

SMART Goal Accomplishments

4a

Certified Peer Specialists

2014: 111

2010: 16

+643.8%

Individualized, Person-Centered Crisis Plans for Individuals Seen at Psychiatric Crisis Services

2014: 417

2010: 136

+206.6%

Emergency Detentions

2010: 8,264

2014: 5,821*

-29.6%

Consumers Served by BHD Community Services

2014: 4,572

2010: 4,011

+14%

90-Day Readmission Rate Following Acute Inpatient Services

2010: 22.2%

2014: 17.4%

-4.8
Percentage
Points

Psychiatric Crisis Services (PCS) Admissions

2010: 13,443

2014: 10,709*

-20.3%

Recovery-Oriented Supportive Housing**

2014: 519

2010: 248

+109.3%

Access Clinic Utilization:

2014: 4,119*

2010: 4,012

+2.7%

** Does not include 426 tenant-based Shelter + Care units

Acute Inpatient Admissions

2010: 2,254

2014: 1,163*

-48.4%

Acute Inpatient Average Daily Census

2010: 94.7

2014: 57.2

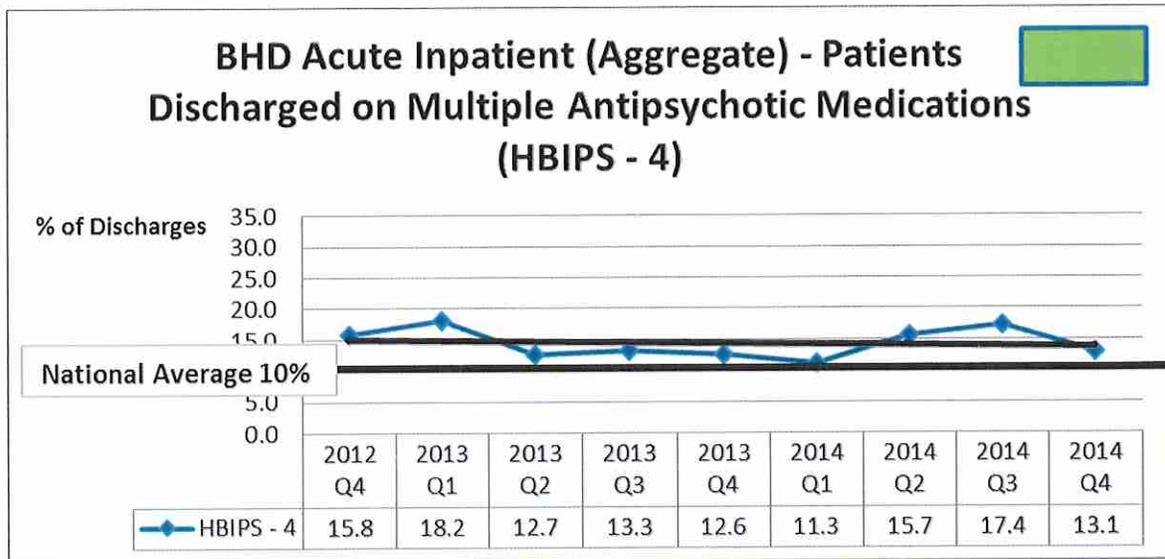
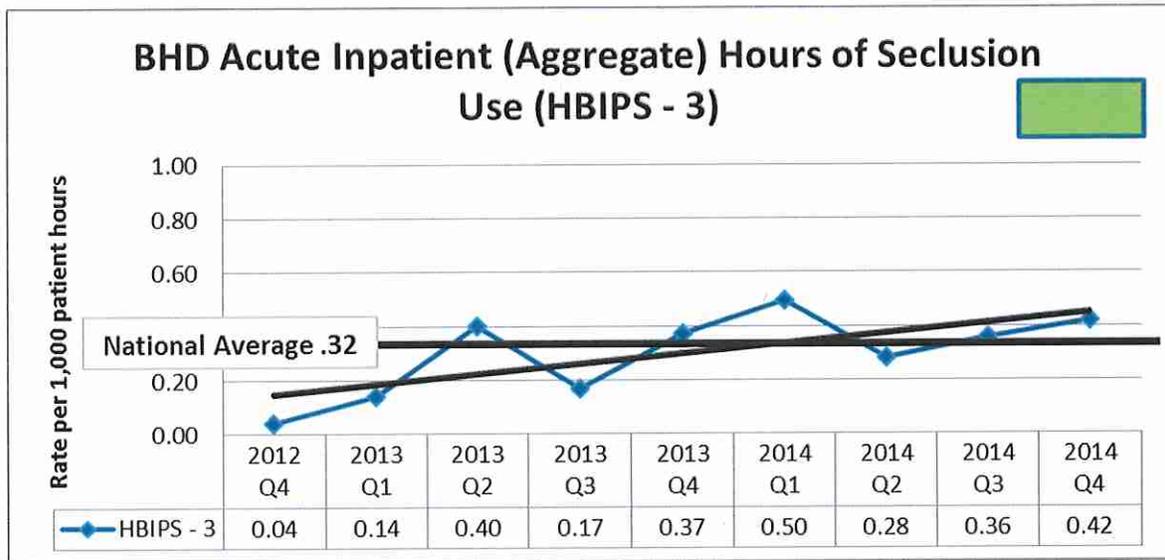
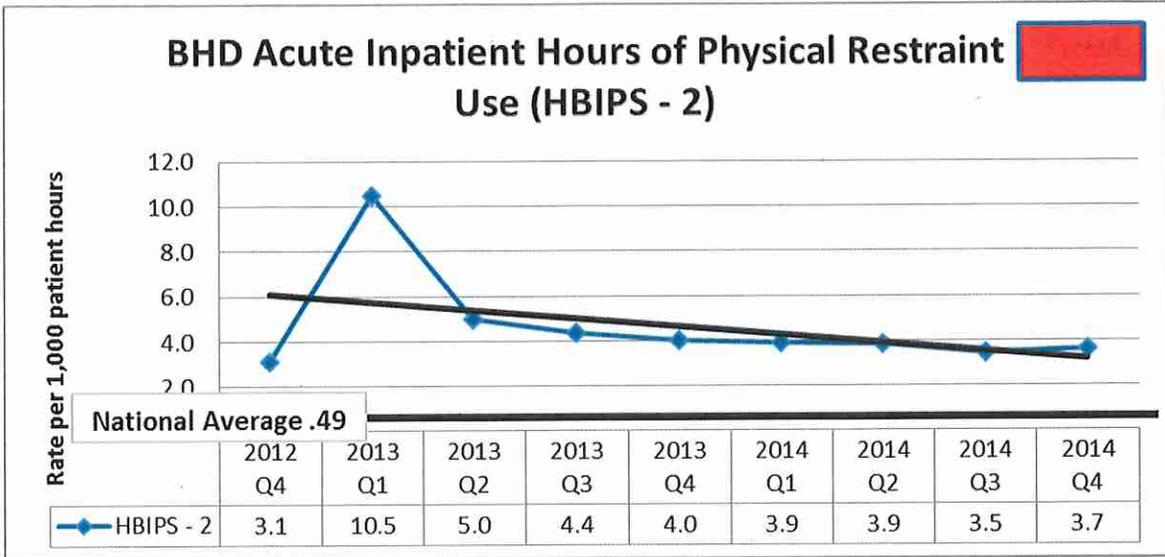
-37.5
patients

* Projected

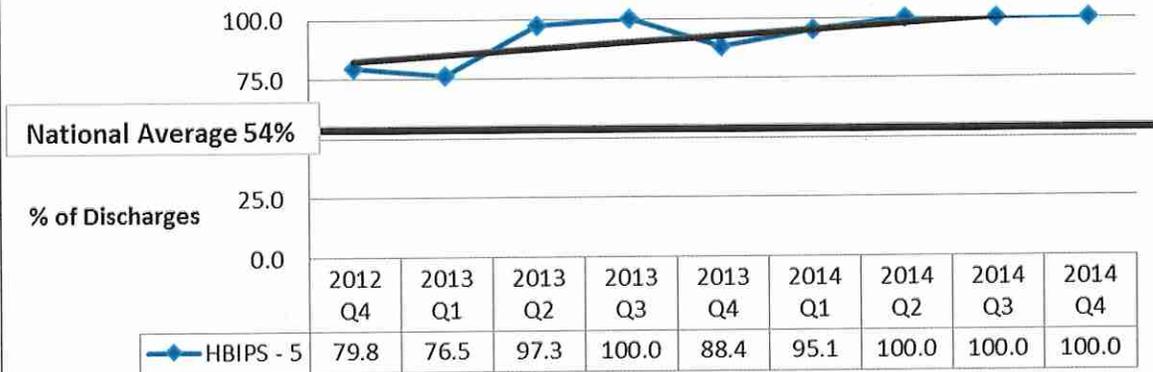


Milwaukee County Behavioral Health Division Key Performance Indicator (KPI) Dashboard

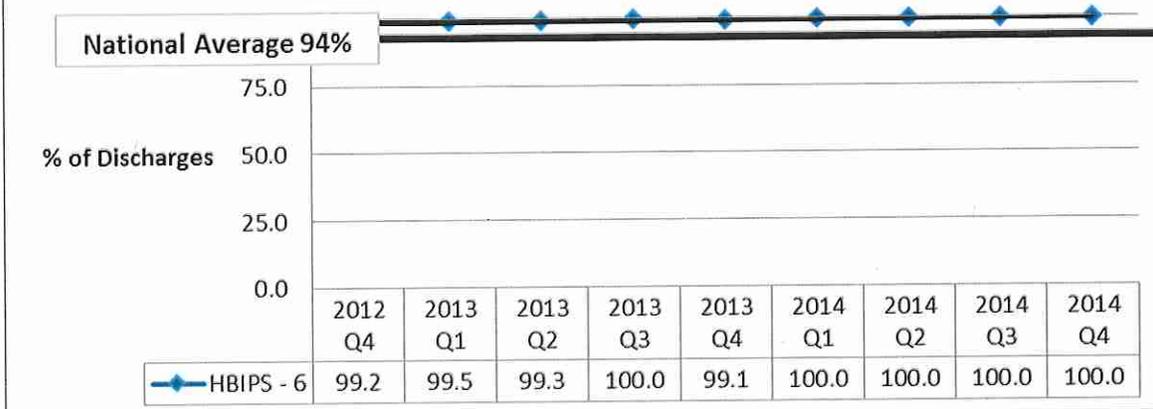
Program	Indicator	2015 Target	2014	Status
Community Access To Recovery Services	Supportive Housing Units	572	446	
	Engagement of individuals with mental illness in employment, education, or other vocational-related activities (SAIL)	11%	10%	
	Engagement of individuals with mental illness in employment, education, or other vocational-related activities (Wlser Choice)	38%	36%	
	Percent of clients responding positively to satisfaction survey	80%	78%	
	Certified Peer Specialists in Milwaukee County	143	119	
Psychiatric Crisis Service (PCS)	Admissions	10,000	10,698	
	Emergency Detentions	5,400	5,805	
	Percent of clients returning to PCS within 90 days	27%	34%	
	Percent of time on waitlist status	5%	9%	
	Percent of clients transferred to private inpatient psychiatric hospitals/units from PCS	20%	10%	
Acute Adult Inpatient Service	Admissions	1,125	1,093	
	Mean Length of Stay (days)	16.4	16.1	
	Mean Daily Census	52.0	54.6	
	Percent of clients returning to Acute Adult within 90 days	16.0	19.1	
	Percent of patients responding positively to satisfaction survey (a)	74%	70%	
	HBIPS - 2 Hours of Physical Restraint Rate	3.0	3.7	
	HBIPS - 3 Hours of Locked Seclusion Rate	0.32	0.4	
	HBIPS - 4 Patients discharged on multiple antipsychotic medications	10%	13%	
	HBIPS - 5 Patients discharged on multiple antipsychotic medications with appropriate justification	98%	100%	
	HBIPS - 6 Patients discharged with a continuing care plan	100%	100%	
HBIPS - 7 Post discharge continuing care plan transmitted to next level of care provider	100%	100%		
Child / Adolescent Inpatient Service (CAIS)	Admissions	950	953	
	Mean Length of Stay (days)	3.4	3.5	
	Mean Daily Census	8.8	8.9	
	Percent of children returning to CAIS within 90 days	20%	23%	
	Percent of patients responding positively to satisfaction survey	74%	72%	
Rehab Center Central	Admissions	0	1	
	Discharges	27	21	
	Unit Census	0	27	
	Percent of closure completion	100%	57%	
	For clients placed in the community, percent of clients returning to BHD for an inpatient admission	6%	9%	
Human Resources	Position Fill Rate			
	Vacancy Rates for Selected Positions			
	Overtime Utilization			
Financial	Revenue	\$120.5	\$124.1	
	Expense	\$179.6	\$178.8	
	Tax Levy	\$59.1	\$54.7	



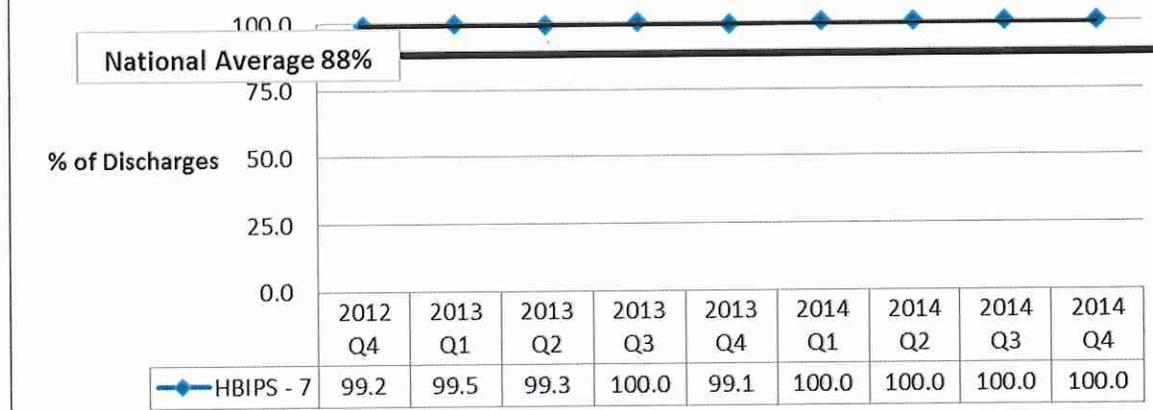
BHD Acute Inpatient (Aggregate) - Patients Discharged on Multiple Antipsychotic Medications with Appropriate Justification (HBIPS - 5)



Patients Discharged from an Inpatient Psychiatric Setting with a Continuing Care Plan (HBIPS - 6)



Post Discharge Continuing Care Plan Transmitted to Next Level of Care Provider (HBIPS - 7)



MHSIP
Consumer
Satisfaction
Survey

Annual Report

2014

Prepared By:
Quality
Improvement
Department

Introduction

The survey of Acute Adult Inpatient consumers is intended to obtain consumers' perceptions of services received during their inpatient episode of care. The survey is an ongoing performance improvement project that utilizes the information obtained to identify performance improvement initiatives for inpatient treatment. Consumers' perceptions of inpatient services are obtained regarding:

- Outcomes attained
- The environment in which services were provided
- Participation in treatment planning and discharge
- Protection of rights
- Being treated with dignity
- Empowerment
- Additional aspects of services received including cultural sensitivity, treatment choices, and medications

Method

At the time of discharge, unit social workers present the survey to all consumers and emphasize that the BHD values consumer input to the evaluation of services provided in its programs. They also explain to consumers that survey participation is voluntary, and assure consumers that analyses of the information obtained is summarized and does not identify any individual's responses. Individuals with multiple inpatient episodes are provided opportunities to respond to the survey after each inpatient stay.

Instrument

The MHSIP Inpatient Consumer Survey (2001) contains a total of 28 items. Twenty-one items are designed to measure six domains: *Outcome, Dignity, Rights, Participation, Environment and Empowerment*. Seven additional items ask respondents to rate other aspects of services received including treatment options, medications, cultural sensitivity, and staff. Respondents indicate their level of agreement/disagreement with statements about the inpatient mental health services they have received utilizing a 5-point scale: strongly agree – agree – neutral – disagree – strongly disagree. Respondents may also record an item as not applicable.

Additional survey items are completed to provide basic demographic and descriptive information: age, gender, marital status, ethnicity, length of stay, and legal status. Respondents may choose to provide written comments on the survey form about their responses or about areas not covered by the questionnaire. The following lists the consumer survey items.

NRI/MHSIP Inpatient Consumer Survey (2001)

Outcome Domain:

- I am better able to deal with crisis.
- My symptoms are not bothering me as much.
- I do better in social situations.
- I deal more effectively with daily problems.

Dignity Domain:

- I was treated with dignity and respect.
- Staff here believe that I can grow, change and recover.
- I felt comfortable asking questions about my treatment and medications.
- I was encouraged to use self-help/support groups.

Rights Domain:

- I felt free to complain without fear of retaliation.
- I felt safe to refuse medication or treatment during my hospital stay.
- My complaints and grievances were addressed.

Participation Domain:

- I participated in planning my discharge.
- Both I and my doctor or therapist from the community were actively involved in my hospital treatment plan.
- I had the opportunity to talk with my doctor or therapist from the community prior to discharge.

Environment Domain:

- The surroundings and atmosphere at the hospital helped me get better.
- I felt I had enough privacy in the hospital.
- I felt safe while in the hospital.
- The hospital environment was clean and comfortable.

Empowerment Domain:

- I had a choice of treatment options.
- My contact with my doctor was helpful.
- My contact with nurses and therapists was helpful.

Other survey items:

- The medications I am taking help me control symptoms that used to bother me.
- I was given information about how to manage my medication side effects.
- My other medical conditions were treated.
- I felt this hospital stay was necessary.
- Staff were sensitive to my cultural background.
- My family and/or friends were able to visit me.
- If I had a choice of hospitals, I would still choose this one.

Results

The following presents the results of the Inpatient MHSIP Consumer survey completed by consumers of the Acute Adult Inpatient Service in 2014. Data from 2010 – 2013 administrations of the survey are also presented in selected tables of this report to allow for comparisons.

The following are *general guidelines* for interpreting the inpatient consumer survey results based on eight years of administering the survey. The percentage of agree/strongly agree (positive) responses may be interpreted as:

- Percentages less than 70% can be considered ‘relatively low’ and below 60% can be considered ‘poor’
- Percentages in the 70 - 79% range can be considered ‘good’ or ‘expected’
- Percentages in the 80 - 89% range can be considered ‘high’
- Percentages 90% and above can be considered ‘exceptional’

Response Rate

Completed surveys were obtained at discharge from 26% of the 1,093 consumers discharged from the Acute Adult Inpatient service in 2014. For the past 3 years, the Acute Adult Inpatient service MHSIP survey response rate has been below the target response rate of **40%**.

Table 1 presents data on response rate by unit and the total BHD Acute Adult Inpatient Service for 2012 - 2014.

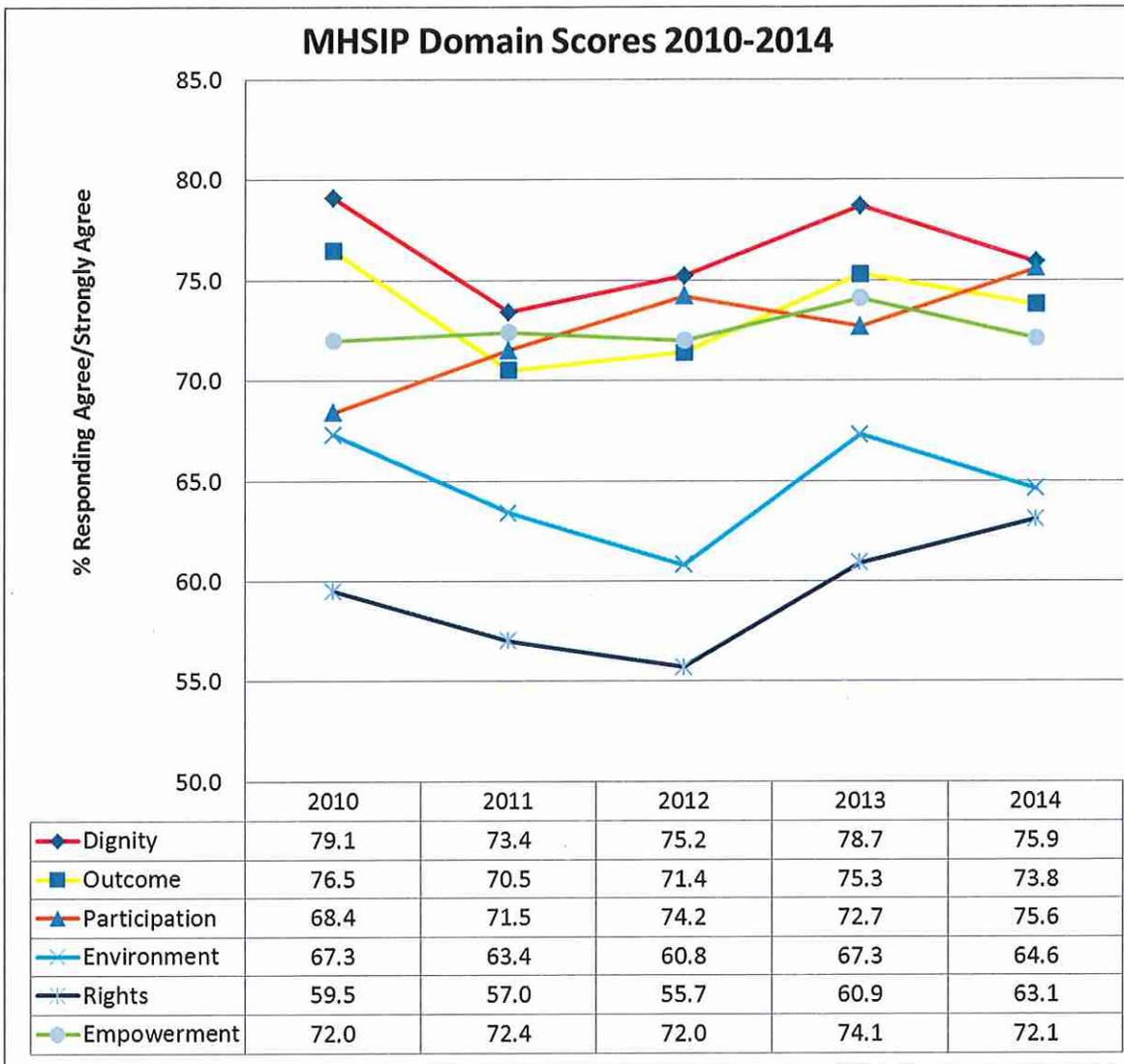
Table 1. Inpatient MHSIP Consumer Survey - Response Rate by Unit						
Unit	2012		2013		2014	
	Completed Surveys	Response Rate	Completed Surveys	Response Rate	Completed Surveys	Response Rate
43A - ITU	122	32.0	141	35.3	48	19.6
43B - ATU	198	41.7	246	43.0	143	29.7
43C - WTU	164	36.4	100	21.1	94	25.7
Total	484	37.3	487	33.7	285	26.1

Acute Adult Inpatient Service

Table 2 presents Acute Adult Inpatient Service’s consumer positive (agree/strongly agree) responses for 2010 – 2014. In 2014, the results revealed “Good” response rates for 4 of the 6 domains: 76% for Dignity, 74% for Outcomes, 76% for Participation, and 72% for Empowerment. Relatively low response rates were obtained for Environment 65%, and Rights 63%.

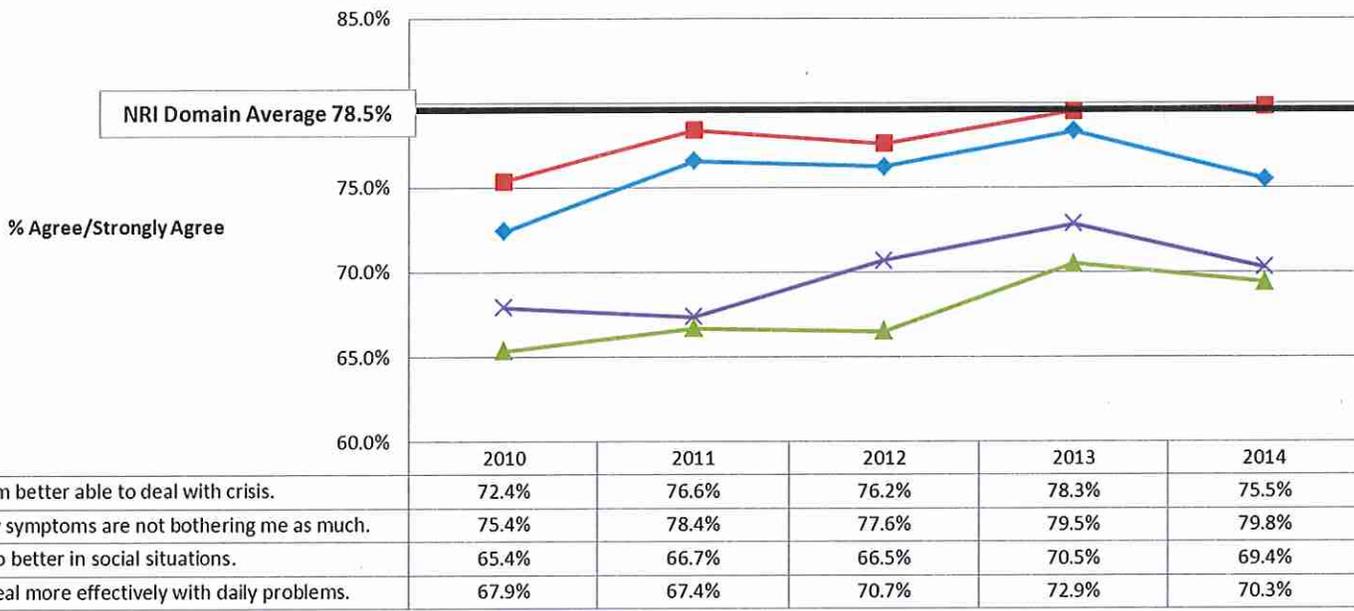
Table 2. Inpatient MHSIP Consumer Survey - All Units					
Domains	Agree/Strongly Agree Response %				
	2010	2011	2012	2013	2014
Dignity	79.1%	73.4%	75.2%	78.7%	75.9%
Outcome	76.5%	70.5%	71.4%	75.3%	73.8%
Participation	68.4%	71.5%	74.2%	72.7%	75.6%
Environment	67.3%	63.4%	60.8%	67.3%	64.6%
Rights	59.5%	57.0%	55.7%	60.9%	63.1%
Empowerment	72.0%	72.4%	72.0%	74.1%	72.1%
Additional Questions					
My family and/or friends were able to visit me.	79.1%	75.4%	81.8%	79.0%	78.8%
The Medications I am taking help me control my symptoms that used to bother me.	72.8%	71.9%	72.3%	73.2%	74.8%
My other medical conditions were treated.	66.6%	66.3%	65.8%	72.4%	66.3%
Staff were sensitive to my cultural background.	67.5%	64.5%	64.2%	61.9%	63.8%
I felt this hospital stay was necessary.	69.5%	65.7%	66.7%	66.0%	68.4%
I was given information about how to manage my medication side effects.	65.0%	62.8%	64.8%	64.7%	63.3%
If I had a choice of hospitals, I would still choose this one.	59.4%	57.7%	58.1%	60.3%	55.3%
Surveys Completed	1,081	744	484	487	285

The following graph presents Acute Adult Inpatient Service's 2010-2014 positive (agree/strongly agree) Domain scores.

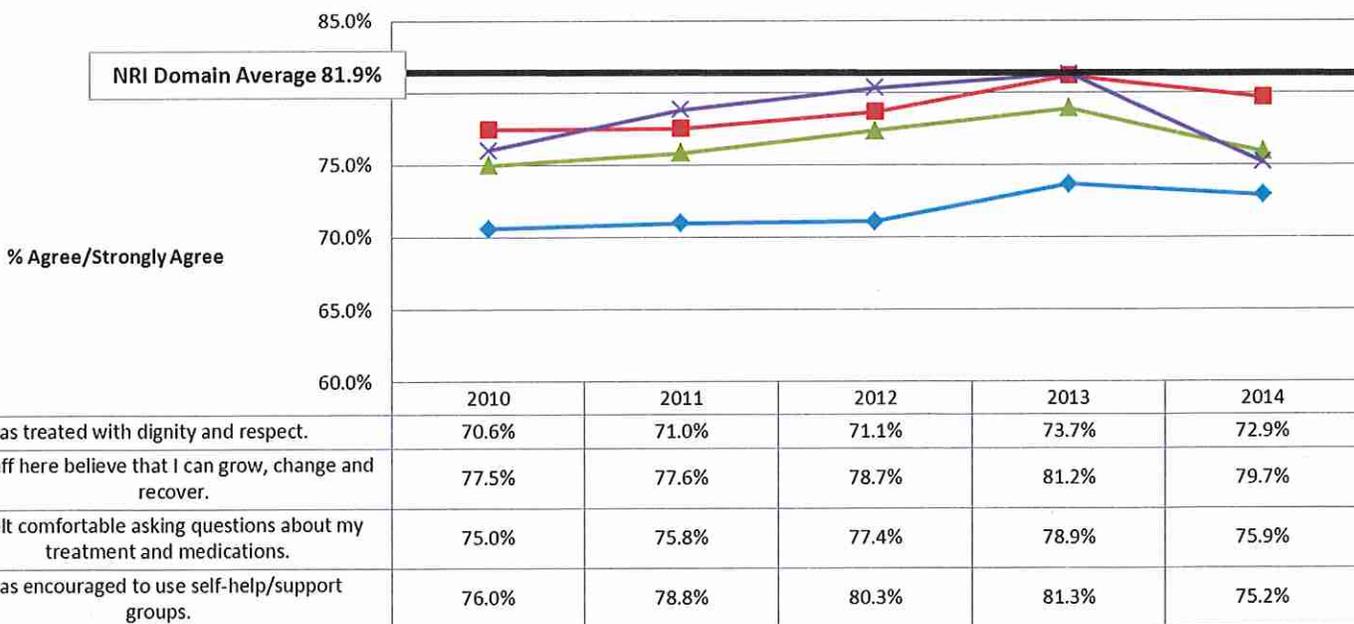


The following graphs present Acute Adult Inpatient Service's 2010-2014 positive (agree/strongly agree) survey item scores and NRI's domain average.

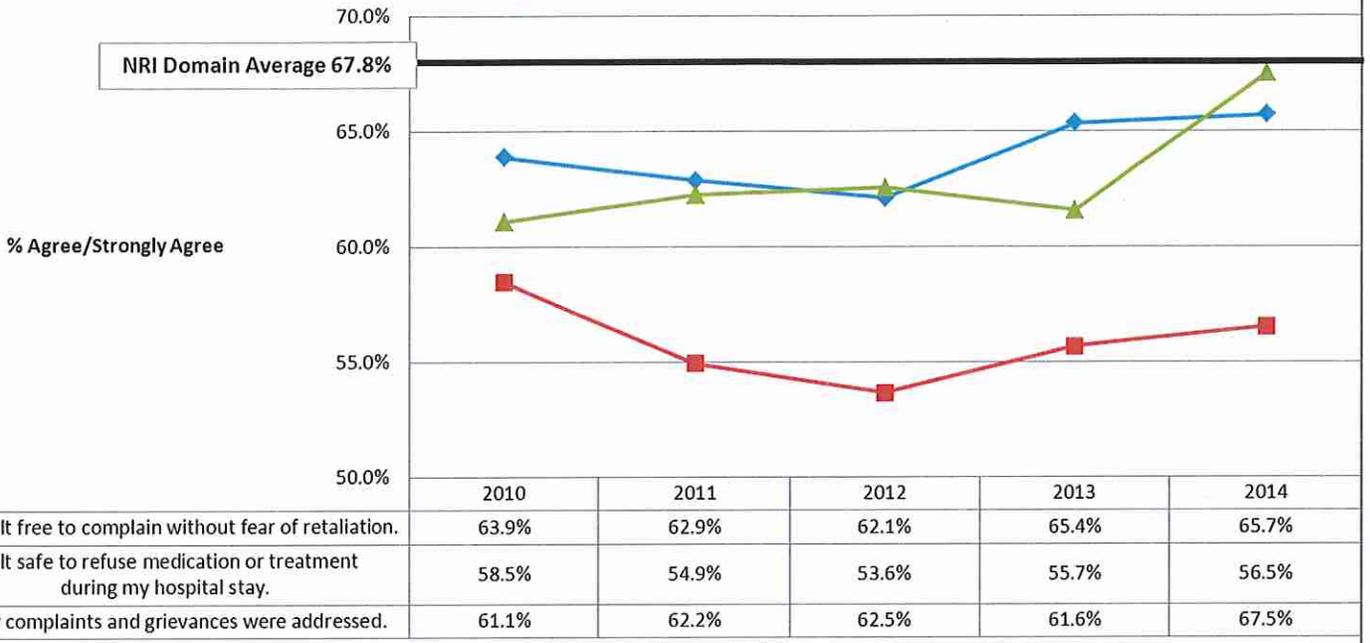
2010 - 2014 MHSIP Survey - Outcomes Domain



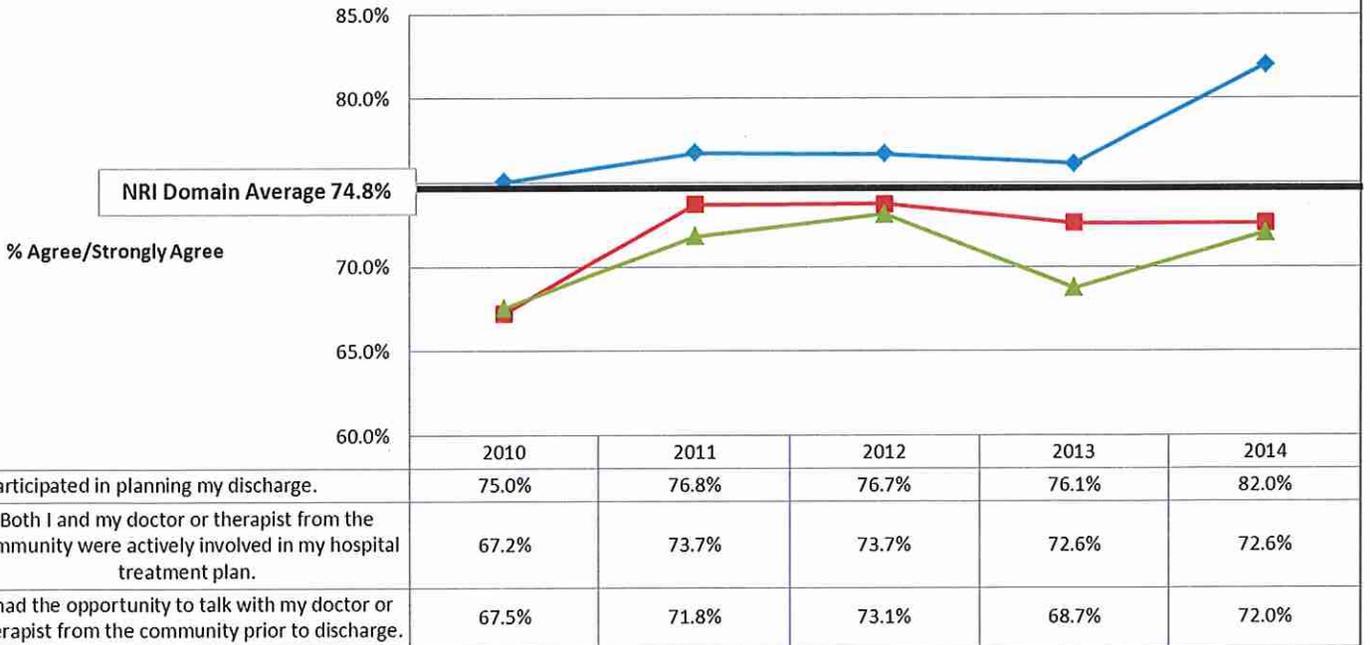
2010 - 2014 MHSIP Survey - Dignity Domain



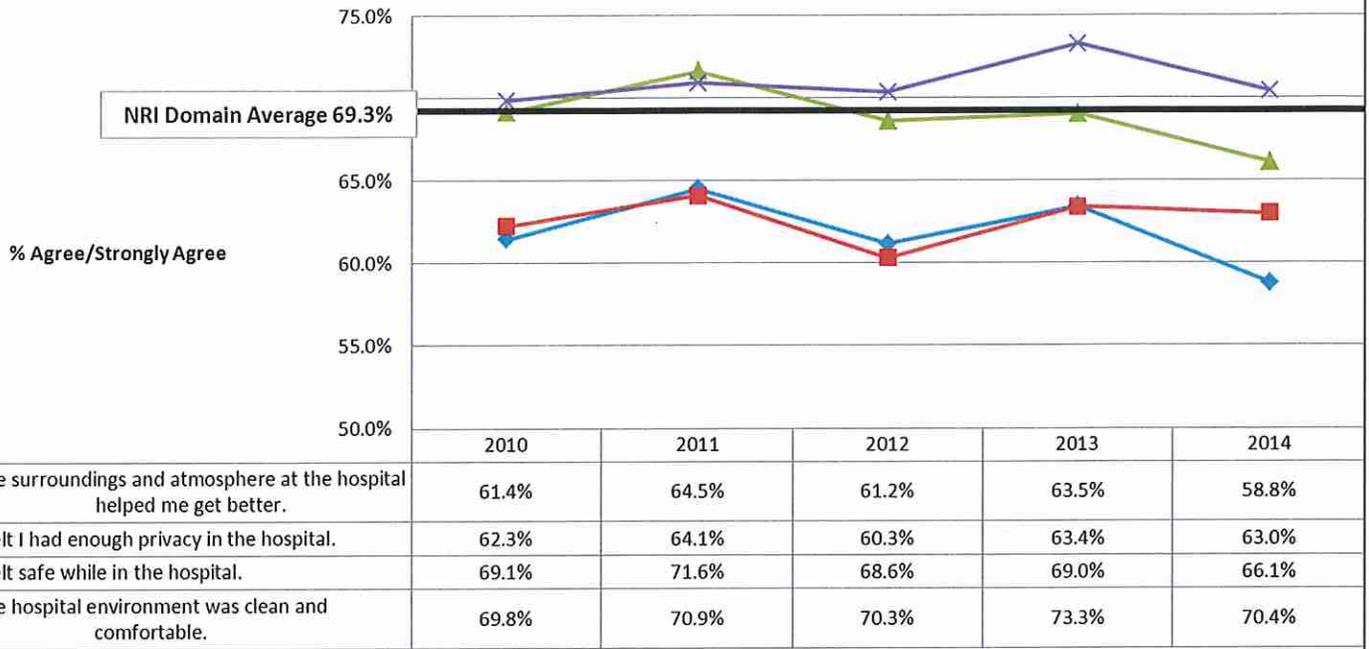
2010 - 2014 MHSIP Survey - Rights Domain



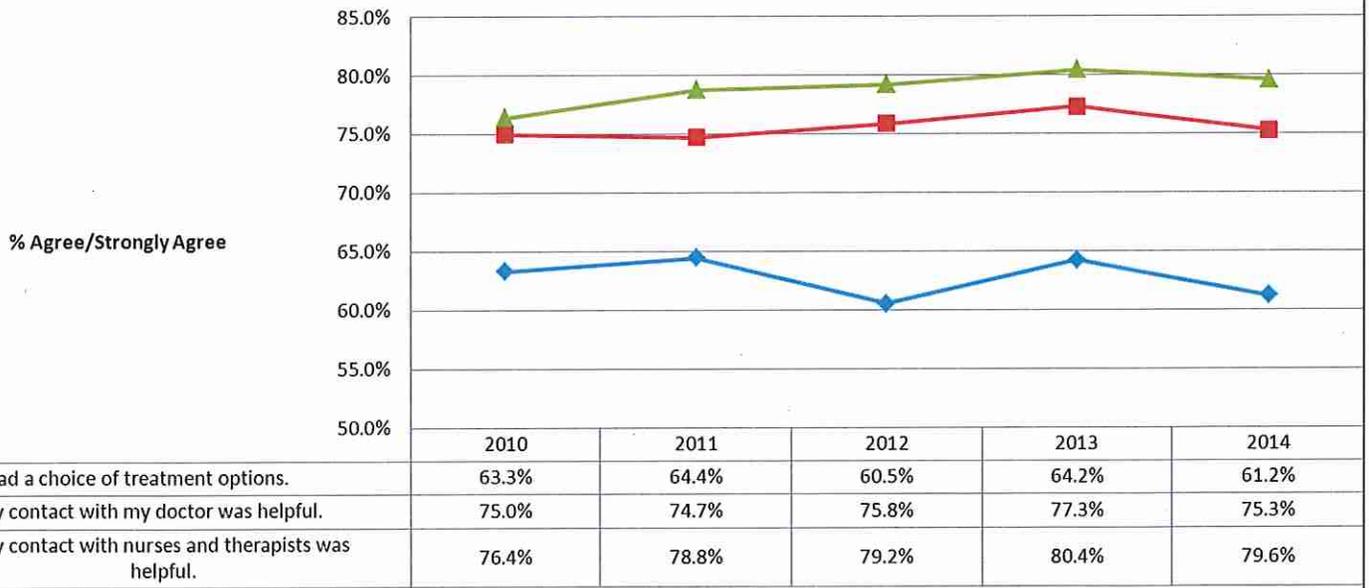
2010 - 2014 MHSIP Survey - Participation Domain



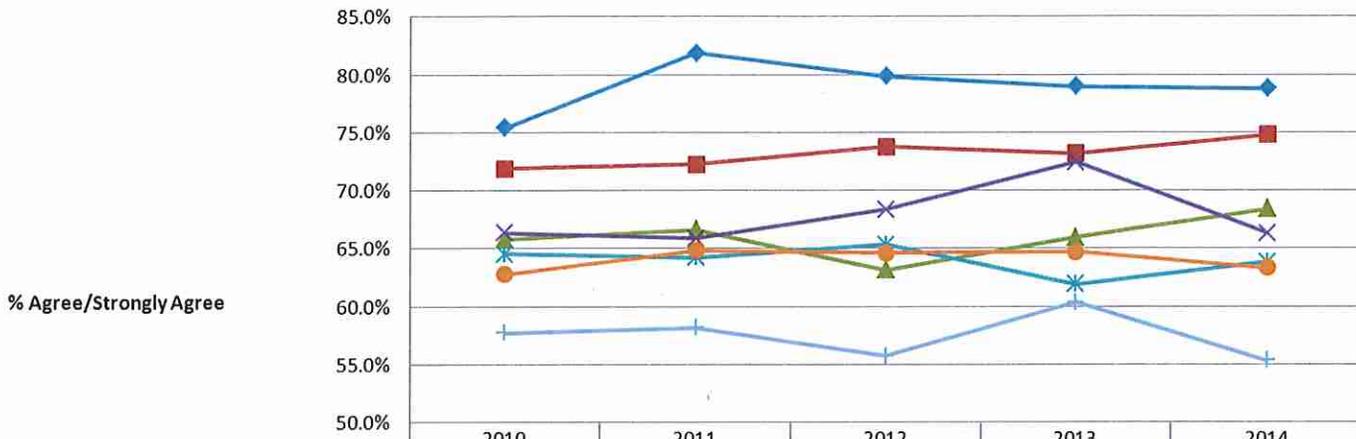
2010 - 2014 MHSIP Survey - Environment Domain



2010 - 2014 MHSIP Survey - Empowerment Domain



2010 - 2014 MHSIP Survey - Other Items



	2010	2011	2012	2013	2014
◆ My family and/or friends were able to visit me.	75.4%	81.9%	79.9%	79.0%	78.8%
■ The medications I am taking help me control symptoms that used to bother me.	71.9%	72.3%	73.8%	73.2%	74.8%
▲ I felt this hospital stay was necessary.	65.7%	66.6%	63.1%	66.0%	68.4%
✕ My other medical conditions were treated.	66.3%	65.9%	68.4%	72.4%	66.3%
* Staff were sensitive to my cultural background.	64.5%	64.2%	65.3%	61.9%	63.8%
● I was given information about how to manage my medication side effects.	62.8%	64.8%	64.6%	64.7%	63.3%
+ If I had a choice of hospitals, I would still choose this one.	57.7%	58.2%	55.7%	60.3%	55.3%

The NRI published national public rates from approximately 70 state inpatient psychiatric facilities that include MHSIP data as part of its Behavioral Healthcare Performance Measurement System. Due to possible differences in organizational and patient population characteristics, these aggregate data may not appropriately compare to BHD data.

Domains	2013 NRI	2014 BHD	BHD/NRI Variance
Dignity	81.9%	75.9%	-6.0%
Outcome	78.5%	73.8%	-4.7%
Participation	74.8%	75.6%	0.8%
Environment	69.3%	64.6%	-4.7%
Rights	67.8%	63.1%	-4.7%
Empowerment	Not Reported	72.1%	-

Table 4 presents 2014 survey results for domain and additional items by each Acute Adult Inpatient Unit. The following summarizes these comparisons and should be interpreted as a *general* measure of a unit's performance based on consumers' perceptions of their inpatient stay:

Table 4. 2014 Inpatient MHSIP Consumer Survey - By Unit			
Domains	Agree/Strongly Agree Response		
	43A	43B	43C
Dignity	78.8%	75.1%	75.8%
Outcome	76.3%	70.2%	77.9%
Participation	74.6%	74.1%	78.3%
Environment	71.1%	61.0%	66.8%
Rights	64.8%	62.1%	64.0%
Empowerment	74.6%	70.3%	73.7%
Additional Questions			
My family and/or friends were able to visit me.	76.2%	76.5%	84.0%
The Medications I am taking help me control my symptoms that used to bother me.	77.8%	73.1%	75.8%
My other medical conditions were treated.	75.7%	65.1%	63.5%
Staff were sensitive to my cultural background	66.7%	60.0%	68.8%
I felt this hospital stay was necessary	81.8%	64.2%	68.2%
I was given information about how to manage my medication side effects	66.0%	61.5%	64.8%
If I had a choice of hospitals, I would still choose this one.	78.6%	55.1%	44.0%
Surveys Completed	48	143	94