



Butte County Department of Behavioral Health Metrics Dashboard

Fiscal Year 2017-18: Quarter 1 - 4 (July 1, 2017 – June 30, 2018)

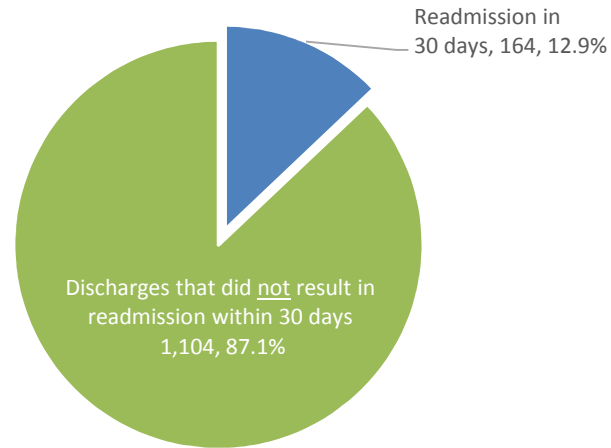
Inpatient Psychiatric Hospitalization Readmissions

This graph represents a count of psychiatric hospitalization discharges and the percentage of discharges that were subsequently readmitted to a psychiatric hospital within 30 days. Excludes transfers.

Total hospitalization discharges: **1,268**

Discharges that resulted in readmission in 30 days: **164**

12.9% of discharges resulted in readmission within 30 days. 2016 National percentage: **13.1%**



Count of Wait Times

The data below measure business days from initial contact with client to first offered appointment as entered into Avatar. *Must be met within **15 days** from initial contact.

| Youth | Chico | Gridley | Oroville | Paradise | Total |
|-----------------------------|-------|---------|----------|----------|-------|
| Count over 15 days | 0 | 0 | 16 | 2 | 18 |
| Medi-Cal over 15 days | 0 | 0 | 0 | 0 | 0 |
| Range of days | 0-14 | 0-9 | 0-21 | 0-16 | 0-21 |
| Total assessments scheduled | 302 | 44 | 411 | 228 | 985 |
| Average # of business days | 3.6 | 1.89 | 6.00 | 7.25 | 6.00 |

| Adult | Chico | Gridley | Oroville | Paradise | Total |
|-----------------------------|-------|---------|----------|----------|-------|
| Count over 15 days | 0 | 0 | 0 | 0 | 0 |
| Medi-Cal over 15 days | 0 | 0 | 0 | 0 | 0 |
| Range of days | 0-14 | 0-8 | 0-9 | 0-6 | 0-14 |
| Total assessments scheduled | 843 | 90 | 463 | 196 | 1,592 |
| Average # of business days | 0.3 | 0.48 | 0.85 | 0.94 | 0.56 |

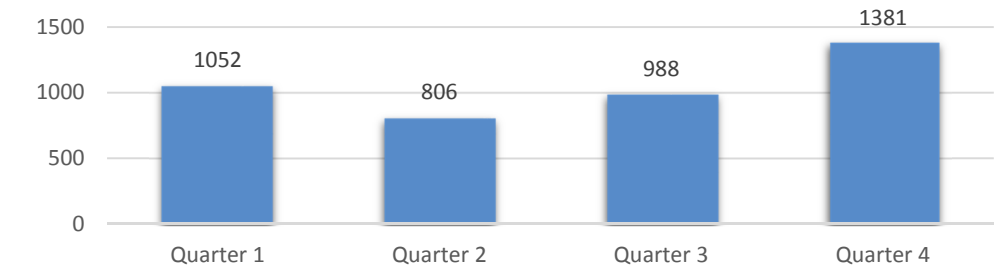
Inpatient Hospitalization Authorizations

The data below accounts for all processed authorizations. *Must be processed within **14 days** of receiving request.

| | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|--------------------------------------------|-----------|-----------|-----------|-----------|
| Treatment Authorization Requests processed | 72 | 76 | 66 | 120 |
| Short Doyle processed | 50 | 58 | 96 | 65 |
| Processed w/in 14 days | 122 | 134 | 162 | 185 |
| Percent processed w/in 14 days | 100% | 100% | 100% | 100% |

Crisis/Access Line Calls

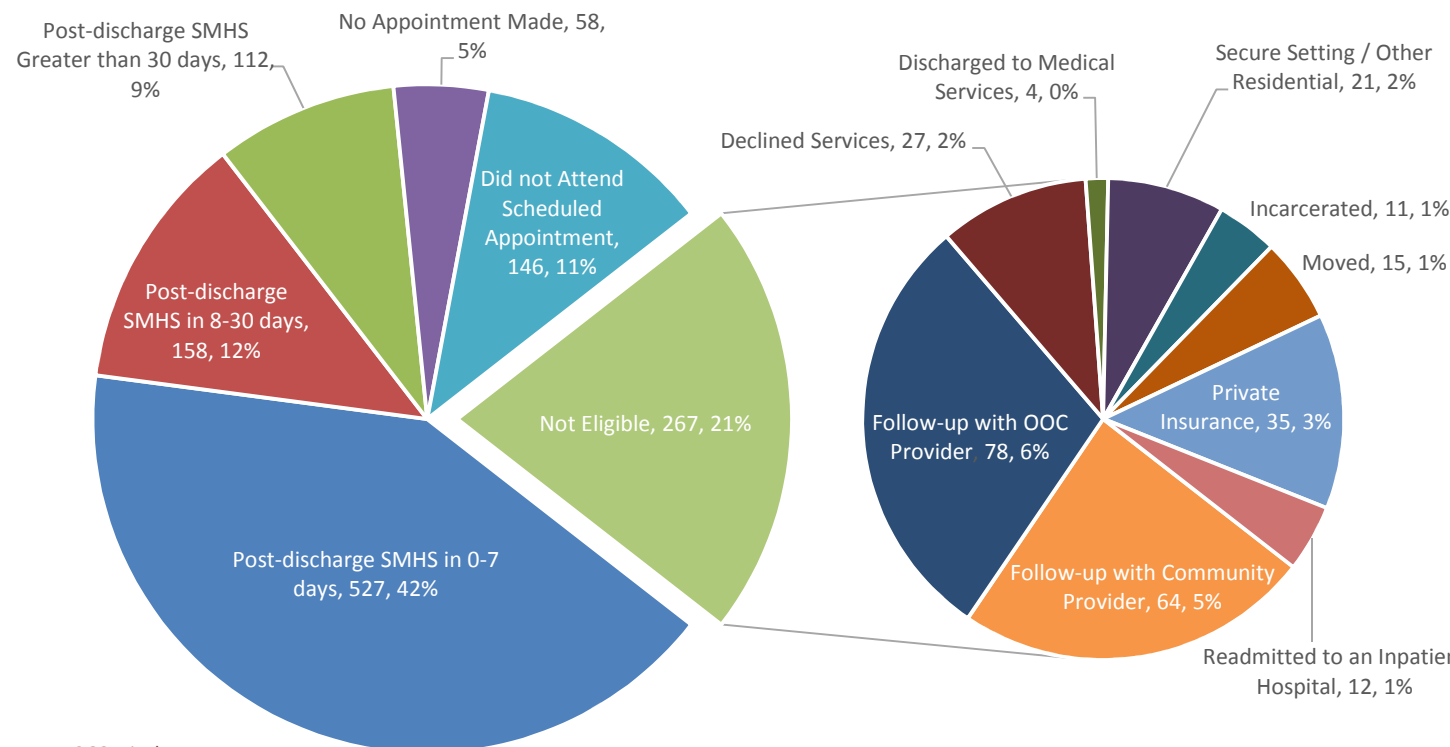
The data below are entered in Avatar by Crisis/Access Line staff.



N = 4,227 Calls

Post Psychiatric Hospitalization Service Timeliness & Access

The chart on the left portrays hospitalization discharge outcomes for episodes that were eligible for specialty mental health service (SMHS) follow-up through Butte County Department of Behavioral Health (BCDBH). The chart on the right shows hospitalization discharges that were not eligible for SMHS through BCDBH and the reason they were ineligible (as entered into the Post-Hospitalization Discharge Planning form in Avatar).



Hospitalization discharges eligible for BCDBH follow-up services: **1,001**

Eligible discharges that received SMHS within 7 days: **527**

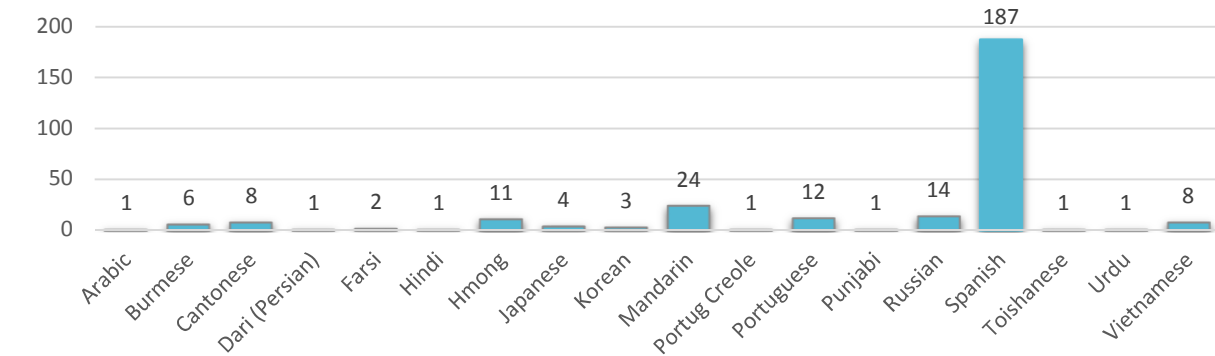
52.6% of eligible discharges received SMHS within 7 days. 2016 HEDIS percentage: **45.5%**

Eligible discharges that received SMHS within 30 days: **685**

68.4% of eligible discharges received SMHS within 30 days. 2016 HEDIS percentage: **63.8%**

Utilization of the Language Line

Crisis/Access Line staff utilizing the AT&T Language Line when callers request translation services.



N = 286 Calls

Test Call Summary

Crisis/Access Line test calls are completed by the Quality Management Division.

(Each icon represents one call. ✓ = pass ✗ = fail)

| Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|-----------|-----------|-----------|---------------|
| ✗ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ | ✓ ✓ ✓ | ✗ ✓ ✓ ✓ ✓ ✓ ✓ |