

NCACH Early Warning System Indicator Matrix

<u>Indicator Category</u>	<u>Indicator Sub-Category</u>	<u>Specific Indicator Tracked</u>	<u>Owner for Reporting Baseline Data</u>	<u>Owner for reporting after January 2018</u>
Criminal Justice	Jail Census			
	1. Okanogan County Jail	a. Are you currently having thoughts of harming yourself or others? b. Are you seeing a mental health provider?	1) Noah Stewart (Okanogan)	1) Noah Stewart (Okanogan)
	2. Chelan Co. Jail	a. Are you currently suicidal, homicidal or both? b. Are you being seen by anyone providing mental health care?	2) Curt Lutz (Chelan)	2) Curt Lutz (Chelan)
	3. Grant Co. Jail	a. Are you suicidal? b. Are you or have you been receiving Psychiatric Care?	3) Dan Durand (Grant)	3) Dan Durand (Grant)
Access to Care	1. Bed Availability	a. # of No Bed reports b. # of Single Bed Certifications	1. DBHR or BHO	1. BH-ASO
	2. Accessing the correct level of care	a. # of Ed Visits	2. HCA, MCO's, EDIE	2. MCO's EDIE
	3. Wait times	a. Time between request for services and intake assessment	3. DBHR	3. TBD
	4. Access to care for clients in border communities and during MCO transition period moving to new plans	a. Anecdotal	4	4. Daily provider calls
	5. Out of region SUD providers treating NC clients		5. BHO, DBHR	5

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Provider Payments	1. Measure to claims "error rate"	1. # of claims sent back to the providers due to an error	1	1. MCO's
	2. Measure of top 5 reasons for claim or encounter re-submission	2. Top 5 reasons a claim or encounter is rejected and sent back to the provider	2	2. MCO's
	3. Time between first claim and submission payment	3. Length of time between first claim or encounter submission and payment for claim,	3	3. MCO's
Crisis Services	Crisis Line	a. # of calls	1. BHO	1. BH-ASO
	2. ITA's	a. # of ITA's	2. BHO	2. BH-ASO
Eastern State Hospital	1. Bed Census	a. Daily census	1	1