

DBA: Montgomery County Emergency Service, Inc., 50 Beech Drive, Norristown, PA

Org ID: 3113

Accreditation Quality Report





Version: 1 Date: 1/11/2024

DBA: Montgomery County Emergency Service, Inc., 50 Beech Drive, Norristown, PA

Org ID: 3113

Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals measures the care of patients with specific conditions such as heart failure or pregnancy.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at qualityreport@jointcommission.org with your comments and suggestions.

DBA: Montgomery County Emergency Service, Inc., 50 Beech Drive, Norristown, PA







Summary of Quality Information

Accreditation Programs	Accreditation Decision	Effective Date	Last Full So Date	urvey Last On-Site Survey Date
Behavioral Health Care and Human Services	Accredited	9/29/2021	9/28/2021	9/28/2021
Hospital	Accredited	10/1/2021	9/30/2021	12/3/2021

Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Psychiatric Hospital

		Compared to other Joint Commission Accredite Organizations		
		Nationwide	Statewide	
Behavioral Health Care and Human Services	2021National Patient Safety Goals	Ø	((a) *	
Hospital	2021National Patient Safety Goals	Ø	@ *	
	National Quality Improvement Goals:			
Reporting Period: Jan 2022 - Dec 2022	Hospital-Based Inpatient Psychiatric Services	2 2	№ 2	

Symbol Key

- This organization achieved the best oossible results.
- Φ This organization's performance is better than the target range/value.
- This organization's performance is Ø
- similar to the target range/value. This organization's performance is
- worse than the target range/value. This Measure is not applicable for this
- organization.
- Not displayed

Footnote Key

- 1. The Measure or Measure Set was not reported.
- 2. The Measure Set does not have an overall result.
- 3. The number of patients is not enough for comparison purposes.
- 4. The measure meets the Privacy Disclosure Threshold rule.
- 5. The organization scored above 90% but was below most other organizations.
- 6. The Measure results are not statistically valid.
- 7. The Measure results are based on a sample of patients.
- 8. The number of months with Measure data is below the reporting requirement.
- 9. The measure results are temporarily suppressed pending resubmission of updated data.
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- 11. There were no eligible patients that met the denominator criteria.
- 12. The measure rate is within optimal range.

For further information and explanation of the **Quality Report contents,** refer to the "Quality Report User Guide."

DBA: Montgomery County Emergency Service, Inc., 50 Beech Drive, Norristown, PA

Drive, Norristown, PA Org ID: 3113







Locations of Care

* Primary Location

Locations of Care	Available Services
Crisis Residential Program 100 Eagleville Road, Arcadia House, Eagleville, PA Norristown, PA 19403	Services: Behavioral Health (Residential Care - Adult) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)
Montgomery County MH-MR Emergency Service * DBA: Montgomery County Emergency Service, Inc. 50 Beech Drive Norristown, PA 19403-5421	Services: Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult) Community Integration (Non 24 Hour Care) Family Support (Non 24 Hour Care) Peer Support (Non 24 Hour Care)



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50 Beech Drive, Norristown, PA







2021 National Patient Safety Goals

Symbol Key

The organization has met the National Patient Safety Goal.

The organization has not met the National Patient Safety Goal.

The Goal is not applicable for this organization.

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

Behavioral Health Care and Human Services

Safety Goals	Organizations Should	Implemented
Improve the accuracy of the identification of individuals served.	Use of Two Identifiers	Ø
Improve the safety of using medications.	Reconciling Medication Information	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
The organization identifies safety risks inherent in the population of the individuals it serves.	Identifying Individuals at Risk for Suicide	Ø



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2021 National Patient Safety Goals

Symbol Key

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Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Improve the safety of using medications.	Labeling Medications	Ø
	Reducing Harm from Anticoagulation Therapy	Ø
	Reconciling Medication Information	Ø
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
The organization identifies safety risks inherent in its patient population.	Identifying Individuals at Risk for Suicide	Ø
Universal Protocol	Conducting a Pre-Procedure Verification Process	Ø
	Marking the Procedure Site	Ø
	Performing a Time-Out	Ø

DBA: Montgomery County Emergency Service, Inc.,

50 Beech Drive, Norristown, PA





Measure Area

Hospital-Based





National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

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Compared to other Joint

Org ID: 3113

	Accredited Organizations			
anation	Nationwide	Statewide		
pased measures assesses the	2	2		

Services	overall	quality of care given to psychiatric patie	nis.	•		•	
			N		ed Organiz	Commissio zations State	wide
Measure		Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Assessment of violence substance use disorder, trauma and patient strer completed - Overall Rat	ngths	This measure reports the overall number of patients screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for					

	completed - Overall Nate	psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover.	95% of 204 eligible Patients	100%	95%	100%	97%	
,	* This information can also be	viewed at https://bospitalcompare.io/						

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Symbol Key

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DBA: Montgomery County Emergency Service, Inc.,

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Measure Area

Services

Hospital-Based

Inpatient Psychiatric







National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint Commission **Accredited Organizations** Statewide

Org ID: 3113

Nationwide

№ 2

This category of evidenced based measures assesses the



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		Compared to other Joint Commission Accredited Organizations				
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	wide Average Rate:
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Children (1-12 years)	This measure reports the number of children age (1-12 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover.	₩ 0 3 ———	100%	97%		3

Explanation

overall quality of care given to psychiatric patients.

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DBA: Montgomery County Emergency Service, Inc.,

50 Beech Drive, Norristown, PA

Measure Area

Services

Hospital-Based

Inpatient Psychiatric







National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint **Accredited Organizations** Statewide

Org ID: 3113

Nationwide

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		Col	mpared to o Accredit	other Joint ed Organiz		on
		1	Nationwide		State	ewide
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adolescent (13-17 years)	This measure reports the number of adolescent age (13-17 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover.	3	100%	96%	100%	98%

Explanation

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Measure Area

Services

Hospital-Based

Inpatient Psychiatric





National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint **Accredited Organizations** Statewide

Org ID: 3113

Nationwide

№ 2

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		Compared to other Joint Commission Accredited Organizations Nationwide Statewide				
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adult (18-64 years)	This measure reports the number of adults age (18-64 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover.	95% of 179 eligible Patients	100%	94%	100%	97%

Explanation

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National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint
Commission
Accredited Organizations
ationwide Statewide

Org ID: 3113

Measure Area Explanation Nationwide Statewide

Hospital-Based Inpatient Psychiatric Services

Explanation Nationwide Statewide

Overall quality of care given to psychiatric patients.

		_				
		Cor	npared to d	other Joint ed Organiz		on
			Vationwide	ou Organiz		ewide
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Older Adult (>= 65 years)	This measure reports the number of older adult (>= 65 years) screened for violence risk to self and others, substance and alcohol use, psychological trauma history and patient strengths. Screening for violence risk to self determines if patients are likely to harm themselves. Screening for violence risk to others determines if patients are likely to harm others. Screening for substance and alcohol use determines if patients need help for their use. Screening for psychological trauma history determines if patients have experienced terrible events in their lives which have left them fearful or anxious and unable to handle their feelings. Screening for patient strengths identifies positive things such as family support, a steady job, housing, etc. which are used to help the patient recover.	96% of 25 eligible Patients	100%	95%	100%	92%

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National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint Commission **Accredited Organizations** Measure Area Nationwide Statewide Explanation Hospital-Based This category of evidenced based measures assesses the **№** 2 Inpatient Psychiatric overall quality of care given to psychiatric patients. Services

		Соі	mpared to o	other Joint ed Organiz		on
Measure	Explanation	Hospital Results	Nationwide Top Perform er Threshol d:	Average Rate:	State Top Perform er Threshol d:	ewide Average Rate:
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Overall Rate	This is a proportion measure. A proportion measure is a measure which shows the number of occurrences over the entire group within which the occurrence should take place. The numerator is expressed as a subset of the denominator. This measure reports the overall number of patients discharged on two or more antipsychotic medications. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a persons capacity to meet lifes everyday demands.	13% of 8 eligible Patients	100%	47%	100%	61%
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Children Age 1 - 12	This measure reports the number of patients age 1 through 12 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also	ND 3	100%	21%		3

This information can also be viewed at https://hospitalcompare.io/ Null value or data not displayed.

being treated with Clozapine.

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DBA: Montgomery County Emergency Service, Inc., 50 Beech Drive, Norristown, PA

Measure Area

Services

Hospital-Based

Inpatient Psychiatric







National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint **Accredited Organizations** Nationwide Statewide This category of evidenced based measures assesses the

Org ID: 3113

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		Соі	mpared to o	other Joint ed Organiz		n
		١	lationwide		State	wide
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adolescents Age 13 - 17	This measure reports the number of patients age 13 through 17 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication or the addition when the patient is also being treated with Clozapine.	ND 3	100%	24%		3

Explanation

overall quality of care given to psychiatric patients.

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National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Commission **Accredited Organizations** Measure Area Nationwide Statewide Explanation Hospital-Based This category of evidenced based measures assesses the **№** 2 Inpatient Psychiatric overall quality of care given to psychiatric patients. Services

Measure	Explanation		mpared to o Accredit Nationwide Top Perform	other Joint ed Organiz Average Rate:	ations	ewide Average Rate:
		Acoulo	er Threshol d:	raic.	er Threshol d:	naic.
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adults Age 18 - 64	This measure reports the number of patients age 18 through 64 years discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medication to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine.	17% of 6 eligible Patients	100%	50%	100%	60%

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		Cor	npared to o	other Joint ed Organiz		n
		N	lationwide		State	wide
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Older Adults Age 65 and Older	This measure reports the number of patients age 65 and older discharged on two or more antipsychotic medications for which there was an appropriate justification. Antipsychotic medications are a group of drugs used to treat psychosis. Psychosis is a mental illness that markedly interferes with a person's capacity to meet life's everyday demands. Appropriate justifications include previous attempts to control psychosis with one antipsychotic medication, a plan to reduce the number of antipsychotic medications to one antipsychotic medication or the addition of an antipsychotic medication when the patient is also being treated with Clozapine.	₩ 0 4 ———	100%	46%	100%	84%
Hours of Physical Restraint Use per 1000 Patient Hours - Overall Rate	This measure reports the total hours patients were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a	0.1021 (27 Total Hours in Restraint)	N/A	0.5767	N/A	0.1040

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standard treatment for the patient's medical or psychiatric condition.

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Accredited Organizations
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Org ID: 3113

		Accredited Organizations		
Measure Area	Explanation	Nationwide	Statewide	
Hospital-Based Inpatient Psychiatric Services	This category of evidenced based measures assesses the overall quality of care given to psychiatric patients.	№ ²	№ ²	

		Соі	npared to c	other Joint ed Organiz		n
		1	lationwide			ewide
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Hours of Physical Restraint Use Children Age 1 - 12	This measure reports the number of hours patients age 1 through 12 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.	€ 3	N/A	0.3845		3
Hours of Physical Restraint Use Adolescents Age 13 - 17	This measure reports the number of hours patients age 13 through 17 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.	€ 3	N/A	0.3412	N/A	0.1017

* This information can also be viewed at https://hospitalcompare.io/
 Null value or data not displayed.

Symbol Key

- This organization achieved the best possible results
- This organization's performance is better than the target range/value.
- This organization's performance is similar to the target range/value.
- This organization's performance is worse than the target range/value.
- Not displayed

Footnote Key

- The Measure or Measure Set was not reported.
- The Measure Set does not have an overall result.
- The number of patients is not enough for comparison purposes.
- The measure meets the Privacy Disclosure Threshold rule.
- The organization scored above 90% but was below most other organizations.
- The Measure results are not statistically valid.
- 7. The Measure results are based on a sample of patients.
- The number of months with Measure data is below the reporting requirement.
- The measure results are temporarily suppressed pending resubmission of updated data.
- 10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
- There were no eligible patients that met the denominator criteria.
- 12. The measure rate is within optimal range.

DBA: Montgomery County Emergency Service, Inc.,

50 Beech Drive, Norristown, PA



Measure Area

Services

Hospital-Based

Inpatient Psychiatric





National Quality Improvement Goals

Reporting Period: January 2022 - December 2022

Compared to other Joint Commission **Accredited Organizations**

Org ID: 3113

Nationwide Statewide

Explanation This category of evidenced based measures assesses the overall quality of care given to psychiatric patients.

№ 2



Foot	tnote	Key

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This organization achieved the best

This organization's performance is better than the target range/value. This organization's performance is

similar to the target range/value.

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Services		Co	mpared to o	other leint	Commissio	ND.
		Co		ed Organiz		/II
			Nationwide	_		ewide
Measure	Explanation	Hospital Results	Top Perform er Threshol d:	Average Rate:	Top Perform er Threshol d:	Average Rate:
Hours of Physical Restraint Use Adults Age 18 - 64	This measure reports the number of hours patients age 18 through 64 years were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.	0.1105 (27 Total Hours in Restraint)	N/A	0.6823	N/A	0.0980
Hours of Physical Restraint Use Older Adults Age 65 and Older	This measure reports the number of hours patients age 65 and older were kept in physical restraints for every 1,000 hours of patient care. Physical restraint is any manual method or physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body or head freely when it is used as a restriction to manage a patient's behavior or restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.	0.0098 (0 Total Hours in Restraint) ³	N/A	0.1097	N/A	0.1719
Hours of Seclusion Use per 1000 Patient Hours - Overall Rate	This measure reports the total hours patients were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.	0.4819 (129 Total Hours in Seclusion)	N/A	0.3738	N/A	0.0937

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DBA: Montgomery County Emergency Service, Inc.,

50 Beech Drive, Norristown, PA

Measure Area

Hospital-Based

Inpatient Psychiatric







National Quality Improvement Goals

Explanation

This category of evidenced based measures assesses the

overall quality of care given to psychiatric patients.

Reporting Period: January 2022 - December 2022

Compared to other Joint **Accredited Organizations** Nationwide Statewide

Org ID: 3113

№ 2

This organization achieved the best ossible results

Symbol Kev

- This organization's performance is better than the target range/value.
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Footnote Key

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Services						
				other Joint ed Organiz	zations	
Measure	Explanation	Hospital Results	Vationwide Top Perform er Threshol	Average Rate:	Top Perform er Threshol	Average Rate:
Hours of Seclusion Use Children Age 1 - 12	This measure reports the number of hours patients age 1 through 12 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.	NID 3	N/A	0.4111		3
Hours of Seclusion Use Adolescents Age 13 - 17	This measure reports the number of hours patients age 13 through 17 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.	ND 3	N/A	0.1738	N/A	0.0456
Hours of Seclusion Use Adul Age 18 - 64	S This measure reports the number of hours patients age 18 through 64 years were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.	0.5255 (129 Total Hours in Seclusion)	N/A	0.4421	N/A	0.0942
Hours of Seclusion Use Olde Adults Age 65 and Older	This measure reports the number of hours patients age 65 and older were kept in seclusion for every 1,000 hours of patient care. Seclusion is the involuntary confinement of a patient alone in a room or an area where the patient is physically prevented from leaving.	0.0000 (0 Total Hours in Seclusion)	N/A	0.0766	N/A	0.1712

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