



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

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)

| | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|--|----------------------------|----------------|-----------------------|--------------------------|
|  Behavioral Health Care and Human Services | Accredited | 10/24/2019 | 10/23/2019 | 10/23/2019 |
|  Hospital | Accredited | 10/26/2019 | 10/25/2019 | 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 Hospitalization - 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 Hospitalization - 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 Hospitalization - 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 Services
- Addiction Services (Detox - Adult)
- Addiction Services (Non-detox - Adult)
- Behavioral Health (Day Programs - Adult)
- Behavioral Health (Day Programs - Child/Youth)
- Behavioral Health (Partial Hospitalization - Adult)
- Behavioral Health (Partial Hospitalization - Child/Youth)
- Chemical Dependency (Day Programs - Adult)
- Chemical Dependency (Partial Hospitalization - 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 Hospitalization - 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
- ⊖/N/A This measure is not applicable for this organization
- ⊖/N/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.

| | | | |
|---|---|-------------------------------------|--|
| Hospital | 2019 National Patient Safety Goals | Nationwide Comparison: ⊖ | Statewide Comparison: ⊖/N/A |
| Behavioral Health Care and Human Services | 2019 National Patient Safety Goals | Nationwide Comparison: ⊖ | Statewide Comparison: ⊖/N/A |
| Reporting Period: January 2019 - December 2019 | | | |
| National Quality Improvement Goals: | | | |
| | Hospital-Based Inpatient Psychiatric Services | National Comparison: ⊖ ² | Statewide Comparison: ⊖/N/D ² |

[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

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 Arlington , TX, 76011

| | | |
|---|------------|-----------|
| Measure Area | Nationwide | Statewide |
| Hospital-Based Inpatient Psychiatric Services Compared to Other Joint Commission Accredited Organizations | 2 | 2 |
| Read More | | |

| 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 1363 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 100% | 95% | Average Rate | 100% 96% |
| Read More | | | | | | | |
| See Quarterly Results | | | | | | | |

| Quarterly Measure Results | |
|-----------------------------|------|
| Number of Eligible Patients | 1363 |
| Rate | 100% |
| Nationwide Average | 95% |
| Jan - Mar 2019 | |
| 1363 | |
| 100% | |
| 95% | |
| Apr - Jun 2019 | |
| 1363 | |
| 100% | |
| 95% | |
| Jul - Sep 2019 | |
| 1363 | |
| 100% | |
| 95% | |
| Oct - Dec 2019 | |
| 1363 | |
| 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 - Children (1-12 years) Read More See Quarterly Results |  100% of 275 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 100% | 96% | Average Rate | 100% 97% |

Quarterly Measure Results

Number of Eligible Patients
Rate

Nationwide Average

Jan - Mar 2019

275
100%
96%

Apr - Jun 2019


275
100%
96%

Jul - Sep 2019

275
100%
96%

Oct - Dec 2019

275
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) Read More See Quarterly Results |  100% of 264 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 100% | 96% | Average Rate | 100% 97% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

264

100%

96%

Apr - Jun 2019

264

100%

96%

Jul - Sep 2019

264

100%

97%

Oct - Dec 2019

264

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) Read More See Quarterly Results |  100% of 600 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

Jan - Mar 2019

600

100%

95%

Apr - Jun 2019

600

100%

95%

Jul - Sep 2019

600

100%

95%

Oct - Dec 2019

600

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) Read More See Quarterly Results |  100% of 224 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

Jan - Mar 2019

224

100%

94%

Apr - Jun 2019

224

100%

95%

Jul - Sep 2019

224

100%


95%

Oct - Dec 2019

224

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 Read More See Quarterly Results |  93% of 27 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 100% | 63% | Average Rate | 100% 65% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

27

100%

62%

Apr - Jun 2019

27

100%

63%

Jul - Sep 2019

27

100%

64%

Oct - Dec 2019

27

75%

64%

| 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 Read More (No Quarterly Result are available) |  4 ---- | Nationwide Statewide | Top 10% Scored at Least | 100% | 47% | Average Rate | 100% 46% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

____ 1

____ 1

____ 1

Apr - Jun 2019

____ 1

____ 1

____ 1

Jul - Sep 2019

____ 1

____ 1

____ 1

Oct - Dec 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% 28% |
| Read More (No Quarterly Result are available) | | | | | | | |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

____ 1

____ 1

____ 1

Apr - Jun 2019

____ 1

____ 1

____ 1

Jul - Sep 2019

____ 1

____ 1

____ 1

Oct - Dec 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 Read More See Quarterly Results |  93% of 15 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 100% | 65% | Average Rate | 100% 69% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

15

100%

63%

Apr - Jun 2019

4

4

64%

Jul - Sep 2019

15

100%

66%

Oct - Dec 2019

15

80%

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 Read More See Quarterly Results |  100% of 9 Eligible Patients | Nationwide Statewide | Top 10% Scored at Least | 100% | 56% | Average Rate | 100% 55% |

Quarterly Measure Results

Number of Eligible Patients

Rate

Nationwide Average

Jan - Mar 2019

4

4

53%

Apr - Jun 2019

9

100%

58%

Jul - Sep 2019

4

4


57%

Oct - Dec 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 Read More See Quarterly Results |  0.02 (23 Total Hours in Restraints) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.48 | Average Rate | N/A 0.22 |

Quarterly Measure Results

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

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
 0.47

Oct - Dec 2019

224.16
 1.53
 0.01
 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 Children Age 1 - 12 Read More See Quarterly Results | ⊕ 0.08 (14 Total Hours in Restraints) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.4 | Average Rate | N/A 0.29 |

Quarterly Measure Results

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

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

Oct - Dec 2019

42.41
 0.38
 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 Adolescents Age 13 - 17 Read More See Quarterly Results |  0.04 (6 Total Hours in Restraints) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.29 | Average Rate | N/A 0.34 |

Quarterly Measure Results

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

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

Oct - Dec 2019

44.06
 0.90
 0.02
 0.27

| 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 Read More See Quarterly Results | ⊕ 0.0 (2 Total Hours in Restraints) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.56 | Average Rate | N/A 0.22 |

Quarterly Measure Results

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

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
 0.54

Oct - Dec 2019

122.38
 0.25
 0.00
 0.51

| 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 Read More See Quarterly Results | ⊕ 0.01 (1 Total Hours in Restraints) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.09 | Average Rate | N/A 0.06 |

Quarterly Measure Results

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

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

Oct - Dec 2019

15.31
 0
 0
 0.06

| 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 Read More See Quarterly Results |  0.25 (238 Total Hours in Seclusion) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.4 | Average Rate | N/A 0.1 |

Quarterly Measure Results

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

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

Oct - Dec 2019

224.16
 10.52
 0.05
 0.32

| 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 | 0.89 | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.69 | Average Rate | N/A 0.52 |
| | (152 Total Hours in Seclusion) | | | | | | |
| | Read More | | | | | | |
| | See Quarterly Results | | | | | | |

Quarterly Measure Results

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

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

Oct - Dec 2019

42.41
 3.63
 0.09
 0.75

| 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 Read More See Quarterly Results |  0.27 (47 Total Hours in Seclusion) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.21 | Average Rate | N/A 0.19 |

Quarterly Measure Results

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

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

Oct - Dec 2019

44.06
 5.48
 0.12
 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 Read More See Quarterly Results | 0.06 (34 Total Hours in Seclusion) | Nationwide Statewide | Top 10% Scored at Least | N/A | 0.45 | Average Rate | N/A 0.07 |

Quarterly Measure Results

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

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

Oct - Dec 2019

122.38
 1.40
 0.01
 0.35

| 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 Read More See Quarterly Results |  0.07 (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**

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

Oct - Dec 2019

15.31

0

0

0.04