



Organizations that have achieved  
The Gold Seal of Approval® from  
The Joint Commission®



# Quality Report





# Millwood Hospital LP

HCO ID: 1817  
1011 North Cooper Street  
Arlington, TX, 76011  
(817) 261-3121  
[www.millwoodhospital.com](http://www.millwoodhospital.com)

## Summary of Quality Information

### Accreditation Programs

#### [View Accreditation History](#)

	<a href="#">Behavioral Health Care</a>	<b>Accreditation Decision</b> <a href="#">Accredited</a>	<b>Effective Date</b> 10/24/2019	<b>Last Full Survey Date</b> 10/23/2019	<b>Last On-Site Survey Date</b> 10/23/2019
	<a href="#">Hospital</a>	<b>Accreditation Decision</b> <a href="#">Accredited</a>	<b>Effective Date</b> 10/26/2019	<b>Last Full Survey Date</b> 10/25/2019	<b>Last On-Site Survey Date</b> 10/25/2019

### Sites

#### Excel Center of Arlington

1105 N. Cooper Street, Arlington, TX  
Arlington, TX, 76011

#### Available Services

- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Partial - Child/Youth )
- Family Support (Non 24 Hour Care )
- Peer Support (Non 24 Hour Care )

#### Excel Center of Lewisville

401 N. Valley Parkway, Suite 100 and 200  
Lewisville, TX, 75067

#### Available Services

- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Partial - Child/Youth )

#### Millwood Hospital, LP

DBA: Millwood Hospital/ The Excel Center of Willow Park

Willow Park, TX, 76087

#### Available Services

- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Partial - Child/Youth )
- Peer Support (Non 24 Hour Care )

### **Millwood Hospital**

DBA: Millwood Hospital  
1011 North Cooper Street  
Arlington, TX, 76011

#### **Available Services**

- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult )
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Child/Youth )
- Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Adult )
- Chemical Dependency (24-hour Acute Care/Crisis Stabilization - Child/Youth )
- Chemical Dependency (Detox - Adult )
- Community Integration (Non 24 Hour Care )

### **The Excel Center of Arlington**

1111 North Cooper St.  
Arlington, TX, 76011

#### **Available Services**

- Addiction Care
- Addiction Care (Detox - Adult )
- Addiction Care (Non-detox - Adult )
- Behavioral Health (Day Programs - Adult )
- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Partial - Adult )
- Behavioral Health (Partial - Child/Youth )
- Chemical Dependency (Day Programs - Adult )
- Chemical Dependency (Partial - Adult )
- Chemical Dependency (Detox - Adult )
- Chemical Dependency (Non-detox - Adult )
- Community Integration (Non 24 Hour Care )

### **The Excel Center of Fort Worth**




1220 West Presidio  
Fort Worth, TX, 76102

#### **Available Services**

- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Partial - Child/Youth )
- Community Integration (Non 24 Hour Care )

## **National Patient Safety Goals and National Quality Improvement Goals**

### **Symbol Key**

-  This organization achieved the best possible results
-  This organization's performance is above the target range/value
-  This organization's performance is similar to the target range/value

- ⊖ This organization's performance is below the target range/value
- ⊖/A This measure is not applicable for this organization
- ⊖/D Not displayed

### Measures Footnote Key

- The measure or measure set was not reported.
- The measure set does not have an overall result.
- The number is not enough for comparison purposes.
- The measure meets the Privacy Disclosure Threshold rule.
- The organization scored above 90% but was below most other organizations.
- The measure results are not statistically valid.
- The measure results are based on a sample of patients.
- The number of months with measure data is below the reporting requirement.
- The measure results are temporarily suppressed pending resubmission of updated data.
- Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
- There were no eligible patients that met the denominator criteria.

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

\* This information can also be viewed at [Hospital Compare](#).

\*\* Indicates per 1000 hours of patient care.

\*\*\* The measure was not in effect for this quarter.

---- Null value or data not displayed.

<b>Hospital</b>	<a href="#">2019 National Patient Safety Goals</a>	Nationwide Comparison: ⊖	Statewide Comparison: ⊖/A
<b>Behavioral Health Care</b>	<a href="#">2019 National Patient Safety Goals</a>	Nationwide Comparison: ⊖	Statewide Comparison: ⊖/A
Reporting Period: October 2018 - September 2019			
<a href="#">National Quality Improvement Goals:</a>			
	<a href="#">Hospital-Based Inpatient Psychiatric Services</a>	National Comparison: ⊖ <sup>2</sup>	Statewide Comparison: ⊖/D <sup>2</sup>

### [New Changes to Quarterly Measure](#)

#### [Download Quarterly Measure Results](#)

The Joint Commission only reports measures endorsed by the [National Quality Forum](#).

\* State results are not calculated for the National Patient Safety Goals.

## National Quality Improvement Goals:

# Millwood Hospital LP

HCO ID: 1817  
 1011 North Cooper Street  
 Arlington , TX, 76011

Measure Area	Nationwide	Statewide
Hospital-Based Inpatient Psychiatric Services Compared to Other Joint Commission Accredited Organizations	2	2
<a href="#">Read More</a>		

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Overall Rate	100% of 1385 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	95%	Average Rate	100% 96%
<a href="#">Read More</a>							
<a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

1385

99%

95%

**Jan - Mar 2019**

1385

100%

95%

**Apr - Jun 2019**

1385

100%

95%

**Jul - Sep 2019**

1385

100%

95%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Children (1-12 years)	 99% of 281 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	96%	Average Rate	100% 97%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients  
Rate

Nationwide Average

**Oct - Dec 2018**

281

98%

96%

**Jan - Mar 2019**

281

100%

96%

**Apr - Jun 2019**

281

100%


96%

**Jul - Sep 2019**

281

100%

96%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adolescent (13-17 years)	 100% of 278 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	96%	Average Rate	100% 96%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							



## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

278

100%

96%

**Jan - Mar 2019**

278

100%

96%

**Apr - Jun 2019**

278

100%

96%

**Jul - Sep 2019**

278

100%

97%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Adult (18-64 years) <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 100% of 597 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	95%	Average Rate	100% 96%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

597

99%

94%

**Jan - Mar 2019**

597

100%

95%

**Apr - Jun 2019**

597

100%

95%

**Jul - Sep 2019**

597

100%

95%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Older Adult (>= 65 years) <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 100% of 229 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	95%	Average Rate	100% 95%



## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

229

100%

94%

**Jan - Mar 2019**

229

100%

94%

**Apr - Jun 2019**

229

100%

95%

**Jul - Sep 2019**

229

100%

95%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Overall Rate <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 82% of 28 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	63%	Average Rate	100% 68%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

28

44%

63%

**Jan - Mar 2019**

28

100%

62%

**Apr - Jun 2019**

28

100%


63%

**Jul - Sep 2019**

28

100%

64%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate	Average Rate	100%	63%
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Children Age 1 - 12 <a href="#">Read More</a> (No Quarterly Result are available)	 4 ----	Nationwide Statewide	Top 10% Scored at Least	100%	50%	Average Rate	100%	63%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

\_\_\_\_ 1

\_\_\_\_ 1

\_\_\_\_ 1

**Jan - Mar 2019**

\_\_\_\_ 1

\_\_\_\_ 1

\_\_\_\_ 1

**Apr - Jun 2019**

\_\_\_\_ 1

\_\_\_\_ 1

\_\_\_\_ 1

**Jul - Sep 2019**

\_\_\_\_ 1

\_\_\_\_ 1

\_\_\_\_ 1

Measure	Hospital Results	Nationwide	Average Rate	Statewide	Average Rate		
		Top 10% Scored at Least		Top 10% Scored at Least			
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adolescents Age 13 - 17	 4 ----	Nationwide Statewide	Top 10% Scored at Least	100%	48%	Average Rate	100% 35%
<a href="#">Read More</a> (No Quarterly Result are available)							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

1

1

1

**Jan - Mar 2019**

1

1

1

**Apr - Jun 2019**

1

1

1

**Jul - Sep 2019**

1

1

1

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate	Average Rate	Average Rate
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adults Age 18 - 64 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 82% of 17 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	64%	Average Rate	100% 72%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

17

57%

65%

**Jan - Mar 2019**

17

100%

63%

**Apr - Jun 2019**

    4

    4

65%

**Jul - Sep 2019**

17

100%

66%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate	Average Rate	
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Older Adults Age 65 and Older <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 78% of 9 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	56%	Average Rate	100% 58%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Oct - Dec 2018**

4

4

56%

**Jan - Mar 2019**

4

4

53%

**Apr - Jun 2019**

9

100%

58%

**Jul - Sep 2019**

4

4

57%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use per 1000 Patient Hours - Overall Rate <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0.03 (29 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.49	Average Rate	N/A 0.21

## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Restraint  
 Rate of Restraint Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

230.71  
 7.92  
 0.03  
 0.50

### Jan - Mar 2019

241.94  
 8.98  
 0.04  
 0.53

### Apr - Jun 2019

247.80  
 8.67  
 0.04  
 0.47

### Jul - Sep 2019

238.82  
 3.82  
 0.02  
 0.48

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use Children Age 1 - 12 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	⊕ 0.11 (19 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.4	Average Rate	N/A 0.32



## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Restraint  
 Rate of Restraint Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

43.10  
 5.52  
 0.13  
 0.35

### Jan - Mar 2019


51.55  
 5.28  
 0.10  
 0.45

### Apr - Jun 2019

39.29  
 5.32  
 0.14  
 0.38

### Jul - Sep 2019

38.02  
 2.70  
 0.07  
 0.43

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use Adolescents Age 13 - 17 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0.04 (7 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.28	Average Rate	N/A 0.36

## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Restraint  
 Rate of Restraint Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

50.16  
 1.82  
 0.04  
 0.23

### Jan - Mar 2019


48.53  
 2.98  
 0.06  
 0.26

### Apr - Jun 2019

43.56  
 1.97  
 0.05  
 0.32

### Jul - Sep 2019

36.10  
 0.52  
 0.01  
 0.34

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use Adults Age 18 - 64 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0.01 (3 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.58	Average Rate	N/A 0.2

## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Restraint  
 Rate of Restraint Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

117.70  
 0.58  
 0.01  
 0.59

### Jan - Mar 2019

120.43  
 0.63  
 0.01  
 0.63

### Apr - Jun 2019

139.51  
 1.02  
 0.01  
 0.54

### Jul - Sep 2019

144.86  
 0.50  
 0.00  
 0.55

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Physical Restraint Use Older Adults Age 65 and Older <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	⊕ 0.01 (1 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.1	Average Rate	N/A 0.04

## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Restraint  
 Rate of Restraint Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

19.75  
 0  
 0  
 0.12

### Jan - Mar 2019

21.43  
 0.08  
 0.00  
 0.08

### Apr - Jun 2019

25.44  
 0.37  
 0.01  
 0.13

### Jul - Sep 2019

19.85  
 0.10  
 0.01  
 0.07

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use per 1000 Patient Hours - Overall Rate <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0.31 (301 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.42	Average Rate	N/A 0.11

## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Seclusion  
 Rate of Seclusion Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

230.71  
 73.52  
 0.32  
 0.41

### Jan - Mar 2019

241.94  
 81.23  
 0.34  
 0.41

### Apr - Jun 2019

247.80  
 93.87  
 0.38  
 0.44

### Jul - Sep 2019

238.82  
 52.28  
 0.22  
 0.43

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use Children Age 1 - 12 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	⊖ 1.04 (179 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.66	Average Rate	N/A 0.5

## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Seclusion  
 Rate of Seclusion Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

43.10  
 31.07  
 0.72  
 0.63

### Jan - Mar 2019

51.55  
 63.20  
 1.23  
 0.49

### Apr - Jun 2019

39.29  
 55.67  
 1.42  
 0.60

### Jul - Sep 2019

38.02  
 29.55  
 0.78  
 0.94

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use Adolescents Age 13 - 17 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	⊖ 0.38 (68 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.22	Average Rate	N/A 0.2

## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Seclusion  
 Rate of Seclusion Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

50.16  
 26.35  
 0.53  
 0.22

### Jan - Mar 2019

48.53  
 11.72  
 0.24  
 0.18

### Apr - Jun 2019

43.56  
 23.90  
 0.55  
 0.23

### Jul - Sep 2019

36.10  
 5.78  
 0.16  
 0.25

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use Adults Age 18 - 64 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	0.09 (48 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.49	Average Rate	N/A 0.08



## Quarterly Measure Results

Total Patient Hours/1000  
 Total Patient Hours in Seclusion  
 Rate of Seclusion Use\*\*  
 Nationwide Rate\*\*

### Oct - Dec 2018

117.70  
 16.10  
 0.14  
 0.48

### Jan - Mar 2019

120.43  
 6.32  
 0.05  
 0.48

### Apr - Jun 2019

139.51  
 8.87  
 0.06  
 0.50

### Jul - Sep 2019

144.86  
 16.95  
 0.12  
 0.48

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
Hours of Seclusion Use Older Adults Age 65 and Older <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0.06 (5 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.08	Average Rate	N/A 0.01

## Quarterly Measure Results

Total Patient Hours/1000  
Total Patient Hours in Seclusion  
Rate of Seclusion Use\*\*  
Nationwide Rate\*\*

### Oct - Dec 2018

19.75

0

0

0.03

### Jan - Mar 2019

21.43

0

0

0.06

### Apr - Jun 2019

25.44

5.43

0.21

0.15

### Jul - Sep 2019

19.85

0

0

0.06