



DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

MT DPHHS State-Run Health Care Facilities Monthly Status Update SFY24 - October 2023 - November 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	Oct-23	Nov-23	Goal	
Operations Metrics						
Licensed Beds						
Total Licensed Beds	Total licensed beds	270	267	267	N/A	
Licensed Beds (Main Hospital)	Number of licensed beds	174	174	174	N/A	
Licensed Beds (Forensic)	Number of licensed beds	54	53	53	N/A	
Licensed Beds (Group Homes)	Number of licensed beds	42	40	40	N/A	
Average Daily Census						
Census (Total) - %	Average daily census divided by licensed beds	80.8%	85.4%	88.8%	N/A	
Census (Total) - Number	Average daily census	218	228	237	N/A	
Census (Main Hospital) - Number	Average daily census	139	153	159	N/A	
Census (Main Hospital) - %	Average daily census divided by licensed beds	80%	88%	91%	N/A	
Census (Forensic) - Number	Average daily census	47	44	45	N/A	
Census (Forensic) - %	Average daily census divided by licensed beds	1	83%	83%	N/A	
Census (Group Homes) - Number	Average daily census	33	31	33	N/A	
Census (Group Homes) - %	Average daily census divided by licensed beds	77.8%	78%	83%	N/A	
Admissions						
Admissions (Total)	Number of admissions	788	70	75	N/A	
Admissions (Main Hospital)	Number of admissions	683	61	65	N/A	
Admissions (Forensic)	Number of admissions	105	9	10	N/A	
Admissions (Group Homes)	Number of admissions	0	0	0	N/A	
Discharges						
Discharges (Total)	Number of discharges	738	73	66	N/A	
Discharges (Main Hospital)	Number of discharges	661	64	57	N/A	
Discharges (Forensic)	Number of discharges	63	5	9	N/A	
Discharges (Group Homes)	Number of discharges	14	4	0	N/A	
Waitlist						
Waitlist for Admission (Total)	Number of people waiting for admission at end of the month	58	58	68	<12	
Waitlist for Admission (Main Hospital)	Number of people waiting for admission at end of the month	0	0	0	<1	
Waitlist for Admission (Forensic)	Number of people waiting for admission at end of the month	58	58	68	<10	
Waitlist for Admission (Group Homes)	Number of people waiting for admission at end of the month	0	0	0	<1	
HR Metrics						
Number of Employee Vacancies	Number of vacant positions	224	160	156	N/A	
Number of Budgeted Positions	Number of budgeted positions	535	494	494	N/A	
Employee Vacancy Rate	Number of vacancies divided by the number of budgeted positions	42.0%	32.4%	31.6%	<15%	
Number of Separations	Number of separations	12	4	9	N/A	
Monthly Employee Turnover Rate	Number of separations divided by the number of budgeted positions	2.2%	0.8%	1.8%	<5.0%	
Net Employee Hires	Number of employees hired minus the number of employees separated for the month	36	14	9	>6	
Quality Metrics						
1	Monitor Medicaid Eligibility Evaluation	Percent of patients evaluated for Medicaid eligibility upon admission	86%	100%	Retired Metric	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	TBD
3	Group Therapy Attendance	Patient attendance is 100% for group therapy sessions offered	72%	N/A	N/A	75%
4	Occurrence of Group Therapy Sessions	Percent of therapy sessions that occurred as scheduled	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	TBD
6	Completion of Community Reentry Plan Form	Percent completion of "Community Reentry" form within 10 days of admission	54%	N/A	N/A	90%
7	Chemical Restraint Use per 1000 Patient Days	Chemical Restraint occurrence per 1000 patient days	7.51	5.63	10.82	0
8	Training Compliance	Percent of the total required trainings (by license and job type) are up to date and completed	62%	N/A	N/A	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	Oct-23	Nov-23	Goal
Operations Metrics						
Licensed Beds		Number of licensed beds	117	117	117	N/A
Census - Number		Average daily census for the month	65	63	64	>105
Census - %		Average daily census divided by licensed beds	56%	55%	55%	>90%
Admissions		Number of admissions for the month	0	0	0	N/A
Discharges		Number of discharges for the month	0	1	1	N/A
Waitlist for Admission		Number of people waiting for admission at the end of month	2	0	0	<1
HR Metrics						
Number of Employee Vacancies		Number of vacant positions	46	53	53	N/A
Number of Budgeted Positions		Number of budgeted positions	144	144	144	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions	31.9%	37.0%	36.8%	<15%
Number of Separations		Number of separations	4.0	4.0	3.0	N/A
Employee Turnover Rate		Number of separations divided by the number of budgeted positions	2.8%	2.7%	2.1%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month	(4)	(2)	(2)	>4
Quality Metrics						
1	Reduce Falls with Major Injuries	Percent of falls with major injuries	0.6%	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%	97%	100%
3	Reduce of the Occurrence of Urinary Tract Infections	Reduce the occurrence of urinary tract infections from long-stay residents	2%	4.5%	3.0%	<2.9%
4	Attempt Gradual Dose Reduction (GDR)	Percent of GDR attempts in residents who are using antipsychotic medication	9%	9.0%	1.5%	>10%
5	Training Compliance	Percent of the total trainings required by license and job type that are up to date	84%	86%	89%	100%

Intensive Behavior Center Performance Scorecard

Performance Indicator		Description	SFY23	Oct-23	Nov-23	Goal
Operations Metrics						
Licensed Beds		Number 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		Number of admissions for the month	2	0	0	N/A
Discharges		Number of discharges for the month	3	0	0	N/A
Waitlist for Admission		Number of people waiting for admission at the end of month	7	8	8	<1
HR Metrics						
Number of Employee Vacancies		Number of vacant positions	43	33	34	N/A
Number of Budgeted Positions		Number of budgeted positions	66	64	64	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions	64.7%	51.6%	53.1%	<15%
Number of Separations		Number of separations	3	7	3	N/A
Employee Turnover Rate		Number of separations divided by the number of budgeted positions	5.1%	4.5%	6.5%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month	(5)	(1)	0	>4
Quality Metrics						
1	Update the Behavior Support Plans	Percent of comprehensive behavior support plans that are updated quarterly, at least	76%	100%	100%	100%
2	Ensure Clients Attend Community Outings	Total number of clients who attended community outings	26	39	29	12
3	Enrichment Center Attendance	Percent of clients meeting their individual Enrichment Center Attendance goals	36%	65%	58%	50%
4	Learning Objectives	Number of formal learning objectives for each client based on hierarchy of needs	8	32	32	40
5	Active Treatment Knowledge Quiz Success Rate	Percent of staff that have successfully passed the impromptu active treatment quizzes	N/A	64%	80%	80%
6	Abuse, Neglect & Exploitation Knowledge Quiz Success Rate	Percent of staff that have successfully passed the monthly ANE quizzes	N/A	74%	90%	80%
7	Training Compliance	Percent of the total trainings required by license and job type that are up to date	91%	99%	89%	100%

Montana Chemical Dependency Center Performance Scorecard

Performance Indicator		Description	SFY23	Oct-23	Nov-23	Goal
Operations Metrics						
Licensed Beds		Number of licensed beds	48	48	48	N/A
Census - Number		Average daily census for the month	21	22	28	N/A
Census - %		Average daily census divided by licensed beds	44%	46%	58%	N/A
Admissions		Number of admissions for the month	386	35	30	N/A
Discharges		Number of discharges for the month	379	34	29	N/A
Waitlist for Admission		Number of people waiting for admission at the end of month	0	0	0	<1
HR Metrics						
Number of Employee Vacancies		Number of vacant positions	3	8	9	N/A
Number of Budgeted Positions		Number of budgeted positions	57	57	57	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions	6.0%	14.0%	15.8%	<15%
Number of Separations		Number of separations	1	0	1	N/A
Employee Turnover Rate		Number of separations divided by the number of budgeted positions	1.8%	0.0%	1.8%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month	(6)	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	100%
2	Reduce the Number of Discharges Against Medical Advice	Number of discharges against medical advice per month	11	12	8	< 7
3	Convert Referrals to Admissions	Number of complete referrals to number of actual patient admissions	80%	80%	91%	>90%
4	Decrease Time Span from Initial Outreach to Admission	Number of days from initial outreach to admission	7.72	6.24	7.87	5 days
5	Contact Patients Prior to Admission	Percent of patients contacted prior to admission	N/A	64%	67%	100%
6	Training Compliance	Percent of the total trainings required by license and job type that are up to date	94%	89%	96%	100%

Montana Veterans Home Performance Scorecard

Performance Indicator		Description	SFY23	Oct-23	Nov-23	Goal
Operations Metrics						
Licensed Beds		Number of licensed beds	117	117	117	N/A
Census - Number		Average daily census for the month	63	71	71	N/A
Census - %		Average daily census divided by licensed beds	53.8%	61%	61%	N/A
Admissions		Number of admissions for the month	33	0	3	N/A
Discharges		Number of discharges for the month	24	3	1	N/A
Waitlist for Admission		Number of people waiting for admission at the end of month	127	16	13	<1
HR Metrics						
Number of Employee Vacancies		Number of vacant positions	36	34	35	N/A
Number of Budgeted Positions		Number of budgeted positions	149	150	150	N/A
Employee Vacancy Rate		Number of vacancies divided by the number of budgeted positions	24.2%	22.7%	23.3%	<15%
Number of Separations		Number of separations	3	7	2	N/A
Employee Turnover Rate		Number of separations divided by the number of budgeted positions	2.0%	4.7%	1.3%	<5.0%
Net Employee Hires		Number of employees hired minus the number of employees separated for the month	(9)	(2)	1	>4
Quality Metrics						
1	Increase Interventions for Fall Risks	Percent of implemented fall interventions to mitigate the risk of falls	100%	1	1	100%
2	Reduce of the Occurrence of Urinary Tract Infections	Percent of patients diagnosed with catheter-associated urinary tract infections (CAUTI)	0	22%	0%	0
3	Reduce Antianxiety Medication Use	Percent of patients prescribed antianxiety medications	32%	21%	21%	<25%
4	Reduce Medication Errors	Percent of medication errors that occurred	4%	4%	4%	<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	100%	100%	100%
6	Training Compliance	Percent of the total trainings required by license and job type that are up to date	83%	94%	91%	100%

Eastern Montana Veterans Home Performance Scorecard

Performance Indicator	Description	SFY23	Oct-23	Nov-23	Goal
Operations Metrics					
Licensed Beds	Number of licensed beds	80	80	80	N/A
Census - Number	Average daily census for the month	55	57	56	>72
Census - %	Average daily census divided by licensed beds	69.3%	71.3%	70.0%	>90%
Admissions	Number of admissions for the month	37	2	3	N/A
Discharges	Number of discharges for the month	39	1	3	N/A
Waitlist for Admission	Number of people waiting for admission at the end of month	16	0	1	0

Southwest Montana Veterans Home Performance Scorecard

Performance Indicator	Description	SFY23	Oct-23	Nov-23	Goal
Operations Metrics					
Licensed Beds	Number of licensed beds	60	60	60	N/A
Census - Number	Average daily census for the month	43	42	44	>54
Census - %	Average daily census divided by licensed beds	71.2%	70.0%	73.0%	>90%
Admissions	Number of admissions for the month	9	3	3	N/A
Discharges	Number of discharges for the month	50	2	2	N/A
Waitlist for Admission	Number of people waiting for admission at the end of month	42	0	1	<15