

# Mental Health Quality Improvement Scorecard



Measure in place with target	Measure in place with target in progress	No measure in place
------------------------------	--	---------------------

<b>CRITERIA by LOCATION</b>	<b>Locked units</b>	<b>Unlocked units</b>	<b>Outpatient</b>	<b>Community Outreach</b>
<b>Safe</b>	<ul style="list-style-type: none"> <li>• Adverse events</li> <li>• Restraint use</li> <li>• Seclusion use</li> <li>• Rate of successful de-escalation</li> <li>• Minimum medication dosage</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse events</li> <li>• Restraint use</li> <li>• Seclusion use</li> <li>• Rate of successful de-escalation</li> <li>• Minimum medication dosage</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse events</li> <li>• Minimum medication dosage</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse events prevented in crisis situations</li> </ul>
<b>Timely</b>	<ul style="list-style-type: none"> <li>• Time to transfer to unlocked or discharge</li> </ul>	<ul style="list-style-type: none"> <li>• Time to discharge</li> </ul>	<ul style="list-style-type: none"> <li>• Time from referral to appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Time from referral to home visit</li> </ul>
<b>Effective</b>	<ul style="list-style-type: none"> <li>• Clinical improvement scores</li> <li>• Functioning measure scores</li> <li>• Alternatives to medication</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical improvement scores</li> <li>• Functioning measure scores</li> <li>• Alternatives to medication</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of alternatives to medication</li> <li>• Clinical improvement scores</li> <li>• Functioning measure scores</li> </ul>	<ul style="list-style-type: none"> <li>• Interventions delivered</li> <li>• Fidelity of actual intervention to intended intervention</li> </ul>
<b>Efficient</b>	<ul style="list-style-type: none"> <li>• Percent occupancy</li> <li>• Length of stay</li> </ul>	<ul style="list-style-type: none"> <li>• Percent occupancy</li> <li>• Length of stay</li> </ul>	<ul style="list-style-type: none"> <li>• Unique patients receiving services</li> <li>• Missed appointment rate</li> </ul>	<ul style="list-style-type: none"> <li>• Unique families receiving services</li> </ul>
<b>Equitable</b>	<ul style="list-style-type: none"> <li>• Patient population</li> <li>• Access to treatments</li> </ul>	<ul style="list-style-type: none"> <li>• Patient population</li> <li>• Access to treatments</li> </ul>	<ul style="list-style-type: none"> <li>• Patient population</li> <li>• Access to treatments</li> </ul>	<ul style="list-style-type: none"> <li>• Patient population</li> <li>• Access to treatments</li> </ul>
<b>Patient and Family-Centered</b>	<ul style="list-style-type: none"> <li>• Patient and Family satisfaction scores</li> <li>• Patient and family advisory committee</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and Family satisfaction scores</li> <li>• Patient and family advisory committee</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and Family satisfaction scores</li> <li>• Patient and family advisory committee</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and Family satisfaction scores</li> <li>• Patient and family advisory committee</li> </ul>

For more information contact [xsitementalhealth@pih.org](mailto:xsitementalhealth@pih.org)