



Spokane County Regional Behavioral Health Report Guide for the Crisis Data Dashboard

Purpose: The Crisis Data Dashboard provides both quarterly data and quarterly comparisons regarding key performance indicators related to Spokane County Regional Behavioral Health (SCRBH) Administrative Services Organization (ASO) crisis services.

Target Audience: SCRBH-ASO Crisis Services Stakeholders and the Spokane Regional Behavioral Health Advisory Board (BHAB).

Behavioral Health Crisis Service Categories

1. **Regional Crisis Line:** A non-face to face service provided by staff from the Regional Crisis Line (RCL).
2. **ITA Investigations:** Crisis services provided by Designated Crisis Responders within the context of an Involuntary Treatment Act investigation.
3. **Other Crisis Services:** All other crisis services not covered by categories 1 and 2.

Crisis Data Dashboard Graphs

High Utilizers

Identifies the number of High Utilizers of crisis services, by type of service, for each Managed Care Organization (MCO) for Medicaid individuals vs. SCRBH for non-Medicaid individuals.

1. **High Utilizer Definition:** RCL High Utilizers = 10 or more calls in 30 days, ITA investigation High Utilizers = 5 or more ITAs in 30 days with 10 or more services, Other Crisis Services (H2011 & S9484) High Utilizers = 8 or more crisis interventions with 10+ units in 30 days.

Number of Individuals Served

Shows the count and relative percentage of individuals served in each of the three (3) identified categories for the quarter. Individual count is calculated by episodes entered in Raintree.

Services Provided by Eligibility

Lists the total number of services provided in each of the three (3) identified categories broken down by eligibility into Medicaid MCOs or non-Medicaid SCRBH.

Place of Service

Compares the percentage of services provided in the provider agency office versus services provided in the community for the four (4) regional crisis service providers in the Spokane Regional Service Area (RSA).

1. **In Office:** Based on Place of Service codes that is associated with every service, specifically “In Office” (codes 11 and 53).
2. **Out of Office:** All other Place of Service code other than “In Office”. Examples include: home, school, hospital, in community, other.



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Regional Crisis Line (RCL) Performance

The purpose of this matrix is to show the responsiveness of the RCL. The maximum percentage of abandoned calls of 5% and the average answer time of 30 seconds are standards set by contract, and are “best practice” maximums.

1. **Percent Abandoned:** The percentage of all calls made to the RCL that are abandoned (disconnected or hangs up) by the caller before speaking to a crisis line staff person.
2. **Average Answer Time:** The average amount of time the phone rings before it is answered.

Mobile Crisis Response

Counts face-to-face crisis services for comparison of services in each of the 6 counties in the Spokane RSA. This includes telehealth as required for social distancing.

Investigation Outcomes

The purpose of this graph is to show the outcomes associated with Designated Crisis Responder (DCR) Involuntary Treatment Act investigations.

1. **Diverted to Other Resources / Services:** The ITA Investigation resulted in a referral to a resource other than hospitalization. Includes the following Data Dictionary codes: (2) Referred to voluntary outpatient mental health services, (6) Referred to non-mental health community resources, (9) Other, (10) Referred to acute detox, (11) Referred to sub-acute detox, (12) Referred to sobering unit, (13) Referred to crisis-triage, (14) Referred to substance use disorder intensive outpatient program, (15) Referred to substance use disorder inpatient program, (16) Referred to substance use disorder residential program, (20) Did not require MH or SUD services, (70) Resolved on scene, (73) Law enforcement referral.
2. **Voluntary Mental Health Inpatient admission:** The individual agreed to be admitted voluntarily.
3. **AOT or LRA Extension:** Assisted Outpatient Treatment and Less Restrictive Alternatives are an outcome where the individual is mandated to participate in outpatient treatment in lieu of detention.
4. **Revocations:** The individual’s ability to remain in a Less Restrictive Alternative has been revoked and they will be placed back in a facility for treatment.
5. **Initial Detention:** The percentage of individuals who have a DCR determine that the individual will be detained involuntarily into a Behavioral Health facility.
6. **No Detention:** This includes the following Data Dictionary codes: (17) No detention – E&T provisional acceptance did not fall within statutory timeframes, (18) No detention-unresolved medical issues, (24) No detention – Secure detox provisional acceptance did not fall within statutory timeframes.