



**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)

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## Monthly Report: September 2012

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

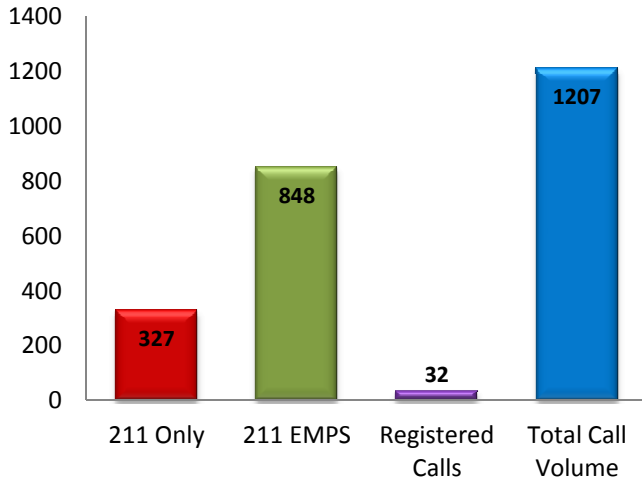
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The EMPS Crisis Intervention Services Performance Improvement Center is housed at the Child Health and Development Institute's Connecticut Center for Effective Practice

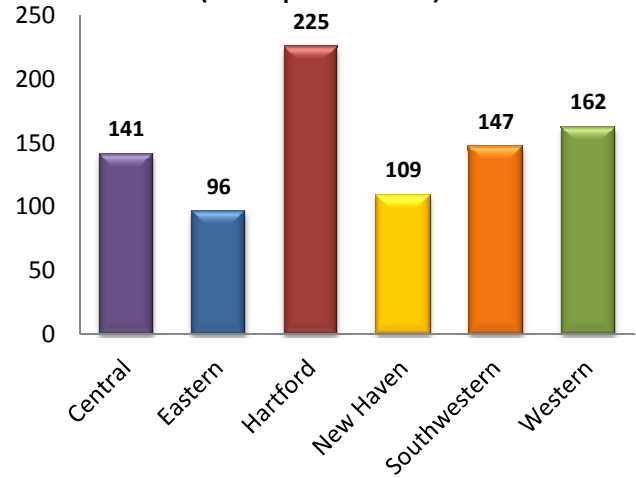


## Section I: EMPS Statewide/Service Area Dashboard

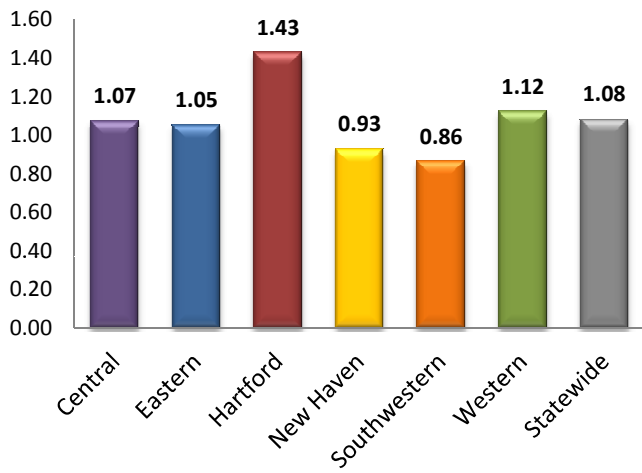
**Figure 1. Total Call Volume by Call Type**



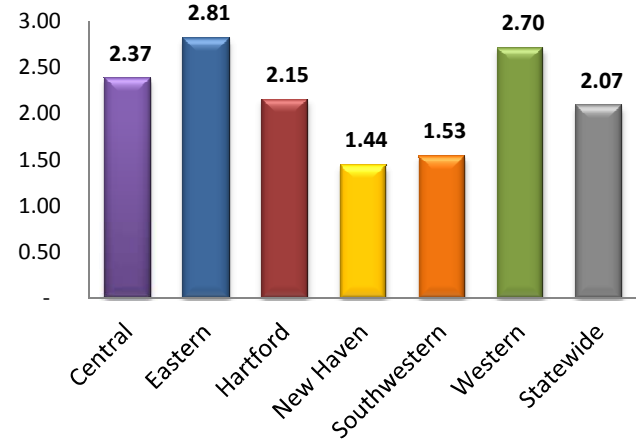
**Figure 2. EMPS Episodes by Service Area  
(Total Episodes = 880)**



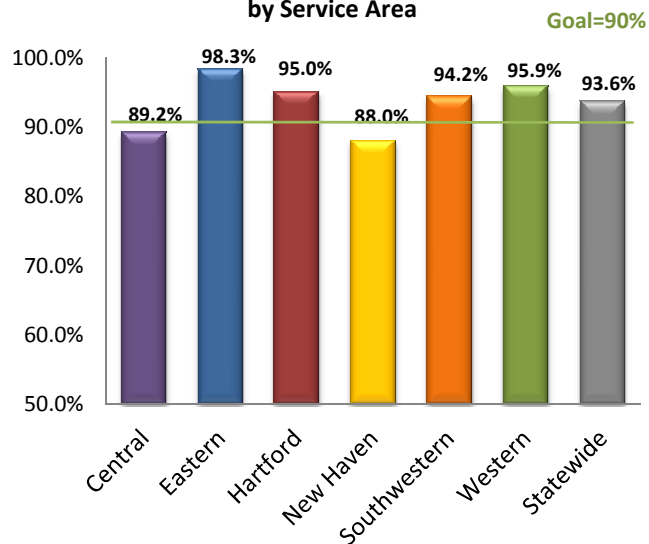
**Figure 3. Number Served Per 1,000 Children**



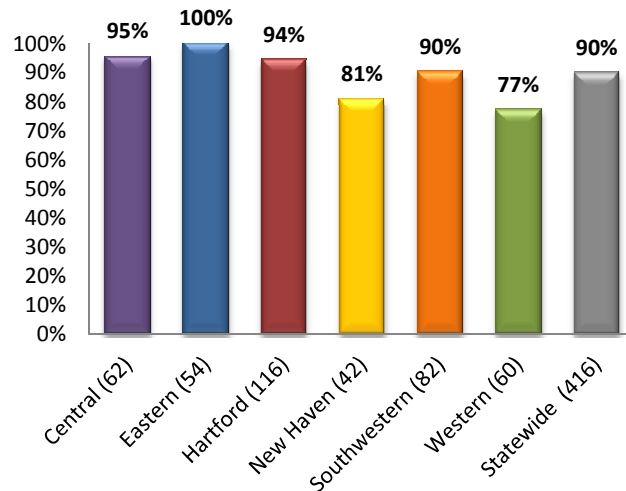
**Figure 4. Number Served Per 1,000 Children in Poverty**



**Figure 5. Mobile Response  
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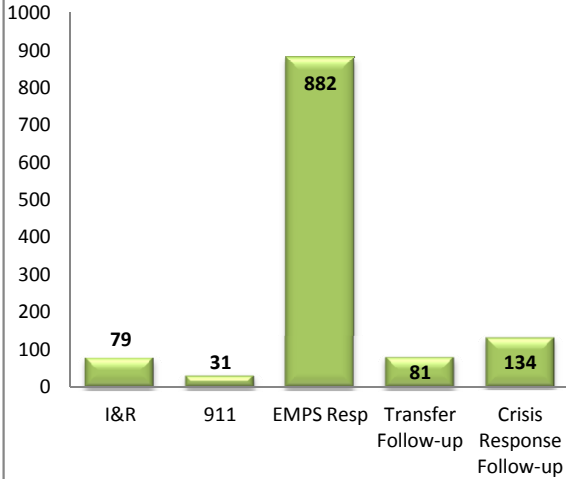
**Figure 6. Total Mobile Episodes with a  
Response Time Under 45 Minutes**



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

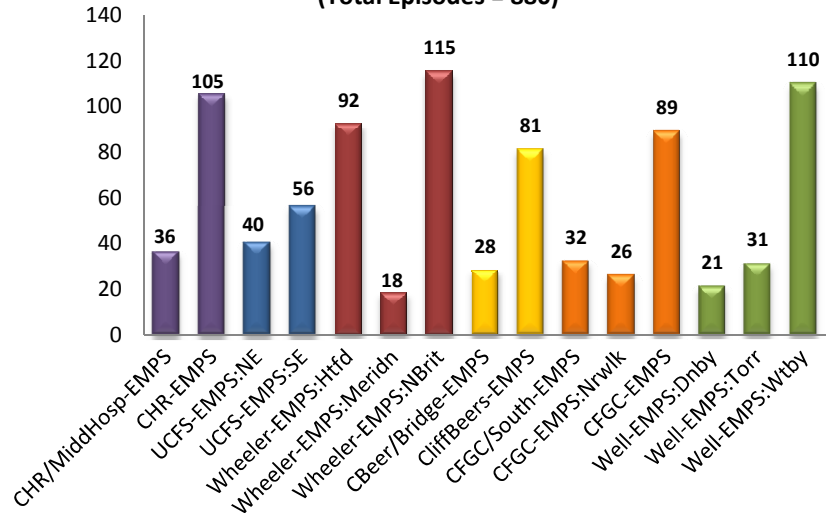
## Section II: EMPS Response

**Figure 7. Statewide 211 Disposition Frequency**

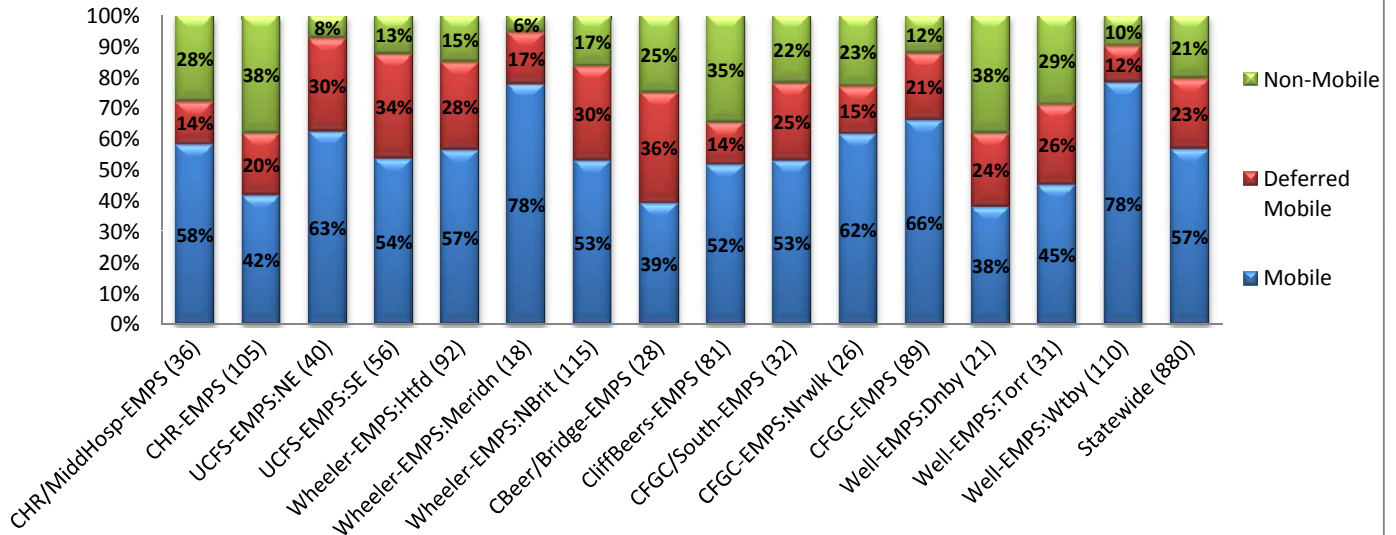


Note: EMPS Resp includes 2 with no designated provider

**Figure 8. EMPS Episodes by Provider (Total Episodes = 880)**



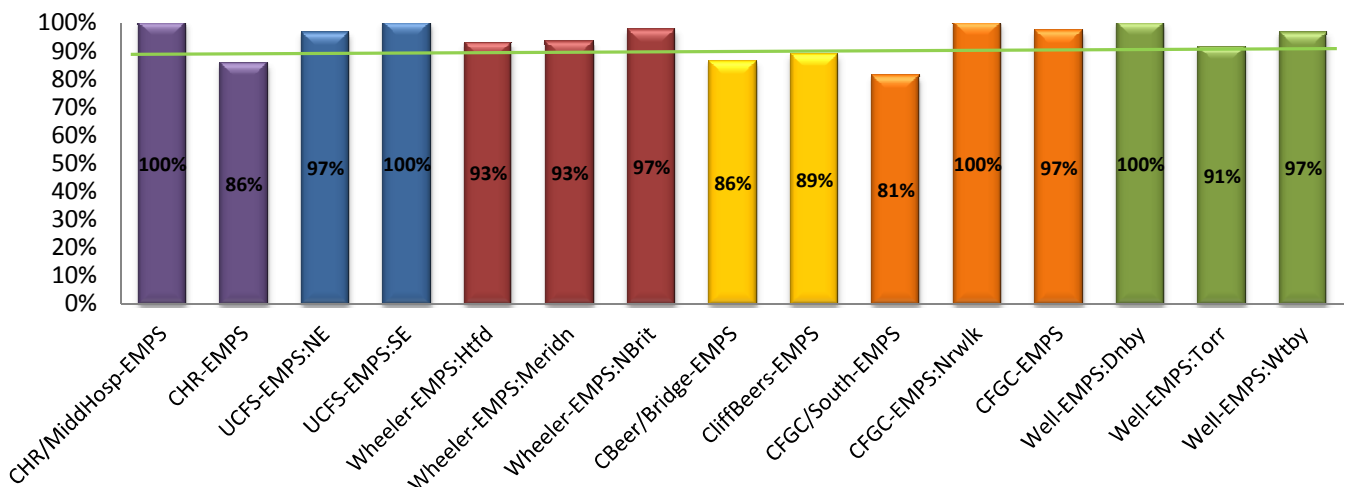
**Figure 9. Actual Initial EMPS Response by Provider**



Note: Total count of EMPS response episodes are in parenthesis

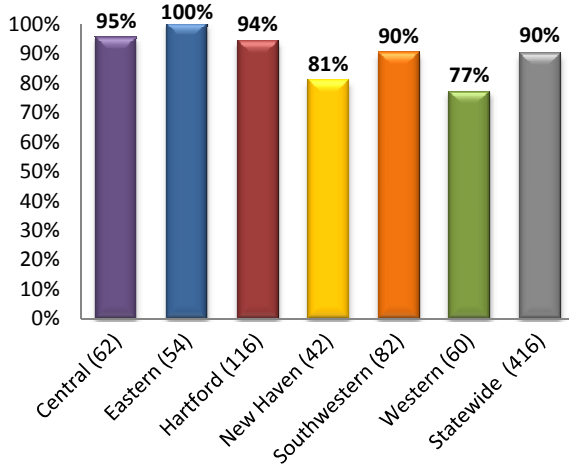
**Figure 10. Mobile Response by Provider**

Goal = 90%



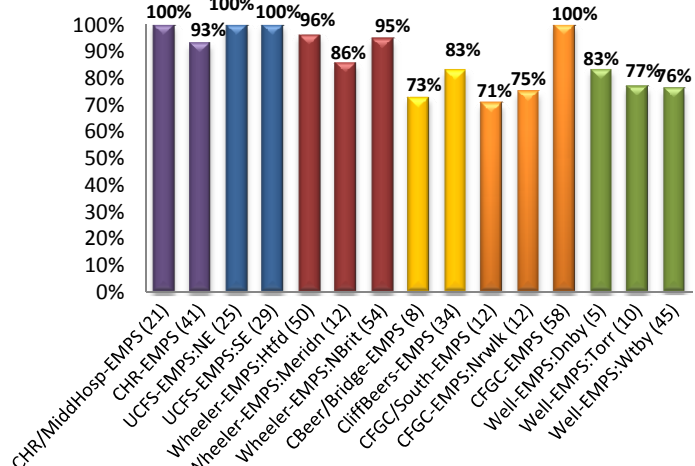
## Section III: Response Time

**Figure 11. Mobile Episodes with Response Time Under 45 Minutes**



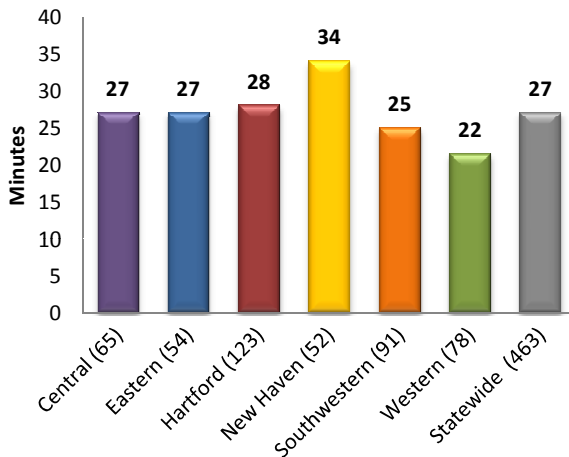
Note: Count of mobile episodes under 45 mins. are in parenthesis

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



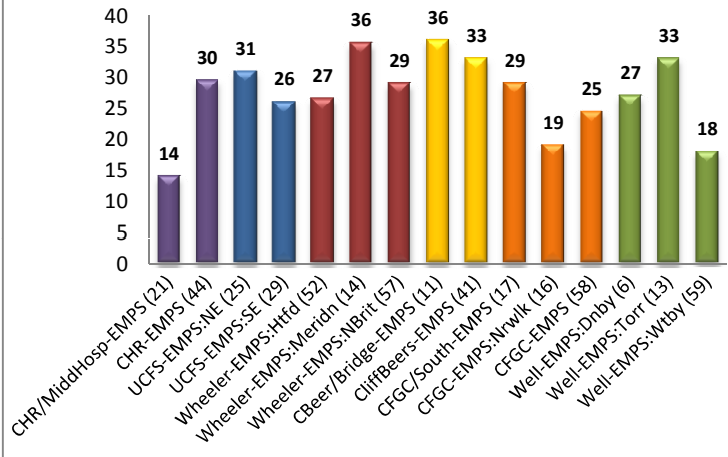
Note: Count of mobile episodes under 45 mins. are in parenthesis

**Figure 13. Median Mobile Response Time in Minutes**



Note: Count of mobile EMPS response episodes are in parenthesis

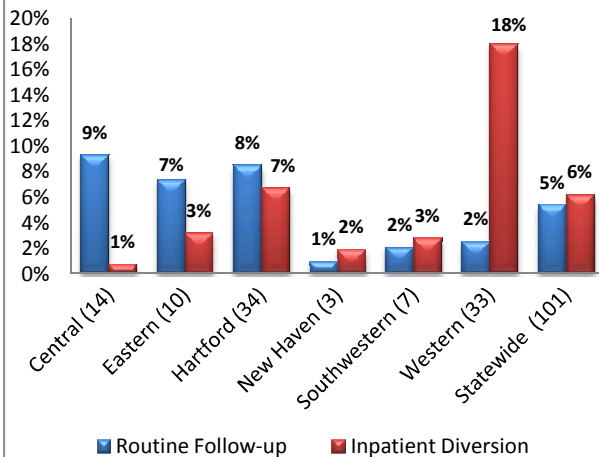
**Figure 14. Median Mobile Response Time by Provider in Minutes**



Note: Count of mobile EMPS response episodes are in parenthesis

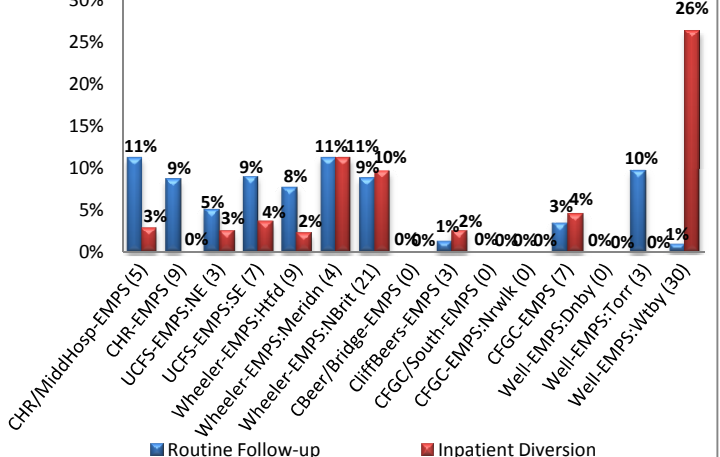
## Section IV: Emergency Department Referrals

**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

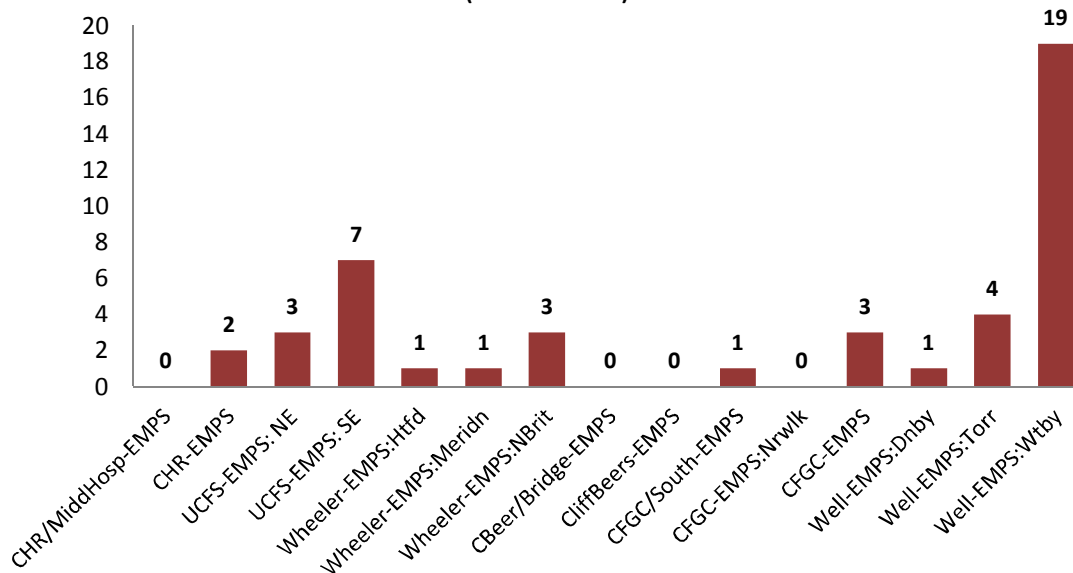
## Section V: Length of Stay (LOS)

**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
<b>STATEWIDE</b>	<b>209</b>	<b>14.9</b>	<b>11.0</b>	<b>2% (n=4)</b>
<b>Central</b>	<b>25</b>	<b>11.9</b>	<b>9.0</b>	<b>0% (n=0)</b>
<b>Eastern</b>	<b>17</b>	<b>18.1</b>	<b>12.0</b>	<b>0% (n=0)</b>
<b>Hartford</b>	<b>78</b>	<b>15.1</b>	<b>13.0</b>	<b>1% (n=1)</b>
<b>New Haven</b>	<b>17</b>	<b>16.9</b>	<b>10.0</b>	<b>0% (n=0)</b>
<b>Southwestern</b>	<b>22</b>	<b>22.0</b>	<b>18.0</b>	<b>9% (n=2)</b>
<b>Western</b>	<b>50</b>	<b>11.0</b>	<b>7.0</b>	<b>2% (n=1)</b>

## 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.