

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	