



**EMERGENCY MOBILE
PSYCHIATRIC SERVICES**

EMPS is a program funded by the State of Connecticut
in partnership with the United Way of Connecticut 2-1-1.



2-1-1



EMPS Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: November 2012

Table of Contents

| | |
|--------------------------|---|
| <i>Executive Summary</i> | 2 |
|--------------------------|---|

Section I: EMPS Statewide/Service Area Dashboard

| | |
|---|---|
| Figure 1. Total Call Volume by Call Type | 3 |
| Figure 2. EMPS Episodes by Service Area | 3 |
| Figure 3. Number Served Per 1,000 Children | 3 |
| Figure 4. Number Served Per 1,000 Children in Poverty | 3 |
| Figure 5. Mobile Response by Service Area | 3 |
| Figure 6. Mobile Episodes with Response Time Under 45 Mins. by Service Area | 3 |

Section II: EMPS Response

| | |
|--|---|
| Figure 7. Statewide 211 Disposition Frequency | 4 |
| Figure 8. EMPS Response Episodes by Provider | 4 |
| Figure 9. Actual Initial EMPS Response by Provider | 4 |
| Figure 10. Mobile Response by Provider | 4 |

Section III: Response Time

| | |
|--|---|
| Figure 11. Mobile Episodes with Response Time Under 45 Minutes by Service Area | 5 |
| Figure 12. Mobile Episodes with Response Time Under 45 Minutes by Provider | 5 |
| Figure 13. Median Mobile Response Time in Minutes | 5 |
| Figure 14. Median Mobile Response Time in Minutes by Provider | 5 |

Section IV: Emergency Department Referrals

| | |
|---|---|
| Figure 15. Emergency Department Referrals | 5 |
| Figure 16. Emergency Department Referrals by Provider | 5 |

Section V: Length of Stay (LOS)

| | |
|---|---|
| Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up | 6 |
|---|---|

Section VI: Provider Community Outreach

| | |
|---|---|
| Figure 17. Number of Times Providers Conducted Formal Outreach to the Community | 6 |
|---|---|

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> or contact Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Call and Episode Volume: In November 2012, there were a total of **1,302 calls to the EMPS system**, resulting in 958 EMPS episodes (74%), and 344 calls (26%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 13% increase in call volume compared to November 2011 (n=1,157). The percent distribution of calls routed to EMPS providers and those handled by 211 remains fairly consistent from month to month.

Among the **985 episodes of care** generated this month, episode volume ranged from 120 episodes (Eastern service area) to 257 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.18, with service area rates ranging from 0.90 (Southwestern) to 1.63 (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 2.28 per 1,000 children in poverty, with service area rates ranging from 1.86 (New Haven) to 3.43 (Eastern).

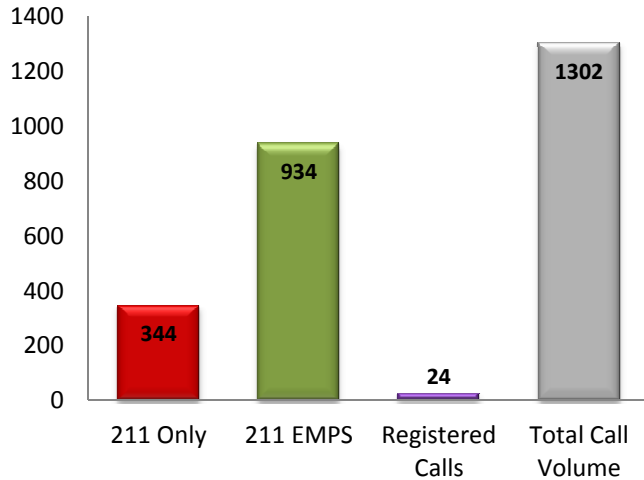
Mobility: **Statewide mobility was 91.5% this month**, compared with 91.4% in November 2011. Five of the six service areas were above the 90% benchmark this month, with performance ranging from 88.7% (Southwestern) to 98.8% (New Haven). Mobility for individual providers ranged from 75% (Wellmore-Torrington) to 100% (United Community & Family Services-NE, Wheeler-Meriden, Clifford Beers, and Wellmore-Danbury). Ten of the fifteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **87% of mobile episodes received a face-to-face response in 45 minutes or less**, which is 1% higher than November 2011 (86%). All six service areas were above the 80% benchmark this month, with performance ranging from 80% (New Haven) to 93% (Eastern). In addition, the statewide median mobile response time was 28 minutes. Twelve 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 this month, **5% of Plus Stabilization Follow-up episodes exceeded 45 days**. The statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 19 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 16 days (Western, Eastern) to 22 days (New Haven).

Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type



**Figure 2. EMPS Episodes by Service Area
(Total Episodes = 958)**

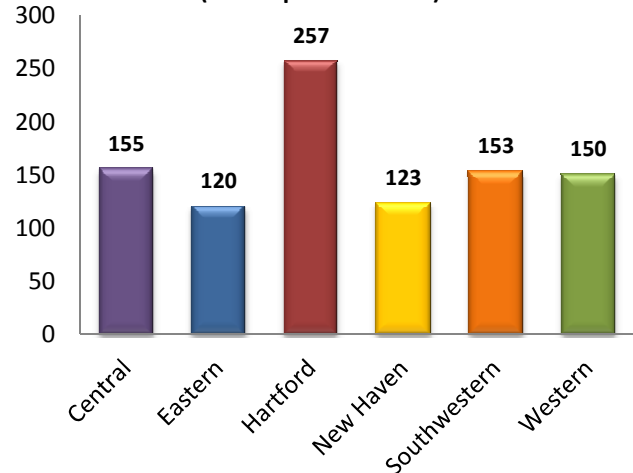


Figure 3. Number Served Per 1,000 Children

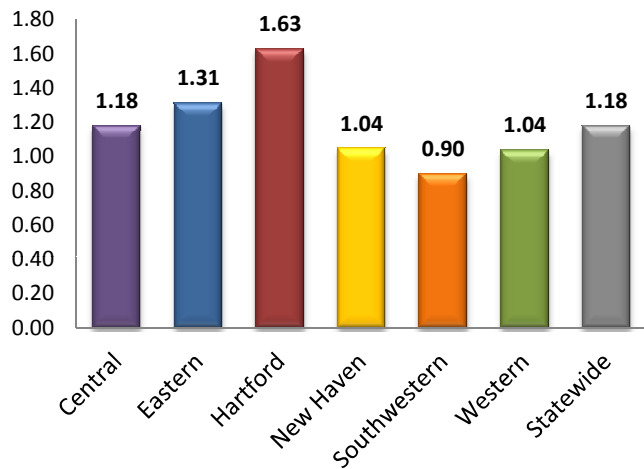
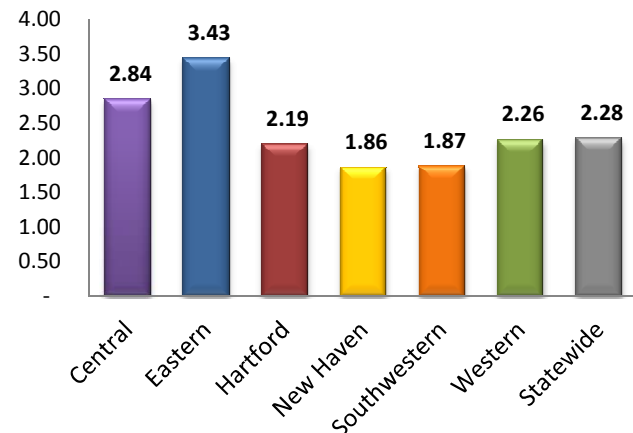
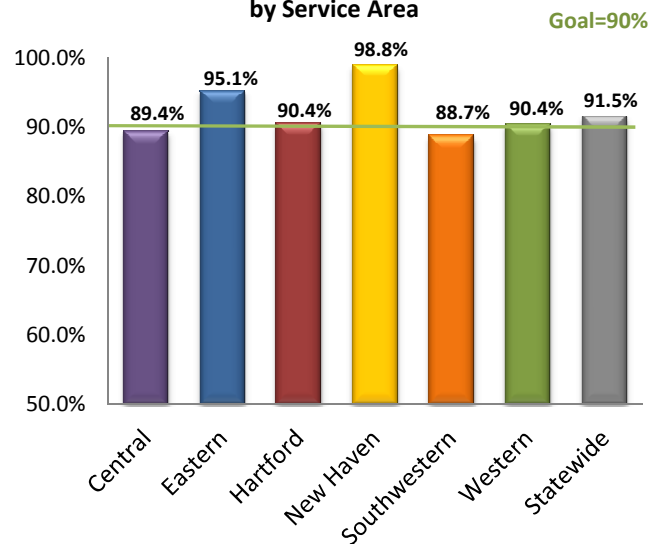


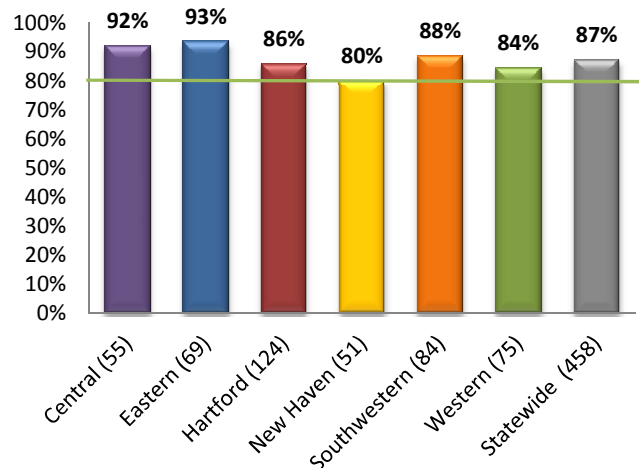
Figure 4. Number Served Per 1,000 Children in Poverty



**Figure 5. Mobile Response
by Service Area**



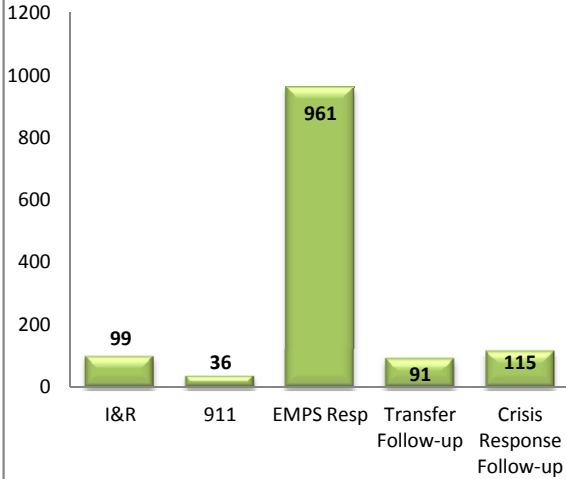
**Figure 6. Total Mobile Episodes with a
Response Time Under 45 Minutes**



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

Section II: EMPS Response

Figure 7. Statewide 211 Disposition Frequency



Note: EMPS Resp includes 3 with no designated provider

Figure 8. EMPS Episodes by Provider (Total Episodes = 958)

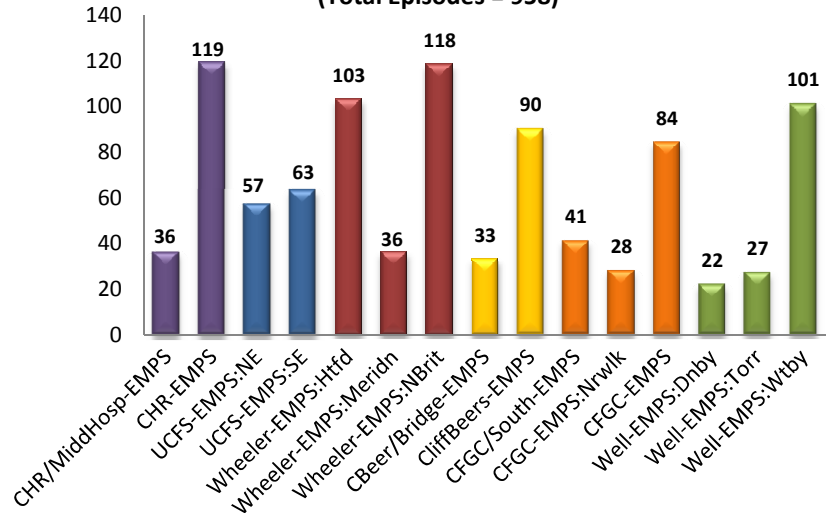
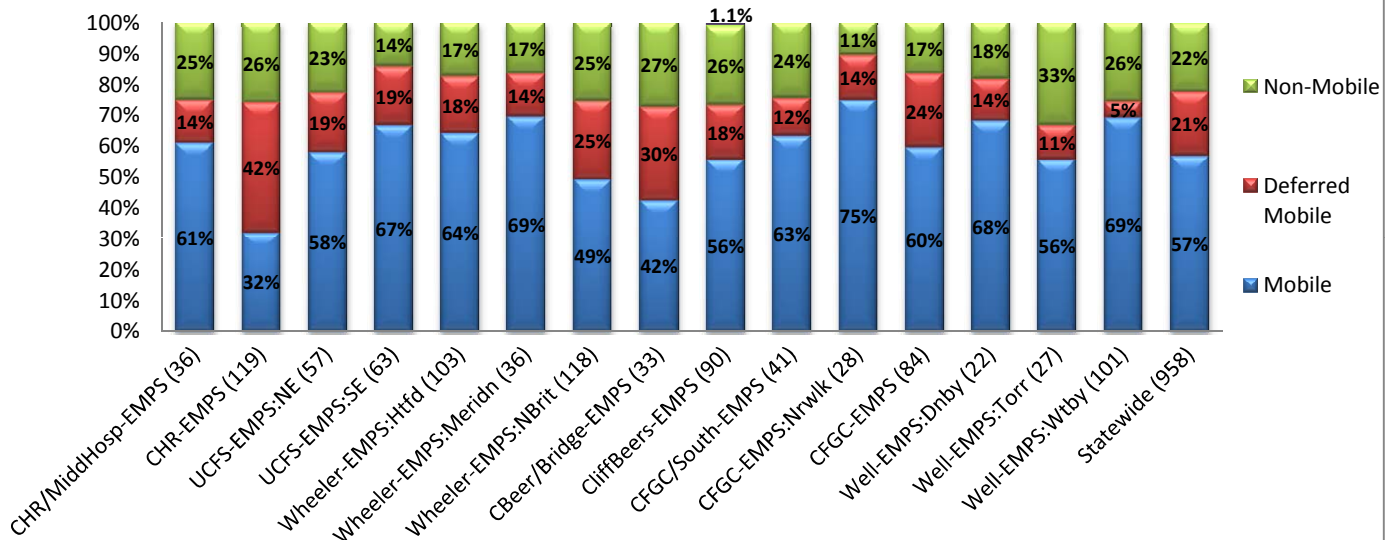


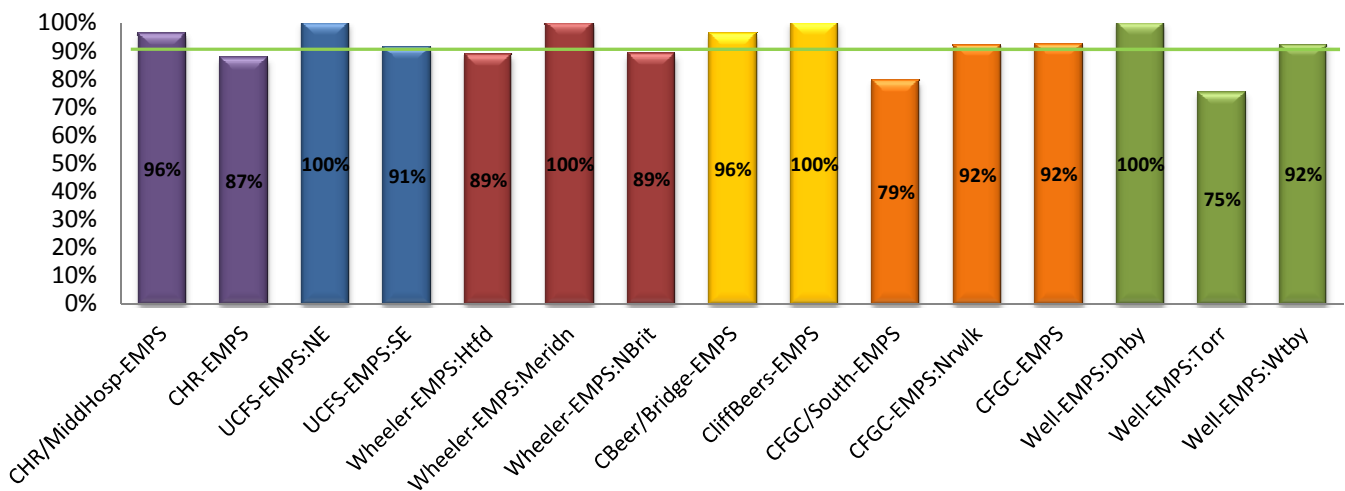
Figure 9. Actual Initial EMPS Response by Provider



Note: Total count of EMPS response episodes are in parenthesis

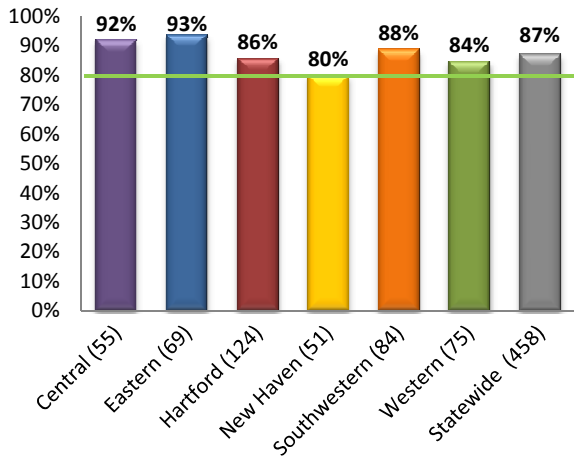
Figure 10. Mobile Response by Provider

Goal = 90%



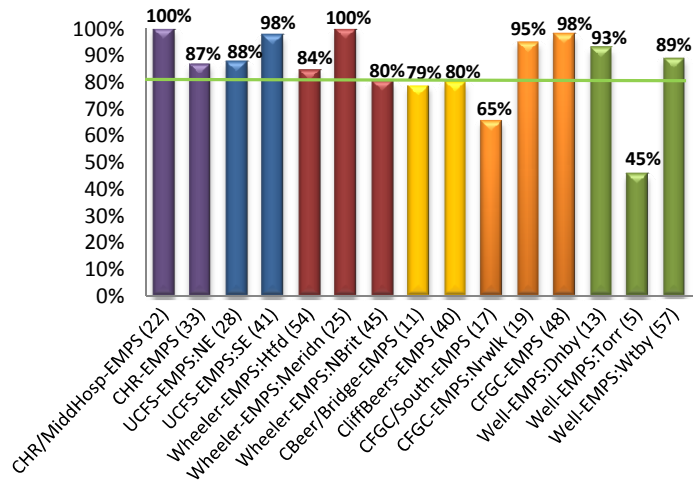
Section III: Response Time

Figure 11. Mobile Episodes with Response Time Under 45 Minutes



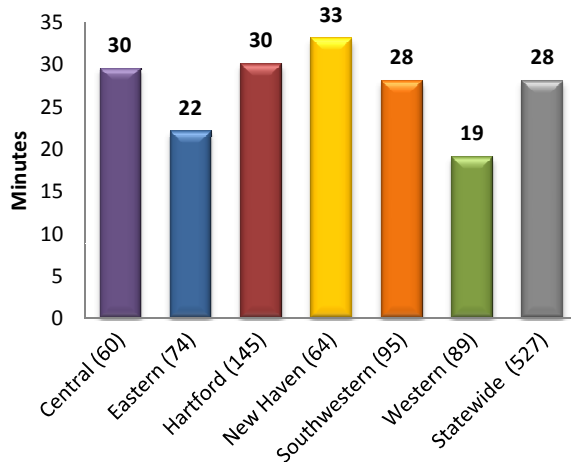
Note: Count of mobile episodes under 45 mins. are in parenthesis

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



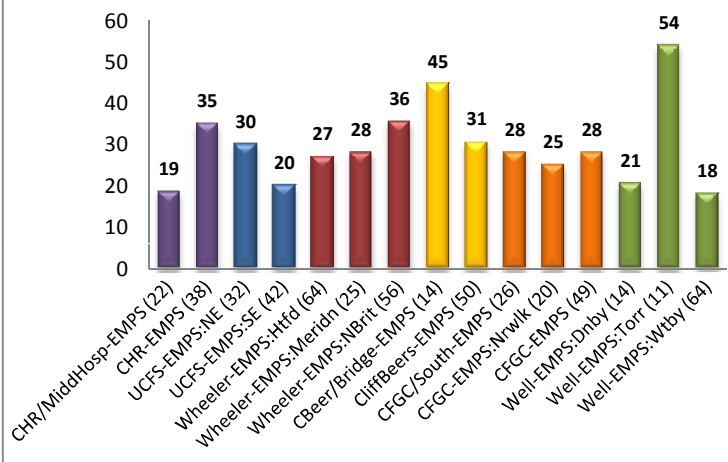
Note: Count of mobile episodes under 45 mins. are in parenthesis

Figure 13. Median Mobile Response Time in Minutes



Note: Count of mobile EMPS response episodes are in parenthesis

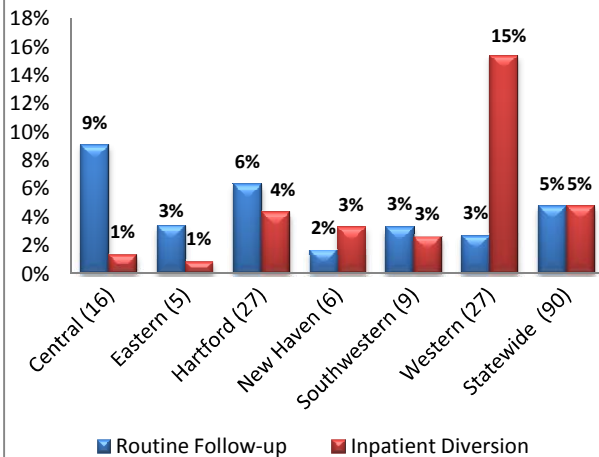
Figure 14. Median Mobile Response Time by Provider in Minutes



Note: Count of mobile EMPS response episodes are in parenthesis

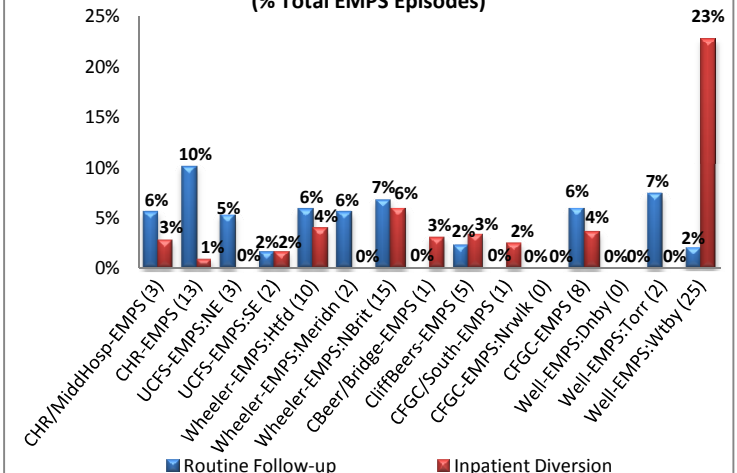
Section IV: Emergency Department Referrals

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



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

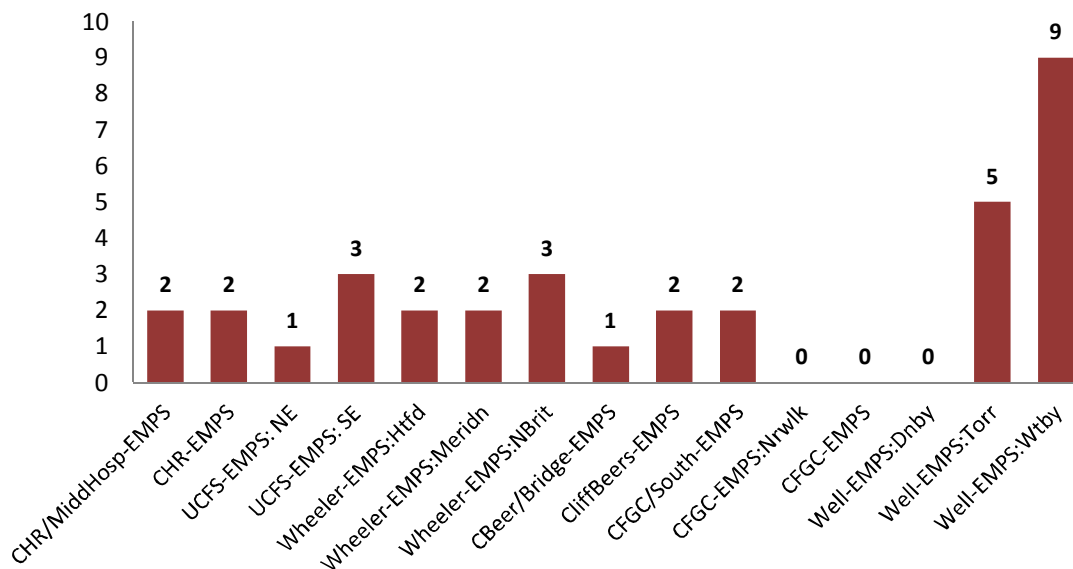
Section V: Length of Stay (LOS)

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

| | <i>Discharged Episodes for Current Month</i> | | | |
|---------------------|--|--------------------|----------------------|---------------------------|
| | No. of Episodes | Mean LOS (in days) | Median LOS (in days) | Percent Exceeding 45 Days |
| STATEWIDE | 318 | 21.7 | 19.0 | 5% (n=4) |
| Central | 39 | 21.6 | 18.0 | 8% (n=0) |
| Eastern | 17 | 20.1 | 16.0 | 6% (n=0) |
| Hartford | 127 | 20.7 | 19.0 | 2% (n=1) |
| New Haven | 31 | 25.0 | 22.0 | 3% (n=0) |
| Southwestern | 29 | 28.8 | 34.0 | 3% (n=2) |
| Western | 75 | 19.8 | 16.0 | 8% (n=1) |

Section VI: Provider Community Outreach

Figure 17. Number of Times Providers Conducted Formal* Outreach to the Community (Current Month)



* Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably more, using the EMPS PowerPoint slides and including distribution to attendees of marketing materials and other EMPS resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar gatherings in which EMPS is discussed for at least an hour or more; 3) Outreach presentations that are not in person which may include workshops, conferences, or similar gatherings in which the EMPS marketing video, banner, and table skirt are set up for at least 2 hours with marketing materials made available to those who would like them; 4) The EMPS PIC considers other outreaches for inclusion on a case-by-case basis, as requested by EMPS providers.