EMPS Crisis Intervention Services
Performance Improvement Center (PIC)


Updated 4/16
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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/publications/] or contact Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

**Call and Episode Volume:** In March 2016, 211 and EMPS received 1,958 calls including 1,394 calls (71.2%) handled by EMPS providers and 564 calls (28.8%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 0.36% decrease in call volume compared with March 2015 (n=1,965).

Among the **1,394 episodes of care** generated this month, episode volume ranged from 163 episodes (Eastern service area) to 292 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.71, with service area rates ranging from 1.49 (Southwestern) to 1.85 (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 3.43 per 1,000 children in poverty, with service area rates ranging from 2.66 (New Haven) to 5.39 (Eastern).

**Mobility:** Statewide mobility was 92.4% this month, 0.6% lower than in March 2015. Five of the six service areas were above the 90% benchmark this month, with performance ranging from 87.6% (Southwestern) to 96.9% (Eastern). Mobility for individual providers ranged from 77% (Wheeler-EMPS:Meridn) to 98% (UCFS:EMPS:NE; Wheeler-EMPS:NBrit). Eleven 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 lower than March 2015 (90%). All six service areas were above the 80% benchmark this month, with performance ranging from 82% (Hartford and Western) to 97% (Southwestern). In addition, the statewide median mobile response time was 26 minutes. Eleven 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, there were **32 (11.8%) plus stabilization follow-up episodes exceeding 45 days.** This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 19.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 13.0 days (Western) to 31.0 days (New Haven).
Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

- 211 Only: 564
- 211-EMPS: 1380
- Registered Call: 14
- Total Call Volume: 1958

Figure 2. EMPS Episodes by Service Area (Total Episodes = 1,394)

- Central: 222
- Eastern: 160
- Hartford: 287
- New Haven: 209
- Southwestern: 250
- Western: 233

*After Hours Calls

Figure 3. Number Served Per 1,000 Children

- Central: 1.77
- Eastern: 1.78
- Hartford: 1.85
- New Haven: 1.83
- Southwestern: 1.49
- Western: 1.64
- Statewide: 1.71

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

- Central: 5.16
- Eastern: 5.39
- Hartford: 2.90
- New Haven: 2.66
- Southwestern: 3.32
- Western: 3.22
- Statewide: 3.43

Figure 5. Mobile Response by Service Area

- Central: 91.5%
- Eastern: 96.9%
- Hartford: 93.2%
- New Haven: 92.8%
- Southwestern: 87.6%
- Western: 93.9%
- Statewide: 92.4%

Goal=90%

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

- Central: 87%
- Eastern: 96%
- Hartford: 82%
- New Haven: 89%
- Southwestern: 97%
- Western: 82%
- Statewide: 88%

Goal=80%
Section II: EMPS Response

Figure 7. Statewide 211 Call Disposition

Figure 8. EMPS Episodes by Provider
(Total Episodes = 1,394)

*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

Figure 13. Median Mobile Response Time in Minutes

Figure 14. Median Mobile Response Time by Provider in Minutes

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>272</td>
<td>23.1</td>
<td>19.0</td>
<td>11.8% (n = 32)</td>
</tr>
<tr>
<td>Central</td>
<td>69</td>
<td>23.3</td>
<td>21.0</td>
<td>11.6% (n = 8)</td>
</tr>
<tr>
<td>Eastern</td>
<td>33</td>
<td>20.4</td>
<td>18.0</td>
<td>3% (n = 1)</td>
</tr>
<tr>
<td>Hartford</td>
<td>36</td>
<td>25.3</td>
<td>13.5</td>
<td>19.4% (n = 7)</td>
</tr>
<tr>
<td>New Haven</td>
<td>38</td>
<td>36.8</td>
<td>31.0</td>
<td>28.9% (n = 11)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>27</td>
<td>16.0</td>
<td>14.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Western</td>
<td>69</td>
<td>18.3</td>
<td>13.0</td>
<td>7.2% (n = 5)</td>
</tr>
</tbody>
</table>

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