

# Engagement

## Establishment of Benchmark: May 08 - Oct 08

Printed Date: 4/26/2009

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

**Measure: Engagement is defined as having received four services within 45 days of the start date of the outpatient episode.**

The information provided in this report reflects the number of times a client received at least four services within 45 days of the start date of an outpatient episode, with one service coming from contract sources Community Mental Health (01) or Medicaid Services for which DMHSAS Pays Match, Adults (50). The start date is the date of admission to any outpatient program, or, if a client starts in a crisis unit or inpatient, the date of the sublevel of care change (transaction type 40). In order to ensure individuals have been in treatment for at least 45 days to achieve the measure, it is necessary to include individuals with an outpatient episode start date prior to the study period, that is, individuals with an outpatient start date 45 days before the start of the month and 45 days before the end of the month are included. As an example, 'January 2008' reflects the number of clients with an outpatient episode start date between November 17, 2007 (45 days prior to January 1st) and December 16, 2007 (45 days prior to January 31st).

If an individual receives a Medication Visit (ICIS code 304) or a Medical Review (ICIS code 305) and any other service on the same day, they would count as two separate services. If both the Medication Visit (ICIS code 304) and Medical Review (ICIS code 305) occur on the same day, they would only count as one service.

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

### Exclusion:

1. Persons under 18 years of age on the date of service
2. Inpatient services, unless at the same facility
3. PACT clients
4. Discharge codes within 45 days of admission include 63 (Moved), 68 (Death), 65 (Incarcerated), 64 (Transferred), 71 (Medical)
5. Discharge codes within 45 days of admission include 60/61 (Completed)
6. Data that is missing, invalid, or does not fit the criteria

### Definitions:

**Client Not Engaged within 45 Days:** Client did not receive at least four services within 45 days of the start date of the outpatient episode.

**Client Engaged within 45 days:** Client received four or more services within 45 days of the start date of the outpatient episode.

**Percent:** The number of clients who received four or more services within 45 days of the start date of the outpatient episode divided by the provider's total number of clients with an outpatient episode start date x 100.

**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.

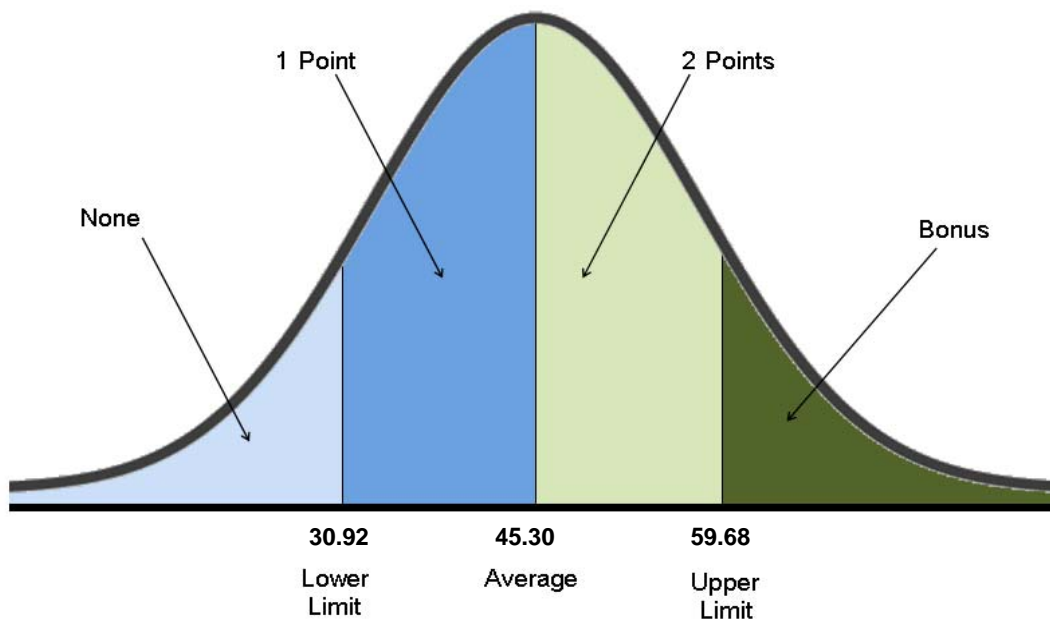
**Bonus:** Bonus points will be awarded to providers whose monthly percentage equals or exceeds the upper limit.

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### Percent of Clients Engaged within 45 days of Admission

Agency	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Associated Centers for Therapy	54.78	53.27	59.57	63.74	64.21	50.47
Bill Willis CMHC	25.76	41.67	52.83	50.77	50.72	35.19
Carl Albert CMHC	40.63	50.00	44.78	46.88	49.30	52.08
Central Oklahoma CMHC	60.29	51.72	45.10	61.02	69.84	50.00
CREOKS Mental Health Services	43.24	41.77	47.78	52.11	37.50	52.50
Edwin Fair CMHC	36.99	48.57	47.17	50.56	38.36	40.82
Family & Children's Services	57.99	55.95	56.80	51.50	45.83	55.30
Grand Lake MHC	64.67	55.22	61.96	61.72	60.50	78.22
Green Country BHS	64.81	70.59	75.00	50.88	70.37	69.05
Hope Community Services	34.82	37.61	24.77	44.23	28.38	21.43
Jim Taliaferro CMHC	24.14	13.79	22.81	16.13	16.92	16.67
MHSACSO	35.35	24.04	43.10	38.74	39.46	35.29
North Care Center	23.56	24.02	25.58	25.00	25.00	35.03
NW Center for Behavioral Health	51.72	42.55	41.38	52.17	45.54	34.62
Red Rock BHS	47.14	44.03	44.70	41.89	42.94	43.75



**1 Standard Deviation = 14.38**

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### Number of Clients Engaged within 45 days of Admission

Agency	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Associated Centers for Therapy	63	57	56	58	61	54
Bill Willis CMHC	17	25	28	33	35	19
Carl Albert CMHC	26	44	30	30	35	25
Central Oklahoma CMHC	41	30	23	36	44	31
CREOKS Mental Health Services	32	33	43	37	33	42
Edwin Fair CMHC	27	34	25	45	28	40
Family & Children's Services	127	127	96	103	88	120
Grand Lake MHC	97	74	57	79	72	79
Green Country BHS	35	36	21	29	38	29
Hope Community Services	39	41	27	46	21	21
Jim Taliaferro CMHC	14	8	13	10	11	10
MHSACSO	35	25	50	43	73	48
North Care Center	41	43	44	44	41	62
NW Center for Behavioral Health	45	40	36	60	46	27
Red Rock BHS	66	59	59	62	70	63

### Number of Admissions

Agency	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08
Associated Centers for Therapy	115	107	94	91	95	107
Bill Willis CMHC	66	60	53	65	69	54
Carl Albert CMHC	64	88	67	64	71	48
Central Oklahoma CMHC	68	58	51	59	63	62
CREOKS Mental Health Services	74	79	90	71	88	80
Edwin Fair CMHC	73	70	53	89	73	98
Family & Children's Services	219	227	169	200	192	217
Grand Lake MHC	150	134	92	128	119	101
Green Country BHS	54	51	28	57	54	42
Hope Community Services	112	109	109	104	74	98
Jim Taliaferro CMHC	58	58	57	62	65	60
MHSACSO	99	104	116	111	185	136
North Care Center	174	179	172	176	164	177
NW Center for Behavioral Health	87	94	87	115	101	78
Red Rock BHS	140	134	132	148	163	144