

### Value based Crisis System Metrics

WA Crisis system values a supportive and solutions-focused environment for reaching the best resolution across all five crisis phases

	Timely	Safe	Accesible	Individual and Family Centered	Least Restrictive	Effective	Partnership
Phase 1 Prevention	Crisis Line average speed of answer	Crisis line: Percent conferenced to 911 due to immediate danger	Crisis line abandonment rate	Client satisfaction survey- crisis line, mobile crisis	Crisis line: total calls taken	Crisis line: Percent diverted from crisis line from ER and/or ITA commitments	Percent referred from Crisis line to Mobile Crisis for follow up
	mobile crisis: Average response time for Initial dispatch	crisis line: clinical assessment of distress before/after call	Crisis line referrals made to crisis team	Percent of mobile crisis services involving family/natural supports	mobile crisis: number clients served		Number of proactive Crisis Alerts created
	Average Response Time from request to f2f arrival	crisis line: % callers with suicidal endorsement ; level of distress before and after call	Crisis line referrals made to crisis team- % accepted		Crisis line: counseling calls and % stabilized by clinician		<i>Crisis system protocols</i>
	% contact made by crisis team from initial mobile crisis within 1 day	Percent of mobile crisis response in initial two peer response	mobile crisis: Percent of encounters in person (vs phone)		<i>MH Advanced Directives</i>		<i>cross system and/or interagency MOUs</i>
		<i>Training activities in the community: CIT/MHFA/school curriculum</i>					crisis line: Percent of warm transfers direct to providers
Phase 2 Early Intervention			mobile crisis: Number served in 7 day follow up				
Phase 3 Acute Intervention		E&T: Restraint and seclusion data DMHP: pick up orders for law enforcement			mobile crisis: service provided in the ED DMHP: ITA evaluations	mobile crisis: unplanned contact/recidivism mobile crisis: % clients seen diverted from ITA	Sheena's law referrals
					involuntary and voluntary placements		
Phase 4 Crisis Treatment			E&T: acceptance/denial rates/avg census Station 2: acceptance/denial rates/avg census Single bed certs no bed reports out of county placements		E&T and Station 2: average length of stay	WSH diversion Unplanned inpatient stay	
Phase 5 Recovery and Reintegration			Number seen by follow up OP/PCP provider within 7 days				Post discharge plan by IP facility <i>notification to ongoing provider when client enters crisis system</i>

*italicized items need development*



Higher Level of Care														
Resolved, no further steps														
Unable to contact/refused services														
Referral to 7 day Crisis Case Management														
Sheena's law referrals														
Pick up orders to law enforcement requested														
<b>Location of Intervention</b>														
Community-based														
Emergency Room/Hospital														
Other														
<b>ITA Evaluations</b>														
Number of initial ITA Evaluations														
Number of Involuntary Admissions														
Number of Voluntary Admissions														
Number of 14 Day Commitments														
Number of 90 Day Commitments														
Number of 180 Day Commitments														
Unavailable Bed Reports Completed														
Single Bed Certifications Completed														
Number of LRA/CR's in place														
Number of LRA/CR's Revoked														
Initial Out of County Placements														
<b>Local inpatient facilities</b>														
<b>E&amp;T</b>														
acceptance rate (voluntary)														
denial rate (voluntary)														
acceptance rate (involuntary)														
denial rate (involuntary)														
average census														
% capacity														
average length of stay - days (voluntary)														
average length of stay - days (involuntary)														
restraint data														
seclusion data														
percent with individualized discharge plan in place														
<b>Other facility if applicable</b>														
acceptance rate														
denial rate														
average census														
average length of stay														
restraint data														
seclusion data														
percent with individualized discharge plan in place														
Unplanned return to inpatient facility across facilities														

State Hospital

