

# Outpatient Crisis Follow-up within 8 Days Benchmark Comparison for Jul-09 to Dec-09

Printed Date: 2/17/2010

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 for providers to compare their performance on the set measure for any six month period to the benchmark as determined in the six month period between 05/01/2008 and 10/31/2008. The report shows data for the past six months from the end date entered.

### 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.

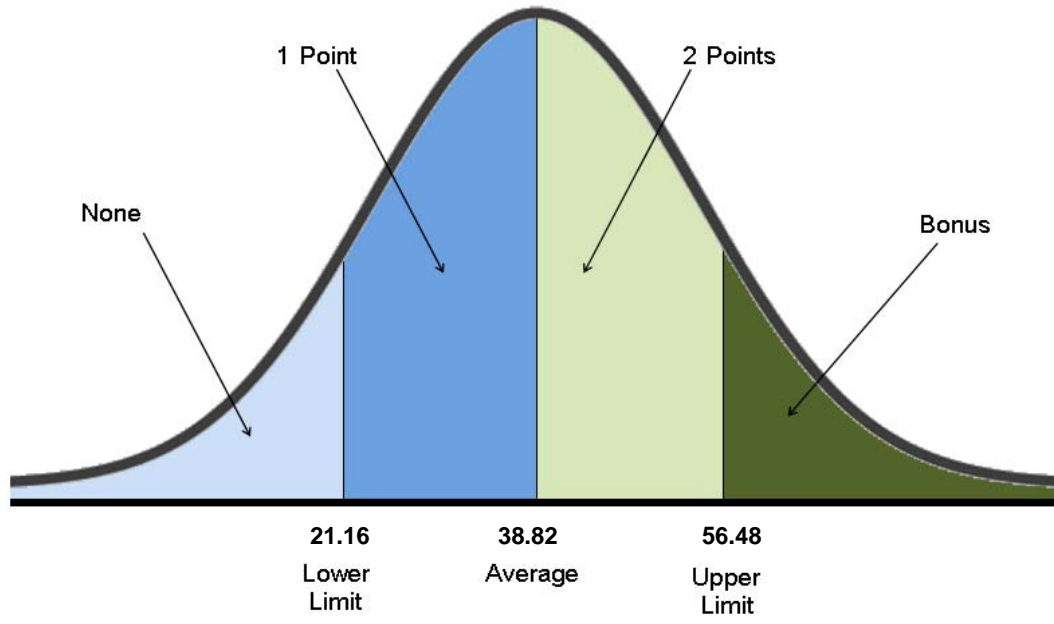
**Two Points:** An agency will receive two points when its monthly performance percent equals or exceeds the average.

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

# Outpatient Crisis Service Follow-up Benchmark Comparison for Jul-09 to Dec-09

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

Agency	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Associated Centers for Therapy	0.00	50.00	100.00	100.00	100.00	0.00
Bill Willis CMHC	50.00	25.00	44.12	26.53	30.77	26.00
Carl Albert CMHC	25.00	22.22	33.33	33.33	100.00	60.00
Central Oklahoma CMHC	100.00	45.45	75.00	0.00	66.67	100.00
CREOKS Mental Health Services	91.43	82.05	86.67	67.35	72.34	77.50
Edwin Fair CMHC	51.09	65.38	56.67	42.03	28.36	41.27
Family & Children's Services	79.57	83.96	84.09	88.17	88.17	90.97
Grand Lake MHC	75.00	29.41	75.00	70.00	45.83	87.50
Green Country BHS	46.88	50.00	37.50	34.48	36.00	47.06
Hope Community Services	100.00	100.00	83.33	100.00	100.00	80.00
Jim Taliaferro CMHC	52.94	56.67	36.00	72.73	70.21	41.18
MHSSO	49.07	34.04	52.94	54.70	64.00	68.27
North Care Center	0.00	0.00	100.00	100.00	100.00	100.00
NW Center for Behavioral Health	20.83	27.50	31.71	71.43	37.50	31.25
Red Rock BHS	69.81	71.43	67.44	68.57	67.57	71.43



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

Agency	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Associated Centers for Therapy	0	1	3	5	3	0
Bill Willis CMHC	5	1	15	13	12	13
Carl Albert CMHC	1	2	1	1	4	3
Central Oklahoma CMHC	1	5	6	0	4	2
CREOKS Mental Health Services	32	32	39	33	34	31
Edwin Fair CMHC	47	51	51	29	19	26
Family & Children's Services	549	628	571	589	529	504
Grand Lake MHC	12	5	9	7	11	7
Green Country BHS	15	19	9	10	9	8
Hope Community Services	4	2	5	3	2	4
Jim Taliaferro CMHC	18	17	9	16	33	14
MHSSO	53	48	72	64	80	71
North Care Center	0	0	1	6	2	2
NW Center for Behavioral Health	10	11	13	15	18	15
Red Rock BHS	37	30	29	24	25	25

## Number of Crisis Events

Agency	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Associated Centers for Therapy	1	2	3	5	3	0
Bill Willis CMHC	10	4	34	49	39	50
Carl Albert CMHC	4	9	3	3	4	5
Central Oklahoma CMHC	1	11	8	2	6	2
CREOKS Mental Health Services	35	39	45	49	47	40
Edwin Fair CMHC	92	78	90	69	67	63
Family & Children's Services	690	748	679	668	600	554
Grand Lake MHC	16	17	12	10	24	8
Green Country BHS	32	38	24	29	25	17
Hope Community Services	4	2	6	3	2	5
Jim Taliaferro CMHC	34	30	25	22	47	34
MHSSO	108	141	136	117	125	104
North Care Center	0	0	1	6	2	2
NW Center for Behavioral Health	48	40	41	21	48	48
Red Rock BHS	53	42	43	35	37	35