EMPS Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: July 2015

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The EMPS Crisis Intervention Services Performance Improvement Center is housed at the Child Health and Development Institute
Executive Summary

Additional data and appendices are available online http://www.chdi.org/news-detail.php?id=33 or contact Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Call and Episode Volume: In July 2015, 211 and EMPS received 614 calls including 438 calls (70.9%) handled by EMPS providers and 176 calls (28.7%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 19.6% decrease in call volume compared with July 2014 (n=764).

Among the 438 episodes of care generated this month, episode volume ranged from 57 episodes (Eastern service area) to 115 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 0.54, with service area rates ranging from 0.38 (Southwestern) to 0.73 (Hartford) relative to their specific child populations. Additionally, the number of episodes generated relative to the number of children in poverty in each service area yielded a statewide average poverty service reach rate of 1.08 per 1,000 children in poverty, with service area rates ranging from 0.70 (Western) to 1.52 (Eastern).

Mobility: Statewide mobility was 90.6% this month, 2.1% higher than in July 2014. Three of the six service areas were above the 90% benchmark this month, with performance ranging from 86.1% (New Haven) to 93.5% (Hartford). Mobility for individual providers ranged from 80% (Well-EMPS:Dnby) to 100% (Wheeler-EMPS:Meridn, CFGC-EMPS:Nrwlk, and Well-EMPS: Torr). Nine of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month 88% of mobile episodes received a face-to-face response in 45 minutes or less, which is the same as July 2014 (88%). All six service areas were above the 80% benchmark this month, with performance ranging from 83% (New Haven) to 93% (Eastern). In addition, the statewide median mobile response time was 25 minutes. Thirteen of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less.

Length of Stay (LOS): Statewide, among discharged episodes, no plus stabilization follow-up episodes exceeded 45 days. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 9.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 6.5 days (Western) to 15.0 days (Eastern).
Section 1: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

Figure 2. EMPS Episodes by Service Area
(Total Episodes = 438)

Figure 3. Number Served Per 1,000 Children

Figure 4. Number Served Per 1,000 Children in Poverty

Figure 5. Mobile Response by Service Area

Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes

Goal=90%

Goal=80%
Section II: EMPS Response

Figure 7. Statewide 211 Call Disposition

Figure 8. EMPS Episodes by Provider (Total Episodes = 438)

*After Hours Calls

Figure 9. Actual Initial EMPS Response by Provider

Figure 10. Mobile Response by Provider

Goal=90%
Section III: Response Time

Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes

Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

Goal=80%

Figure 13. Median Mobile Response Time in Minutes

Figure 14. Median Mobile Response Time by Provider in Minutes

Goal=80%

Section IV: Emergency Department Referrals

Figure 15. Emergency Department Referrals (% of Total EMPS Episodes)

Figure 16. Emergency Department Referrals by Provider (% of Total EMPS Episodes)

Note: Count total ED referrals are in parenthesis
Section V: Length of Stay (LOS)

Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up

<table>
<thead>
<tr>
<th>Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up</th>
<th>Number of Episodes</th>
<th>Mean LOS (in days)</th>
<th>Median LOS (in days)</th>
<th>Percent Exceeding 45 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATEWIDE</td>
<td>62</td>
<td>10.7</td>
<td>9.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Central</td>
<td>7</td>
<td>14.1</td>
<td>9.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Eastern</td>
<td>3</td>
<td>15.7</td>
<td>15.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Hartford</td>
<td>33</td>
<td>10.6</td>
<td>9.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>New Haven</td>
<td>5</td>
<td>7.2</td>
<td>9.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>2</td>
<td>7.5</td>
<td>7.5</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Western</td>
<td>12</td>
<td>9.8</td>
<td>6.5</td>
<td>0% (n = 0)</td>
</tr>
</tbody>
</table>

Note: Blank cells indicate no data was available for that particular inclusion criteria.