



MT DPHHS State-Run Health Care Facilities Monthly Status Update August 2023

The monthly DPHHS Healthcare Facilities division performance scorecard for Montana’s state-run health care facilities is below. This scorecard tracks key performance metrics for each of the state-run healthcare facilities including census and staffing, training, quality and operations.

Montana State Hospital Performance Scorecard

Performance Indicator	Description	SFY23	Jul-23	Aug-23	Goal
Operations Metrics					
Licensed Beds					
Total Licensed Beds	Total licensed beds	270	270	270	N/A
Licensed Beds (Main Hospital)	# of licensed beds	174	174	174	N/A
Licensed Beds (Forensic)	# of licensed beds	54	54	54	N/A
Licensed Beds (Group Homes)	# of licensed beds	42	42	42	N/A
Average Daily Census					
Census (Total) - %	Average daily census divided by licensed beds	80.8%	78.5%	78.5%	N/A
Census (Total) - Number	Average daily census	218	212	212	N/A
Census (Main Hospital) - Number	Average daily census	139	138	138	N/A
Census (Main Hospital) - %	Average daily census divided by licensed beds	80%	79%	79%	N/A
Census (Forensic) - Number	Average daily census	47	46	43	N/A
Census (Forensic) - %	Average daily census divided by licensed beds	1	85%	80%	N/A
Census (Group Homes) - Number	Average daily census	33	32	31	N/A
Census (Group Homes) - %	Average daily census divided by licensed beds	77.8%	76%	74%	N/A
Admissions					
Admissions (Total)	# of admissions	788	55	79	N/A
Admissions (Main Hospital)	# of admissions	683	47	71	N/A
Admissions (Forensic)	# of admissions	105	8	8	N/A
Admissions (Group Homes)	# of admissions	0	0	0	N/A
Discharges					
Discharges (Total)	# of discharges	738	57	78	N/A
Discharges (Main Hospital)	# of discharges	661	48	68	N/A
Discharges (Forensic)	# of discharges	63	6	9	N/A
Discharges (Group Homes)	# of discharges	14	3	1	N/A
Waitlist					
Waitlist for Admission (Total)	# waiting for admission at end of month	58	67	69	<12
Waitlist for Admission (Main Hospital)	# waiting for admission at end of month	0	0	0	<1
Waitlist for Admission (Forensic)	# waiting for admission at end of month	58	67	69	<10
Waitlist for Admission (Group Homes)	# waiting for admission at end of month	0	0	0	<1
HR Metrics					
Employee Vacancy Rate	# of vacancies divided by # of budgeted positions	42.0%	39.0%	39.0%	<15%
Monthly Employee Turnover Rate	# of separations divided by # of employees	2.2%	2.6%	1.9%	<5.0%
Net Employee Hires	# of employees hired minus # of employees separated for the month	36	2	7	>6
Quality Metrics					
Quality Indicator #1: Medicaid Eligibility Evaluation	% of patients evaluated for Medicaid eligibility upon admission	86%	100%	100%	95%
Quality Indicator #2: Group Therapy Attendance	Patient attendance is 100% for group therapy sessions offered	72%	80%	72%	75%
Quality Indicator #3: Completion of Community Reentry Plans	Completion of Community Reentry form within 10 days of admission	54%	60%	68%	90%
Quality Indicator #4: Chemical Restraint Use per 1000 Patient Days	Chemical Restraint occurrence per 1000 patient days	7.51	9.10	7.23	0
Training Compliance	Percent of the total trainings required by license and job type that are up to date	62%	100%	95%	100%
New Orientation Training Compliance	Percent of the total new orientation trainings required by license and job type that are up to date	Retired Metric	Retired Metric	Retired Metric	100%

Montana Mental Health Nursing Care Center

Performance Indicator	Description	SFY23	Jul-23	Aug-23	Goal
<u>Delivery of Care Metrics</u>					
Licensed Beds	# of licensed beds	117	117	117	N/A
Census - Number	Average daily census for the month	66	65	66	>105
Census - %	Average daily census divided by licensed beds	57%	56%	56%	>90%
Admissions	# of admissions for the month	16	0	1	N/A
Discharges	# of discharges for the month	12	0	1	N/A
Waitlist for Admission	# waiting for admission at end of month	3	2	2	<1
<u>Operations Metrics</u>					
Employee Vacancy Rate	# of vacant positions divided by # of budgeted positions	31.9%	36.0%	34.0%	<15%
Employee Turnover Rate	# of separations divided by # of employees	2.8%	0.7%	1.1%	<5.0%
Net Employee Hires	# of employees hired minus # of employees separated for the month	(4)	(1)	1	>4
<u>Quality Metrics</u>					
Quality Indicator #1: Reduce Falls with Major Injuries	Falls with major injuries will be reduced to zero per month	1%	0.00%	0.00%	<1%
Quality Indicator #2: Comply with Monthly Weighting Requirements	All patients will be weighed on a monthly basis per the CMS guidelines	97%	96%	96%	100%
Quality Indicator #3: Reduce UTIs	Lower the percentage of long-stay residents with a UTI below the Montana average	2%	1.5%	4.5%	<2.9%
Quality Indicator #4: GDR Attempts	Monthly gradual dose reduction (GDR) attempts in residents who are using antipsychotic medication	9%	1.0%	7.5%	>10%
Training Compliance	Percent of the total trainings required by license and job type that are up to date	84%	95%	95%	100%

Intensive Behaviour Center

Performance Indicator		SFY23	Jul-23	Aug-23	Goal
Delivery of Care Metrics					
Licensed Beds	# of licensed beds	12	12	12	N/A
Census - Number	Average daily census for the month	9	8	8	N/A
Census - %	Average daily census divided by licensed beds	76%	67%	67%	N/A
Admissions	# of admissions for the month	2	0	0	N/A
Discharges	# of discharges for the month	3	0	0	N/A
Waitlist for Admission	# waiting for admission at end of month	7	8	8	<1
Operations Metrics					
Employee Vacancy Rate	# of vacant positions divided by # of budgeted positions	64.7%	68.0%	59.0%	<15%
Employee Turnover Rate	# of separations divided by # of employees	5.1%	0.0%	3.0%	<5.0%
Net Employee Hires	# of employees hired minus # of employees separated for the month	(5)	0	4	>4
Quality Metrics					
Quality Indicator #1: Behavior Support Plans	Comprehensive behavior support plans are updated at least quarterly or based on the individual's changing needs and expected outcomes	76%	100%	100%	100%
Quality Indicator #2: Community Outings	Total attendance at community outings	26	38	62	12
Quality Indicator #3: Enrichment Center Attendance	Percent of clients meeting their individual Enrichment Center Attendance goals.	36%	62.6%%	52%	50%
Quality Indicator #4: Learning Objectives	Total Formal Learning Objectives for each client based on hierachy of needs.	8	24	30	40
Quality Indicator #5: Active Treatment Knowledge Quiz Success Rate	Percentage of staff that have succesfully passed the impromptu active treatment quizzes.	N/A	N/A	40%	80%
Quality Indicator #6: Abuse, Neglect & Exploitation Knowledge Quiz Success Rate	Percentage of staff that have succesfully passed the monthly ANE quizzes.	N/A	N/A	50%	80%
Training Compliance	Percent of the total trainings required by license and job type that are up to date	91%	99%	99%	100%

Montana Chemical Dependency Center Performance Scorecard

Performance Indicator	Description	SFY23	Jul 23	Aug-23	Goal
Delivery of Care Metrics					
Licensed Beds	# of licensed beds	48	48	48	N/A
Census - Number	Average daily census for the month	21	20	25	>43
Census - %	Average daily census divided by licensed beds	44%	42%	52%	90%
Admissions	# of admissions for the month	386	29	37	N/A
Discharges	# of discharges for the month	379	32	32	N/A
Waitlist for Admission	# waiting for admission at end of month	0	0	0	<1
Operations Metrics					
Employee Vacancy Rate	# of vacant positions divided by # of budgeted positions	6.0%	12.0%	14.0%	<15%
Employee Turnover Rate	# of separations divided by # of employees	1.8%		4.1%	<5.0%
Net Employee Hires	# of employees hired minus # of employees separated for the month	(6)	1	0	0
Quality Metrics					
Quality Indicator #1: Discharge Follow-up	Discharge follow-ups, or attempts, will be conducted for 100% of discharges	92%	Retired Metric	Retired Metric	100%
Quality Indicator #2: Reducing AMAs	Number of discharges against medical advice per month will be reduced	11	11	8	< 7
Quality Indicator #3: Referral Conversion Rate	Number of complete referrals to number of actual patient admissions	80%	88%	100%	>90%
Quality Indicator #4: Days to Admission	Number of days from initial outreach to admission (average between patients without legal involvement and patients with legal involvement)	7.724	6.4	5.82	5 days
Quality Indicator #5: Percentage of appointment reminder calls	The percent of patients contacted prior to admission	N/A	N/A	48%	100%
Training Compliance	Percent of the total trainings required by license and job type that are up to date	94%	96%	99%	100%

Montana Veterans Home Performance Scorecard

Performance Indicator	Description	SFY23	Jul 23	Aug-23	Goal
Delivery of Care Metrics					
Licensed Beds	# of licensed beds	117	117	117	N/A
Census - Number	Average daily census for the month	63	72	70	>105
Census - %	Average daily census divided by licensed beds	53.8%	61.5%	59.8%	>90%
Admissions	# of admissions for the month	33	2	3	N/A
Discharges	# of discharges for the month	24	3	5	N/A
Waitlist for Admission	# waiting for admission at end of month	127	46	43	<15
Operations Metrics					
Employee Vacancy Rate	# of vacant positions divided by # of budgeted positions	24%	23.0%	23.0%	<15%
Employee Turnover Rate	# of separations divided by # of employees	2%	0.0%	1.8%	<5.0%
Net Employee Hires	# of employees hired minus # of employees separated for the month	(1)	4	1	>4
Quality Metrics					
Quality Indicator #1: Fall Risk Interventions	All patients that have a risk of falls are identified and risk interventions are put in place	100%	100%	100%	100%
Quality Indicator #2: Reduce UTIs	The number of UTIs (CAUTI) per month will be reduced by 20% per month until zero	8%	0%	0%	0%
Quality Indicator #3: Reduce Antianxiety Medication Use	Use of antianxiety medications will be reduced to 25 percent of residents	32%	24%	22%	<25%
Quality Indicator #4: Reduce Medication Errors	Medication errors are below 5%	4%	4%	3%	<5%
Quality Indicator #5: Trauma Informed Care Interventions and Care Plan	Residents will be assessed at admission for history of trauma and care plans/ interventions initiated	N/A	N/A	100%	100%
Training Compliance	Percent of the total trainings required by license and job type that are up to date	83%	91%	93%	100%

Eastern Montana Veterans Home Performance Scorecard

Performance Indicator	Description	SFY23	Jul 23	Aug-23	Goal
Delivery of Care Metrics					
Licensed Beds	# of licensed beds	80	80	80	N/A
Census - Number	Average daily census for the month	55	58	57	>72
Census - %	Average daily census divided by licensed beds	69.3%	72.5%	71.3%	>90%
Admissions	# of admissions for the month	37	5	1	N/A
Discharges	# of discharges for the month	39	2	2	N/A
Waitlist for Admission	# waiting for admission at end of month	16	0	0	0

Southwest Montana Veterans Home Performance Scorecard

Performance Indicator	Description	SFY23	Jul 23	Aug-23	Goal
Delivery of Care Metrics					
Licensed Beds	# of licensed beds	60	60	60	N/A
Census - Number	Average daily census for the month	43	44	45	>54
Census - %	Average daily census divided by licensed beds	71.2%	73.3%	75.0%	>90%
Admissions	# of admissions for the month	9	5	5	N/A
Discharges	# of discharges for the month	50	6	4	N/A
Waitlist for Admission	# waiting for admission at end of month	42	2	0	<15