



# **DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES**

## **MT DPHHS State-Run Health Care Facilities Monthly Status Update SFY24 - July 2023 - September 2023**

The monthly DPHHS Healthcare Facilities division performance scorecards for Montana's state-run healthcare facilities are attached. This scorecard tracks operation and quality metrics for each of the state-run healthcare facilities.

# Montana State Hospital Performance Scorecard

Performance Indicator			Description	SFY23	Jul-23	Aug-23	Sep-23	Goal
Operations Metrics								
Licensed Beds								
Total Licensed Beds		Total licensed beds		270	267	267	267	N/A
Licensed Beds (Main Hospital)		Number of licensed beds		174	174	174	174	N/A
Licensed Beds (Forensic)		Number of licensed beds		54	53	53	53	N/A
Licensed Beds (Group Homes)		Number of licensed beds		42	40	40	40	N/A
Average Daily Census								
Census (Total) - %		Average daily census divided by licensed beds		80.8%	80.9%	79.4%	80.5%	N/A
Census (Total) - Number		Average daily census		218	216	212	215	N/A
Census (Main Hospital) - Number		Average daily census		139	138	138	138	N/A
Census (Main Hospital) - %		Average daily census divided by licensed beds		80%	79%	79%	79%	N/A
Census (Forensic) - Number		Average daily census		47	46	43	44	N/A
Census (Forensic) - %		Average daily census divided by licensed beds		1	87%	81%	83%	N/A
Census (Group Homes) - Number		Average daily census		33	32	31	33	N/A
Census (Group Homes) - %		Average daily census divided by licensed beds		77.8%	80%	78%	83%	N/A
Admissions								
Admissions (Total)		Number of admissions		788	55	79	79	N/A
Admissions (Main Hospital)		Number of admissions		683	47	71	71	N/A
Admissions (Forensic)		Number of admissions		105	8	8	8	N/A
Admissions (Group Homes)		Number of admissions		0	0	0	0	N/A
Discharges								
Discharges (Total)		Number of discharges		738	57	78	66	N/A
Discharges (Main Hospital)		Number of discharges		661	48	68	61	N/A
Discharges (Forensic)		Number of discharges		63	6	9	3	N/A
Discharges (Group Homes)		Number of discharges		14	3	1	2	N/A
Waitlist								
Waitlist for Admission (Total)		Number of people waiting for admission at end of the month		58	67	69	68	<12
Waitlist for Admission (Main Hospital)		Number of people waiting for admission at end of the month		0	0	0	0	<1
Waitlist for Admission (Forensic)		Number of people waiting for admission at end of the month		58	67	69	68	<10
Waitlist for Admission (Group Homes)		Number of people waiting for admission at end of the month		0	0	0	0	<1
HR Metrics								
Number of Employee Vacancies		Number of vacant positions		224	209	209	209	N/A
Number of Budgeted Positions		Number of budgeted positions		535	494	494	494	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions		42.0%	42.3%	42.3%	42.3%	<15%
Number of Separations		Number of separations		12	14	10	6	N/A
Monthly Employee Turnover Rate		Number of separations divided by the number of budgeted positions		2.2%	2.8%	2.0%	1.2%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month		36	2	7	(1)	>6
Quality Metrics								
1	Monitor Medicaid Eligibility Evaluation	Percent of patients evaluated for Medicaid eligibility upon admission		86%	100%	100%	100%	95%
2	Care Plans Transmitted to Next Care Provider	Percent of care plans transmitted to next level of care provider upon discharge		N/A	N/A	N/A	N/A	TBD
3	Group Therapy Attendance	Patient attendance is 100% for group therapy sessions offered		72%	80%	72%	N/A	75%
4	Occurrence of Group Therapy Sessions	Percent of therapy sessions that occurred as scheduled		N/A	N/A	N/A	N/A	TBD
5	Attendance of Group Therapy Sessions	Percent of patients who attended the therapy sessions that occurred		N/A	N/A	N/A	N/A	TBD
6	Completion of Community Reentry Plan Form	Percent completion of "Community Reentry" form within 10 days of admission		54%	60%	68%	N/A	90%
7	Chemical Restraint Use per 1000 Patient Days	Chemical Restraint occurrence per 1000 patient days		7.51	9.10	7.23	6.65	0
8	Training Compliance	Percent of the total required trainings (by license and job type) are up to date and completed		62%	100%	95%	93%	100%

Note: DPHHS is reevaluating the collection and reporting of the historic quality metrics at MSH.

## Montana Mental Health Nursing Care Center Performance Scorecard

Performance Indicator		Description	SFY23	Jul-23	Aug-23	Sep-23	Goal
<b>Operations Metrics</b>							
Licensed Beds		Number of licensed beds	117	117	117	117	N/A
Census - Number		Average daily census for the month	65	66	66	66	>105
Census - %		Average daily census divided by licensed beds	56%	56%	56%	56%	>90%
Admissions		Number of admissions for the month	0	1	0	1	N/A
Discharges		Number of discharges for the month	0	1	0	0	N/A
Waitlist for Admission		Number of people waiting for admission at the end of month	2	2	2	0	<1
<b>HR Metrics</b>							
Number of Employee Vacancies		Number of vacant positions	46	52	49	52	N/A
Number of Budgeted Positions		Number of budgeted positions	144	144	144	144	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions	31.9%	36.0%	34.0%	36.0%	<15%
Number of Separations		Number of separations	4.0	1.0	1.6	1.0	N/A
Employee Turnover Rate		Number of separations divided by the number of budgeted positions	2.8%	0.7%	1.1%	0.7%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month	(4)	(1)	1	0	>4
<b>Quality Metrics</b>							
1	Reduce Falls with Major Injuries	Percent of falls with major injuries	0.6%	0.0%	0.0%	0.0%	<1%
2	Comply with Monthly Weighting Requirements	Percent of patients weighed on a monthly basis per the CMS guidelines	97%	96%	96%	94%	100%
3	Reduce of the Occurrence of Urinary Tract Infections	Reduce the occurrence of urinary tract infections from long-stay residents	2%	1.5%	4.5%	1.5%	<2.9%
4	Attempt Gradual Dose Reduction (GDR)	Percent of GDR attempts in residents who are using antipsychotic medication	9%	1.0%	7.5%	9.0%	>10%
5	Training Compliance	Percent of the total trainings required by license and job type that are up to date	84%	95%	95%	83%	100%

## Intensive Behavior Center Performance Scorecard

Performance Indicator	Description	SFY23	Jul-23	Aug-23	Sep-23	Goal
<b>Operations Metrics</b>						
Licensed Beds	Number of licensed beds	12	12	12	12	N/A
Census - Number	Average daily census for the month	9	8	8	8	N/A
Census - %	Average daily census divided by licensed beds	76%	67%	67%	67%	N/A
Admissions	Number of admissions for the month	2	0	0	0	N/A
Discharges	Number of discharges for the month	3	0	0	0	N/A
Waitlist for Admission	Number of people waiting for admission at the end of month	7	8	8	8	<1
<b>HR Metrics</b>						
Number of Employee Vacancies	Number of vacant positions	43	45	39	36	N/A
Number of Budgeted Positions	Number of budgeted positions	66	64	64	64	N/A
Employee Vacancy Rate	Number of vacancies divided by the number of budgeted positions	64.7%	70.3%	60.9%	56.3%	<15%
Number of Separations	Number of separations	3	0	2	0	N/A
Employee Turnover Rate	Number of separations divided by the number of budgeted positions	5.1%	0.0%	3.0%	0.0%	<5.0%
Net Employee Hires	Number of employees hired minus the number of employees separated for the month	(5)	0	4	3	>4
<b>Quality Metrics</b>						
1 Update the Behavior Support Plans	Percent of comprehensive behavior support plans that are updated quarterly, at least	76%	100%	100%	100%	100%
2 Ensure Clients Attend Community Outings	Total number of clients who attended community outings	26	38	62	62	12
3 Enrichment Center Attendance	Percent of clients meeting their individual Enrichment Center Attendance goals	36%	63%	52%	60%	50%
4 Learning Objectives	Number of formal learning objectives for each client based on hierarchy of needs	8	24	30	30	40
5 Active Treatment Knowledge Quiz Success Rate	Percent of staff that have successfully passed the impromptu active treatment quizzes	N/A	N/A	40%	60%	80%
6 Abuse, Neglect & Exploitation Knowledge Quiz Success Rate	Percent of staff that have successfully passed the monthly ANE quizzes	N/A	N/A	50%	68%	80%
7 Training Compliance	Percent of the total trainings required by license and job type that are up to date	91%	99%	99%	99%	100%

## Montana Chemical Dependency Center Performance Scorecard

Performance Indicator		Description	SFY23	Jul-23	Aug-23	Sep-23	Goal
Operations Metrics							
Licensed Beds		Number of licensed beds	48	48	48	48	N/A
Census - Number		Average daily census for the month	21	20	25	22	N/A
Census - %		Average daily census divided by licensed beds	44%	42%	52%	46%	N/A
Admissions		Number of admissions for the month	386	29	37	30	N/A
Discharges		Number of discharges for the month	379	32	32	35	N/A
Waitlist for Admission		Number of people waiting for admission at the end of month	0	0	0	0	<1
HR Metrics							
Number of Employee Vacancies		Number of vacant positions	3	7	8	9	N/A
Number of Budgeted Positions		Number of budgeted positions	57	57	57	57	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions	6.0%	12.0%	14.0%	15.8%	<15%
Number of Separations		Number of separations	1	0	2	1	N/A
Employee Turnover Rate		Number of separations divided by the number of budgeted positions	1.8%	0.0%	4.1%	1.8%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month	(6)	1	0	(1)	>4
Quality Metrics							
1	Follow up on Discharges	Percent of follow-ups, or attempts, for all discharges from the facility	92%	Retired Metric	Retired Metric	Retired Metric	100%
2	Reduce the Number of Discharges Against Medical Advice	Number of discharges against medical advice per month	11	11	8	13	< 7
3	Convert Referrals to Admissions	Number of complete referrals to number of actual patient admissions	80%	88%	100%	97%	>90%
4	Decrease Time Span from Initial Outreach to Admission	Number of days from initial outreach to admission	7.72	6.4	5.82	7.26	5 days
5	Contact Patients Prior to Admission	Percent of patients contacted prior to admission	N/A	N/A	48%	51%	100%
6	Training Compliance	Percent of the total trainings required by license and job type that are up to date	94%	0.96	99%	N/A	100%

## Montana Veterans Home Performance Scorecard

Performance Indicator		Description	SFY23	Jul-23	Aug-23	Sep-23	Goal
Operations Metrics							
Licensed Beds		Number of licensed beds	117	117	117	117	N/A
Census - Number		Average daily census for the month	63	72	70	71	N/A
Census - %		Average daily census divided by licensed beds	53.8%	62%	60%	61%	N/A
Admissions		Number of admissions for the month	33	2	3	4	N/A
Discharges		Number of discharges for the month	24	3	5	1	N/A
Waitlist for Admission		Number of people waiting for admission at the end of month	127	46	43	38	<1
HR Metrics							
Number of Employee Vacancies		Number of vacant positions	36	35	35	32	N/A
Number of Budgeted Positions		Number of budgeted positions	149	150	150	150	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions	24.2%	23.0%	23.0%	21.3%	<15%
Number of Separations		Number of separations	3	0	3	3	N/A
Employee Turnover Rate		Number of separations divided by the number of budgeted positions	2.0%	0.0%	1.8%	2.0%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month	(9)	4	1	0	>4
Quality Metrics							
1	Increase Interventions for Fall Risks	Percent of implemented fall interventions to mitigate the risk of falls	100%	1	1	1	100%
2	Reduce of the Occurrence of Urinary Tract Infections	Percent of patients diagnosed with catheter-associated urinary tract infections (CAUTI)	0	0%	0%	11%	0
3	Reduce Antianxiety Medication Use	Percent of patients prescribed antianxiety medications	32%	24%	22%	22%	<25%
4	Reduce Medication Errors	Percent of medication errors that occurred	4%	4%	3%	3%	<5%
5	Assess Patient for History of Trauma and Initiate Care	Percent of residents assessed at admission for history of trauma with initiation of care plans/ interventions	N/A	N/A	100%	100%	100%
6	Training Compliance	Percent of the total trainings required by license and job type that are up to date	83%	91%	93%	94%	100%

## Eastern Montana Veterans Home Performance Scorecard

Performance Indicator	Description	SFY23	Jul-23	Aug-23	Sep-23	Goal
<b>Operations Metrics</b>						
Licensed Beds	Number of licensed beds	80	80	80	80	N/A
Census - Number	Average daily census for the month	55	58	57	59	>72
Census - %	Average daily census divided by licensed beds	69.3%	72.5%	71.3%	73.8%	>90%
Admissions	Number of admissions for the month	37	5	1	3	N/A
Discharges	Number of discharges for the month	39	2	2	1	N/A
Waitlist for Admission	Number of people waiting for admission at the end of month	16	0	0	0	0

## Southwest Montana Veterans Home Performance Scorecard

Performance Indicator	Description	SFY23	Jul-23	Aug-23	Sep-23	Goal
<b>Operations Metrics</b>						
Licensed Beds	Number of licensed beds	60	60	60	60	N/A
Census - Number	Average daily census for the month	43	44	45	41	>54
Census - %	Average daily census divided by licensed beds	71.2%	73.3%	75.0%	68.9%	>90%
Admissions	Number of admissions for the month	9	5	5	4	N/A
Discharges	Number of discharges for the month	50	6	4	6	N/A
Waitlist for Admission	Number of people waiting for admission at the end of month	42	2	0	2	<15