

Using Data to Answer Systemic Questions: **Prioritizing** What do we want to know or could we know about Behavioral Healthcare Delivery and Outcomes in Lake County? Part 2

This document is a continuation of the *Using Data to Answer Systemic Questions: What do we want to know or could we know about Behavioral Healthcare Delivery and Outcomes in Lake County?* document provided to the Lake County Mental Health Coalition on August 21, 2017. The prior document outlined three predominate themes of systemic questions that could be answered followed by a more detailed list of specific questions that would be asked related to the three themes. To fully understand what is being conveyed herein, the prior document should be reviewed.

Prioritized Approach

Based on the prior review of current state assessment and information gleamed from the MH Coalition, *the following is **one approach** to prioritizing systemic questions.*

Prioritize as an initial strategy to answer a subset of questions for the first two themes:

- **Who is in need of or seeking behavioral health care?**
- **Are the service needs of those accessing behavioral care being met?**

At a later time, further develop additional data sets that address the prior themes as well as answers the final theme.

- **Are the services provided impacting outcomes and making a difference for individuals and families served?**

Following are examples of more detailed questions that could be prioritized initially related to the first two themes. The information is presented in accordance with the sector that possibly could provide the information in aggregated format.

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I. Community based providers who provide behavioral health services (inclusive of all mental health and substance abuse needs and treatment)

Community based behavioral health providers could provide information in aggregated form to answer the following system questions.

Who is in need of or seeking behavioral health care?

- How many individuals/families are receiving services (over the past month)?
 - By payor source
- How many new individuals/families are accessing services (over the past month)?
 - By payor source
- Who are the system partners referring to the aforementioned level of care (e.g. self-referral, police, fire, schools, homeless provider, probation, religious organization, employer, etc.)?
- What are the demographics (e.g. zip code) of those seeking services?
- What behavioral health conditions are individuals/families seeking services for (e.g. relationship problems, psychosis, depression, suicidal thoughts/actions, substance abuse/dependence, anxiety, etc.)?
- What are the co-occurring physical health conditions for individuals seeking services?
- What are the co-occurring mental and substance abuse conditions for individuals seeking services?
- In the aggregate, what are the overall service intensity needs of the individuals/families (e.g. high, medium, low intensity need)?
 - By special populations (e.g. justice involved, SMI) what are the overall service intensity needs by individuals/families?

Are the service needs of those accessing behavioral care being met?

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- **Timelines of services**
 - Are **routine services** provided within a pre-determined standard
 - Within 7 days for an assessment by a BH professional
 - Within 7 days for a medication assessment by a BH health care professional
 - Within 23 days for on-going treatment services (e.g. counseling)
 - Within 23 days for support services (e.g. living skills)
- **Service length of time**
 - Average length of service duration for routine services
- **Recidivism - repeat service within 30/60/90 days**
 - % of individuals with repeat calls to the **crisis line**
 - % of individuals with repeat service in a **crisis stabilization bed**
 - % of individuals with repeat service in an **inpatient psychiatric stay**
- **Service Capacity**
 - *Routine services* - Behavioral healthcare medical, BH professional, support capacity
 - # psychiatrists/NP, PA per 100,000 lives
 - # of BH Professional providers per 100,000 (e.g. licensed SW, Counselor, MH therapist, SA providers)
 - # of certified peer support specialists per 10,000 lives
 - # of certified family support specialists per 10,000 lives

II. Emergency Departments

Emergency Departments could provide information in aggregated form to answer the following system questions.

Who is in need of or seeking behavioral health care?

Identifying individuals/families seeking services within Emergency Departments

- How many individuals/families are accessing care for behavioral health needs at an Emergency Room?
 - By payor source

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- Who are the system partners referring to the Emergency Departments (e.g. self-referral, police, fire, schools, homeless provider, probation, religious organization, employer, etc.)?
- What are the demographics (e.g. zip code) of those seeking services?
- What behavioral health conditions are individuals/families seeking services for (e.g. relationship problems, psychosis, depression, suicidal thoughts/actions, substance abuse/dependence, anxiety, etc.)?
- What are the co-occurring physical health conditions for individuals seeking services?
- Where was the individual discharged to (e.g. home, group home, inpatient care)?

Are the service needs of those accessing behavioral care being met?

- **Time in Emergency Departments**
 - Length of time to access care
 - Length of time to disposition
 - By payor
 - By disposition placement (e.g. home, group home, inpatient care)
- **Recidivism - repeat service within 30/60/90 days**
 - % of individuals with repeat service in an **Emergency Department**

III. Behavioral Health Inpatient Psychiatric Hospitalization

Who is in need of or seeking behavioral health care?

- How many individuals are accessing inpatient care receiving services (over the past month)?
 - By payor source
 - By age
- What is the wait time to access a Bed?
- What are the re-admission rates of accessing inpatient care?

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IV. 911 Dispatch

911 Dispatch Preparedness to Respond to Individuals/Families

- Total Number of 911 personnel who have completed CIT training?
- # of recent graduates from CIT training

V. Police

Law Enforcement Preparedness to Respond to Individuals/Families

- Total number of sworn officers who have completed CIT training?
- # of recent graduates from CIT training

VI. Jails

Who is in need of or seeking behavioral health care?

- # of individuals entering jail a behavioral health need
- # of individuals with repeat bookings that have a behavioral health need

Jail Personnel Preparedness to Respond to Individuals/Families

- Total Number of jail personnel who have completed CIT training?
- # of recent graduates from CIT training

VII. Probation

Who is in need of or seeking behavioral health care?

- # of individuals on probation with an identified behavioral health need

VIII. Housing

Who is in need of or seeking behavioral health care?

Explore with Housing Coalition which reports could be useful to share with MH Coalition to address priorities questions.