Reporting Outcomes   DRAFT

Program and Accreditation Committee

Our goal is to deliver a summary of outcomes and metrics, which helps the committee understand Kerr's outcome strategy, benchmarks, and current performance. Our aim is to reduce the current report to a more straightforward format that is both easier to produce and digest. Below is a table of metrics we propose to add to ongoing reporting and others we plan to sunset from future reporting. **Please note that any metrics removed are data points we will continue to collect for future reporting and analysis as needed**.

Status	Metric(s)	Notes	
Remains	-Admission, Discharges, Total and Average Clients Served- All programs -Outpatient and ICTS Engagement Metrics -Abuse Allegations in Programs -Grievances in Programs -Client injuries in restraints -Restraint trending in all programs -Runaway from the program- More than 4 hours -ER visits or hospitalizations- Psychiatric -Police Involvement in homes- Not related to runaways -Medication Errors -Employment Program Jobs Created, Placed, Sustained -Discharge Location Subacute, Group Homes, ICTS -Length of Stay Subacute and ICTS -TSR- Subacute -Admission to ER Rates- ICTS -Satisfaction Surveys -ACORN- ICTS and Outpatient -Subacute Readmission Rate	*-These metrics drive agency financial health and community need.* *-Core Program Metric* *-A Core Risk for the agency* *-Core Agency Metric* *-Core Agency Metric* *-Core Agency Metric* *-Core Agency Metric* *-Useful in reviewing screening and fit or programmatic tools to address psychiatric emergencies.* *-Core Agency Metric* *-Core Agency Metric. Updating to reflect the percentage of errors.* *-Core Program Metric* *-Core Program Metric* *-Core Program Metric* *-Core Program Metric* *-Core Program Metric* *-Core Agency Metric. Adding guardian surveys.* *-Core Program Metric.* *-Update from 90 days to 30 days to match contractual requirements*	
Added in Q4 20/21	-Behavior and Activity/ISP Tracking- Group Homes -Hours of work in Employment Programs -Behavior Supports provided (hours)	*-Core Program Metric* *-Core Program Metric* *-Core Program Metric*	
Added once available	-Referral Demand for All Programs -School Attendance- Youth Group Home -Community Integration Activities	*-Needed to develop agency capacity and planning* *-Core Program Metric* *-Core Agency Metric*	

Sunsets	-Demographics (Age, Ethnicity, Race)	-These demographics have had little movement or change in the last 10 years of operational reporting.
	-ICTS Engagement, 4 visits in 44 days	-This metric is being actively tracked at the program level and consistently met.
	-Client injuries due to accidents or self-harm	-These metrics have little bearing on staff performance or agency process.
	-Restraint Details (Age, Length, Percentage of children)	-These metrics are almost solely based on client mix versus staff actions or programming.
	-ER visits or hospitalizations-Medical	-ER visits and hospitalizations due to medical issues are client-dependent and not usually reflective of care. Medical neglect will be captured in Abuse Allegations.
	-Discharge Location- Outpatient	-Discharge Location is generally not reflective of program performance.
	-Length of Stay- Outpatient	-Not a useful metric given the episodic nature of the service line.
	-Admission to ER Rates- Outpatient	-Not a useful metric given the level of service
	-Runaway from the program under 4 hours	-These are often "walks around the block" to calm down for youth in the group home and are not indicative of a problem at the program level.