

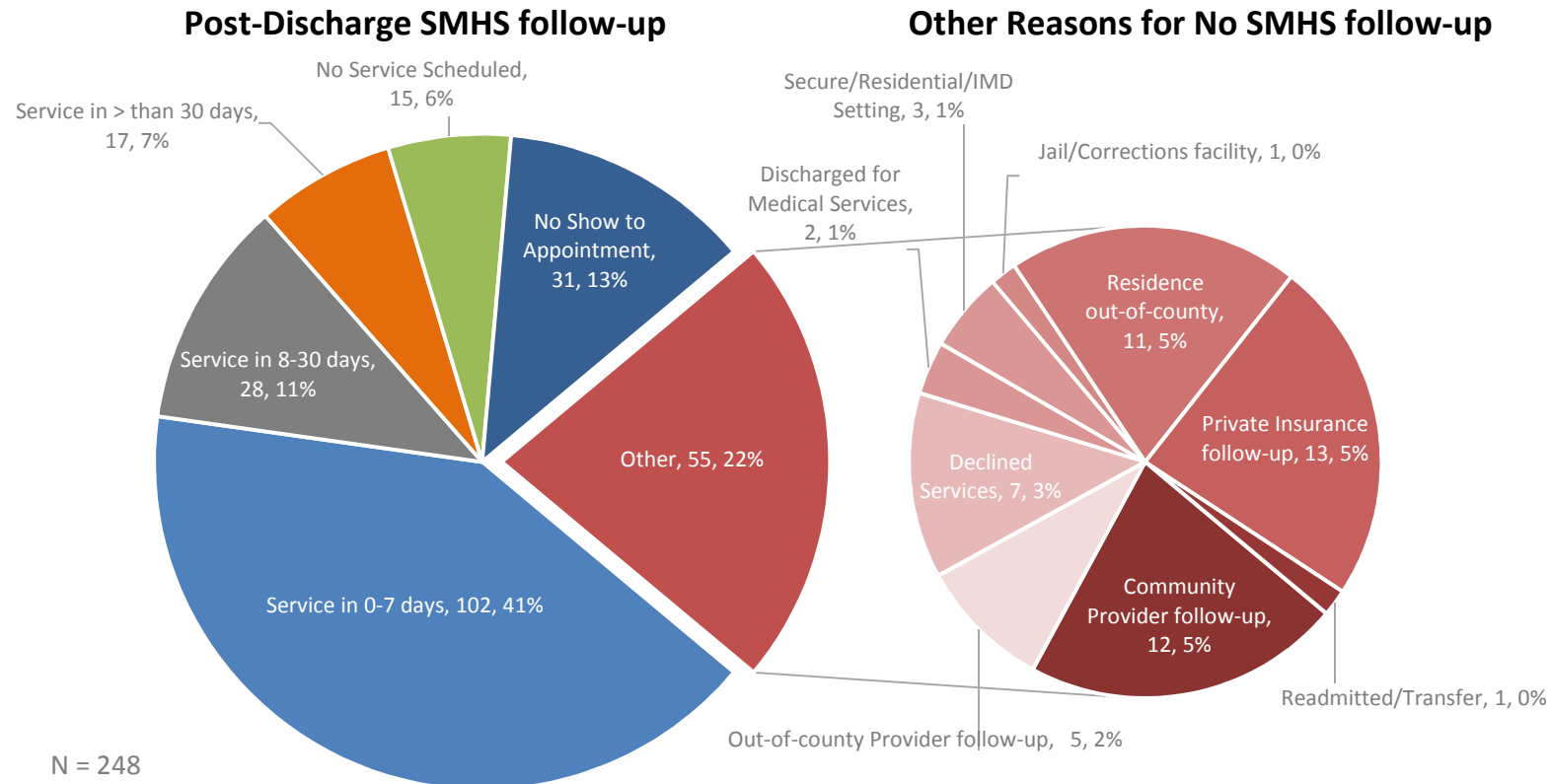


Butte County Department of Behavioral Health Metrics Dashboard

Fiscal Year 2018/2019: Quarter 2 (October 1, 2018 – December 31, 2018)

Distinct Count of People Served (Quarter 2)
 Total: 4,761 Adult: 3,234 Youth: 1,527
 Total number of Crisis Calls (Quarter 2): 1,653

Post-Psychiatric Hospitalization Timeliness & Access



Post-Psychiatric Hospitalization

Total discharges: **244**
 Total discharges excluding Other: 193
 Readmission in 30 days: **10.9%** ↓
 2017 National percentage for Readmission in 30 days: **13.4%**

SMHS for Eligible Discharges

Within **7 days**: **102** ❌
 BCDBH %: **52.8%** ↑
 2017 HEDIS percentage: **37.0%**
 Within **30 days**: **130** ❌
 BCDBH %: **67.4%** ↑
 2017 HEDIS percentage: **58.0%**

Language Line Utilization

Total number of calls: **96** ✓
Calls by Languages
 Burmese (2) Hmong (2) Japanese (1)
 Korean (2) Mandarin (9) Portuguese (1)
 Punjabi (1) Russian (4) Spanish (67)
 Tagalog (1) Tongan (1) Vietnamese (5)

Psychiatric Hospital Authorizations (Out-of-county)

Processed within **14 days** of request for youth and adults

Number Processed	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Treatment Authorization Requests	125	84		
Short Doyle Authorizations	53	37		
Total Authorizations w/in 14 days	178	121		
% of Authorizations w/in 14 days	100%	100%		

Crisis/Access Line Test Call Compliance

Quality Compliance test calls are performed monthly

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Pass: 5 Fail: 1	Pass: 3 Fail: 0		

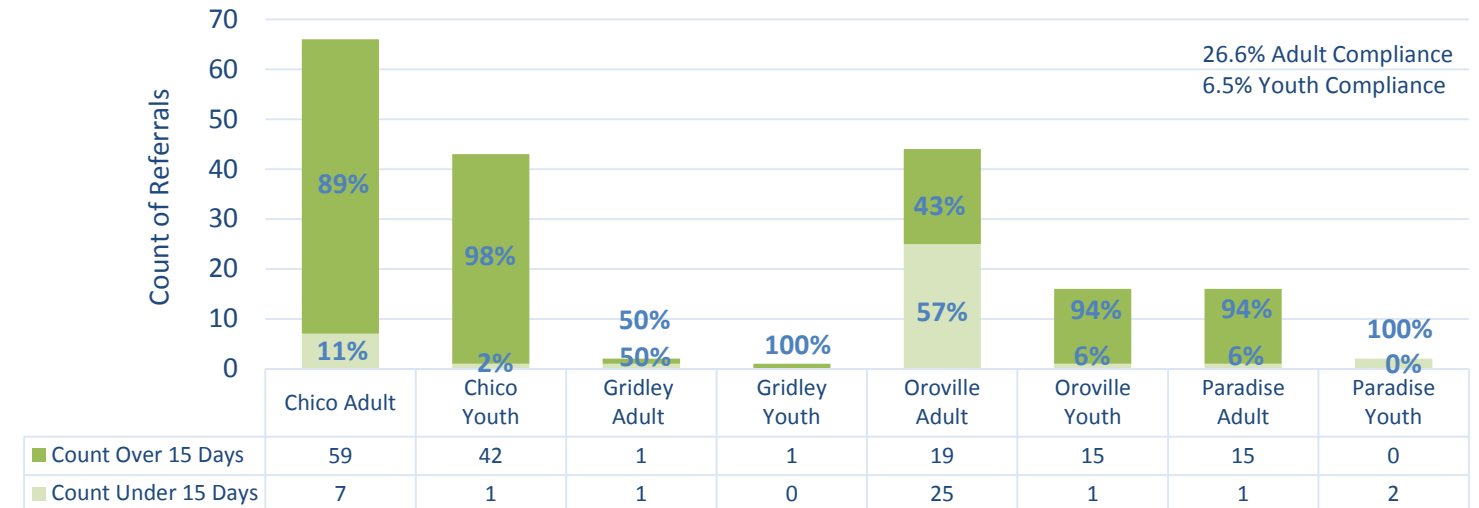
LEGEND

Metrics Goals ✓ = pass ❌ = fail
 BCDBH = Butte County Department of Behavioral Health
 HEDIS = Healthcare Effectiveness Data and Information Set
 IMD = Institution for Mental Disease
 SMHS = Specialty Mental Health Service

Psychiatry Wait Times (15 business day requirement)

Number of First Offered Psychiatry Appointments Scheduled by Location

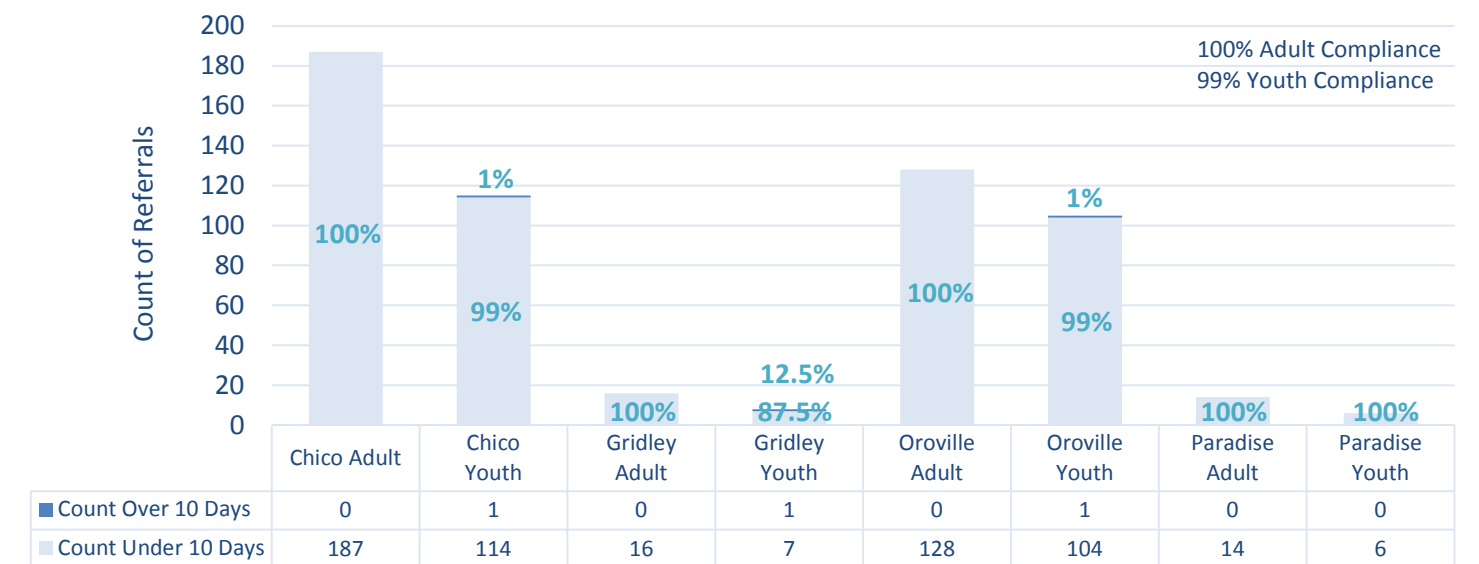
Compliance percentage distribution



Outpatient Wait Times (10 business day requirement)

Number of First Offered Outpatient Appointments Scheduled by Location

Compliance percentage distribution



Consumer Perception Survey Number and Compliance Percentage

(May 2017 - November 2018)

