



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



# Quality Report





# Forest View Psychiatric Hospital

HCO ID: 3028  
1055 Medical Park Drive SE  
Grand Rapids, MI, 49546  
(616) 942-9610  
[www.forestviewhospital.com](http://www.forestviewhospital.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> 11/11/2015	<b>Last Full Survey Date</b> 8/13/2018	<b>Last On-Site Survey Date</b> 8/13/2018
	<a href="#">Hospital</a>	<b>Accreditation Decision</b> <a href="#">Accredited</a>	<b>Effective Date</b> 11/12/2015	<b>Last Full Survey Date</b> 8/15/2018	<b>Last On-Site Survey Date</b> 8/15/2018

### Sites

#### Forest View Psychiatric Hospital

1055 Medical Park Drive, SE  
Grand Rapids, MI, 49546

#### Available Services

- Behavioral Health (Day Programs - Adult )
- Behavioral Health (Day Programs - Child/Youth )
- Behavioral Health (Non 24 Hour Care - Adult )
- Behavioral Health (Non 24 Hour Care - Child/Youth )
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult )
- Behavioral Health (24-hour Acute Care/Crisis Stabilization - Child/Youth )
- Behavioral Health (Partial - Adult )
- Behavioral Health (Partial - Child/Youth )
- Eating Disorders
- Eating Disorders
- Eating Disorders (Inpatient - Adult )
- Eating Disorders (Inpatient - Child/Youth )
- Eating Disorders (Day Programs - Adult )
- Eating Disorders (Day Programs - Child/Youth )
- Eating Disorders (24-hour Acute Care/Crisis Stabilization - Adult )
- Eating Disorders (24-hour Acute Care/Crisis Stabilization - Child/Youth )
- Eating Disorders (Partial - Adult )
- Eating Disorders (Partial - Child/Youth )
- Family Support (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.

Behavioral Health Care	<a href="#">2015 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
Hospital	<a href="#">2018 National Patient Safety Goals</a>	Nationwide Comparison:	Statewide Comparison:
<p>Reporting Period: April 2017 - March 2018</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:

## Forest View Psychiatric Hospital

HCO ID: 3028

1055 Medical Park Drive SE

Grand Rapids , MI, 49546

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	Average	Statewide	Average		
		Top 10% Scored at Least	Rate	Top 10% Scored at Least	Rate		
Assessment of violence risk, substance use disorder, trauma and patient strengths completed - Overall Rate	98% of 1015 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	95%	Average Rate	100% 93%
<a href="#">Read More</a>							
<a href="#">See Quarterly Results</a>							

### Quarterly Measure Results

Number of Eligible Patients  
Rate

Nationwide Average

**Apr - Jun 2017**

1015

99%

95%

**Jul - Sep 2017**

1015

98%

95%

**Oct - Dec 2017**

1015

97%

95%

**Jan - Mar 2018**

1015


98%

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)	 100% of 68 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	97%	Average Rate	100% 99%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients	Rate
Nationwide Average	
<b>Apr - Jun 2017</b>	
68	100%
	97%
<b>Jul - Sep 2017</b>	
68	100%
	97%
<b>Oct - Dec 2017</b>	
68	100%
	96%
<b>Jan - Mar 2018</b>	
68	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 - Adolescent (13-17 years)	 100% of 272 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	96%	Average Rate	100% 99%
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

272

100%

97%

**Jul - Sep 2017**

272

100%

97%

**Oct - Dec 2017**

272

100%

96%

**Jan - Mar 2018**

272

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 - Adult (18-64 years) <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 97% of 569 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	95%	Average Rate	100% 92%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

569

98%

95%

**Jul - Sep 2017**

569

97%

95%

**Oct - Dec 2017**

569

95%


94%

**Jan - Mar 2018**

569

96%

95%

Measure	Hospital Results	Nationwide Top 10% Scored at Least	Average Rate	Statewide Top 10% Scored at Least	Average Rate	Average Rate	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>	 99% of 106 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	94%	Average Rate	100% 89%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

106

100%

95%

**Jul - Sep 2017**

106

97%

94%

**Oct - Dec 2017**

106

100%

93%

**Jan - Mar 2018**

106

100%

93%

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>	 57% of 67 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	62%	Average Rate	100% 61%



## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

67

44%

62%

**Jul - Sep 2017**

67

59%

61%

**Oct - Dec 2017**

67

68%

63%

**Jan - Mar 2018**

67

50%

62%

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 Children Age 1 - 12 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 33% of 3 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	41%	Average Rate _____3_____3

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

1

1

44%

**Jul - Sep 2017**

1

1

38%

**Oct - Dec 2017**

1

1


43%

**Jan - Mar 2018**

3

33%

38%

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 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 40% of 5 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	49%	Average Rate	3 3

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

4

4

51%

**Jul - Sep 2017**

4

4

51%

**Oct - Dec 2017**

1

1

50%

**Jan - Mar 2018**

4

4

44%

Measure	Hospital Results	Nationwide	Average	Statewide	Average			
		Top 10% Scored at Least	Rate	Top 10% Scored at Least	Rate	Rate	Rate	
Multiple Antipsychotic Medications at Discharge with Appropriate Justification Adults Age 18 - 64 <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 58% of 53 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	63%	Average Rate	100%	59%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

53

29%

63%

**Jul - Sep 2017**

53

57%

63%

**Oct - Dec 2017**

53

69%

64%

**Jan - Mar 2018**

53

63%

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 Older Adults Age 65 and Older <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 67% of 6 Eligible Patients	Nationwide Statewide	Top 10% Scored at Least	100%	58%	Average Rate	100% 68%

## Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

**Apr - Jun 2017**

4

4

57%

**Jul - Sep 2017**

4

4

58%

**Oct - Dec 2017**

6

67%


61%

**Jan - Mar 2018**

4

4

58%

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	 0.08 (60 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.48	Average Rate	N/A 0.56
<a href="#">Read More</a> <a href="#">See Quarterly Results</a>							

## Quarterly Measure Results

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

### Apr - Jun 2017

197.47  
 3.40  
 0.02  
 0.55

### Jul - Sep 2017

190.97  
 17.07  
 0.09  
 0.47

### Oct - Dec 2017

190.87  
 32.80  
 0.17  
 0.43

### Jan - Mar 2018

184.22  
 6.55  
 0.04  
 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>	 3 0.04 (1 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.34	Average Rate	N/A 1.03

## Quarterly Measure Results

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

### Apr - Jun 2017

2.86  
 0  
 0  
 0.32

### Jul - Sep 2017

2.62  
 0  
 0  
 0.39

### Oct - Dec 2017

4.30  
 0  
 0  
 0.34

### Jan - Mar 2018

5.62  
 0.58  
 0.10  
 0.33

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>	 0.20 (44 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.24	Average Rate	N/A 0.38

## Quarterly Measure Results

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

### Apr - Jun 2017

58.85  
 1.10  
 0.02  
 0.25

### Jul - Sep 2017

44.52  
 11.63  
 0.26  
 0.25

### Oct - Dec 2017

60.86  
 29.72  
 0.49  
 0.23

### Jan - Mar 2018

56.38  
 1.55  
 0.03  
 0.22

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>	 0.03 (15 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.56	Average Rate	N/A 0.62



## Quarterly Measure Results

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

### Apr - Jun 2017

127.68  
 2.30  
 0.02  
 0.66

### Jul - Sep 2017

136.20  
 5.43  
 0.04  
 0.53

### Oct - Dec 2017

120.43  
 3.08  
 0.03  
 0.50

### Jan - Mar 2018

116.45  
 4.38  
 0.04  
 0.56

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>	 3 0.0 (0 Total Hours in Restraints)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.15	Average Rate	N/A 0.1

## Quarterly Measure Results

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

### Apr - Jun 2017

8.09  
 0  
 0  
 0.12

### Jul - Sep 2017


7.63  
 0  
 0  
 0.15

### Oct - Dec 2017

5.28  
 0  
 0  
 0.11

### Jan - Mar 2018

5.78  
 0.03  
 0.01  
 0.24

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>	 0.01 (11 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.37	Average Rate	N/A 0.07

## Quarterly Measure Results

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

### Apr - Jun 2017

197.47

0

0

0.39

### Jul - Sep 2017

190.97

0.48

0.00

0.36

### Oct - Dec 2017

190.87

6.78

0.04

0.34

### Jan - Mar 2018

184.22

3.58

0.02

0.37

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>	 0.0 (0 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.6	Average Rate	N/A 0.67

## Quarterly Measure Results

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

### Apr - Jun 2017

2.86  
 0  
 0  
 0.58

### Jul - Sep 2017

2.62  
 0  
 0  
 0.73

### Oct - Dec 2017

4.30  
 0  
 0  
 0.62

### Jan - Mar 2018

5.62  
 0  
 0  
 0.50

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>	 0.04 (8 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.19	Average Rate	N/A 0.07

## Quarterly Measure Results

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

### Apr - Jun 2017

58.85  
 0  
 0  
 0.20

### Jul - Sep 2017

44.52  
 0  
 0  
 0.21

### Oct - Dec 2017

60.86  
 6.78  
 0.11  
 0.18

### Jan - Mar 2018

56.38  
 1.28  
 0.02  
 0.18

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>	⊕ 0.01 (3 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.42	Average Rate	N/A 0.05

## Quarterly Measure Results

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

### Apr - Jun 2017

127.68

0

0

0.45

### Jul - Sep 2017

136.20

0.48

0.00

0.41

### Oct - Dec 2017

120.43

0

0

0.40


### Jan - Mar 2018

116.45

2.30

0.02

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 Older Adults Age 65 and Older <a href="#">Read More</a> <a href="#">See Quarterly Results</a>	 0.0 (0 Total Hours in Seclusion)	Nationwide Statewide	Top 10% Scored at Least	N/A	0.04	Average Rate	N/A 0.03

## Quarterly Measure Results

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

### Apr - Jun 2017

8.09

0

0

0.05

### Jul - Sep 2017

7.63

0

0

0.04

### Oct - Dec 2017

5.28

0

0

0.04

### Jan - Mar 2018

5.78

0

0

0.04