

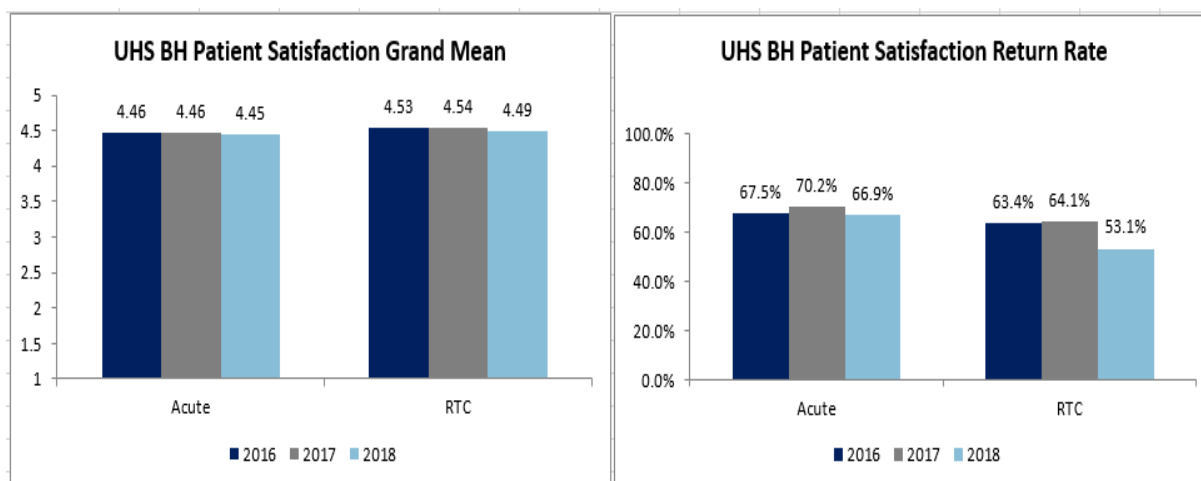


UHS BEHAVIORAL HEALTH DIVISION

Patient Satisfaction - 2018

Our Patient Satisfaction surveys are an important measure of the quality of treatment we provide.

- 319,584 patients shared feedback using the Patient Satisfaction survey in 2018.
- This represents a 67% response rate.
- The overall average score for all facilities is 4.45 out of a possible score of 5.00.



ACCORDING TO OUR 2018 PATIENT SATISFACTION RESULTS:

91% of our patients report that they feel better at discharge than when admitted

89% of our patients report that they were satisfied with their treatment

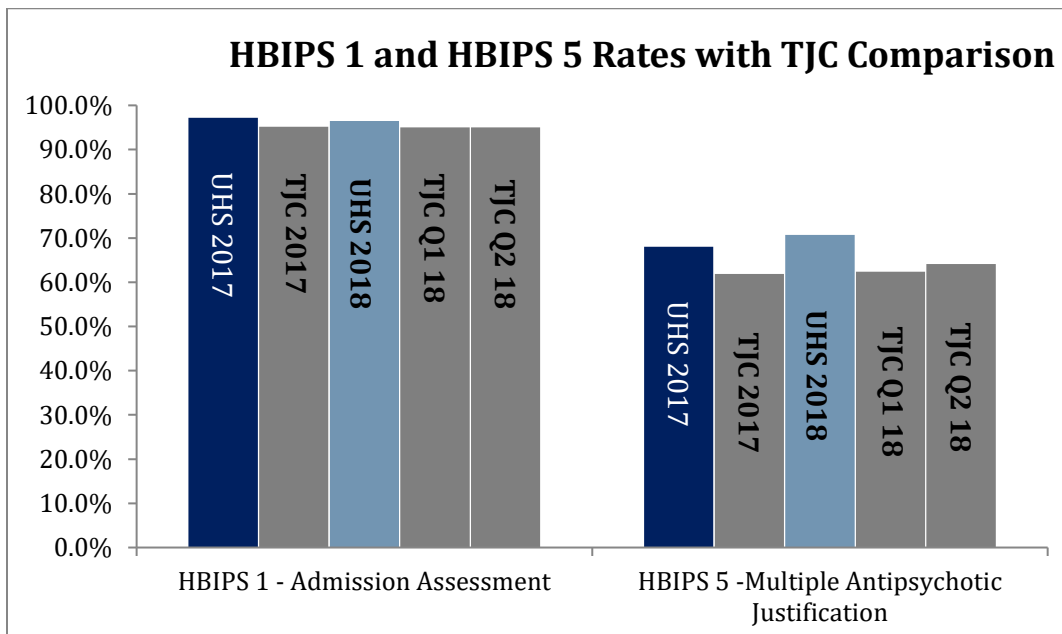
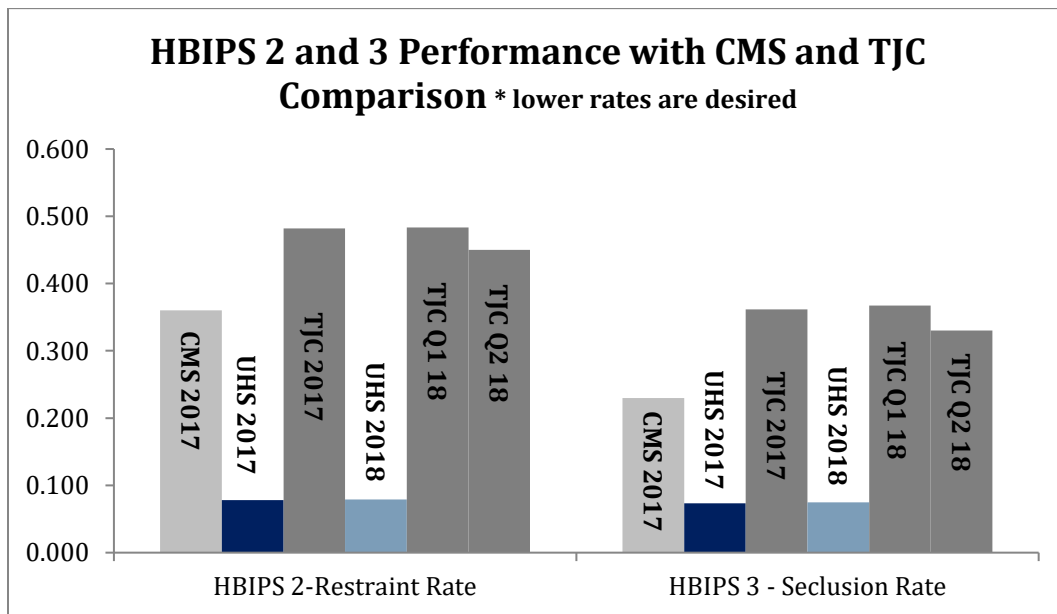
86% of our patients report that they would recommend the facility to someone needing treatment

Joint Commission HBIPS Quality Measures

The BH Division continues to outperform the industry in the following Hospital Based Inpatient Psychiatric Services Core Measures (HBIPS) that are reported to The Joint Commission

Q2 2018 is the most recent TJC data available and 2017 is the most recent CMS data available.

- HBIPS 1 - Admission Screening Completed
- HBIPS 2 - Restraint Duration Rate
- HBIPS 3 - Seclusion Duration Rate
- HBIPS 5 - Patients Discharged on Antipsychotics with appropriate justification



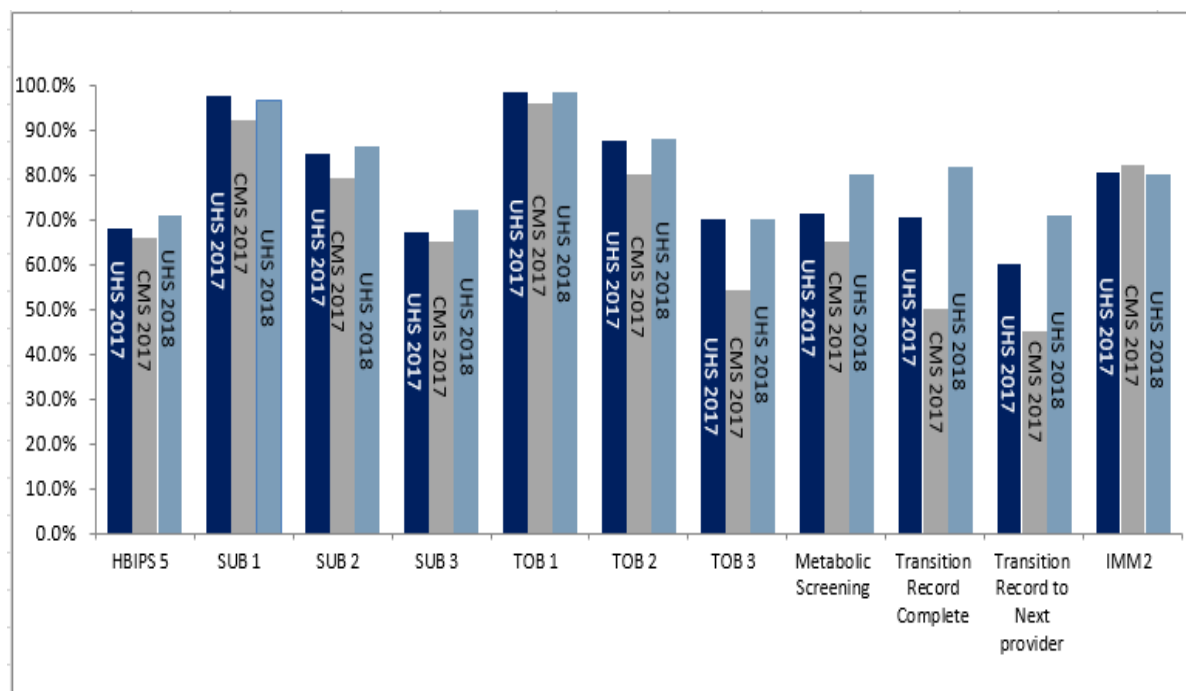
CMS Inpatient Psychiatric Facility Quality Reporting

The following quality measures are reported annually to CMS by our BH hospitals

- HBIPS 5 - Patients discharged on 2 or more antipsychotics with appropriate justification
- SUB 1 - Patients screened for alcohol use on admission
- SUB 2 – Brief Intervention Counseling is provided to patients identified as moderate or high risk on the alcohol screening
- SUB 3 –Patients with Substance Use Diagnosis are referred for treatment after discharge
- TOB 1 - Patients screened for tobacco use on admission
- TOB 2 - Tobacco users that are provided with cessation counseling/medications during hospitalization
- TOB 3 – Tobacco users that are provided with a referral for cessation counseling/medications at discharge
- Metabolic Screening – Patients discharged on 1 or more antipsychotics are screened for metabolic syndrome
- Transition Record - Transition Record completed and provided to patients at discharge
- Transition Record - Complete Transition Record sent to next provider within 24 hours of discharge
- IMM 2 – Patients screened for influenza vaccination status (October through March only)

UHS IPFQR Rates with CMS Comparison

*2017 is the most recent CMS Data Available

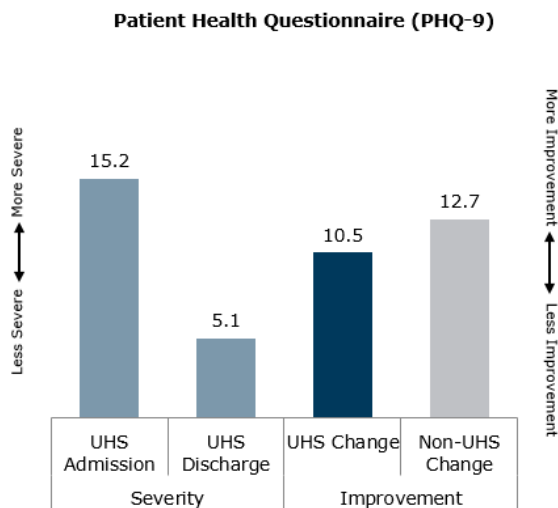
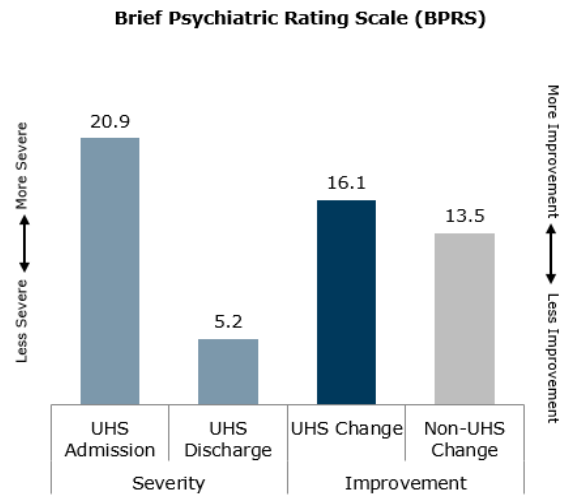
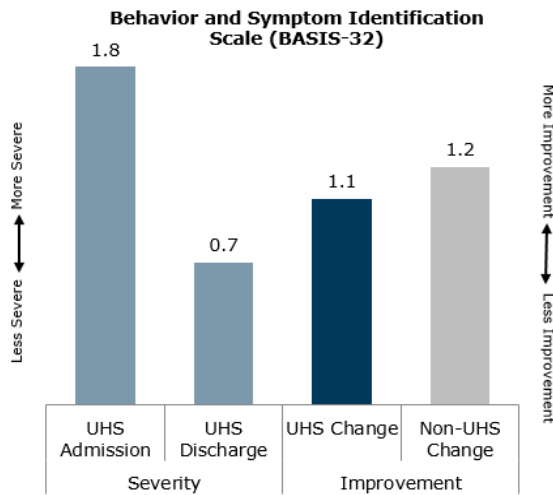


Clinical Outcome Measures - 2018

Adult Inpatient Programs - 2018

In 2018, we had 109 Participating Programs and with 3 primary assessments:

- Behavior and Symptom Identification Scale (BASIS-32)
- Brief Psychiatric Rating Scale (BPRS)
- Patient Health Questionnaire (PHQ-9)



UHS BH Percent of Adult Inpatients with Meaningful Improvement

BEHAVIOR AND SYMPTOM IDENTIFICATION SCALE (BASIS-32)



BRIEF PSYCHIATRIC RATING SCALE (BPRS)



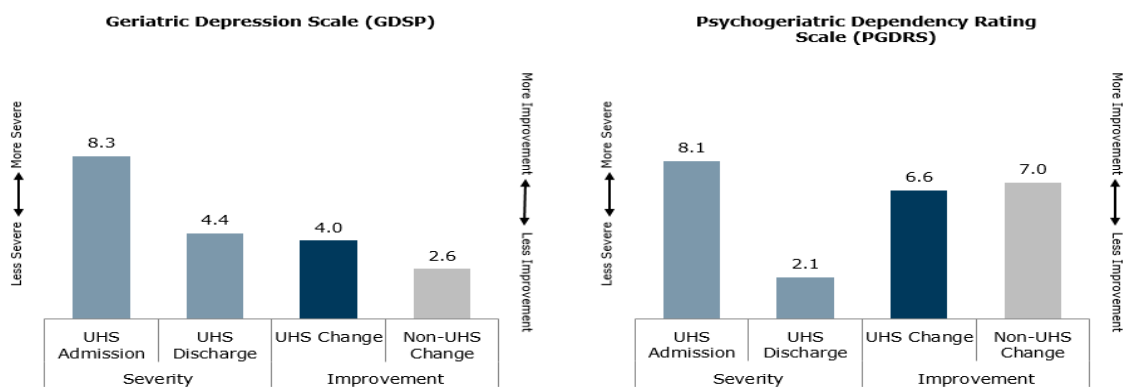
PATIENT HEALTH QUESTIONNAIRE (PHQ-9)



Geriatric Inpatient Programs - 2018

In 2018 we had 28 participating Programs with 2 primary assessments:

- Psychogeriatric Dependency Rating Scale (PDRS)
- Geriatric Depression Rating Scale (GDS)



UHS BH Percent of Geriatric Inpatients with Meaningful Improvement

GERIATRIC DEPRESSION SCALE (GDSP)



PSYCHOGERIATRIC DEPENDENCY RATING SCALE (PDRS)



0% 50% 100%

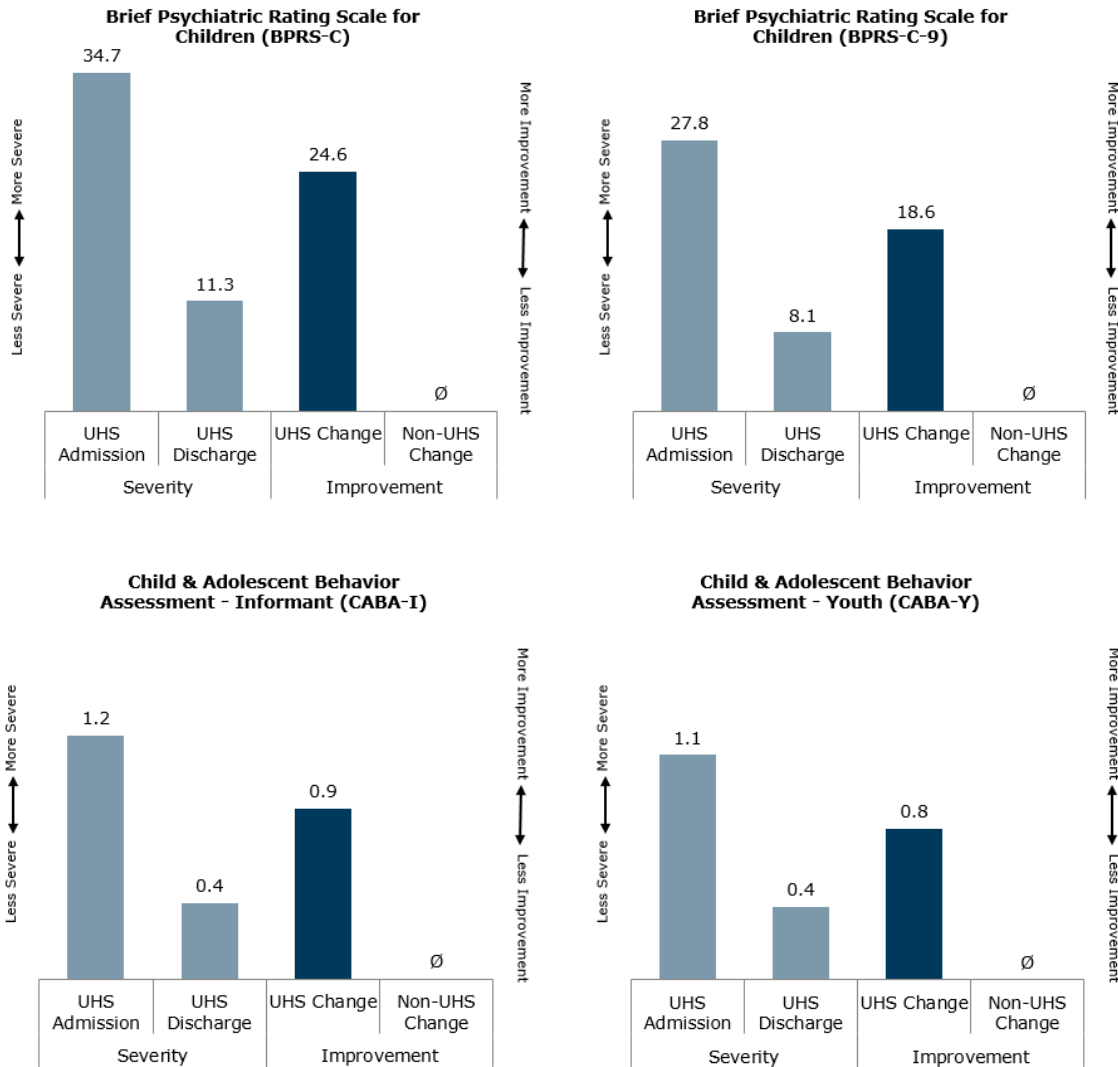
■ Improvement ■ No Effect ■ Decline

Child and Adolescent Inpatient Programs - 2018

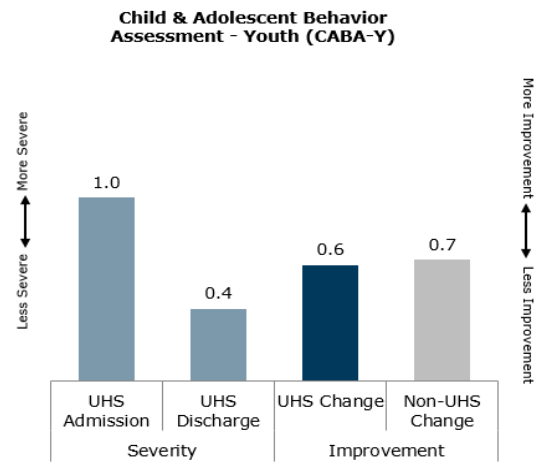
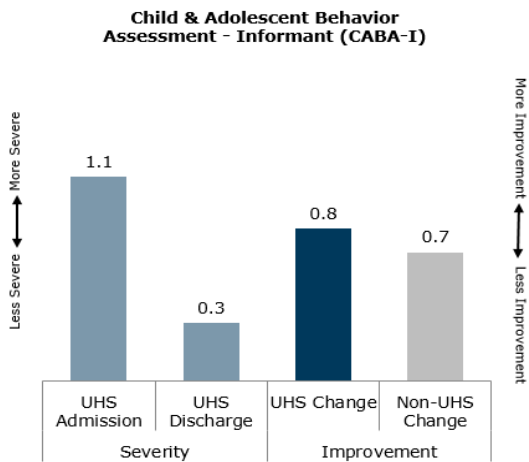
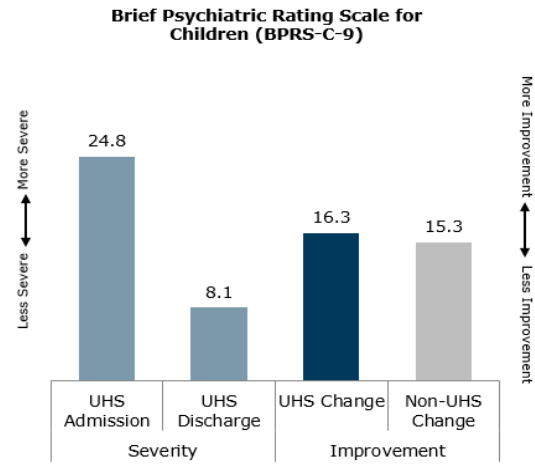
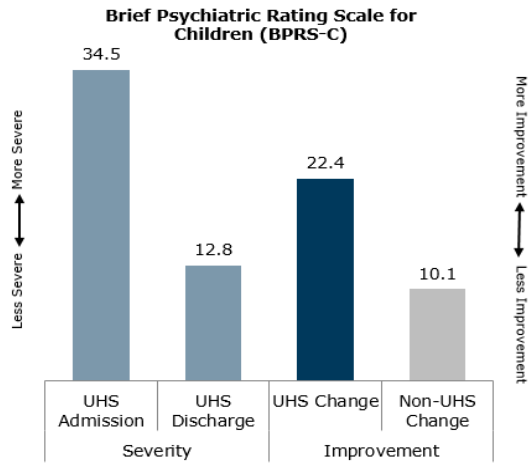
In 2018 we had 54 Child and 99 Adolescent participating Programs with 4 primary assessments:

- Child and Adolescent Behavior Assessment – Youth (CABA-Y)
- Child and Adolescent Behavior Assessment – Informant (CABA-I)
- Brief Psychiatric Rating Scale for Children (BPRS C-9)
- Brief Psychiatric Rating Scale for Children (BPRS –C)

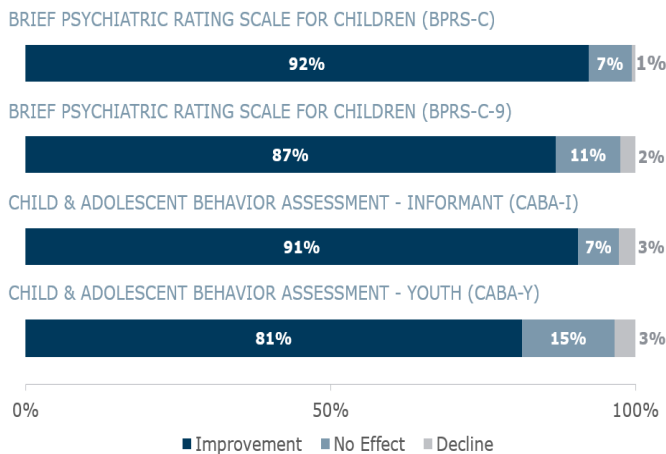
Child Inpatient Outcomes - 2018



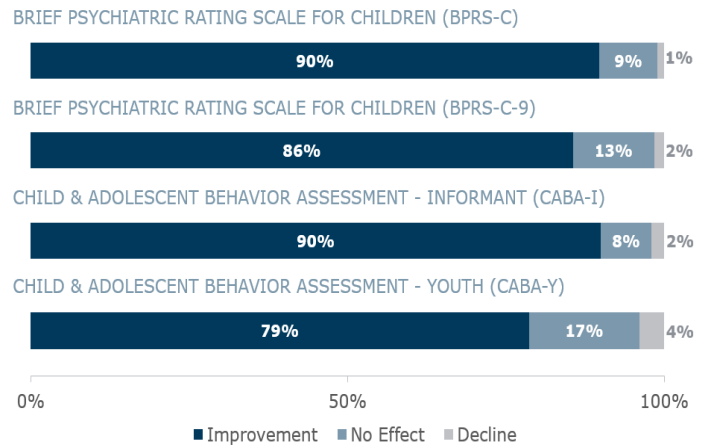
Adolescent Inpatient Outcomes - 2018



UHS BH Percent of Child Inpatients with Meaningful Improvement



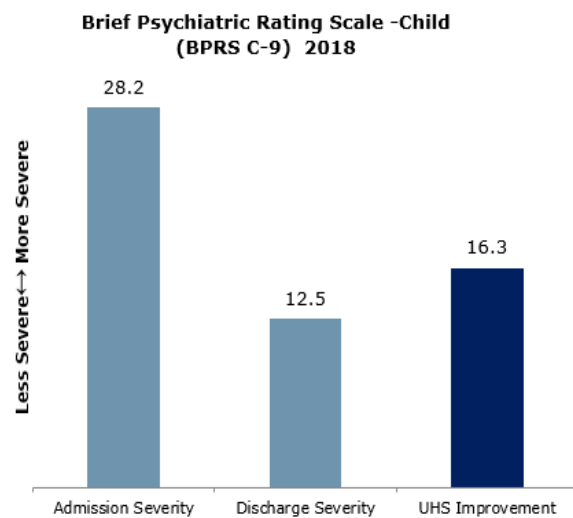
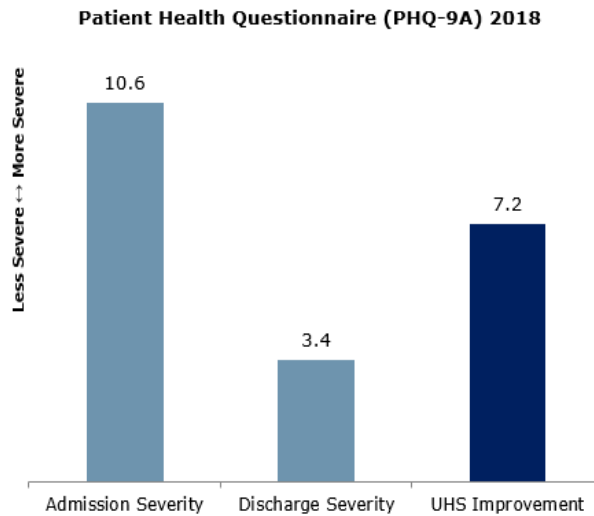
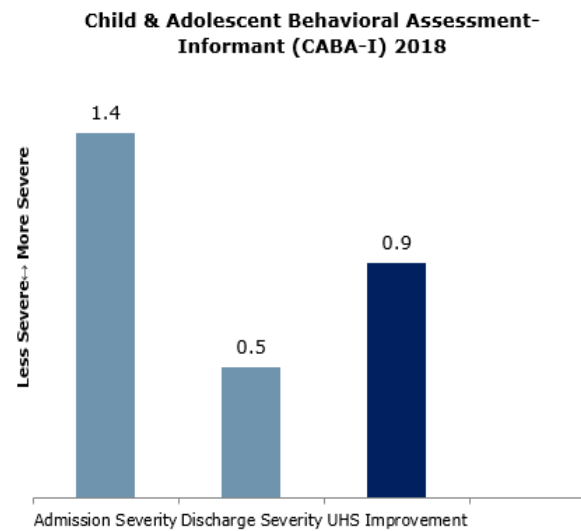
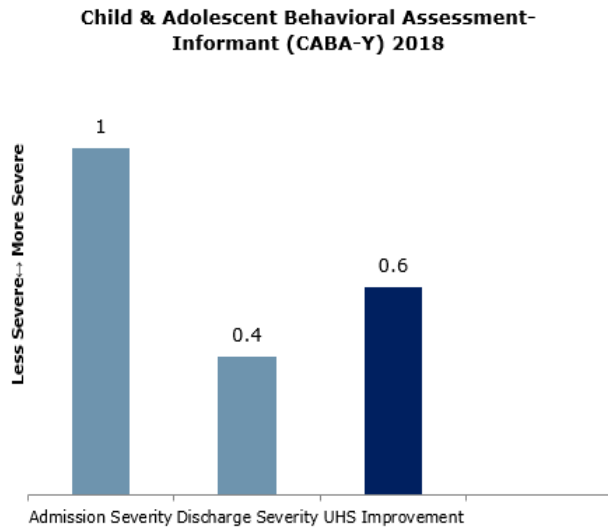
UHS BH Percent of Adolescent Inpatients with Meaningful Improvement



Residential Treatment Centers - 2018

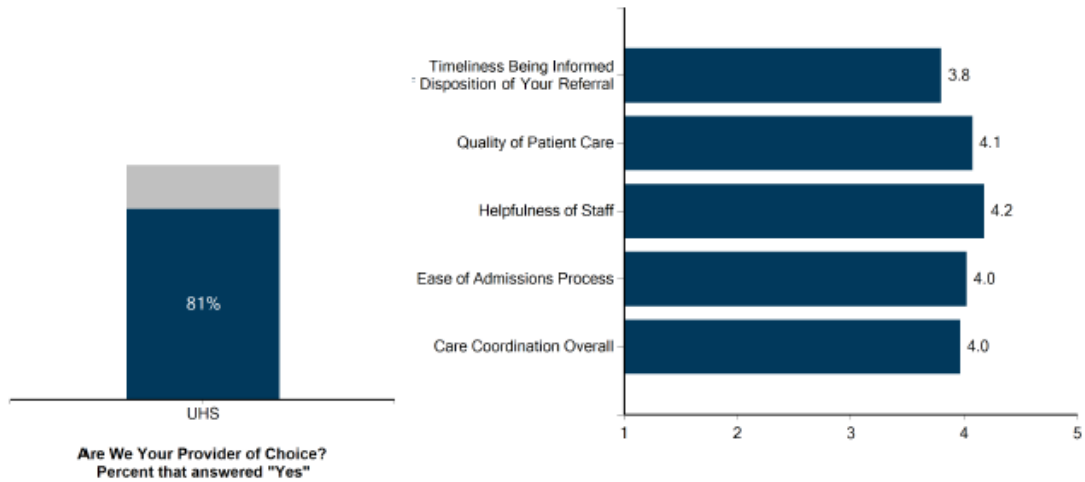
In 2018 we had 69 participating programs with 4 primary assessments:

- Child and Adolescent Behavior Assessment – Youth (CABA-Y)
- Child and Adolescent Behavior Assessment – Informant (CABA-I)
- Patient Health Questionnaire – Adolescent (PHQ9-A)
- Brief Psychiatric Rating Scale for Children (BPRS C-9)



Referral Source Satisfaction - 2018

- During 2018, 1,619 Referral Sources Satisfaction Surveys were submitted for 52 UHS BH Facilities
- 81% of the Referral Sources Survey respondents indicated that the UHS facility was their provider of choice



Are We Your Provider of Choice?
Percent that answered "Yes"

UHS

81%

Timeliness Being Informed
Disposition of Your Referral

3.8

Quality of Patient Care

4.1

Helpfulness of Staff

4.2

Ease of Admissions Process

4.0

Care Coordination Overall

4.0

1

2

3

4

5