



Mental Health Inpatient Services

Mental Health Inpatient Psychiatric Services (MH IP) are those engaged in providing long-term and short-term inpatient psychiatric services for the diagnosis, treatment and care of individuals with mental diseases.

Overall, seventeen MH IP providers were profiled based on high volume criteria. The high volume criterion for Capital Region providers was those facilities that had greater than 100 discharges for the period. For the North Central Regions, high volume was defined as those facilities that had the greatest number of discharges for each region. It is important to note that some providers serve Members from both the Capital and the North Central Regions, and these providers are profiled distinctly for each region.

Capital Profiled Providers

1. Brooke Glen Behavioral Hospital
2. Fairmount Behavioral Health System
3. Holy Spirit Hospital
4. Lancaster General
5. Lancaster Regional
6. Pennsylvania Psychiatric Institute
7. Philhaven
8. Pinnacle Health System
9. Universal Health Services

Blair Profiled Providers

1. Altoona Regional Health System
2. Universal Health Services

Bedford/Somerset Profiled Providers

1. Conemaugh Valley Memorial Hospital
2. Somerset Community Hospital

Franklin Fulton Profiled Providers

1. Chambersburg Hospital
2. Universal Health Services

Lycoming/Clinton Profiled Providers

1. Divine Providence Hospital
2. Universal Health Services

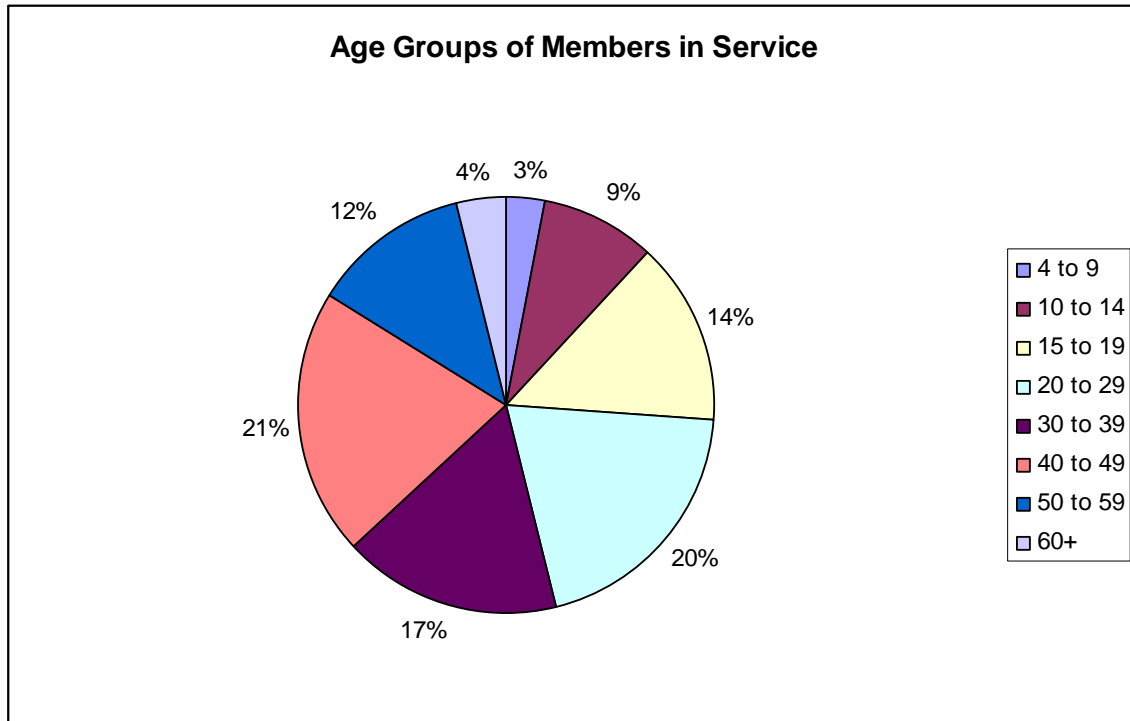
Profiled indicators include demographics, utilization, cost, quality, compliance and satisfaction.

Demographics

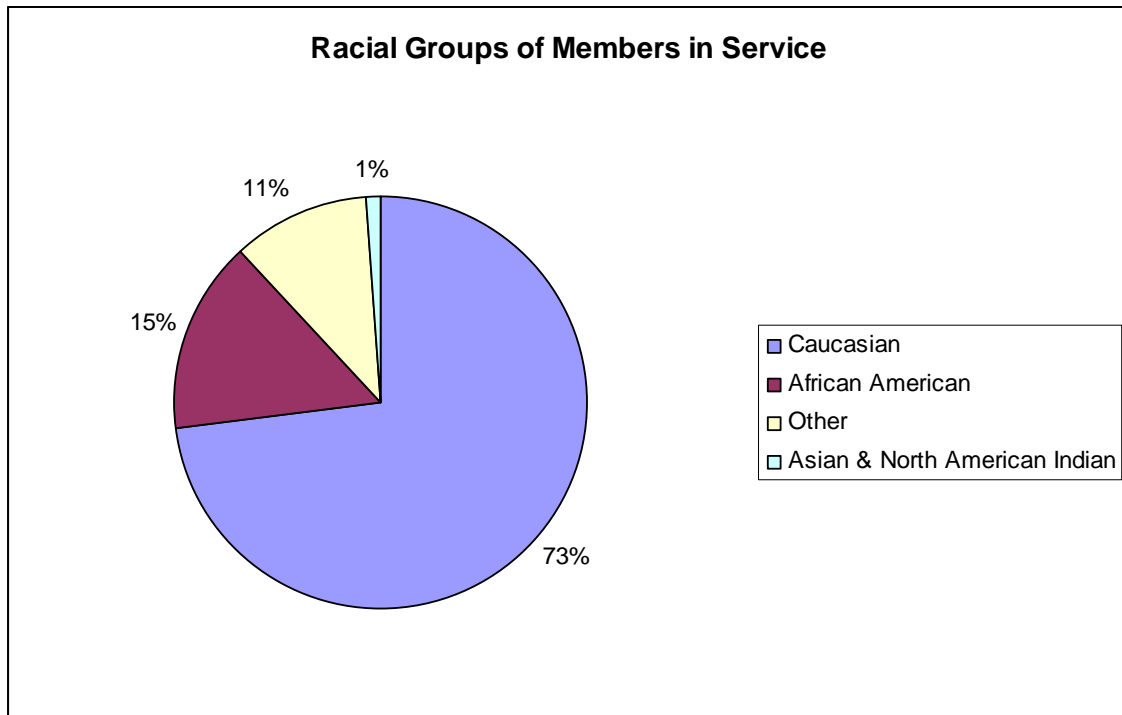
Demographic information available for Members receiving MH IP services includes age, gender, race and diagnostic data.

Overall, 3% of the Members were between the ages of four and nine, 9% were between ten and fourteen, 14% were between fifteen and nineteen, 20% were between twenty and

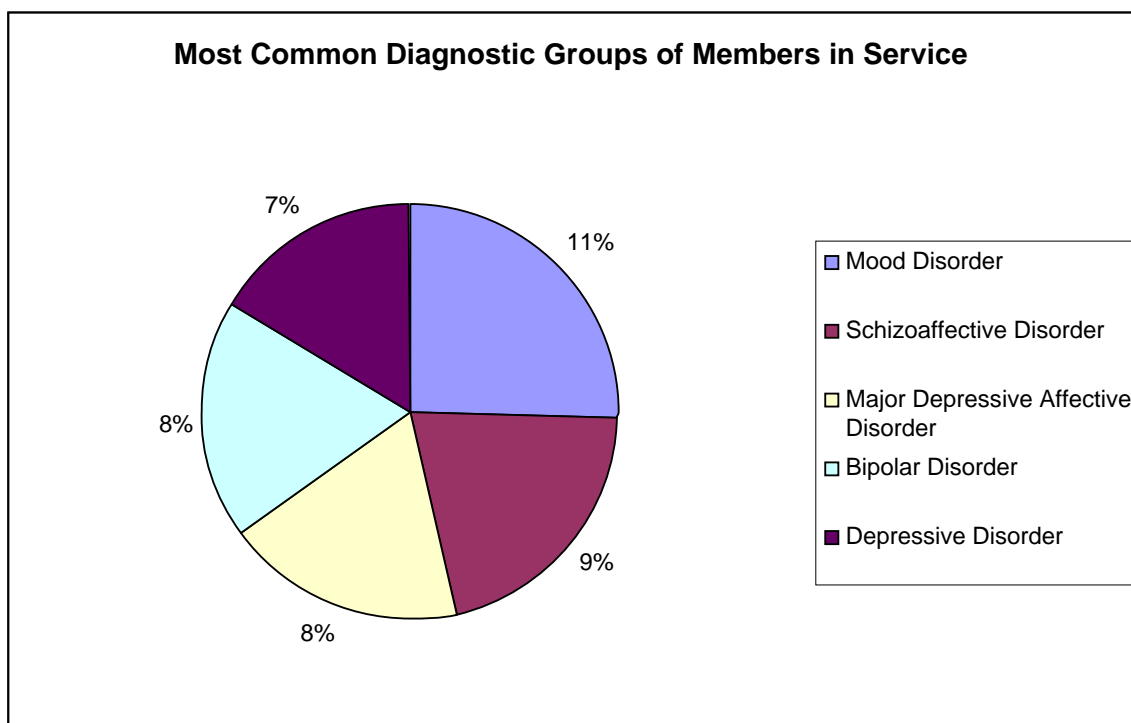
twenty-nine, 17% were between thirty and thirty-nine, 21% were between forty and forty-nine, 12% were between fifty and fifty-nine, and 4% were over the age of sixty.



Fifty-two percent of Members receiving this service were female and 48% were male. Seventy-three percent of these Members were Caucasian, 15% were African American, 11 % were Other, and less than one percent were Asian and North American Indian.



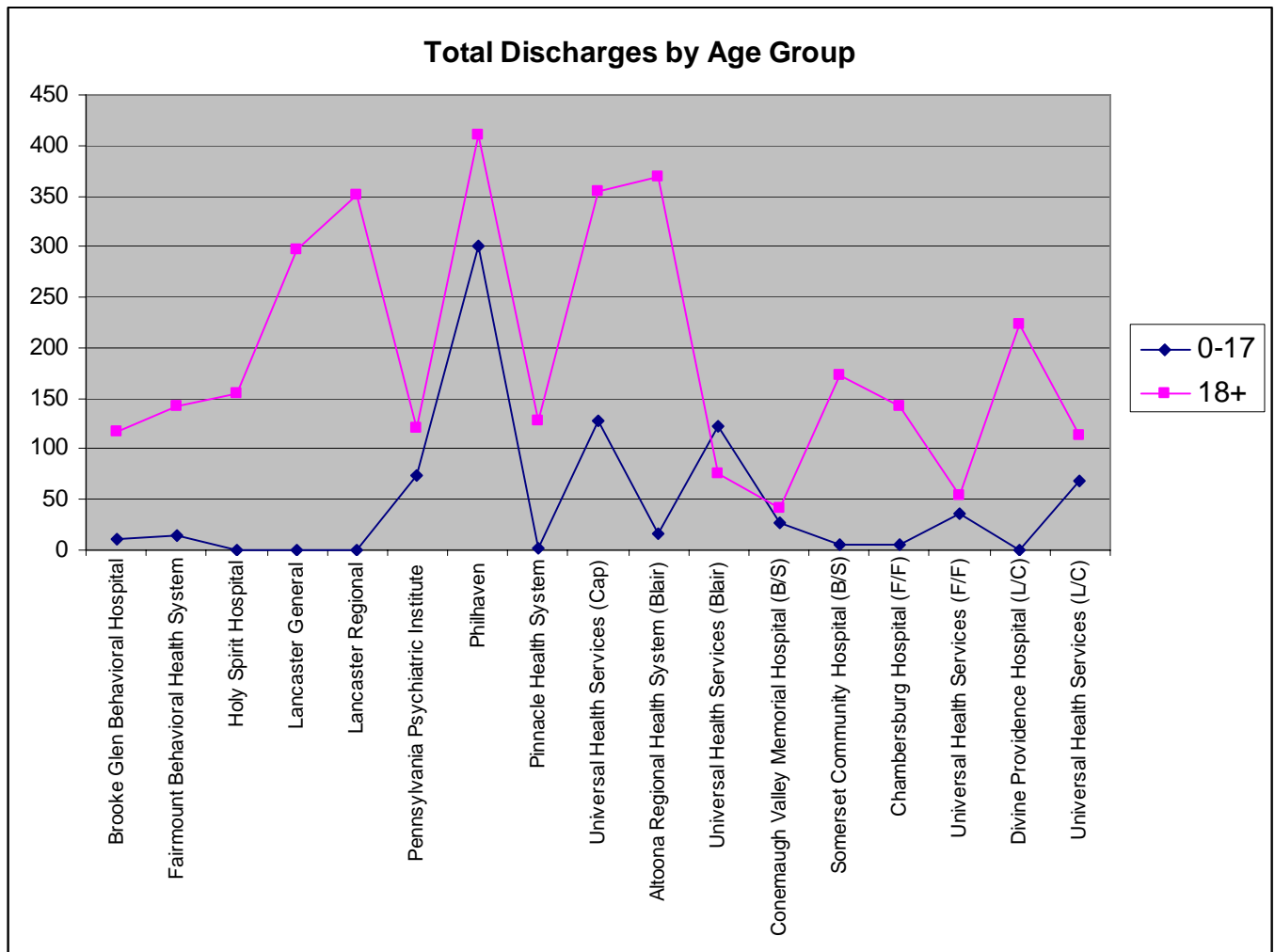
The most common diagnoses of Members receiving Inpatient Services were Unspecified Episodic Mood Disorder – 296.90 at 11%, Schizoaffective Disorder – 295.70 at 9%, Major Depressive Affective Disorder – 296.33 at 8%, Bipolar Disorder – 296.80 at 8%, and Depressive Disorder Not Otherwise Specified– 311 at 7%.



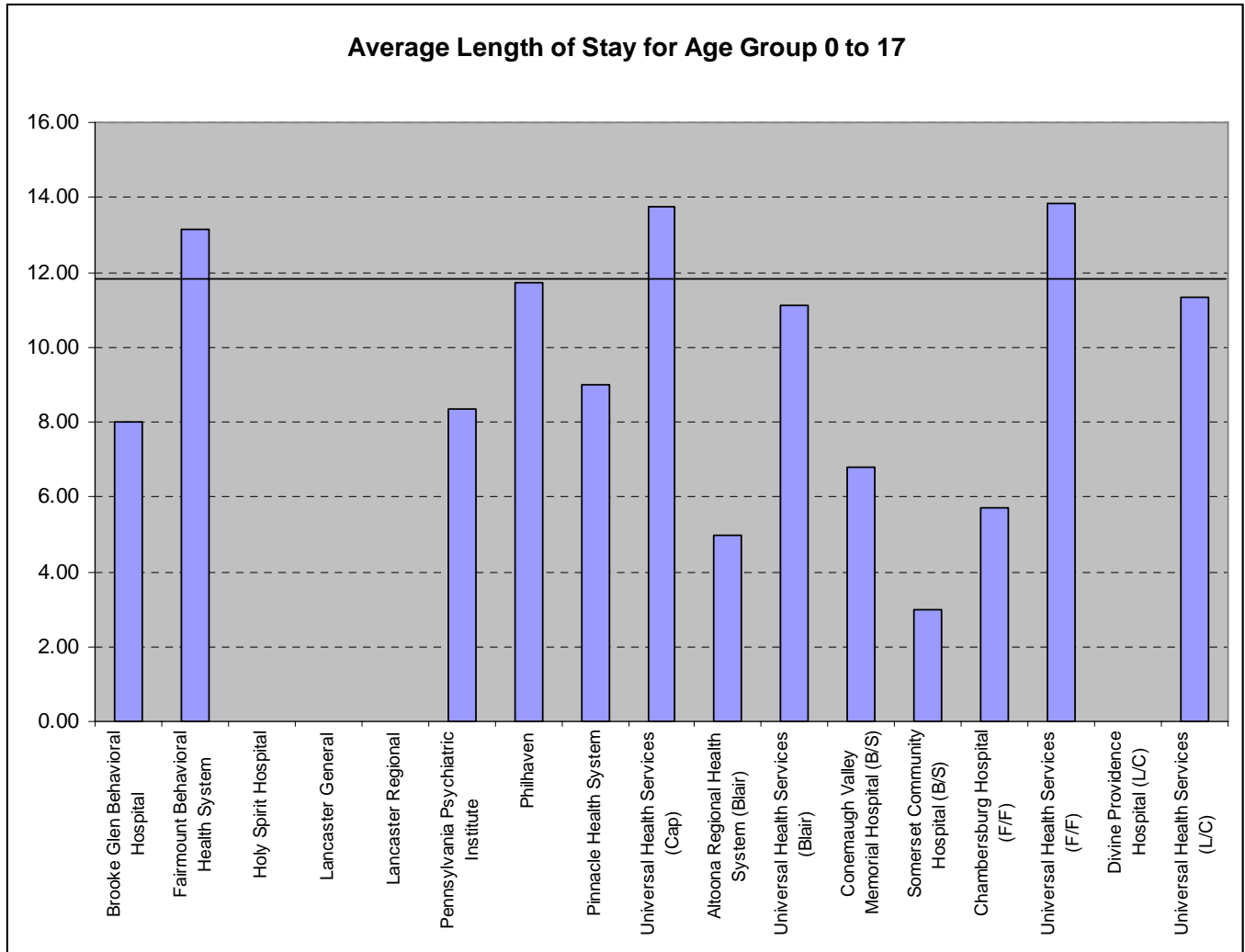
Utilization

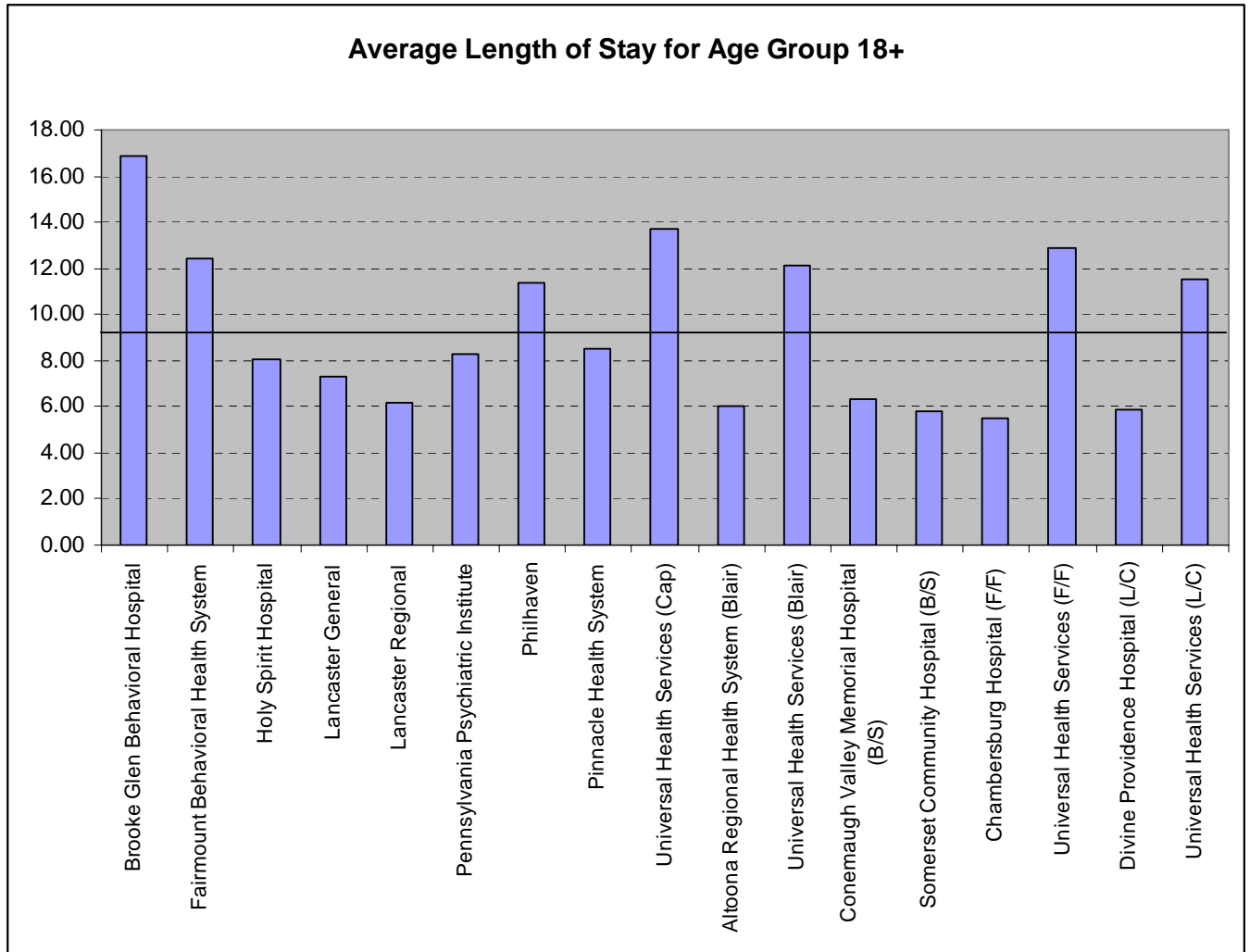
Utilization information available for Members receiving MH IP services includes the total number of discharges, average length of stay, number of recidivism episodes, 30-day readmission rate and rate of follow up within seven days of discharge. It should be noted that four providers, Holy Spirit Hospital, Lancaster General, Lancaster Regional and Divine Providence Hospital (L/C), did not provide services to any Members from the zero to seventeen age group. Therefore these providers have a score of zero in the charts below that indicate data from the zero to seventeen age group.

The total number of discharges across the Network for the age group zero to seventeen was 1,081 and for the age group eighteen and over was 3,651.

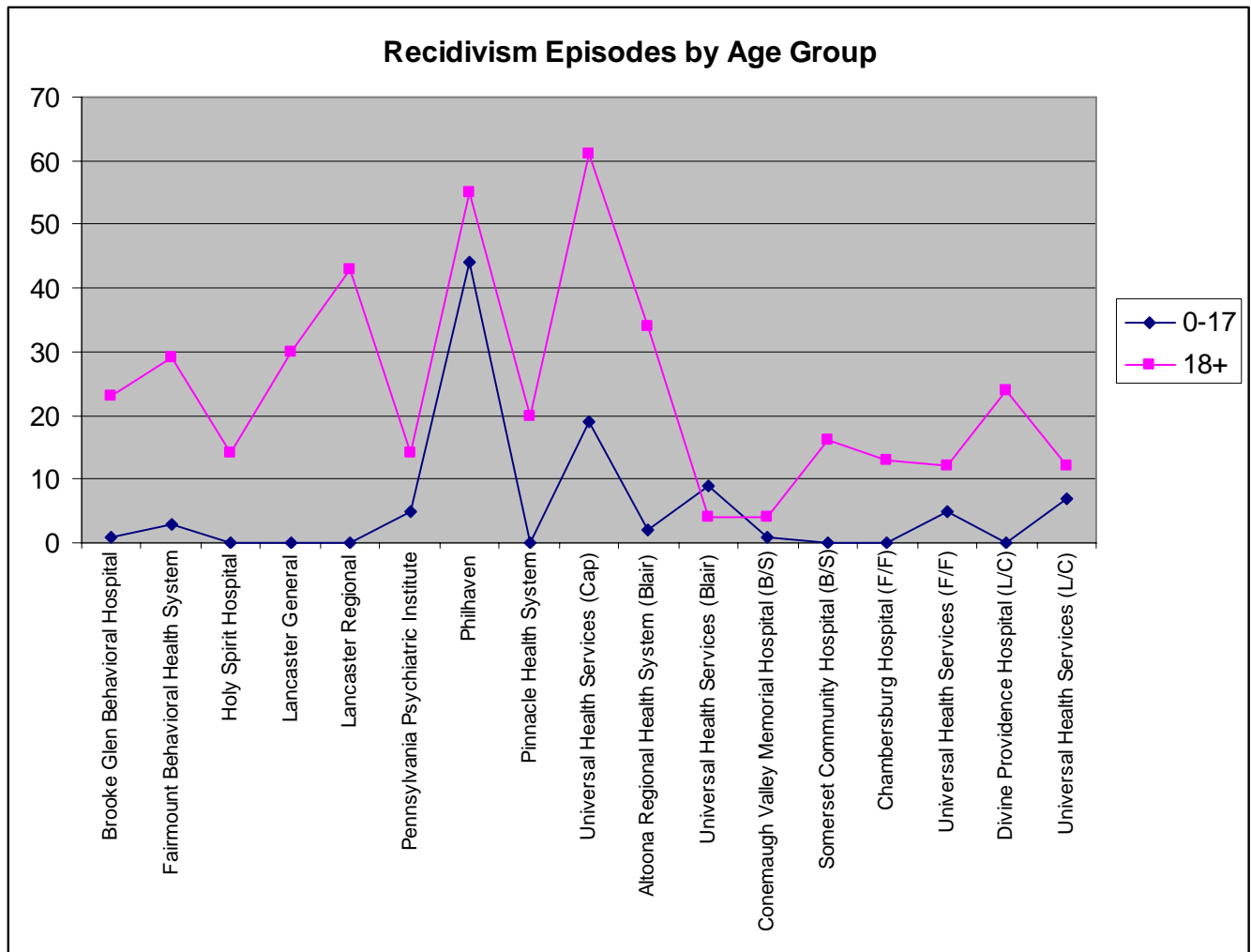


The average length of stay across the Network for the age group zero to seventeen was 11.99 and for the age group eighteen and over was 9.05, as indicated by the solid black lines in the charts below. Providers that had an average length of stay for both age groups below the Network average met one of the three target criteria for preferred provider status. Nine of the seventeen profiled providers met this goal.

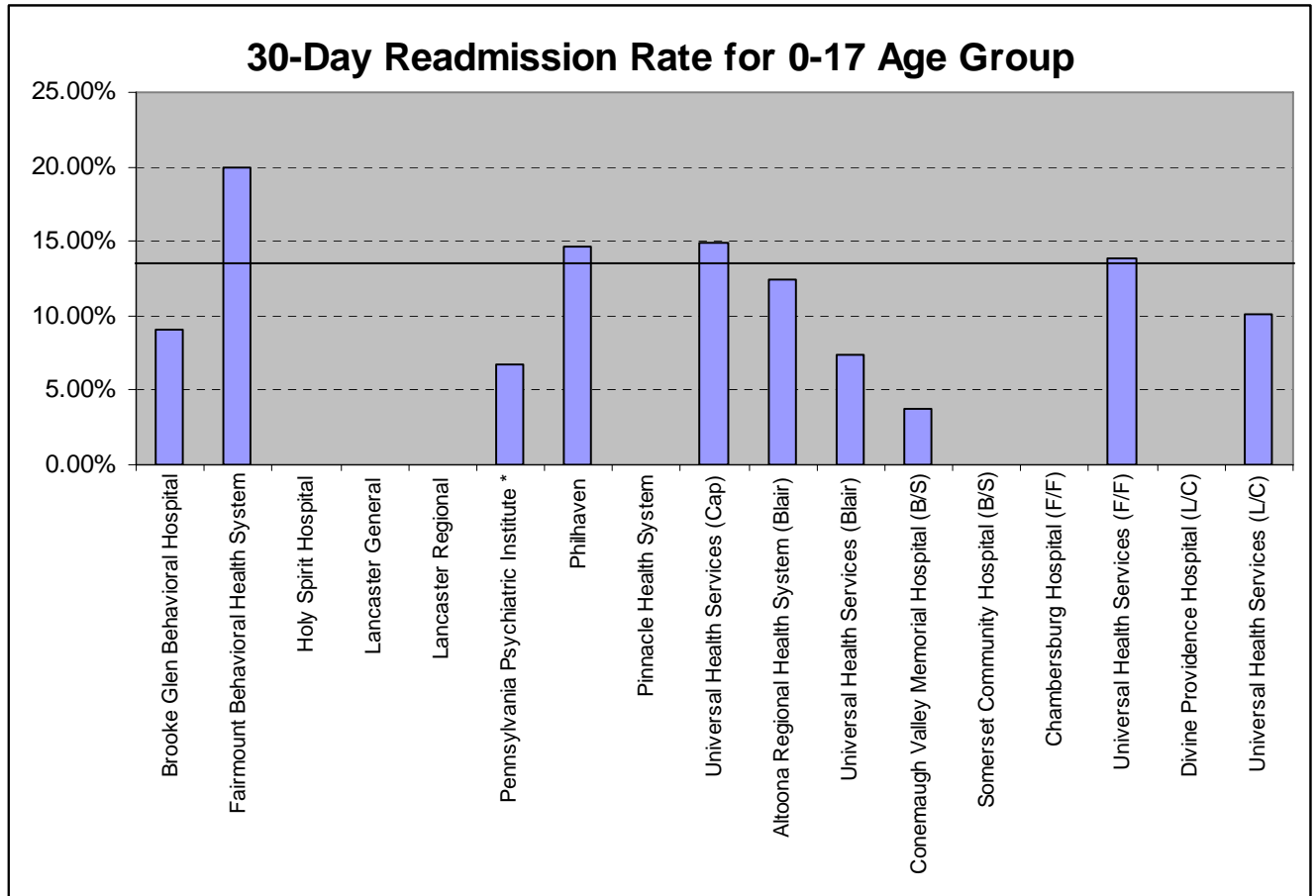


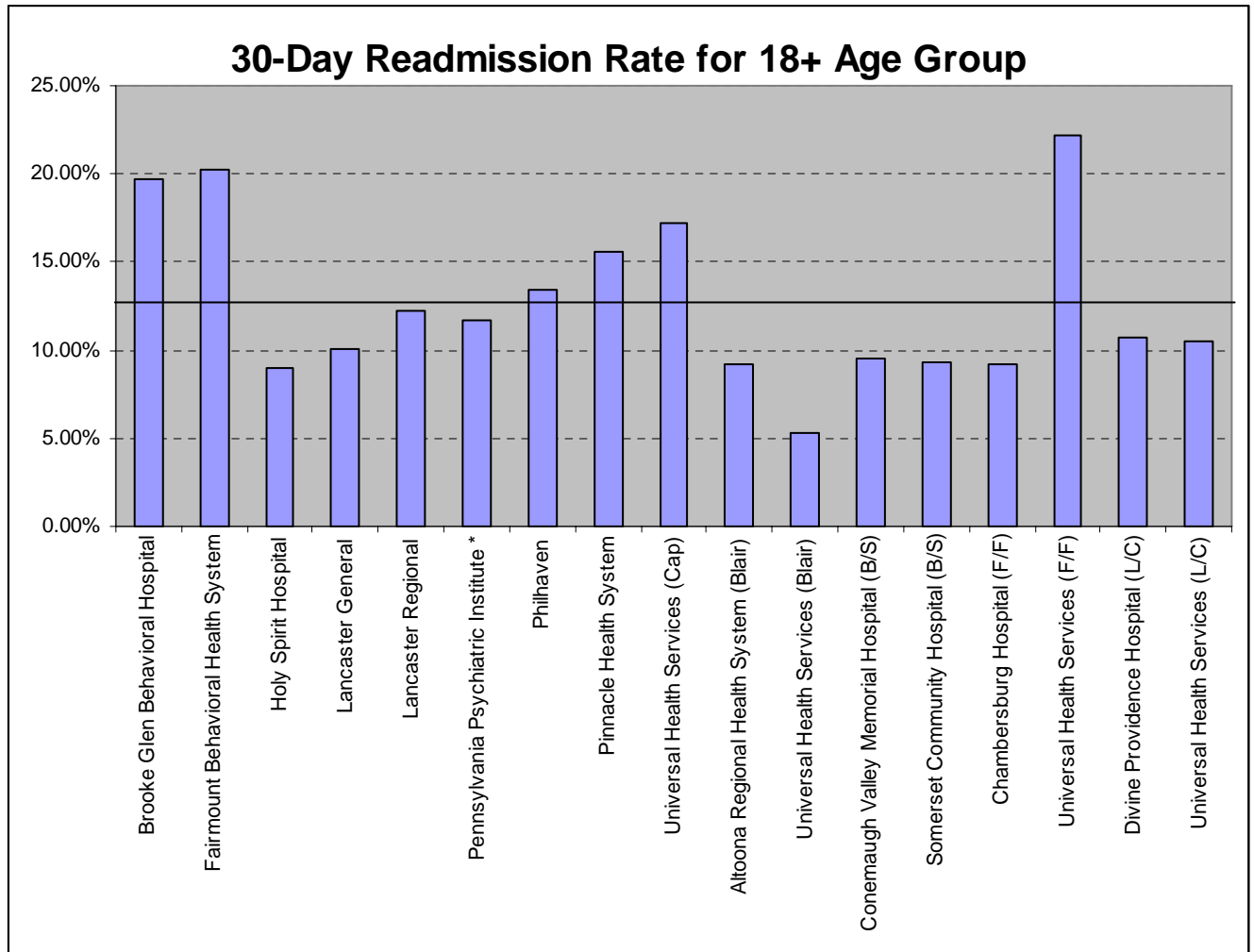


Across the Network there were 139 episodes of recidivism for the age group zero to seventeen and 474 episodes for the age group eighteen and over. The episodes for the profiled providers ranged from zero to sixty-one.

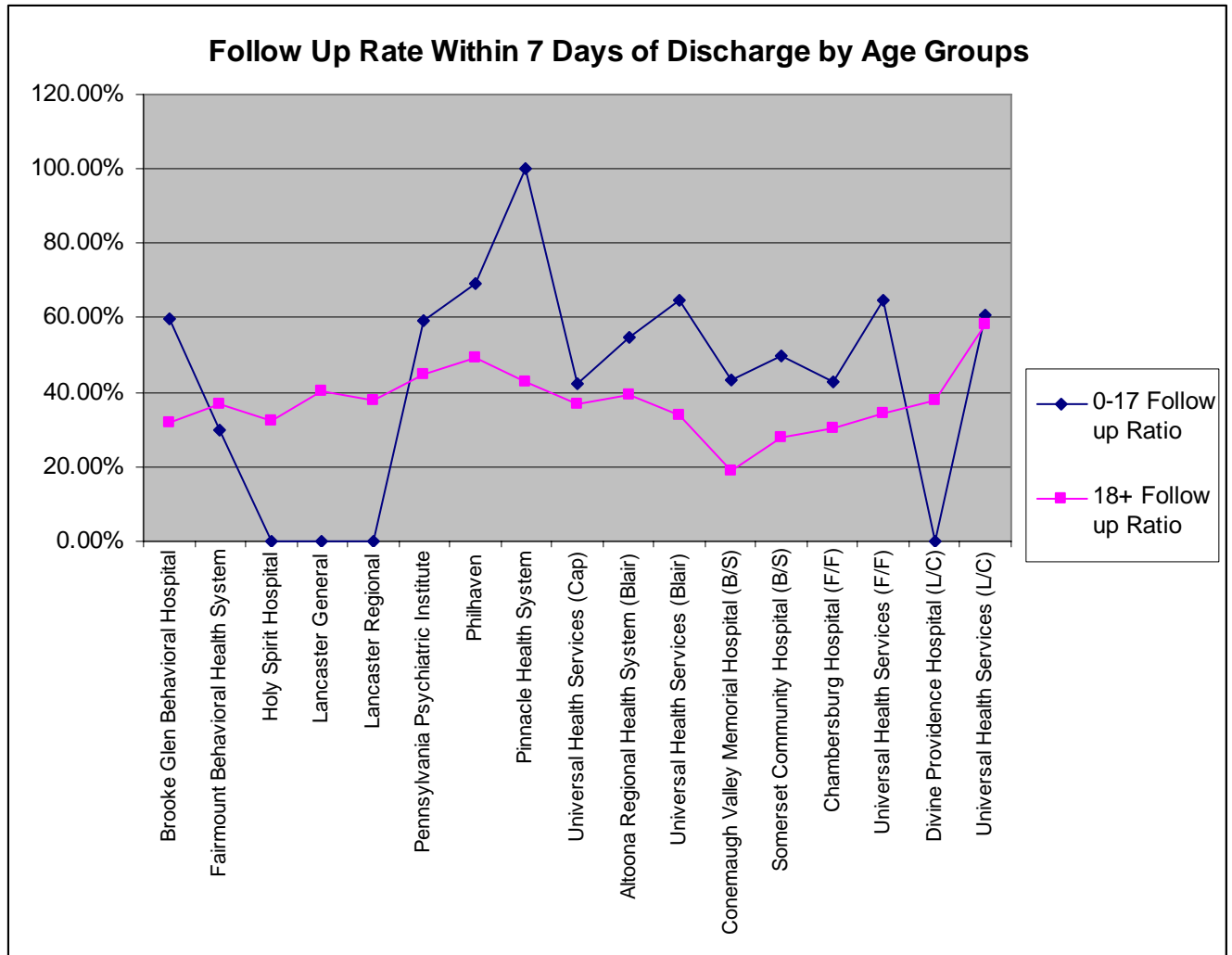


The average 30-day readmission rate for the Network was 12.86% for Members age zero to seventeen and 12.98% for Members age eighteen and over, as indicated by the solid black lines in the charts below. Readmission rates are based on readmissions to any MH IP facility within 30 days, excluding transfers. Providers that had a readmission rate for both age groups below the Network average met the second of three target criteria for preferred provider status. Eleven providers met this goal.



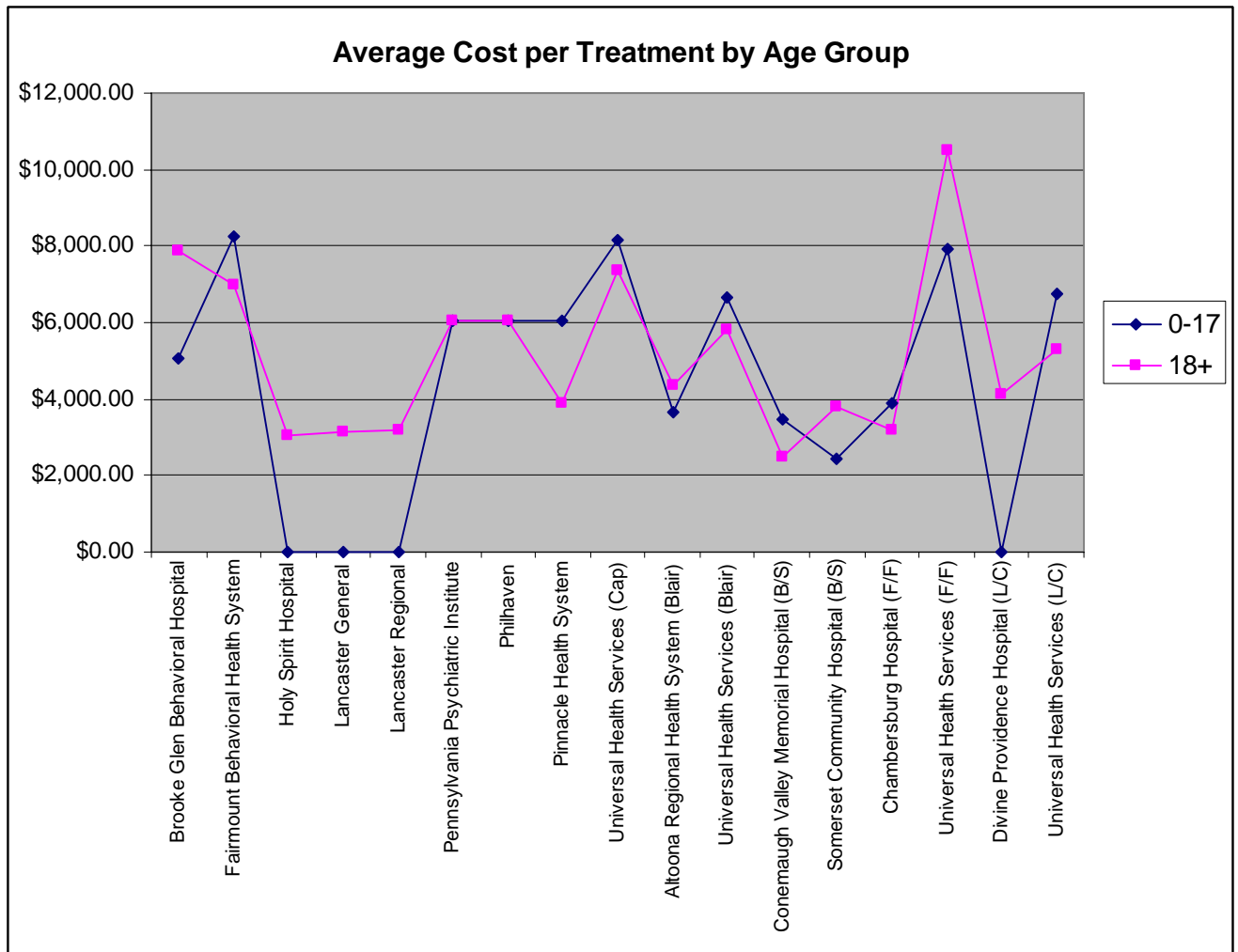


The average follow up rate within seven days of discharge for the Network was 58.86% for the age group zero to seventeen and 38.43% for the age group eighteen and over. The range of the follow up rate for the profiled providers was from 18.92% to 69.23%.



Cost

The average cost per treatment for the Network was \$8,322.23 for ages zero to seventeen, and \$4,802.21 for ages eighteen and over. The average cost per treatment of the profiled providers ranged from \$3,051.29 to \$10,507.63.



Quality

The quality indicators for MH IP services were measured by the total number of complaints and critical incident reports submitted by the provider. Across the Network there were a total of eleven complaints, resulting in a less than 1% ratio of complaints to Members served. Providers that had no complaints indicative of Member safety or other risk problems met the third and final criteria for preferred provider status. All providers met this goal with the exception of Pennsylvania Psychiatric Institute, Philhaven, Universal Health Services (Cap) and Altoona Regional Health System (Blair).

There were a total of 316 critical incident reports submitted and a 7% ratio of critical incidents to Members served. Fourteen of the critical incident reports resulted in quality of care or safety issues. Five of the profiled providers did not submit any critical incident reports for the period, and eight providers were under 10% of the total submitted reports. One provider, Universal Health Services (Cap), submitted 12.66 % of the reports, while another provider, Philhaven, submitted 31.33% of the overall critical incident reports.

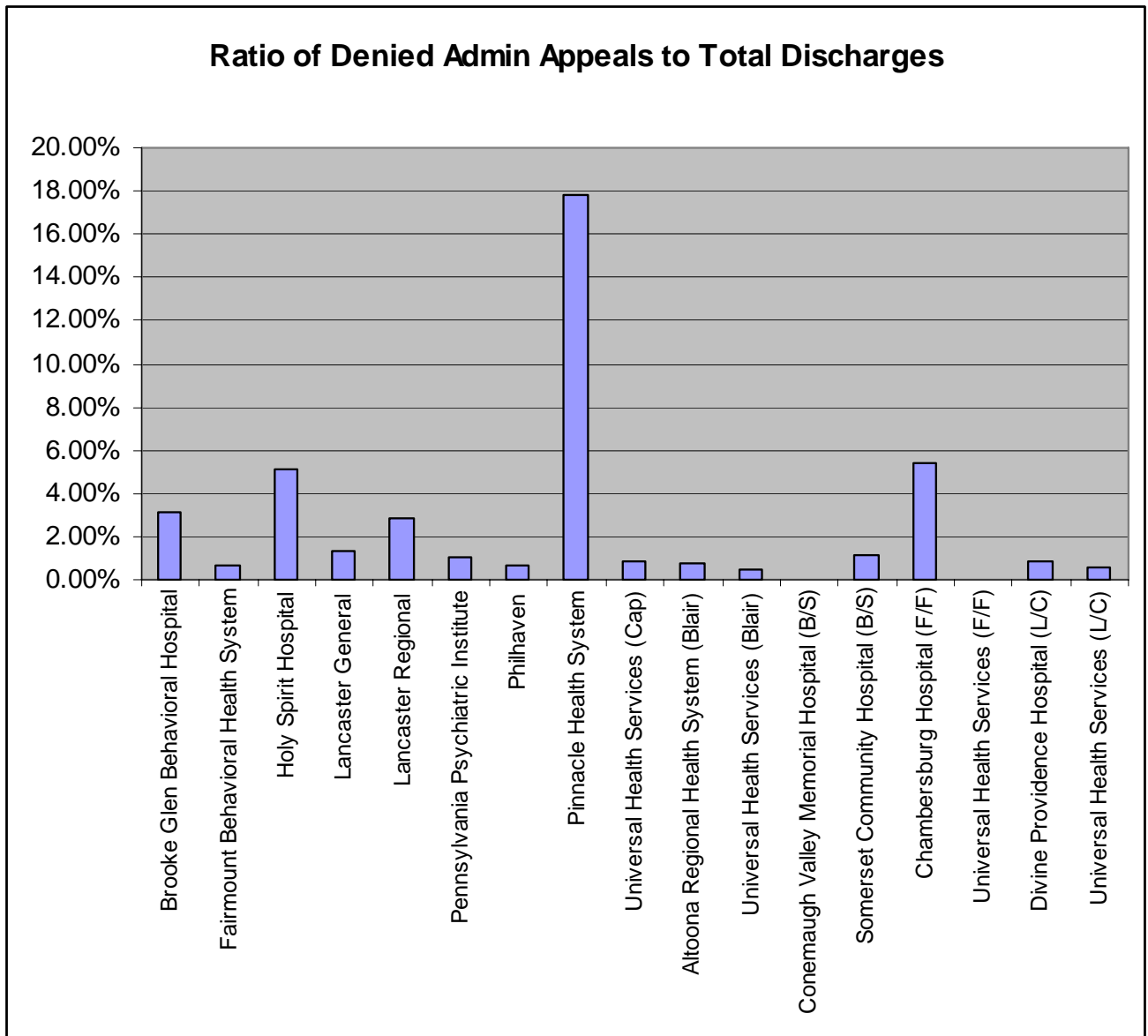
Provider	# CIR's	Percentage
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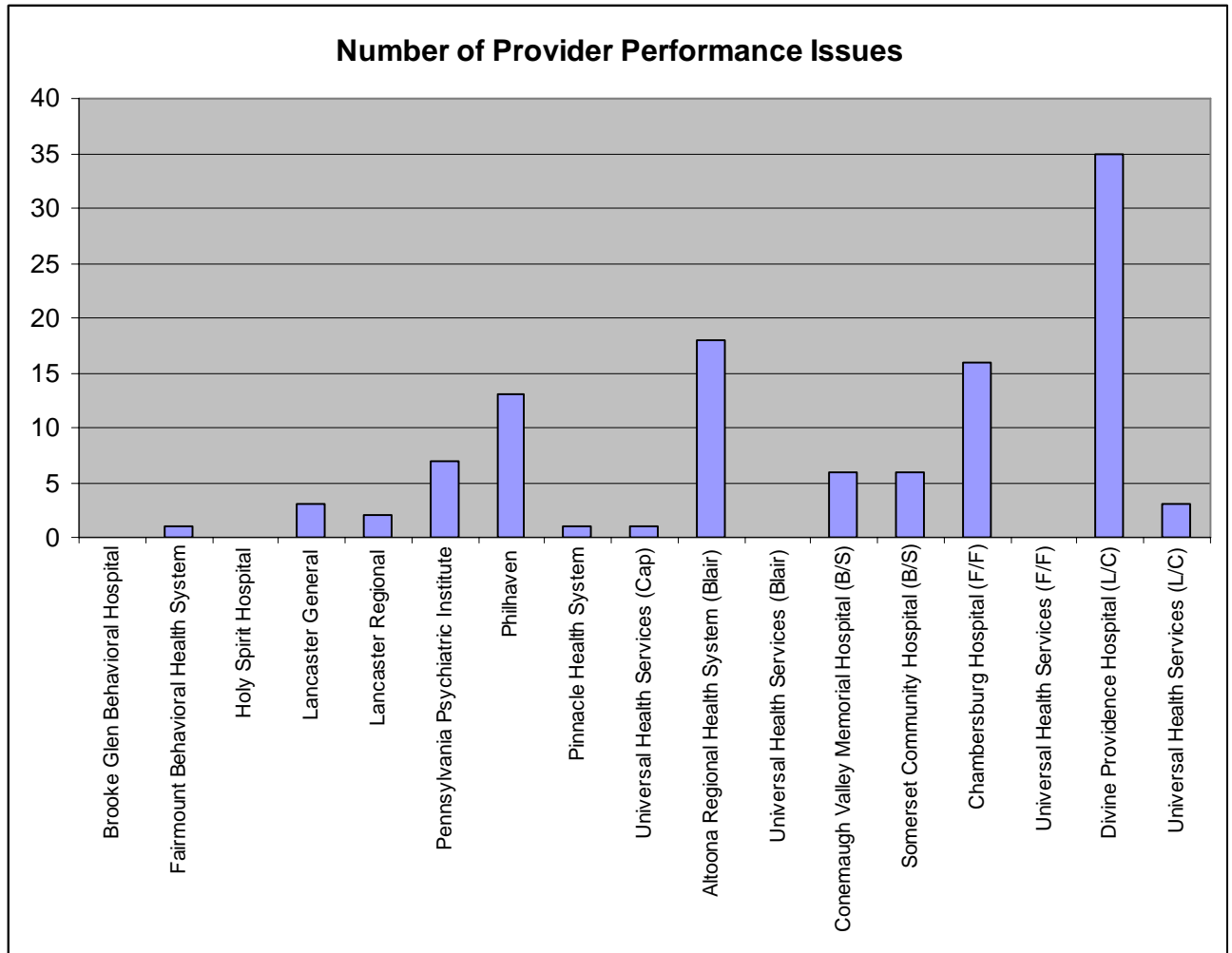
Philhaven	99	31.33%
Universal Health Services (Cap)	40	12.66%
Universal Health Services (Blair)	20	6.33%
Fairmount Behavioral Health System	19	6.01%
Brooke Glen Behavioral Hospital	10	3.16%
Pennsylvania Psychiatric Institute	8	2.53%
Universal Health Services (L/C)	6	1.90%
Universal Health Services (F/F)	5	1.58%
Holy Spirit Hospital	4	1.27%
Altoona Regional Health System (Blair)	4	1.27%
Chambersburg Hospital (F/F)	3	0.95%
Somerset Community Hospital (B/S)	1	0.32%
Lancaster General	0	0.00%
Lancaster Regional	0	0.00%
Pinnacle Health System	0	0.00%
Conemaugh Valley Memorial Hospital (B/S)	0	0.00%
Divine Providence Hospital (L/C)	0	0.00%

Compliance

Compliance indicators were measured using the number of denied administrative appeals and the number of provider performance issues reported for each provider. There were 141 denied administrative appeals across the Network, with an average ratio of denied administrative appeals to total discharges of 2.98.

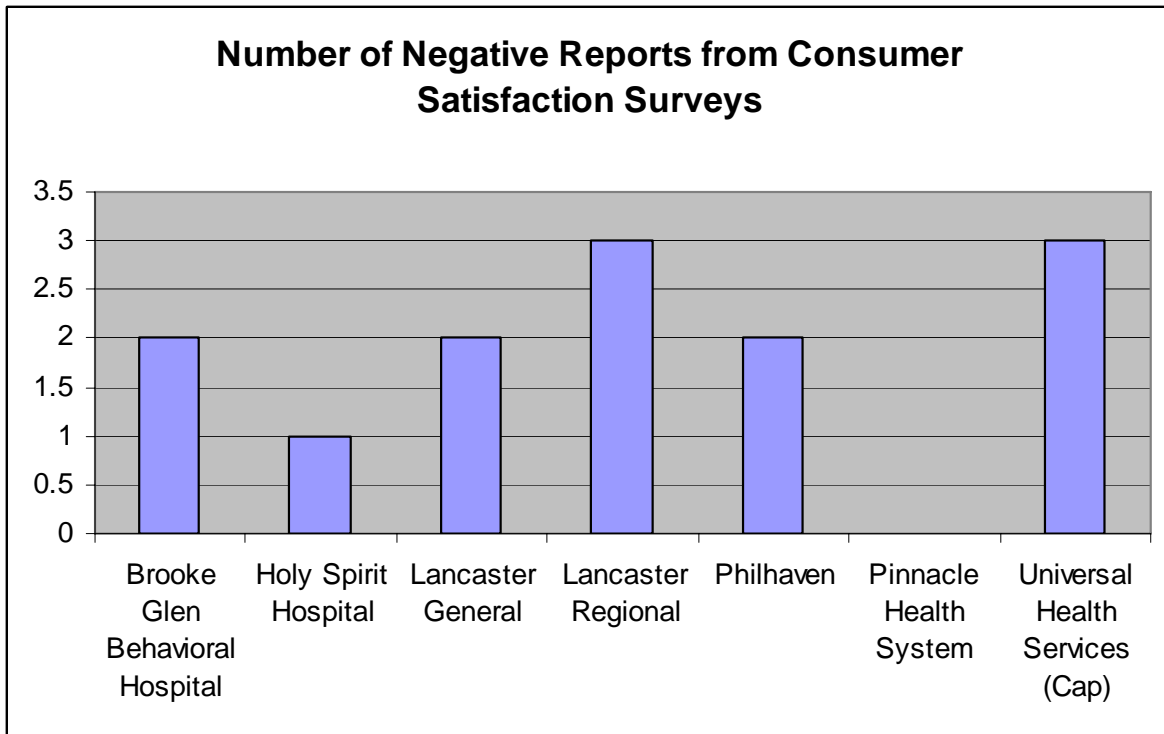


Although provider performance measures are taken using a variety of provider issues, profiling was completed using the issue with the highest volume of documented instances. The issue was that aftercare was not set up with seven days. Across the Network there were 145 documented issues. The profiled providers ranged from zero documented issues to thirty-five.



Satisfaction

Seven of the seventeen profiled providers participated in a consumer satisfaction survey process. Those providers included Brooke Glen Behavioral Health, Holy Spirit Hospital, Lancaster General, Lancaster Regional, Philhaven, Pinnacle Health System and Universal Health Services (Cap). All providers except Pinnacle Health System responded accordingly to the comments made by consumers who participated in the survey. Negative reports related to service were documented for each provider. The total number of negative reports ranged from zero to three.



Preferred Provider Status

Seven providers, Holy Spirit Hospital, Lancaster General, Lancaster Regional, Universal Health Services (Blair), Conemaugh Valley Memorial Hospital (B/S), Somerset Community Hospital (B/S) and Chambersburg Hospital (F/F), met all three of the target criteria to achieve preferred provider status. For MH IP providers, preferred provider status allows providers up to five days to obtain an authorization upon admission. In summary, the target criteria included an average length of stay less than the Network average, a 30-day readmission rate less than or equal to the Network average and no complaints indicative of Member safety or other risk problems.