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II. Intake, Patient Safety, Preventable Hospitalizations and Preventable Errors in Medical Care, Follow-Up

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
<th>Q1 2016</th>
<th>Q2 2016</th>
<th>Q3 2016</th>
<th>Q4 2016</th>
<th>Q1 2017</th>
</tr>
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<tbody>
<tr>
<td>Intake</td>
<td>Total number of completed intakes</td>
<td>13,726</td>
<td>13,317</td>
<td>12,988</td>
<td>11,771</td>
<td>12,432</td>
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<tr>
<td>Patient Safety</td>
<td>Number of medication variances</td>
<td>8</td>
<td>6</td>
<td>4</td>
<td>3</td>
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<tr>
<td>Patient Safety</td>
<td>Number of medication orders processed</td>
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<td>142,666</td>
<td>137,461</td>
<td>135,193</td>
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<td>Patient Safety</td>
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<td>0.004%</td>
<td>0.003%</td>
<td>0.002%</td>
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<tr>
<td>Preventable Hospitalizations and Preventable Errors in Medical Care</td>
<td>Unaddressed recommendations from preceding hospitalization resulting in current hospitalization/ Any patient with &gt;= 2 hospitalizations within 30 days of one another</td>
<td>0/11=0%</td>
<td>1/14=7%</td>
<td>0/10=0%</td>
<td>0/8=0%</td>
<td>0/18=0%</td>
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<tr>
<td>Follow-Up</td>
<td>Average length of stay (days)</td>
<td>62</td>
<td>67</td>
<td>65</td>
<td>72</td>
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<tr>
<td>Follow-Up</td>
<td>Average census for mental health</td>
<td>31%</td>
<td>31%</td>
<td>32%</td>
<td>32%</td>
<td>32%</td>
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<tr>
<td>Follow-Up</td>
<td>Average length of stay for mental health (days)</td>
<td>125</td>
<td>130</td>
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<td>Follow-Up</td>
<td>Utilization trending</td>
<td>N/A</td>
<td>N/A</td>
<td>See attached</td>
<td>See attached</td>
<td>See attached</td>
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</tbody>
</table>

*Denominator only includes patients where the current hospitalization occurs in the reporting quarter. Any patient whose current hospitalization occurred in a different quarter than the preceding (but still within 30 days) will be counted in the quarter of the current hospitalization.
### III. Follow-Up Care Utilization Trending

#### Summary Data

<table>
<thead>
<tr>
<th>Metric #</th>
<th>Metric Descriptions</th>
<th>AMKCA</th>
<th>BKDCA</th>
<th>EMTC</th>
<th>GMDC</th>
<th>GRVC</th>
<th>MDC</th>
<th>NIC</th>
<th>OBCC</th>
<th>RMSC</th>
<th>RNDC</th>
<th>VBCC</th>
<th>WP/CDU</th>
<th>Metric Total</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Total Sick Call Encounters Seen</td>
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<td>1,645</td>
<td>973</td>
<td>1,150</td>
<td>960</td>
<td>79</td>
<td>1,138</td>
<td>1,498</td>
<td>928</td>
<td>871</td>
<td>193</td>
<td>13,081</td>
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<td>Total Health Encounters Seen</td>
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<td>579</td>
<td>409</td>
<td>999</td>
<td>1,649</td>
<td>468</td>
<td>1,793</td>
<td>491</td>
<td>14,120</td>
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<tr>
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<td>Total Health Encounters Scheduled</td>
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<td>1,174</td>
<td>454</td>
<td>2,373</td>
<td>777</td>
<td>426</td>
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<td>653</td>
<td>2,280</td>
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<td>% Health Encounters Seen</td>
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<td>92%</td>
<td>88%</td>
<td>85%</td>
<td>90%</td>
<td>75%</td>
<td>95%</td>
<td>76%</td>
<td>92%</td>
<td>75%</td>
<td>79%</td>
<td>62%</td>
<td>82%</td>
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<td>1,334</td>
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<td>388</td>
<td>814</td>
<td>1,160</td>
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<td>1,308</td>
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<td>3.2</td>
<td>Distinct Patients Scheduled</td>
<td>3,728</td>
<td>393</td>
<td>1,062</td>
<td>388</td>
<td>1,559</td>
<td>711</td>
<td>405</td>
<td>1,087</td>
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<td>% of Distinct Patients Seen</td>
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<td>87%</td>
<td>85%</td>
<td>84%</td>
<td>69%</td>
<td>96%</td>
<td>75%</td>
<td>91%</td>
<td>69%</td>
<td>81%</td>
<td>57%</td>
<td>78%</td>
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<tr>
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<td>Distinct Patients where Initial Mental Health Assessment &lt; 72 hours from Referral to Mental Health</td>
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<td>16</td>
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<td>11</td>
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<td>72</td>
<td>4</td>
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<td>4</td>
<td>627</td>
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<td>54%</td>
<td>81%</td>
<td>94%</td>
<td>100%</td>
<td>88%</td>
<td>75%</td>
<td>83%</td>
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<td>92%</td>
<td>100%</td>
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<td>% Mental Health Encounters Seen</td>
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<td>51%</td>
<td>57%</td>
<td>70%</td>
<td>79%</td>
<td>62%</td>
<td>84%</td>
<td>57%</td>
<td>77%</td>
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<td>59%</td>
<td>81%</td>
<td>63%</td>
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<td>63%</td>
<td>84%</td>
<td>85%</td>
<td>77%</td>
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<td>33%</td>
<td>35%</td>
<td>41%</td>
<td>39%</td>
<td>34%</td>
<td>70%</td>
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<td>45%</td>
<td>31%</td>
<td>45%</td>
</tr>
<tr>
<td>5.4</td>
<td>Distinct Patients Seen</td>
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<td>67</td>
<td>164</td>
<td>67</td>
<td>116</td>
<td>84</td>
<td>564</td>
<td>114</td>
<td>606</td>
<td>134</td>
<td>81</td>
<td>19</td>
<td>2,252</td>
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<td>254</td>
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<td>43</td>
<td>15</td>
<td>12</td>
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<td>52</td>
<td>28</td>
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<td>38</td>
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<td>828</td>
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<td>54%</td>
<td>64%</td>
<td>31%</td>
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<td>50%</td>
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<td>14</td>
<td>19</td>
<td>5</td>
<td>33</td>
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<td>35</td>
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<td>8</td>
<td>237</td>
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<tr>
<td>6.4</td>
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<td>47</td>
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<td>29</td>
<td>14</td>
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<td>% of Distinct Patients Seen</td>
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<td>43%</td>
<td>58%</td>
<td>32%</td>
<td>16%</td>
<td>54%</td>
<td>30%</td>
<td>26%</td>
<td>47%</td>
<td>45%</td>
<td>57%</td>
<td>37%</td>
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</table>
IV. Data Dictionary
   A. Intake, Patient Safety, Preventable Hospitalizations and Preventable Errors in Medical Care, Follow-up Census

<table>
<thead>
<tr>
<th>Metric</th>
<th>Metric Descriptions</th>
<th>Source</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake</td>
<td>Total number of completed intakes</td>
<td>Electronic Health Record</td>
<td>Shows all medical intake encounters completed and locked in the EHR.</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>Medication variances</td>
<td>Ascend/chart review</td>
<td>Total number of variances divided by total medication orders processed.</td>
</tr>
<tr>
<td>Preventable Hospitalizations and Preventable Errors in Medical Care</td>
<td>Unaddressed recommendations from preceding hospitalization resulting in current hospitalization/ Any patient with ( \geq 2 ) hospitalizations within 30 days of one another</td>
<td>Chart Review</td>
<td>Denominator only includes patients where the current hospitalization occurs in the reporting quarter. Any patient whose current hospitalization occurred in a different quarter than the preceding (but still within 30 days) will be counted in the quarter of the current hospitalization.</td>
</tr>
<tr>
<td>Follow-Up Care</td>
<td>Average length of stay (days)</td>
<td>Electronic Health Record</td>
<td>For all BookCases in the census in date range, average length of stay in days.</td>
</tr>
<tr>
<td></td>
<td>Average census for mental health</td>
<td>Electronic Health Record</td>
<td>For all BookCases in the census in date range, total with &quot;M&quot; designation divided by total census.</td>
</tr>
<tr>
<td></td>
<td>Average length of stay for mental health (days)</td>
<td>Electronic Health Record</td>
<td>For all BookCases in the census in date range with &quot;M&quot;, average length of stay in days.</td>
</tr>
<tr>
<td></td>
<td>See &quot;Follow-Up Utilization&quot; dictionary</td>
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<td></td>
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</tbody>
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## B. Follow-Up Utilization

<table>
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<th>Metric Descriptions</th>
<th>Source</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Total Sick Call Encounters Seen</td>
<td>Electronic Health Record</td>
<td>Shows all unscheduled medical encounters (Sick Call, Injury, Emergency) that were conducted by a clinician or nursing staff, numerator</td>
</tr>
<tr>
<td>2.1</td>
<td>Total Health Encounters Seen</td>
<td>Electronic Health Record</td>
<td>Shows all scheduled medical follow-up and nursing follow-up encounters that were conducted by a clinician or nursing staff, numerator</td>
</tr>
<tr>
<td>2.2</td>
<td>Total Health Encounters Scheduled</td>
<td>Electronic Health Record</td>
<td>Shows all scheduled medical follow-up and nursing follow-up encounters scheduled irrespective of outcome, denominator</td>
</tr>
<tr>
<td>2.3</td>
<td>% Health Encounters Seen</td>
<td>Electronic Health Record</td>
<td>Metrics 2.1 divided by 2.2</td>
</tr>
<tr>
<td>2.4</td>
<td>Total Health Encounters Detail Data</td>
<td>Electronic Health Record</td>
<td>Distinct Patients Seen: For each date within report range, create cohort of distinct patients from encounters included in metric 2.1 and count patient once if any encounters are marked with Visit Status “seen” regardless of total number of encounters and other visit statuses recorded.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Distinct Patients Scheduled: For each date within report range, create cohort of distinct patients from encounters included in metric 2.2 and count patient once regardless of total number of encounters.</td>
</tr>
<tr>
<td>3.1</td>
<td>Total B/C where Initial Mental Health Assessment &lt;= 72 hours from Referral to Mental Health</td>
<td>Electronic Health Record (BradH)</td>
<td>For all Book and Cases where an Initial referral to mental health occurs in reporting month, total number of Book and Cases that had a Mental Health Intake or Psychiatric Assessment where encounter date was &lt;= 72 hours from referral date.</td>
</tr>
<tr>
<td>3.2</td>
<td>Total B/C with Referral to Mental Health</td>
<td>Electronic Health Record (BradH)</td>
<td>All Book and Cases with an Initial referral to mental health in reporting month.</td>
</tr>
<tr>
<td>3.3</td>
<td>% of B/C where Initial Mental Health Assessment &lt;= 72 hours from Referral to Mental Health</td>
<td>Electronic Health Record (BradH)</td>
<td>Metric 3.1 divided by 3.2</td>
</tr>
</tbody>
</table>
## Metric # | Metric Descriptions | Source | Definition
--- | --- | --- | ---
4.1 | Total Mental Health Encounters Seen | Electronic Health Record | Shows all mental health encounters conducted. Numerator
4.2 | Total Mental Health Encounters Scheduled | Electronic Health Record | Shows all mental health encounters scheduled irrespective of outcome. Denominator
4.3 | % Mental Health Encounters Seen | Metric 4.1 divided by 4.2
4.4 | Total Mental Health Encounters Detail Data | Electronic Health Record | Distinct Patients Seen: For each date within report range, create cohort of distinct patients from encounters included in metric 4.1 and count patient once if any encounters are marked with Visit Status “Seen” regardless of total number of encounters and other visit statuses recorded.

Distinct Patients Scheduled: For each date within report range, create cohort of distinct patients from encounters included in metric 4.2 and count patient once regardless of total number of encounters.

| Metric # | Metric Descriptions | Source | Definition
--- | --- | --- | ---
5.1 | Total On-Island Specialty Encounters Seen | Electronic Health Record | Total encounters conducted for specialties: Audiology, Cardiology, Dermatology, Dialysis, ENT, Gynecology, Hand Specialist, ID Specialist, Nephrology, Neurology, Optometry, Orthopedic, Podiatry, Post Partum, Pre-Natal, Rehab Physical Therapy, Reproduction, Surgery. Shows all scheduled on island specialty encounters conducted by a provider. Numerator
5.2 | Total On-Island Specialty Encounters Scheduled | Electronic Health Record | Total encounters scheduled for specialties: Audiology, Cardiology, Dermatology, Dialysis, ENT, Gynecology, Hand Specialist, ID Specialist, Nephrology, Neurology, Optometry, Orthopedic, Podiatry, Post Partum, Pre-Natal, Rehab Physical Therapy, Reproduction, Surgery and any Visit Status. Shows all on-island specialty encounters whether or not they were conducted by a provider. Denominator
5.3 | % On-Island Specialty Encounters Seen | Metric 5.1 divided by 5.2
5.4 | Total On-Island Specialty Encounters Detail Data | Electronic Health Record | Distinct Patients Seen: For each date within report range, create cohort of distinct patients from encounters included in metric 5.1 and count patient once if any encounters are marked with Visit Status “Seen” regardless of total number of encounters and other visit statuses recorded.

Distinct Patients Scheduled: For each date within report range, create cohort of distinct patients from encounters included in metric 5.2 and count patient once regardless of total number of encounters.
<table>
<thead>
<tr>
<th>Metric #</th>
<th>Metric Descriptions</th>
<th>Source</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td><strong>Total Off-Island Specialty Encounters Seen</strong></td>
<td><strong>Electronic Health Record</strong></td>
<td><strong>Total encounters conducted at hospital for off-island specialties: Audiology, Breast, Cardiology, Cardiovascular, Chest, Dermatology, Endocrinology, ENT, Gastroenterology, General Surgery, Gynecology, Hand, Hematology, ID/Virology, Neurosurgery, Oncology, Ophthalmology, Oral Surgery, Orthopedic, Pain Management, Plastic Surgery, Podiatry, Renal, Rheumatology, Trauma, Urology, Vascular. Shows all off island specialty encounters conducted at hospital by a provider, Numerator</strong></td>
</tr>
<tr>
<td>6.2</td>
<td><strong>Total Off-Island Specialty Encounters Scheduled</strong></td>
<td><strong>Electronic Health Record</strong></td>
<td><strong>Total encounters scheduled at hospital for off-island specialties: Audiology, Breast, Cardiology, Cardiovascular, Chest, Dermatology, Endocrinology, ENT, Gastroenterology, General Surgery, Gynecology, Hand, Hematology, ID/Virology, Neurosurgery, Oncology, Ophthalmology, Oral Surgery, Orthopedic, Pain Management, Plastic Surgery, Podiatry, Renal, Rheumatology, Trauma, Urology, Vascular. Shows all off island specialty encounters whether or not they were conducted by a provider.</strong></td>
</tr>
<tr>
<td>6.3</td>
<td><strong>% Off-Island Specialty Encounters Seen</strong></td>
<td><strong>Electronic Health Record</strong></td>
<td><strong>Metric 6.1 divided by 6.2</strong></td>
</tr>
<tr>
<td>6.4</td>
<td><strong>Total Off-Island Specialty Encounters Detail Data</strong></td>
<td><strong>Electronic Health Record</strong></td>
<td><strong>Distinct Patients Seen: For each date within report range, create cohort of distinct patients from encounters included in metric 6.1 and count patient once if any encounters are marked with VISIT status &quot;Seen&quot; regardless of total number of encounters and other visit statuses recorded.</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Distinct Patients Scheduled: For each date within report range, create cohort of distinct patients from encounters included in metric 6.2 and count patient once regardless of total number of encounters.</strong></td>
</tr>
</tbody>
</table>