



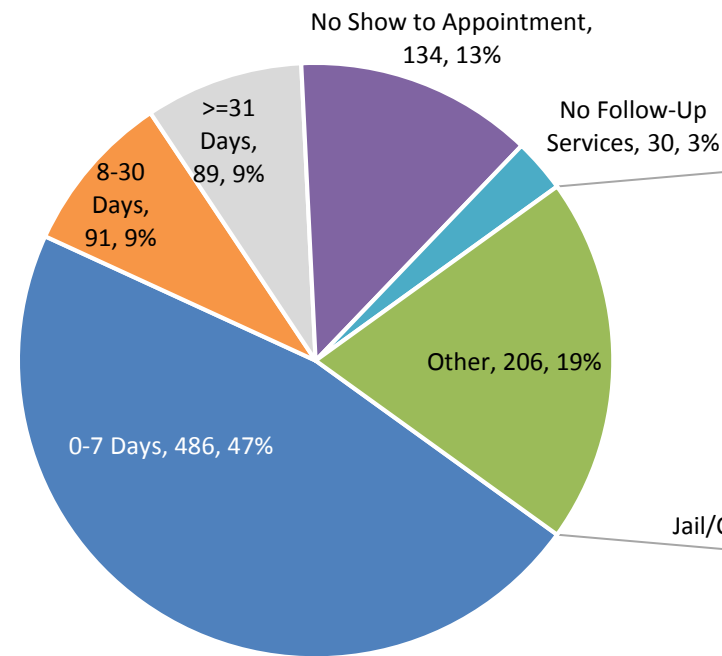
Butte County Department of Behavioral Health Metrics Dashboard

Fiscal Year 2018/2019: Quarter 4 (July 1, 2018 – June 30, 2019)

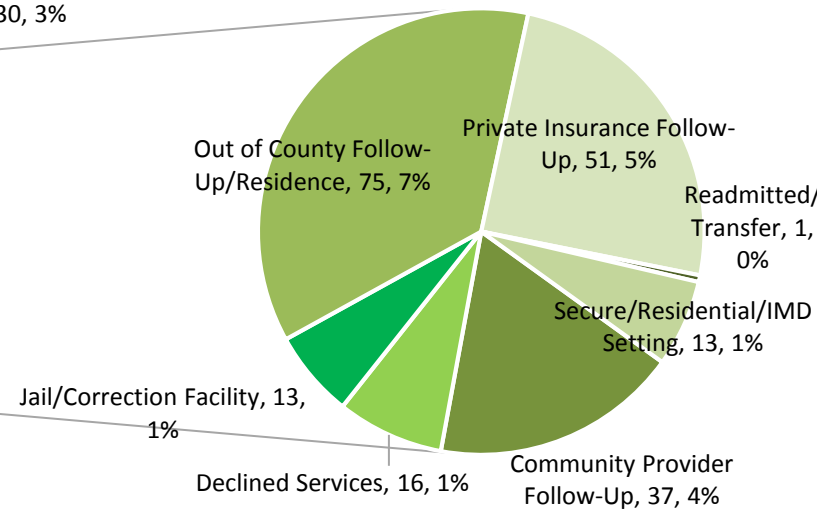
Distinct Count of Mental Health Clients Served
 Total: 8,029 Adult: 5,586 Youth: 2,443
 Total number of Crisis Calls: 6,696

Post-Psychiatric Hospitalization Timeliness & Access

Post-Discharge SMHS follow-up



Other Reasons for No SMHS follow-up



Total Discharges: 1036
 Total Eligible Discharges: 830

Post-Hospitalization Readmission

Readmission in **30 days**: 139
 BCDBH: **13%**
 Metrics Goal: at or **below 13.4%**
 2017 National %: 13.4%

SMHS for Eligible Discharges

Within **7 days**: 486
 BCDBH %: **58.5%**
 Metrics Goal: at or **above 60%**
 2017 HEDIS percentage: 37%

Within **30 days**: 577
 BCDBH %: **70%**
 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	125	84	68	88
Short Doyle Authorizations	53	37	28	39
Total Authorizations w/in 14 days	178	121	96	127
% of Authorizations w/in 14 days	100%	100%	100%	100%

Last updated: 9/4/19

Crisis/Access Line Test Call Compliance

Quality Compliance test calls are performed monthly

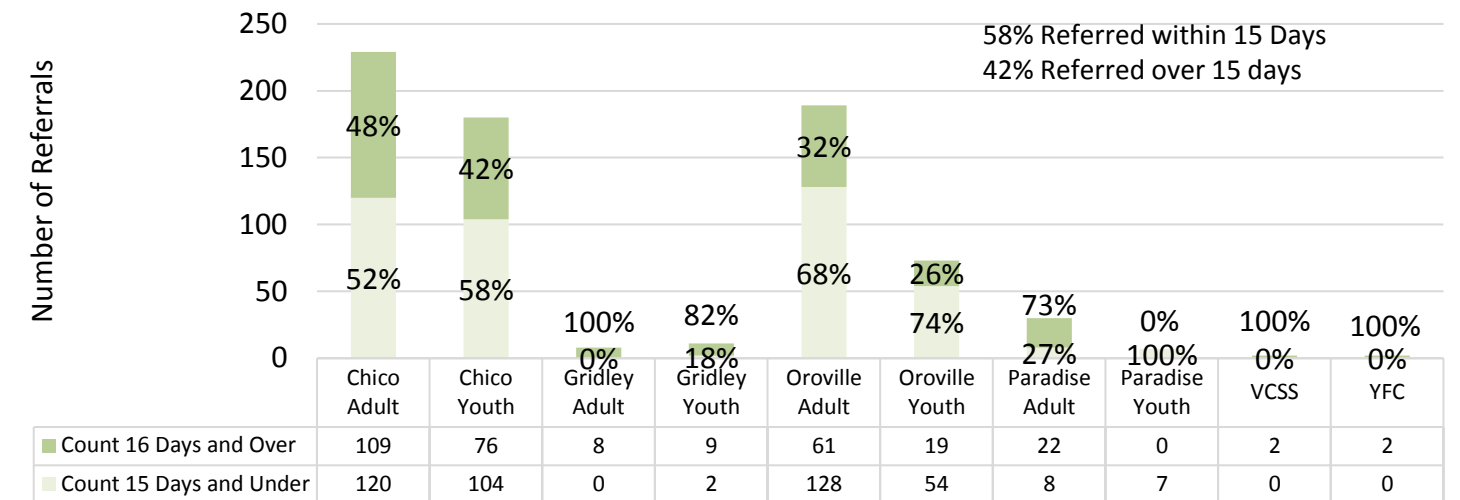
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Pass: 5 Fail: 1	Pass: 3 Fail: 0	Pass: 3 Fail: 2	Pass: 3 Fail: 3

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

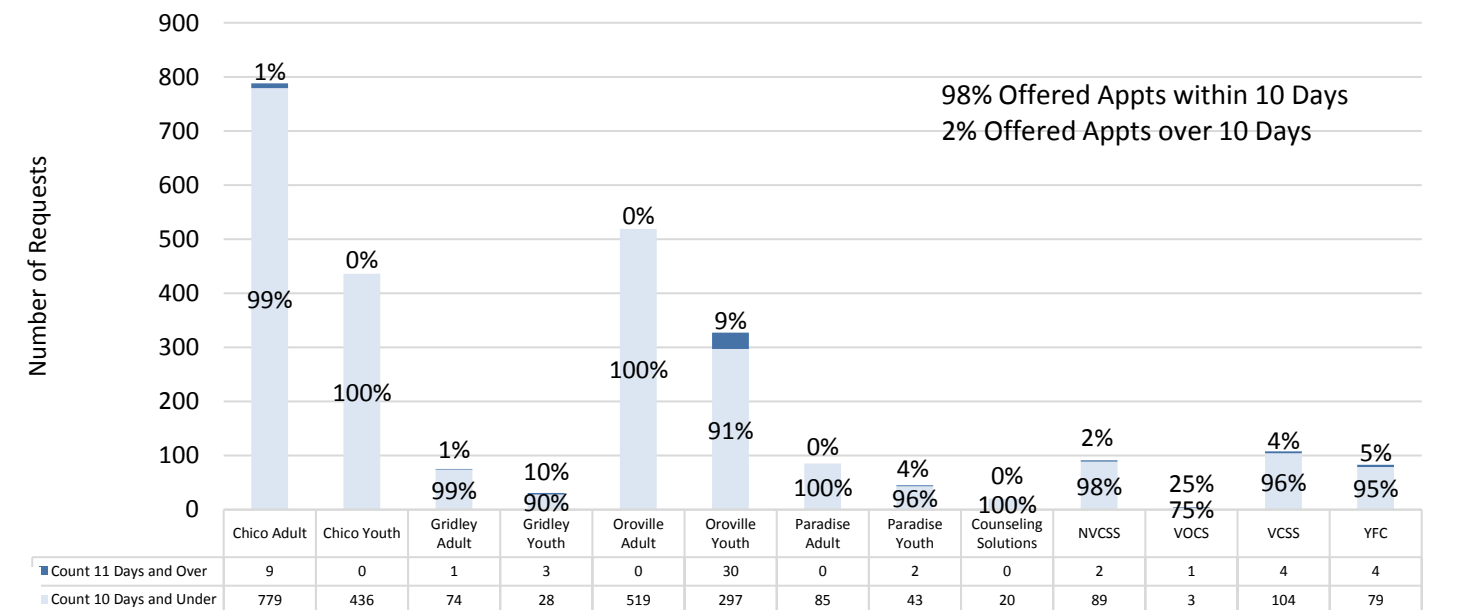
Psychiatry Wait Times (15 business day requirement)

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	Russian	Hmong	Korean	Cantonese	Farsi	Arabic	Portuguese
248	39	23	15	7	6	6	4	4	3
Mien	Japanese	Hindi	Burmese	Tongan	Tagalog	Punjabi	German	Croatian	
3	3	2	2	1	1	1	1	1	