

## ATTACHMENT D - KEY METRICS AND PERFORMANCE INDICATORS

<b>Timeliness</b>
% of Emergent/Urgent Referrals (Officer of the Day calls) seen within 24 hours
% of mental health service requests triaged w/in 24 hours
Completed Psychiatric appointments within 14 days of appointment date
% of scheduled patients seen by MD/NPs within 14 days of appointment date
Completed Psychiatric appointments within 7 days of appointment date
% of scheduled patients seen by MD/NPs within 7 days of appointment date
Number of clinical therapist appointments completed within 14 days of appointment date
% of scheduled patients seen by clinical therapist within 14 days of appointment date
Number of clinical therapist appointments completed within 7 days of appointment date
% of scheduled patients seen by clinical therapist within 7 days of appointment date
Number of MH RN appointments completed within 7 days of appointment date
% of scheduled patients seen by MH RN within 7 days of appointment date
Number of Appointments seen by MH RN within 1 day of appointment date
% of scheduled patients seen by MH RN within 1 day of appointment date
# episode of Clinical Restraints
Average length of time in restraints
# of patients in clinical restraint chair more than 4 hours
# of patients seen by CMHS per policy
# of patients in restraint chair more than 8 hours
Nursing completes initial evaluation at the time of placement in restraint chair

<b>Quality of Care</b>
% of filled positions (filled positions/allocated positions)
Management Staff positions filled
Psychiatrists Staff Functionally Filled
Clinical Therapist positions filled
Psychiatric Nurse Practitioner positions filled

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## Quality of Care

Mental Health Registered Nurse positions filled
Administrative Assistant positions filled
Discharge planner/Social Worker positions filled
Total CMHS- Treatment team meetings in SMI/SMIL
Total CMHS Staff meetings/trainings
Total Psychiatrist Quick Notes
Total Mental Health Nurse Practitioner Quick Notes
Total Psychiatrist Progress Notes
Total Psychiatric Progress Notes- Nurse Practitioners
Total Psychiatric Record Checks
Total AIMS Completed- Psychiatrists
Total AIMS Completed- Nurse Practitioners
Total clinical therapist Mental Health Treatment Plans
Total Clinical Therapist Progress Notes
Total Clinical Therapist Quick Notes
Total Progress Notes by Mental Health RNs
Total Quick Notes by Mental Health RNs
Total Case Manager Quick Note (Includes Group Quick Note) by discharge planners
% of eligible Staff with CCHP Certification
% of eligible staff with CCHP-MH Certification
Total Housing Assessments/Assignments by Clinical Therapists
Total Community Re-entry Plans Completed by Clinical Therapists
Total CMHS Court Patient Progress Reports
Total CMHS- Treatment team meetings in SMI/SMIL attended by custody
Total Multidisciplinary Team meetings - with Classification
Community Reentry Plan by Mental Health RNs
Housing Assessment by Mental Health RNs
Total Mental Health RN Housing Assignments
Total Community Re-entry Plans Completed by discharge planners
# of Total SMI Discharges Completed for entire facility
# of Total SMI Discharges Completed by CMHS
# of Community Re-Entry Plans Completed by CMHS
# of Discharges receiving courtesy drop off to crisis clinics
# Discharges on 5150 hold upon release
# Discharges receiving Rx upon release
# of Release Planning Groups
# of SMI patients in Administrative Housing
# of SMI patients in Administrative Housing for Disciplinary Reasons
# of SMI discipline reviews by QMHP

## Access

Total ADP for CDC, WVDC, GHRC, HDDC
Total ADP for all SMI classifications (SMIA, SMIS, SMIR)
% of all SMI classifications (#SMI/total ADP)
SMIL (SMIA, SMIS) only total
SMI only total
Mental Health General Population

Access
% of all Mental Health General Population (MH-G/total ADP)
% of all inmates seen by mental health
Total # of MH Screenings
# Emergent/Urgent Referrals (Officer of the Day calls)
# of urgent/emergent referred to Psychiatry - Add-ons
Total mental Health Service Requests
Average Number of Appointments on sick call list - Clinical Therapist
Average Number of Appointments on sick call list - Psychiatrist
Total Psychiatry Visits Scheduled
Total Psychiatry Visits Completed
% of Psychiatry Appointments Completed
Total Psychiatric Evaluations- Psychiatrists
Total Psychiatric Evaluations- Nurse Practitioners
Total Labs Ordered - Psychiatrists
Total Labs Ordered - Nurse Practitioners
Total Clinical Therapist Visits Scheduled with Clinical Therapists
Total Clinical Therapist Visits Completed by Clinical Therapists
% of Clinical Therapist Appointments Completed by Clinical Therapists
Total Mental Health Screenings by Clinical Therapists
Total Mental Health Evaluations by Clinical Therapists
Total Number of Encounters with Clinical Therapists
Number of Cell Side Encounters with Clinical Therapists
% of total encounters seen Cell Side by Clinical Therapists
Number of Day Room Encounters with Clinical Therapists
% of total encounters seen in day room by Clinical Therapists
Number of Johnson Door Encounters -- entrance to day room by Clinical Therapists
% of total encounters seen at Johnson door by Clinical Therapists
Number of G Room Encounters by Clinical Therapists
% of total encounters seen in G room with Clinical Therapists
Number of Nurse's Station Encounters with Clinical Therapists
% of total encounters seen in Nurse's Station by Clinical Therapists
Number of Attorney Booth Encounters by Clinical Therapists
% of total encounters seen in attorney booth by Clinical Therapists
Total MHRN Appointments Scheduled with Mental Health RNs
Total MHRN Appointment Completed by Mental Health RNs
% of Appointments Completed by Mental Health RNs
Total Mental Health Screenings by Mental Health RNs
Total CM Appointments Scheduled by discharge planners
Total CM Appointments Completed by discharge planners
% of Appointments Completed by discharge planners
Total Releases completed by CMHS Social Workers
Total # of MHP Groups Offered per month
Total # MHP run programs SMI-Males per month
Number of groups offered in Unit 15-SMI
Percentage of Possible to Attendees to Groups Offered - Unit 15 SMI
Total # MHP run programs SMIL - males per month
Number of groups offered to Unit 1
Percentage of attendees to possible attendees

**Access**

Number of groups offered to Unit 3  
Percentage of attendees to possible attendees  
Total # MHP run programs SMIL - females per month  
Percentage of attendees to possible attendees  
Total # MHP run program- Female Suicide Watch

**Grievances (and refusals of treatment)**

# of CMHS Grievances  
Total Refusals of Treatment encountered by Clinical Therapists  
Total Refusals of Treatment encountered by discharge planners  
Medication Refusals encountered by Mental Health RNs  
# of CMHS Grievances

**Suicide**

Total Admission to Suicide Watch/Safety Cell  
Average time in Suicide Watch  
Total Suicide Watch Intake Risk Assessments completed by MHRNs as opposed to QMHP  
Total Suicide Watch Intake Risk Assessments completed by Clinical Therapists  
Total Safety Plans Completed  
Total Suicide Watch Discharges  
Total # in Suicide Watch or Safety Cell over 3 days  
Total % over 3 days receiving a Multidisciplinary Treatment Team Review  
Number of 24-hour post release follow-ups completed  
Number of 7-day post release follow-ups completed  
Number of 28-day post release follow-ups completed  
Wellness/Cell Checks Notes by Mental Health RN  
Suicide Watch Rounds Completed by Mental Health RNs  
Total CMHS Intake/Suicide Watch treatment team meetings  
Number of In Custody Deaths  
Total Hours of Mental Health Deputy Trainings

**Behavioral Health**

All indicators listed in this table pertain to Behavioral Health

**Medication Errors**

Medication Administration by Mental Health RNs  
Total Patients Administered Psychiatric Medication  
Total number of PC 2603 Patients with active signed orders  
# of episodes of use of emergency involuntary medication  
Total Drug Orders  
Total Non-Formulary Requests