



# Oceans Healthcare Quality Report

## Care Built for Complexity

Oceans Healthcare provides inpatient and outpatient behavioral health services for adolescents, adults, and seniors across nine states. Across the Oceans behavioral health system, we work to expand access to quality mental health care through evidence-based treatment, patient safety practices, shared clinical learning, and local accountability.

Our care model is designed to support patients across the full continuum, from acute stabilization to structured step-down programs and ongoing outpatient care. Behavioral health needs change over time, and care must adapt accordingly.

Our commitment to quality is grounded in what we call the Oceans Six: teamwork, quality, dignity, advocacy, integrity, and comprehensive care. These principles guide daily clinical decisions and shape the culture of every hospital and program in our network.

## Quality at Oceans Means Safe, Consistent, Human Care

Quality in behavioral health is rarely visible at first glance. It is reflected in how thoroughly patients are evaluated. How safely crises are managed, how consistently care plans evolve, and how well patients are supported as they transition between levels of care.

Quality also includes how patients are equipped with skills to manage symptoms beyond treatment, how families are engaged when appropriate, and how risk is reassessed at every point of care - not only at admission or discharge.

At Oceans, we measure quality across these moments, recognizing that progress is not always linear and that safety, stabilization, and continuity are central to responsible behavioral health care.

## At Oceans Quality Means

- ✓ Prioritizing physical and emotional safety from admission through transition
- ✓ Conducting thorough evaluations at every point of care
- ✓ Adjusting care based on individual progress, risk, and clinical need
- ✓ Training staff to assess, de-escalate, document, and intervene effectively
- ✓ Supporting continuity of care, including step-downs, step-ups, and outpatient connection
- ✓ Using data to identify risk early and guide timely clinical action

Behavioral health care carries real risk. Feeling better matters, but ensuring patients are supported, monitored, and connected after treatment can be life-saving.



## Measuring What Matters

Quality measurement in behavioral health focuses on patient safety, clinical response, and patient experience during periods of instability. The indicators we track align with nationally recognized standards and help us evaluate how care is delivered when patients are most vulnerable.

What these measures help us understand:

### Restraint and Seclusion Use

Indicates how often care escalates to last-resort safety interventions.

### De-escalation Prior to Restraint

Reflects staff ability to recognize risk early and manage crises without physical intervention.

### Patient Experience Scores

Capture whether patients felt safe, respected, and supported during care.

### Crisis Safety Planning at Discharge

Indicates whether patients leave care with documented planning for safety and follow

## Primary Safety Indicators

### Restraint Use (HBIPS-2)

0.06 / 1,000 hrs

Benchmark: 0.6



### Seclusion Use (HBIPS-3)

0.04 / 1,000 hrs

Benchmark: 0.6



### De-escalation Prior to Restraint

99.15%

No national benchmark



## Patient Experience & Clinical readiness

### Patient Satisfaction

4.16

Benchmark: 4.11

### Net Promoter Score

41.77

Benchmark: 38.97

### Staff De-escalation Training

99.7% - 100%

System Wide

### Crisis Safety Plans at Discharge

87.3%

Documented

Each measure represents one perspective. Together, they help guide improvement across inpatient and outpatient settings.

All metrics reflect date collected January 1-December 31, 2025. Benchmarks noted where applicable.