EMPS Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: January 2013

Updated 2/28/2013
**Executive Summary**

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**This report was prepared by the EMPS Crisis Intervention Services Performance Improvement Center (PIC):**

Jeffrey Vanderploeg, Ph.D., Director; Nancy Leach, MPP, Quality Improvement Coordinator; Lori Schon, Office Manager; and Yecenia Casiano, MA, Project Coordinator

The EMPS Crisis Intervention Services Performance Improvement Center is housed at the Child Health and Development Institute's Connecticut Center for Effective Practice
Executive Summary

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

**Call and Episode Volume:** In January 2013, 211 received 1,480 calls including 1,070 calls (72%) routed to EMPS providers and 410 calls (28%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 7% increase in call volume compared to January 2012 (n=1,383). The percent distribution of calls routed to EMPS providers and those handled by 211 remains fairly consistent from month to month.

Among the 1,070 episodes of care generated this month, episode volume ranged from 99 episodes (Eastern service area) to 318 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.31, with service area rates ranging from 1.01 (Southwestern) to 2.01 (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 2.35 per 1,000 children in poverty, with service area rates ranging from 1.72 (Southwestern) to 2.68 (Central).

**Mobility:** Statewide mobility was 90.5% this month, which was 3.1% lower than January 2012. Five of the six service areas were above the 90% benchmark this month, with performance ranging from 86% (Central) to 94.9% (Eastern). Mobility for individual providers ranged from 77% (Wellmore-Danbury) to 97% (Middlesex Hospital and United Community & Family Services-SE). Nine of the fifteen individual providers had mobility rates above the 90% benchmark.

**Response Time:** Statewide, this month 85% of mobile episodes received a face-to-face response in 45 minutes or less, which is 1% higher than January 2012 (84%). All six service areas were above the 80% benchmark this month, with performance ranging from 81% (New Haven) to 94% (Eastern). In addition, the statewide median mobile response time was 28 minutes, with all six service areas demonstrating a median mobile response time of 35 minutes or less. Eleven 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, 6% of 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 21 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 16.0 days (Hartford) to 35.5 days (New Haven).
Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

![Graph showing call volume by type](graph1.png)

Figure 2. EMPS Episodes by Service Area (Total Episodes = 1070)

![Graph showing episode distribution by service area](graph2.png)

Figure 3. Number Served Per 1,000 Children

![Graph showing number served per 1,000 children](graph3.png)

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

![Graph showing number served per 1,000 children in poverty](graph4.png)

Figure 5. Mobile Response by Service Area

![Graph showing mobile response by service area](graph5.png)

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

![Graph showing mobile episodes response time](graph6.png)

Note: Count of mobile episodes under 45 mins. are in parenthesis.
Section II: EMPS Response

Figure 7. Statewide 211 Disposition Frequency

Figure 8. EMPS Episodes by Provider (Total Episodes = 1070)

Figure 9. Actual Initial EMPS Response by Provider

Figure 10. Mobile Response by Provider

Note: Total count of EMPS response episodes are in parenthesis

Goal = 90%
Section III: Response Time

Figure 11. Mobile Episodes with Response Time Under 45 Minutes

<table>
<thead>
<tr>
<th>Region</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central (64)</td>
<td>83%</td>
</tr>
<tr>
<td>Eastern (65)</td>
<td>94%</td>
</tr>
<tr>
<td>Hartford (121)</td>
<td>83%</td>
</tr>
<tr>
<td>New Haven (69)</td>
<td>81%</td>
</tr>
<tr>
<td>Southwestern (31)</td>
<td>91%</td>
</tr>
<tr>
<td>Western (96)</td>
<td>84%</td>
</tr>
<tr>
<td>Statewide (536)</td>
<td>85%</td>
</tr>
</tbody>
</table>

Note: Count of mobile episodes under 45 mins. are in parenthesis

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

Note: Count of mobile episodes under 45 mins. are in parenthesis

Section IV: Emergency Department Referrals

Figure 13. Median Mobile Response Time in Minutes

<table>
<thead>
<tr>
<th>Region</th>
<th>Median Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central (77)</td>
<td>30</td>
</tr>
<tr>
<td>Eastern (69)</td>
<td>26</td>
</tr>
<tr>
<td>Hartford (82)</td>
<td>32</td>
</tr>
<tr>
<td>New Haven (87)</td>
<td>31</td>
</tr>
<tr>
<td>Southwestern (150)</td>
<td>23</td>
</tr>
<tr>
<td>Western (14)</td>
<td>22</td>
</tr>
<tr>
<td>Statewide (628)</td>
<td>28</td>
</tr>
</tbody>
</table>

Note: Count of mobile EMPS response episodes are in parenthesis

Figure 14. Median Mobile Response Time by Provider in Minutes

Note: Count of mobile EMPS response episodes are in parenthesis

Figure 15. Emergency Dept Referrals (% Total EMPS Episodes)

<table>
<thead>
<tr>
<th>Region</th>
<th>Routine Follow-up</th>
<th>Inpatient Diversion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central (23)</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>Eastern (12)</td>
<td>9%</td>
<td>1%</td>
</tr>
<tr>
<td>Hartford (44)</td>
<td>12%</td>
<td>5%</td>
</tr>
<tr>
<td>New Haven (11)</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Southwestern (17)</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Western (28)</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Statewide (110)</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Note: Count total ED referrals are in parenthesis

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

Note: Count total ED referrals are in parenthesis