

Appendix I – Performance Metrics and Reporting Requirements

Type	Description
Performance Measure Report	
Performance Measure	By the end of quarter 1, the selected Vendor will engage in the onboarding of innovative contract quality management methods such as Active Contract Management, or others identified, for the purpose of data management reviews and to collaboratively proactively identify solutions to course correct for improvements on measures.
Performance Measure	The selected Vendor will monitor and respond to actual or potential adverse drug reactions, significant adverse drug reactions, and medication errors. The selected Vendor will report on all of the above medication safety events on a quarterly basis.
Performance Measure	The selected Vendor will evaluate the effectiveness of its medication management system. The selected Vendor will report a medication usage evaluation on a quarterly basis.
Performance Measure	The selected Vendor will follow its standardized list of prohibited abbreviations, acronyms, symbols, and dose designations. The selected Vendor will report on all instances of prohibited use of the above on a quarterly basis.
Performance Measure	The selected Vendor will follow all accreditation requirements with the use of seclusion or restraint. The selected Vendor will report on all use of seclusion or restraint on a quarterly basis.
Performance Measure	The selected Vendor will follow a process for responding to critical events. The selected Vendor will report on all critical response on a quarterly basis.
Performance Measure	The selected Vendor will assess and manage each patient's risk for falls. The selected Vendor will report on all patient falls on a quarterly basis.
Performance Measure	The selected Vendor will audit its medical records. The selected Vendor will report on the results of medical record audits on a quarterly basis.
Performance Measure	The selected Vendor will audit its medical records for psychiatric services provided by Medical Staff providers. The selected Vendor will report on the results of medical record audits on a quarterly basis.
Performance Measure	The selected Vendor will audit its medical records for medical services provided by Medical Staff providers. The selected Vendor will report on the results of medical record audits on a quarterly basis.
Performance Measure	The selected Vendor will audit its medical records for social work services provided by Social Workers. The selected Vendor will report on the results of medical record audits on a quarterly basis.
Performance Measure	The selected Vendor will report and investigate staff injuries. The selected Vendor will report on all staff injuries on a quarterly basis.
Performance Measure	The selected Vendor will meet the staffing requirements. The selected Vendor will report on compliance with staffing requirements on a quarterly basis.
Performance Measure	The selected Vendor must track and report staffing levels by Full-time Equivalent (FTE) units on a monthly basis to the Department.
Performance Measure	The selected Vendor will submit, review, and respond to incident reports. The selected Vendor will report all incident reports on a quarterly basis.
Performance Measure	The selected Vendor will require Medical Staff providers evaluate their satisfaction of all patient care contracted services twice a year and will report the evaluations to the Medical Executive Committee.
Performance Measure	The selected Vendor will review and report all patients with a length of stay greater than 15 days on a quarterly basis. The selected Vendor will include a report of the total number of stable patients awaiting discharge and the days of hospital use of patients no longer requiring inpatient level of care.
Performance Measure	The selected Vendor will review and report all patients readmitted within 30 days, 60 days, 90 days, and one year on a quarterly basis.
Performance Measure	The selected Vendor will review and report all patients discharged against medical advice on a quarterly basis.
Performance Measure	The selected Vendor will review and report all patients discharged administratively on a quarterly basis.
Performance Measure	The selected Vendor will evaluate staff per performance on an annual basis, on or before the anniversary date, but no later than 30 days following the date of anniversary. The selected Vendor will report evaluation timeliness on a quarterly basis.
Report	The selected Vendor will collect data on performance improvement priorities identified by leaders and will report progress on the identified priorities on a quarterly basis.
Report	The selected Vendor will submit a patient safety and performance improvement report to the Governing Body on a quarterly basis.
Process Measure	The CMO will review and revise the patient safety and performance improvement plan on an annual basis.
Performance Measure	The selected Vendor will collect and report infection surveillance, prevention, and control data to the Hospital on a quarterly basis or more frequently when deemed necessary.
Performance Measure	The selected Vendor will use performance measures to meet ORYX measure reporting requirements for accreditation. The selected Vendor will report ORYX performance measures on a quarterly basis.
Report	The selected Vendor will collect and report all pending, approved, expired, and denied appeals on a monthly basis to the Patient Care Review Committee.
Performance Measure	The selected Vendor will collect and report the number of patients in the referral queue by triage level (high, moderate, low) and the average time to admit patients based on triage level. The selected Vendor will report the above indicators on a quarterly basis.
Report	The selected Vendor will report the number of Medicare patients and completion of Medicare documentation upon admission on a monthly basis to the Patient Care Review Committee.
Report	The selected Vendor will report documentation of all language services utilized on a monthly basis to the Patient Care Review Committee.
Report	The selected Vendor will collect and report all involuntary emergency admissions on a monthly basis to the Patient Care Review Committee.
Performance Measure	Prior to commencing work, the selected Vendor must ensure all personnel provided undergo criminal background, registry, screening and medical examinations. The Department will conduct a quarterly audit for compliance.
Performance Measure	The selected Vendor must develop, implement, and maintain a talent strategy to recruit, train and retain staff, in order to ensure staff are committed and trained in providing high quality treatment and outcomes for individuals.
Performance Measure	The selected Vendor must provide a staffing plan to the Department within 30 days of the commencement of services, and annually thereafter, for approval by the Department within one (1) week of receiving each staffing plan.
Report	The selected Vendor must provide a monthly perpetual inventory report, including shrinkage, of controlled substances to the Department.
Report	The selected Vendor will develop a communication structure between HHRTF, the hazardous waste disposal services provider and selected Vendor's internal team. The selected Vendor will create a compliance calendar that is HHRTF-specific. Will provide a quarterly status report.
Process Measure	The selected Vendor must propose a clear performance based process detailing steps to manage Medical Staff credentialing which in alignment with national hospital standards, which must be approved by Hampstead Hospital.
Process Measure	The selected Vendor will engage in other identified performance or quality measures as they rise from known sources (i.e. CMS) or those that are generated from departmental needs in order to collaborate with the department and arrive at a solution.
Performance Measure	The Contactor must make acceptance decision: within seventy-two (72) hours from receiving the referrals for inpatient admissions and within seven (7) calendar days from receiving the referrals for PRTF admissions.

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Performance Measure	The selected Vendor must submit identifiable record-level discharge data to the Department by the 15th day of the month for the previous month.
Performance Measure	The selected Vendor must submit data to the Department that contains the data elements identified in the NH Uniform Healthcare Facility Discharge Data Set (UHFDDS) collected under the authority of NH RSA 126:25, Data Collection and NH Administrative Rules Chapter He-C 1500, Data Submission and Release of Health Care Facility Discharge Data, with the addition of patient identifiers, no later than the 15th day of each month.
Report	On a quarterly basis, or as otherwise more frequently required by the United States Department of Health and Human Services regulations and/or the Department, the selected Vendor must submit a written report, in a form specified by the Department, to the Department documenting the services provided by the selected Vendor's staff with sufficient detail to satisfy the reporting requirements of Medicare, Medicaid, and other third-party entities.
Report	The selected Vendor must report the number of admissions by diagnosis type during the quarterly reporting period and number of requested admissions that were denied admission by denial reason.
Report	The selected Vendor must submit a written report on an annual basis to the Department that describes the services rendered by the clinical staff, as well as the selected Vendor's performance pursuant to the requirements of the contract during the preceding contract year.
Report	In addition to other reports as agreed to by the Department and the selected Vendor, the selected Vendor must submit a written report on an annual basis to the Department that describes the services provided by the General Medical Director and clinical staff, as well as the selected Vendor's performance pursuant to the resulting contract during the preceding contract year.
Performance Measure	Percentage of initial psychiatric evaluations completed within 24 hours after receiving requests for evaluation.
Performance Measure	Percentage of treatment plans are filed in individual charts within 24 hours of the individual's admission for hospital level of care admissions and within 14 day for PRTF level of care admissions.
Performance Measure	Percentage of hospital patients discharged who were referred for a residential treatment facility who were referred for a NH CAT Assessment prior to discharge.
Performance Measure	Percentage of PRTF patients discharged who were referred for a NH CAT assessment prior to discharge.