

MDH - Behavioral Health Administration

MISSION

The Maryland Department of Health's Behavioral Health Administration (BHA) will develop an integrated process for planning, policy and services to ensure a coordinated quality system of care is available to individuals with behavioral health conditions. The BHA will, through publicly-funded services and support, promote recovery, resiliency, health and wellness for individuals who have or are at risk for emotional, substance related, addictive, and/or psychiatric disorders.

VISION

The vision of BHA is to develop and provide a high quality, comprehensive and coordinated quality system of care that is supportive of individual rights and preferences and enhances each person's ability to function effectively within his or her community.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

DEPUTY SECRETARY FOR BEHAVIORAL HEALTH

Goal 1. The Resident Grievance System (RGS) will conduct timely interviews and referrals (Information/Assistance), thorough investigations (Grievances), and assist residents who refuse medication (Clinical Review Panels) in the ten State-run facilities (seven mental hygiene and three developmental disabilities).

Obj. 1.1 At least 95 percent of all grievances will be resolved within 65 working days.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.	2019 Est.
Number of requests for RGS services	3,311	3,132	3,402	3,274	2,321	2,999	2,865
Percent of grievances processed within 65 days	95%	95%	96%	95%	98%	95%	95%

Goal 2. The Resident Grievance System will work toward prevention of grievances by responding to residents' concerns. Grievances filed will be successfully mediated and resolved at the lowest possible level.

Obj. 2.1 Grievances will decline as the number of information/assistance interactions provided to residents increases.

Obj. 2.2 At least 93 percent of all grievances will be closed by Stage 3.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.	2019 Est.
Number of grievances	961	813	684	410	454	516	460
Number of Information/Assistance interactions	2,158	2,120	2,491	2,620	1,626	2,246	2,164
Number of Clinical Review Panels	192	199	227	244	241	237	241
Percent of grievances resolved by:							
Stage 1 – Rights Advisor	76%	70%	59%	54%	43%	52%	50%
Stage 2 – Unit Director	5%	9%	1%	10%	17%	9%	12%
Stage 3 – Superintendent	11%	17%	34%	27%	32%	31%	30%
Stage 4 – Central Review Committee	8%	4%	6%	9%	8%	8%	8%

M00L

<http://bha.health.maryland.gov/>

MDH - Behavioral Health Administration

BEHAVIORAL HEALTH ADMINISTRATION

Goal 1. Increase the abilities of participants with behavioral health disorders to live successfully in the community.

Obj. 1.1 By fiscal year 2019, the percentage of adults (18-64 years old) gaining or maintaining employment based on the most recent mental health (MH) outpatient service request in the fiscal year compared to the earliest MH outpatient service request within the same episode of care will be at least 20 percent.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adults who answered employment question at the earliest and the most recent MH outpatient service request	27,147	29,602	30,961	33,979	35,581	36,000	37,000
Number of adults who answered that they are currently employed at the most recent MH outpatient service request	7,235	8,330	8,854	9,981	11,191	11,340	11,840
Percent of adults that gained or maintained employment	26.7%	28.1%	28.6%	29.4%	31.5%	31.5%	32.0%

Obj. 1.2 By fiscal year 2019, the percentage of adults (18-64) gaining or maintaining employment based on the most recent substance related disorder (SRD) Level I outpatient and Opioid Maintenance Treatment (OMT) service request in the fiscal year compared to the earliest SRD service request within the same episode of care will be at least 40 percent.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adults who answered the employment question at the earliest and the most recent SRD outpatient service request	3,636	3,120	3,500	8,589	11,710	13,000	14,000
Number of adults who answered they are currently employed at the most recent SRD outpatient OMT service request	5,216	4,407	5,005	11,248	4,603	5,135	5,600
Percent of adults that gained or maintained employment	43.5%	41.3%	43.0%	31.0%	39.3%	39.5%	40.0%

MDH - Behavioral Health Administration

Obj. 1.3 By fiscal year 2019, the percent of individuals with a decrease in arrest 30 days prior to the service request based on the most recent SRD service request in the fiscal year compared to the earliest SRD service request within the same episode of care will be 10 percent.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of individuals who answered the "arrest 30 days prior" question at the earliest and the most recent SRD service request	1,291	1,015	1,050	1,472	2,538	2,750	3,000
Number of individuals who showed a decrease in the number of arrests	177	232	210	1,122	1,139	1,238	1,350
Percent of adults that showed a decrease in the number of arrests	86.3%	77.1%	80.0%	23.8%	45.0%	45.0%	45.0%

Obj. 1.4 By fiscal year 2019, at least 70 percent of adults (18-64 years old) receiving MH treatment will report being satisfied with their recovery.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adults who answered the recovery satisfaction question at the most recent MH outpatient service request	40,575	43,132	45,030	43,069	44,912	46,700	47,800
Number of adults who answered they are satisfied with their recovery at the most recent MH outpatient service request	22,491	23,684	24,541	31,569	33,139	34,510	35,372
Percent of adults who report being satisfied with their recovery	55.4%	54.9%	54.5%	73.3%	73.8%	73.9%	74.0%

Obj. 1.5 By fiscal year 2019, at least 85 percent of adolescents (14-17 years old) receiving MH treatment will report being hopeful about their future.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adolescents answering the "hopeful about my future" question at the most recent MH outpatient service request	12,310	12,605	13,000	10,054	10,759	11,000	11,250
Number of adolescents who answered they are hopeful about their future at the most recent MH outpatient service request	10,181	10,420	10,725	8,738	9,196	9,416	9,640
Percent of adolescents who report being hopeful about their future	82.7%	82.7%	82.5%	86.9%	85.5%	85.6%	85.7%

MDH - Behavioral Health Administration

Obj. 1.6 By fiscal year 2019, at least 80 percent of adults (18-64 years old) receiving SRD treatment will report being satisfied with their recovery.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adults who answered the recovery satisfaction question at the most recent SRD outpatient service request	N/A	N/A	N/A	N/A	29,590	30,000	32,000
Number of adults who answered they are satisfied with their recovery at the most recent SRD outpatient service request	N/A	N/A	N/A	N/A	23,983	24,390	26,080
Percent of adults that are satisfied with their recovery	N/A	N/A	N/A	N/A	81.1%	81.3%	81.5%

Obj. 1.7 By fiscal year 2019, at least 90 percent of adolescents (14 - 17 years old) receiving SRD Level I outpatient and OMT treatment will report being hopeful about their future.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adolescents who answered the hopeful about the future question at the most recent SRD outpatient service request	N/A	N/A	N/A	N/A	402	410	420
Number of adolescents who said they are hopeful about their future at the most recent SRD outpatient service request	N/A	N/A	N/A	N/A	369	376	385
Percent of adolescents who report being hopeful about their future	N/A	N/A	N/A	N/A	91.8%	91.8%	91.8%

Goal 2. Maintain and increase the number of individuals treated in the Public Behavioral Health System (PBHS).

Obj. 2.1 By fiscal year 2019, the number of individuals receiving behavioral health services will increase by 10 percent from fiscal year 2016.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of individuals treated in the PBHS in the fiscal year	N/A	N/A	N/A	243,690	260,213	263,185	268,059
Change in the number of individuals treated from fiscal year 2016	N/A	N/A	N/A	N/A	16,523	19,495	24,369
Percent change from fiscal year 2016	N/A	N/A	N/A	N/A	6.8%	8.0%	10.0%

MDH - Behavioral Health Administration

Obj. 2.2 By fiscal year 2019, the number of individuals receiving MH services will increase by 10 percent.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of individuals that received MH services in the PBHS in the fiscal year	N/A	N/A	N/A	192,809	200,959	206,306	212,090
Change in the number of individuals treated from fiscal year 2016	N/A	N/A	N/A	N/A	8,150	13,497	19,281
Percent change from fiscal year 2016	N/A	N/A	N/A	N/A	4.2%	7.0%	10.0%

Obj. 2.3 By fiscal year 2019, the number of individuals receiving SRD services will increase by 15 percent.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of individuals that received SRD services in the PBHS in the fiscal year	N/A	N/A	N/A	90,731	103,115	103,433	104,340
Change in the number of individuals treated from fiscal year 2016	N/A	N/A	N/A	N/A	12,384	12,702	13,609
Percent change from fiscal year 2016	N/A	N/A	N/A	N/A	13.6%	14.0%	15.0%

Obj. 2.4 By fiscal year 2019, the number of dually diagnosed individuals receiving behavioral health services will increase by 10 percent.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of individuals that received services in the PBHS in the fiscal year that were dually diagnosed	N/A	N/A	N/A	77,749	85,657	86,301	86,496
Change in the number of dually diagnosed individuals treated from fiscal year 2016	N/A	N/A	N/A	N/A	7,908	8,552	8,747
Percent change from fiscal year 2016	N/A	N/A	N/A	N/A	10.2%	11.0%	11.3%

Goal 3. Implement utilization of the latest technology to expand access to behavioral health services in the least restrictive settings.

Obj. 3.1 By fiscal year 2019, at least 8 percent of individuals receiving outpatient behavioral health services in rural areas will receive tele-health services.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Unduplicated number of individuals served in outpatient setting in rural areas	11,963	12,757	13,869	15,371	17,740	20,000	22,000
Number of individuals that received tele-behavioral health services in rural areas	862	993	1,063	1,306	1,996	2,000	2,200
Percent receiving tele-behavioral health services	7.2%	7.8%	7.7%	8.5%	11.3%	10.0%	10.0%

MDH - Behavioral Health Administration

Goal 4. Promote health and wellness initiatives in the Behavioral Health System.

Obj. 4.1 By fiscal year 2019, less than 6 percent of adolescents (11-17 years old) receiving MH treatment will report smoking.

Obj. 4.2 By fiscal year 2019, less than 45 percent of adults (18-64 years old) receiving MH treatment will report smoking.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adolescents receiving MH outpatient services who answered the smoking question	14,665	15,470	16,444	24,539	25,936	26,000	26,080
Number of adolescents receiving MH outpatient services who answered "yes" that they smoke	1,391	1,278	1,071	1,070	917	910	888
Percent of adolescents receiving MH treatment who report smoking	9.5%	8.3%	6.5%	4.4%	3.5%	3.5%	3.4%
Number of adults receiving MH outpatient services who answered the smoking question	50,675	54,574	59,392	61,896	66,264	67,500	69,000
Number of adults receiving MH outpatient services who answered "yes" that they smoke	24,910	26,049	25,736	25,515	26,485	27,000	27,600
Percent of adults receiving MH treatment who report smoking	49.2%	47.7%	43.3%	41.2%	40.0%	40.0%	40.0%

Obj. 4.3 By fiscal year 2019, less than 35 percent of adolescents (11-17 years old) receiving SRD Level I outpatient and methadone maintenance services will report smoking.

Obj. 4.4 By fiscal year 2019, less than 70 percent of adults (18-64 years old) receiving SRD Level I outpatient and methadone maintenance services will report smoking.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of adolescents receiving SRD Level I outpatient and OMT services who answered the smoking question	N/A	N/A	N/A	946	820	840	875
Number of adolescents receiving SRD Level I outpatient and OMT services who answered "yes" that they smoke	N/A	N/A	N/A	283	255	265	275
Percent of adolescents receiving SRD treatment who report smoking	N/A	N/A	N/A	29.9%	31.1%	31.5%	31.4%
Number of adults receiving SRD Level I outpatient and OMT services who answered the smoking question	N/A	N/A	N/A	11,841	42,073	44,000	47,500
Number of adults receiving SRD Level I outpatient and OMT services who answered "yes" that they smoke	N/A	N/A	N/A	8,134	29,360	30,800	33,250
Percent of adults receiving SRD treatment who report smoking	N/A	N/A	N/A	68.7%	69.8%	70.0%	70.0%

MDH - Behavioral Health Administration

Goal 5. Reduce underage drinking in Maryland through planning, coordination, and delivery of prevention services to all Maryland residents, applying evidence-based principles, strategies, and model programs with a focus on citizens under age 21.

Obj. 5.1 The National Survey on Drug Use and Health (NSDUH) report on state estimates of substance use and mental disorders will show a decline in the estimate of Maryland citizens in the 12 to 20 age range who used alcohol in the past month.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
^{1,2} Number of Maryland citizens aged 12 to 20	664,855	656,635	660,000	N/A	N/A	N/A	N/A
^{1,2} Those aged 12 to 20 who used alcohol in the past month	166,131	164,027	163,680	N/A	N/A	N/A	N/A
^{1,2} Percent of those aged 12 to 20 who used alcohol in the past month	25.0%	25.0%	24.8%	N/A	N/A	N/A	N/A

Goal 6. Prevent overdose deaths through Naloxone distribution

Obj. 6.1 By fiscal year 2019, the number of bystander Naloxone administrations reported to BHA will increase by 15 percent from the 2016 baseline year.

Obj. 6.2 By fiscal year 2019, the number of individuals trained in overdose response through the Overdose Response Program will increase by 5 percent from the 2016 baseline year.

Obj. 6.3 By fiscal year 2019, the number of Naloxone doses dispensed by BHA and Medical Care Programs Administration (MCPA) to potential overdose bystanders will increase by 10 percent from the 2016 baseline year.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of bystander Naloxone administrations reported to BHA	N/A	N/A	N/A	863	1,194	2,000	2,500
Percent increase over baseline year	N/A	N/A	N/A	N/A	38.4%	131.7%	189.7%
Number of individuals trained in overdose response program	N/A	N/A	N/A	21,989	27,663	30,000	35,000
Percent increase over baseline year	N/A	N/A	N/A	N/A	25.8%	36.4%	59.2%
Number of Naloxone doses dispensed (BHA)	N/A	N/A	N/A	26,771	35,538	40,000	45,000
Percent increase over baseline year	N/A	N/A	N/A	N/A	32.7%	49.4%	68.1%
² Number of Naloxone doses dispensed (MCPA)	N/A	N/A	N/A	1,595	7,087	N/A	N/A
² Percent increase over baseline year	N/A	N/A	N/A	N/A	344.3%	N/A	N/A

MDH - Behavioral Health Administration

STATE PSYCHIATRIC FACILITIES

Goal 1. Improve psychiatric outcomes for all patients.

Obj. 1.1 To maintain a rate of inpatient 30-day readmissions of no more than 5 percent.

Performance Measures - Readmission Rate	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	6.4%	1.2%	11.1%	3.8%	8.1%	6.3%	6.3%
Regional Institute for Children and Adolescents (RICA) - Baltimore	0.0%	0.0%	0.0%	2.5%	0.0%	5.0%	5.0%
Eastern Shore Hospital Center	2.2%	5.2%	2.1%	2.4%	3.00%	2.9%	2.9%
Springfield Hospital Center	4.1%	2.3%	2.6%	2.0%	2.8%	1.8%	1.8%
Spring Grove Hospital Center	2.5%	1.4%	1.6%	1.2%	1.1%	1.4%	1.4%
Clifton T. Perkins Hospital Center	2.2%	3.2%	3.7%	1.4%	0.0%	0.0%	0.0%
John L. Gildner RICA	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	2.3%

Obj. 1.2 To maintain patient satisfaction rates of at least 80 percent (as reported in patient satisfaction surveys).

Performance Measures - Satisfaction Survey	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	78%	85%	84%	91%	88%	90%	90%
RICA Baltimore	100%	91%	100%	88%	98%	86%	86%
Eastern Shore Hospital Center	N/A	N/A	N/A	N/A	45%	85%	85%
Springfield Hospital Center	74%	77%	76%	76%	74%	80%	80%
Spring Grove Hospital Center	83%	67%	78%	72%	84%	84%	84%
Clifton T. Perkins Hospital Center	65%	60%	77%	100%	52%	60%	60%
John L. Gildner RICA	100%	94%	91%	100%	96%	84%	84%

Obj. 1.3 Discharge 85 percent of patients under care in the BHA hospitals to a less restrictive environment. For the RICAs, successfully discharge at least 75 percent of clients to a less restrictive community-based setting.

Performance Measures - Successful Discharge	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	100%	100%	100%	100%	100%	100%	100%
Eastern Shore Hospital Center	84%	86%	80%	86%	78%	90%	90%
Springfield Hospital Center	88%	64%	82%	87%	83%	85%	85%
Spring Grove Hospital Center	N/A	N/A	N/A	86%	93%	91%	91%
Clifton T. Perkins Hospital Center	100%	100%	100%	100%	100%	100%	100%
RICA Baltimore	86%	90%	90%	80%	88%	80%	80%
John L. Gildner RICA	81%	85%	76%	92%	93%	82%	82%

M00L

<http://bha.health.maryland.gov/>

MDH - Behavioral Health Administration

Goal 2. Provide treatment and care in the least restrictive and least intensive setting consistent with safety needs.

Obj. 2.1 The rate of seclusions will not exceed 0.75 hours for every thousand inpatient hours.

Performance Measures - Seclusion Hours	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	0.03	0.06	0.09	0.06	0.19	0.16	0.14
RICA Baltimore	0.32	0.32	0.27	0.42	0.28	0.36	0.36
Eastern Shore Hospital Center	1.22	2.85	1.33	0.53	0.81	0.40	0.40
Springfield Hospital Center	0.10	0.16	0.13	0.07	0.20	0.13	0.13
Spring Grove Hospital Center	0.03	0.02	0.00	0.00	0.00	0.00	0.00
Clifton T. Perkins Hospital Center	0.12	0.16	0.06	0.02	0.02	0.02	0.02
John L. Gildner RICA	0.03	0.02	0.01	0.01	0.01	0.01	0.01

Obj. 2.2 The rate of restraints will not exceed 1.00 hour for every thousand inpatient hours.

Performance Measures - Restraint Hours	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	0.08	0.25	0.25	0.14	0.15	0.13	0.11
RICA Baltimore	0.03	0.03	0.04	0.03	0.04	0.04	0.04
Eastern Shore Hospital Center	0.10	0.09	0.21	1.83	0.10	0.06	0.06
Springfield Hospital Center	1.93	0.91	1.11	1.30	1.44	0.99	0.99
Spring Grove Hospital Center	0.14	0.15	0.11	0.12	0.12	0.12	0.12
Clifton T. Perkins Hospital Center	12.41	9.68	3.77	1.27	2.36	1.68	1.68
John L. Gildner RICA	0.09	0.14	0.11	0.16	0.12	0.11	0.11

Goal 3. Provide a safe and therapeutic environment for patients and staff.

Obj. 3.1 The rate of staff time lost due to an injury sustained in the performance of an employee's job duties (accident leave) will not exceed a rate of 3.0 hours per 1,000 hours worked.

Performance Measures - Employee Injuries	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	2.2	10.5	14.1	11.0	9.9	7.6	6.8
RICA Baltimore	2.6	0.4	0.5	0.7	3.8	0.7	0.7
Eastern Shore Hospital Center	0.2	3.1	0.7	17.3	0.4	0.2	0.3
Springfield Hospital Center	5.8	3.2	3.2	5.8	4.1	3.9	4.0
Spring Grove Hospital Center	2.0	1.6	1.2	3.8	5.0	4.1	4.1
Clifton T. Perkins Hospital Center	8.3	9.2	12.6	19.5	15.6	14.4	14.4
John L. Gildner RICA	2.3	1.3	1.4	1.0	4.7	2.3	2.3

MOOL

<http://bha.health.maryland.gov/>

MDH - Behavioral Health Administration

Obj. 3.2 The patient injury rate will not exceed 1.0 per 1,000 registered bed days.

Performance Measures - Patient Injuries	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	0.29	0.42	0.41	0.69	0.04	0.03	0.03
RICA Baltimore	0.09	0.05	0.06	0.06	0.08	0.07	0.07
Eastern Shore Hospital Center	0.00	0.01	0.01	0.08	0.12	0.08	0.08
Springfield Hospital Center	0.00	0.00	0.00	0.08	0.22	0.12	0.12
Spring Grove Hospital Center	N/A	N/A	N/A	0.19	0.18	0.20	0.20
Clifton T. Perkins Hospital Center	0.23	0.13	0.25	0.04	0.05	0.05	0.05
John L. Gildner RICA	0.09	0.64	0.09	0.00	0.00	0.64	0.64

Goal 4. The BHA hospitals will complete all pretrial reports to the courts in timely manner.

Obj. 4.1 Reports to the Court regarding Evaluation of Competency to stand trial will be completed within 30 days of admission, 90 percent of the time.

Performance Measures - Pretrial Competency Evaluations	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	100%	100%	100%	100%	100%	100%	100%
Eastern Shore Hospital Center	55%	54%	83%	75%	100%	100%	100%
Springfield Hospital Center	75%	88%	100%	100%	100%	100%	100%
Spring Grove Hospital Center	N/A	N/A	N/A	83%	93%	90%	90%
Clifton T. Perkins Hospital Center	N/A	N/A	N/A	N/A	31%	70%	70%

Obj. 4.2 Reports to the Court regarding Evaluation of Criminal Responsibility to stand trial will be completed within 60 days of admission, 90 percent of the time.

Performance Measures - Pretrial Competency Evaluations	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Thomas B. Finan Hospital Center	100%	100%	100%	100%	80%	100%	100%
Eastern Shore Hospital Center	50%	75%	0%	0%	0%	0%	0%
Springfield Hospital Center	100%	0%	75%	38%	100%	100%	100%
Spring Grove Hospital Center	N/A	N/A	N/A	93%	89%	90%	90%
Clifton T. Perkins Hospital Center	73%	78%	79%	38%	39%	65%	65%

NOTES

¹ At the time of publication survey results for 2016 and 2017 were not available.

² Fiscal year 2018 and 2019 estimates for this measure were not available by the publication deadline.