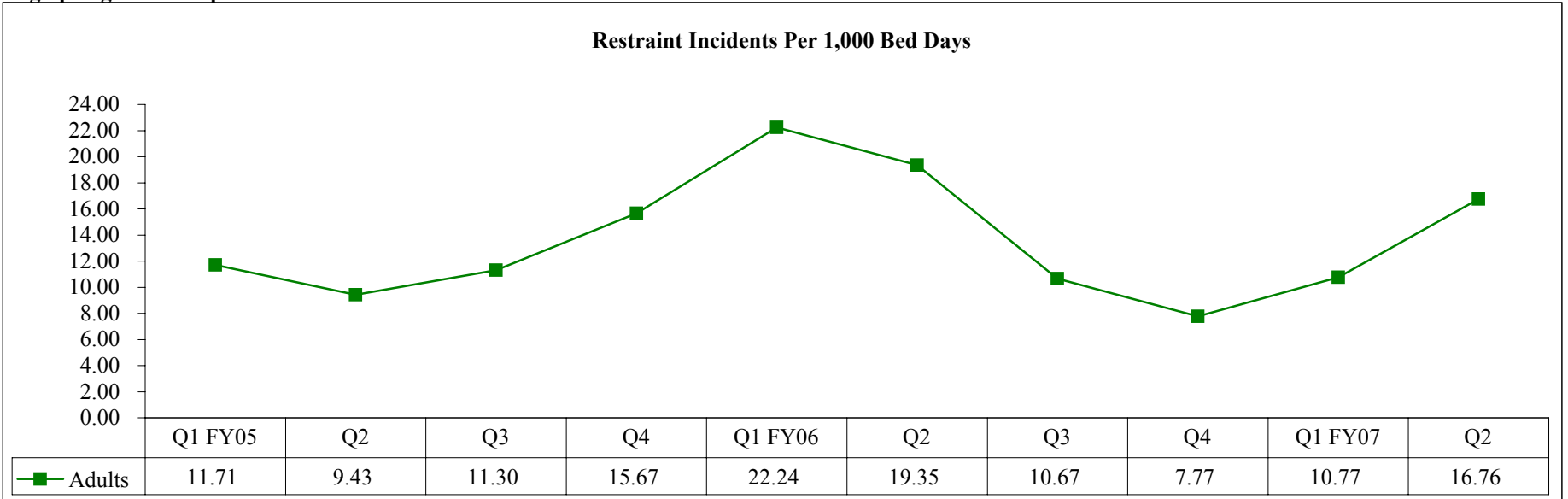


**Objective 3B - Maintain Restraint and Seclusion Data**  
**Austin State Hospital**



Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
 Access Database

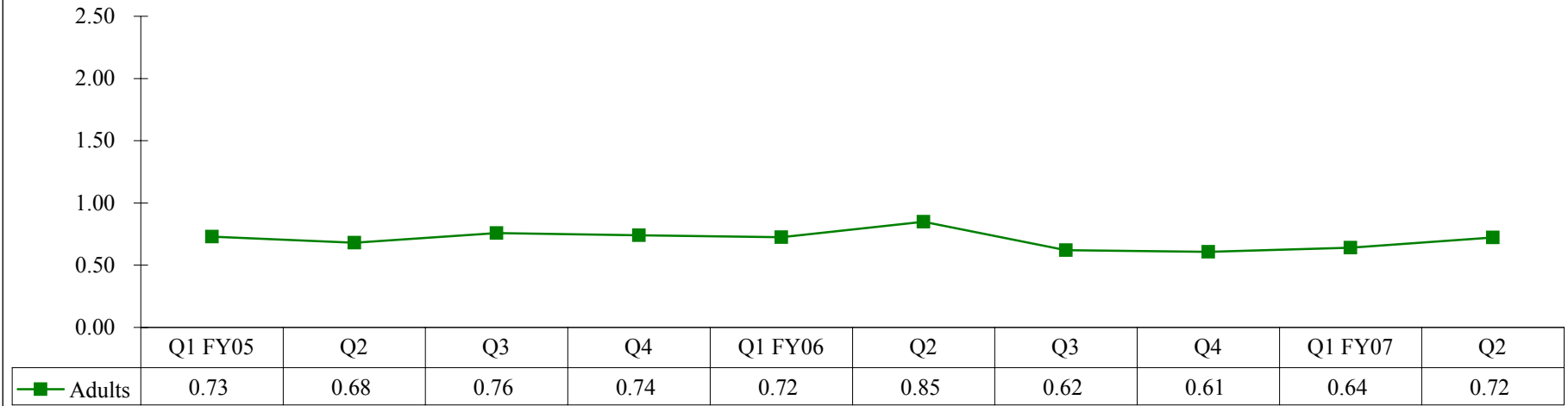
**Objective 3B - Maintain Restraint and Seclusion Data  
Big Spring State Hospital**



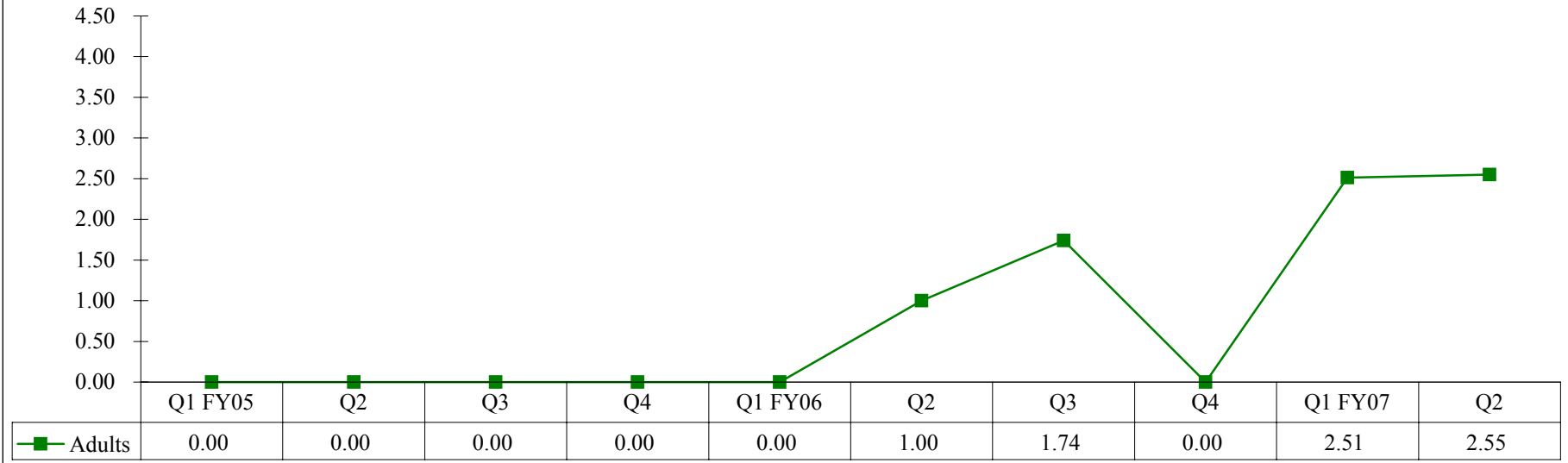


**Objective 3B - Maintain Restraint and Seclusion Data  
Big Spring State Hospital**

**Average Number of Hours Per Incident in Restraints**

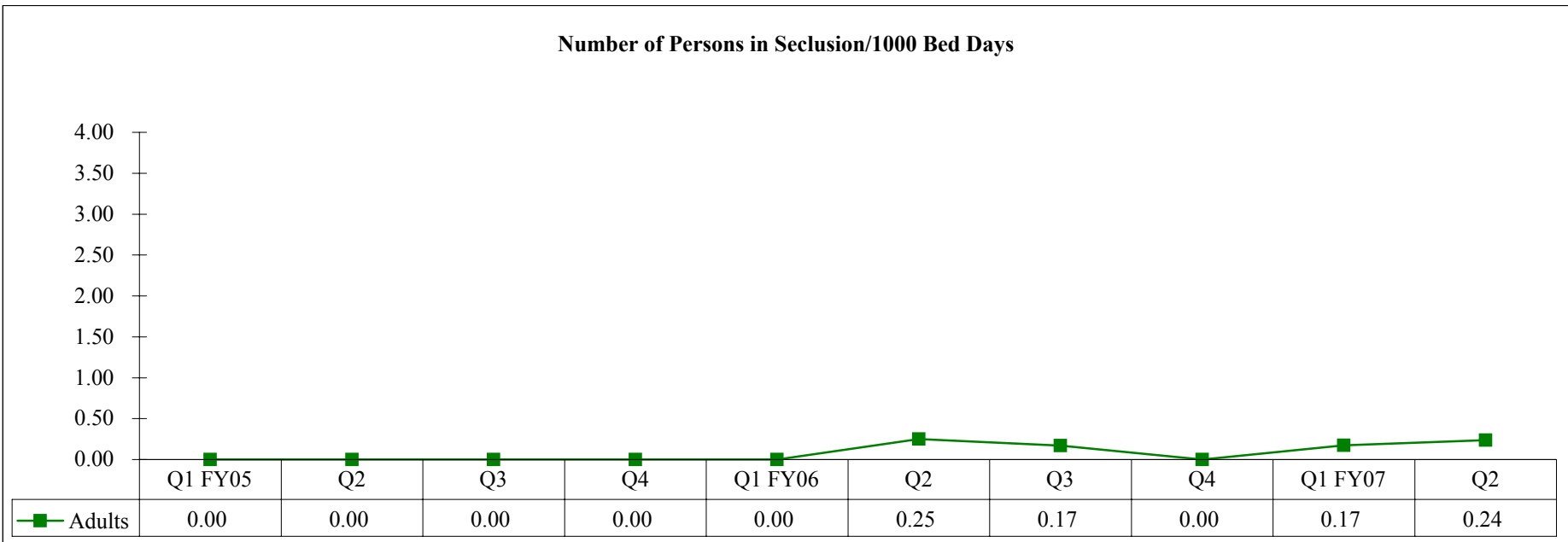
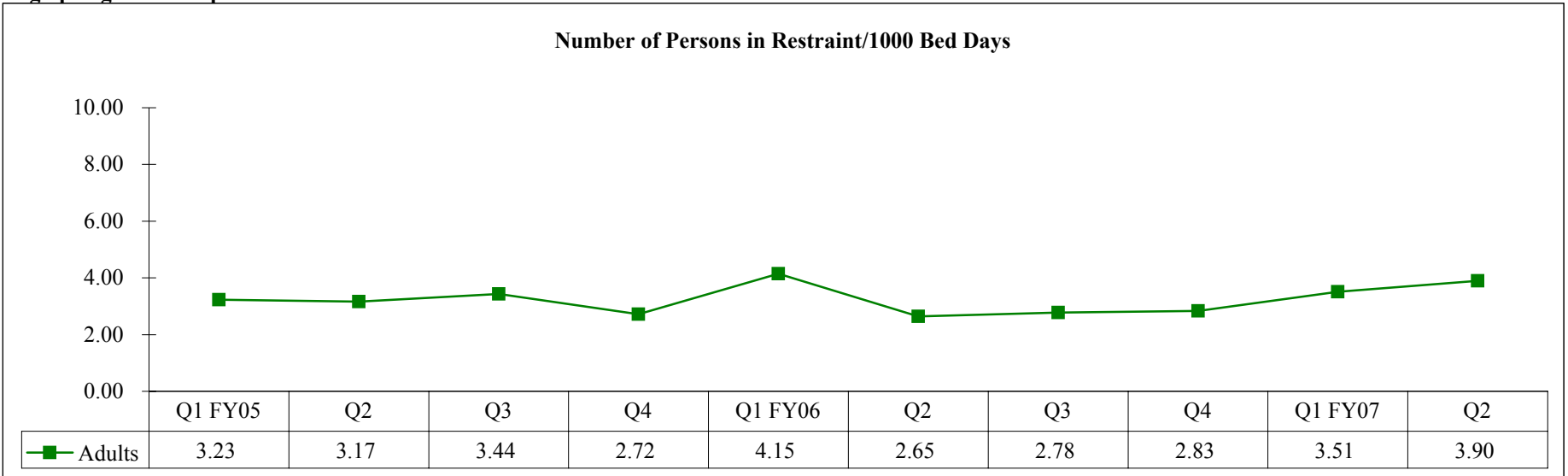


**Average Number of Hours Per Incident in Seclusion**

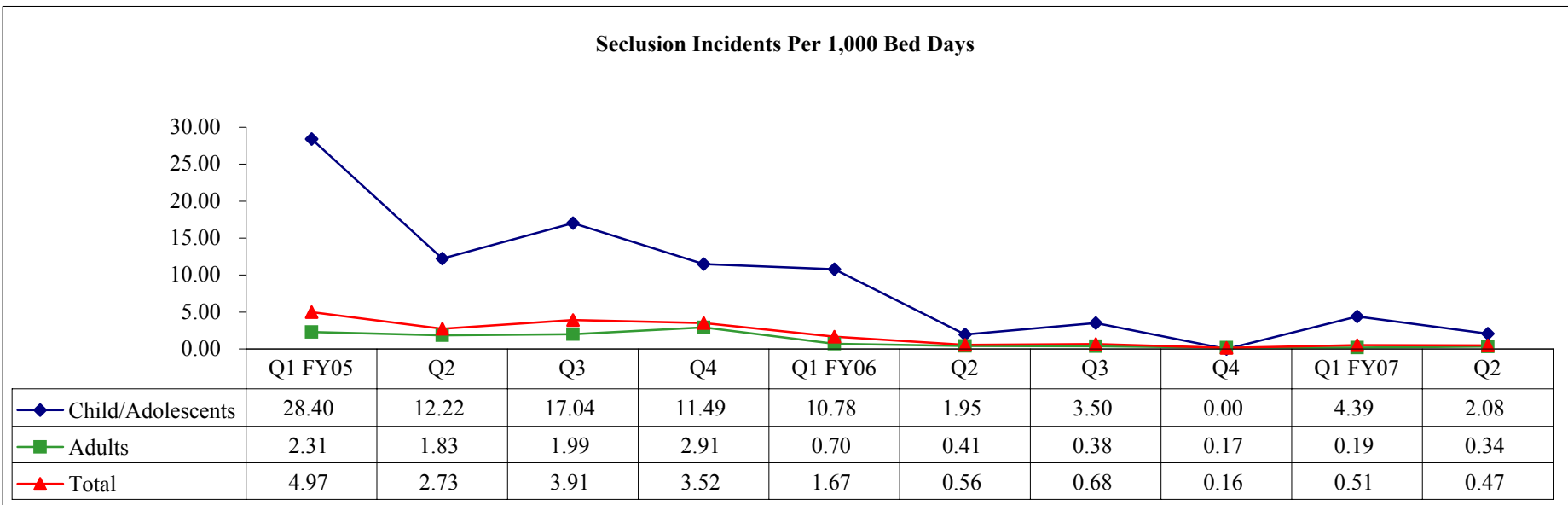
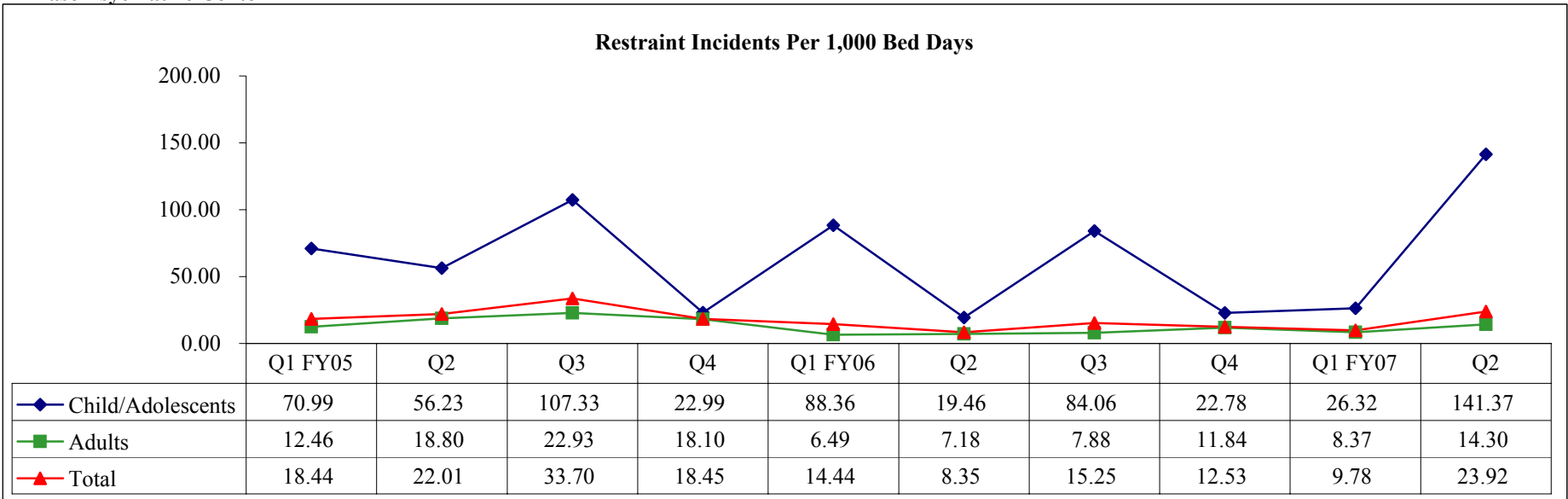


Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
Access Database

**Objective 3B - Maintain Restraint and Seclusion Data  
Big Spring State Hospital**

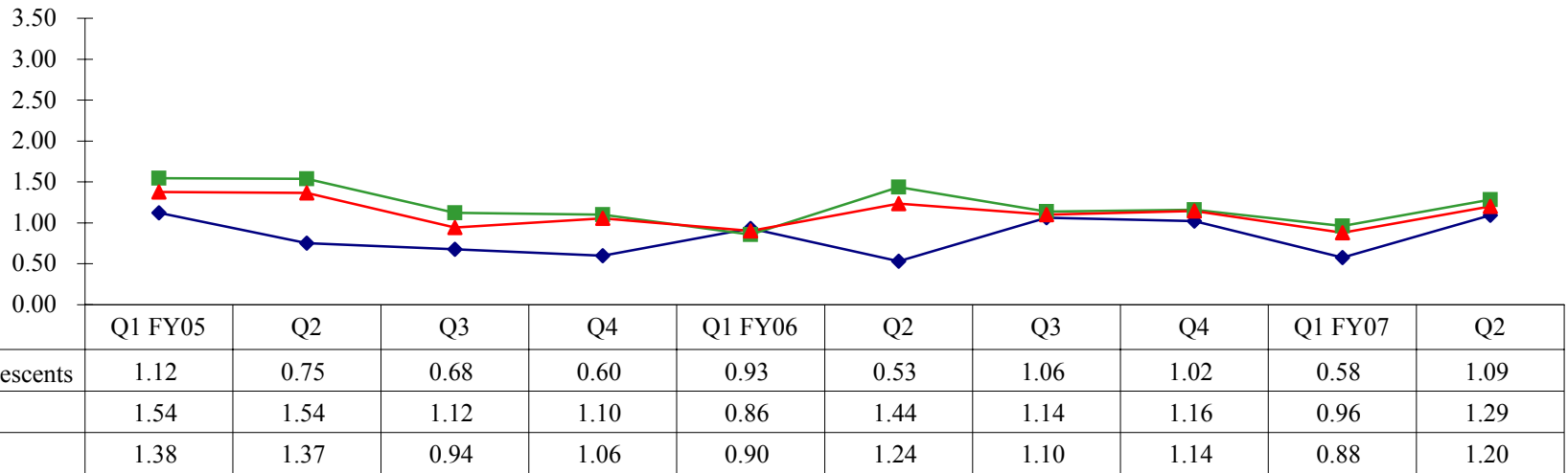


**Objective 3B - Maintain Restraint and Seclusion Data**  
**El Paso Psychiatric Center**

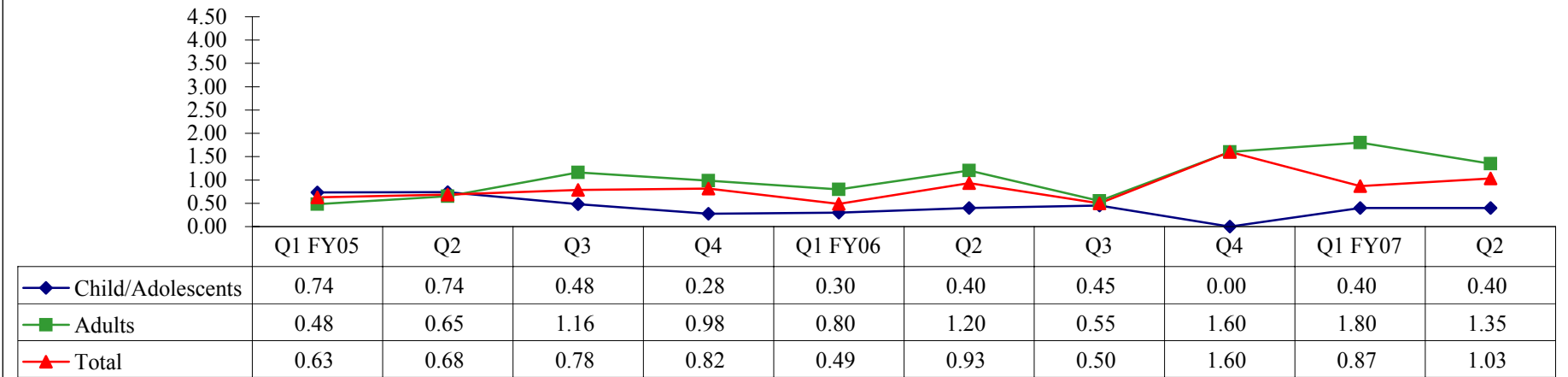


**Objective 3B - Maintain Restraint and Seclusion Data**  
**El Paso Psychiatric Center**

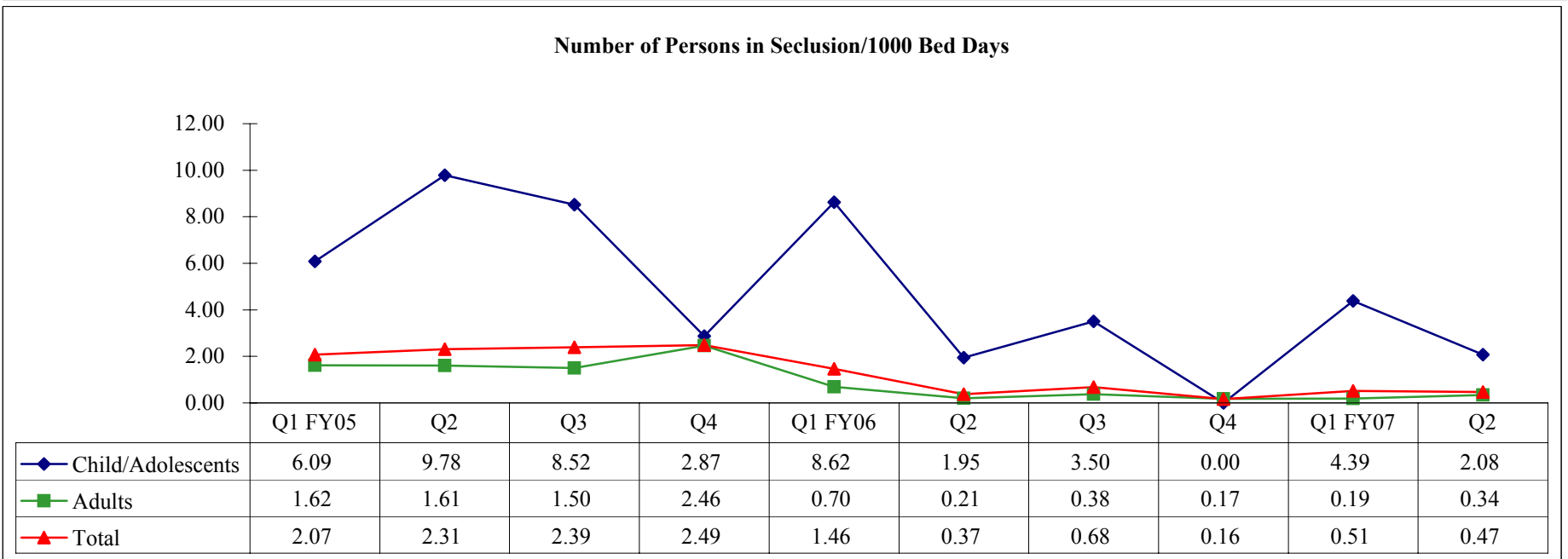
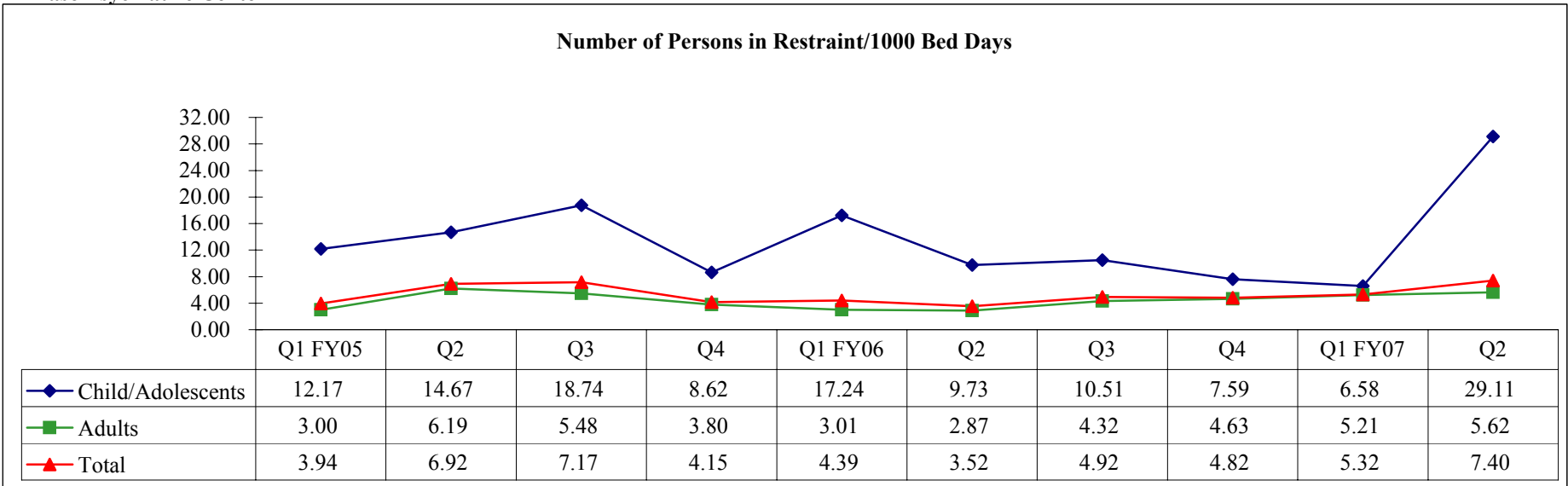
**Average Number of Hours Per Incident in Restraints**



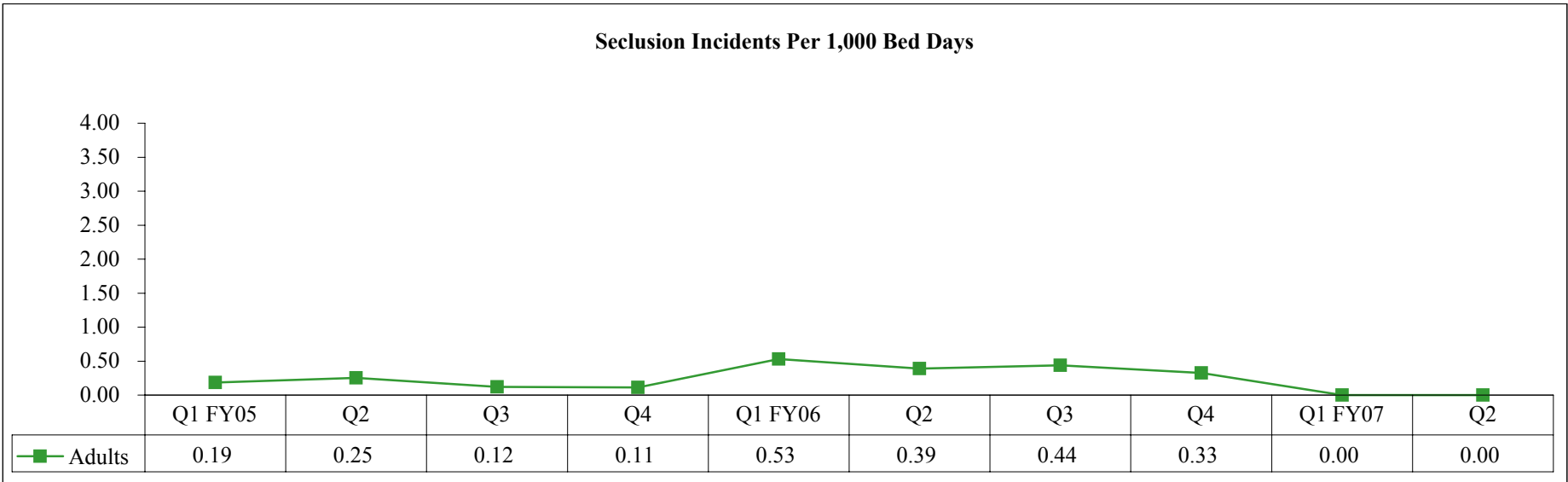
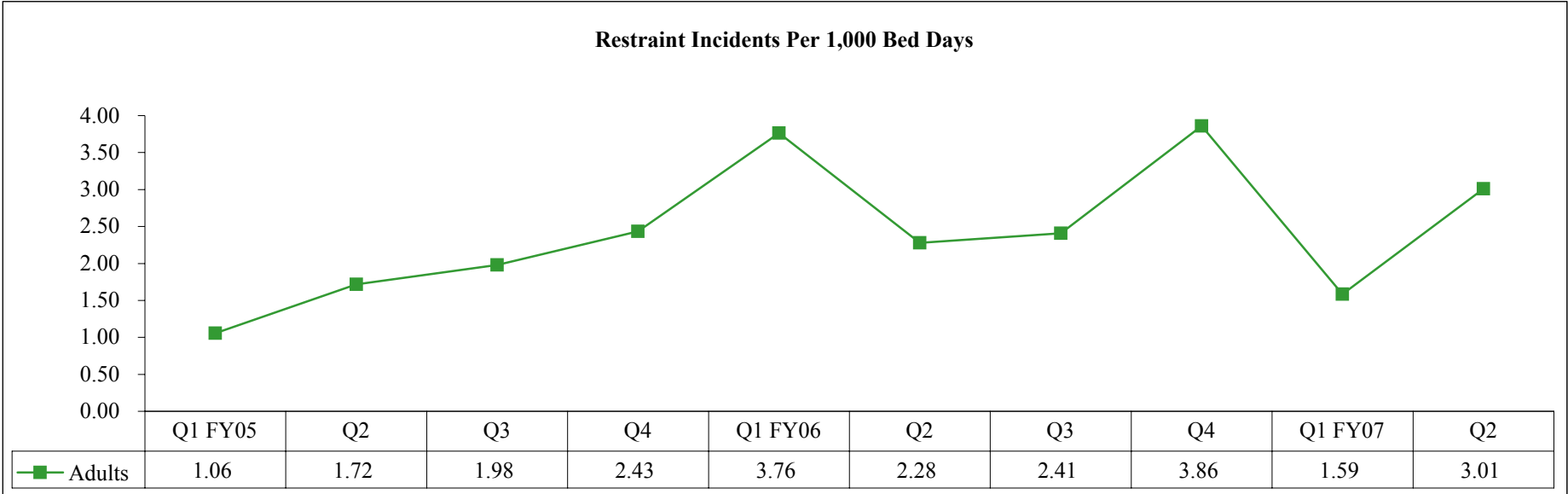
**Average Number of Hours Per Incident in Seclusion**



**Objective 3B - Maintain Restraint and Seclusion Data**  
**El Paso Psychiatric Center**

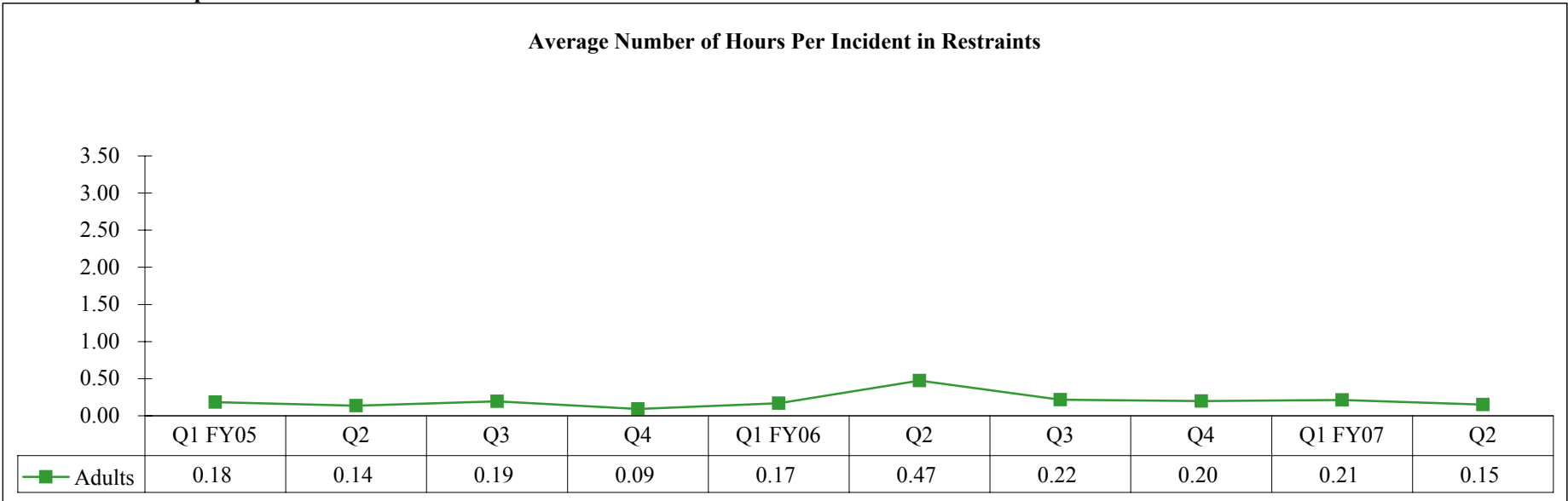


**Objective 3B - Maintain Restraint and Seclusion Data**  
**Kerrville State Hospital**

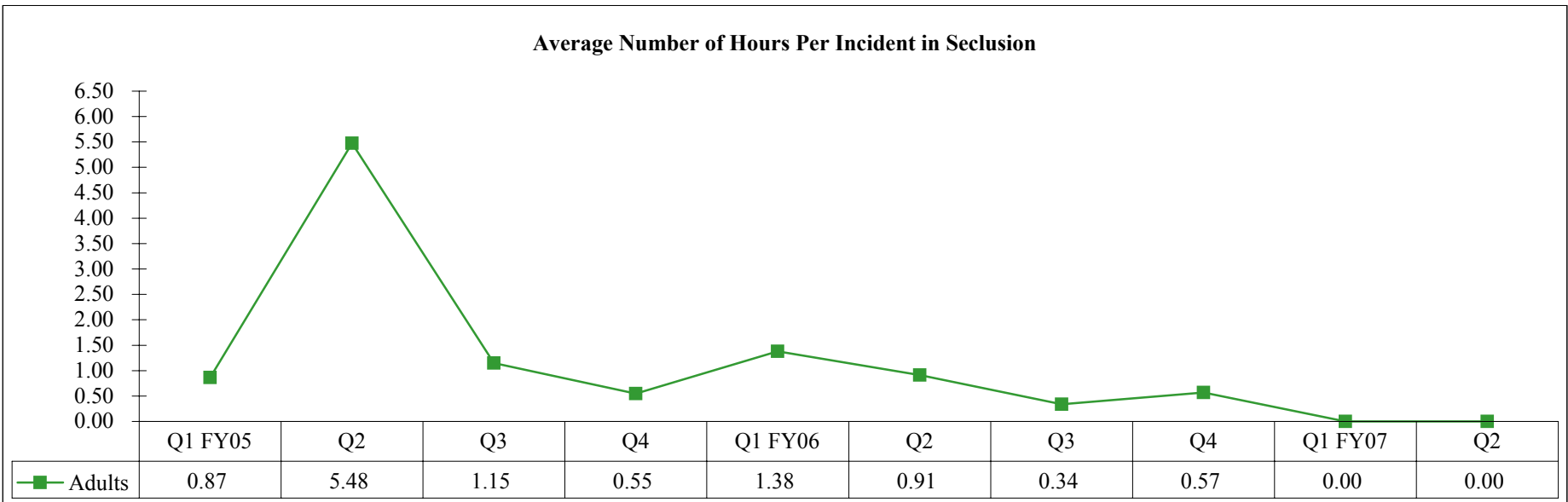


**Objective 3B - Maintain Restraint and Seclusion Data**  
**Kerrville State Hospital**

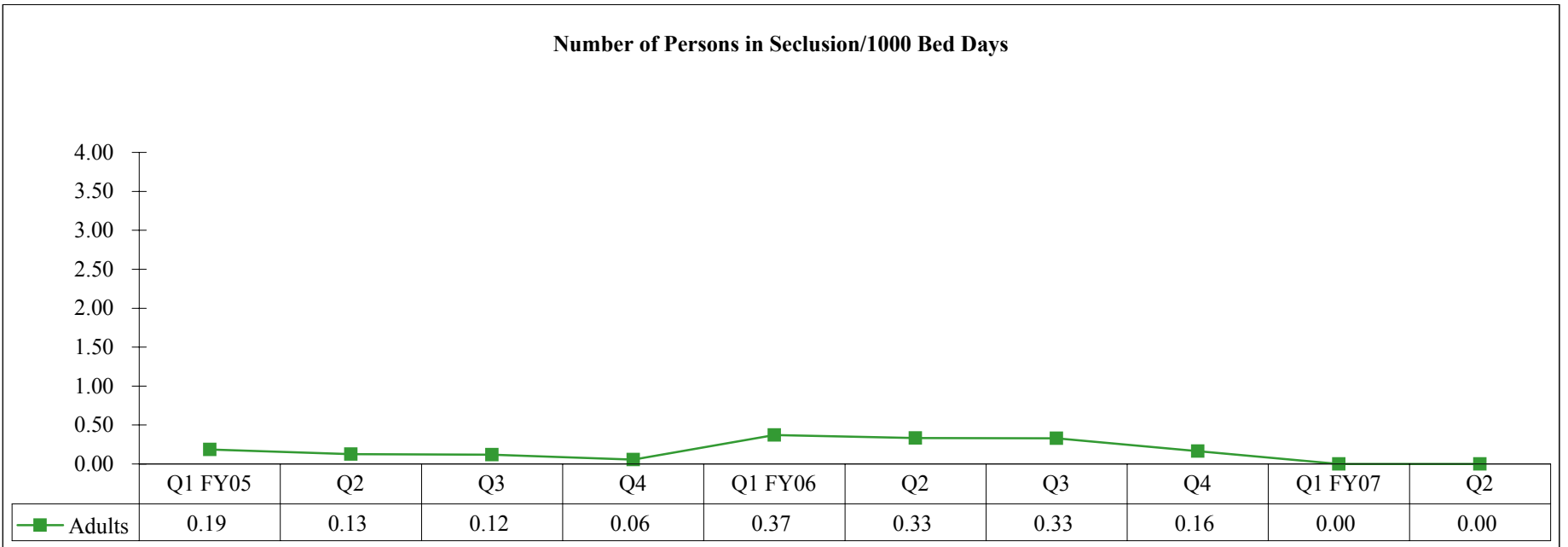
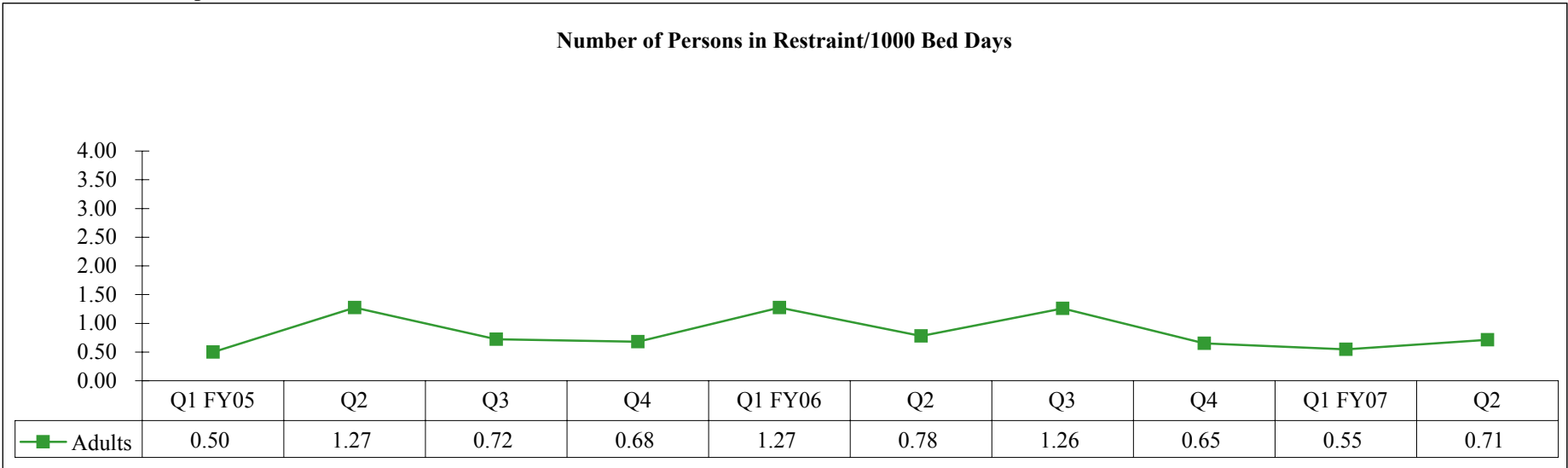
**Average Number of Hours Per Incident in Restraints**



**Average Number of Hours Per Incident in Seclusion**

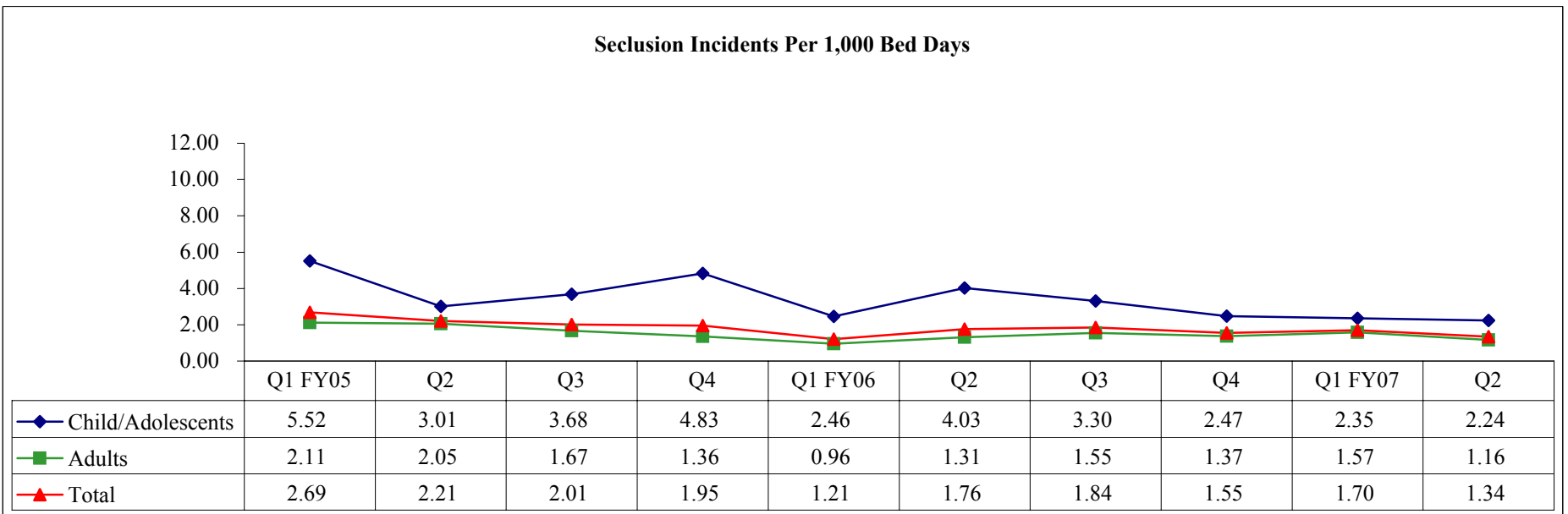
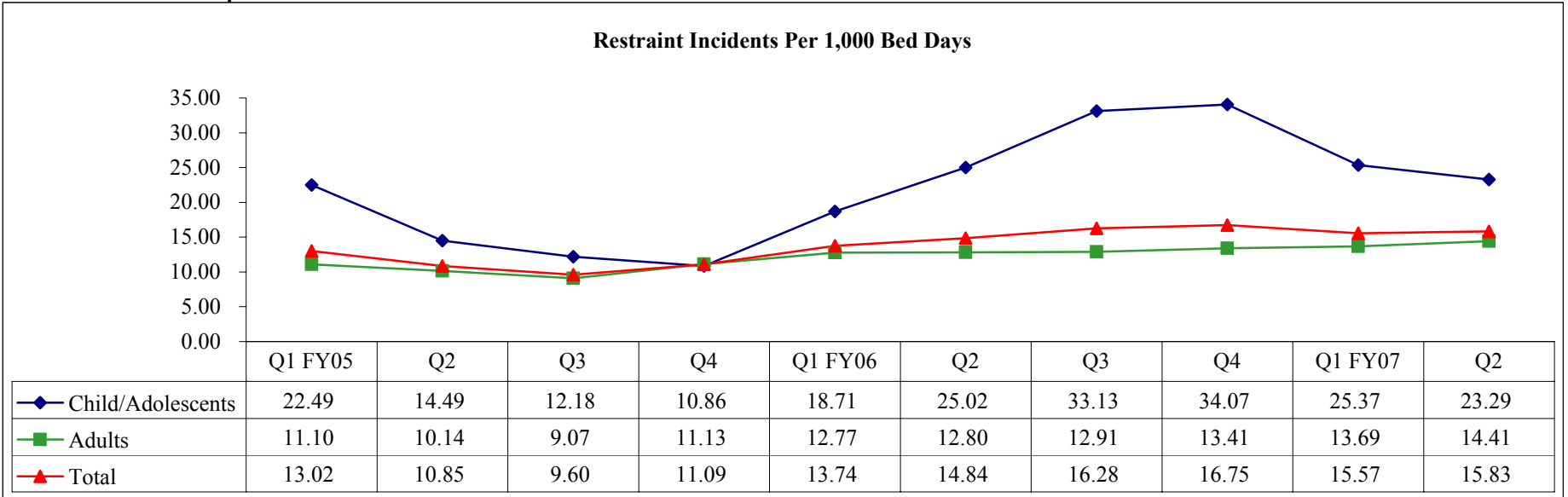


**Objective 3B - Maintain Restraint and Seclusion Data**  
**Kerrville State Hospital**



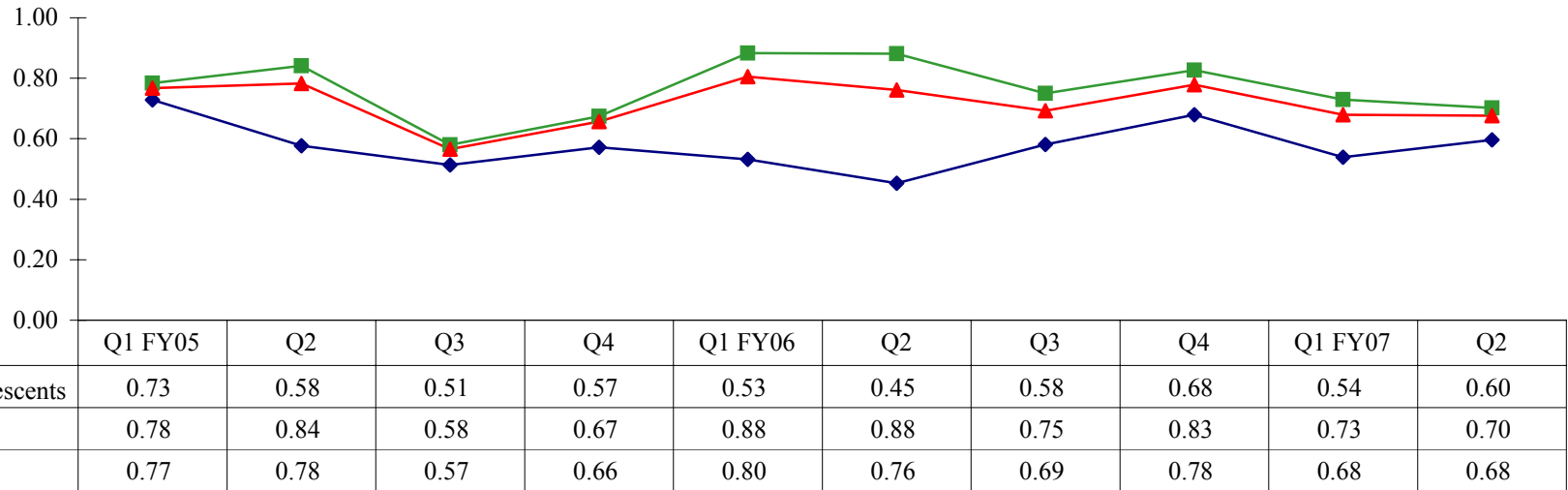


**Objective 3B - Maintain Restraint and Seclusion Data**  
**North Texas State Hospital**

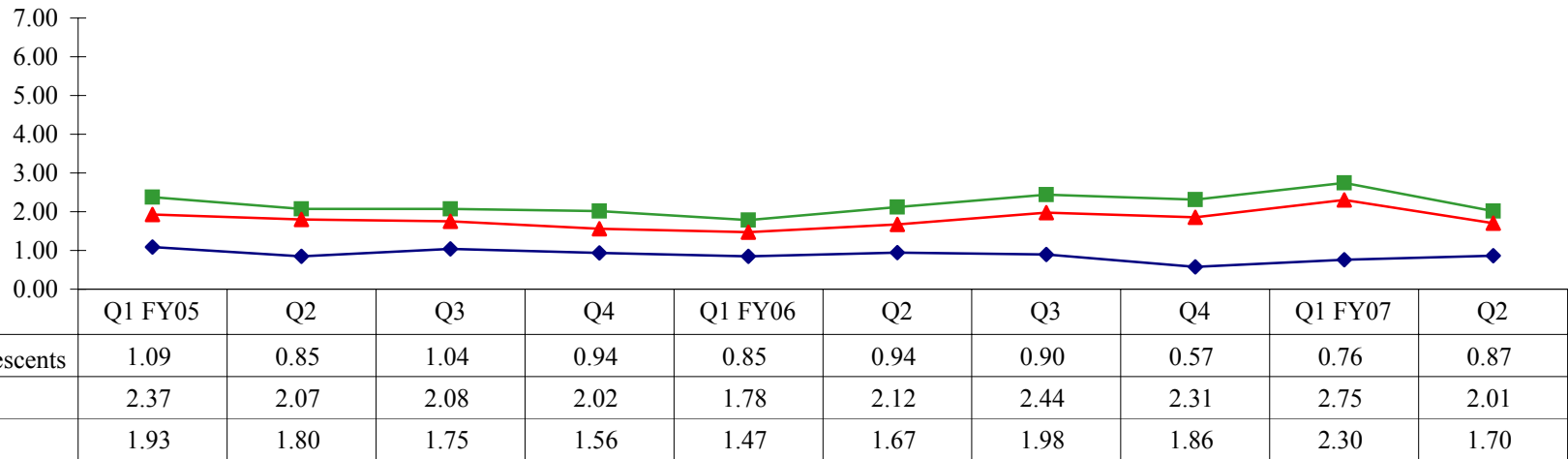


**Objective 3B - Maintain Restraint and Seclusion Data**  
**North Texas State Hospital**

**Average Number of Hours Per Incident in Restraints**

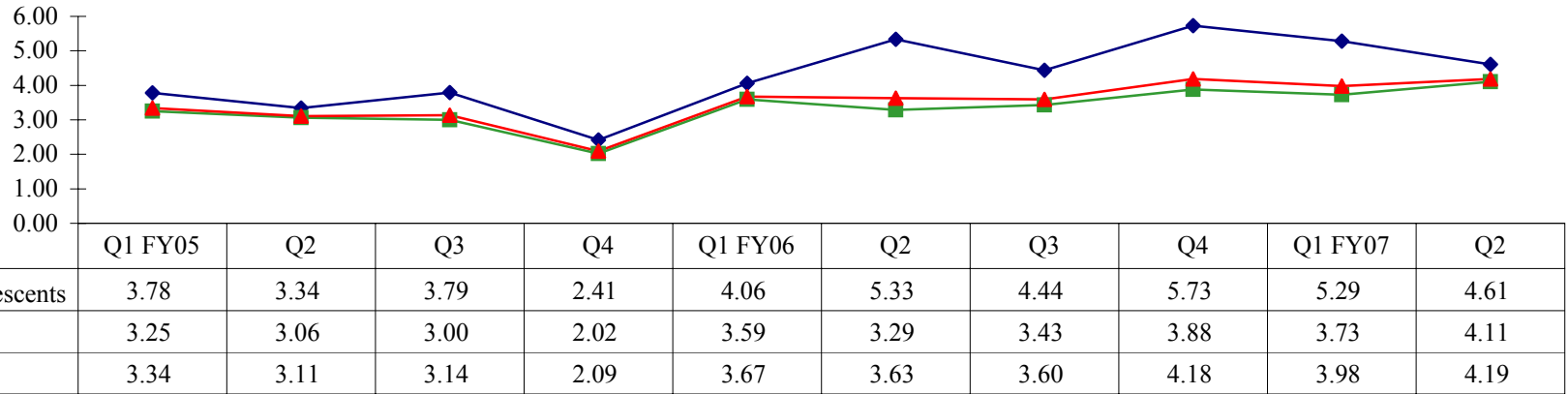


**Average Number of Hours Per Incident in Seclusion**

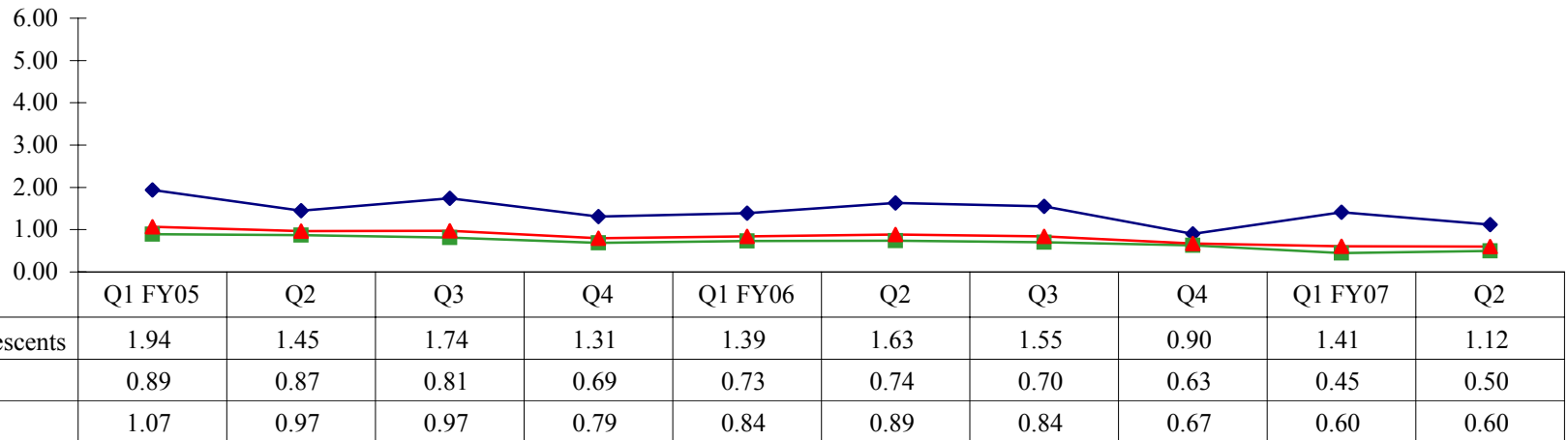


**Objective 3B - Maintain Restraint and Seclusion Data**  
**North Texas State Hospital**

**Number of Persons in Restraint/1000 Bed Days**

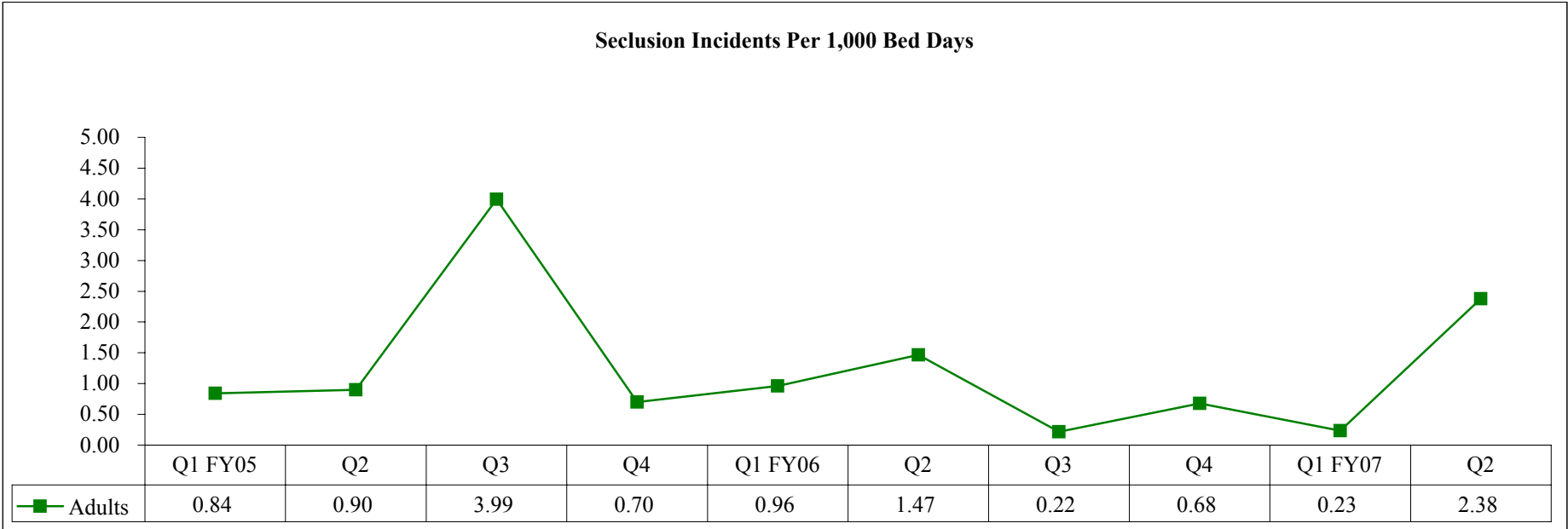
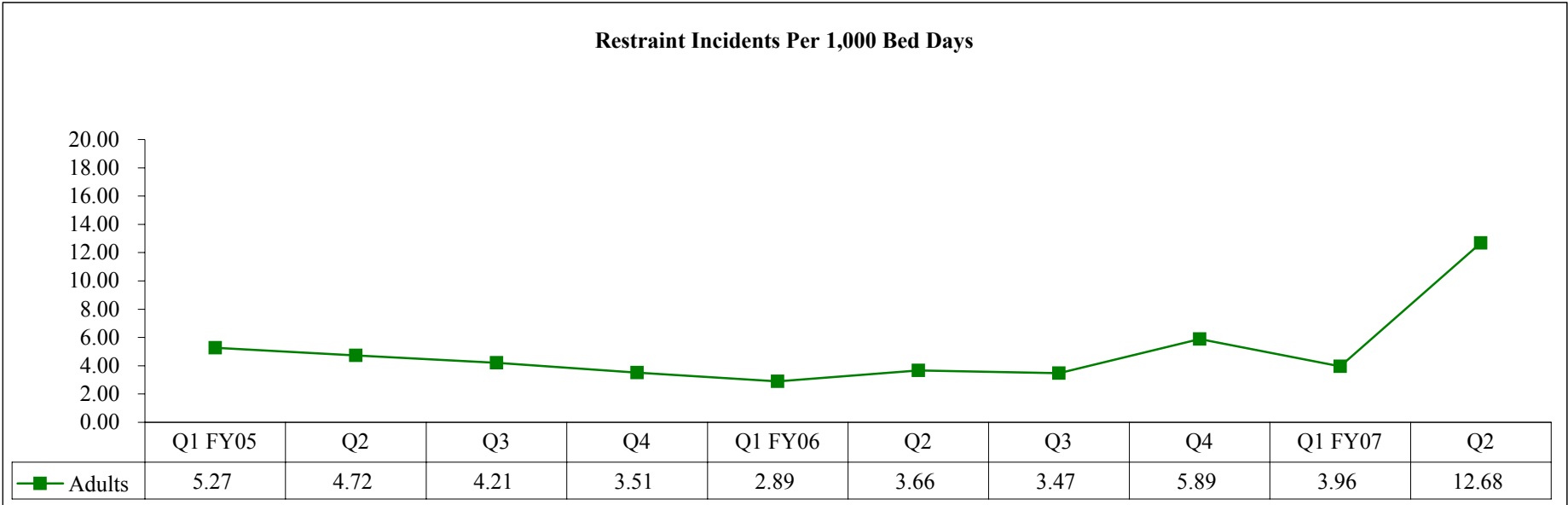


**Number of Persons in Seclusion/1000 Bed Days**



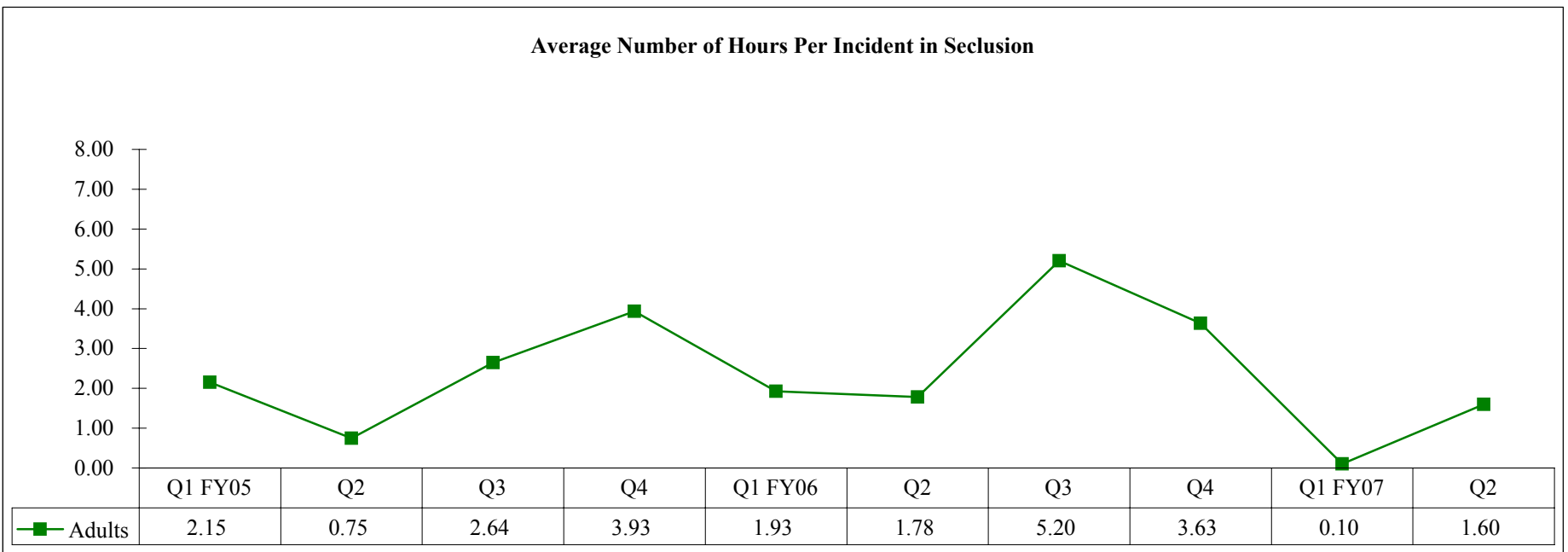
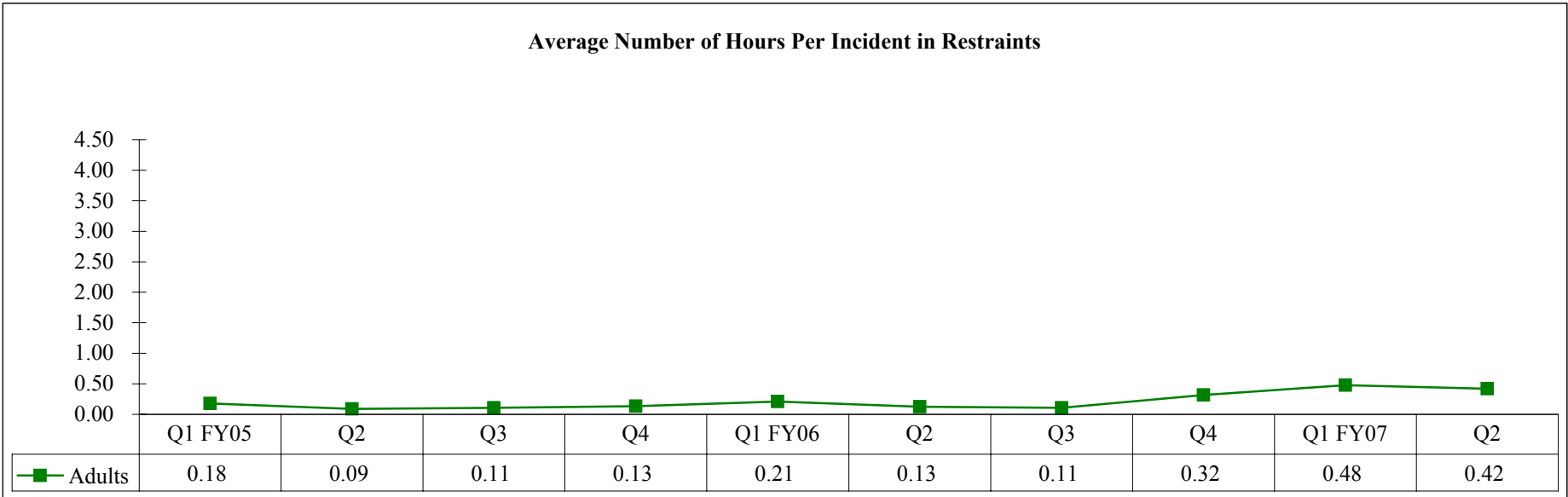
**Objective 3B - Maintain Restraint and Seclusion Data**

**Rio Grande State Center**



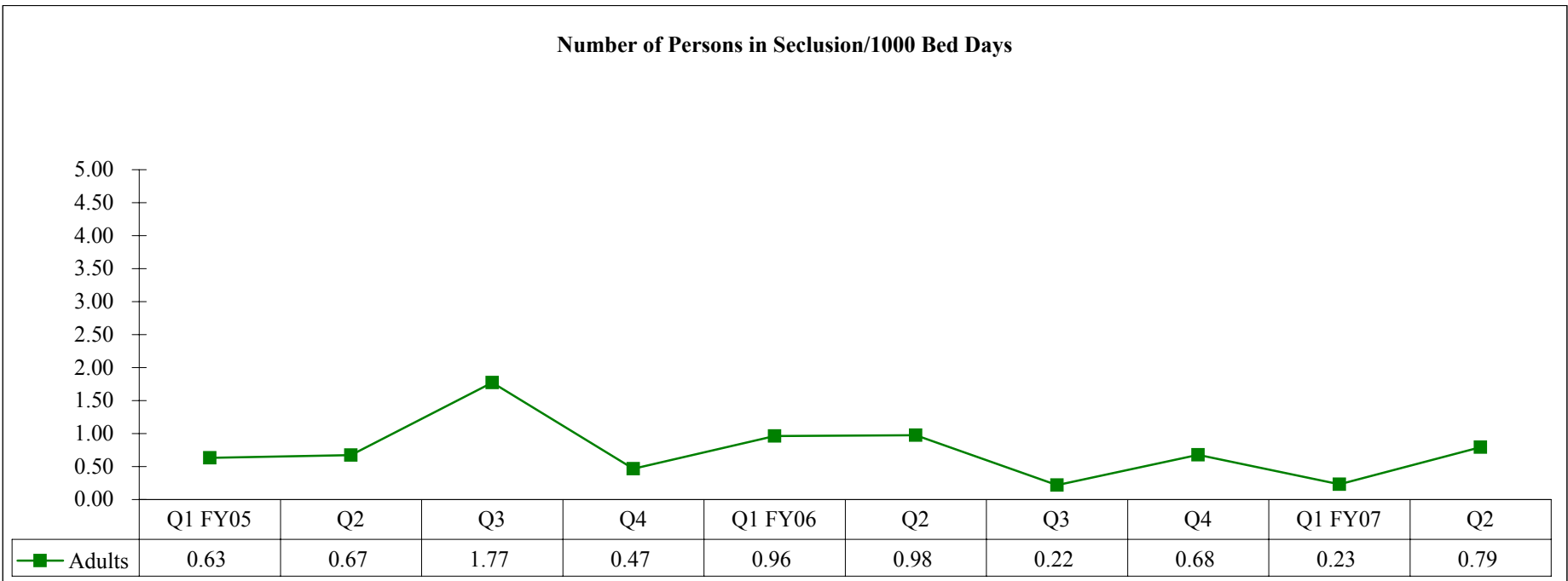
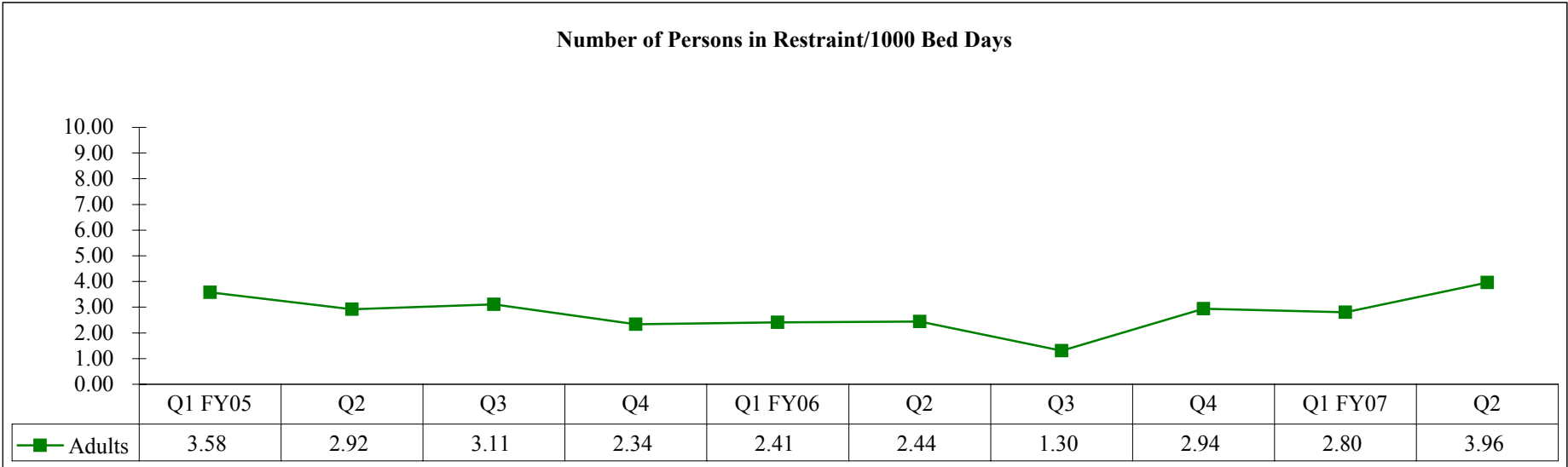
Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**  
**Rio Grande State Center**



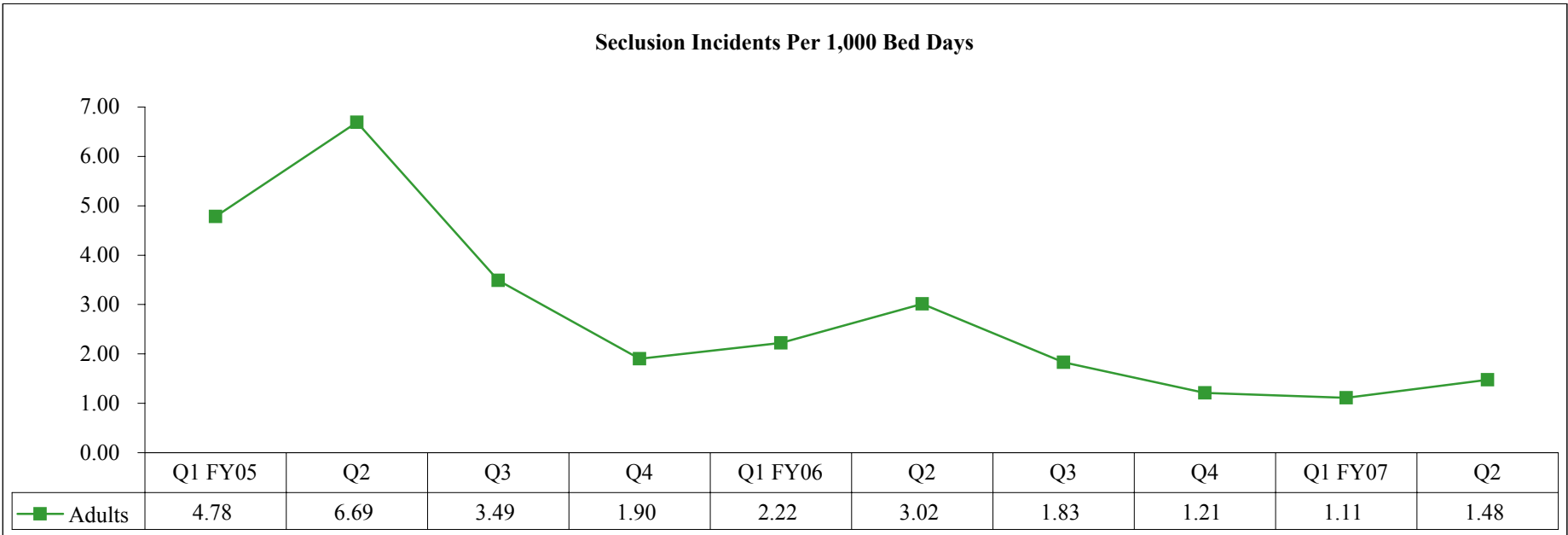
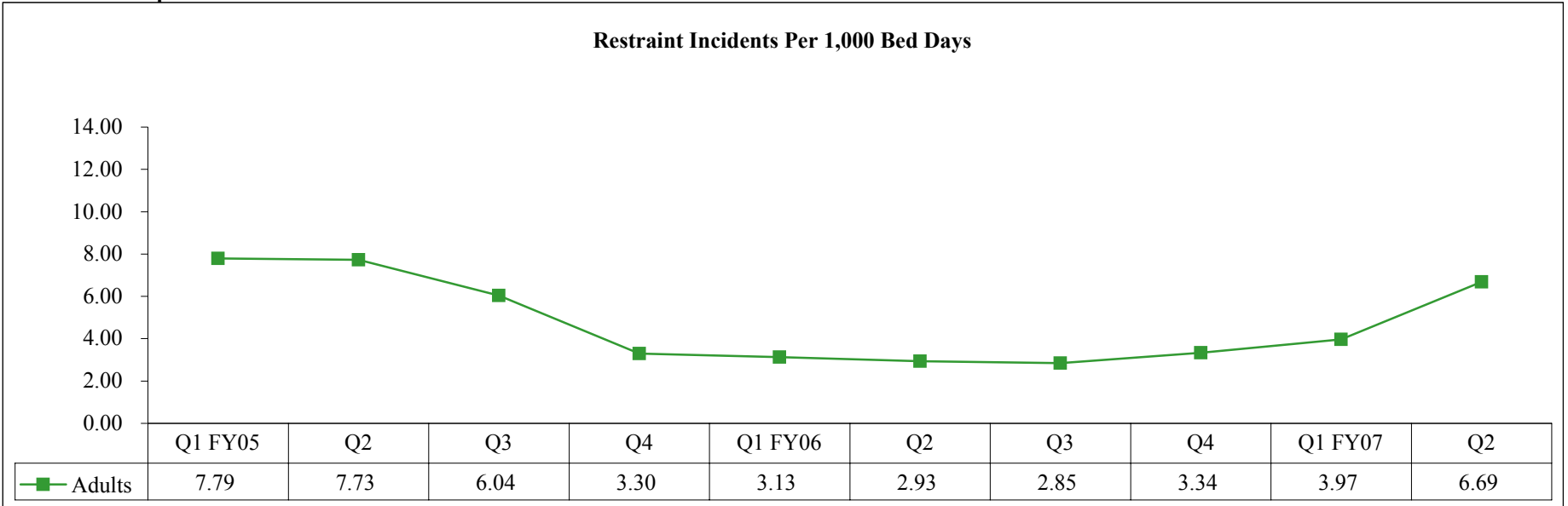
**Objective 3B - Maintain Restraint and Seclusion Data**

**Rio Grande State Center**



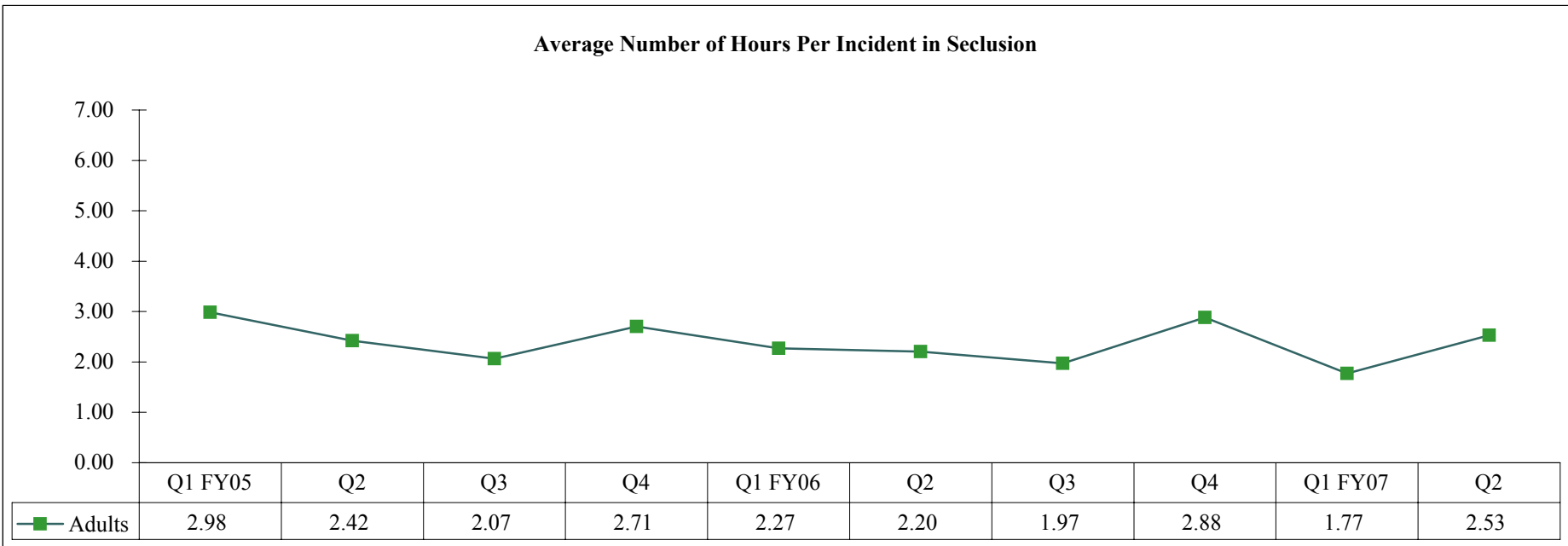
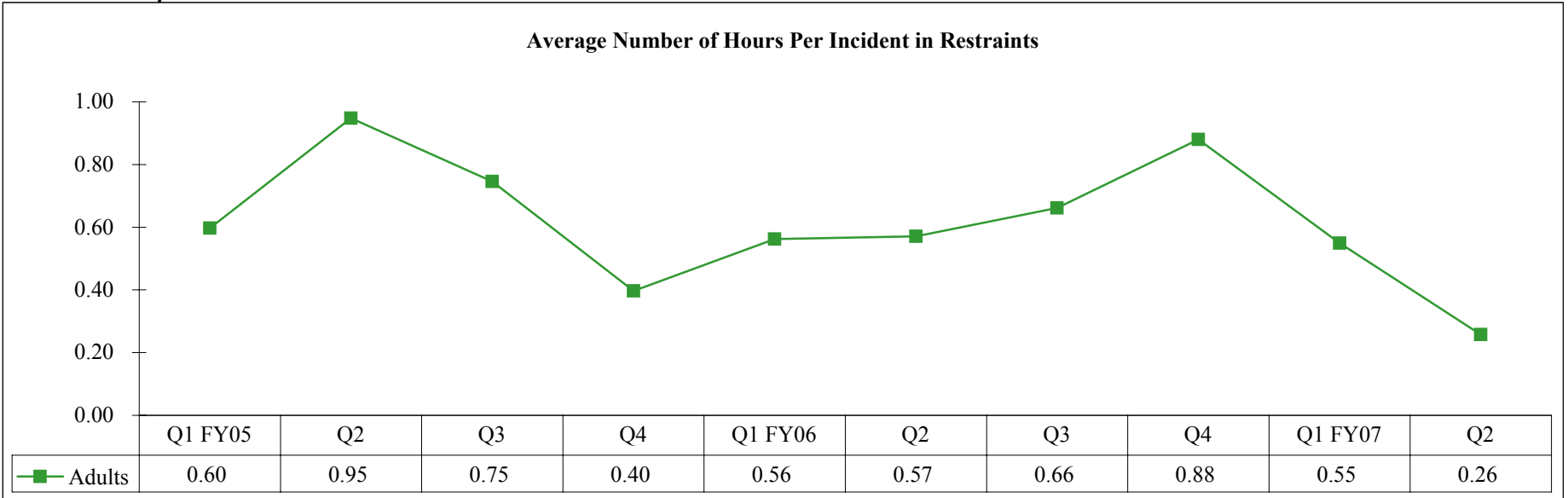
Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**  
**Rusk State Hospital**



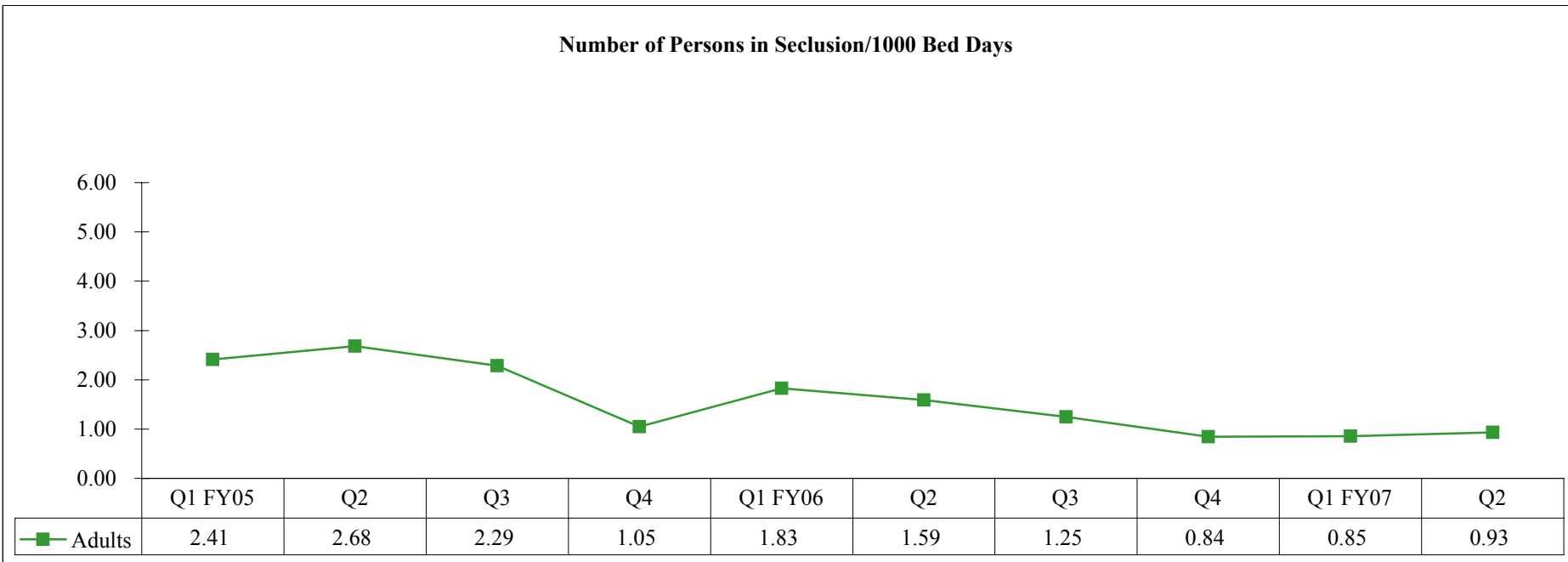
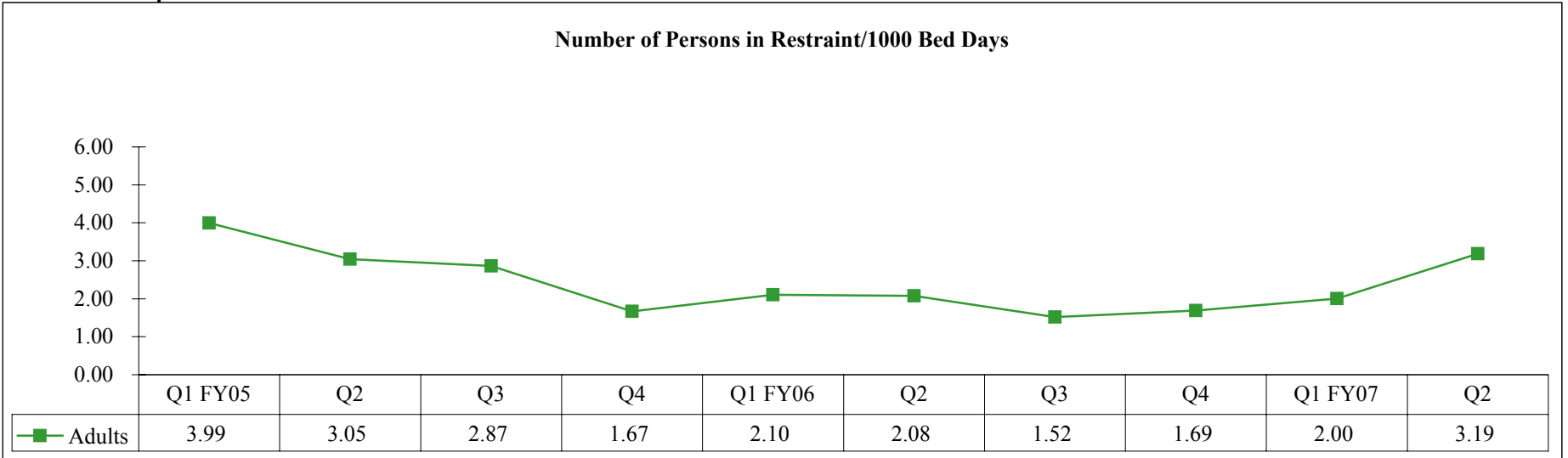
Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
 Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**  
**Rusk State Hospital**

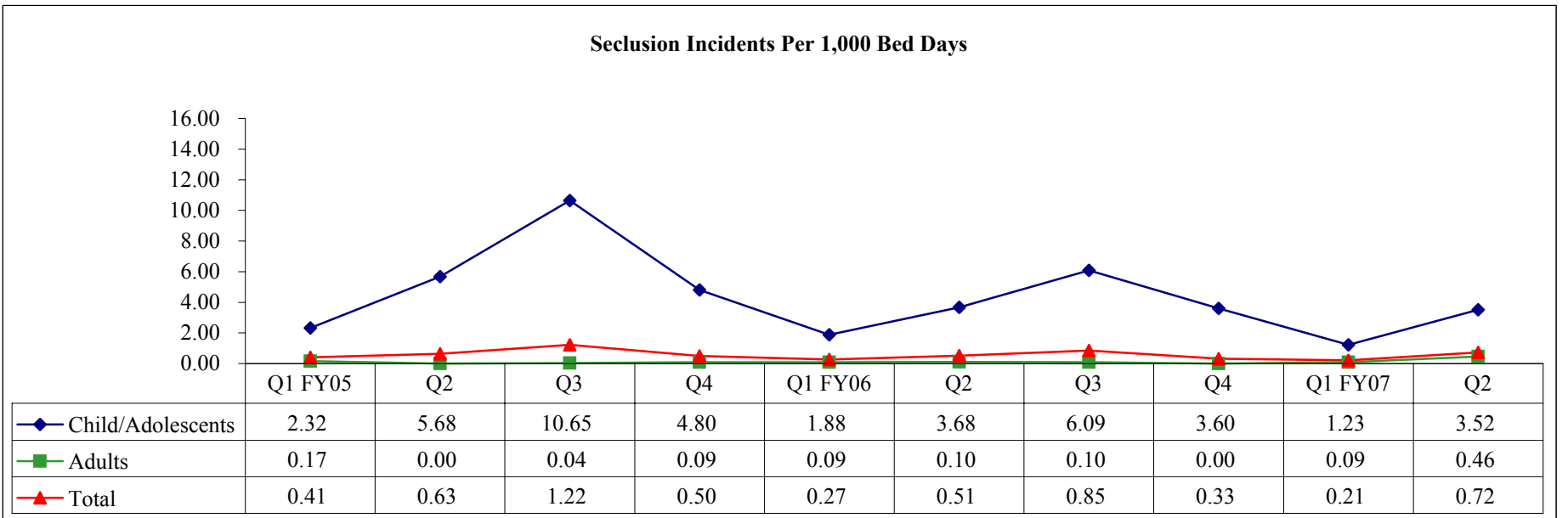
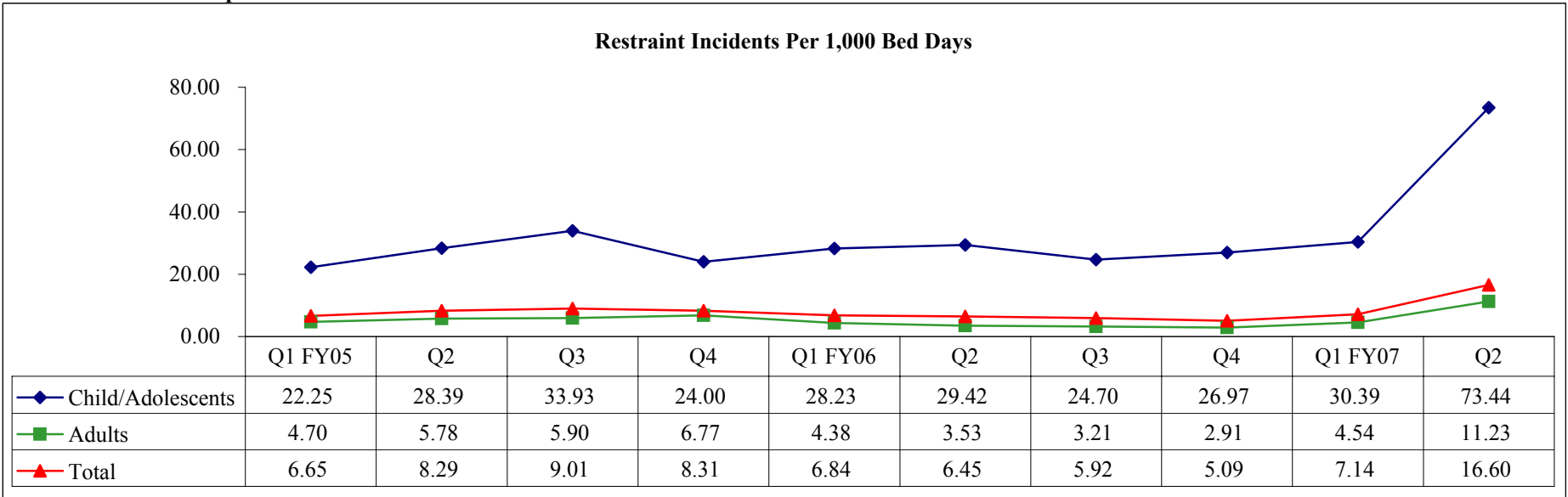




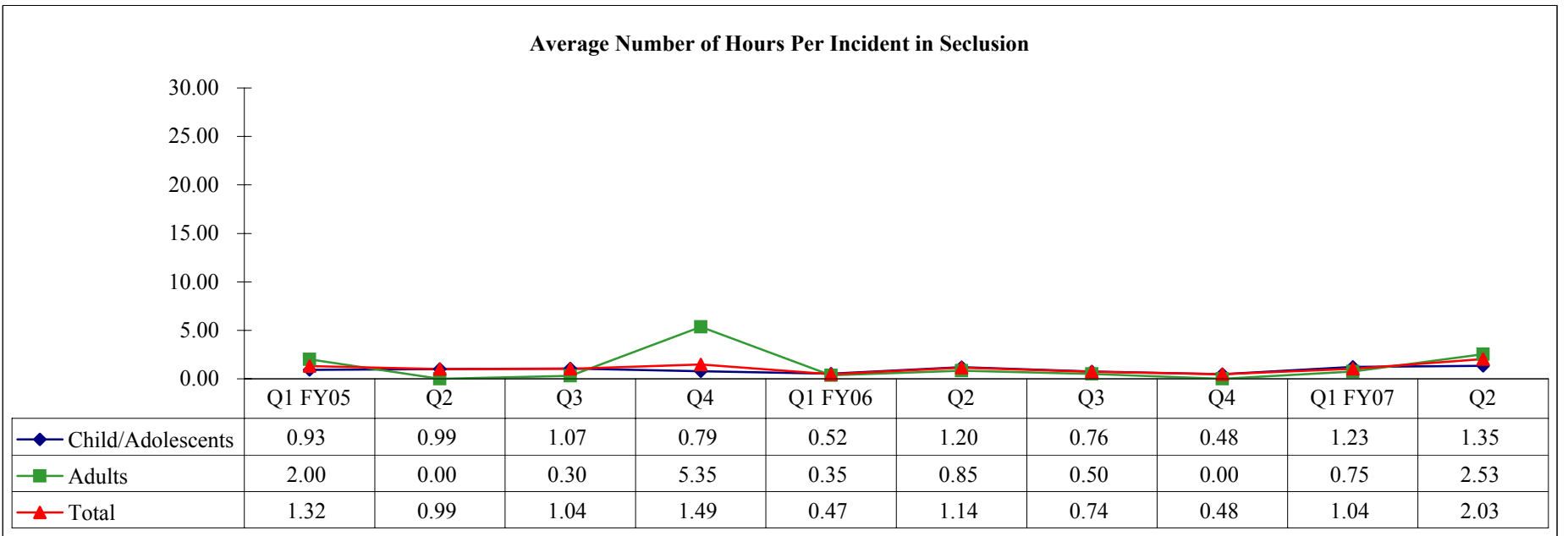
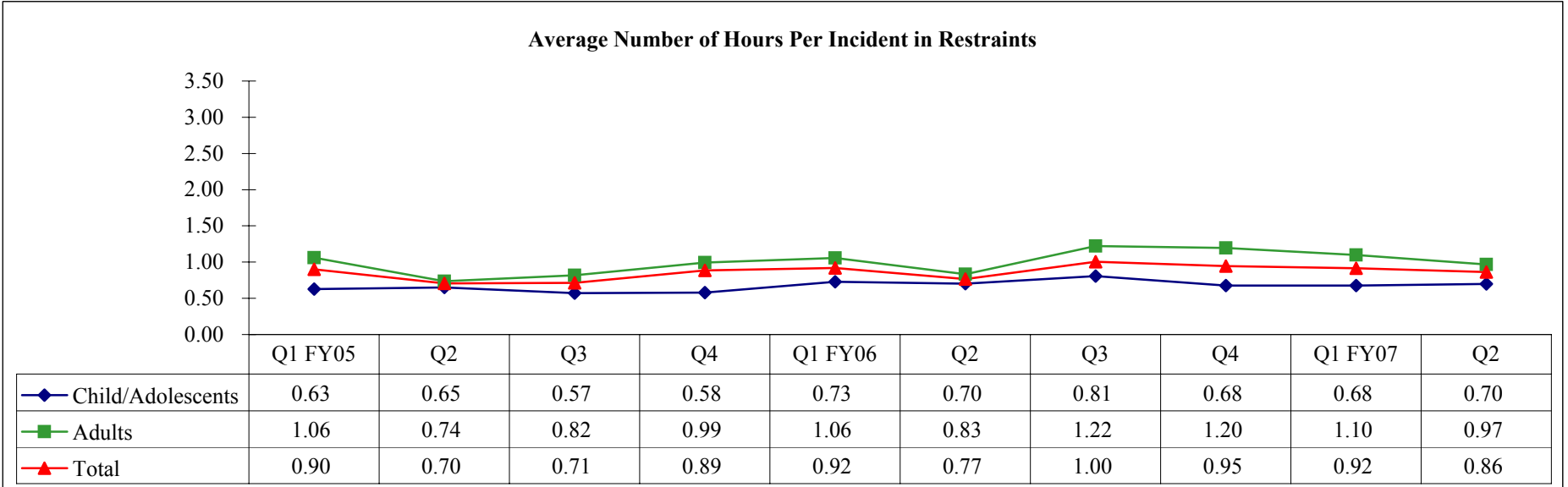
**Objective 3B - Maintain Restraint and Seclusion Data**  
**Rusk State Hospital**



**Objective 3B - Maintain Restraint and Seclusion Data**  
**San Antonio State Hospital**

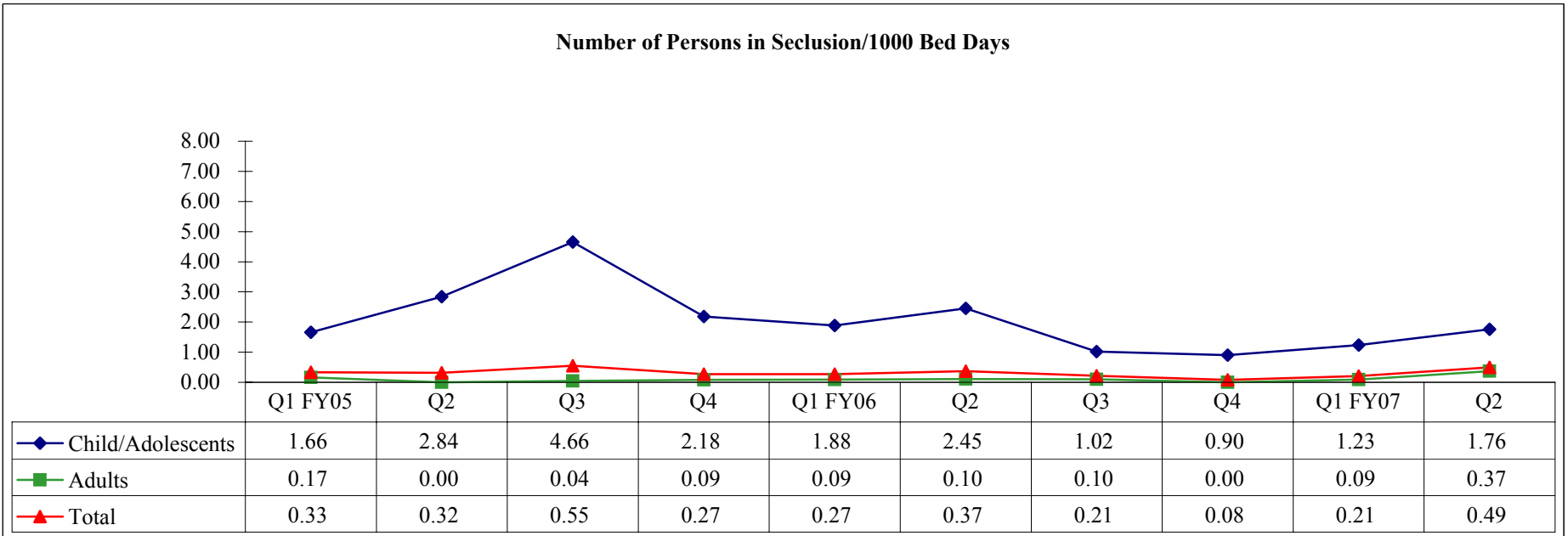
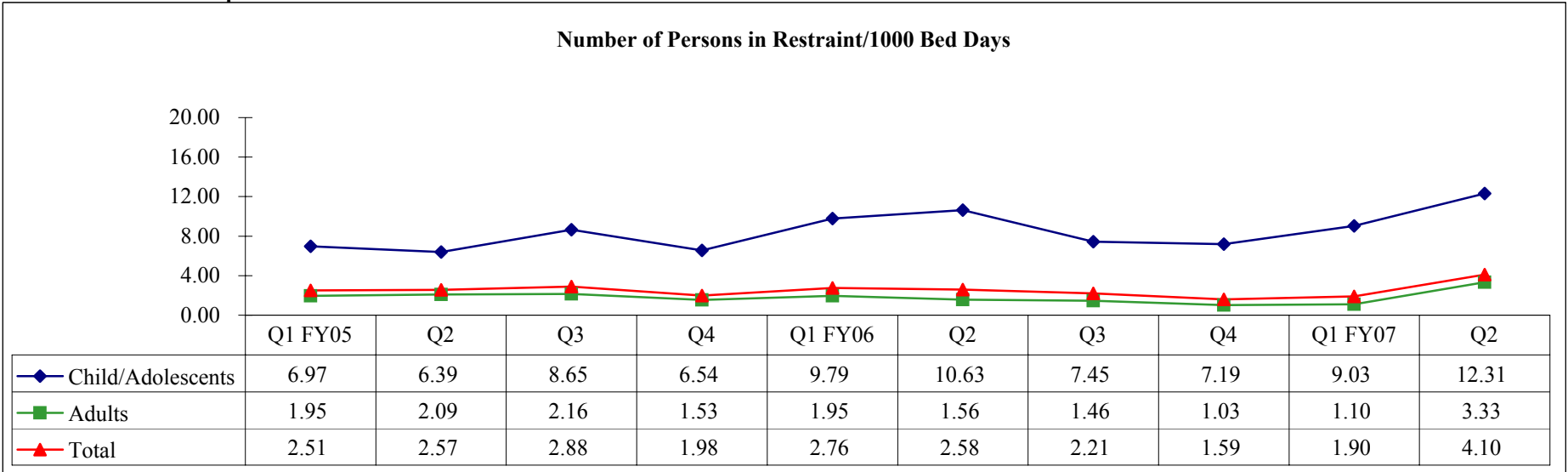


**Objective 3B - Maintain Restraint and Seclusion Data**  
**San Antonio State Hospital**

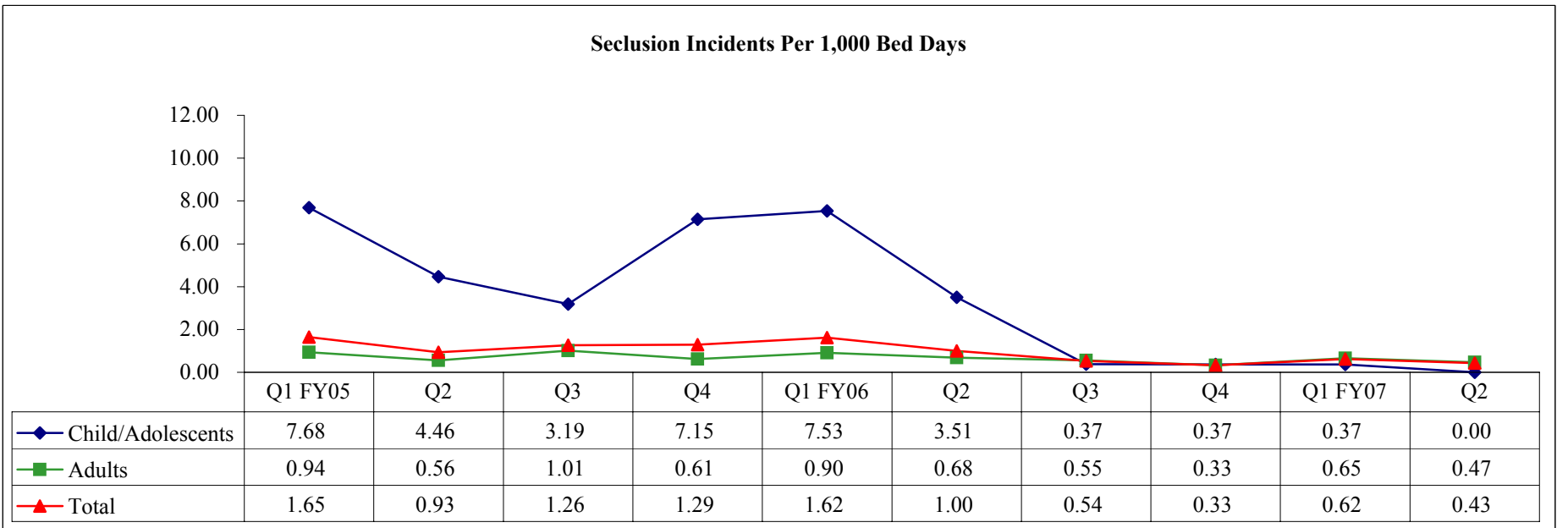
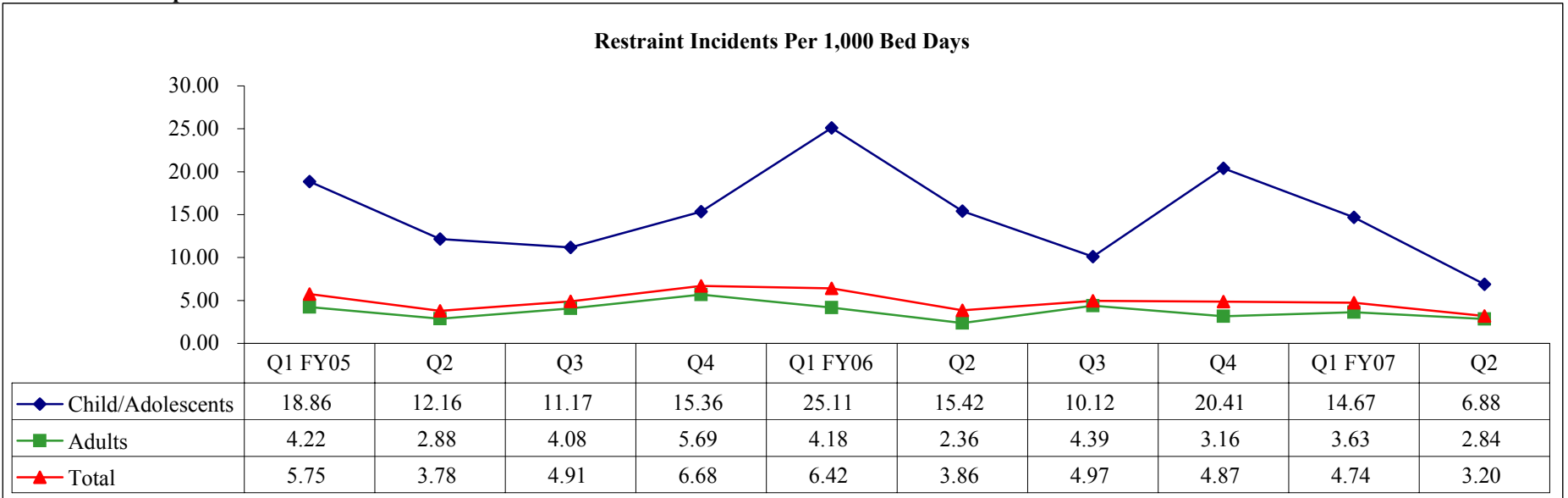


Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
 Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**  
**San Antonio State Hospital**

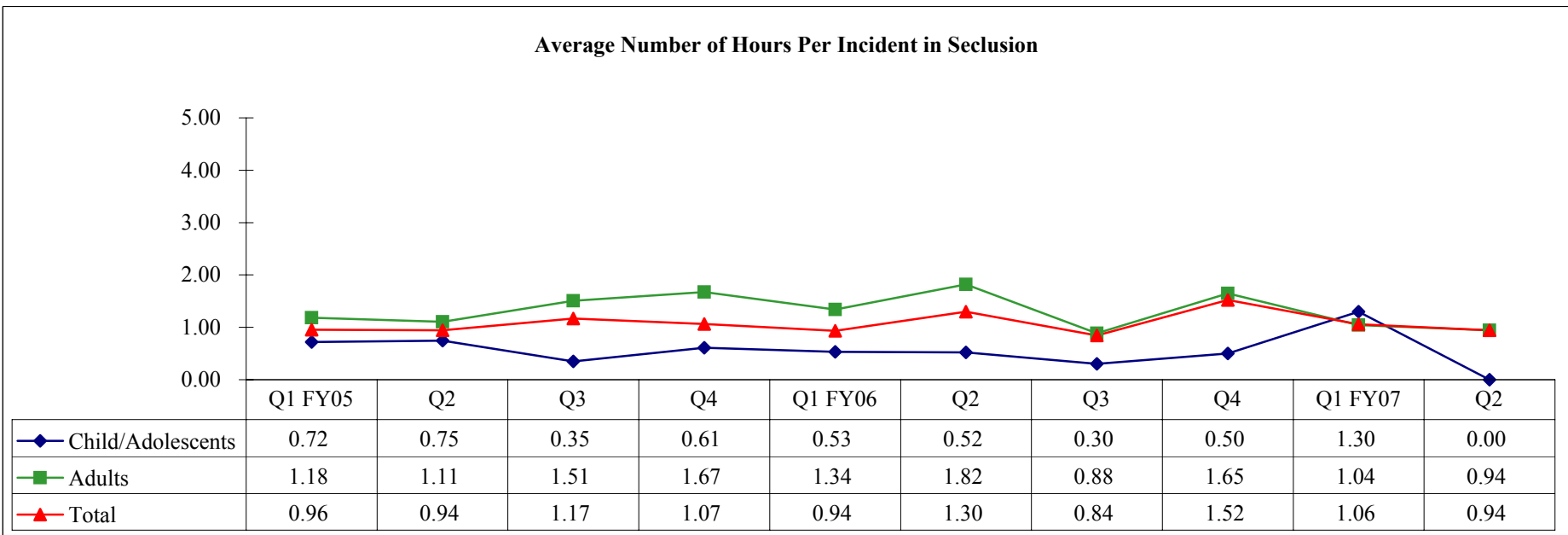
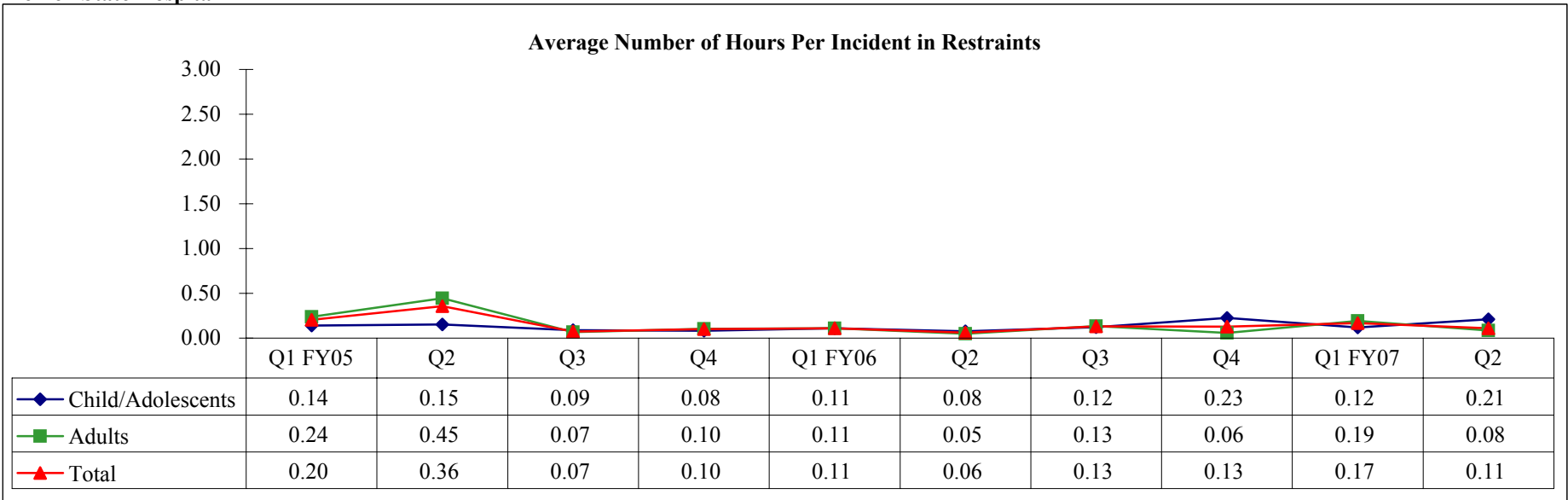


**Objective 3B - Maintain Restraint and Seclusion Data**  
**Terrell State Hospital**



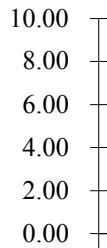
Source: Unduplicated Client Days by Unit-Hospital/Center (HC022175/85);  
 Access Database

**Objective 3B - Maintain Restraint and Seclusion Data**  
**Terrell State Hospital**



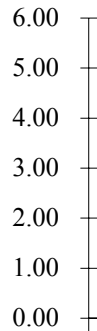
**Objective 3B - Maintain Restraint and Seclusion Data**  
**Terrell State Hospital**

**Number of Persons in Restraint/1000 Bed Days**



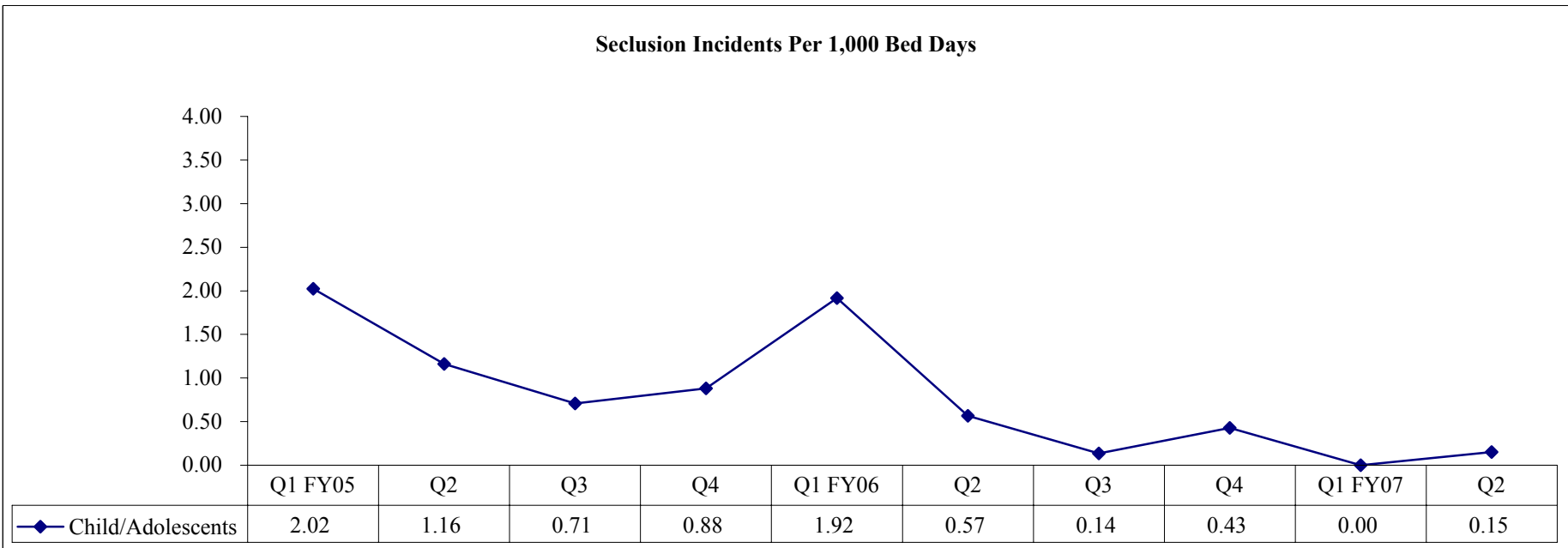
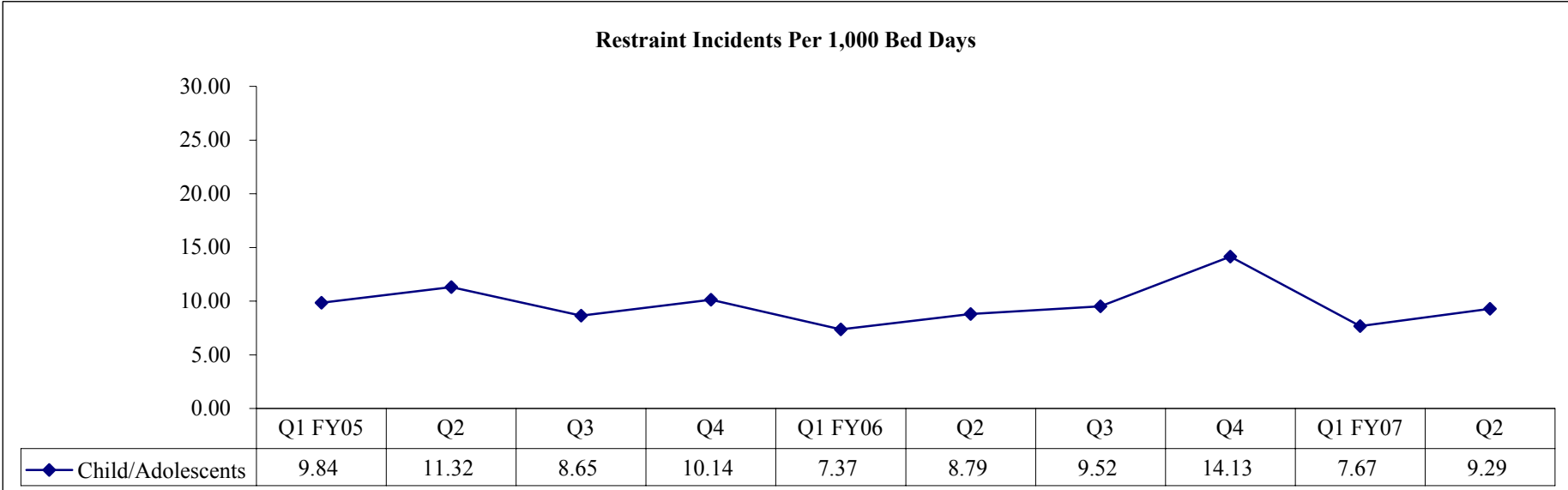
	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
◆ Child/Adolescents	5.24	4.86	4.15	4.29	7.17	6.66	4.50	5.94	6.97	3.64
■ Adults	2.29	2.11	2.40	2.21	2.46	1.77	2.09	1.60	1.76	1.74
▲ Total	2.60	2.37	2.60	2.42	2.96	2.33	2.33	2.03	2.28	1.91

**Number of Persons in Seclusion/1000 Bed Days**



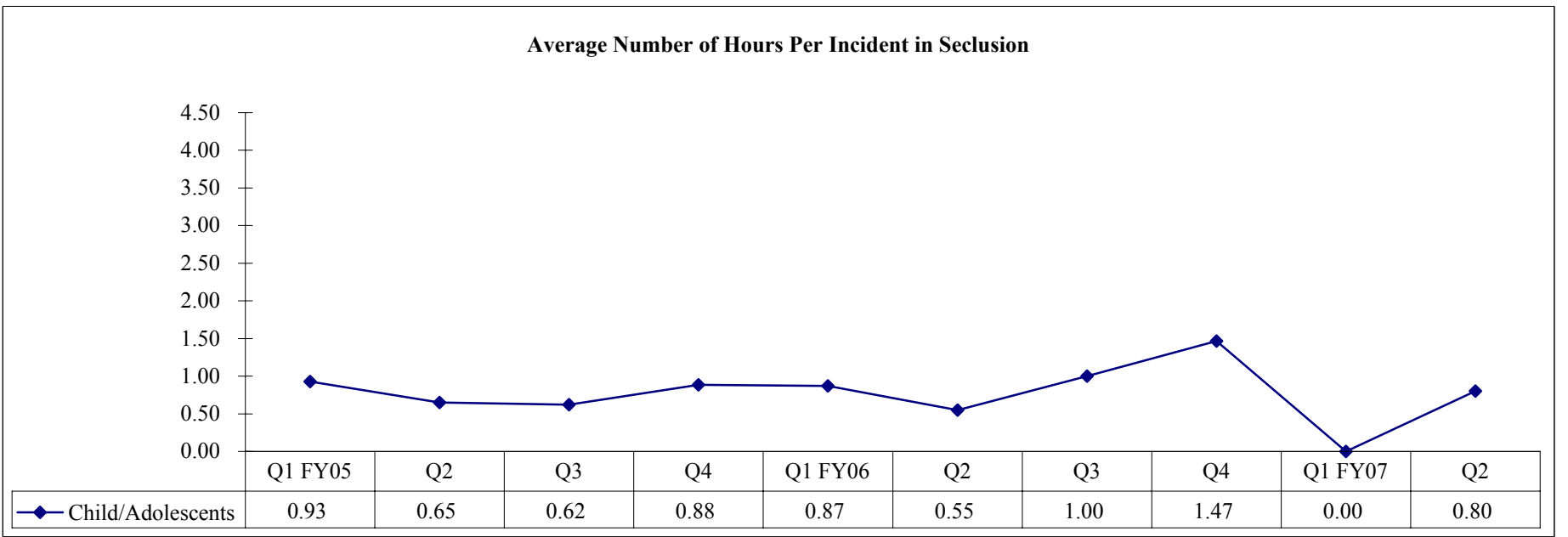
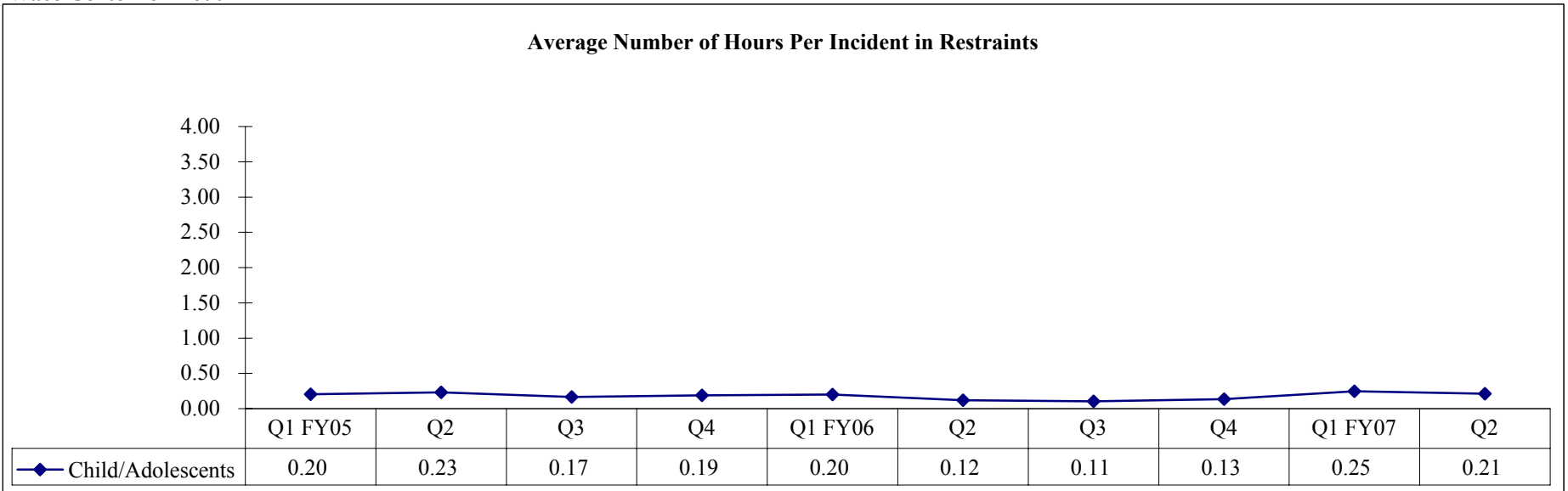
	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
◆ Child/Adolescents	3.14	2.03	1.92	3.22	3.59	3.15	0.37	0.37	0.37	0.00
■ Adults	0.57	0.39	0.67	0.49	0.52	0.45	0.34	0.25	0.41	0.36
▲ Total	0.84	0.54	0.82	0.77	0.85	0.76	0.34	0.26	0.40	0.32

**Objective 3B - Maintain Restraint and Seclusion Data  
Waco Center for Youth**

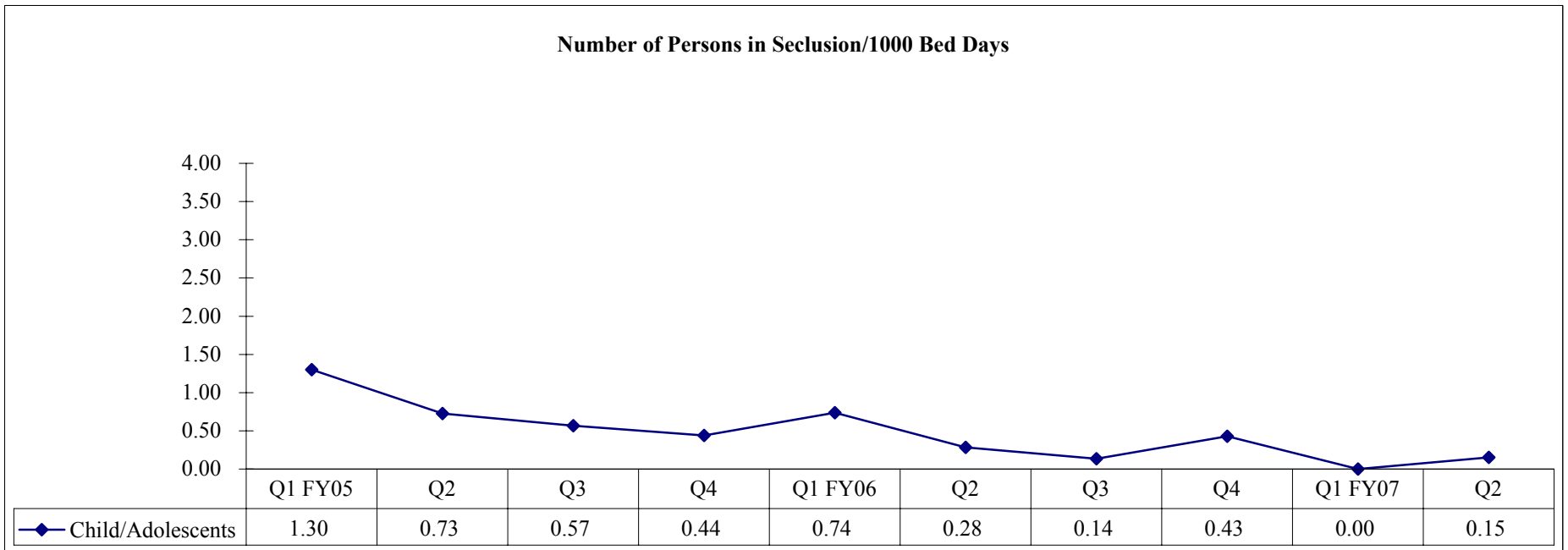
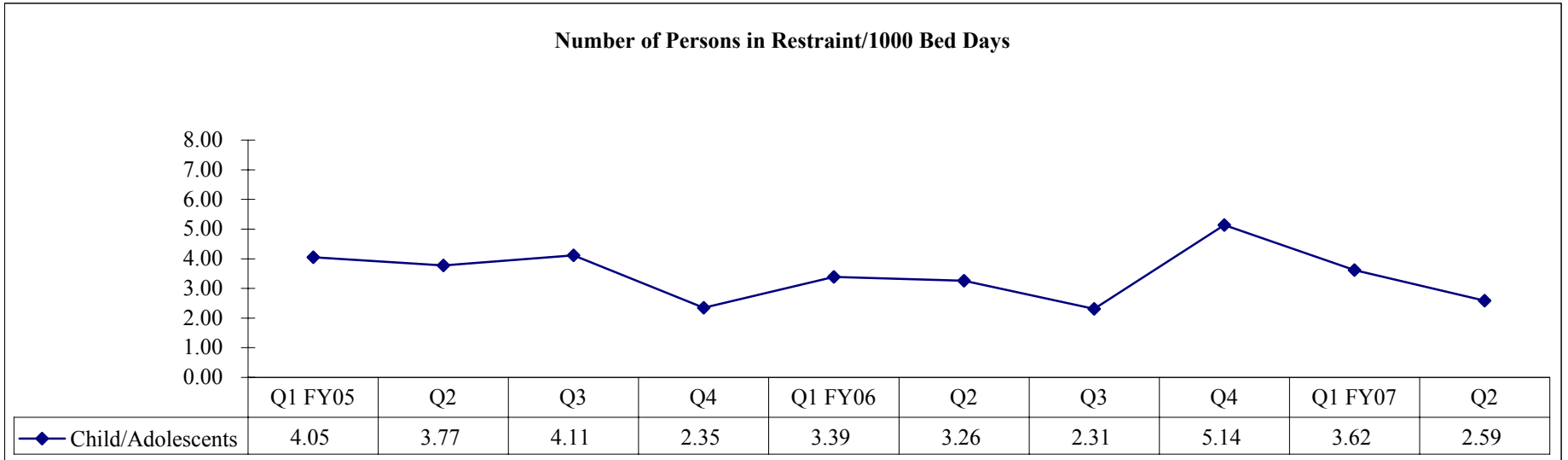




**Objective 3B - Maintain Restraint and Seclusion Data  
Waco Center for Youth**



**Objective 3B - Maintain Restraint and Seclusion Data  
Waco Center for Youth**



**Performance Objective 3C:**

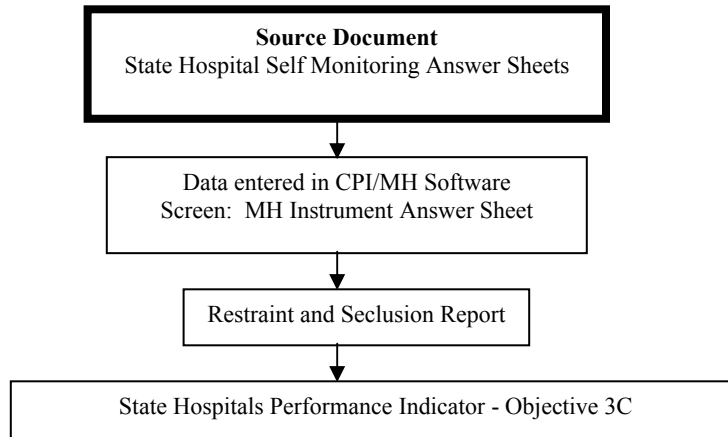
**The Behavioral Restraint and Seclusion Monitoring Instrument will be utilized to assure the correct implementation of restraint and seclusion when it is necessary to utilize these procedures.**

**Performance Objective Operational Definition:** Score from the CPI Restraint and Seclusion Monitoring instrument.

**Performance Objective Formula:** According to the CPI Restraint and Seclusion Monitoring instrument  $[(\text{yes} + \text{no with}) / (\text{yes} + \text{no with} + \text{no}) \times 100]$ .

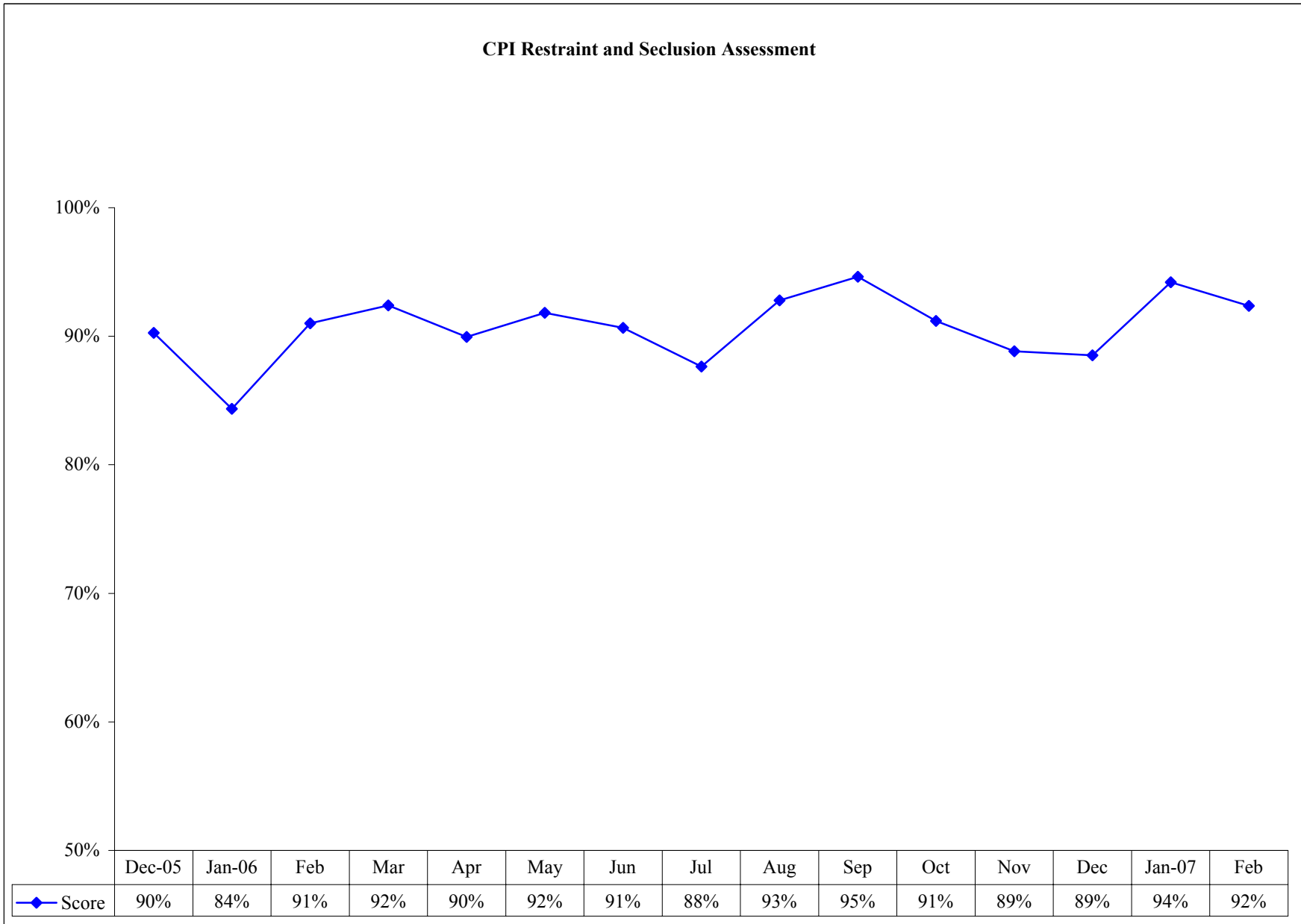
**Performance Objective Data Display and Chart Description:**  
Chart with monthly data points of state hospital scores.

**Data Flow:**

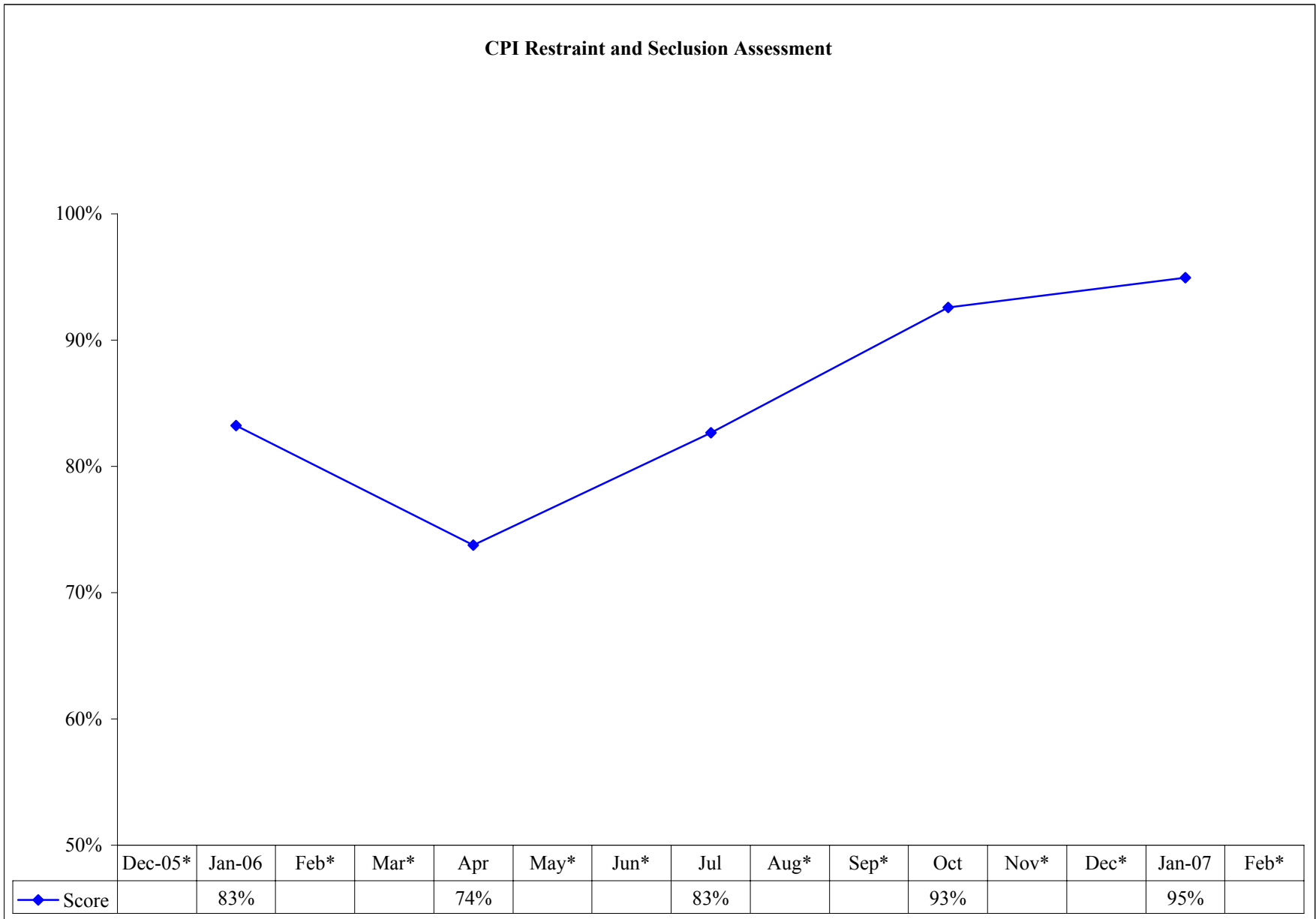


**Data Integrity Review Process:** (This process ensures the accuracy of data entered into the CPI software from the CPI answer sheets).

**Objective 3C - Behavioral Restraint and Seclusion Assessment**  
**All State Hospitals**

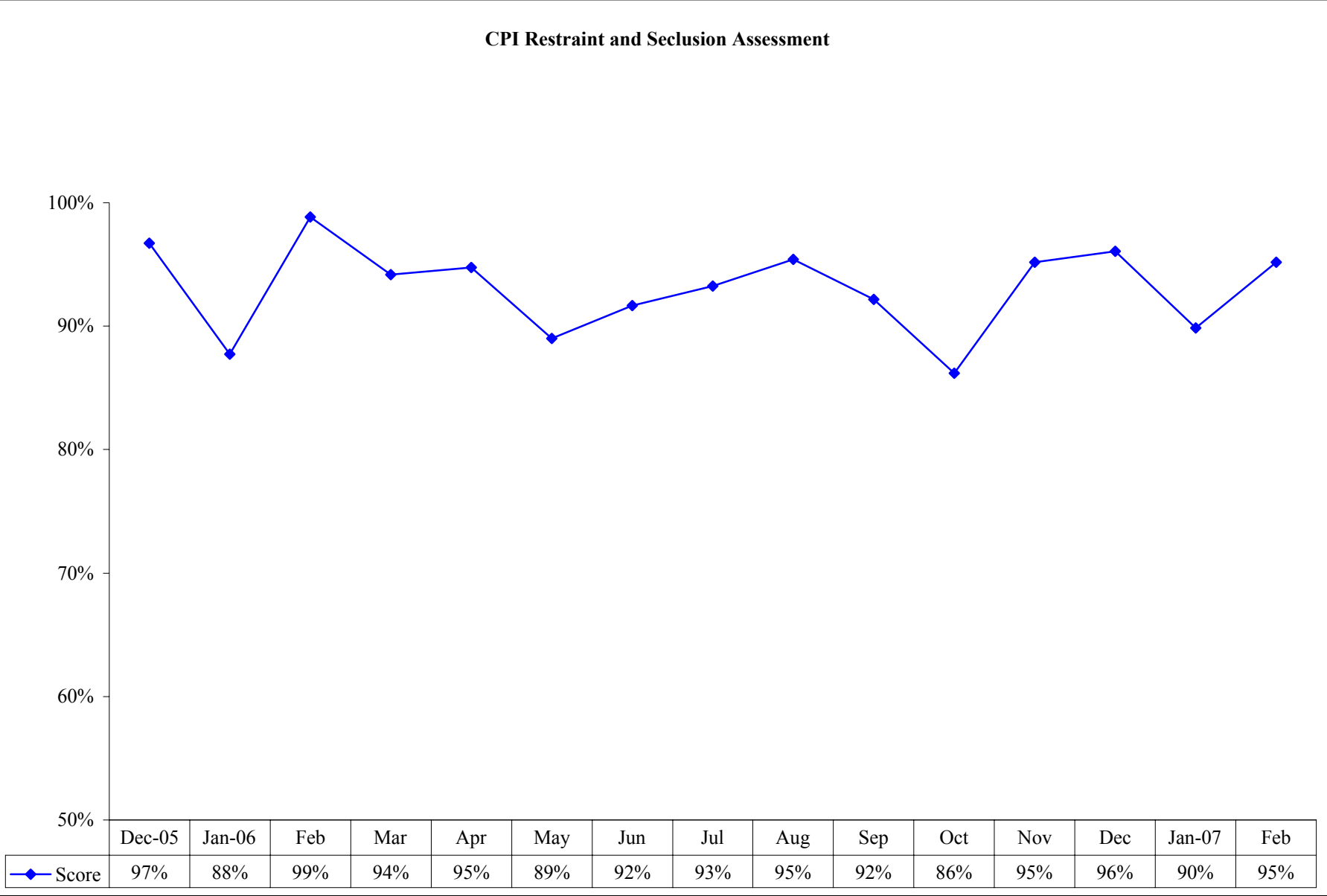


**Objective 3C - Behavioral Restraint and Seclusion Assessment  
Austin State Hospital**



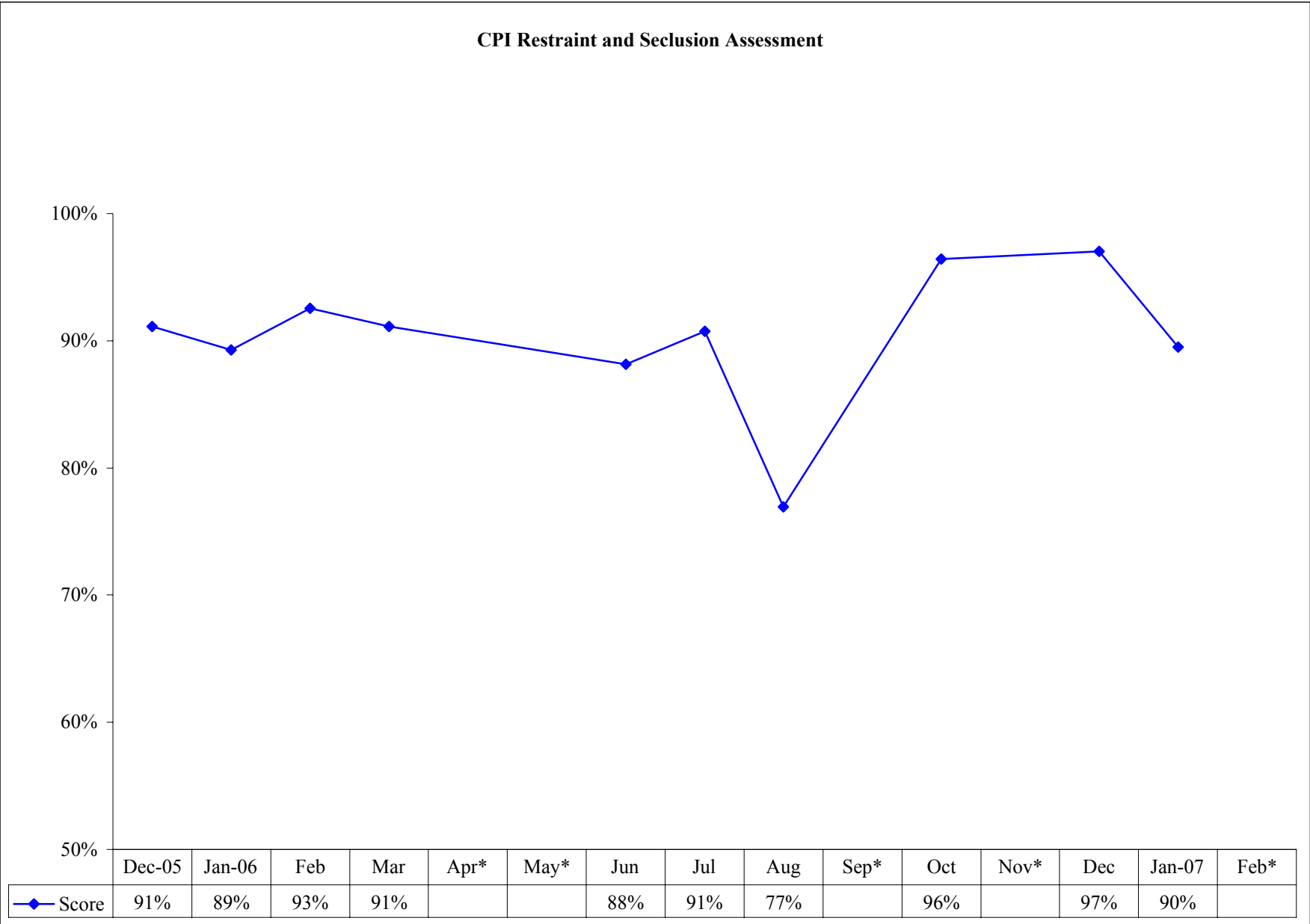
\*No scores reported to HMDS.

**Objective 3C - Behavioral Restraint and Seclusion Assessment**  
**Big Spring State Hospital**

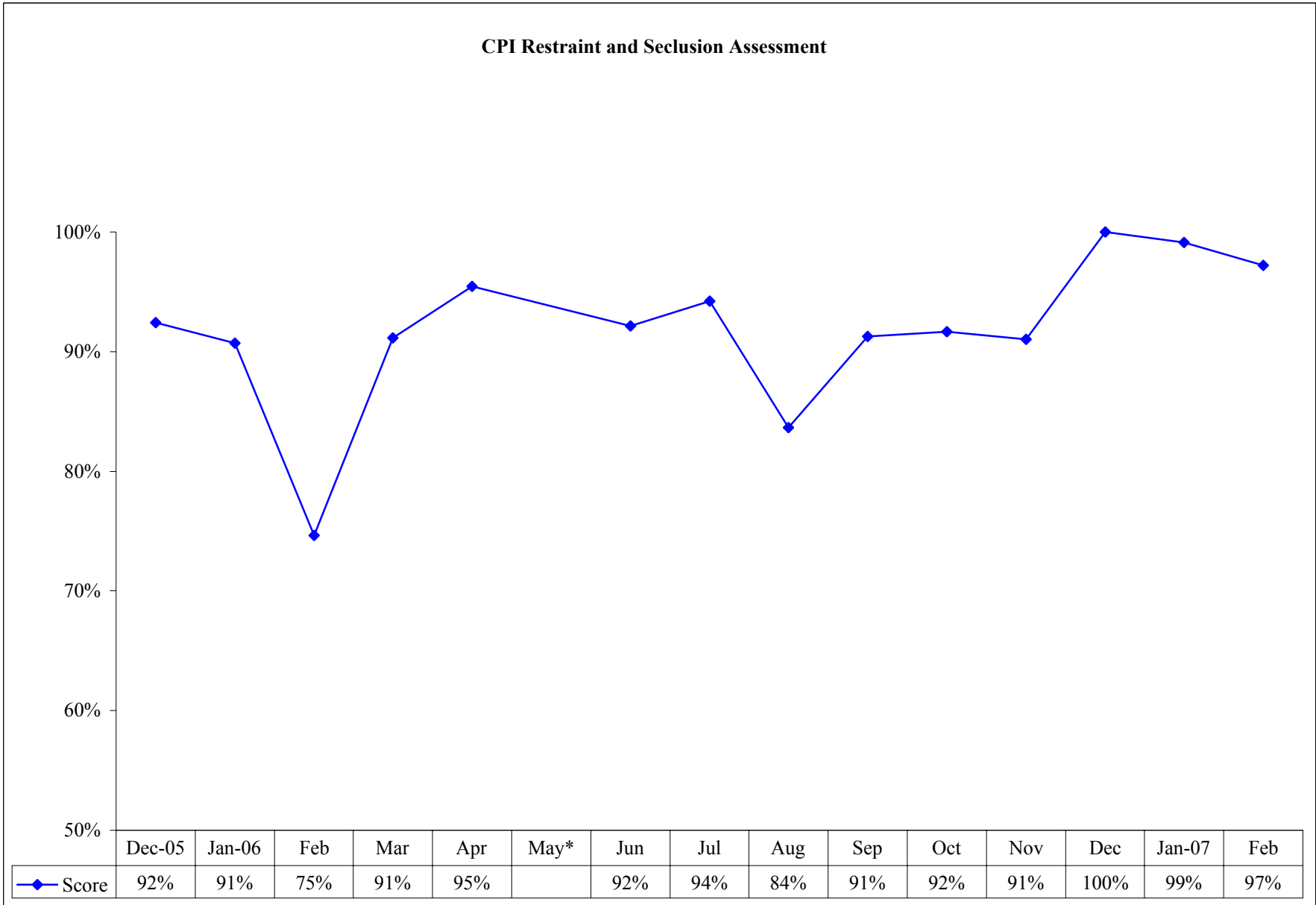


\*No scores reported to HMDS.

**Objective 3C - Behavioral Restraint and Seclusion Assessment**  
**El Paso Psychiatric Center**



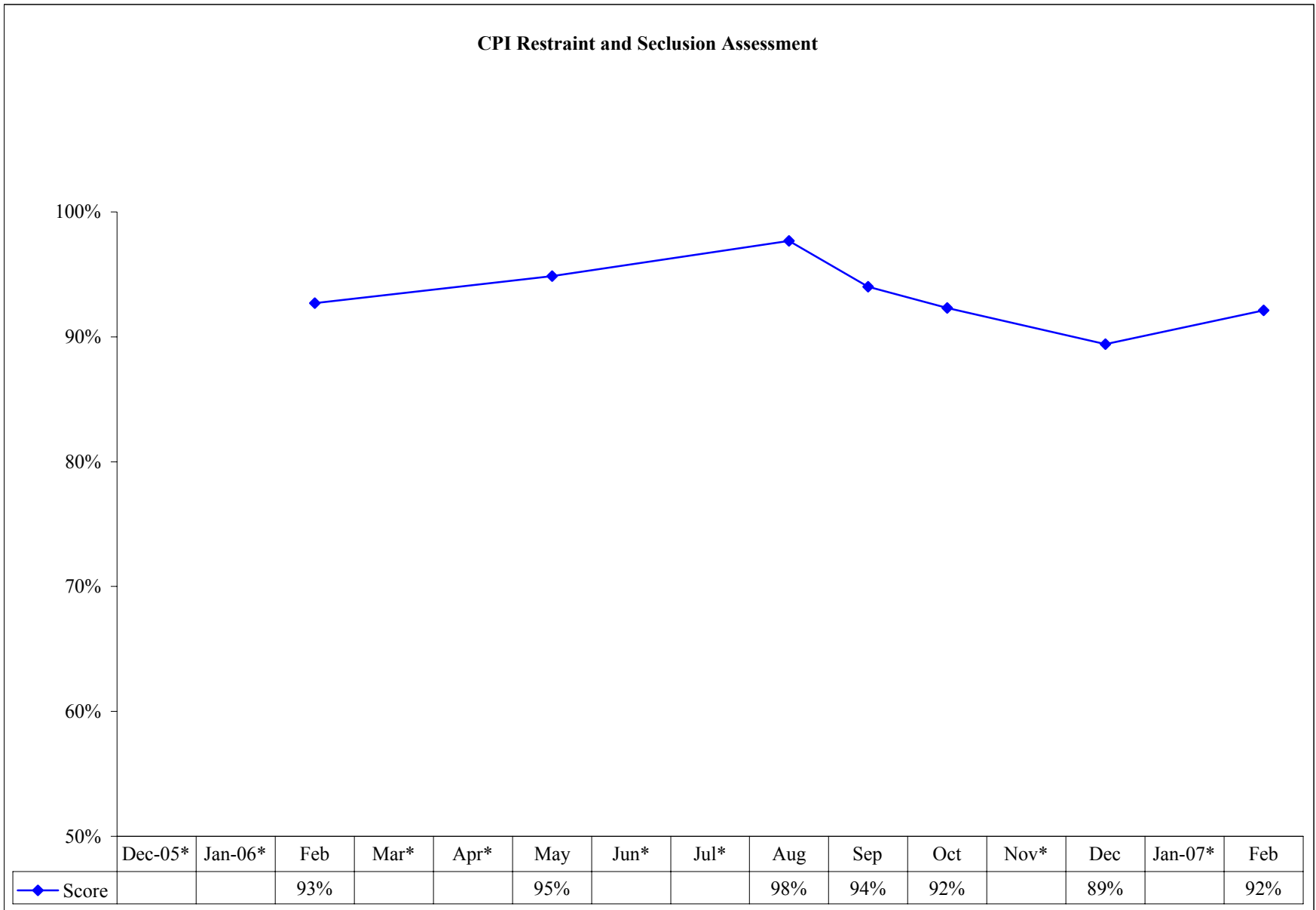
**Objective 3C - Behavioral Restraint and Seclusion Assessment  
Kerrville State Hospital**



\*No scores reported to HMDS.

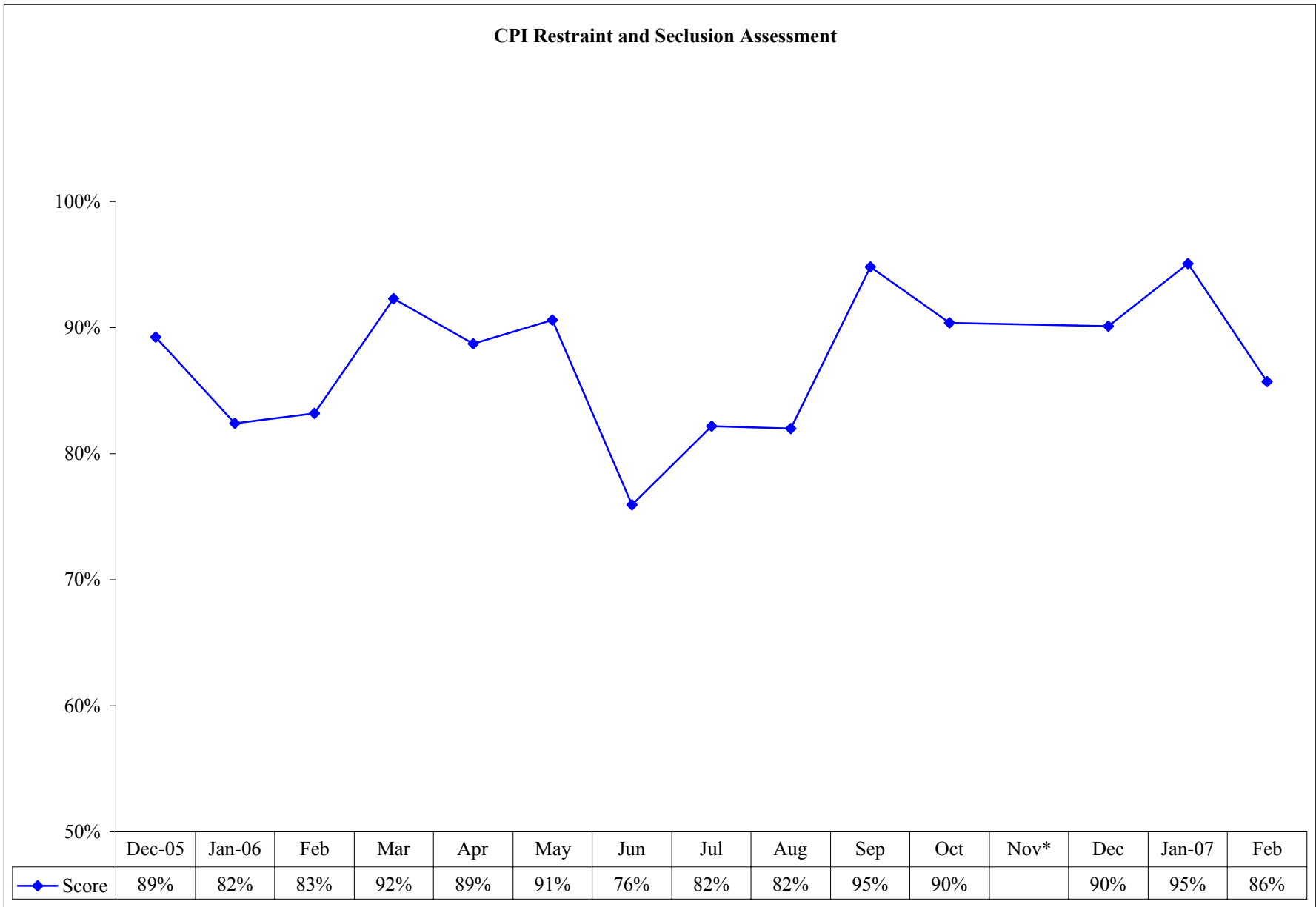


**Objective 3C - Behavioral Restraint and Seclusion Assessment**  
**North Texas State Hospital**



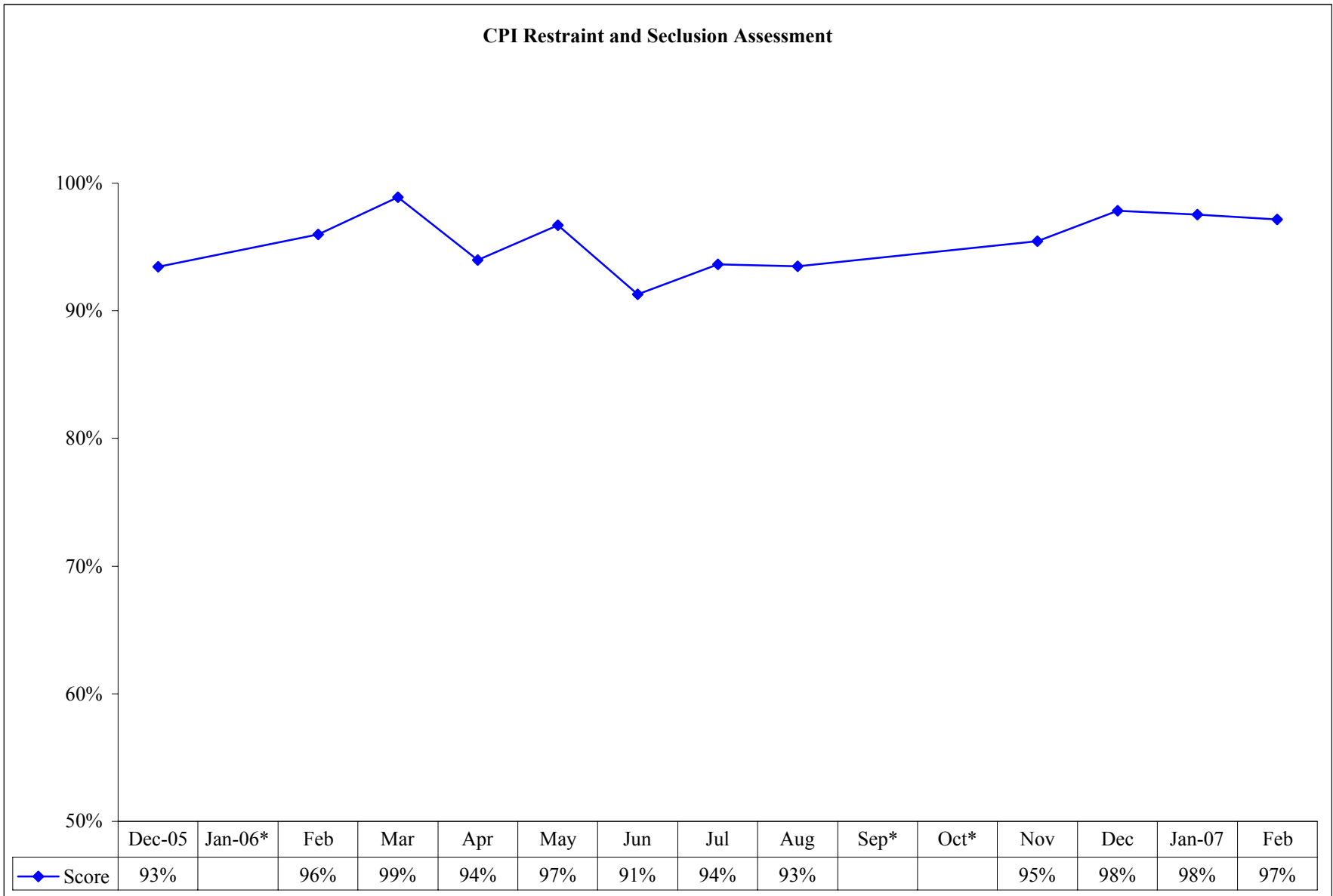
\*No scores reported to HMDS.

**Objective 3C - Behavioral Restraint and Seclusion Assessment  
Rio Grande State Center**



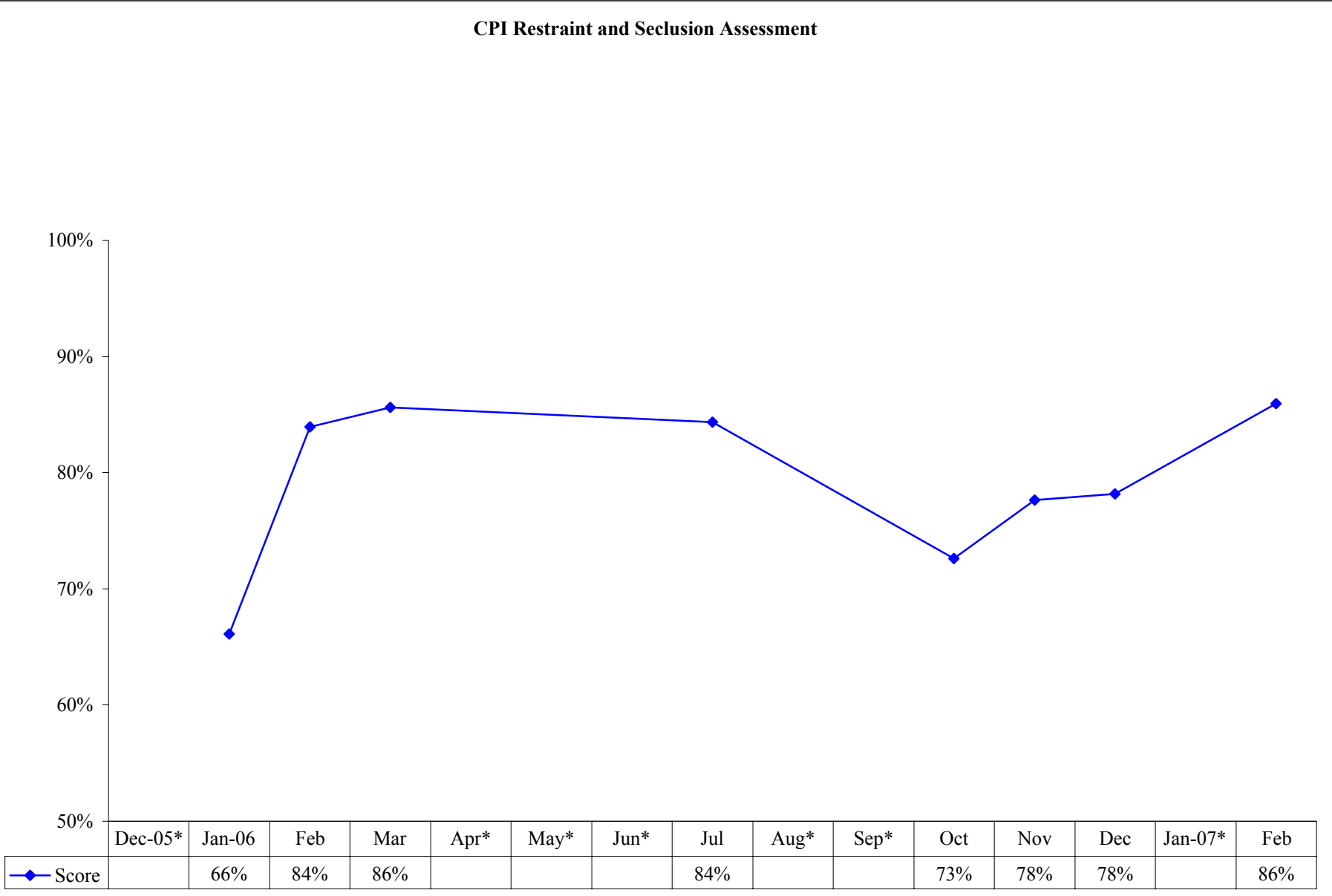
\*No scores reported to HMDS.

**Objective 3C - Behavioral Restraint and Seclusion Assessment**  
**Rusk State Hospital**



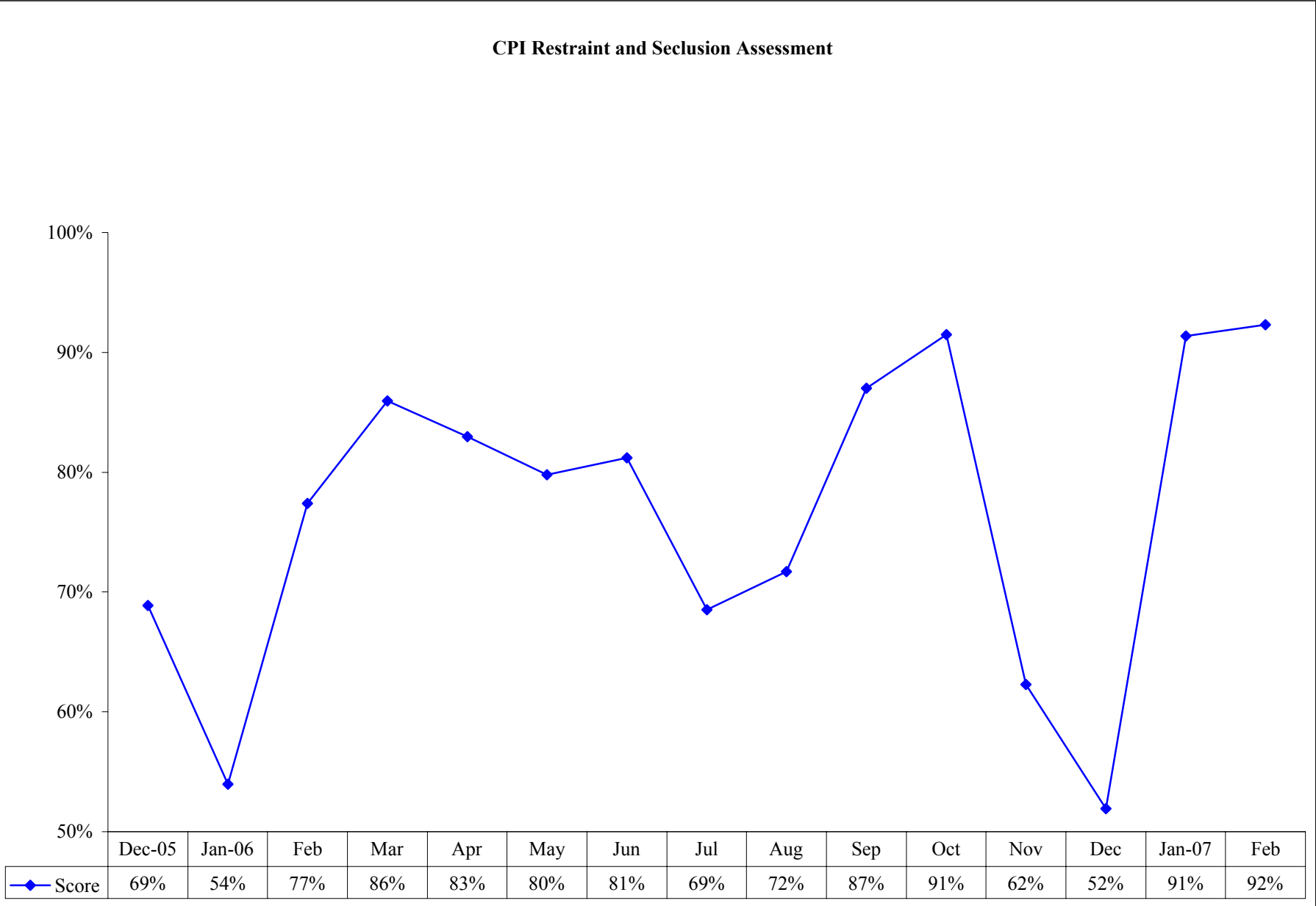
\*No scores reported to HMDS.

**Objective 3C - Behavioral Restraint and Seclusion Assessment  
San Antonio State Hospital**

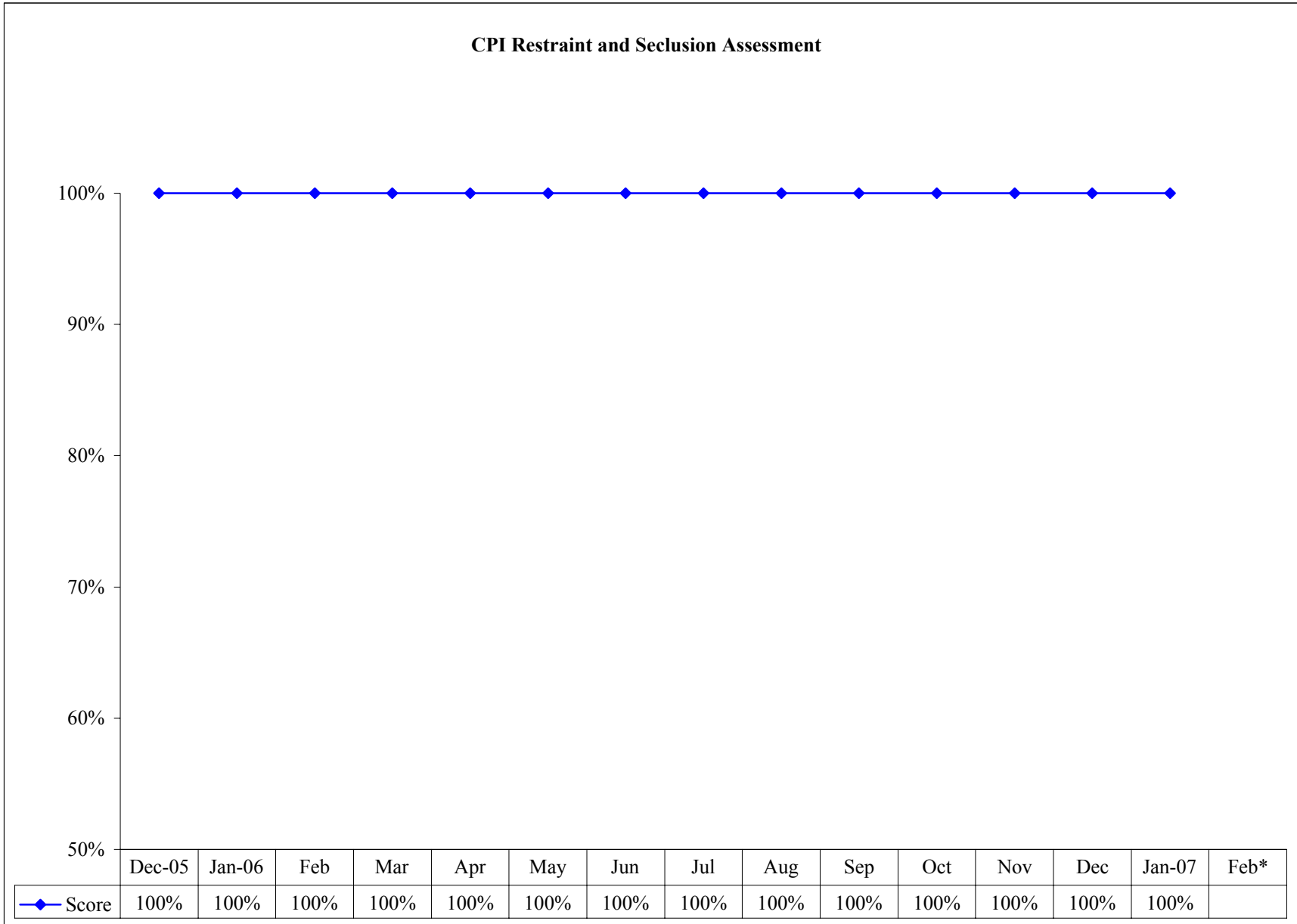


\*No scores reported to HMDS.

**Objective 3C - Behavioral Restraint and Seclusion Assessment  
Terrell State Hospital**



**Objective 3C - Behavioral Restraint and Seclusion Assessment  
Waco Center for Youth**



\*No scores reported to HMDS.

**Performance Objective 3E:**

**Patients will be treated in accordance with TIMA guidelines as measured by:**

- 1. Assignment of the appropriate algorithm as measured by matching diagnosis to algorithm at the time of discharge.**
- 2. Use of TIMA rating scales as measured by percent of patients with scores from 2 or more different dates.**

**Performance Objective Operational Definition:** Total of patients with episodes that are tracked by the Texas Implementation of Medication Algorithm (TIMA). The last diagnosis entered into CWS is the diagnosis that will be compared to the TIMA algorithm/stage documented on the Physicians Discharge Order/Note.

**Performance Objective Formula:  $R = (N/D)$**

R = rate of patients that are tracked by TIMA

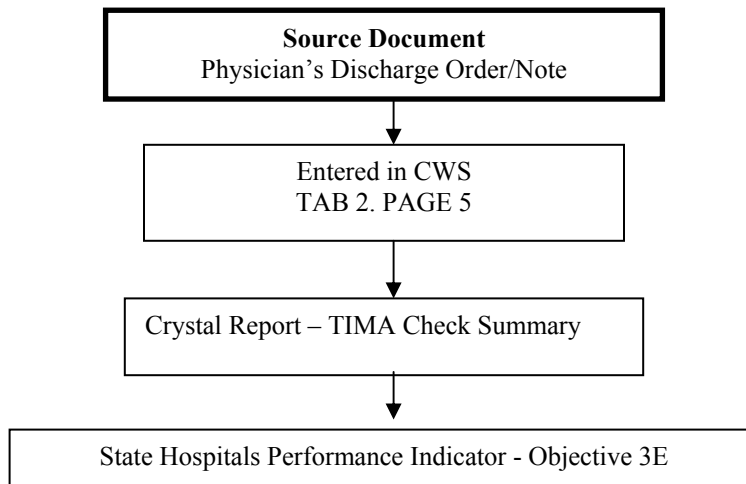
N = patients with episodes that are tracked by TIMA

D = patients with episodes that should be tracked by TIMA

**Performance Objective Data Display and Chart Description:**

- ◆ Table shows the percent of patients with episodes that are tracked by TIMA for individual state hospitals.
- ◆ Chart with monthly data points of percent of patients with episodes that are tracked by TIMA, number of patients with episodes that should be tracked and number of patients with episodes that are tracked for individual state hospitals and system-wide.

**Data Flow:**



**Data Integrity Review Process:**

Monitoring Method	Desk and Record Review of applicable TIMA data
Monitoring Instrument/Tool	TIMA Details CWS Report and DIR Tally Sheet
Description of Review Process	Compare the TIMA algorithm and stage in the TIMA Details CWS Report to the corresponding information in the CWS Physician's Discharge Order/Note.
Facility and DIR Sample Size	In a given quarter, 30 randomly selected cases are reviewed.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When there is missing or incorrect data for the quarter reviewed.

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
All State Hospitals**

**Percent of Patients with Episodes that are Tracked by TIMA**

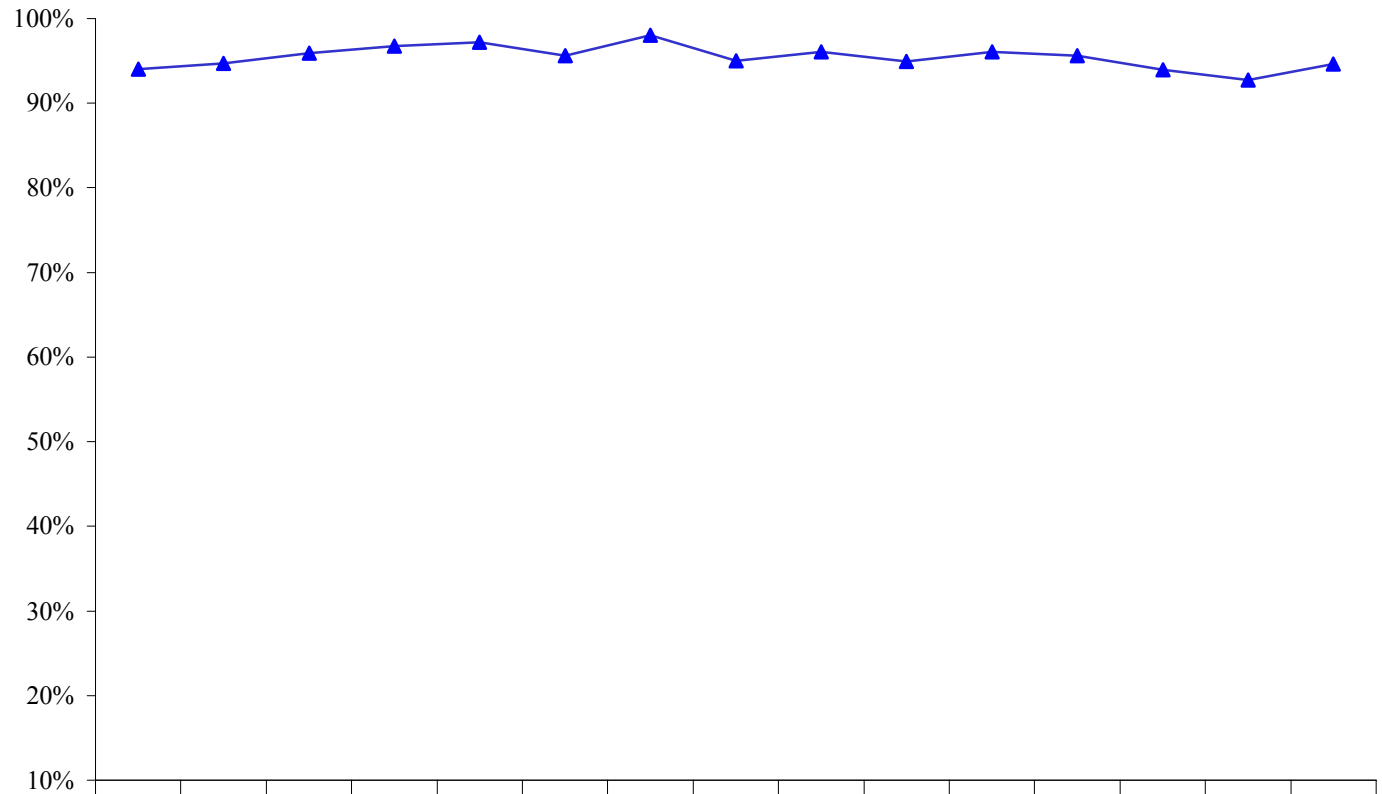
<b>Facility</b>	<b>Dec-05</b>	<b>Jan-06</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan-07</b>	<b>Feb</b>
<b>ASH</b>	93%	92%	97%	95%	96%	96%	97%	92%	95%	93%	94%	96%	94%	95%	95%
<b>BSSH</b>	99%	100%	100%	100%	97%	97%	100%	95%	95%	94%	95%	94%	77%	93%	93%
<b>EPPC</b>	86%	98%	84%	100%	100%	95%	99%	94%	97%	93%	97%	98%	92%	95%	100%
<b>KSH</b>	96%	100%	100%	100%	100%	97%	100%	100%	90%	93%	100%	100%	100%	82%	100%
<b>NTSH</b>	88%	90%	90%	92%	91%	84%	93%	88%	95%	98%	89%	90%	97%	90%	94%
<b>RGSC</b>	100%	96%	100%	94%	96%	96%	96%	100%	100%	100%	96%	96%	100%	97%	100%
<b>RSH</b>	86%	92%	94%	99%	100%	100%	100%	100%	99%	98%	99%	100%	100%	100%	100%
<b>SASH</b>	98%	99%	97%	98%	99%	99%	100%	97%	98%	94%	99%	96%	99%	98%	99%
<b>TSH</b>	98%	97%	99%	98%	98%	96%	99%	95%	94%	93%	97%	93%	88%	82%	84%
<b>All SH</b>	<b>94%</b>	<b>95%</b>	<b>96%</b>	<b>97%</b>	<b>97%</b>	<b>96%</b>	<b>98%</b>	<b>95%</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>	<b>96%</b>	<b>94%</b>	<b>93%</b>	<b>95%</b>

WCFY is exempted - There are no algorithm/scores for children at this time.



**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
All State Hospitals**

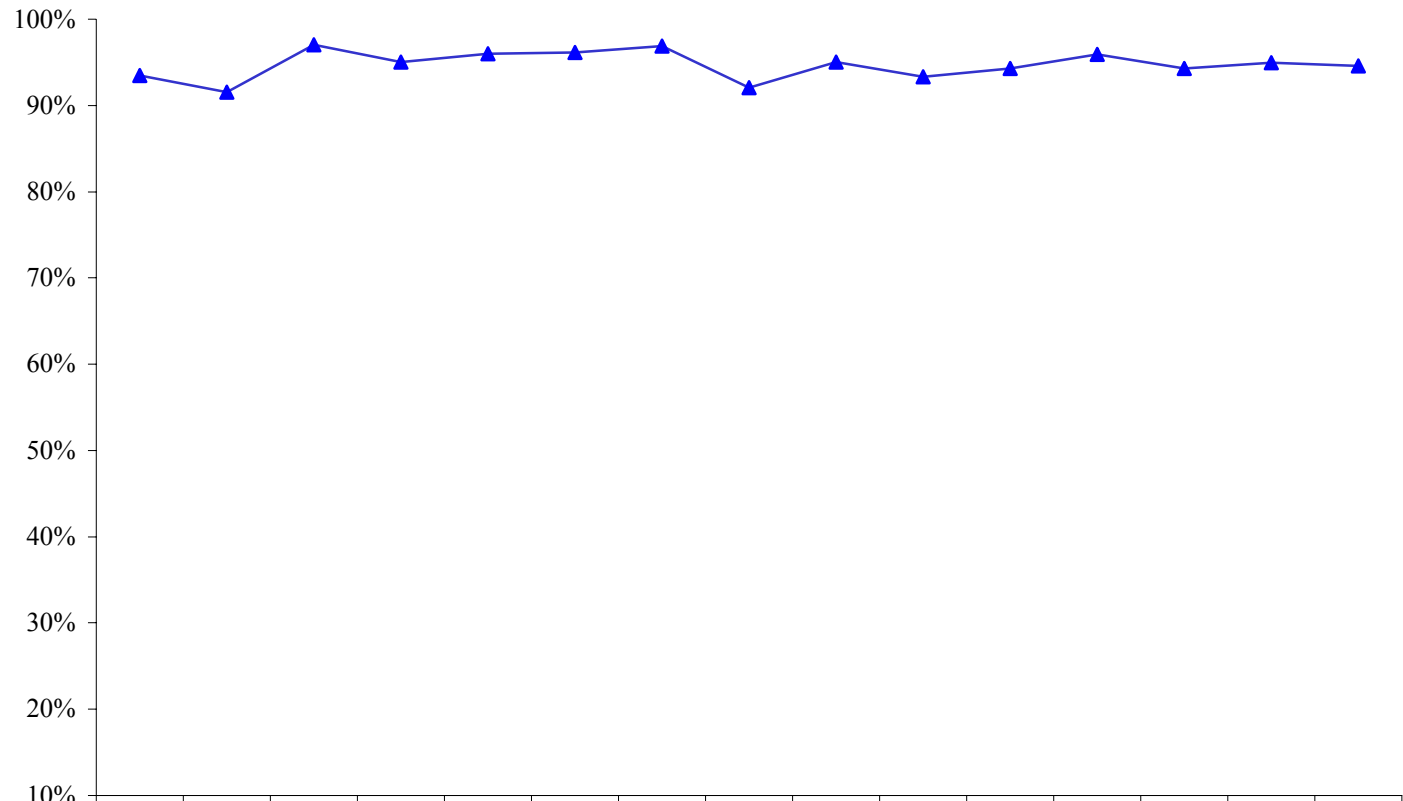
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	1016	1021	961	1073	995	1052	1174	1059	1229	1143	1120	1000	986	1029	934
Patients with Episodes that are Tracked	955	967	922	1038	967	1006	1151	1006	1181	1085	1076	956	926	954	884
▲ Percent Tracked by TIMA	94%	95%	96%	97%	97%	96%	98%	95%	96%	95%	96%	96%	94%	93%	95%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)**  
**Austin State Hospital**

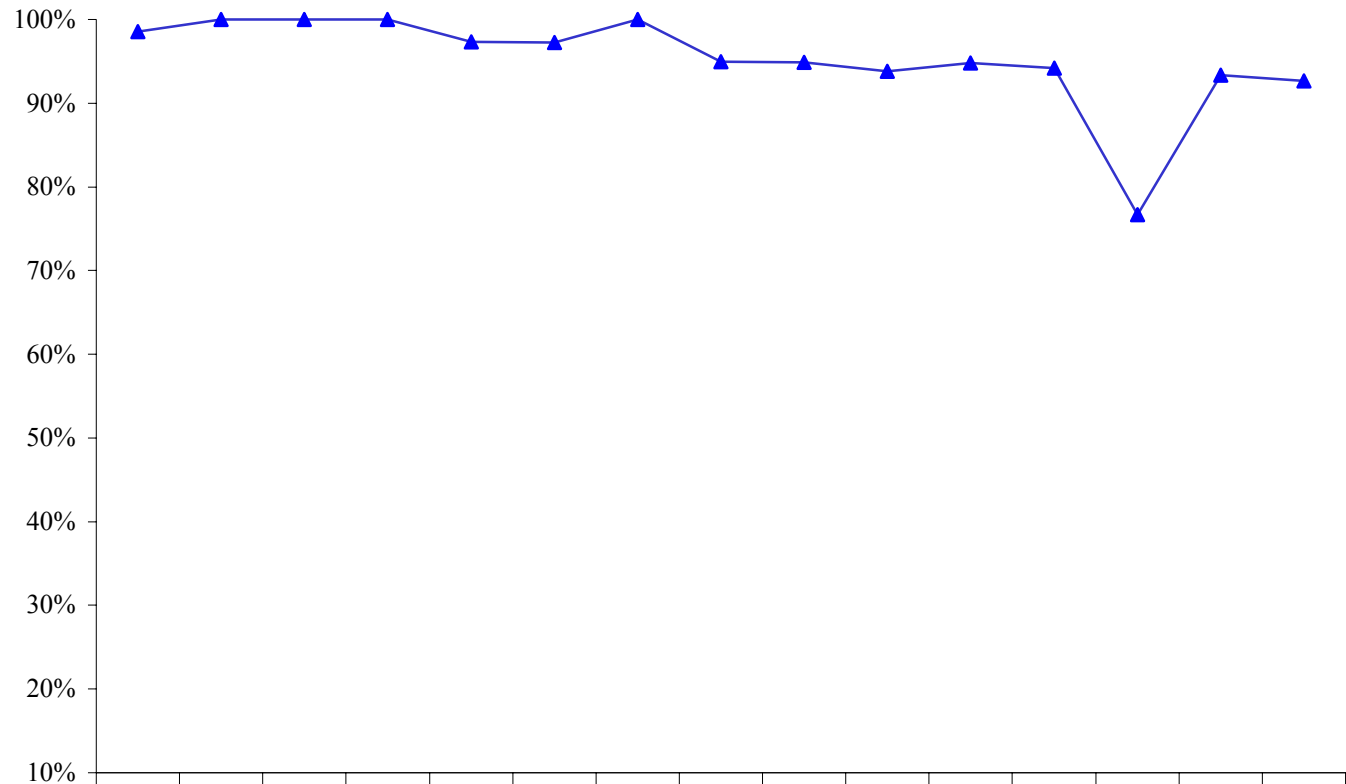
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	245	261	238	260	251	260	290	265	320	254	297	268	244	276	240
Patients with Episodes that are Tracked	229	239	231	247	241	250	281	244	304	237	280	257	230	262	227
▲ Percent Tracked by TIMA	93%	92%	97%	95%	96%	96%	97%	92%	95%	93%	94%	96%	94%	95%	95%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
Big Spring State Hospital**

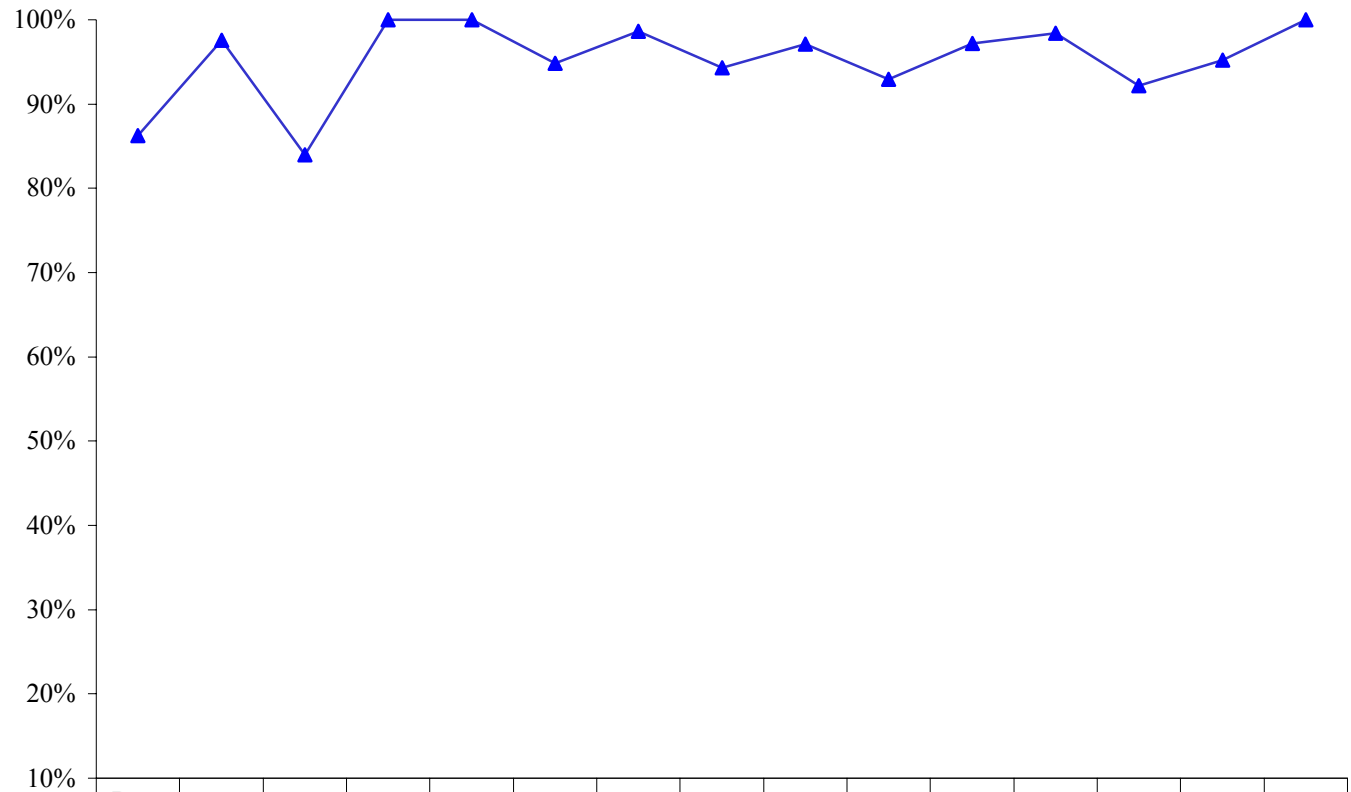
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	69	55	63	63	74	73	94	79	78	81	77	69	73	90	68
Patients with Episodes that are Tracked	68	55	63	63	72	71	94	75	74	76	73	65	56	84	63
—▲— Percent Tracked by TIMA	99%	100%	100%	100%	97%	97%	100%	95%	95%	94%	95%	94%	77%	93%	93%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
El Paso Psychiatric Center**

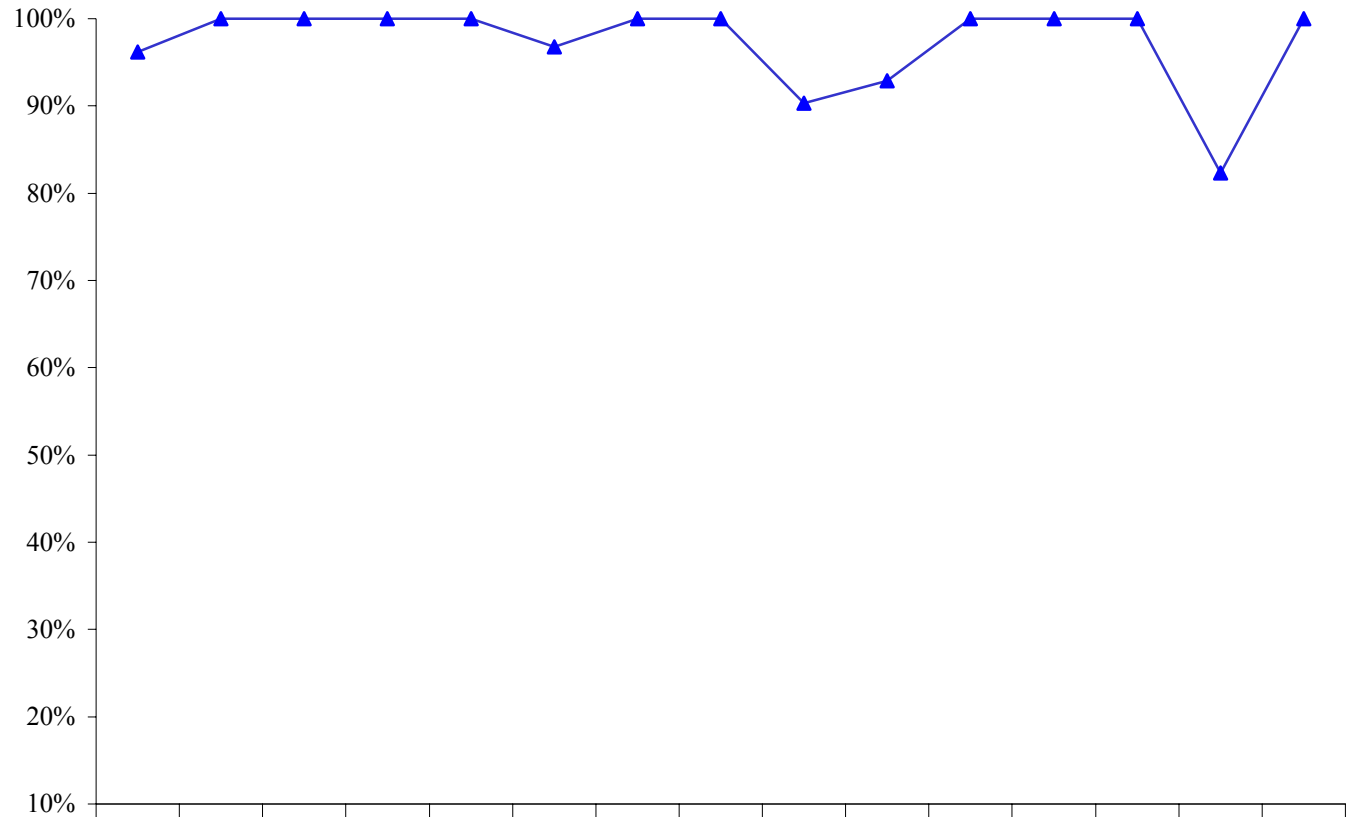
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	51	41	50	52	42	77	73	70	70	71	71	63	51	63	58
Patients with Episodes that are Tracked	44	40	42	52	42	73	72	66	68	66	69	62	47	60	58
▲ Percent Tracked by TIMA	86%	98%	84%	100%	100%	95%	99%	94%	97%	93%	97%	98%	92%	95%	100%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
Kerrville State Hospital**

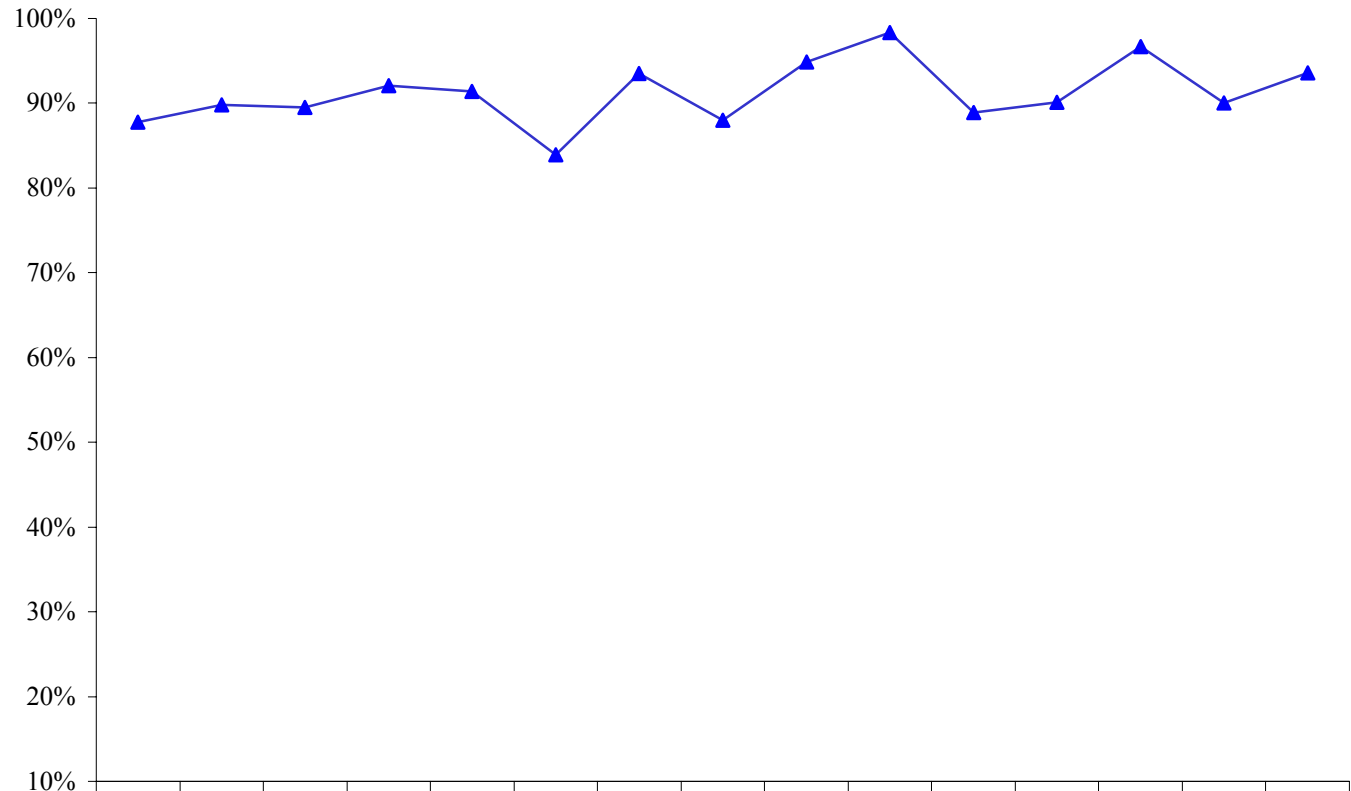
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	26	30	25	25	26	31	20	26	31	28	28	16	20	17	26
Patients with Episodes that are Tracked	25	30	25	25	26	30	20	26	28	26	28	16	20	14	26
▲ Percent Tracked by TIMA	96%	100%	100%	100%	100%	97%	100%	100%	90%	93%	100%	100%	100%	82%	100%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
North Texas State Hospital**

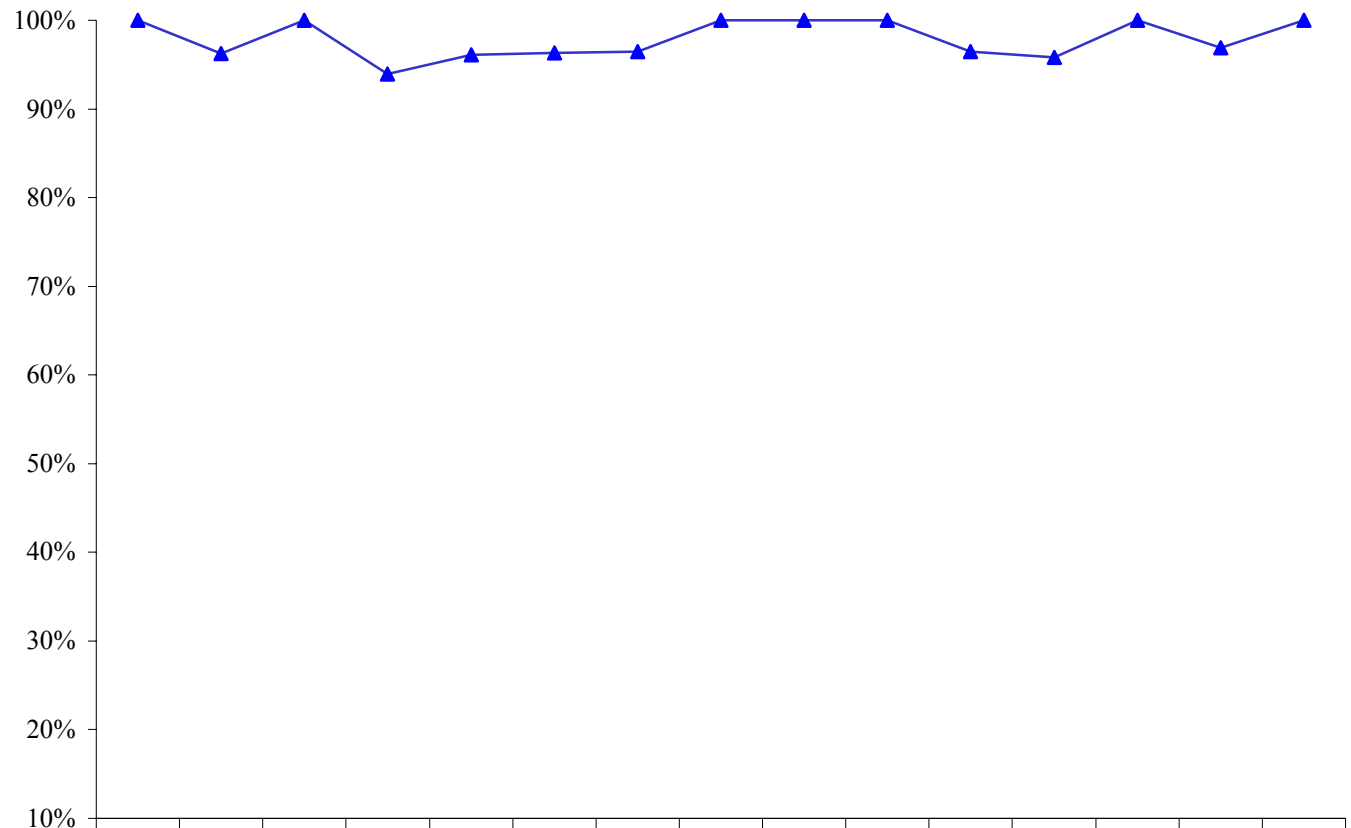
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	82	128	105	114	105	118	138	100	156	118	99	81	91	100	109
Patients with Episodes that are Tracked	72	115	94	105	96	99	129	88	148	116	88	73	88	90	102
▲ Percent Tracked by TIMA	88%	90%	90%	92%	91%	84%	93%	88%	95%	98%	89%	90%	97%	90%	94%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
Rio Grande State Center**

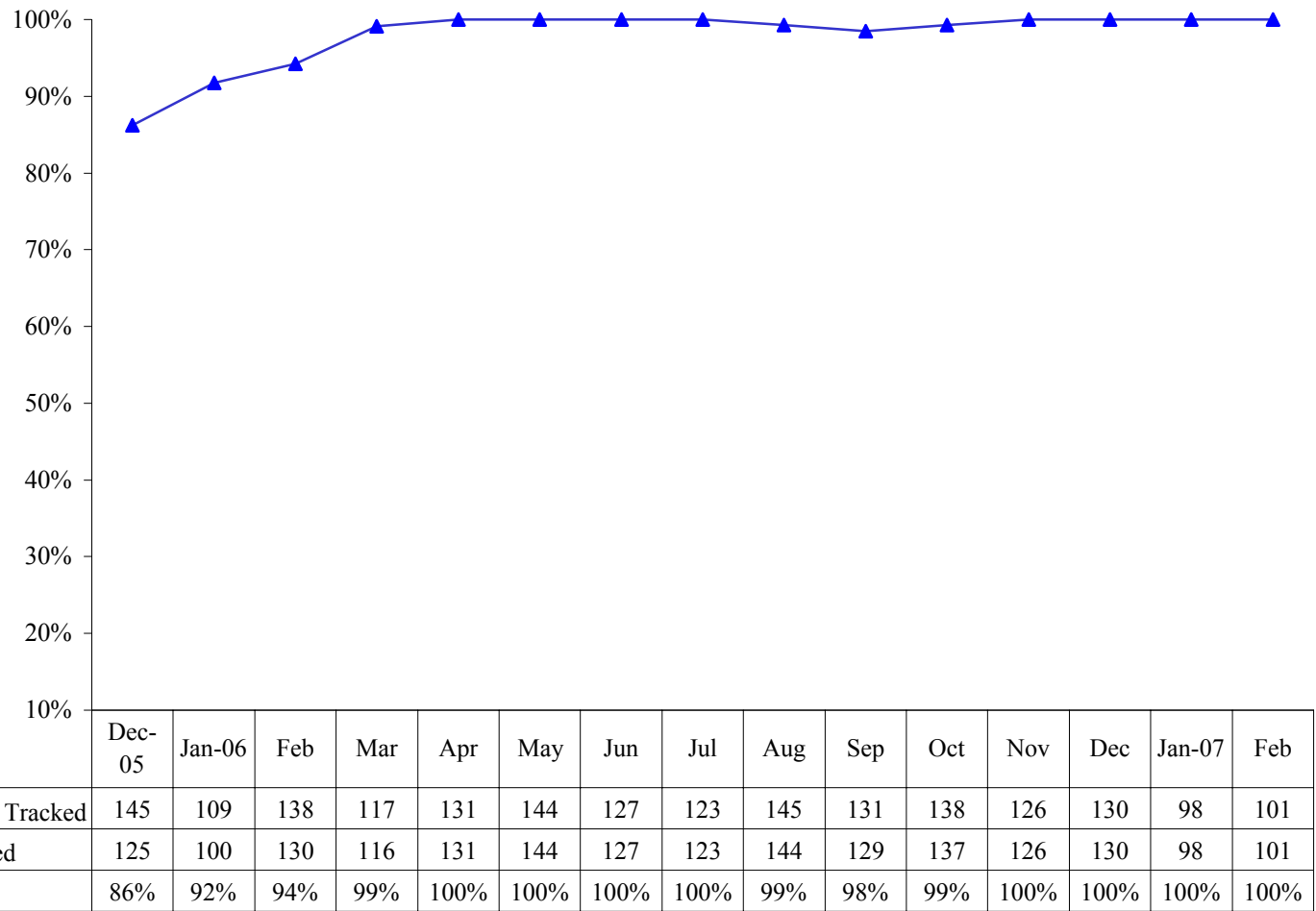
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	60	53	55	66	51	54	56	56	56	69	56	72	67	64	61
Patients with Episodes that are Tracked	60	51	55	62	49	52	54	56	56	69	54	69	67	62	61
▲ Percent Tracked by TIMA	100%	96%	100%	94%	96%	96%	96%	100%	100%	100%	96%	96%	100%	97%	100%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
Rusk State Hospital**

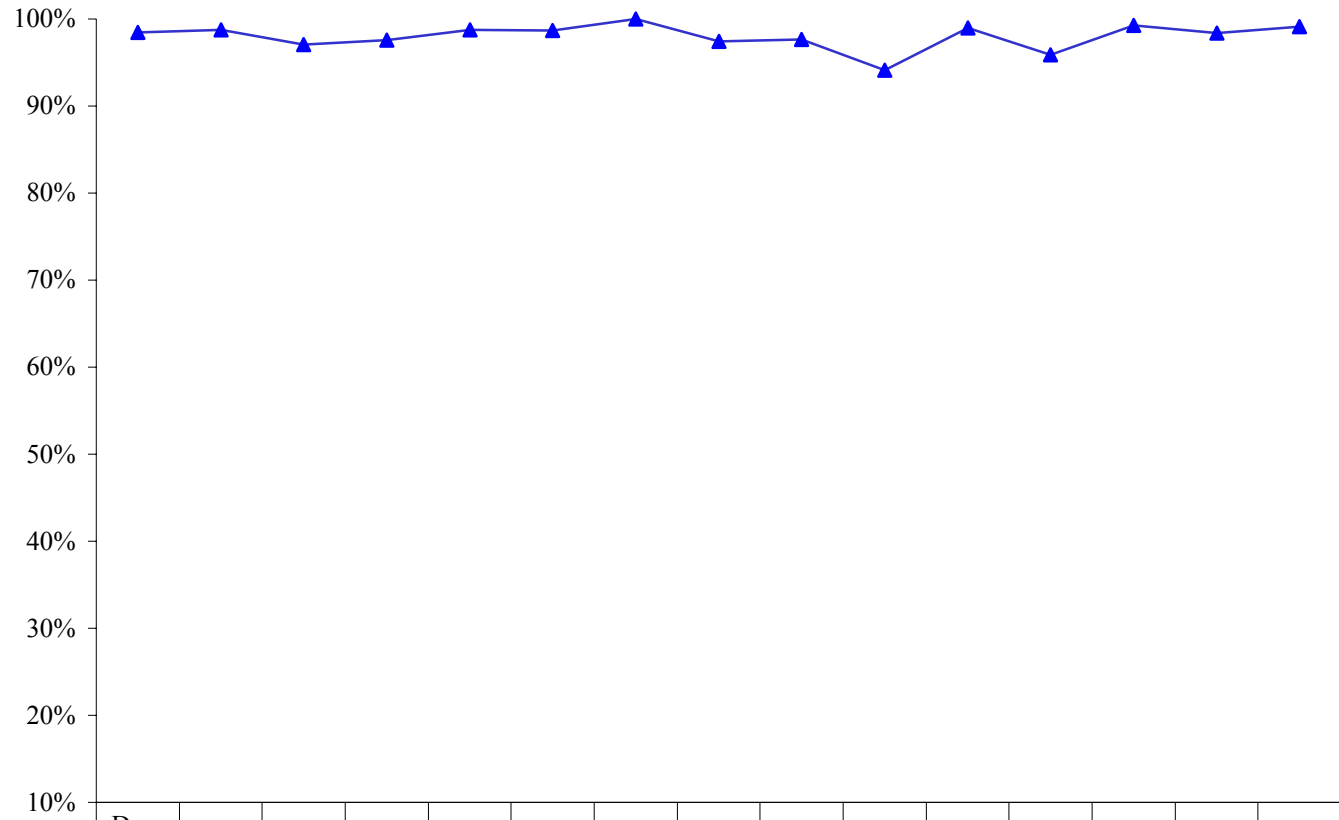
**Percent of Patients with Episodes that are Tracked by TIMA**





**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
San Antonio State Hospital**

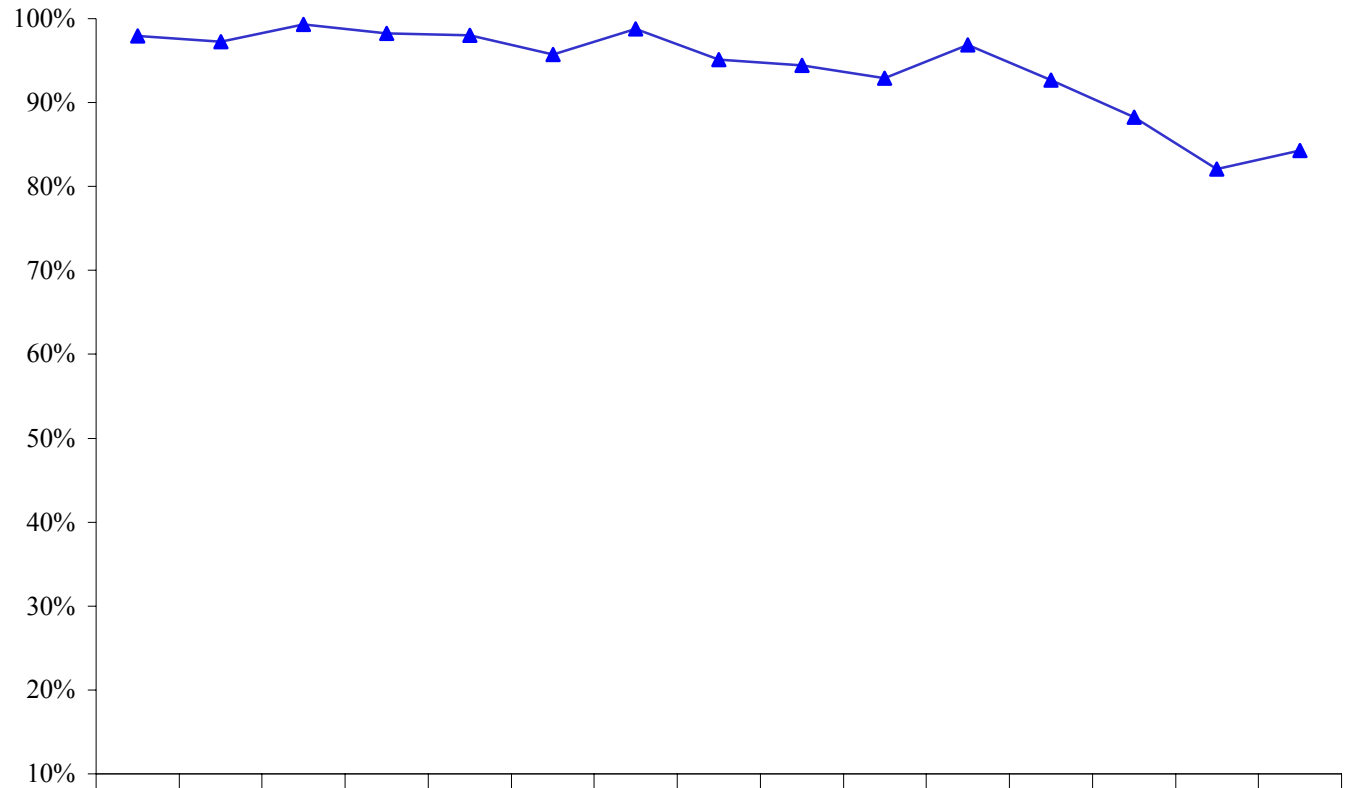
**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	191	161	135	203	163	155	211	197	212	221	193	169	131	126	118
Patients with Episodes that are Tracked	188	159	131	198	161	153	211	192	207	208	191	162	130	124	117
▲ Percent Tracked by TIMA	98%	99%	97%	98%	99%	99%	100%	97%	98%	94%	99%	96%	99%	98%	99%

**Objective 3E - Texas Implementation of Medication Algorithm (TIMA)  
Terrell State Hospital**

**Percent of Patients with Episodes that are Tracked by TIMA**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Patients with Episodes that Should be Tracked	147	183	152	173	152	140	165	143	161	170	161	136	179	195	153
Patients with Episodes that are Tracked	144	178	151	170	149	134	163	136	152	158	156	126	158	160	129
▲ Percent Tracked by TIMA	98%	97%	99%	98%	98%	96%	99%	95%	94%	93%	97%	93%	88%	82%	84%

### Performance Measure 3A:

**GAF: Improvement in patient treatment outcomes in state mental health facilities will be analyzed by showing:**

- 1. The percent of patients receiving campus services whose GAF score increased.**
- 2. The percent of patients receiving campus services whose GAF score stabilized.**

**Performance Measure Operational Definition:** Total of persons with Global Assessment of Functioning Scale (GAF) score increased and stabilized. The GAF is a clinician-related scale that indicates a client's general level of functioning during a specific time period. A single score incorporates psychological, social and occupational functioning. Do not include impairment in functioning due to physical (or environmental) limitations. Possible scores can range from 1 (hypothetically the most severe mental illness and lowest level of functioning) to 100 (hypothetically the highest level of functioning, with no symptoms). GAF data is collected during the patient's diagnostic examination at admission and again during the discharge evaluation.

**Performance Measure Formula:  $R = (N/D)$**

R = rate of persons discharged whose GAF stabilized/increased by 10 or more points.

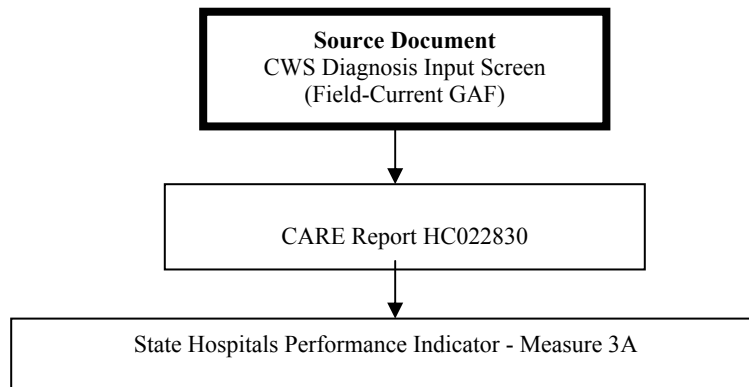
N = discharged patients with a difference of > 10 points between initial and discharge GAF scores.

D = number of discharges per month. (Persons who were discharged from the state hospital monthly and FY-to-date who had at least two GAF scores recorded during the episode. If there are not at least two GAF scores for the episode, the person is not counted in either the numerator or denominator for this report).

**Performance Measure Data Display and Chart Description:**

- ◆ Charts with monthly data points showing percent of persons discharged whose GAF scores stabilized/increased by 10 or more points.
- ◆ Chart with FYTD percent of persons discharged with specific GAF scores.
- ◆ Chart with FYTD percent of persons discharged whose GAF score stabilized/increased by 10 or more points.

**Data Flow:**

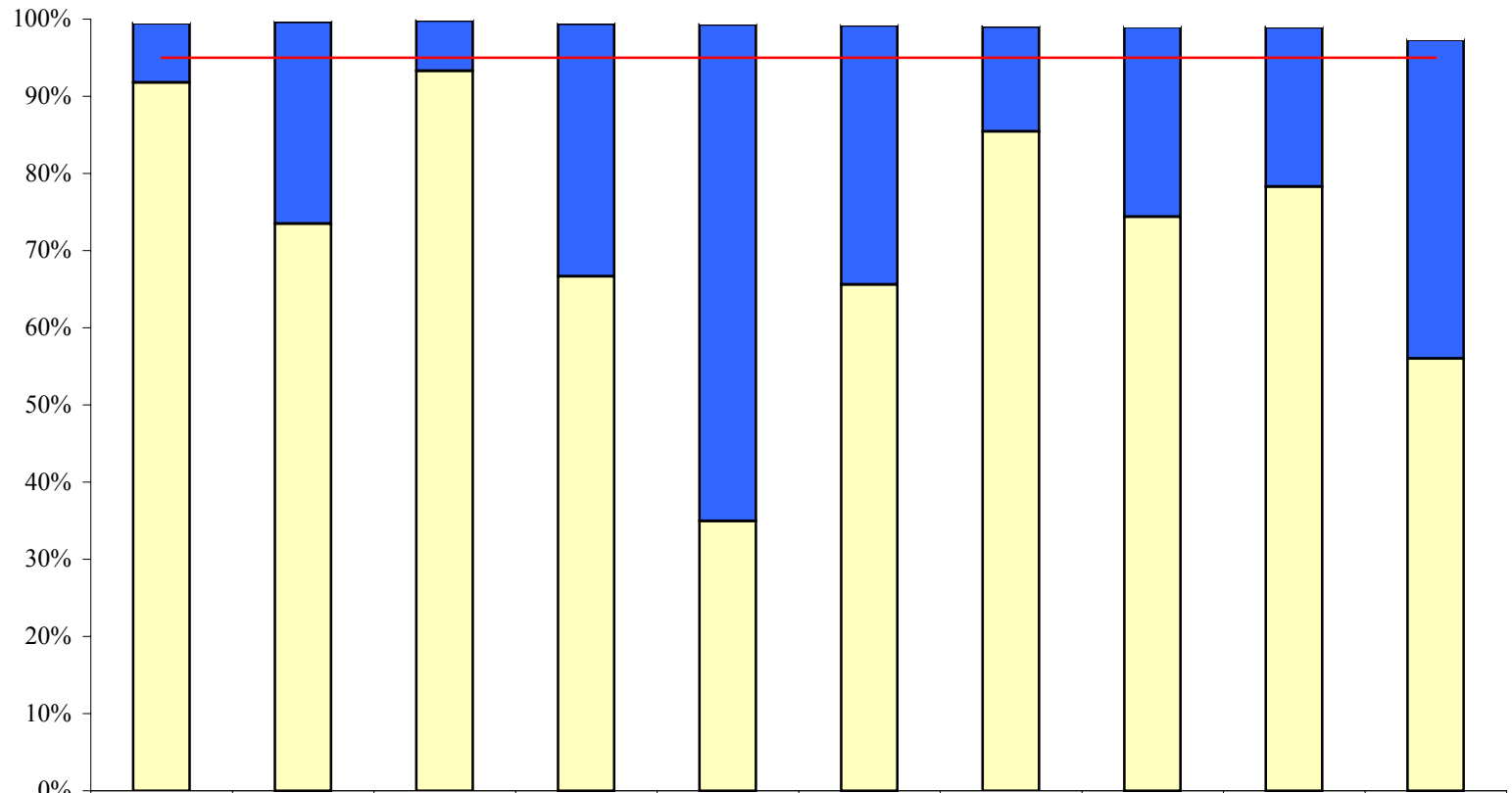


**Data Integrity Review Process:**

Monitoring Method	Medical record review for GAF scores recorded in psychiatric evaluation and discharge summary/ note (found in CWS Site Specific Diagnosis Report)
Monitoring Instrument/Tool	Care Report HC022830 and DIR Tally Sheet
Description of Review Process	Verification by reviewing patient admission/discharge GAF scores of closed records. (found in CWS Site Specific Diagnosis Report)
Sample Size	Review of 30 randomly selected closed records for the most recent FY Quarter
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When there is more than one incorrect or missing GAF score missing during the quarter reviewed.
DIR/HMDS Report	Summary of review including data accuracy, findings and data analysis.

**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**All State Hospitals - As of February 28, 2007**

**FYTD Percent of Discharged Whose GAF Score Stabilized/Increased by 10 or More**

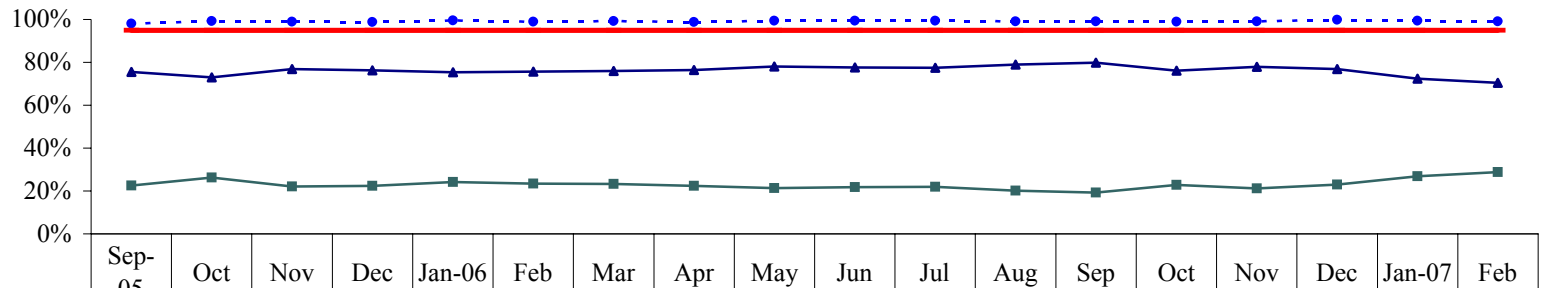


	ASH	BSSH	EPPC	KSH	NTSH	RGSC	RSH	SASH	TSH	WCFY
% Stabilized + Increased	99%	100%	100%	99%	99%	99%	99%	99%	99%	97%
% Stabilized	8%	26%	7%	33%	64%	34%	14%	25%	21%	41%
% Increased by 10 or More	92%	73%	93%	67%	35%	66%	85%	74%	78%	56%
% Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**

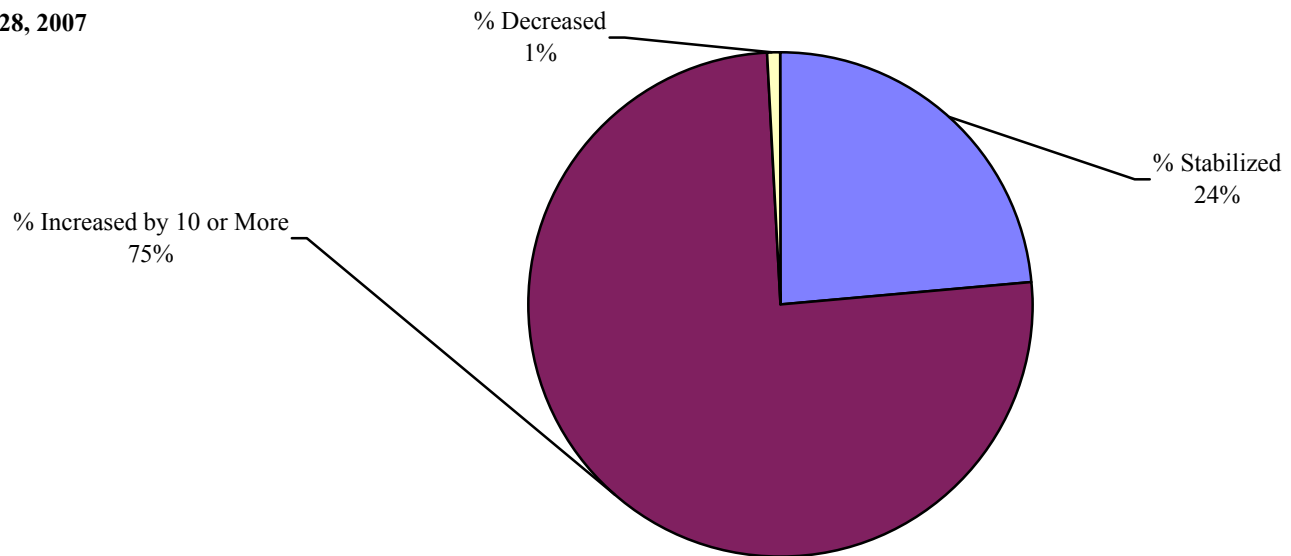
All State Hospitals

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



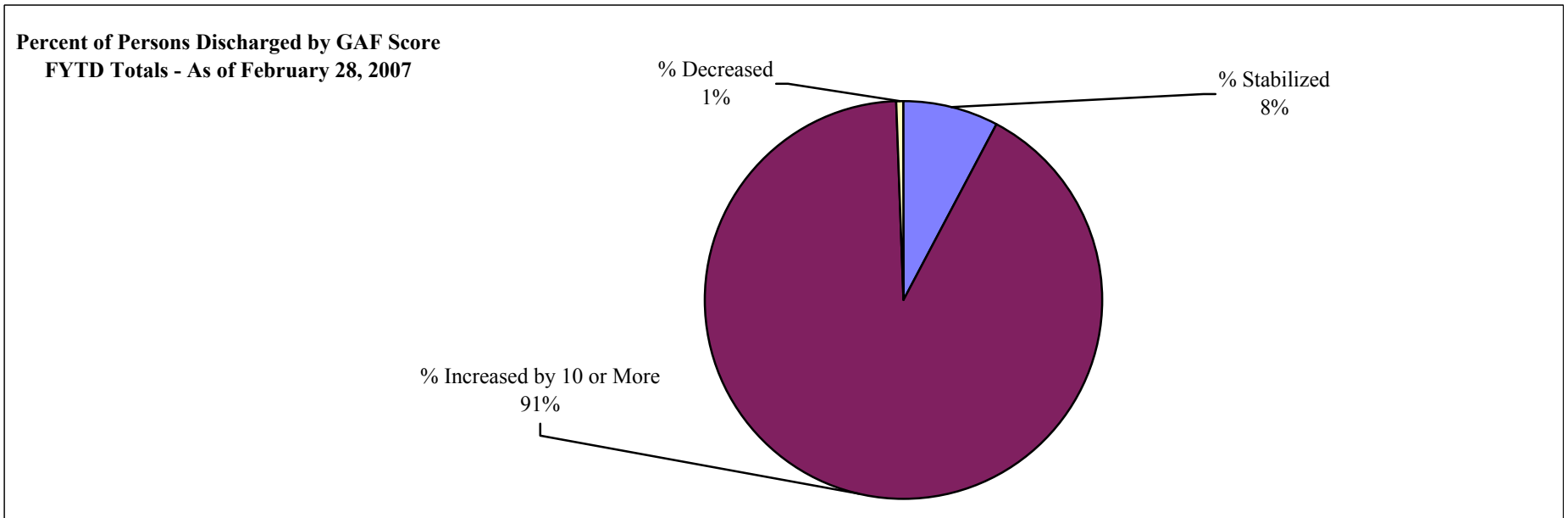
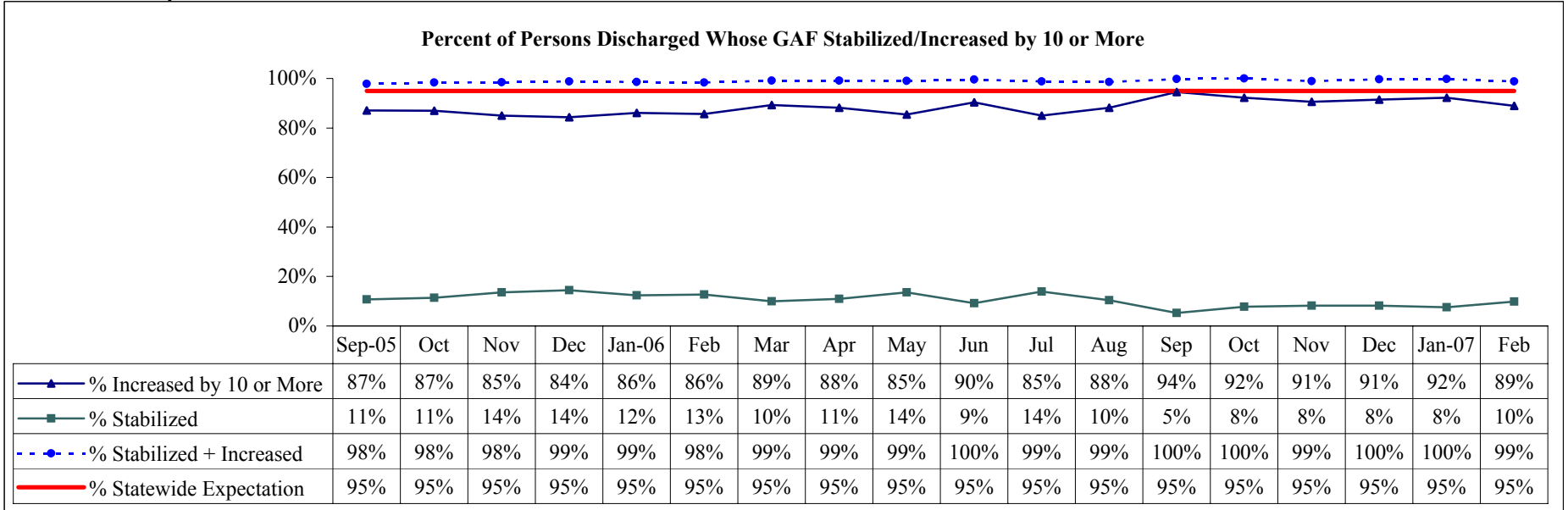
▲ % Increased by 10 or More	76%	73%	77%	76%	75%	76%	76%	76%	78%	78%	77%	79%	80%	76%	78%	77%	72%	70%
■ % Stabilized	23%	26%	22%	22%	24%	23%	23%	22%	21%	22%	22%	20%	19%	23%	21%	23%	27%	29%
● % Stabilized + Increased	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%	99%
— % Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**



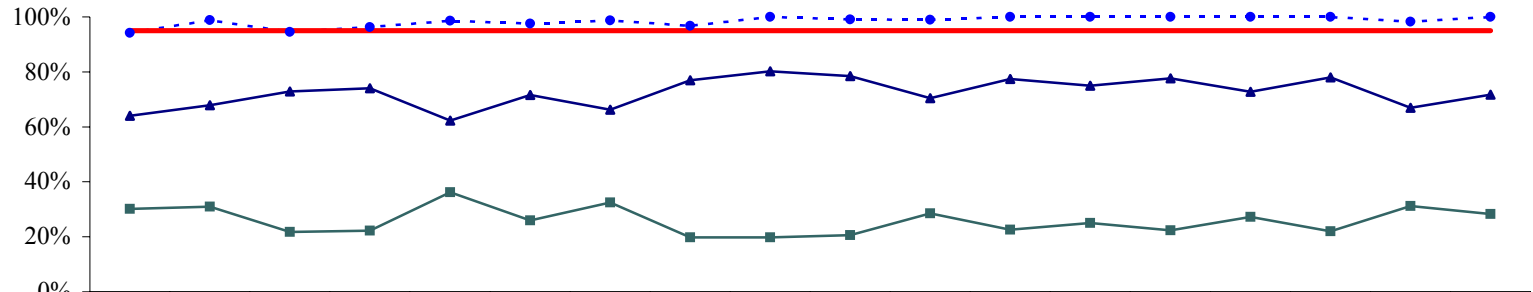
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**

**Austin State Hospital**



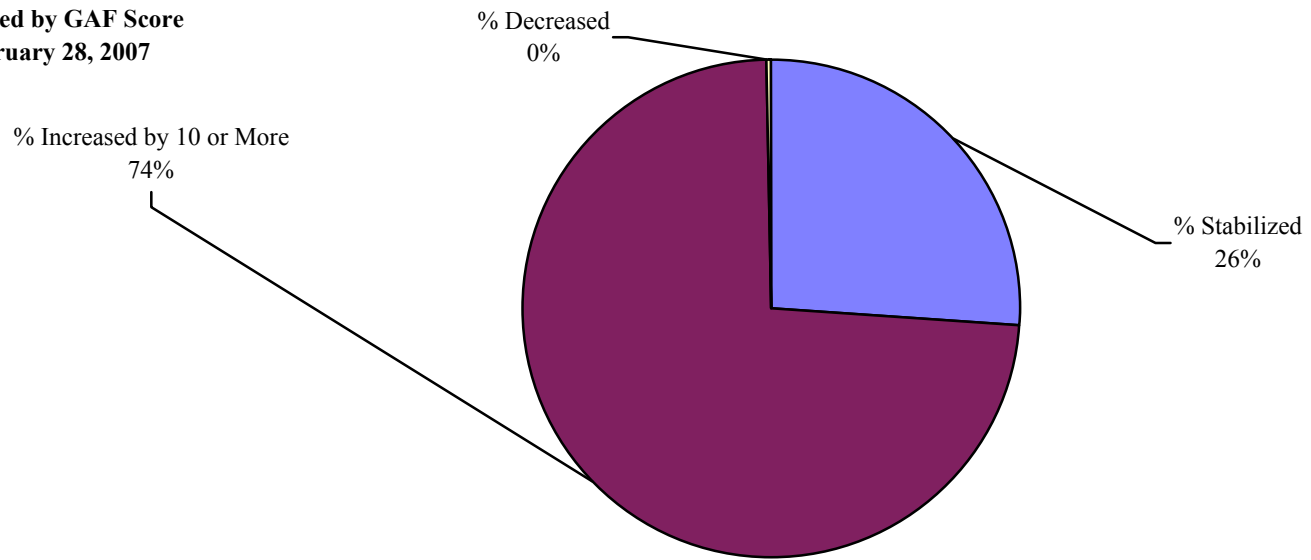
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**Big Spring State Hospital**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
▲ % Increased by 10 or More	64%	68%	73%	74%	62%	72%	66%	77%	80%	79%	70%	77%	75%	78%	73%	78%	67%	72%
■ % Stabilized	30%	31%	22%	22%	36%	26%	33%	20%	20%	21%	29%	23%	25%	22%	27%	22%	31%	28%
●- - % Stabilized + Increased	94%	99%	95%	96%	99%	98%	99%	97%	100%	99%	99%	100%	100%	100%	100%	100%	98%	100%
— % Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

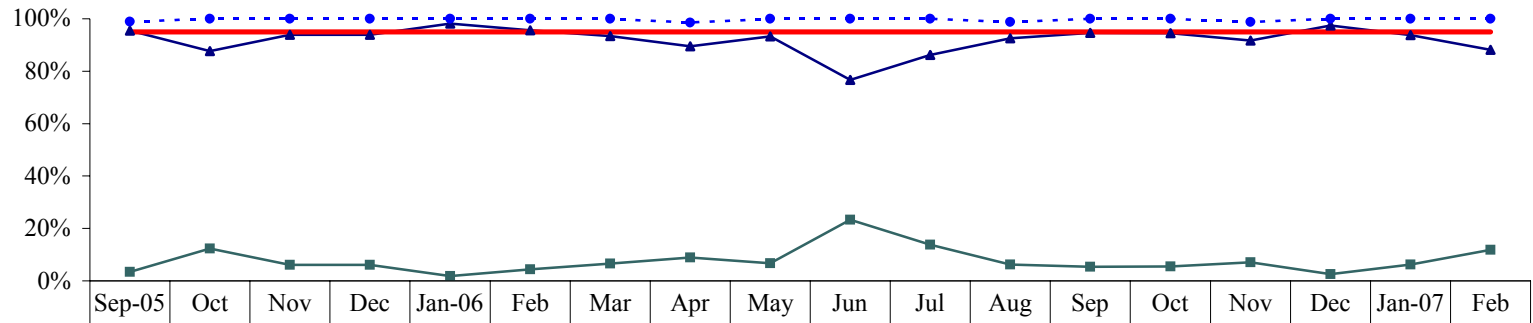
**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**





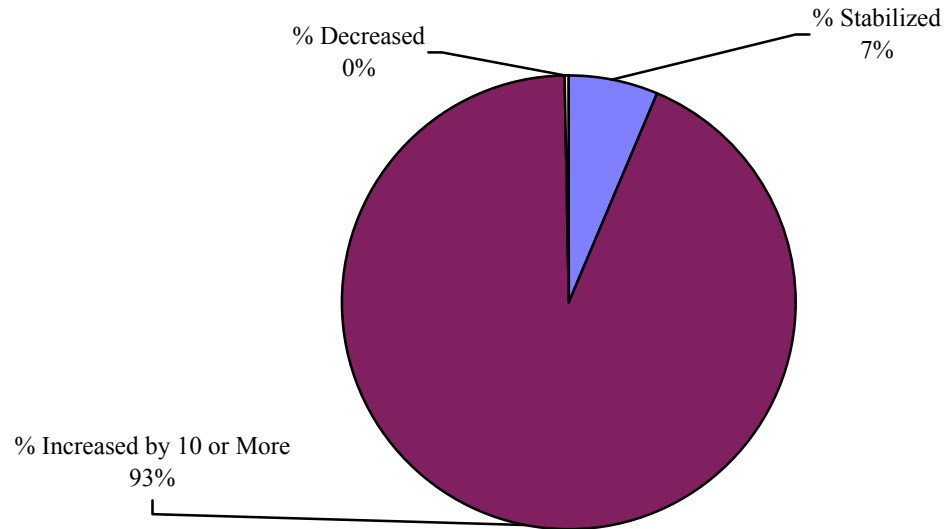
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**El Paso Psychiatric Center**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



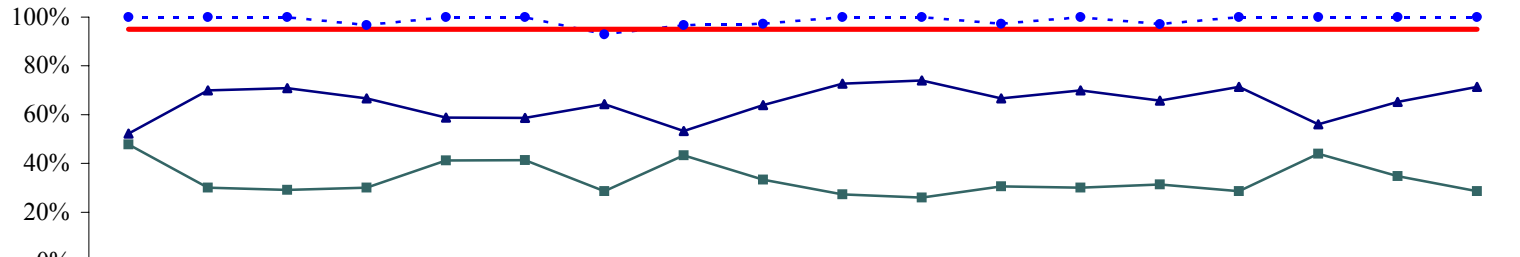
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
% Increased by 10 or More	96%	88%	94%	94%	98%	96%	93%	90%	93%	77%	86%	93%	95%	95%	92%	97%	94%	88%
% Stabilized	3%	12%	6%	6%	2%	4%	7%	9%	7%	23%	14%	6%	5%	5%	7%	3%	6%	12%
% Stabilized + Increased	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	99%	100%	100%	99%	100%	100%	100%
% Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February, 28 2007**



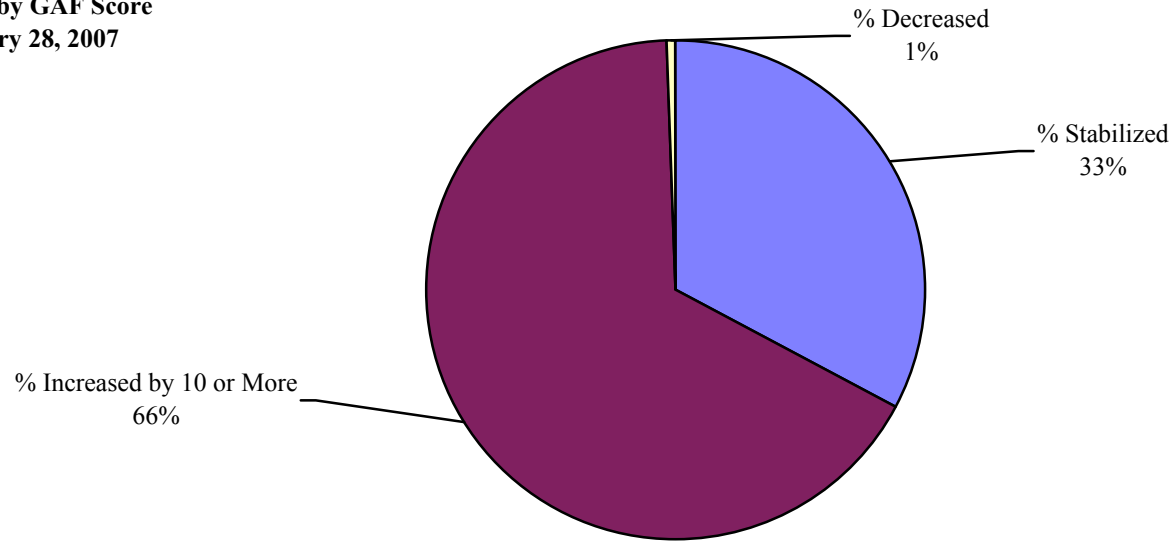
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**Kerrville State Hospital**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**

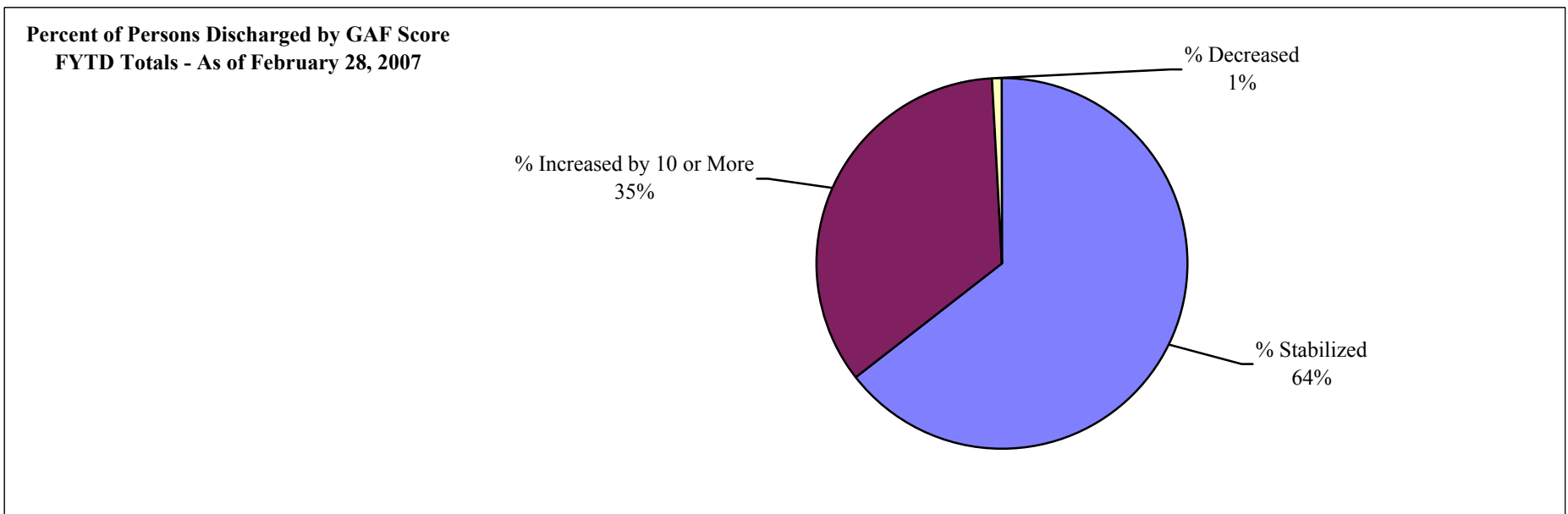
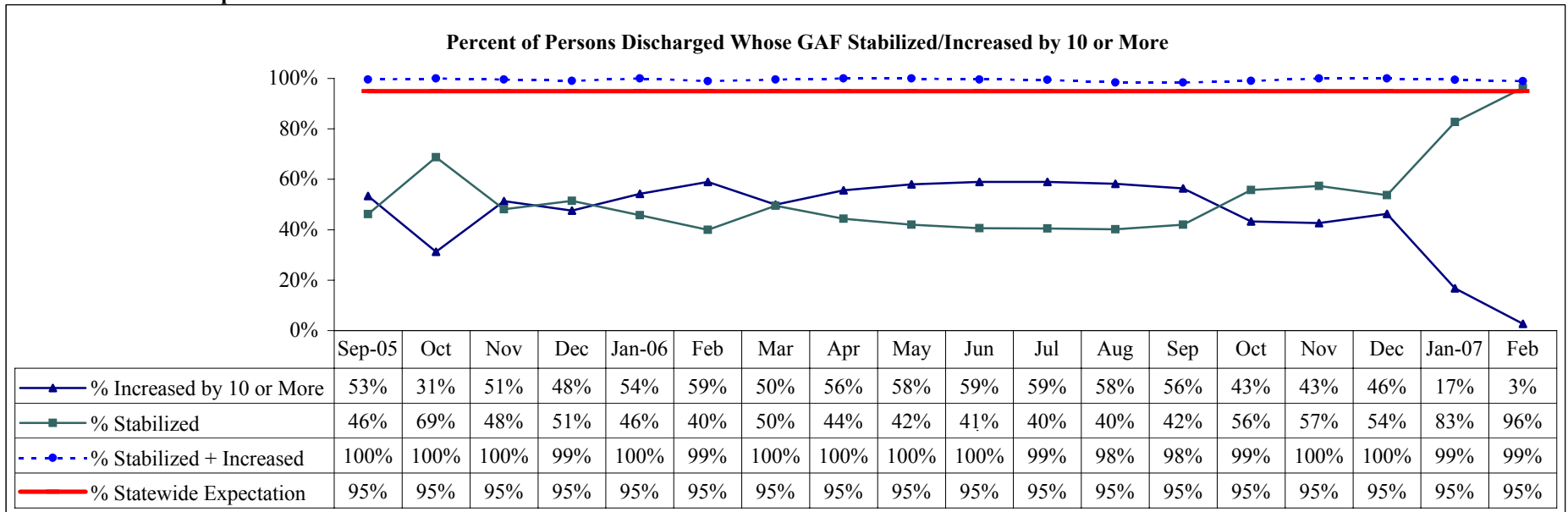


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—▲— % Increased by 10 or More	52%	70%	71%	67%	59%	59%	64%	53%	64%	73%	74%	67%	70%	66%	71%	56%	65%	71%
—■— % Stabilized	48%	30%	29%	30%	41%	41%	29%	43%	33%	27%	26%	31%	30%	31%	29%	44%	35%	29%
- - -●- - - % Stabilized + Increased	100%	100%	100%	97%	100%	100%	93%	97%	97%	100%	100%	97%	100%	97%	100%	100%	100%	100%
— % Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**



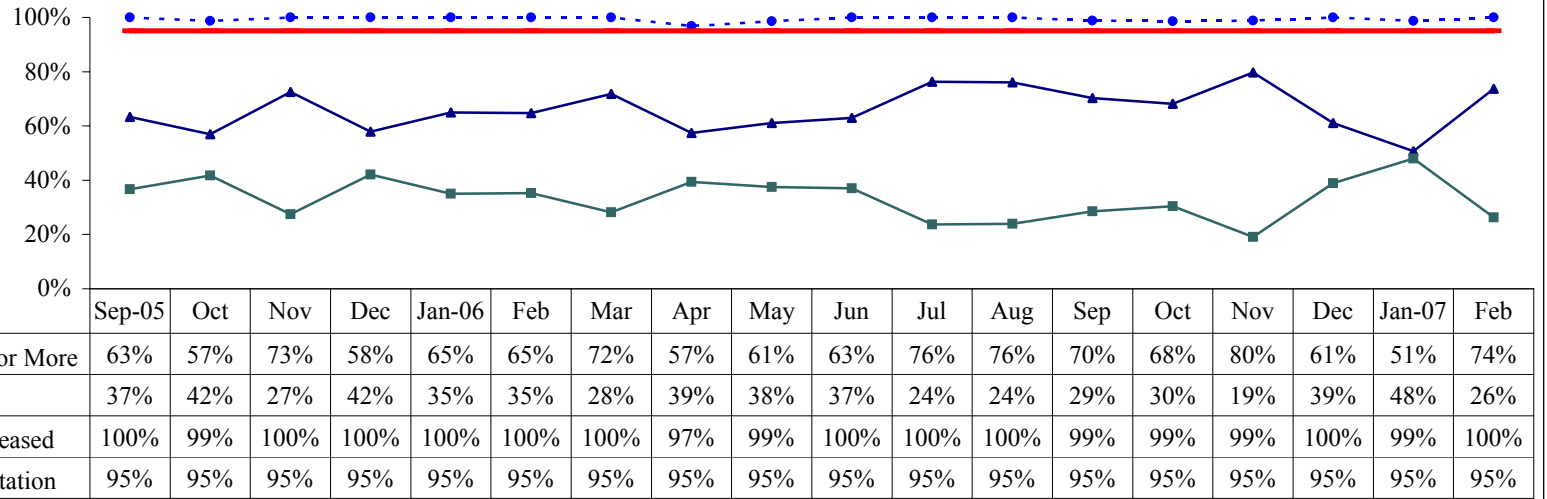
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**North Texas State Hospital**



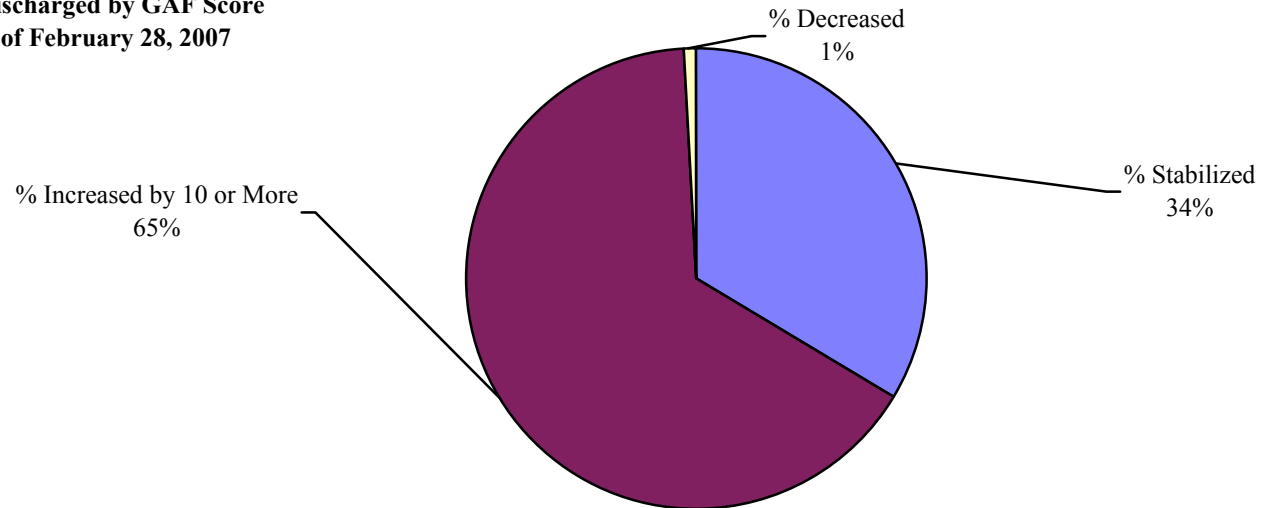
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**

**Rio Grande State Center**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



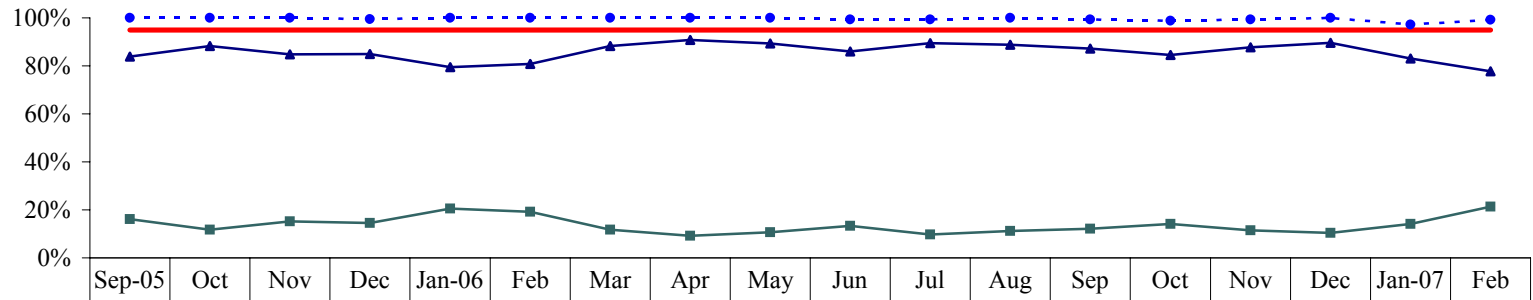
**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**



**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**

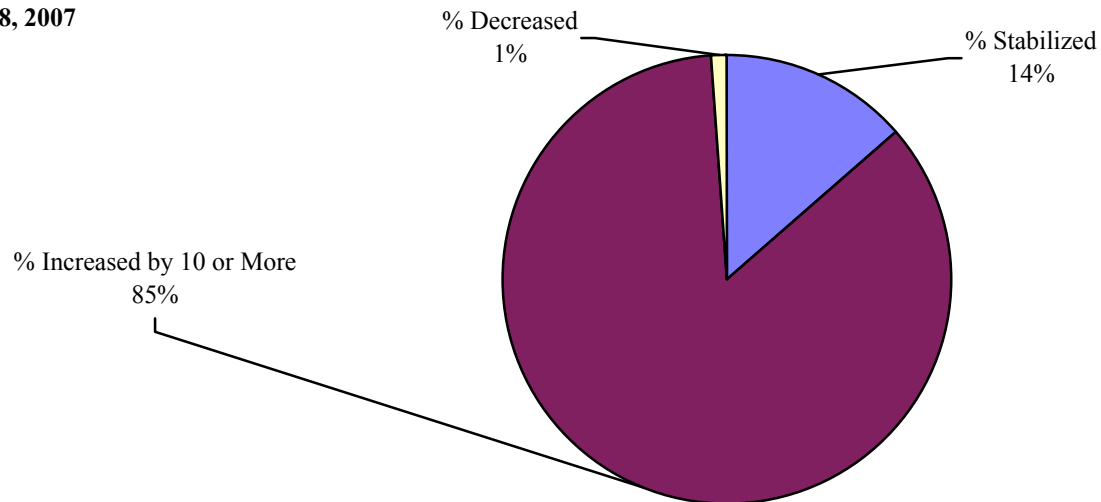
**Rusk State Hospital**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



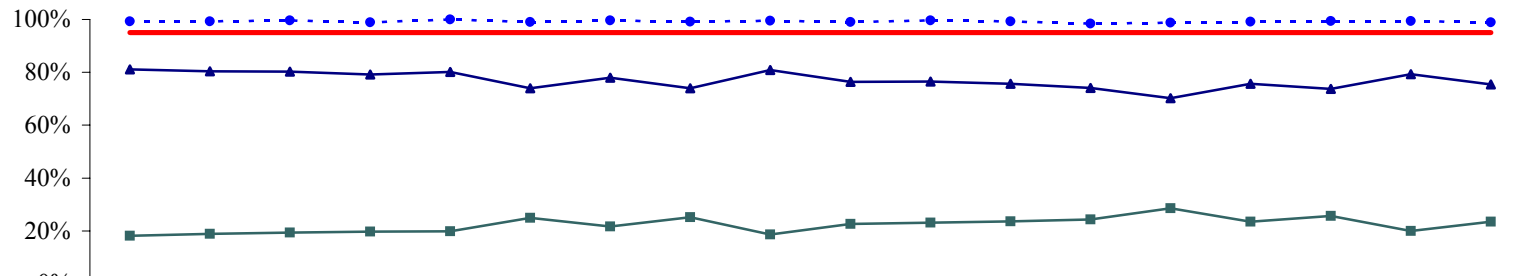
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—▲— % Increased by 10 or More	84%	88%	85%	85%	79%	81%	88%	91%	89%	86%	90%	89%	87%	85%	88%	90%	83%	78%
—■— % Stabilized	16%	12%	15%	15%	21%	19%	12%	9%	11%	13%	10%	11%	12%	14%	12%	10%	14%	21%
- - ● - - % Stabilized + Increased	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	99%	100%	99%	99%	99%	100%	97%	99%
— % Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**



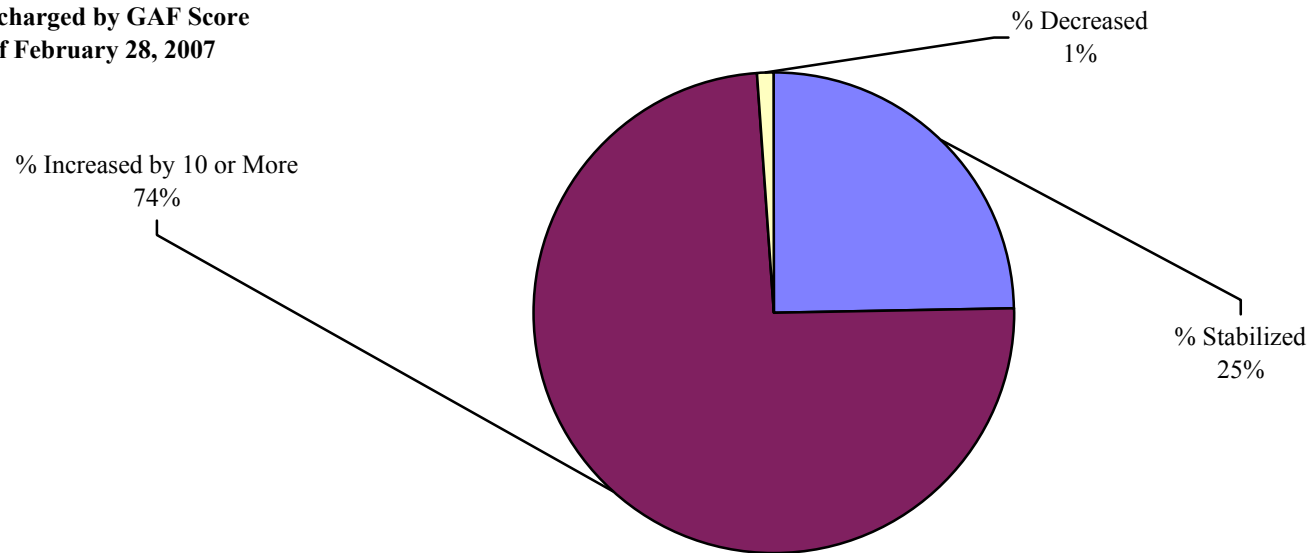
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**San Antonio State Hospital**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



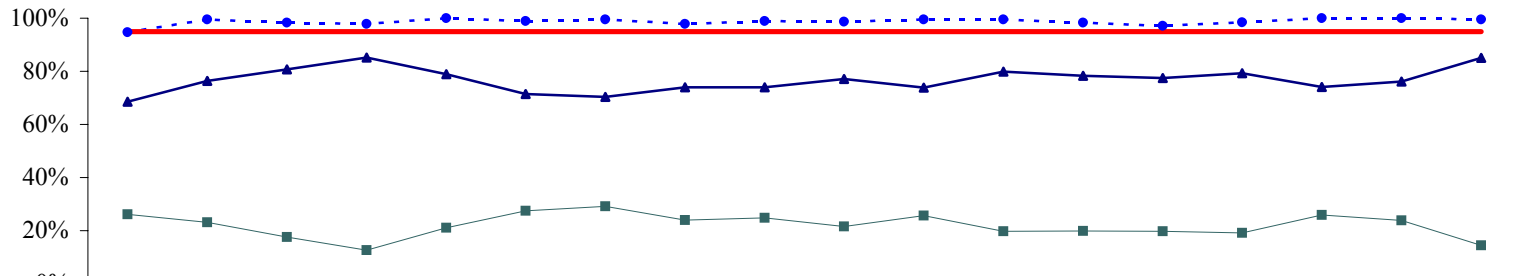
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—▲— % Increased by 10 or More	81%	80%	80%	79%	80%	74%	78%	74%	81%	76%	77%	76%	74%	70%	76%	74%	79%	75%
—■— % Stabilized	18%	19%	19%	20%	20%	25%	22%	25%	19%	23%	23%	24%	24%	29%	23%	26%	20%	23%
- - ● - - % Stabilized + Increased	99%	99%	100%	99%	100%	99%	100%	99%	100%	99%	100%	99%	98%	99%	99%	99%	99%	99%
— % Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**



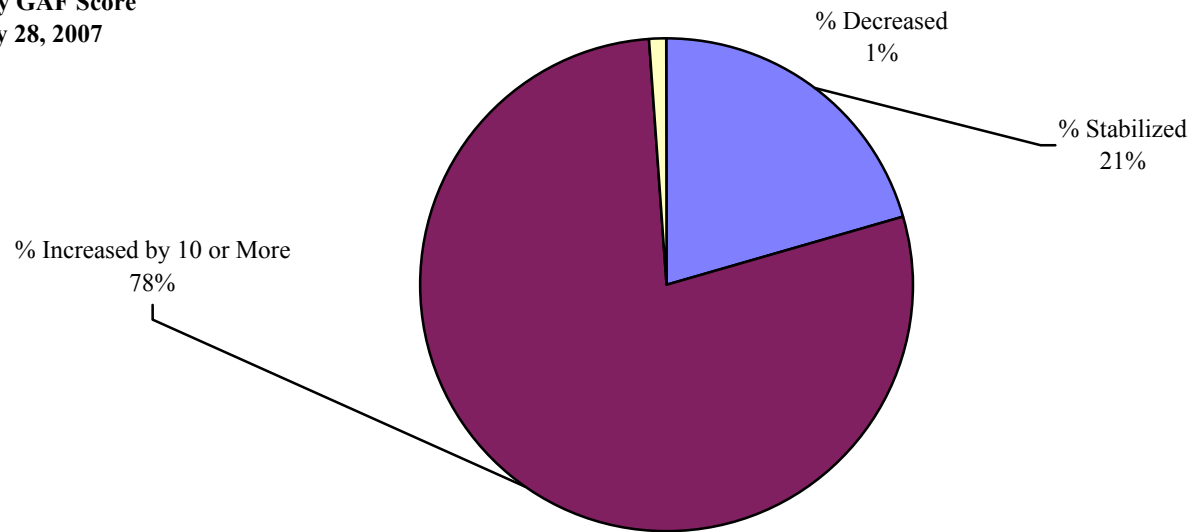
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**Terrell State Hospital**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



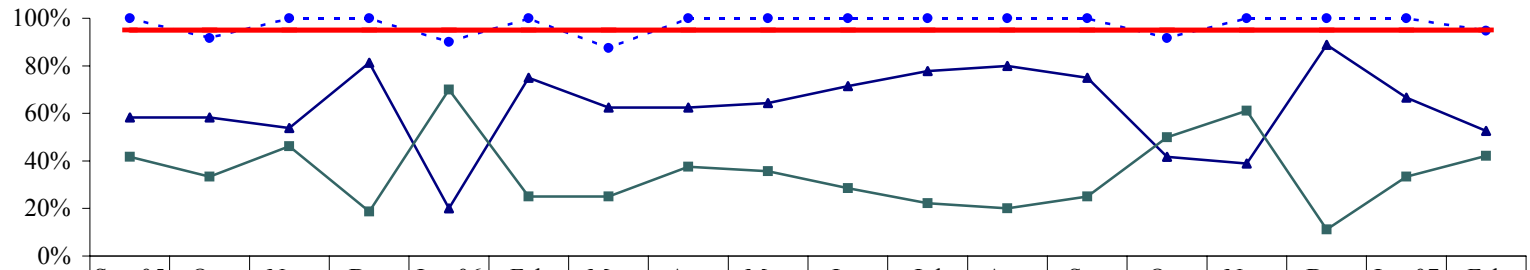
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
% Increased by 10 or More	69%	76%	81%	85%	79%	72%	70%	74%	74%	77%	74%	80%	78%	77%	79%	74%	76%	85%
% Stabilized	26%	23%	18%	13%	21%	27%	29%	24%	25%	22%	26%	20%	20%	20%	19%	26%	24%	14%
% Stabilized + Increased	95%	100%	98%	98%	100%	99%	100%	98%	99%	99%	99%	100%	98%	97%	98%	100%	100%	100%
% Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**



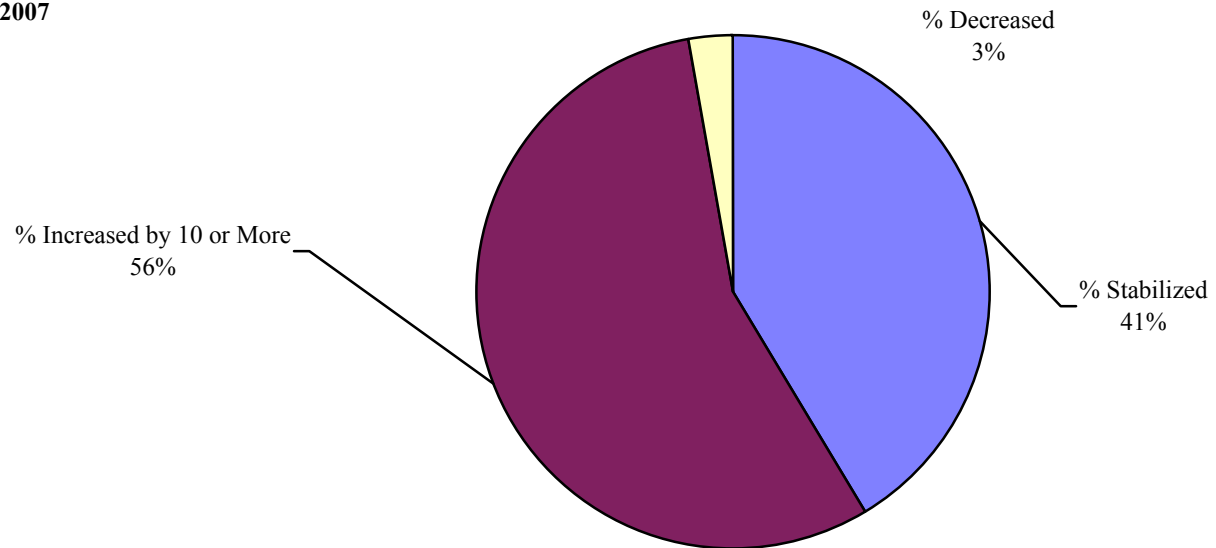
**Measure 3A - Percent of Discharged Whose GAF Score Increased by 10 or More**  
**Percent of Discharged Whose GAF Score Stabilized**  
**Waco Center for Youth**

**Percent of Persons Discharged Whose GAF Stabilized/Increased by 10 or More**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—▲— % Increased by 10 or More	58%	58%	54%	81%	20%	75%	63%	63%	64%	71%	78%	80%	75%	42%	39%	89%	67%	53%
—■— % Stabilized	42%	33%	46%	19%	70%	25%	25%	38%	36%	29%	22%	20%	25%	50%	61%	11%	33%	42%
- - ● - - % Stabilized + Increased	100%	92%	100%	100%	90%	100%	88%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	95%
— % Statewide Expectation	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Percent of Persons Discharged by GAF Score**  
**FYTD Totals - As of February 28, 2007**





***GOAL 4: Implement an Effective and Safe Medication Management System That Improves the Quality of Care, Treatment, and Services.***

**Performance Objective 4B:**

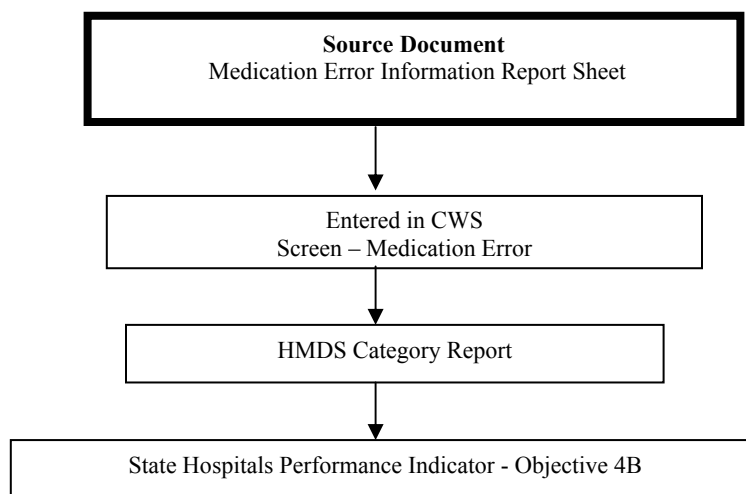
**Each hospital will have a process in place to identify, collect, aggregate, and analyze medication errors and report to the Governing Body.**

**Performance Objective Operational Definition:** The number of facility medication errors as documented on the Medication Error Information Report form per month.

**Performance Objective Data Display and Chart Description:**

- ◆ Chart with the number of medication errors causing no patient harm; causing patient harm; and causing patient death for individual state hospitals and system-wide
- ◆ Chart with the number of medication errors YTD, in each category for individual state hospitals and system-wide.
- ◆ Chart with monthly data points, for the total number of variances for individual state hospitals and system-wide.

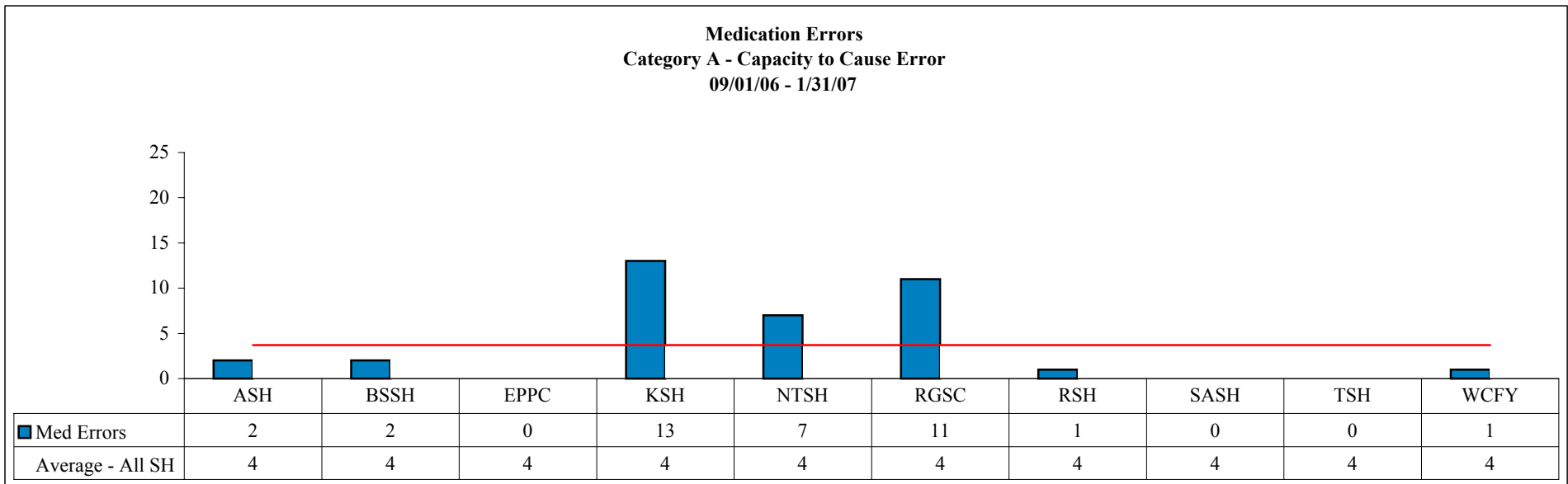
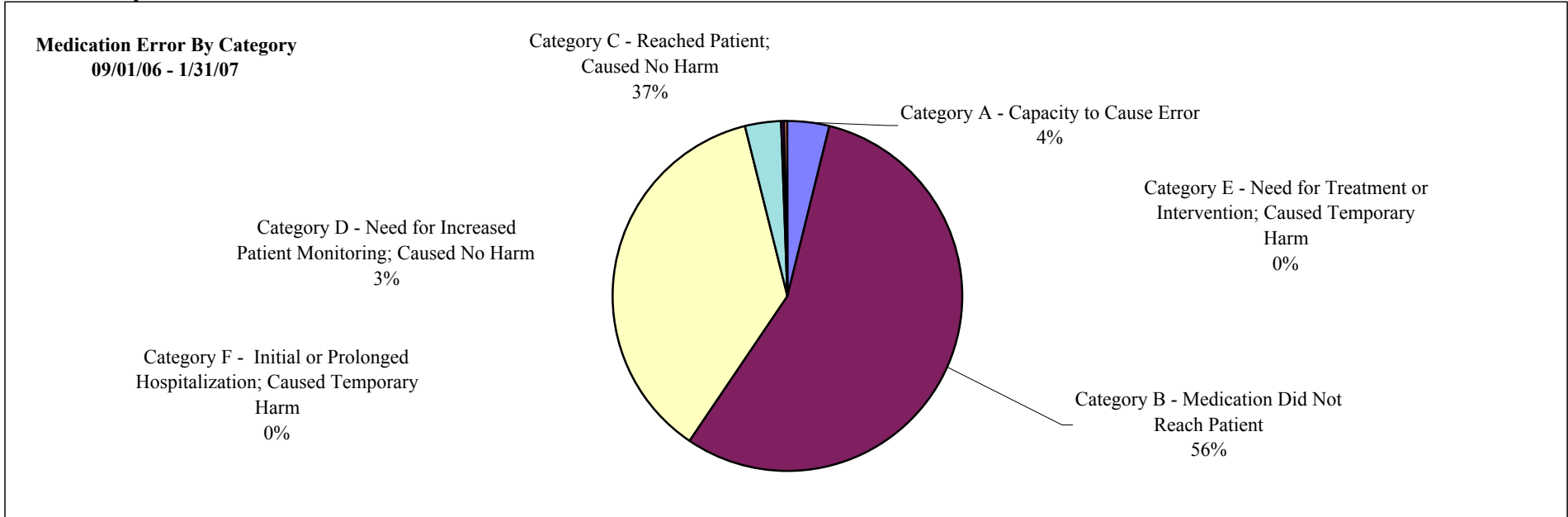
**Data Flow:**



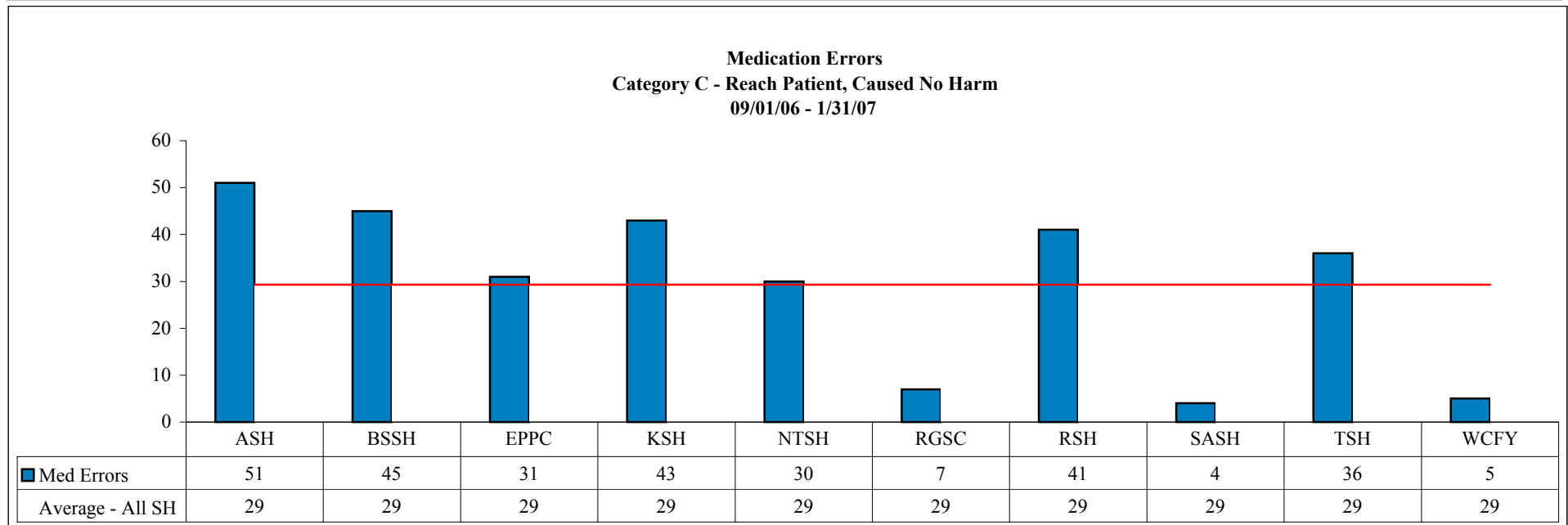
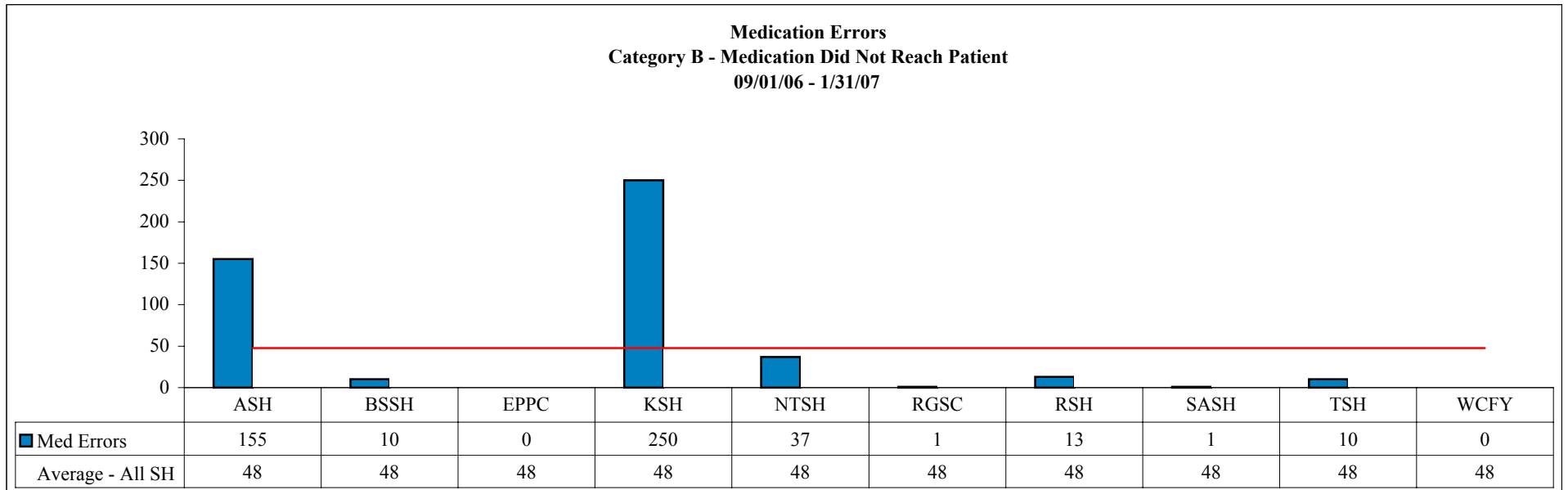
**Data Integrity Review Process:**

Monitoring Method	Desk Review
Monitoring Instrument	Category Report, Facility Medication Error Information Report Sheets.
Description of Review Process	Verification by comparing the Facility Medication Error Information Report Sheet to the Category Report for 100% of the med errors that occurred in the most recent reporting period. To ensure total errors and errors by category match.
Facility/EVT Sample Size	100% Medication errors reported at the facility in the most recent month per report.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When there is less than 1.00 correlation or match between the number of med errors recorded on the Facility Medication Error Information Report Sheets as compared to the Category Report for the specified review period for both total errors and errors by category.
DRI/EVT Report	Summary of percent accuracy findings.

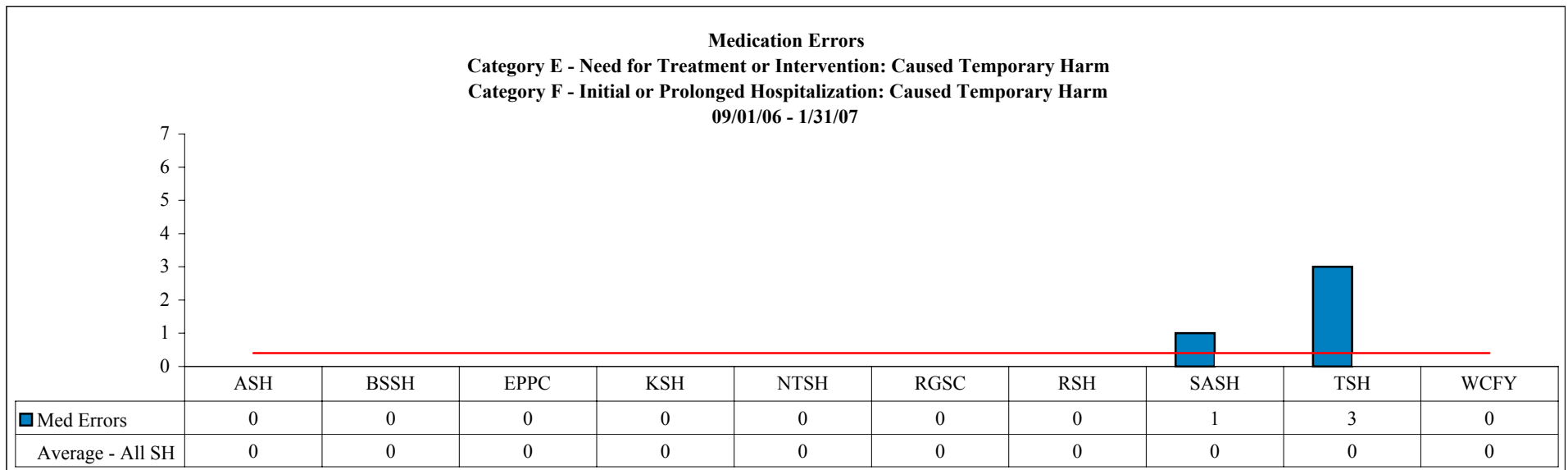
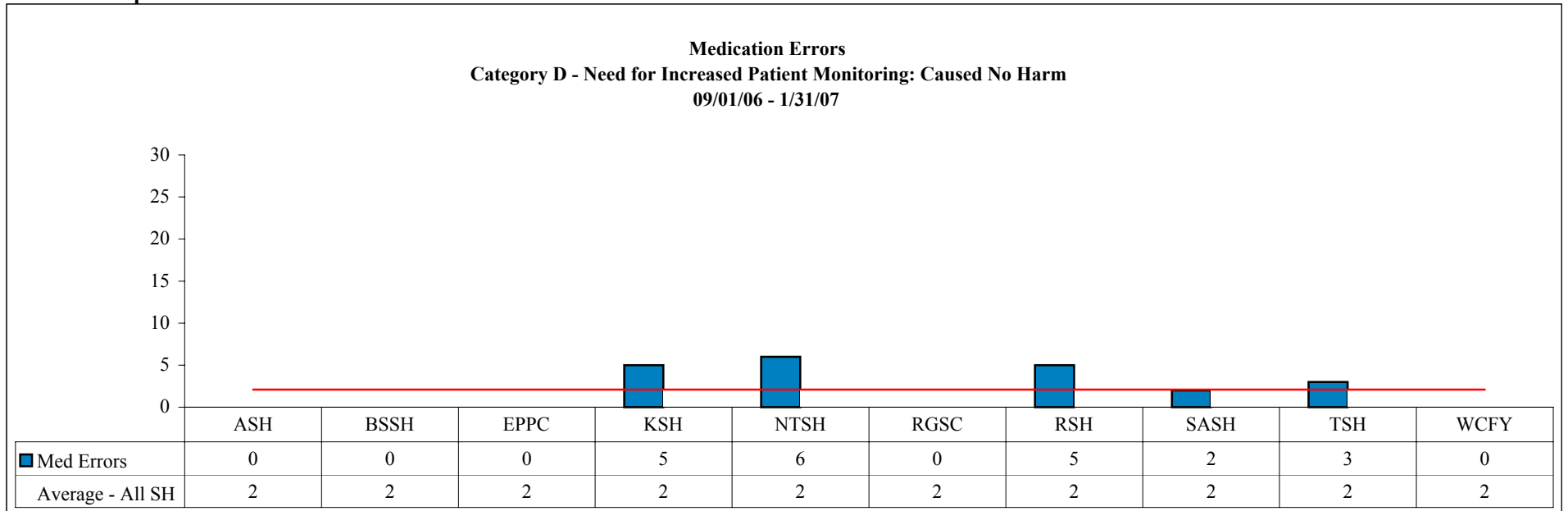
**Objective 4B - Medication Variance Data**  
**All State Hospitals**



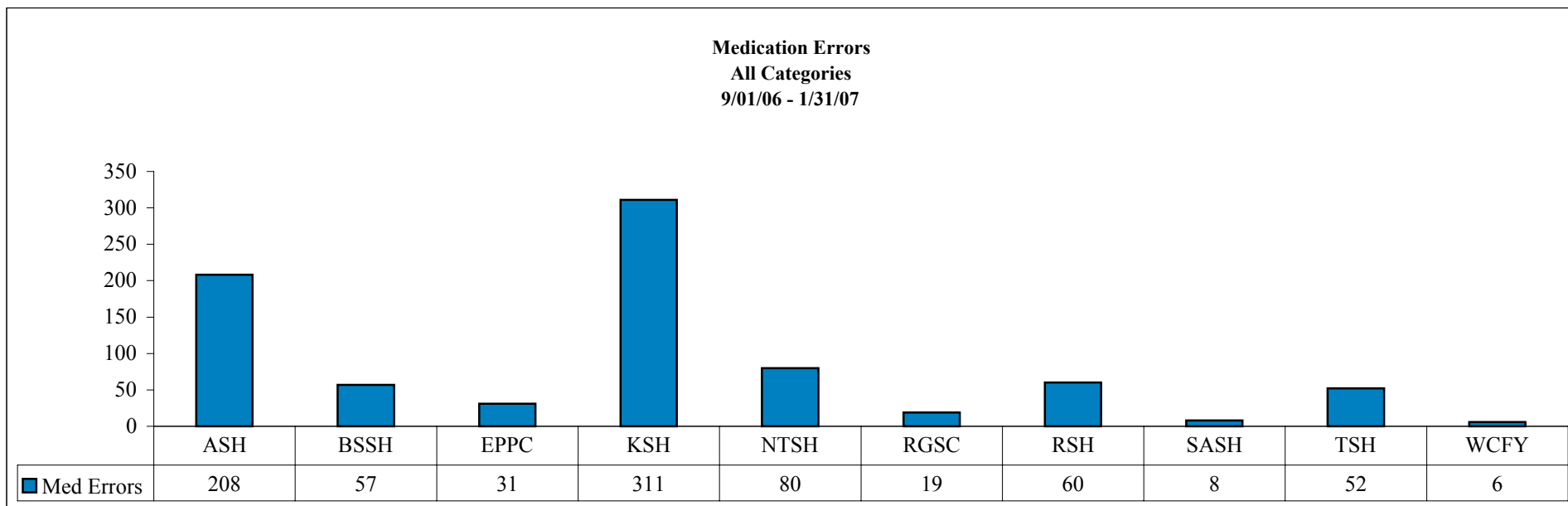
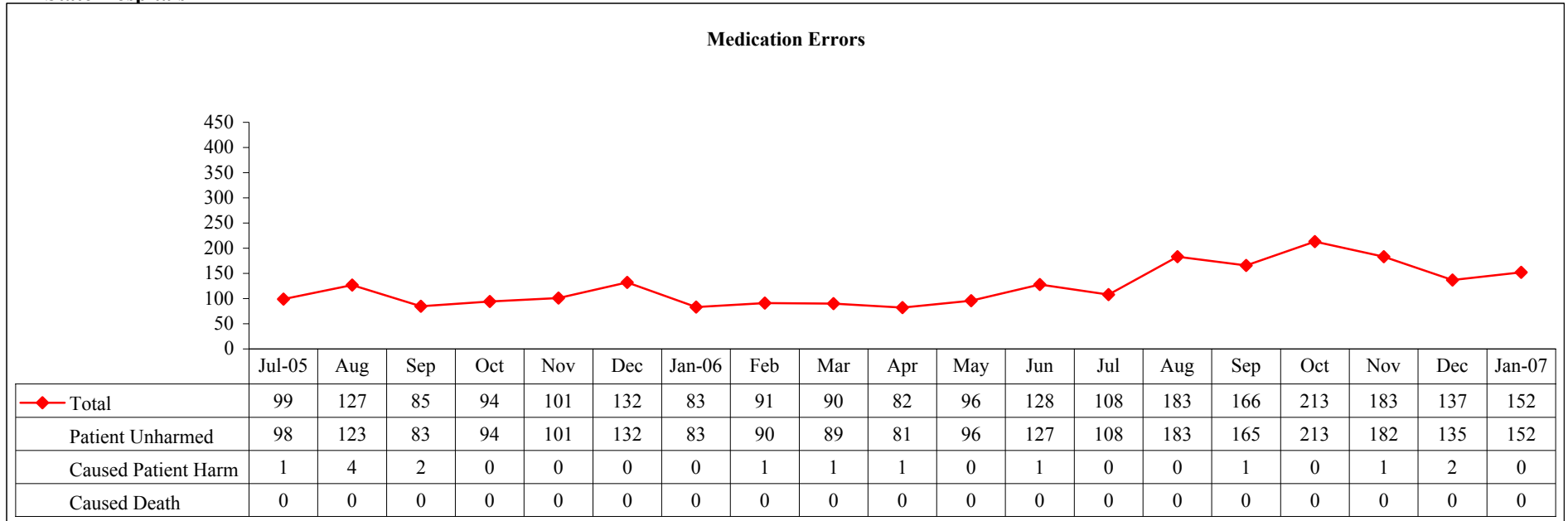
**Objective 4B - Medication Variance Data**  
**All State Hospitals**



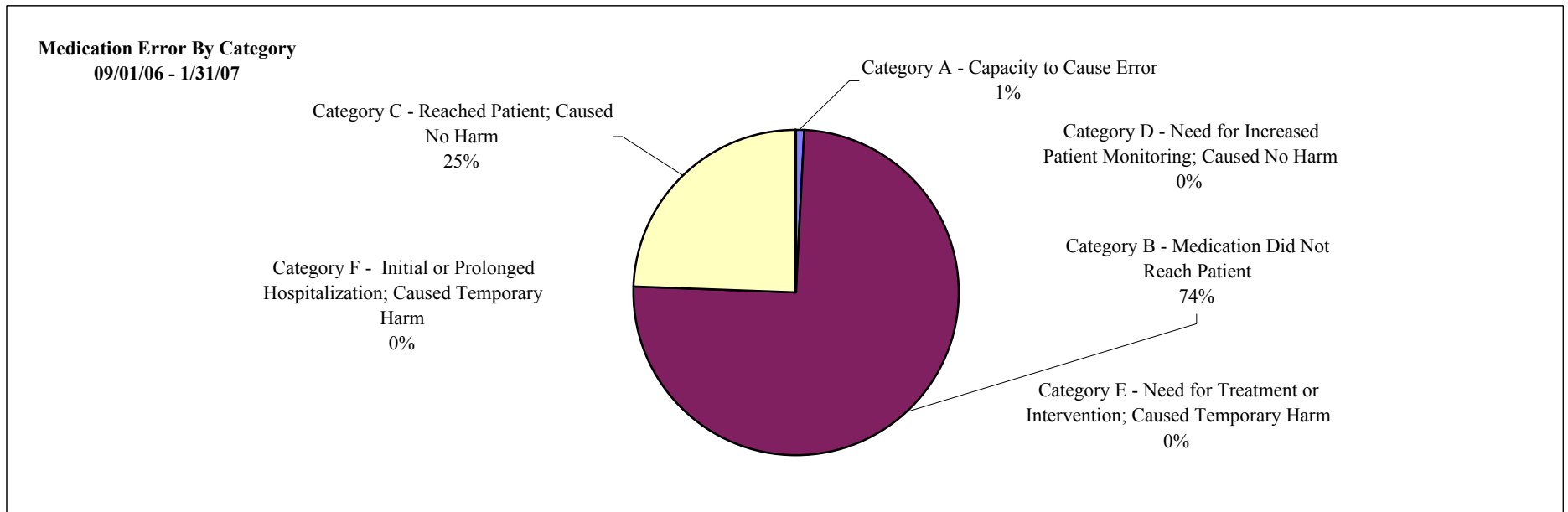
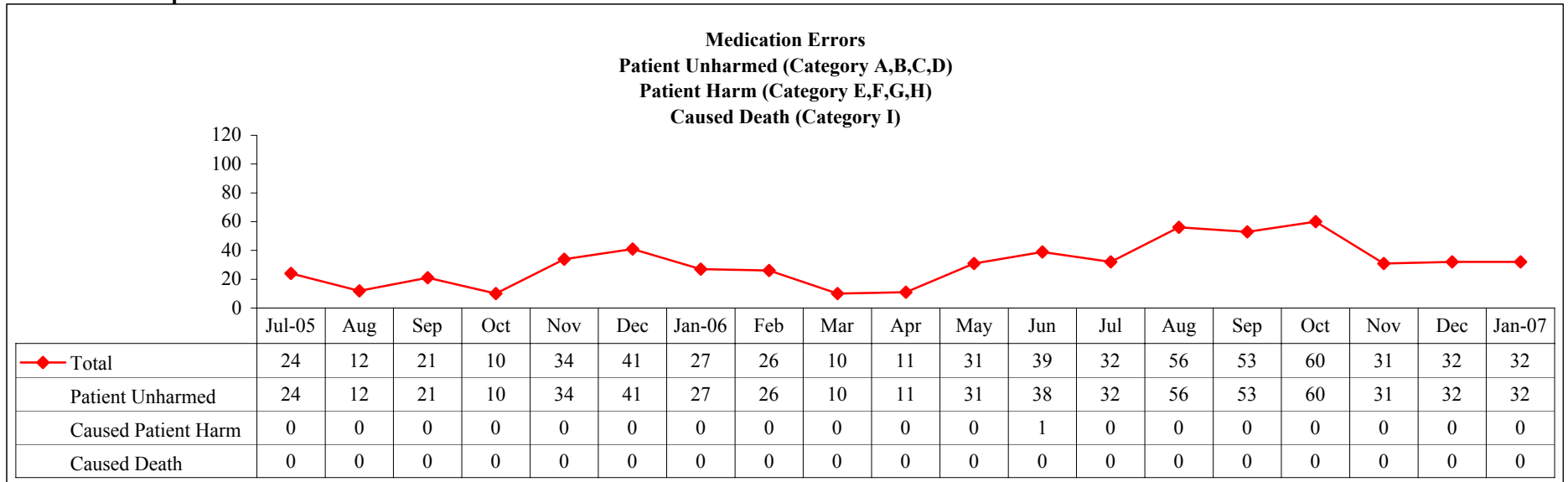
**Objective 4B - Medication Variance Data**  
**All State Hospitals**



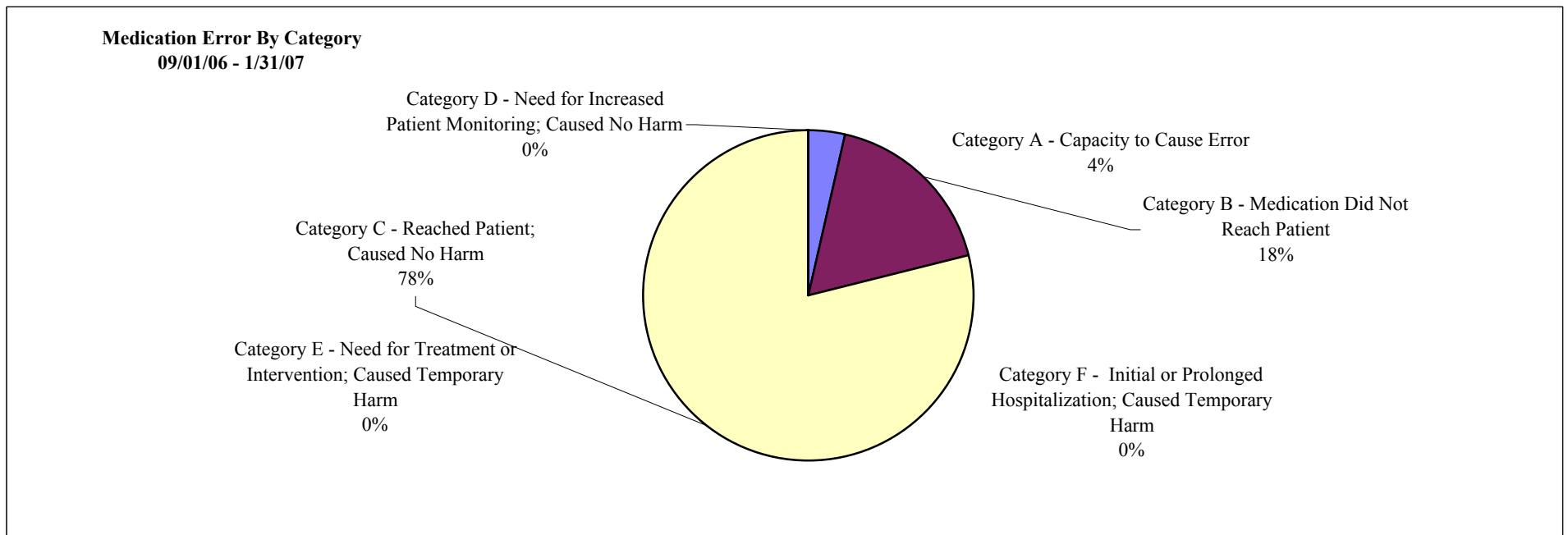
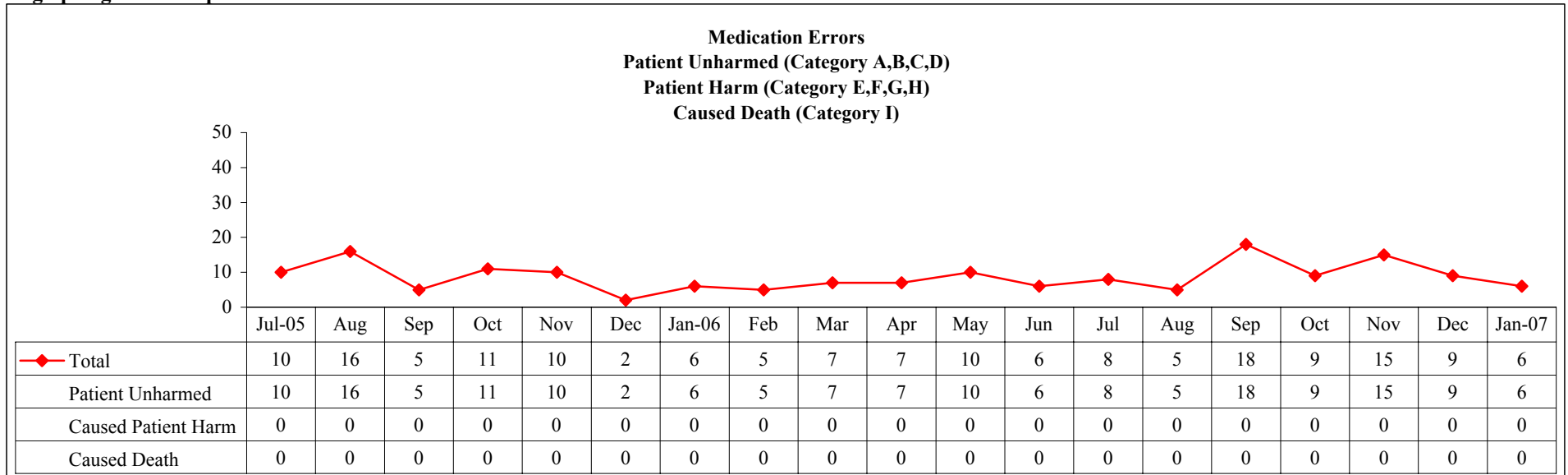
**Objective 4B - Medication Variance Data**  
**All State Hospitals**



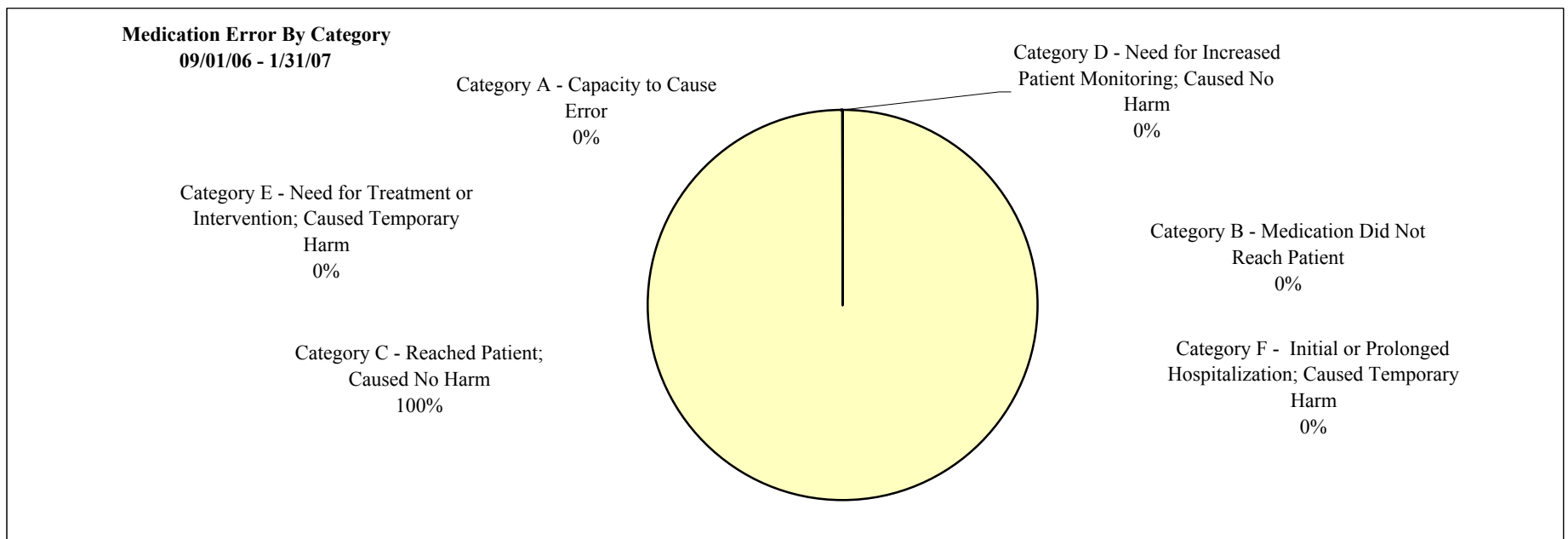
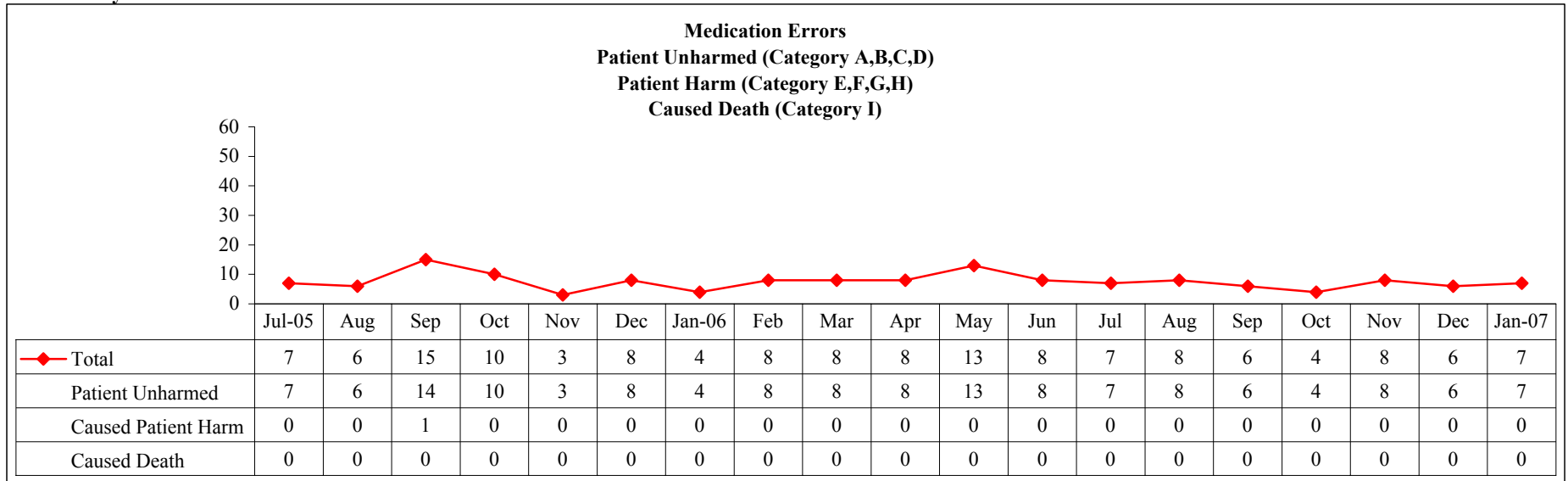
**Objective 4B - Medication Variance Data  
Austin State Hospital**



**Objective 4B - Medication Variance Data**  
**Big Spring State Hospital**

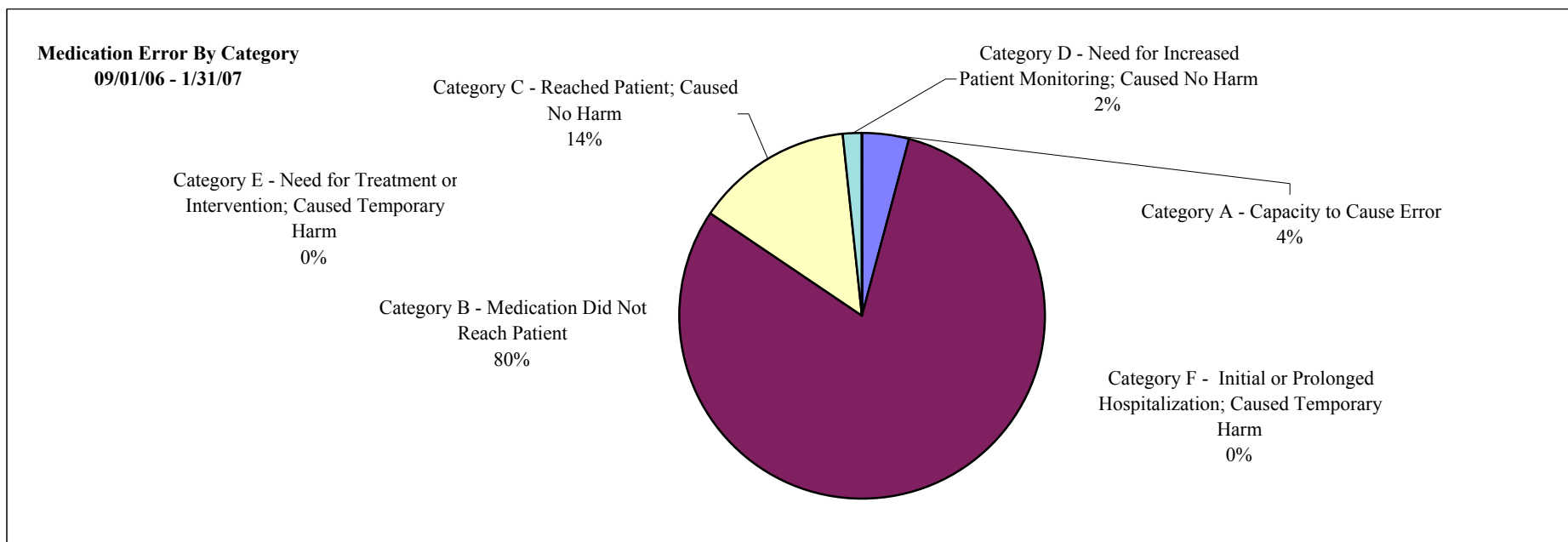
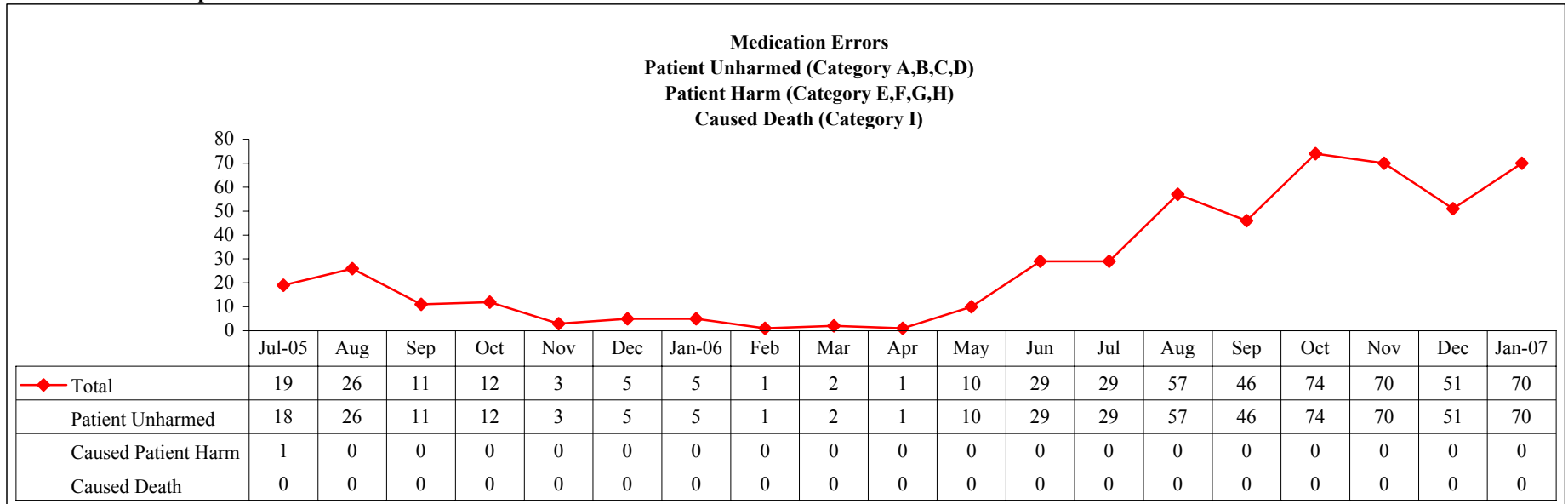


**Objective 4B - Medication Variance Data**  
**El Paso Psychiatric Center**

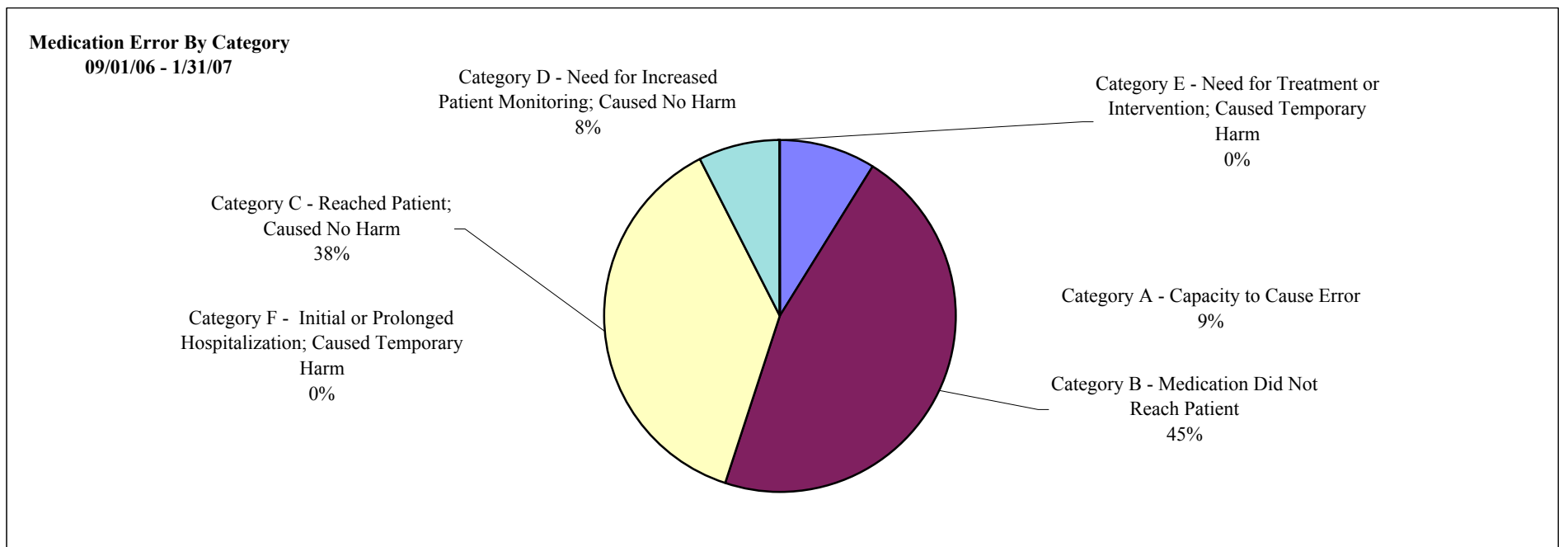
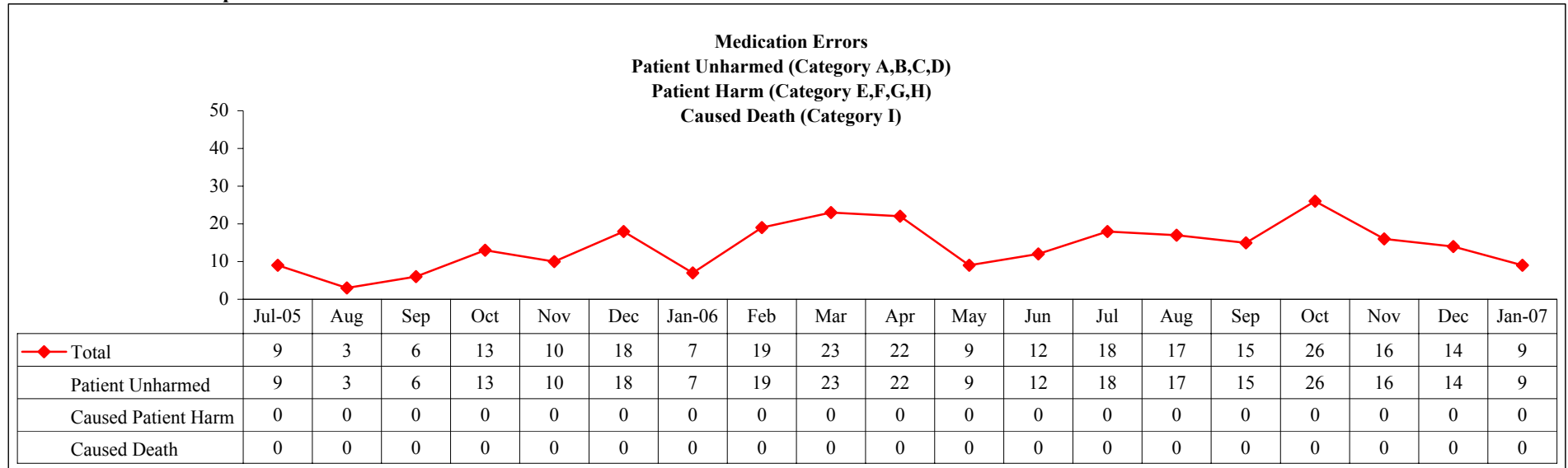




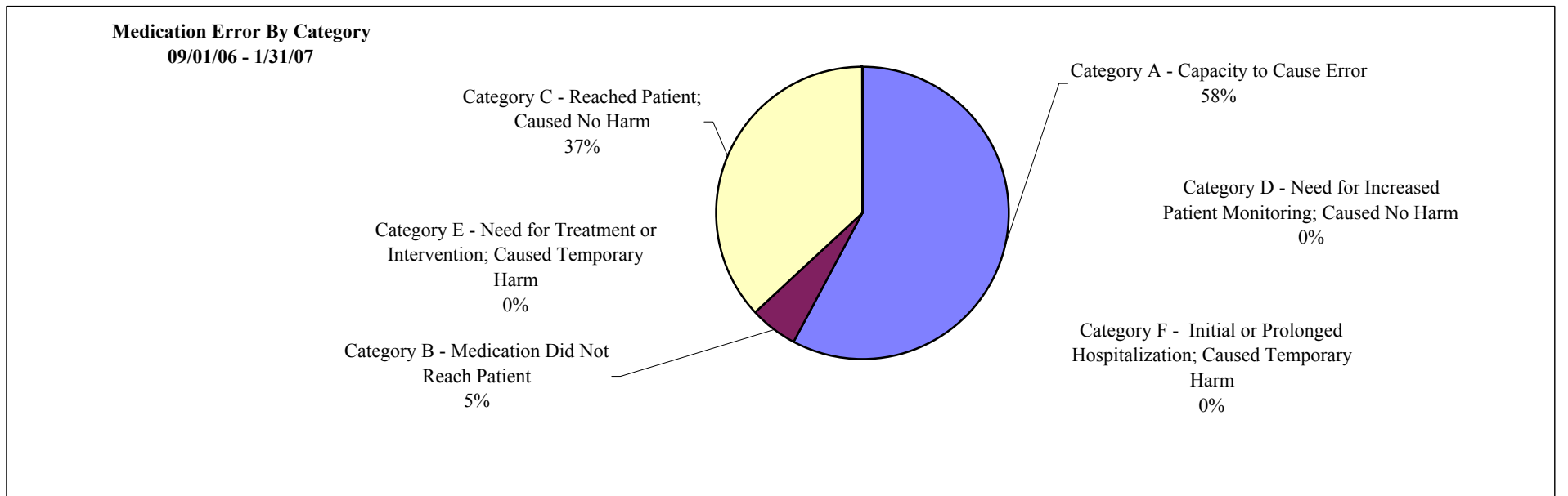
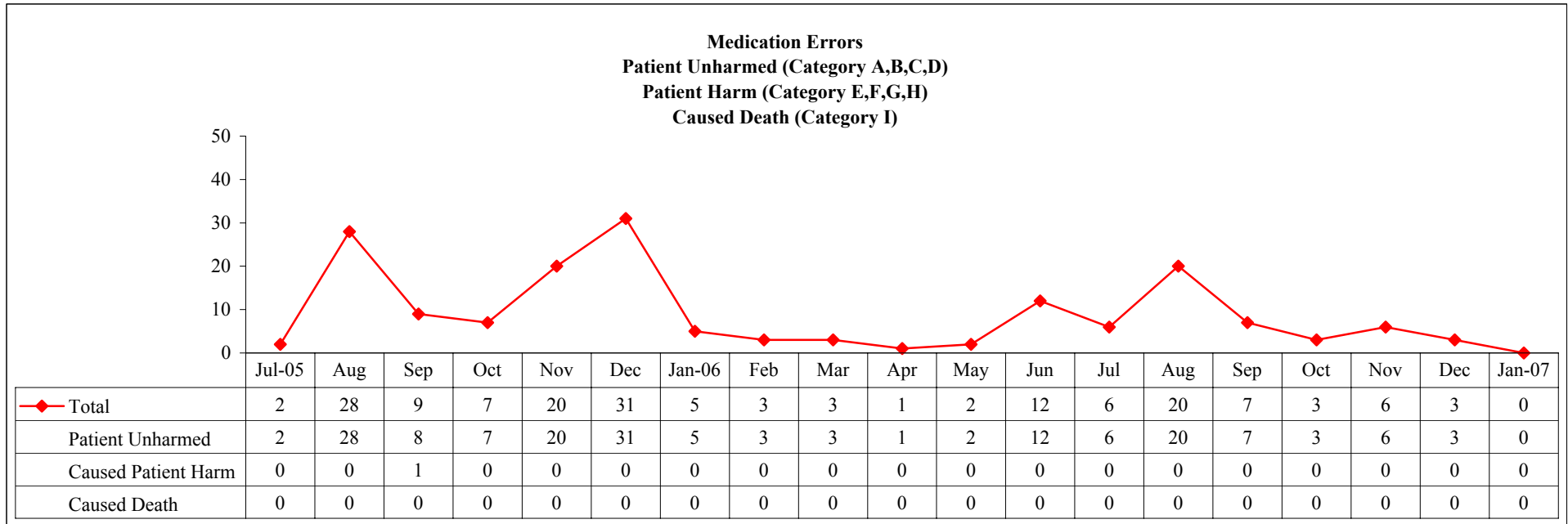
**Objective 4B - Medication Variance Data**  
**Kerrville State Hospital**



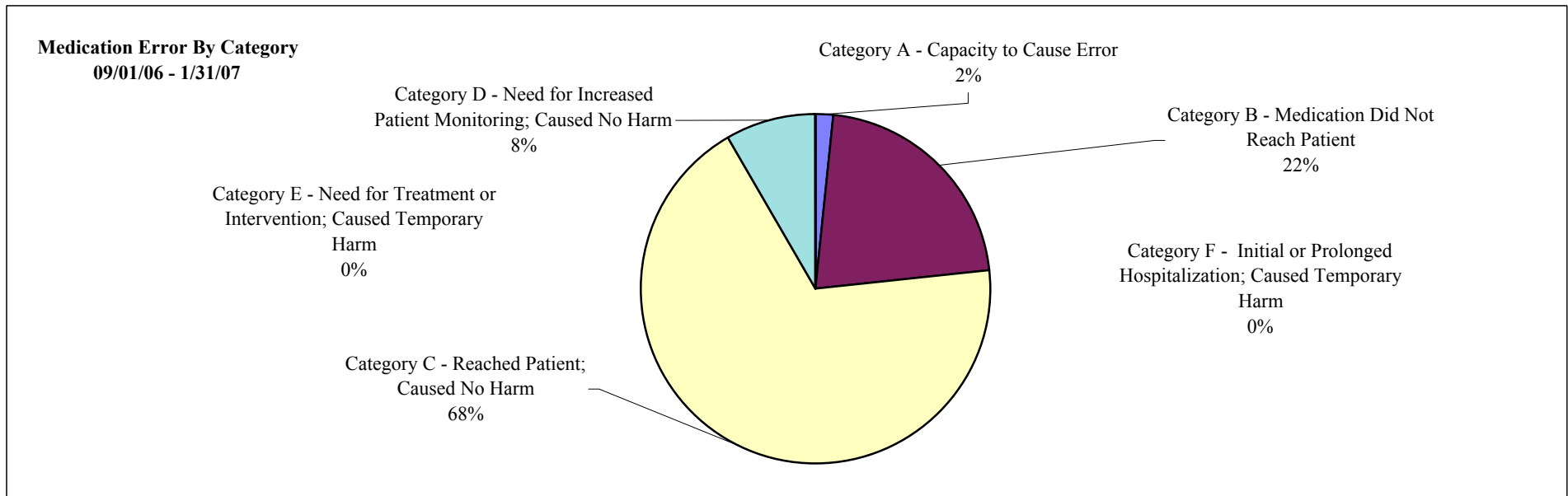
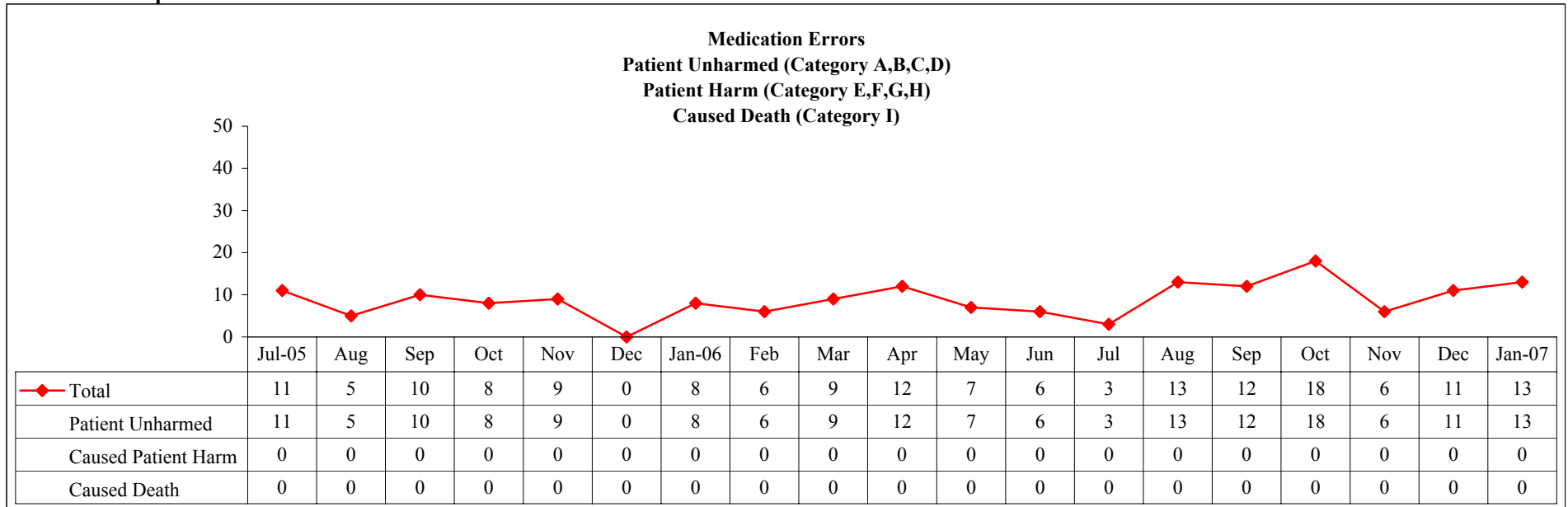
**Objective 4B - Medication Variance Data**  
**North Texas State Hospital**



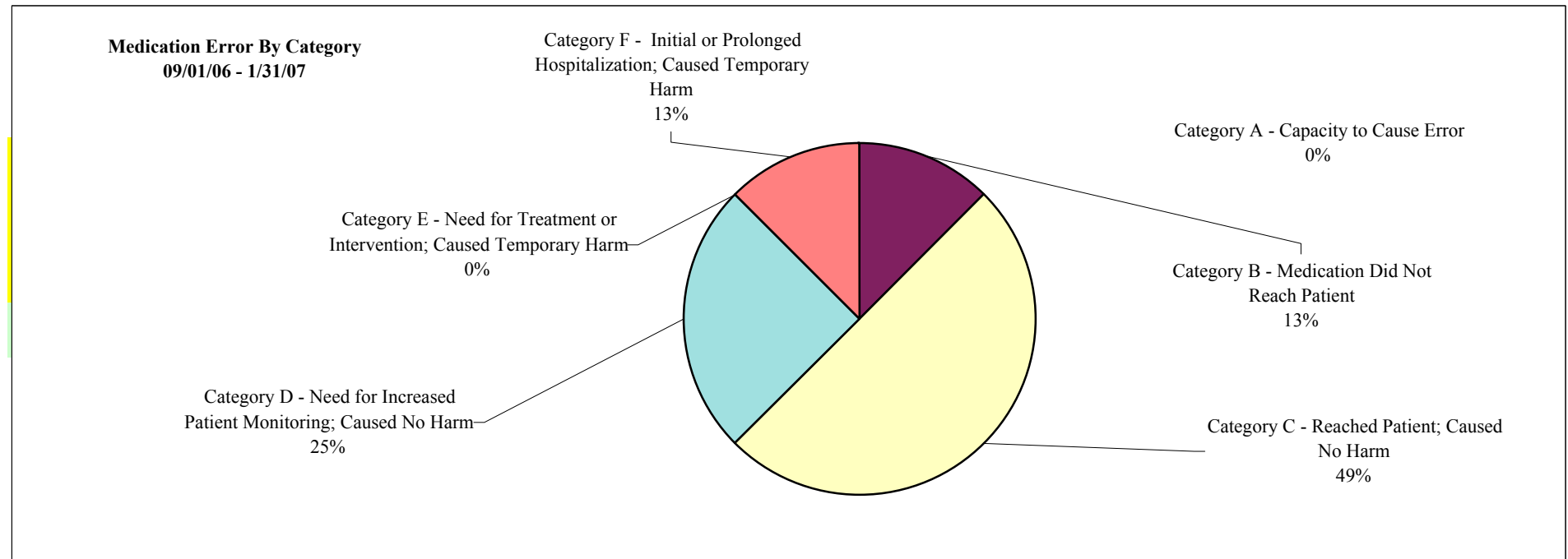
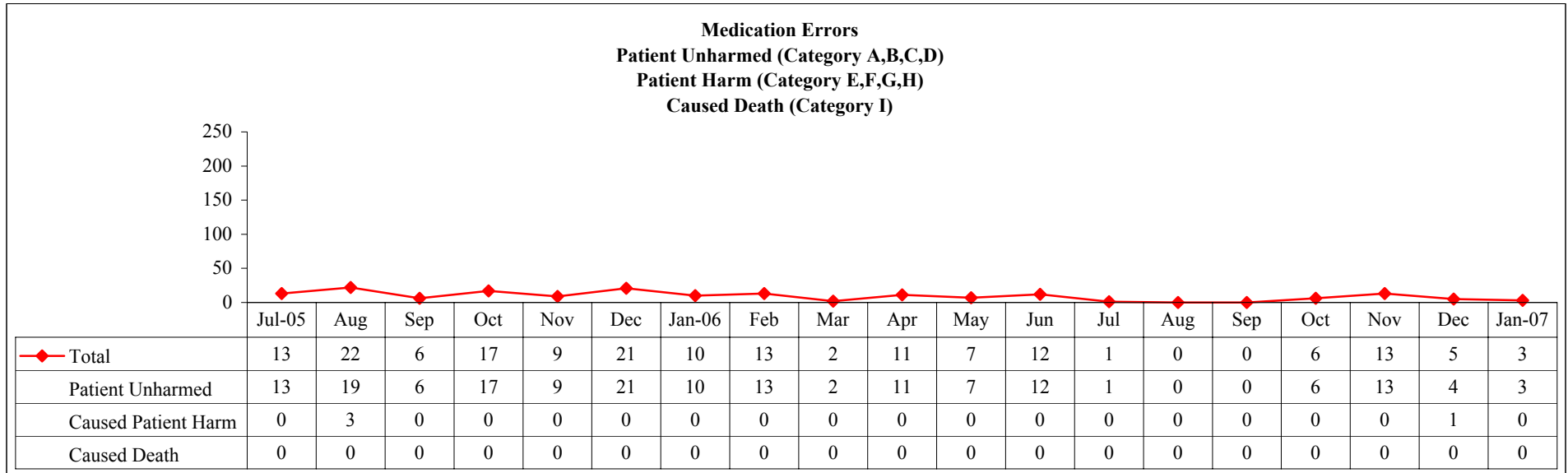
**Objective 4B - Medication Variance Data**  
**Rio Grande State Center**



**Objective 4B - Medication Variance Data**  
**Rusk State Hospital**

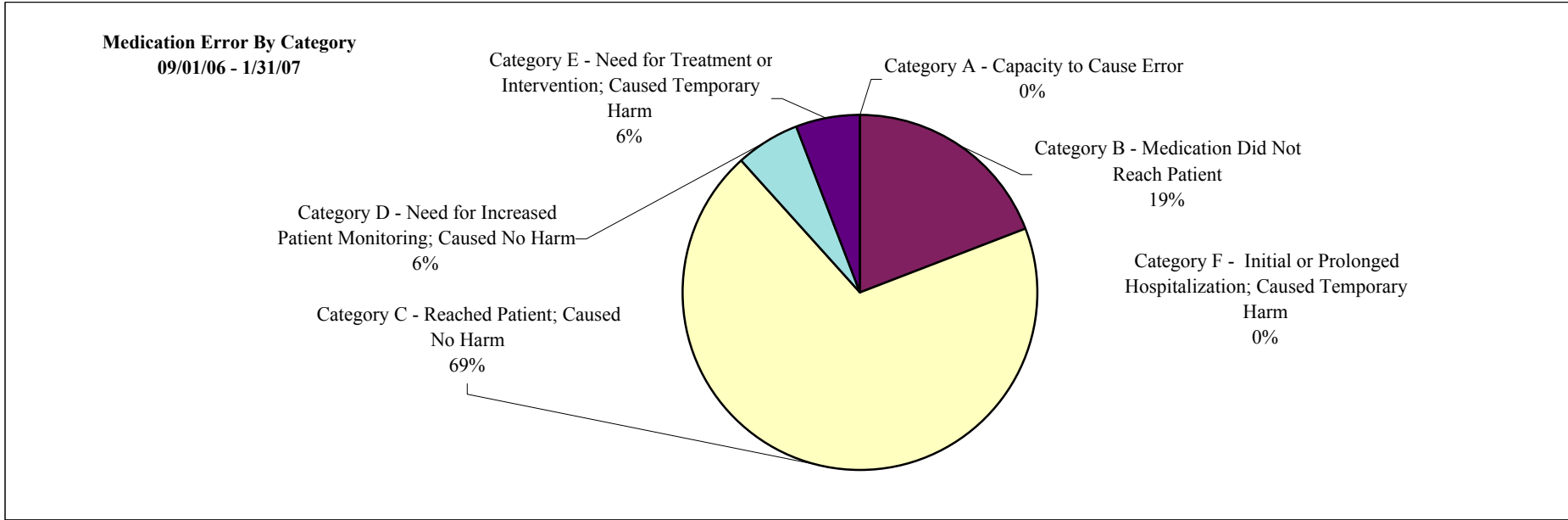
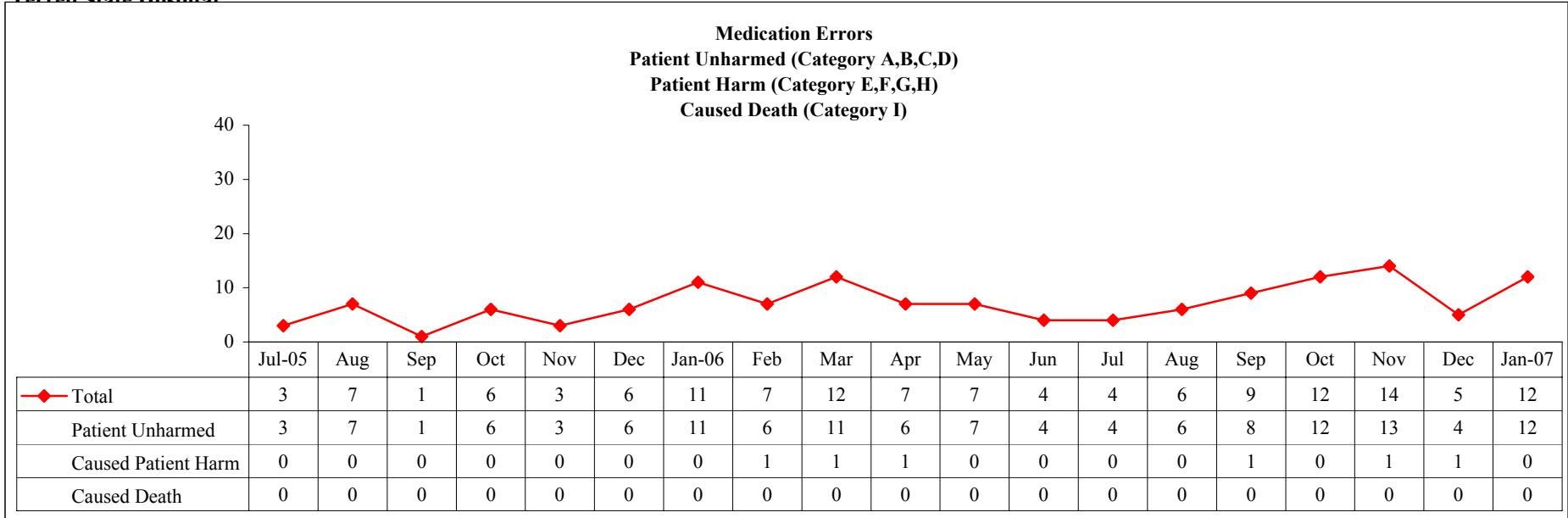


**Objective 4B - Medication Variance Data**  
**San Antonio State Hospital**

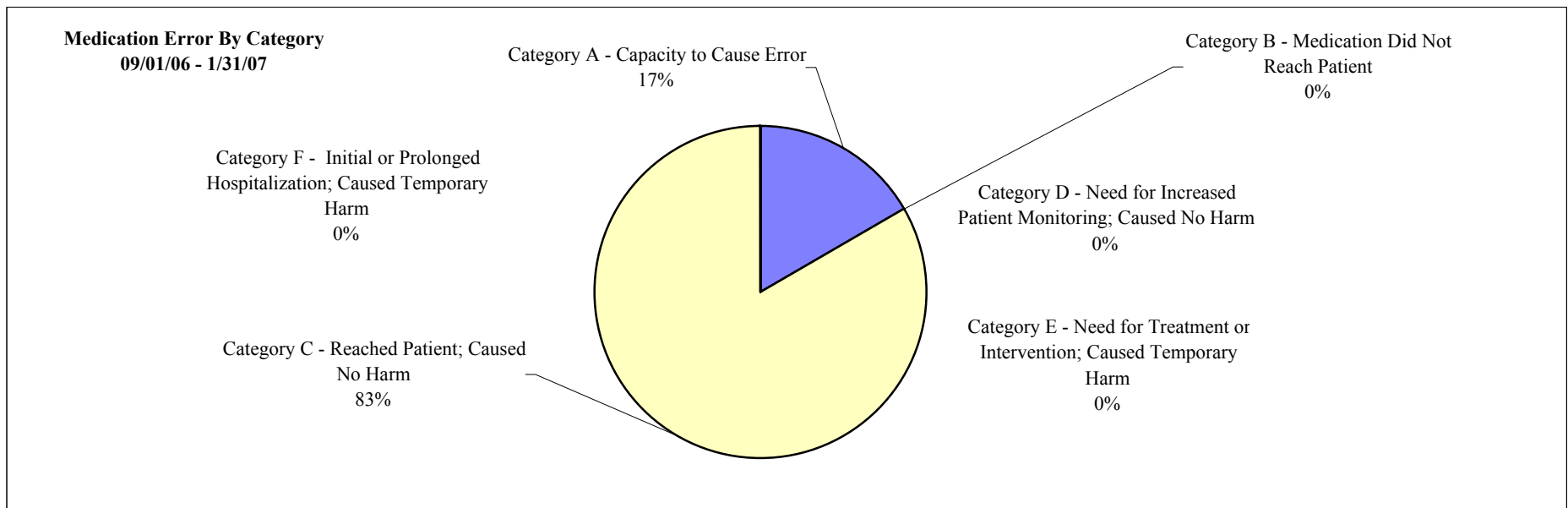
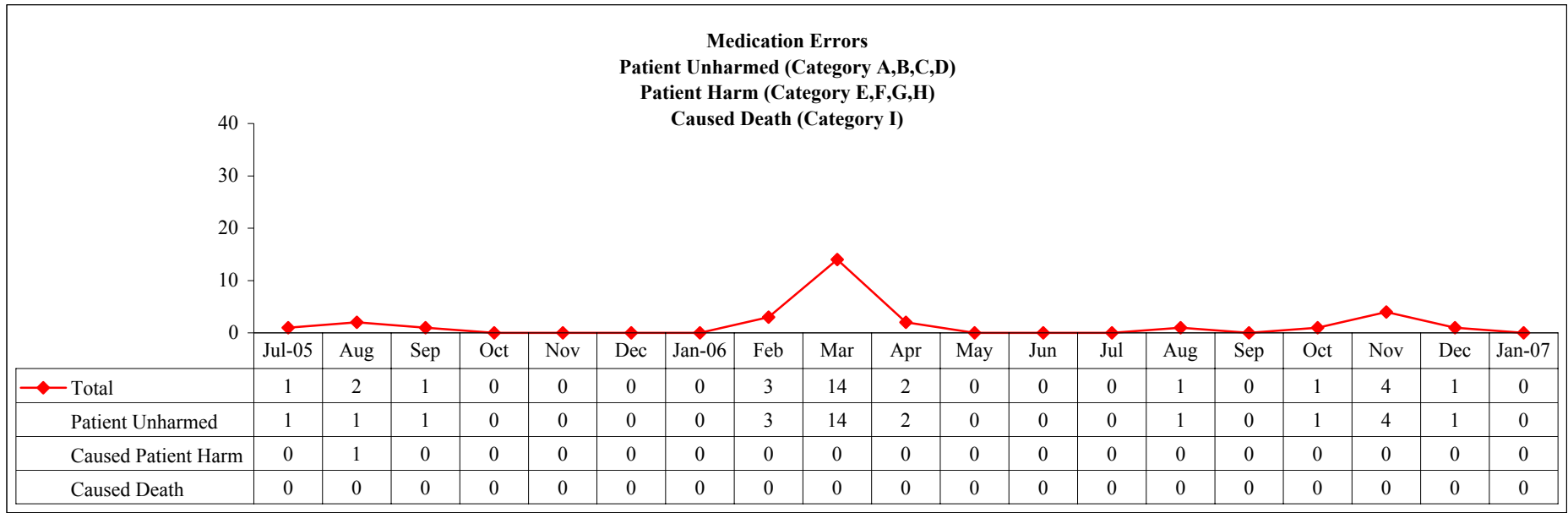


**Objective 4B - Medication Variance Data**

**Terrill State Hospital**



**Objective 4B - Medication Variance Data**  
**Waco Center for Youth**



**Performance Measure 4A:**

**The number of patients receiving new generation atypical antipsychotic medication will be tracked and analyzed quarterly.**

**Performance Measure Operational Definition:** The facility count of patients who receive new generation medications (risperidone, clozapine, olanzapine, quetiapine, ziprasidone and aripiprazole).

**Performance Measure Formula:**  $R = (N/D)$

R = rate of persons served receiving new generation medications per FY month

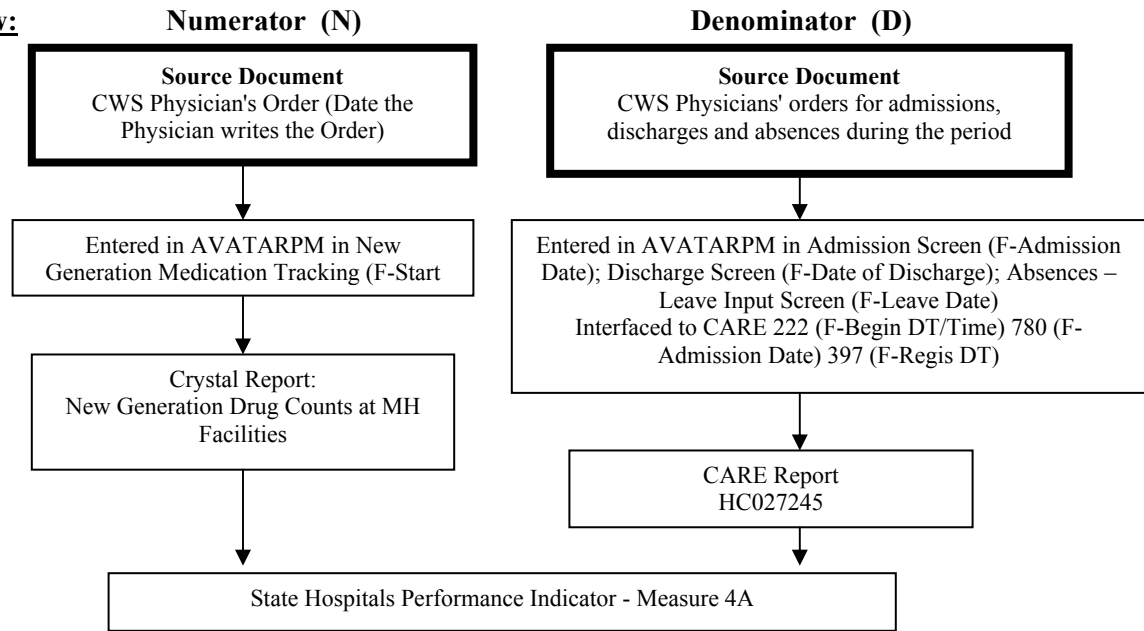
N = patients receiving new generation medications

D = unduplicated person's receiving mental health services

**Performance Measure Data Display and Chart Description:**

- ◆ Chart of quarterly percentage of patients receiving new generation medication for individual state hospitals and system-wide.
- ◆ Chart with monthly data points of number of patients receiving new generation medication for individual state hospitals and system-wide.
- ◆ Chart with monthly data points of percentage of patients receiving new generation medication for individual state hospitals and system-wide.

**Data Flow:**

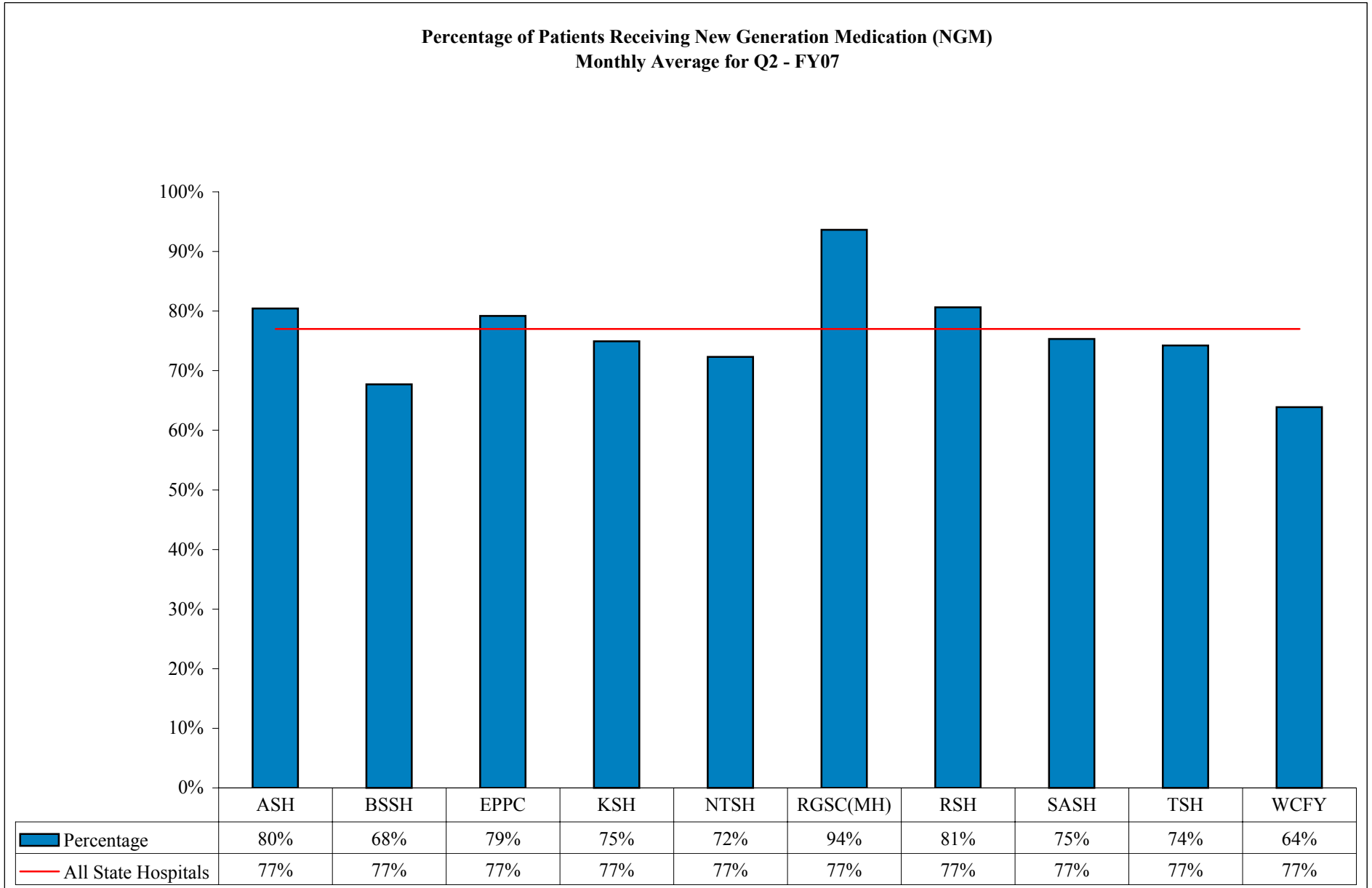


**Data Integrity Review Process:**

N/A

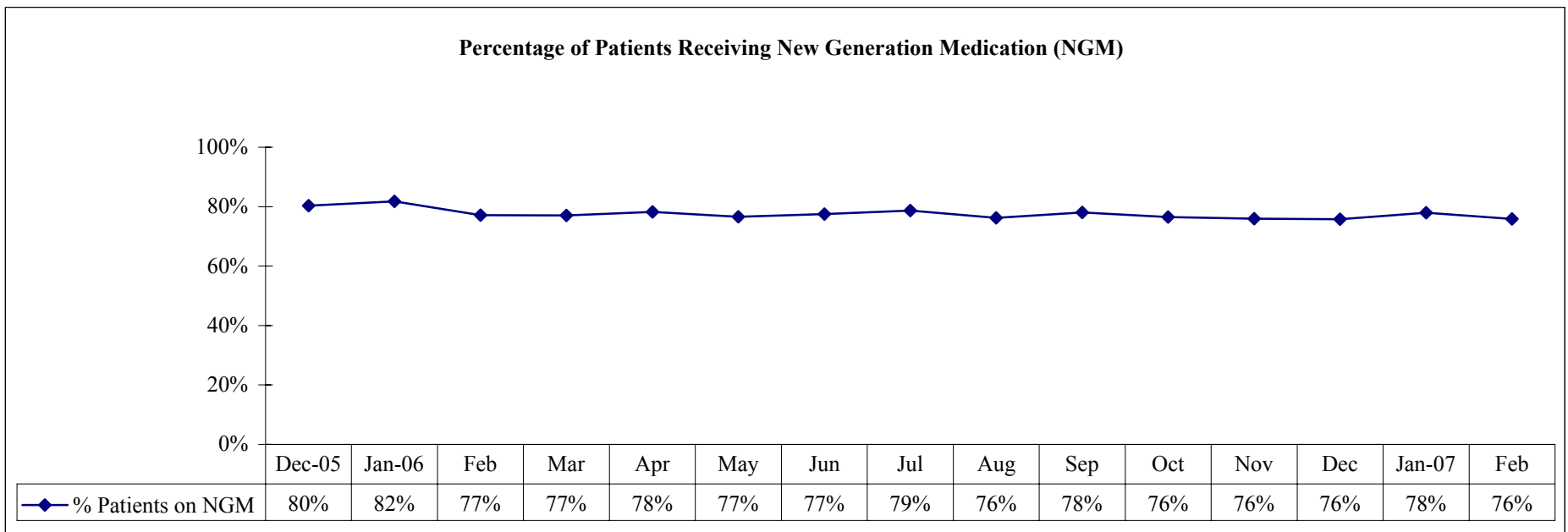
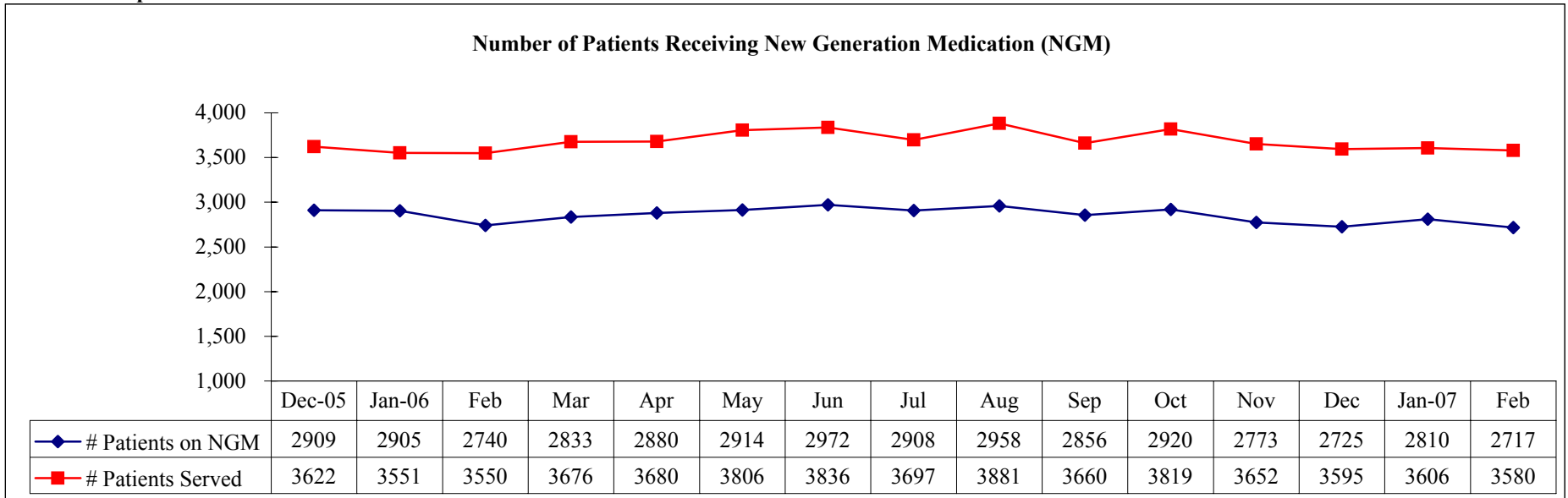


**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**All State Hospitals**



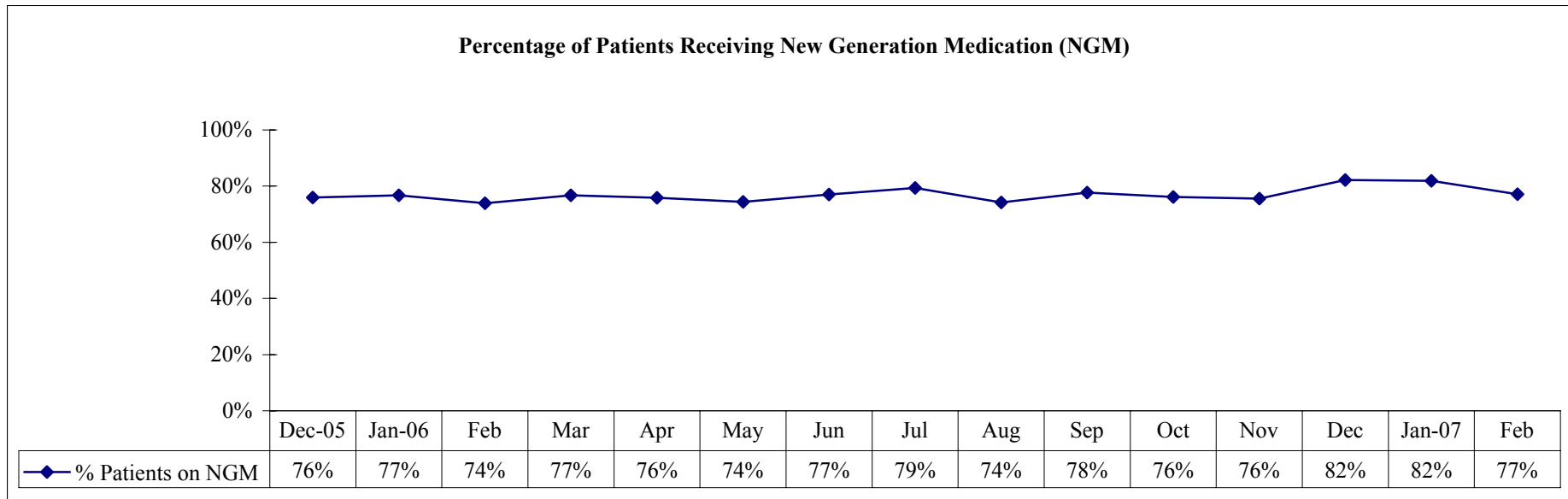
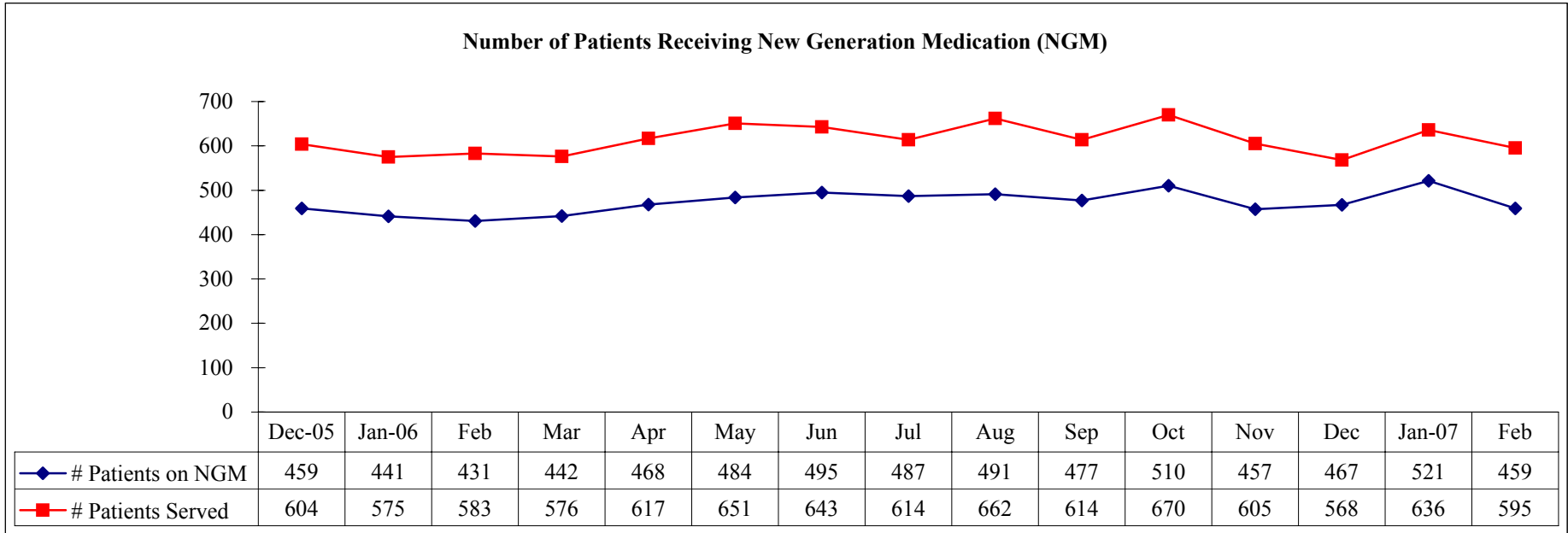
Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**All State Hospitals**



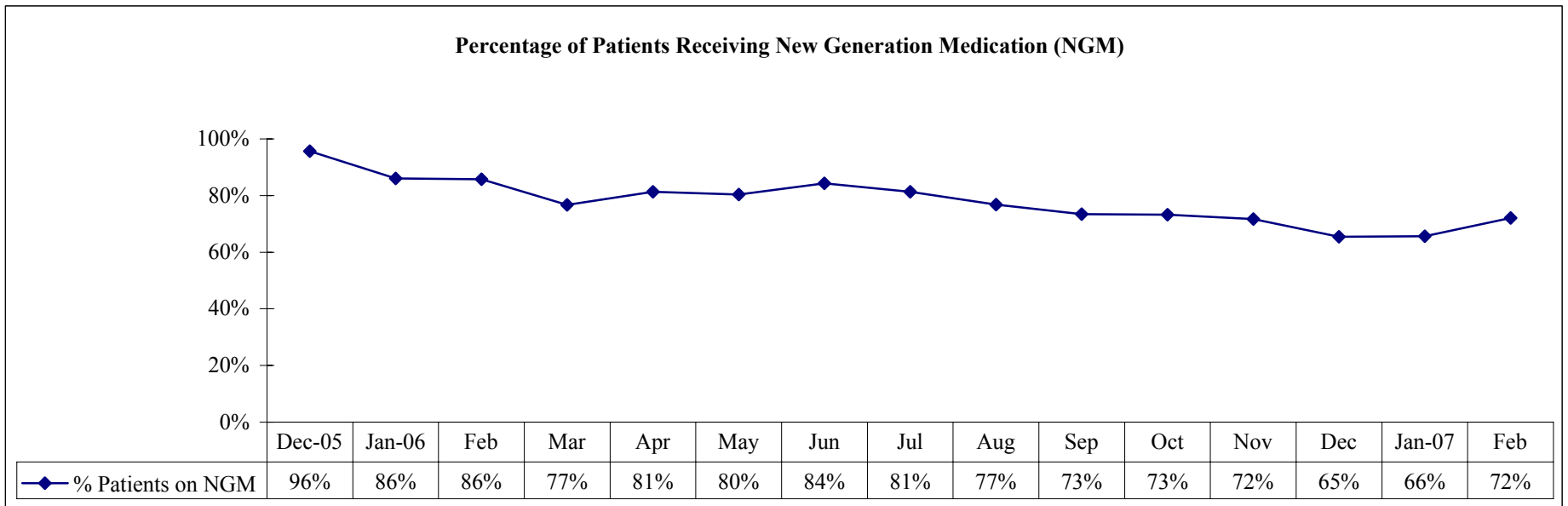
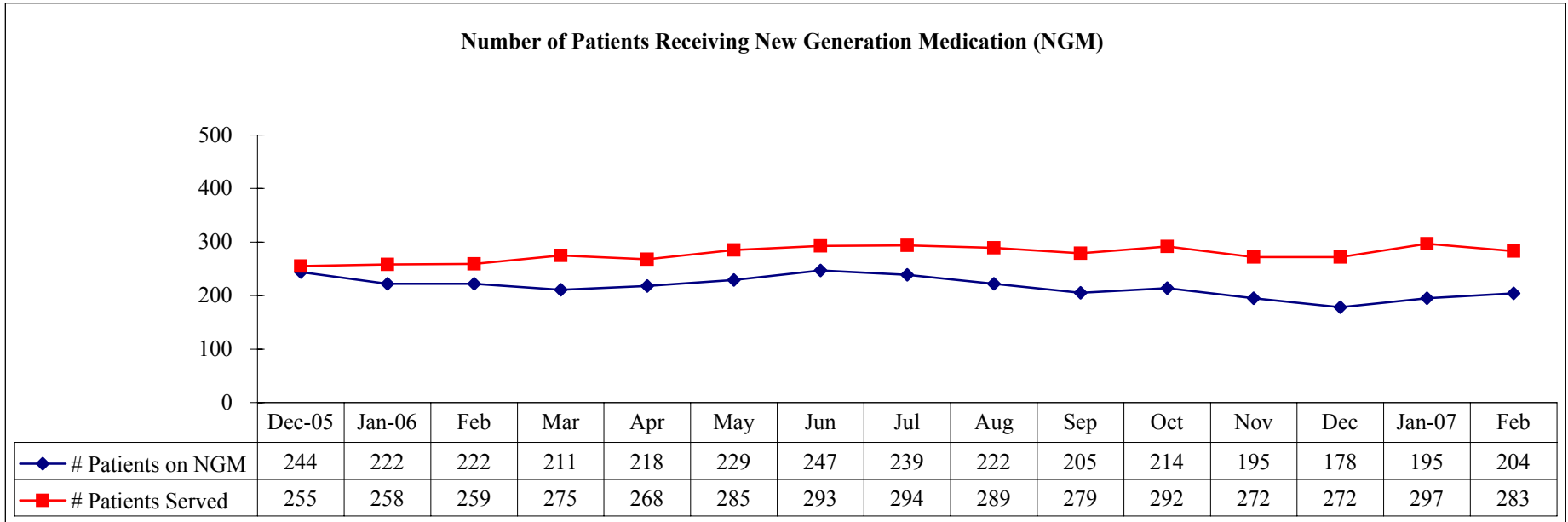
Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**Austin State Hospital**



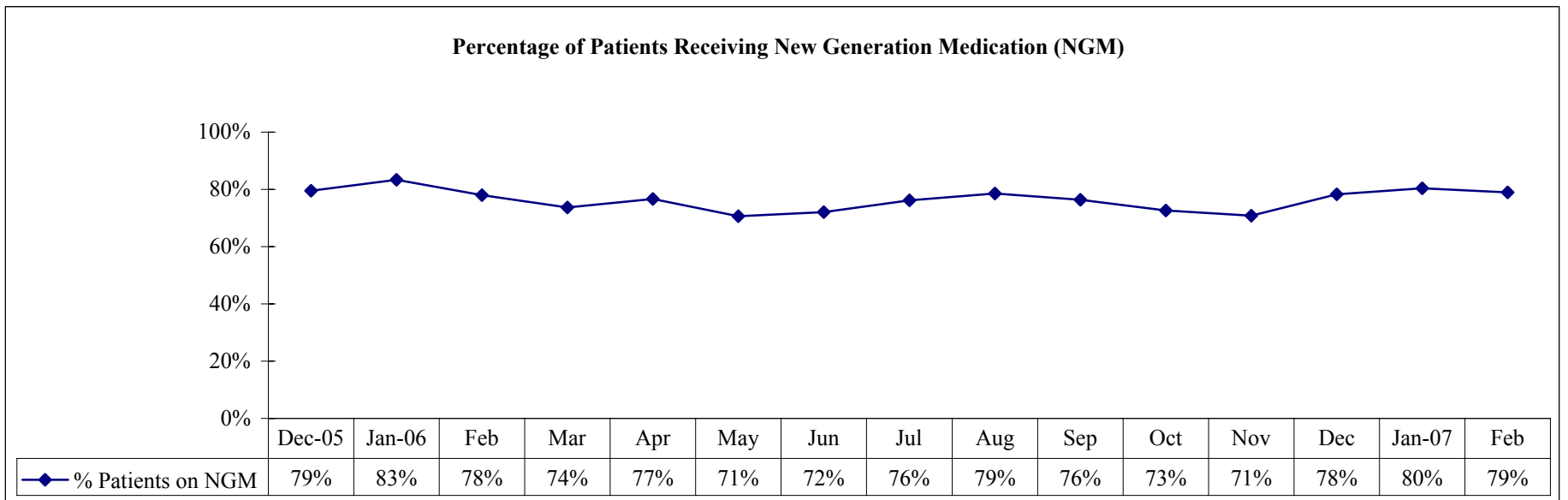
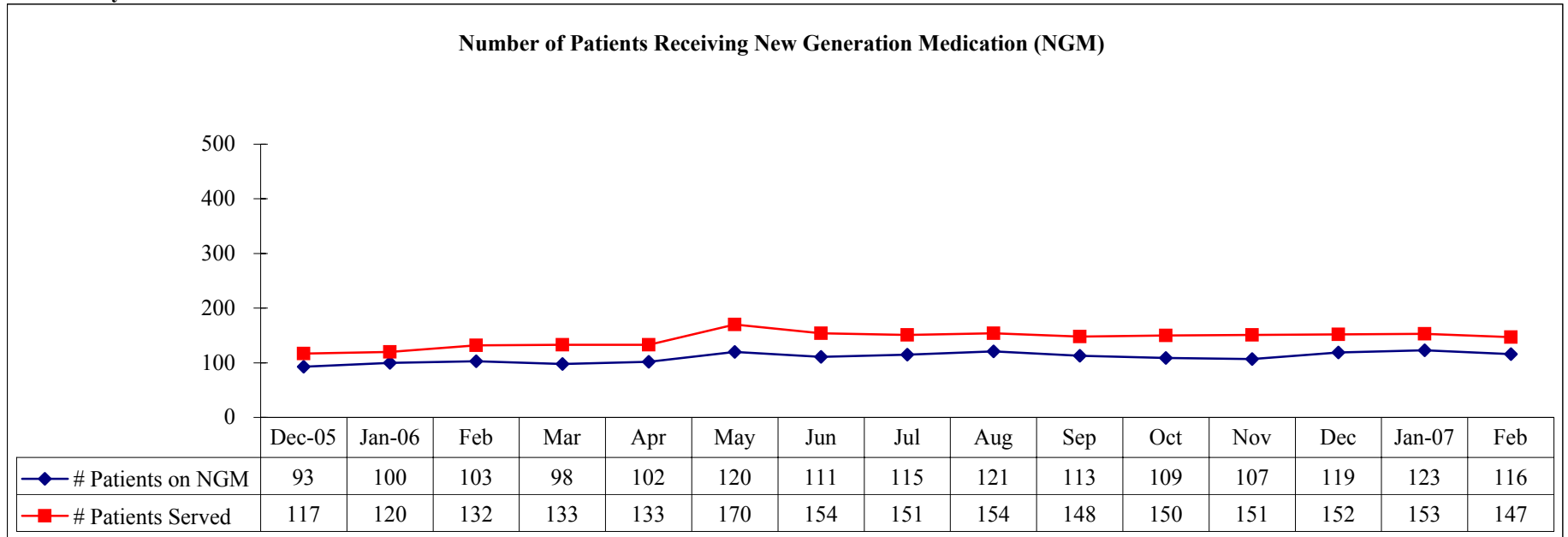
Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)  
Big Spring State Hospital**



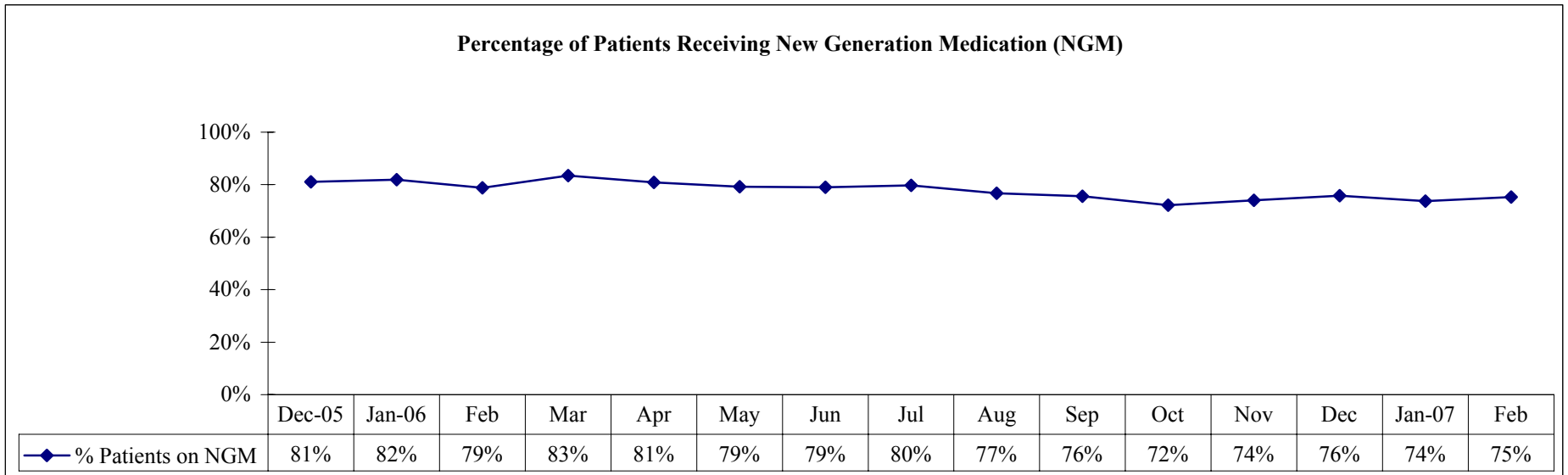
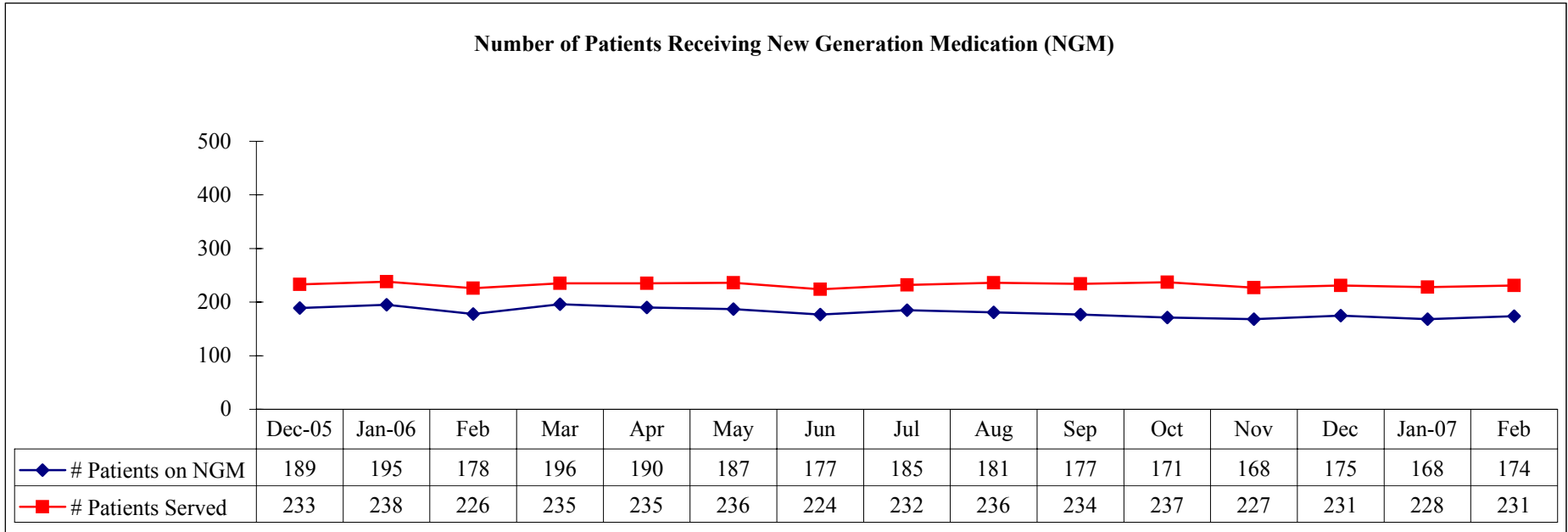
Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**El Paso Psychiatric Center**



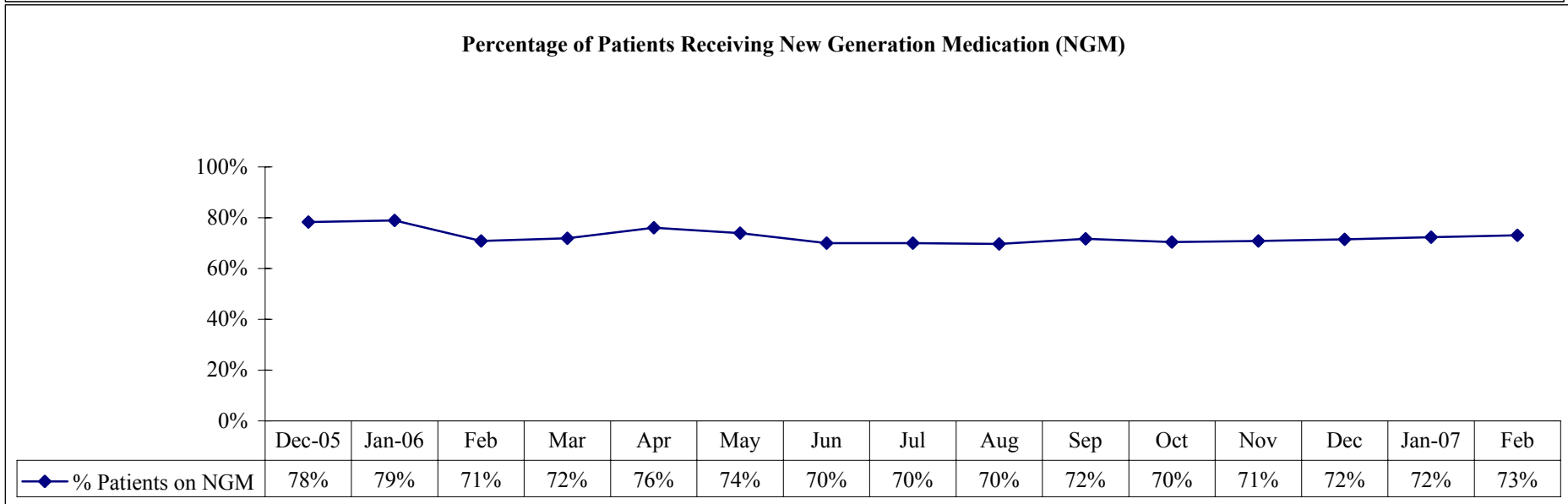
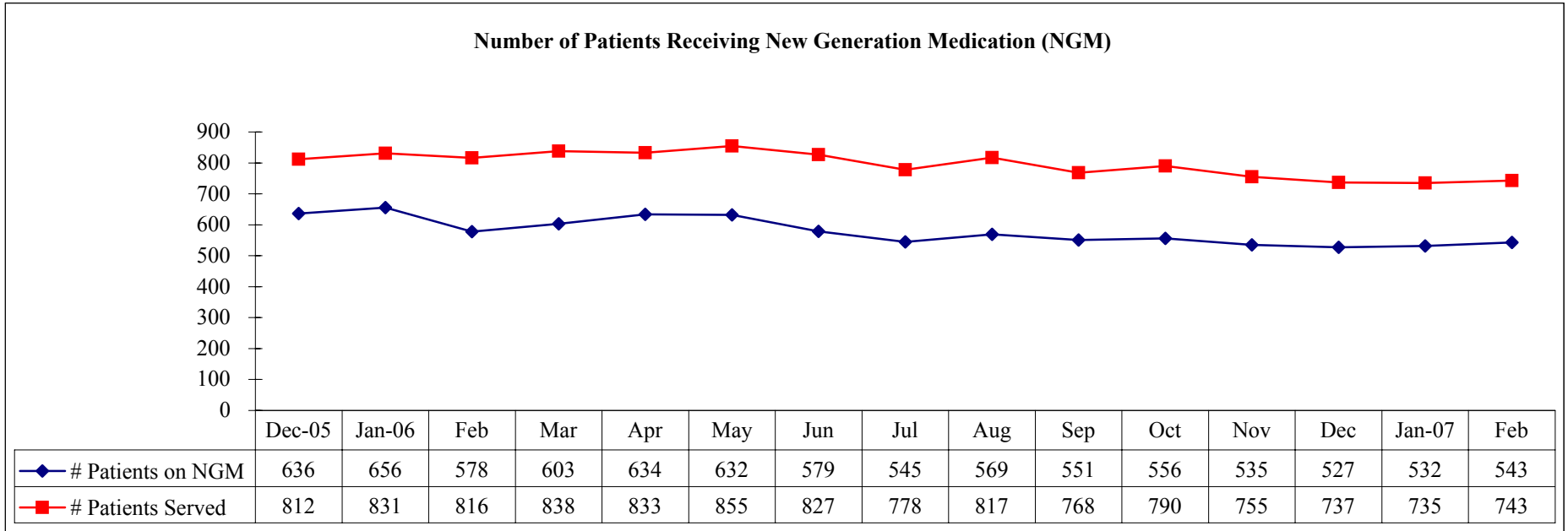
Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**Kerrville State Hospital**



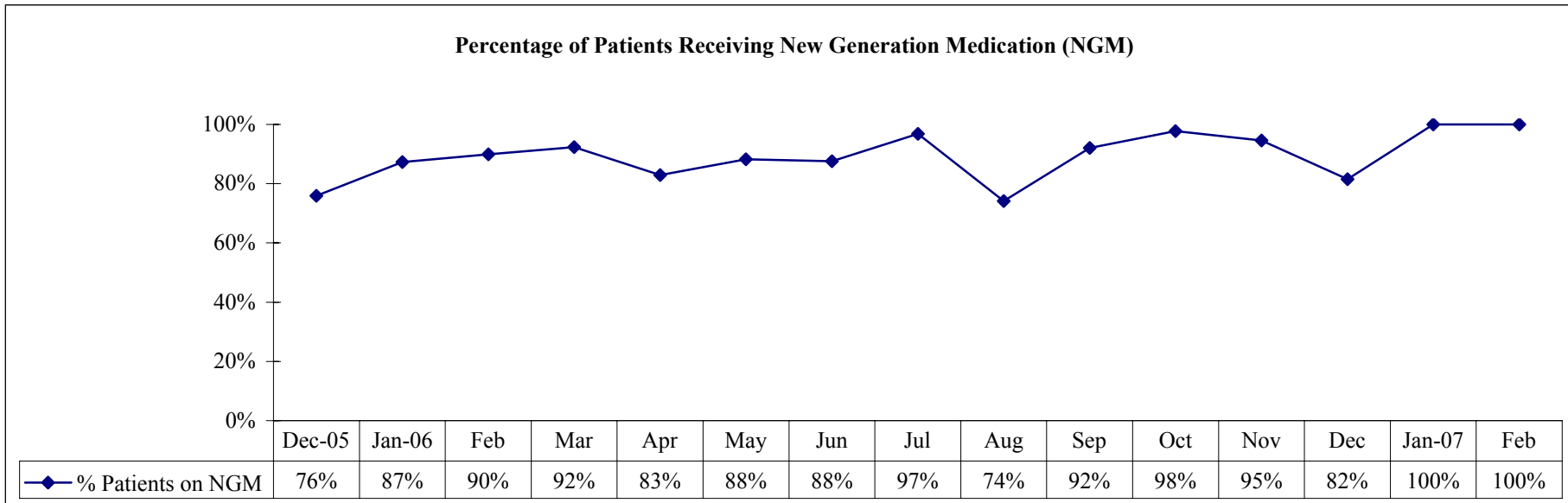
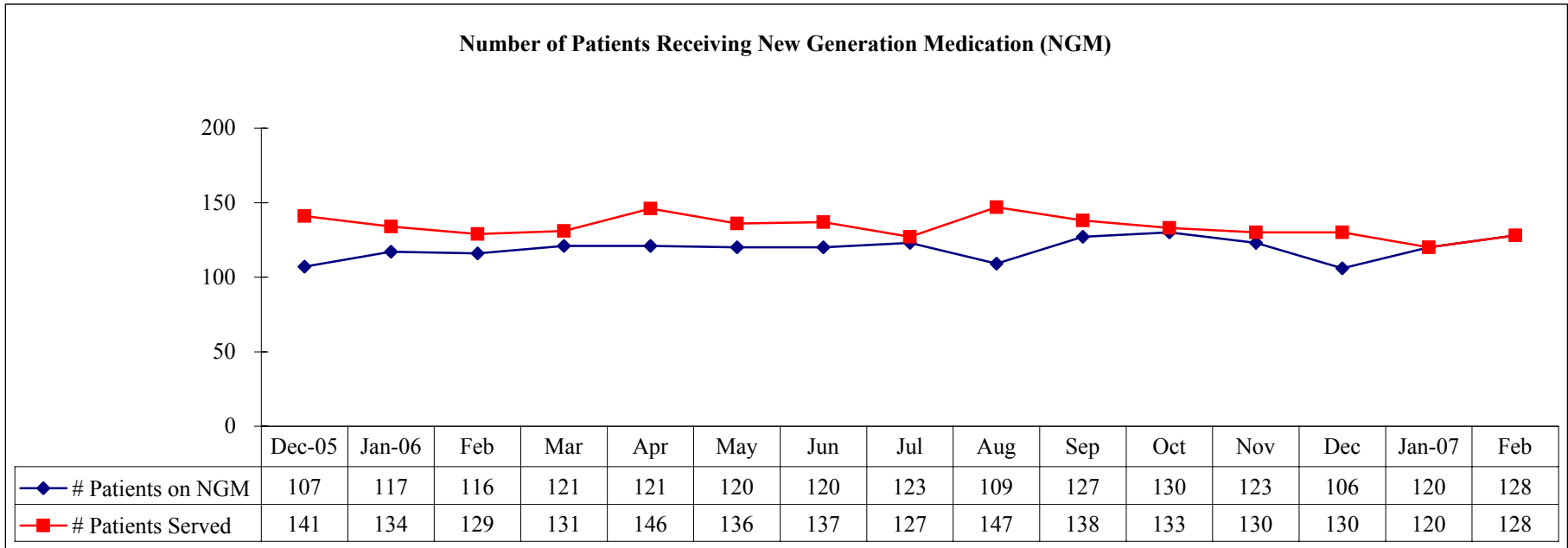
Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**North Texas State Hospital**



Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

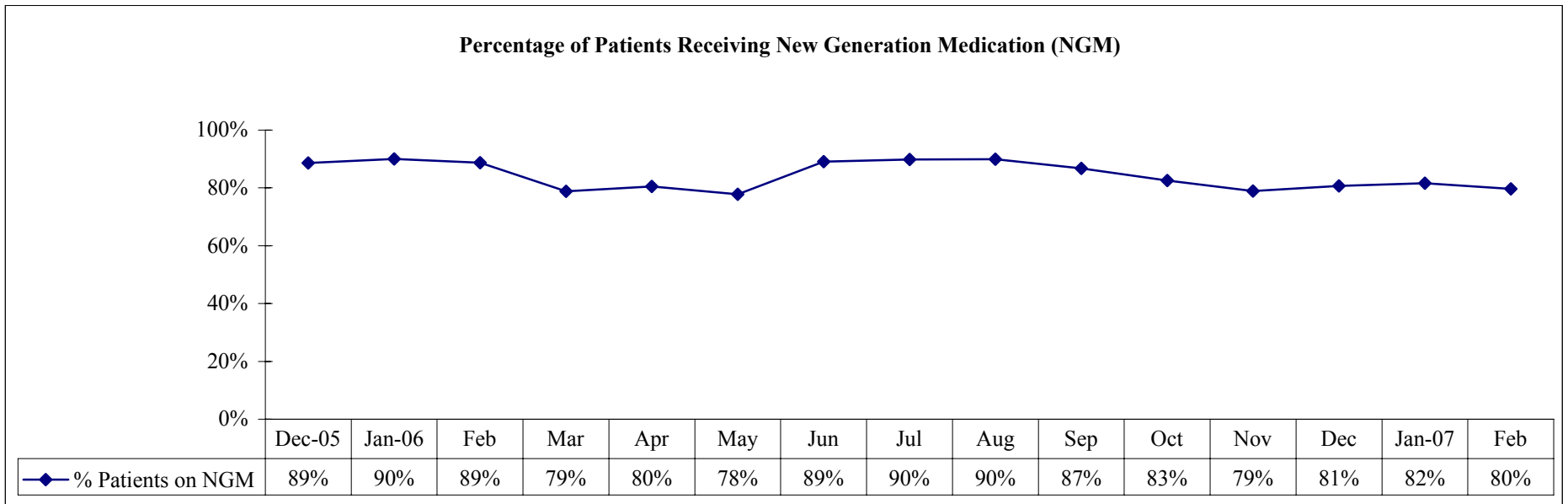
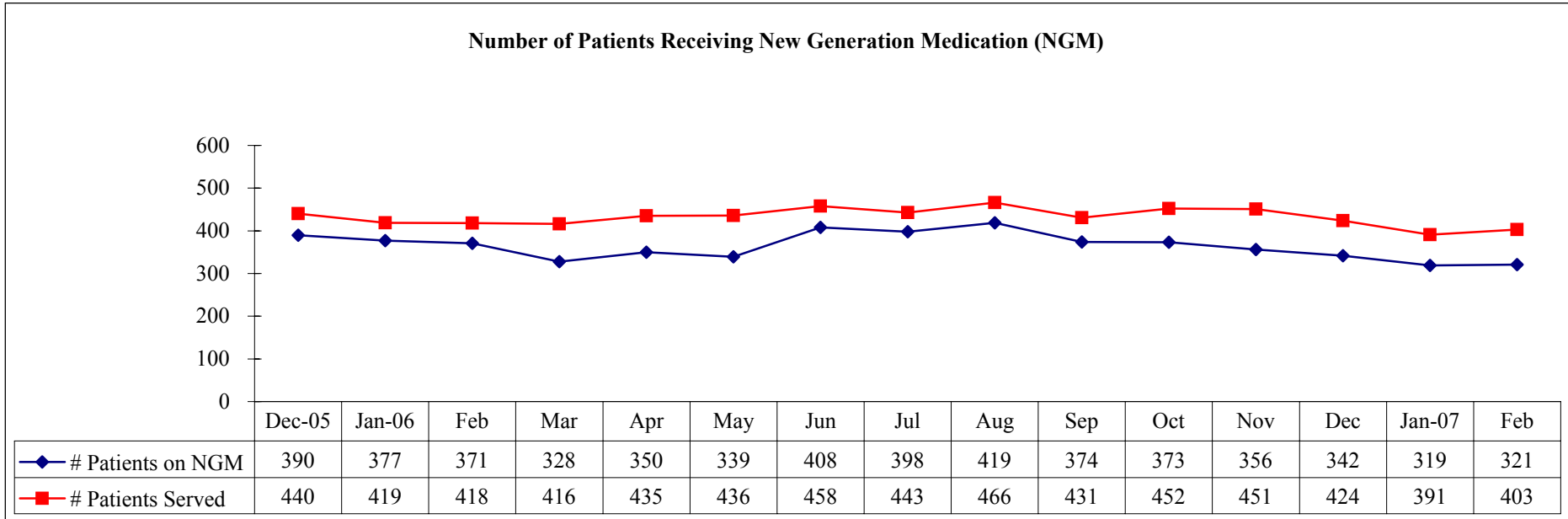
**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**Rio Grande State Center**



Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

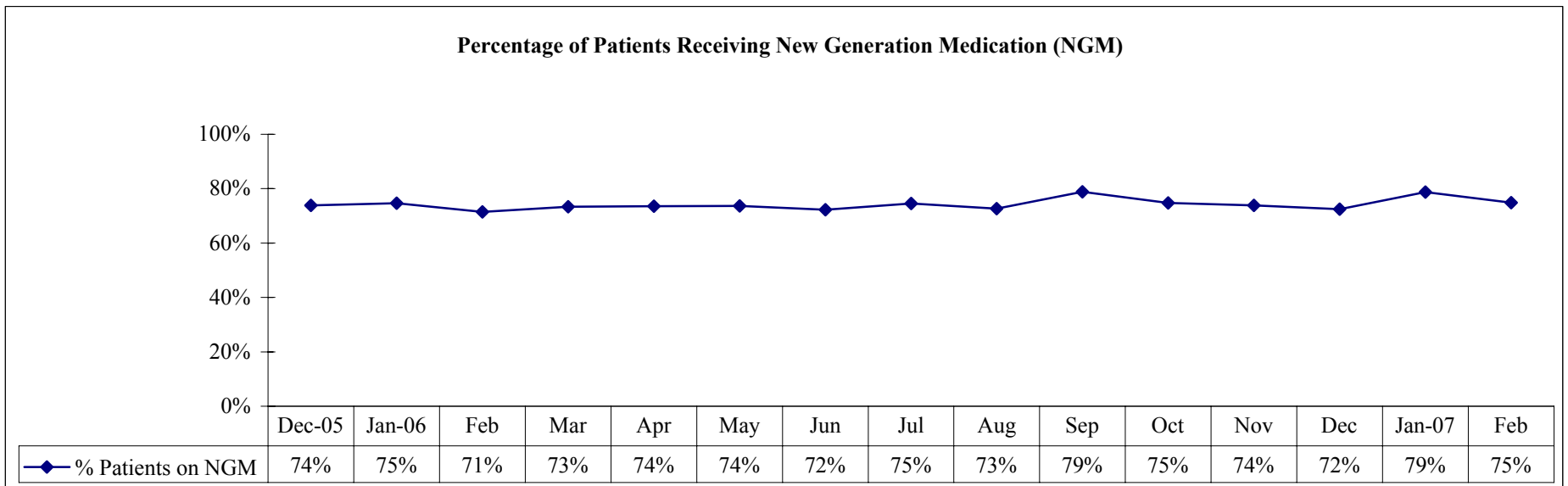
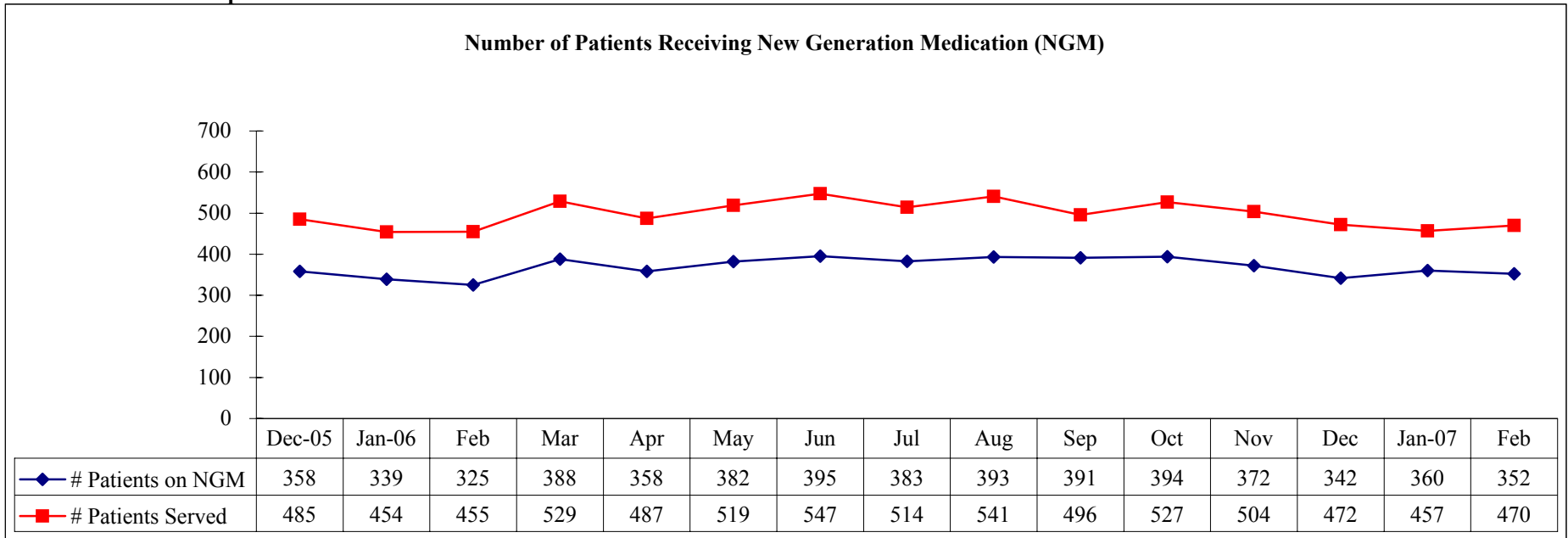


**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**Rusk State Hospital**



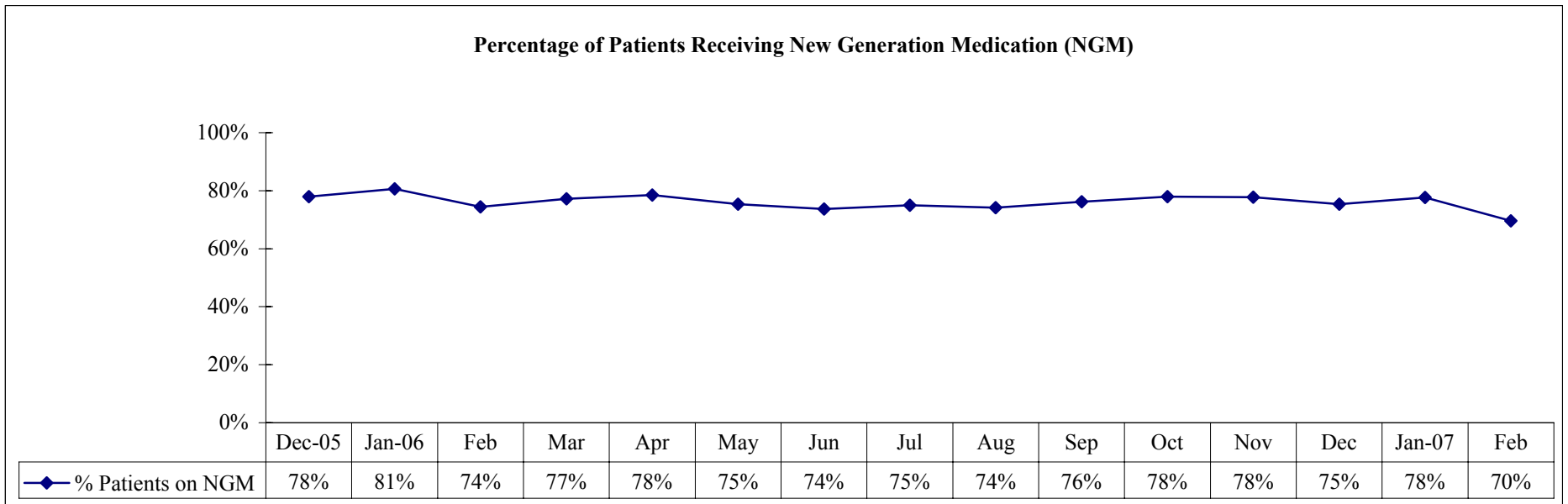
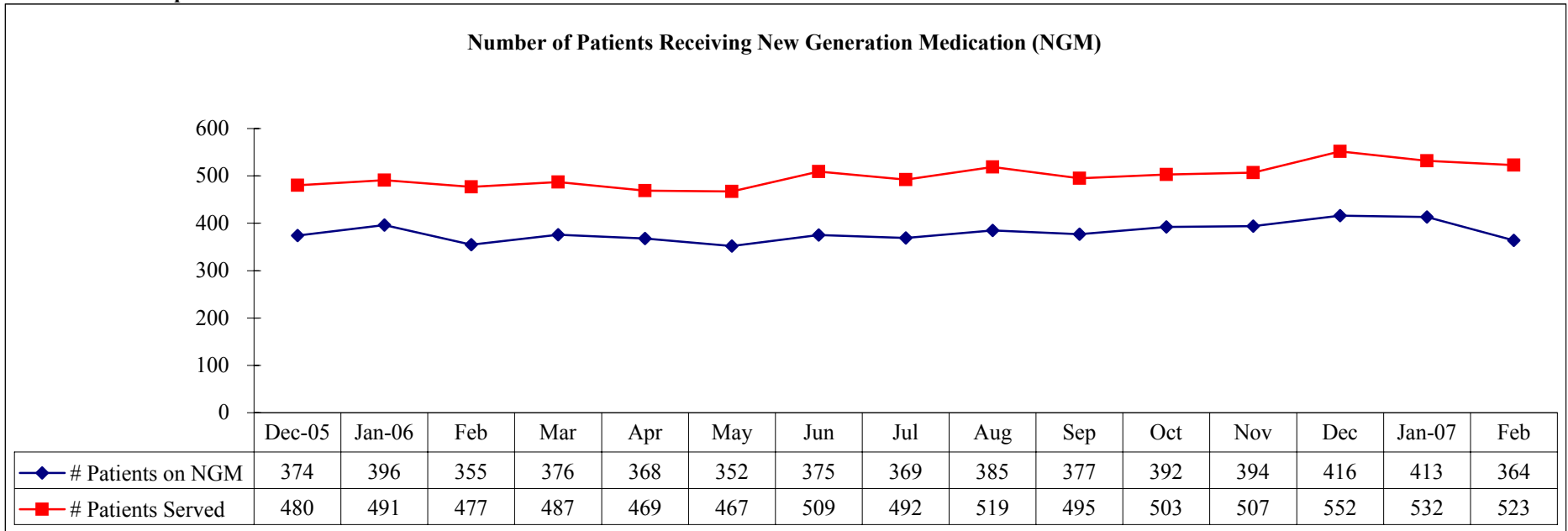
Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**San Antonio State Hospital**



Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

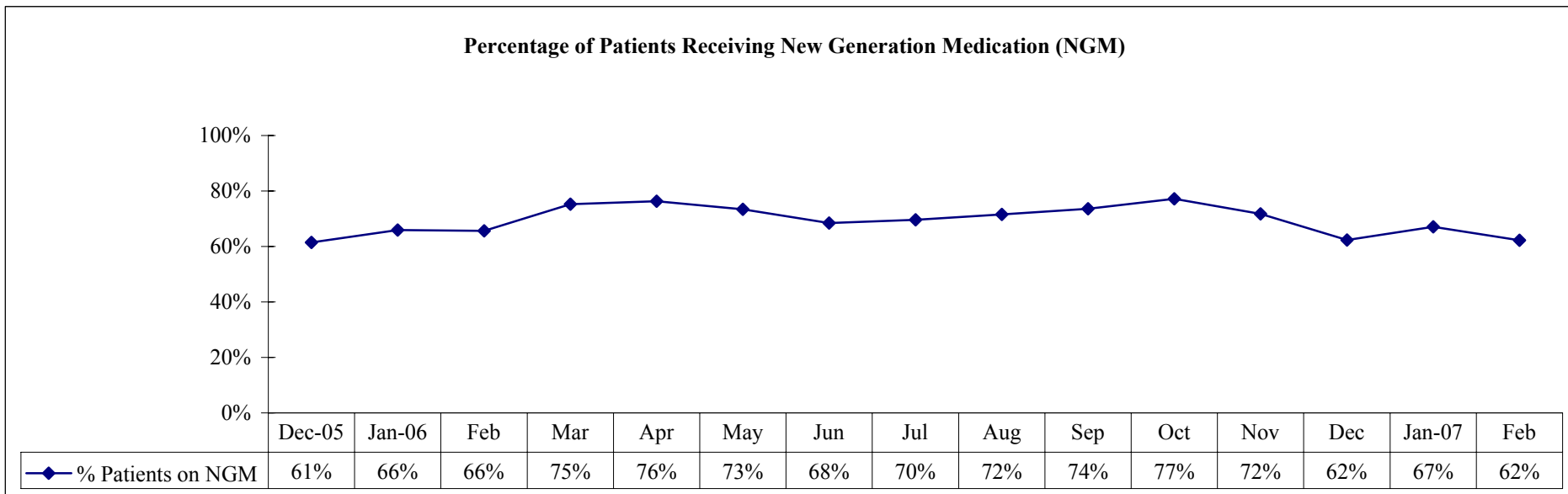
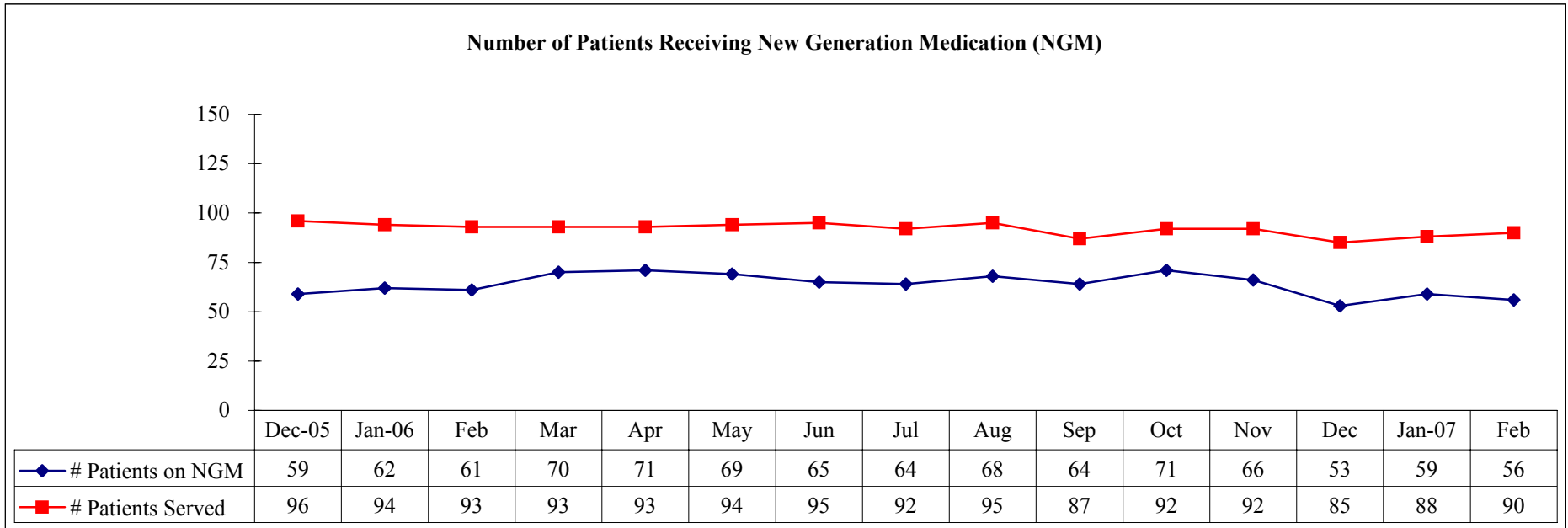
**Measure 4A - Patients Receiving New Generation Medication (NGM)**  
**Terrell State Hospital**



Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
 Counts of Persons Receiving MH Services (HC027245)

**Measure 4A - Patients Receiving New Generation Medication (NGM)**

**Waco Center for Youth**



Source: New Generation Drug Counts (BHIS Report); HMDS # of Pts on NGM Report  
Counts of Persons Receiving MH Services (HC027245)

## ***GOAL 5: Assure Continuum of Care***

### **Performance Measure 5A:**

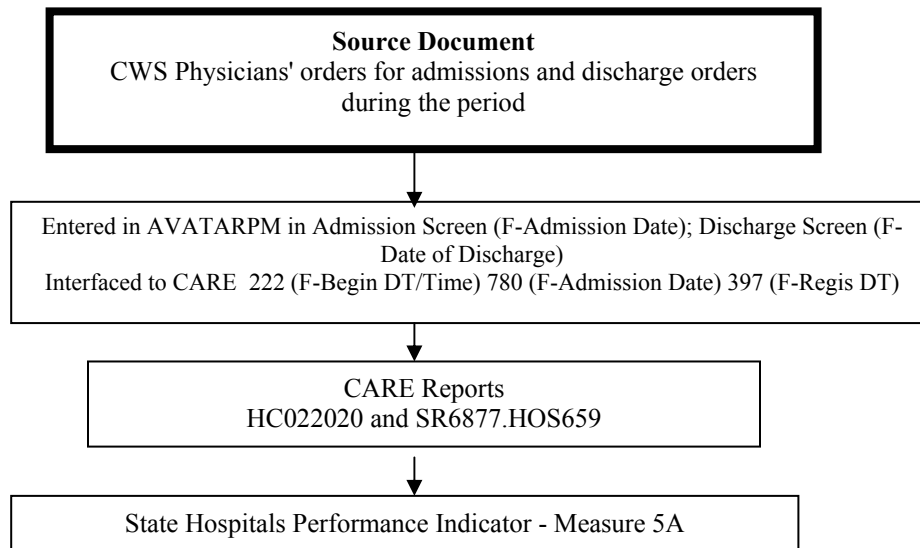
**Number and type of all admissions, discharges, and the percentage of patients new to the system will be calculated and reported for each state hospital on a quarterly basis.**

**Performance Measure Operational Definition:** The state hospital number of admissions and discharges to the same SMHF per mandated FYTD as calculated by CARE using data daily entered by each state hospital. The new to the system rate is calculated by CARE using new to the system to any SMHF.

### **Performance Measure Data Display and Chart Description:**

- ◆ Chart with monthly data points of total admissions, discharges and percent new to the system for individual state hospitals and system-wide.
- ◆ Chart with monthly data points of total year-to-date admissions and discharges for individual state hospitals and system-wide.
- ◆ Table shows total admissions (voluntary, involuntary [OPC, Emergency, Temporary, Extended, 46.02/03 and Other]), discharge and percent of new to the system per month for individual state hospitals and system-wide.

### **Data Flow:**



### **Data Integrity Review Process:**

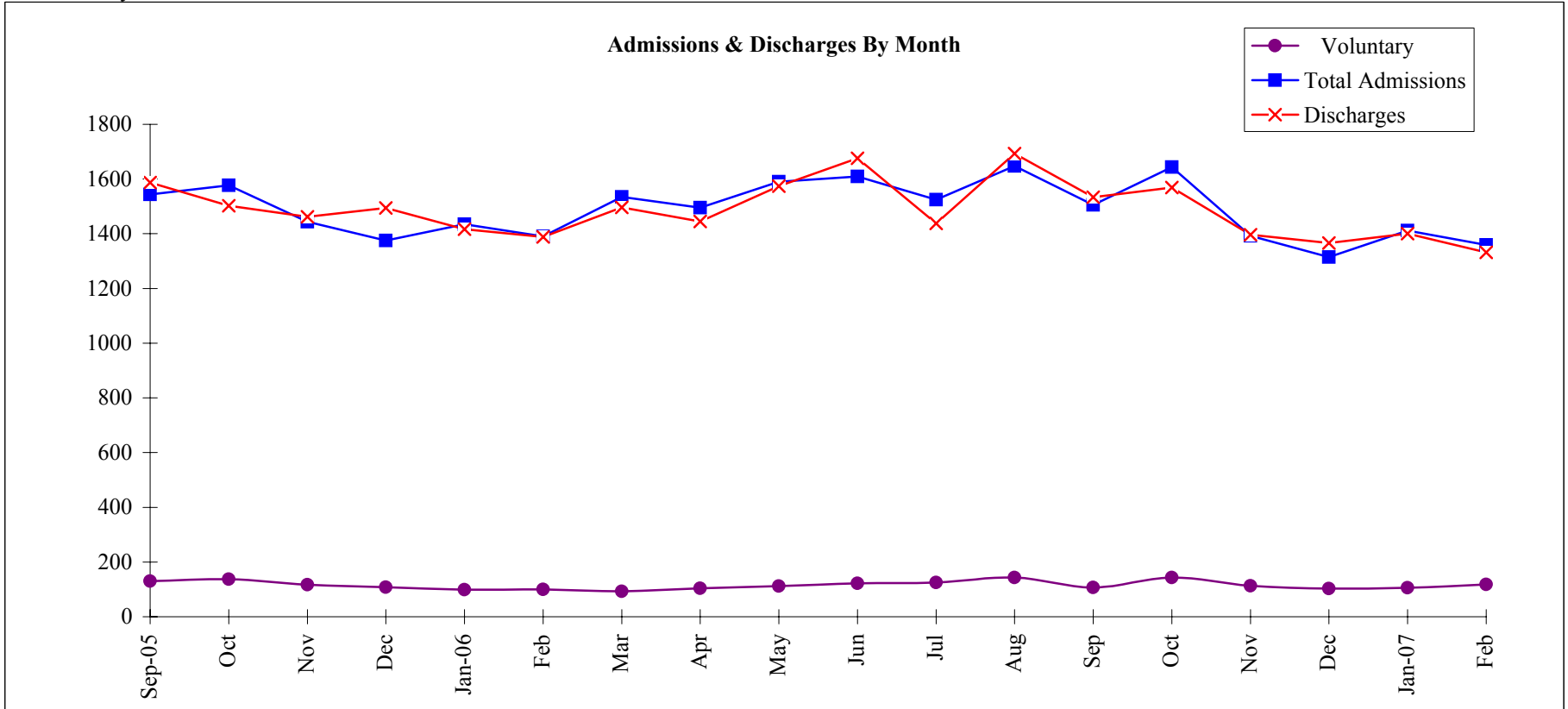
N/A

**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**All State Hospitals**

**Admissions by Month**

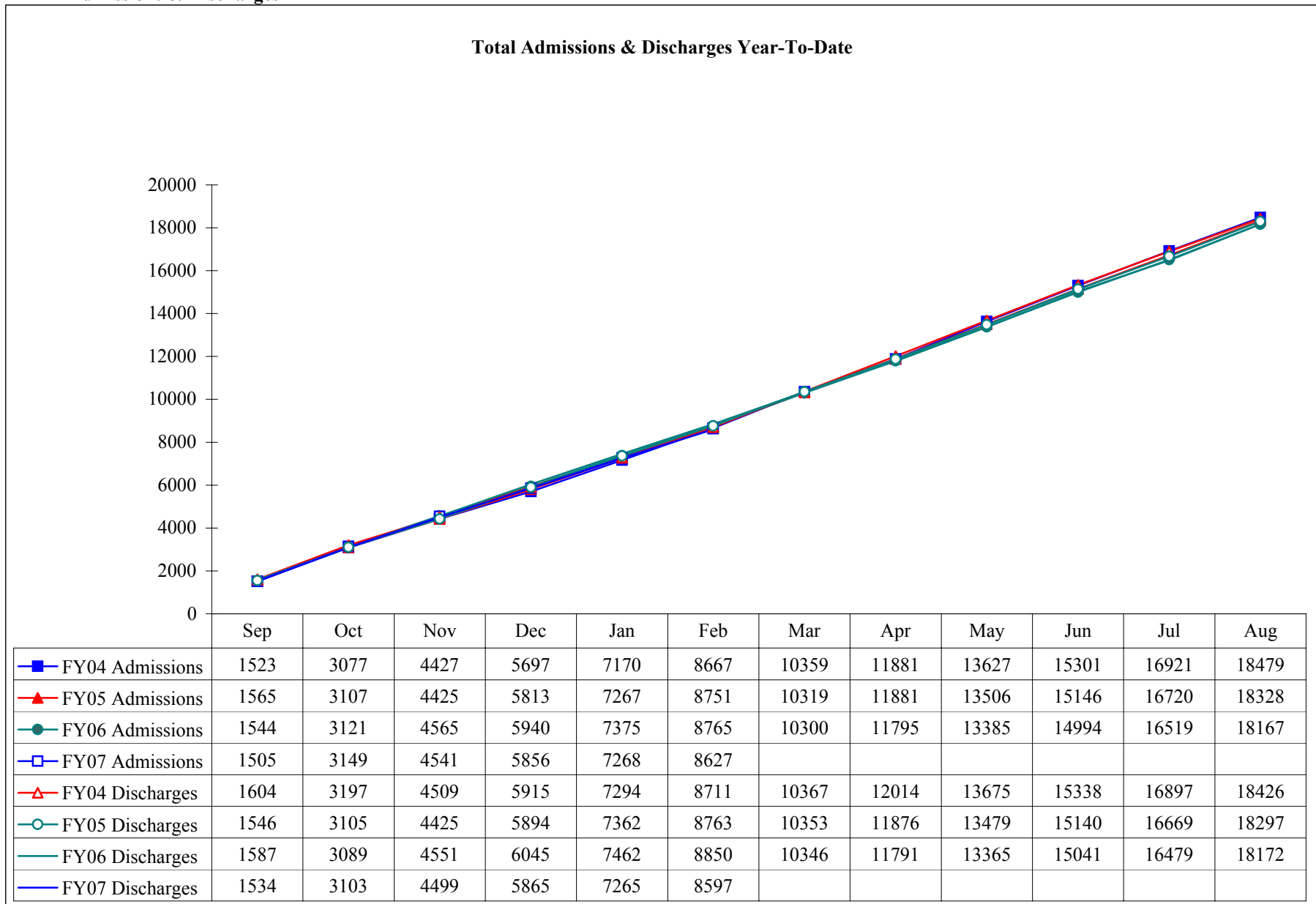
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	1544	1577	1444	1375	1435	1390	1535	1495	1590	1609	1525	1648	1505	1644	1392	1315	1412	1359
Voluntary	130	137	117	108	99	100	93	104	112	122	125	143	107	143	113	103	106	118
Involuntary	1414	1440	1327	1267	1336	1290	1442	1391	1478	1487	1400	1505	1398	1501	1279	1212	1306	1240
OPC	367	388	371	350	322	314	385	333	412	375	353	408	335	370	324	312	363	336
Emergency	735	702	652	605	690	663	749	768	756	783	753	778	749	756	635	623	679	612
Temporary	134	152	140	151	152	129	147	149	129	165	152	150	177	151	134	131	117	120
Extended	6	9	5	5	4	6	7	3	3	9	5	5	5	3	3	4	6	6
46.02/46.03	157	169	142	145	151	157	142	124	158	143	127	151	120	210	172	129	125	153
Order for MR S	15	20	17	11	17	21	12	14	20	12	10	13	12	11	11	13	16	13
Discharges	1587	1502	1462	1494	1417	1388	1496	1445	1574	1676	1438	1693	1534	1569	1396	1366	1400	1332
% New to System	46%	44%	45%	42%	42%	44%	46%	45%	46%	42%	44%	44%	45%	44%	45%	43%	44%	45%



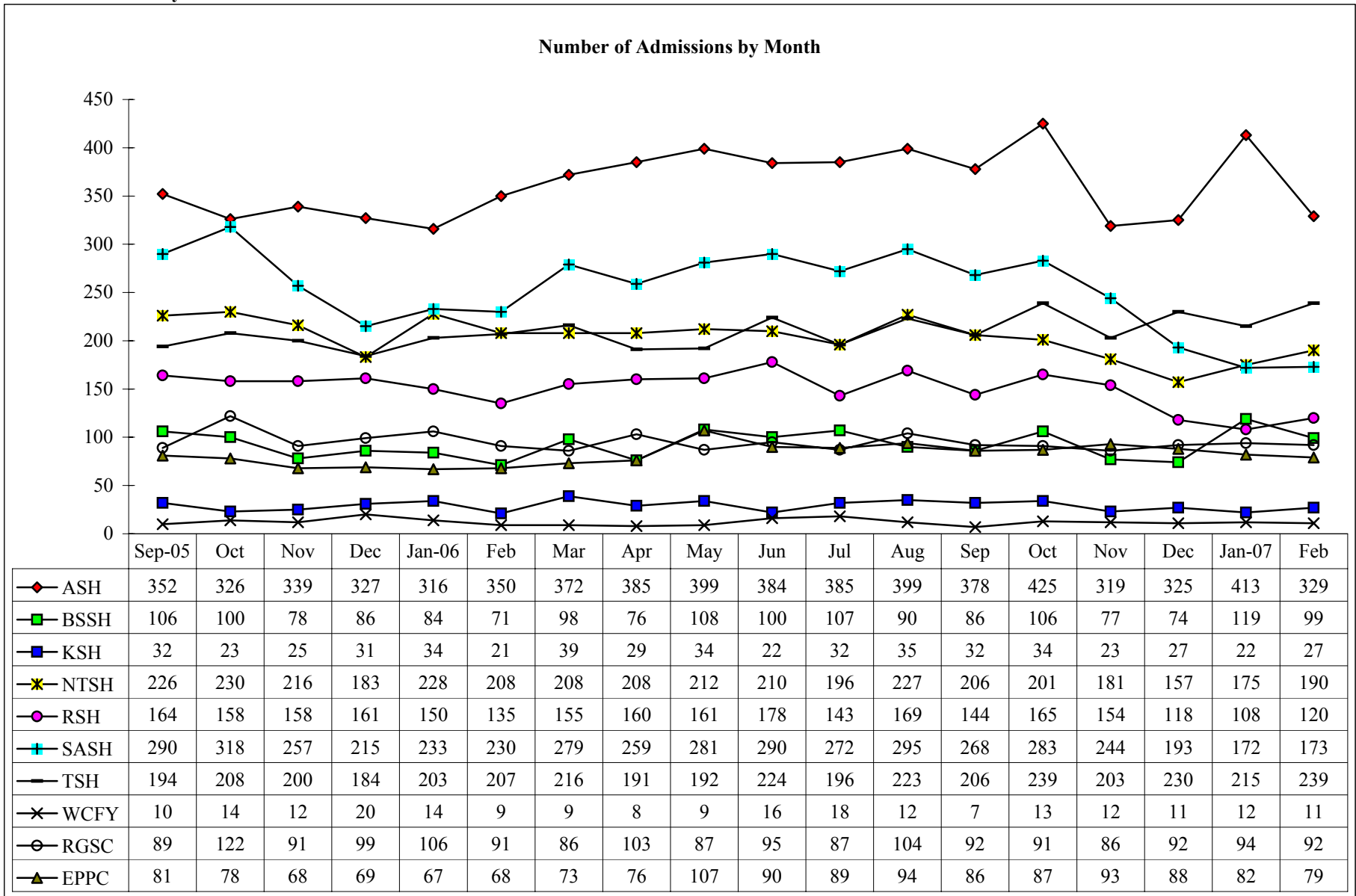
**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**All State Hospitals**

**FYTD Admissions & Discharges**

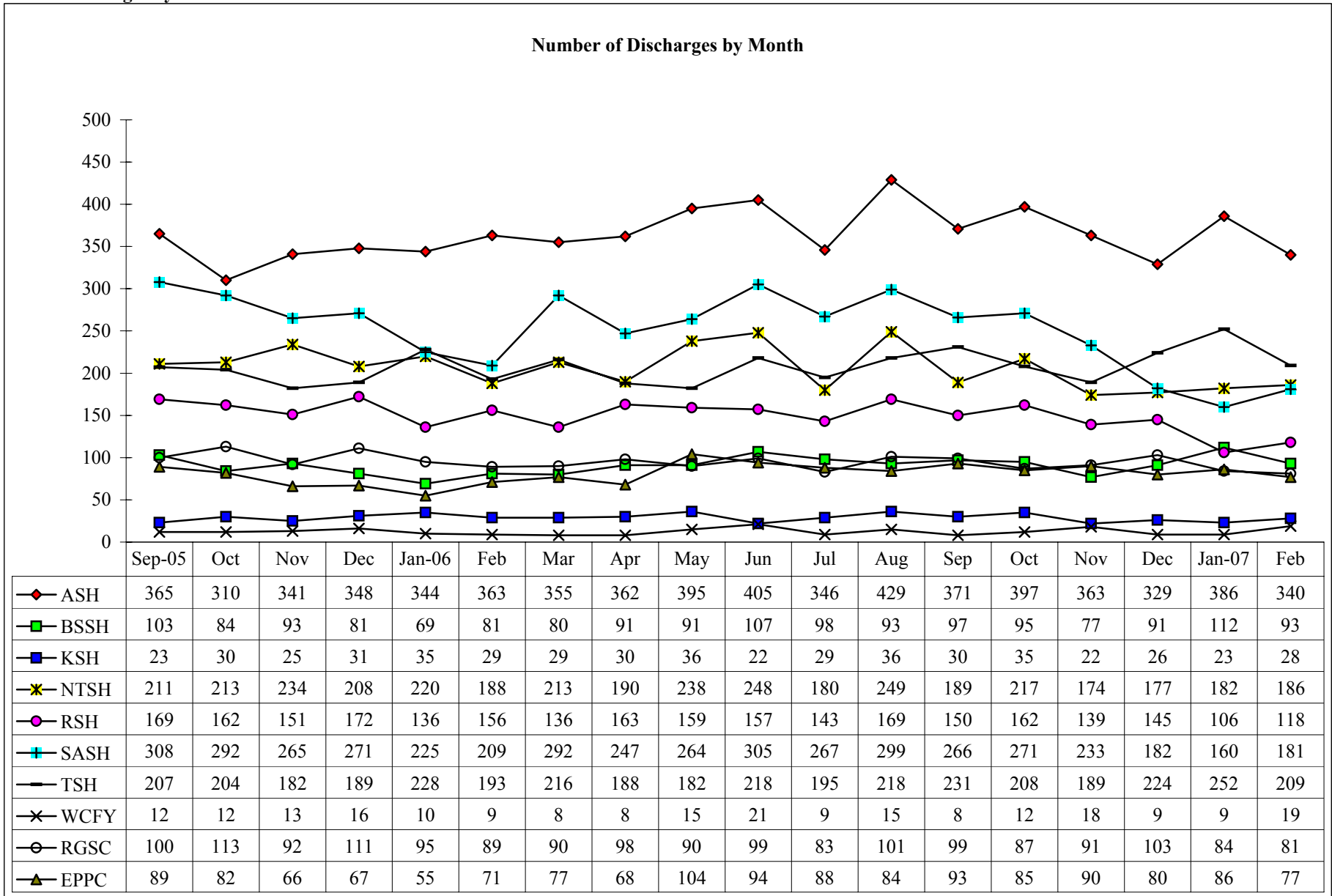


**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**All State Hospitals**  
**Total Admissions by Month**





**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**All State Hospitals**  
**Total Discharges by Month**

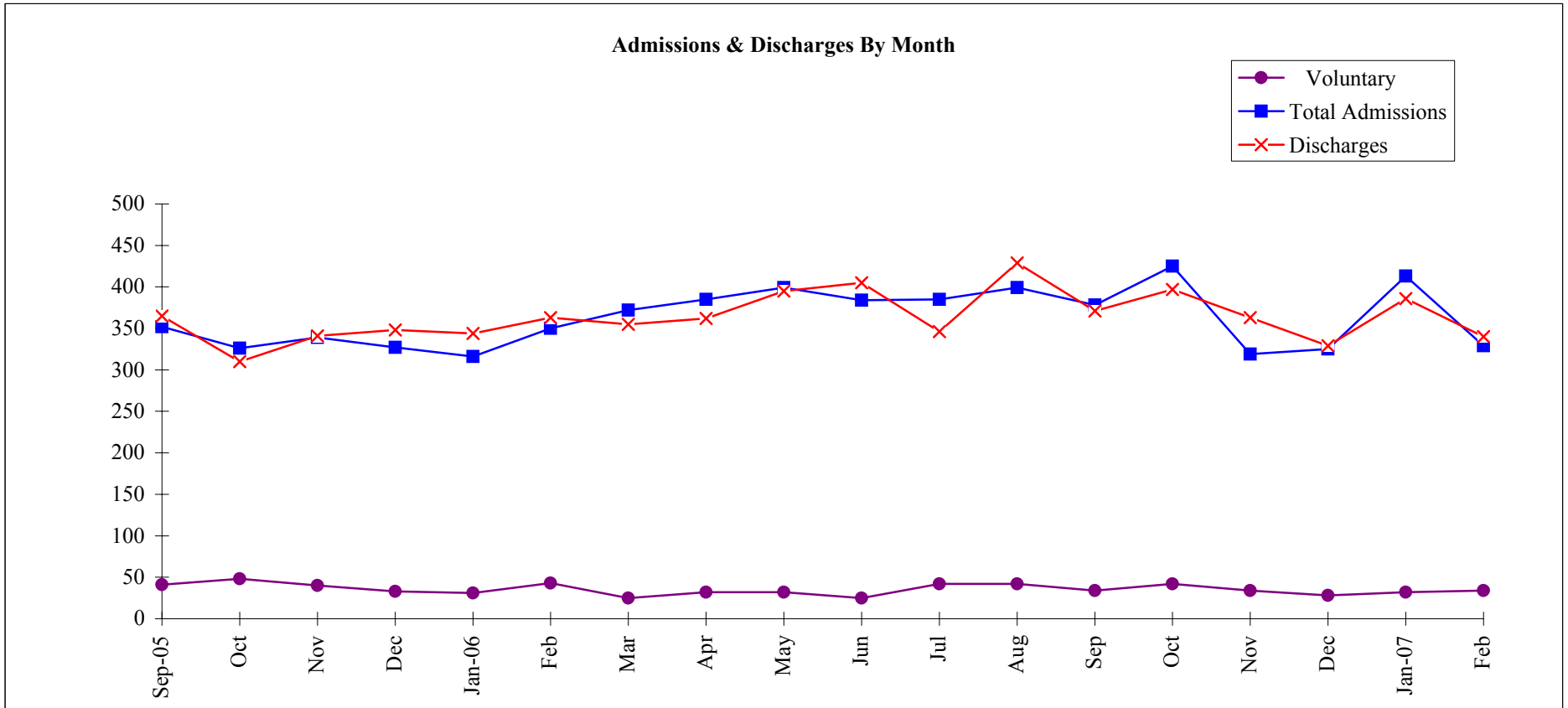


**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Austin State Hospital**

**Admissions by Month**

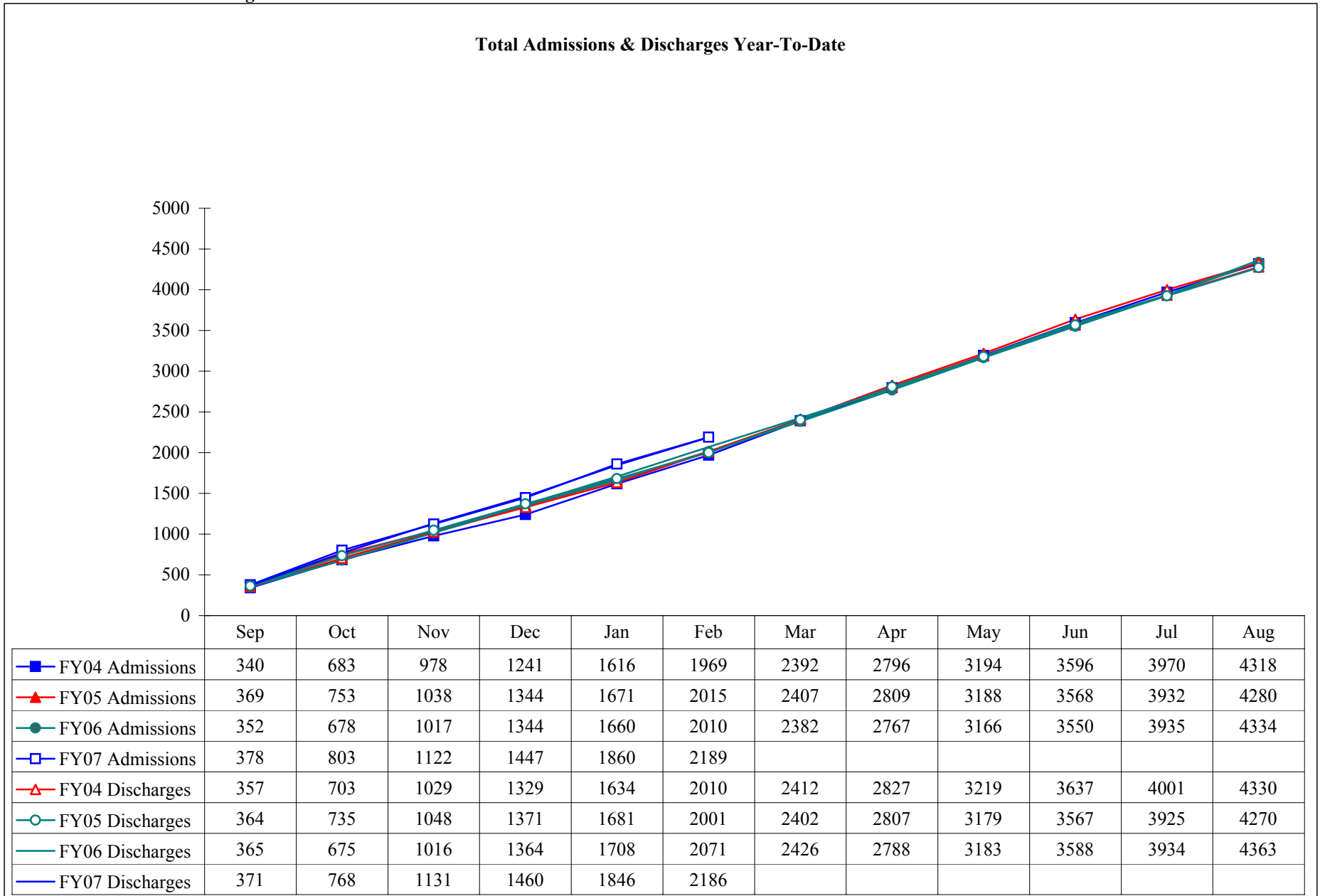
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	352	326	339	327	316	350	372	385	399	384	385	399	378	425	319	325	413	329
Voluntary	41	48	40	33	31	43	25	32	32	25	42	42	34	42	34	28	32	34
Involuntary	311	278	299	294	285	307	347	353	367	359	343	357	344	383	285	297	381	295
OPC	32	35	31	38	27	35	38	34	40	47	33	37	37	41	34	29	55	35
Emergency	244	195	231	222	241	250	276	289	301	284	287	288	273	290	218	228	292	232
Temporary	23	30	23	19	12	9	17	18	14	22	15	21	27	33	25	26	19	19
Extended	0	2	1	1	0	0	1	0	0	0	0	0	1	1	0	0	1	2
46.02/46.03	9	16	13	14	5	11	14	12	11	6	7	11	5	18	7	12	13	7
Order for MR	3	0	0	0	0	2	1	0	1	0	1	0	1	0	1	2	1	0
Discharges	365	310	341	348	344	363	355	362	395	405	346	429	371	397	363	329	386	340
% New to System	51%	43%	46%	43%	45%	47%	41%	45%	48%	41%	43%	44%	46%	41%	43%	45%	42%	46%



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Austin State Hospital**

**FYTD Admissions & Discharges**

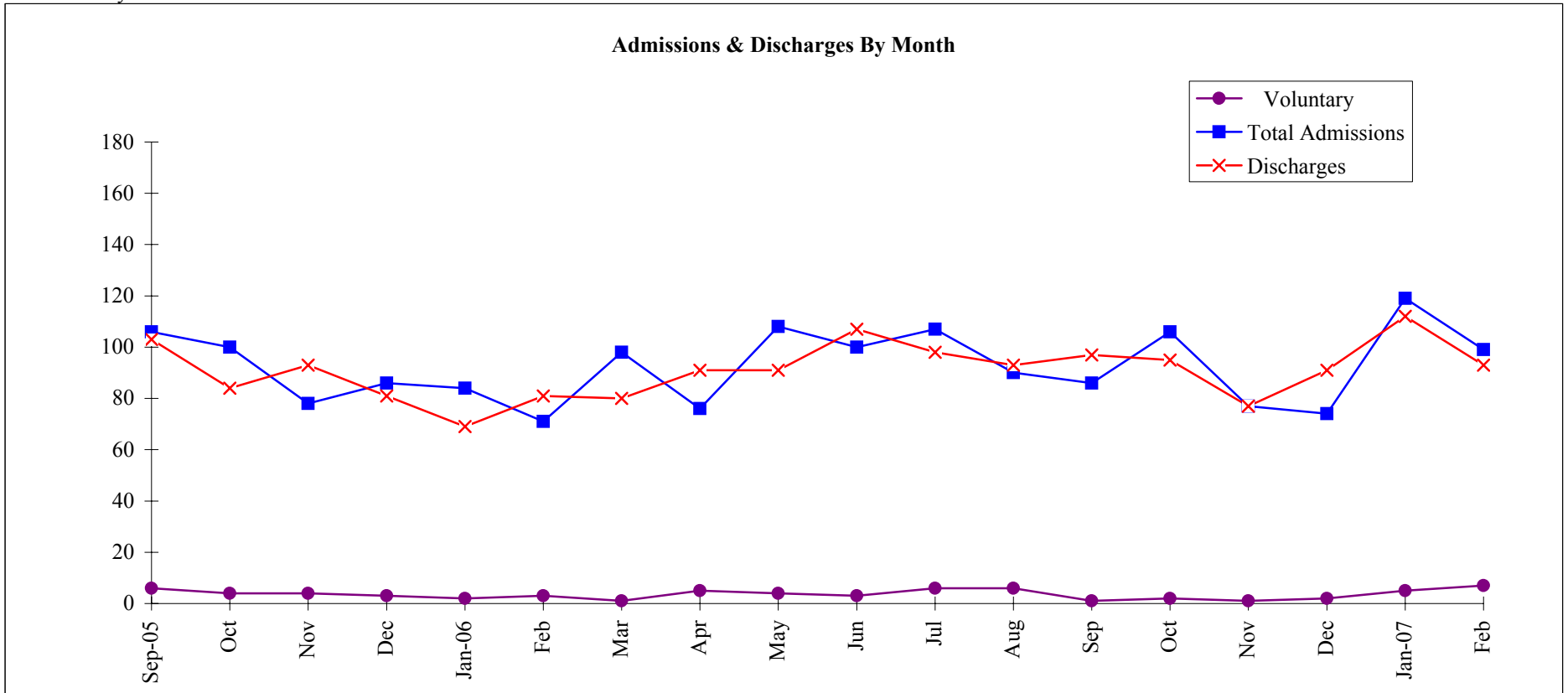


**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Big Spring State Hospital**

**Admissions by Month**

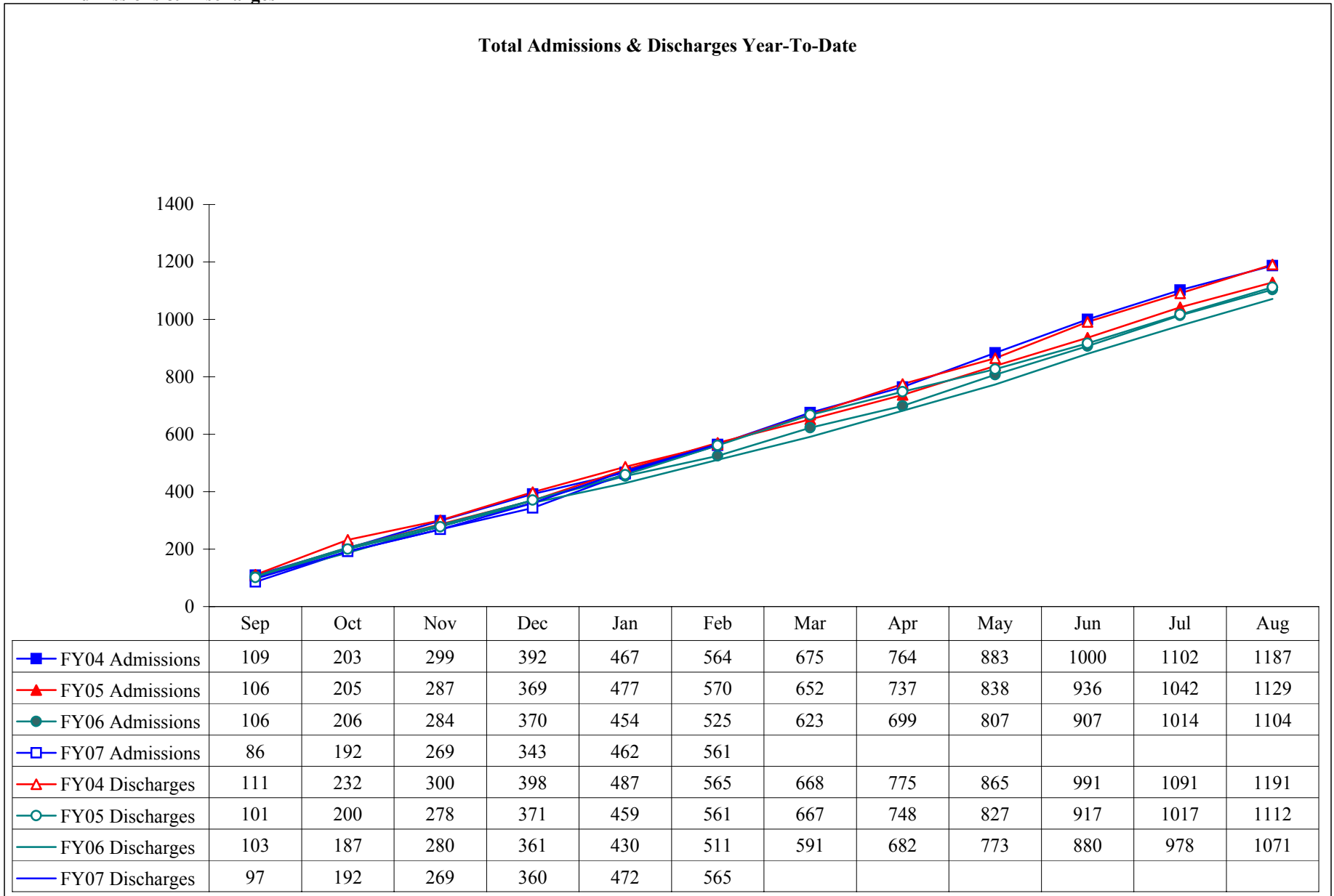
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	106	100	78	86	84	71	98	76	108	100	107	90	86	106	77	74	119	99
Voluntary	6	4	4	3	2	3	1	5	4	3	6	6	1	2	1	2	5	7
Involuntary	100	96	74	83	82	68	97	71	104	97	101	84	85	104	76	72	114	92
OPC	17	7	16	10	9	9	24	11	24	13	6	5	6	10	9	4	9	10
Emergency	56	47	38	41	43	49	49	49	55	71	75	57	66	65	52	61	78	54
Temporary	1	1	0	0	5	0	0	0	0	0	0	1	0	0	0	1	0	0
Extended	0	1	0	0	1	0	1	1	0	1	2	1	0	0	0	1	0	1
46.02/46.03	24	38	18	31	23	10	23	9	23	12	18	19	13	29	14	5	27	26
Order for MR	2	2	2	1	1	0	0	1	2	0	0	1	0	0	1	0	0	1
Discharges	103	84	93	81	69	81	80	91	91	107	98	93	97	95	77	91	112	93
% New to System	31%	28%	33%	29%	42%	34%	39%	30%	33%	36%	44%	42%	43%	33%	39%	51%	47%	35%



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Big Spring State Hospital**

**FYTD Admissions & Discharges**

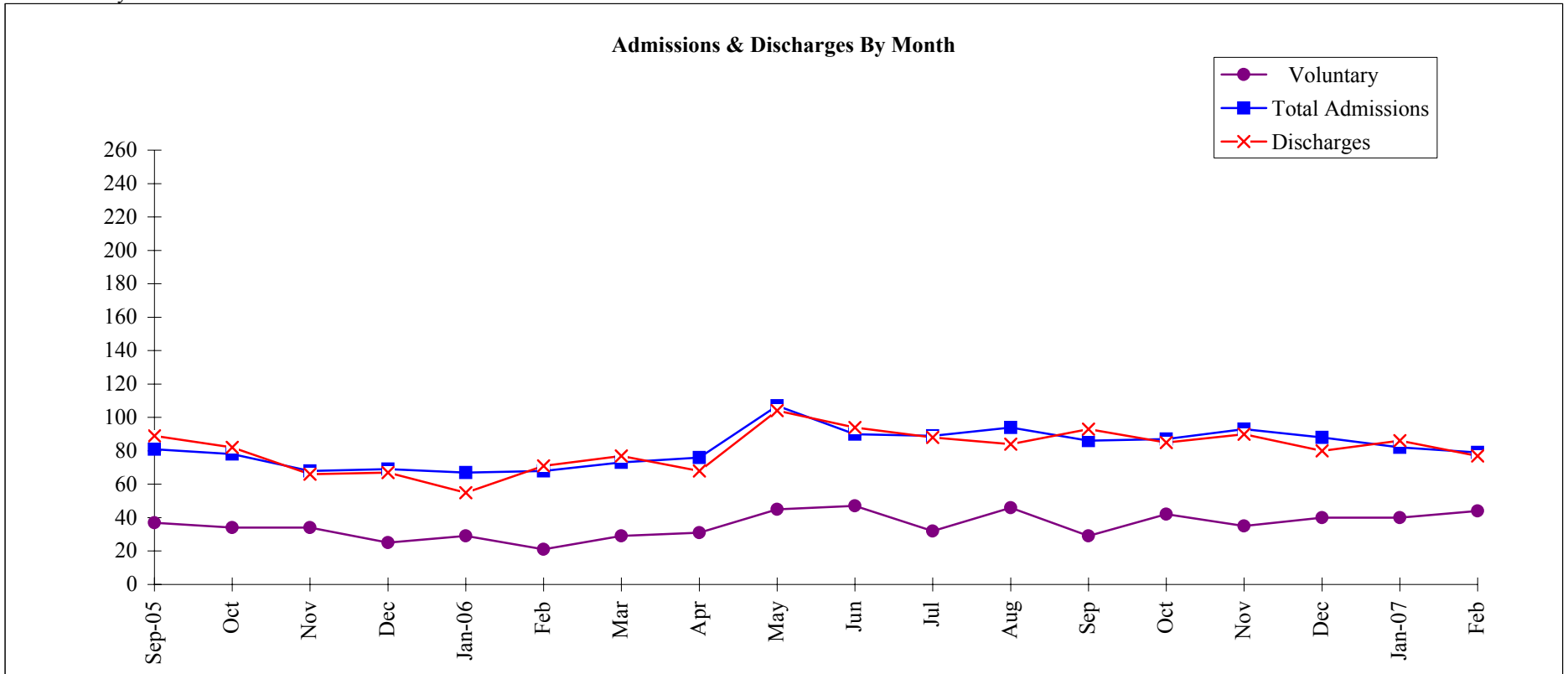


**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**El Paso Psychiatric Center**

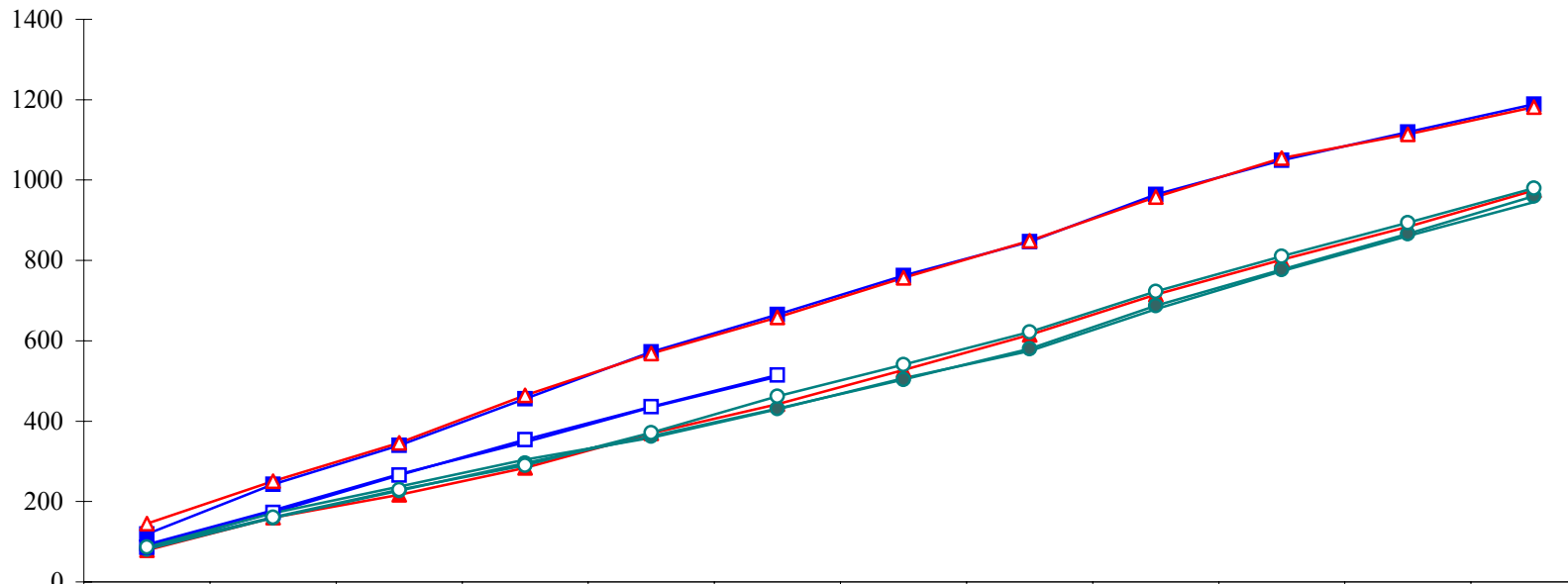
**Admissions by Month**

	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	81	78	68	69	67	68	73	76	107	90	89	94	86	87	93	88	82	79
Voluntary	37	34	34	25	29	21	29	31	45	47	32	46	29	42	35	40	40	44
Involuntary	44	44	34	44	38	47	44	45	62	43	57	48	57	45	58	48	42	35
OPC	1	4	3	3	4	4	5	1	7	2	4	6	2	6	3	2	3	5
Emergency	43	40	29	29	31	42	38	42	51	39	51	41	53	35	48	46	37	30
Temporary	0	0	0	3	0	1	0	0	2	0	0	0	1	1	3	0	1	0
Extended	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0
46.02/46.03	0	0	2	9	3	0	0	2	2	2	2	1	0	3	3	0	1	0
Order for MR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Discharges	89	82	66	67	55	71	77	68	104	94	88	84	93	85	90	80	86	77
% New to System	51%	51%	50%	39%	49%	51%	62%	55%	53%	43%	49%	55%	53%	55%	46%	52%	49%	52%



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**El Paso Psychiatric Center**  
**FYTD Admissions & Discharges**

**Total Admissions & Discharges Year-To-Date**



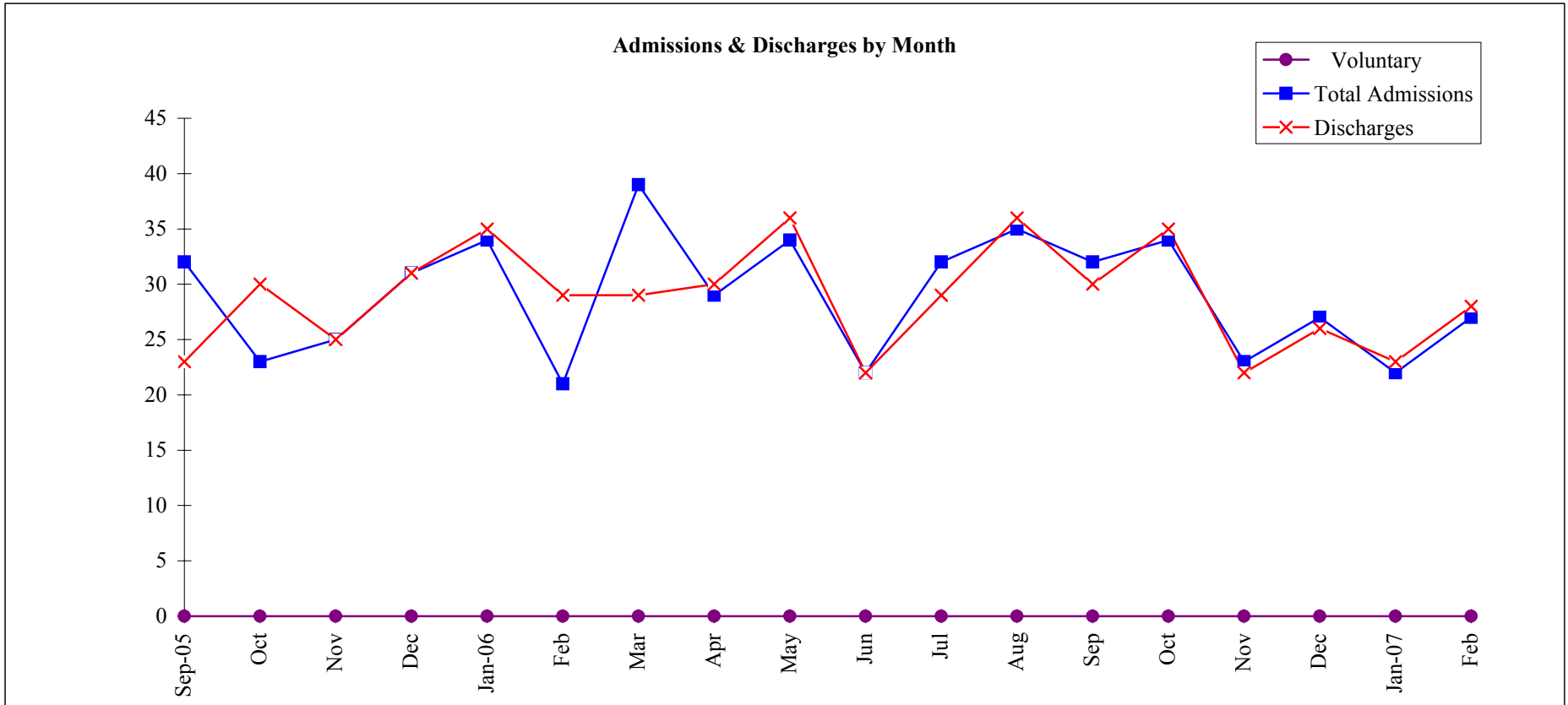
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
■ FY04 Admissions	119	243	340	456	572	665	762	847	964	1049	1119	1189
▲ FY05 Admissions	79	160	217	284	370	442	527	615	715	802	884	974
● FY06 Admissions	81	159	227	296	363	431	504	580	687	777	866	960
□ FY07 Admissions	86	173	266	354	436	515						
▲ FY04 Discharges	145	251	346	464	568	658	757	849	958	1055	1114	1182
○ FY05 Discharges	87	161	229	290	371	462	541	622	723	810	894	980
— FY06 Discharges	89	171	237	304	359	430	507	575	679	773	861	945
— FY07 Discharges	93	178	268	348	434	511						

**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Kerrville State Hospital**

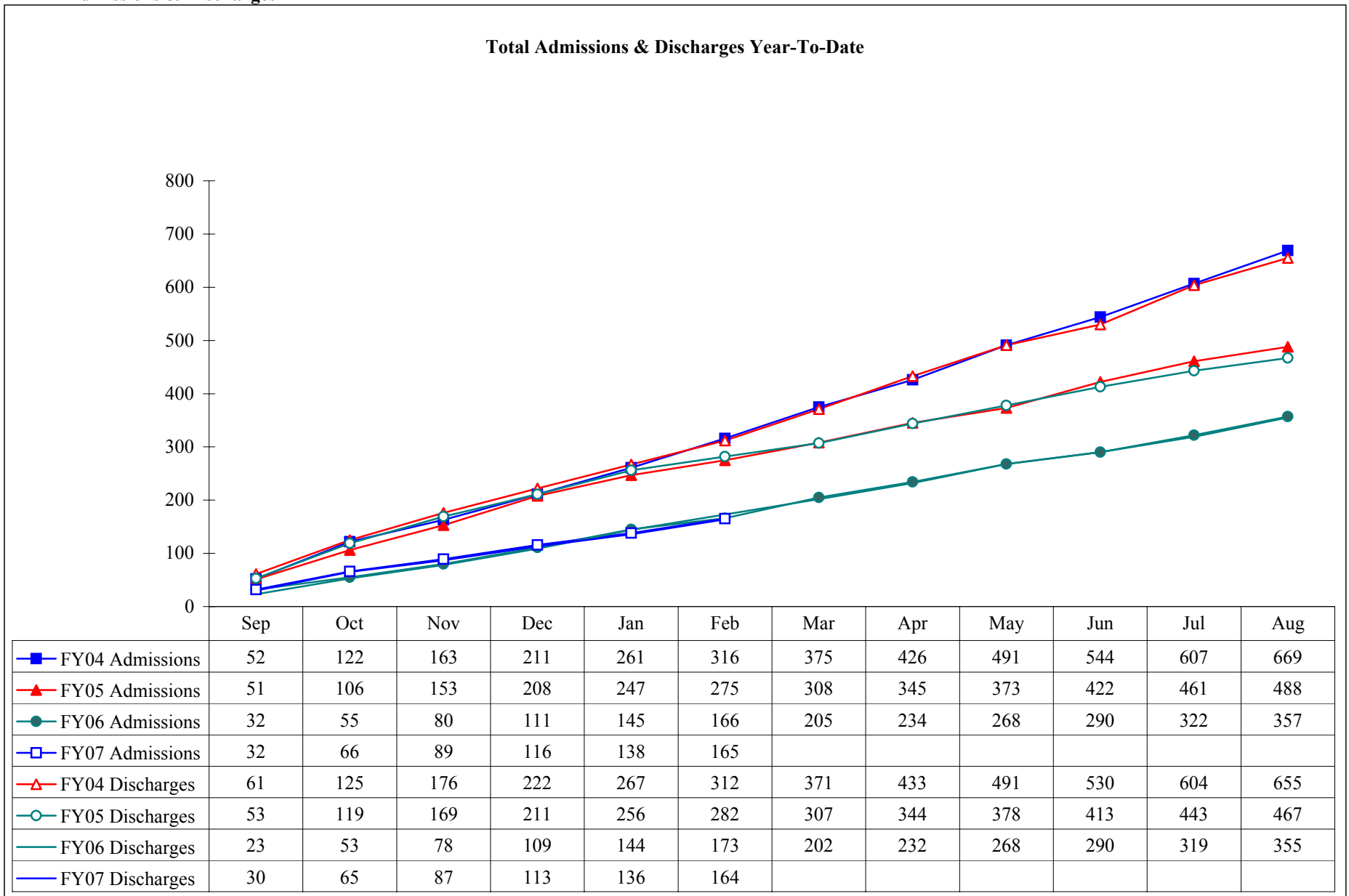
**Admissions by Month**

	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	32	23	25	31	34	21	39	29	34	22	32	35	32	34	23	27	22	27
Voluntary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Involuntary	32	23	25	31	34	21	39	29	34	22	32	35	32	34	23	27	22	27
OPC	4	0	1	2	0	0	0	0	2	0	0	3	3	8	1	1	0	2
Emergency	15	20	15	23	19	12	30	24	21	15	26	20	23	17	16	21	15	20
Temporary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Extended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
46.02/46.03	13	3	9	6	15	9	9	5	11	7	6	12	6	9	6	5	6	5
Order for MR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Discharges	23	30	25	31	35	29	29	30	36	22	29	36	30	35	22	26	23	28
% New to System	22%	43%	20%	26%	29%	33%	38%	48%	35%	14%	41%	40%	50%	35%	39%	37%	36%	37%





**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**Kerrville State Hospital**  
**FYTD Admissions & Discharges**

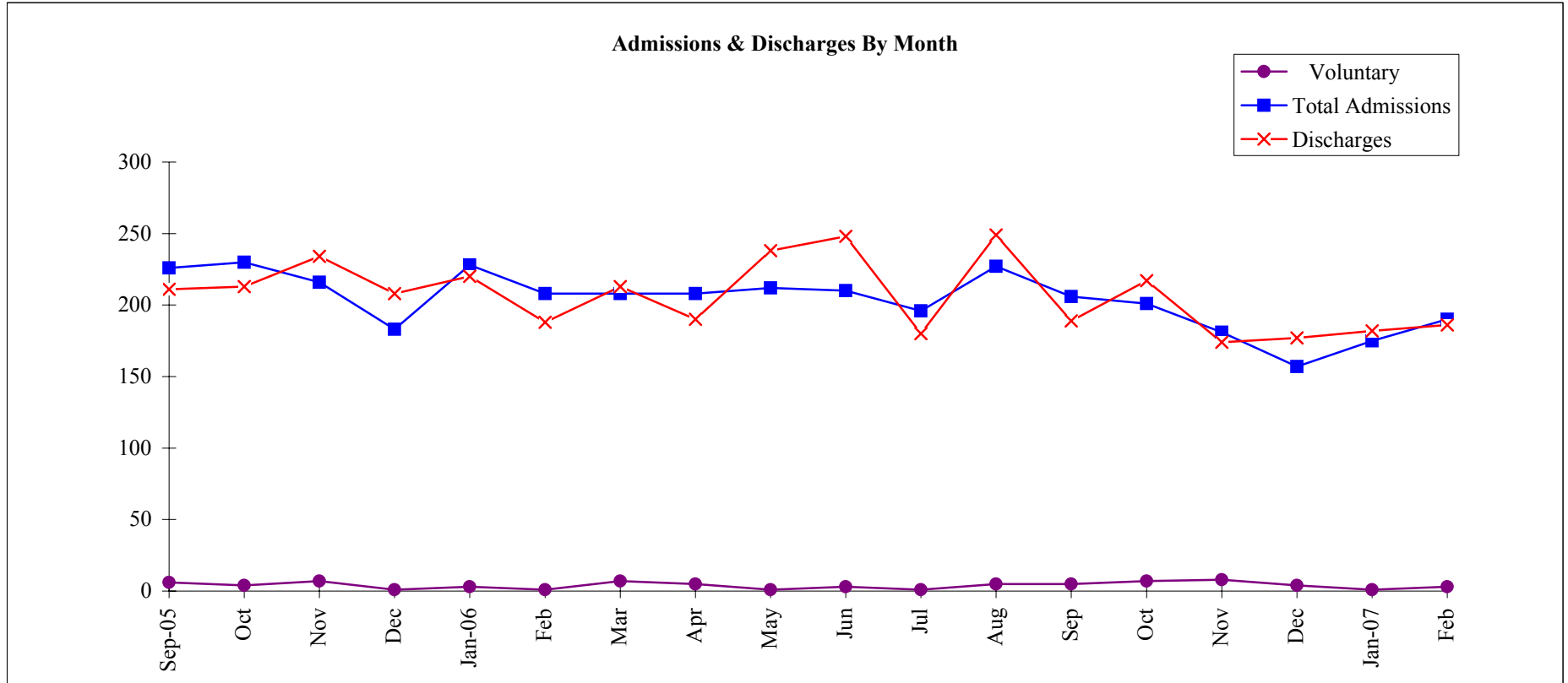


**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**North Texas State Hospital**

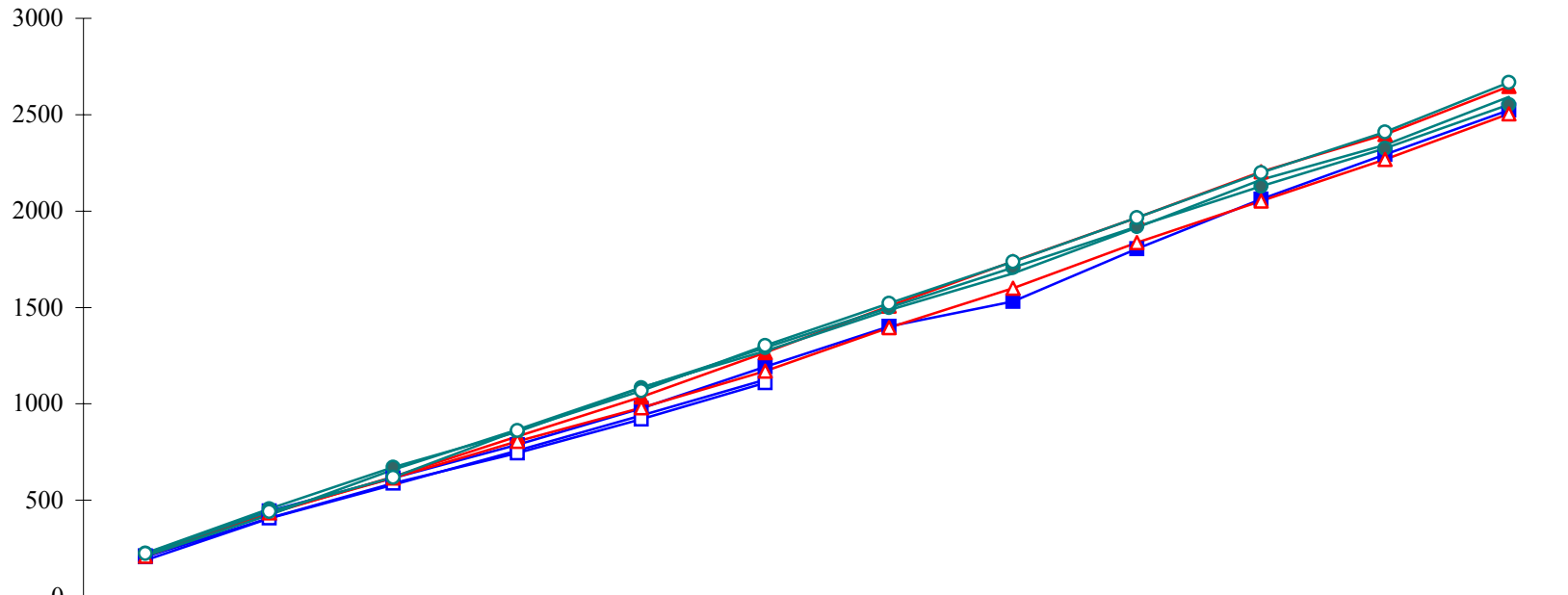
**Admissions by Month**

	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	226	230	216	183	228	208	208	208	212	210	196	227	206	201	181	157	175	190
Voluntary	6	4	7	1	3	1	7	5	1	3	1	5	5	7	8	4	1	3
Involuntary	220	226	209	182	225	207	201	203	211	207	195	222	201	194	173	153	174	186
OPC	24	39	30	25	14	23	22	19	32	16	18	21	17	12	25	11	18	15
Emergency	41	34	43	26	45	37	44	52	40	51	41	51	46	45	41	47	32	41
Temporary	60	49	51	68	71	57	58	60	48	66	62	56	66	52	41	35	42	51
Extended	3	0	1	0	1	0	0	0	0	1	1	0	0	1	0	0	1	0
46.02/46.03	82	88	69	53	80	73	67	62	75	62	64	82	63	74	58	49	66	67
Order for MR	10	16	15	10	14	17	10	10	16	11	9	12	9	10	8	11	15	12
Discharges	211	213	234	208	220	188	213	190	238	248	180	249	189	217	174	177	182	186
% New to System	48%	47%	50%	50%	43%	42%	53%	46%	52%	46%	44%	42%	47%	46%	47%	47%	49%	47%



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**North Texas State Hospital**  
**FYTD Admissions & Discharges**

**Total Admissions & Discharges Year-To-Date**



	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
■ FY04 Admissions	211	445	615	788	976	1192	1401	1531	1805	2062	2293	2523
▲ FY05 Admissions	220	430	621	831	1036	1266	1507	1739	1966	2204	2397	2647
● FY06 Admissions	226	456	672	855	1083	1291	1499	1707	1919	2129	2325	2552
□ FY07 Admissions	206	407	588	745	920	1110						
▲ FY04 Discharges	210	434	616	806	980	1170	1396	1600	1837	2052	2268	2504
○ FY05 Discharges	224	441	619	862	1067	1302	1522	1738	1966	2199	2411	2667
— FY06 Discharges	211	424	658	866	1086	1274	1487	1677	1915	2163	2343	2592
— FY07 Discharges	189	406	580	757	939	1125						

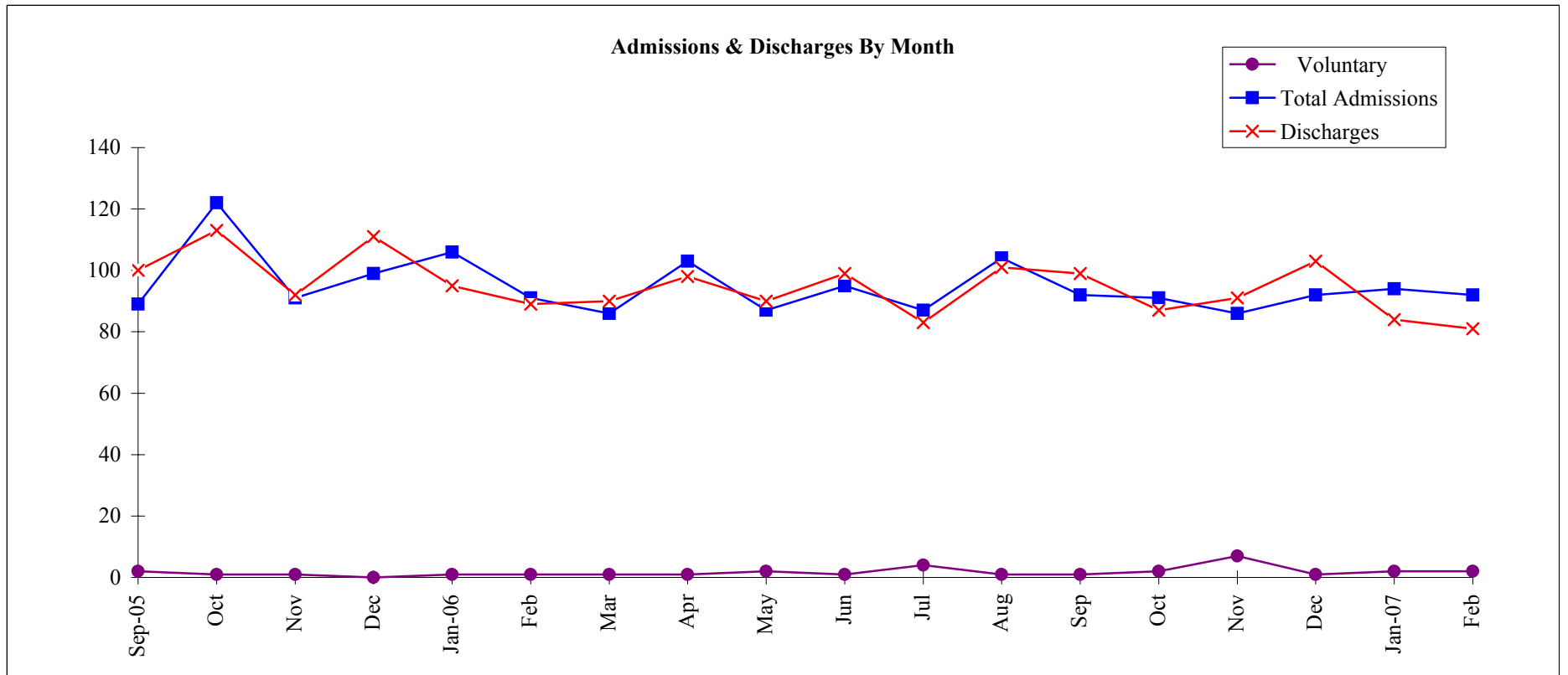
Source: Admis./Disch./Pop. by Month (HC022020/22),  
 Admissions To State Hospitals and 659 MH Units (SR6877.Hos)

**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Rio Grande State Center**

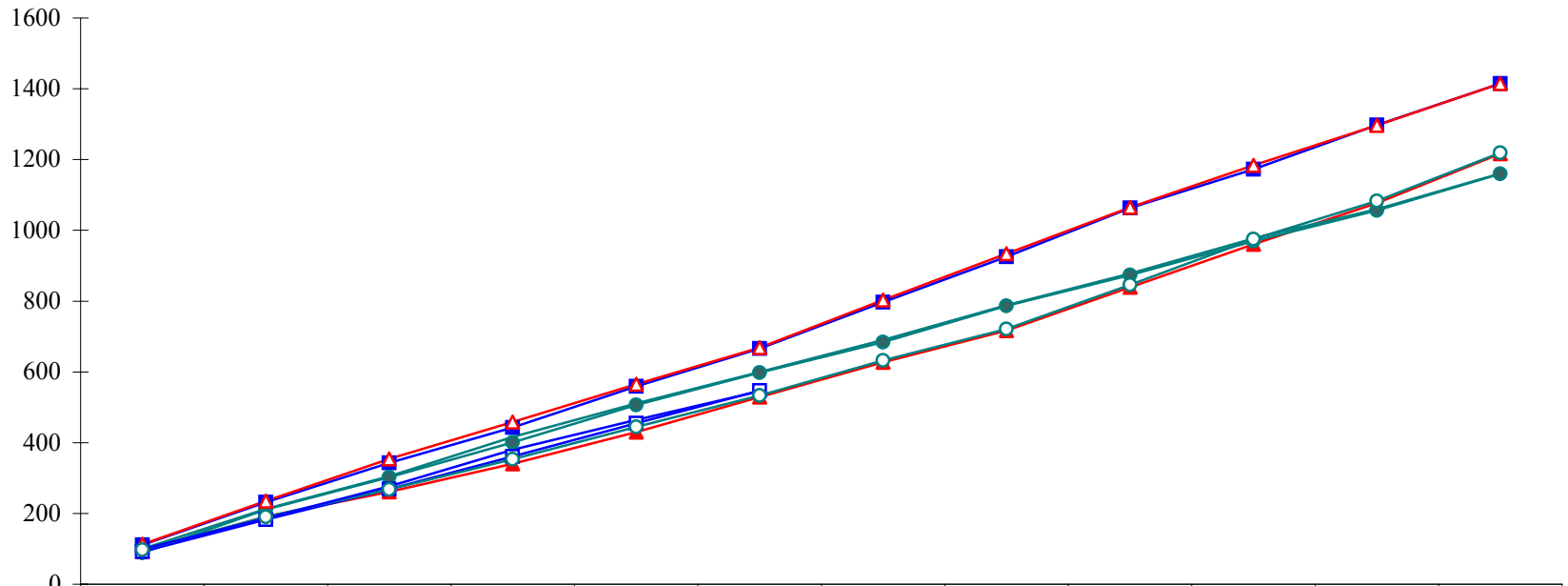
**Admissions by Month**

	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	89	122	91	99	106	91	86	103	87	95	87	104	92	91	86	92	94	92
Voluntary	2	1	1	0	1	1	1	1	2	1	4	1	1	2	7	1	2	2
Involuntary	87	121	90	99	105	90	85	102	85	94	83	103	91	89	79	91	92	90
OPC	2	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0
Emergency	85	120	89	99	105	89	83	100	84	94	83	103	91	89	79	91	90	90
Temporary	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0
Extended	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
46.02/46.03	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Order for MR	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Discharges	100	113	92	111	95	89	90	98	90	99	83	101	99	87	91	103	84	81
% New to System	51%	55%	44%	45%	40%	39%	36%	41%	41%	39%	49%	51%	53%	48%	41%	44%	43%	41%



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**Rio Grande State Center**  
**FYTD Admissions & Discharges**

**Total Admissions & Discharges Year-To-Date**



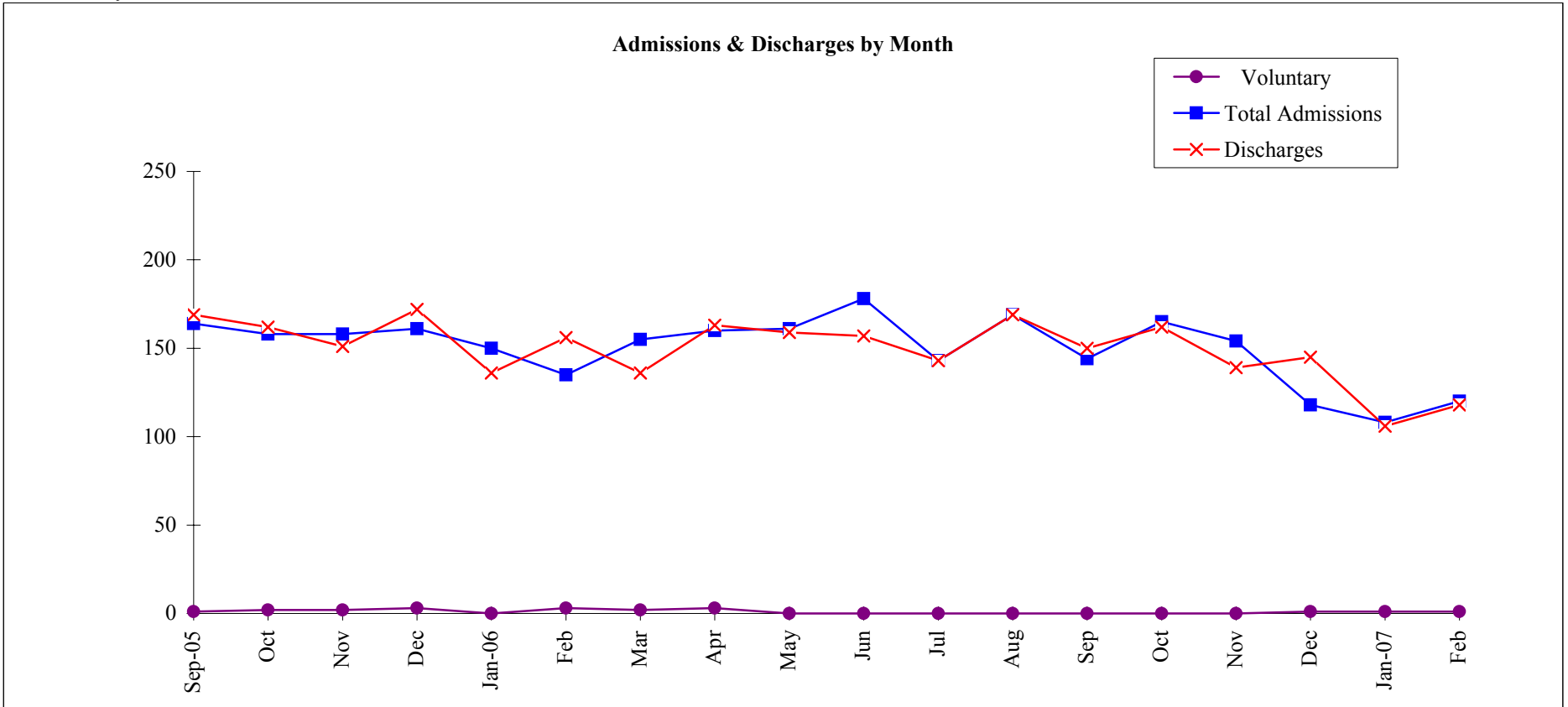
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
—■— FY04 Admissions	111	232	343	443	559	666	797	925	1063	1173	1298	1415
—▲— FY05 Admissions	92	191	261	340	430	529	627	717	839	961	1077	1217
—●— FY06 Admissions	89	211	302	401	507	598	684	787	874	969	1056	1160
—□— FY07 Admissions	92	183	269	361	455	547						
—▲— FY04 Discharges	113	235	354	458	565	669	803	934	1065	1184	1297	1415
—○— FY05 Discharges	97	190	268	353	445	533	632	721	846	975	1083	1219
—●— FY06 Discharges	100	213	305	416	511	600	690	788	878	977	1060	1161
—□— FY07 Discharges	99	186	277	380	464	545						

**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Rusk State Hospital**

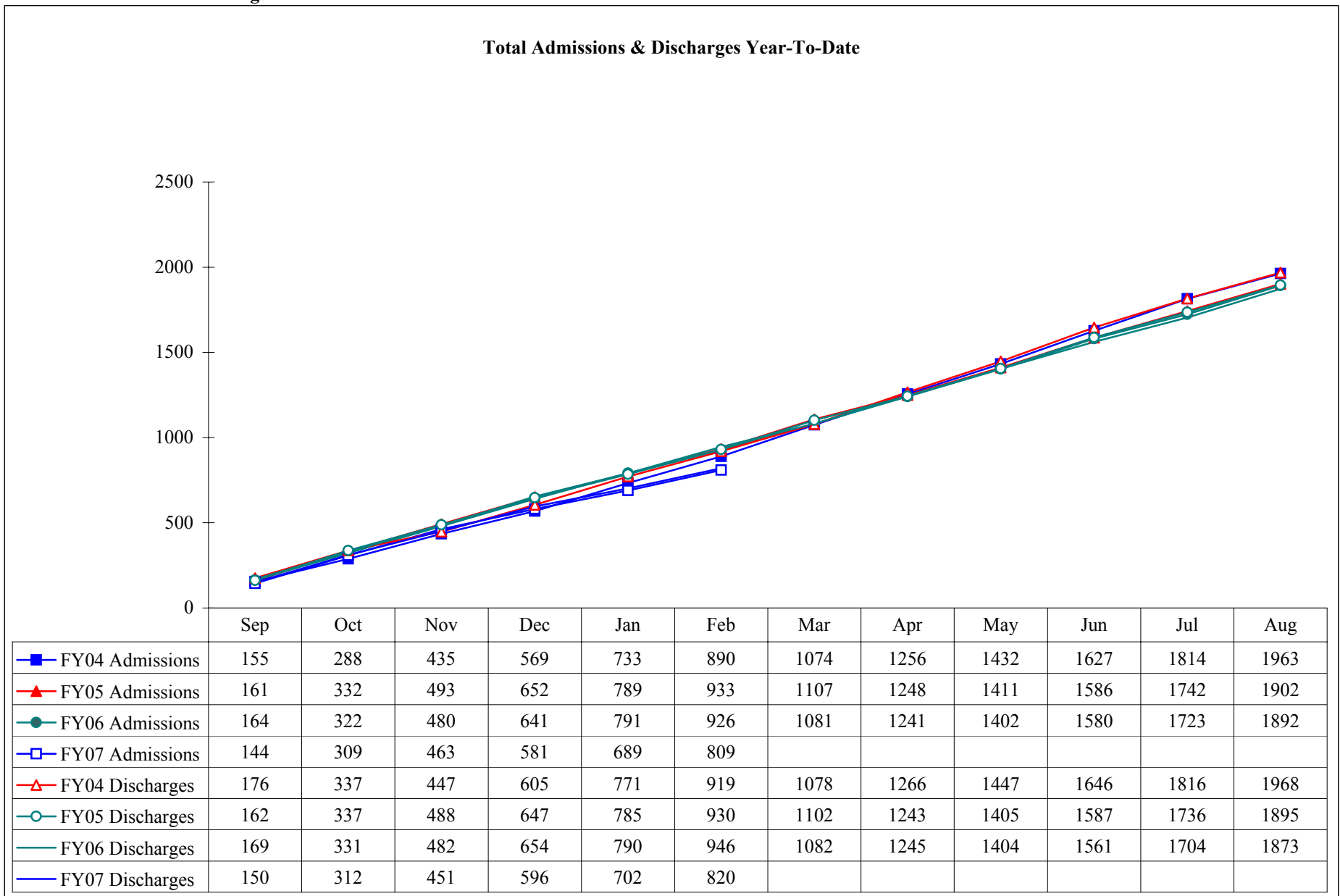
**Admissions by Month**

	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	164	158	158	161	150	135	155	160	161	178	143	169	144	165	154	118	108	120
Voluntary	1	2	2	3	0	3	2	3	0	0	0	0	0	0	0	1	1	1
Involuntary	163	156	156	158	150	132	153	157	161	178	143	169	144	165	154	117	107	119
OPC	61	58	55	58	52	48	52	60	63	59	58	61	47	49	38	23	40	24
Emergency	75	66	56	61	65	50	70	71	54	76	57	73	59	69	54	36	42	47
Temporary	5	13	19	13	11	10	12	7	19	18	18	13	10	15	12	16	15	20
Extended	0	1	1	2	0	1	0	0	1	1	0	0	0	0	1	1	0	0
46.02/46.03	22	18	25	24	22	23	19	19	24	24	10	22	28	32	49	41	10	28
Order for MR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Discharges	169	162	151	172	136	156	136	163	159	157	143	169	150	162	139	145	106	118
% New to System	47%	36%	44%	40%	36%	44%	43%	38%	48%	44%	45%	46%	44%	48%	45%	32%	44%	43%



Source: Admis./Disch./Pop. by Month (HC022020/22), Admissions To State Hospitals and 659 MH Units (SR6877.Hos)

**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**Rusk State Hospital**  
**FYTD Admissions & Discharges**



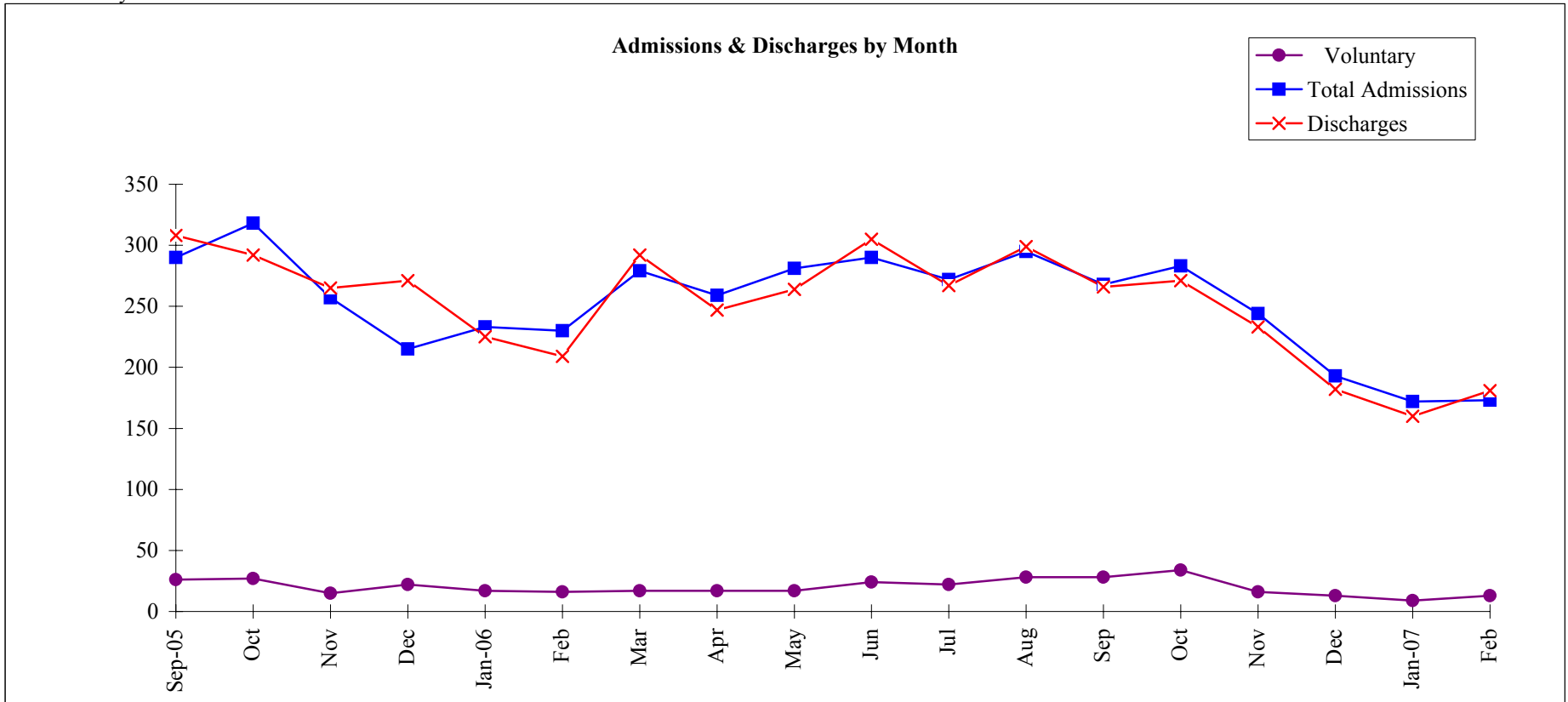
Source: Admis./Disch./Pop. by Month (HC022020/22),  
 Admissions To State Hospitals and 659 MH Units (SR6877.Hos)

**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**San Antonio State Hospital**

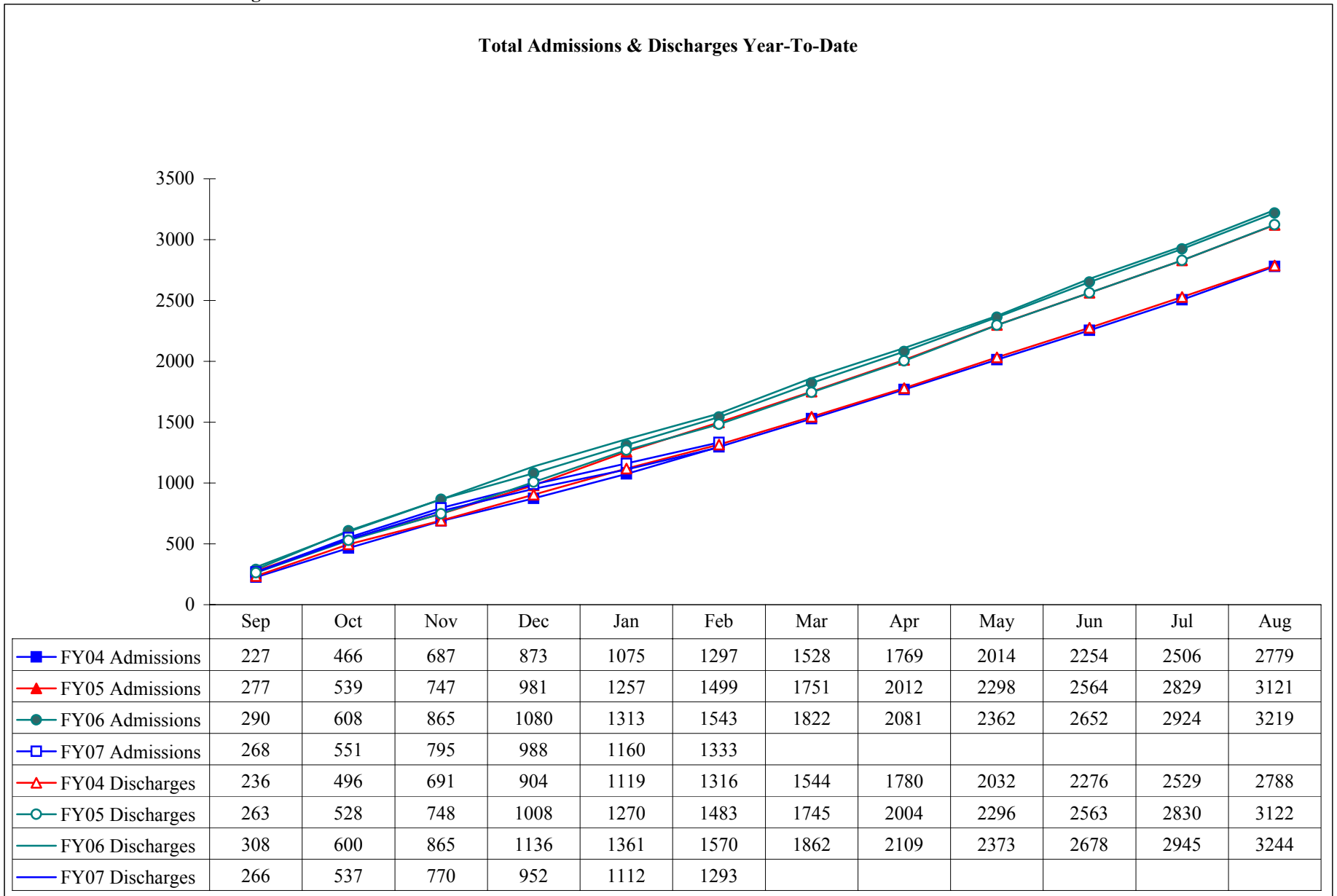
**Admissions by Month**

	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	290	318	257	215	233	230	279	259	281	290	272	295	268	283	244	193	172	173
Voluntary	26	27	15	22	17	16	17	17	17	24	22	28	28	34	16	13	9	13
Involuntary	264	291	242	193	216	214	262	242	264	266	250	267	240	249	228	180	163	160
OPC	78	80	72	61	59	61	70	70	99	80	85	98	66	72	60	62	53	60
Emergency	155	169	141	93	128	115	151	132	135	140	127	128	131	135	117	81	81	88
Temporary	24	33	22	31	25	26	32	32	23	26	31	37	37	24	22	29	28	11
Extended	0	1	1	0	0	3	1	1	0	1	0	1	1	0	0	1	0	1
46.02/46.03	7	6	6	8	3	7	8	4	6	18	7	3	3	17	29	7	1	0
Order for MR	0	2	0	0	1	2	0	3	1	1	0	0	2	1	0	0	0	0
Discharges	308	292	265	271	225	209	292	247	264	305	267	299	266	271	233	182	160	181
% New to System	47%	46%	47%	42%	47%	48%	54%	47%	45%	42%	44%	39%	39%	43%	47%	42%	46%	45%





**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**San Antonio State Hospital**  
**FYTD Admissions & Discharges**

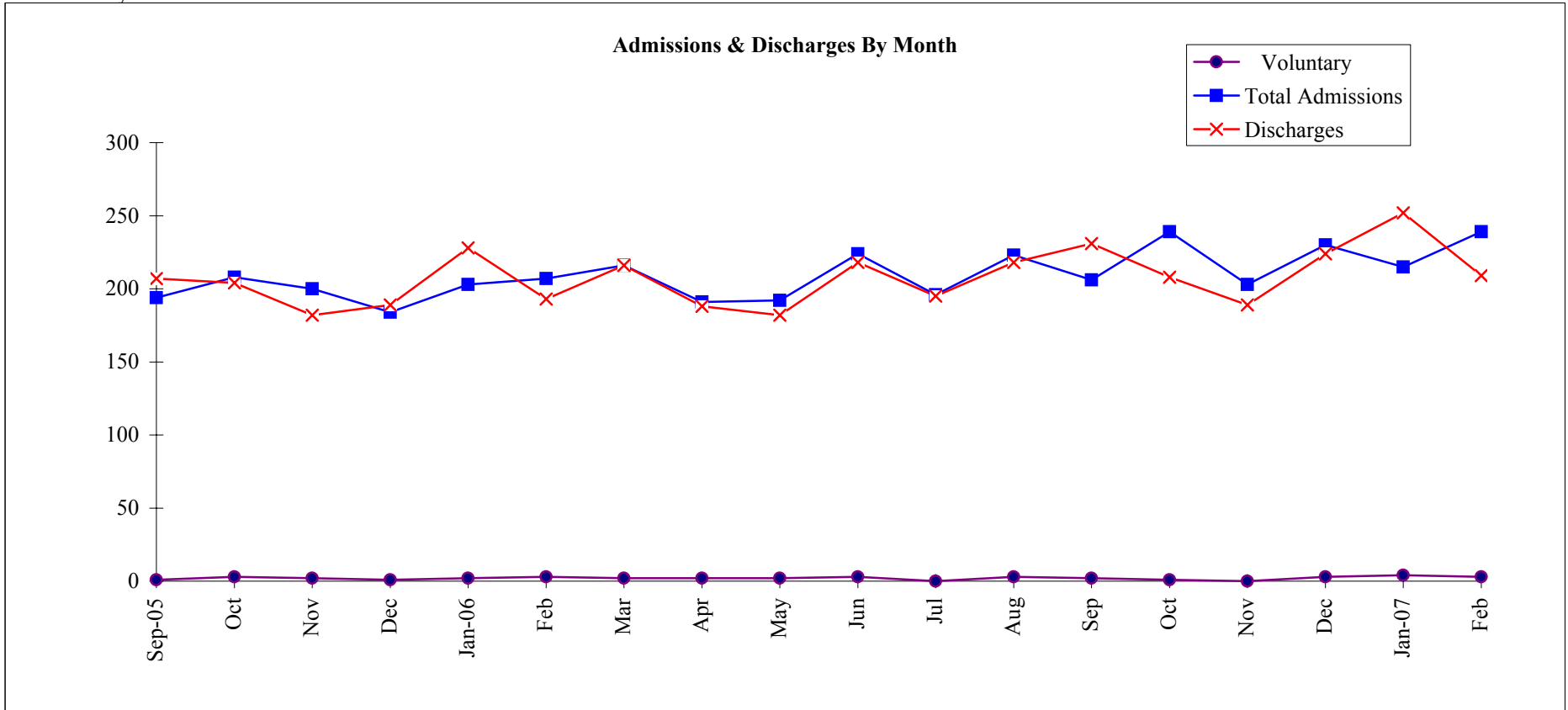


**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

**Terrell State Hospital**

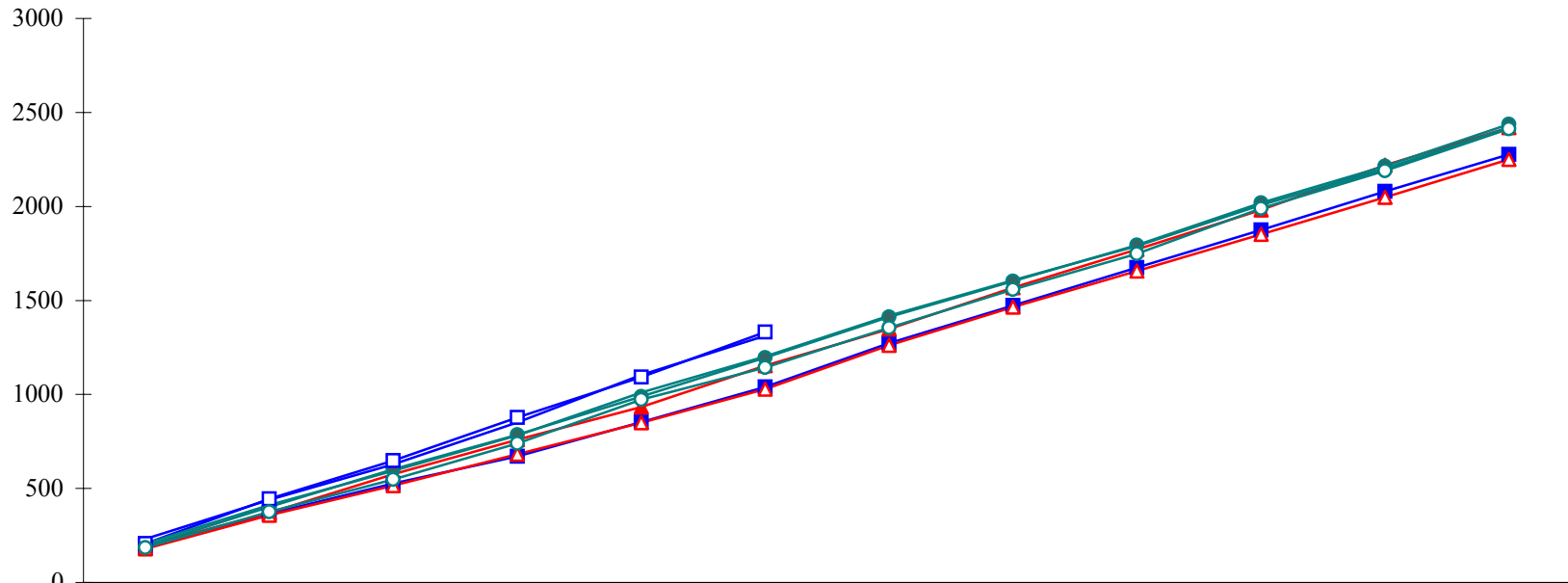
**Admissions by Month**

	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	194	208	200	184	203	207	216	191	192	224	196	223	206	239	203	230	215	239
Voluntary	1	3	2	1	2	3	2	2	2	3	0	3	2	1	0	3	4	3
Involuntary	193	205	198	183	201	204	214	189	190	221	196	220	204	238	203	227	211	236
OPC	148	165	162	153	157	134	173	137	145	158	149	177	157	172	154	180	184	185
Emergency	21	11	10	11	13	19	8	9	15	13	6	17	7	11	10	12	12	10
Temporary	21	26	25	17	28	25	28	31	22	33	26	22	36	26	31	24	12	19
Extended	3	3	1	2	2	2	3	1	2	5	2	3	2	1	2	1	3	2
46.02/46.03	0	0	0	0	0	24	2	11	6	12	13	1	2	28	6	10	0	20
Order for MR	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Discharges	207	204	182	189	228	193	216	188	182	218	195	218	231	208	189	224	252	209
% New to System	40%	45%	43%	45%	36%	36%	43%	50%	44%	45%	38%	45%	44%	42%	46%	39%	40%	44%



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**Terrell State Hospital**  
**FYTD Admissions & Discharges**

**Total Admissions & Discharges Year-To-Date**



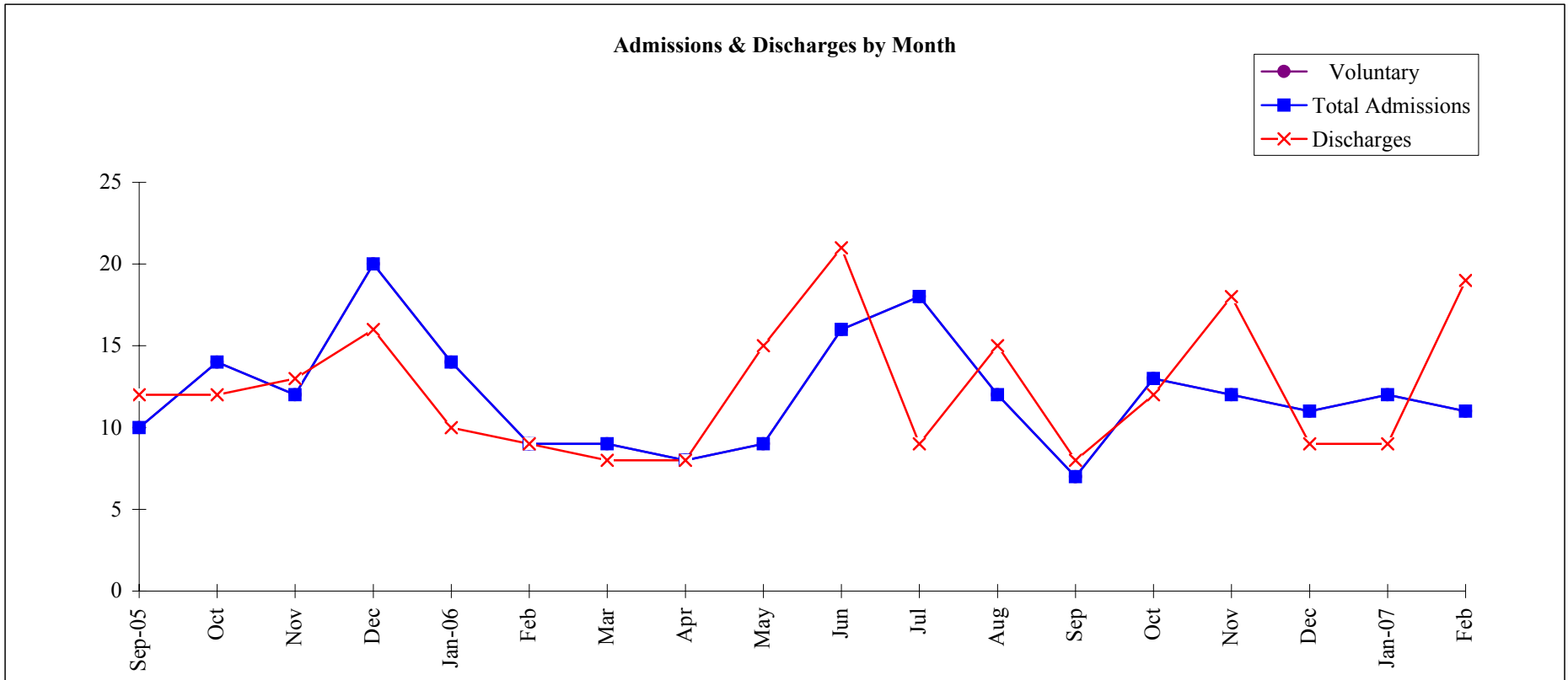
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
■ FY04 Admissions	183	366	526	671	853	1040	1273	1473	1674	1875	2080	2277
▲ FY05 Admissions	195	370	575	760	934	1153	1349	1568	1772	1981	2219	2419
● FY06 Admissions	194	402	602	786	989	1196	1412	1603	1795	2019	2215	2438
□ FY07 Admissions	206	445	648	878	1093	1332						
▲ FY04 Discharges	178	357	515	682	850	1028	1262	1465	1656	1852	2048	2250
○ FY05 Discharges	185	375	548	740	973	1143	1355	1559	1749	1989	2190	2413
— FY06 Discharges	207	411	593	782	1010	1203	1419	1607	1789	2007	2202	2420
— FY07 Discharges	231	439	628	852	1104	1313						

**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**

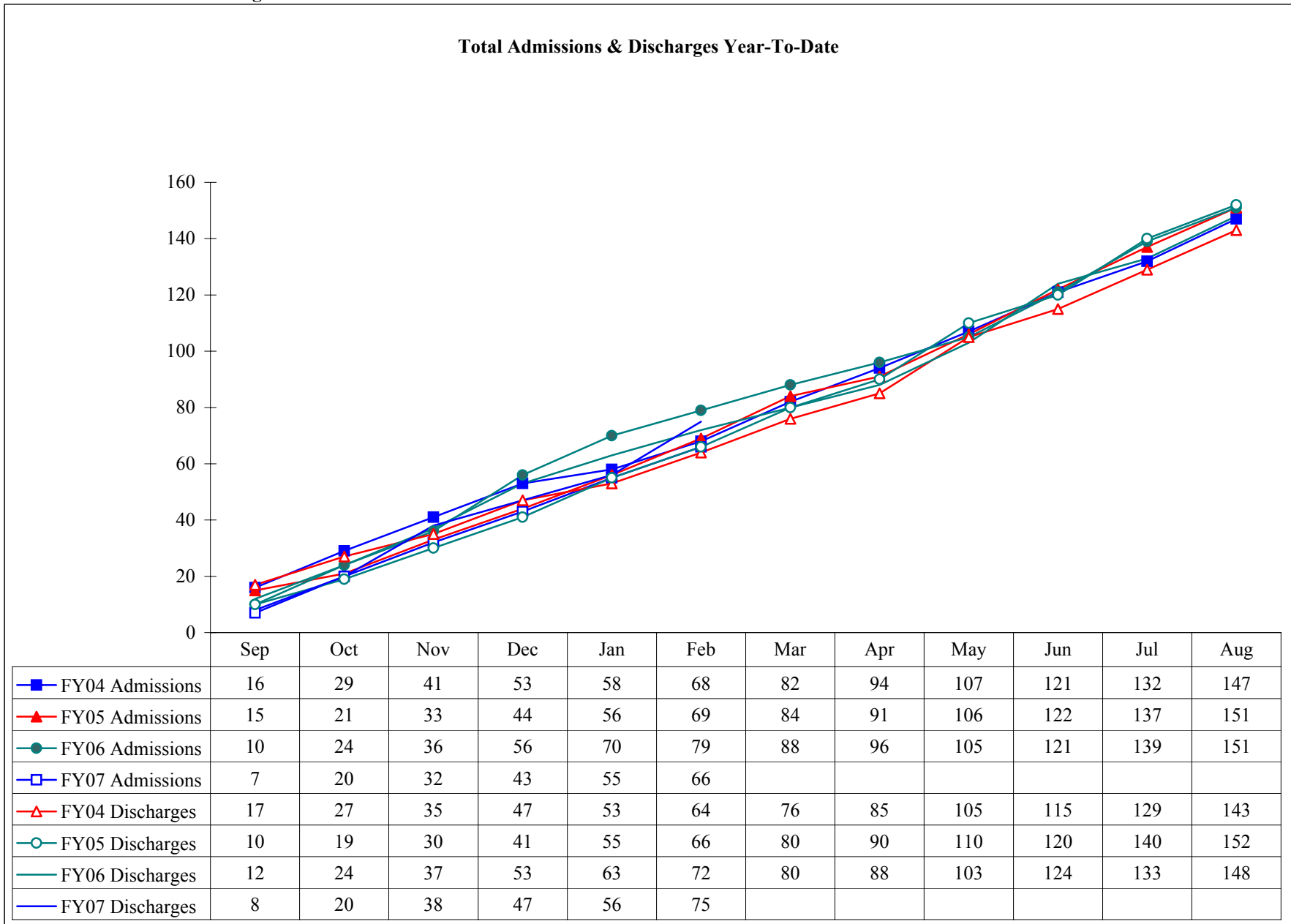
**Waco Center for Youth**

**Admissions by Month**

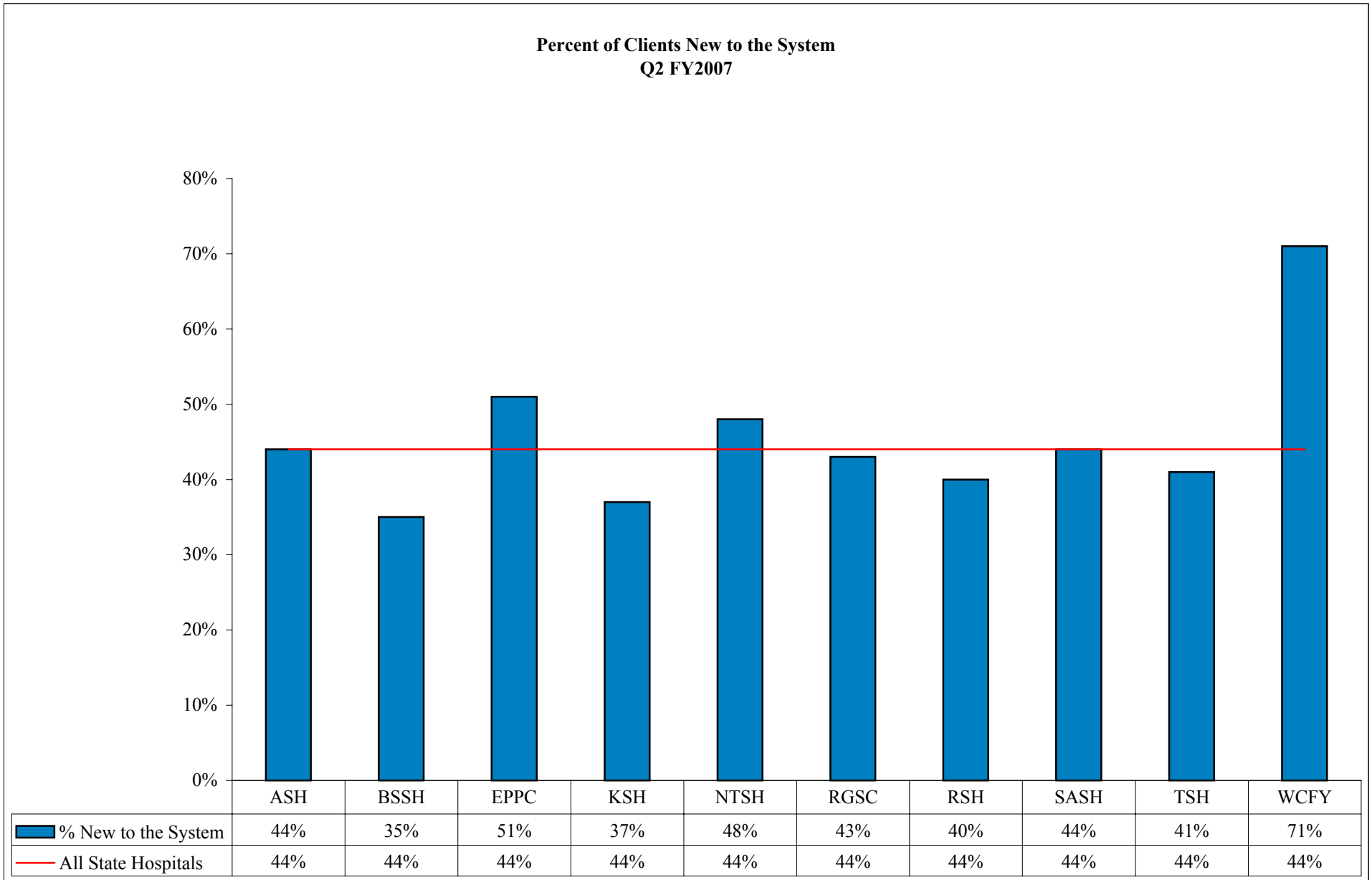
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Admissions	10	14	12	20	14	9	9	8	9	16	18	12	7	13	12	11	12	11
Voluntary	10	14	12	20	14	9	9	8	9	16	18	12	7	13	12	11	12	11
Involuntary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Emergency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Extended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
46.02/46.03	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Order for MR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Discharges	12	12	13	16	10	9	8	8	15	21	9	15	8	12	18	9	9	19
% New to System	40%	50%	33%	60%	79%	78%	67%	0%	44%	38%	44%	58%	71%	54%	75%	73%	50%	91%



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**Waco Center for Youth**  
**FYTD Admissions & Discharges**



**Measure 5A - Number/Type of Admissions, Number of Discharges and % New to the System**  
**All State Hospitals**



**Performance Measure 5B:**

**Percent of forensic/non forensic discharges returned to the community will be calculated on a quarterly basis for: 7 days or less; 8 to 30 days; 31 to 90 days; and greater than 90 days.**

**Performance Measure Operational Definition:** Percent of forensic/non forensic discharges returned to the community will be calculated on a quarterly basis for: 7 days or less; 8 to 30 days; 31 to 90 days; and greater than 90 days.

**Performance Measure Formula:**

$$\text{Rate} = (N/D) \times 100$$

N = # persons discharged during time frame

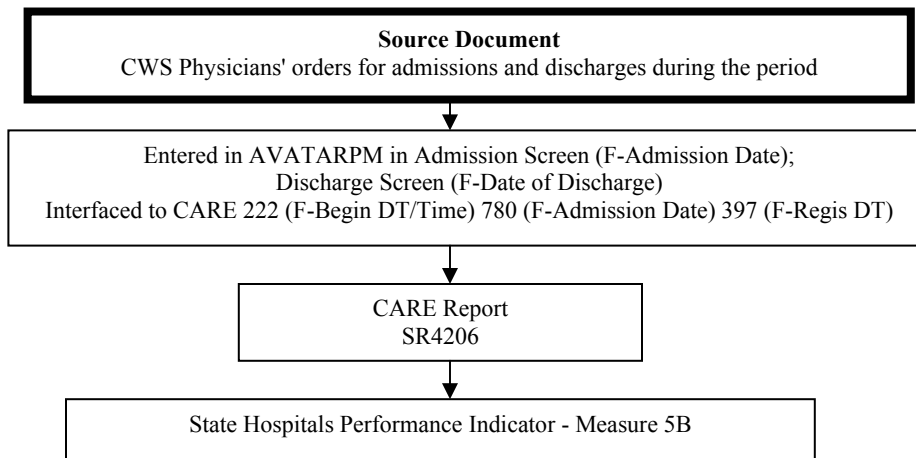
D = total persons discharged during the quarter

Net length of stay for persons who were discharged using codes (DRE) Discharge with Reassignment) or (DNS) Discharge No More Services, or sent on Absence Trial Placement (ATP), unless they were referred to another campus-based program. (It eliminates persons who were discharged during the period and who were counted because of an ATP in a prior reporting period. It does not include persons who were discharged against medical advice (DMA) or who died (DED) during the quarter. The report uses net length of stay, which is the number of days an individual was resident on campus, not including days absent).

**Performance Measure Data Display and Chart Description:**

- ◆ Chart with quarterly data points of percent of forensic/non forensic discharges returned to the community for individual state hospitals and system-wide
- ◆ Table shows total discharges for the quarter for individual state hospitals and system-wide.

**Data Flow:**

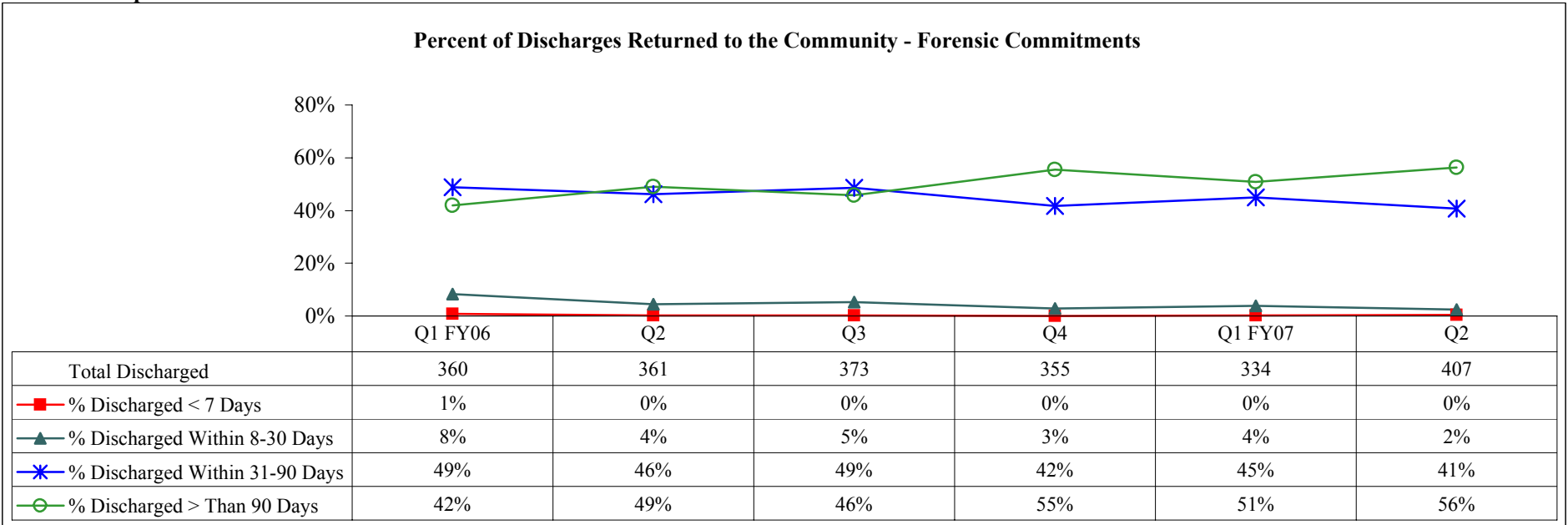


**Data Integrity Review Process:**

N/A

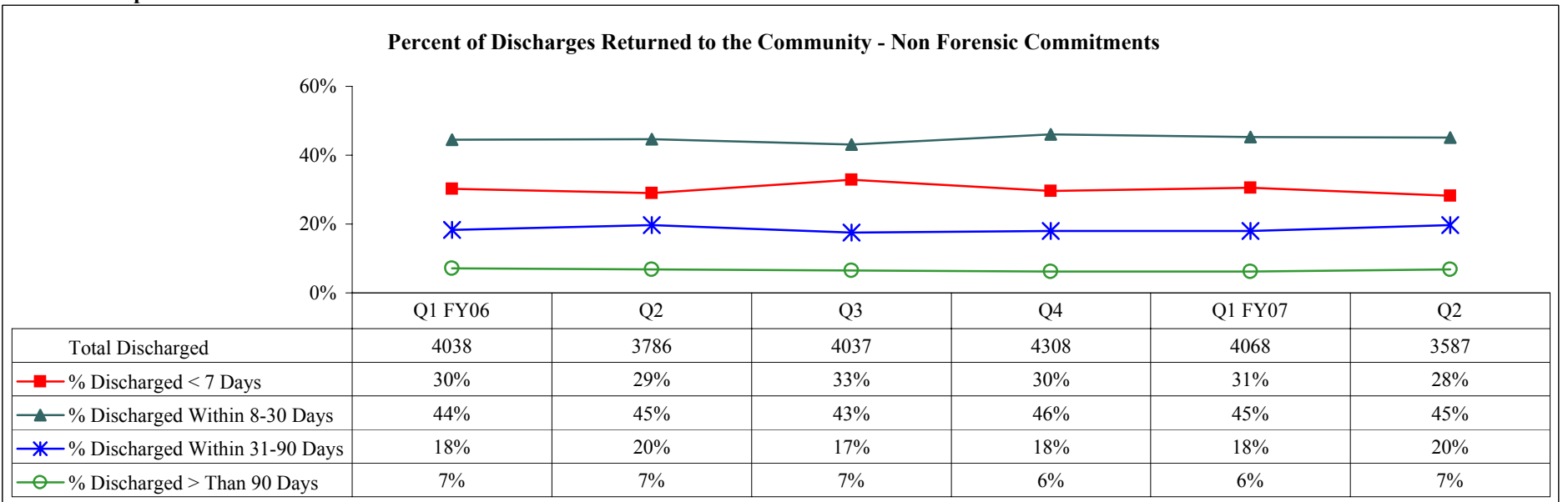
**Measure 5B - Percent of Discharges Returned to the Community**

**All State Hospitals - Forensic**



**Measure 5B - Percent of Discharges Returned to the Community**

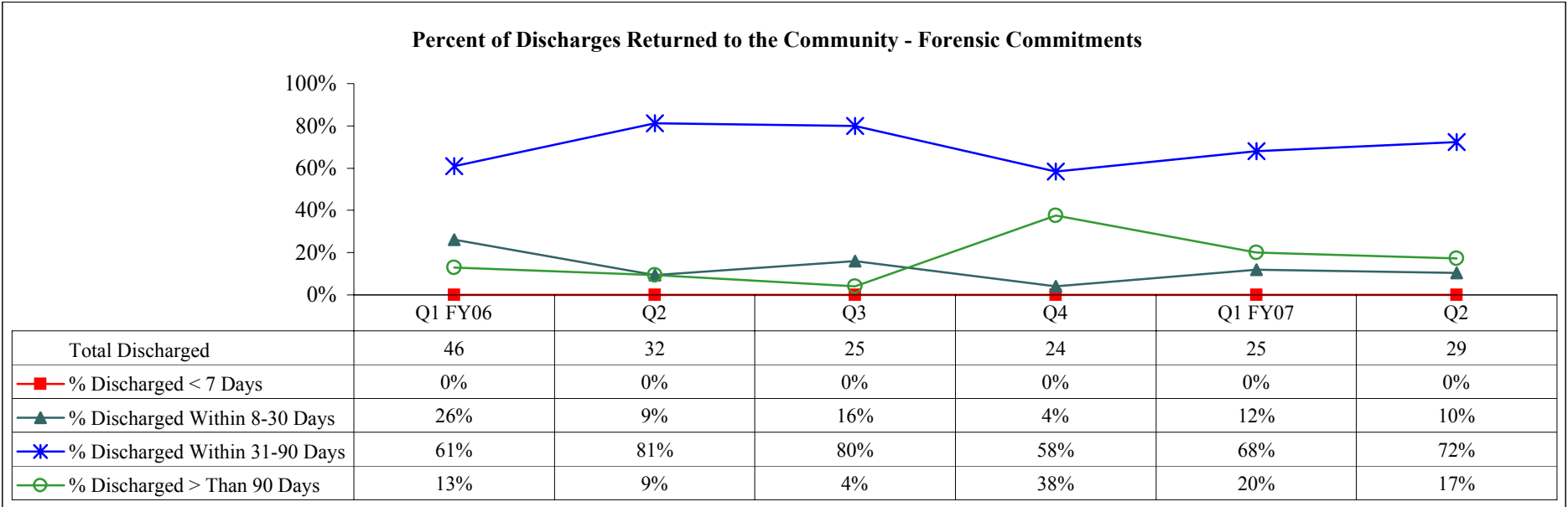
**All State Hospitals - Non Forensic**



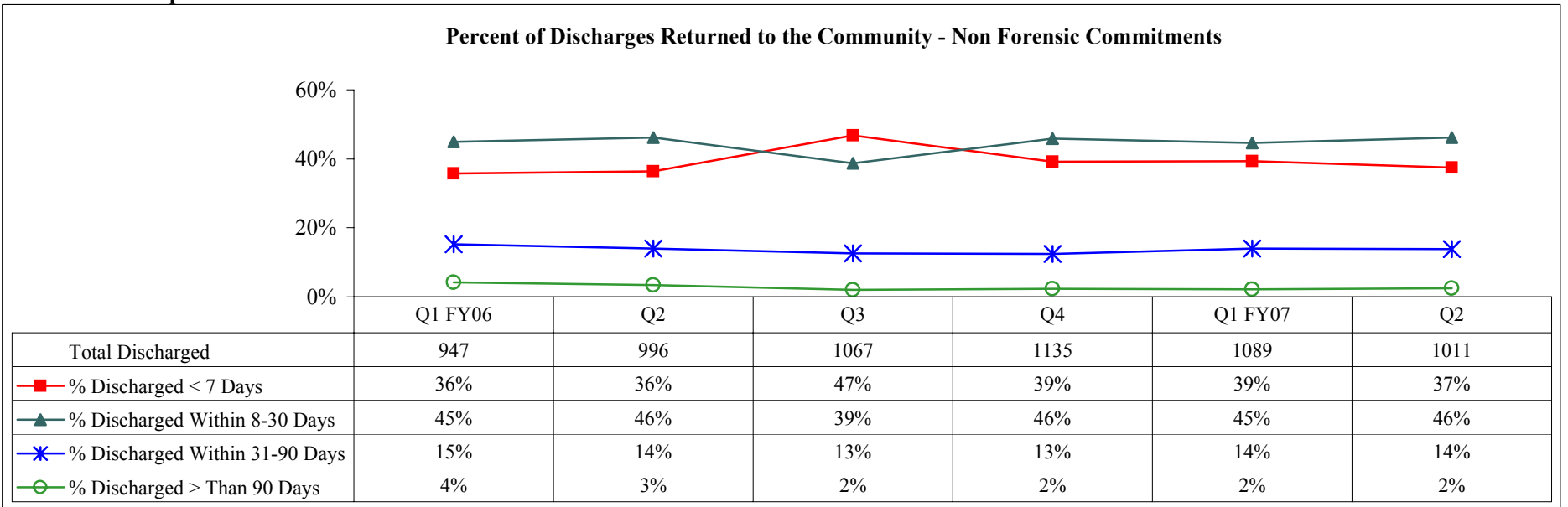
Source: Percent of Forensic/Non-Forensic Discharges Returned to Community (SR4206)



**Measure 5B - Percent of Discharges Returned to the Community**  
**Austin State Hospital - Forensic**



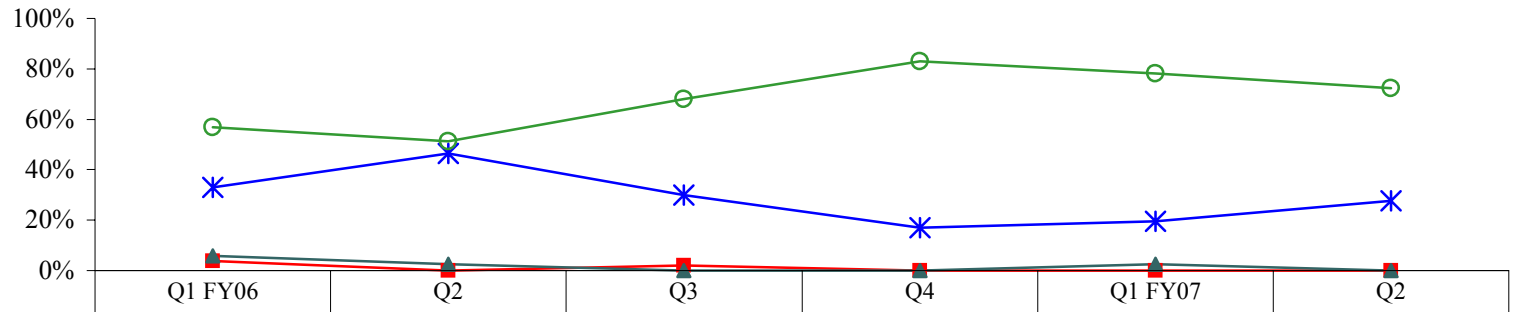
**Measure 5B - Percent of Discharges Returned to the Community**  
**Austin State Hospital - Non Forensic**



Source: Percent of Forensic/Non-Forensic Discharges Returned to Community (SR4206)

**Measure 5B - Percent of Discharges Returned to the Community**  
**Big Spring State Hospital - Forensic**

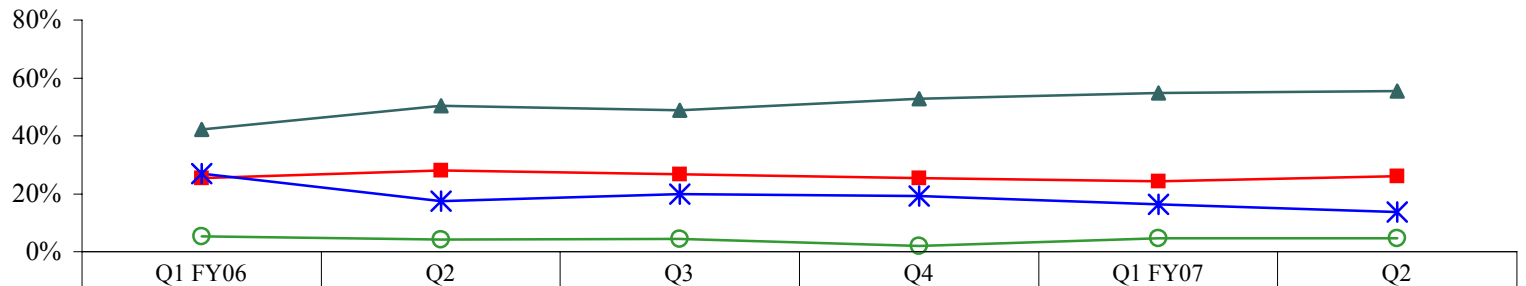
**Percent of Discharges Returned to the Community - Forensic Commitments**



	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Total Discharged	51	41	50	47	41	58
% Discharged < 7 Days	4%	0%	2%	0%	0%	0%
% Discharged Within 8-30 Days	6%	2%	0%	0%	2%	0%
% Discharged Within 31-90 Days	33%	46%	30%	17%	20%	28%
% Discharged > Than 90 Days	57%	51%	68%	83%	78%	72%

**Measure 5B - Percent of Discharges Returned to the Community**  
**Big Spring State Hospital - Non Forensic**

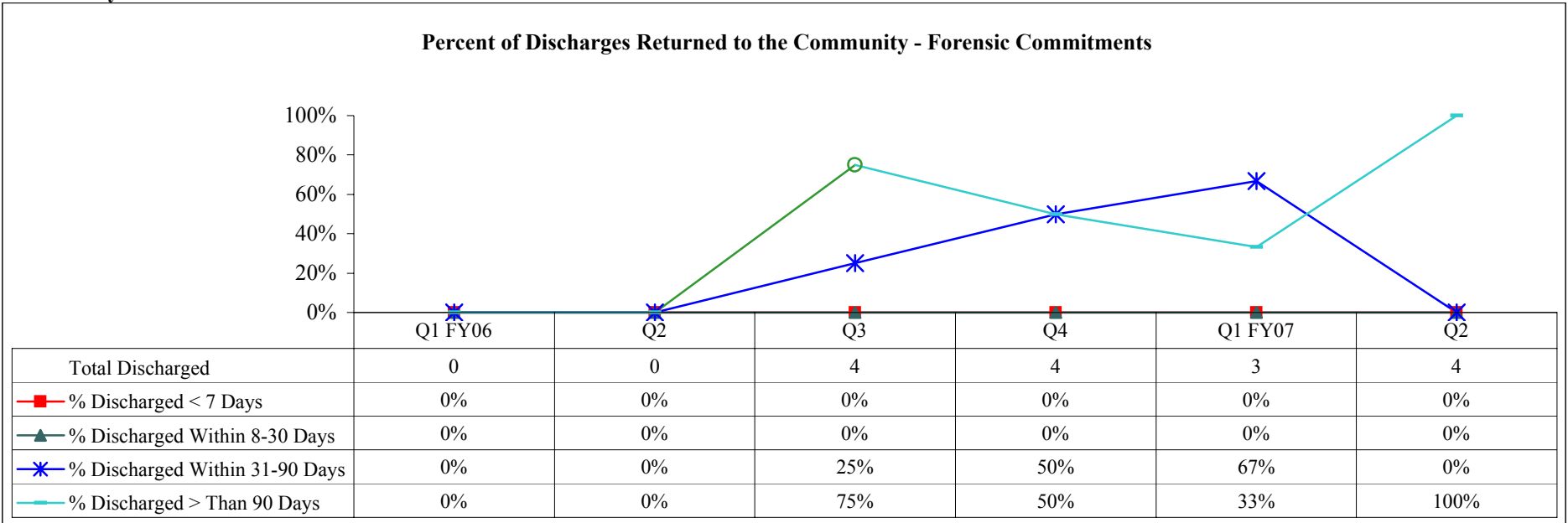
**Percent of Discharges Returned to the Community - Non Forensic Commitments**



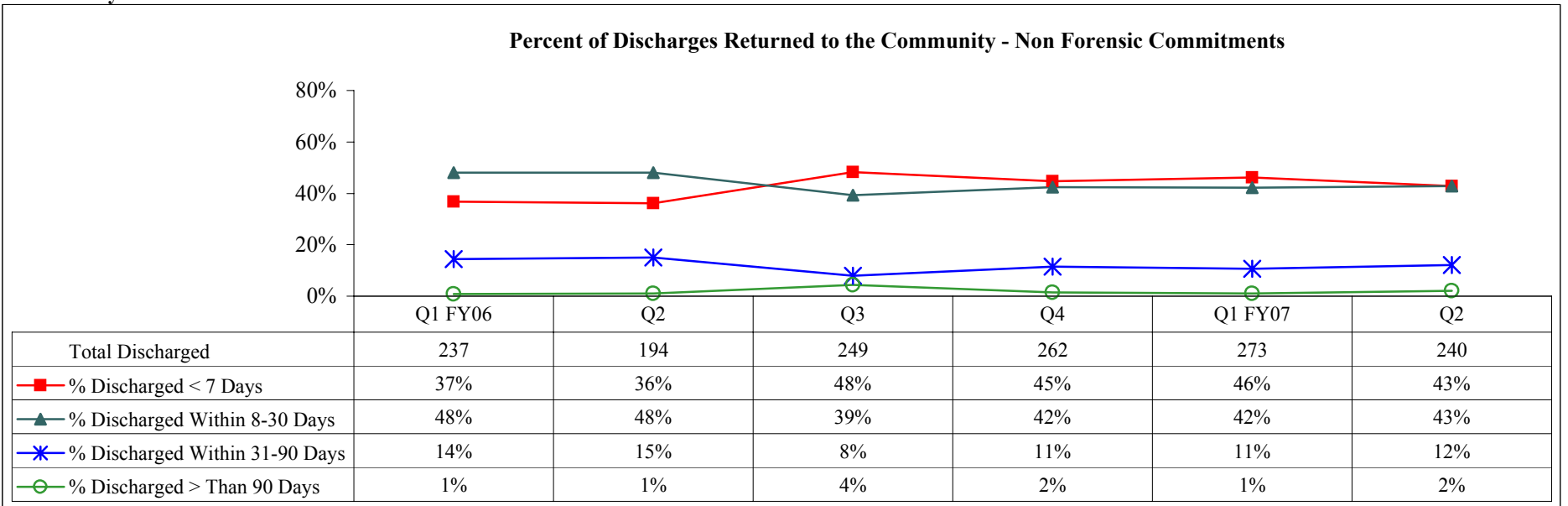
	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Total Discharged	208	171	205	239	219	233
% Discharged < 7 Days	25%	28%	27%	26%	24%	26%
% Discharged Within 8-30 Days	42%	50%	49%	53%	55%	55%
% Discharged Within 31-90 Days	27%	18%	20%	19%	16%	14%
% Discharged > Than 90 Days	5%	4%	4%	2%	5%	5%

Source: Percent of Forensic/Non-Forensic Discharges Returned to Community (SR4206)

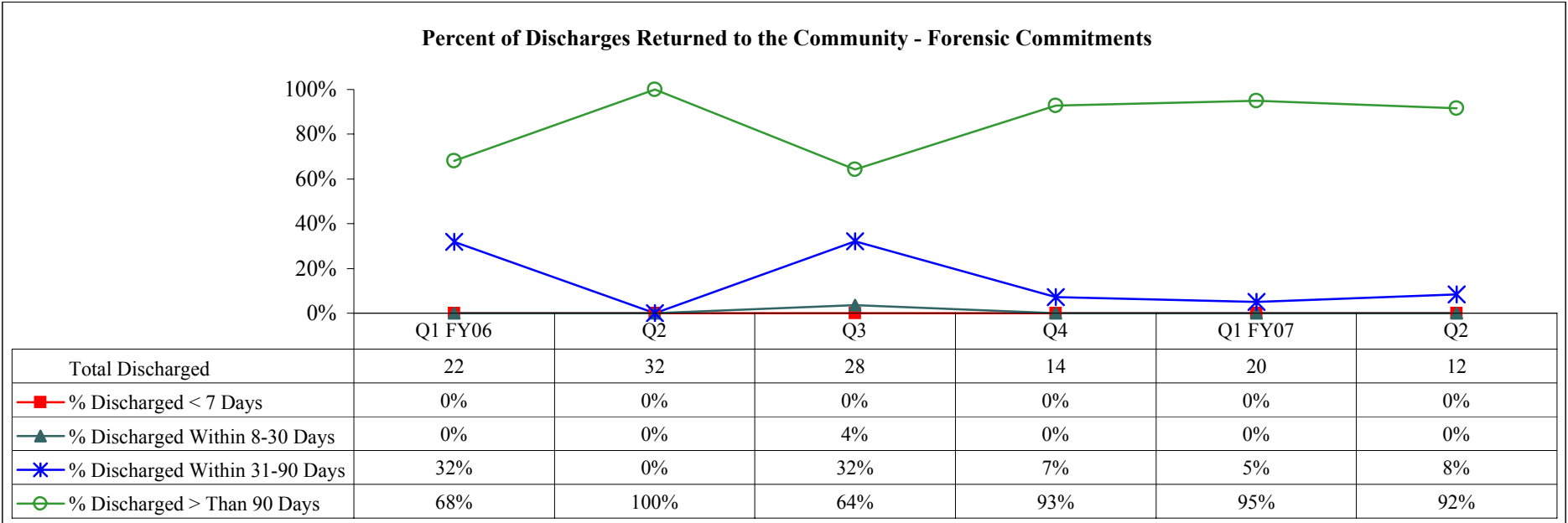
**Measure 5B - Percent of Discharges Returned to the Community**  
**El Paso Psychiatric Center - Forensic**



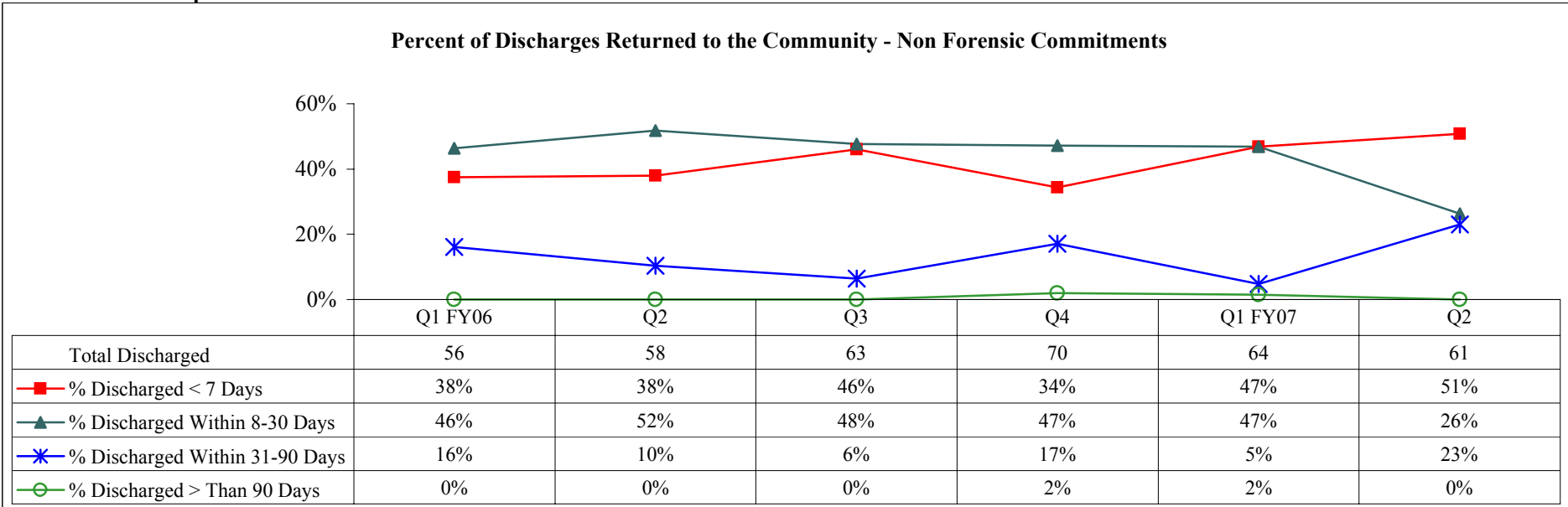
**Measure 5B - Percent of Discharges Returned to the Community**  
**El Paso Psychiatric Center - Non Forensic**



**Measure 5B - Percent of Discharges Returned to the Community**  
**Kerrville State Hospital - Forensic**



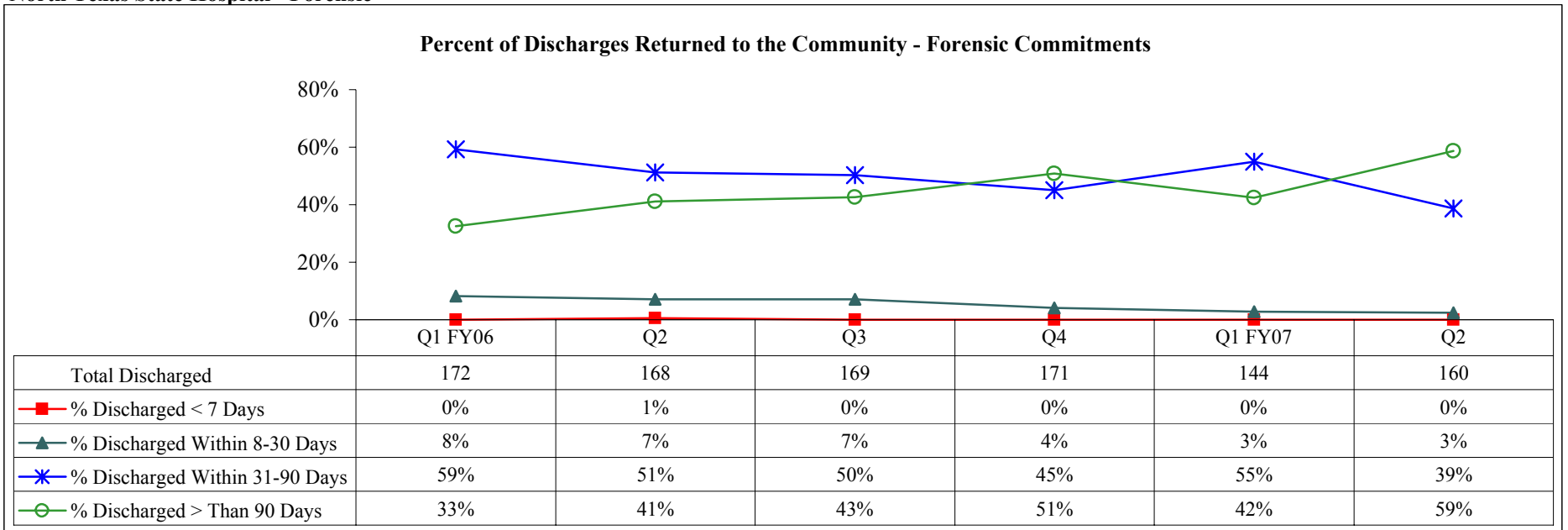
**Measure 5B - Percent of Discharges Returned to the Community**  
**Kerrville State Hospital - Non Forensic**



Source: Percent of Forensic/Non-Forensic Discharges Returned to Community (SR4206)

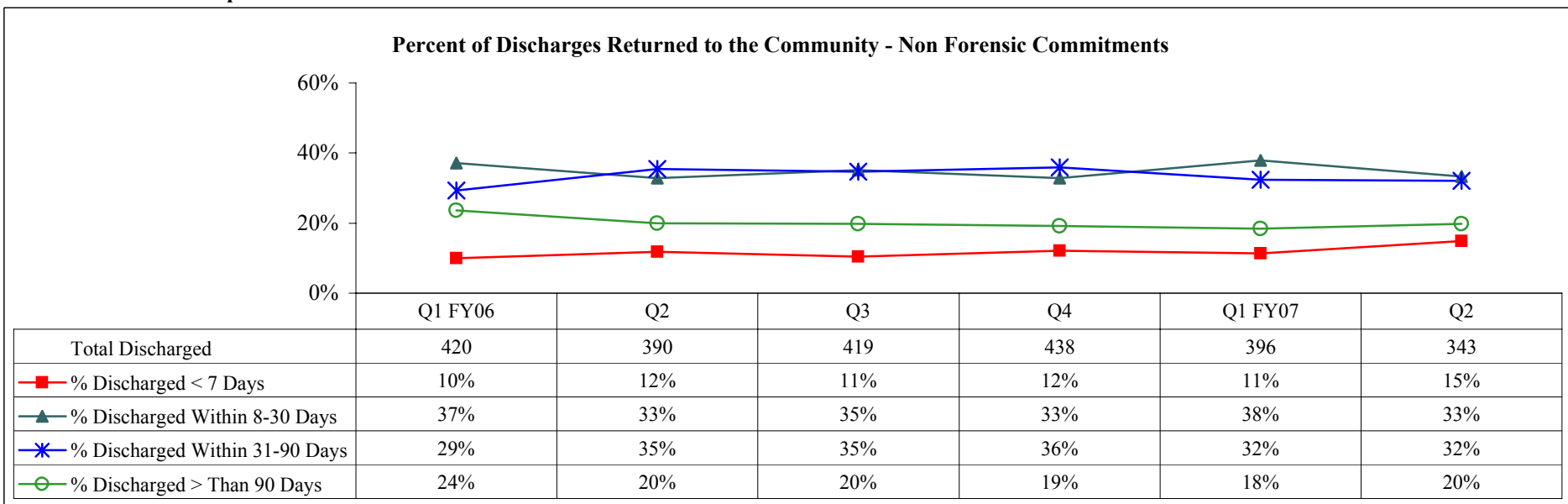
**Measure 5B - Percent of Discharges Returned to the Community**

**North Texas State Hospital - Forensic**

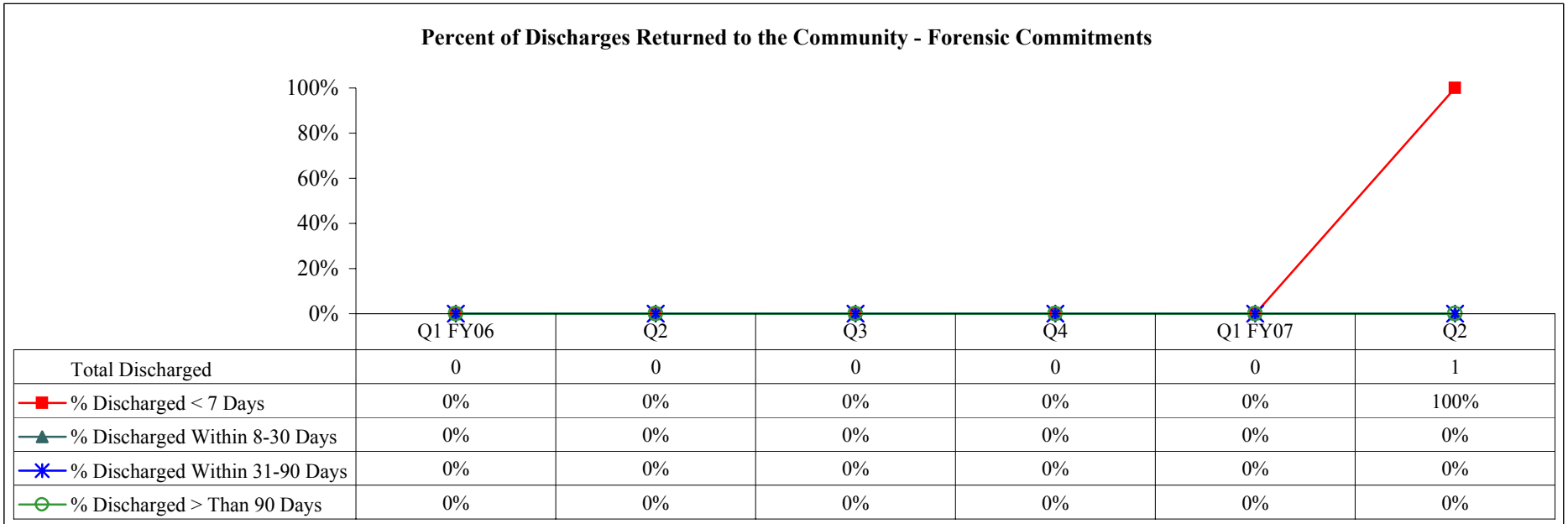


**Measure 5B - Percent of Discharges Returned to the Community**

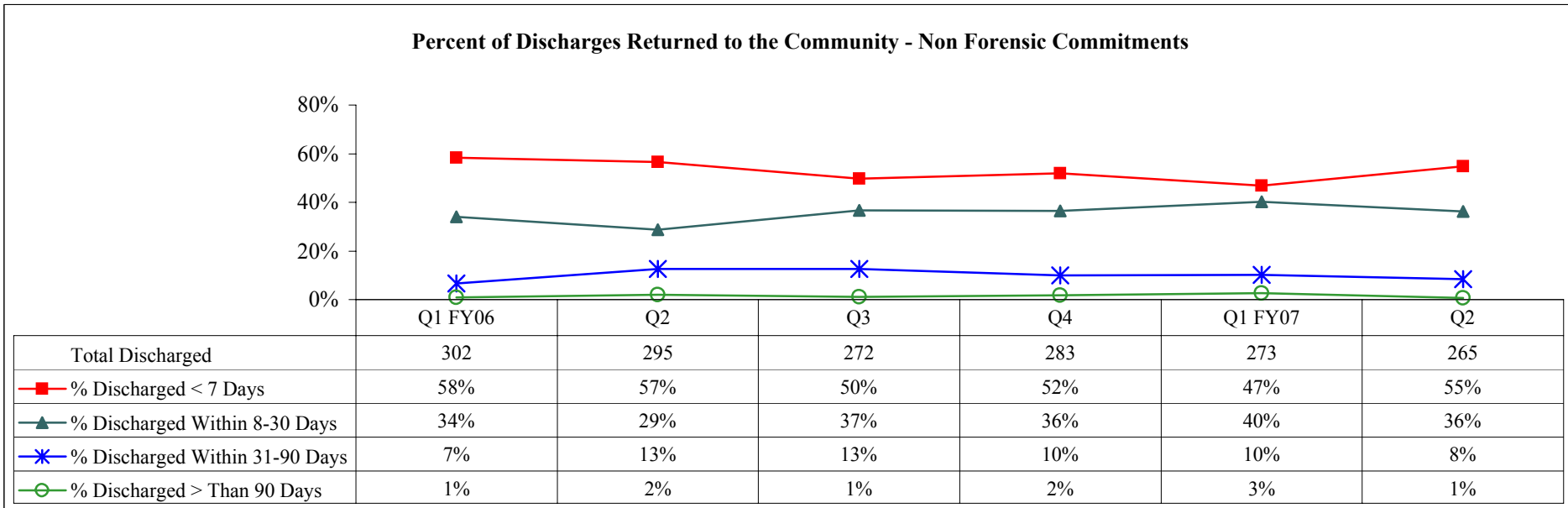
**North Texas State Hospital - Non Forensic**



**Measure 5B - Percent of Discharges Returned to the Community**  
**Rio Grande State Center - Forensic**



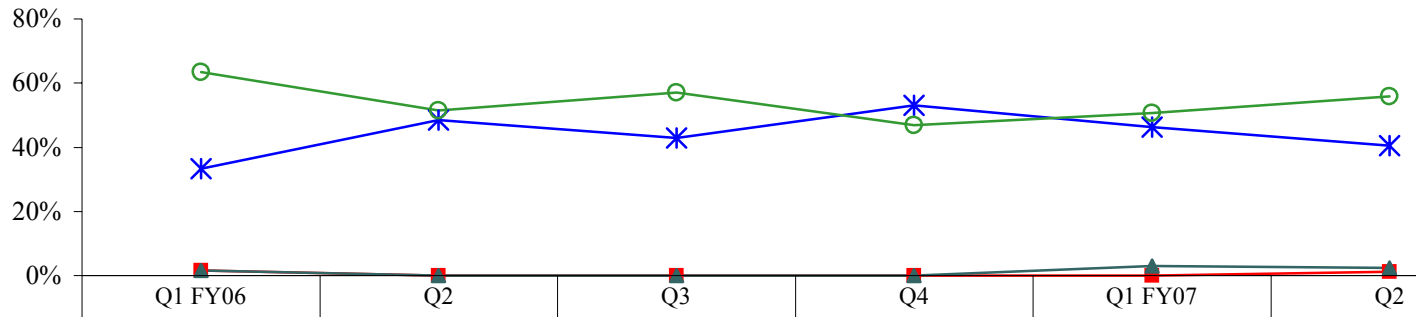
**Measure 5B - Percent of Discharges Returned to the Community**  
**Rio Grande State Center - Non Forensic**



Source: Percent of Forensic/Non-Forensic Discharges Returned to Community (SR4206)

**Measure 5B - Percent of Discharges Returned to the Community**  
**Rusk State Hospital - Forensic**

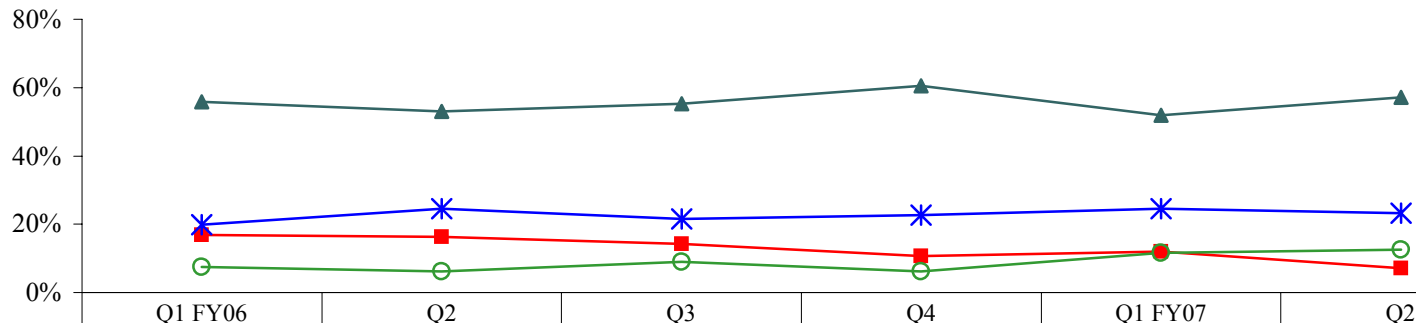
**Percent of Discharges Returned to the Community - Forensic Commitments**



	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Total Discharged	63	70	63	49	69	84
% Discharged < 7 Days	2%	0%	0%	0%	0%	1%
% Discharged Within 8-30 Days	2%	0%	0%	0%	3%	2%
% Discharged Within 31-90 Days	33%	49%	43%	53%	46%	40%
% Discharged > Than 90 Days	63%	51%	57%	47%	51%	56%

**Measure 5B - Percent of Discharges Returned to the Community**  
**Rusk State Hospital - Non Forensic**

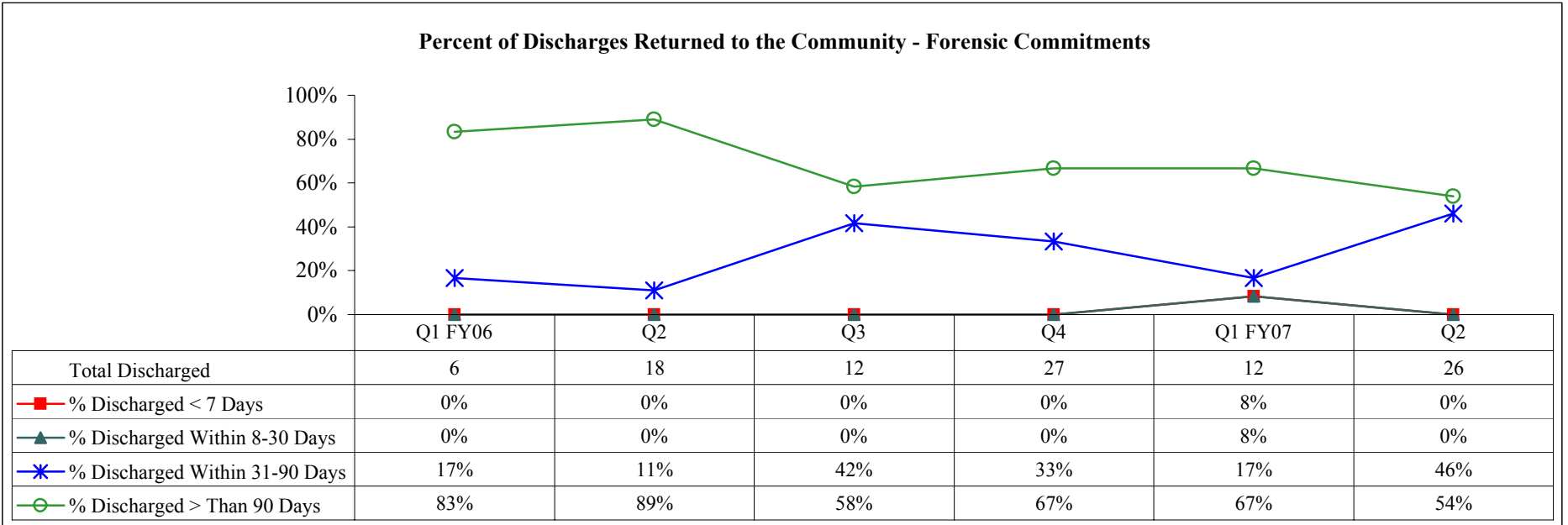
**Percent of Discharges Returned to the Community - Non Forensic Commitments**



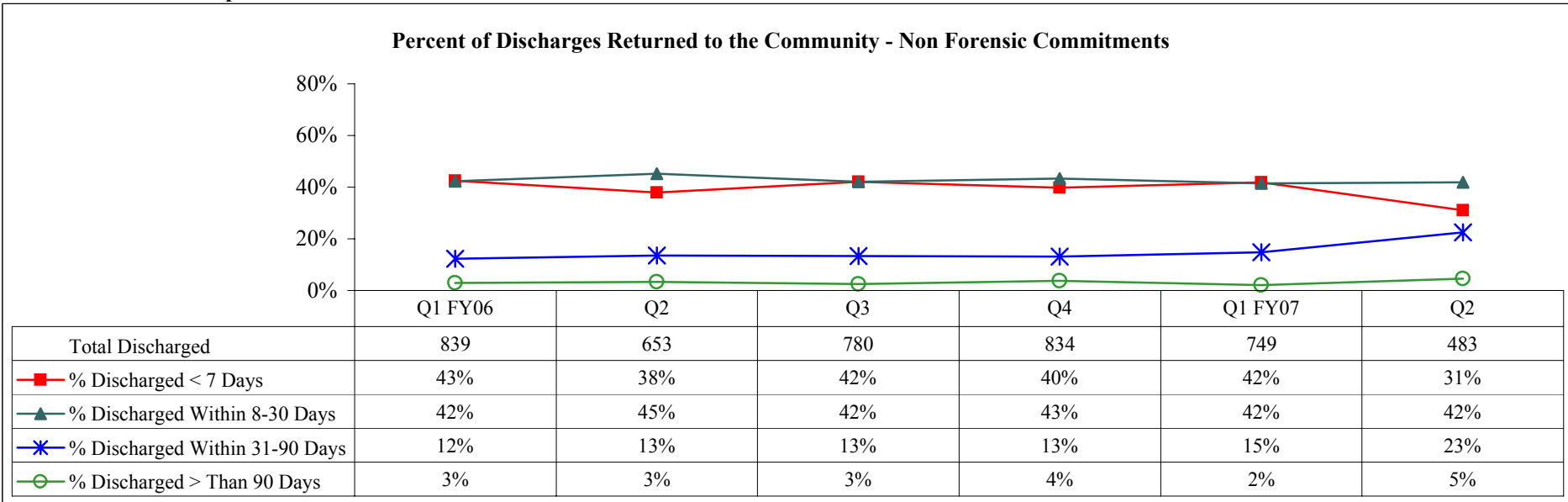
	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Total Discharged	417	391	393	420	378	280
% Discharged < 7 Days	17%	16%	14%	11%	12%	7%
% Discharged Within 8-30 Days	56%	53%	55%	60%	52%	57%
% Discharged Within 31-90 Days	20%	25%	22%	23%	25%	23%
% Discharged > Than 90 Days	7%	6%	9%	6%	12%	13%

Source: Percent of Forensic/Non-Forensic Discharges Returned to Community (SR4206)

**Measure 5B - Percent of Discharges Returned to the Community**  
**San Antonio State Hospital - Forensic**

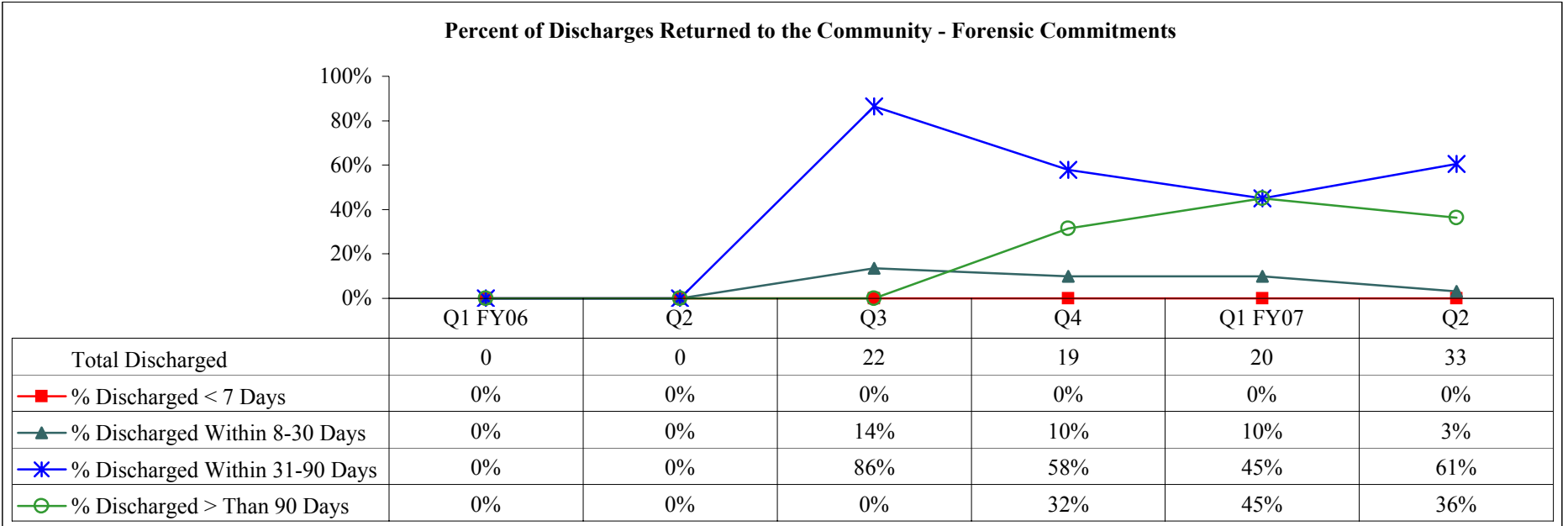


**Measure 5B - Percent of Discharges Returned to the Community**  
**San Antonio State Hospital - Non Forensic**

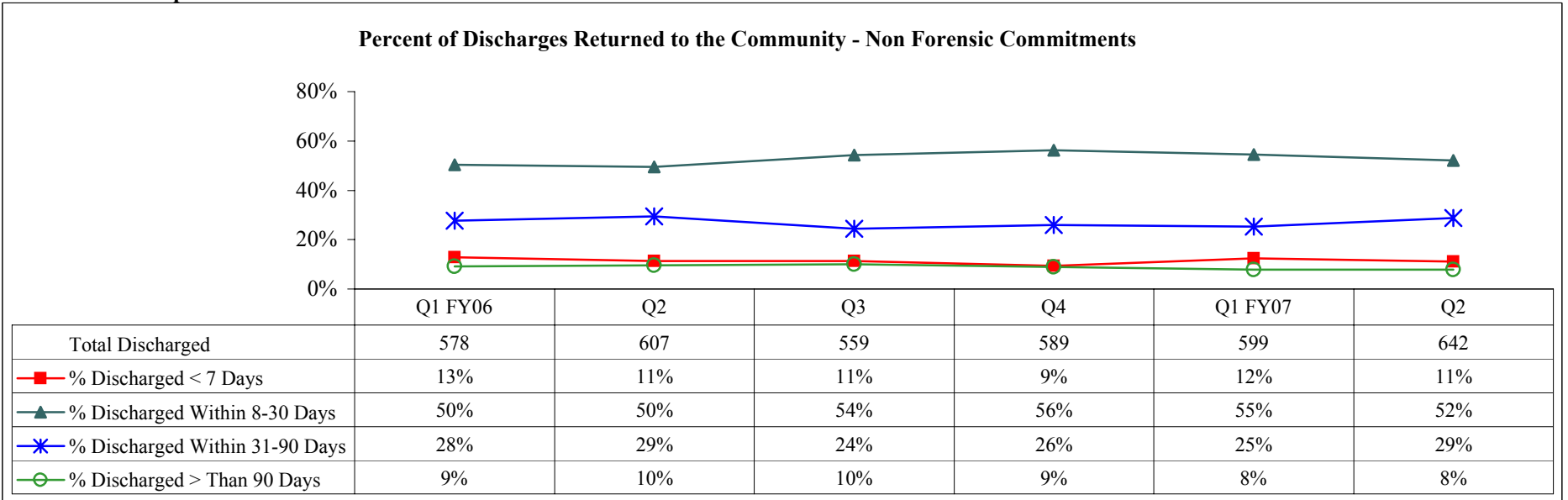




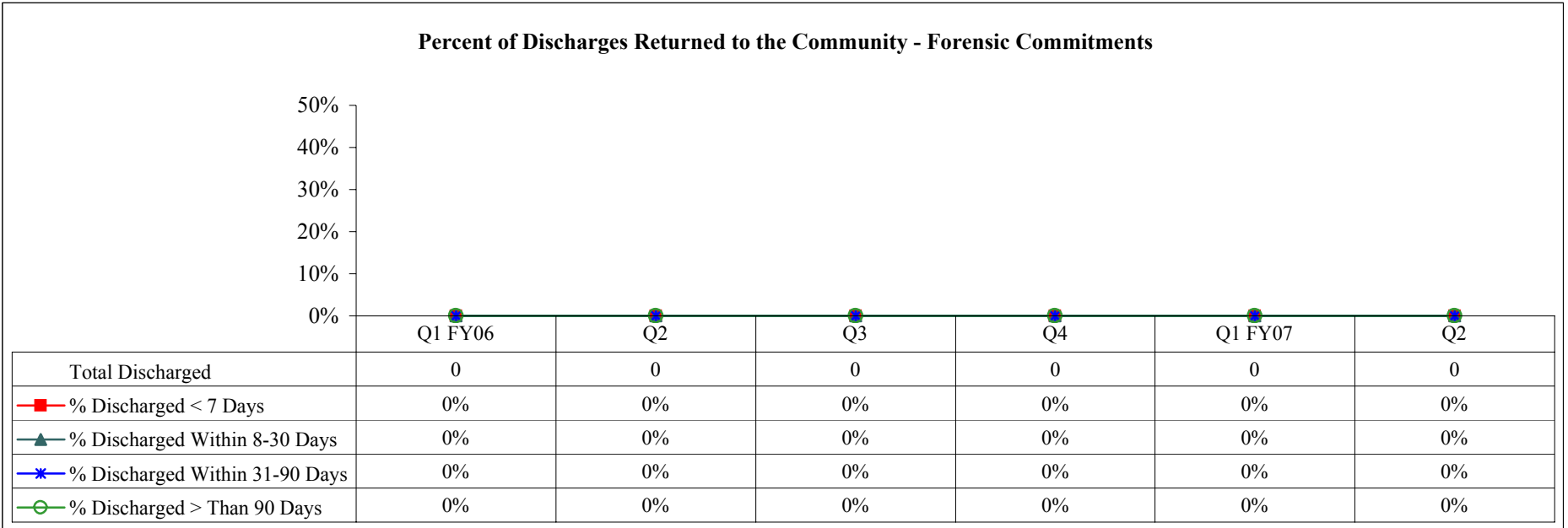
**Measure 5B - Percent of Discharges Returned to the Community  
Terrell State Hospital - Forensic**



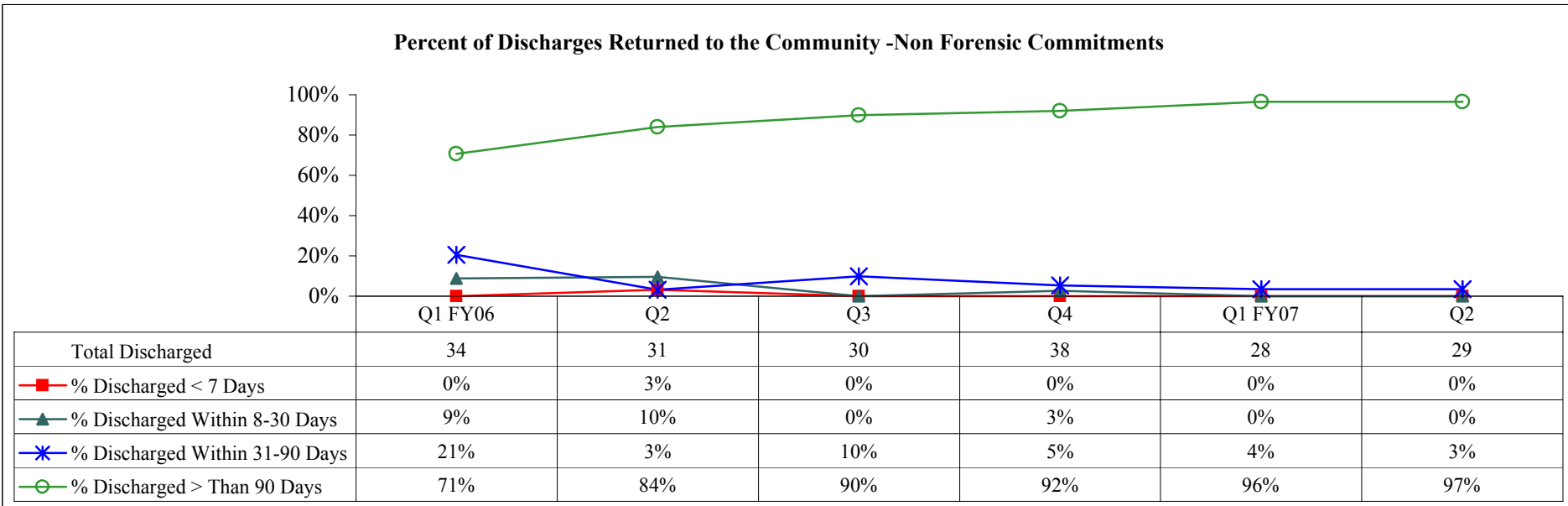
**Measure 5B - Percent of Discharges Returned to the Community  
Terrell State Hospital - Non Forensic**



**Measure 5B - Percent of Discharges Returned to the Community  
Waco Center for Youth - Forensic**



**Measure 5B - Percent of Discharges Returned to the Community  
Waco Center for Youth - Non Forensic**



**Performance Measure 5D:**

**Average length of stay in the hospital will be calculated on a quarterly basis for those patients: Admitted and discharged within 12 months, and all discharges.**

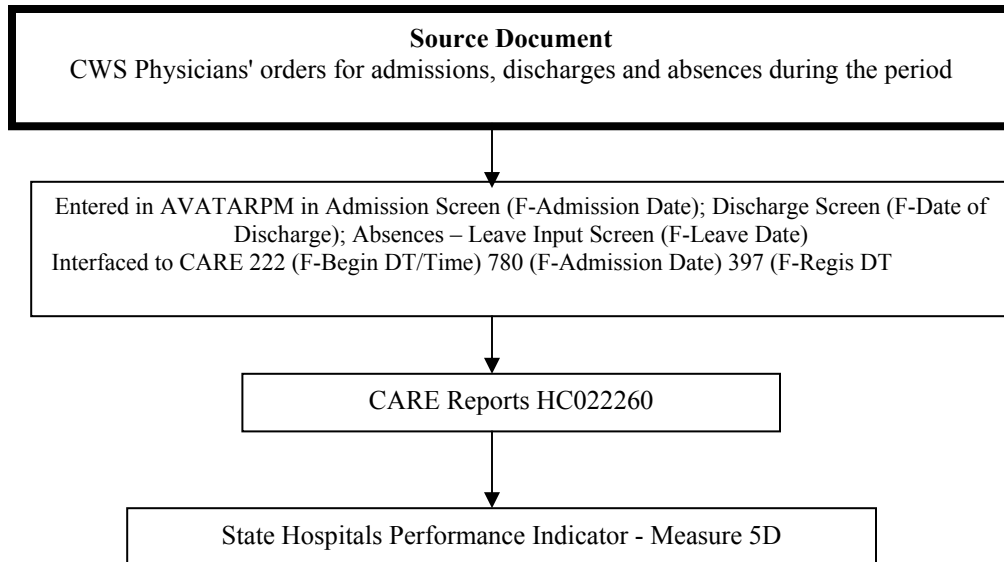
**Performance Measure Operational Definition:** The state hospital average length of stay at discharged using admissions, absence and discharge data.

**Performance Measure Formula:** Net length of stay calculated by subtracting the date of admission from the date of discharge, and then subtracting days absent. Length of Stay for Admitted and Discharged During Prior Twelve Months shows how many people were both admitted and discharged during the prior twelve months.

**Performance Measure Data Display and Chart Description:**

- ◆ Chart with quarterly data points showing average length of stay at discharge by category for individual state hospitals and system-wide.
- ◆ Chart with average length of stay for admitted and discharged during prior 12 months by category for individual state hospitals and system-wide.

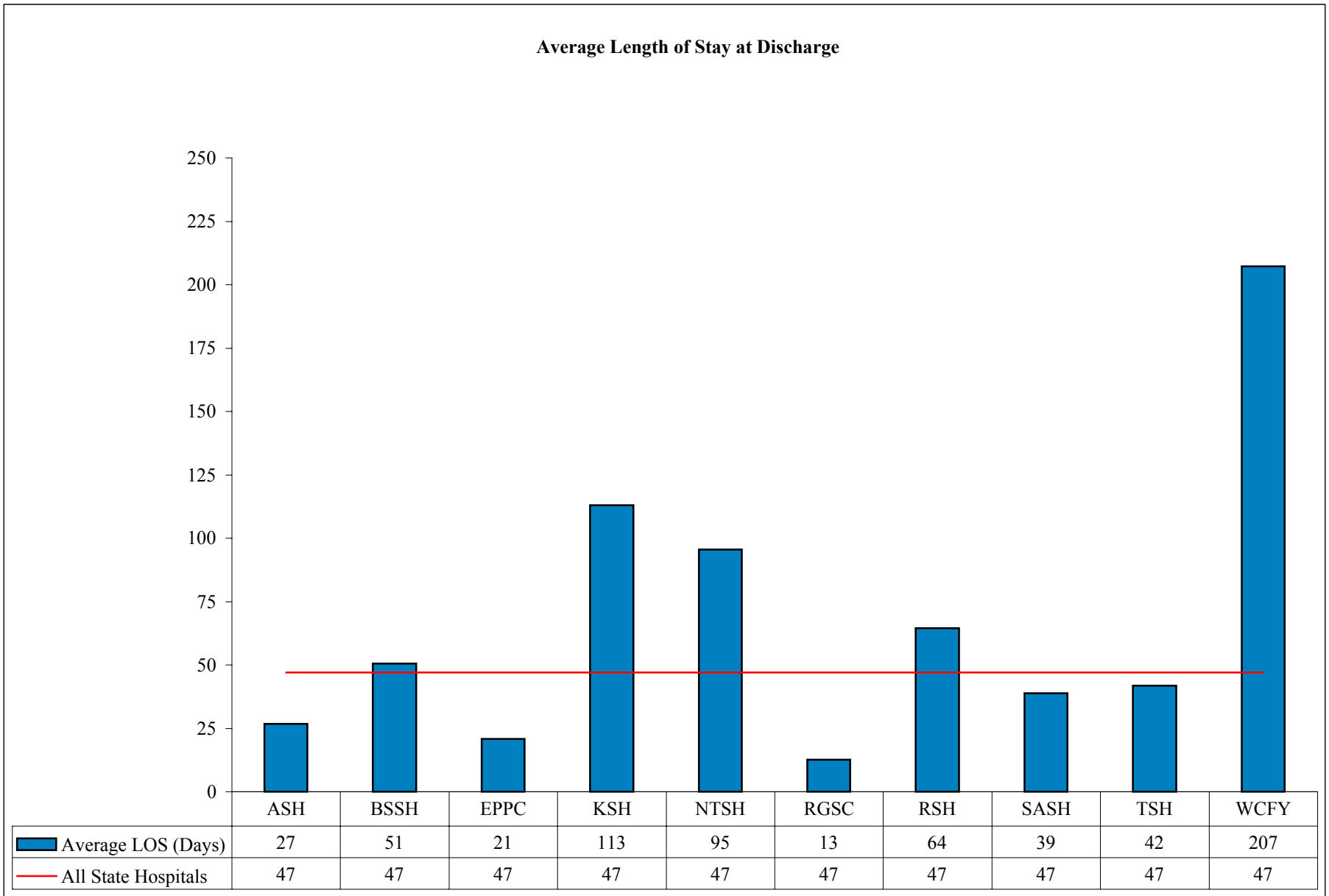
**Data Flow:**



**Data Integrity Review Process:**

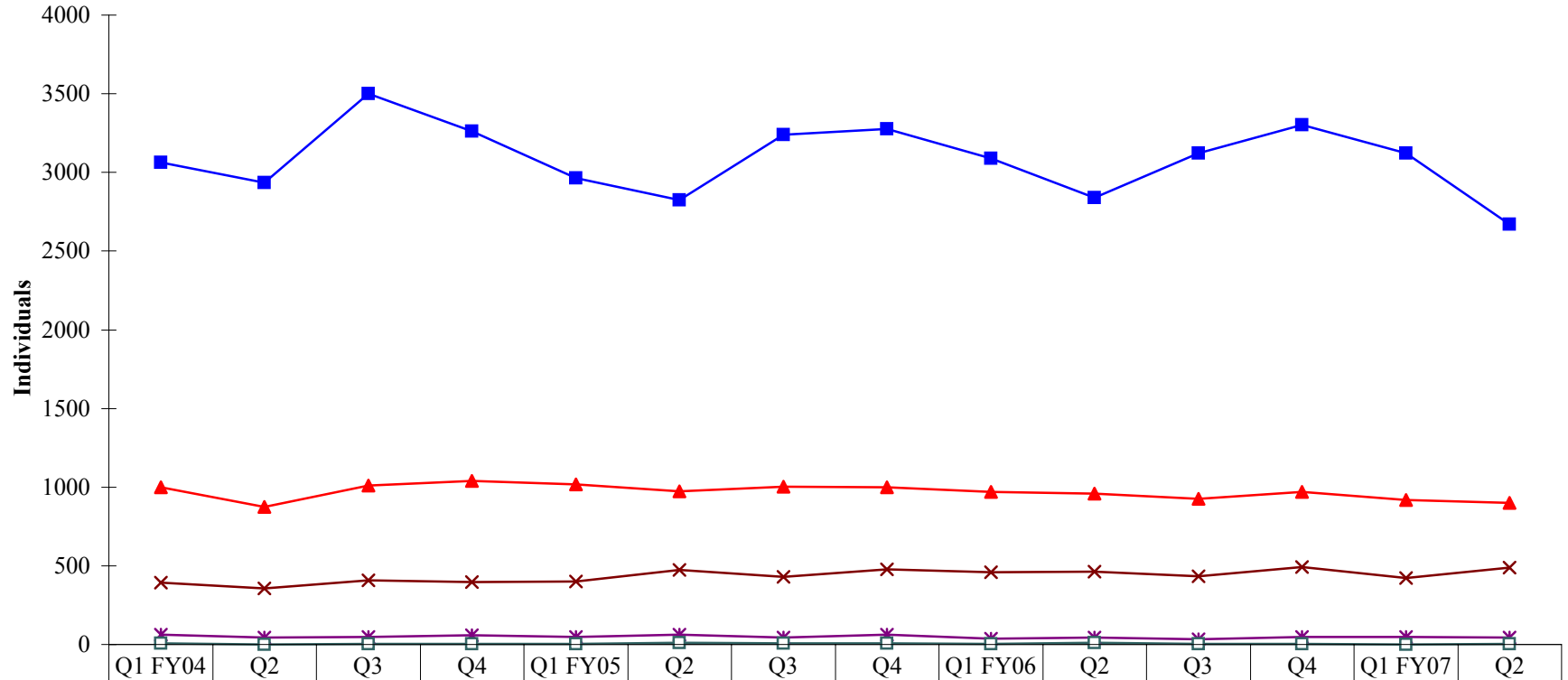
N/A

**Measure 5D - Average Length of Stay at Discharge  
All State Hospitals**



**Measure 5D - Average Length of Stay at Discharge  
All State Hospitals**

**Average Length of Stay at Discharge by Category**

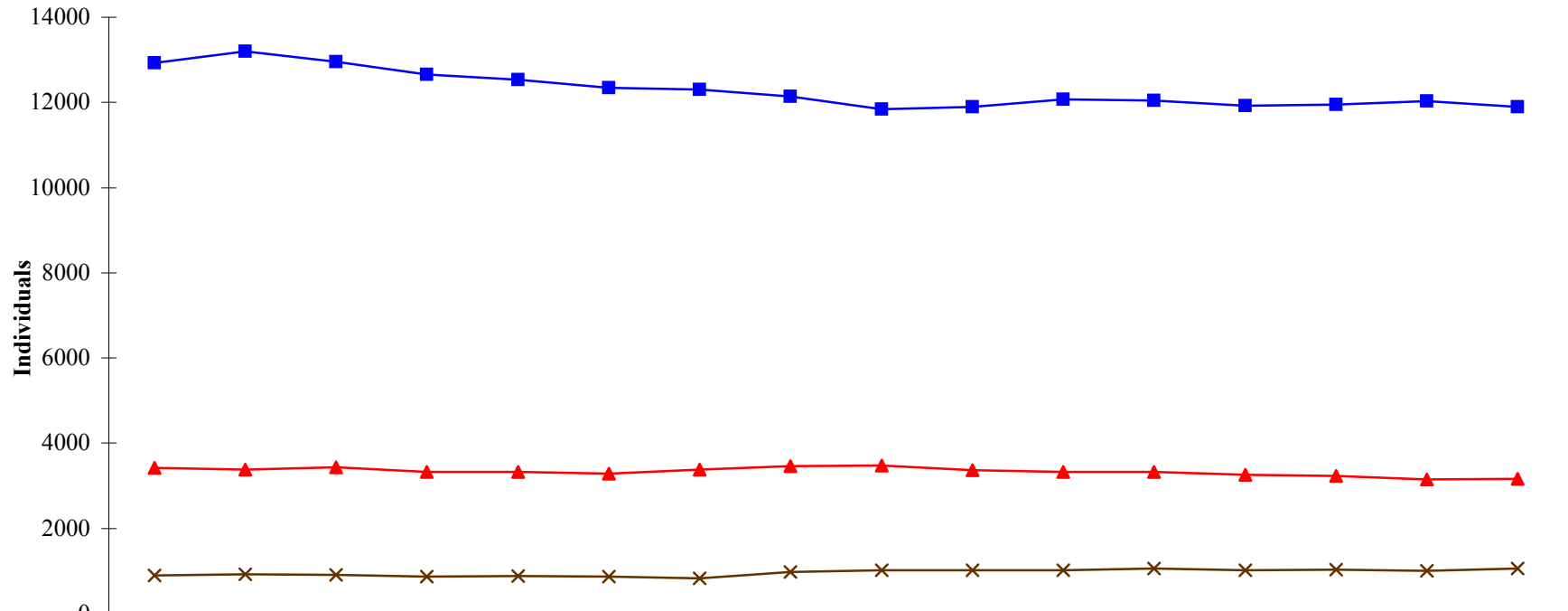


	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	49	39	45	45	47	59	43	49	42	53	39	44	41	47
■ 30 Days or Less	3064	2936	3502	3261	2963	2824	3240	3277	3089	2838	3123	3303	3121	2670
▲ 31 - 90 Days	998	874	1011	1038	1017	975	1004	999	969	957	927	969	917	900
× 91 - 365 Days	392	357	407	397	400	474	428	479	458	462	435	493	424	488
* 1 - 5 Years	64	45	49	58	47	61	43	63	35	43	33	46	48	44
□ Over 5 Years	7	0	5	5	4	12	6	6	2	10	2	4	1	4

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge  
All State Hospitals**

**Average Length of Stay for Admitted and Discharged During Prior 12 Months**

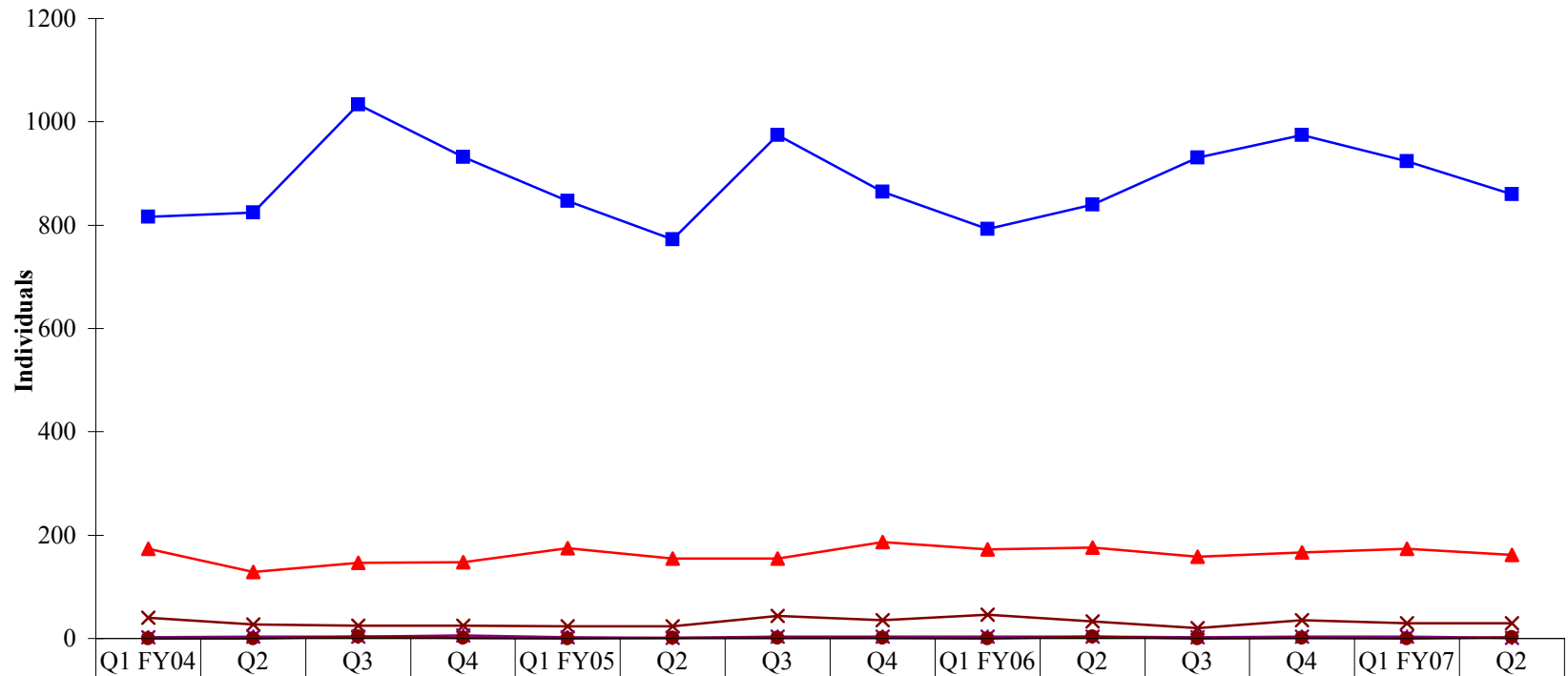


	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	25	25	25	25	26	26	26	27	28	27	27	27	27	27	27	27
■ 30 Days or Less	12933	13204	12948	12661	12529	12348	12301	12141	11837	11899	12067	12044	11925	11949	12034	11890
▲ 31-90 Days	3419	3378	3442	3324	3325	3285	3381	3462	3475	3361	3332	3324	3260	3227	3153	3158
✕ 91-365 Days	897	926	906	867	885	871	833	974	1016	1020	1021	1056	1020	1037	999	1056

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge  
Austin State Hospital**

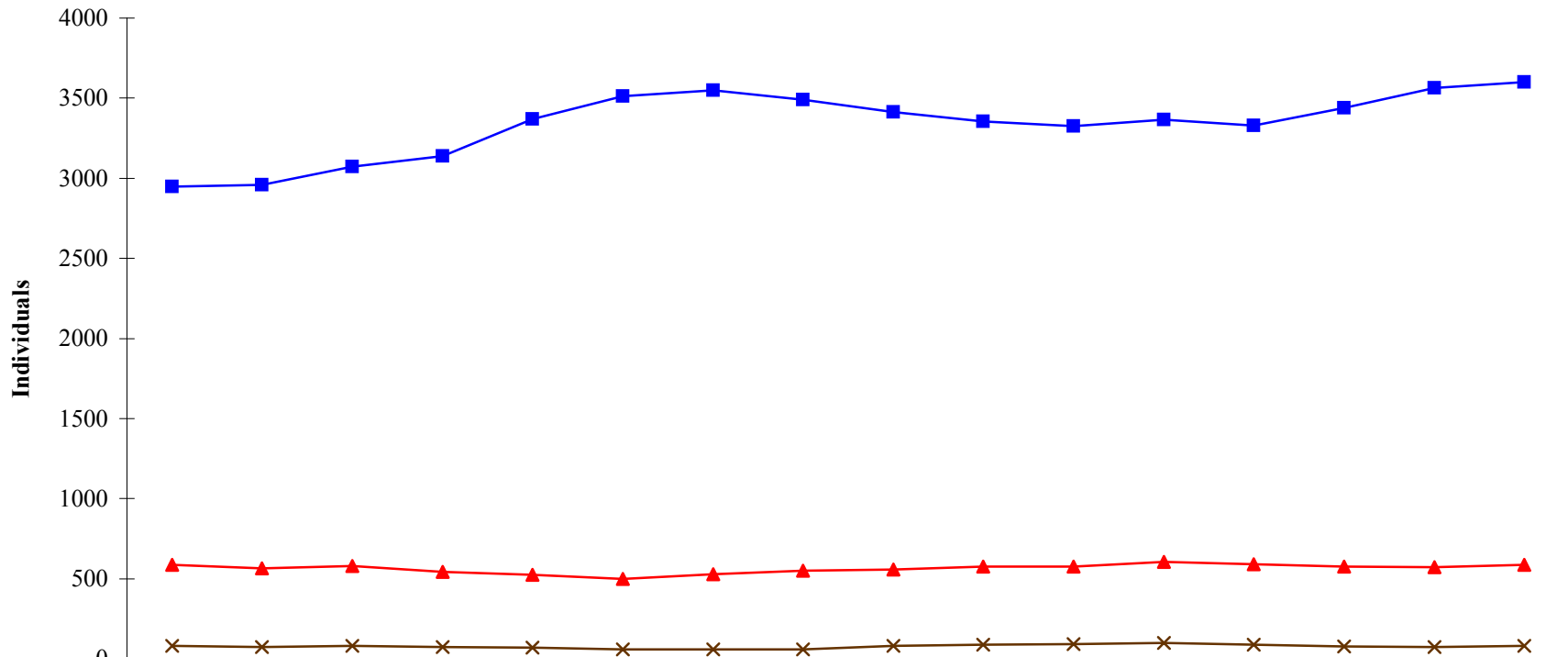
**Length of Stay at Discharge by Category**



	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	23	21	34	23	22	26	24	28	26	43	19	25	23	27
30 Days or Less	816	824	1033	932	847	773	975	865	793	840	931	975	924	860
31 - 90 Days	174	129	147	148	175	155	155	187	173	176	158	166	174	162
91 - 365 Days	40	27	25	25	24	24	44	35	46	33	20	35	30	30
1 - 5 Years	2	3	3	6	2	1	3	3	4	3	2	3	4	1
Over 5 Years	0	0	3	1	0	1	1	1	0	4	0	1	0	2

**Measure 5D - Average Length of Stay at Discharge  
Austin State Hospital**

**Average Length of Stay For Admitted and Discharged During Prior 12 Months**



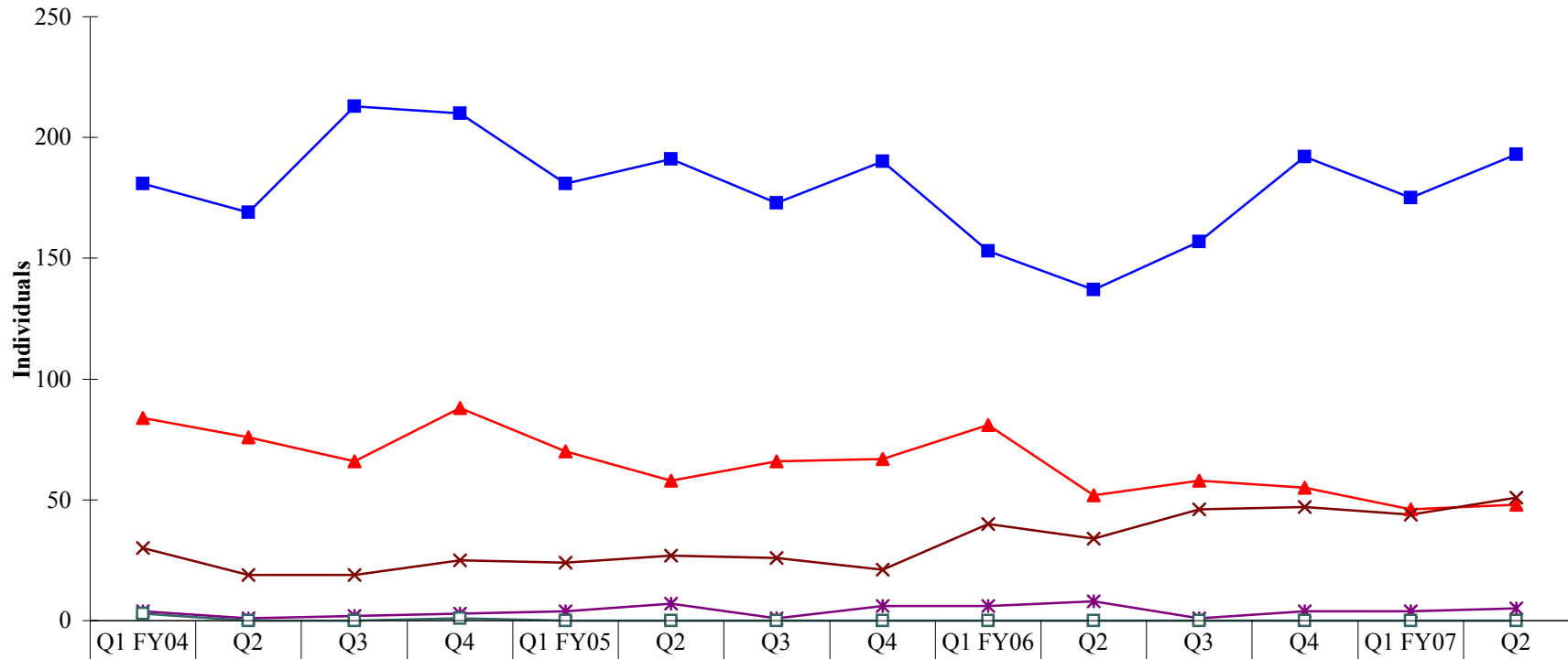
	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	19	18	18	18	17	16	16	17	18	18	18	19	18	18	17	17
30 Days or Less	2947	2958	3073	3139	3369	3511	3548	3490	3412	3354	3326	3365	3329	3440	3562	3600
31-90 Days	587	566	578	543	526	499	529	550	557	577	577	605	591	577	571	587
91-365 Days	79	75	79	73	71	58	60	59	82	87	92	99	88	78	73	79

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)



**Measure 5D - Average Length of Stay at Discharge**  
**Big Spring State Hospital**

**Length of Stay at Discharge by Category**

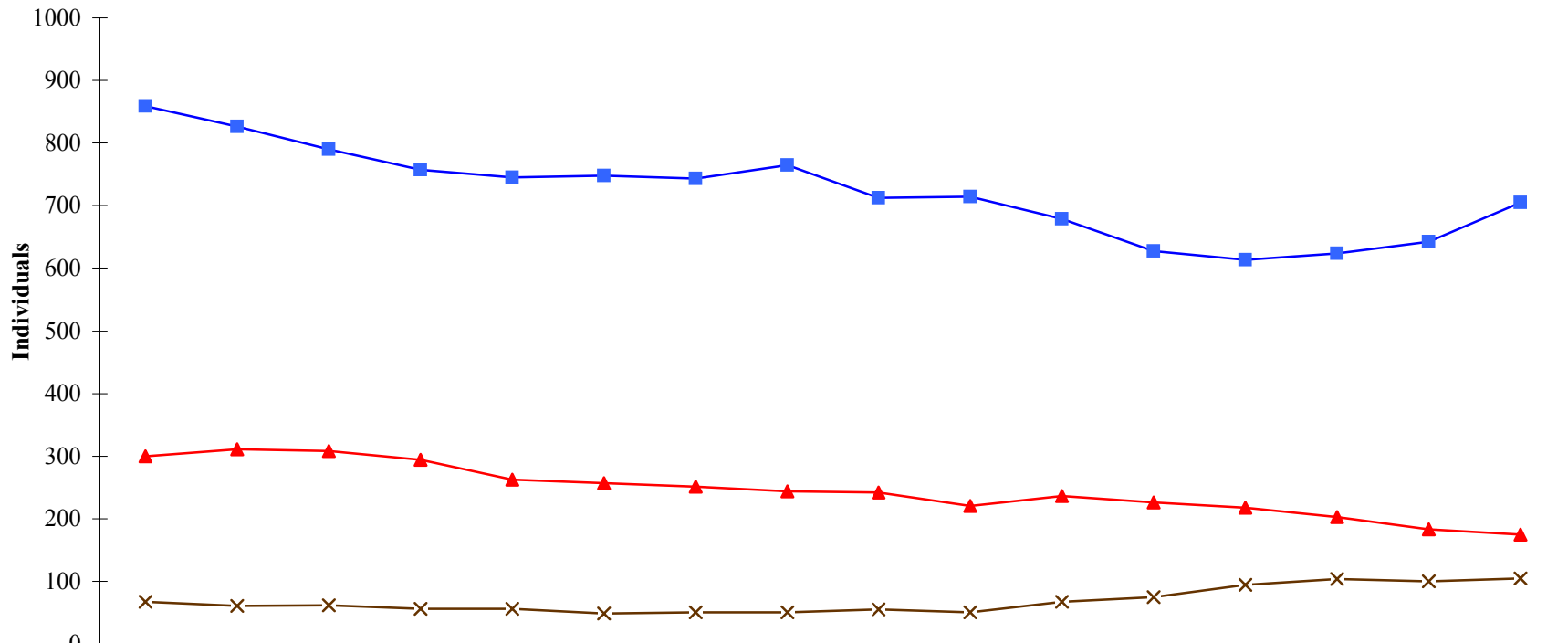


	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	93	35	35	61	48	57	38	43	57	60	48	52	60	51
■ 30 Days or Less	181	169	213	210	181	191	173	190	153	137	157	192	175	193
▲ 31 - 90 Days	84	76	66	88	70	58	66	67	81	52	58	55	46	48
✕ 91 - 365 Days	30	19	19	25	24	27	26	21	40	34	46	47	44	51
✱ 1 - 5 Years	4	1	2	3	4	7	1	6	6	8	1	4	4	5
□ Over 5 Years	3	0	0	1	0	0	0	0	0	0	0	0	0	0

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
 Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge**  
**Big Spring State Hospital**

**Average Length of Stay for Admitted and Discharged During Prior 12 Months**

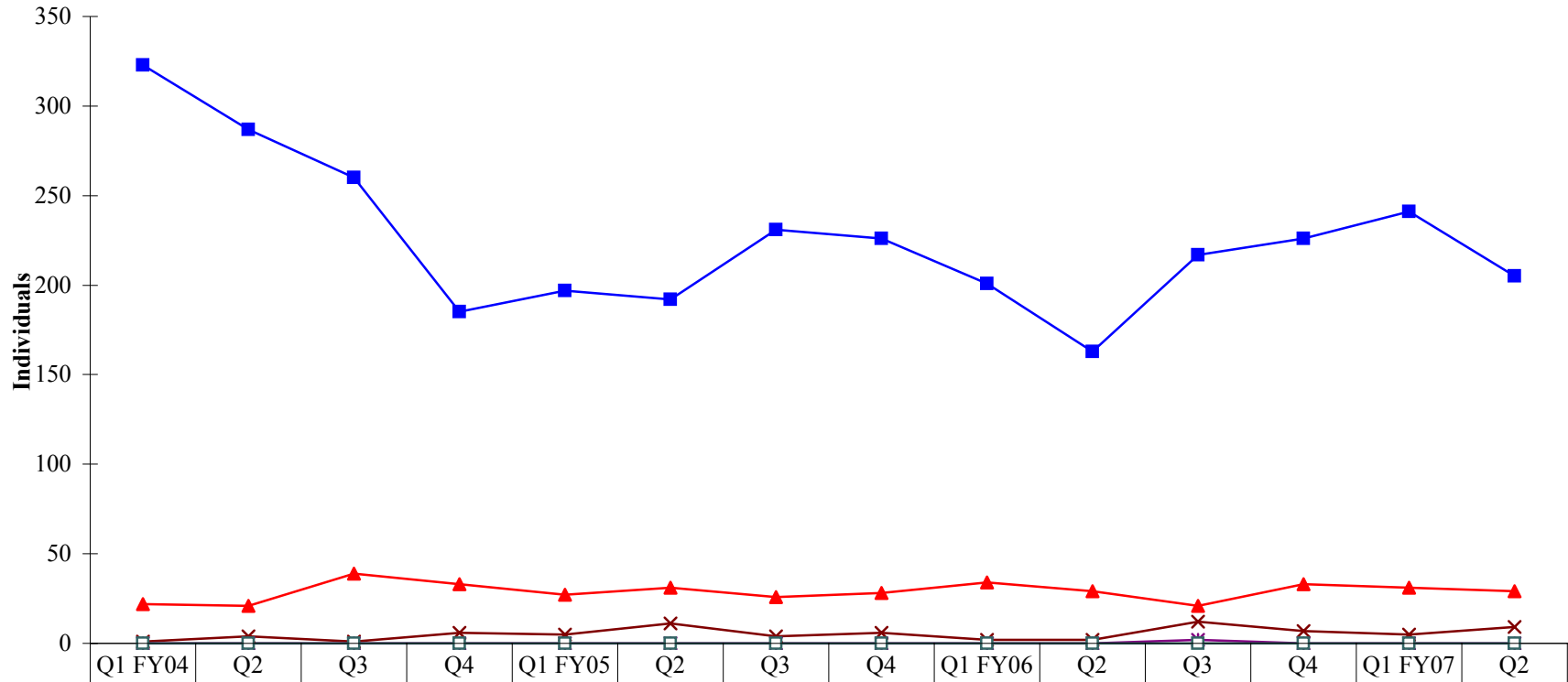


	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	29	30	30	29	29	28	28	28	28	27	30	31	34	36	34	33
30 Days or Less	859	826	790	757	745	748	743	765	712	714	679	627	613	624	642	705
31-90 Days	300	311	308	294	262	257	251	244	242	220	236	226	218	203	183	175
91-365 Days	67	61	62	56	56	49	50	50	55	50	67	75	94	104	100	105

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
 Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge**  
**El Paso Psychiatric Center**

**Length of Stay at Discharge by Category**

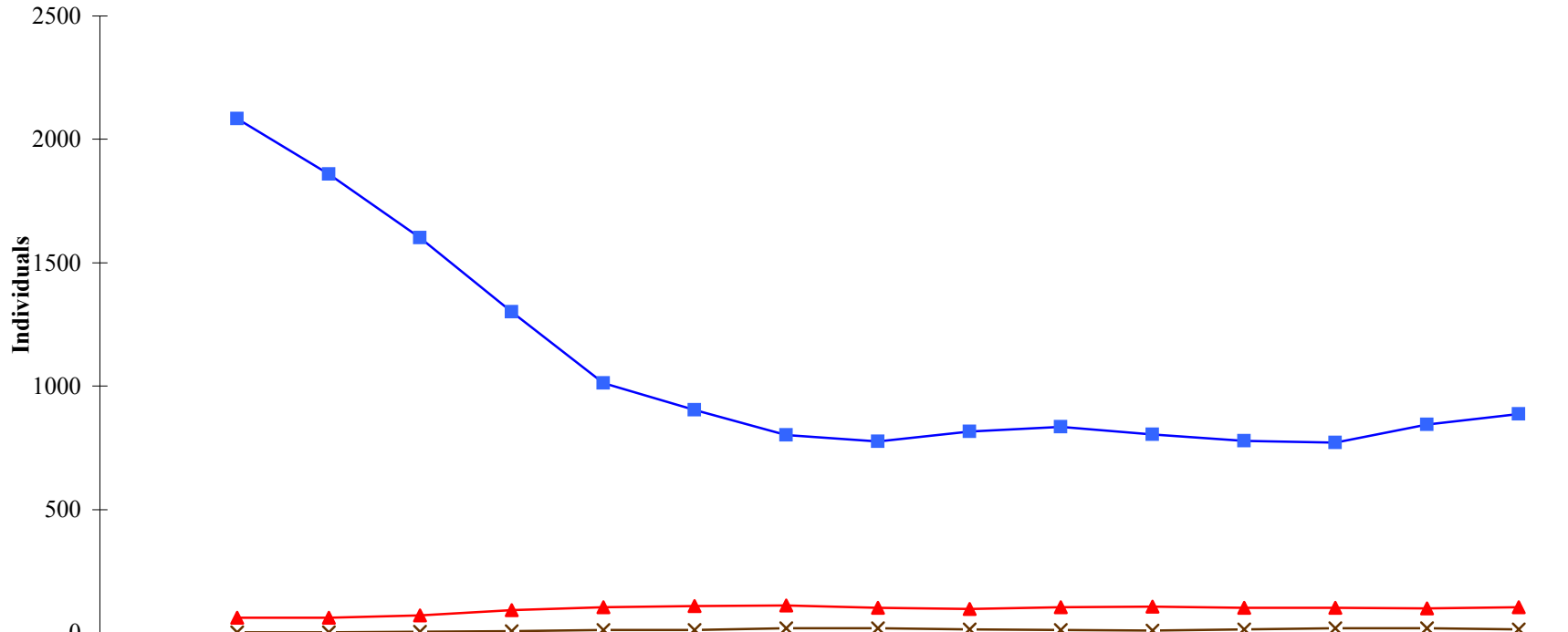


	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	10	13	14	19	18	22	15	17	17	17	25	19	17	21
30 Days or Less	323	287	260	185	197	192	231	226	201	163	217	226	241	205
31 - 90 Days	22	21	39	33	27	31	26	28	34	29	21	33	31	29
91 - 365 Days	1	4	1	6	5	11	4	6	2	2	12	7	5	9
1 - 5 Years	0	0	0	0	0	0	0	0	0	0	2	0	0	0
Over 5 Years	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
 Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge**  
**El Paso Psychiatric Center**

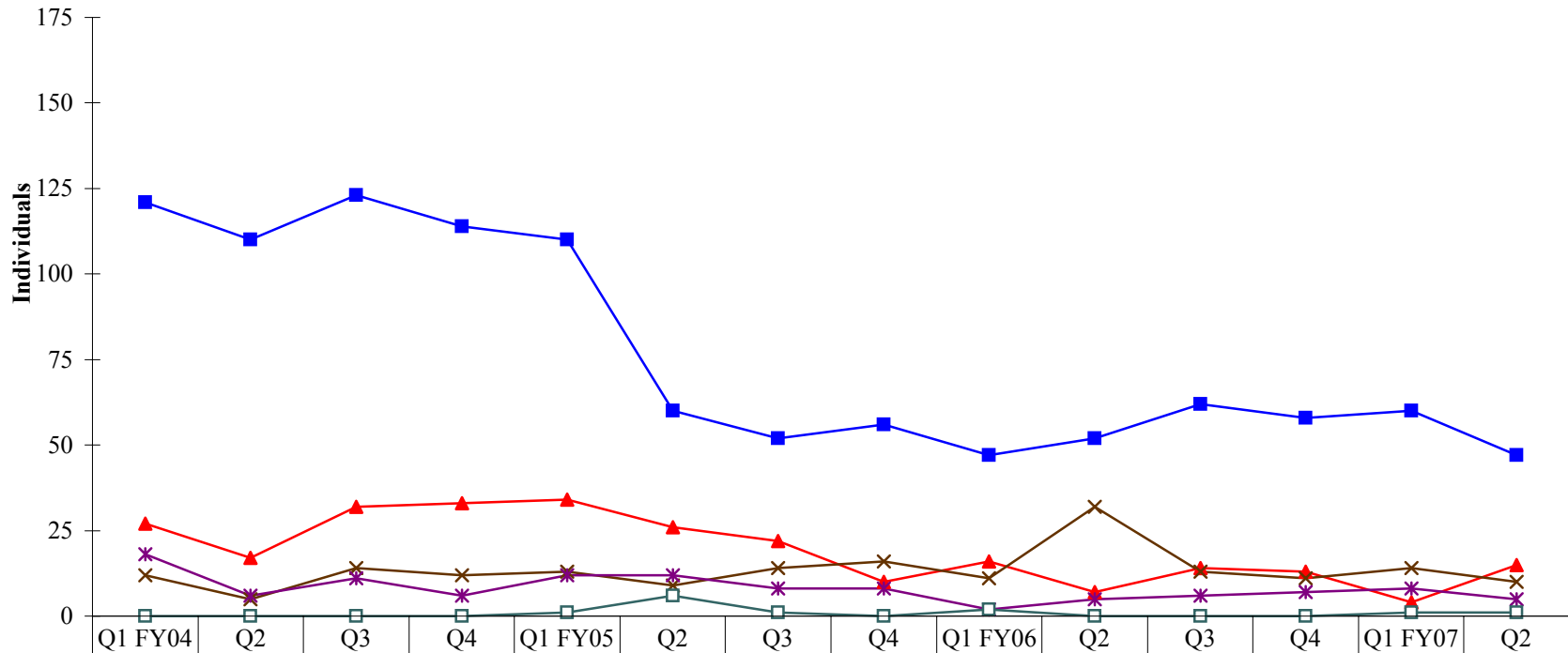
**Average Length of Stay for Admitted and Discharged During Prior 12 Months**



	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS		7	8	9	11	13	14	17	17	16	15	15	16	17	16	15
■ 30 Days or Less		2084	1858	1601	1300	1013	903	802	775	817	834	803	778	772	845	887
▲ 31-90 Days		62	62	71	93	105	109	111	101	97	104	106	102	102	99	104
× 91-365 Days		2	2	5	6	11	11	19	18	15	11	9	15	20	19	14

**Measure 5D - Average Length of Stay at Discharge  
Kerrville State Hospital**

**Length of Stay at Discharge by Category**

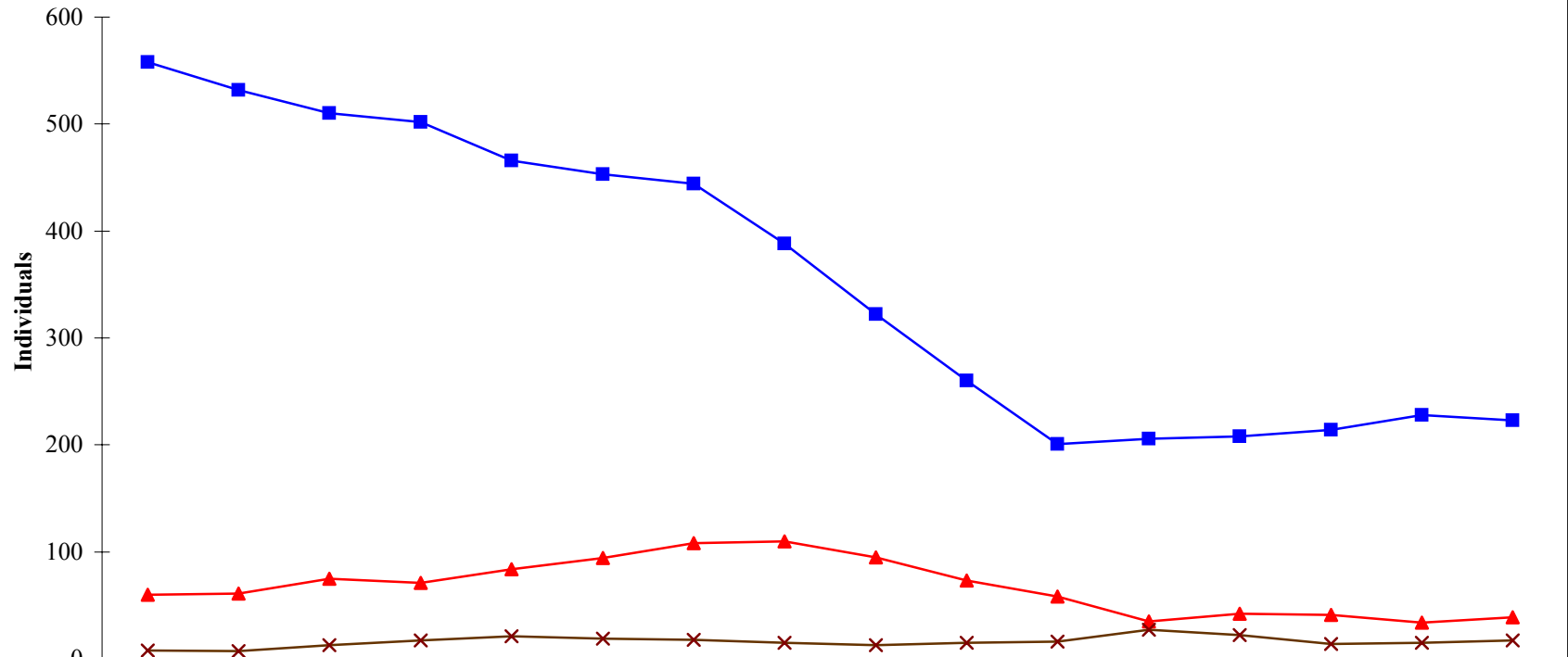


	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	112	72	97	64	131	449	161	119	144	135	93	109	119	113
30 Days or Less	121	110	123	114	110	60	52	56	47	52	62	58	60	47
31 - 90 Days	27	17	32	33	34	26	22	10	16	7	14	13	4	15
91 - 365 Days	12	5	14	12	13	9	14	16	11	32	13	11	14	10
1 - 5 Years	18	6	11	6	12	12	8	8	2	5	6	7	8	5
Over 5 Years	0	0	0	0	1	6	1	0	2	0	0	0	1	1

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge  
Kerrville State Hospital**

**Average Length of Stay for Admitted and Discharged During Prior 12 Months**

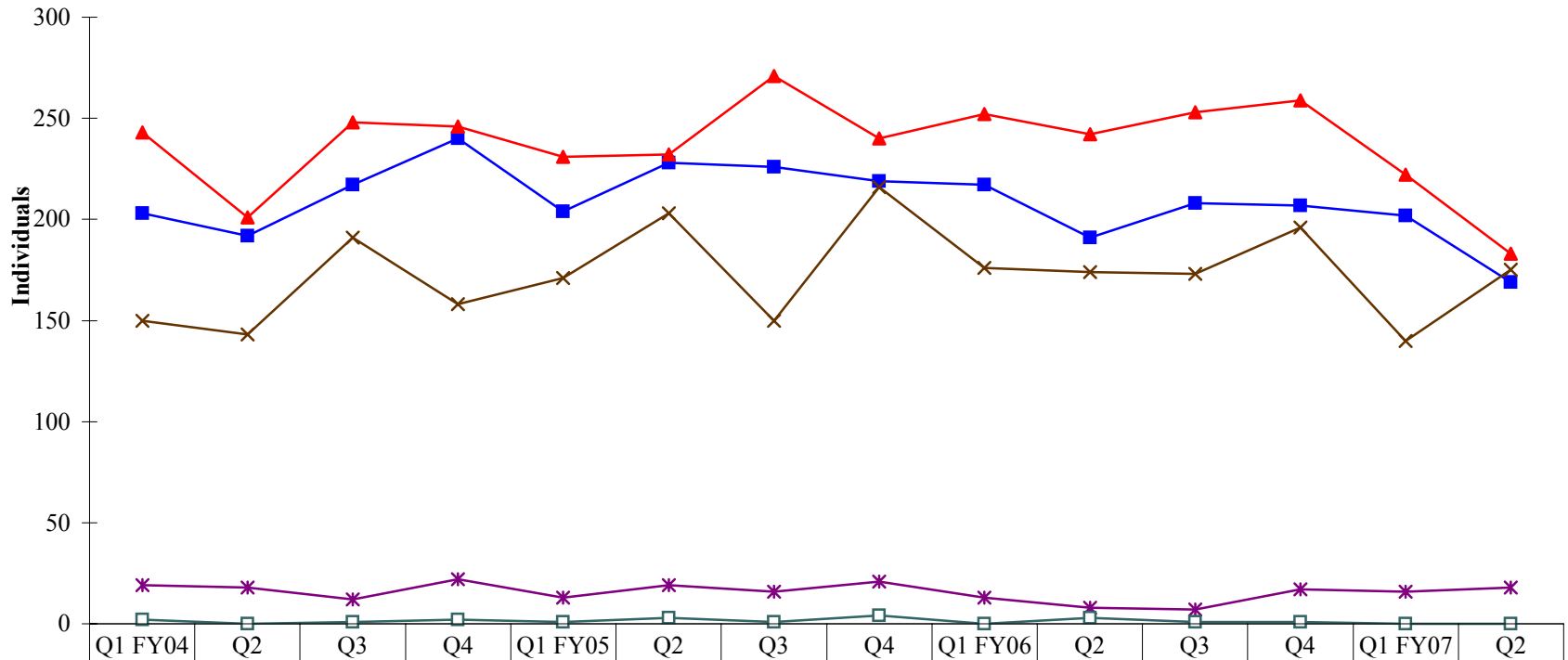


	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	16	16	18	19	23	24	26	27	29	30	33	36	31	25	23	23
■ 30 Days or Less	558	532	510	502	466	453	444	388	322	260	201	206	208	214	228	223
▲ 31-90 Days	60	61	75	71	84	94	108	110	95	73	58	35	42	41	34	39
× 91-365 Days	8	7	13	17	21	19	18	15	13	15	16	27	22	14	15	17

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge**  
**North Texas State Hospital**

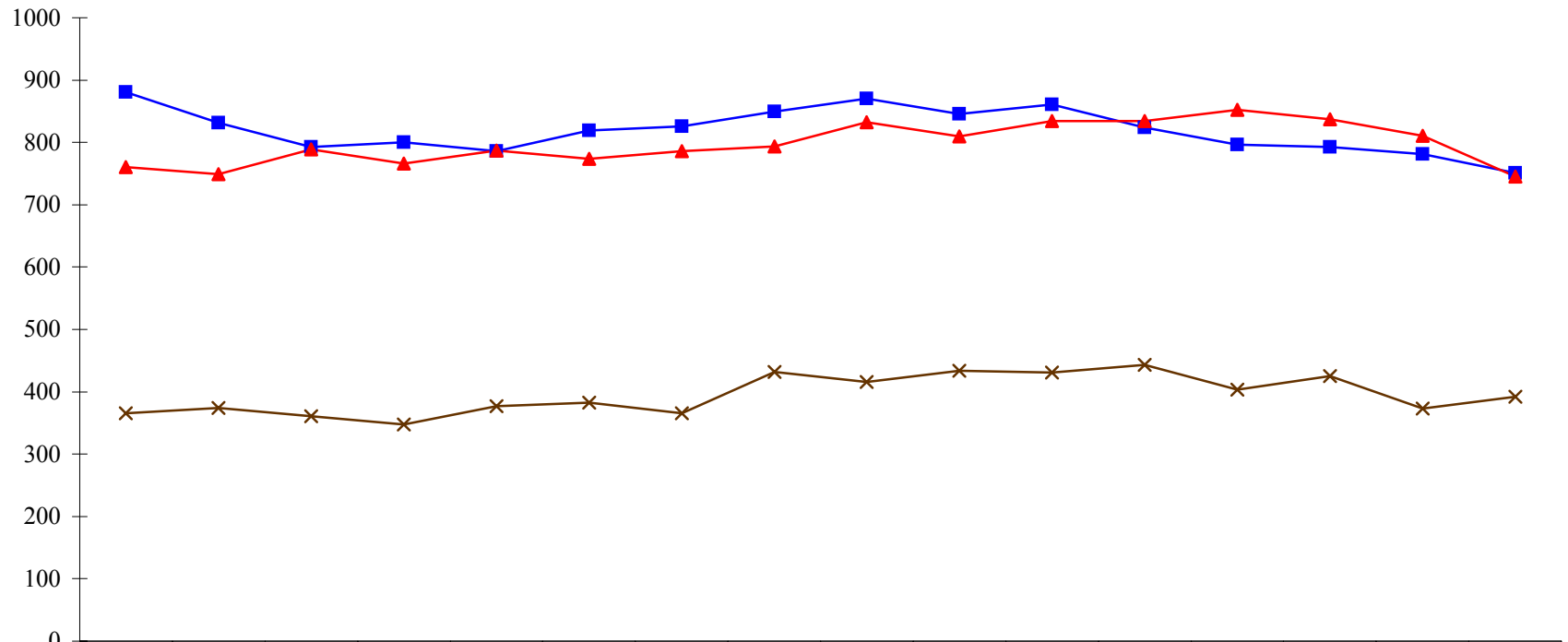
**Length of Stay at Discharge by Category**



	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	101	83	89	98	86	97	84	110	81	91	83	91	80	95
■ 30 Days or Less	203	192	217	240	204	228	226	219	217	191	208	207	202	169
▲ 31 - 90 Days	243	201	248	246	231	232	271	240	252	242	253	259	222	183
× 91 - 365 Days	150	143	191	158	171	203	150	216	176	174	173	196	140	175
* 1 - 5 Years	19	18	12	22	13	19	16	21	13	8	7	17	16	18
□ Over 5 Years	2	0	1	2	1	3	1	4	0	3	1	1	0	0

**Measure 5D - Average Length of Stay at Discharge**  
**North Texas State Hospital**

**Average Length of Stay for Admitted and Discharged During Prior 12 Months**



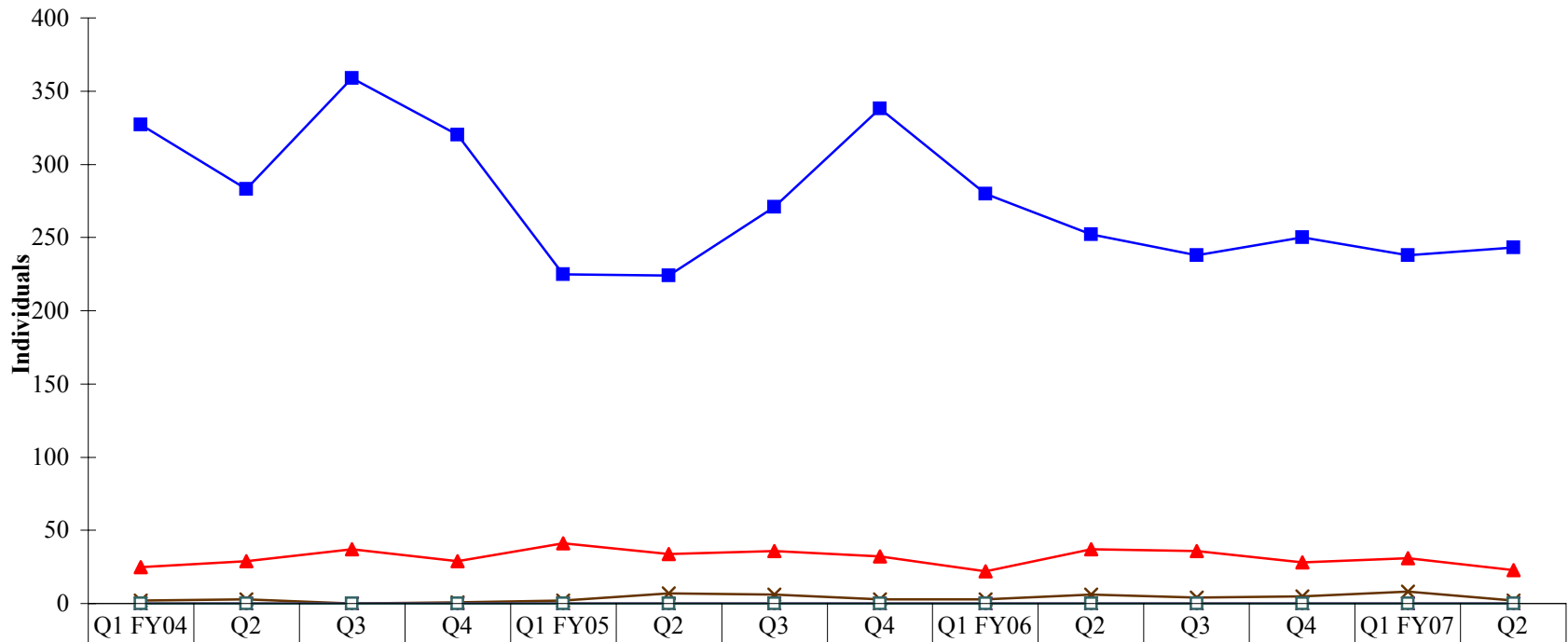
	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	52	53	54	53	56	54	53	56	55	54	56	56	56	57	55	56
30 Days or Less	881	831	793	800	786	819	826	849	870	846	861	824	796	793	781	751
31-90 Days	760	749	789	766	787	774	786	794	832	810	834	834	852	837	811	745
91-365 Days	366	374	361	348	377	383	366	432	416	434	431	443	403	425	373	392

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
 Demographic Trends for MH Clients Average Lengths of Stay (HC022260)



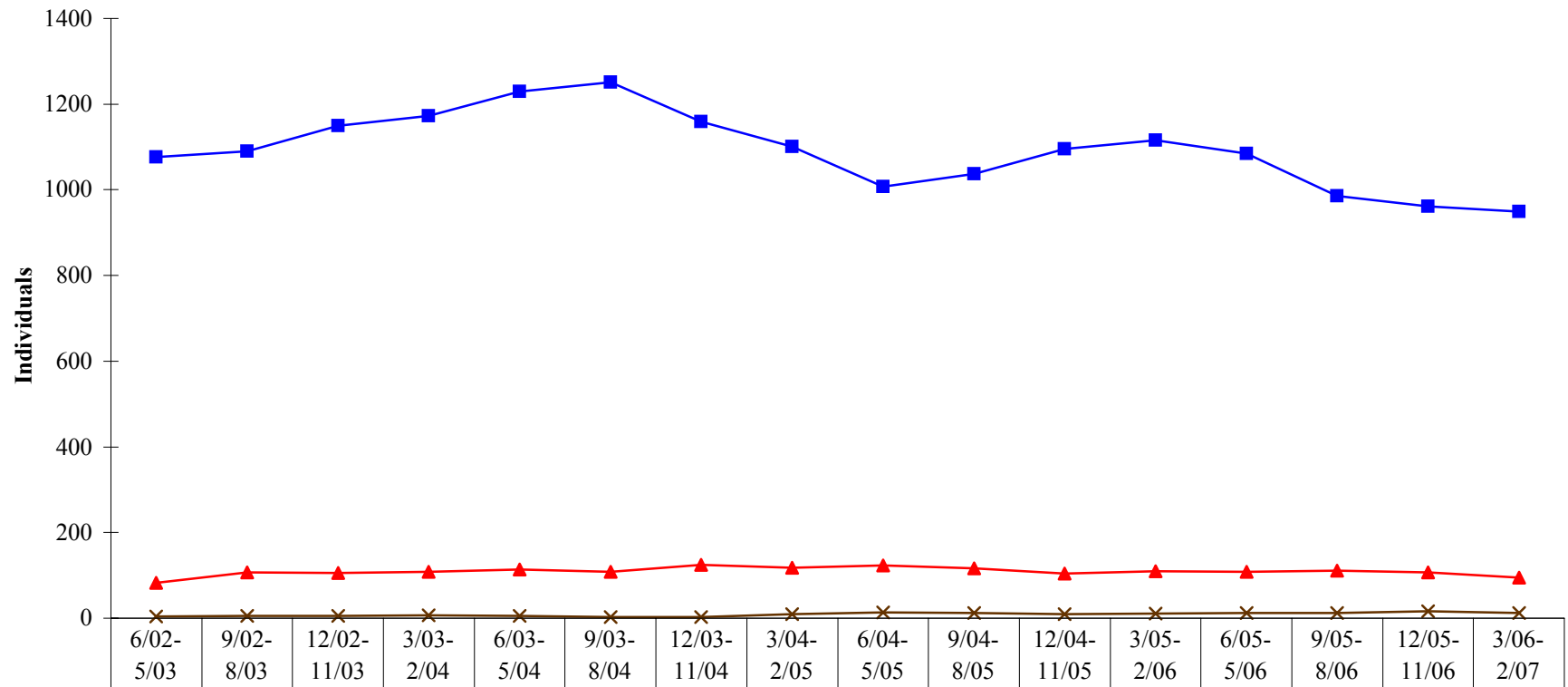
**Measure 5D - Average Length of Stay at Discharge  
Rio Grande State Center**

**Average Length of Stay at Discharge by Category**



**Measure 5D - Average Length of Stay at Discharge  
Rio Grande State Center**

**Average Length of Stay for Admitted and Discharged During Prior 12 Months**

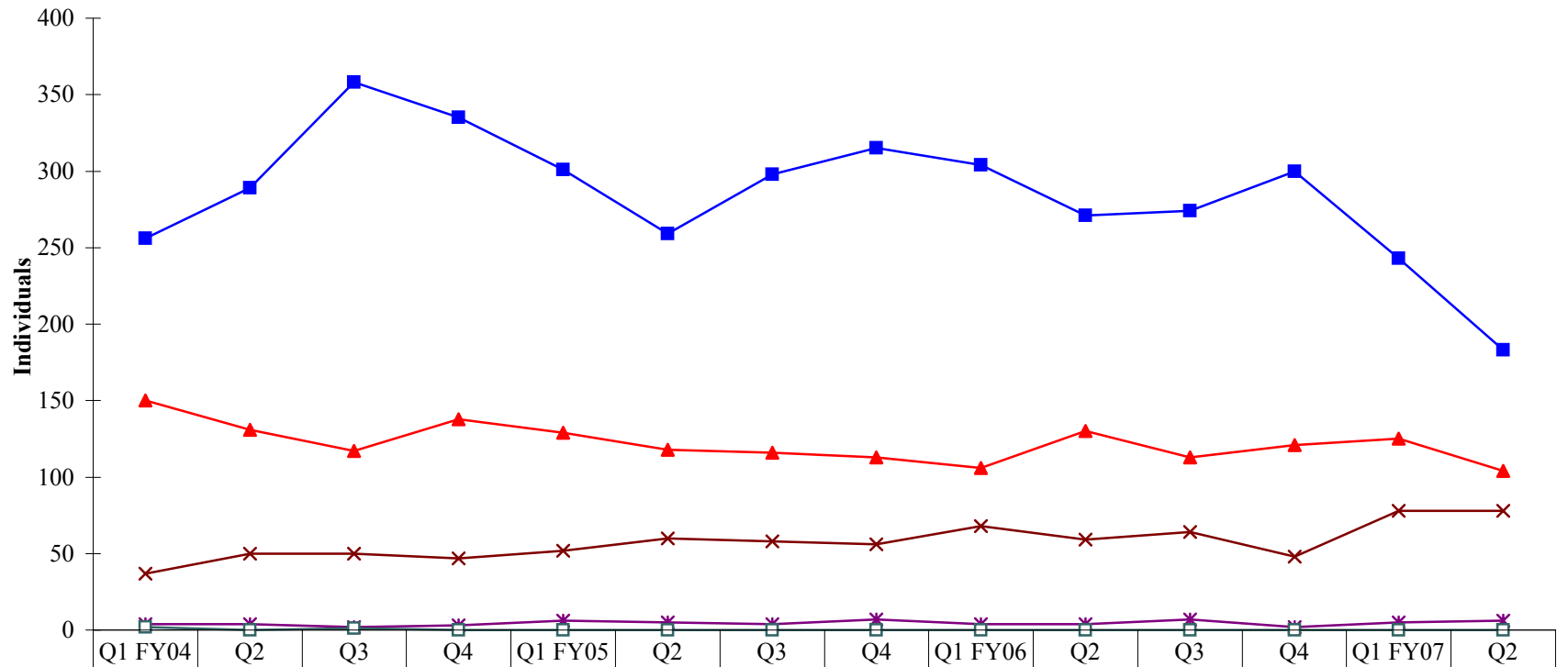


	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	12	12	12	12	11	11	12	13	14	13	12	12	12	13	14	13
30 Days or Less	1076	1090	1149	1173	1230	1251	1159	1101	1008	1037	1096	1115	1084	986	961	949
31-90 Days	83	107	106	108	114	108	125	118	123	116	104	110	108	111	107	95
91-365 Days	4	5	6	7	5	3	3	10	13	12	9	11	12	12	16	12

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge**  
**Rusk State Hospital**

**Length of Stay at Discharge by Category**

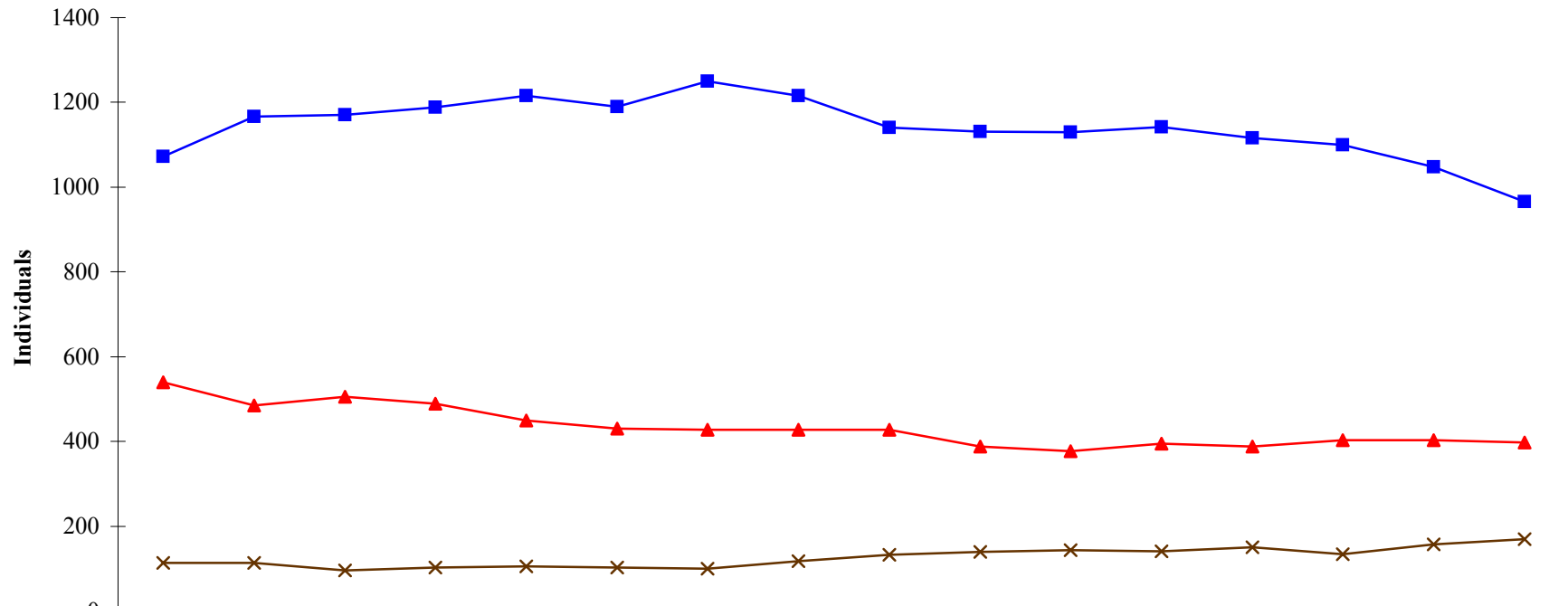


	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	64	44	46	41	52	49	45	49	51	47	50	42	57	64
■ 30 Days or Less	256	289	358	335	301	259	298	315	304	271	274	300	243	183
▲ 31 - 90 Days	150	131	117	138	129	118	116	113	106	130	113	121	125	104
× 91 - 365 Days	37	50	50	47	52	60	58	56	68	59	64	48	78	78
* 1 - 5 Years	4	4	2	3	6	5	4	7	4	4	7	2	5	6
□ Over 5 Years	2	0	1	0	0	0	0	0	0	0	0	0	0	0

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
 Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge**  
**Rusk State Hospital**

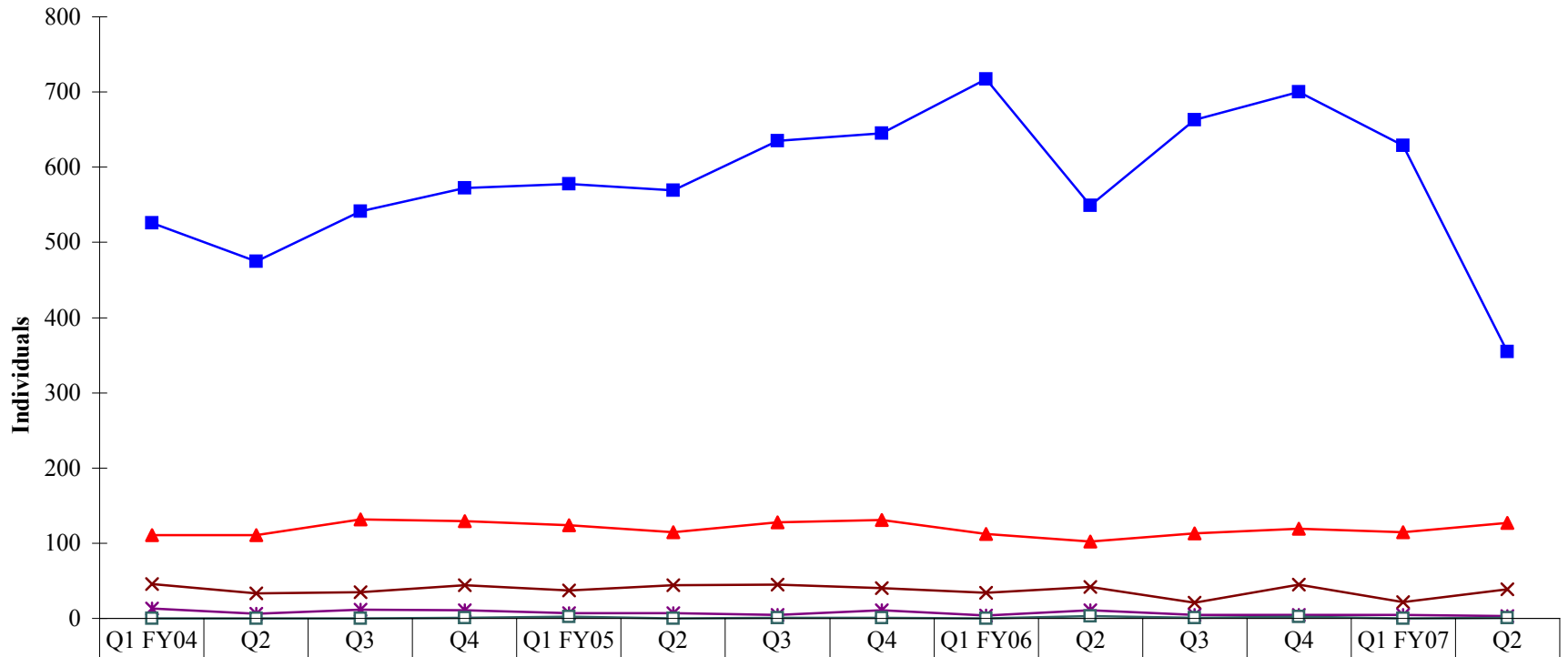
**Average Length of Stay for Admitted and Discharged During Prior 12 Months**



	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	34	32	31	32	31	30	30	31	33	33	33	33	34	33	36	38
■ 30 Days or Less	1072	1167	1170	1188	1216	1190	1250	1216	1141	1131	1130	1142	1116	1100	1048	966
▲ 31-90 Days	539	485	505	489	449	430	427	428	427	388	377	395	388	403	403	397
× 91-365 Days	113	114	96	103	105	102	100	118	133	140	143	141	150	134	157	169

**Measure 5D - Average Length of Stay at Discharge**  
**San Antonio State Hospital**

**Length of Stay at Discharge by Category**

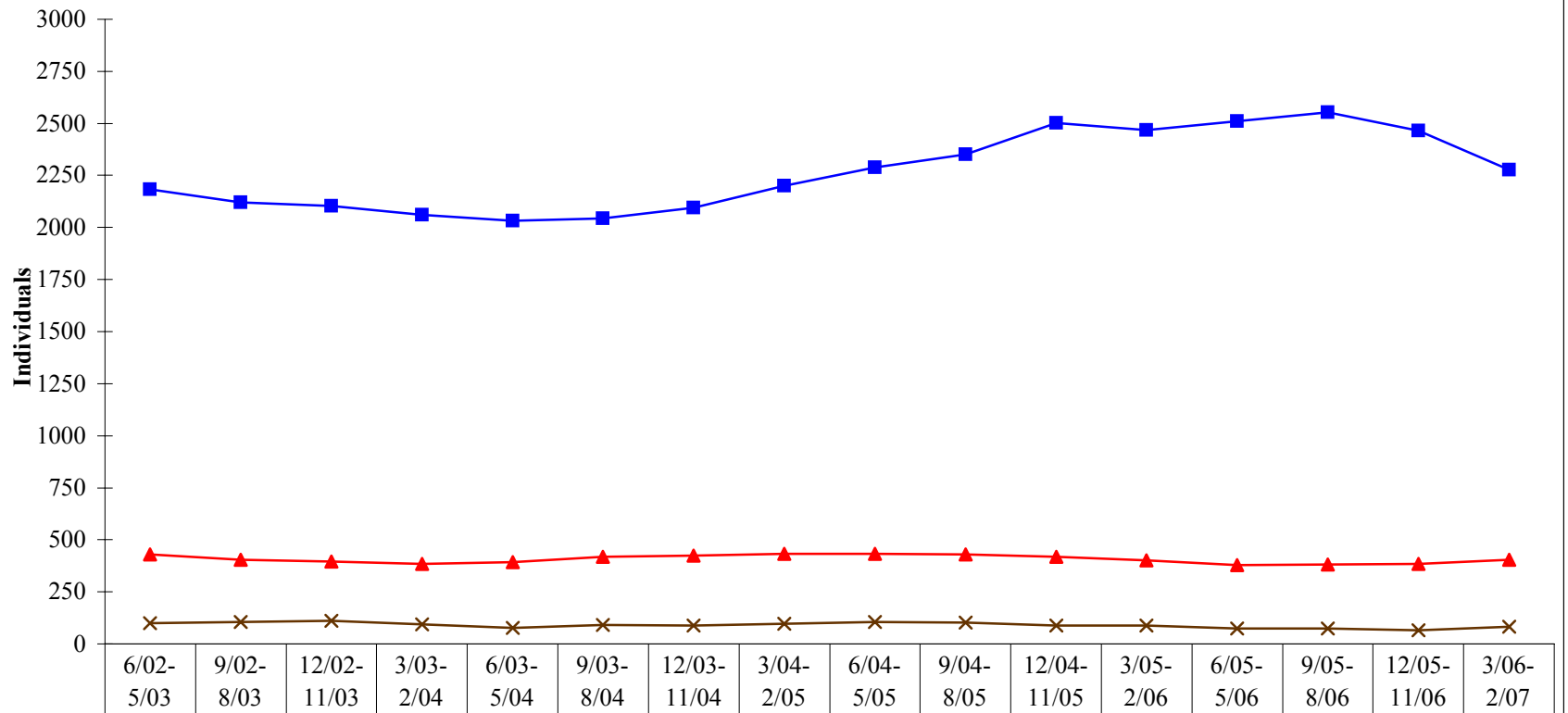


Average LOS	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
30 Days or Less	526	475	541	572	578	569	635	645	717	549	663	700	629	355
31 - 90 Days	111	111	132	129	124	115	128	131	112	102	113	119	115	127
91 - 365 Days	46	33	35	44	37	44	45	40	34	42	21	45	22	39
1 - 5 Years	13	6	12	11	7	7	5	11	4	11	5	5	5	3
Over 5 Years	0	0	0	1	2	0	1	1	0	3	1	2	0	1

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
 Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

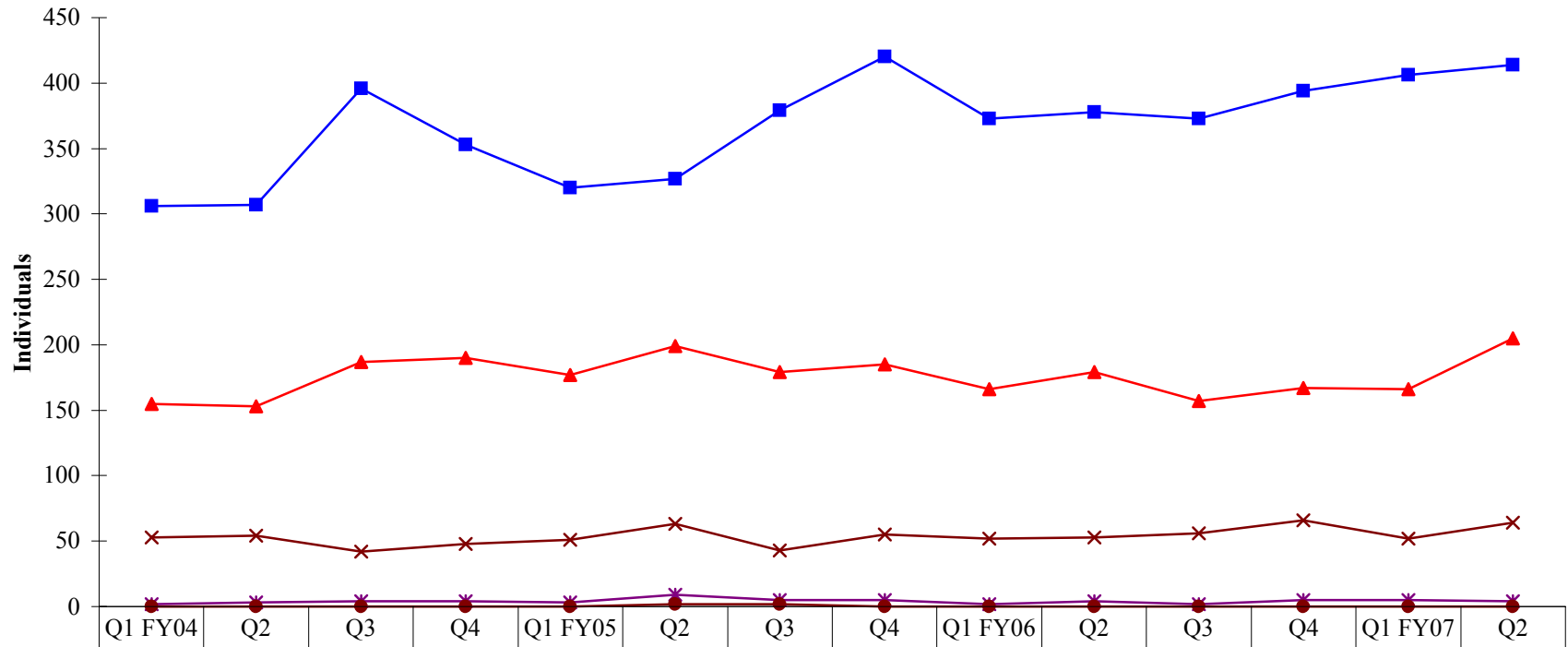
**Measure 5D - Average Length of Stay at Discharge**  
**San Antonio State Hospital**

**Average Length of Stay for Admitted and Discharged During Prior 12 Months**



**Measure 5D - Average Length of Stay at Discharge  
Terrell State Hospital**

**Average Length of Stay at Discharge by Category**

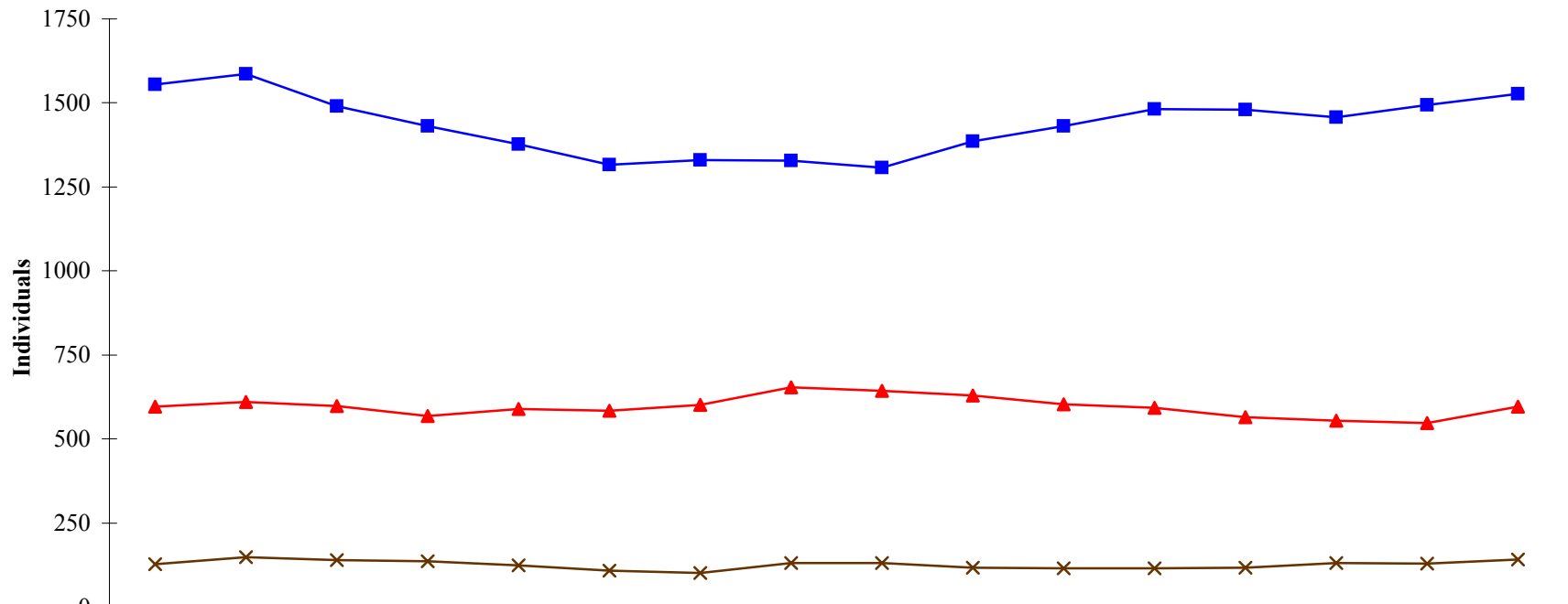


	Q1 FY04	Q2	Q3	Q4	Q1 FY05	Q2	Q3	Q4	Q1 FY06	Q2	Q3	Q4	Q1 FY07	Q2
Average LOS	40	44	40	44	43	64	51	41	39	43	39	43	40	42
30 Days or Less	306	307	396	353	320	327	379	420	373	378	373	394	406	414
31 - 90 Days	155	153	187	190	177	199	179	185	166	179	157	167	166	205
91 - 365 Days	53	54	42	48	51	63	43	55	52	53	56	66	52	64
1 - 5 Years	2	3	4	4	3	9	5	5	2	4	2	5	5	4
Over 5 Years	0	0	0	0	0	2	2	0	0	0	0	0	0	0

Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge**  
**Terrell State Hospital**

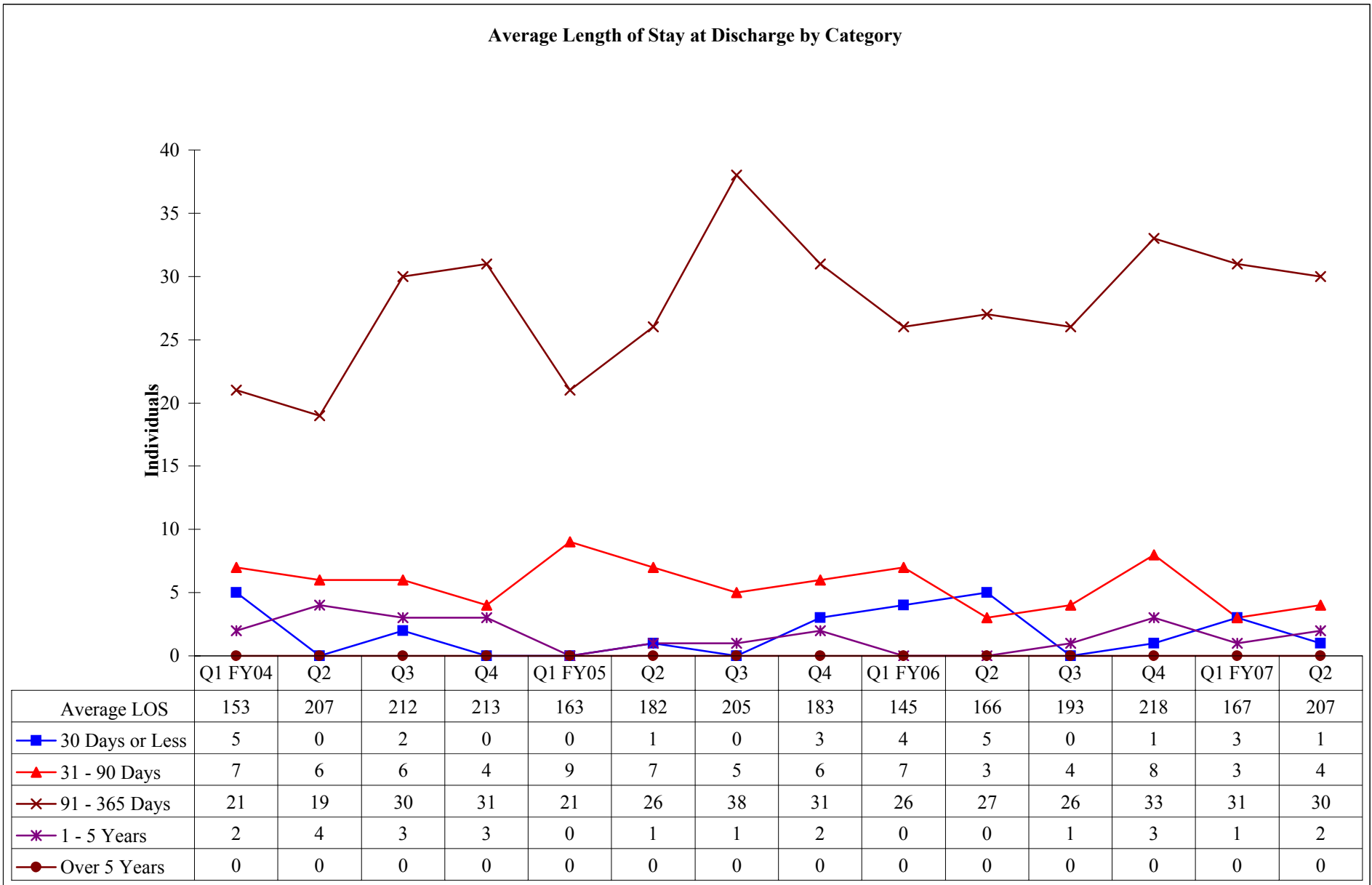
**Average Length of Stay for Admitted and Discharged During Prior 12 Months**



	6/02-5/03	9/02-8/03	12/02-11/03	3/03-2/04	6/03-5/04	9/03-8/04	12/03-11/04	3/04-2/05	6/04-5/05	9/04-8/05	12/04-11/05	3/05-2/06	6/05-5/06	9/05-8/06	12/05-11/06	3/06-2/07
Average LOS	30	31	31	32	32	32	31	33	33	32	31	31	30	31	31	32
■ 30 Days or Less	1554	1587	1490	1431	1377	1316	1330	1328	1307	1385	1431	1482	1479	1458	1493	1527
▲ 31-90 Days	596	610	597	569	590	584	602	653	644	629	603	593	564	554	547	596
× 91-365 Days	127	149	140	136	123	108	101	130	130	117	115	115	116	131	129	141



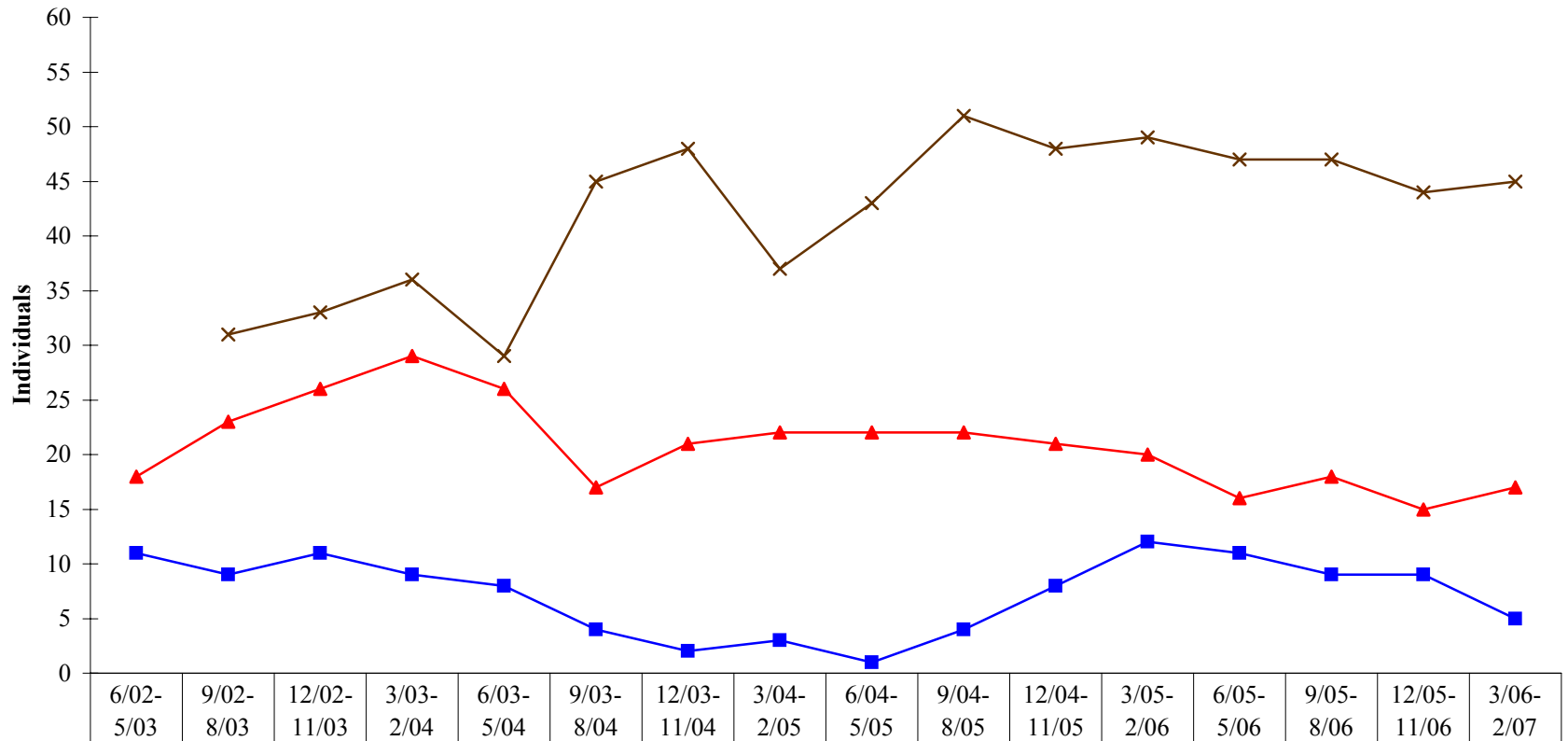
**Measure 5D - Average Length of Stay at Discharge  
Waco Center for Youth**



Source: Average Length of Stay in Hospitals at Time of Discharge (SR6681.5)  
Demographic Trends for MH Clients Average Lengths of Stay (HC022260)

**Measure 5D - Average Length of Stay at Discharge  
Waco Center for Youth**

**Average Length of Stay for Admitted and Discharged During Prior 12 Months**



## ***GOAL 6: Implement An Integrated Patient Safety Program***

### **Performance Objective 6B:**

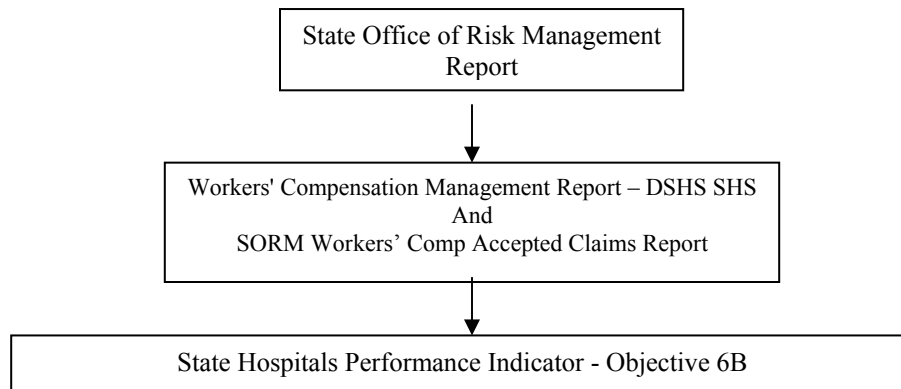
**State hospitals will manage workers' compensation claim expenses so that an individual hospital total FY 2007 claims expense will be at or below the dollar target amount established for that hospital.**

**Performance Objective Operational Definition:** Total workers compensation claim expenses filed for FY 2007 will not exceed the target amounts specified for each state hospital by System Risk Management.

### **Performance Objective Data Display and Chart Description:**

- ◆ Chart with monthly data points of claim expenses with targets for individual state hospitals and system-wide.
- ◆ Chart with monthly data points of FYTD claim expenses with targets for individual state hospitals and system-wide.

### **Data Flow:**



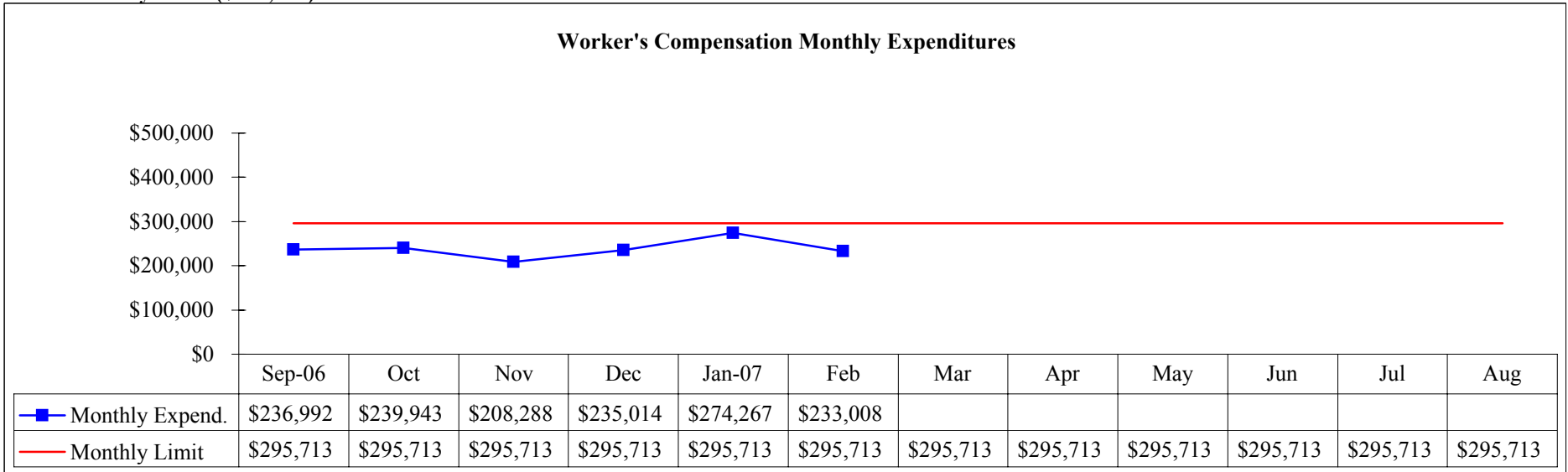
### **Data Integrity Review Process:**

Not subject to DIR. This data is calculated and reported to DSHS Hospitals Section by the Office of the Attorney General.

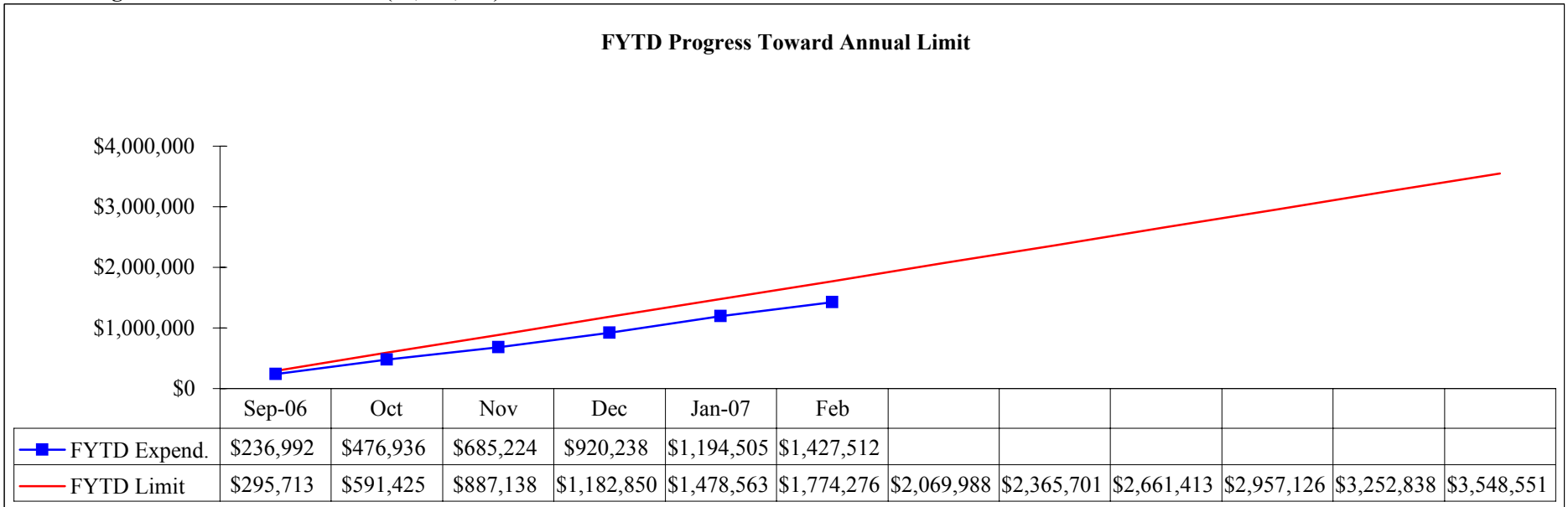
**Objective 6B - Workers Compensation**

**All State Hospitals**

**FY07 Monthly Limit (\$295,713)**



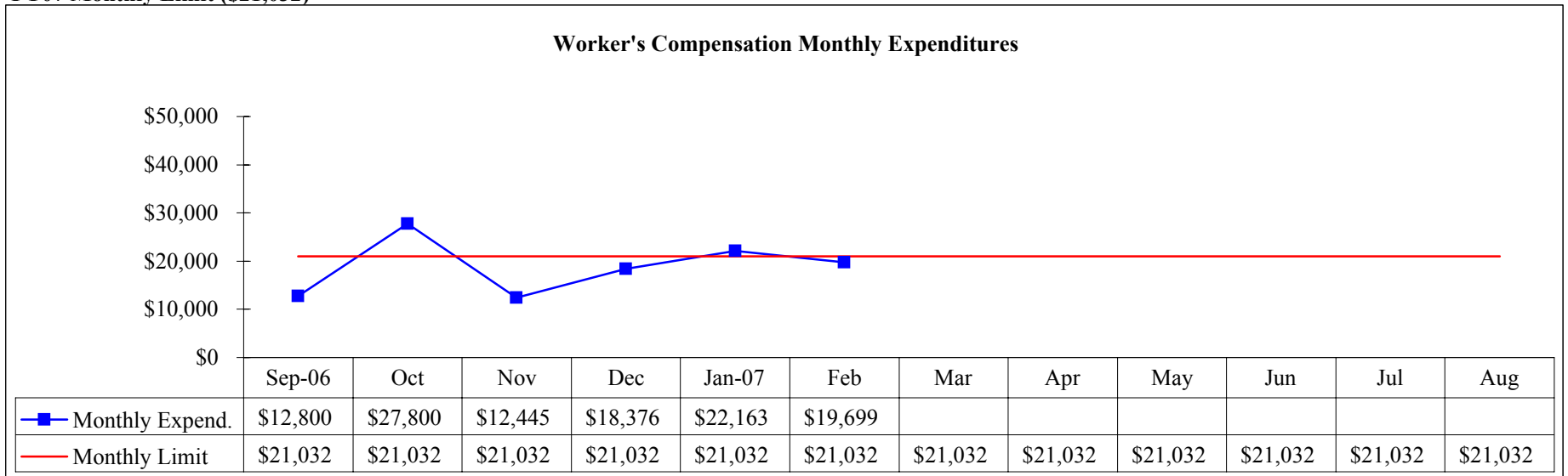
**FYTD Progress Toward Annual Limit (\$3,548,551)**



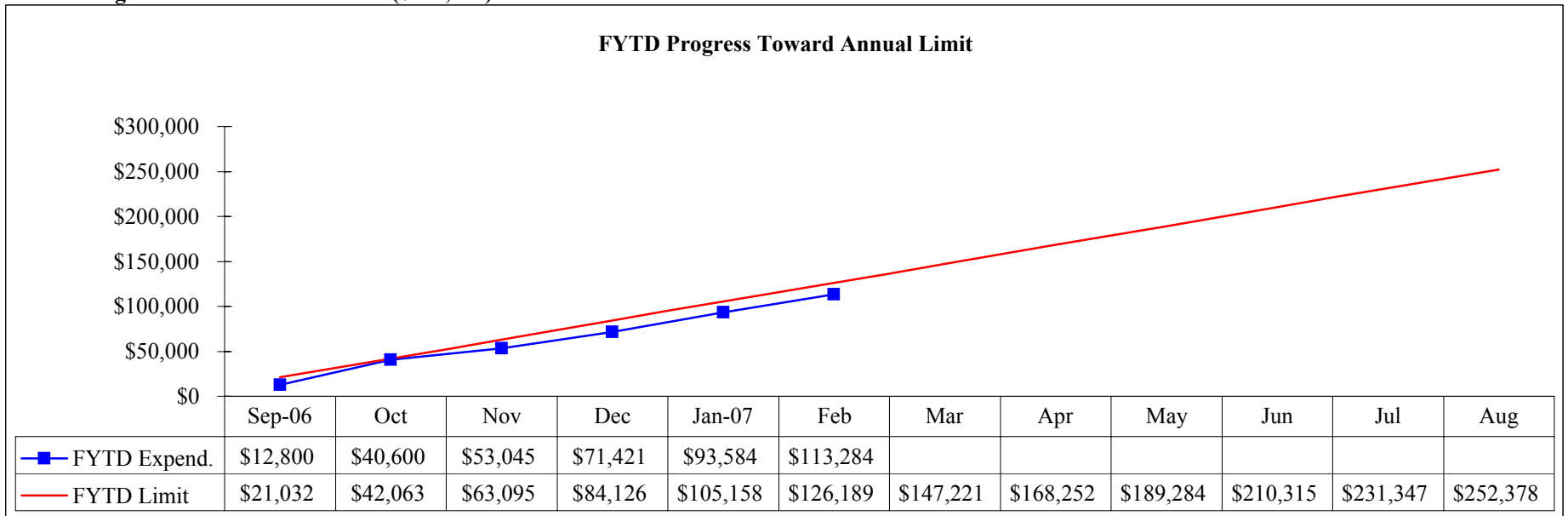
**Objective 6B - Workers Compensation**

**Austin State Hospital**

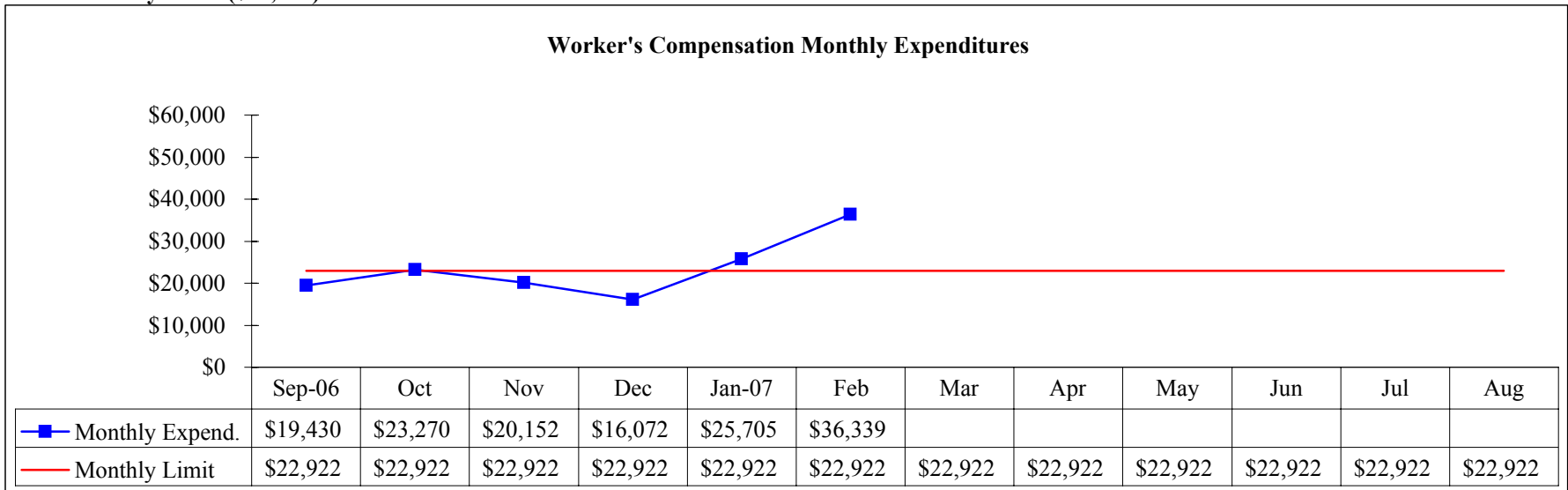
**FY07 Monthly Limit (\$21,032)**



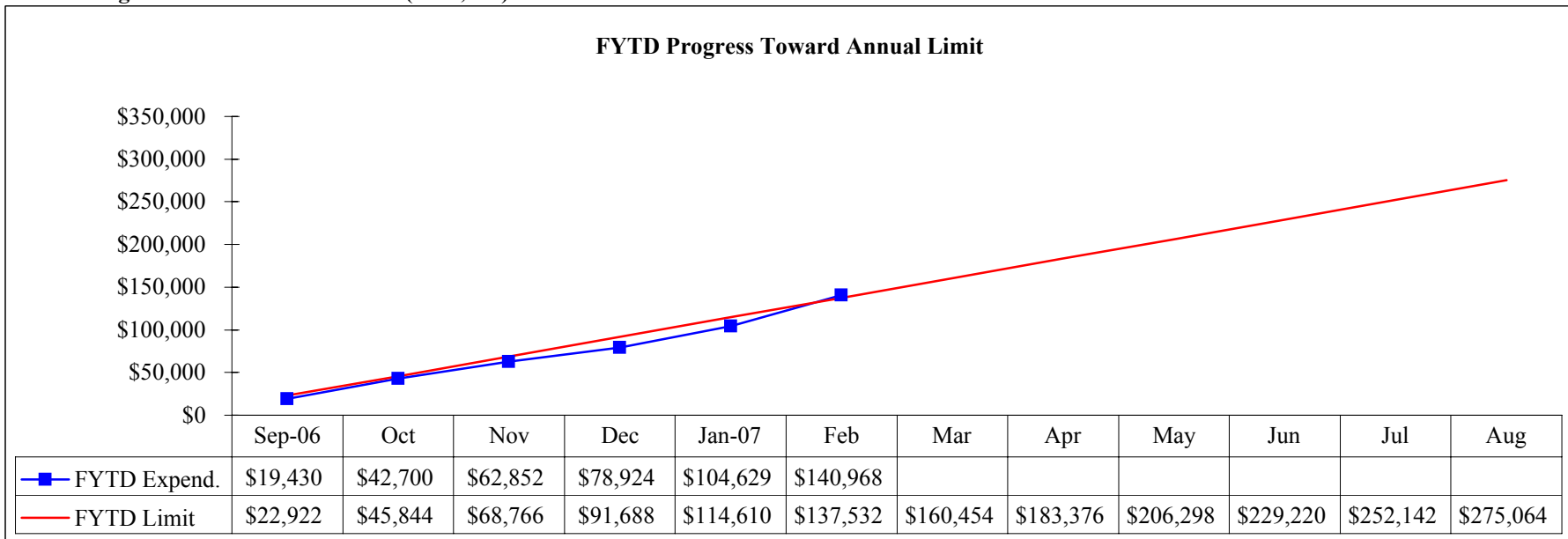
**FYTD Progress Toward Annual Limit (\$252,378)**



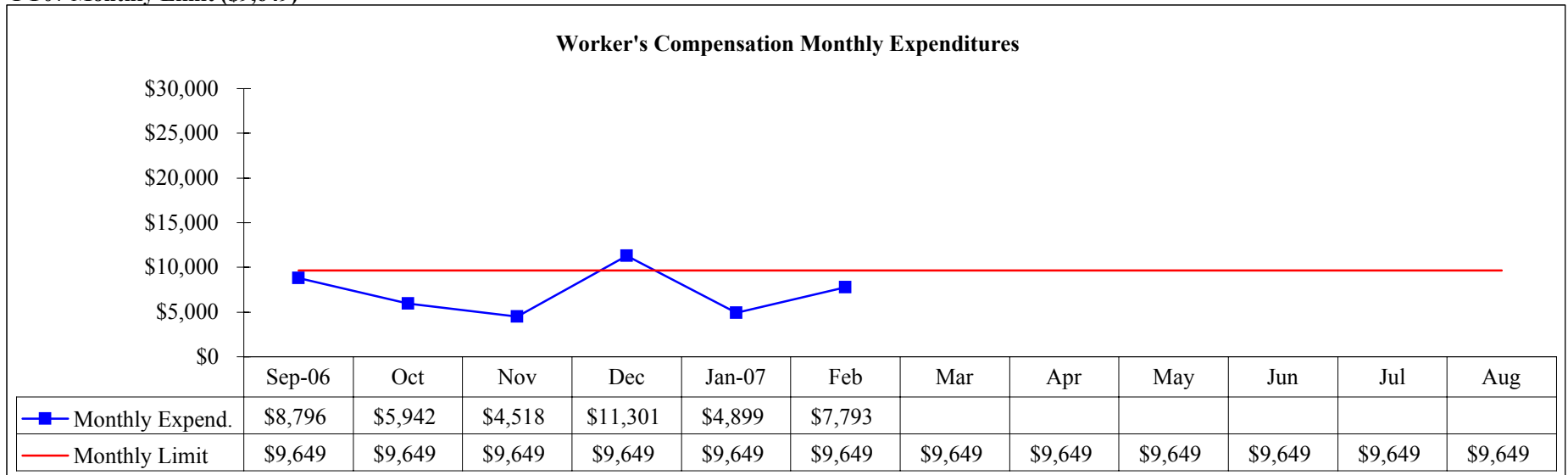
**Objective 6B - Workers Compensation  
Big Spring State Hospital  
FY07 Monthly Limit (\$22,922)**



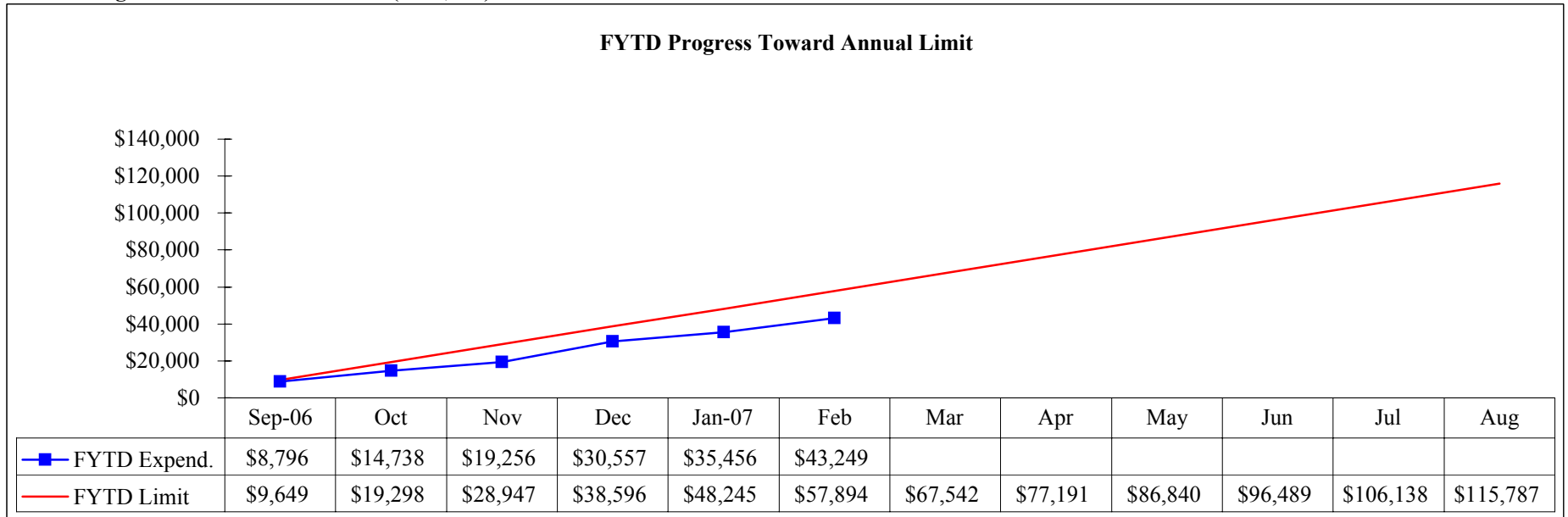
**FYTD Progress Toward Annual Limit (\$275,064)**



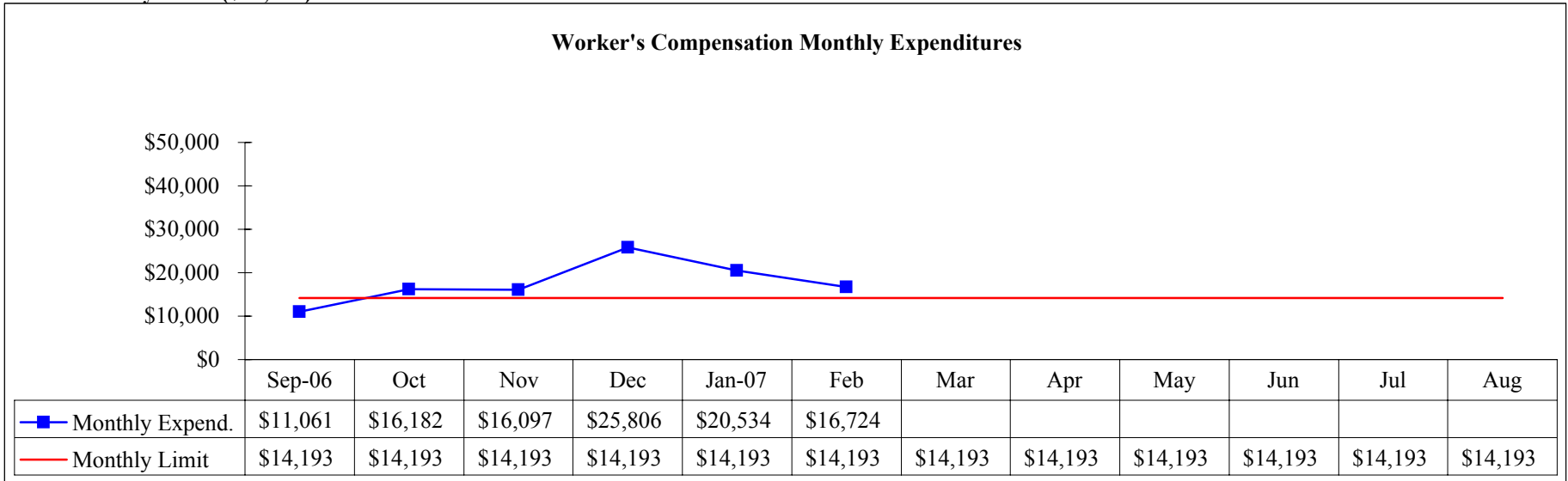
**Objective 6B - Workers Compensation**  
**El Paso Psychiatric Center**  
**FY07 Monthly Limit (\$9,649)**



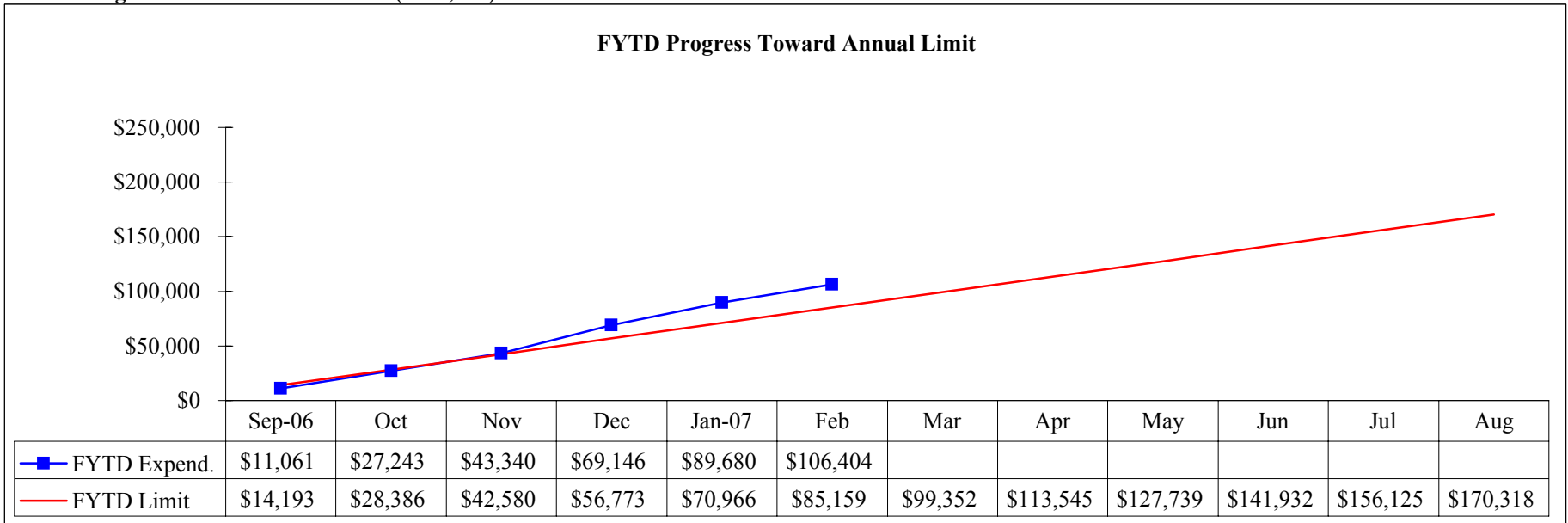
**FYTD Progress Toward Annual Limit (\$115,787)**



**Objective 6B - Workers Compensation  
Kerrville State Hospital  
FY07 Monthly Limit (\$14,193)**

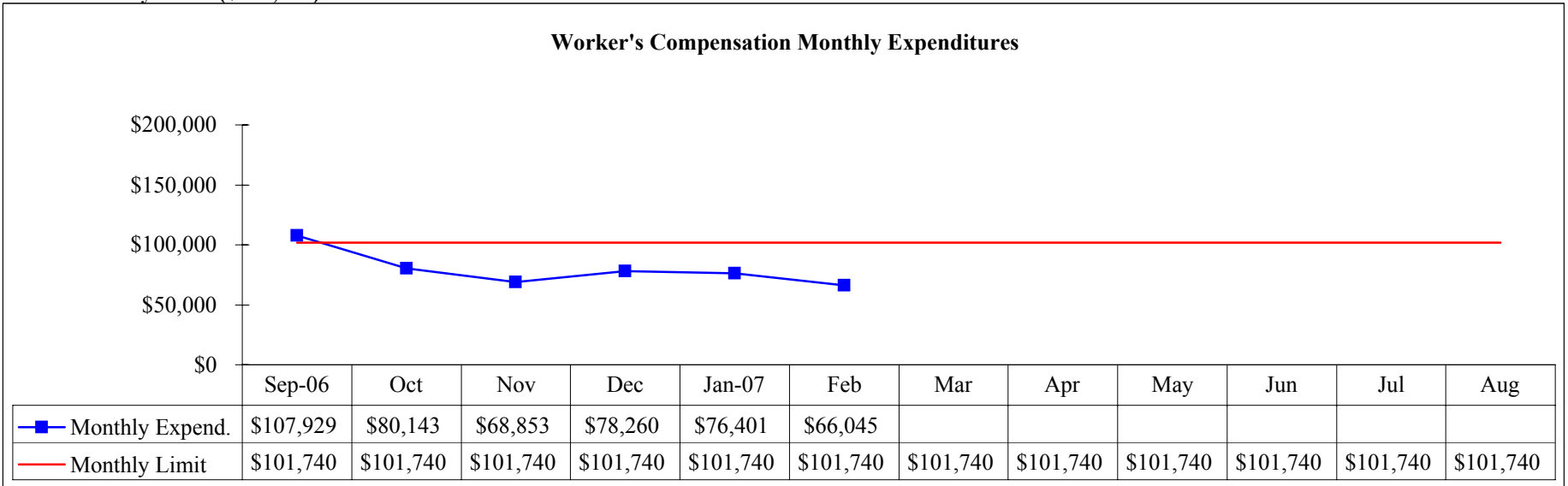


**FYTD Progress Toward Annual Limit (\$170,318)**

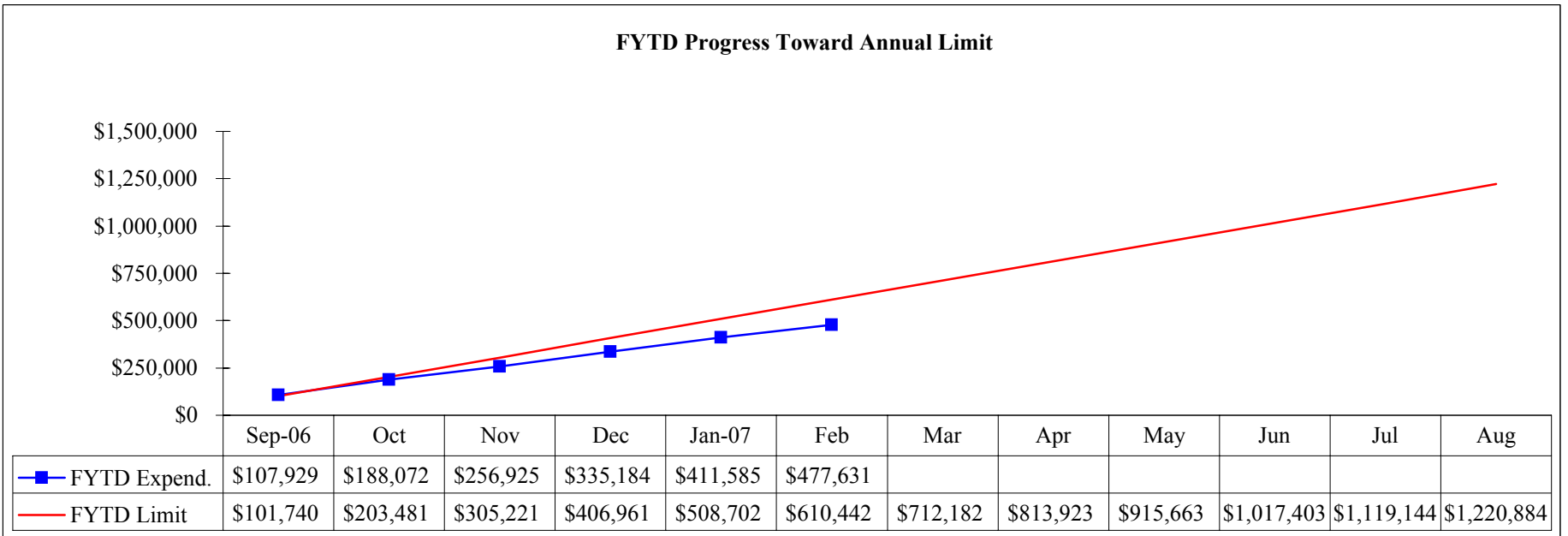




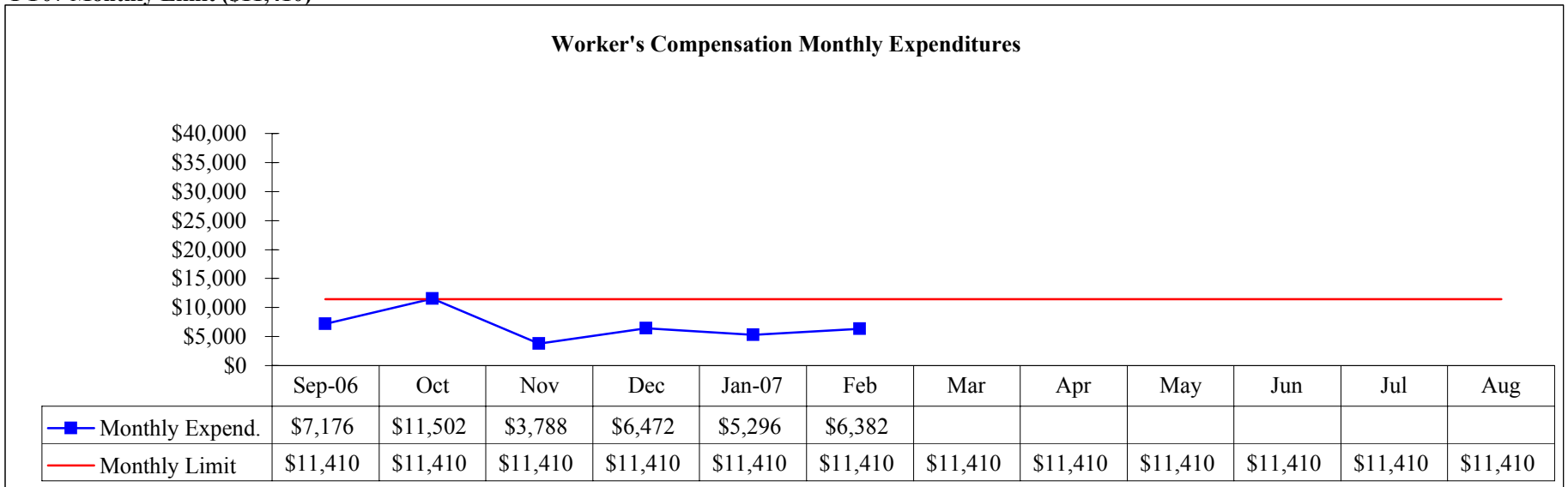
**Objective 6B - Workers Compensation**  
**North Texas State Hospital**  
**FY07 Monthly Limit (\$101,740)**



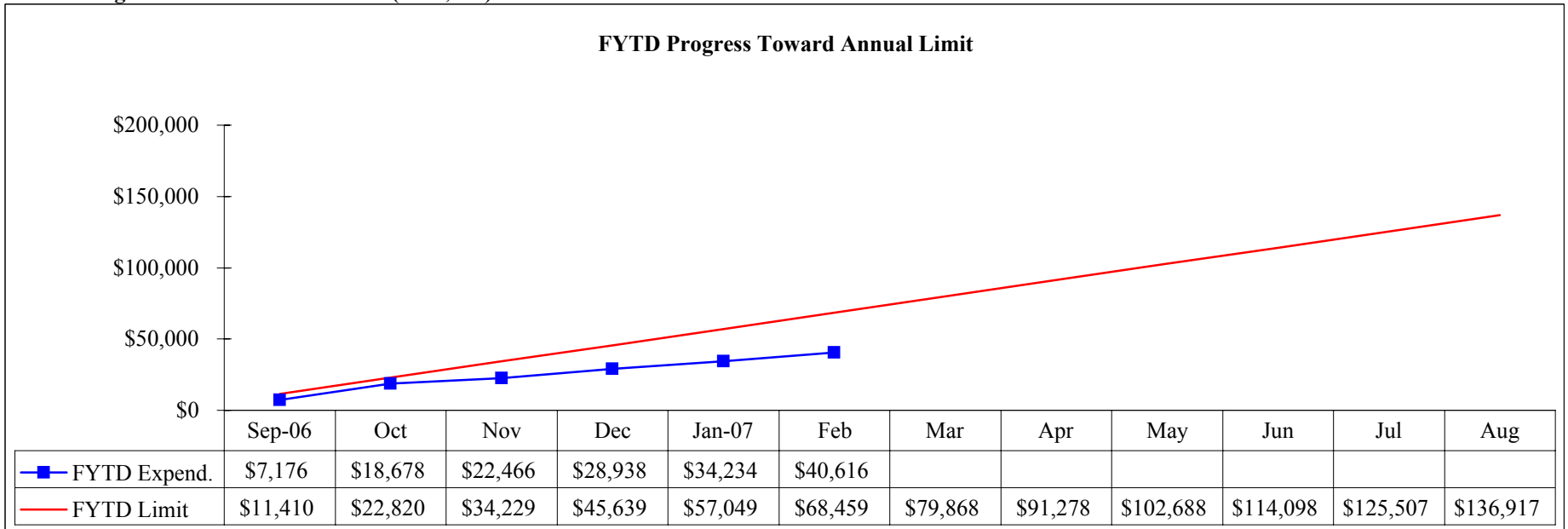
**FYTD Progress Toward Annual Limit (\$1,220,884)**



**Objective 6B - Workers Compensation  
Rio Grande State Center  
FY07 Monthly Limit (\$11,410)**



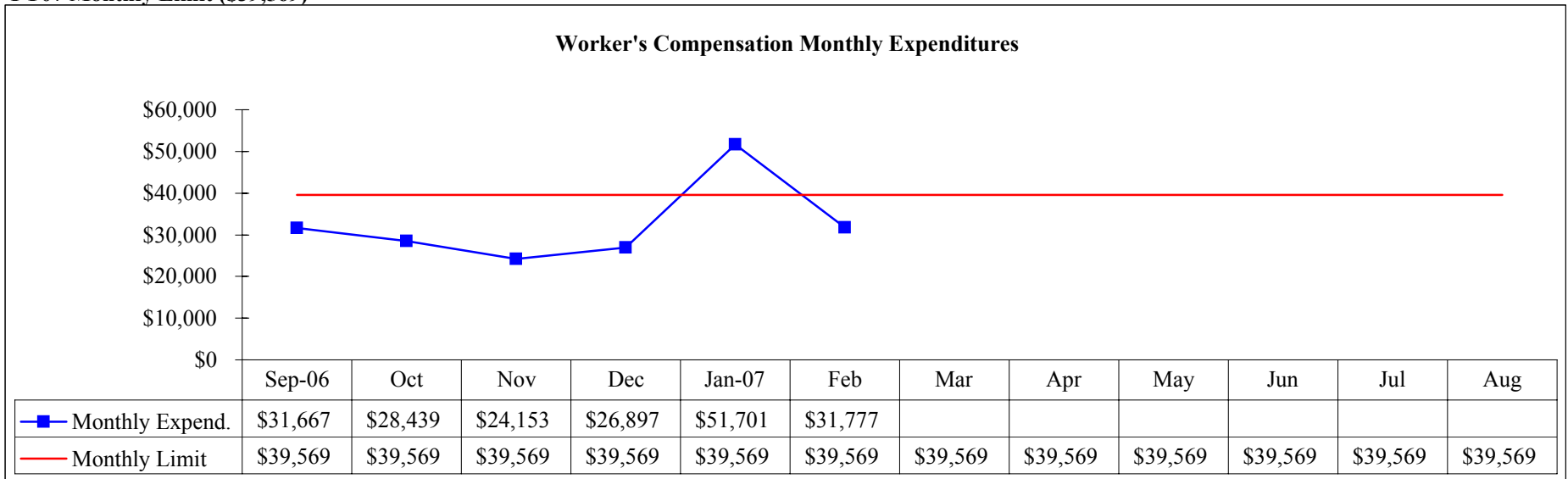
**FYTD Progress Toward Annual Limit (\$136,917)**



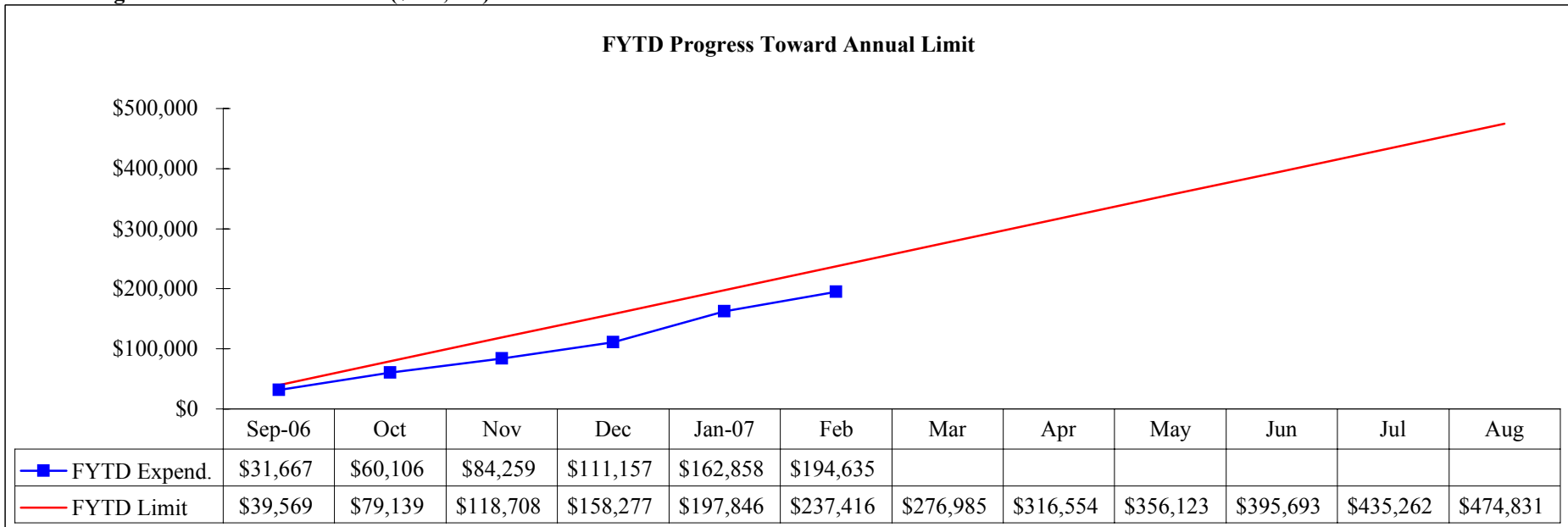
**Objective 6B - Workers Compensation**

**Rusk State Hospital**

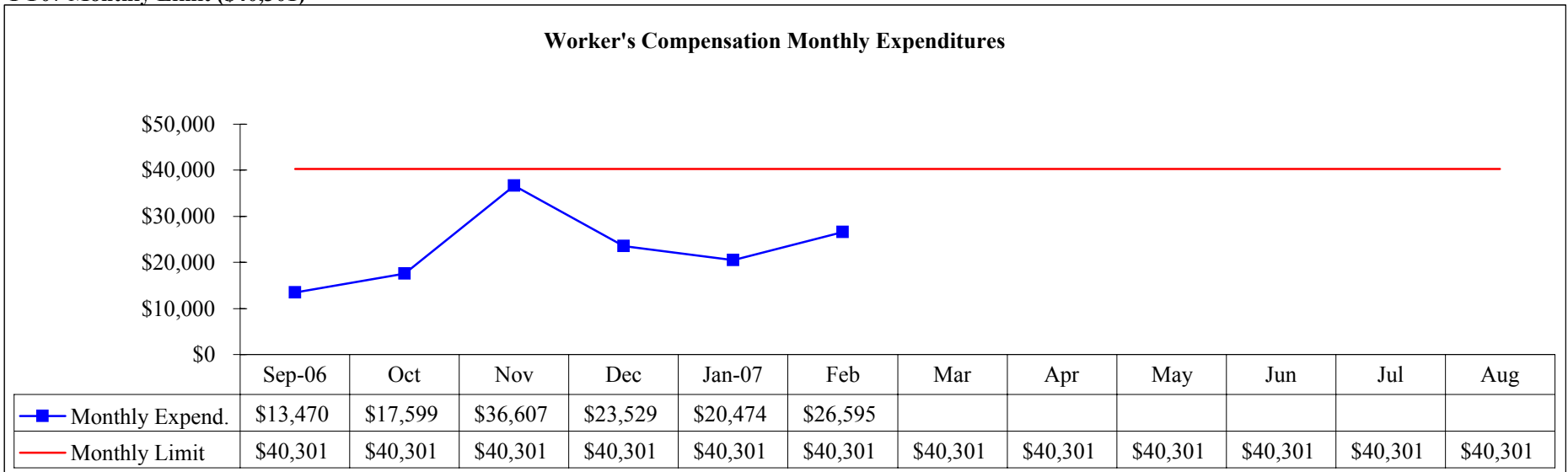
**FY07 Monthly Limit (\$39,569)**



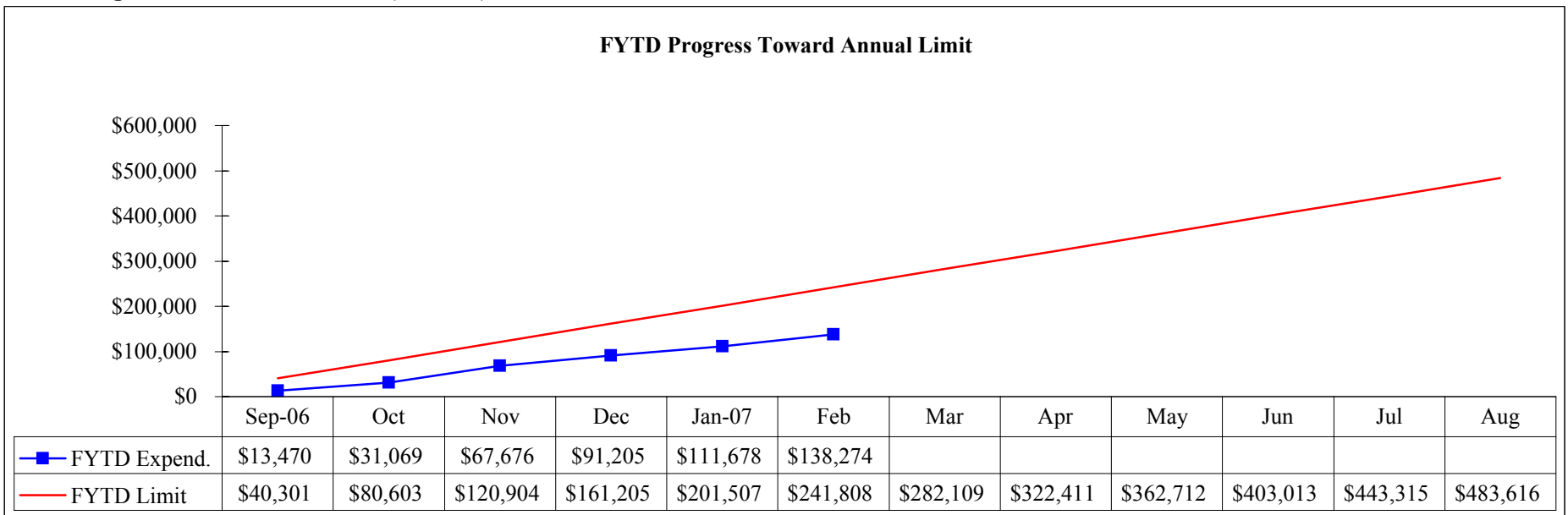
**FYTD Progress Toward Annual Limit (\$474,831)**



**Objective 6B - Workers Compensation**  
**San Antonio State Hospital**  
**FY07 Monthly Limit (\$40,301)**



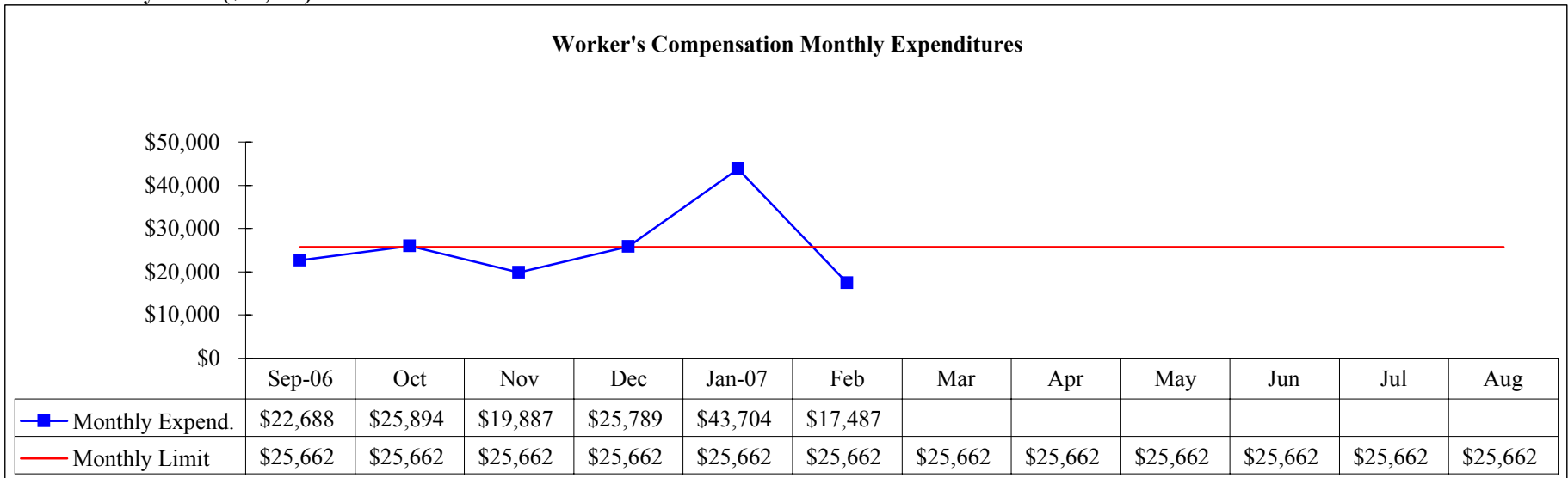
**FYTD Progress Toward Annual Limit (\$483,616)**



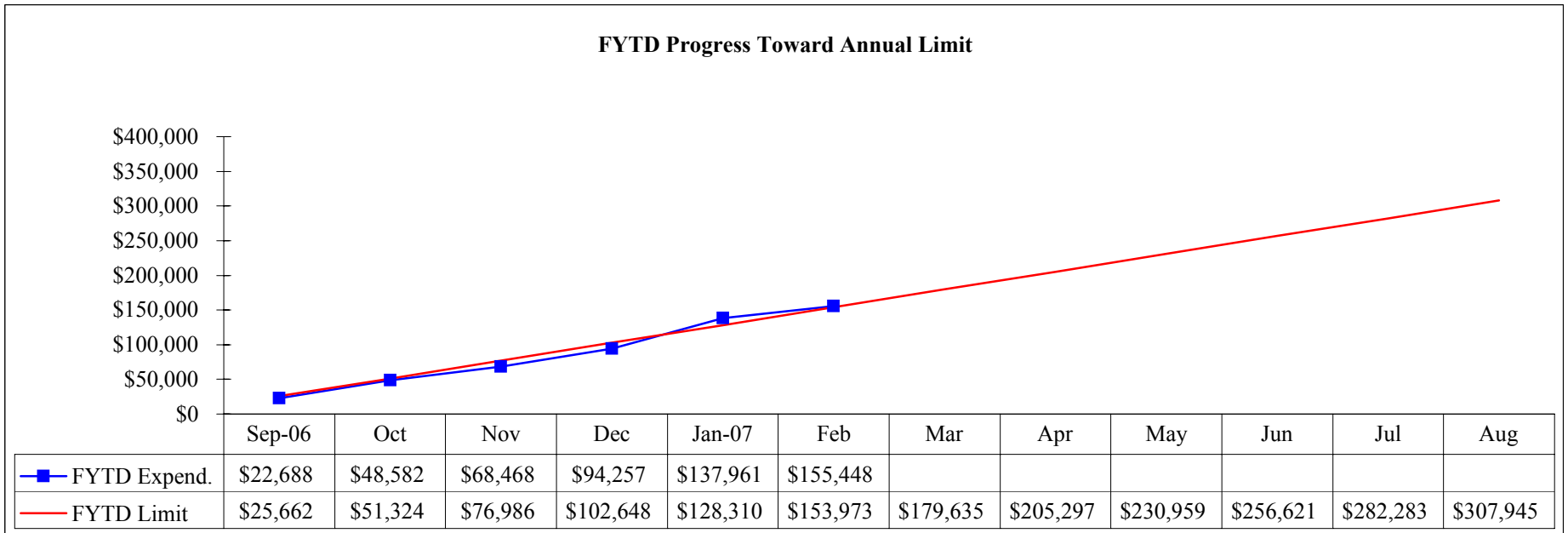
**Objective 6B - Workers Compensation**

**Terrell State Hospital**

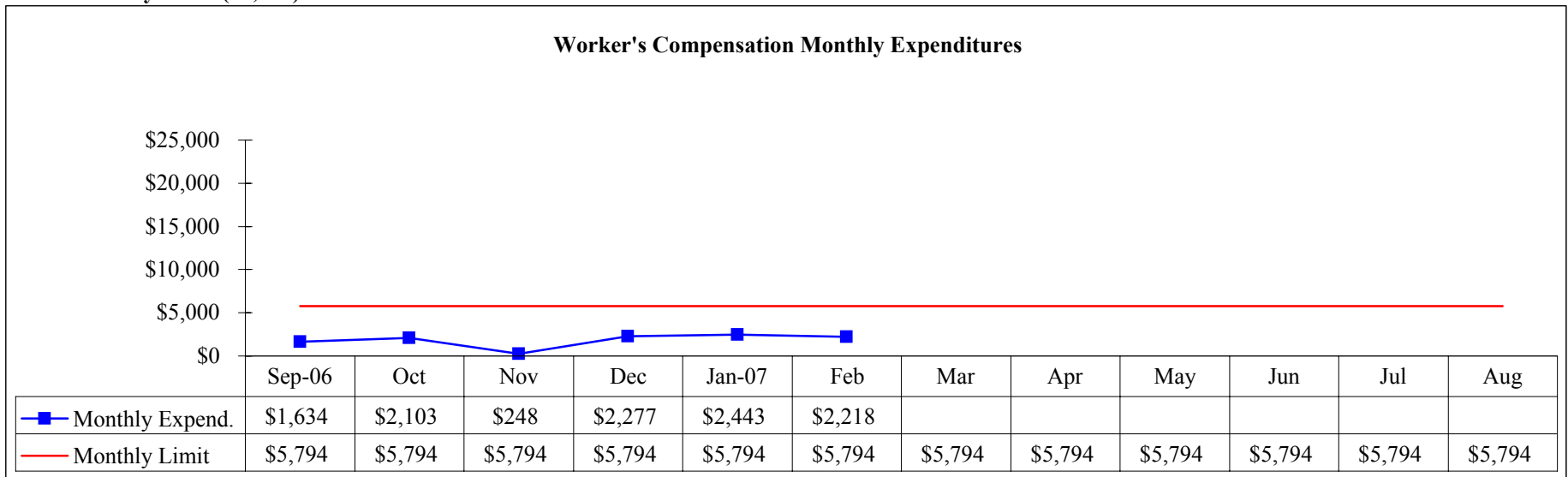
**FY07 Monthly Limit (\$25,662)**



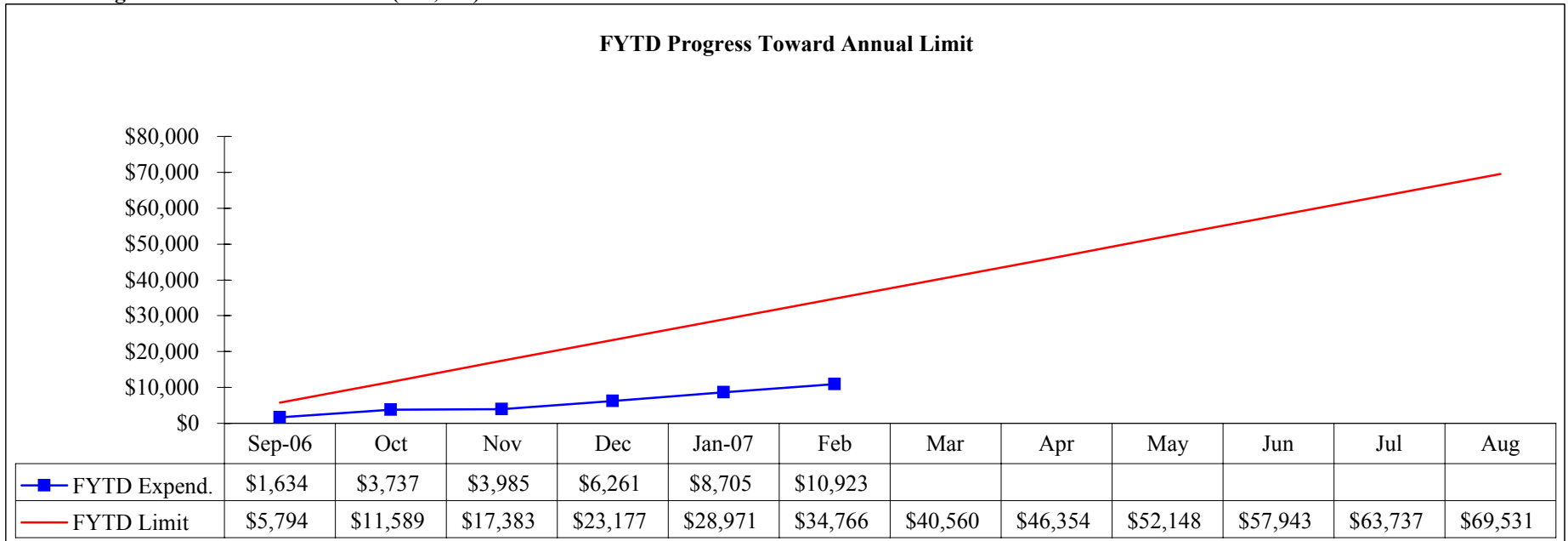
**FYTD Progress Toward Annual Limit (\$307,945)**



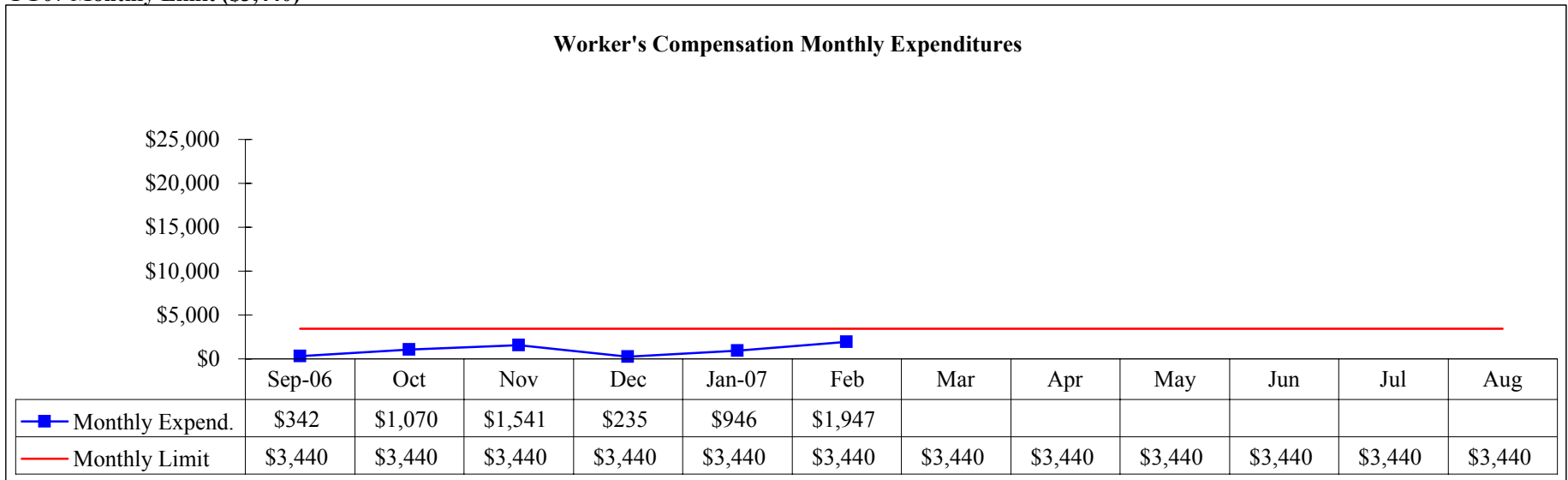
**Objective 6B - Workers Compensation**  
**Waco Center for Youth**  
**FY07 Monthly Limit (\$5,794)**



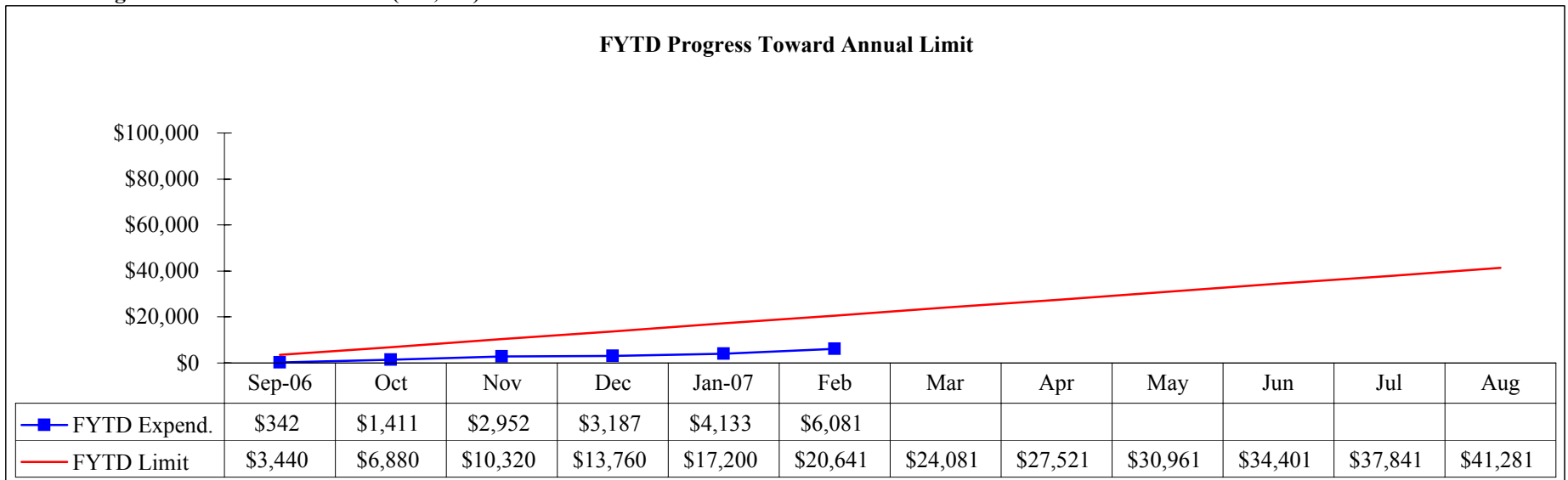
**FYTD Progress Toward Annual Limit (\$69,531)**



**Objective 6B - Workers Compensation**  
**Texas Center for Infectious Disease**  
**FY07 Monthly Limit (\$3,440)**



**FYTD Progress Toward Annual Limit (\$41,281)**



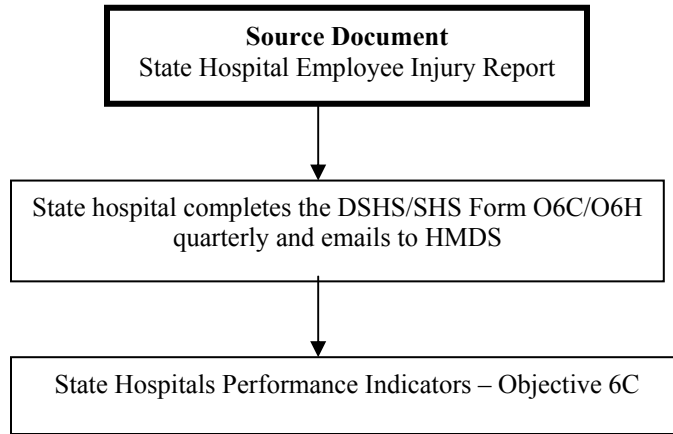
**Performance Objective 6C:**

**Employee injuries resulting in a worker compensation claim will not exceed 0.89 per 1,000 bed days.**

**Performance Objective Operational Definition:** The state hospital rate of employee injuries resulting in a worker compensation claim filed.

**Performance Objective Data Display and Chart Description:**  
Chart with monthly data points showing total employee injuries, injuries resulting in a workers compensation claim and rate per 1,000 bed days.

**Data Flow:**



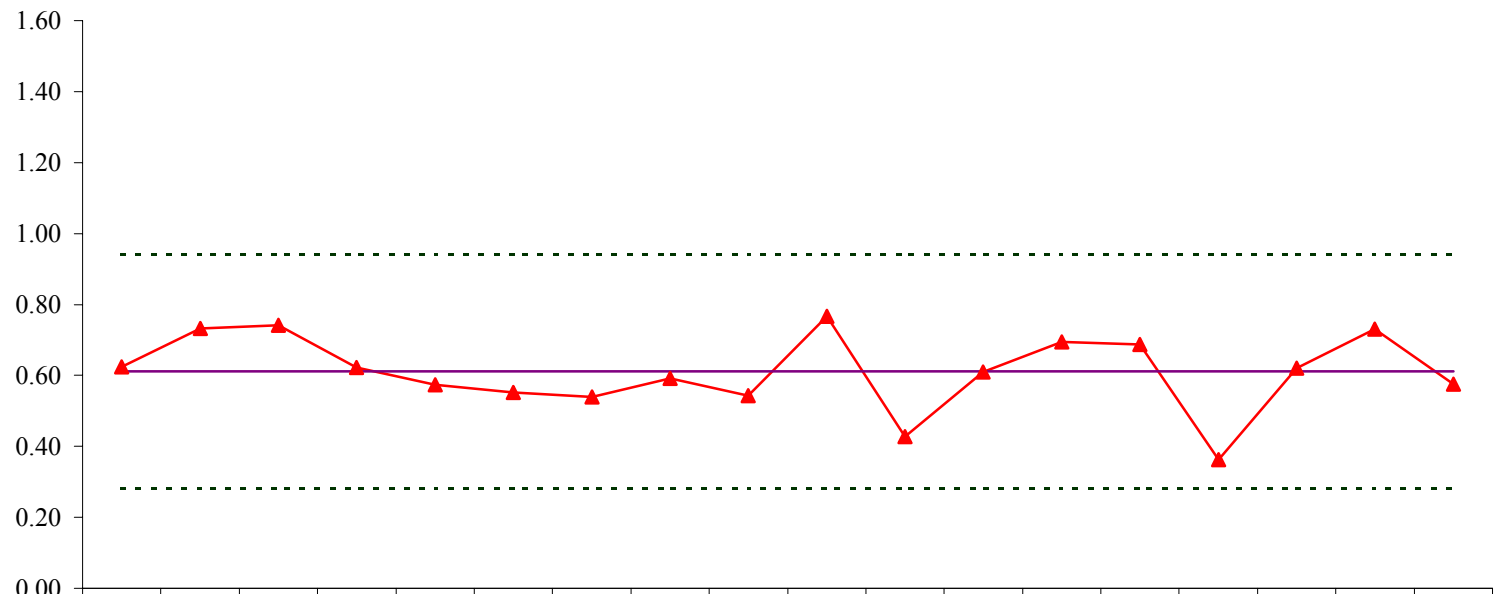
**Data Integrity Review Process:**

N/A



**Objective 6C & 6F - Employee Injuries**  
**All State Hospitals**

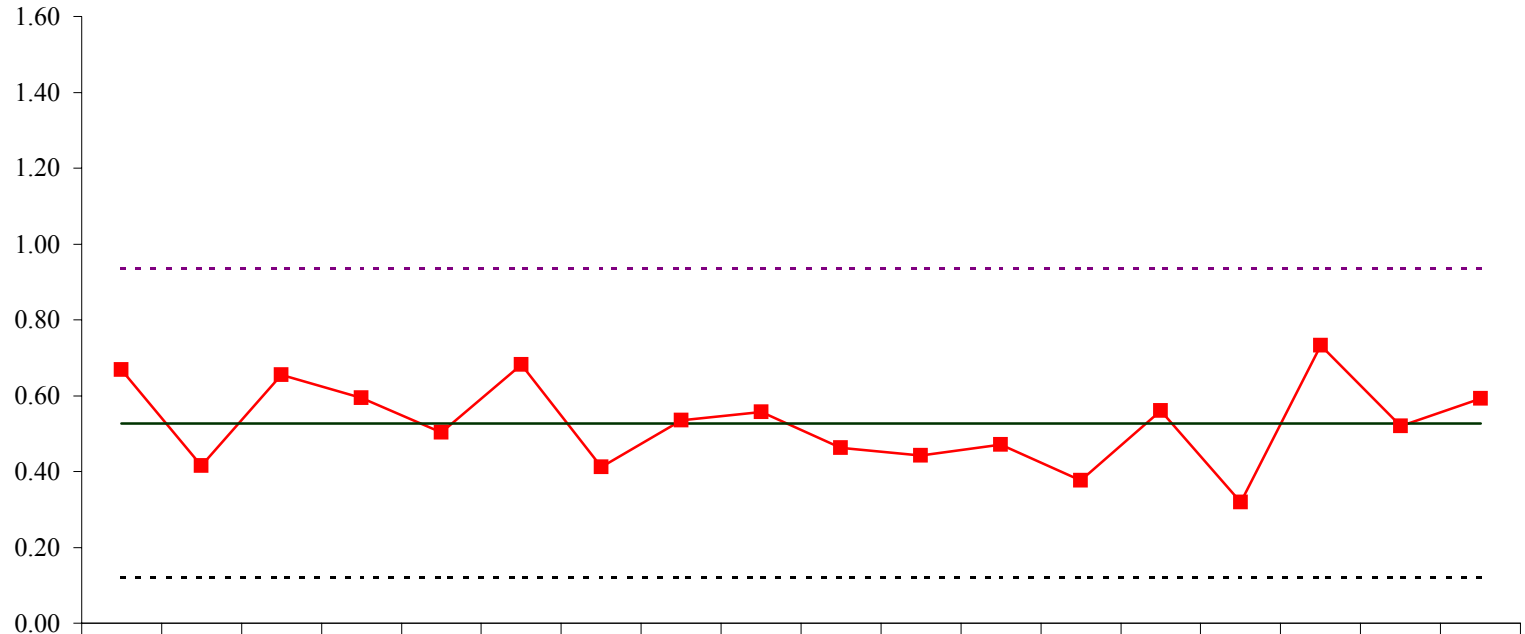
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	204	195	174	146	157	151	155	154	190	190	177	156	146	170	137	181	176	157
Injuries Resulting in a WCC	43	53	52	43	40	34	38	41	39	53	31	44	48	49	25	44	52	37
▲ Emp. Inj.(WCC)/1000 Bed Days	0.62	0.73	0.74	0.62	0.57	0.55	0.54	0.59	0.54	0.77	0.43	0.61	0.70	0.69	0.36	0.62	0.73	0.58
-----UCL	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94	0.94
— Avg	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61	0.61
-----LCL	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28	0.28

**Objective 6C & 6F - Employee Injuries**  
**All State Hospitals**

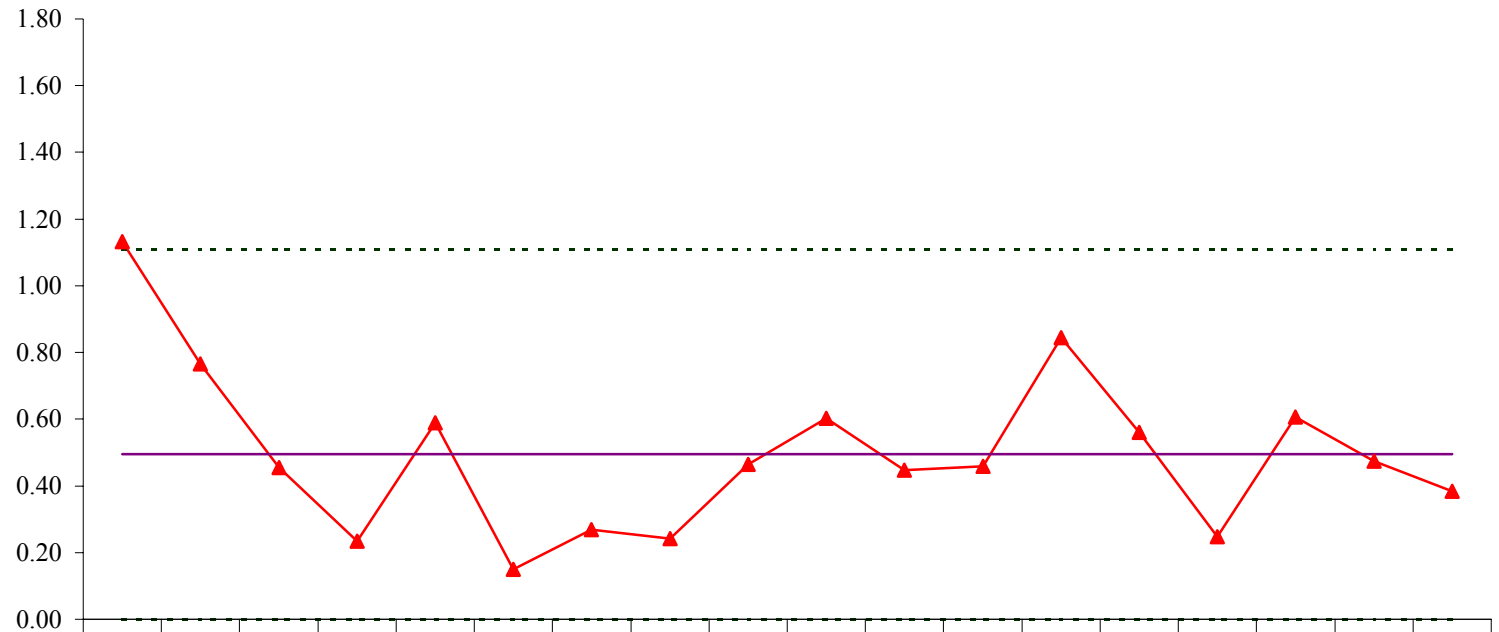
**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	204	195	174	146	157	151	155	154	190	190	177	156	146	170	137	181	176	157
Injuries Associated with R/S	46	30	46	41	35	42	29	37	40	32	32	34	26	40	22	52	37	38
■ Emp. Inj.(RS)/1000 Bed Days	0.67	0.41	0.66	0.59	0.50	0.68	0.41	0.53	0.56	0.46	0.44	0.47	0.38	0.56	0.32	0.73	0.52	0.59
- - - - - UCL	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93	0.93
— Avg	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53	0.53
- - - - - LCL	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12

**Objective 6C & 6F - Employee Injuries**  
**Austin State Hospital**

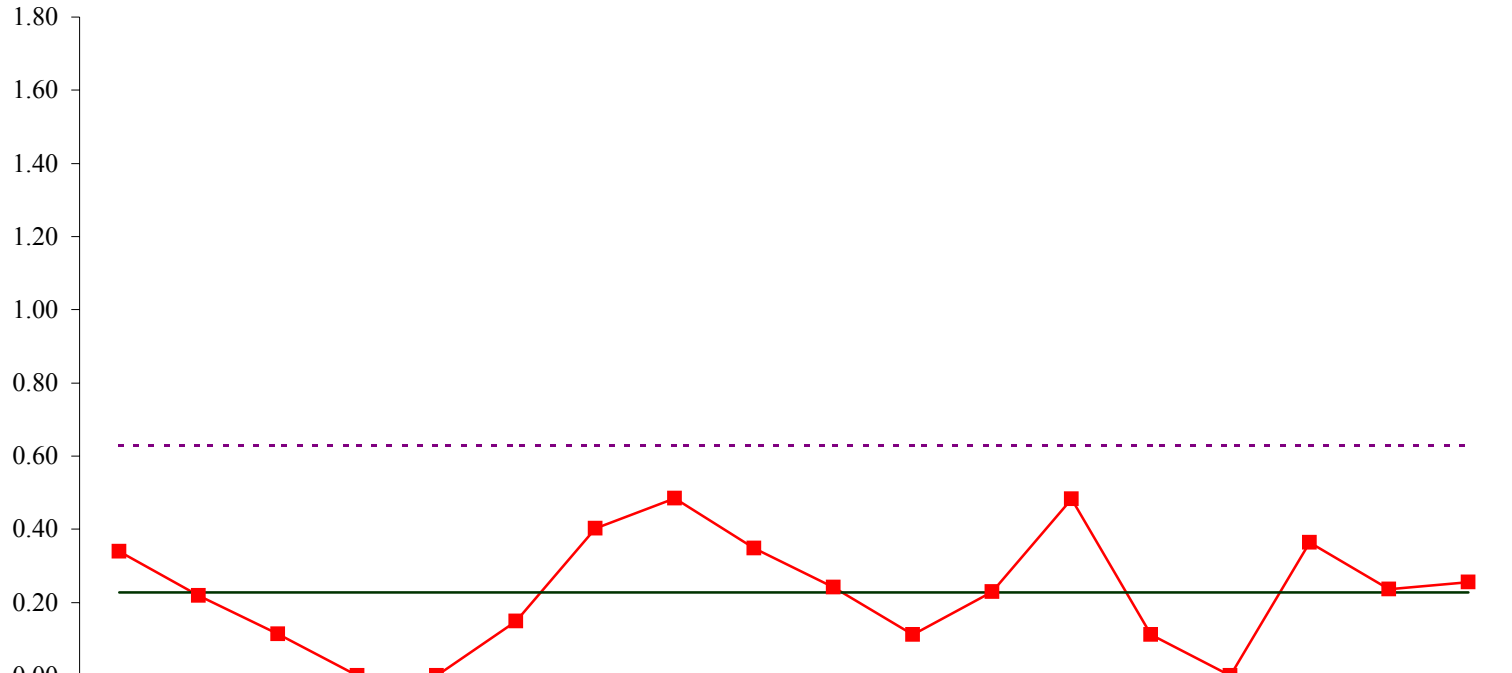
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	10	7	5	3	6	2	8	10	6	7	4	4	8	5	2	6	4	3
Injuries Resulting in a WCC	10	7	4	2	5	1	2	2	4	5	4	4	7	5	2	5	4	3
▲ Emp. Inj.(WCC)/1000 Bed Days	1.13	0.76	0.46	0.23	0.59	0.15	0.27	0.24	0.47	0.60	0.45	0.46	0.84	0.56	0.25	0.61	0.47	0.38
-----UCL	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11
— Avg	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
-----LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Austin State Hospital**

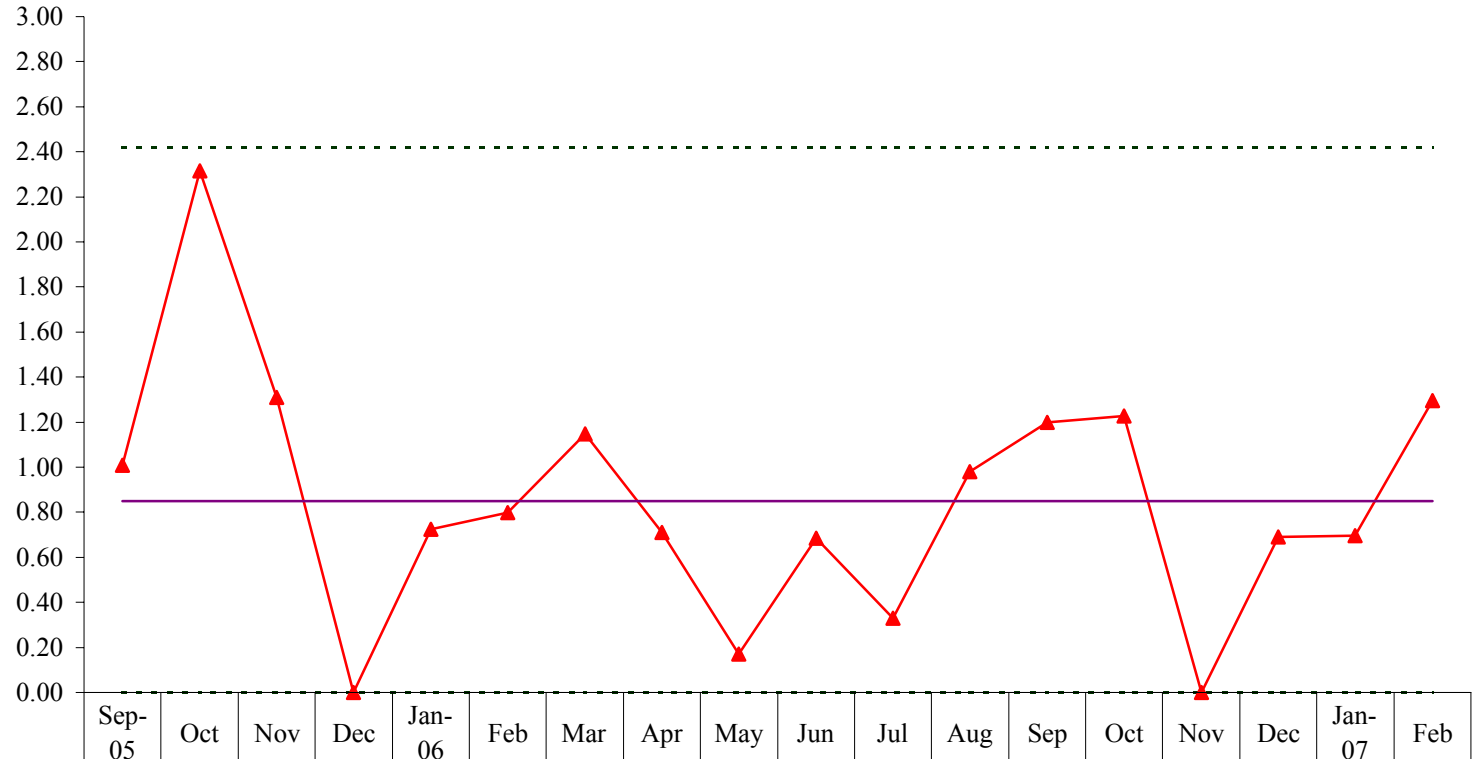
**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	10	7	5	3	6	2	8	10	6	7	4	4	8	5	2	6	4	3
Injuries Associated with R/S	3	2	1	0	0	1	3	4	3	2	1	2	4	1	0	3	2	2
Emp. Inj.(RS)/1000 Bed Days	0.34	0.22	0.11	0.00	0.00	0.15	0.40	0.48	0.35	0.24	0.11	0.23	0.48	0.11	0.00	0.36	0.24	0.26
UCL	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63	0.63
Avg	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23	0.23
LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Big Spring State Hospital**

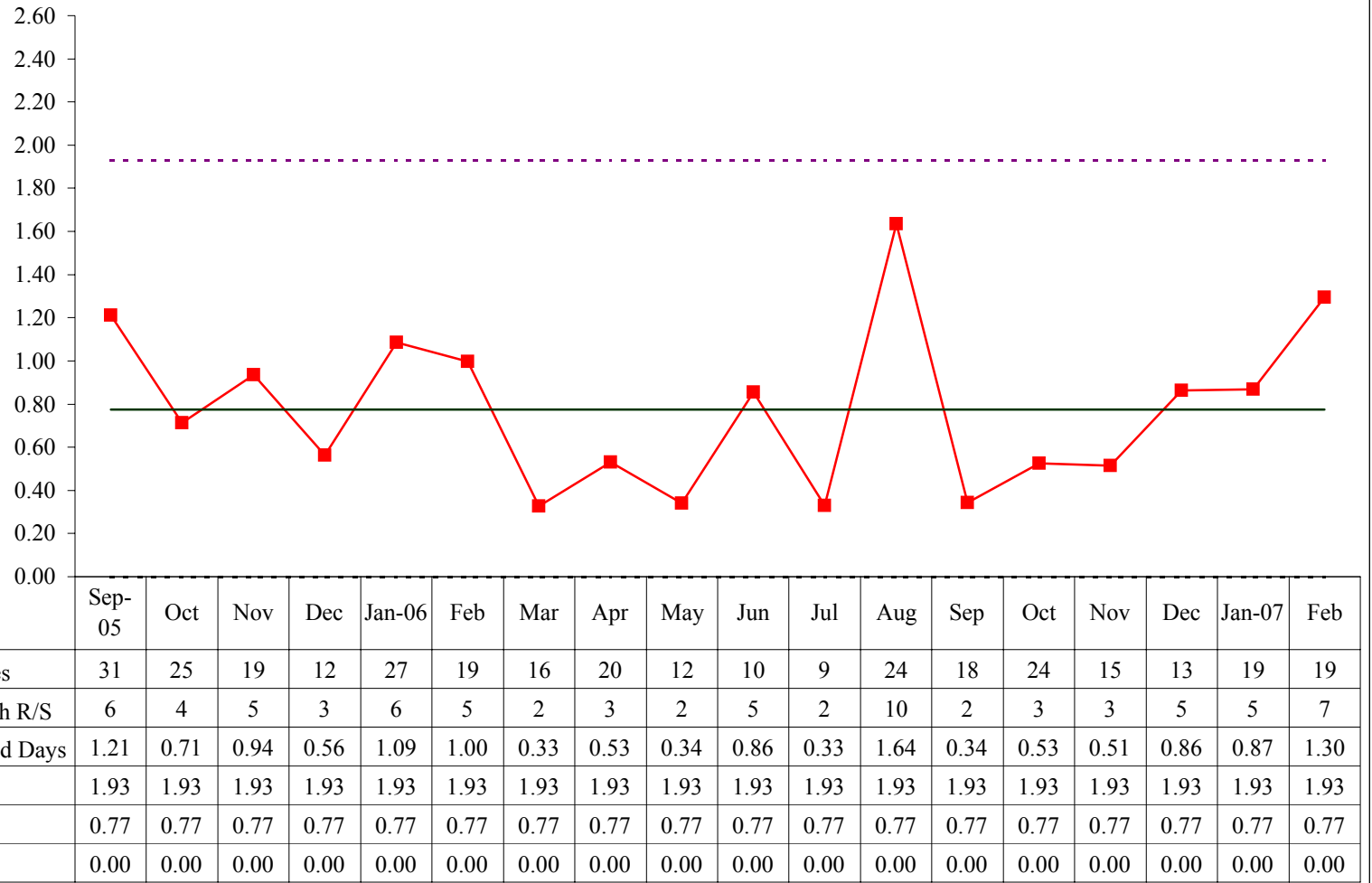
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	31	25	19	12	27	19	16	20	12	10	9	24	18	24	15	13	19	19
Injuries Resulting in a WCC	5	13	7	0	4	4	7	4	1	4	2	6	7	7	0	4	4	7
▲ Emp. Inj.(WCC)/1000 Bed Days	1.01	2.31	1.31	0.00	0.72	0.80	1.15	0.71	0.17	0.68	0.33	0.98	1.20	1.23	0.00	0.69	0.70	1.30
-----UCL	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42	2.42
— Avg	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85	0.85
-----LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

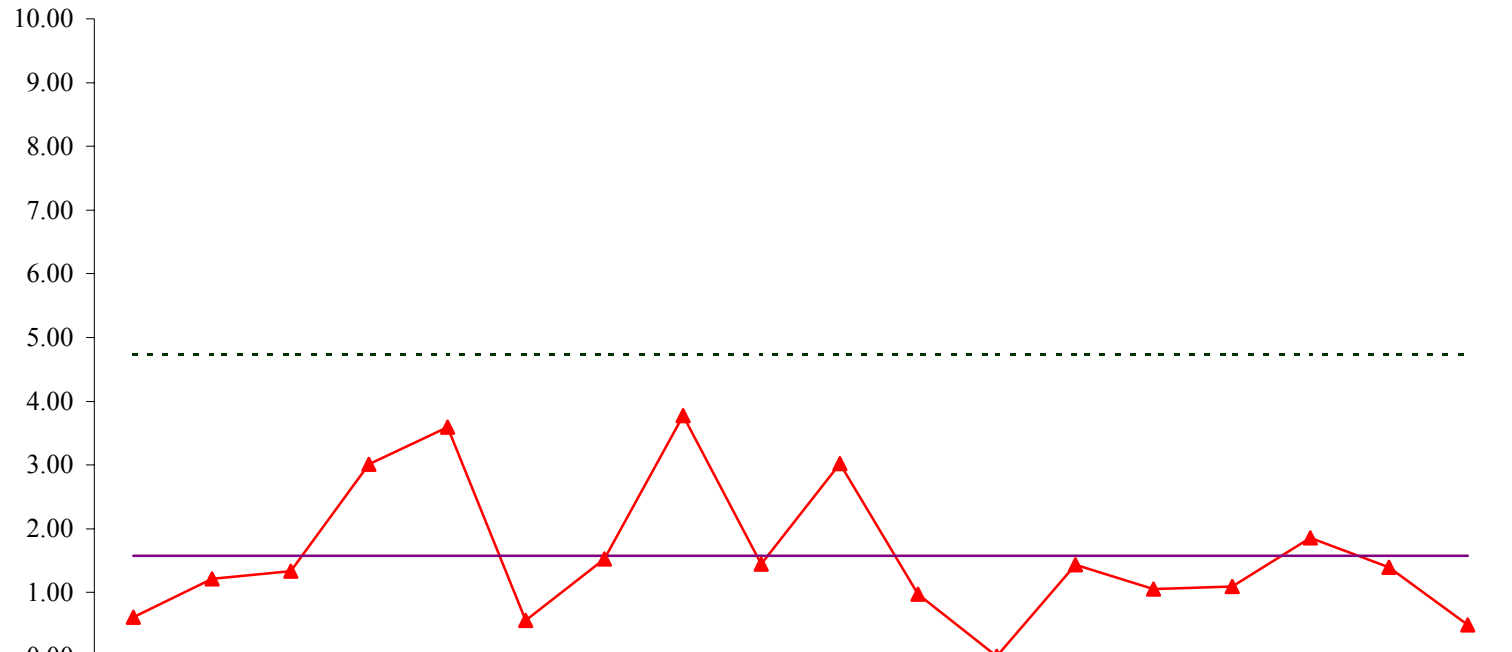
**Objective 6C & 6F - Employee Injuries**  
**Big Spring State Hospital**

**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



**Objective 6C & 6F - Employee Injuries**  
**El Paso Psychiatric Center**

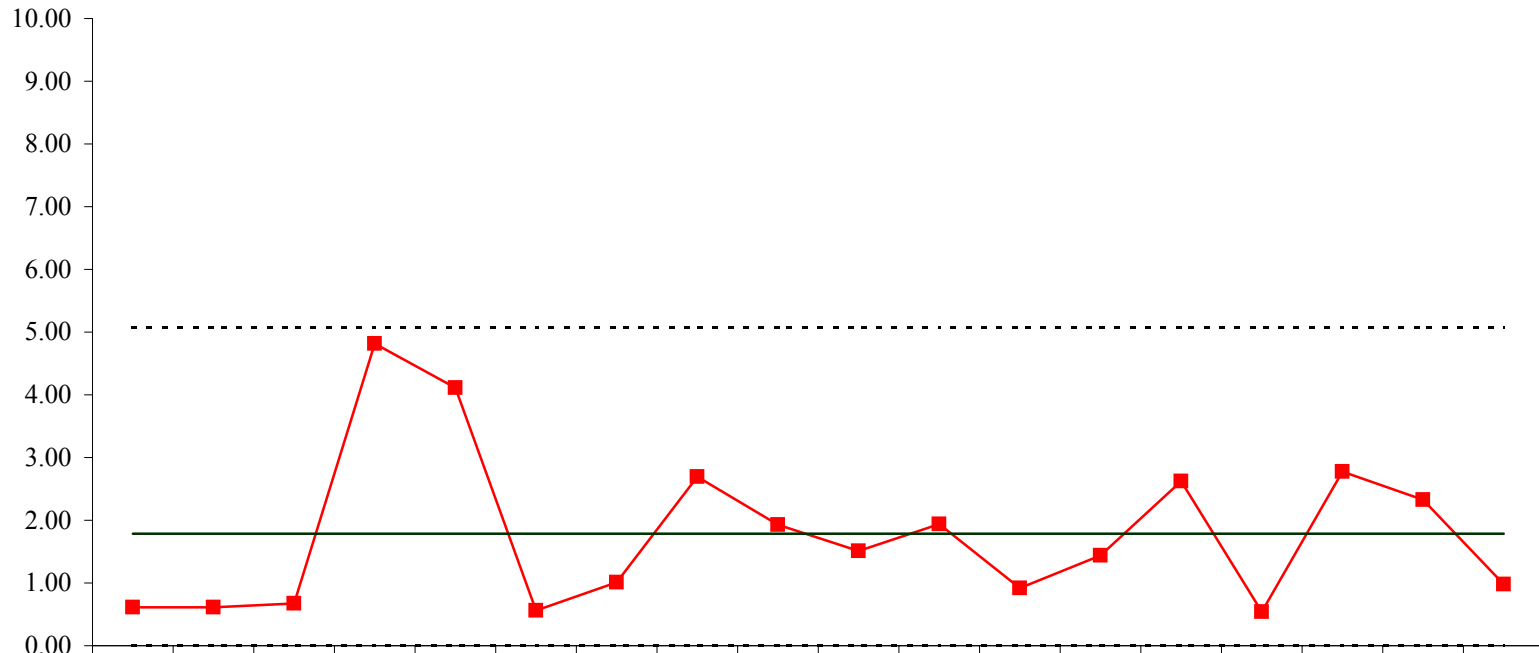
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	6	4	5	10	15	2	13	11	9	15	15	5	7	7	3	10	8	6
Injuries Resulting in a WCC	1	2	2	5	7	1	3	7	3	6	2	0	3	2	2	4	3	1
▲ Emp. Inj.(WCC)/1000 Bed Days	0.61	1.22	1.34	3.01	3.60	0.56	1.52	3.78	1.45	3.02	0.97	0.00	1.43	1.05	1.09	1.85	1.40	0.49
----- UCL	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73	4.73
— Avg	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58
----- LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**El Paso Psychiatric Center**

**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**

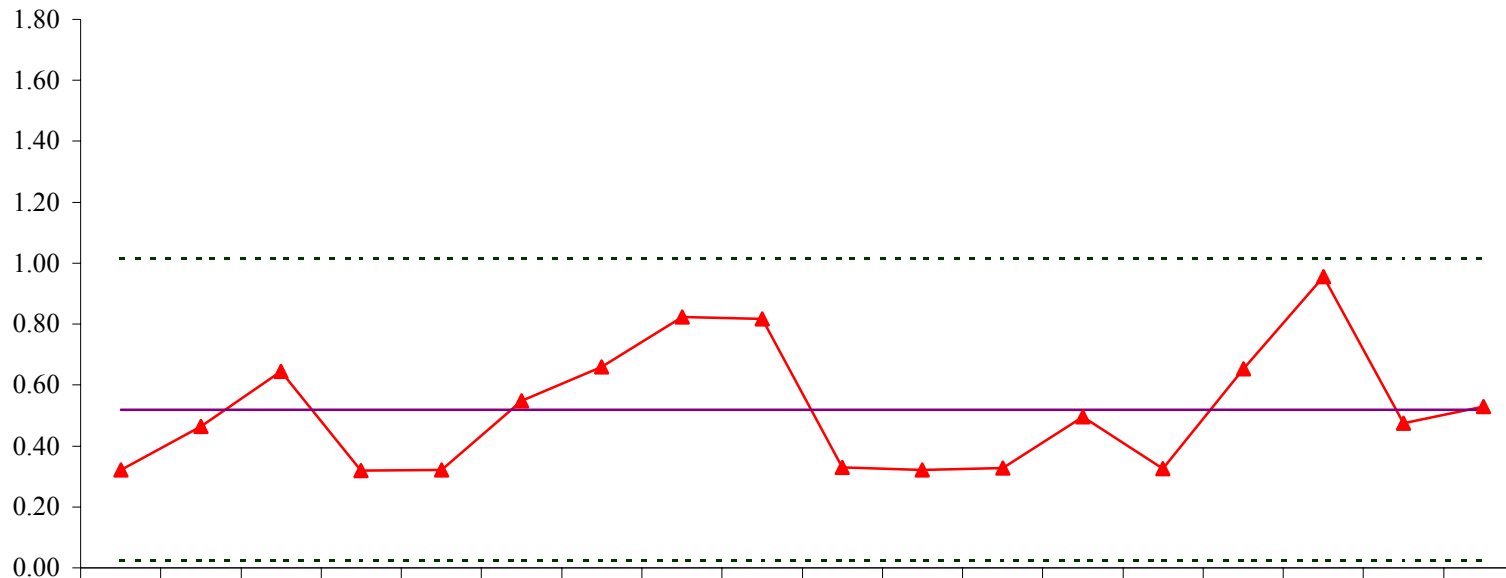


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	6	4	5	10	15	2	13	11	9	15	15	5	7	7	3	10	8	6
Injuries Associated with R/S	1	1	1	8	8	1	2	5	4	3	4	2	3	5	1	6	5	2
■ Emp. Inj.(RS)/1000 Bed Days	0.61	0.61	0.67	4.81	4.11	0.56	1.01	2.70	1.93	1.51	1.94	0.92	1.43	2.62	0.55	2.78	2.33	0.98
----- UCL	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08	5.08
— Avg	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78
----- LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



**Objective 6C & 6F - Employee Injuries**  
**Kerrville State Hospital**

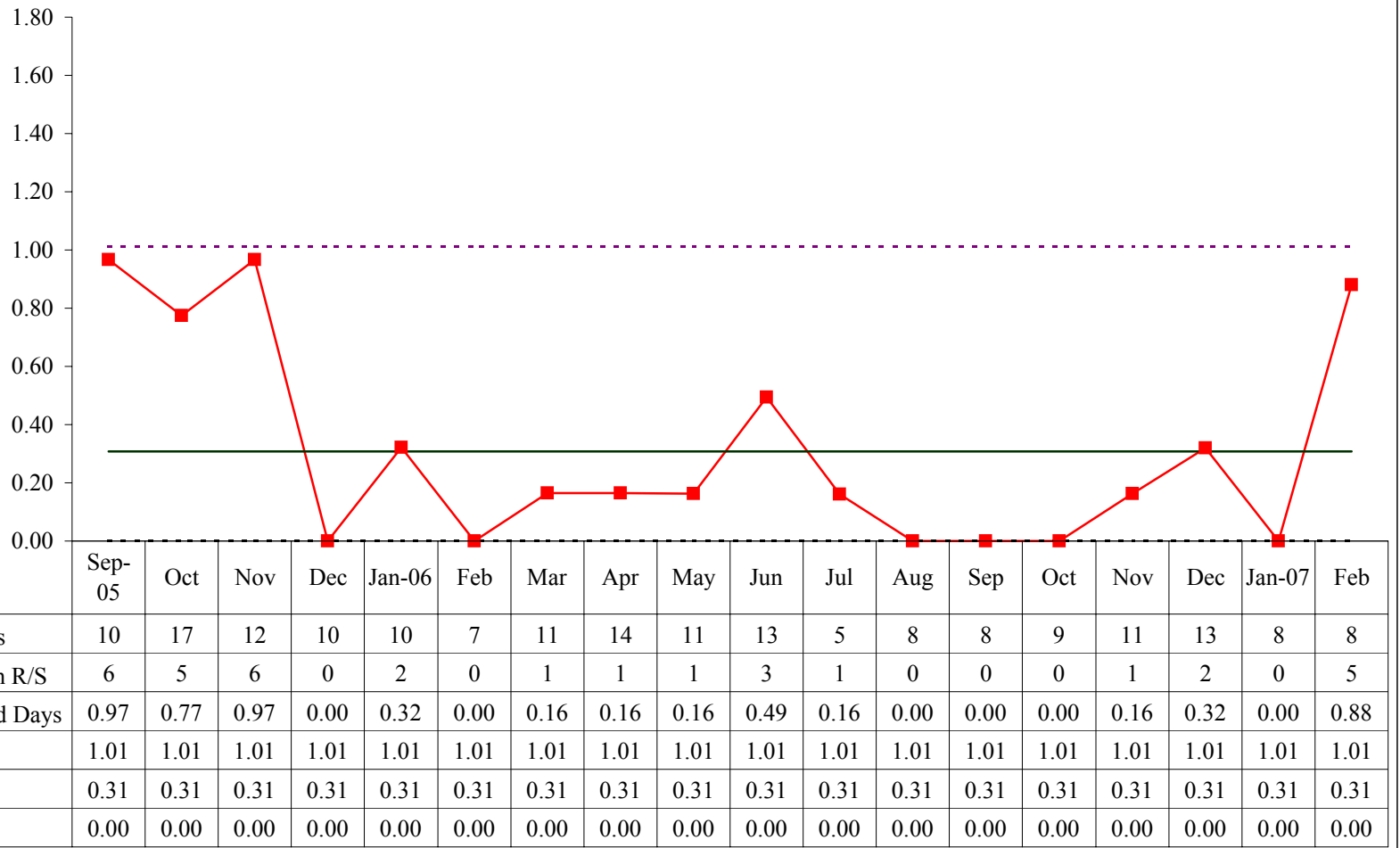
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	10	17	12	10	10	7	11	14	11	13	5	8	8	9	11	13	8	8
Injuries Resulting in a WCC	2	3	4	2	2	3	4	5	5	2	2	2	3	2	4	6	3	3
▲ Emp. Inj.(WCC)/1000 Bed Days	0.32	0.46	0.65	0.32	0.32	0.55	0.66	0.82	0.82	0.33	0.32	0.33	0.50	0.33	0.65	0.96	0.47	0.53
-----UCL	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01
— Avg	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52	0.52
-----LCL	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02

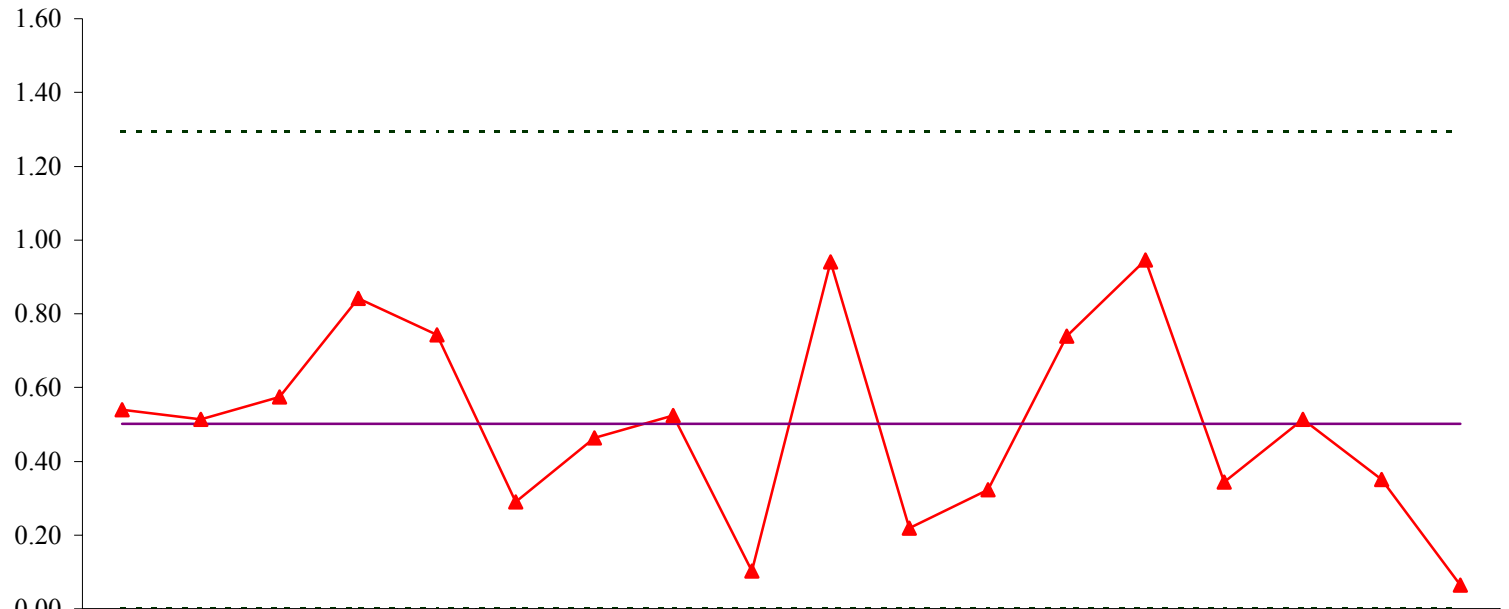
**Objective 6C & 6F - Employee Injuries**  
**Kerrville State Hospital**

**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



**Objective 6C & 6F - Employee Injuries**  
**North Texas State Hospital**

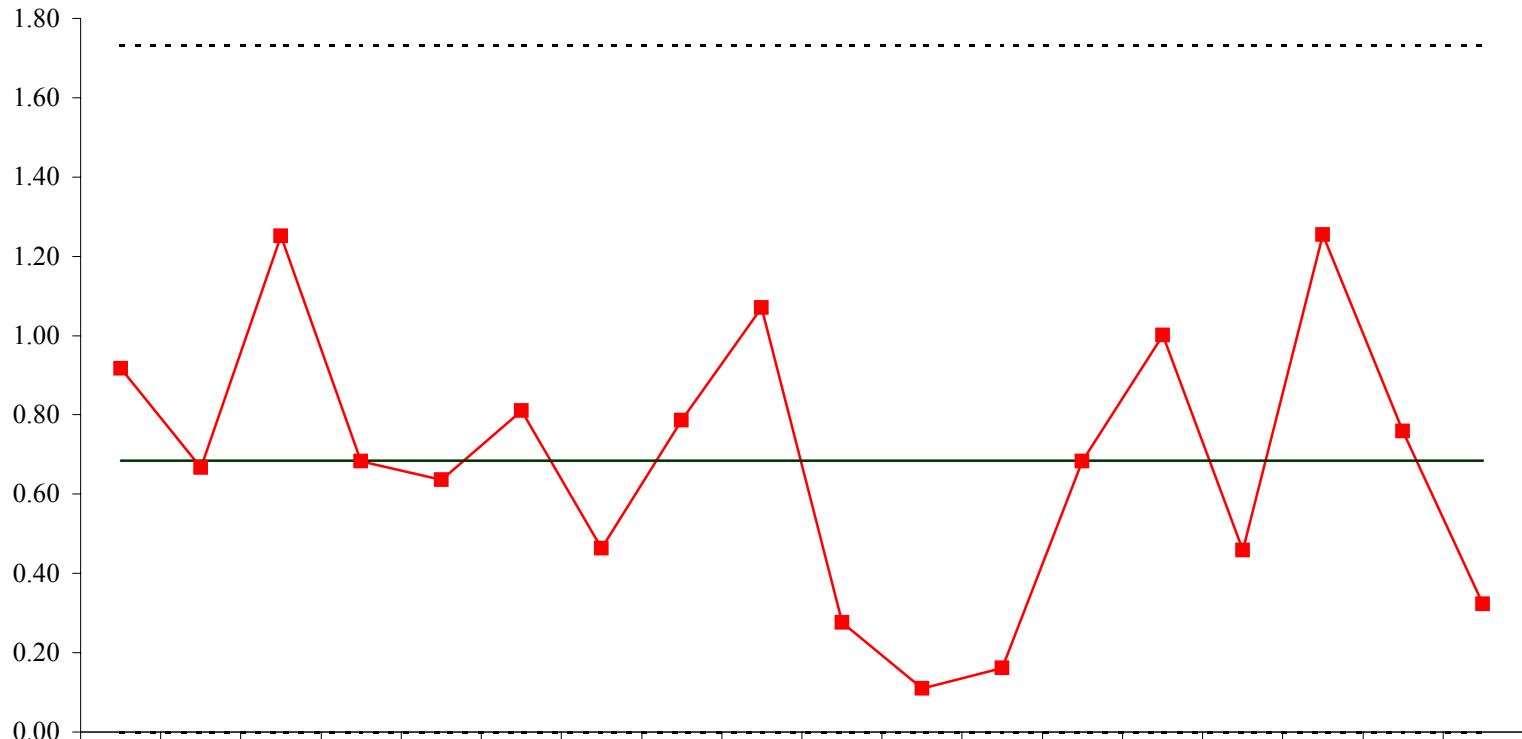
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	55	32	46	44	38	34	27	36	51	46	37	34	30	39	25	43	35	20
Injuries Resulting in a WCC	10	10	11	16	14	5	9	10	2	17	4	6	13	17	6	9	6	1
▲ Emp. Inj.(WCC)/1000 Bed Days	0.54	0.51	0.57	0.84	0.74	0.29	0.46	0.52	0.10	0.94	0.22	0.32	0.74	0.95	0.34	0.51	0.35	0.06
-----UCL	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29
— Avg	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
-----LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**North Texas State Hospital**

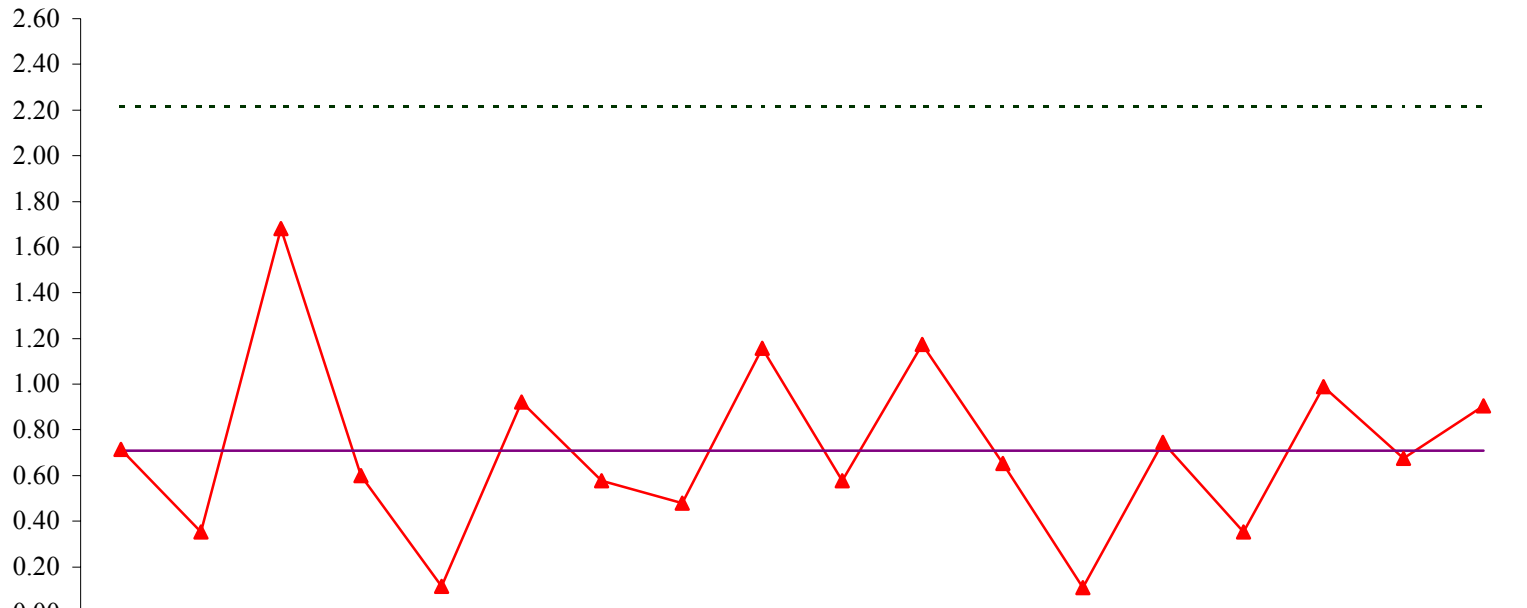
**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	55	32	46	44	38	34	27	36	51	46	37	34	30	39	25	43	35	20
Injuries Associated with R/S	17	13	24	13	12	14	9	15	21	5	2	3	12	18	8	22	13	5
■ Emp. Inj.(RS)/1000 Bed Days	0.92	0.67	1.25	0.68	0.64	0.81	0.46	0.79	1.07	0.28	0.11	0.16	0.68	1.00	0.46	1.25	0.76	0.32
----- UCL	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73
— Avg	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68
----- LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Rusk State Hospital**

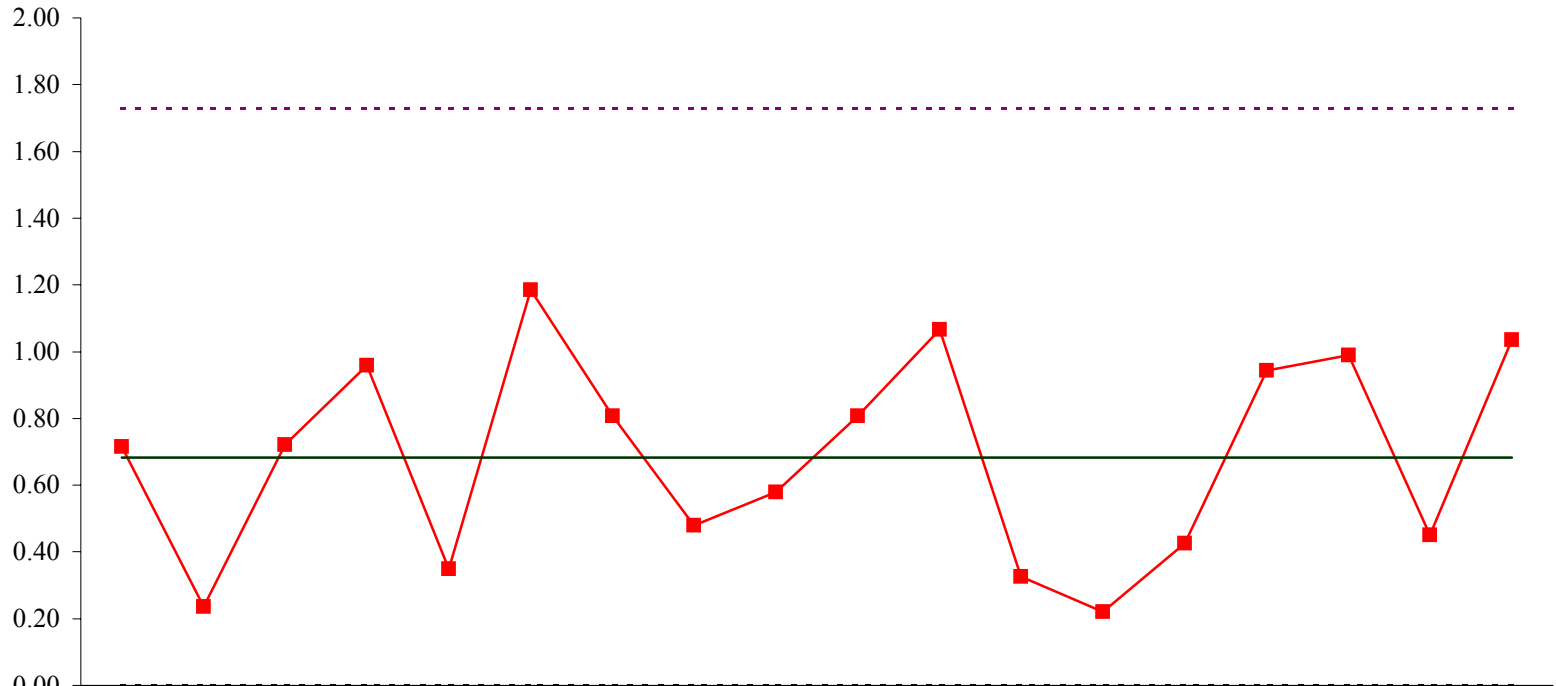
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	28	21	34	22	12	27	27	18	28	28	32	20	9	23	27	33	27	33
Injuries Resulting in a WCC	6	3	14	5	1	7	5	4	10	5	11	6	1	7	3	9	6	7
▲ Emp. Inj.(WCC)/1000 Bed Days	0.71	0.35	1.68	0.60	0.12	0.92	0.58	0.48	1.16	0.58	1.17	0.65	0.11	0.75	0.35	0.99	0.67	0.91
-----UCL	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
— Avg	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71
-----LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Rusk State Hospital**

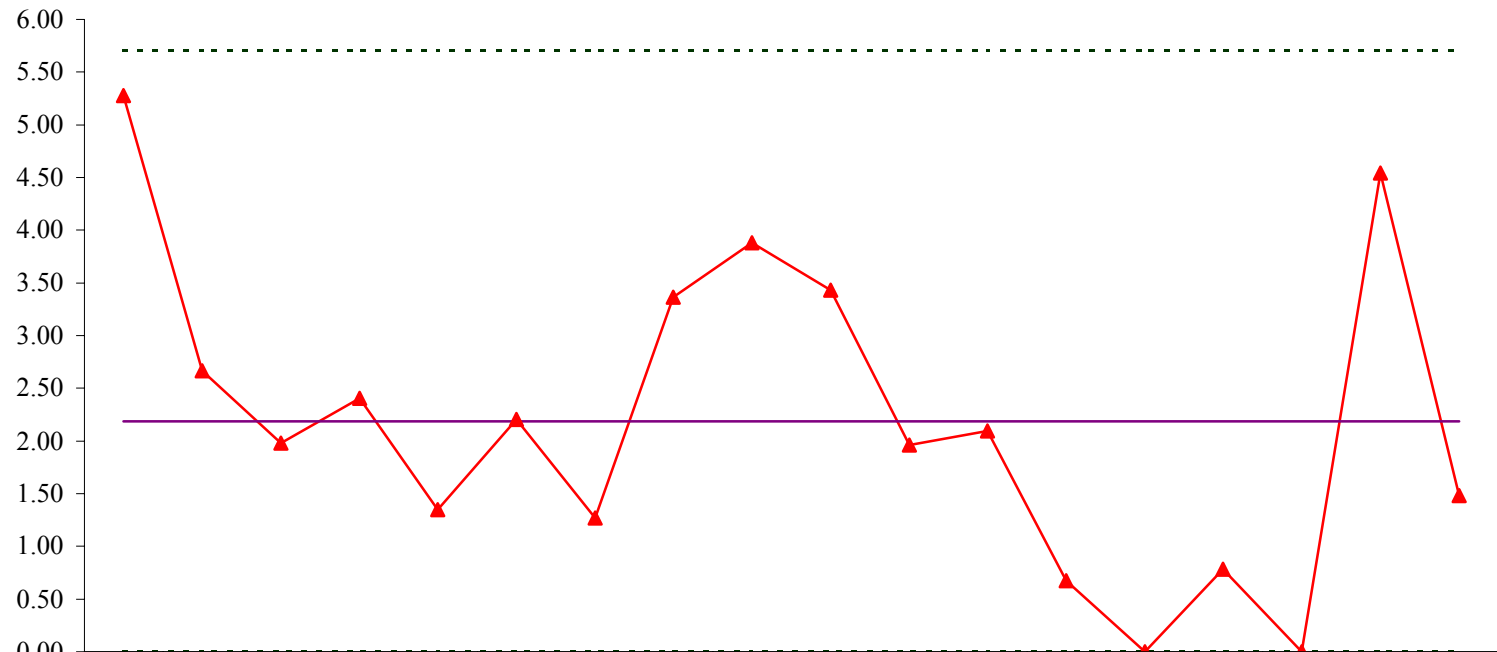
**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	28	21	34	22	12	27	27	18	28	28	32	20	9	23	27	33	27	33
Injuries Associated with R/S	6	2	6	8	3	9	7	4	5	7	10	3	2	4	8	9	4	8
—■— Emp. Inj.(RS)/1000 Bed Days	0.71	0.24	0.72	0.96	0.35	1.19	0.81	0.48	0.58	0.81	1.07	0.33	0.22	0.43	0.94	0.99	0.45	1.03
- - - - UCL	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73
— Avg	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68	0.68
- - - - LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Rio Grande State Center**

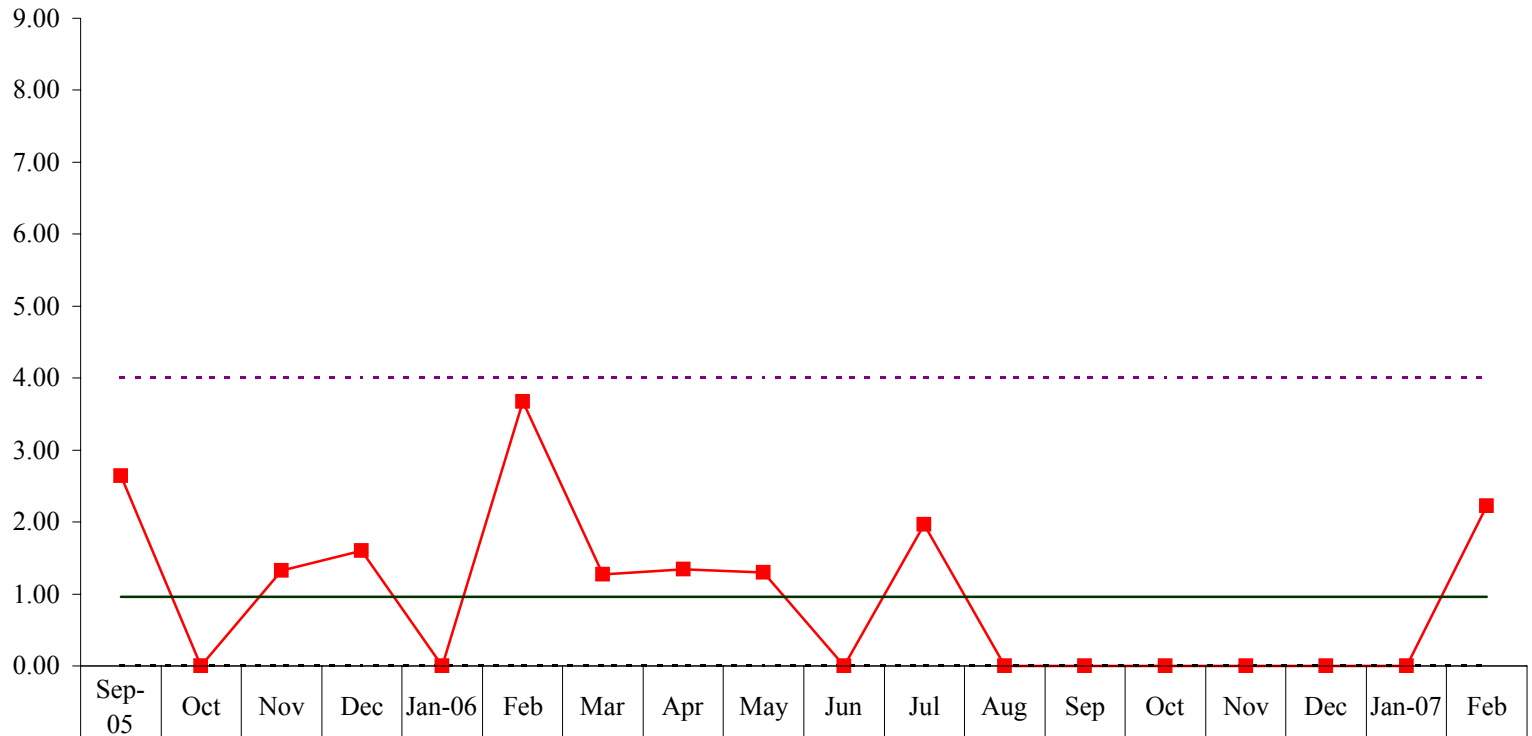
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	12	10	8	9	7	11	8	10	17	11	15	9	9	4	6	10	15	10
Injuries Resulting in a WCC	6	4	3	3	2	3	2	5	6	5	3	3	1	0	1	0	6	2
▲ Emp. Inj.(WCC)/1000 Bed Days	5.28	2.66	1.98	2.40	1.35	2.20	1.27	3.36	3.88	3.43	1.96	2.09	0.68	0.00	0.78	0.00	4.54	1.48
----- UCL	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71	5.71
— Avg	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19
..... LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Rio Grande State Center**

**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**

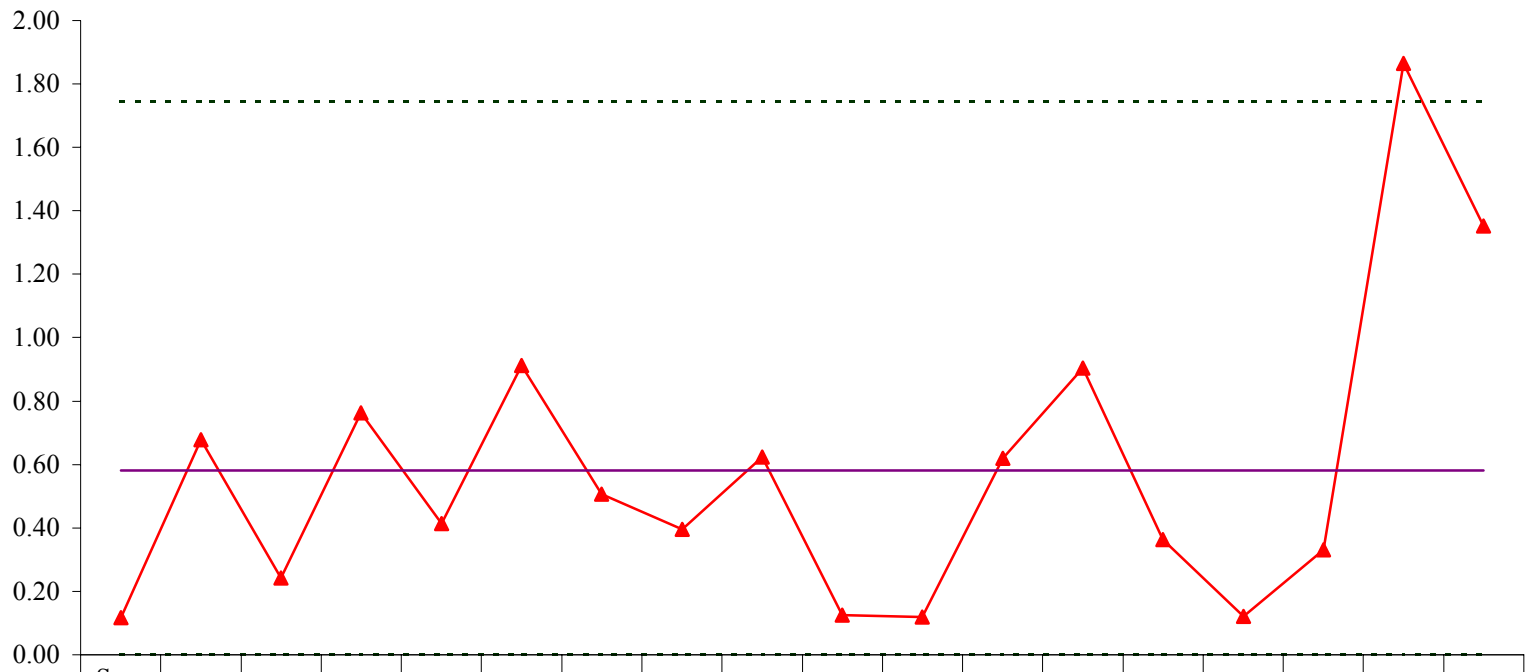


Total Employee Injuries	12	10	8	9	7	11	8	10	17	11	15	9	9	4	6	10	15	10
Injuries Associated with R/S	3	0	2	2	0	5	2	2	2	0	3	0	0	0	0	0	0	3
Emp. Inj.(RS)/1000 Bed Days	2.64	0.00	1.32	1.60	0.00	3.67	1.27	1.34	1.29	0.00	1.96	0.00	0.00	0.00	0.00	0.00	0.00	2.22
UCL	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01	4.01
Avg	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96	0.96
LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



**Objective 6C & 6F - Employee Injuries**  
**San Antonio State Hospital**

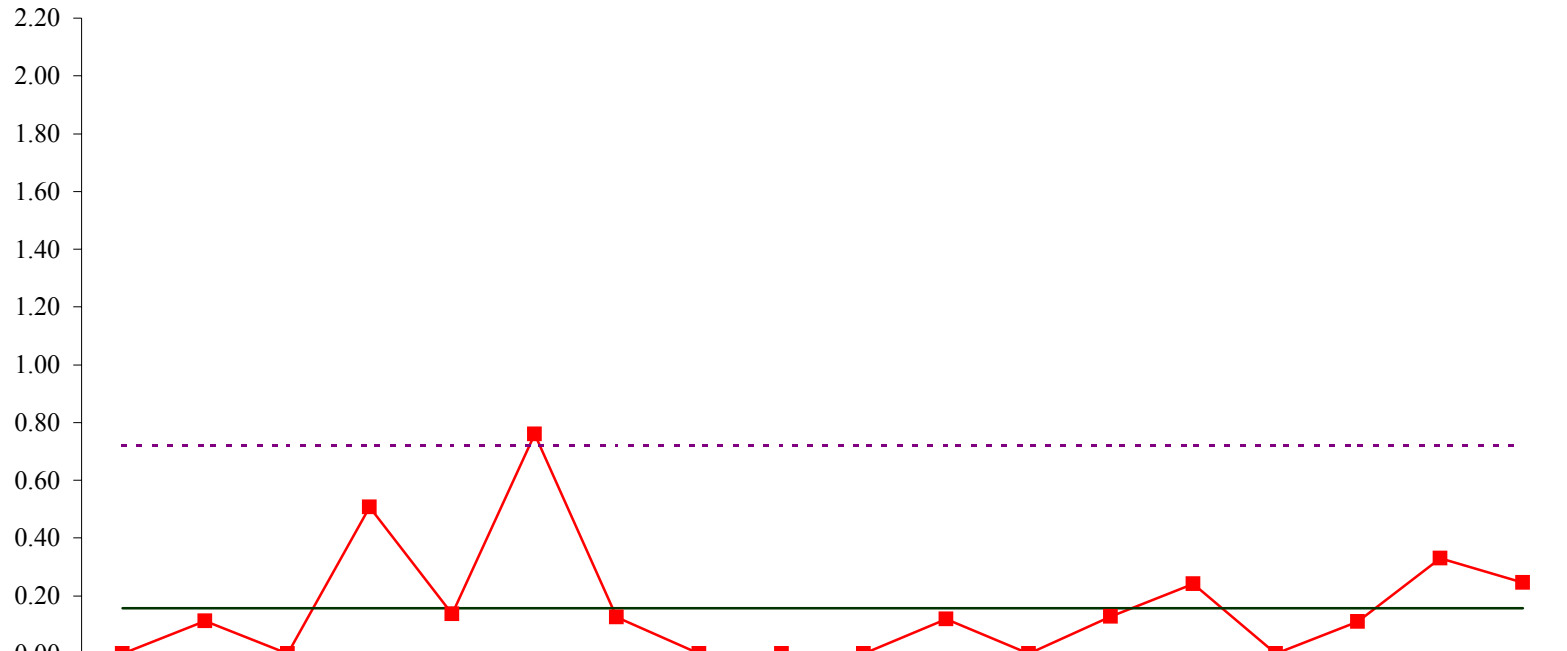
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	24	33	22	17	14	27	24	16	22	19	21	19	25	19	29	25	39	40
Injuries Resulting in a WCC	1	6	2	6	3	6	4	3	5	1	1	5	7	3	1	3	17	11
▲ Emp. Inj.(WCC)/1000 Bed Days	0.12	0.68	0.24	0.76	0.41	0.91	0.51	0.40	0.62	0.12	0.12	0.62	0.90	0.36	0.12	0.33	1.87	1.35
-----UCL	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74
— Avg	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58	0.58
-----LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**San Antonio State Hospital**

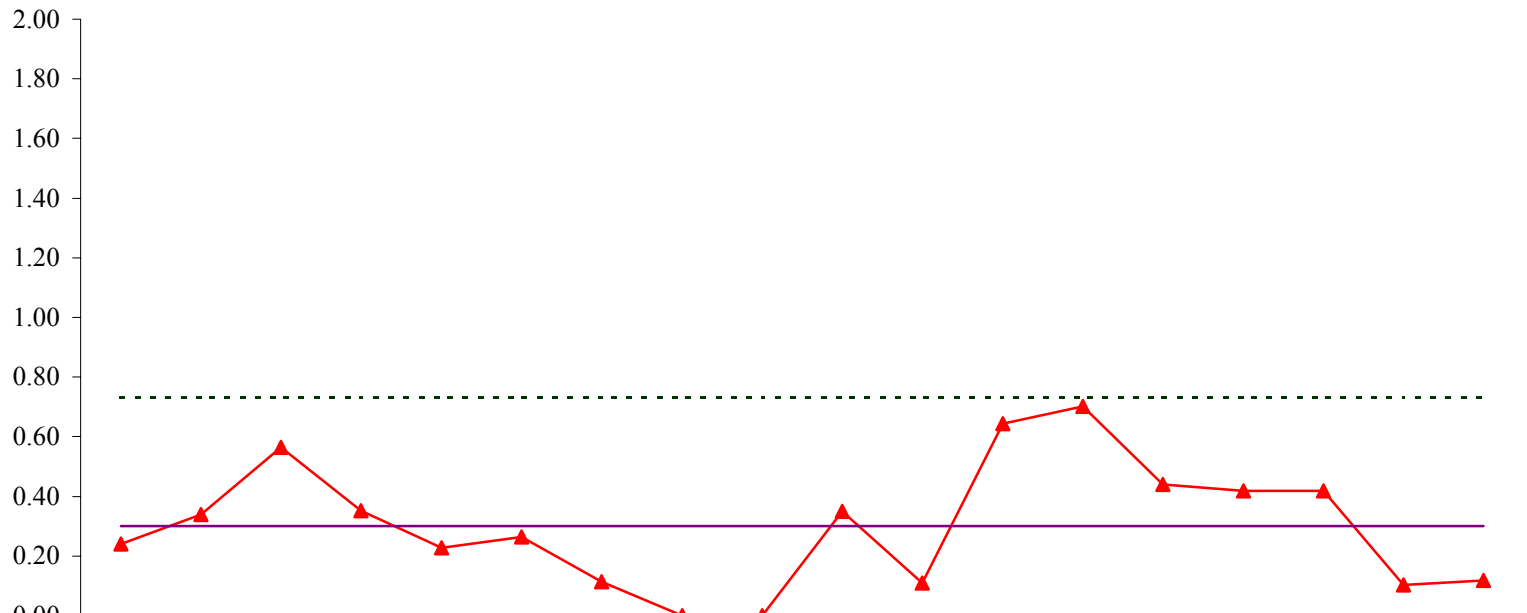
**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	24	33	22	17	14	27	24	16	22	19	21	19	25	19	29	25	39	40
Injuries Associated with R/S	0	1	0	4	1	5	1	0	0	0	1	0	1	2	0	1	3	2
■ Emp. Inj.(RS)/1000 Bed Days	0.00	0.11	0.00	0.51	0.14	0.76	0.13	0.00	0.00	0.00	0.12	0.00	0.13	0.24	0.00	0.11	0.33	0.25
- - - - - UCL	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72	0.72
— Avg	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16
- - - - - LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Terrell State Hospital**

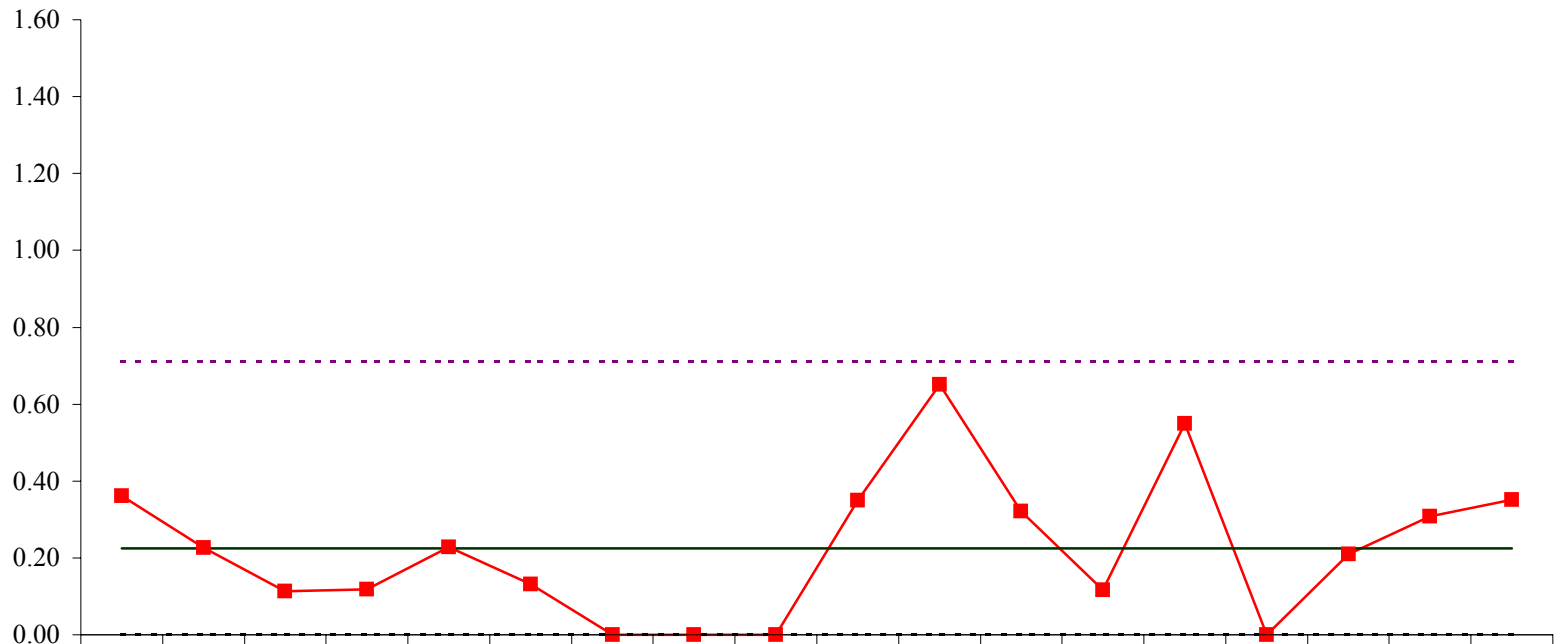
**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	27	43	23	15	26	17	19	13	29	29	36	19	30	34	16	25	17	14
Injuries Resulting in a WCC	2	3	5	3	2	2	1	0	0	3	1	6	6	4	4	4	1	1
▲ Emp. Inj.(WCC)/1000 Bed Days	0.24	0.34	0.56	0.35	0.23	0.26	0.11	0.00	0.00	0.35	0.11	0.64	0.70	0.44	0.42	0.42	0.10	0.12
-----UCL	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73
— Avg	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30	0.30
-----LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Objective 6C & 6F - Employee Injuries**  
**Terrell State Hospital**

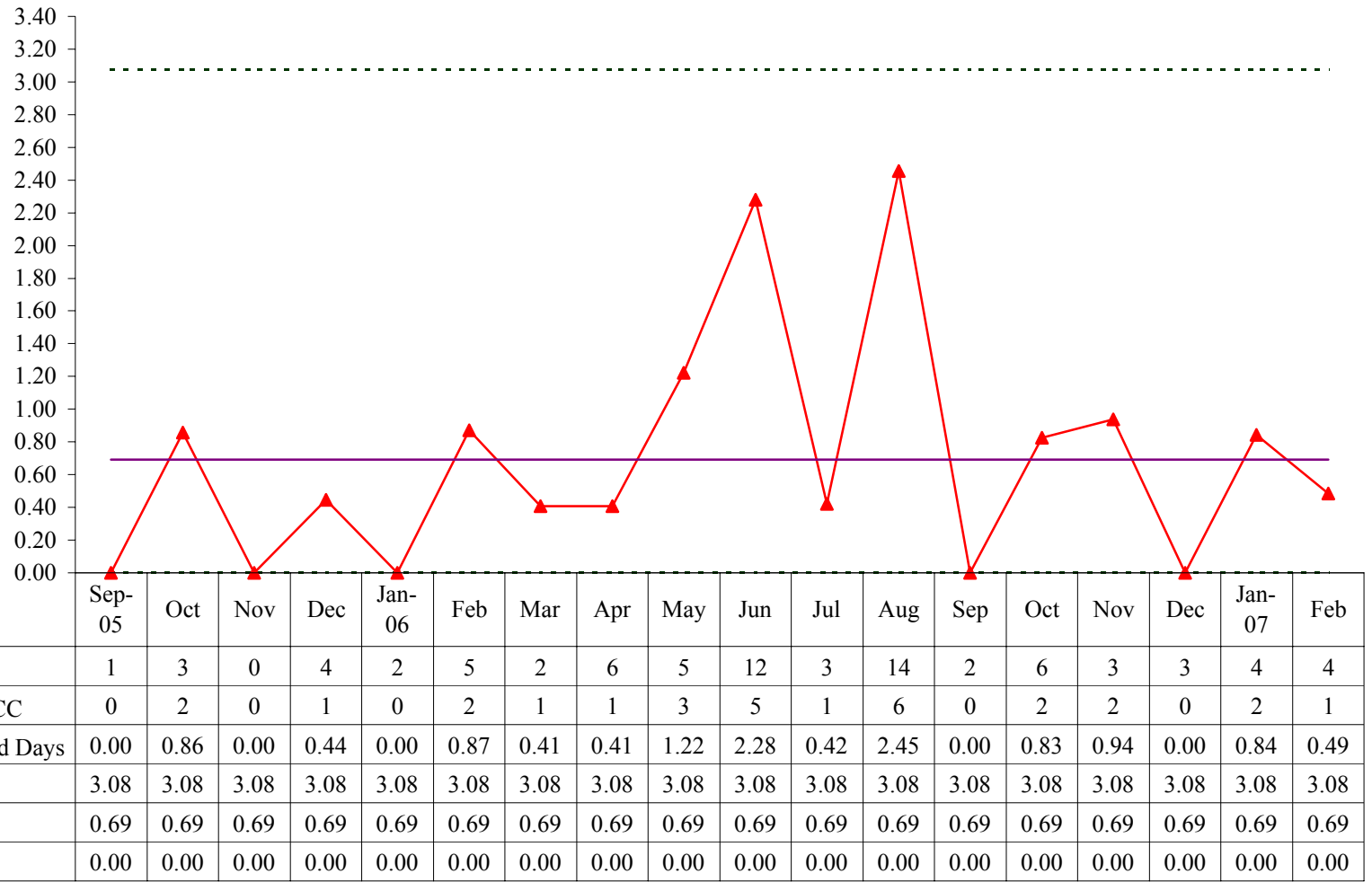
**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Total Employee Injuries	27	43	23	15	26	17	19	13	29	29	36	19	30	34	16	25	17	14
Injuries Associated with R/S	3	2	1	1	2	1	0	0	0	3	6	3	1	5	0	2	3	3
—■— Emp. Inj.(RS)/1000 Bed Days	0.36	0.23	0.11	0.12	0.23	0.13	0.00	0.00	0.00	0.35	0.65	0.32	0.12	0.55	0.00	0.21	0.31	0.35
- - - - - UCL	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71	0.71
— Avg	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22	0.22
- - - - - LCL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

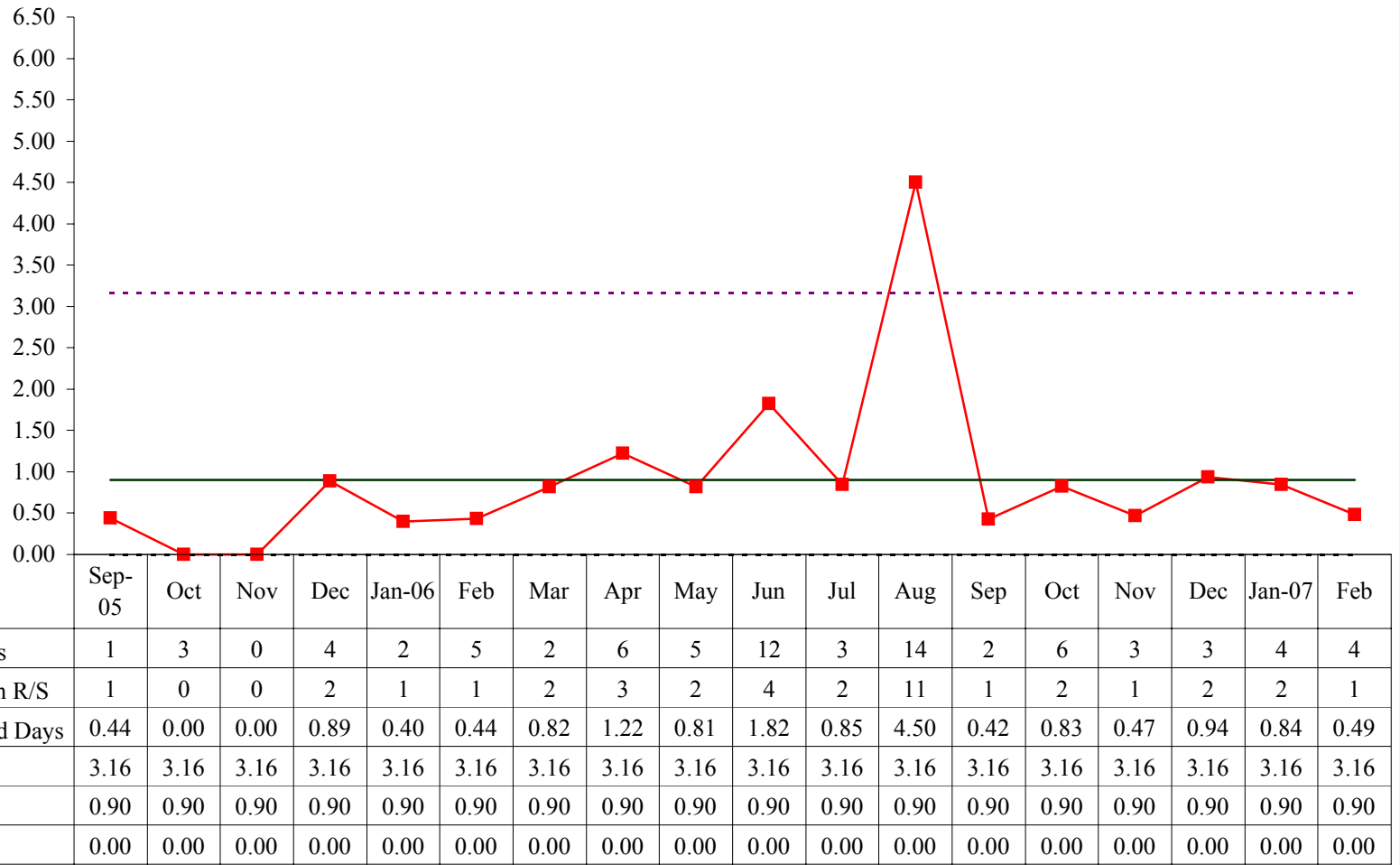
**Objective 6C & 6F - Employee Injuries**  
**Waco Center for Youth**

**Employee Injuries Resulting in a Workers' Compensation Claim**  
**(Expectation is  $\leq 0.89$  per 1,000 Bed Days)**



**Objective 6C & 6F - Employee Injuries**  
**Waco Center for Youth**

**Employee Injuries During Restraint or Seclusion**  
**(Expectation is  $\leq 0.87$  per 1,000 Bed Days)**



**Performance Objective 6E:**

**The rate of patient injury related to behavioral seclusion and restraint for FY07 will not exceed 0.49 per 1,000 bed days for FY06.**

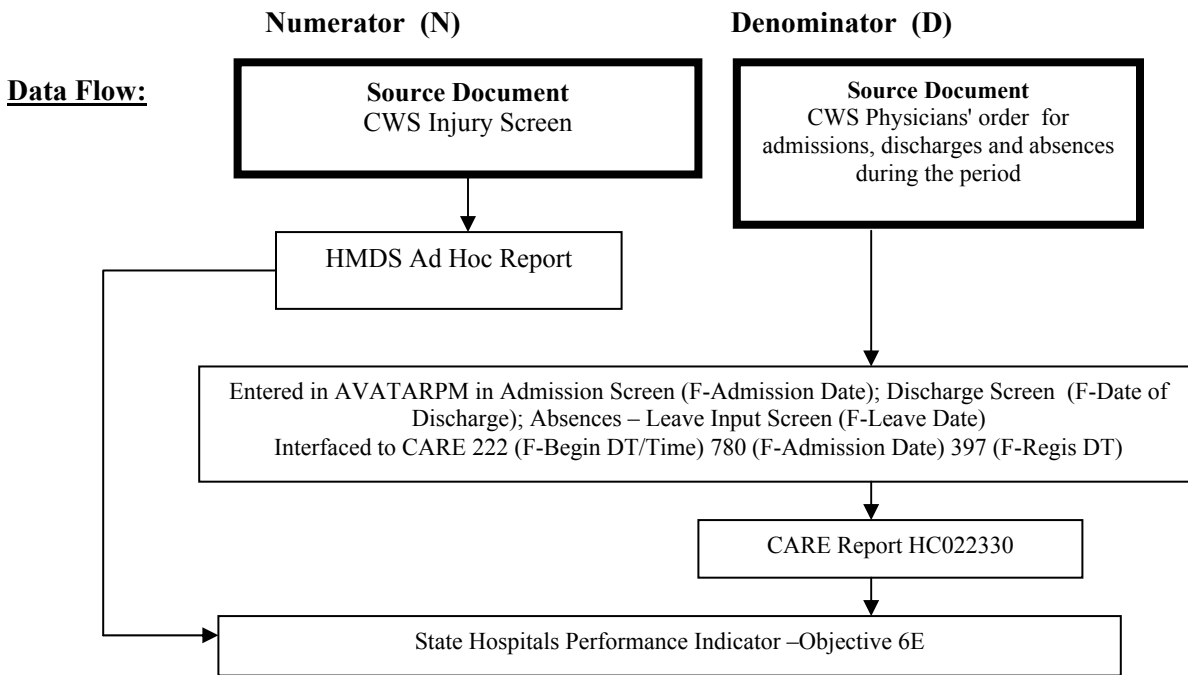
**Performance Objective Operational Definition:** Patient injuries documented on the Client Injury Assessment per FY quarter resulted from restraint or seclusion (per 1,000 bed days).

**Performance Objective Formula:  $R=(N/D) \times 1000$**

R = rate of patients injured during restraint or seclusion per 1,000 bed days per quarter  
 N = number of patients injured during restraint or seclusion per quarter  
 D = number of bed days per quarter 1,000 = bed day rate multiplier

**Performance Objective Data Display and Chart Description:**

- ◆ Table shows quarterly number of injuries by restraint or seclusion by treatment for individual state hospitals and system-wide.
- ◆ Bar chart with total FYTD client injuries resulted from restraint and seclusion per 1,000 bed days.



**Data Integrity Review Process:**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time of injury and type.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates and injury event date and type data field as compared to the corresponding information in the medical record.
Sample Size	Use 15 randomly selected patient records for the most recently reported NRI PMS quarterly episode file data to review only associated injury events.
Monitoring Frequency	Facility: Semiannually; HMDS: Annually
Performance Improvement Trigger	When any admission/discharge dates and/or events found on the most recent NRI PMS quarterly report do not correspond to the information in the medical record.

**Objective 6E - Client Injuries Resulted From Restraint and Seclusion**

**All State Hospitals - FY2007**

Hospital	Q1							Q2							Q3							Q4						
	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total
<b>ALL SH</b>																												
Restraint	0	35	43	7	0	0	<b>85</b>	1	30	39	1	0	0	<b>71</b>														
Seclusion	0	4	1	0	0	0	<b>5</b>	0	2	2	0	0	0	<b>4</b>														
Total	0	39	44	7	0	0	<b>90</b>	1	32	41	1	0	0	<b>75</b>														
Per 1000 Beddays							<b>0.4</b>							<b>0.4</b>														



**Performance Objective 6F:**

**Employees injured during restraint or seclusion will not exceed .87 per 1,000 bed days across all state hospitals in FY 2007.**

**Performance Objective Operational Definition:** The state hospital rate of employees injured during restraint or seclusion per 1,000 bed days.

**Performance Objective Formula:**  $R = (N/D) \times 1,000$

R = rate of employees injured during restraint or seclusion per 1000 bed days per month

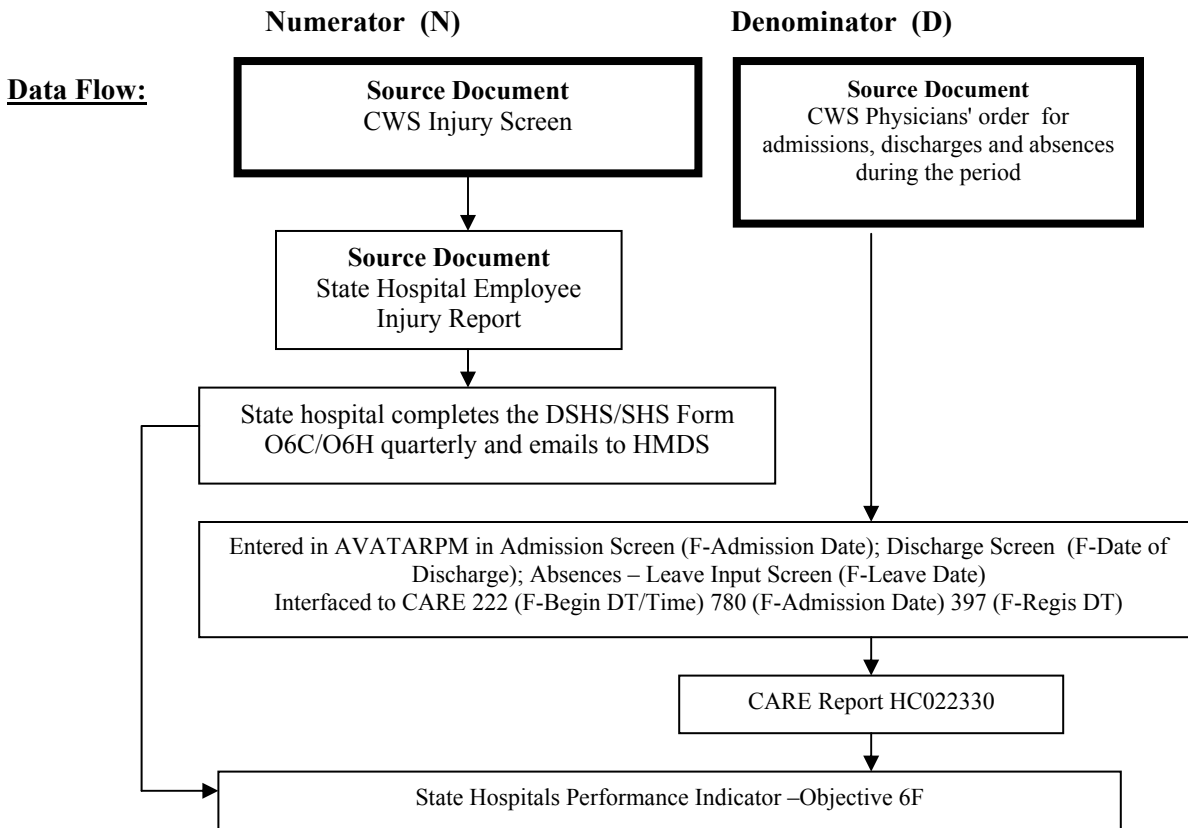
N = number of employees injured during restraint or seclusion per month

D = number of bed days per month 1,000 = bed day rate multiplier

**Performance Objective Data Display and Chart Description:**

Chart with monthly data points showing total employee injuries, injuries associated with restraint or seclusion and rate per 1,000 bed days.

See Objective 6C for charts.



**Data Integrity Review Process:**

Not subject to DIR. This data is calculated and reported to DSHS-Hospitals Section by each state hospital.

**Performance Objective 6G:**

**The rate of Unauthorized Departures will not exceed 0.36 per 1,000 bed days across all state hospitals during FY2007.**

**Performance Objective Operational Definition:** The state hospital rate of unauthorized departures assignments documented on the state hospital elopement report form per 1,000 bed days per month.

**Performance Objective Formula:  $R = (N/D) \times 1,000$**

R = rate of elopement assignments per 1,000 bed days per month

N = number of elopement assignments per month (Each UD is counted only once, in the month it is begun, even if it extends into subsequent months. Number of persons means the number of persons for whom assignments were begun during the month)

D = number of bed days per month 1,000 = bed day rate multiplier

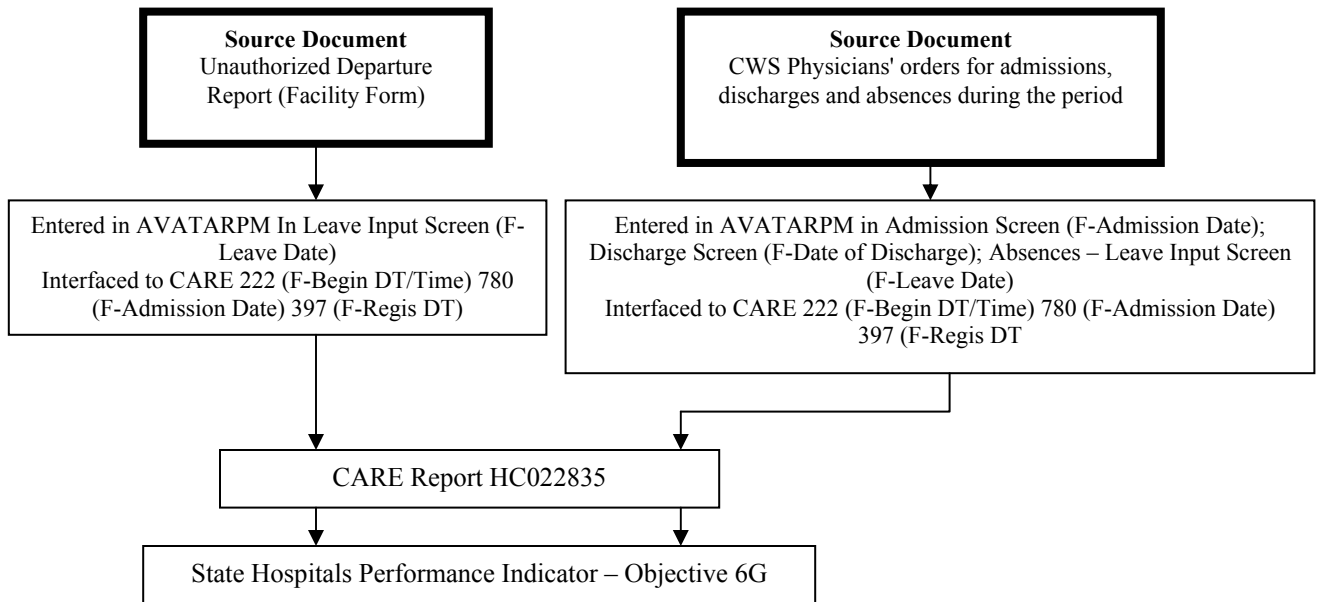
**Performance Objective Data Display and Chart Description:**

- ◆ Table shows UD incidents, UD persons and bed days in a month for individual state hospitals and system-wide.
- ◆ Control chart with monthly data points of UDs per 1,000 bed days for individual state hospitals and system-wide.

**Data Flow:**

**Numerator (N)**

**Denominator (D)**



**Data Integrity Review Process:**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. Episode files include admission/discharge dates. Event files include date when elopement started and stopped and location.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates as compared to the corresponding information in the medical record. Verify elopement start/stop dates, location and type of the NRI elopement event file with corresponding information on the UD form.

**Objective 6G - Rate for Elopements**  
**All State Hospitals - Previous 12 Months**

	Sep-06	Oct	Nov	Dec	Jan-07	Feb	Mar	Apr	May	Jun	Jul	Aug
ALL STATE HOSPITALS												
Unauthorized Departures Incidents	16	28	21	12	17	19						
Unauthorized Departures Persons	16	27	20	12	15	17						
Bed Days in Month	69059	71413	69029	71033	71302	64267						
Incidents/1000 Bed Days	0.23	0.39	0.30	0.17	0.24	0.30						

**Performance Measure 6A:**

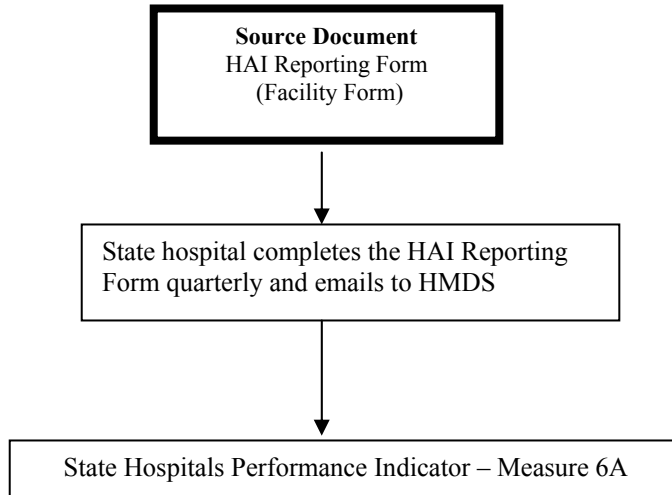
**State hospital infection control practitioners (ICP) will collect and compare data on facility healthcare associated infection rates.**

**Performance Measure Operational Definition:** The state hospital rate of healthcare associated infection rates will be collected quarterly.

**Performance Measure Data Display and Chart Description:**

- ◆ Table shows quarterly numbers of nosocomial infection type by ages 0-17, 18-64 and 64+ by the individual state hospitals and system-wide.

**Data Flow:**



**Data Integrity Review Process:**

N/A

**Measure 6A - Healthcare Associated Infection Rate**  
**All State Hospitals - Q1**

**Age 0 - 17**

<b>Nosocomial Infection Type</b>	<b>ASH</b>	<b>EPPC</b>	<b>NTSH</b>	<b>SASH</b>	<b>TSH</b>	<b>WCFY</b>	<b>System Total</b>
Urinary Tract Infection	0	0	1	0	1	1	<b>3</b>
Surgical Site Infection	0	0	0	0	0	0	<b>0</b>
Pneumonia	0	0	0	0	0	0	<b>0</b>
Blood Stream Infection	0	0	0	0	0	0	<b>0</b>
Bone and Joint Infections	0	0	0	0	0	0	<b>0</b>
Central Nervous System Infection	0	0	0	0	0	0	<b>0</b>
Cardiovascular System Infection	0	0	0	0	0	0	<b>0</b>
Ear, Eyes, Nose, Throat Infection	0	0	12	4	4	10	<b>30</b>
Gastrointestinal System Infection	0	0	0	0	0	0	<b>0</b>
Lower Respiratory Infection, other than Pneumonia	0	0	0	0	0	0	<b>0</b>
Reproductive Tract Infection	0	0	0	1	0	0	<b>1</b>
Skin and Soft Tissue Infection	2	0	2	4	1	7	<b>16</b>
Systemic Infection	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>2</b>	<b>0</b>	<b>15</b>	<b>9</b>	<b>6</b>	<b>18</b>	<b>50</b>
<b>Rate Per 1,000 Beddays</b>	<b>0.7</b>	<b>0.0</b>	<b>1.8</b>	<b>3.6</b>	<b>2.1</b>	<b>2.5</b>	<b>2.1</b>

**Measure 6A - Healthcare Associated Infection Rate**  
**All State Hospitals - Q1**

**Age 18 - 64**

<b>Nosocomial Infection Type</b>	<b>ASH</b>	<b>BSSH</b>	<b>EPPC</b>	<b>KSH</b>	<b>NTSH</b>	<b>RGSC</b>	<b>RSH</b>	<b>SASH</b>	<b>TSH</b>	<b>System Total</b>
Urinary Tract Infection	2	12	0	0	6	4	14	5	14	<b>57</b>
Surgical Site Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Pneumonia	2	1	0	0	0	0	3	1	1	<b>8</b>
Blood Stream Infection	0	1	0	0	0	0	0	0	0	<b>1</b>
Bone and Joint Infections	0	1	0	0	0	0	0	0	0	<b>1</b>
Central Nervous System Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Cardiovascular System Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Ear, Eyes, Nose, Throat Infection	1	26	1	6	6	2	50	12	23	<b>127</b>
Gastrointestinal System Infection	0	0	0	2	2	0	2	0	4	<b>10</b>
Lower Respiratory Infection, other than Pneumonia	0	7	1	0	3	0	3	6	1	<b>21</b>
Reproductive Tract Infection	0	3	0	1	0	0	0	8	0	<b>12</b>
Skin and Soft Tissue Infection	4	14	2	2	4	0	17	33	33	<b>109</b>
Systemic Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>9</b>	<b>65</b>	<b>4</b>	<b>11</b>	<b>21</b>	<b>6</b>	<b>89</b>	<b>65</b>	<b>76</b>	<b>346</b>
<b>Rate Per 1,000 Beddays</b>	<b>0.4</b>	<b>4.1</b>	<b>0.8</b>	<b>0.7</b>	<b>0.5</b>	<b>1.5</b>	<b>3.5</b>	<b>3.5</b>	<b>3.2</b>	<b>2.0</b>

**Measure 6A - Healthcare Associated Infection Rate**  
**All State Hospitals - Q1**

**Age 64+**

<b>Nosocomial Infection Type</b>	<b>ASH</b>	<b>BSSH</b>	<b>EPPC</b>	<b>KSH</b>	<b>NTSH</b>	<b>RGSC</b>	<b>RSH</b>	<b>SASH</b>	<b>TSH</b>	<b>System Total</b>
Urinary Tract Infection	1	1	0	1	0	0	1	5	1	<b>10</b>
Surgical Site Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Pneumonia	0	0	0	0	0	0	0	2	0	<b>2</b>
Blood Stream Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Bone and Joint Infections	0	0	0	0	0	0	0	0	0	<b>0</b>
Central Nervous System Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Cardiovascular System Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Ear, Eyes, Nose, Throat Infection	0	1	0	0	0	0	0	0	0	<b>1</b>
Gastrointestinal System Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Lower Respiratory Infection,other than Pneumonia	0	2	0	0	0	0	0	1	0	<b>3</b>
Reproductive Tract Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Skin and Soft Tissue Infection	1	0	1	0	0	0	0	4	0	<b>6</b>
Systemic Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>22</b>
<b>Rate Per 1,000 Beddays</b>	<b>1.1</b>	<b>2.5</b>	<b>2.8</b>	<b>0.6</b>	<b>0.0</b>	<b>0.0</b>	<b>0.9</b>	<b>3.9</b>	<b>0.8</b>	<b>1.6</b>

**Measure 6A - Healthcare Associated Infection Rate**  
**All State Hospitals - Q2**

**Age 0 - 17**

<b>Nosocomial Infection Type</b>	<b>ASH</b>	<b>EPPC</b>	<b>NTSH</b>	<b>SASH</b>	<b>TSH</b>	<b>WCFY</b>	<b>System Total</b>
Urinary Tract Infection	0	0	2	1	1	1	<b>5</b>
Surgical Site Infection	0	0	0	0	0	0	<b>0</b>
Pneumonia	1	0	0	0	0	0	<b>1</b>
Blood Stream Infection	0	0	0	0	0	0	<b>0</b>
Bone and Joint Infections	0	0	0	0	0	0	<b>0</b>
Central Nervous System Infection	0	0	0	0	0	0	<b>0</b>
Cardiovascular System Infection	0	0	0	0	0	0	<b>0</b>
Ear, Eyes, Nose, Throat Infection	3	0	3	1	9	3	<b>19</b>
Gastrointestinal System Infection	0	0	1	0	0	0	<b>1</b>
Lower Respiratory Infection, other than Pneumonia	0	0	0	1	0	0	<b>1</b>
Reproductive Tract Infection	0	0	0	0	0	10	<b>10</b>
Skin and Soft Tissue Infection	0	0	0	7	1	0	<b>8</b>
Systemic Infection	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>4</b>	<b>0</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>14</b>	<b>45</b>
<b>Rate Per 1,000 Beddays</b>	<b>1.6</b>	<b>0.0</b>	<b>0.7</b>	<b>4.3</b>	<b>4.0</b>	<b>2.0</b>	<b>2.0</b>



**Measure 6A - Healthcare Associated Infection Rate**  
**All State Hospitals - Q2**

**Age 18 - 64**

<b>Nosocomial Infection Type</b>	<b>ASH</b>	<b>BSSH</b>	<b>EPPC</b>	<b>KSH</b>	<b>NTSH</b>	<b>RGSC</b>	<b>RSH</b>	<b>SASH</b>	<b>TSH</b>	<b>System Total</b>
Urinary Tract Infection	1	13	0	2	8	3	6	9	15	<b>57</b>
Surgical Site Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Pneumonia	1	1	1	1	0	0	7	0	2	<b>13</b>
Blood Stream Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Bone and Joint Infections	0	0	0	0	0	0	0	0	0	<b>0</b>
Central Nervous System Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Cardiovascular System Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
Ear, Eyes, Nose, Throat Infection	3	23	1	10	30	0	31	19	16	<b>133</b>
Gastrointestinal System Infection	0	0	0	10	0	0	0	0	0	<b>10</b>
Lower Respiratory Infection, other than Pneumonia	0	6	1	0	0	0	7	5	2	<b>21</b>
Reproductive Tract Infection	0	6	0	8	0	0	0	0	0	<b>14</b>
Skin and Soft Tissue Infection	0	10	1	0	11	0	10	37	24	<b>93</b>
Systemic Infection	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>5</b>	<b>59</b>	<b>4</b>	<b>31</b>	<b>49</b>	<b>3</b>	<b>61</b>	<b>70</b>	<b>59</b>	<b>341</b>
<b>Rate Per 1,000 Beddays</b>	<b>0.2</b>	<b>3.8</b>	<b>0.7</b>	<b>1.9</b>	<b>1.2</b>	<b>0.8</b>	<b>2.5</b>	<b>3.4</b>	<b>2.4</b>	<b>2.0</b>

**Measure 6A - Healthcare Associated Infection Rate**  
**All State Hospitals - Q2**

**Age 64+**

<b>Nosocomial Infection Type</b>	<b>ASH</b>	<b>BSSH</b>	<b>EPPC</b>	<b>KSH</b>	<b>NTSH</b>	<b>RGSC</b>	<b>RSH</b>	<b>SASH</b>	<b>TSH</b>	<b>System Total</b>
Urinary Tract Infection	0	2	0	0	0	0	1	4	0	7
Surgical Site Infection	0	0	0	0	0	0	0	0	0	0
Pneumonia	2	0	1	0	0	0	0	0	0	3
Blood Stream Infection	0	0	0	0	0	0	0	0	0	0
Bone and Joint Infections	0	0	0	0	0	0	0	0	0	0
Central Nervous System Infection	0	0	0	0	0	0	0	0	0	0
Cardiovascular System Infection	0	0	0	0	0	0	0	0	0	0
Ear, Eyes, Nose, Throat Infection	1	0	0	1	0	0	1	2	0	5
Gastrointestinal System Infection	0	0	0	9	0	0	0	0	0	9
Lower Respiratory Infection, other than Pneumonia	0	0	1	0	0	0	0	1	1	3
Reproductive Tract Infection	0	0	0	1	0	0	0	0	0	1
Skin and Soft Tissue Infection	0	0	0	0	0	0	1	5	0	6
Systemic Infection	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>12</b>	<b>1</b>	<b>34</b>
<b>Rate Per 1,000 Beddays</b>	<b>1.7</b>	<b>1.6</b>	<b>4.0</b>	<b>6.3</b>	<b>0.0</b>	<b>0.0</b>	<b>1.9</b>	<b>3.5</b>	<b>0.6</b>	<b>2.3</b>

**Performance Measure 6B:**

**Rate of patient injuries will be calculated, trended and reviewed for quality improvement opportunities. Injuries will be reported by age categories as follows: Ages 0-17; 18-64; and 65-older.**

**Performance Measure Operational Definition:** The state hospital rate of patient injuries documented on the Client Injury Assessment per FY quarter. Number of injuries incurred by age group category per FY quarter (age will be calculated at the beginning of the reporting period).

**Performance Measure Formula:  $R = (N/D) \times 1000$**

R = rate of injuries per 1000 bed days per FY quarter

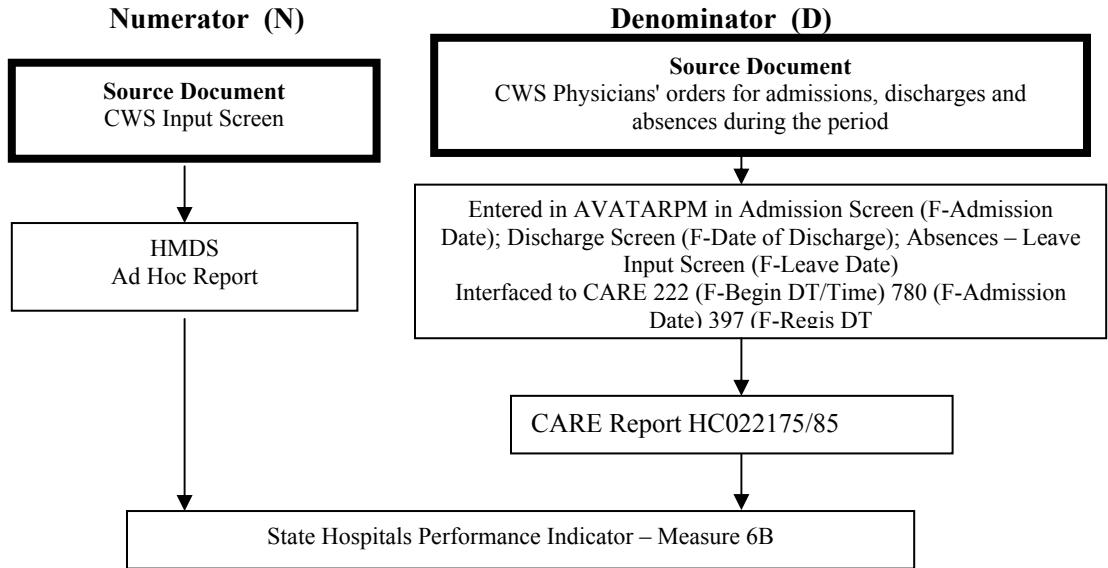
N = number of injuries D = number of bed days per FY quarter

1,000 = bed day rate multiplier

**Performance Measure Data Display and Chart Description:**

- ◆ Table shows number of injuries by probable cause and rate (per 1,000 bed days) of injuries by treatment for individual state hospitals and system-wide.
- ◆ Bar chart with fiscal year to date of total NRI Categories 3,4 and 5 injuries per 1,000 bed days for individual state hospitals and system-wide. (Category 3 – Medical Treatment; Category 4 – Hospitalization; and Category 5 – Fatal)
- ◆ Table showing number of injuries by age category per quarter.

**Data Flow:**



**Data Integrity Review Process:**

Monitoring Method	Medical record review using the most recent NRI PMS quarterly episode and/or event file data to ensure medical record data corresponds to data reported to NRI PMS. Episode files include admission/discharge dates, patient demographic and diagnostic information. Event files include date or date/time of injury and type.
Monitoring Instrument/Tool	NRI PMS Episode and/or Event DIR Worksheet
Description of Review Process	Verification of the admission and discharge data fields of the NRI episode files and leave event start/stop dates and injury event date and type data field as compared to the corresponding information in the medical record.
Sample Size	Use 15 randomly selected patient records for the most recently reported NRI PMS quarterly episode file data to review only associated injury events.

**Measure 6B - Patient Injuries**

**All State Hospitals**

Hospitals	Q1 FY07							Q2							Q3							FYTD							
	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total	N/A	No Tx	First Aid	Med Tx	Hospital-ization	Fatal	Total	
<b>ALL SH</b>																													
Age 0-17	3	85	197	11	1	0	297	7	82	154	6	2	0	251															
Age 18-64	31	496	476	47	4	0	1054	41	565	466	44	4	0	1120															
Age 65-olde	2	45	34	4	1	0	86	3	53	31	2	0	0	89															
<b>Total</b>	<b>36</b>	<b>626</b>	<b>707</b>	<b>62</b>	<b>6</b>	<b>0</b>	<b>1437</b>	<b>51</b>	<b>700</b>	<b>651</b>	<b>52</b>	<b>6</b>	<b>0</b>	<b>1460</b>															

N/A = Not Available



## ***GOAL 8: Assure A Competent Workforce***

### **Performance Objective 8A:**

**95 percent of all staff will be current with required training at all times.**

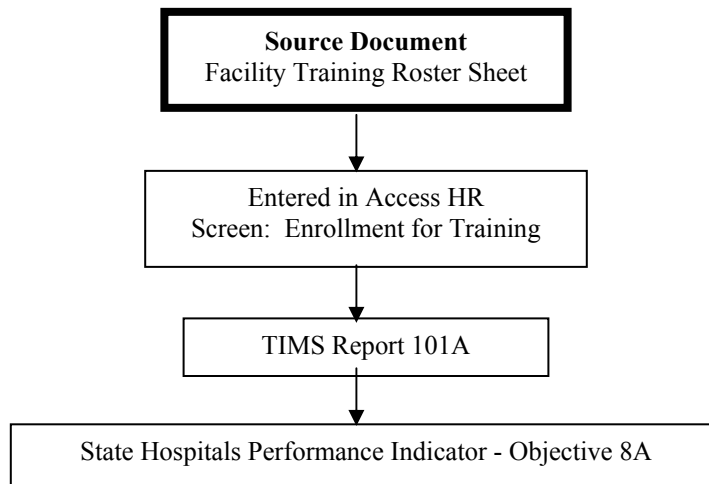
**Performance Objective Operational Definition:** The state hospital percentage of employees with active training statuses who have completed all courses related to their position type training program within specified time frame. Monthly data (based on data entered up until 5 p.m. on the day the report is run) will be reported in TIMS Report 101A.

**Performance Objective Formula:** Rate = number of employees with active training statuses who have completed their training/number of current employees at the state hospital.

### **Performance Objective Data Display and Chart Description:**

- ◆ Control chart with monthly data points of percentage of training completed for individual state hospitals and system-wide.
- ◆ Bar chart with all state hospital scores for the last month of the quarter.

### **Data Flow:**

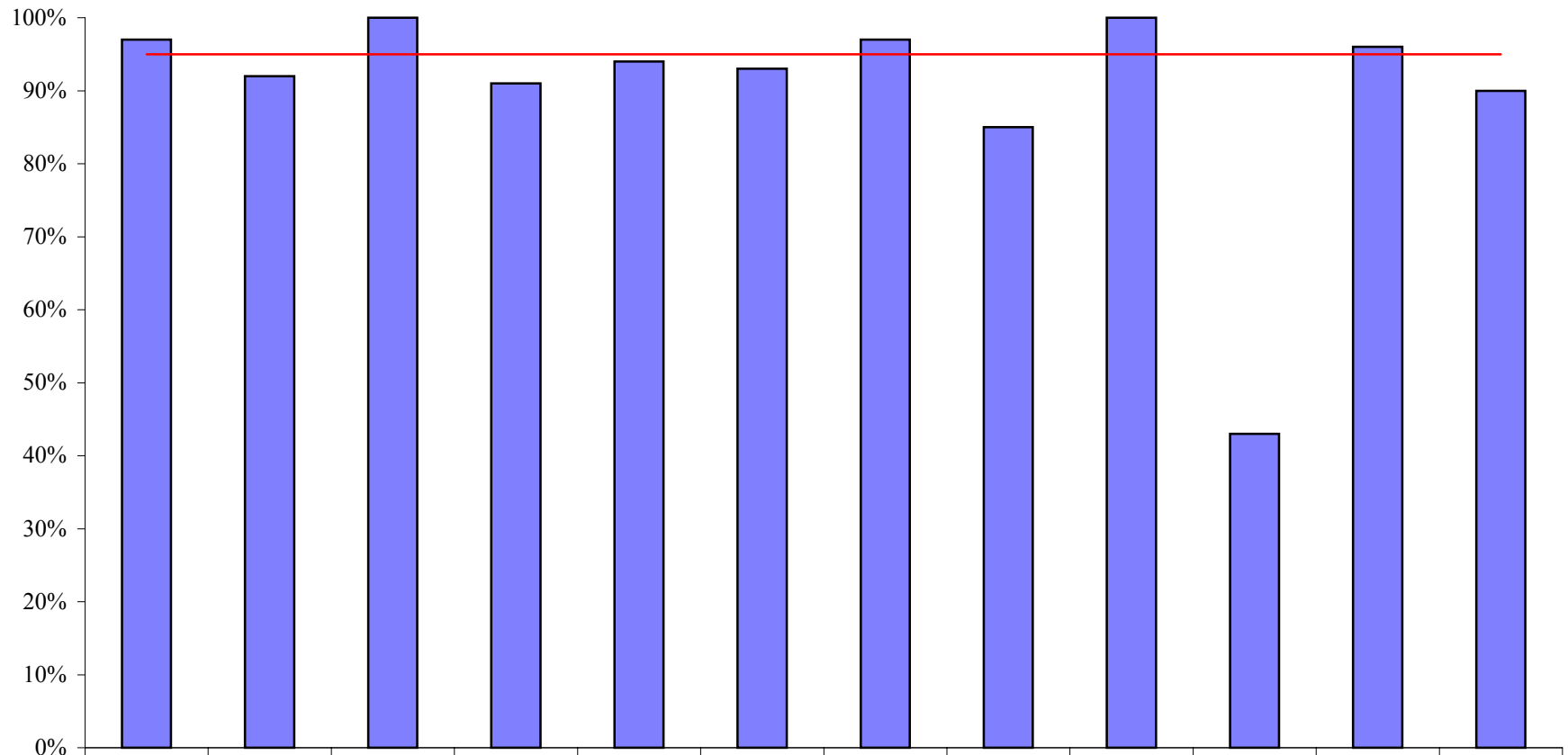


### **Data Integrity Review Process:**

Data integrity review done through the Administrative Performance Indicators (API) Validation Audit Process.

**Objective 8A - Staff Current With Required Training  
All State Hospitals**

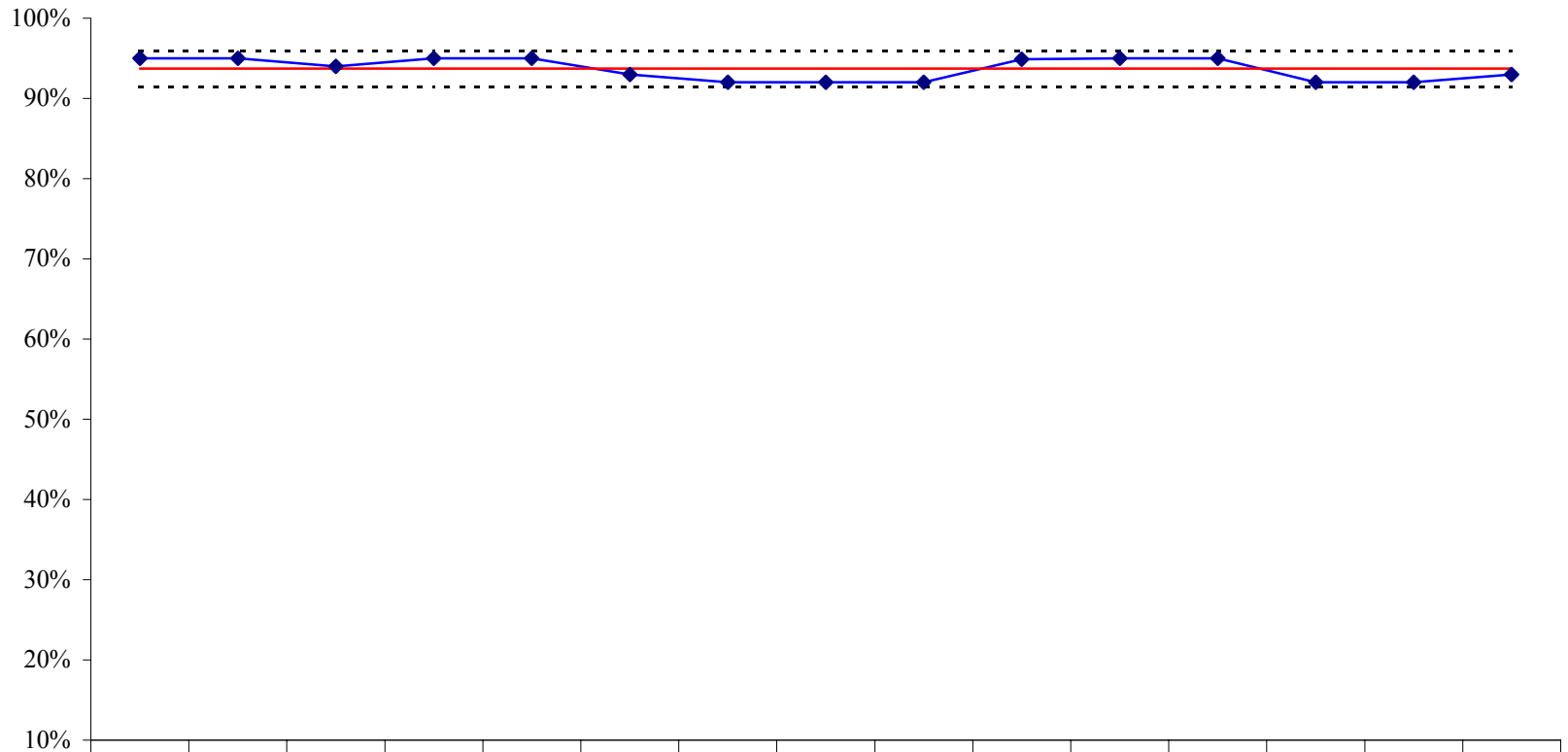
**Required Training  
(As of February 28, 2007)**



	ASH	BSSH	EPPC	KSH	NTSH	RGSC	RSH	SASH	STHCS	TCID	TSH	WCFY
Q2 FY07	97%	92%	100%	91%	94%	93%	97%	85%	100%	43%	96%	90%
Required Rate	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

**Objective 8A - Staff Current With Required Training**  
**All State Hospitals**

**Percentage of Required Training Completed**

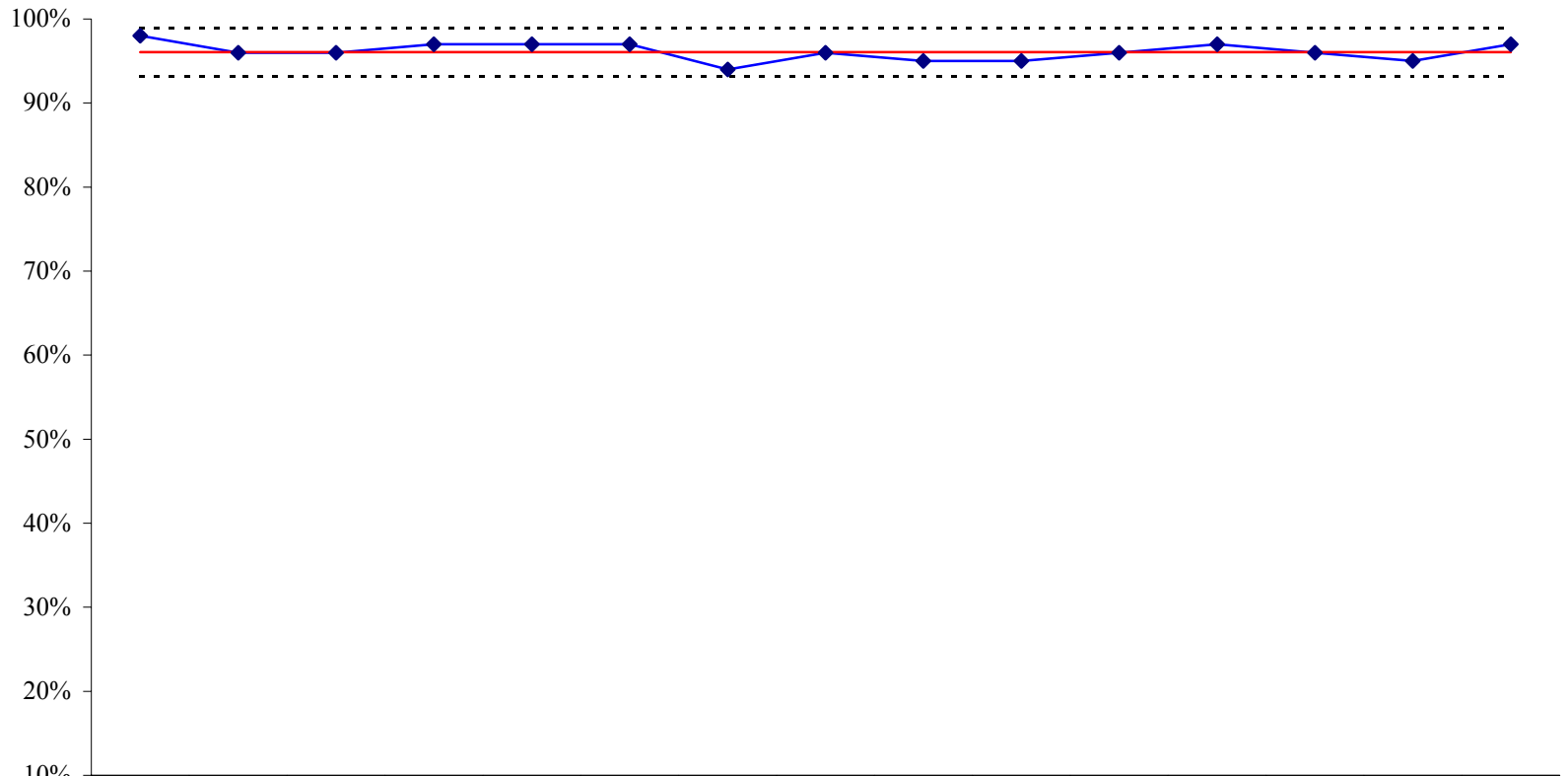


	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	95%	95%	94%	95%	95%	93%	92%	92%	92%	95%	95%	95%	92%	92%	93%
----- UCL	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%
— Avg	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%
----- LCL	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%



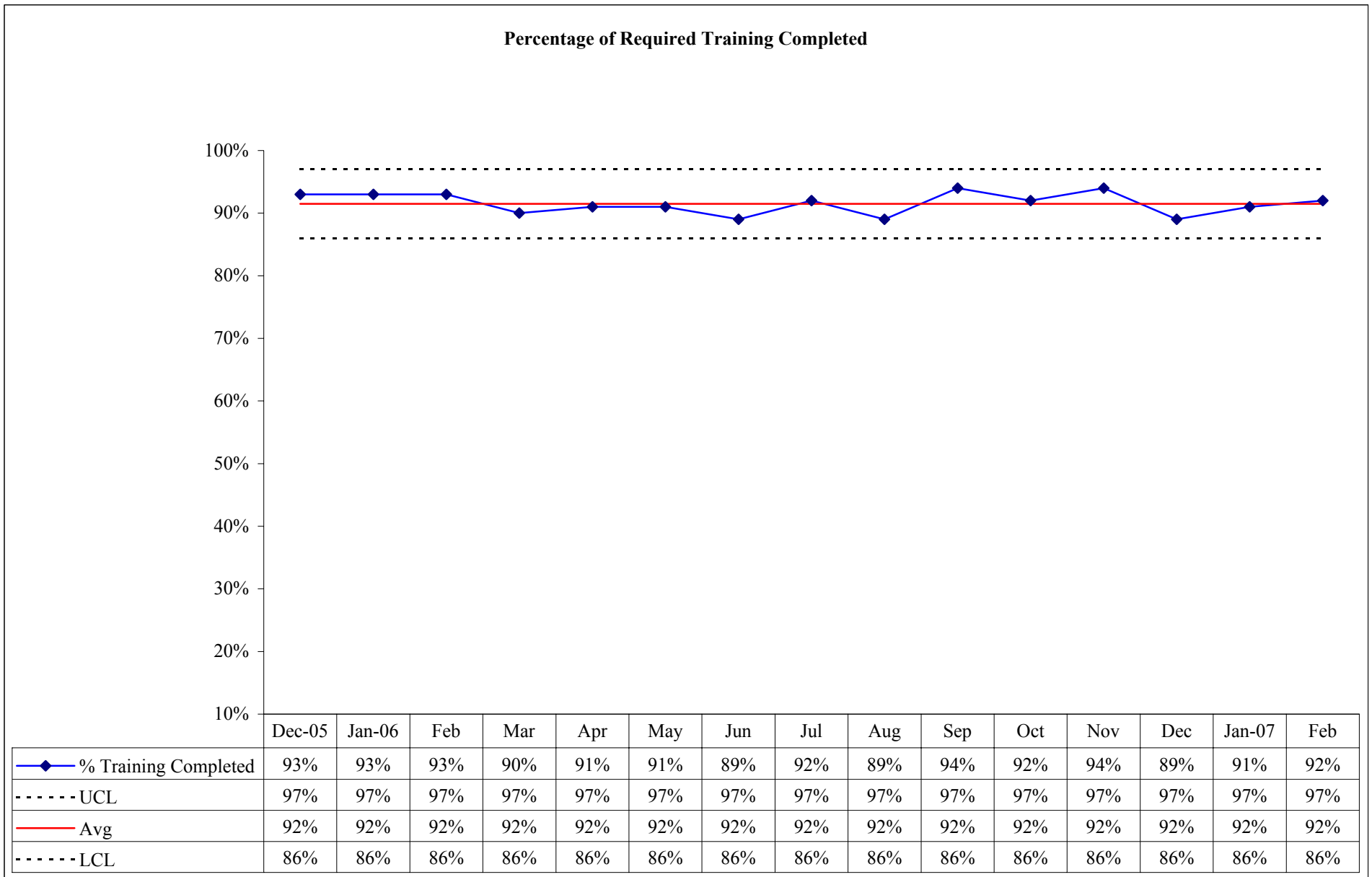
**Objective 8A - Staff Current With Required Training**  
**Austin State Hospital**

**Percentage of Required Training Completed**



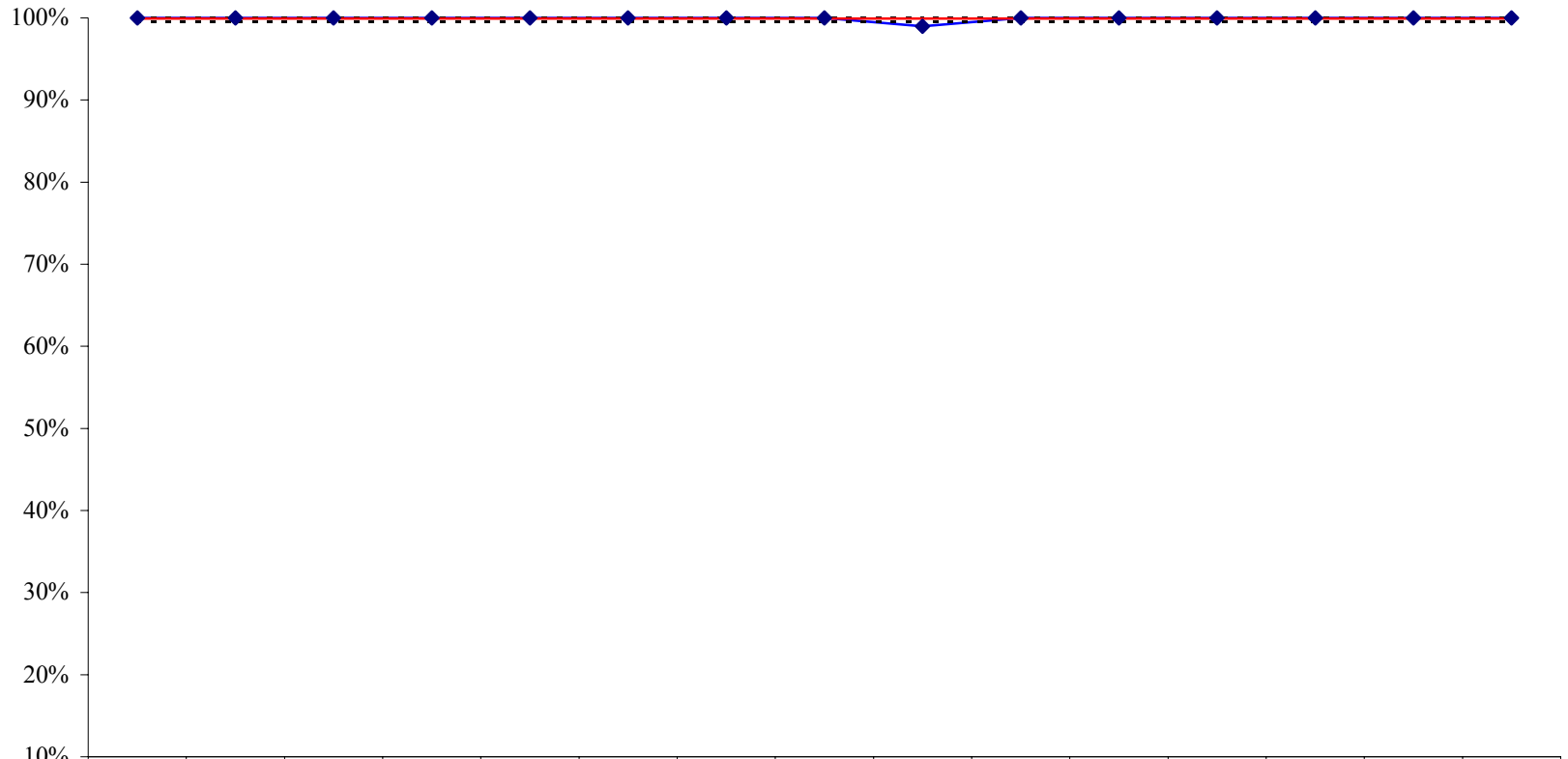
	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	98%	96%	96%	97%	97%	97%	94%	96%	95%	95%	96%	97%	96%	95%	97%
----- UCL	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
— Avg	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%
----- LCL	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%

**Objective 8A - Staff Current With Required Training**  
**Big Spring State Hospital**



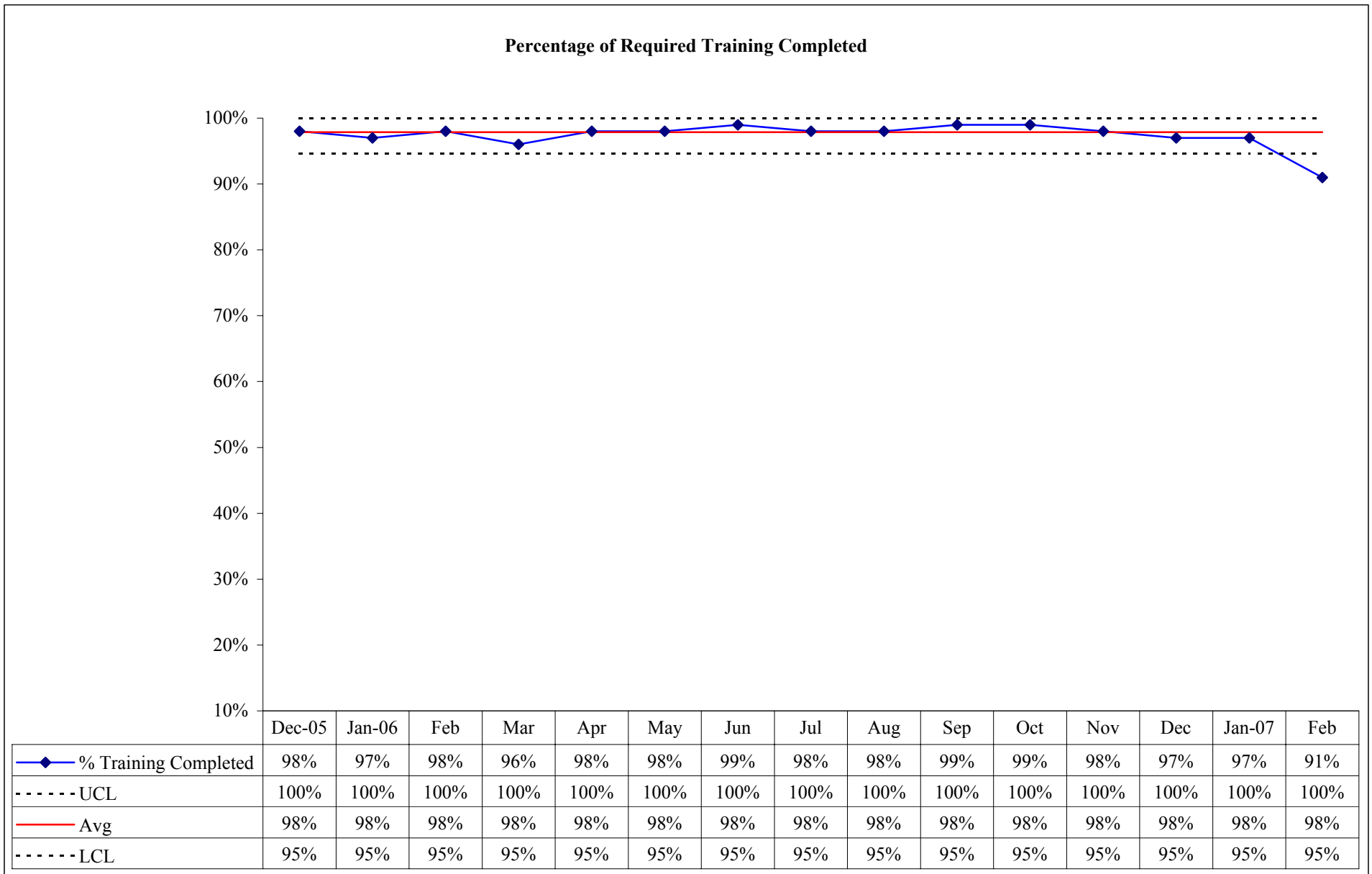
**Objective 8A - Staff Current With Required Training**  
**El Paso Psychiatric Center**

**Percentage of Required Training Completed**



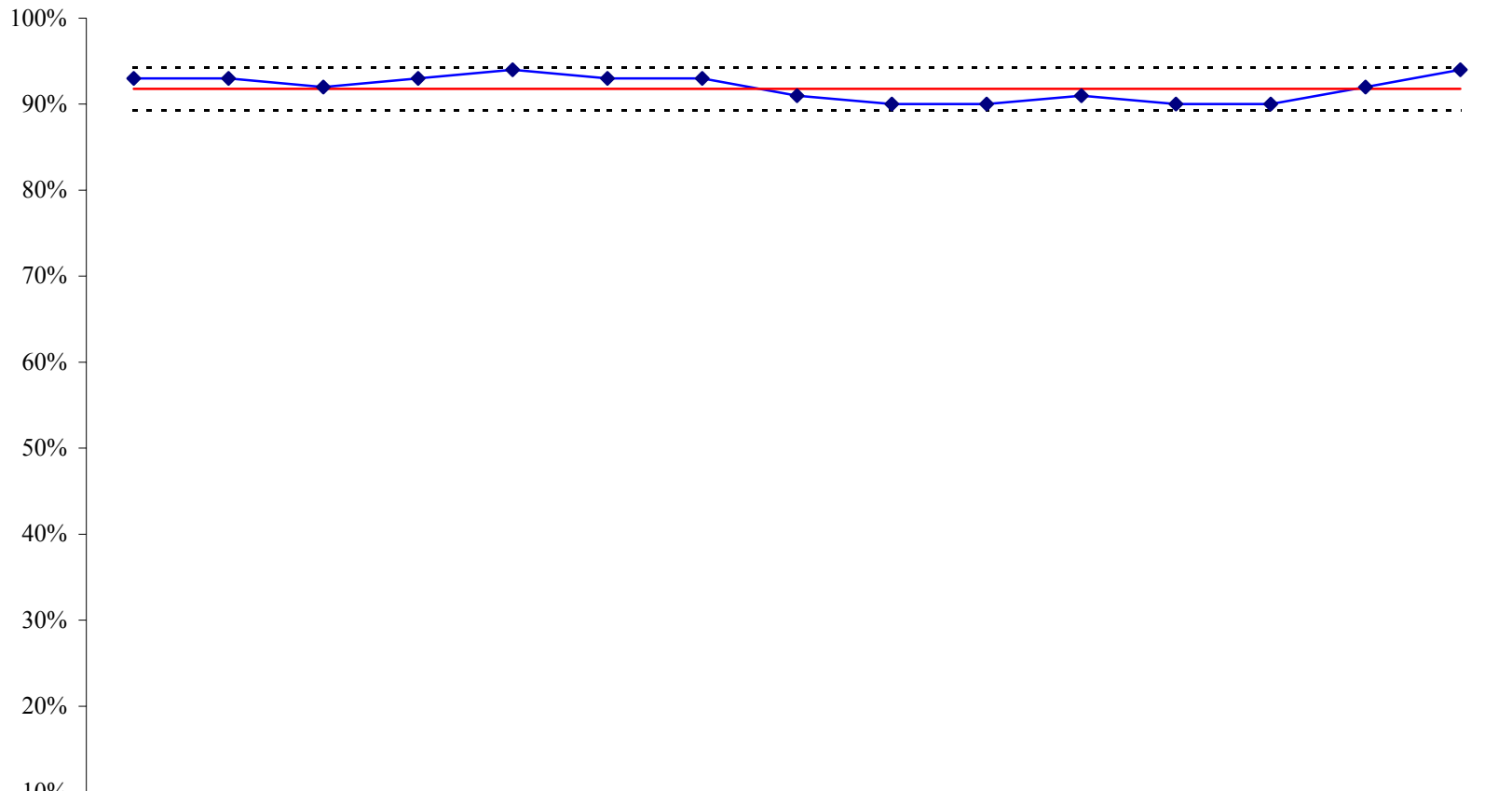
	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
-----UCL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
— Avg	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
-----LCL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Objective 8A - Staff Current With Required Training**  
**Kerrville State Hospital**



**Objective 8A - Staff Current With Required Training**  
**North Texas State Hospital**

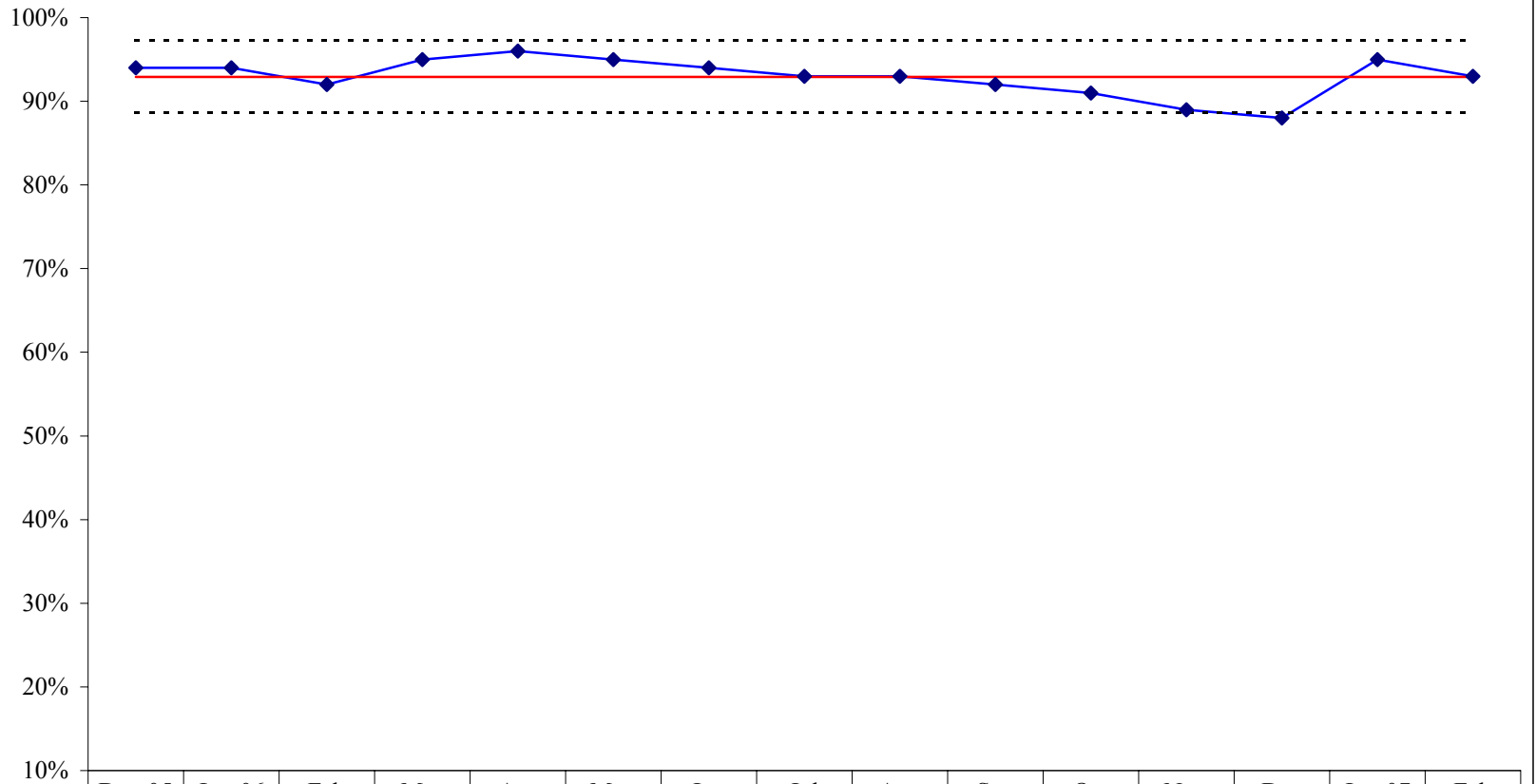
**Percentage of Required Training Completed**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	93%	93%	92%	93%	94%	93%	93%	91%	90%	90%	91%	90%	90%	92%	94%
----- UCL	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%
— Avg	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
----- LCL	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%

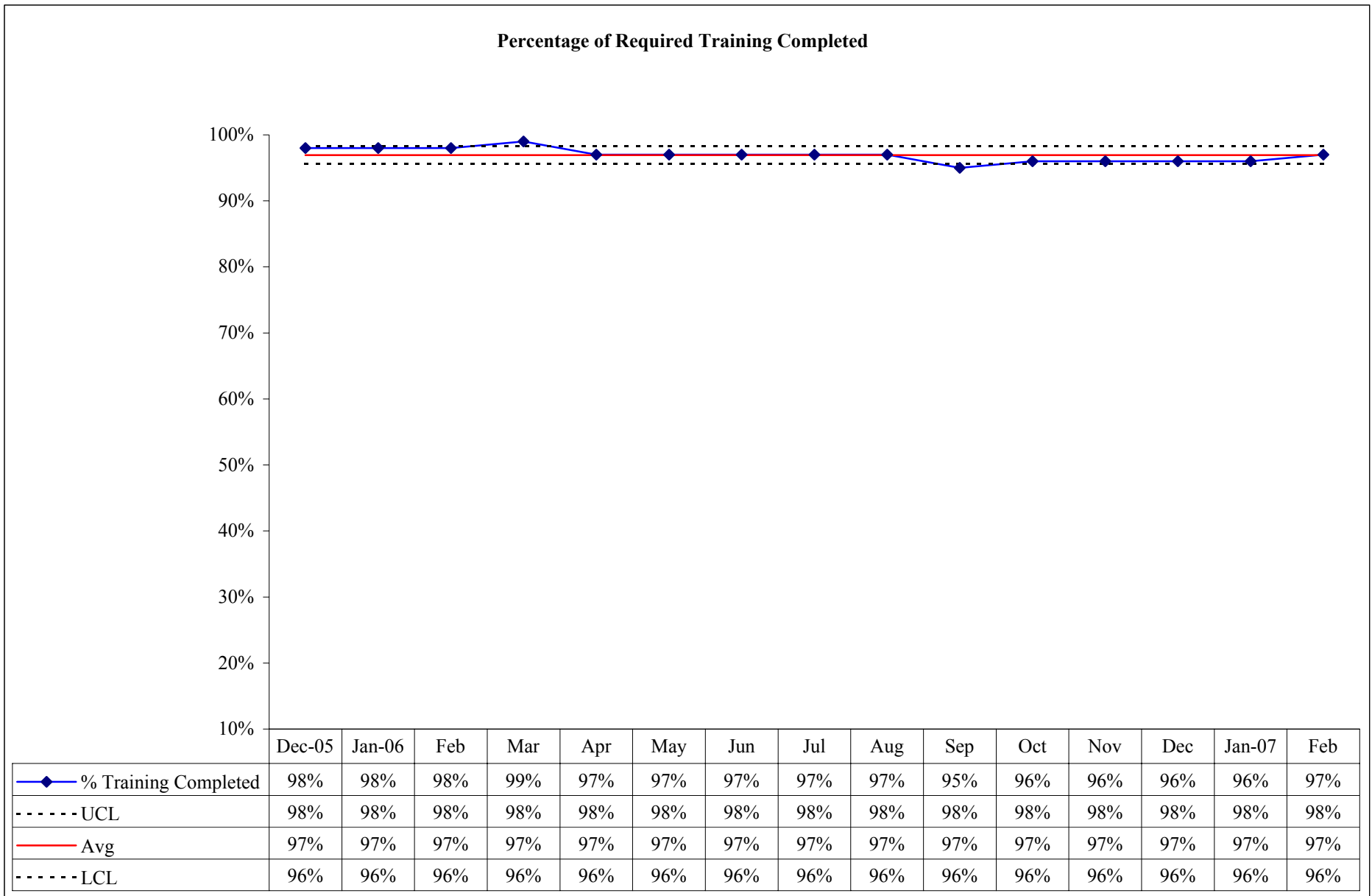
**Objective 8A - Staff Current With Required Training**  
**Rio Grande State Center**

**Percentage of Required Training Completed**



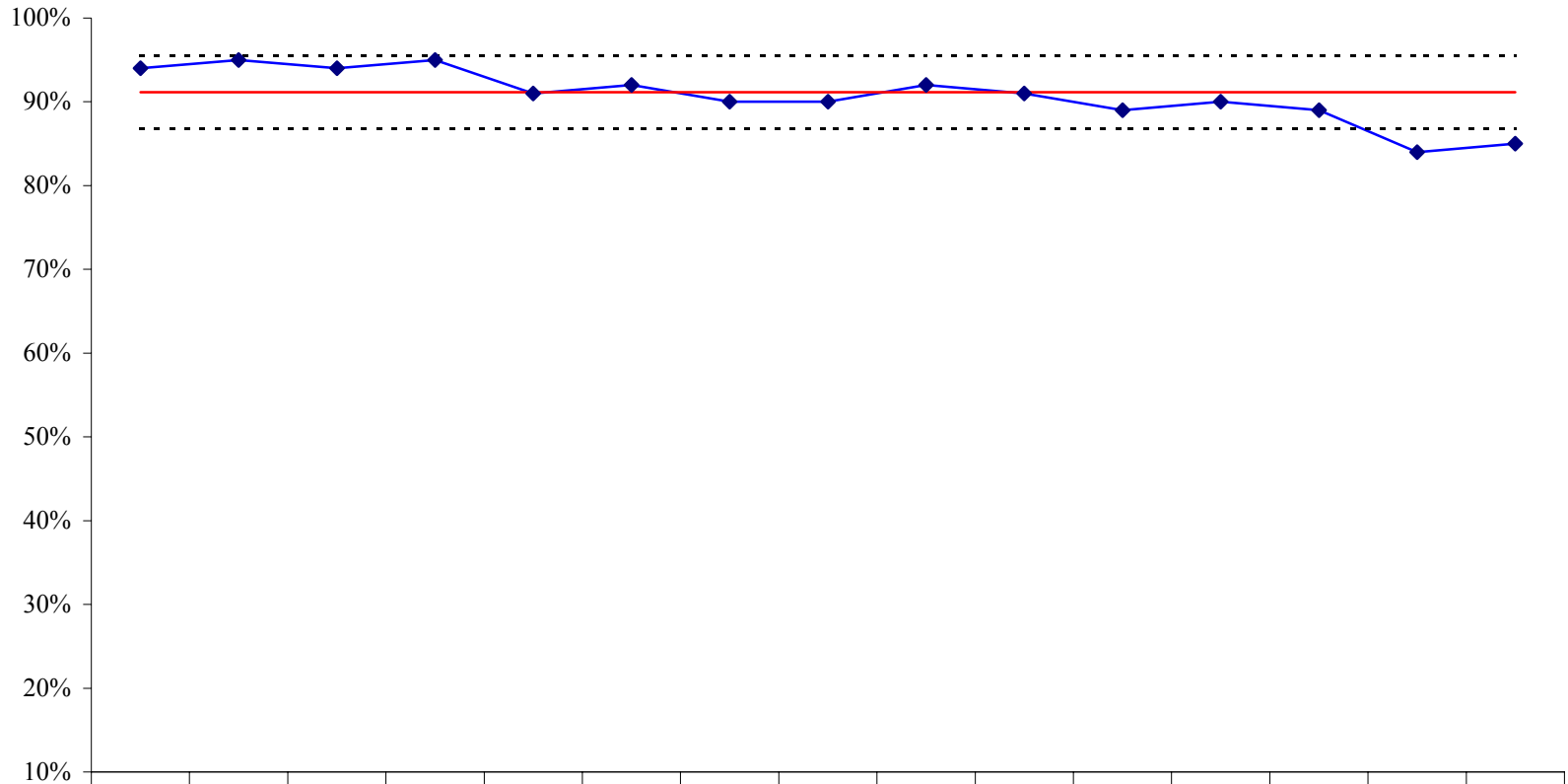
	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	94%	94%	92%	95%	96%	95%	94%	93%	93%	92%	91%	89%	88%	95%	93%
----- UCL	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
— Avg	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%
----- LCL	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%

**Objective 8A - Staff Current With Required Training**  
**Rusk State Hospital**



**Objective 8A - Staff Current With Required Training**  
**San Antonio State Hospital**

**Percentage of Required Training Completed**

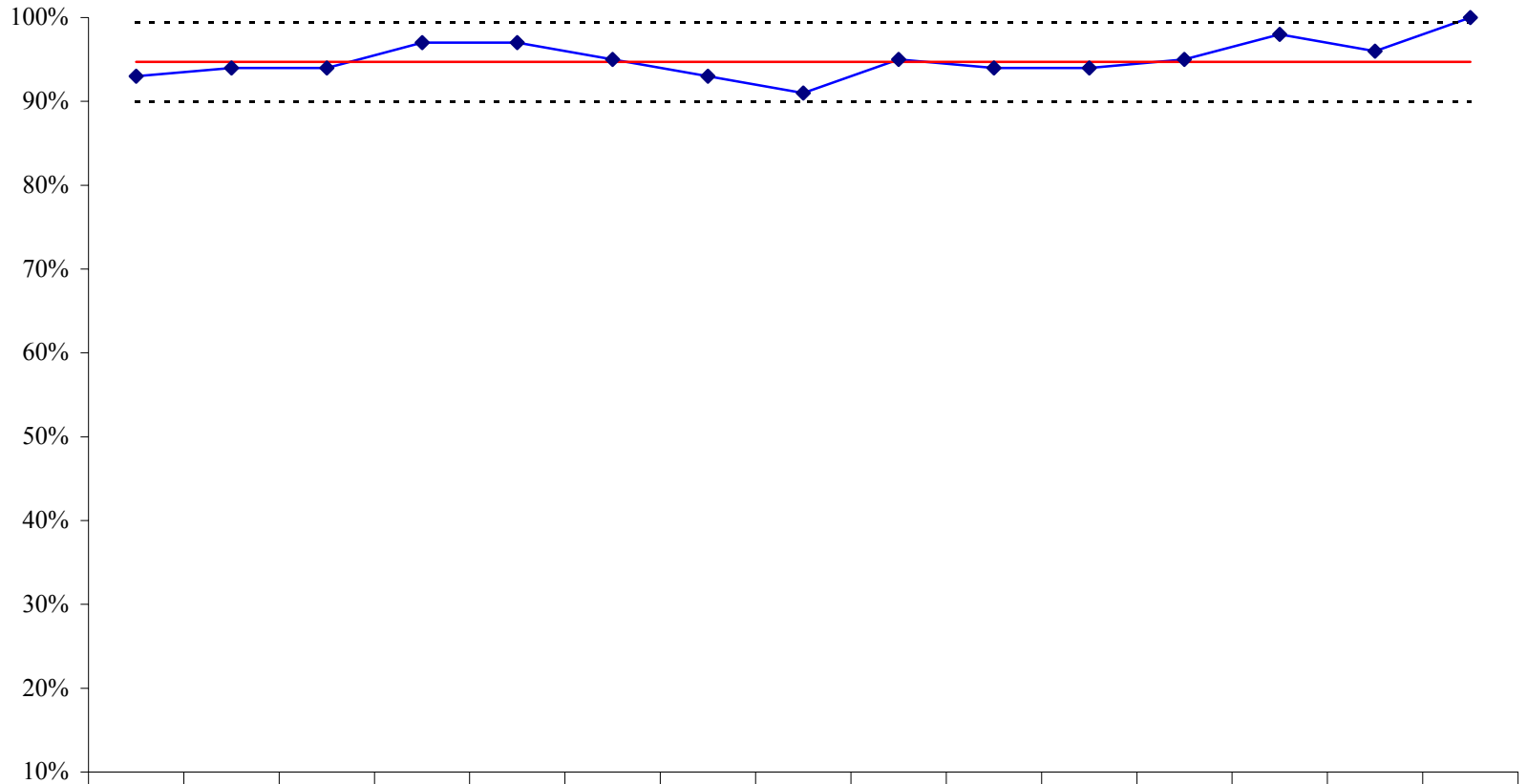


	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	94%	95%	94%	95%	91%	92%	90%	90%	92%	91%	89%	90%	89%	84%	85%
----- UCL	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%
— Avg	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%
----- LCL	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%



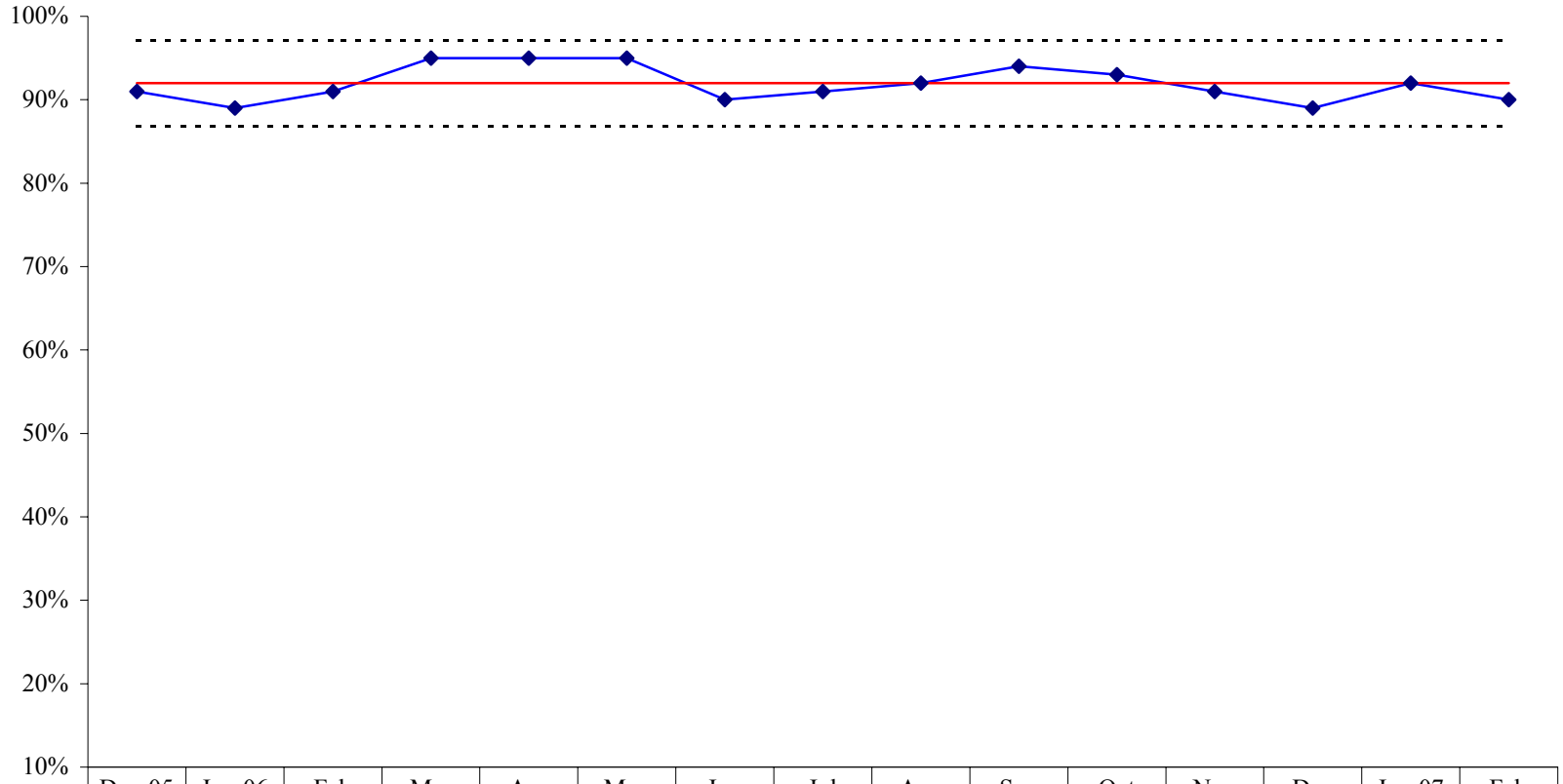
**Objective 8A - Staff Current With Required Training**  
**Terrell State Hospital**

**Percentage of Required Training Completed**



**Objective 8A - Staff Current With Required Training**  
**Waco Center for Youth**

**Percentage of Required Training Completed**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	91%	89%	91%	95%	95%	95%	90%	91%	92%	94%	93%	91%	89%	92%	90%
----- UCL	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
— Avg	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
----- LCL	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%

**Objective 8A - Staff Current With Required Training**  
**South Texas Health Care Services**

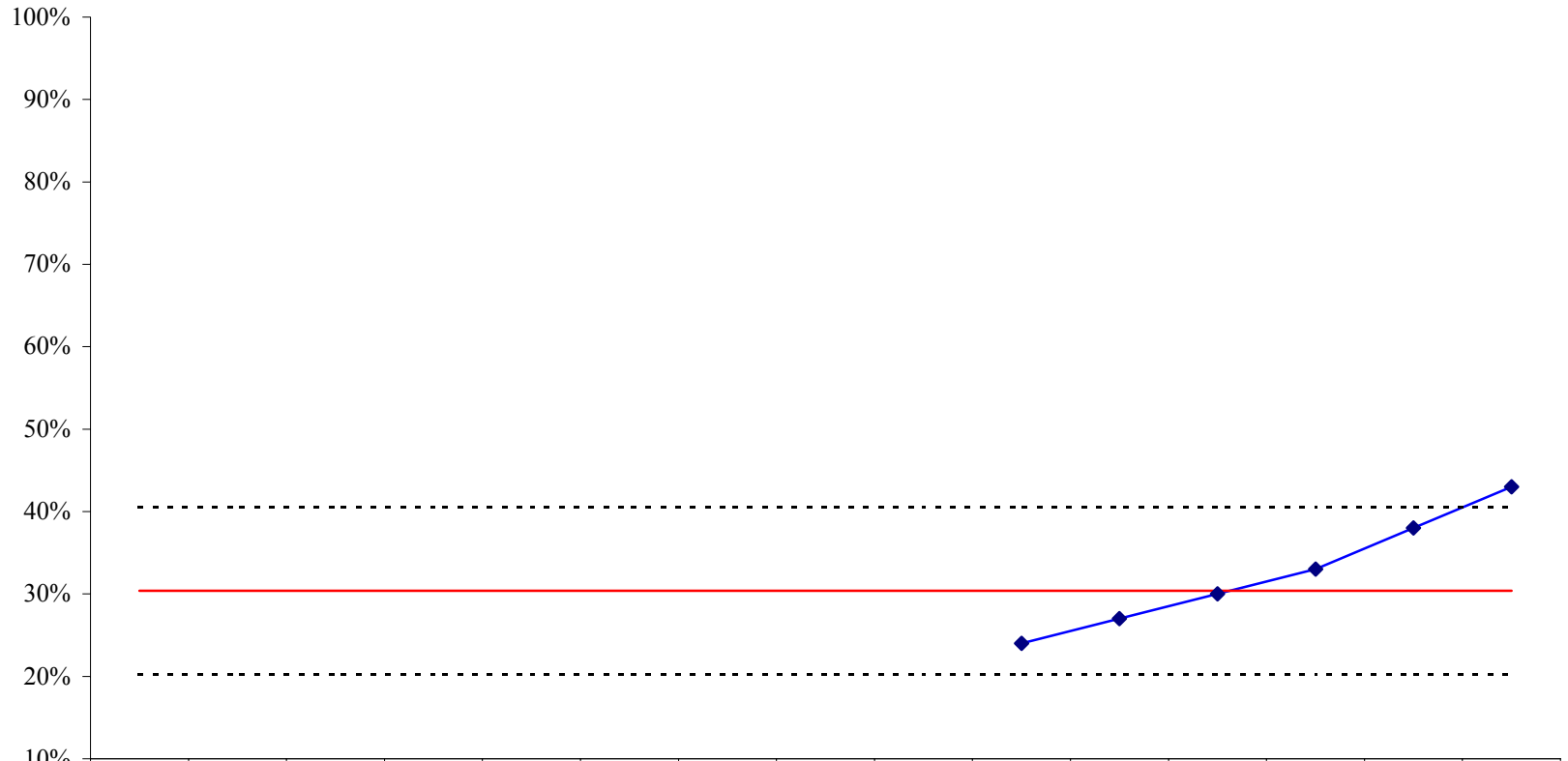
**Percentage of Required Training Completed**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
- - - - - UCL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
— Avg	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
- - - - - LCL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Objective 8A - Staff Current With Required Training**  
**Texas Center for Infectious Disease**

**Percentage of Required Training Completed**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
◆ % Training Completed										24%	27%	30%	33%	38%	43%
- - - - - UCL	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%
— Avg	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
- - - - - LCL	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%

**Performance Measure 8A:**

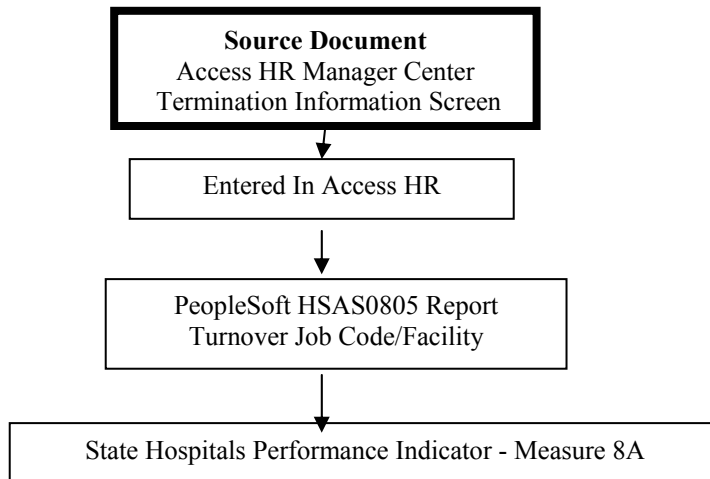
**“Staff Turnover” rates for critical shortage staff will be maintained and reported quarterly.**

**Performance Measure Operational Definition:** The state hospital turnover rate for critical shortage staff will be available. Critical shortage job classifications: direct care; case workers; nurses; pharmacists; physicians; psychologists; and therapists.

**Performance Measure Formula:** The formula for calculating turnover is [(number of losses/average strength for reporting period) x 100.

**Performance Measure Data Display and Chart Description:** Chart with monthly data points of turnover rate for individual state hospitals and system-wide.

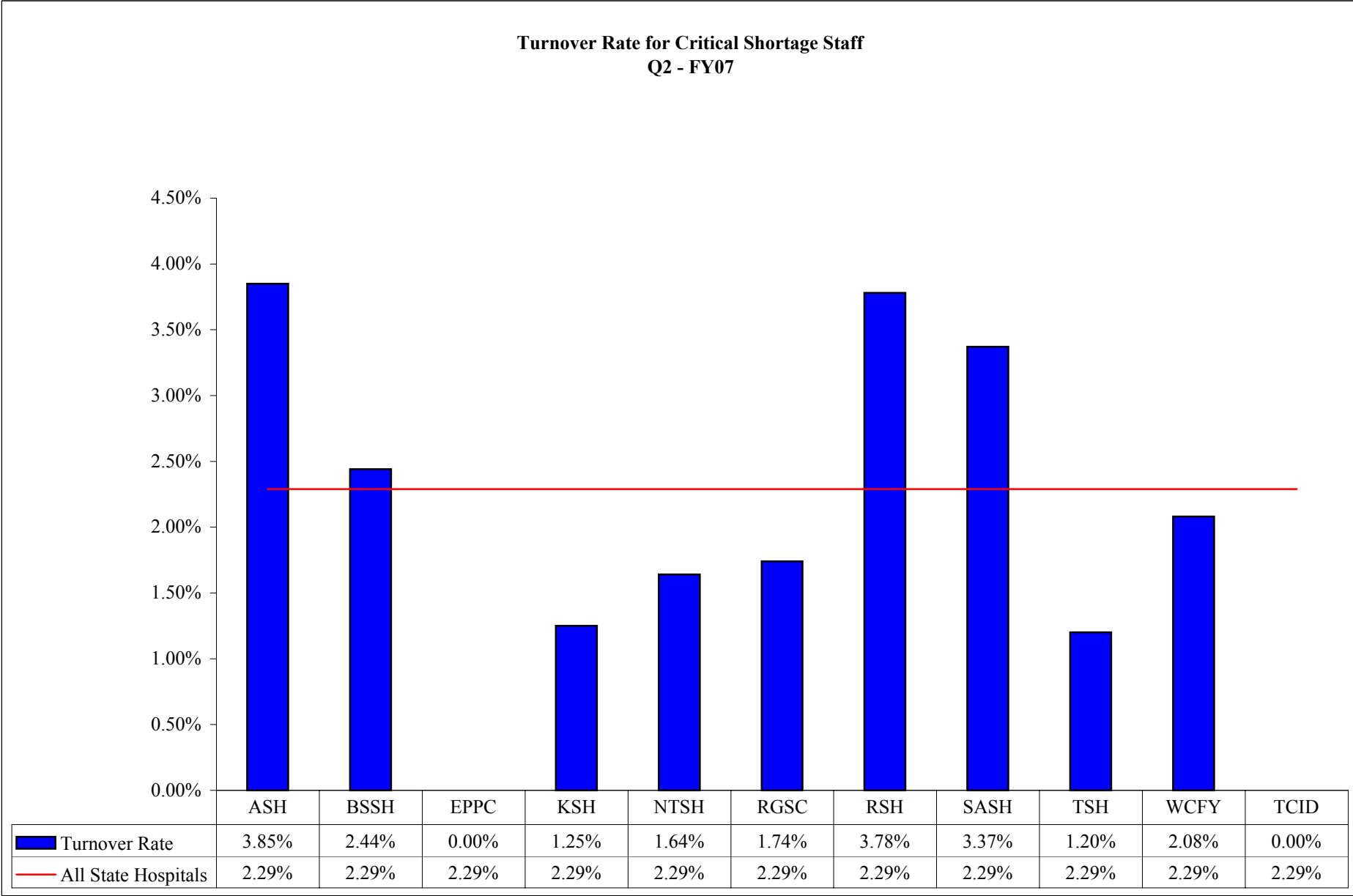
**Data Flow:**



**Data Integrity Review Process:**

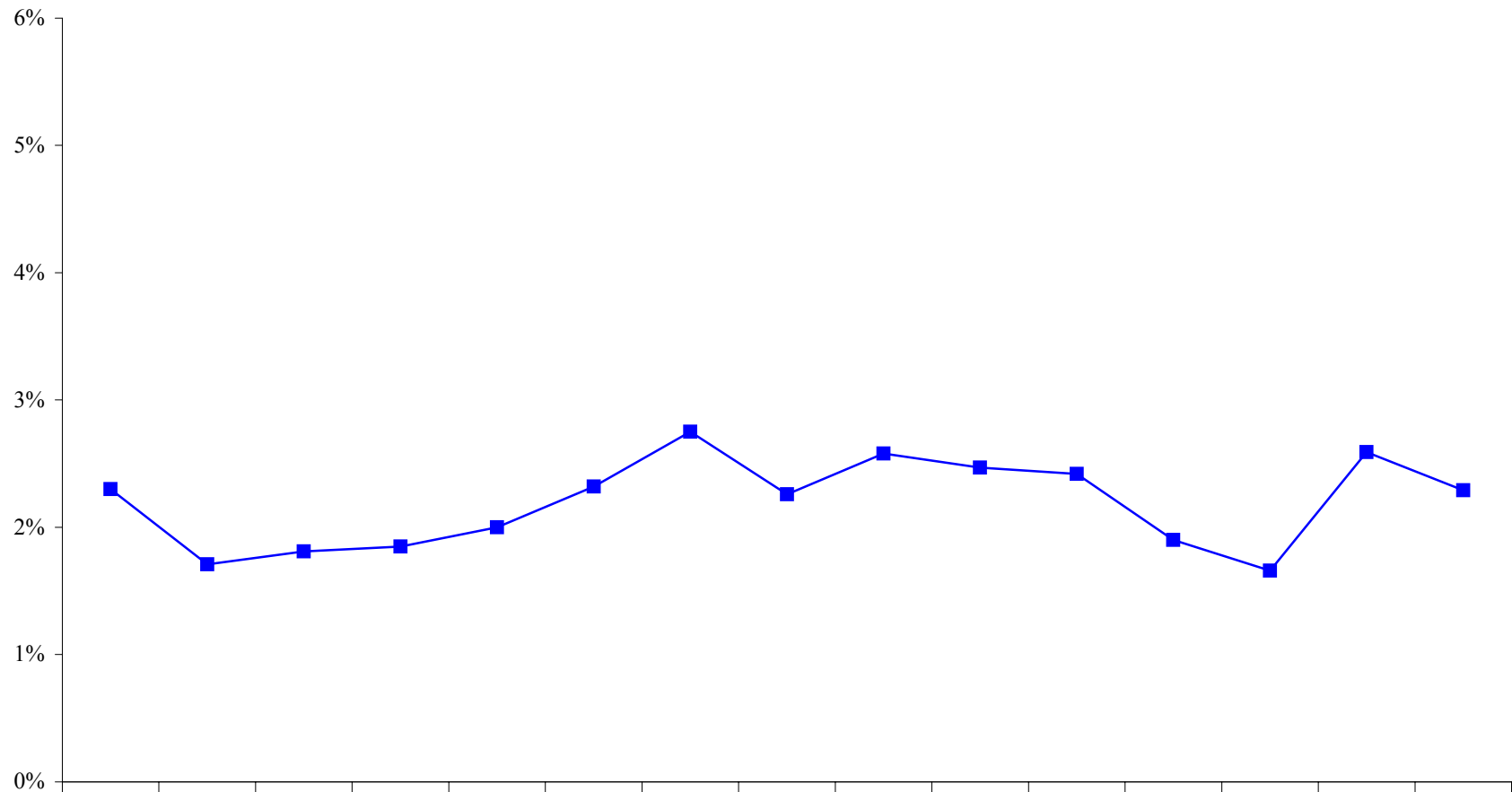
Staff turnover rates are not subject to a data integrity review at this time.

**Measure 8A - Turnover Rate for Critical Shortage Staff  
All State Hospitals**



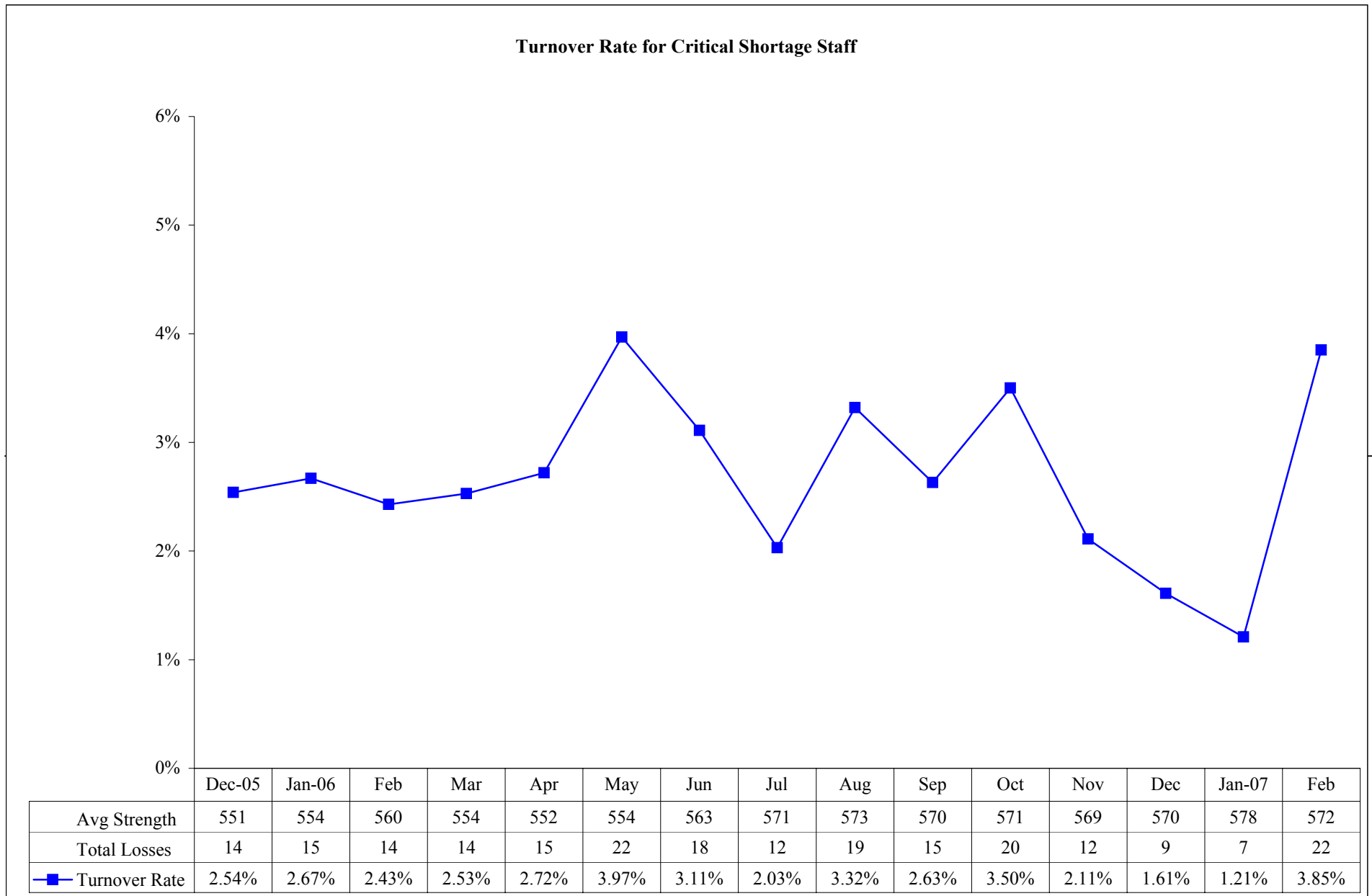
**Measure 8A - Turnover Rate for Critical Shortage Staff  
All State Hospitals**

**Turnover Rate for Critical Shortage Staff**



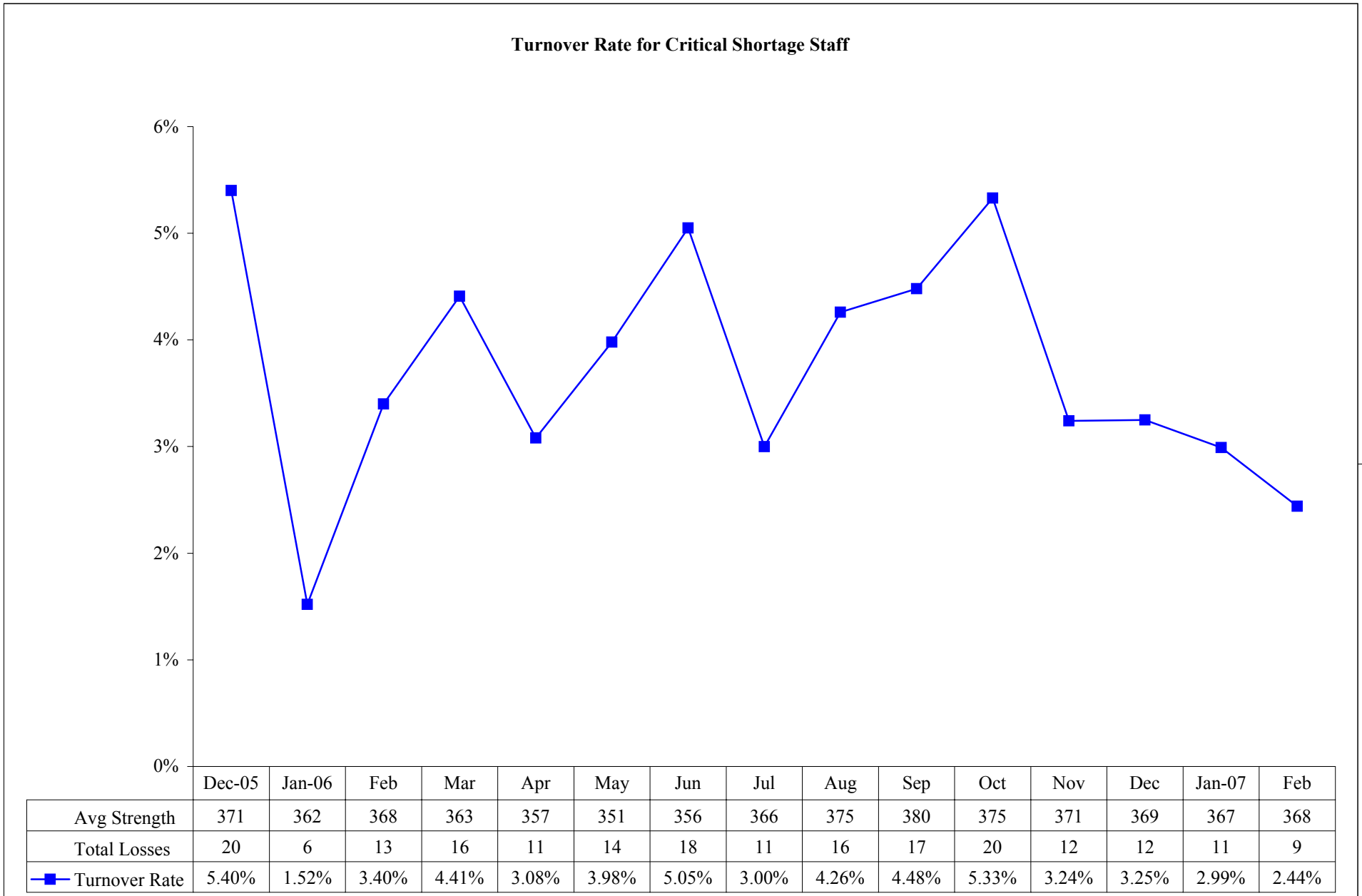
	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Avg Strength	4650	4665	4699	4699	4703	4731	4789	4859	4919	4922	4939	4958	4984	4975	4973
Total Losses	108	81	86	87	95	110	132	110	127	122	119	94	83	129	114
— Turnover Rate	2.30%	1.71%	1.81%	1.85%	2.00%	2.32%	2.75%	2.26%	2.58%	2.47%	2.42%	1.90%	1.66%	2.59%	2.29%

**Measure 8A - Turnover Rate for Critical Shortage Staff**  
**Austin State Hospital**

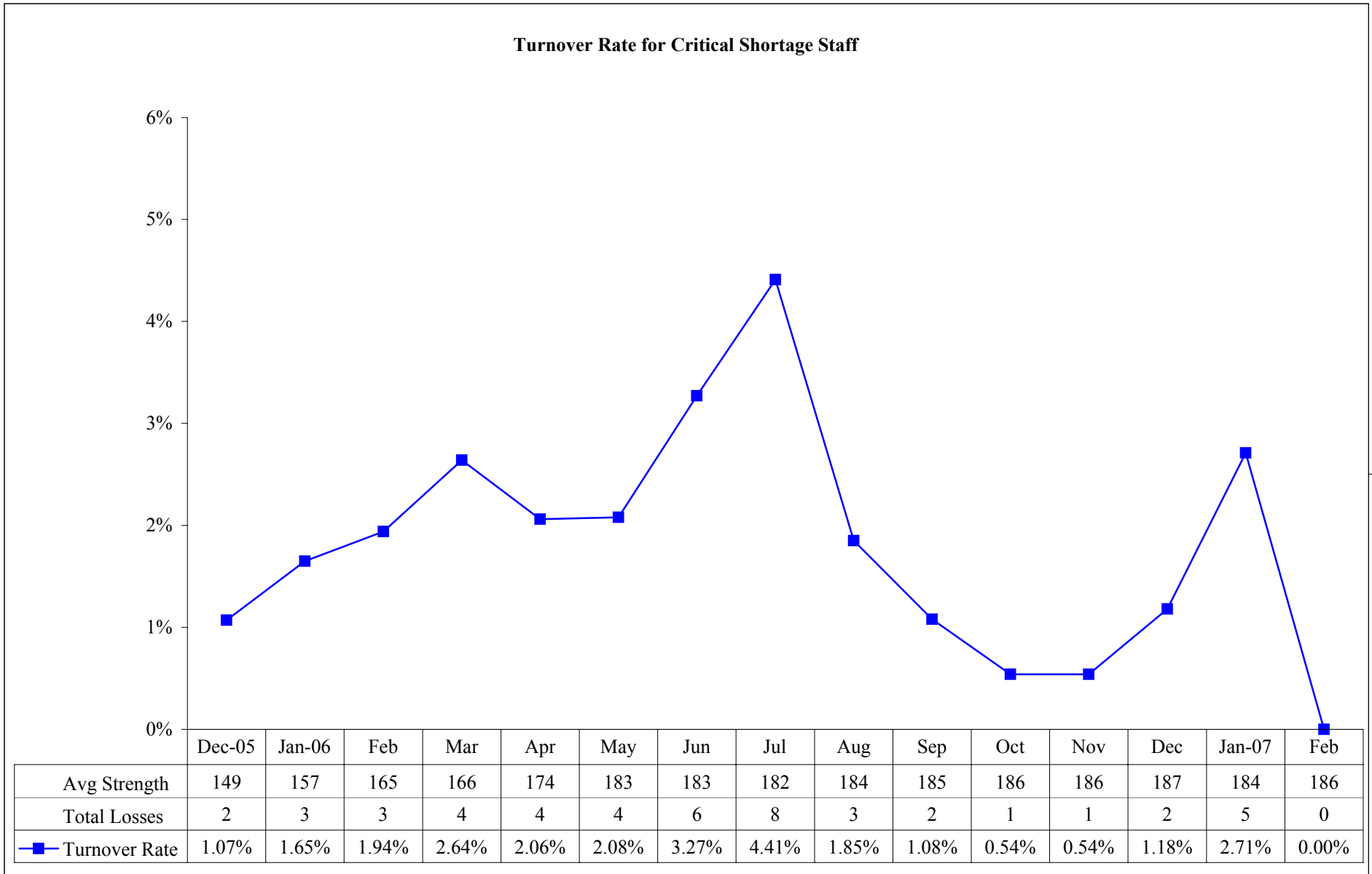




**Measure 8A - Turnover Rate for Critical Shortage Staff**  
**Big Spring State Hospital**

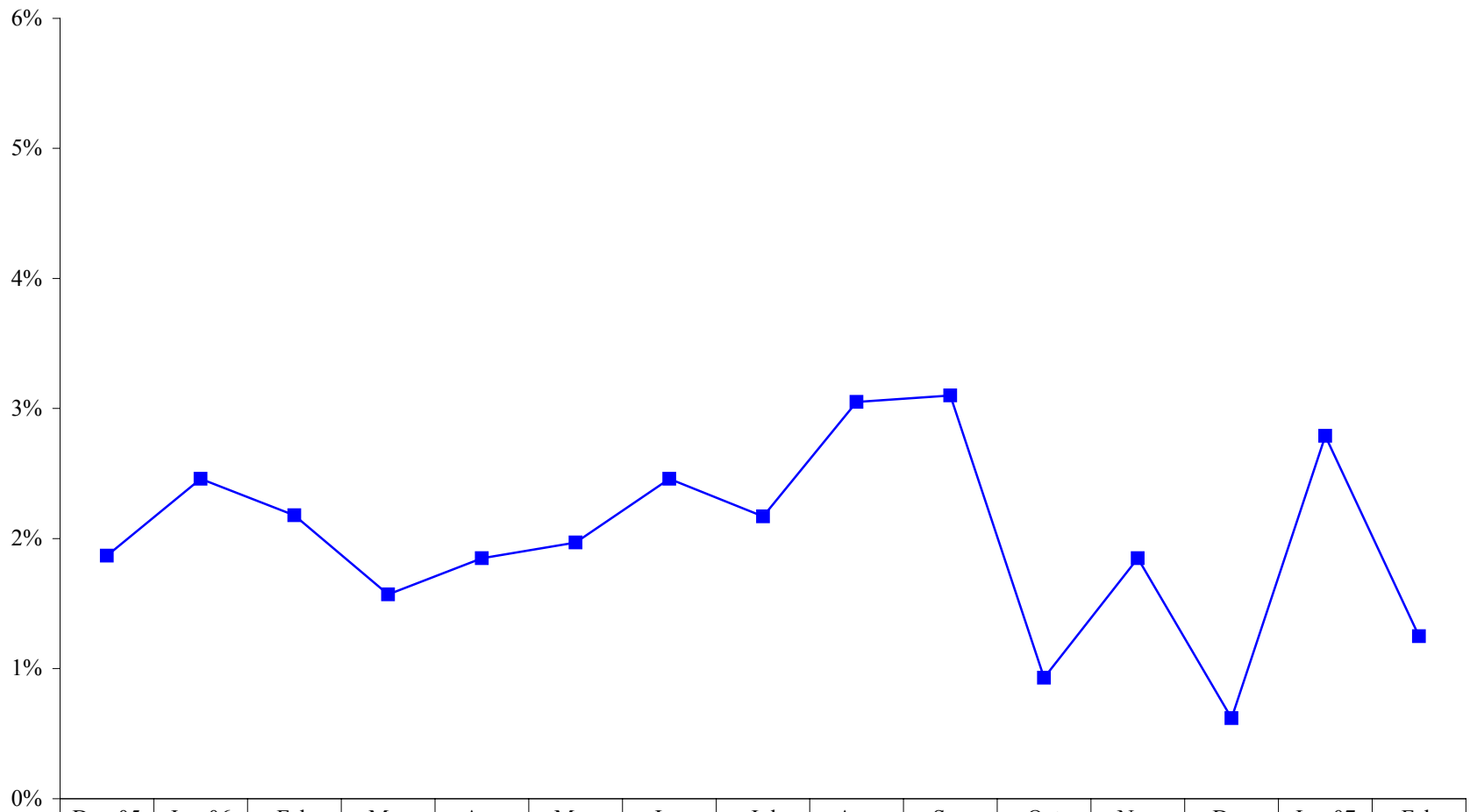


**Measure 8A - Turnover Rate for Critical Shortage Staff**  
**El Paso Psychiatric Center**



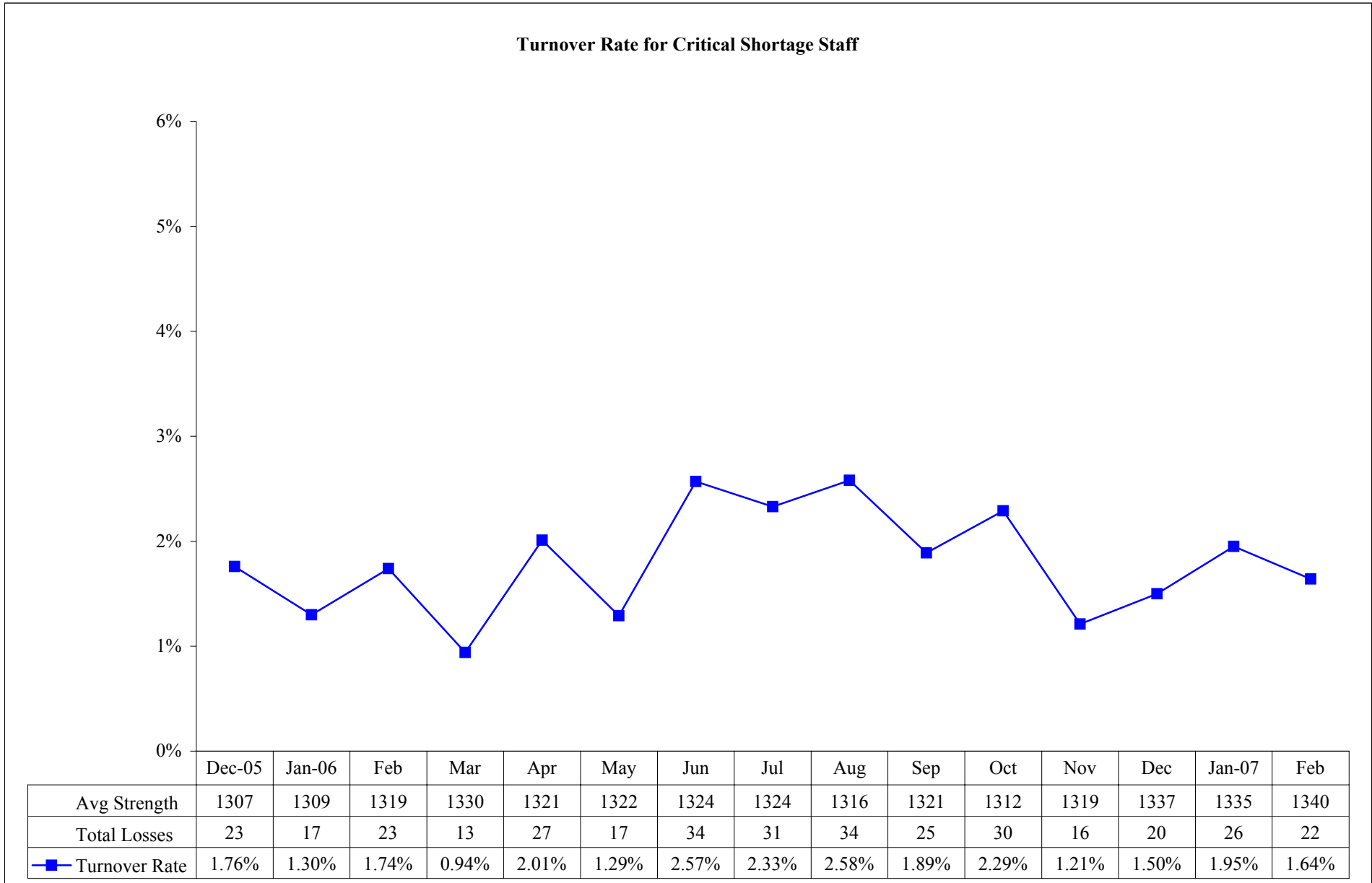
**Measure 8A - Turnover Rate for Critical Shortage Staff  
Kerrville State Hospital**

**Turnover Rate for Critical Shortage Staff**



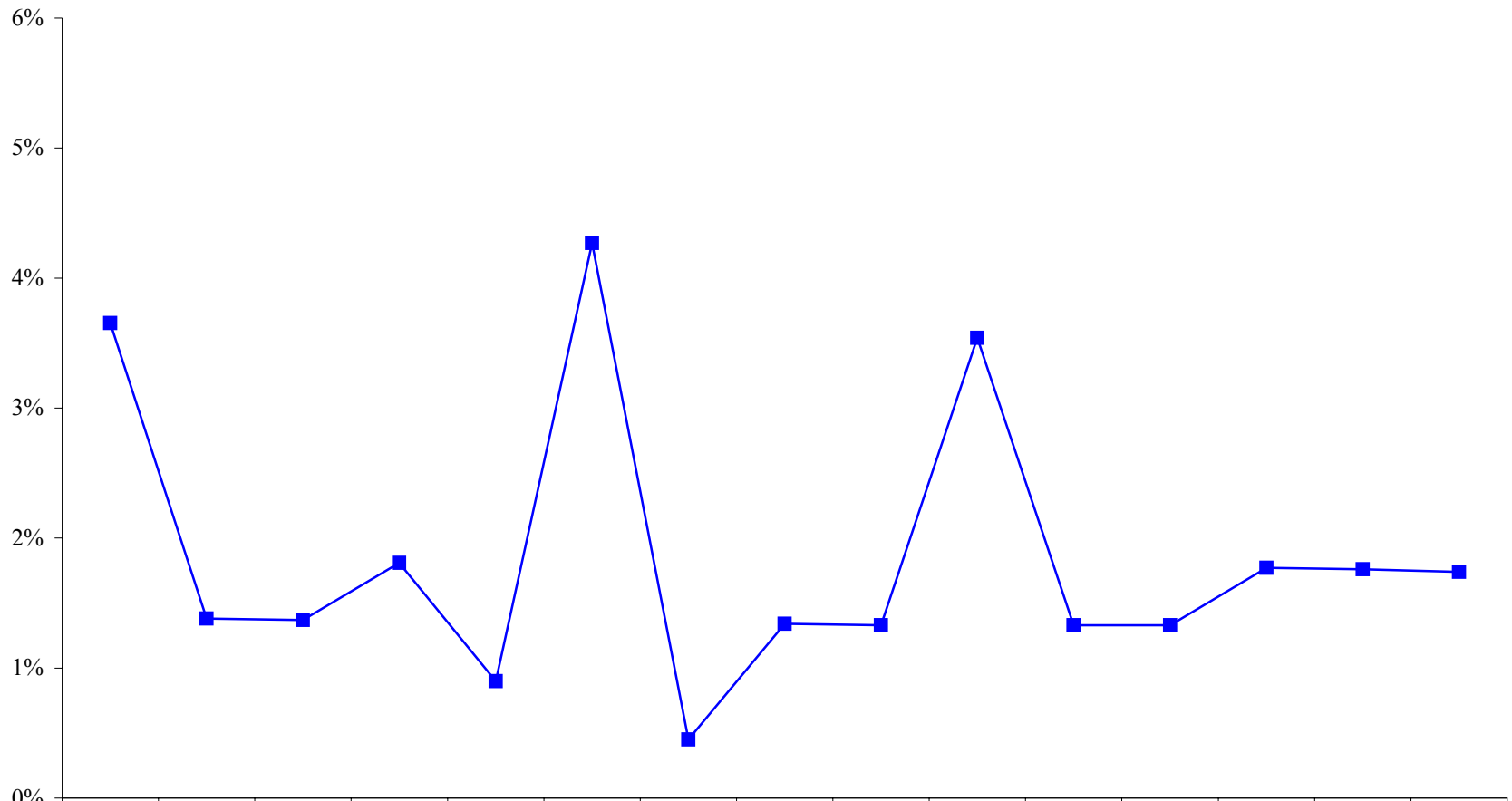
	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Avg Strength	321	326	322	318	325	328	325	323	328	323	323	324	324	322	320
Total Losses	6	8	7	5	6	6	8	7	10	10	3	6	2	9	4
—■ Turnover Rate	1.87%	2.46%	2.18%	1.57%	1.85%	1.97%	2.46%	2.17%	3.05%	3.10%	0.93%	1.85%	0.62%	2.79%	1.25%

**Measure 8A - Turnover Rate for Critical Shortage Staff**  
**North Texas State Hospital**



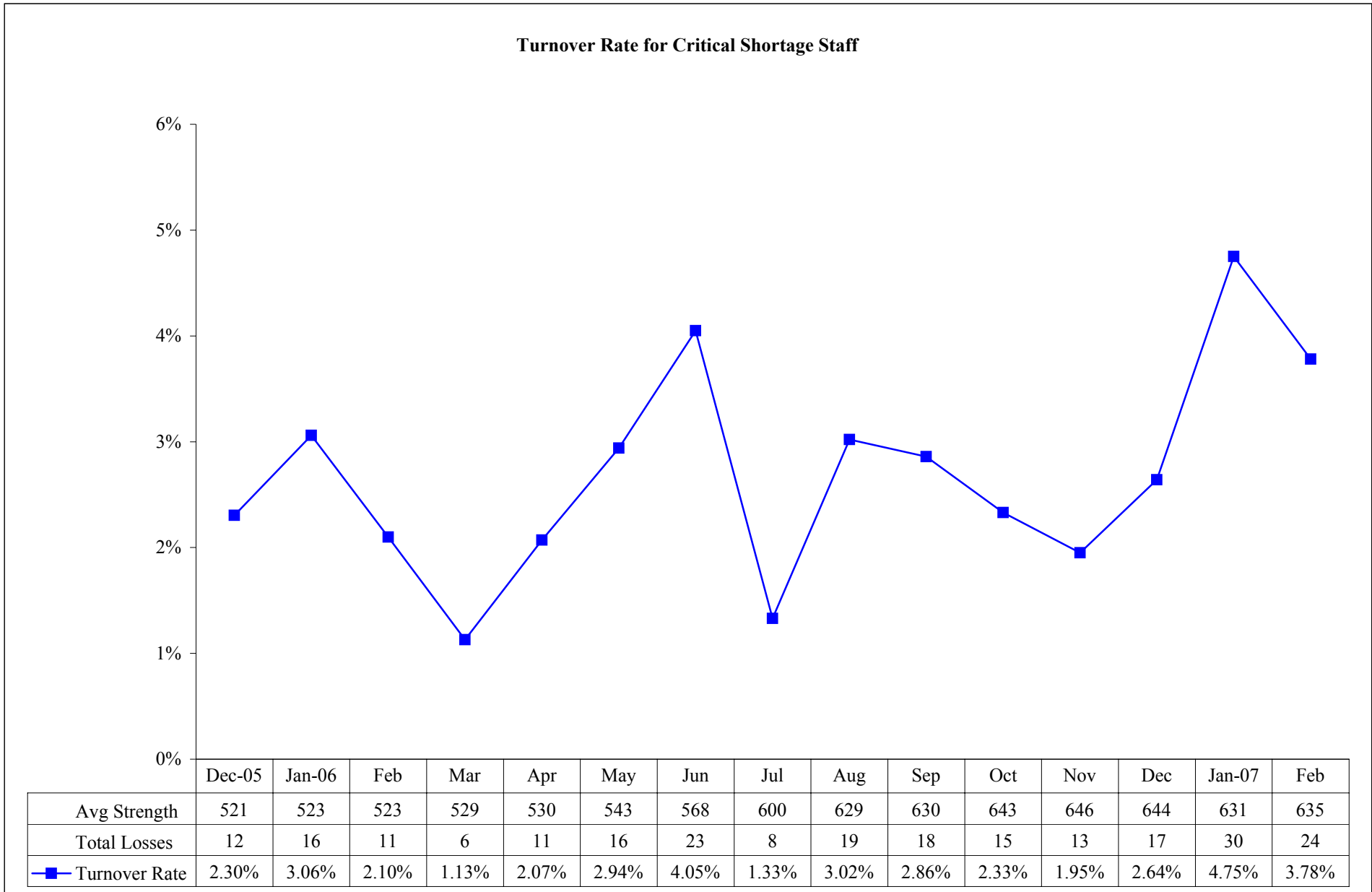
**Measure 8A - Turnover Rate for Critical Shortage Staff  
Rio Grande State Center**

**Turnover Rate for Critical Shortage Staff**



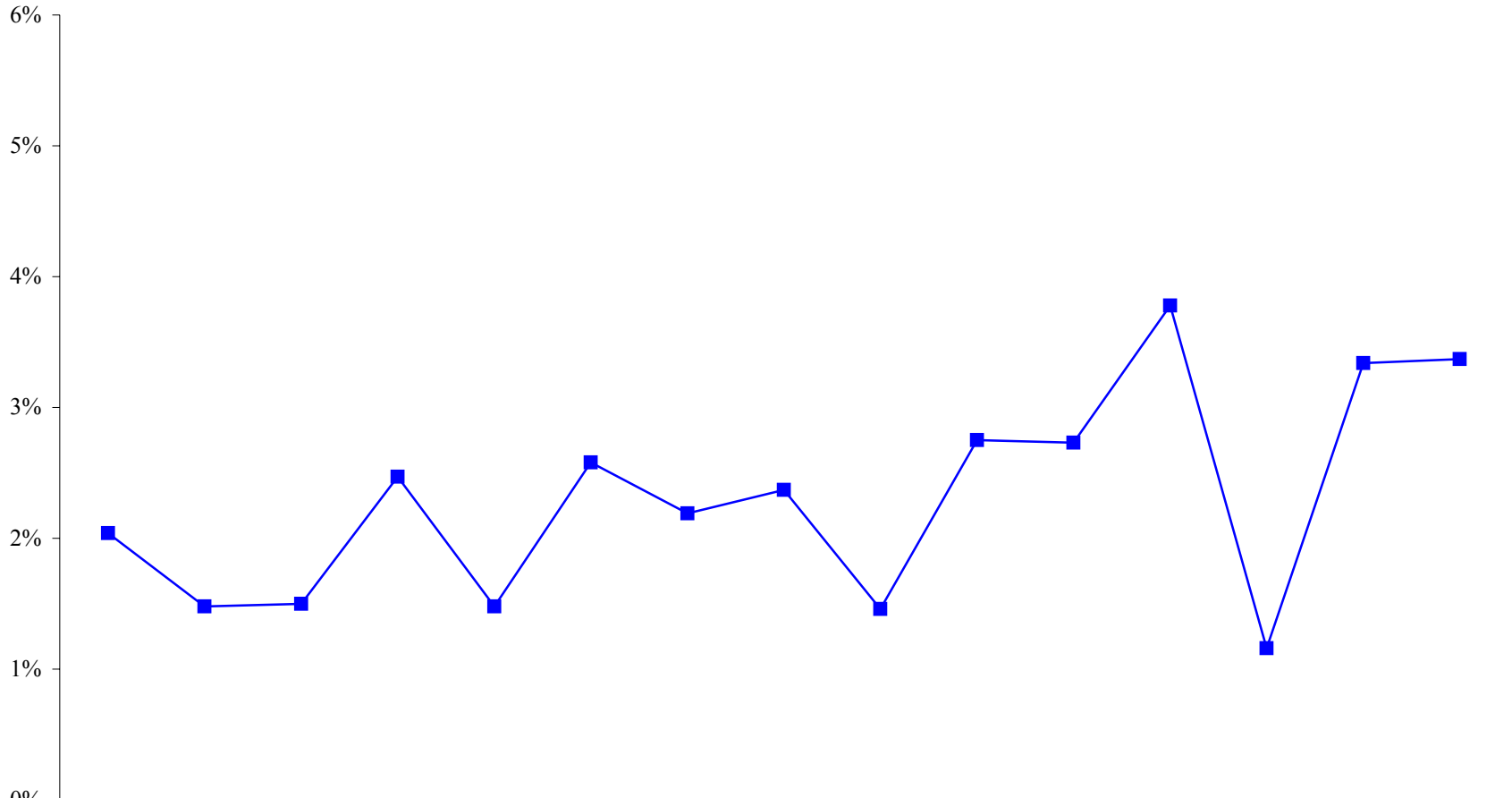
	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Avg Strength	219	217	220	221	222	222	220	225	226	226	225	226	226	227	229
Total Losses	8	3	3	4	2	10	1	3	3	8	3	3	4	4	4
■ Turnover Rate	3.65%	1.38%	1.37%	1.81%	0.90%	4.27%	0.45%	1.34%	1.33%	3.54%	1.33%	1.33%	1.77%	1.76%	1.74%

**Measure 8A - Turnover Rate for Critical Shortage Staff  
Rusk State Hospital**



**Measure 8A - Turnover Rate for Critical Shortage Staff  
San Antonio State Hospital**

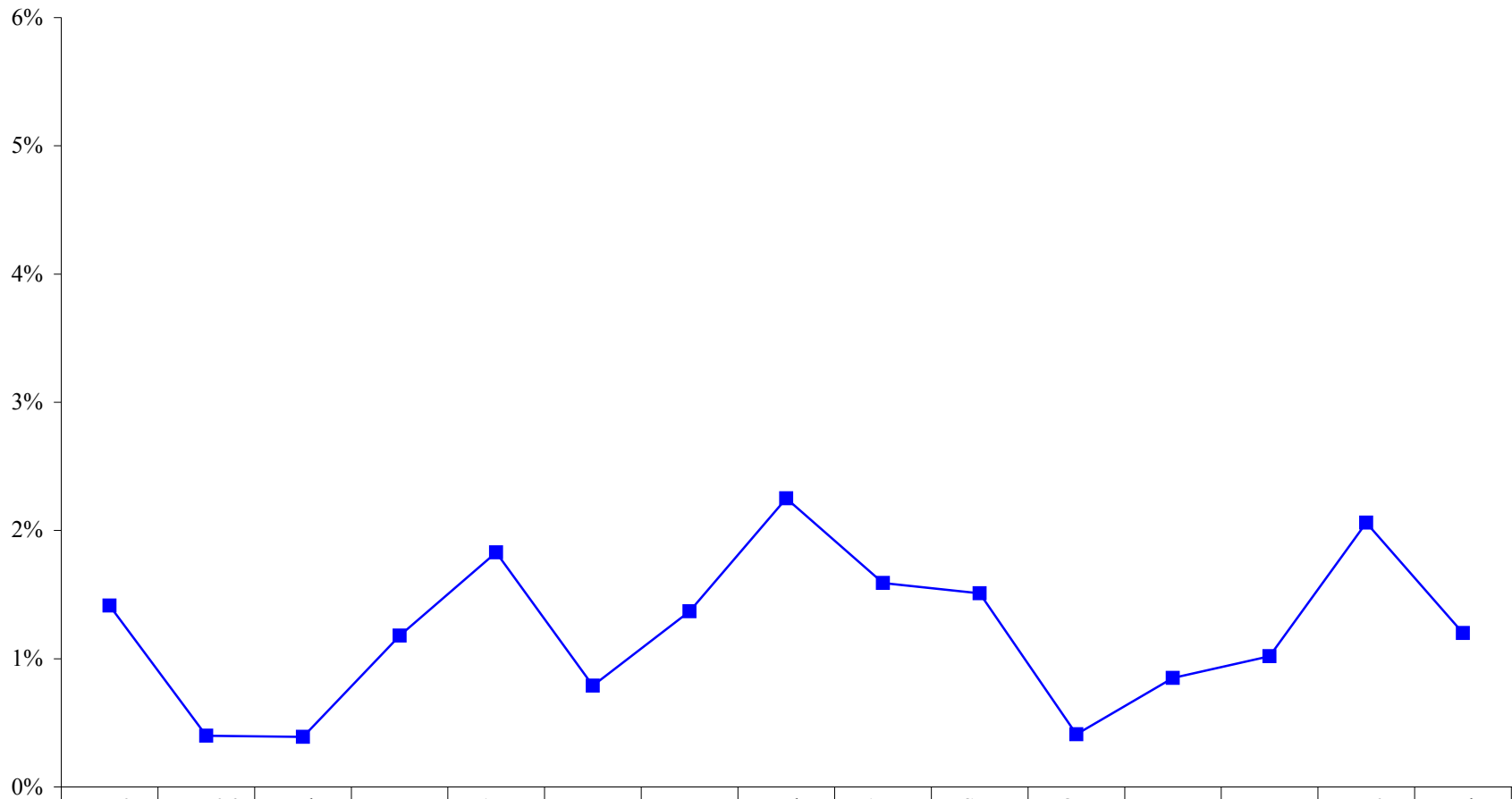
**Turnover Rate for Critical Shortage Staff**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Avg Strength	538	539	533	527	540	542	547	548	549	545	550	550	558	569	564
Total Losses	11	8	8	13	8	14	12	13	8	15	15	21	7	19	19
■ Turnover Rate	2.04%	1.48%	1.50%	2.47%	1.48%	2.58%	2.19%	2.37%	1.46%	2.75%	2.73%	3.78%	1.16%	3.34%	3.37%

**Measure 8A - Turnover Rate for Critical Shortage Staff  
Terrell State Hospital**

**Turnover Rate for Critical Shortage Staff**

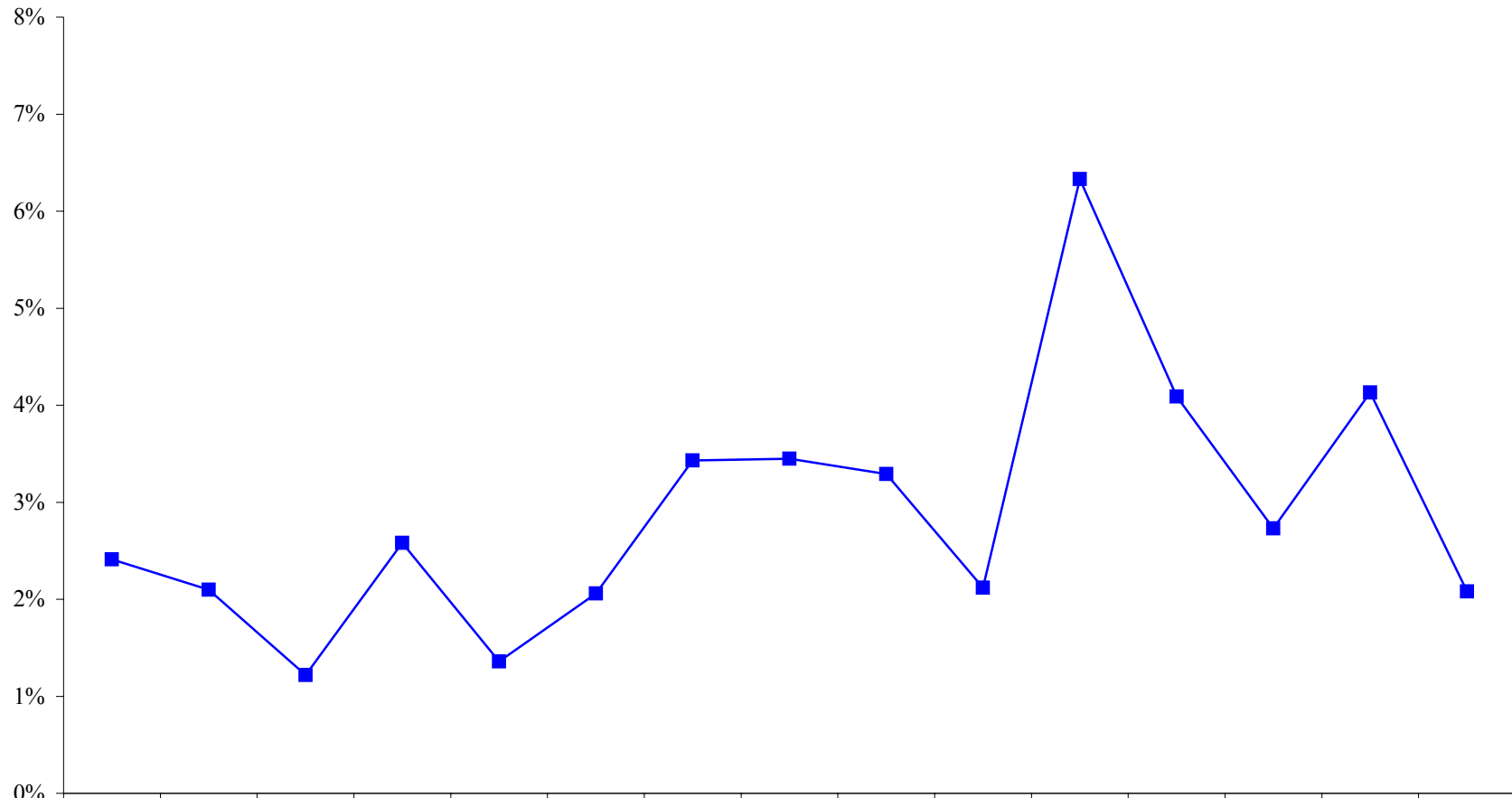


	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Avg Strength	495	501	508	509	503	508	525	543	567	570	579	587	591	583	583
Total Losses	7	2	2	6	9	4	7	12	9	9	2	5	6	12	7
■ Turnover Rate	1.41%	0.40%	0.39%	1.18%	1.83%	0.79%	1.37%	2.25%	1.59%	1.51%	0.41%	0.85%	1.02%	2.06%	1.20%



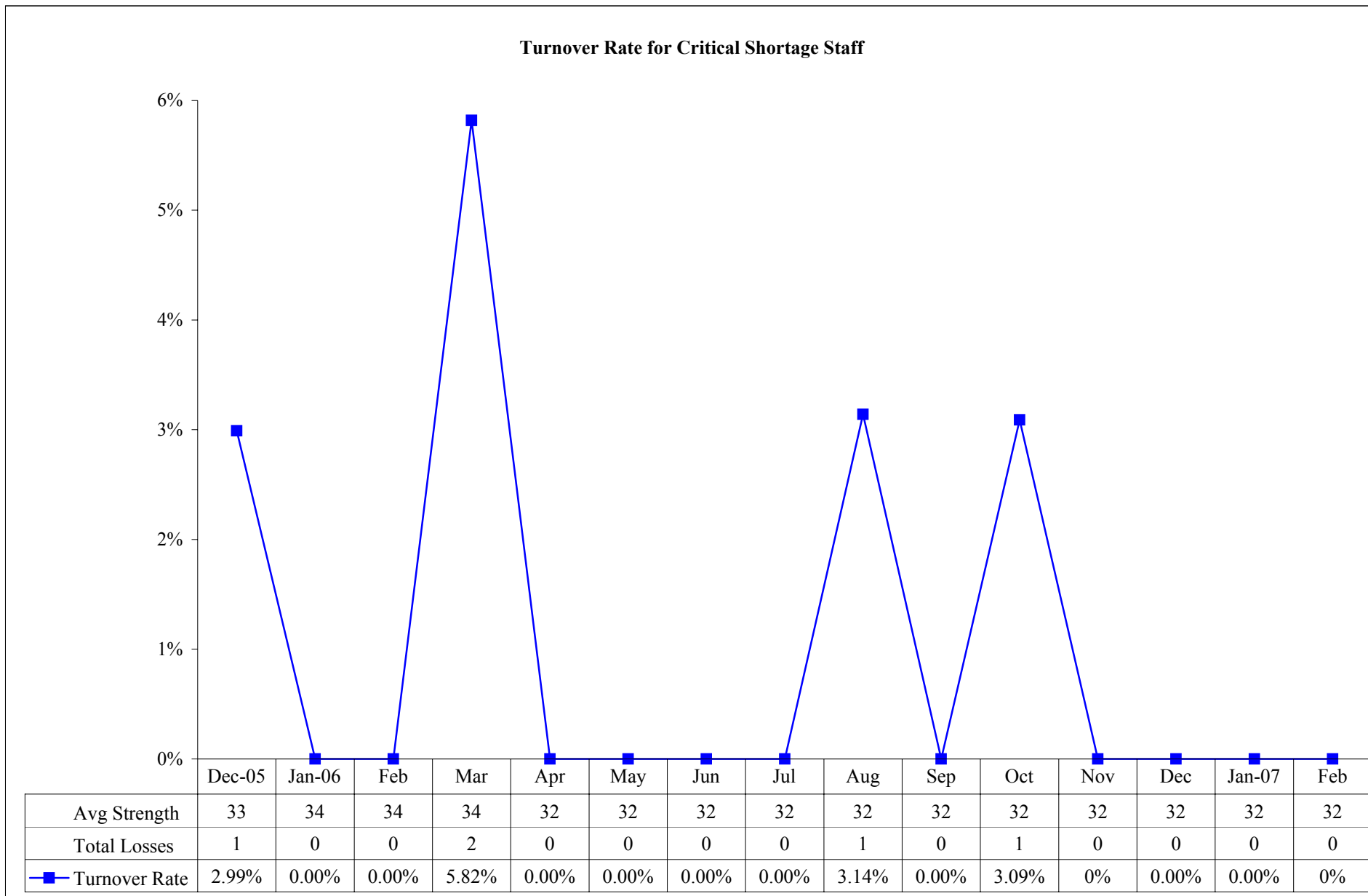
**Measure 8A - Turnover Rate for Critical Shortage Staff  
Waco Center for Youth**

**Turnover Rate for Critical Shortage Staff**



	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Avg Strength	145	143	147	148	147	146	146	145	140	142	142	147	146	145	144
Total Losses	4	3	2	4	2	3	5	5	5	3	9	6	4	6	3
■ Turnover Rate	2.41%	2.10%	1.22%	2.58%	1.36%	2.06%	3.43%	3.45%	3.29%	2.12%	6.33%	4.09%	2.73%	4.13%	2.08%

**Measure 8A - Turnover Rate for Critical Shortage Staff**  
**Texas Center for Infectious Disease**



**Performance Measure 8B:**

**Number of statewide vacancies for critical shortage staff will be maintained and reported quarterly.**

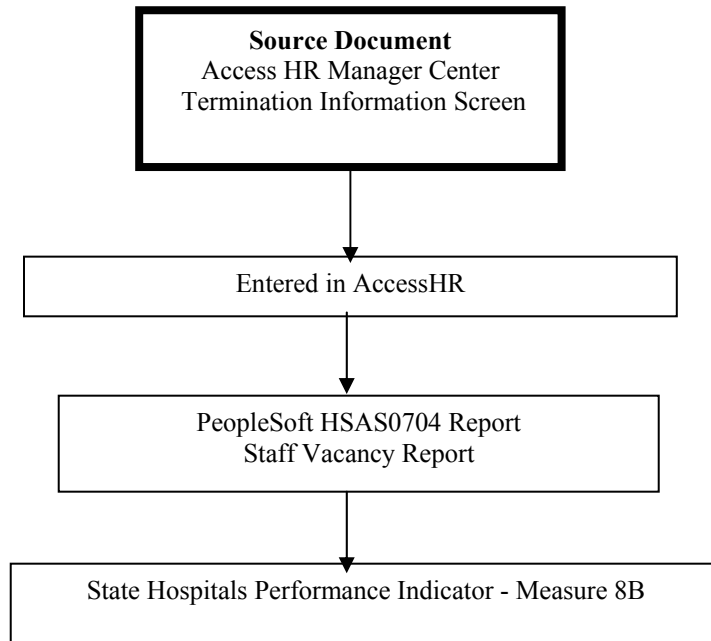
**Performance Measure Operational Definition:** The statewide vacancies rate for critical shortage staff will be maintained. Critical shortage job classifications: direct care; case workers; nurses; pharmacists; physicians; psychologists; and therapists.

**Performance Measure Formula:**

**Performance Measure Data Display and Chart Description:**

Table shows vacancies rate for individual state hospitals and system-wide.

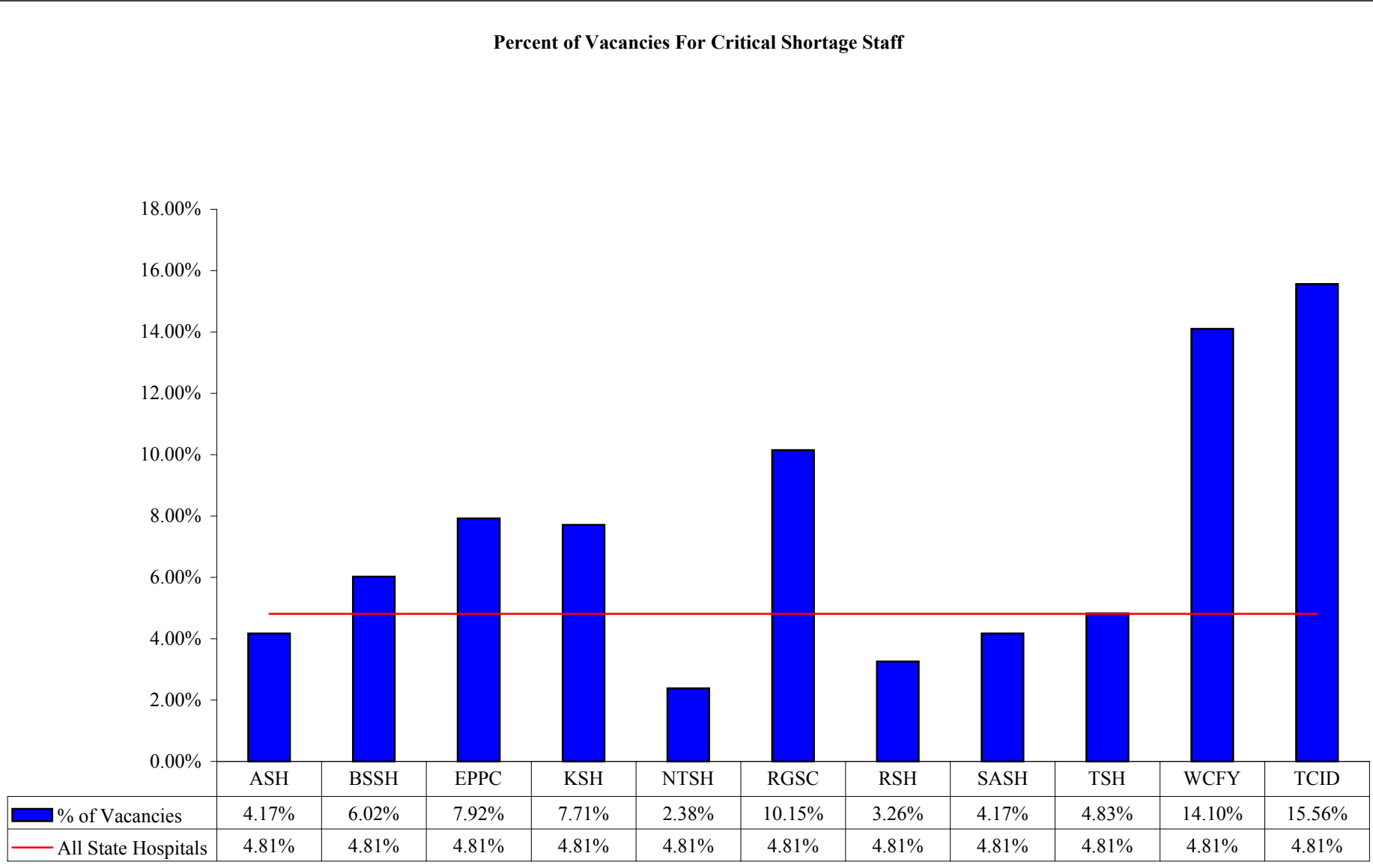
**Data Flow:**



**Data Integrity Review Process:**

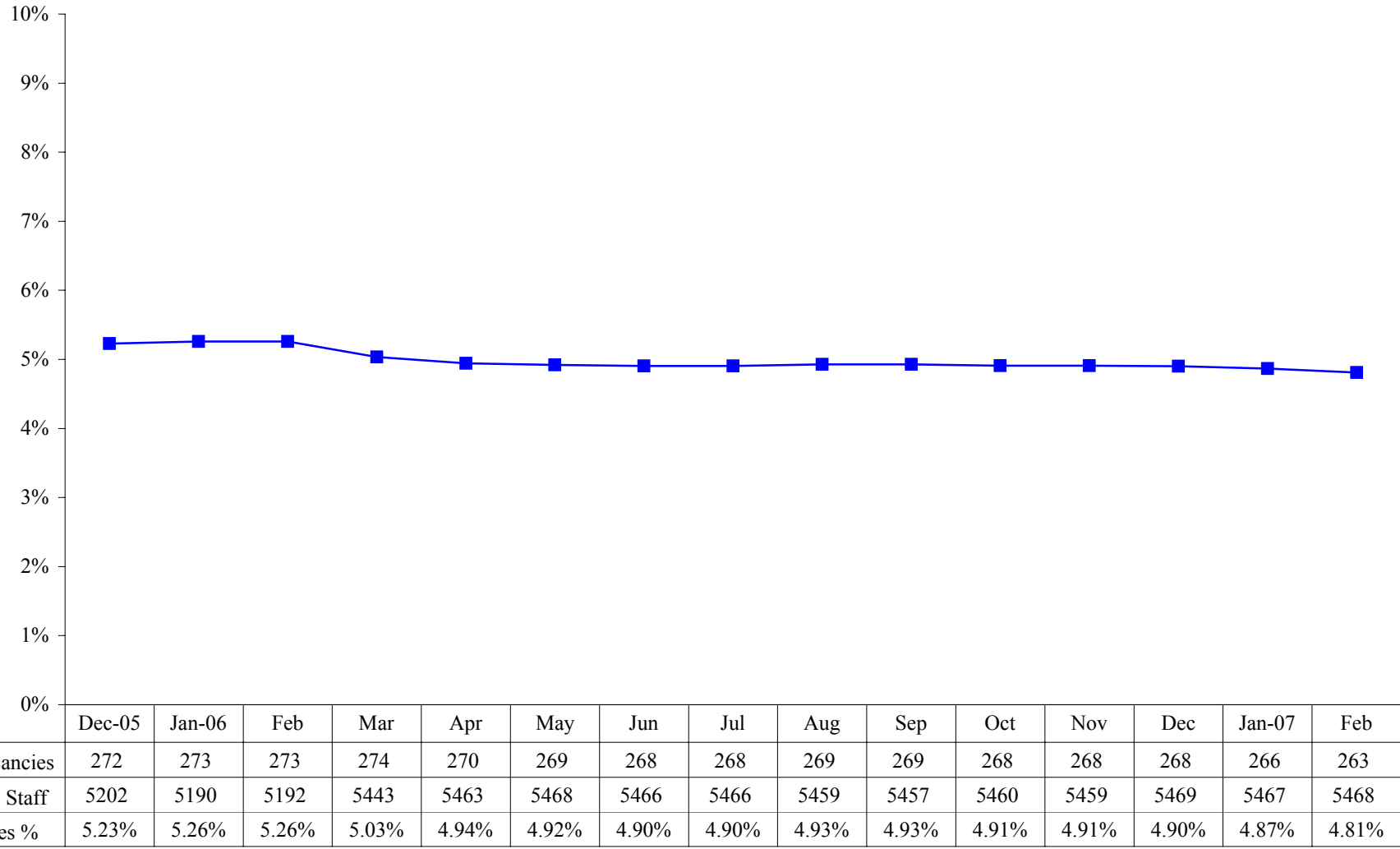
Vacancies for critical shortage staff rates are not subject to a data integrity review at this time.

**Measure 8B - Vacancies for Critical Shortage Staff  
All State Hospitals - As of February 28, 2007**

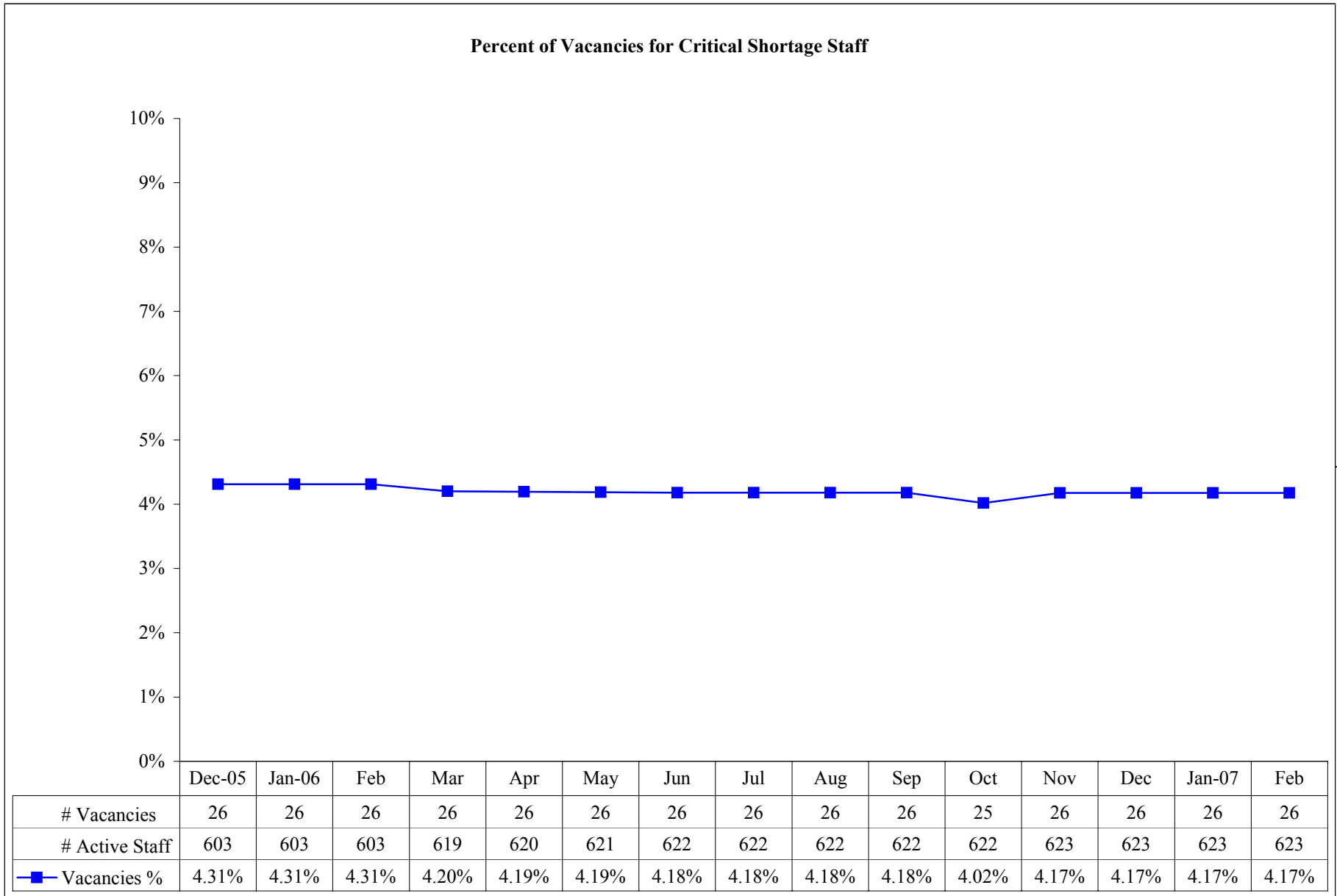


**Measure 8B - Vacancies for Critical Shortage Staff  
All State Hospitals**

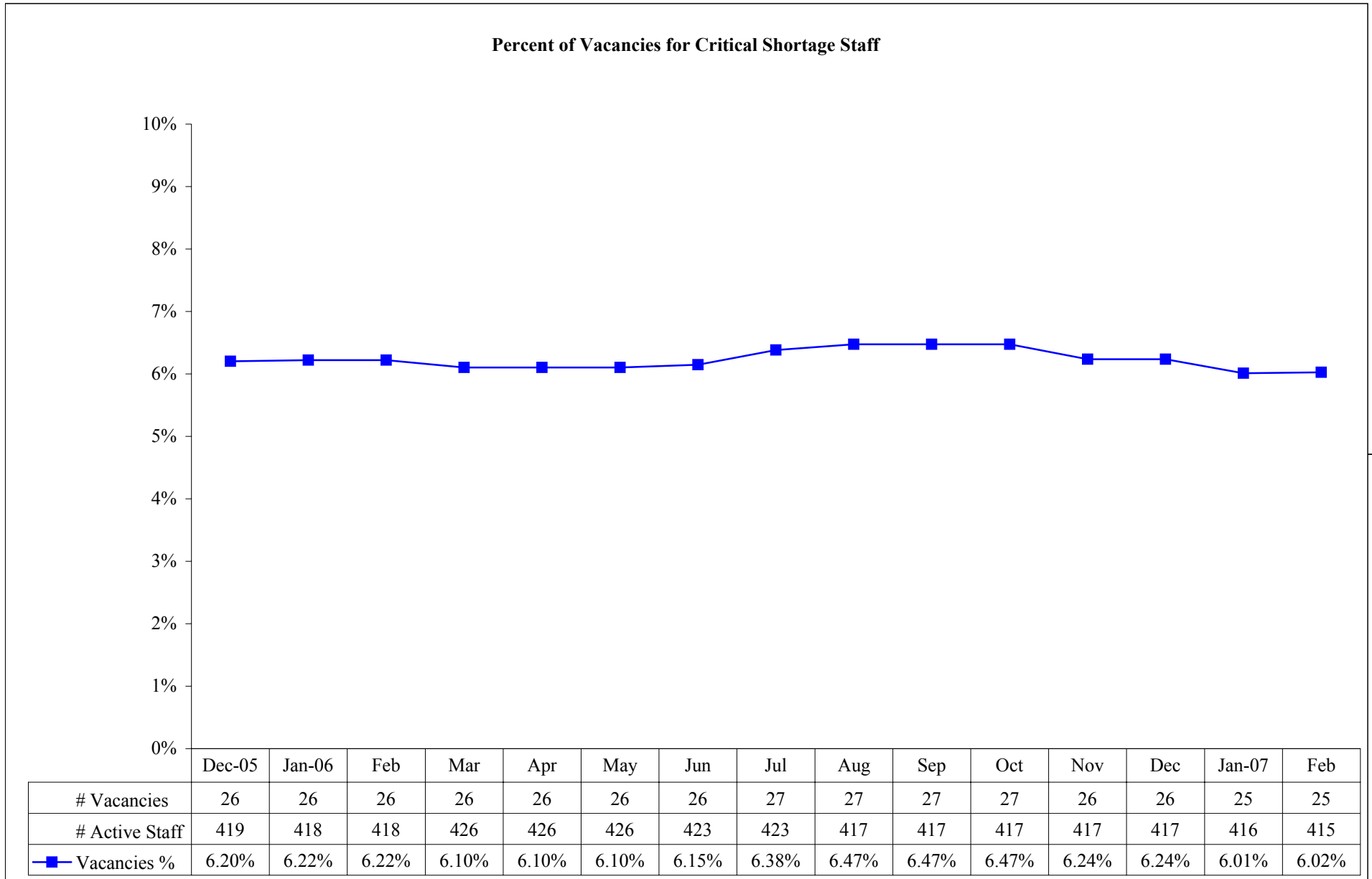
**Percent of Vacancies for Critical Shortage Staff**



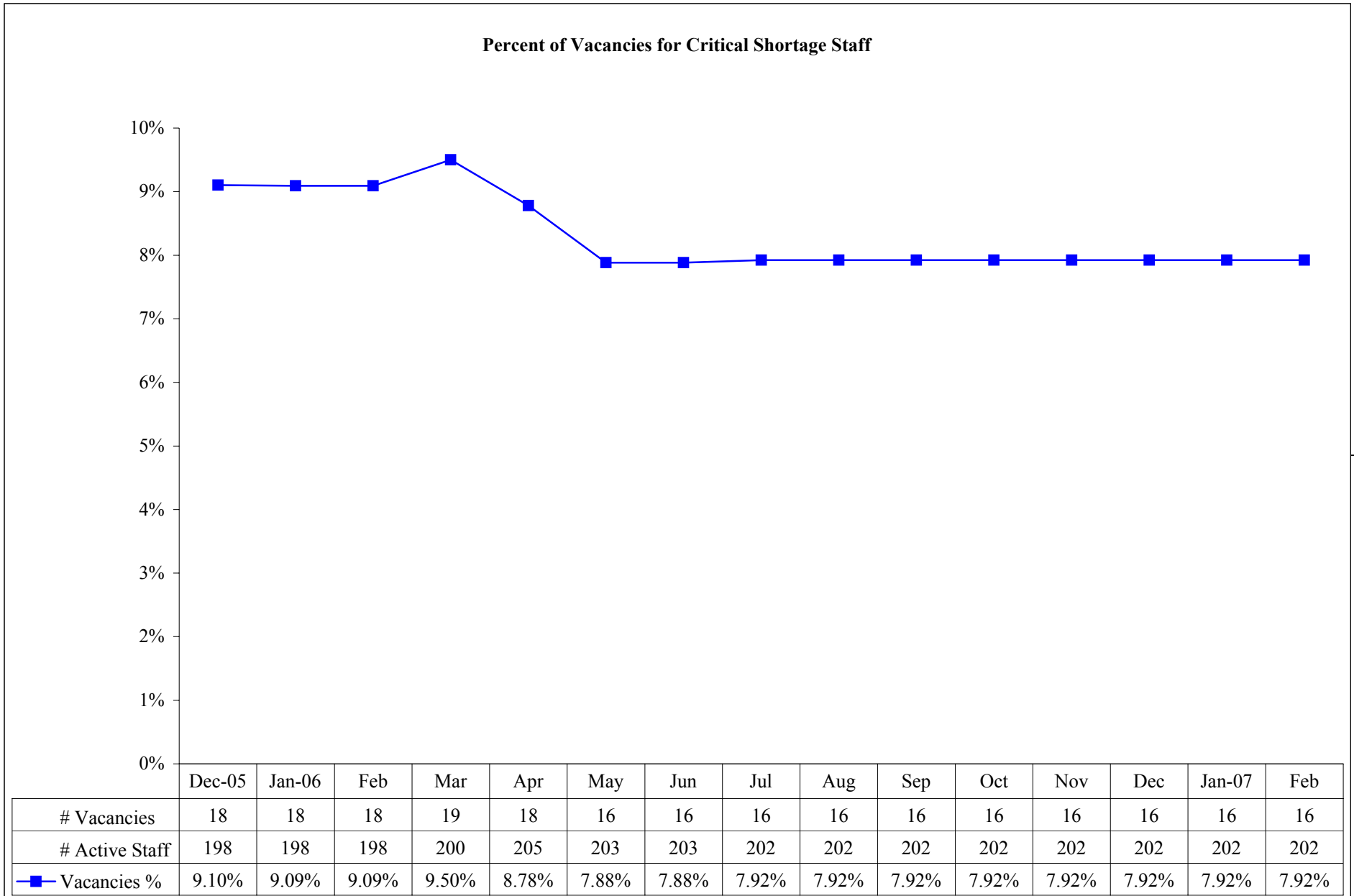
**Measure 8B - Vacancies for Critical Shortage Staff  
Austin State Hospital**



**Measure 8B - Vacancies for Critical Shortage Staff**  
**Big Spring State Hospital**

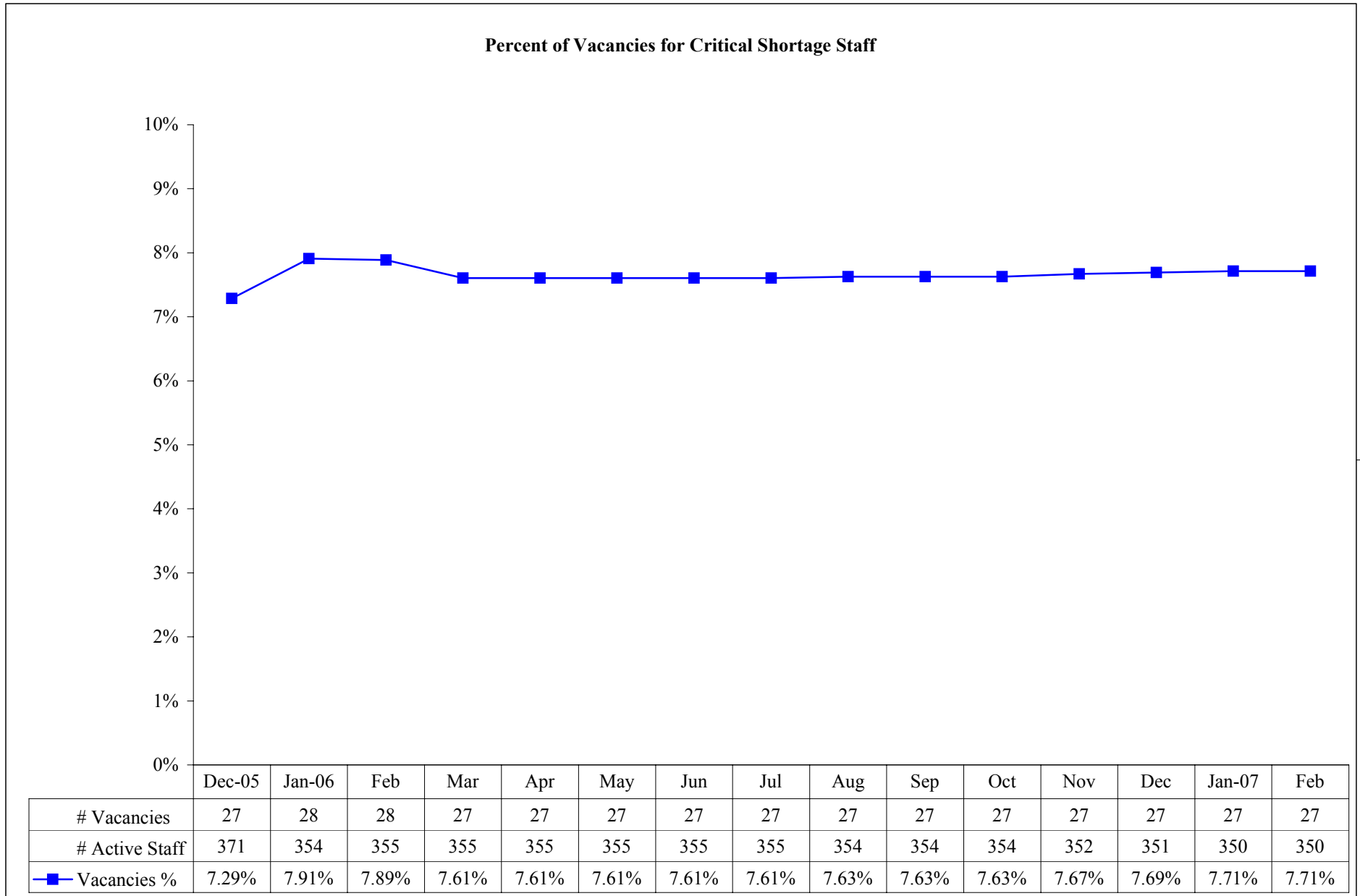


**Measure 8B - Vacancies for Critical Shortage Staff  
El Paso Psychiatric Center**

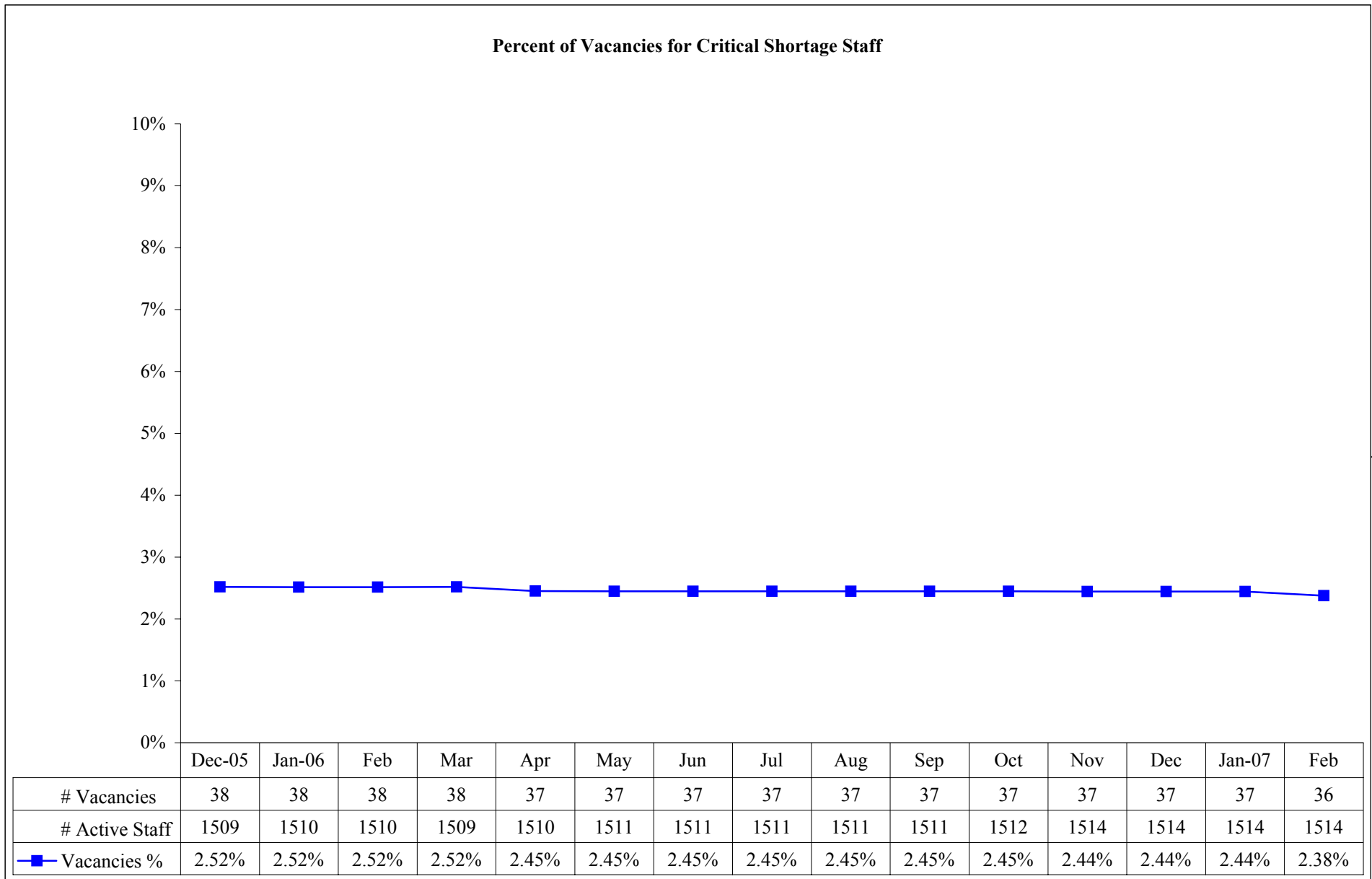




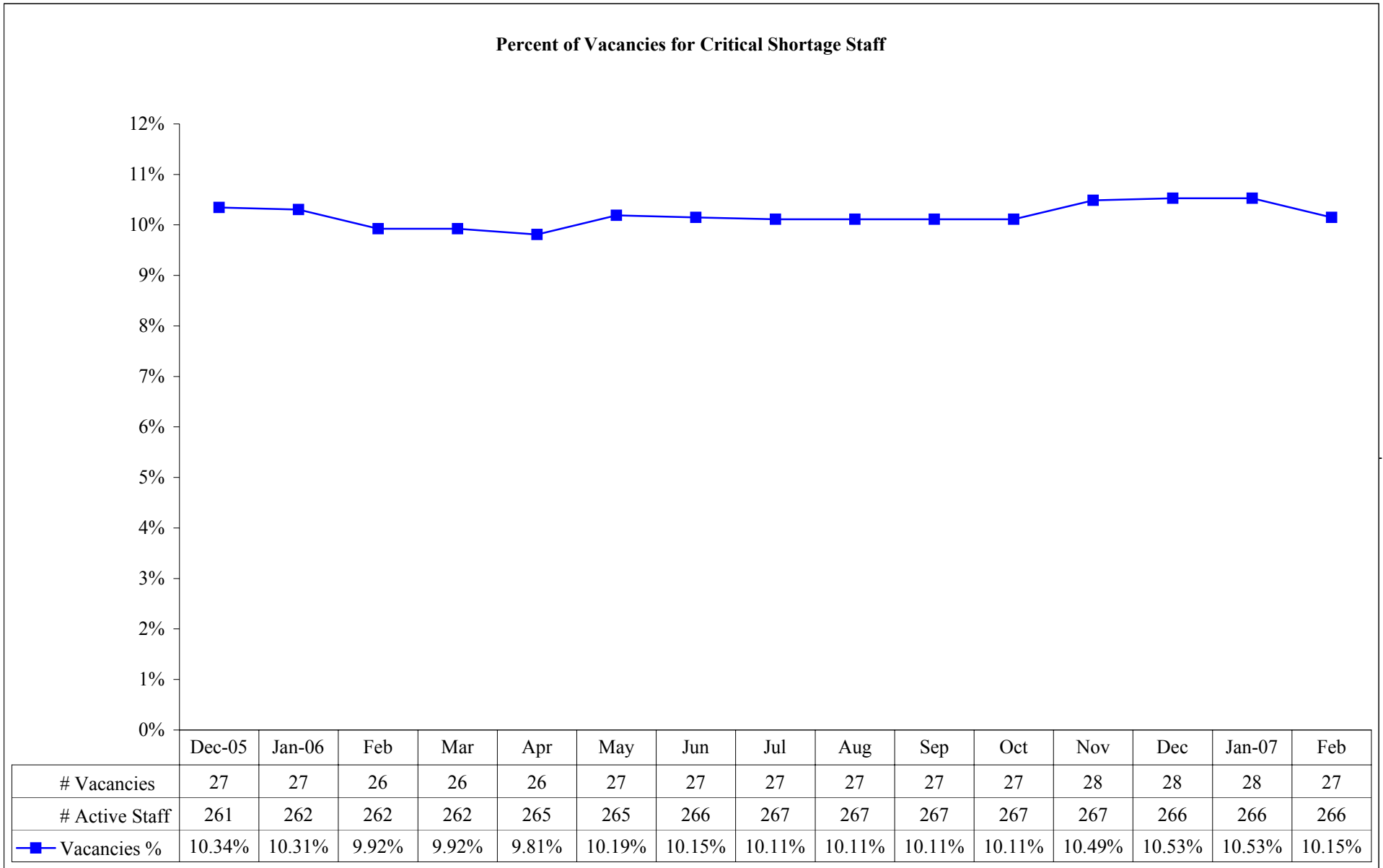
**Measure 8B - Vacancies for Critical Shortage Staff  
Kerrville State Hospital**



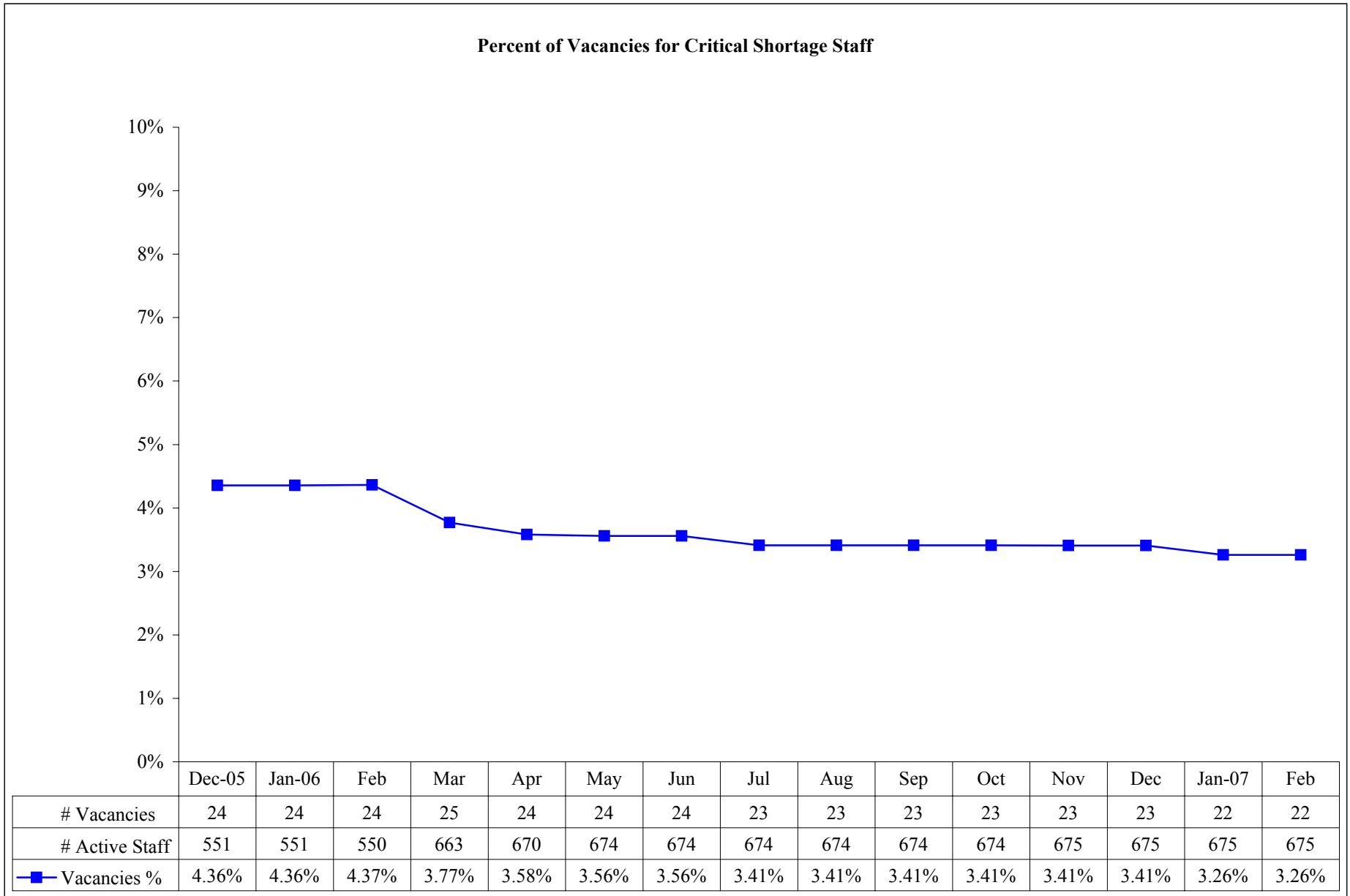
**Measure 8B - Vacancies for Critical Shortage Staff  
North Texas State Hospital**



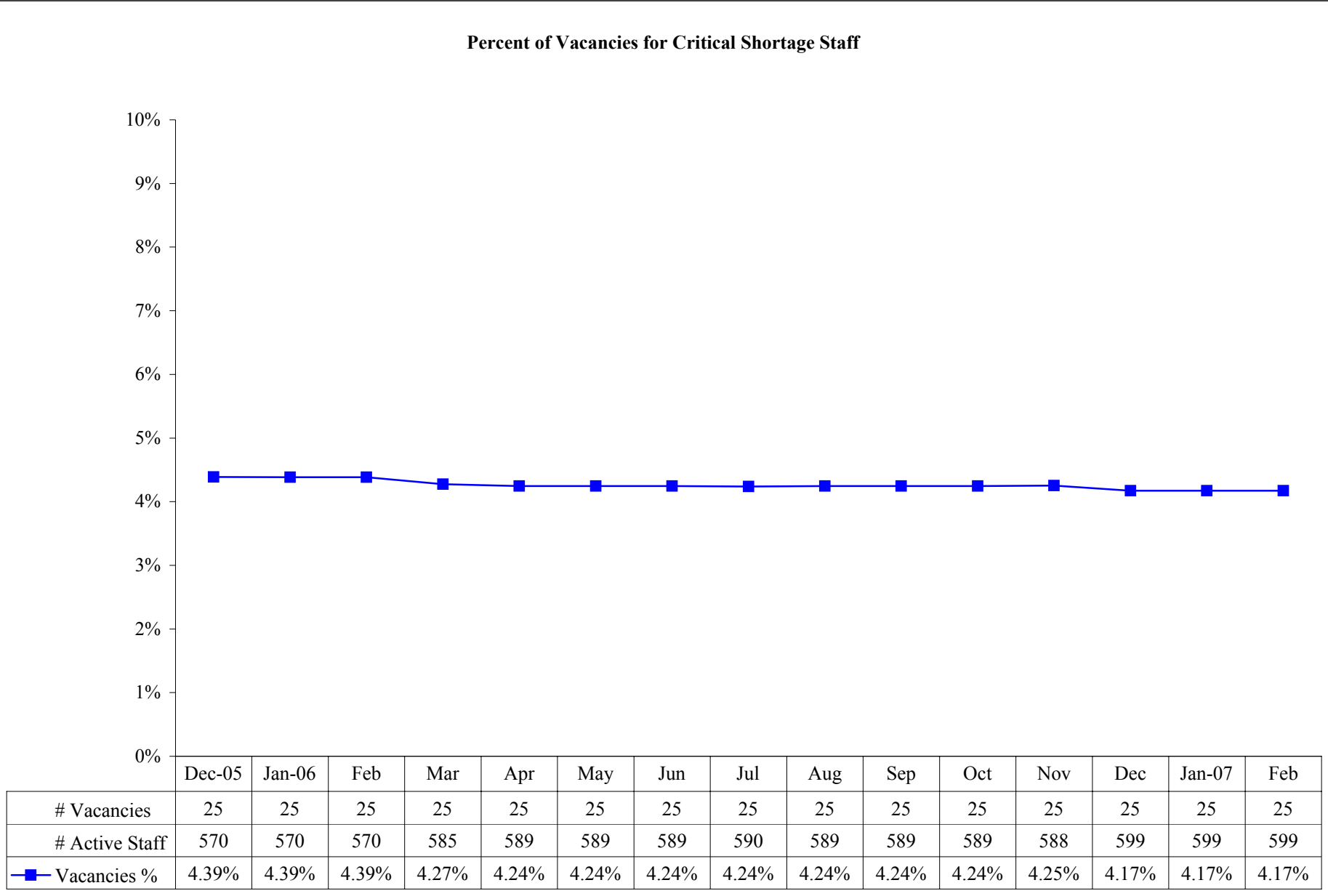
**Measure 8B - Vacancies for Critical Shortage Staff**  
**Rio Grande State Center**



**Measure 8B - Vacancies for Critical Shortage Staff**  
**Rusk State Hospital**

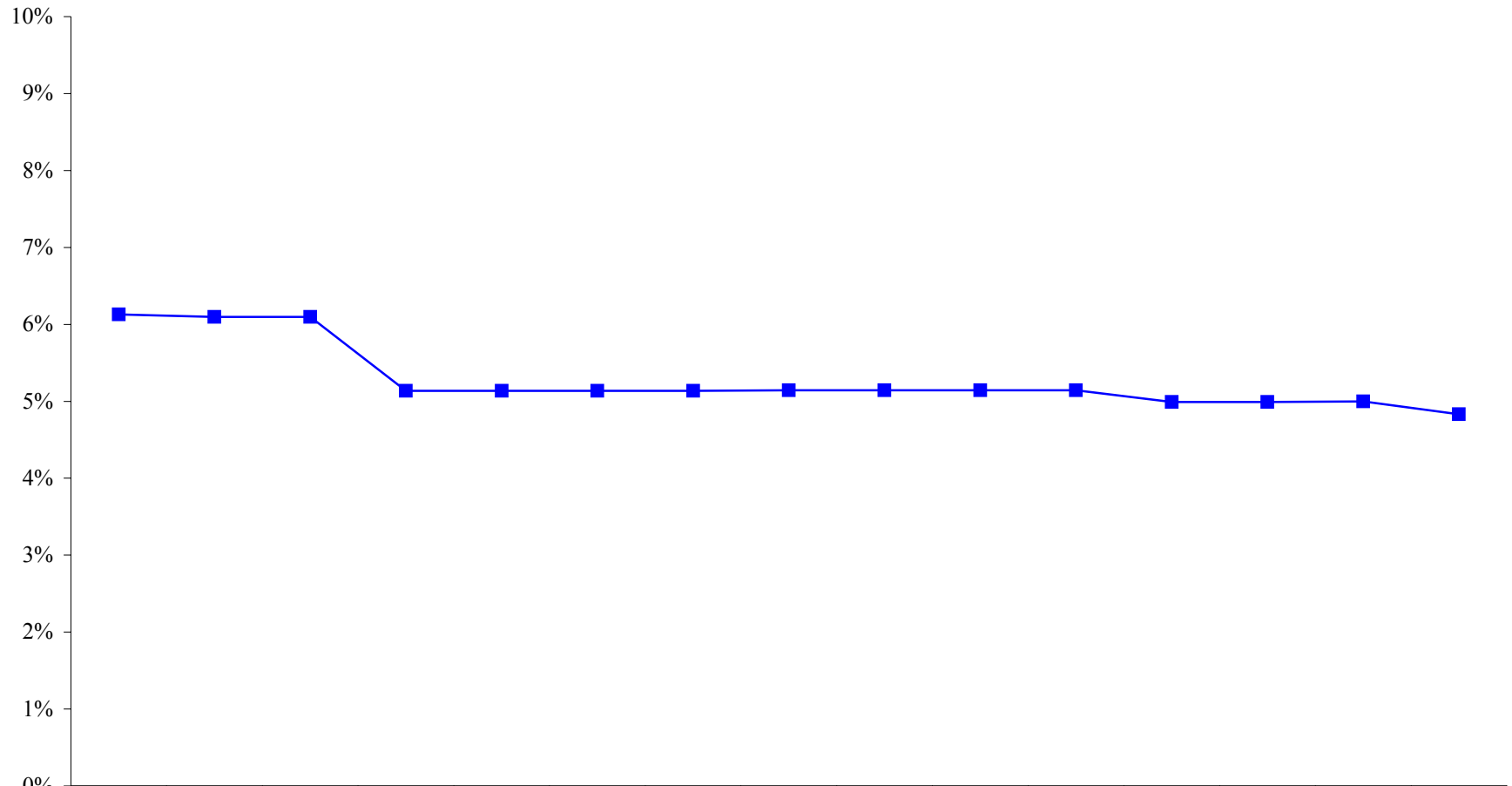


**Measure 8B - Vacancies for Critical Shortage Staff  
San Antonio State Hospital**



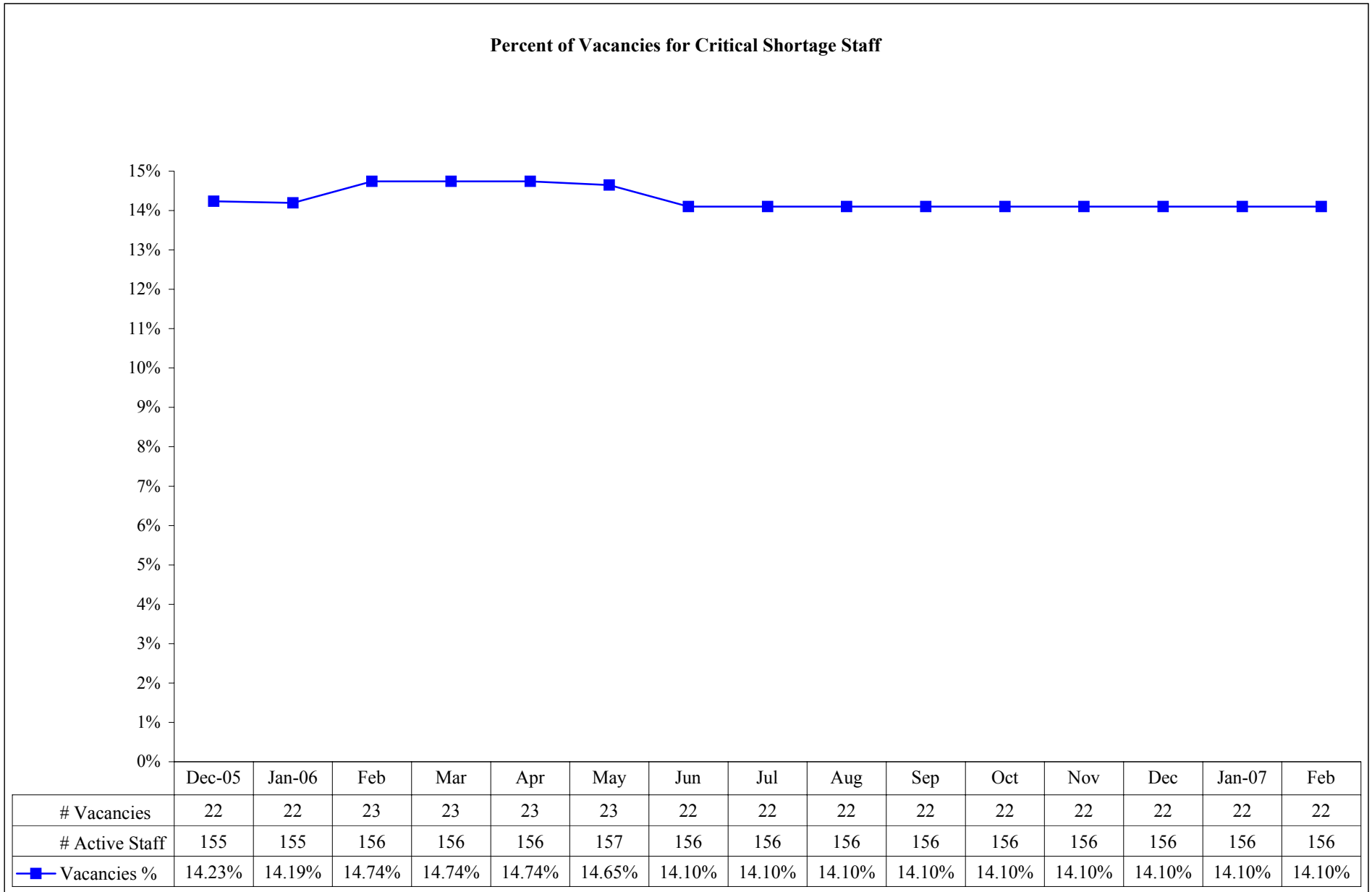
**Measure 8B - Vacancies for Critical Shortage Staff  
Terrell State Hospital**

**Percent of Vacancies for Critical Shortage Staff**

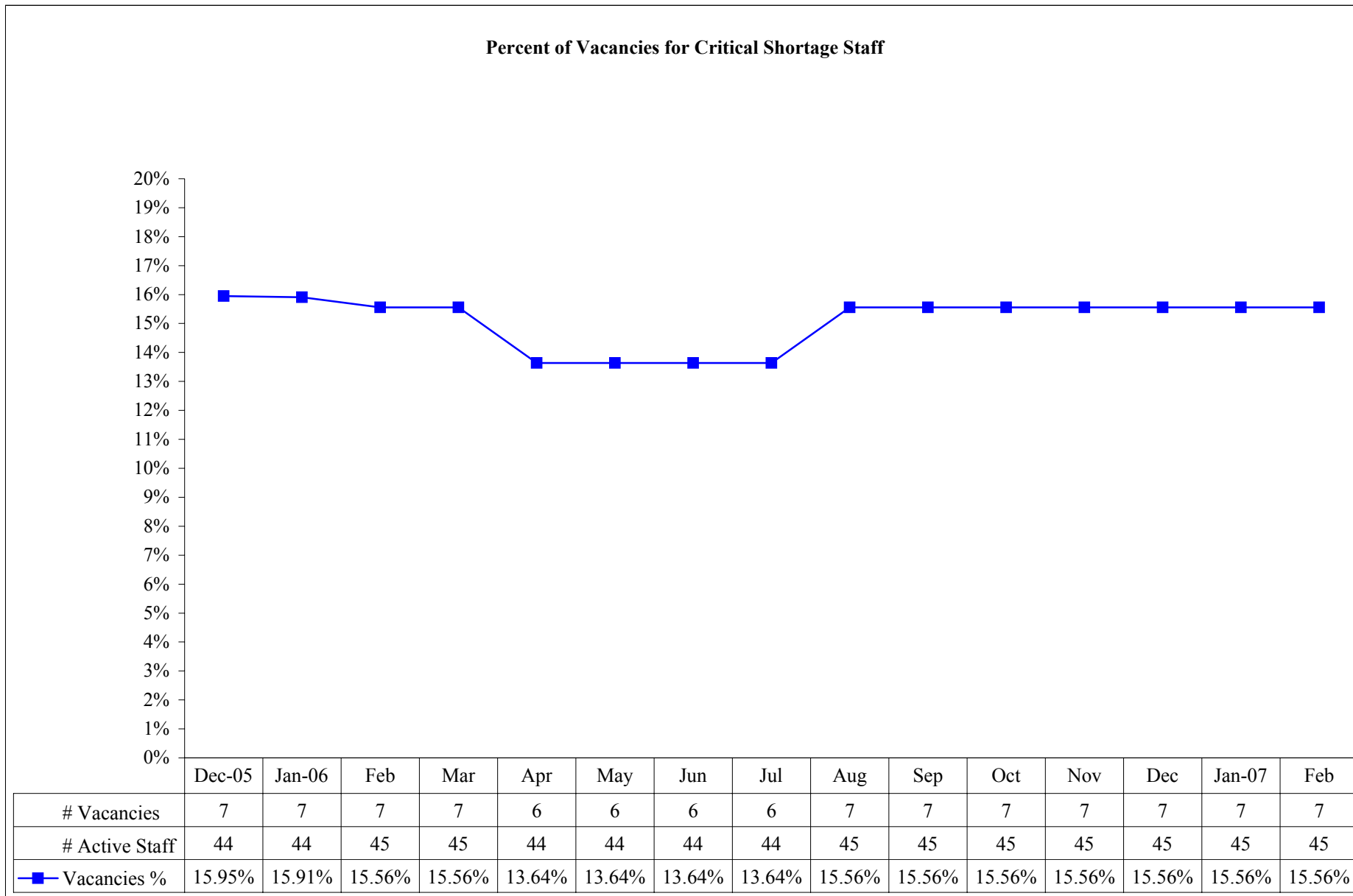


	Dec-05	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
# Vacancies	32	32	32	32	32	32	32	32	32	32	32	31	31	31	30
# Active Staff	522	525	525	623	623	623	623	622	622	622	622	621	621	620	621
■ Vacancies %	6.13%	6.10%	6.10%	5.14%	5.14%	5.14%	5.14%	5.14%	5.14%	5.14%	5.14%	4.99%	4.99%	5.00%	4.83%

**Measure 8B - Vacancies for Critical Shortage Staff  
Waco Center for Youth**



**Measure 8B - Vacancies for Critical Shortage Staff**  
**Texas Center for Infectious Disease**





## ***GOAL 9: Improve Organizational Performance***

### **Performance Objective 9A:**

**Children and parent(s) or the legally authorized representative will be satisfied with the treatment and safe milieu provided by in state mental health hospitals by achieving the following average response on the Patient Satisfaction Surveys (PSAT).**

- 1. An average score of “4” on the Parent Satisfaction Survey**
- 2. An average score of “1.698” on the Children Satisfaction Survey**

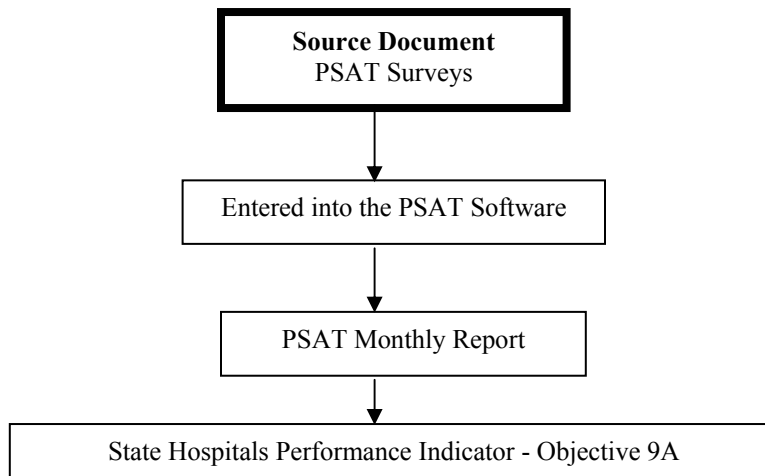
**Performance Objective Operational Definition:** At least 20% of discharges should be sampled each month for children (age 5-12) and for parents.

**Performance Objective Formula:** PSAT System gives the frequency of response and the percent of total sample on the 5-point Likert scale for the overall score.

### **Performance Objective Data Display and Chart Description:**

- ◆ Bar chart showing scores for individual state hospitals.
- ◆ Line chart with monthly data points of children scores and parent scores for individual state hospitals and system-wide.

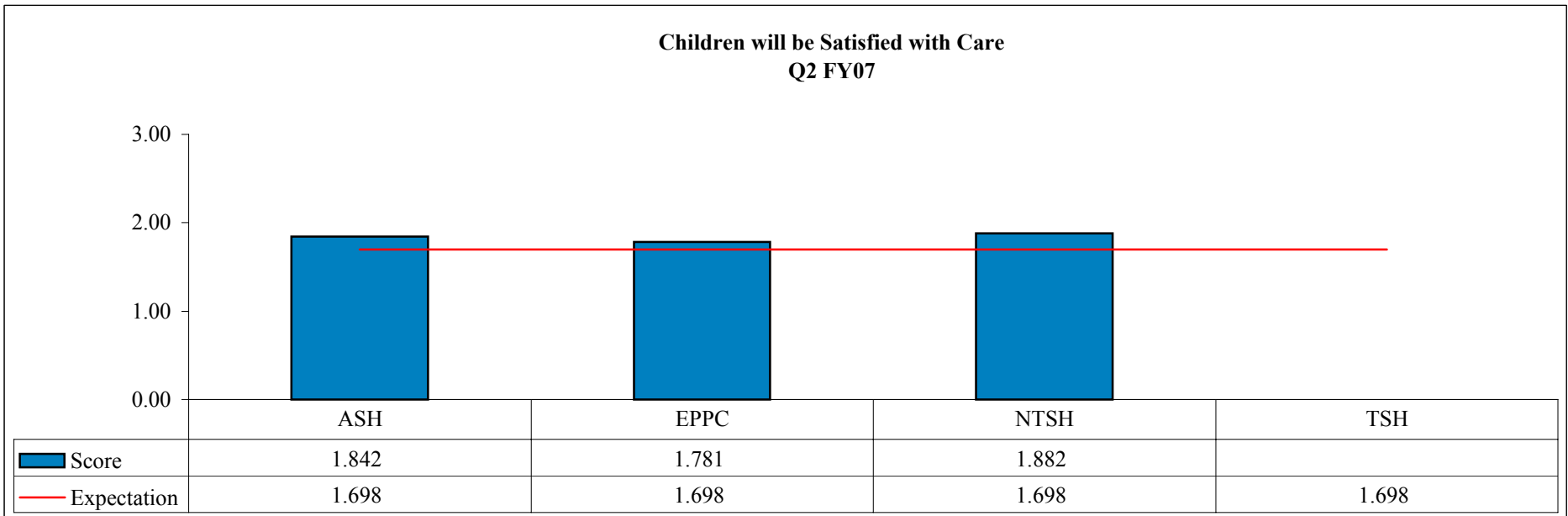
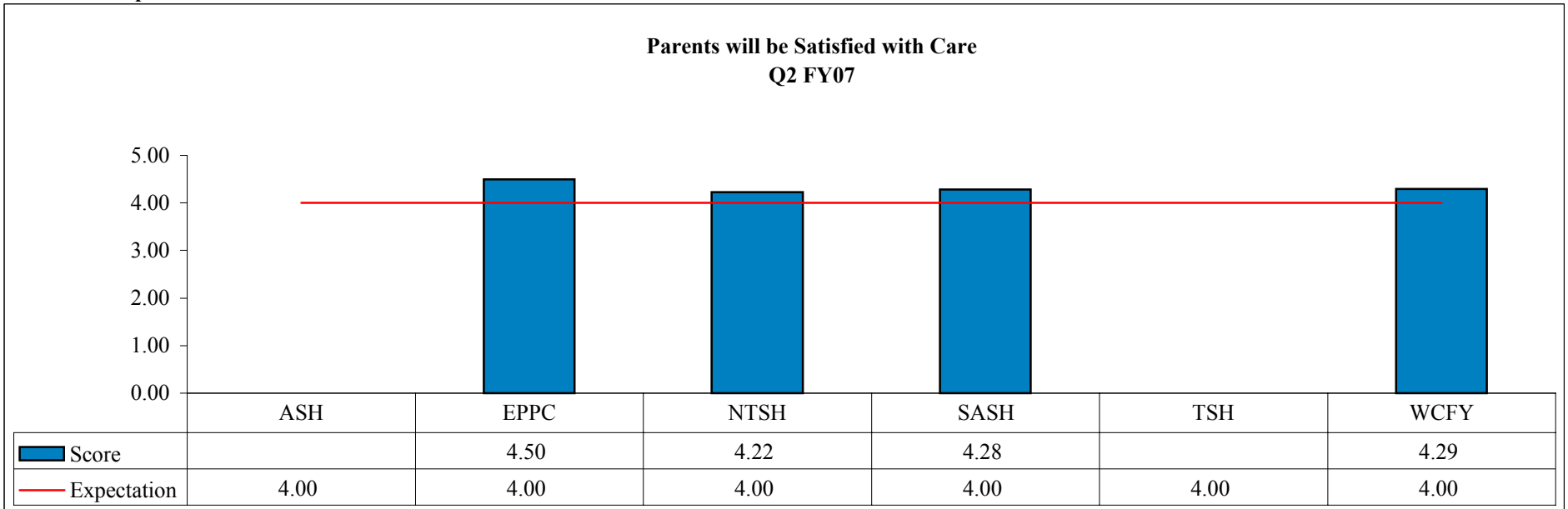
### **Data Flow:**



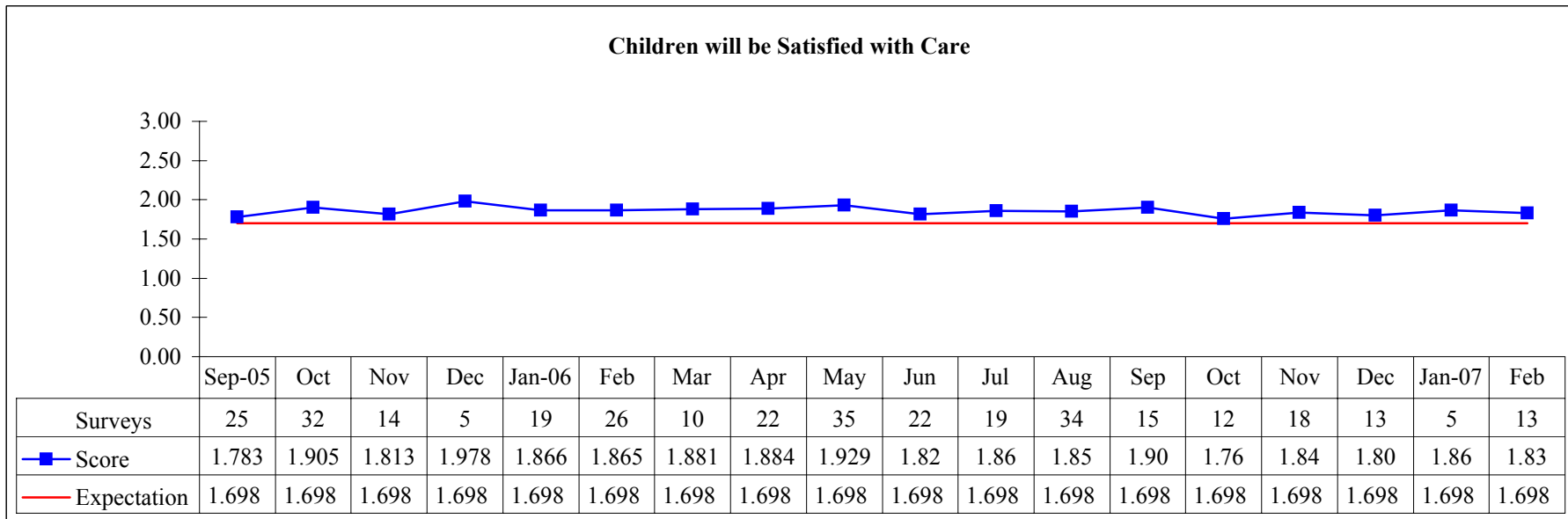
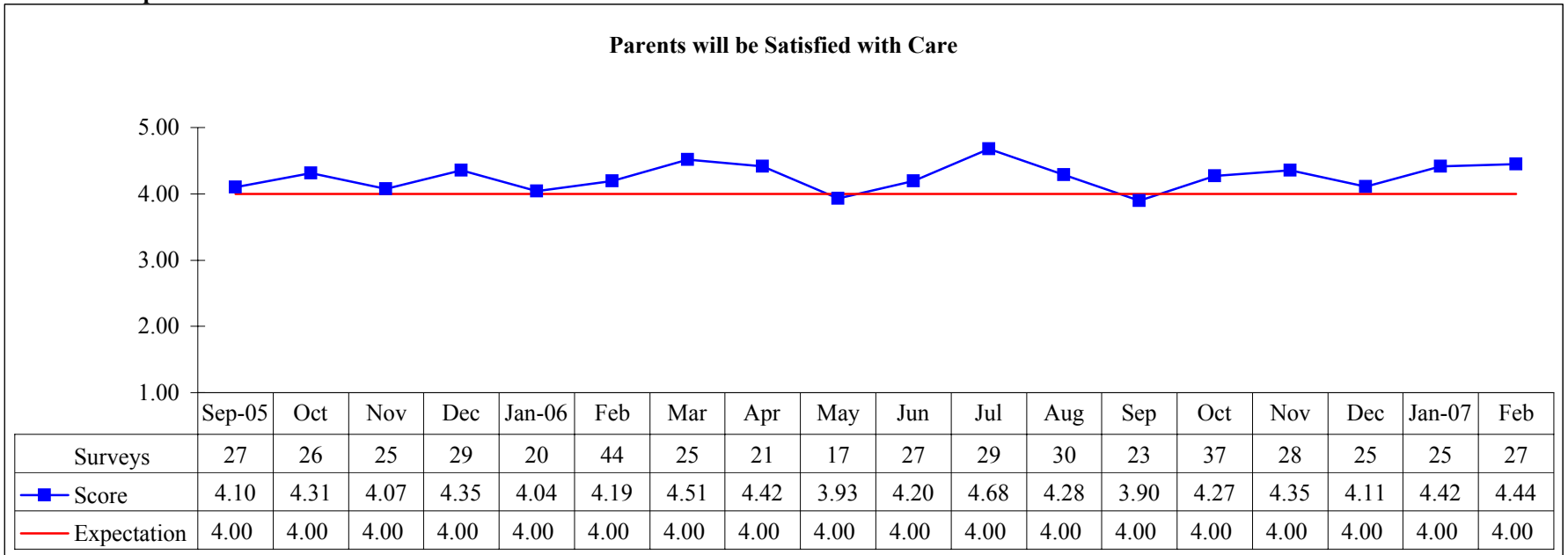
### **Data Integrity Review Process:**

Children and parent satisfaction surveys are not subject to a data integrity review at this time.

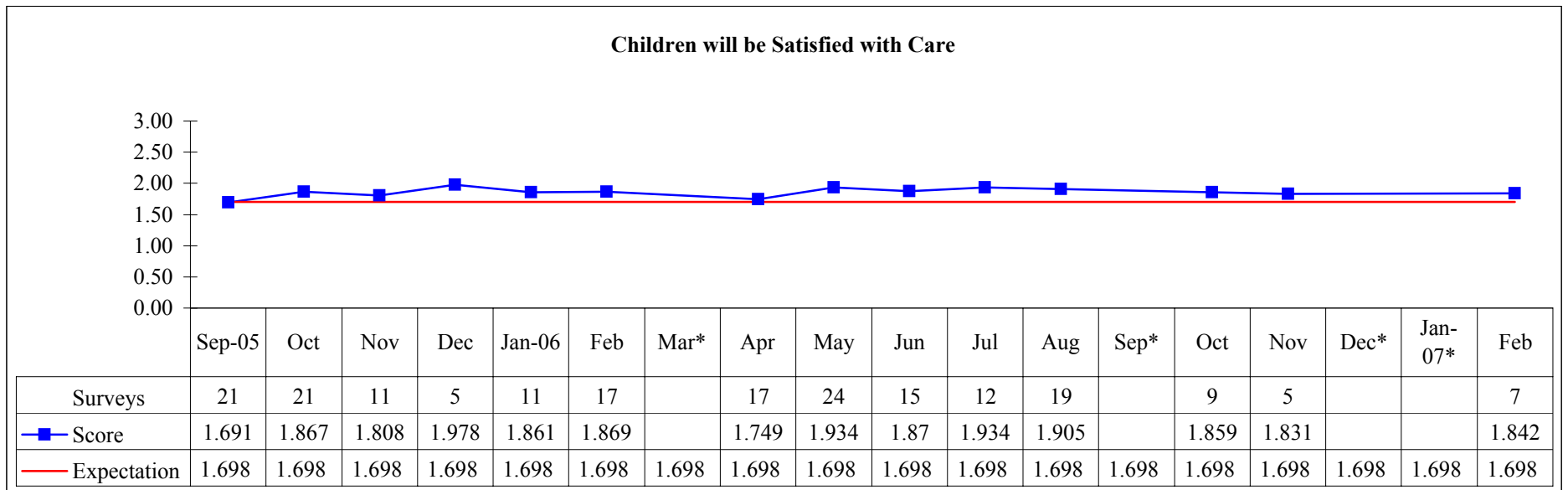
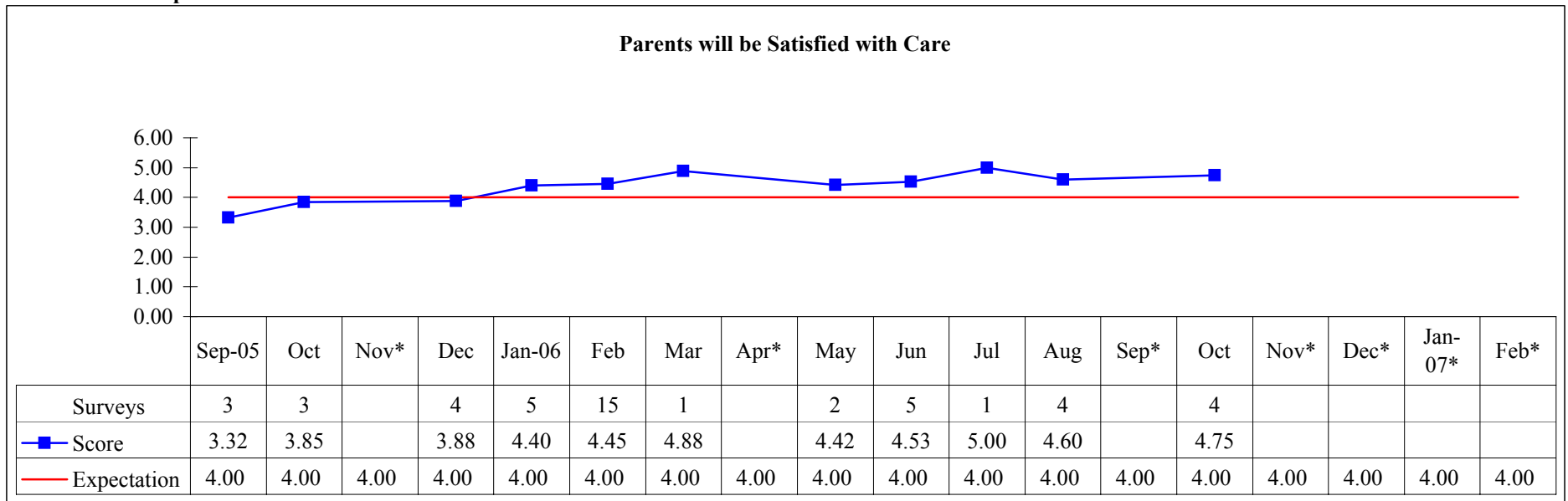
**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**All State Hospitals**



**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**All State Hospitals**

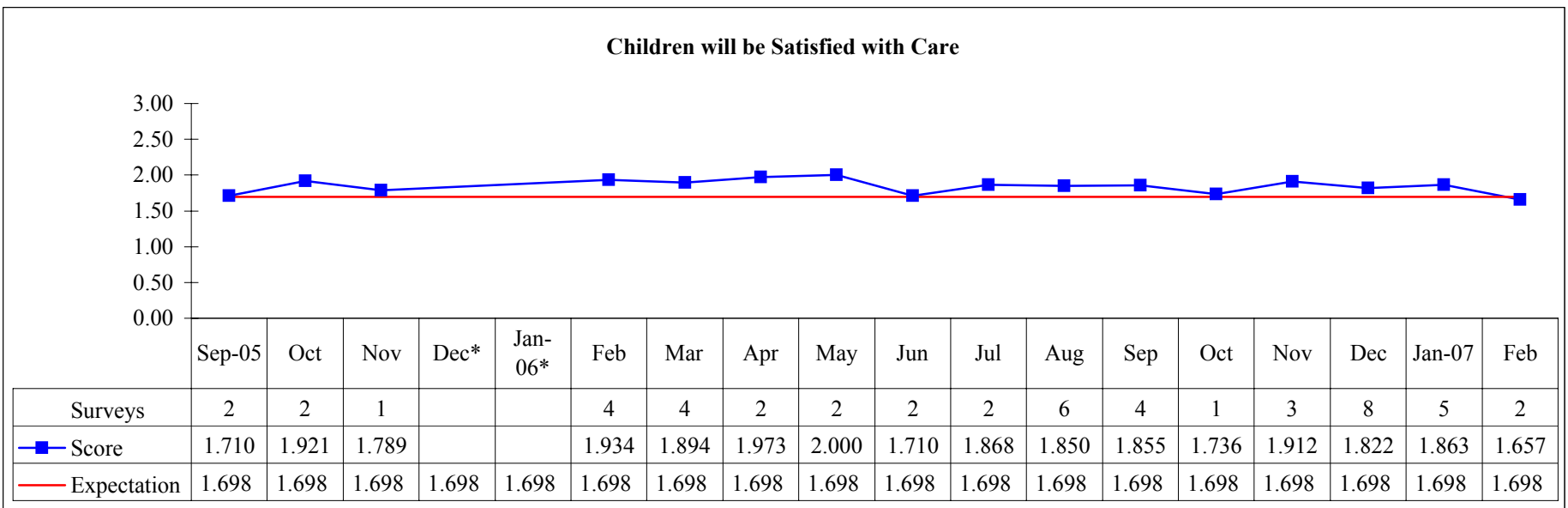
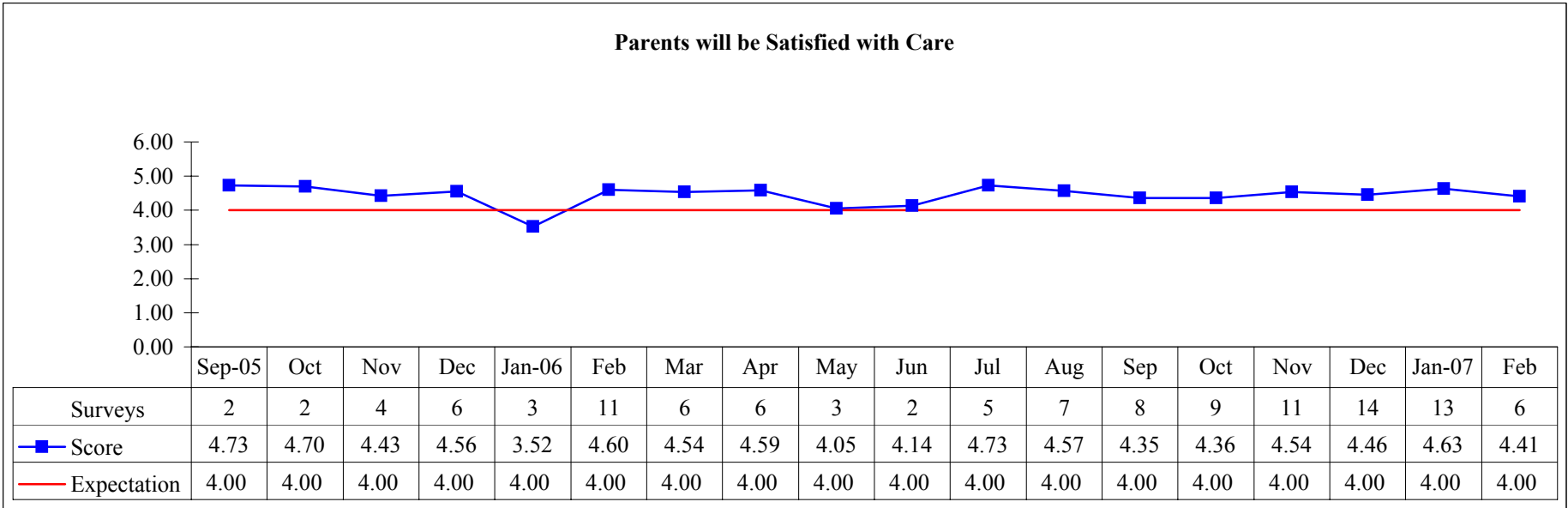


**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**Austin State Hospital**



\*No surveys submitted

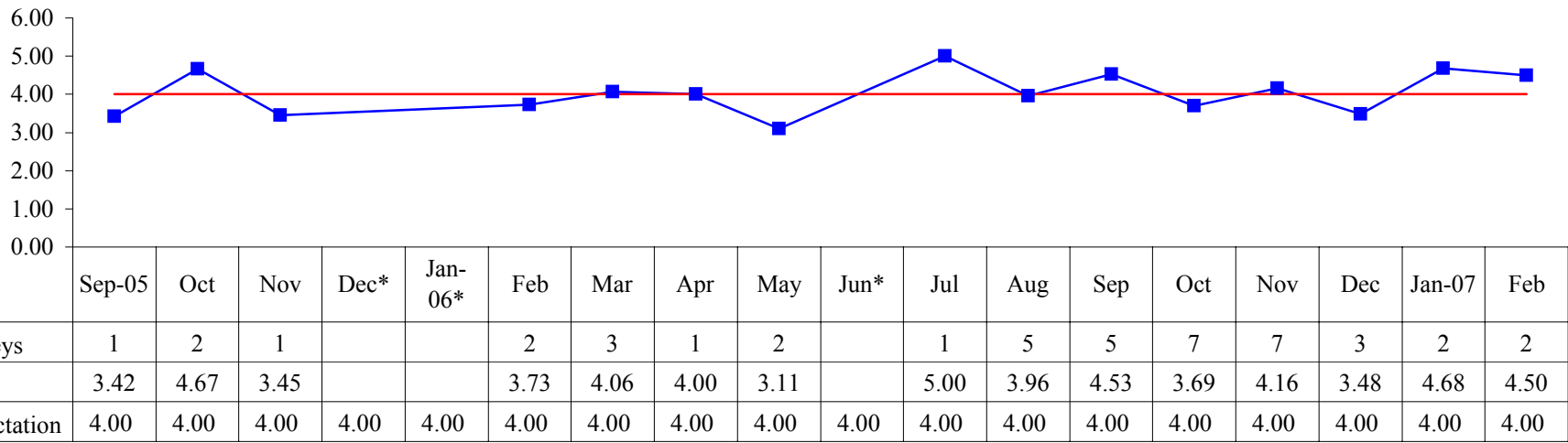
**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**El Paso Psychiatric Center**



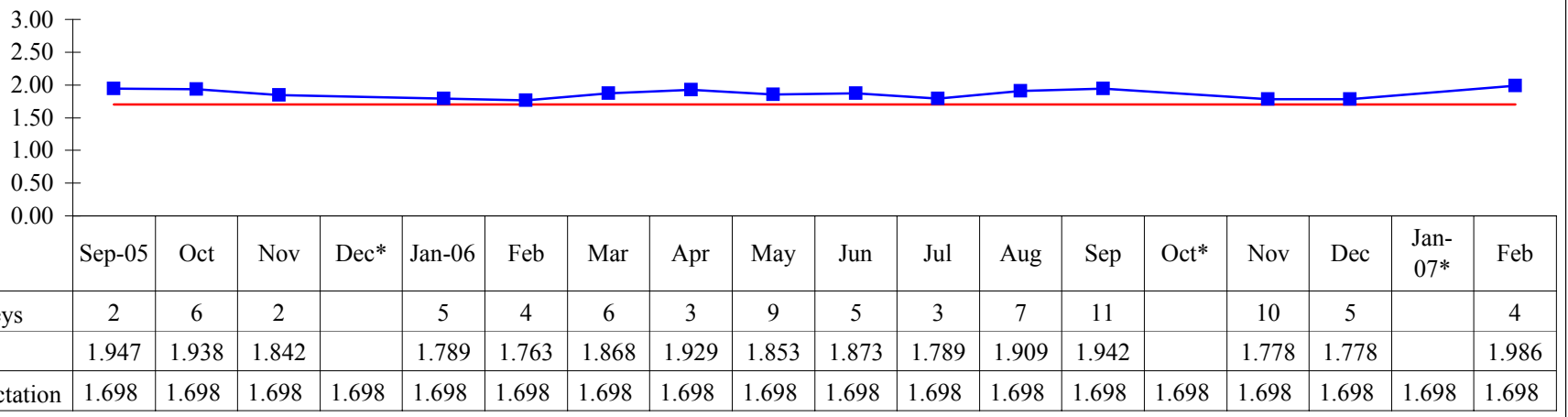
\*No surveys submitted

**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**North Texas State Hospital**

**Parents will be Satisfied with Care**



**Children will be Satisfied with Care**



\*No surveys submitted

**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**San Antonio State Hospital**

**Parents will be Satisfied with Care**

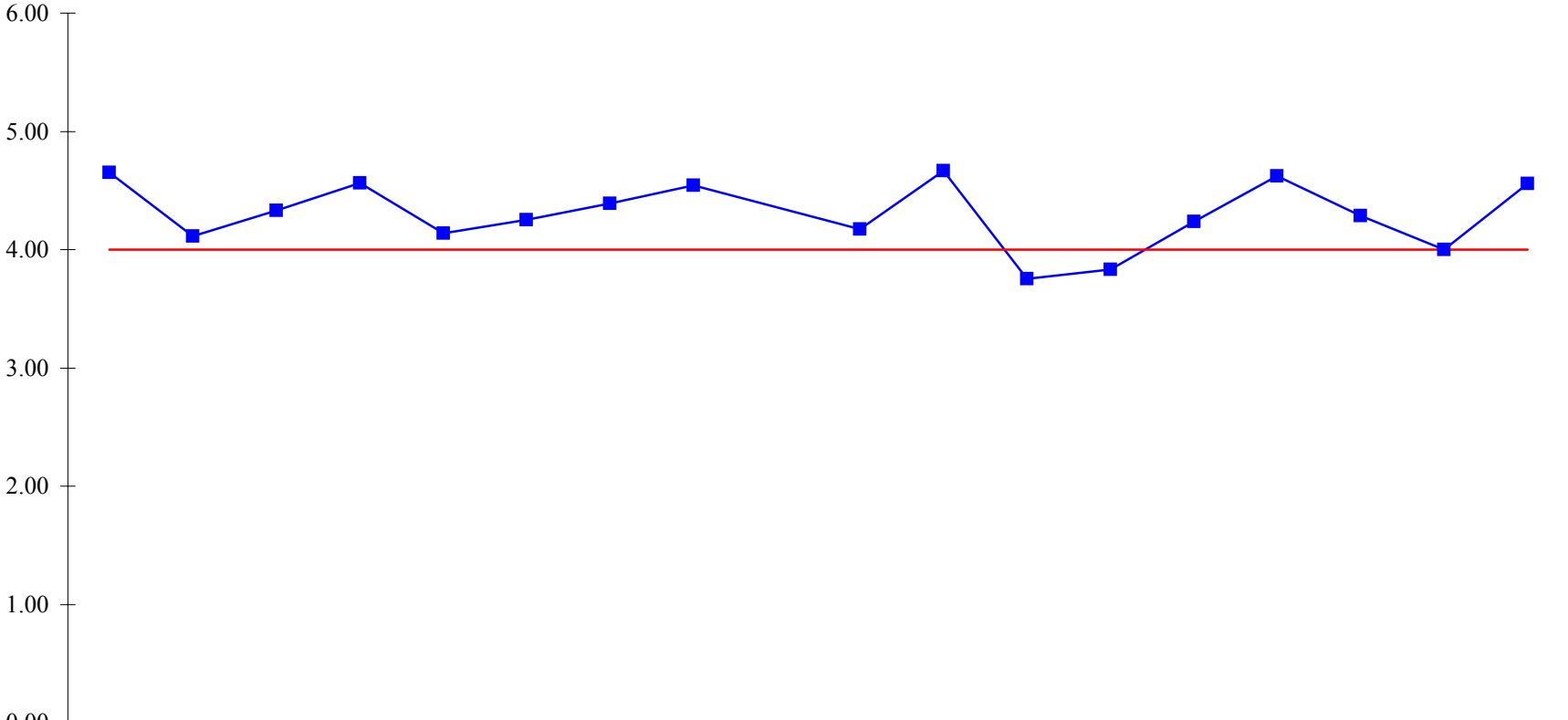
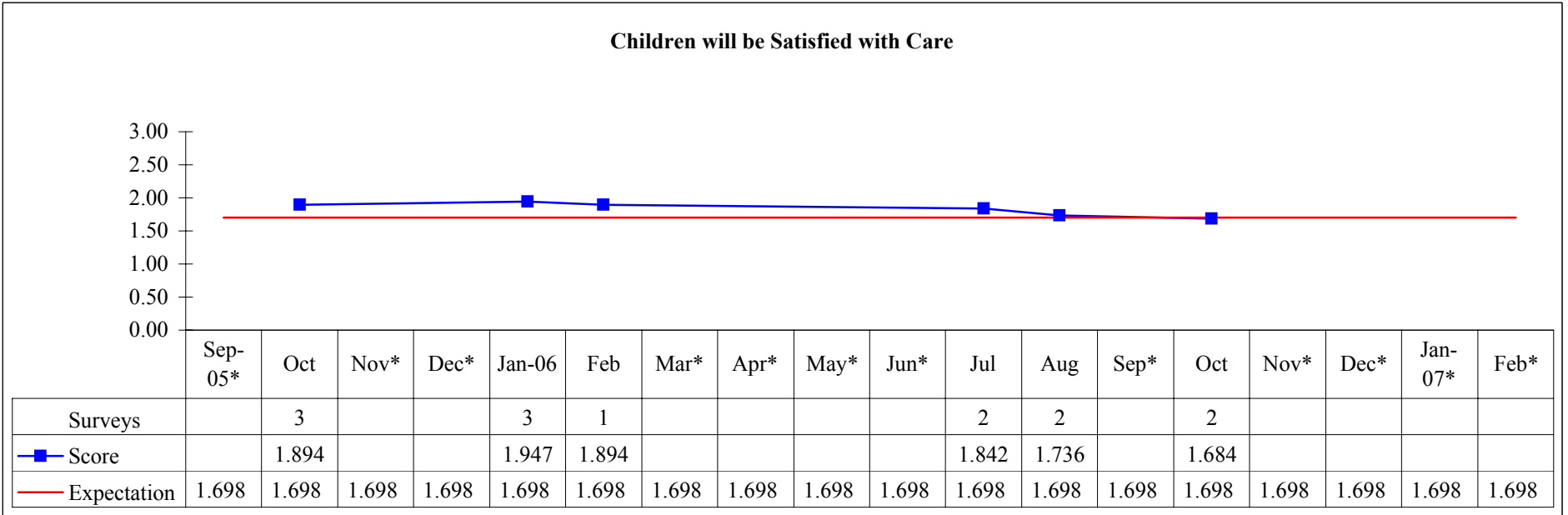
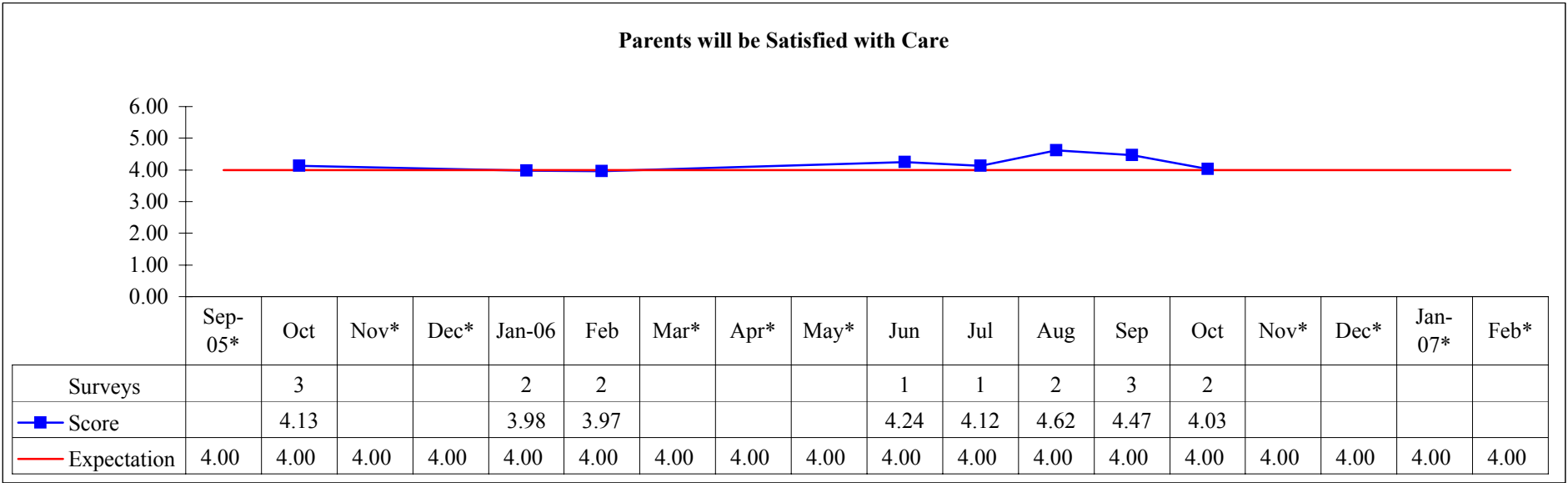


Chart: Hospital Management Data Services

\*No surveys submitted  
 Source: PSAT

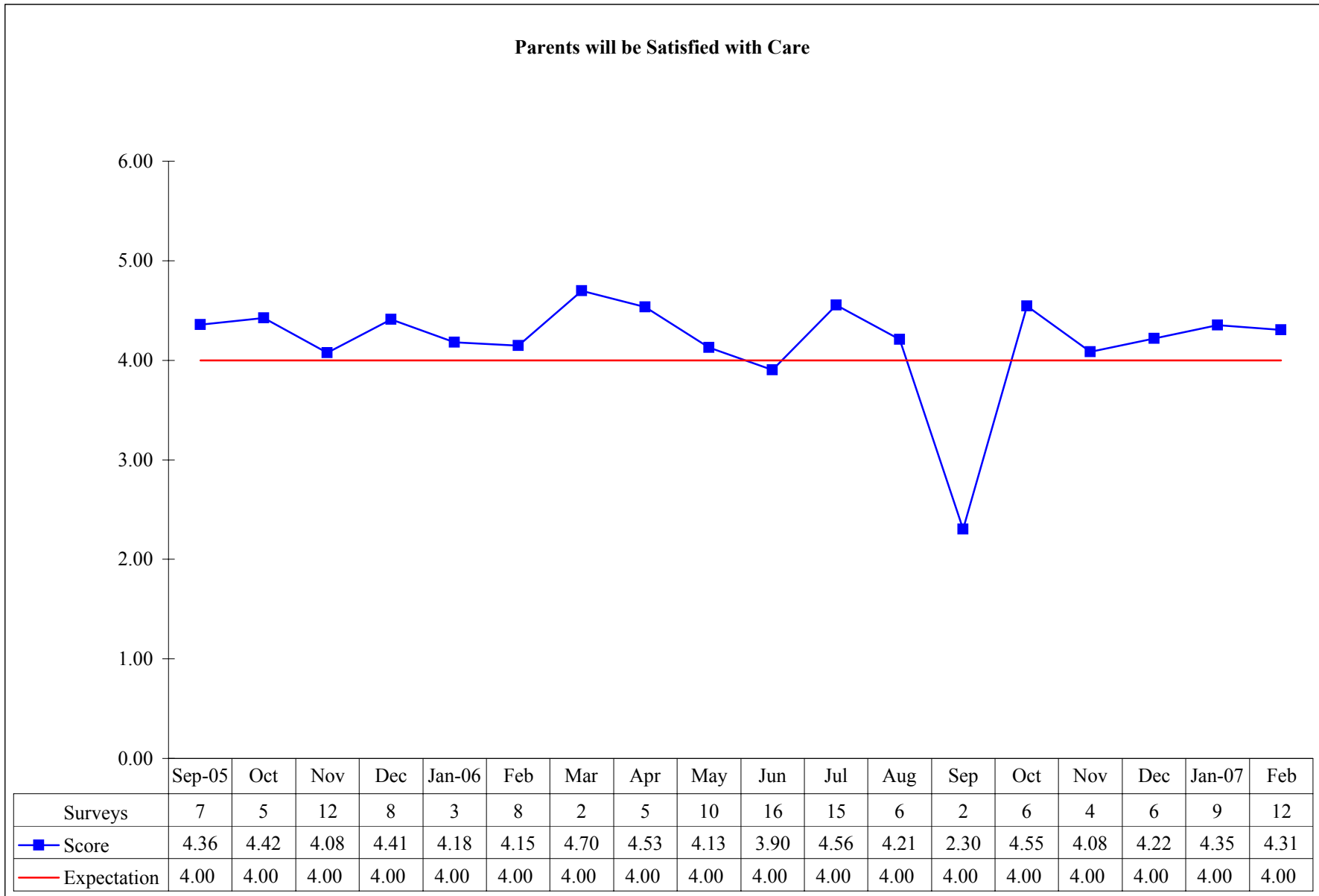
**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**Terrell State Hospital**



\*No surveys submitted



**Objective 9A - Patient Satisfaction**  
**Children and Parents will be Satisfied with Treatment and Safe Milieu**  
**Waco Center for Youth**



**Performance Objective 9B:**

**Adults and adolescents will be satisfied with their care at state mental health hospitals as represented by achieving an average score of 3.60 on the NRI Inpatient Consumer Survey (NRI-ICS).**

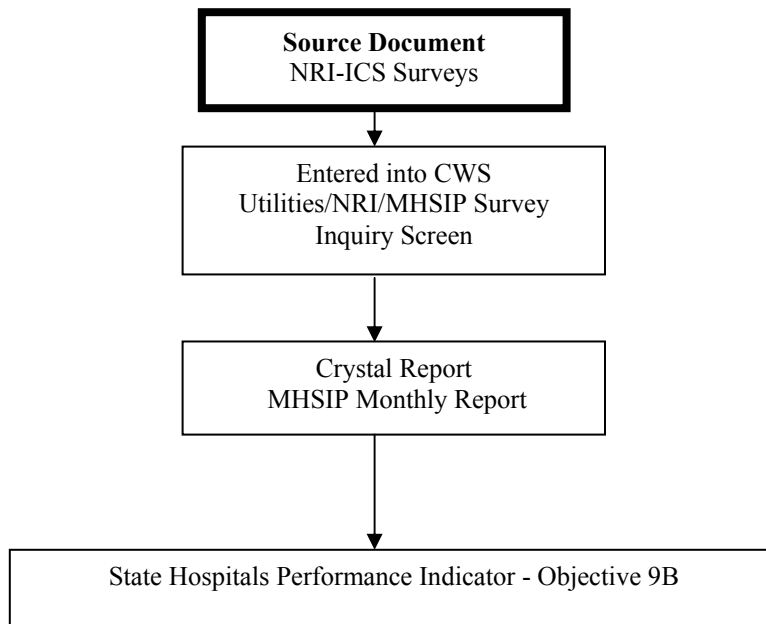
**Performance Objective Operational Definition:** At least 25% of discharges should be sampled each month for adult and adolescent patients.

**Performance Objective Formula:** NRI-ICS gives the frequency of response and the percent of total sample on the 5-point Likert scale for the overall score.

**Performance Objective Data Display and Chart Description:**

- ◆ Bar chart showing scores for individual state hospitals.
- ◆ Bar chart showing percentages of discharges surveyed for individual state hospitals.
- ◆ Control chart with monthly data points of scores for individual state hospitals and system-wide. Chart shows number of surveys, number of discharges and the percentage of discharges surveyed for individual state hospitals.

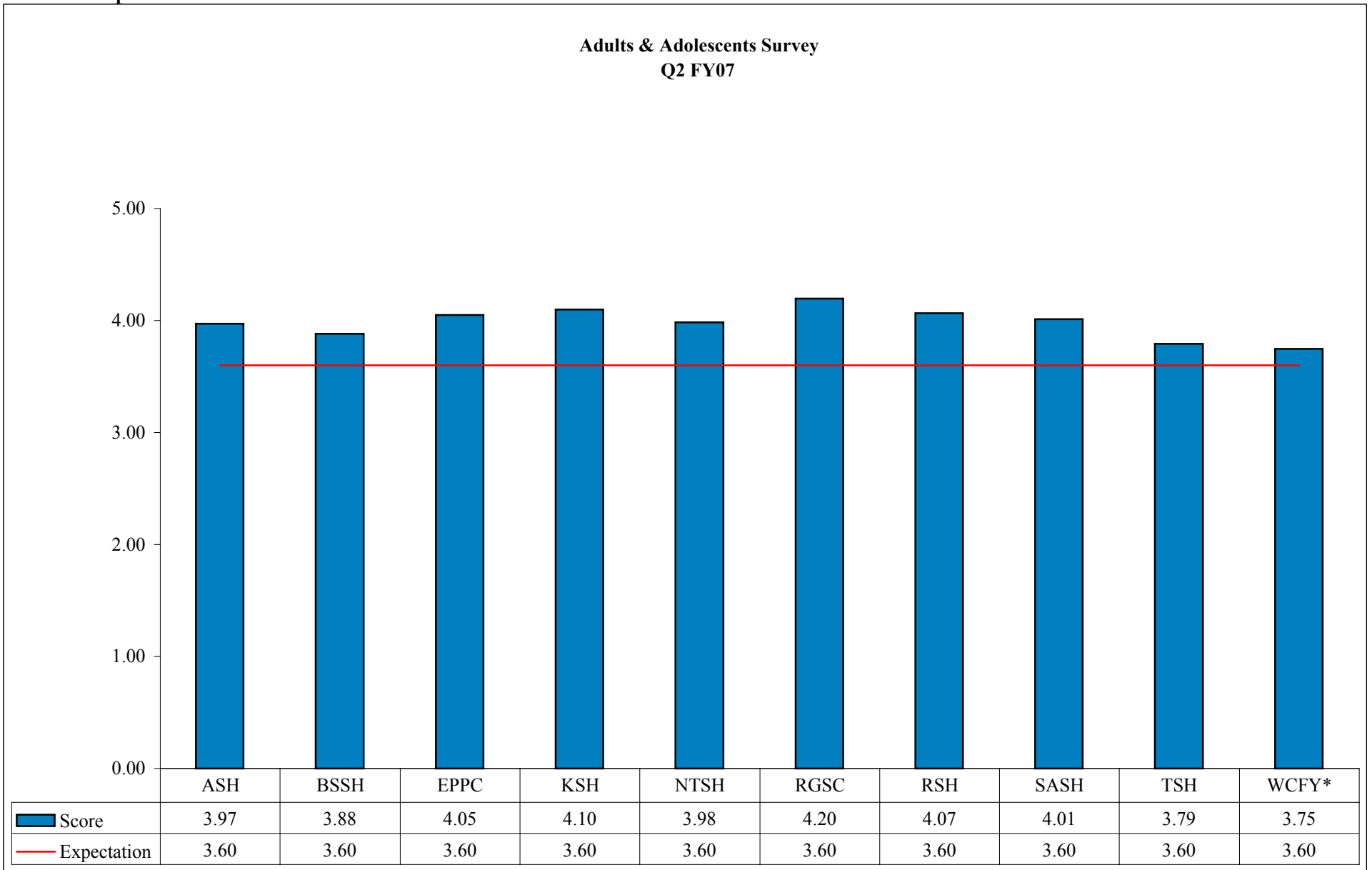
**Data Flow:**



**Data Integrity Review Process:**

Monitoring Method	Adult patient satisfaction survey review using the most recent NRI PMS quarterly episode file data to select sample.
Monitoring Instrument/Tool	NRI Inpatient Consumer Survey sample list, audit sheet and facility hard copy surveys
Description of Review Process	Copies of the original patient surveys are audited to see if the data (survey responses and demographic information) matches the corresponding information found in CWS NRI ICS (MHSIP) Reports
Sample Size	15 randomly selected surveys completed at the facility during the review period
Monitoring Frequency	Facility: Semiannually HMDS: Annually
Performance Improvement Trigger	When at least 3 of 15 surveys have data errors
DIR/HMDS Report	Summary of review including data accuracy, findings and data analysis.

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**All State Hospitals**

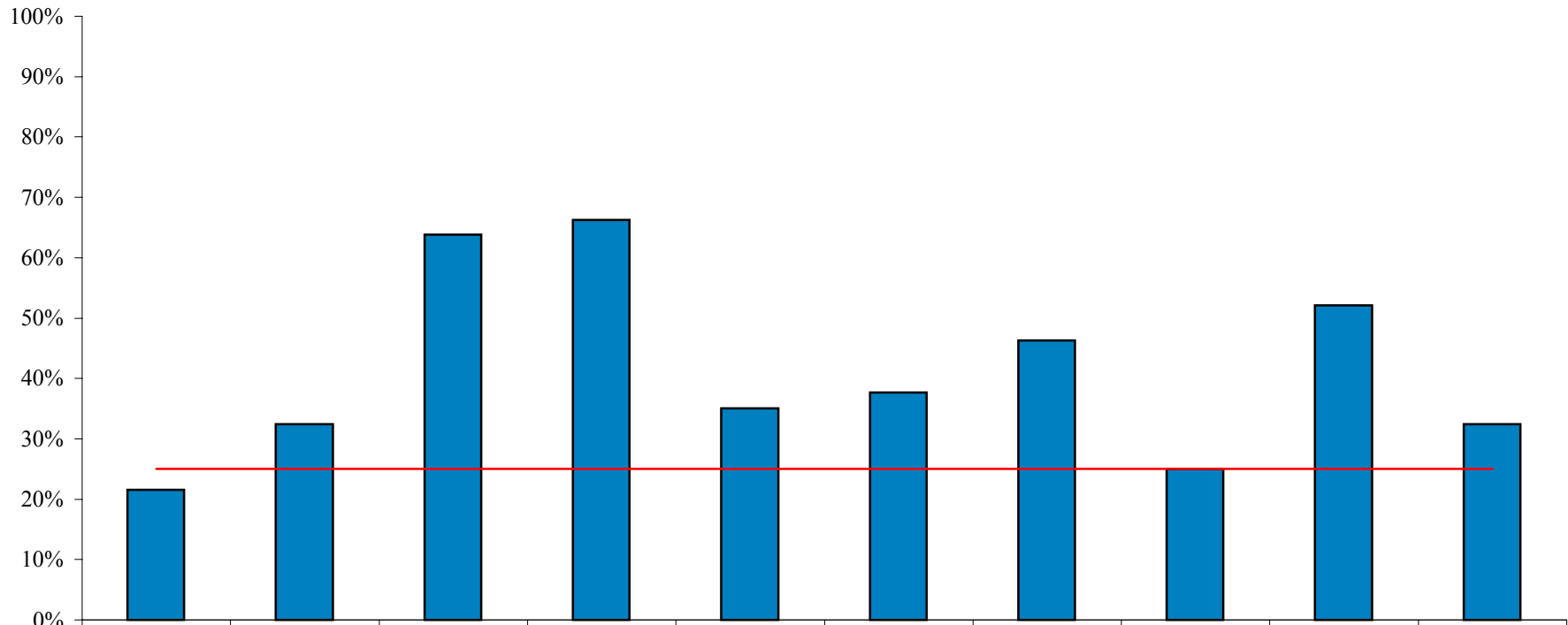


\*WCFY - Adolescent Surveys Only

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**All State Hospitals**

**Percentage of Adult & Adolescent Surveys Completed**  
**Q2 FY07**



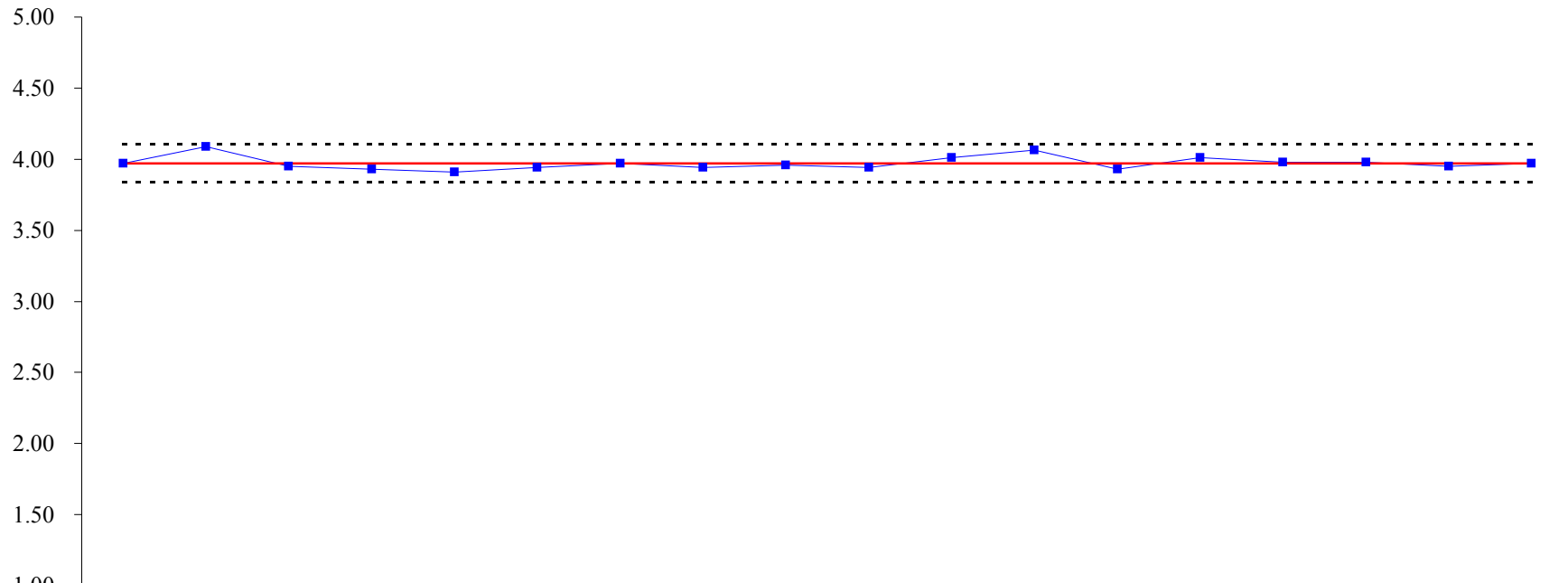
	ASH	BSSH	EPPC	KSH	NTSH	RGSC	RSH	SASH	TSH	WCFY*
Discharges	1055	296	243	77	545	268	369	523	685	37
Surveys	227	96	155	51	191	101	171	131	357	12
% Surveyed	22%	32%	64%	66%	35%	38%	46%	25%	52%	32%
Expectation	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%

\*WCFY - Adolescent Surveys Only

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**All State Hospitals**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

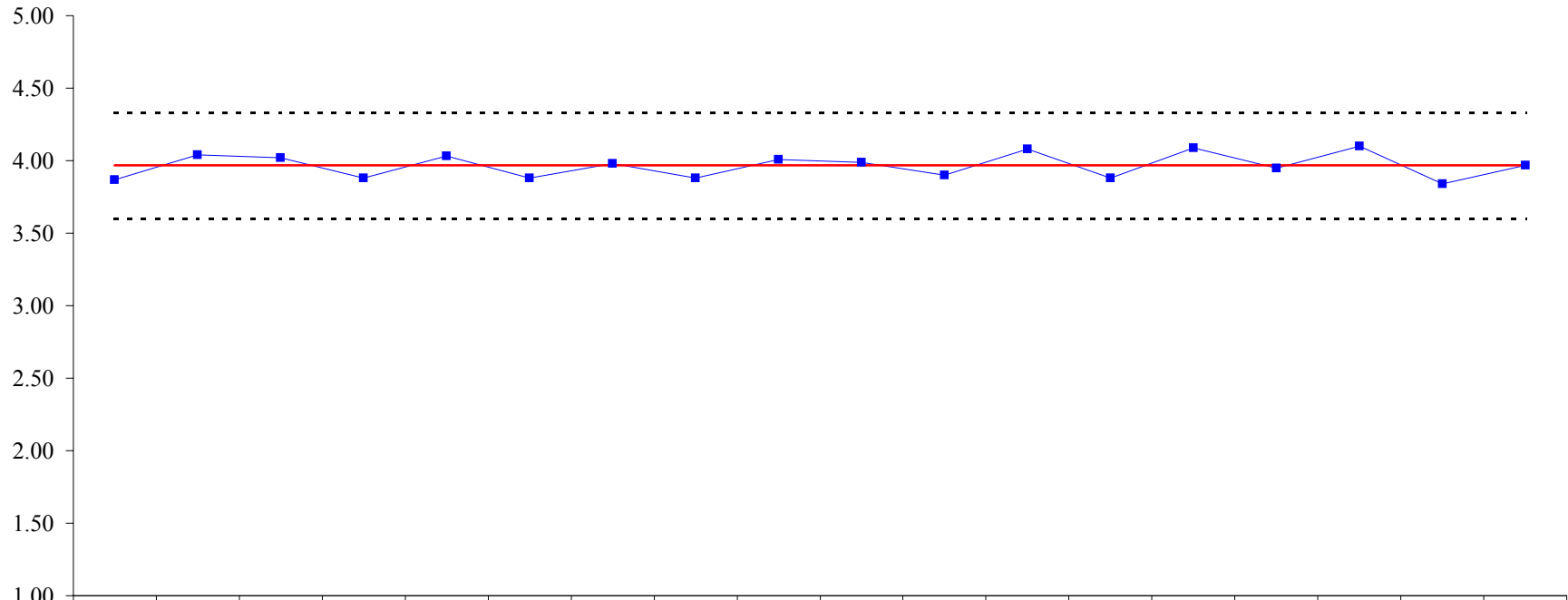


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—■— Score	3.97	4.09	3.95	3.93	3.91	3.94	3.97	3.94	3.96	3.94	4.01	4.07	3.93	4.01	3.98	3.98	3.95	3.97
Surveys	532	465	532	422	502	398	471	452	471	579	515	525	578	584	542	517	509	466
Discharges	1587	1502	1462	1494	1417	1388	1496	1445	1574	1676	1438	1693	1534	1569	1396	1366	1400	1332
% Sampled	34%	31%	36%	28%	35%	29%	31%	31%	30%	35%	36%	31%	38%	37%	39%	38%	36%	35%
----- UCL	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10
— Avg	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97
----- LCL	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84	3.84

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**Austin State Hospital**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

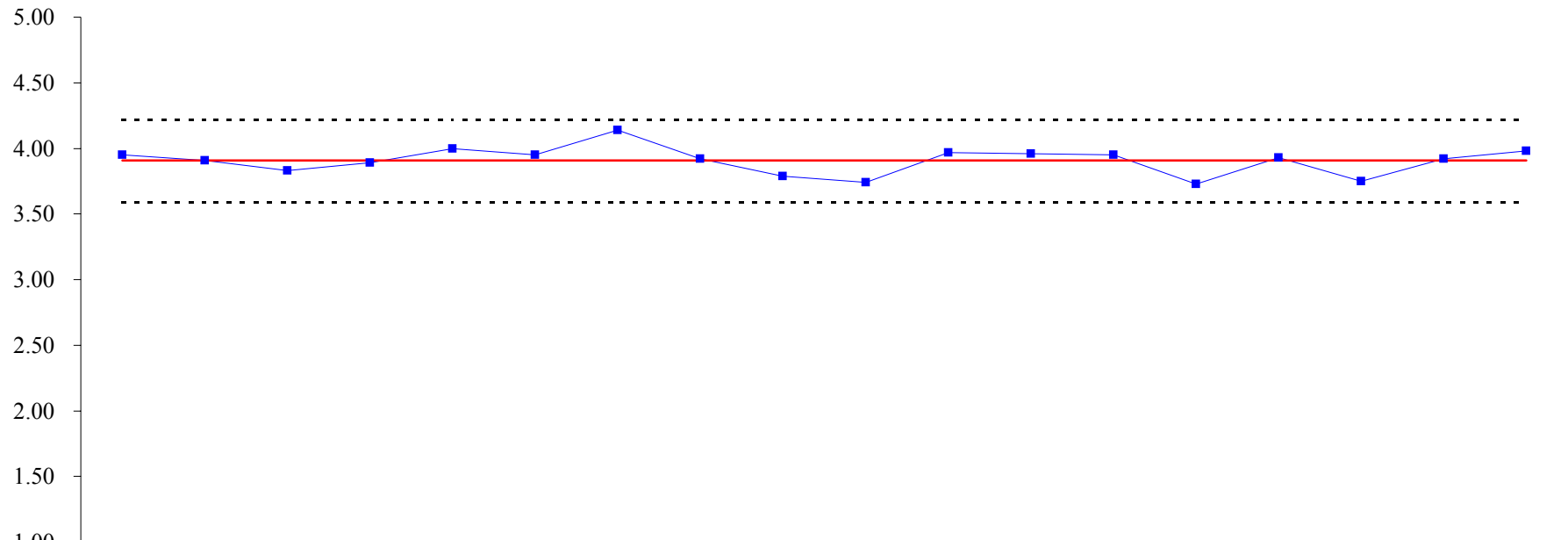


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—■— Score	3.87	4.04	4.02	3.88	4.03	3.88	3.98	3.88	4.01	3.99	3.90	4.08	3.88	4.09	3.95	4.10	3.84	3.97
Surveys	102	86	97	34	73	89	90	72	79	101	78	81	92	96	98	76	73	78
Discharges	365	310	341	348	344	363	355	362	395	405	346	429	371	397	363	329	386	340
% Sampled	28%	28%	28%	10%	21%	25%	25%	20%	20%	25%	23%	19%	25%	24%	27%	23%	19%	23%
----- UCL	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33
— Avg	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97	3.97
----- LCL	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**Big Spring State Hospital**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

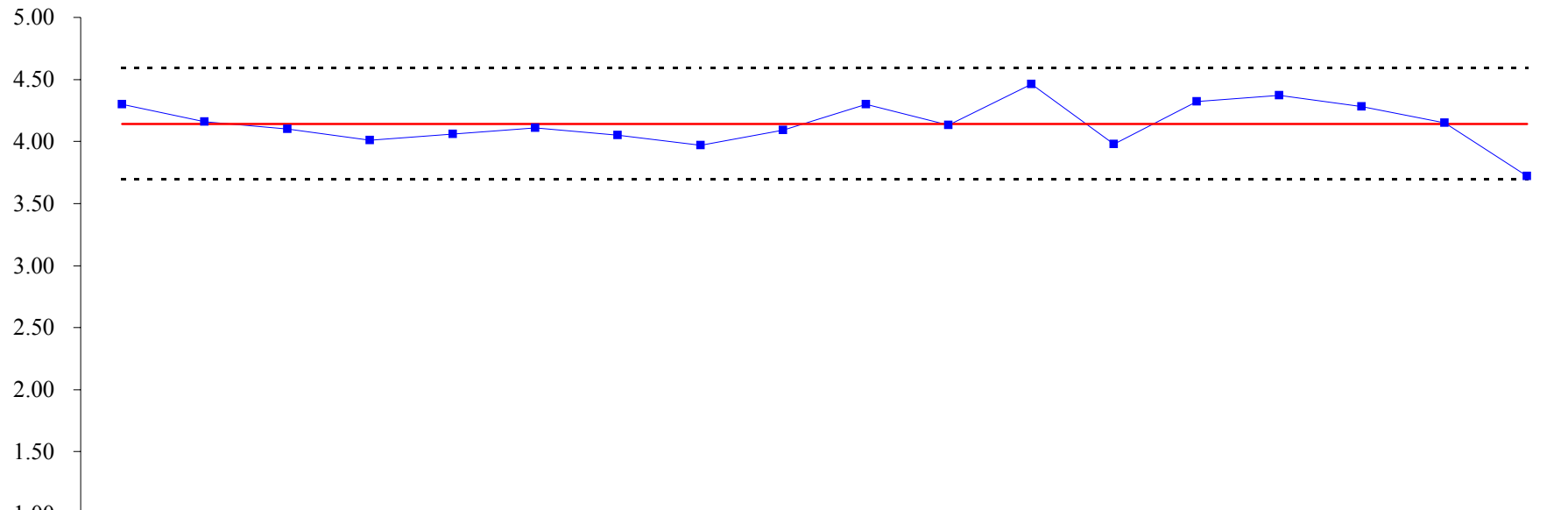


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Score	3.95	3.91	3.83	3.89	4.00	3.95	4.14	3.92	3.79	3.74	3.97	3.96	3.95	3.73	3.93	3.75	3.92	3.98
Surveys	21	24	17	38	18	26	19	52	56	50	40	39	45	49	26	32	38	26
Discharges	103	84	93	81	69	81	80	91	91	107	98	93	97	95	77	91	112	93
% Sampled	20%	29%	18%	47%	26%	32%	24%	57%	62%	47%	41%	42%	46%	52%	34%	35%	34%	28%
UCL	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22	4.22
Avg	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91	3.91
LCL	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59	3.59

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**El Paso Psychiatric Center**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**



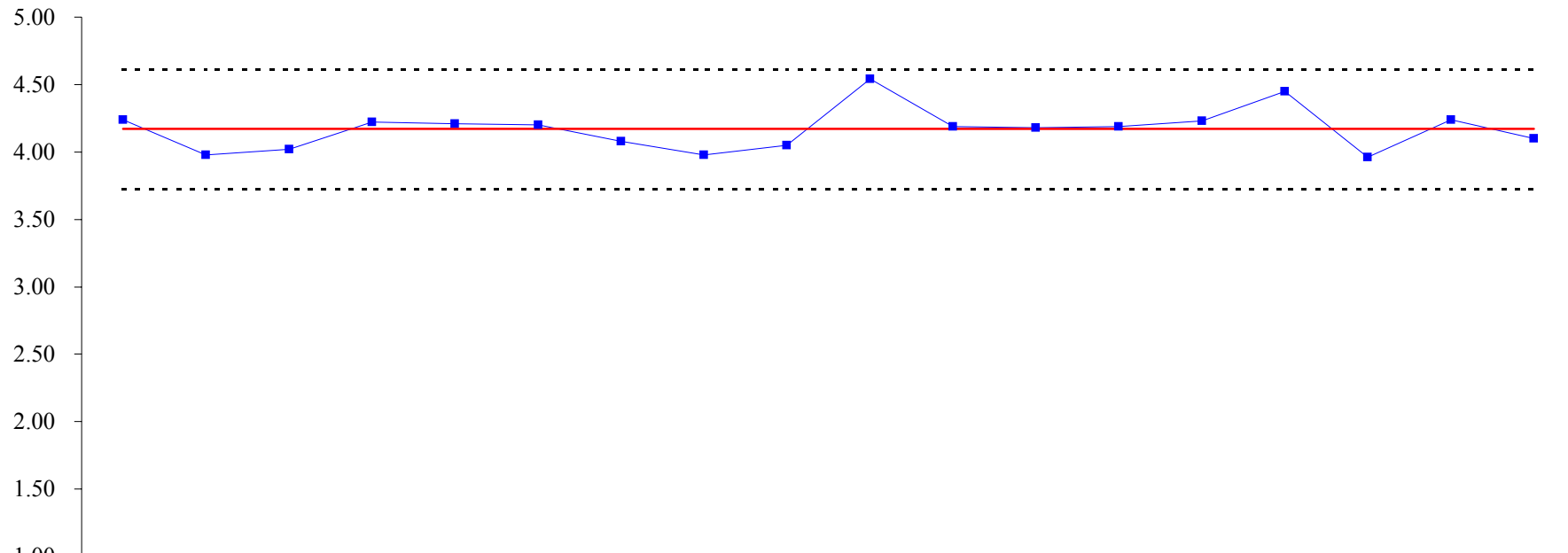
	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Score	4.30	4.16	4.10	4.01	4.06	4.11	4.05	3.97	4.09	4.30	4.13	4.46	3.98	4.32	4.37	4.28	4.15	3.72
Surveys	36	38	40	22	30	38	36	27	37	21	39	4	38	60	49	53	58	44
Discharges	89	82	66	67	55	71	77	68	104	94	88	84	93	85	90	80	86	77
% Sampled	40%	46%	61%	33%	55%	54%	47%	40%	36%	22%	44%	5%	55%	71%	54%	55%	67%	57%
UCL	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59	4.59
Avg	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14
LCL	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary



**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**Kerrville State Hospital**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

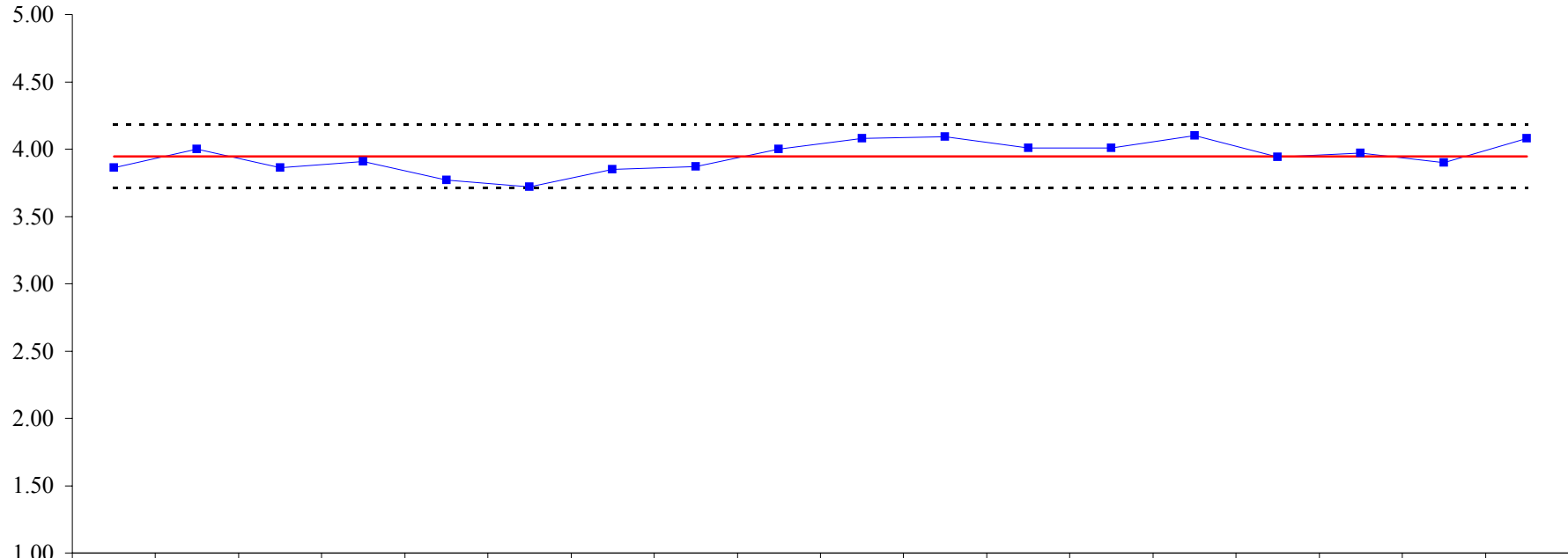


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—■— Score	4.24	3.98	4.02	4.22	4.21	4.20	4.08	3.98	4.05	4.54	4.19	4.18	4.19	4.23	4.45	3.96	4.24	4.10
Surveys	15	11	25	29	25	20	14	23	26	17	23	22	24	23	18	17	21	13
Discharges	23	30	25	31	35	29	29	30	36	22	29	36	30	35	22	26	23	28
% Sampled	65%	37%	100%	94%	71%	69%	48%	77%	72%	77%	79%	61%	80%	66%	82%	65%	91%	46%
----- UCL	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61	4.61
----- Avg	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17	4.17
----- LCL	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73	3.73

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**North Texas State Hospital**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

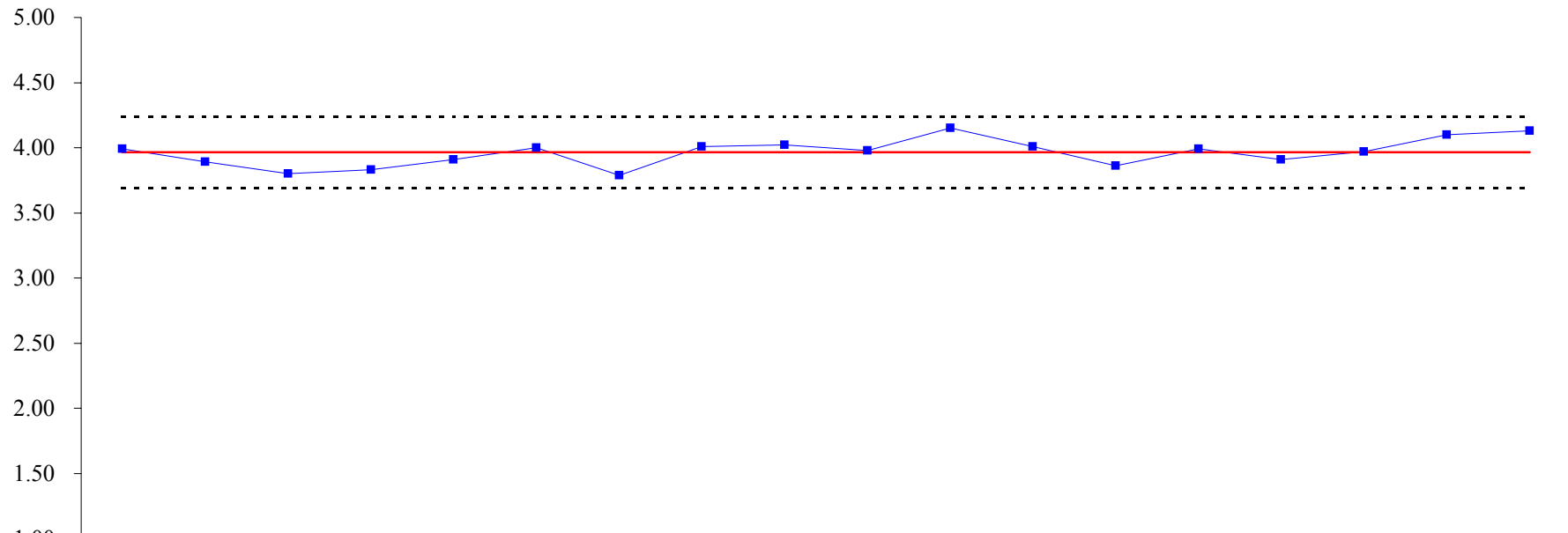


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—■— Score	3.86	4.00	3.86	3.91	3.77	3.72	3.85	3.87	4.00	4.08	4.09	4.01	4.01	4.10	3.94	3.97	3.90	4.08
Surveys	79	70	86	72	73	57	81	54	87	92	66	71	66	60	65	69	66	56
Discharges	211	213	234	208	220	188	213	190	238	248	180	249	189	217	174	177	182	186
% Sampled	37%	33%	37%	35%	33%	30%	38%	28%	37%	37%	37%	29%	35%	28%	37%	39%	36%	30%
----- UCL	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18	4.18
— Avg	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95	3.95
----- LCL	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71	3.71

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**Rusk State Hospital**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

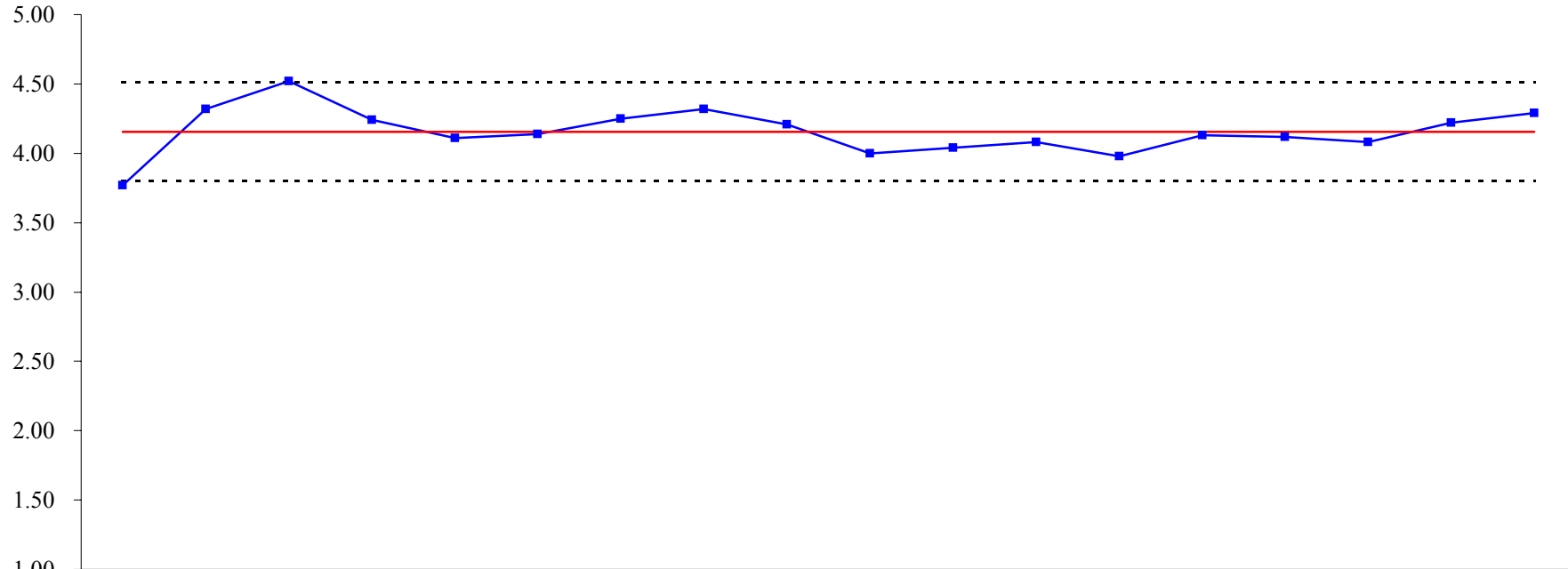


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Score	3.99	3.89	3.80	3.83	3.91	4.00	3.79	4.01	4.02	3.98	4.15	4.01	3.86	3.99	3.91	3.97	4.10	4.13
Surveys	53	80	57	51	48	52	55	59	57	70	60	91	53	82	66	49	52	70
Discharges	169	162	151	172	136	156	136	163	159	157	143	169	150	162	139	145	106	118
% Sampled	31%	49%	38%	30%	35%	33%	40%	36%	36%	45%	42%	54%	35%	51%	47%	34%	49%	59%
UCL	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24	4.24
Avg	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96	3.96
LCL	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69	3.69

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**Rio Grande State Center**

**Adults & Adolescents will be Satisfied With Care**  
**(FY2007 Expectation is Average Score ≥3.60)**

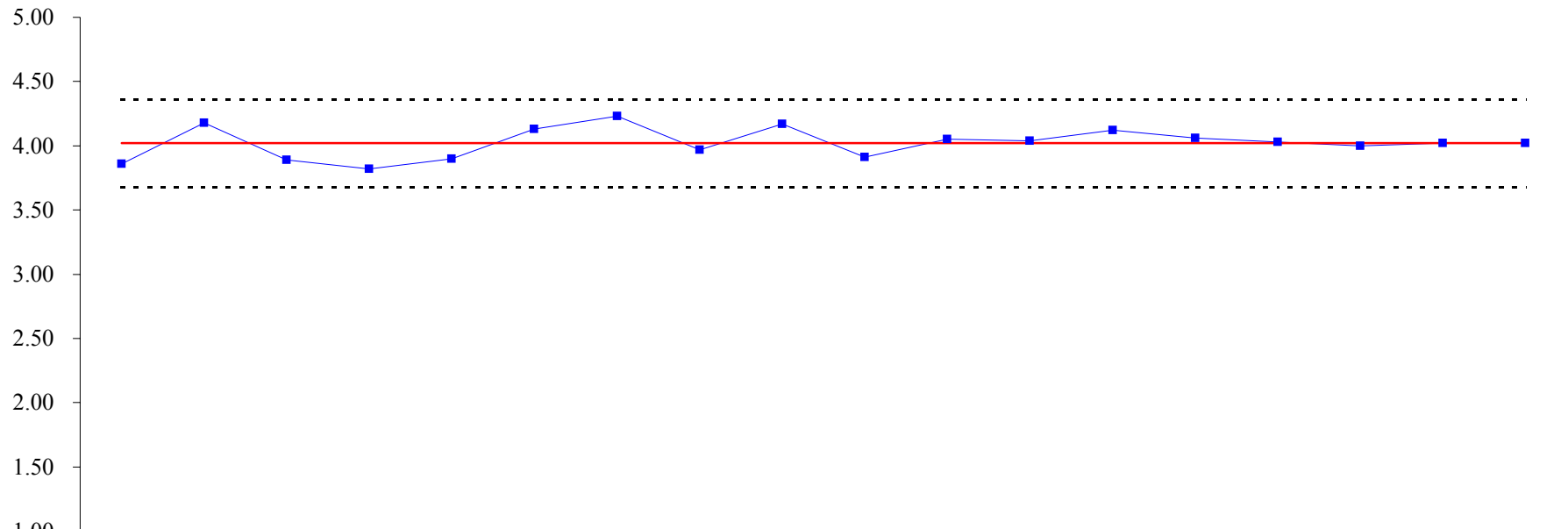


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Score	3.77	4.32	4.52	4.24	4.11	4.14	4.25	4.32	4.21	4.00	4.04	4.08	3.98	4.13	4.12	4.08	4.22	4.29
Surveys	13	29	28	23	28	9	7	21	23	67	46	81	73	48	55	39	29	33
Discharges	100	113	92	111	95	89	90	98	90	99	83	101	99	87	91	103	84	81
% Sampled	13%	26%	30%	21%	29%	10%	8%	21%	26%	68%	55%	80%	74%	55%	60%	38%	35%	41%
UCL	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51	4.51
Avg	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16
LCL	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domai  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**San Antonio State Hospital**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

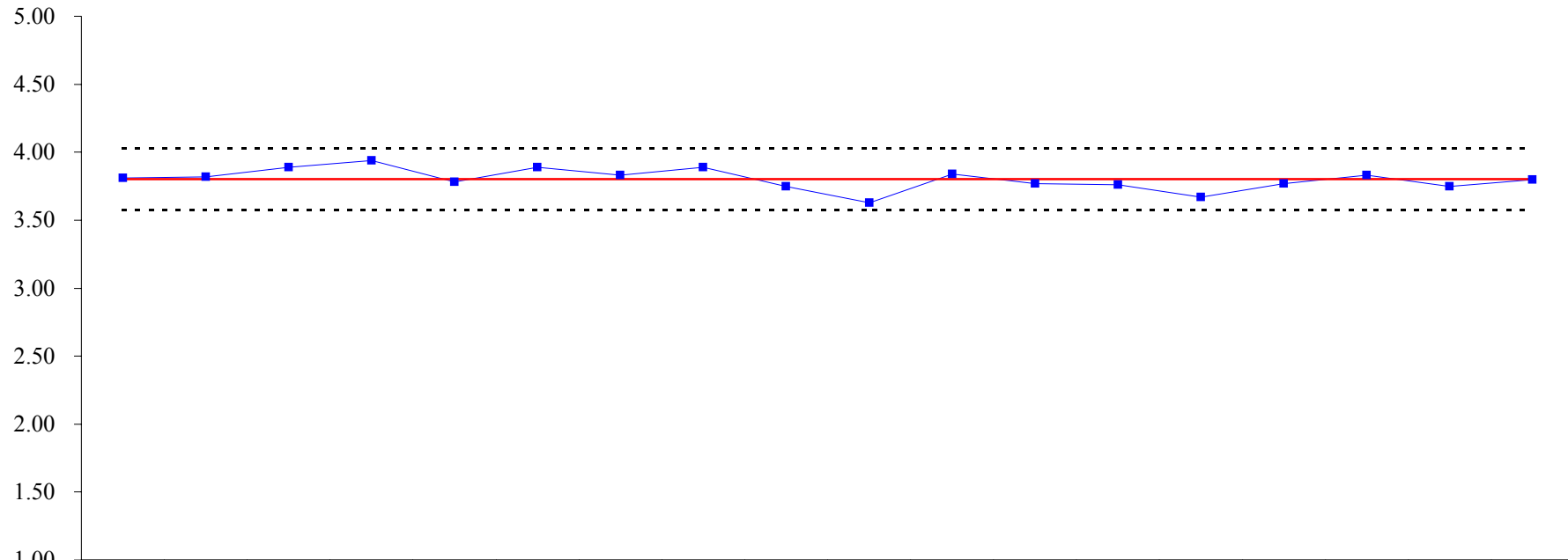


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
Score	3.86	4.18	3.89	3.82	3.90	4.13	4.23	3.97	4.17	3.91	4.05	4.04	4.12	4.06	4.03	4.00	4.02	4.02
Surveys	124	23	102	70	80	12	81	64	20	48	60	33	58	76	41	53	50	28
Discharges	308	292	265	271	225	209	292	247	264	305	267	299	266	271	233	182	160	181
% Sampled	40%	8%	38%	26%	36%	6%	28%	26%	8%	16%	22%	11%	22%	28%	18%	29%	31%	15%
UCL	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36	4.36
Avg	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02	4.02
LCL	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68	3.68

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domai  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**Terrell State Hospital**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**

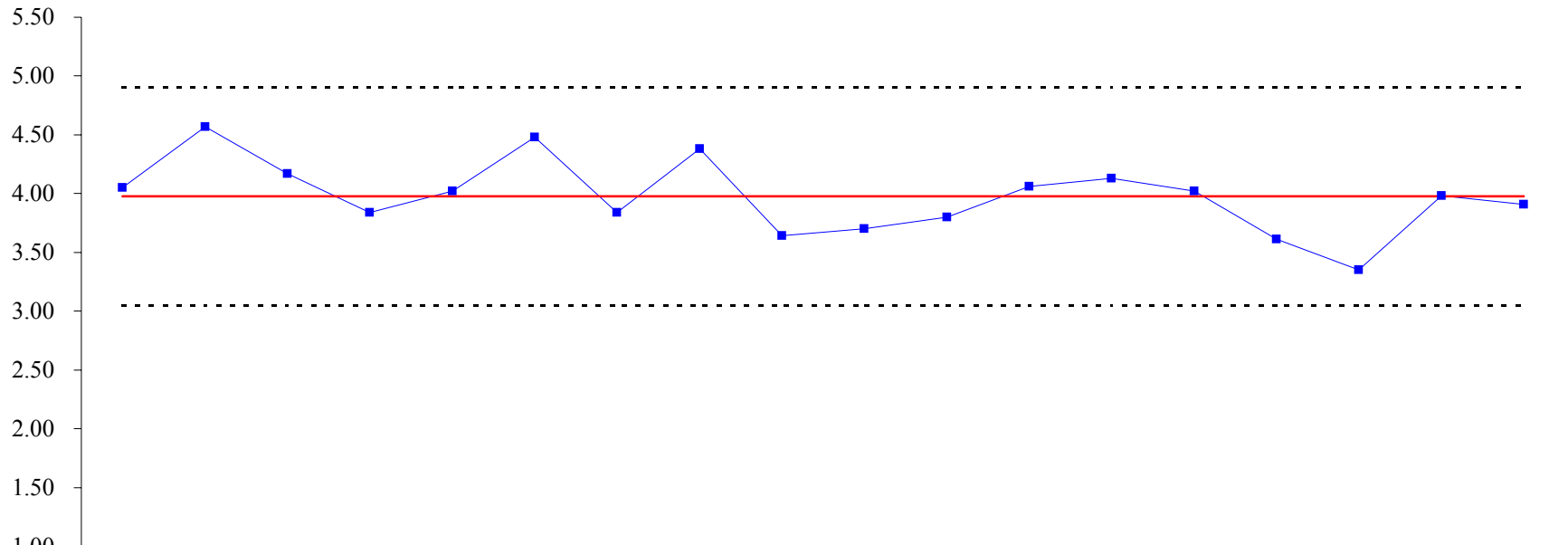


	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
■ Score	3.81	3.82	3.89	3.94	3.78	3.89	3.83	3.89	3.75	3.63	3.84	3.77	3.76	3.67	3.77	3.83	3.75	3.80
Surveys	81	103	77	77	122	93	85	77	79	107	102	97	125	88	122	127	120	110
Discharges	207	204	182	189	228	193	216	188	182	218	195	218	231	208	189	224	252	209
% Sampled	39%	50%	42%	41%	54%	48%	39%	41%	43%	49%	52%	44%	54%	42%	65%	57%	48%	53%
----- UCL	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03	4.03
— Avg	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80	3.80
----- LCL	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57	3.57

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Objective 9B - Patient Satisfaction**  
**Adults and Adolescents will be Satisfied with Care**  
**Waco Center for Youth**

**Adults & Adolescents will be Satisfied with Care**  
**(FY2007 Expectation is Average Score  $\geq 3.60$ )**



	Sep-05	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-07	Feb
—■— Score	4.05	4.57	4.17	3.84	4.02	4.48	3.84	4.38	3.64	3.70	3.80	4.06	4.13	4.02	3.61	3.35	3.98	3.91
Surveys	8	1	3	6	5	2	3	3	7	6	1	6	4	2	2	2	2	8
Discharges	12	12	13	16	10	9	8	8	15	21	9	15	8	12	18	9	9	19
% Sampled	67%	8%	23%	38%	50%	22%	38%	38%	47%	29%	11%	40%	50%	17%	11%	22%	22%	42%
----- UCL	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90	4.90
— Avg	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98
----- LCL	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05	3.05

Source: HC022020;  
 Crystal Reports: Facility MHSIP ICS Score Analysis by Domain  
 and MHSIP ICS Summary

**Performance Objective 9F:**

- **Regularly scheduled assessments will be conducted using established criteria and improvement opportunities identified by each state hospital on the Facility Support Performance Indicators.**

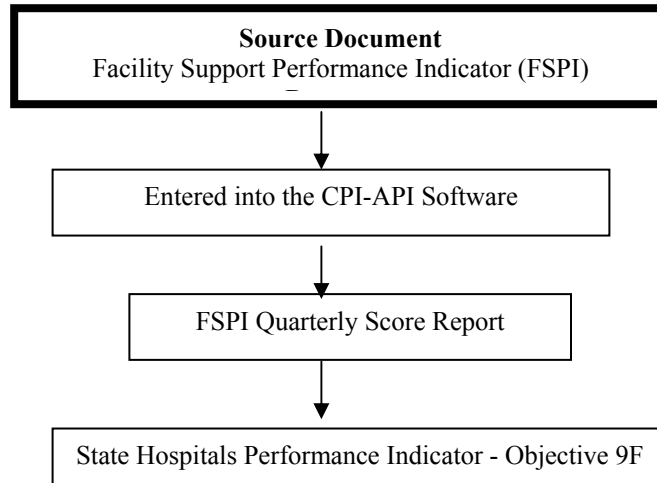
**Performance Objective Operational Definition:** The state hospital performs the self-assessment once per fiscal year according to the schedule.

**Performance Objective Formula:** Compliance scores for each instrument are computed as follows:  $[(\# \text{ of yes} + \# \text{ of no with justification}) / (\# \text{ of NA} - \text{Contract Facility})] \times 100$ .

**Performance Objective Data Display and Chart Description:**

- ◆ Table shows the assessment score for individual state hospitals and system-wide
- ◆ Chart shows the assessment score for individual state hospitals.

**Data Flow:**



**Data Integrity Review Process:**

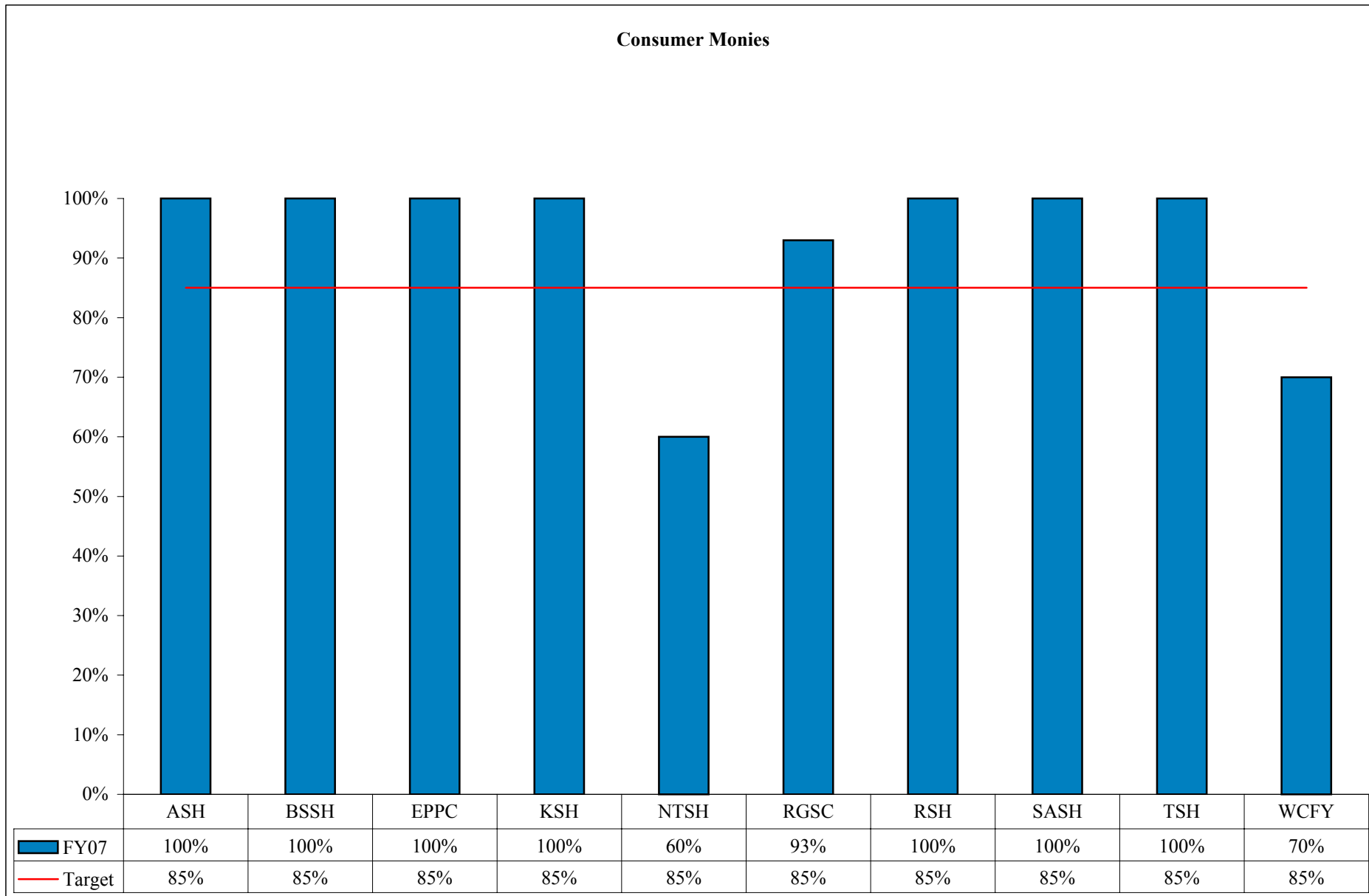
Data integrity review done through the Administrative Performance Indicators (API) Validation Audit Process.



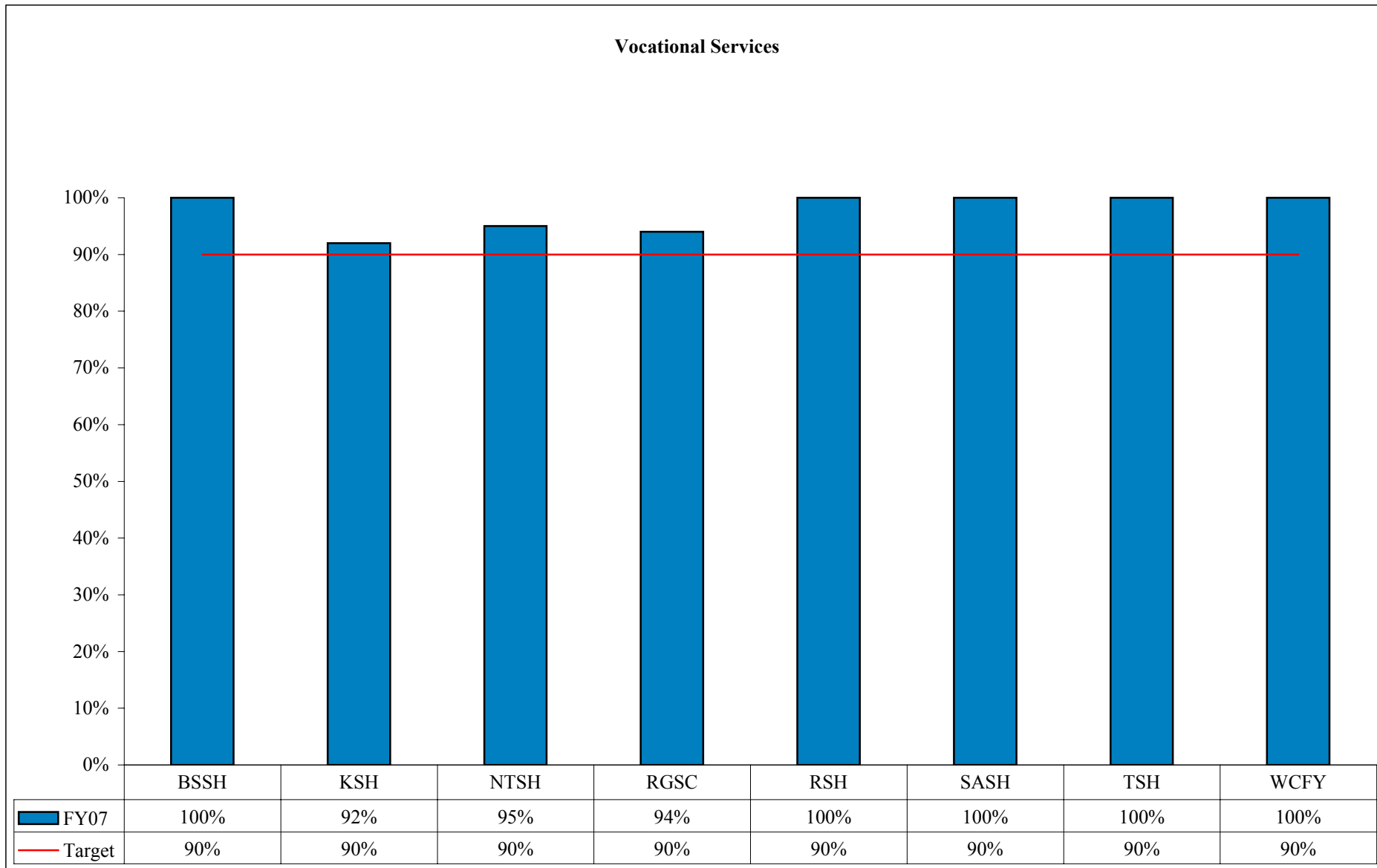
**Objective 9F - Facility Support Performance Indicators**  
**All State Hospitals - FY2007**

	Q1		Q2		Q3		Q4	
	Fleet Management	Plant Maintenance	Consumer Monies	Vocational Services	Food Service	Cash Receipts	Risk Management	Petty Cash
Compliance Target	90%	90%	85%	90%				
<b>State Hospital Totals</b>	<b>96%</b>	<b>93%</b>	<b>92%</b>	<b>98%</b>				
Austin State Hospital	100%	100%	100%	NA				
Big Spring State Hospital	80%	80%	100%	100%				
El Paso Psychiatric Center	100%	100%	100%	NA				
Kerrville State Hospital	89%	100%	100%	92%				
North Texas State Hospital	100%	90%	60%	95%				
Rio Grande State Center	89%	88%	93%	94%				
Rusk State Hospital	100%	90%	100%	100%				
San Antonio State Hospital	100%	80%	100%	100%				
Terrell State Hospital	100%	100%	100%	100%				
Waco Center For Youth	100%	100%	70%	100%				

**Objective 9F - Facility Support Performance Indicators**  
**All State Hospitals - FY2007**  
**Consumer Monies**



**Objective 9F - Facility Support Performance Indicators**  
**All State Hospitals - FY2007**  
**Vocational Services**



ASH & EPPC do not have vocational/client worker programs.

## Texas Center for Infectious Disease (TCID) Data Sheet - FY07

		Q1	Q2	Q3	Q4
O 1C	Accreditation - Last JCAHO Date	Oct-03	Dec-06		
	Total Medicare Beds	72	72		
	Number of Medicare Complaint Visits this Quarter	0	0		
M 1A	Average Cost Per Patient	\$ 415.72	\$ 513.74		
M 1C	Average Daily Census	43	44		
O 2A	Number of Abuse/Neglect Allegations	0	0		
O 3B	Number of Patients Restrained	0	0		
O 4B	Number of Medication Errors	14	56		
M 5A	Number of Admissions	27	30		
	Number of Discharges	29	21		
M 5D	Average Length of Stay at Discharge	147 days	131 days		
O 6B	Worker's Comp Cost	\$ 2,952	\$ 3,128		
O 6C & O 6F	Number of Employee Injuries	7	8		
O 6C	Number of Employee Injuries Resulting in a WCC	4	2		
O 6F	Number of Employee Injuries Associated with Restraint/Seclusion	0	0		
O 6E	Number of Patient Injuries during Restraint	0	0		
O 6G	Number of Unauthorized Departures	3	1		
M 6A	Facility Healthcare Associated Infection Rates	10	7		
M 6B	Number of Patient Injuries	5	2		
M 8A	Turnover Rate for Critical Shortage Staff	0.00%	0.00%		
M 8B	Vacancies for Critical Shortage Staff	15.56%	15.56%		
O 9B	Number of Patient Satisfaction Surveys Completed at Discharge	11	7		
	Number of Patient Satisfaction Surveys Completed at Admission	10	11		

## Appendix B - Control Chart Analysis

Starting with the 1<sup>st</sup> Quarter FY99 Performance Indicator Books, control chart upper and lower control limits are being included in some of the performance indicator graphs. The purpose of this paper is to answer the following questions:

- Why use control charts?
- What information does control charts provide?
- What kind of control chart is used and what is the formula?
- Can control chart analysis be applied to other data as well?

### Why use control charts?

One reason to start using control charts is because the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) is going to use that methodology to analyze our data. Through the ORYX initiative, the JCAHO will use two types of analysis on the data we will be transmitting to them; control chart analysis and comparative analysis. JCAHO will apply control chart analysis starting with the two initial indicators we will be transmitting to them by the 1st calendar quarter of 1999 for data collected during the 3<sup>rd</sup> calendar quarter 1998. That gives us a six month advantage on analyzing our data using control charts, before JCAHO does the same. We need to be prepared. Also, during recent JCAHO site visits, we have been "encouraged" to provide more analysis of the data we present. Control chart interpretations and analysis provides a good framework for doing exactly that.

Another reason for analyzing data with control charts is because it is the right thing to do in order to understand variation in data. Even more important, if action is to be taken because of what signals the data is sending, then we need to be prepared to take the RIGHT action.

No matter what the process, no matter what the data, *all* data display variation. Any measure that is of interest to governing body will vary from time period to time period. The reasons for the variation are many. There are all sorts of causes that have an impact on the process measured. For example, how many causes or reasons can be thought of for client injuries? How many causes for client abuse and neglect? The processes and systems we measure could be subject to dozens, even hundreds, of cause-and-effect relationships. This means it is easy to come up with a reason for the current value (or any value), but it also means it is very difficult to know if the explanation is even close to being right. If you ask for an explanation for any one incident, you will receive at least one of the possibly hundreds of causes. Even if you are successful in correcting that one cause, there is a very good chance you will have negligible impact on the system. In fact, you run a high risk of making things worse.

A major issue is that we may be uncertain of our explanation or cause. But what is there to do about it? How can we interpret the current value when the previous values are so variable? One good proven approach is using statistical process control or control charts. We must use them to insure correct explanation and therefore improve our chances of choosing the correct remedy or course of action.

### What information does control charts provide?

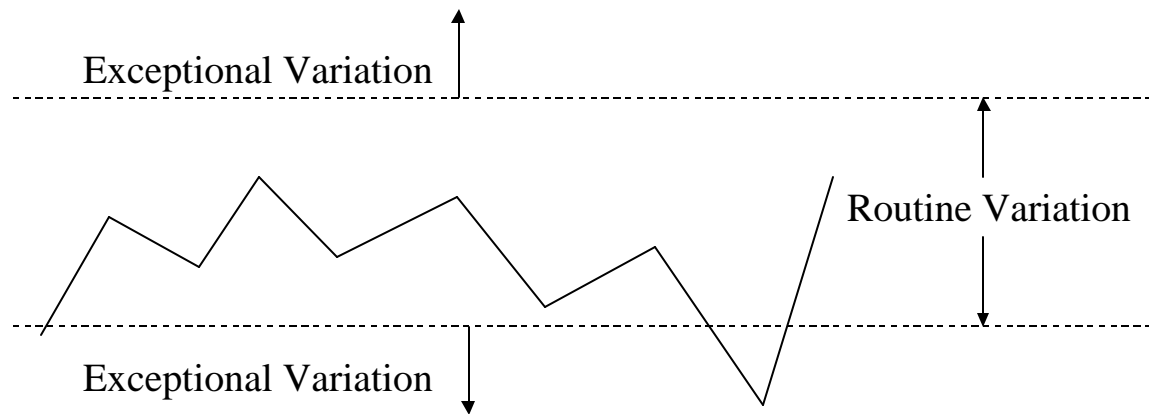
The key to understanding what information control charts provide is to make a distinction between two types of variation. The first type of variation is routine variation. It is always present. It is unavoidable. It is inherent in the process. Because this type of variation is routine, it is also predictable. The second type of variation is exceptional variation. It is not always present. It is not routine. It comes and goes. Because this type of variation is exceptional variation, it is unpredictable.

The first benefit of this distinction is that it provides a way to know what to expect in the future, which is the essence of management.

*While every process displays variation, some processes display predictable variation, while others display unpredictable variation.*

*Don Wheeler, Building Continual Improvement.*

So how do we put these concepts into practice? We need a way to detect the presence of exceptional variation. Then we can characterize our processes as being predictable or unpredictable. In order to obtain signals of exceptional variation we will compute limits for the running record of our data. As shown below, the idea is to establish limits that will allow us to distinguish between routine variation and exceptional variation.



If we compute values that place the limits too close together we will get false alarms (or false signals) when routine variation causes a point to fall outside the lines by chance. This is the first type of mistake we could make. We could avoid this mistake entirely by computing the limits that are too far apart.

But if we have the limits too far apart we will miss some signals of exceptional variation. This is the second type of mistake we could make. We can minimize the occurrence of this mistake only by having the limits close together.

The trick is to strike a balance between the consequences of these two mistakes, and this is exactly what Walter Shewhart did when he created the control chart. Shewhart's choice of limits will bracket approximately 99% to 100% of the routine variation. As a result, whenever you have a value outside the limits you can be reasonably sure that the value is the result of exceptional variation.

The variation within the control limits will be predictable and have many cause-and-effect relationships. When a process displays unpredictable variation, then the variation must be due to the many predictable common causes *plus* some *additional* causes. Since the sum is unpredictable, we must conclude the unpredictable causes dominate the common cause variation. What this means is, **we must investigate the unpredictable causes first**. Shewhart called these unpredictable dominant causes assignable causes. Deming and others call them special causes and the predictable common cause variation as being systemic causes. Systemic in the sense that the causes are inherent and predictable in the process under scrutiny and that they will remain as causes producing the predictable variation as long as the system goes unchanged.

Therefore, with this knowledge of what produces the measure or process variation, the correct actions can be taken. Actions should address unpredictable or special causes first. This is usually referred to as problem solving or "fighting fires". It is necessary and is important to understand and "fix" the special causes first. If unpredictable or special causes are not corrected first, there is a very high probability that the wrong actions will be taken. Changing a major portion of the process would be premature and could even make things worse (a.k.a. tampering). For example, suppose that one person on a living unit makes a mistake that produces a sudden rise in medication errors. The action taken is a reprimand is issued to everyone to pay close attention to medication errors and prevent them in the future. Many people who have been doing a good job, become demoralized or upset over being indirectly accused of errors. The action was taken on the system as a whole instead of uncovering the exceptional cause of the sudden increase in medication errors.

If no evidence of exceptional or unpredictable or special cause is seen in the control chart, then what action should be taken? The process is predictable or "in control". Should no action be taken? If, for example, the control chart shows that the system is predictably producing 20 injuries a month and that there is no special causes evident, then should nothing be done? Of course something should be done. Action or remedies to reducing and preventing injuries should concentrate on systemic causes, that is, causes inherent in the system producing the injuries. The injuries are not wanted, but nevertheless, are being produced consistently and predictably. The injuries that will be produced predictably in the future, unless action is taken in first finding the significant systemic causes and then taking action on those causes and finally measuring the effect of the actions in relation to reducing or eliminating the problem, in this case injuries.

Thus the path to process improvement depends upon what type of variation is present. This is the essence and value of using control chart to understand and analyze the variation present.

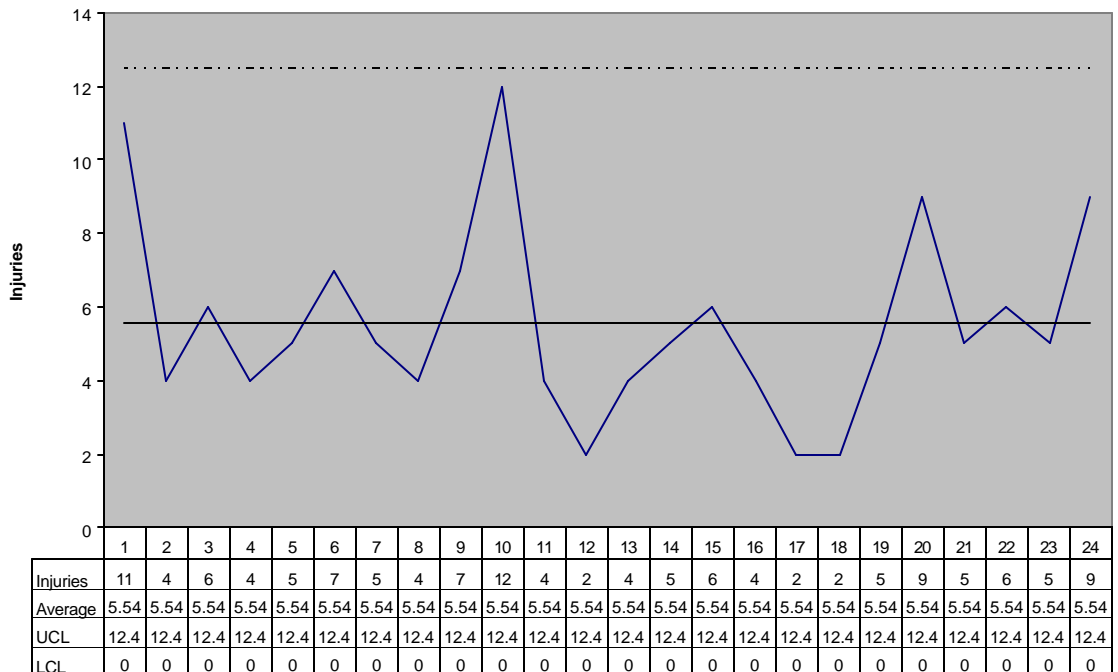
- If a process displays predictable variation, then the variation is the result of many common causes and it will be a waste of time to look for assignable causes. Improvement will only come by changing a major portion of the process.
- If a process displays unpredictable variation, then in addition to the common cause variation there is an extra amount of variation that is the result of one or more assignable causes. Improvement will come by finding and removing the assignable causes. Changing a major portion of the process will be premature.

One additional point about control charts is vital. Control charts *do not show specifications* for a process. They do not show targets or goals. They do not show the voice of the customer. Control charts show the voice of the process. They let us see how the process or system is currently working and detect signals that guide us in improving the process or system. They do not show how the process or system *should be* working. For example, the customer may want client injuries below last year's injuries. Maybe management wants injuries to be reduced 20 percent. These two examples are goals or statements related to the voice of the customer. The control chart shows what the system is currently capable of producing if it stays unchanged. The current system can be compared to what the customer wants. To meet the voice of the customer, a plan of action is necessary with measurements to indicate how the voice of the process is meeting or moving towards the voice of the customer.

**What kind of control chart is used and what is the formula?**

The control limits in the control charts in the performance measurement book will use a basic process behavior chart called the XmR chart. The XmR chart is also known as the chart for individual values and a moving range. Let us look at some example monthly injury data plotted in a XmR chart. Here is how the chart looks.

**The XmR Chart for Monthly Injuries**



Below the chart is a table showing the example injury data by month. There are 24 months of injuries shown and the average number of injuries is 5.54. We show this value as a central line for the plot. The use of a central line provides a visual reference to use in looking for trends in the values. No trend is seen in these injury values. In order to compute the upper control limits (UCL) and the lower control limits (LCL) which will filter out the noise of the routine variation, we will need to measure the routine variation. To do this we will compute moving ranges for the injury data. The moving ranges are the differences between successive values. The following table shows the moving range values for each of the 23 months. Note that the first month's moving range cannot be calculated so it is left blank. The number of moving range values is always N-1.

Month	Injuries	Moving Ranges	UCL	LCI	LCL
1	11		12.48	-1.40	0
2	4	7	12.48	-1.40	0
3	6	2	12.48	-1.40	0
4	4	2	12.48	-1.40	0
5	5	1	12.48	-1.40	0
6	7	2	12.48	-1.40	0
7	5	2	12.48	-1.40	0
8	4	1	12.48	-1.40	0
9	7	3	12.48	-1.40	0
10	12	5	12.48	-1.40	0
11	4	8	12.48	-1.40	0
12	2	2	12.48	-1.40	0
13	4	2	12.48	-1.40	0
14	5	1	12.48	-1.40	0
15	6	1	12.48	-1.40	0
16	4	2	12.48	-1.40	0
17	2	2	12.48	-1.40	0
18	2	0	12.48	-1.40	0
19	5	3	12.48	-1.40	0
20	9	4	12.48	-1.40	0
21	5	4	12.48	-1.40	0
22	6	1	12.48	-1.40	0
23	5	1	12.48	-1.40	0
24	9	4	12.48	-1.40	0
<b>Average</b>	<b>5.54</b>	<b>2.61</b>			

Since moving ranges are used to measure variation, we do not care what the sign if the difference might be. Thus, if you get a negative value for a moving range, you change the sign and record a positive value, as in the example above. Moving ranges are always zero or positive.

The upper and lower limits for the individual data (e.g. monthly injury data) are called *Natural Process Limits*. They are centered on the central or average line. The distance from the central line to either of these limits is computed by multiplying the average moving range by a scaling factor of 2.66. The value of 2.66 is a constant for this type of process behavior chart, and is the value required to convert the average moving range into the appropriate amount of spread for the individual values. The *Upper Process Limit* is found by multiplying the average moving range by 2.66, and then adding the product to the central line of the X chart. The *Lower Process Limit* is found by multiplying the average moving range by 2.66, and then subtracting the product from the central line of the X chart.

In the table above, you see the computed upper control limit (UCL) and lower control limit (LCL). Since the injury data is counts of injuries, a negative LCL is meaningless - counts cannot be negative. Therefore, we have a one-sided X chart with a boundary condition on the bottom (zero) and a Natural Process Limit on the top.

The UCL and LCL are usually plotted on the graph as a dashed line and the average is usually a solid line as in the example plot above. The example data's limits define bands of routine variation for the individual injury data. As long as the number of injuries stay between 0 and 12.5, there is no evidence of exceptional variation. The variation here can be explained as pure noise. There is no evidence of any signals. When a process is predictable the Natural Process Limits define what to expect in the future. From the graph above, we should expect this process to continue to produce counts that cluster around 5.5, and vary from 0 to 12.5. Unless something is done to change the system that is producing these injuries, we can predict that this average number of injuries will continue.

Thus the process behavior chart allows you to:

- Characterize a process as predictable or unpredictable
- Identify points that represent exceptional variation



- Predict the average level to expect from a predictable process in the future
- Characterize the amount of routine variation to expect from a predictable process in the future

It must be noted at this point that there are actually three ways to detect assignable causes: points outside the limits (the most common method and the one discussed above), runs near the limits, and runs about the central line.

### **Three Rules for Detecting Assignable Causes**

#### **Detection Rule One: Points Outside the Limits**

A single point outside the computed limits will be taken as an indication of the presence of an assignable cause which has a dominant effect.

#### **Detection Rule Two: Runs Near the Limits**

Three out of three, or three out of four successive values in the upper (or lower) 25% of the region between the limits will be taken as an indication of the presence of an assignable cause which has a *moderate* but sustained effect.

#### **Detection Rule Three: Runs About the Central Line**

Eight successive values on the same side of the central line will be taken as an indication of the presence of an assignable cause which has a *weak* but sustained effect.

#### **Can control chart analysis be applied to other data as well?**

The majority of trend data that we collect within the MHMR system is single point or individual data points. For example, daily, weekly, monthly or quarterly data having one data point per point in time. For this reason, the XmR chart is the most appropriate control chart to use. You are encouraged to plot your own local data on a trend line and apply control limits as described above. Simply plotting the data, even without control limits added, can be very enlightening. Of course, the addition of the control limits gives guidance to the type of action that is needed to continuously improve the process under scrutiny. Also, there are other types of control charts to pick from, depending on the data and how it is collected. Please refer to the sources at the end of this paper, or contact Management Data Service in Central Office.

Too often we produce faulty interpretation of numbers. Sometimes, this faulty interpretation can lead to commendations or reprimands. The faulty interpretations, invariably, are a result of the premise that "two numbers which are not the same are different." This concept is simple, straightforward and WRONG. In, fact, it is wrong on several levels. Even if we measure the same thing with precision, we commonly obtain different values. Even in accounting this is true because every accounting figure is dependent upon the assumptions or categorizations that were required for the computation. There is also the problem of measuring something at different points in time. Raw inputs change such as the people doing the work or measurements, the way things are counted, the delays of getting inputs entered into the system and a myriad of other possible factors. In practice, there is a certain amount of variation *over time* in every measure.

Another very important consideration to keep in mind is related to the problem of comparing measures of different things. When different regions are compared using common measures there is the problem of whether or not the measures were collected and computed in the same way. If the assumptions and decisions necessary to collect the raw data and to compute the measures are not all exactly the same, then it is unrealistic to assume that the measures for the different regions are comparable. Even if the two regions performed exactly the same, they would not necessarily get the same values on a given measure. Thus, in practice, there is a certain amount of variation from *place to place* in every measure.

Given these multiple sources of variation in our measures, we should always make a distinction between the numbers themselves and the properties which the numbers represent. Of course, this is precisely what is not done when numbers are used to create rankings. The rank ordering of the values is transferred over to the items represented by those values, regardless of whether or not the items being ranked actually differ. No allowance is made for variation.

Whenever actions are taken based upon the assumption that any numerical difference is a real difference, those actions will ultimately be arbitrary and capricious. This is an inevitable consequence of the fact that the assumption ignores the effects of variation. Variation is random and miscellaneous, and it undermines all simple and naïve

attempts to interpret numbers. And yet our lives are governed by such interpretations of numbers. Any time the value of some measure changes, people are required to identify the source of that change, and then to take steps to keep it from happening again. We hear calls of "What happened?" or similar "accountability" questions, the explanation for "variances", and "tighter" control. The result is man-made chaos. This is why you should always look at how your data varies over time, plot control limits, then make a more informed decision of what action to take or not take. Analysis focuses on "why" there are differences. Descriptive summaries are inadequate. They may be used as part of the analysis, but you cannot interpret the descriptive summaries at face value. Use control charts!

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