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|  | **Potential Metrics** | **Owner(s) for reporting** | **Notes** |
| **Indicator Category** |  |  |  |
| Criminal Justice | Jail Census   1. Okanogan County Jail 2. Chelan Co. Jail 3. Grant Co. Jail | 1. TBD (Okanogan) 2. Kurt Lutz (Chelan) 3. TBD (Grant) |  |
| Access to Care | 1. No Bed Report 2. # of Single Bed Certifications 3. # of Emergency Room visits 4. “Request for Services” to first Appointment? 5. Tracking # of grievances to the MCOs related specifically to “Access” 6. Time between “ready to discharge” and discharge 7. Access to care for clients in border communities and during MCO transition period moving to new plans | 1. BH-ASO? 2. BH-ASO 3. MCOs, HCA, EDIE System? 4. TBD 5. MCOs and possible ombuds? 6. TBD 7. Anecdotal |  |
| Provider Payments | 1. Measure to claims “error rate” 2. Measure of top 5 reasons for claim or encounter re-submission 3. Time between first claim submission and payment? | 1. MCOs/ASO 2. MCOs/ASO 3. MCOs/ASO |  |
| Crisis Services & Eastern State Hospital | 1. Volume of Calls to the Crisis line 2. Number of ITAs 3. ESH Bed Census 4. Time from “ready to discharge” to actual discharge | 1. BH-ASO 2. BH-ASO 3. HCA via ESH 4. TBD – ESH? Plan liaison? |  |