

CASE STUDY

INDUSTRY

Inpatient, psychiatric health facility

OBJECTIVE

Improve treatment completion rate
& Lower AMA rates

RESULTS

Improved treatment completion
rate by 9% and lowered AMA rate
by 43%



Ocean View Psychiatric Hospital is a 39-bed psychiatric health facility licensed by the California Department of Health and Human Services and accredited by the Joint Commission. Since 2010, Ocean View has been dedicated to treating individuals with a psychiatric illness in need of intensive inpatient services.

Ocean View provides a unique option for adults experiencing acute psychiatric symptoms to access quality psychiatric care in a voluntary setting.

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CHALLENGE

Ocean View Psychiatric Health Facility operates across multiple levels of care, from acute inpatient to partial hospitalization and outpatient programs. While its clinical team is dedicated to high-quality treatment, leadership faces challenges common in behavioral healthcare: **variable treatment completion rates and premature discharges against medical advice (AMA)**. These issues affect both **patient outcomes** and **financial stability**, leading to lost revenue opportunities and increased hiring and training costs.

SOLUTION

Ocean View implemented the **Care Predictor Index (CPI)** across its psychiatric team and conducted a reverse-validation study, correlating CPI segments with clinical outcomes in **Acute Inpatient** care (Jan–Aug 2025). Using a **≥70 CPI threshold**, the team identified high-potential profiles, prioritized targeted development in **Confidence** and **Patience**, and established quarterly tracking to monitor shifts in completion and AMA rates and link capability gains to operational and financial performance.

RESULTS

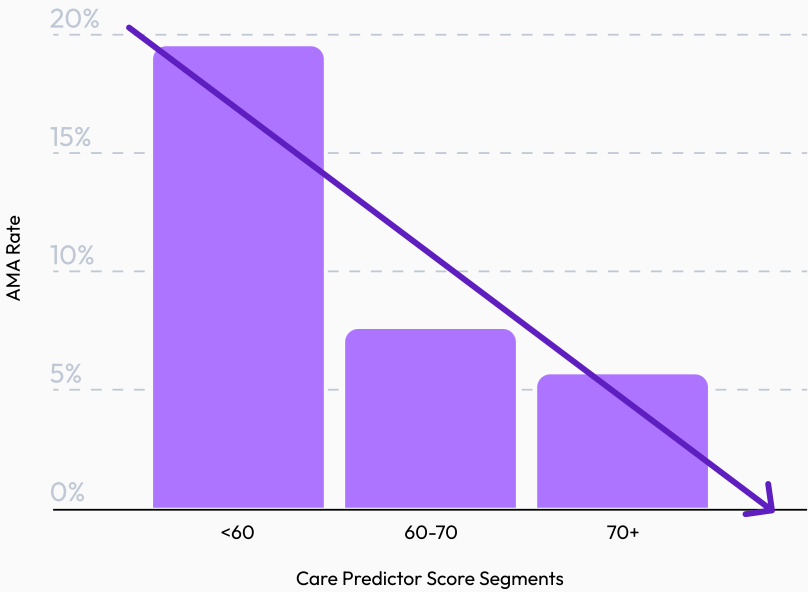
Providers scoring **≥70** on the CPI delivered a **+6.8% higher treatment completion rate** and **–4.3% lower AMA rate** versus peers; applying those differentials to **443 treatment episodes** at a **\$1,150 daily rate** and 10-day average LOS modeled an incremental **\$211,710—about a 5% revenue lift**—demonstrating clear ROI alongside measurable clinical improvement.

Data-Driven Care: Turning Higher CPI Scores into Better Outcomes and Stronger Margins

Over the long term, applying the Care Predictor framework at Ocean View should lock in **higher treatment completion rates** and **fewer AMA discharges**, translating directly to a more predictable census and stronger payor quality scores. Our reverse-validation shows clinicians scoring ≥ 70 CPI deliver a **+6.8% completion uplift** and **-4.3% AMA reduction**; modeled across **443 episodes** at a **\$1,150 daily rate** and **10-day length** of stay, that's about **\$211,710 (~5%)** in preserved revenue—benefits that compound as you scale across service lines and contract years. This translates to a **9% improvement in treatment completion rate** and a **43% reduction in AMA rate**.



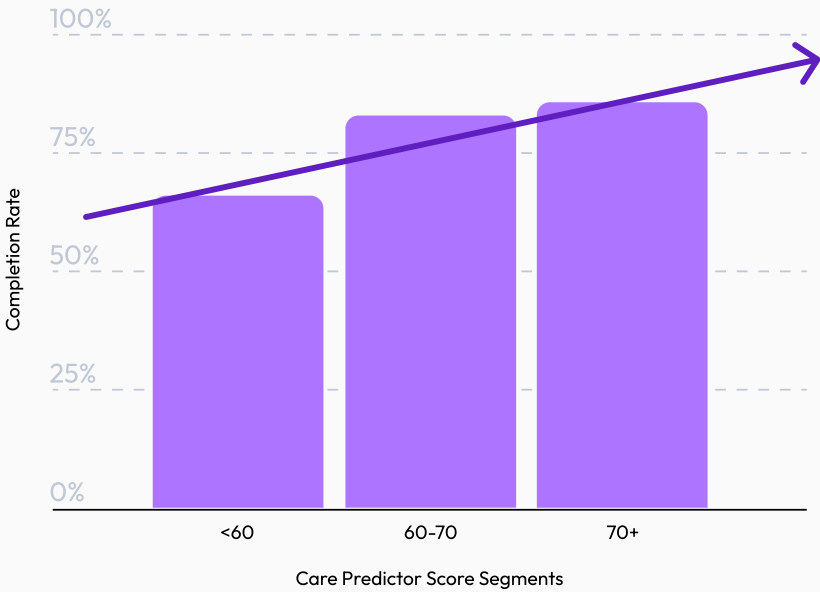
AMA Rate vs. Segment



There is a **Negative Correlation** between higher CPI Segment and AMA Rate



Treatment Completion Rate vs. Segment



There is a positive trend between CPI Segment and Treatment Completion Rate

The Care Predictor framework equips Ocean View with **data-driven tools** to build stronger teams, target skill gaps, and ensure consistent delivery of compassionate, effective care.

“Care Predictor has strengthened our culture of excellence at Ocean View, driving higher patient satisfaction and ultimately supporting stronger financial performance.

Jack Stephens,
Chief Executive Officer
Ocean View Psychiatric Health Facility