



**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: April 2016**

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# Table of Contents

<b>Executive Summary</b> .....	2
<b>Section I: EMPS Statewide/Service Area Dashboard</b> .....	4
Figure 1. Total Call Volume by Call Type .....	4
Figure 2. EMPS Episodes by Service Area .....	4
Figure 3. Number Served Per 1,000 Children .....	4
Figure 4. Number Served Per 1,000 Children in Poverty .....	4
Figure 5. Mobile Response by Service Area .....	4
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes .....	4
<b>Section II: EMPS Response</b> .....	5
Figure 7. Statewide 211 Disposition Frequency .....	5
Figure 8. EMPS Episodes by Provider .....	5
Figure 9. Actual Initial EMPS Response by Provider .....	5
Figure 10. Mobile Response by Provider .....	5
<b>Section III: Response Time</b> .....	6
Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes .....	6
Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider .....	6
Figure 13. Median Mobile Response Time in Minutes .....	6
Figure 14. Median Mobile Response Time by Provider in Minutes .....	6
Figure 15. Emergency Department Referrals .....	6
<b>Section IV: Emergency Department Referrals</b> .....	6
Figure 16. Emergency Department Referrals by Provider (% of Total EMPS Episodes) .....	6
<b>Section V: Length of Stay (LOS)</b> .....	7
Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up .....	7

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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](mailto:jvanderploeg@uchc.edu) for more information.*

**Call and Episode Volume:** In April 2016, 211 and EMPS received 1,512 calls including 1,056 calls (69.8%) handled by EMPS providers and 456 calls (30.2%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 5.3% decrease in call volume compared with April 2015 (n=1,596).

Among the **1,055 episodes of care** generated this month, episode volume ranged from 136 episodes (Eastern service area) to 234 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.30, with service area rates ranging from 1.02 (Southwestern) to 1.49 (Eastern) 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 2.55 per 1,000 children in poverty, with service area rates ranging from 1.96 (New Haven) to 3.82 (Eastern).

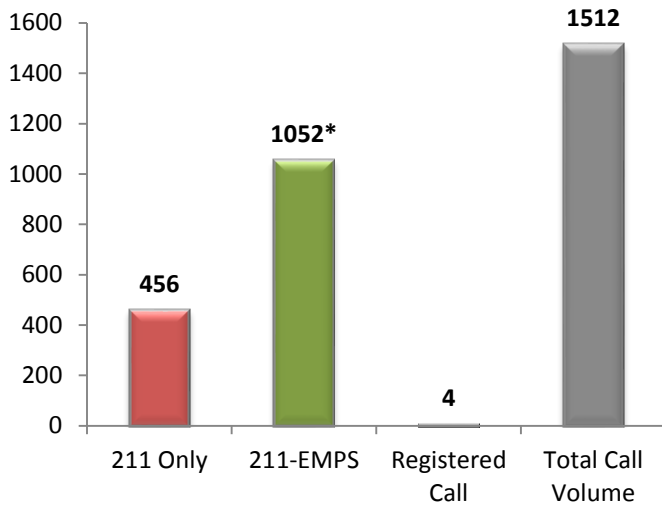
**Mobility: Statewide mobility was 91.3% this month**, 1.8% lower than in April 2015. Four of the six service areas were above the 90% benchmark this month, with performance ranging from 83.9% (Southwestern) to 94.8% (Eastern). Mobility for individual providers ranged from 81% (CFGC/South-EMPS) to 100% (Wheeler-EMPS:Meridn). Eight 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 April 2015 (89%). All six service areas were above the 80% benchmark this month, with performance ranging from 80% (Hartford) to 96% (Southwestern). Twelve of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less. In addition, the statewide median mobile response time was 23 minutes.

**Length of Stay (LOS):** Statewide, among discharged episodes, there were **34 (13.3%) 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 24.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 18.0 days (Western) to 38.0 days (New Haven).

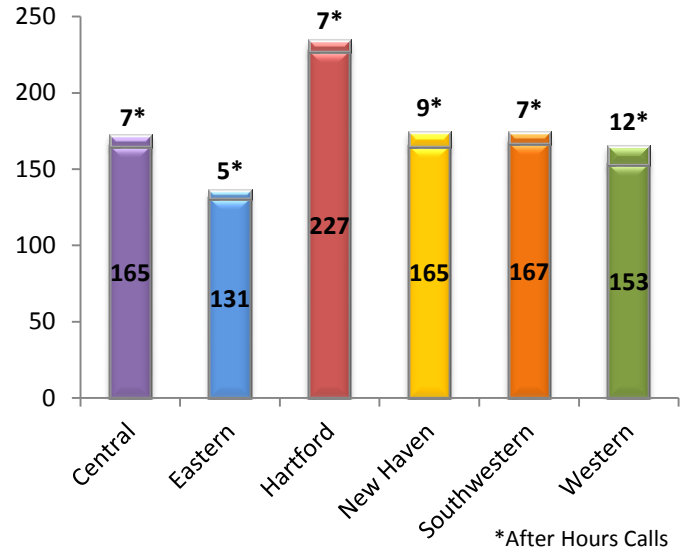
## Section I: EMPS Statewide/Service Area Dashboard

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



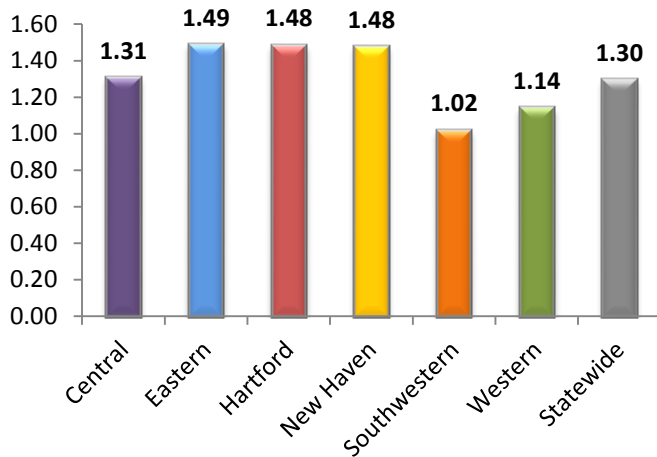
\*Note: 1 call is Crisis-Response Follow-up

**Figure 2. EMPS Episodes by Service Area (Total Episodes = 1,055)**

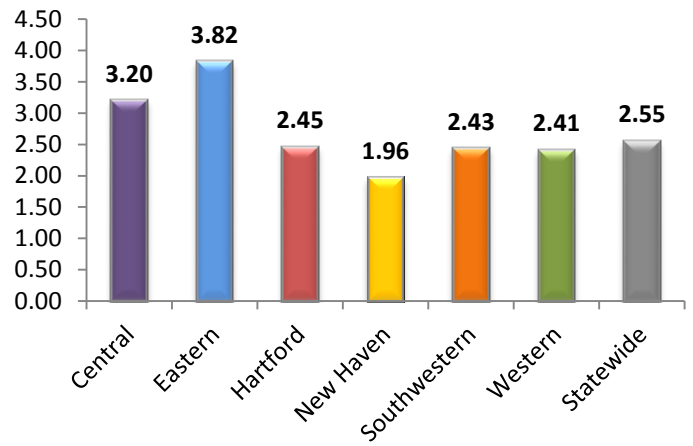


\*After Hours Calls

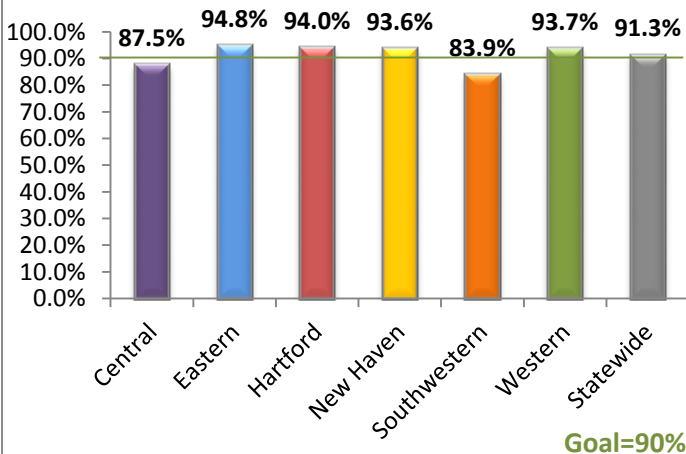
**Figure 3. Number Served Per 1,000 Children**



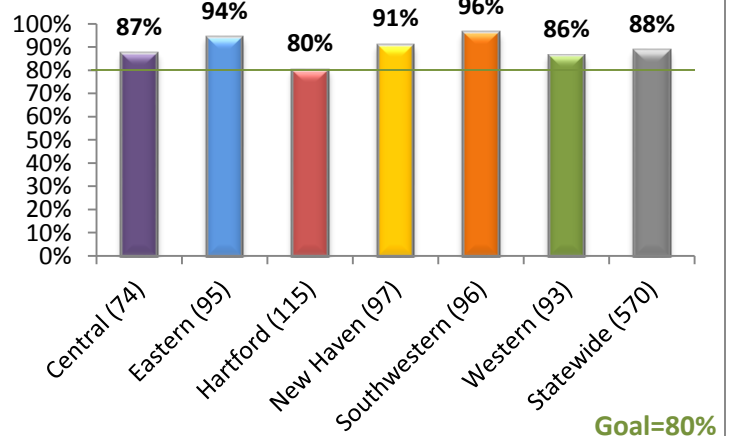
**Figure 4. Number Served Per 1,000 Children in Poverty**



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

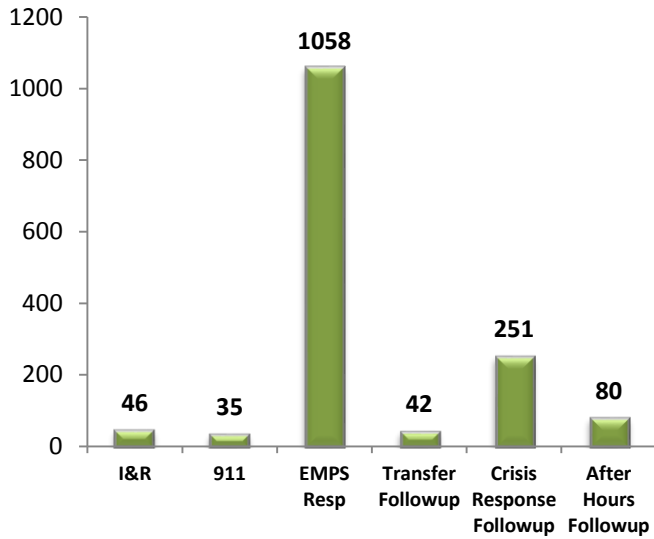


**Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes**

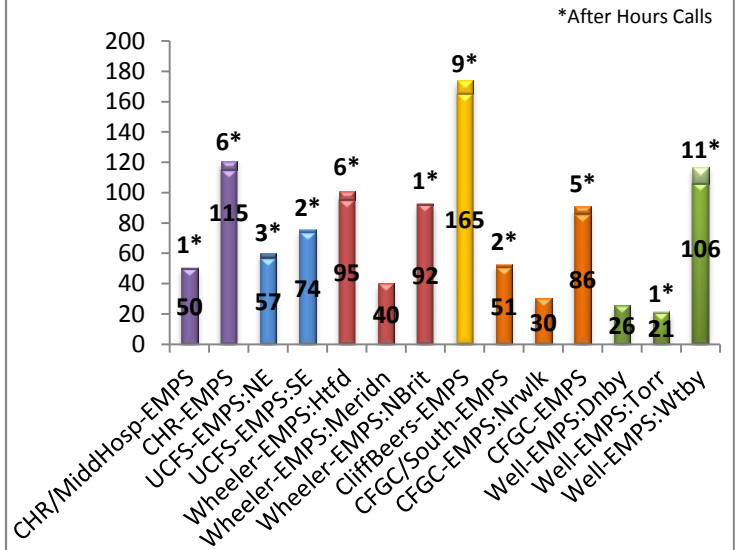


## Section II: EMPS Response

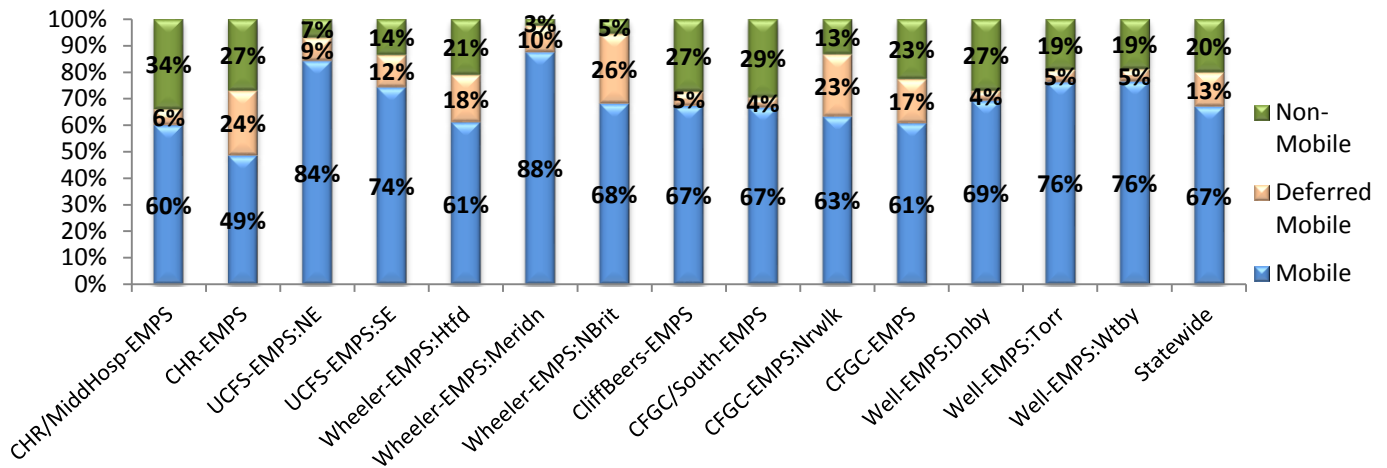
**Figure 7. Statewide 211 Call Disposition**



**Figure 8. EMPS Episodes by Provider (Total Episodes = 1,055)**

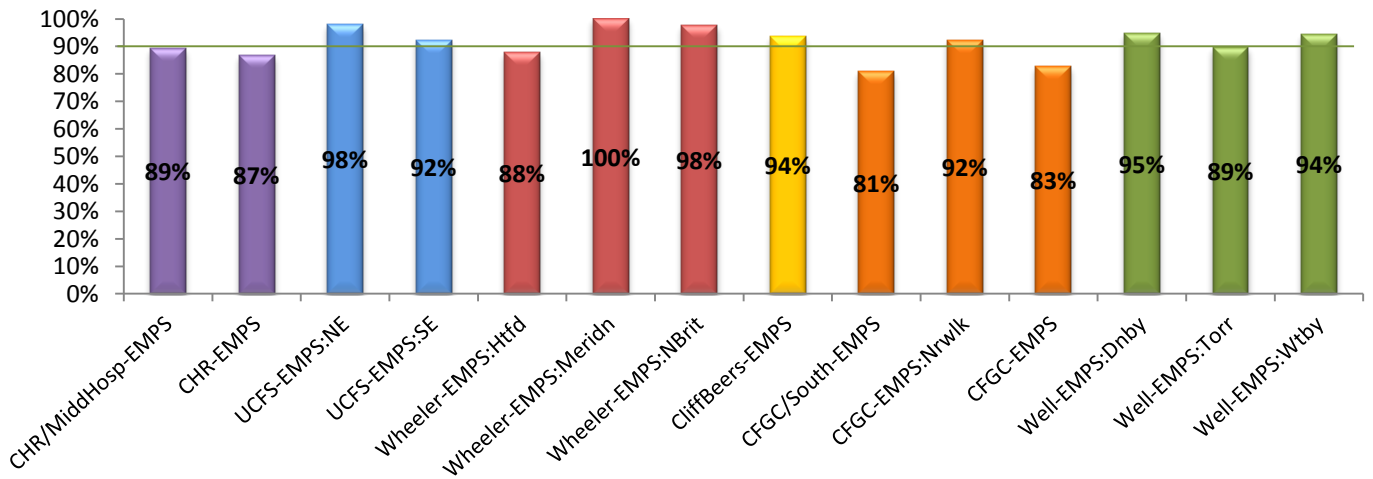


**Figure 9. Actual Initial EMPS Response by Provider**



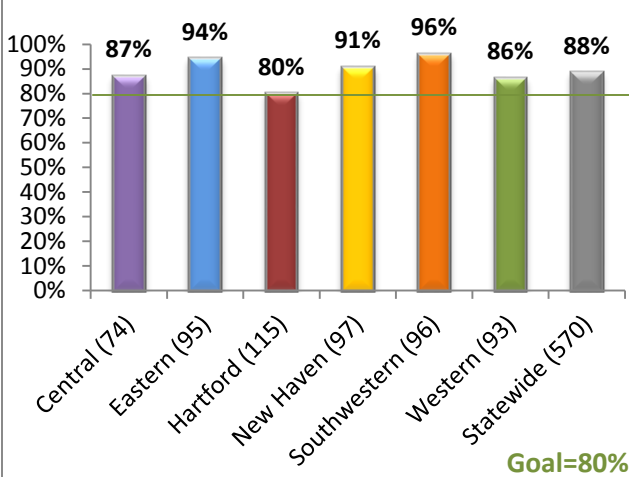
**Figure 10. Mobile Response by Provider**

**Goal=90%**

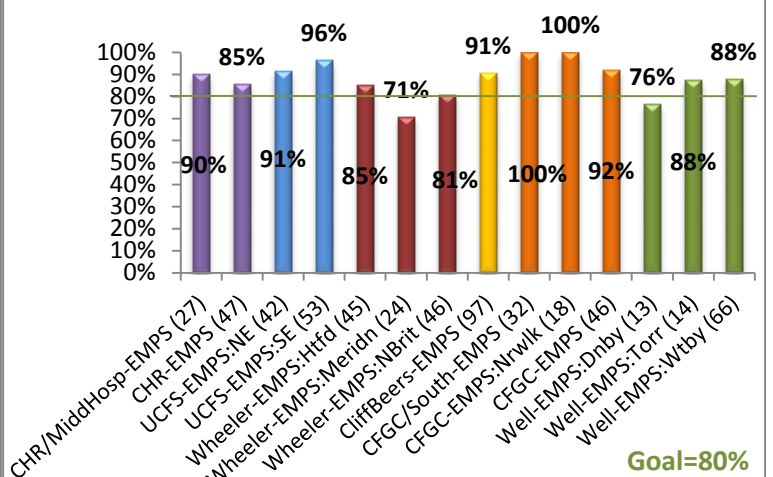


### Section III: Response Time

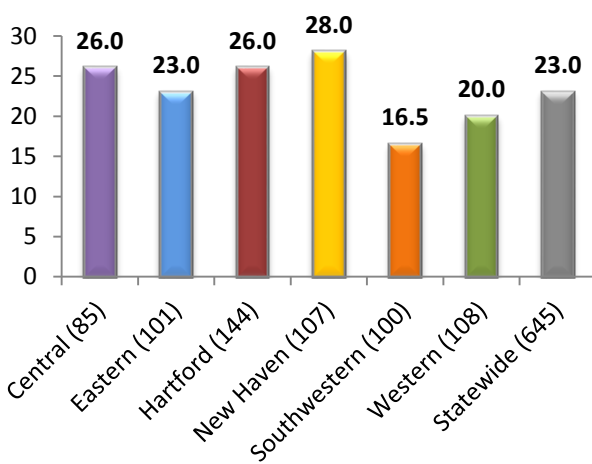
**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**



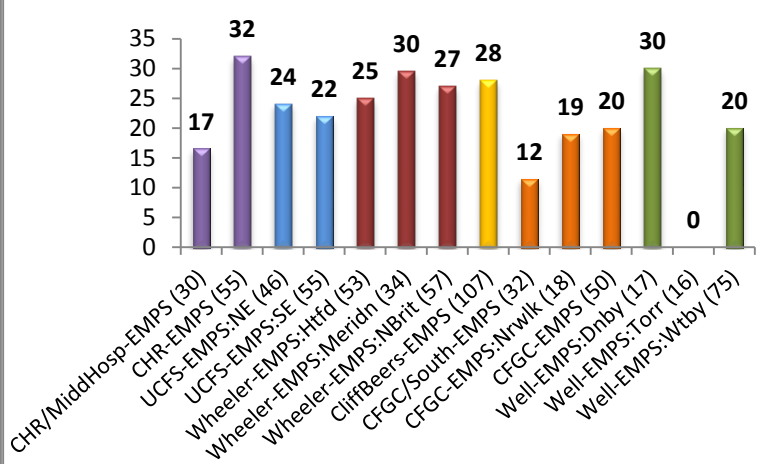
**Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider**



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

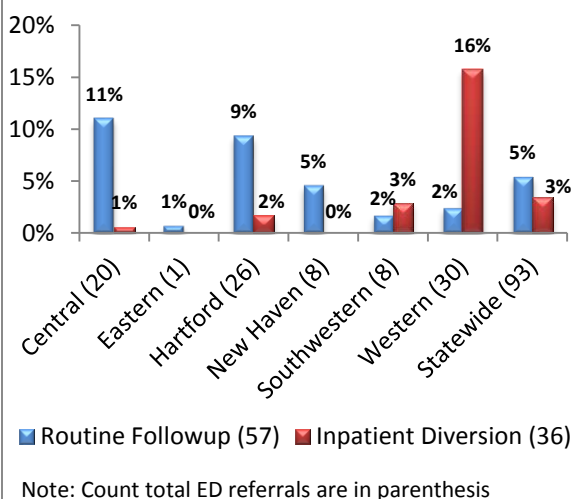


**Figure 14. Median Mobile Response Time by Provider in Minutes**

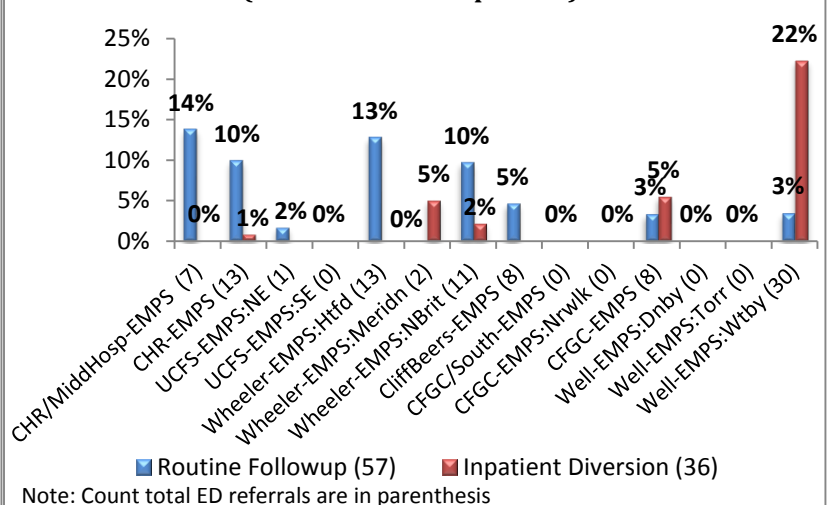


### Section IV: Emergency Department Referrals

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



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



## Section V: Length of Stay (LOS)

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

<b>Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up</b>				
	Number of Episodes	Mean LOS (in days)	Median LOS (in days)	Percent Exceeding 45 Days
<b>STATEWIDE</b>	<b>255</b>	<b>26.5</b>	<b>24.0</b>	<b>13.3% (n = 34)</b>
<b>Central</b>	<b>54</b>	<b>29.4</b>	<b>24.5</b>	<b>20.4% (n = 11)</b>
<b>Eastern</b>	<b>19</b>	<b>25.7</b>	<b>27.0</b>	<b>0% (n = 0)</b>
<b>Hartford</b>	<b>54</b>	<b>23.8</b>	<b>21.5</b>	<b>9.3% (n = 5)</b>
<b>New Haven</b>	<b>30</b>	<b>38.9</b>	<b>38.0</b>	<b>36.7% (n = 11)</b>
<b>Southwestern</b>	<b>27</b>	<b>28.7</b>	<b>29.0</b>	<b>7.4% (n = 2)</b>
<b>Western</b>	<b>71</b>	<b>20.6</b>	<b>18.0</b>	<b>7% (n = 5)</b>

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