



Telecare Corporation, Inc.
El Dorado County (EDC) Psychiatric Health Facility
2016 Annual Report

ADMISSION STATISTICS			
Measurement	2016	2015 (opening on 1/20/15)	2014
Total Bed Day Capacity (16-bed unit)	5856	5,536 in 2015	5,840 annually
Total Bed Days Occupied	3176 (54%)	2,865 (52%)	4,157 (71%)
Bed Days Occupied by (EDC) Clients	1912 (60%)	1,948 (68%)	3,476 (84%)
Bed Days Occupied by Other County Clients	1264 (40%)	917 (32%)	681 (16%)
Average Daily Census	8.67 (see sample graph)	8.3	11.4
Total Unique # of EDC Clients Served	232	174	275
Total Unique # of Clients from Other Counties Served	177	131	102
Average Length of Stay (days)	8.07	8.3	8.8
# of Clients That Were Declined Admission (EDC)	31	18	Unknown
Reason Admission Was Declined (EDC Medi-Cal or EDC Placement Only)	15 Medical Issues, 7 Primary diagnosis of SA, 6 No beds available, 1 Under age of 18, 2 Other	1. Medical issues that cannot be managed within a psychiatric-only facility; 2. Primary diagnosis of substance abuse; 3. Primary insurance was other than Medi-Cal; 4. Male/female beds full.	Unknown



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<p>Average Time to Accept Patient (time from receipt of referrals packet through acceptance of patient) Goal is less than 2 hours</p>	<p>June –July: 24% < 2 hours July- Aug: 52% < 2 hours Aug- Sept: 50% < 2 hours Sept: 67% < 2 hours Oct: 76 % < 2 hours</p>				<p>Varies. As of January 2016, protocol has been implemented to ensure admit or decline decision is made and communicated within two hours of receipt of referral packet. Improvements include increased doctor-to-doctor and nurse-to-nurse consultations, increased communication with the Emergency Departments and Crisis Staff, and expanded Social Worker hours. Marshall Hospital ED staff recognized improvement in placement time in the last couple of weeks.</p>	<p>Unknown</p>																																																		
<p>Discharge Placement Information from Monthly Reports (EDC only)</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Qtr. 1</th> <th>Qtr. 2</th> <th>Qtr. 3</th> <th>Qtr. 4</th> </tr> </thead> <tbody> <tr> <td>Home</td> <td>51</td> <td>47</td> <td>55</td> <td>48</td> </tr> <tr> <td>B&C</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>ARF</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>T-House</td> <td>1</td> <td></td> <td>3</td> <td>1</td> </tr> <tr> <td>ER</td> <td></td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>MHR C</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Shelter</td> <td></td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>Jail</td> <td>1</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td>4</td> <td>3</td> <td>4</td> <td>2</td> </tr> </tbody> </table>					Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Home	51	47	55	48	B&C					ARF					T-House	1		3	1	ER		1			MHR C					Shelter		1			Jail	1	1			Other	4	3	4	2	<p>March-December Only</p> <p>Home - 199 B&C - 5 ARF - 4 T-House - 5 ER - 4 MHRC - 4 Shelter - 11 Jail - 2 Other - 21</p>	<p>April-December Only</p> <p>Home - 215 B&C - 3 ARF - 26 T-House - 14 ER - 3 MHRC - 0 Shelter - 26 Jail - 5 Other - 21 SNF - 2</p>
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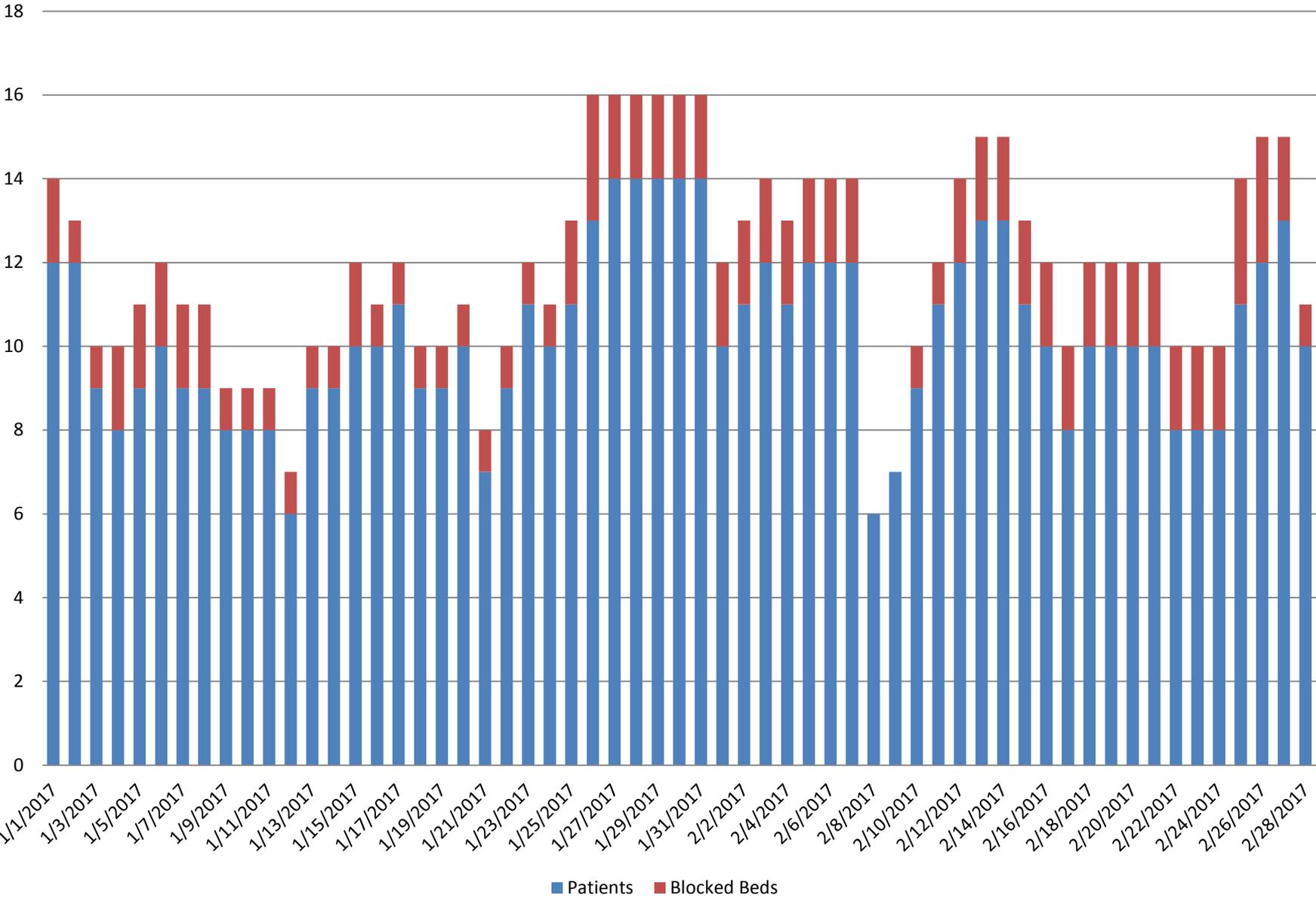


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QUALITY STATISTICS			
Measurement	2016	2015	2014 April - December Only
Seclusion Episodes	11	21 • 18 of 21 seclusions were LPS client(s) (86%)	47
Mechanical vs. Physical Restraints	0 mechanical 4 physical restraints	0 mechanical restraint 1 physical restraint (LPS client)	Data Not Available
Assaults	24 6 patient to patient 18 patient to staff	22 • 14 assaults were patient-to-staff (64%) • 8 assaults were patient-to-patient (36%) • 20 of 22 assaults originated from LPS client(s) (91%)	Data Not Available
Elopements	1	0	1
Re-Hospitalization Within 7 Days of Discharge	24 clients	8 EDC clients and 2 from Other Counties	12 EDC clients and 2 from Other Counties
Re-Hospitalization Within 30 Days of Discharge	21 clients	10 EDC clients and 1 from Other County	34 EDC and from 1 Other County
Medication Errors	29	6	Data Not Available
Grievances	3 • Client transfer to other PHF • Client denied razor • Client not provided xanax	1 • Boundaries Issue • Outcome: Staff Termination	14 • Quality of Care • Staff Interactions • Facility Issues • Medication Services • Doctor Appointments • Food Quality
Outcome of Consumer/Family Satisfaction Surveys (Upon Discharge)	No trends to report High satisfaction rate See attached report	Surveys show high satisfaction for 2015. No trends to report.	Data Not Available

Data collated from Continuous Quality Improvement Report, Monthly Telecare Report and Report on packet response time, grievance report. Rev. 03/22/17 AG

January February 2017 Daily Census



EL DORADO PHF
MHSIP SATISFACTION SURVEY
JANUARY 2016 — DECEMBER 2016

MEMBER SATISFACTION (MHSIP RESULTS)				
SURVEY COMPLETION RATE		Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
# COMPLETED				
238				
Recovery Oriented Questions				
Staff and I worked together to plan my treatment		88%	9%	3%
I felt comfortable asking questions about my treatment and medications		91%	7%	2%
Staff told me what side effects to watch for		78%	12%	10%
Staff believed that I could grow, change and recover		90%	8%	2%
I felt safe to raise questions or complain		85%	8%	7%
Staff helped me so that I could manage my life and recover		87%	11%	2%
Staff were willing to help as often as I felt it was necessary		92%	6%	2%
I, not staff, decided my treatment goals		75%	17%	8%
I was able to get all the services I thought I needed		85%	10%	5%
Member Reports Improved Functioning				
As a result of services I received:				
I am getting along better with my family		77%	19%	4%
I do better in social situations		77%	18%	5%
I am better able to deal with crisis		83%	13%	4%
I deal more effectively with daily problems		83%	14%	3%
I am better able to control my life		84%	13%	3%
My symptoms are not bothering me as much		85%	11%	4%
Privacy				
Staff respected my wishes about who is and is not to be given information about my treatment		92%	5%	3%
I was given written information that I could understand		90%	7%	3%
Cultural Competency				
Staff were sensitive to my cultural and ethnic background		84%	14%	2%
Member Satisfaction with Services				
I liked the services I received here		86%	11%	3%
Given other choices, I would still choose to get services from this agency		76%	18%	6%
I would recommend this program to a friend or family		84%	9%	7%