



**EMERGENCY MOBILE
PSYCHIATRIC SERVICES**

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2-1-1



EMPS Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: March 2016

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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 March 2016, 211 and EMPS received 1,958 calls including 1,394 calls (71.2%) handled by EMPS providers and 564 calls (28.8%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 0.36% decrease in call volume compared with March 2015 (n=1,965).

Among the **1,394 episodes of care** generated this month, episode volume ranged from 163 episodes (Eastern service area) to 292 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.71, with service area rates ranging from 1.49 (Southwestern) to 1.85 (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 3.43 per 1,000 children in poverty, with service area rates ranging from 2.66 (New Haven) to 5.39 (Eastern).

Mobility: Statewide mobility was **92.4% this month**, 0.6% lower than in March 2015. Five of the six service areas were above the 90% benchmark this month, with performance ranging from 87.6% (Southwestern) to 96.9% (Eastern). Mobility for individual providers ranged from 77% (Wheeler-EMPS:Meridn) to 98% (UCFS:EMPS:NE; Wheeler-EMPS:NBrit). Eleven 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 March 2015 (90%). All six service areas were above the 80% benchmark this month, with performance ranging from 82% (Hartford and Western) to 97% (Southwestern). In addition, the statewide median mobile response time was 26 minutes. Eleven of the fourteen 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, there were **32 (11.8%) 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 19.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 13.0 days (Western) to 31.0 days (New Haven).

Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

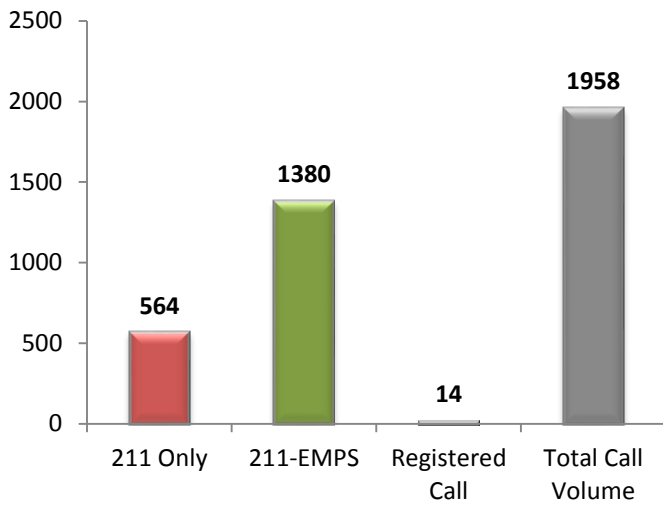


Figure 2. EMPS Episodes by Service Area
(Total Episodes = 1,394)

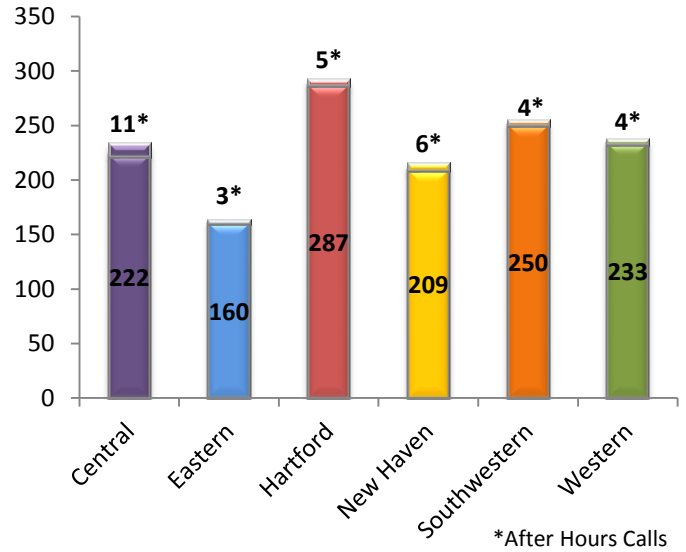


Figure 3. Number Served Per 1,000 Children

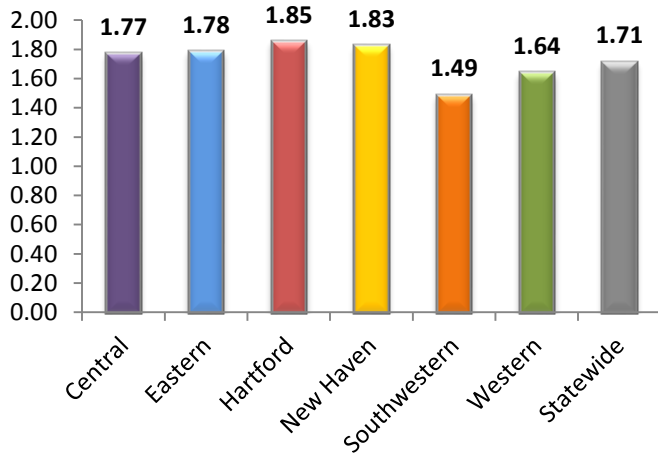


Figure 4. Number Served Per 1,000 Children in Poverty

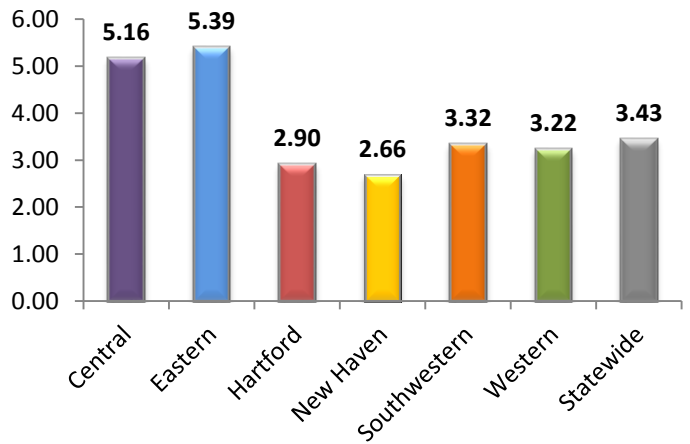


Figure 5. Mobile Response by Service Area

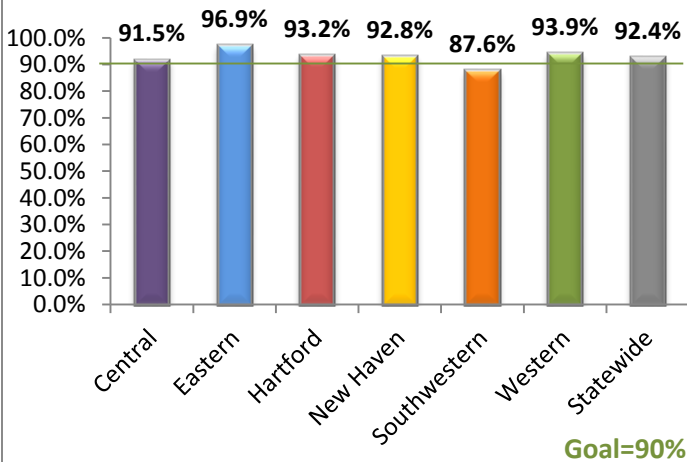
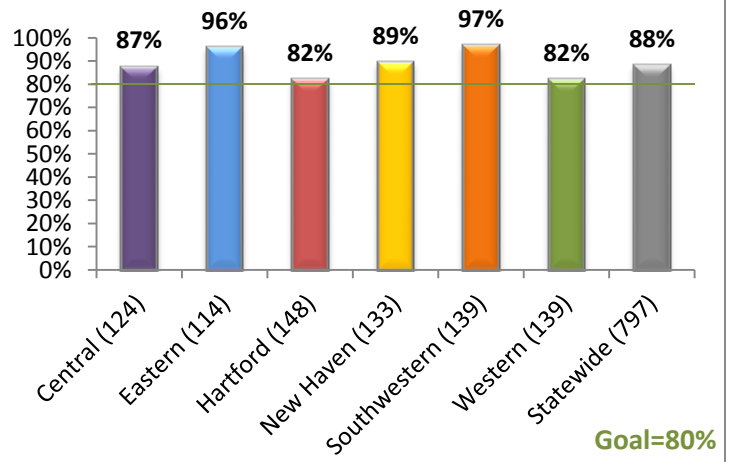


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: EMPS Response

Figure 7. Statewide 211 Call Disposition

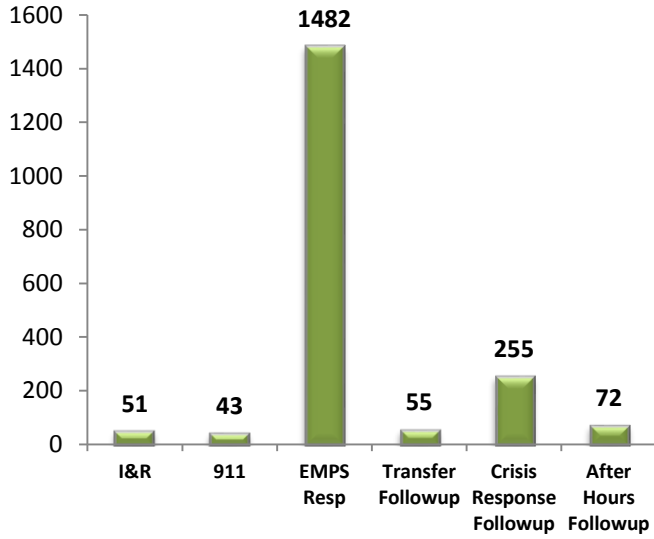


Figure 8. EMPS Episodes by Provider (Total Episodes = 1,394)

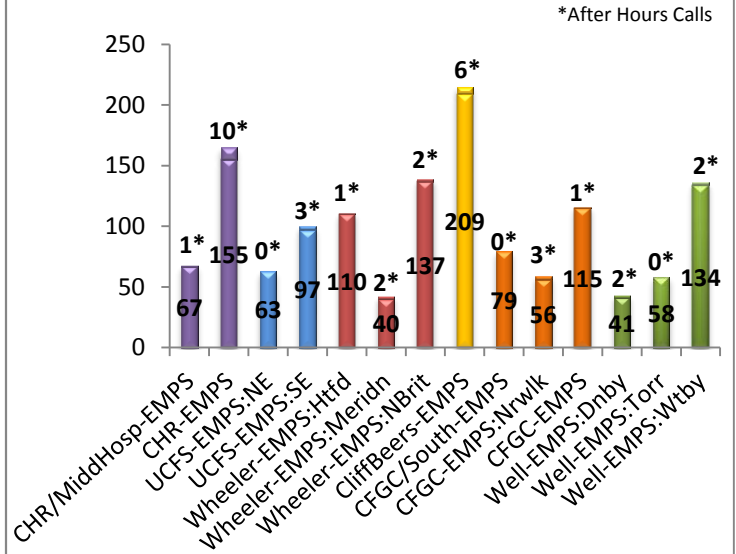


Figure 9. Actual Initial EMPS Response by Provider

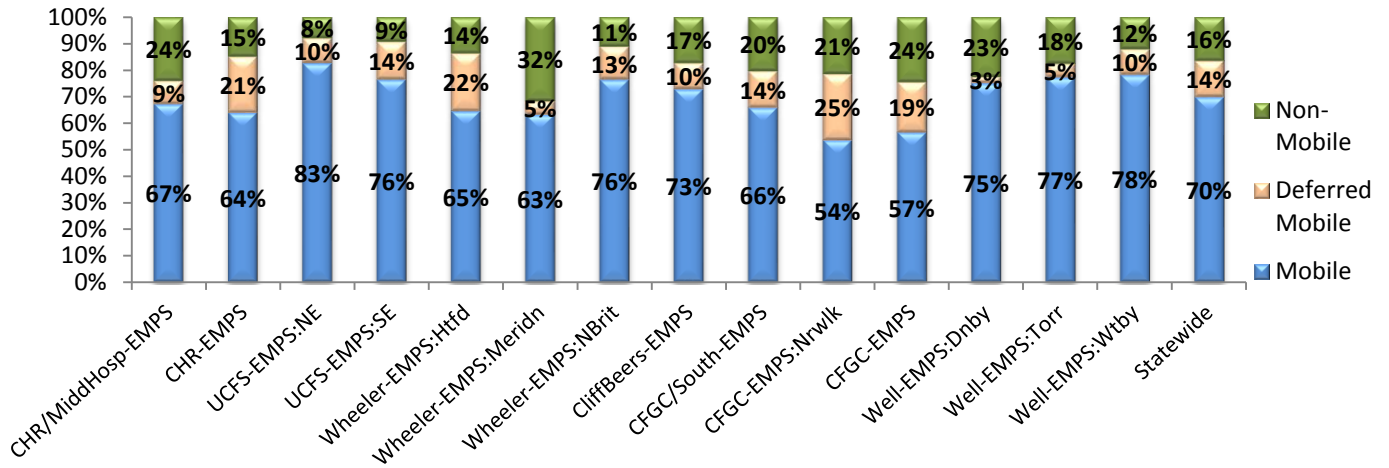
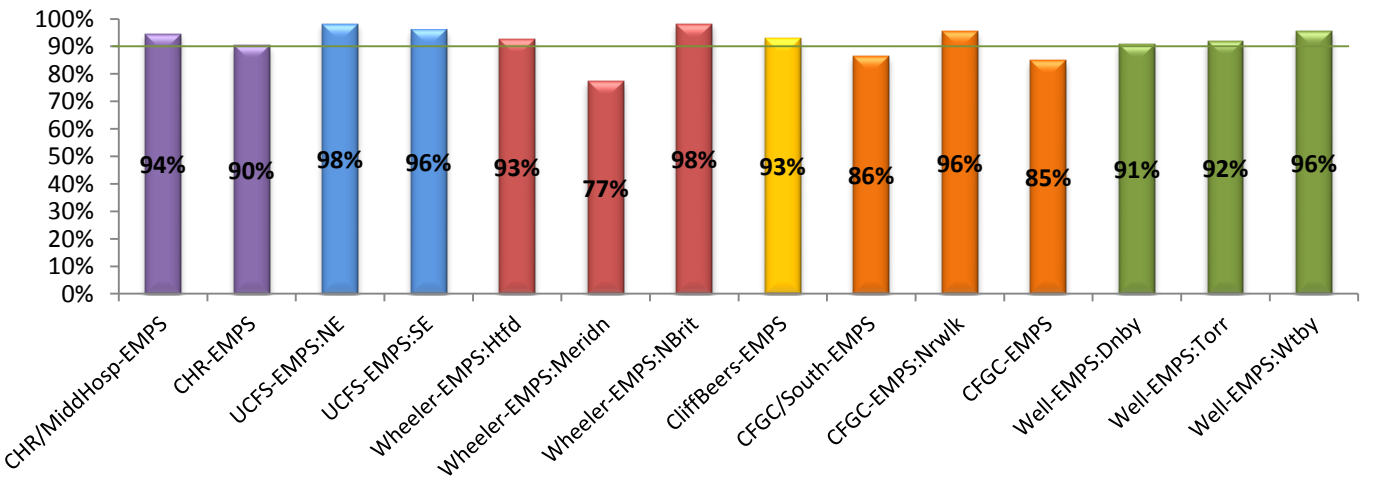


Figure 10. Mobile Response by Provider



Section III: Response Time

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

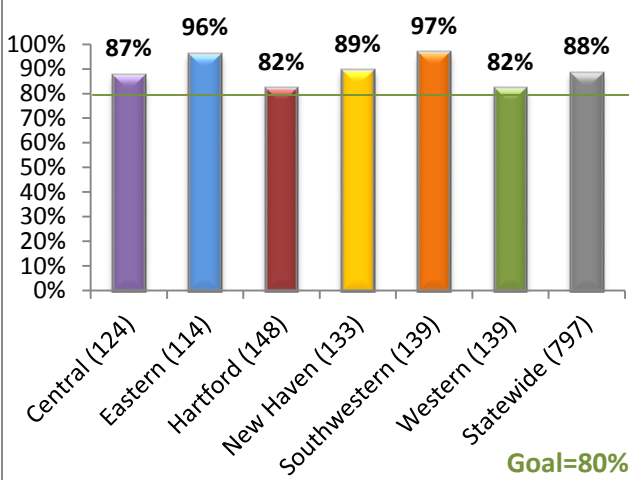


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

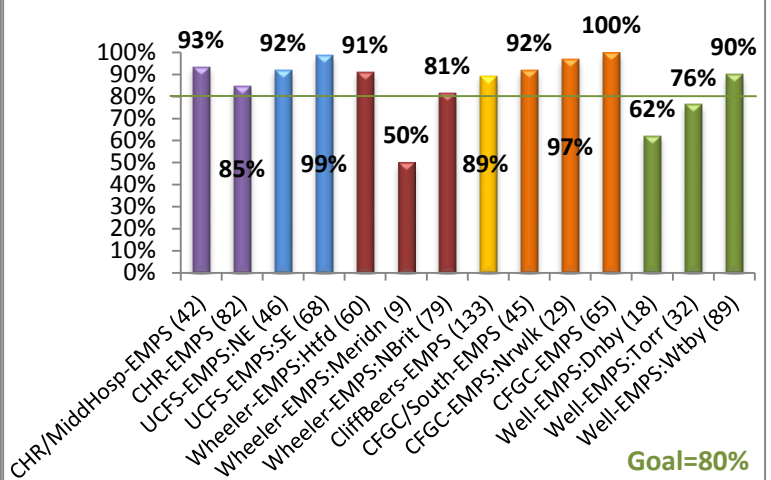


Figure 13. Median Mobile Response Time in Minutes

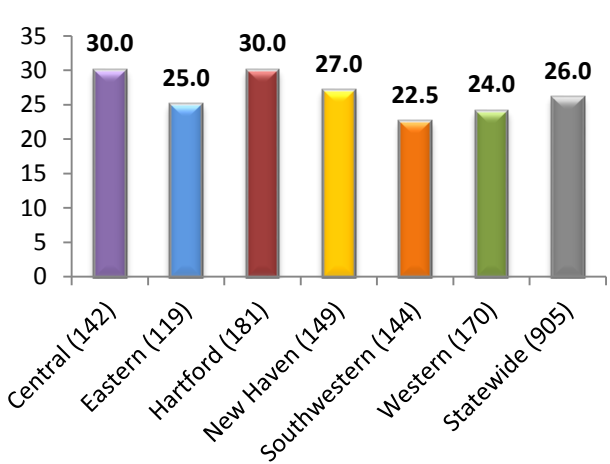
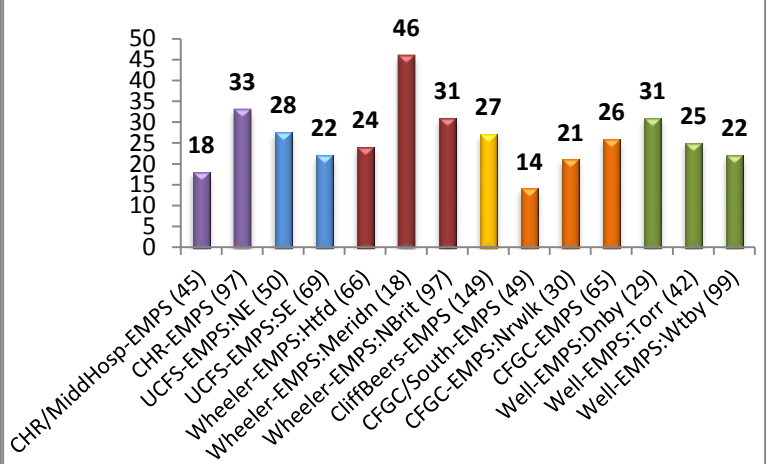
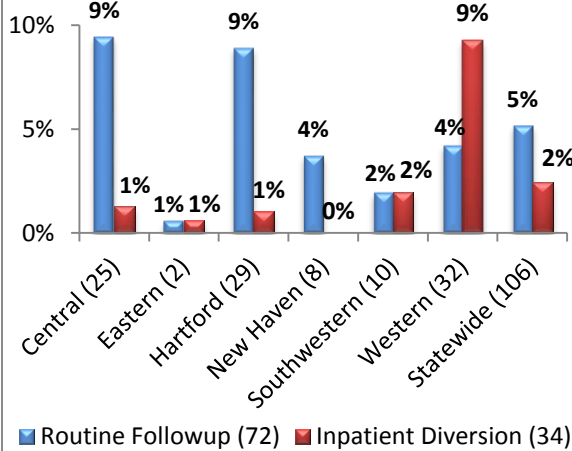


Figure 14. Median Mobile Response Time by Provider in Minutes



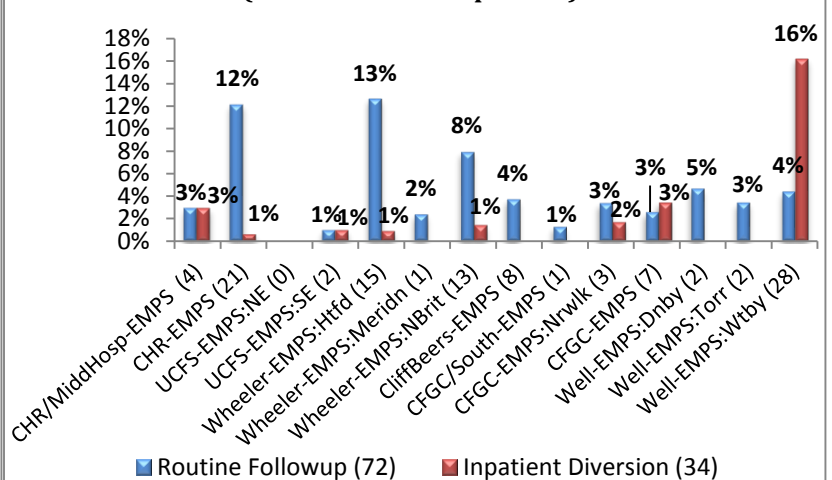
Section IV: Emergency Department Referrals

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



Note: Count total ED referrals are in parenthesis

Figure 16. Emergency Department Referrals by Provider (% of 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

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	272	23.1	19.0	11.8% (n = 32)
Central	69	23.3	21.0	11.6% (n = 8)
Eastern	33	20.4	18.0	3% (n = 1)
Hartford	36	25.3	13.5	19.4% (n = 7)
New Haven	38	36.8	31.0	28.9% (n = 11)
Southwestern	27	16.0	14.0	0% (n = 0)
Western	69	18.3	13.0	7.2% (n = 5)

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