



**EMERGENCY MOBILE
PSYCHIATRIC SERVICES**

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2-1-1



EMPS Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: June 2016

Updated 7/13/16

Table of Contents

Executive Summary	2
Section I: EMPS Statewide/Service Area Dashboard	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
Section II: EMPS Response	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
Section III: Response Time	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
Section IV: Emergency Department Referrals	6
Figure 16. Emergency Department Referrals by Provider (% of Total EMPS Episodes)	6
Section V: Length of Stay (LOS)	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 for more information.

Call and Episode Volume: In June 2016, 211 and EMPS received 1,088 calls including 702 calls (64.5%) handled by EMPS providers and 386 calls (35.5%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 10.9% decrease in call volume compared with June 2015 (n=1,221).

Among the **702 episodes of care** generated this month, episode volume ranged from 81 episodes (Eastern service area) to 156 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 0.86, with service area rates ranging from 0.60 (Southwestern) to 1.07 (New Haven) 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 1.67 per 1,000 children in poverty, with service area rates ranging from 1.24 (Southwestern) to 2.22 (Central).

Mobility: Statewide mobility was **90.6% this month**, 1% higher than in June 2015. Four of the six service areas were above the 90% benchmark this month, with performance ranging from 83.9% (Eastern) to 96.3% (Western). Mobility for individual providers ranged from 81% (UCFS-EMPS:SE) to 100% (Well-EMPS:Dnby and Well-EMPS:Torr). Eight of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month **92% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than June 2015 (91%). All six service areas were above the 80% benchmark this month, with performance ranging from 84% (Hartford) to 100% (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 22 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, there were **54 (16.9%) 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 26.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 21.0 days (Eastern and Southwestern) to 34.0 days (Central).

Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

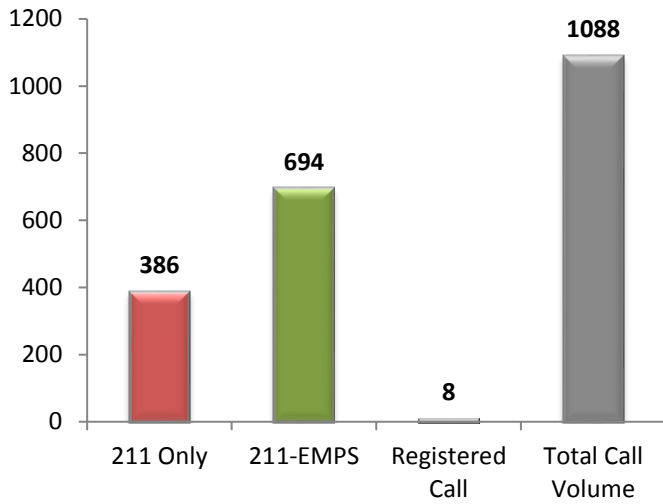


Figure 2. EMPS Episodes by Service Area (Total Episodes = 702)

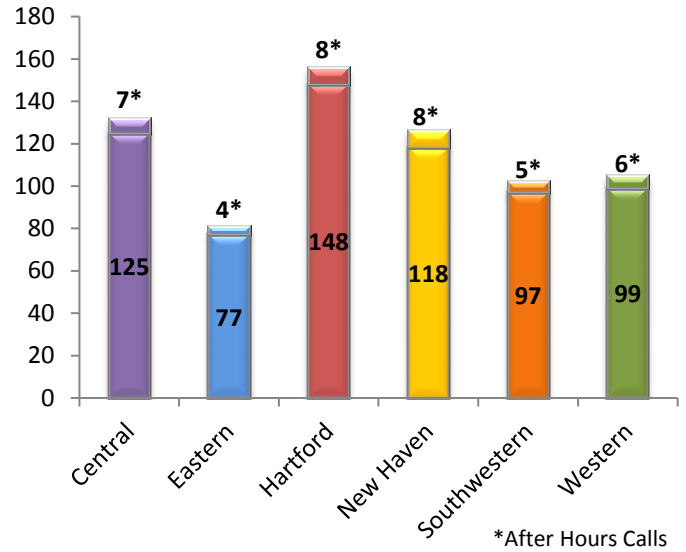


Figure 3. Number Served Per 1,000 Children

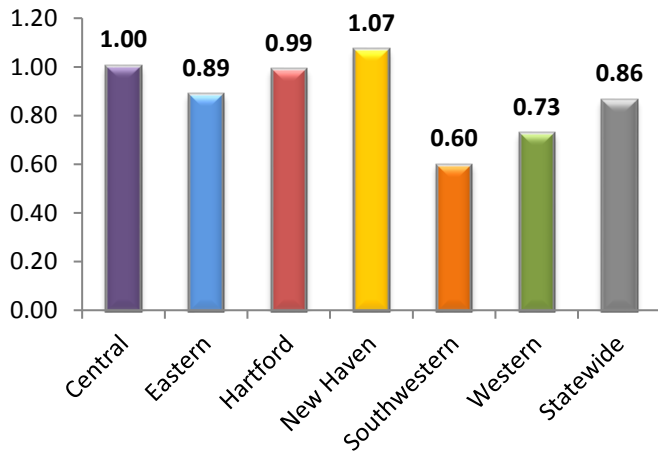


Figure 4. Number Served Per 1,000 Children in Poverty

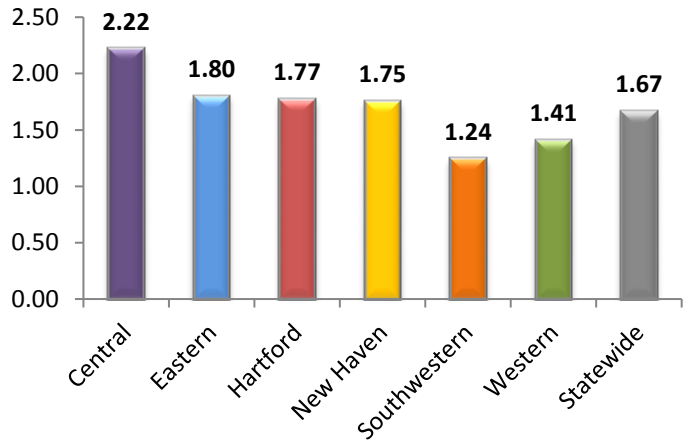


Figure 5. Mobile Response by Service Area

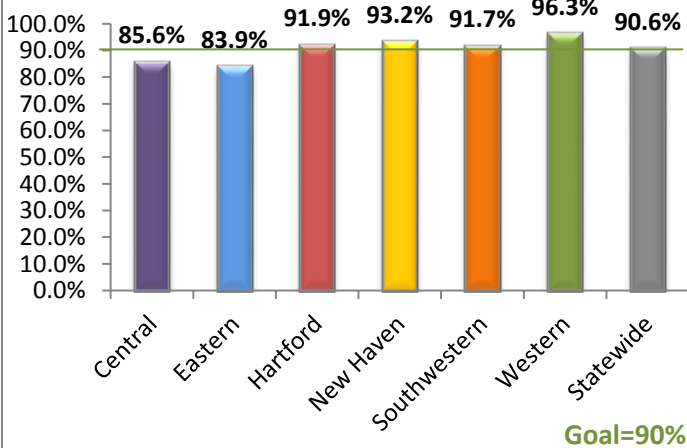
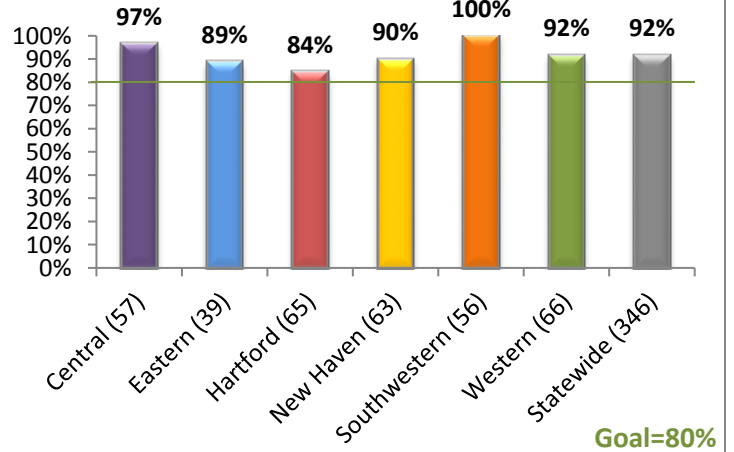


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: EMPS Response

Figure 7. Statewide 211 Call Disposition

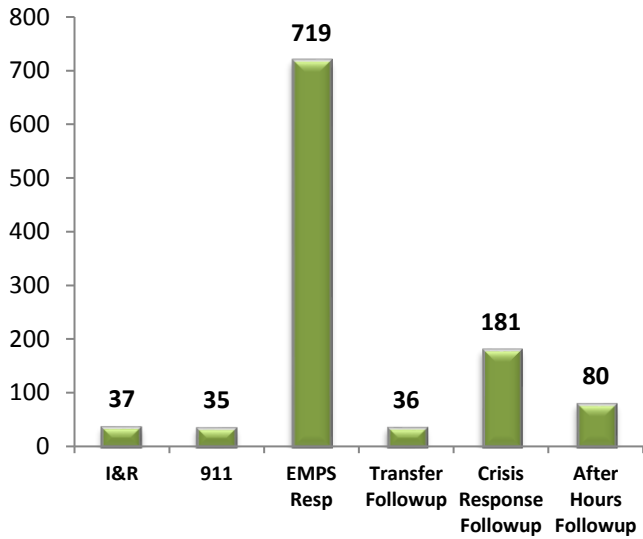


Figure 8. EMPS Episodes by Provider (Total Episodes = 702)

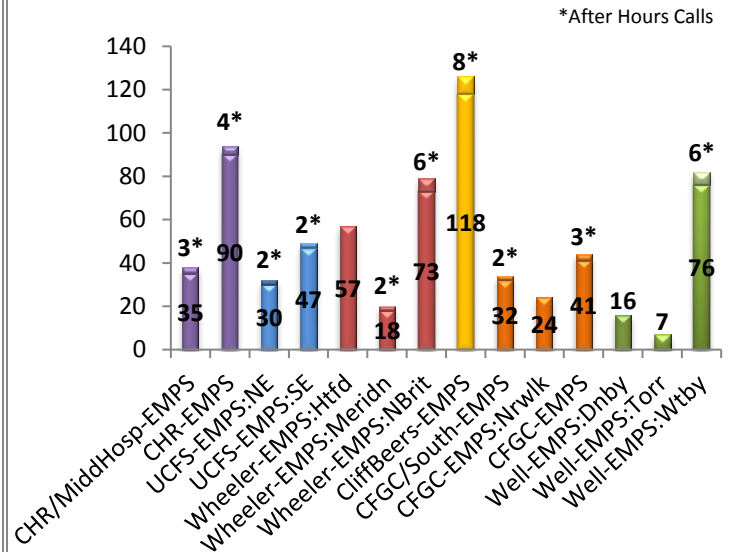


Figure 9. Actual Initial EMPS Response by Provider

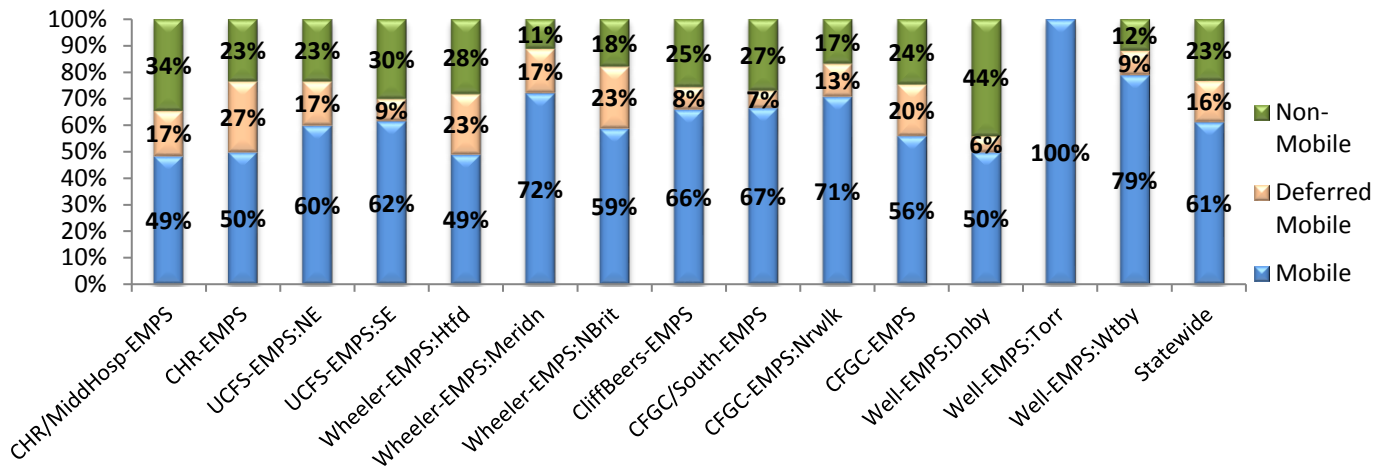
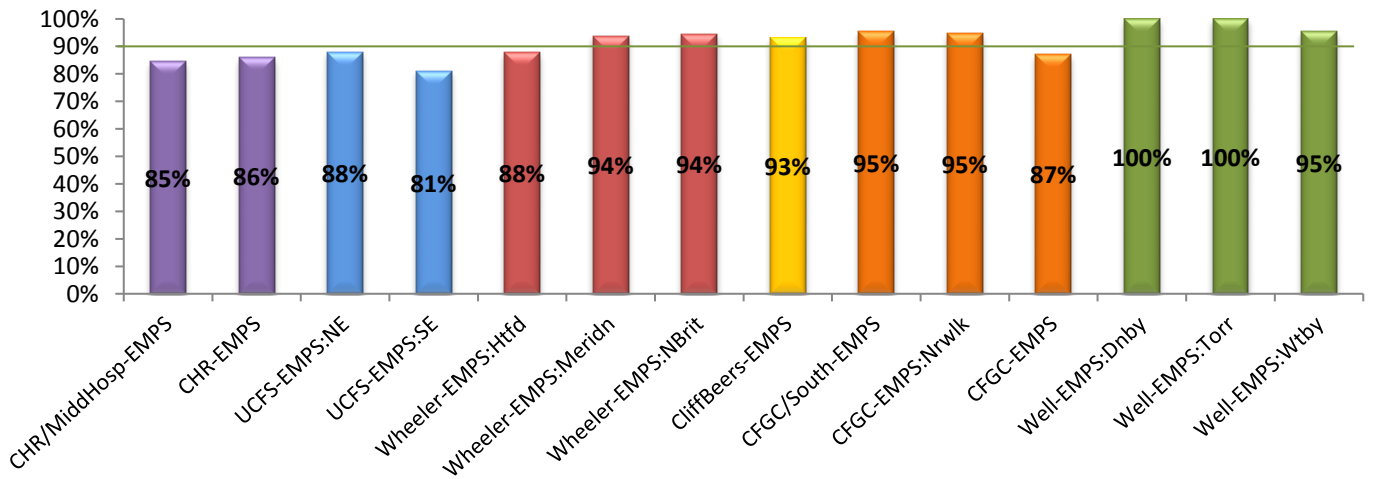


Figure 10. Mobile Response by Provider

Goal=90%



Section III: Response Time

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

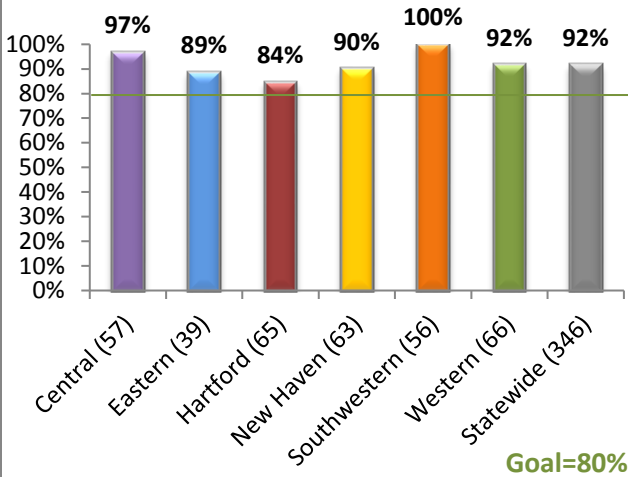


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

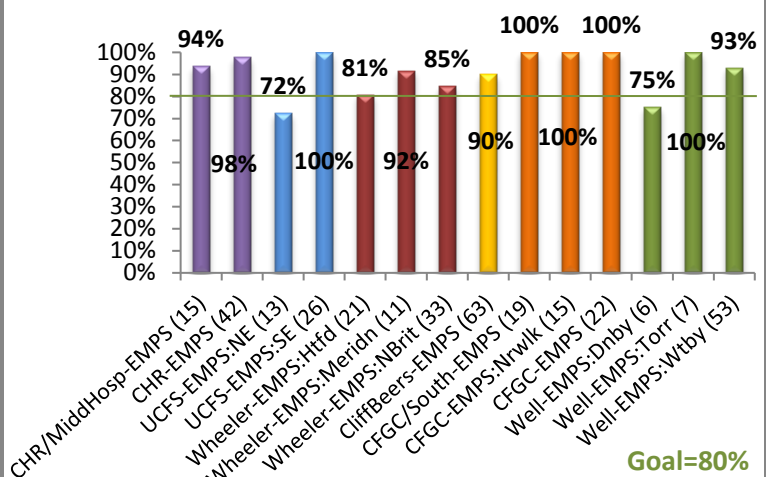


Figure 13. Median Mobile Response Time in Minutes

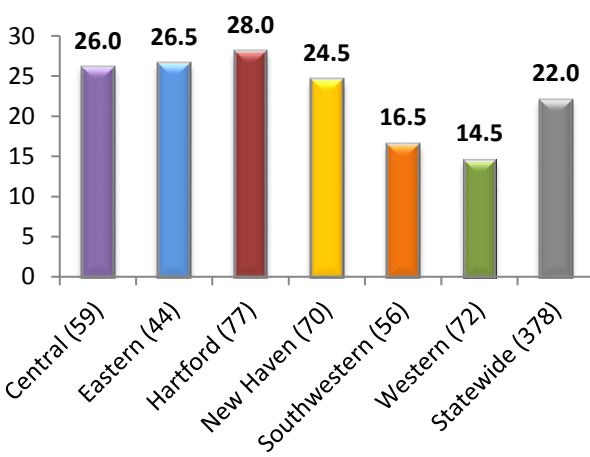
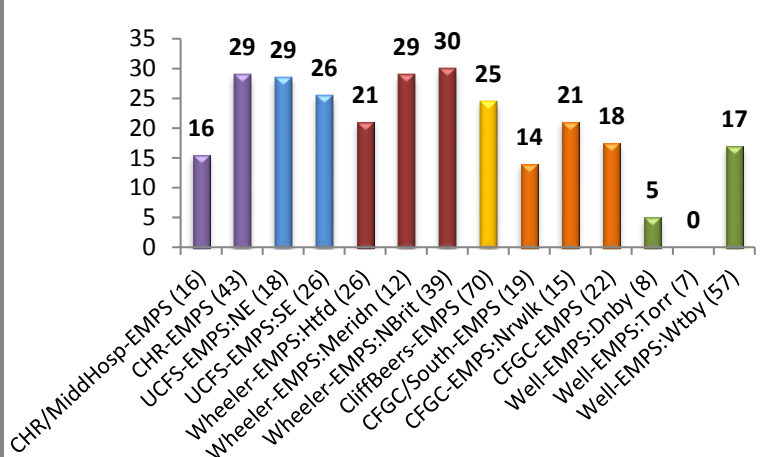


Figure 14. Median Mobile Response Time by Provider in Minutes



Section IV: Emergency Department Referrals

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

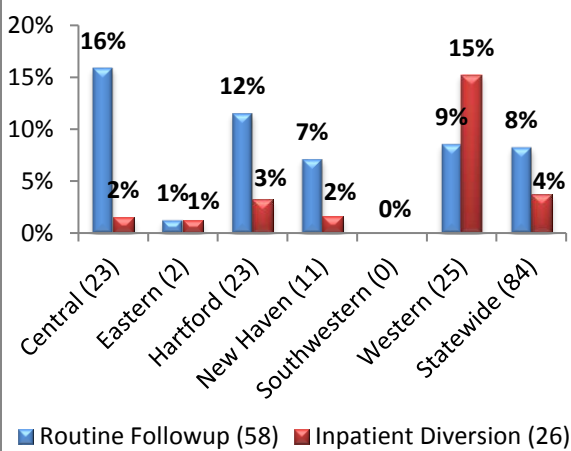
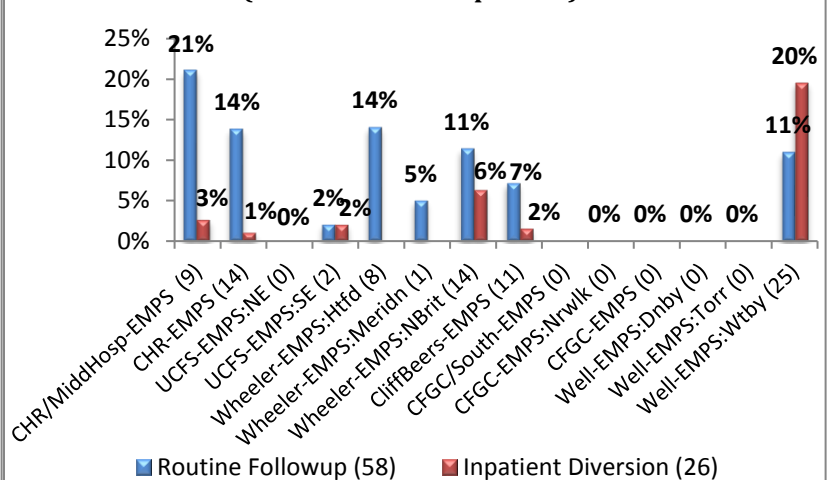


Figure 16. Emergency Department Referrals by Provider (% of Total EMPS Episodes)



Note: Count total ED referrals are in parenthesis

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Section V: Length of Stay (LOS)

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

Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up				
	Number of Episodes	Mean LOS (in days)	Median LOS (in days)	Percent Exceeding 45 Days
STATEWIDE	320	29.6	26.0	16.9% (n = 54)
Central	71	34.0	34.0	26.8% (n = 19)
Eastern	21	23.5	21.0	4.8% (n = 1)
Hartford	79	26.9	22.0	11.4% (n = 9)
New Haven	36	40.4	32.0	30.6% (n = 11)
Southwestern	27	22.4	21.0	0% (n = 0)
Western	86	27.6	24.5	16.3% (n = 14)

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