



## The Oregon State Hospital Dashboard

**Purpose:** The OSH Dashboard is a quick way to check the health of the hospital through our Key Performance Measures. These specific indicators were selected by our hospital leadership as vital to the mission of the hospital and indicative of the work we are doing.

**Development:** The Planning, Analysis, and Research (PAR) unit collects and updates the Dashboard on a quarterly basis.

**Indicators:** The Dashboard has 11 indicators from four categories of data: utilization, service, quality, and safety. The Dashboard also provides OSH's Current Status, our expected Trend, the Goals/Targets we are comparing ourselves against, along with five quarters worth of data.

**Review:** The Dashboard is reviewed by the hospital's Quality Council on a quarterly basis. The Quality Council reviews the indicators for the purposes of data analysis as well as chartering workgroups for performance improvement.

**Publication:** The Dashboard is published in the hospital's monthly publication, Recovery Times, which is available to all staff as well as external stakeholders. The Recovery Times is also posted on the hospital's web site.



## OSH Dashboard - 4th Quarter 2008

### Key Performance Measures

Indicator	Category	Current Status	Desired Trend	Goal		2008				2007
				Nat. Avg.	OSH Goal	4th Qtr	3rd Qtr	2nd Qtr	1st Qtr	4th Qtr
Average Daily Census <sup>1</sup>	Utilization		↓	***	675 <sup>8</sup>	671	686	682	678	692
Percent of Budgeted Beds	Utilization		↓	***	***	99%	102%	101%	101%	102%
Average Length of Stay <sup>2</sup>	Utilization	***	↓	***	***	348	316	400	318	508
Indicator				Nat. Avg.	OSH Goal	4th Qtr	3rd Qtr	2nd Qtr	1st Qtr	4th Qtr
Hours of Treatment <sup>3</sup>	Service		↑	***	20	5.77 <sup>10</sup>	6.16	6.97	4.64	3.97
Hours of Nursing Service <sup>4</sup>	Service		↑	5.5	***	4.59	4.89	***	4.12	***
Indicator (Status measured against OSH Targets)				Nat. Avg.	OSH Target <sup>9</sup>	4th Qtr	3rd Qtr	2nd Qtr	1st Qtr	4th Qtr
Hours of Restraint <sup>5</sup>	Quality		↓	0.52	0.46	0.35	0.32	0.24	0.48	0.65
Hours of Seclusion <sup>5</sup>	Quality		↓	0.31	2.01	0.61	0.43	0.48	1.26	2.77
Indicator (Status measured against OSH Targets)				OSH Goal	OSH Target <sup>9</sup>	4th Qtr	3rd Qtr	2nd Qtr	1st Qtr	4th Qtr
Patient to Patient Aggression	Safety		↓	0	62	137	157	142	200	257
Patient to Staff Aggression	Safety		↓	0	26	331	256	253	212	84
Substantiated Abuse/Neglect <sup>6</sup>	Safety		↓	0	3	7	4	3	11	3
Eloperments <sup>7</sup>	Safety		↓	0	0	0	2	5	1	3

<sup>1</sup> Average number of patients

<sup>2</sup> Length of stay for all discharged patients during the quarter

<sup>3</sup> Hours per patient per week (forensics, civil, and gero)

<sup>4</sup> Hours per patient day, data provided is a one-week snapshot audit during the quarter in question

<sup>5</sup> Rate per 1000 hours of care (restrictive events database reported to NASMPD Research Institute)

<sup>6</sup> Additions/corrections may be added pending resolution of open cases (cases reviewed by Office of Investigations & Training)

<sup>7</sup> Patient left hospital, assigned ward, or supervision of OSH employee while on OSH grounds or during supervised travel in community

<sup>8</sup> Budgeted beds for current year (FY2008)

<sup>9</sup> 50% Reduction of 2007 average

<sup>10</sup> Includes October through December 2008 treatment for GTS and ATS; FTS includes October 2008 only