

FINAL NCACH Early Warning System Indicators

| Indicator Category | Indicator Sub-Category | Specific Indicator Tracked | Owner for Reporting Baseline Data | Owner for reporting after January 2018 | Frequency of Reporting |
|--------------------|--|--|--------------------------------------|---|---|
| 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) | 1a. Monthly 1b. Monthly |
| | 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) | 2a. Monthly 2b. Monthly |
| | 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) | 3a. Monthly 3b. Monthly |
| | Juvenile Detention Center | | | | |
| | <i>Incorporated in Crisis Services Indicators</i> | | | | |
| | | | | | |
| Access to Care | 1. Bed Availability | a. # of No Bed reports b. # of Single Bed Certifications c. length of stay for single bed certifications | 1a. DBHR 1b. DBHR 1c. DBHR | 1a. BH-ASO 1b. BH-ASO 1c. BH-ASO | 1a. Monthly 1b. Monthly 1c. Monthly |
| | 2. Accessing the correct level of care | a. ED utilization rates for individuals with a history of BH problem b. ED utilization rates with BH diagnosis | 2a. EDIE 2b. EDIE | 2. EDIE 2b. EDIE | 2a. Weekly 2b. Weekly |
| | 3. Wait times | a. Time between request for services and intake assessment | 3a. DBHR | 3a. BH providers with Xpio help | 3a. Monthly |
| | 4. Access to care for clients in border communities and during MCO transition period moving to new plans | a. Anecdotal | 4a. N/A | 4a. Daily provider calls | 4a. Daily |
| | 5. Out of region SUD providers treating NC clients | SUD providers outside of Chelan, Douglas, Grant Counties | 5a. BHO | 5a. Daily provider calls | 5a. Daily |
| | 6. Withdrawal Management Services | Detox admissions by: a. Medicaid | 6a. BHO - Rosa | 6a. The Center for Drug and Alcohol Treatment | 6a. Monthly |
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| | | b. Non-Medicaid | 6b. BHO - Rosa | 6b. The Center for Drug and Alcohol Treatment | 6b. Monthly |
| Provider Payments | 1. Behavioral Health Claims Status (Reported by each MCO for each BH provider individually) | a. # or rate of BH claims received by MCOs b. # or rate of BH claims paid by MCOs c. # or rate of BH claims denied by MCOs | 1a. NA 1b. NA 1c. NA | 1a. MCOs 1b. MCOs 1c. MCOs | 1a. Bi-weekly 1b. Bi-weekly 1c. Bi-weekly |
| | 2. Claims Submitted | a. # of BH claims submitted to clearinghouse by BH providers | 2a. NA | 2a. BH Providers | 2a. Bi-weekly |
| | 3. Measure of top 5 reasons for BH claim or encounter re-submission | a. Top 5 reasons a BH claim or encounter is rejected and sent back to the provider | N/A | 3a. MCO's | 3a. Weekly |
| | | | | | |
| Crisis Services | 1. Crisis Line | a. # of incoming calls | 1a. BHO | 1a. BH-ASO | 1a. Monthly |
| | | b. # of calls answered | 1b. NA | 1b. BH-ASO | 1b. Monthly |
| | | c. # of calls answered within 30 seconds | 1c. NA | 1c. BH-ASO | 1c. Monthly |
| | | d. percentage of calls answered within 30 seconds | 1d. NA | 1d. BH-ASO | 1d. Monthly |
| | | e. Average speed of answer (sec) | 1e. NA | 1e. BH-ASO | 1e. Monthly |
| | | f. Abandonment Rate | 1f. NA | 1f. BH-ASO | 1f. Monthly |
| | 2. ITA's | a. # of Mental Health ITA Investigations | 2a. BHO | 2a. BH-ASO | 2a. Monthly |
| | | b. # of SUD ITA Investigations | 2b. BHO | 2b. BH-ASO | 2b. Monthly |
| | | c. # Detained | 2c. BHO | 2c. BH-ASO | 2c. Monthly |
| | | d. # Voluntary Admit | 2d. NA | 2d. BH-ASO | 2d. Monthly |
| | | e. # Discharged with Referral | 2e. NA | 2e. BH-ASO | 2e. Monthly |
| | 3. DMHP | a. Response times | 3a. BHO | 3a. BH-ASO | 3a. Monthly |
| Eastern State Hospital | 1. Bed Census | a. Daily census | 1a. DBHR | 1a. Colette Rush, HCA | 1a. Monthly |
| | | b. Forensic Flips census | 1b. DBHR | 1b. Colette Rush, HCA | 1b. Monthly |
| | | c. Discharges | 1c. DBHR | 1c. MCOs/BH-ASO | 1c. Monthly |