



Licking Memorial Health Systems

Taking Quality To Heart

...a community report on patient care quality



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Take a few minutes to read this month's quality report. You'll soon discover why Licking Memorial Hospital has been named one of the nation's 100 Top Hospitals for three consecutive years.

Behavioral Health Care... How do we compare?

1. Behavioral health is a broad term that refers to people with a psychiatric and/or chemical dependency illness. Inpatient hospitalization for either condition is usually necessary for crisis intervention to occur. LMHS provides a range of services for people with behavioral health illnesses at its Shepherd Hill facility with an emphasis on strengthening the person's coping skills. One goal of the treatment programs is to have the patient complete all of the treatment and not leave the hospital against medical advice (AMA). Another goal is to transition the patient into an outpatient setting where they can continue treatment, decreasing the need for readmission to an inpatient facility or program.

	LMH ¹	National ²
% of behavioral health AMA discharges	.9%	7.4%
% of behavioral health readmissions	3.7%	50.3%

Quality Note - Shepherd Hill is able to achieve low readmission rates due to intense efforts to place individuals in the appropriate outpatient program.

2. Chemical dependency, also called addiction, is treated as a chronic, progressive and potentially fatal disease. Treatment of addiction is complicated and all aspects of an individual's life must be considered. Although each patient has an individual treatment plan, the program is built around four consistent treatment goals: education, self-diagnosis, self-responsibility, and self-treatment. The road to recovery is dependent on a patient completing all of the goals, therefore Shepherd Hill monitors when treatment is incomplete and why.

	LMH 2000	LMH 1/01-3/01	LMH Goal
% of people with incomplete treatment	60%	53%	<40%

Quality Note - The top three reasons a patient does not complete treatment are: unwillingness to follow treatment recommendations, need for an additional treatment program such as psychological, and the inability to afford treatment. Shepherd Hill now refers people to alternative programs as needed in an attempt to decrease the number who do not successfully complete treatment. In 2001, Shepherd Hill will begin to measure outcomes for those completing treatment up to one year following graduation.

3. Detoxification (detox) is the most intensive care offered for chemical dependency patients. Patients in detox are medically monitored by nursing staff around the clock. The acute withdrawal symptoms are managed by medication which may include Librium, Catapres and Phenobarb. The length of stay for detox is dependent on the drug of choice and the severity of the withdrawal.

	LMH 2000	LMH 1/01-3/01	LMH Goal
Average length of stay for Librium	2.04	2.19	<3 Days
Average length of stay for Catapres	2.10	3.36	<4 Days
Average length of stay for Phenobarb	2.60	3.27	<5 Days

4. There are three programs offered at Shepherd Hill for outpatient services: day treatment, residential treatment and intensive outpatient treatment. Upon completion of outpatient treatment, Shepherd Hill encourages people to attend a weekly, facilitated aftercare group for one year. Aftercare is important in achieving long-term recovery.

	LMH 2000	LMH 1/01-3/01	LMH Goal
% of people entering aftercare	84%	100%	>80%

Quality Note - In May, Shepherd Hill will begin to measure outcomes on people who complete treatment to measure the effectiveness of the programs.

5. The road back from alcohol/drug dependency or mental illness is never easy. Shepherd Hill provides inpatient and outpatient services for both behavioral health illnesses. Shepherd Hill has found that many of the chemical dependency patients also have psychiatric issues and vice versa.

	LMH 2000
% of behavioral health patients with dual diagnoses	25.6%

Quality Note - Shepherd Hill treats dual diagnosis patients on campus and works closely with other community agencies for support services such as the Moundbuilders Guidance Center, The Community Mental Health Board, Licking Alcoholic Prevention Program (LAPP), The Spencer House, Licking County Coalition of Housing and other various mental health organizations.

6. Shepherd Hill has found that the majority of people who participate in one of our programs are very satisfied with their treatment. Shepherd Hill measures satisfaction by giving a satisfaction survey to each person who completes treatment.

	LMH 2000	LMH 2001	LMH Goal
Satisfaction - Inpatient services	93%	95% ³	>90%
Satisfaction - Outpatient chemical dependency	92%	91% ³	>90%
Satisfaction - Outpatient psychiatric services	96%	99% ⁴	>90%

¹ Shepherd Hill data from October through December 2000 for inpatient admissions only.
² Most recent comparative data from Maryland Hospital Association, third quarter 2000.
³ Shepherd Hill data from January through March 2001.
⁴ Shepherd Hill data from April 2001 only due to data collection improvements.

How to Treat People with Dual Diagnoses

Shepherd Hill's experience indicates that twenty-four percent of chemical dependency patients will also have a psychiatric diagnosis such as depression. Twenty-seven percent of psychiatric patients will also have a chemical dependency diagnosis such as alcoholism.

In the initial stages of chemical dependency treatment, it may be difficult to diagnose a psychiatric disorder because there often are mood and behavior changes associated with drug abuse. "Once an observation period is completed," explains Dr. Karaffa, "I will refer the patient to Dr. Borders for psychiatric evaluation and treatment."

However, patients may have had psychiatric problems before they begin to use drugs. "We usually start the psychiatric treatment along with the chemical dependency detoxification for those patients with a previous history of psychiatric disorders," states Dr. Borders. The physicians work together to insure that dual diagnosis patients receive full treatment for their addiction and psychiatric needs.

Phillip L. Borders, M.D. and Fredrick Karaffa, M.D. are physicians at Shepherd Hill.

SUCCESS STORY

Lewis seemed to have it all: a good job as a pharmacist, a nice home, a couple of cars, a loving wife, three small children who adored him, and friends who cared about him. In truth, his life was a disaster.

"My family life was completely broken and my work life was suffering horribly," the then 34-year-old recalled. "I had a secret, and that secret was completely isolating me from family and friends."

Lewis's secret was so debilitating that he decided his only answer was to end his life. So he swallowed some pills and chased them down with alcohol. But it was not his time to die.

He awoke at Shepherd Hill. Because his wife was a nurse, she was aware of Shepherd Hill's reputation for helping drug and alcohol abusers, so she took Lewis there for treatment.

"I remember feeling so ashamed, so ridden with guilt, and so totally worthless," Lewis recounted. "But I also remember feeling a sense of relief that my secret was finally out in the open."

And that's when the miracle began. Shepherd Hill's balance of treatment in managing physical problems while providing chemical dependency treatment guided Lewis into recovery. He was able to successfully complete the four goals of chemical rehabilitation: education, self diagnosis, self responsibility, and treatment. Or, as Lewis puts it: "Their medical and counseling staff put me back together body and soul."

That was nearly 11 years ago. Today, Lewis says his life is "unbelievably blessed." He still has the good job -- he's now in charge of the same pharmacy. He still has a nice home, a couple of cars. He is married to the same woman, and his three children are now teen-agers. And he has an ever-widening circle of friends who care about him.

Only this time, it's the truth.



Lewis during a recent visit with Dr. Karaffa

"Their medical and counseling staff put me back together body and soul."

- Lewis

FAST FACTS

- Shepherd Hill is licensed by the Ohio Department of Alcohol and Drug Addiction Services, Ohio Department of Mental Health, and accredited by the Joint Commission on Accreditation of Healthcare Organizations. Shepherd Hill is also an approved treatment provider for the State Medical Board of Ohio, Ohio State Dental Board, State Pharmacy Board and the Ohio Board of Nursing.
- The number of patients who received detoxification from Shepherd Hill were 172 in 1998, 165 in 1999, and 157 in 2000.
- In 1999, about 14.8 million Americans were current users of illegal drugs. 606,000 current users were in Ohio which accounts for 1.6% of the population of Ohio.
- Nearly half of all Americans who have a severe mental illness fail to seek treatment.
- The number of patients who received hospitalization from Shepherd Hill for a psychiatric reason were 235 in 1998, 189 in 1999, and 203 in 2000.
- About 15% of the U.S. adult population use some form of mental health service in any year.

Visit www.lmhealth.org to review other LMHS quality report cards. Also, if you have a suggestion on how we can improve our care, please call our Performance Improvement Line, 348-4641.