



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

190 Civic Circle, Suite 170 and 235  
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

- 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 )
- 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
- This measure is not applicable for this organization
- Not displayed

## Measures Footnote Key

1. The measure or measure set was not reported.
2. The measure set does not have an overall result.
3. The number is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The measure results are not statistically valid.
7. The measure results are based on a sample of patients.
8. The number of months with measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. 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:
<b>Behavioral Health Care</b>	<a href="#">2019 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<p>Reporting Period: October 2018 - September 2019</p> <p><a href="#">National Quality Improvement Goals:</a></p>			
<a href="#">Hospital-Based Inpatient Psychiatric Services</a>		National Comparison: <sup>2</sup>	Statewide Comparison: <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	Average Rate	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	
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 Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate		
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%	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	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