



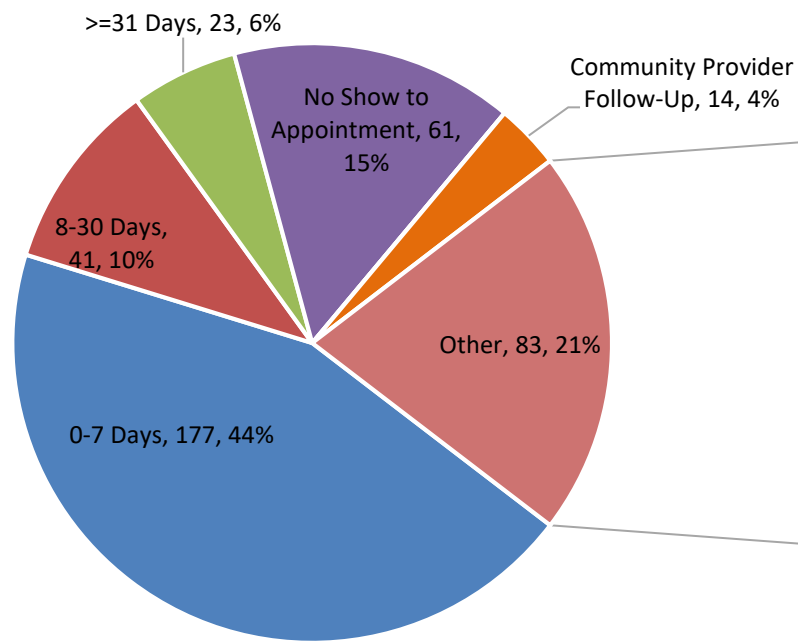
Butte County Department of Behavioral Health Metrics Dashboard

Fiscal Year 2019-2020: Quarter 1-2 (July 1, 2019 through December 31, 2019)

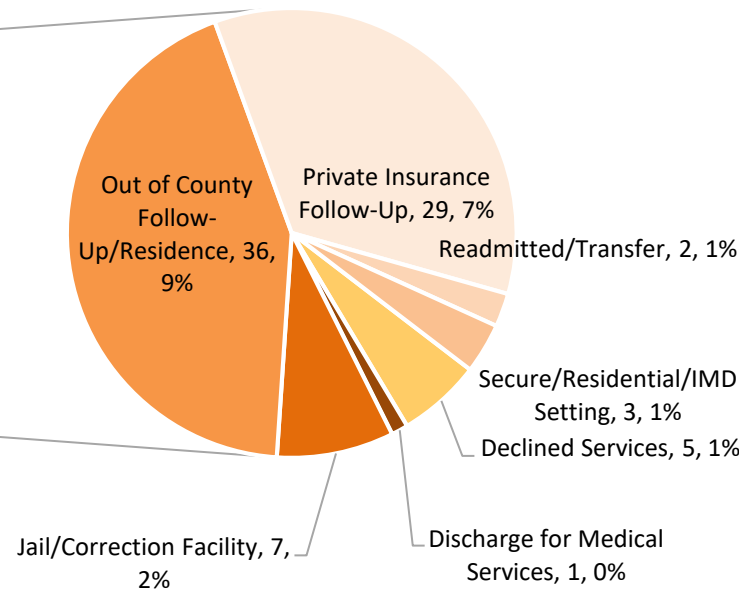
Distinct Count of Mental Health Clients Served
 Total: 5,618 Adult: 3,851 Youth: 1,767
 Total number of Crisis Calls: 2985

Post-Psychiatric Hospitalization Timeliness & Access

Post-Discharge SMHS follow-up



Other Reasons for No SMHS follow-up



Total Discharges: 399
 Total Eligible Discharges: 302

Post-Hospitalization Readmission

Readmission in 30 days: 54

BCDBH: 13.5%

Metrics Goal: at or below 13.4%

2017 National %: 13.4%



Within 7 days: 177

BCDBH %: 58.6%

Metrics Goal: at or above 60%

2017 HEDIS percentage: 37%



SMHS for Eligible Discharges

Within 30 days: 218

BCDBH %: 72.2%

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		
Short Doyle Authorizations	35	12		
Total Authorizations w/in 14 days	102	76		
% of Authorizations w/in 14 days	100%	100%		

Last updated: 3/3/20 V

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: 3 Fail: 0

LEGEND

Metrics Goals = Goal Met = Goal NOT Met

BCDBH = Butte County Department of Behavioral Health

HEDIS = Healthcare Effectiveness Data and Information Set

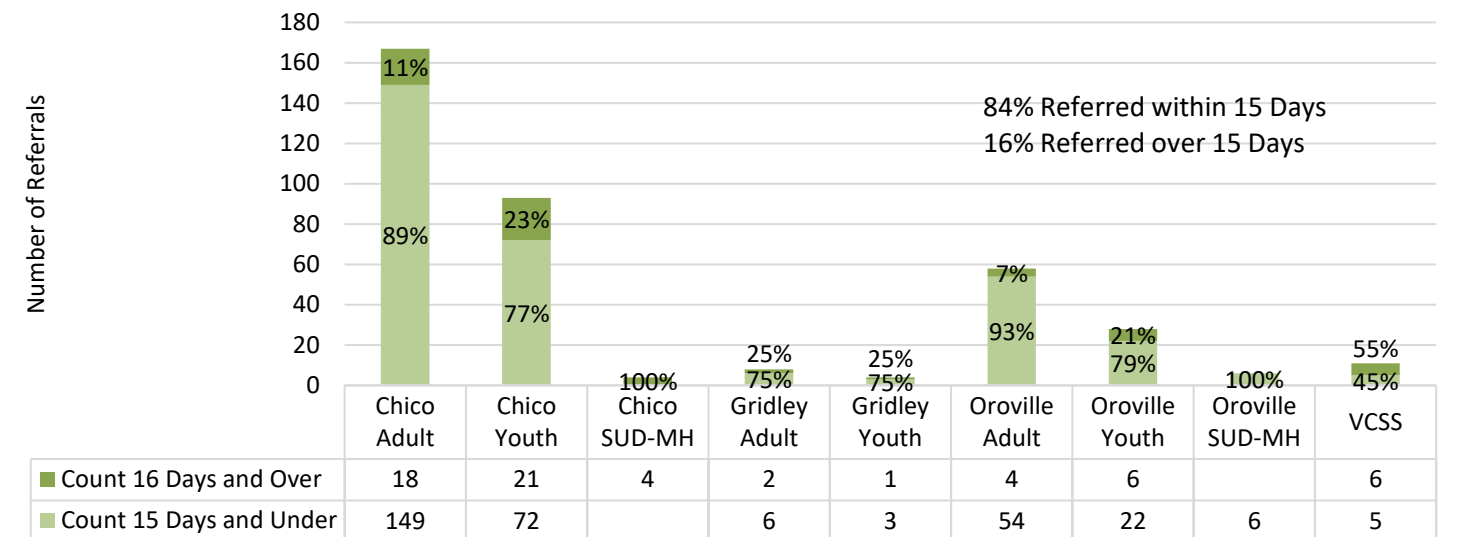
IMD = Institution for Mental Disease

SMHS = Specialty Mental Health Service

Psychiatry Wait Times (15 business day requirement)



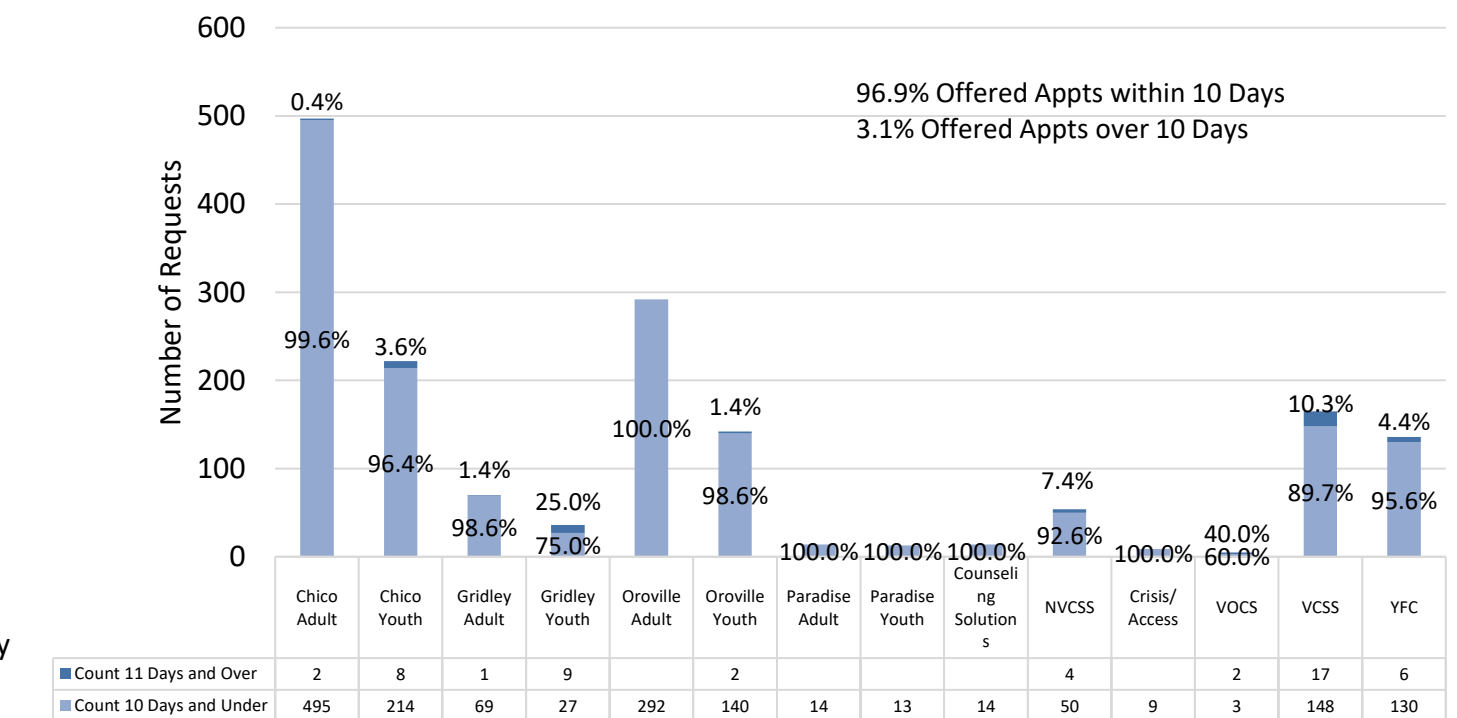
Number of First Offered Psychiatry Appointments Scheduled by Location



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
156	24	10	9	5	5	4	4
Japanese	German	Korean	Bosnian	Portuguese	Telugu	Punjabi	
3	2	2	1	1	1	1	