

**DRAFT NCACH Early Warning System Indicator Matrix**

Indicator Category	Indicator Sub-Category	Specific Indicator Tracked	Owner for Reporting Baseline	Owner for reporting after
			Data	January 2018
<b>Criminal Justice</b>	<b>Jail Census</b>			
	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)
	<b>Juvenile Detention Center</b>			
4. Chelan County	a. Census	4. Gary Smith?	4. Gary Smith?	
5. Grant County	b. Census	5. Garth Kofoed?	5. Garth Kofoed?	
<b>Access to Care</b>	1. Bed Availability	a. # of No Bed reports b. # of Single Bed Certifications	1a. DBHR 1b. DBHR	1. BH-ASO
	2. Accessing the correct level of care	a. # of Ed Visits	2a. HCA, MCO's, EDIE	2. MCO's EDIE
	3. Wait times	a. Time between request for services and intake assessment	3a. DBHR	3. TBD
	4. Access to care for clients in border communities and during MCO transition period moving to new plans	a. Anecdotal	4a.	4. Daily provider calls
	5. Out of region SUD providers treating NC clients		5. BHO - Courtney	5. Anecdotal provider calls
	6. Withdrawal Management Services	Detox admissions by: a. Medicaid	7a. BHO - Rosa	7a. The Center

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		b. Non-Medicaid	7b. BHO - Rosa	7b. The Center
<b>Provider Payments</b> - Notes: Subgroup forming - ideas are Date of services to payment, date of submission to payment, Denial rate by provider, # of claims sent back due to error	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
<b>Crisis Services</b>	1. Crisis Line	a. # of incoming calls	1a. BHO - Christine	1. BH-ASO
		b. # of calls answered	1b. NA	1. BH-ASO
		c. # of calls answered withing 30 seconds	1c. NA	1. BH-ASO
		d. percentage of calls answered within 30 seconds	1d. NA	1. BH-ASO
		e. Average speed of answer (sec)	1e. NA	1. BH-ASO
		f. Abandonment Rate	1f. NA	1. BH-ASO
	2. ITA's	a. # of ITA Investigations	2a. BHO	2. BH-ASO
		b. # Detained	2b. BHO	2. BH-ASO
		c. # Voluntary Admit	2c. NA	2. BH-ASO
		d. # Discharged with Referral	2d. NA	2. BH-ASO
4. Referrals to Detox	a. # of referrals from ER to Detox	4a.		
<b>Eastern State Hospital</b>	1. Bed Census	a. Daily census	1a. Eastern or DBHR	1