

# Outpatient Crisis Follow-up within 8 Days Benchmark Comparison for: Jan 2012 - Jun 2012

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Benchmark finalized on: 2/24/2009

## 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.

### Report Information:

**Frequency of update:** Claims are updated weekly. CDCs are updated weekly.

**Last updated:** Last paid claim is through 8/12/2012, CDCs are through 8/14/2012.

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**Last Modified date:** 5/4/12 by LRoss

**Report File Name:** DSS\_ETPS\_OutpatientCrisis\_Followup\_6monthcompare\_mr

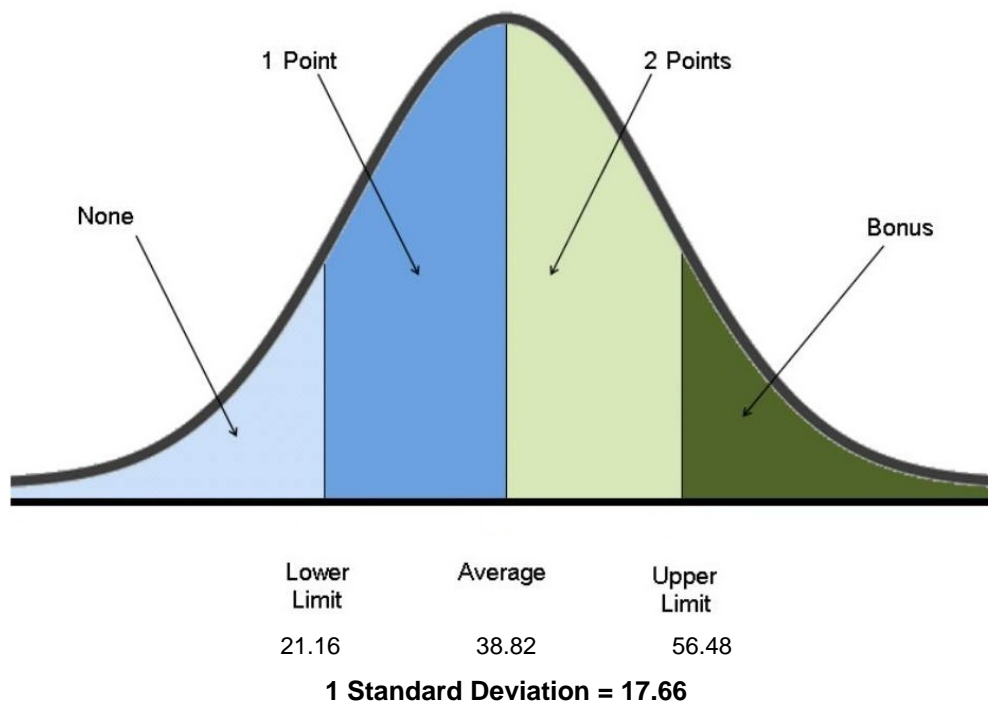
If you believe this report is incomplete or inaccurate, please let us know. We want to make sure this report is useful for all.

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

Agency	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12
CARL ALBERT CMHC	75.00	87.50	77.78	100.00	75.00	0.00
CENTRAL OKLA CMHC	100.00	100.00	100.00	50.00	50.00	0.00
COUNSELING & RECOVERY SERVICES OF OKLAHOMA INC.	100.00	0.00	100.00	0.00	66.67	100.00
CREEKS MENTAL HEALTH	57.89	54.69	55.17	67.80	58.43	63.89
EDWIN FAIR CMHC	57.97	46.05	79.10	90.48	90.91	84.62
FAMILY & CHILDRENS SVCS	93.64	90.78	90.55	92.08	91.94	91.61
GRAND LAKE MENTAL HEALTH CENTER	87.50	82.35	79.17	84.62	94.44	92.31
GREEN COUNTRY MENTAL HLTH	71.43	50.00	72.73	63.64	71.43	66.67
HOPE COMMUNITY SVCS INC	66.67	50.00	91.67	66.67	100.00	100.00
JIM TALIAFERRO CMHC	37.00	50.68	34.78	47.89	59.15	27.27
MENTAL HLTH SVC SO OK	62.67	58.11	66.25	69.47	65.63	63.73
NORTH CARE CENTER	0.00	100.00	50.00	66.67	66.67	90.00
NORTHWEST CENTER FOR BEHAVIORAL HEALTH	44.00	56.67	51.16	55.56	67.44	37.84
RED ROCK CMHC	45.45	40.91	66.67	57.89	80.00	68.42



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

Agency	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12
CARL ALBERT CMHC	3	7	7	1	6	0
CENTRAL OKLA CMHC	3	2	1	3	1	0
COUNSELING & RECOVERY SERVICES OF OKLAHOMA INC.	1	0	3	0	2	1
CREOKS MENTAL HEALTH	33	35	32	40	52	46
EDWIN FAIR CMHC	40	35	53	57	60	55
FAMILY & CHILDRENS SVCS	265	325	297	221	285	251
GRAND LAKE MENTAL HEALTH CENTER	14	14	19	11	17	12
GREEN COUNTRY MENTAL HLTH	5	3	8	7	10	4
HOPE COMMUNITY SVCS INC	2	1	11	2	6	4
JIM TALIAFERRO CMHC	37	37	24	34	42	3
MENTAL HLTH SVC SO OK	47	43	53	66	63	65
NORTH CARE CENTER	0	5	4	2	6	9
NORTHWEST CENTER FOR BEHAVIORAL HEALTH	11	17	22	20	29	14
RED ROCK CMHC	5	9	22	22	24	13

### Number of Crisis Events

Agency	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12
CARL ALBERT CMHC	4	8	9	1	8	0
CENTRAL OKLA CMHC	3	2	1	6	2	0
COUNSELING & RECOVERY SERVICES OF OKLAHOMA INC.	1	0	3	0	3	1
CREOKS MENTAL HEALTH	57	64	58	59	89	72
EDWIN FAIR CMHC	69	76	67	63	66	65
FAMILY & CHILDRENS SVCS	283	358	328	240	310	274
GRAND LAKE MENTAL HEALTH CENTER	16	17	24	13	18	13
GREEN COUNTRY MENTAL HLTH	7	6	11	11	14	6
HOPE COMMUNITY SVCS INC	3	2	12	3	6	4
JIM TALIAFERRO CMHC	100	73	69	71	71	11
MENTAL HLTH SVC SO OK	75	74	80	95	96	102
NORTH CARE CENTER	0	5	8	3	9	10
NORTHWEST CENTER FOR BEHAVIORAL HEALTH	25	30	43	36	43	37
RED ROCK CMHC	11	22	33	38	30	19