



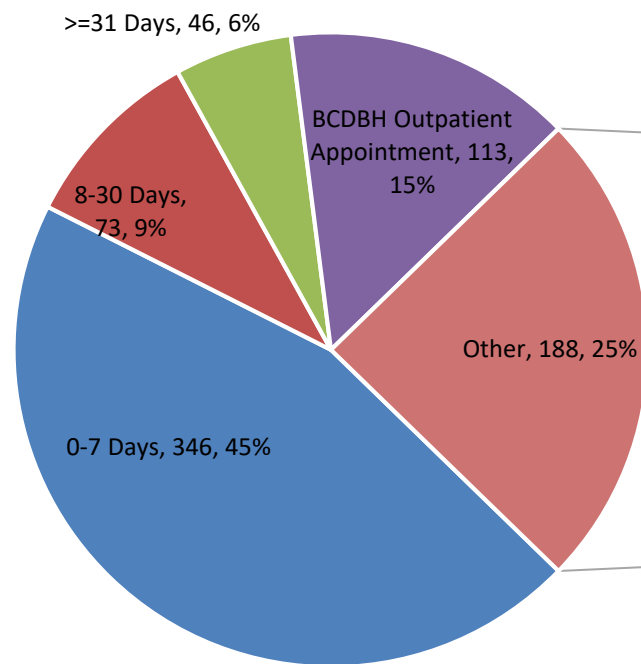
Butte County Department of Behavioral Health Metrics Dashboard

Fiscal Year 2019-2020: Quarter 1-4 (July 1, 2019 through June 30, 2020)

Distinct Count of Mental Health Clients Served
Total: 7,139 Adult: 4,912 Youth: 2,227
Total number of calls to Crisis Line: 6,170

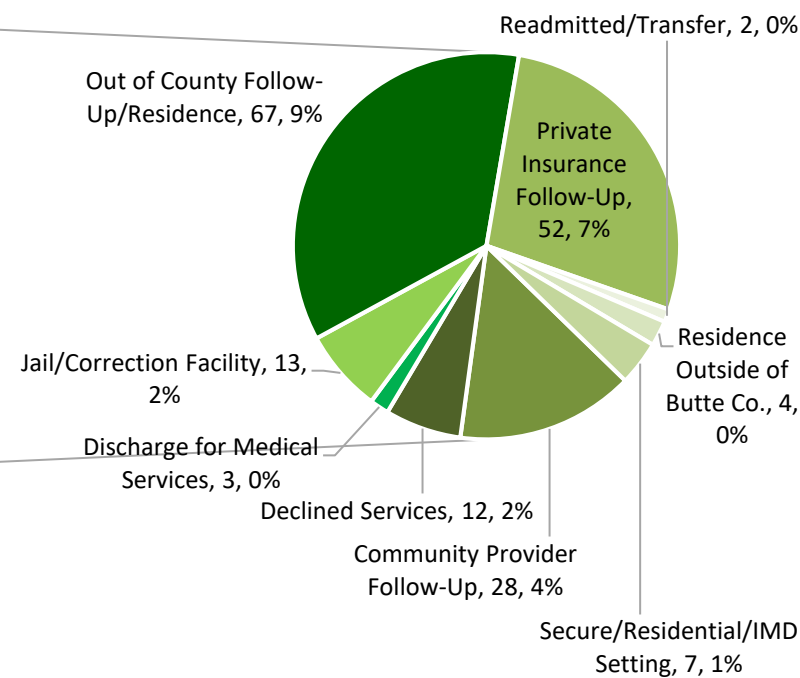
Post-Psychiatric Hospitalization Timeliness & Access

Post-Discharge SMHS follow-up



Total Discharges: 766
 Total Eligible Discharges: 578

Other Reasons for No SMHS follow-up



Post-Hospitalization Readmission

Readmission in **30 days**: 101

BCDBH: **13.2%**

Metrics Goal: at or **below** 13.4%

2017 National %: 13.4%



SMHS for Eligible Discharges

Within **7 days**: 346

BCDBH %: **60%**

Metrics Goal: at or **above** 60%

2017 HEDIS percentage: 37%



Within **30 days**: 419

BCDBH %: **72%**

Metrics Goal: at or **above** 70%

2017 HEDIS percentage: 58%



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	67	64	43	45
Short Doyle Authorizations	35	12	12	8
Total Authorizations w/in 14 days	102	76	55	53
% of Authorizations w/in 14 days	100%	100%	100%	100%

Last updated: 7/1/20

24/7 Access Line Test Call Compliance

Quality Compliance test calls are performed monthly

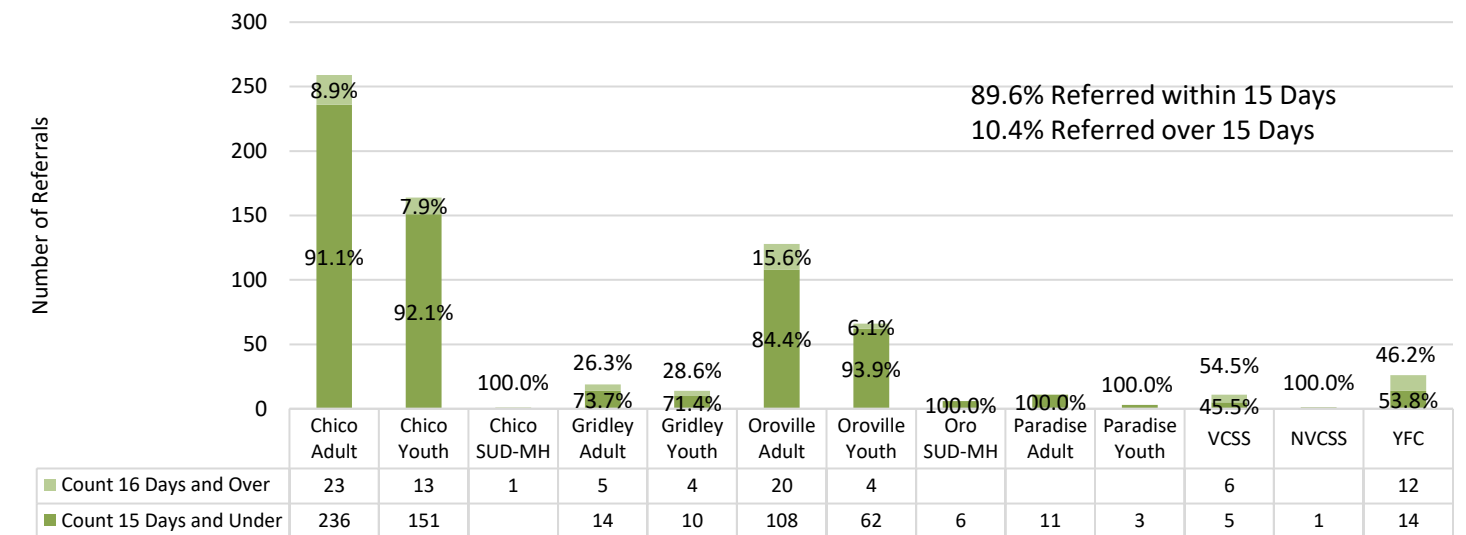
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Pass: 3 Fail: 0	Pass: 3 Fail: 0	Pass: 3 Fail: 0	Pass: 2 Fail: 3

LEGEND

Metrics Goals = Goal Met = Goal NOT Met
 BCDBH = Butte County Department of Behavioral Health
 HEDIS = Healthcare Effectiveness Data and Information Set
 IMD = Institution for Mental Disease
 SMHS = Specialty Mental Health Service

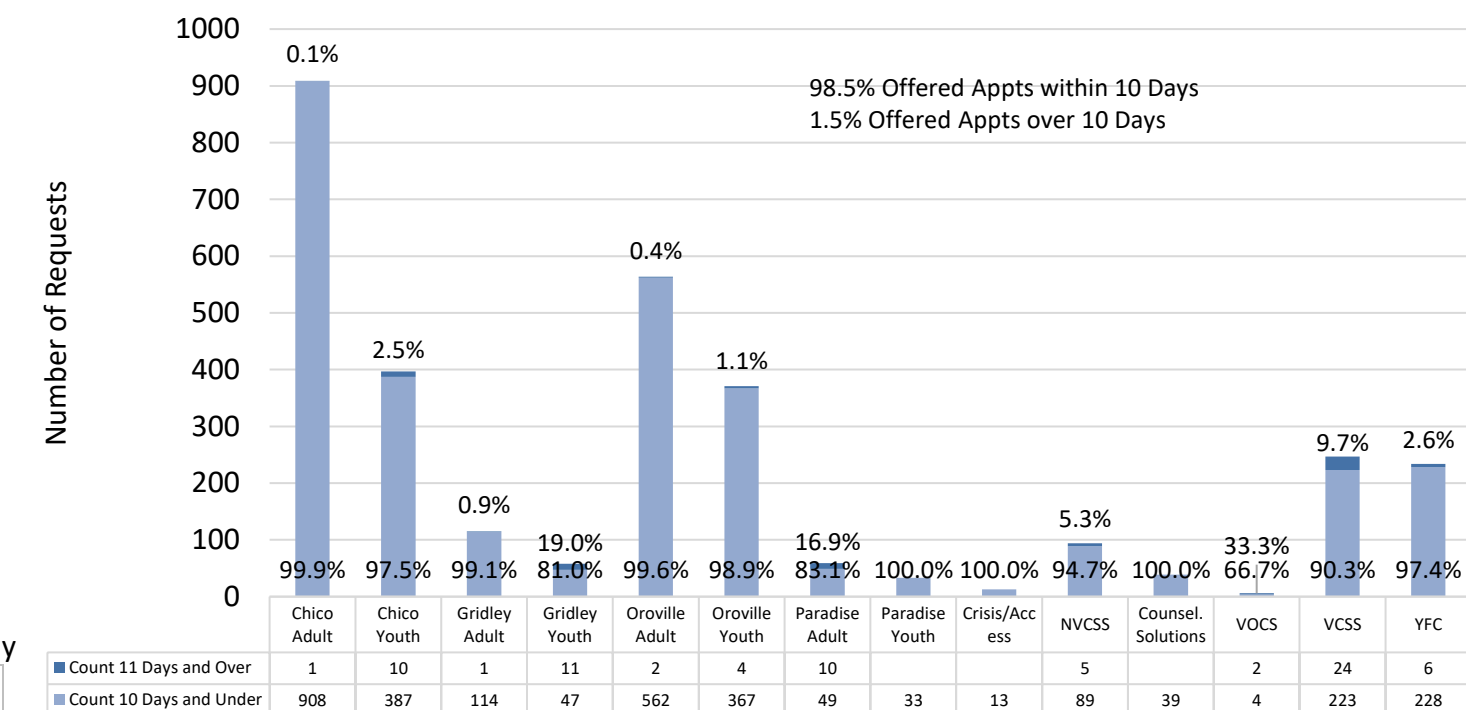
Psychiatry Wait Times (15 business day requirement)

Number of First Offered Psychiatry Appointments Scheduled by Location



Outpatient Wait Times (10 business day requirement)

Number of First Offered Outpatient Appointments Scheduled by Location



Language Line Utilization

Spanish	Mandarin	Vietnamese	Cantonese	Armenian	Russian	Arabic	Farsi	Hmong
189	24	10	9	5	5	4	4	3
Japanese	German	Korean	Bosnian	Portuguese	Telugu	Punjabi	Hindi	
3	2	2	1	1	1	1	1	