

# Outpatient Crisis Follow-up within 8 Days

## Establishment of Benchmark: May 08 - Oct 08

Printed Date: 4/24/2009

Benchmark finalized on 02/24/2009 for data last updated on 02/24/2009

### Report Description:

#### Measure: Outpatient Crisis Service Follow-up within Eight Days

The information provided in this report reflects the number, per month, of outpatient crisis service events that were followed-up by an outpatient non-crisis service within eight days. For example, if a person receives an outpatient crisis service three times within the indicated month, and each of these is followed up within eight days, the number of follow-ups would be three. In the case that two outpatient crisis services are provided before a follow-up service or services, the most proximal follow-up service can be counted for both crisis services. That is, if a client receives crisis services on day one and day two, both will be counted as having received follow-up if an outpatient non-crisis service is provided on day eight. The monthly reporting period begins eight days before the first of the month and ends eight days before the last day of the month. As an example, 'January 2008' reflects the number of outpatient crisis service events between December 23, 2007 and January 23, 2008 that received a follow-up service. Only the following contract sources are included in this report: Community Mental Health (01), Mobile Crisis-Adult (48), and Medicaid Services for which DMHSAS Pays Match, Adults (50).

The intent of this report is to identify the benchmark and present a summary of the data that determined the different levels of the benchmark.

#### Exclusions:

1. Non-outpatient services/individuals
2. PACT clients
3. Follow-up services that are on the same day as the outpatient crisis service
4. Persons under 18 years of age on the date of service
5. In the case of multiple crisis services on a day, only one crisis service is counted
6. Data that is missing, invalid, or does not fit the criteria

#### Definitions:

**Outpatient Crisis Services:** Individual has received Mobile Crisis Intervention Services - MH (123), Crisis Intervention Counseling - MH - face to face (133), or Crisis Intervention Counseling - MH - telephone (134).

**Outpatient Non-Crisis Services:** Includes all ICIS service codes except those that reflect non-outpatient services, crisis services, or drug screening. All contract sources are allowed for follow-up unless they meet the exclusion criteria above (i.e 43, 55).

**Percent:** The number of outpatient crisis events that were followed up within eight days divided by provider's the total number of outpatient crisis events x 100.

**Number of Crisis Events:** Provider's total number of crisis events that occurred during the specified period.

**Average:** The arithmetic mean of the data. In a data set, the mean is the sum of the data divided by the number of data points.

**Standard Deviation:** A measure of the dispersion or spread of the data. One standard deviation above and below the average determines the upper and lower limits.

**Upper Limit:** Average plus one standard deviation.

**Lower Limit:** Average minus one standard deviation.

**Benchmark:** A standard by which providers may be measured or judged.

#### How the Benchmark is Determined:

The benchmark is determined by the distribution of data from all 15 Community Mental Health Centers for a period of six months (05/01/2008 - 10/31/2008). From these data points, the average and standard deviations were calculated. These statistics were then used to establish the benchmark. The benchmark is utilized to assess monthly performance.

Benchmark categories are based on the average and upper and lower limits, as established in this report:

**None:** No points are awarded to an agency with a percentage below the lower limit.

**One Point:** An agency will receive one point when its monthly performance percent falls below the average but on or above the lower limit.

**Two Points:** An agency will receive two points when its monthly performance percent equals or exceeds the average.

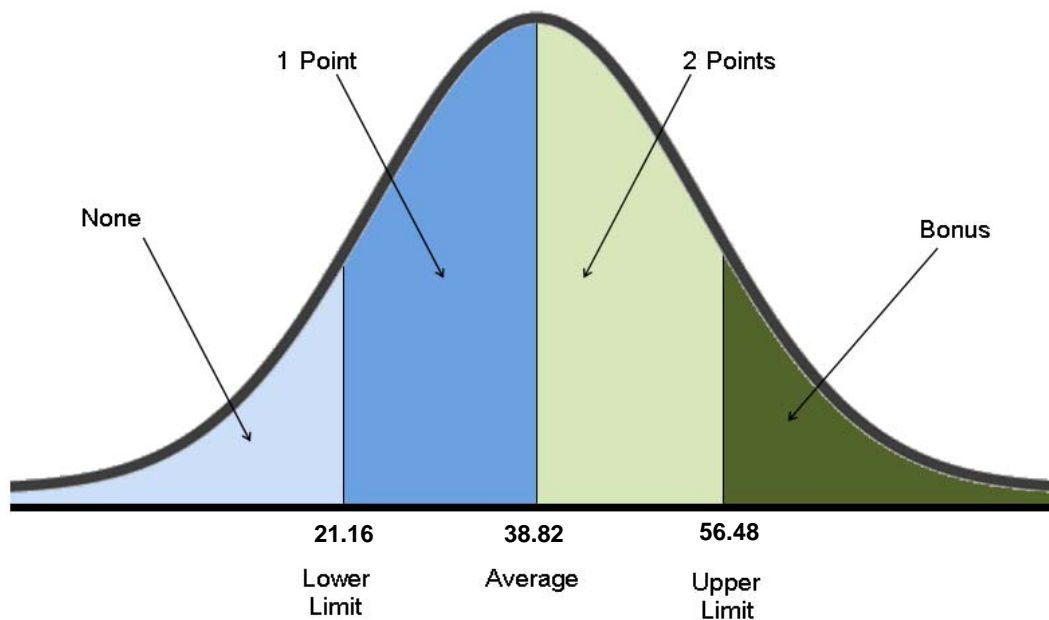
**Bonus:** Bonus points will be awarded to providers whose monthly percentage equals or exceeds the upper limit.

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### Percent of Crisis Events with a Follow-up within 8 days

Agency	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Associated Centers for Therapy	50.00	83.33	37.50	40.00	50.00	62.50
Bill Willis CMHC	29.41	24.24	24.36	25.29	40.63	27.59
Carl Albert CMHC	14.89	21.15	20.51	27.69	26.19	23.91
Central Oklahoma CMHC	56.25	64.10	65.45	65.08	64.38	45.65
CREOKS Mental Health Services	43.24	27.50	26.32	40.91	50.00	29.63
Edwin Fair CMHC	21.82	20.83	20.00	22.54	15.00	24.59
Family & Children's Services	29.88	28.66	30.03	32.44	34.19	31.47
Grand Lake MHC	50.00	58.82	33.33	70.00	47.06	64.29
Green Country BHS	50.00	51.61	31.11	56.52	65.91	62.69
Hope Community Services	42.86	50.00	50.00	40.00	62.50	25.00
Jim Taliaferro CMHC	41.67	60.00	27.27	9.43	14.71	4.69
MHSACSO	38.18	45.24	33.33	29.17	35.71	40.63
North Care Center	0.00	80.00	100.00	38.89	34.21	25.32
NW Center for Behavioral Health	30.77	38.61	25.00	36.92	23.08	30.59
Red Rock BHS	39.18	30.23	32.65	43.64	36.54	37.17



1 Standard Deviation = 17.66

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<u>Agency</u>	<u>May-08</u>	<u>Jun-08</u>	<u>Jul-08</u>	<u>Aug-08</u>	<u>Sep-08</u>	<u>Oct-08</u>
Associated Centers for Therapy	2	5	3	2	4	5
Bill Willis CMHC	15	16	19	22	26	8
Carl Albert CMHC	7	11	8	18	11	11
Central Oklahoma CMHC	18	25	36	41	47	42
CREOKS Mental Health Services	16	11	15	18	12	8
Edwin Fair CMHC	12	20	16	16	12	15
Family & Children's Services	98	94	94	109	107	118
Grand Lake MHC	5	10	3	7	8	9
Green Country BHS	16	16	14	26	29	42
Hope Community Services	3	2	3	2	5	1
Jim Taliaferro CMHC	15	6	6	5	10	3
MHSACSO	21	19	16	7	10	13
North Care Center	0	4	3	7	13	20
NW Center for Behavioral Health	32	39	25	24	12	26
Red Rock BHS	38	26	32	48	38	42

### Number of Crisis Events

<u>Agency</u>	<u>May-08</u>	<u>Jun-08</u>	<u>Jul-08</u>	<u>Aug-08</u>	<u>Sep-08</u>	<u>Oct-08</u>
Associated Centers for Therapy	4	6	8	5	8	8
Bill Willis CMHC	51	66	78	87	64	29
Carl Albert CMHC	47	52	39	65	42	46
Central Oklahoma CMHC	32	39	55	63	73	92
CREOKS Mental Health Services	37	40	57	44	24	27
Edwin Fair CMHC	55	96	80	71	80	61
Family & Children's Services	328	328	313	336	313	375
Grand Lake MHC	10	17	9	10	17	14
Green Country BHS	32	31	45	46	44	67
Hope Community Services	7	4	6	5	8	4
Jim Taliaferro CMHC	36	10	22	53	68	64
MHSACSO	55	42	48	24	28	32
North Care Center	1	5	3	18	38	79
NW Center for Behavioral Health	104	101	100	65	52	85
Red Rock BHS	97	86	98	110	104	113