

# Outpatient Crisis Service Follow-up Month Detail Report

Outpatient Crisis Service Follow -Up within 8 Days between 01/01/2009 and 12/31/2009 at  
**(541) Family & Children's Services**

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## 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).

### 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:

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

**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.

**Received Follow-up within 8 Days:** Individual received outpatient non-crisis service within eight days of receiving outpatient crisis service.

**No Follow-up within 8 Days:** Individual did not receive outpatient non-crisis service within eight days of receiving outpatient crisis service.

**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).

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<b>December 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	449	
	No - Did Not Follow-up within 8 Days	50	9.03%
	Yes - Received Follow-up within 8 Days	<u>504</u>	90.97%
	<b>No + Yes</b>	<b>554</b>	
<b>November 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	474	
	No - Did Not Follow-up within 8 Days	71	11.83%
	Yes - Received Follow-up within 8 Days	<u>529</u>	88.17%
	<b>No + Yes</b>	<b>600</b>	
<b>October 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	538	
	No - Did Not Follow-up within 8 Days	79	11.83%
	Yes - Received Follow-up within 8 Days	<u>589</u>	88.17%
	<b>No + Yes</b>	<b>668</b>	
<b>September 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	444	
	No - Did Not Follow-up within 8 Days	108	15.91%
	Yes - Received Follow-up within 8 Days	<u>571</u>	84.09%
	<b>No + Yes</b>	<b>679</b>	
<b>August 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	647	
	No - Did Not Follow-up within 8 Days	120	16.04%
	Yes - Received Follow-up within 8 Days	<u>628</u>	83.96%
	<b>No + Yes</b>	<b>748</b>	

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<b>July 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	504	
	No - Did Not Follow-up within 8 Days	141	20.43%
	Yes - Received Follow-up within 8 Days	<u>549</u>	79.57%
	<b>No + Yes</b>	<b>690</b>	
<b>June 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	437	
	No - Did Not Follow-up within 8 Days	103	16.91%
	Yes - Received Follow-up within 8 Days	<u>506</u>	83.09%
	<b>No + Yes</b>	<b>609</b>	
<b>May 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	518	
	No - Did Not Follow-up within 8 Days	150	22.59%
	Yes - Received Follow-up within 8 Days	<u>514</u>	77.41%
	<b>No + Yes</b>	<b>664</b>	
<b>April 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	464	
	No - Did Not Follow-up within 8 Days	171	28.31%
	Yes - Received Follow-up within 8 Days	<u>433</u>	71.69%
	<b>No + Yes</b>	<b>604</b>	
<b>March 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	440	
	No - Did Not Follow-up within 8 Days	207	32.60%
	Yes - Received Follow-up within 8 Days	<u>428</u>	67.40%
	<b>No + Yes</b>	<b>635</b>	

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<b>February 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	370	
	No - Did Not Follow-up within 8 Days	191	37.09%
	<u>Yes - Received Follow-up within 8 Days</u>	<u>324</u>	62.91%
	<b>No + Yes</b>	<b>515</b>	
<b>January 2009</b>	<b>Follow-up within 8 Days of a Crisis Service</b>	<b>Count</b>	<b>Percent</b>
	Excluded	423	
	No - Did Not Follow-up within 8 Days	407	74.82%
	<u>Yes - Received Follow-up within 8 Days</u>	<u>137</u>	25.18%
	<b>No + Yes</b>	<b>544</b>	