

MICHIGAN MISSION-BASED PERFORMANCE INDICATOR SYSTEM

# PIHP Performance Indicator Trending Report

FY'22 – FY'24

*updated January 2025*



SAGINAW COUNTY  
COMMUNITY MENTAL  
HEALTH AUTHORITY

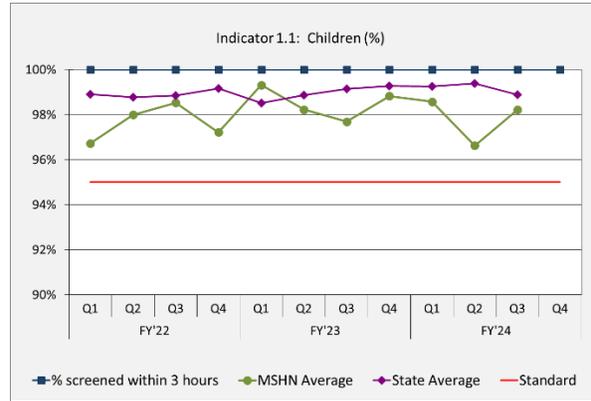
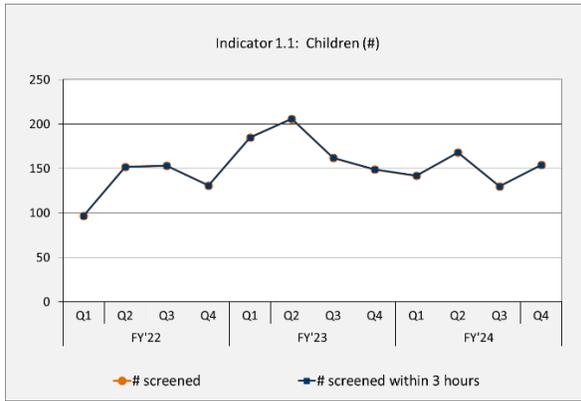


**Indicator 1: ACCESS-TIMELINESS/INPATIENT SCREENING:** The percentage of persons during the quarter receiving a pre-admission screening for psychiatric inpatient care for whom the disposition was completed within 3 hours. Standard = 95%

*Rationale for Use: People who are experiencing symptoms serious enough to warrant evaluation for inpatient care are potentially at risk of danger to themselves or others. Thus, time is of the essence. This indicator assesses whether CMHSPs and PIHPs are meeting the Department’s standard that 95% of the inpatient screenings have a final disposition within 3 hours. This indicator is a standard measure of access to care.*

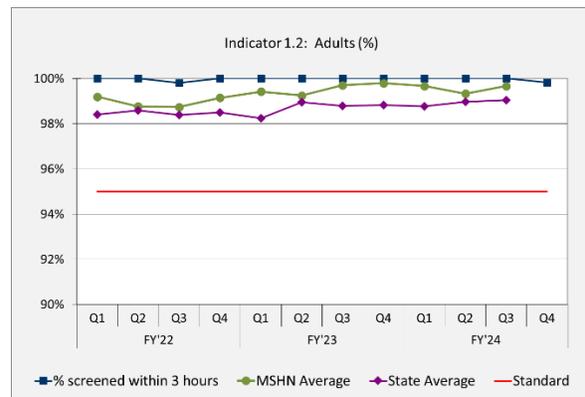
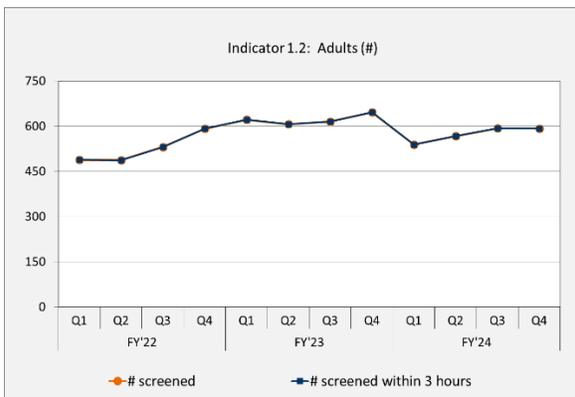
**Indicator 1.1: Children**

|                               | FY'22   |         |         |         |         | FY'23   |         |         |         |         | FY'24   |         |         |         |         |
|-------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
|                               | Q1      | Q2      | Q3      | Q4      | TOTAL   | Q1      | Q2      | Q3      | Q4      | TOTAL   | Q1      | Q2      | Q3      | Q4      | TOTAL   |
| # screened                    | 97      | 152     | 153     | 131     | 533     | 185     | 206     | 162     | 149     | 702     | 142     | 168     | 130     | 154     | 594     |
| # screened within 3 hours     | 97      | 152     | 153     | 131     | 533     | 185     | 206     | 162     | 149     | 702     | 142     | 168     | 130     | 154     | 594     |
| # not screened within 3 hours | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |
| % screened within 3 hours     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| MSHN Average                  | 96.73%  | 98.00%  | 98.53%  | 97.22%  |         | 99.32%  | 98.23%  | 97.69%  | 98.83%  |         | 98.58%  | 96.63%  | 98.22%  |         |         |
| State Average                 | 98.91%  | 98.77%  | 98.85%  | 99.16%  |         | 98.53%  | 98.87%  | 99.15%  | 99.29%  |         | 99.26%  | 99.38%  | 98.88%  |         |         |
| Standard                      | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     |



**Indicator 1.2: Adults**

|                               | FY'22   |         |        |         |        | FY'23   |         |         |         |         | FY'24   |         |         |        |        |
|-------------------------------|---------|---------|--------|---------|--------|---------|---------|---------|---------|---------|---------|---------|---------|--------|--------|
|                               | Q1      | Q2      | Q3     | Q4      | TOTAL  | Q1      | Q2      | Q3      | Q4      | TOTAL   | Q1      | Q2      | Q3      | Q4     | TOTAL  |
| # screened                    | 488     | 487     | 531    | 591     | 2,097  | 621     | 606     | 615     | 646     | 2,488   | 539     | 567     | 593     | 592    | 2,291  |
| # screened within 3 hours     | 488     | 487     | 530    | 591     | 2,096  | 621     | 606     | 615     | 646     | 2,488   | 539     | 567     | 593     | 591    | 2,290  |
| # not screened within 3 hours | 0       | 0       | 1      | 0       | 1      | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 1      | 1      |
| % screened within 3 hours     | 100.00% | 100.00% | 99.81% | 100.00% | 99.95% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.83% | 99.96% |
| MSHN Average                  | 99.19%  | 98.77%  | 98.74% | 99.15%  |        | 99.42%  | 99.25%  | 99.70%  | 99.79%  |         | 99.67%  | 99.33%  | 99.67%  |        |        |
| State Average                 | 98.41%  | 98.59%  | 98.38% | 98.49%  |        | 98.24%  | 98.95%  | 98.79%  | 98.82%  |         | 98.78%  | 98.96%  | 99.05%  |        |        |
| Standard                      | 95%     | 95%     | 95%    | 95%     | 95%    | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%     | 95%    | 95%    |

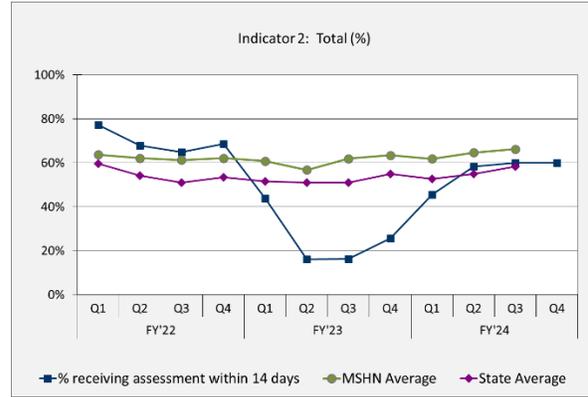
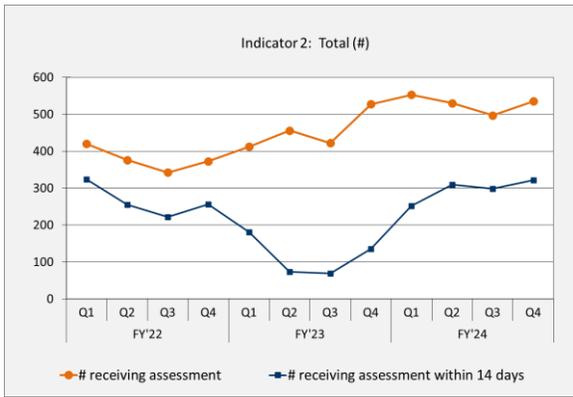


**Indicator 2A\* (new): ACCESS-TIMELINESS/FIRST REQUEST:** The percentage of new persons during the quarter receiving a face-to-face assessment with a professional within 14 calendar days of a non-emergency request for service. \*Effective FY20Q3, MDHHS has removed all exception reasons. Standard = No standard for first year of implementation.

*Rationale for Use: Quick, convenient entry into the public mental health system is a critical aspect of accessibility of services. Delays in clinical and psychological assessment may lead to exacerbation of symptoms and distress and poorer role functioning. The amount of time between a request for service and clinical assessment with a professional is one measure of access to care.*

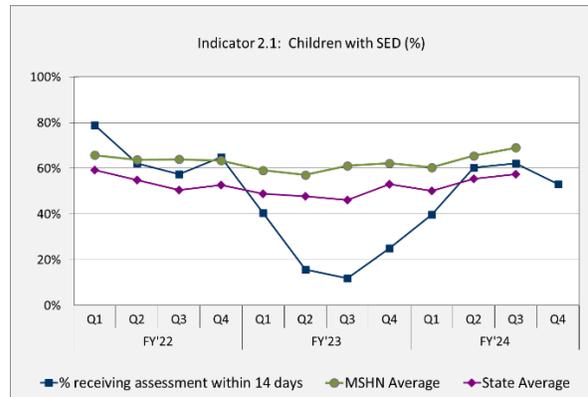
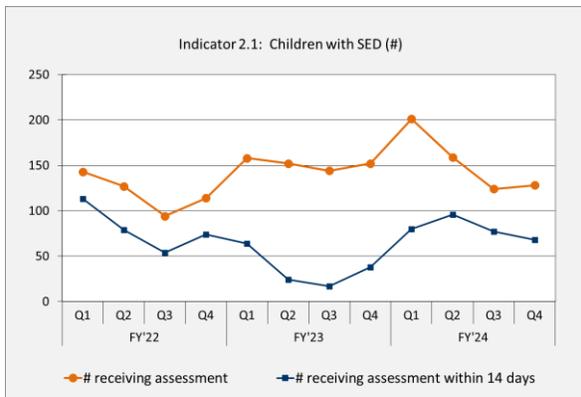
**Indicator 2: Total**

|   | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|   | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # receiving assessment                    | 420    | 376    | 342    | 373    | 1,511  | 412    | 456    | 422    | 527    | 1,817  | 553    | 530    | 497    | 535    | 2,115  |
| # receiving assessment within 14 days     | 324    | 255    | 222    | 256    | 1,057  | 181    | 73     | 69     | 135    | 458    | 252    | 309    | 298    | 321    | 1,180  |
| # not receiving assessment within 14 days | 96     | 121    | 120    | 117    | 454    | 231    | 383    | 353    | 392    | 1,359  | 301    | 221    | 199    | 214    | 935    |
| % receiving assessment within 14 days     | 77.14% | 67.82% | 64.91% | 68.63% | 69.95% | 43.93% | 16.01% | 16.35% | 25.62% | 25.21% | 45.57% | 58.30% | 59.96% | 60.00% | 55.79% |
| MSHN Average                              | 63.73% | 62.08% | 61.24% | 62.13% |        | 60.81% | 56.75% | 61.94% | 63.36% |        | 61.79% | 64.60% | 66.21% |        |        |
| State Average                             | 59.61% | 54.10% | 51.03% | 53.34% |        | 51.57% | 51.03% | 50.92% | 54.86% |        | 52.71% | 55.00% | 58.27% |        |        |
| Standard                                  |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



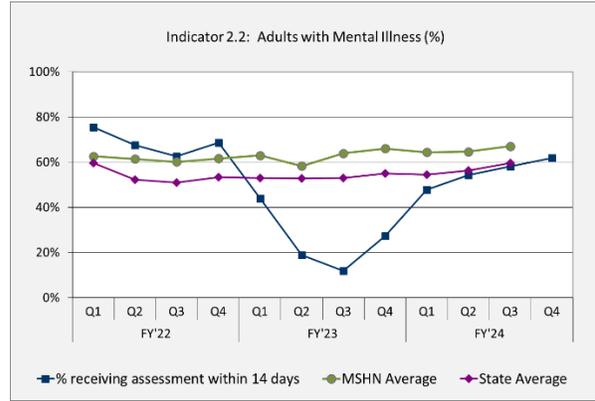
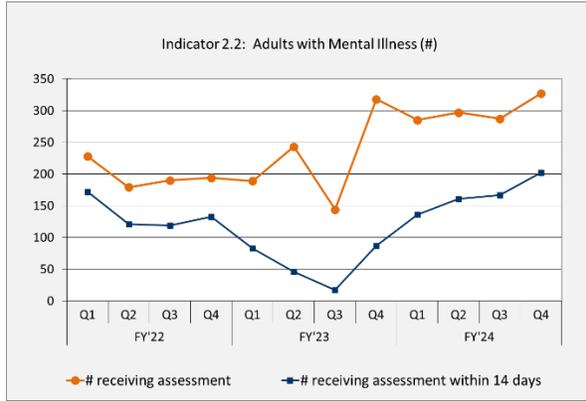
**Indicator 2.1: Children with Serious Emotional Disturbances (SED)**

|   | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|   | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # receiving assessment                    | 143    | 127    | 94     | 114    | 478    | 158    | 152    | 144    | 152    | 606    | 201    | 159    | 124    | 128    | 612    |
| # receiving assessment within 14 days     | 113    | 79     | 54     | 74     | 320    | 64     | 24     | 17     | 38     | 143    | 80     | 96     | 77     | 68     | 321    |
| # not receiving assessment within 14 days | 30     | 48     | 40     | 40     | 158    | 94     | 128    | 127    | 114    | 463    | 121    | 63     | 47     | 60     | 291    |
| % receiving assessment within 14 days     | 79.02% | 62.20% | 57.45% | 64.91% | 66.95% | 40.51% | 15.79% | 11.81% | 25.00% | 23.60% | 39.80% | 60.38% | 62.10% | 53.13% | 52.45% |
| MSHN Average                              | 65.77% | 63.78% | 63.92% | 63.39% |        | 59.14% | 57.13% | 61.13% | 62.22% |        | 60.43% | 65.52% | 69.02% |        |        |
| State Average                             | 59.21% | 54.88% | 50.52% | 52.72% |        | 48.83% | 47.84% | 46.20% | 53.12% |        | 50.22% | 55.38% | 57.49% |        |        |
| Standard                                  |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



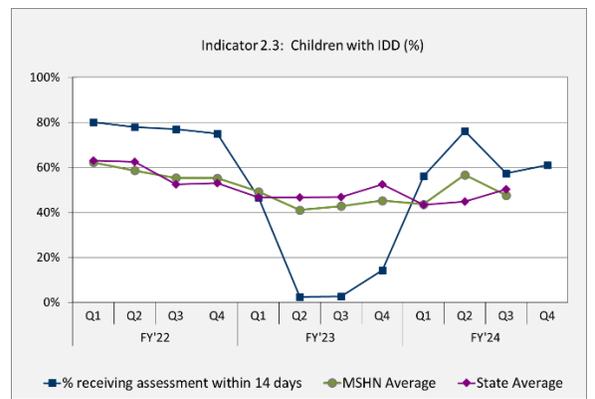
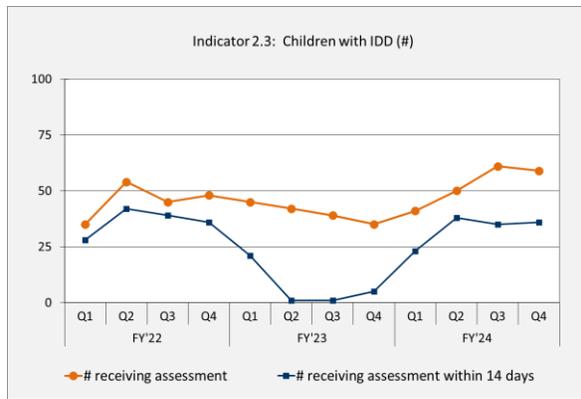
**Indicator 2.2: Adults with Mental Illness (MI)**

|   | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|   | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # receiving assessment                    | 228    | 179    | 190    | 194    | 791    | 189    | 243    | 144    | 318    | 894    | 285    | 297    | 287    | 327    | 1,196  |
| # receiving assessment within 14 days     | 172    | 121    | 119    | 133    | 545    | 83     | 46     | 17     | 87     | 233    | 136    | 161    | 167    | 202    | 666    |
| # not receiving assessment within 14 days | 56     | 58     | 71     | 61     | 246    | 106    | 197    | 127    | 231    | 661    | 149    | 136    | 120    | 125    | 530    |
| % receiving assessment within 14 days     | 75.44% | 67.60% | 62.63% | 68.56% | 68.90% | 43.92% | 18.93% | 11.81% | 27.36% | 26.06% | 47.72% | 54.21% | 58.19% | 61.77% | 55.69% |
| MSHN Average                              | 62.59% | 61.38% | 60.10% | 61.62% |        | 62.95% | 58.27% | 63.84% | 65.97% |        | 64.31% | 64.59% | 67.02% |        |        |
| State Average                             | 59.60% | 52.17% | 50.84% | 53.35% |        | 53.02% | 52.74% | 52.96% | 55.06% |        | 54.44% | 56.21% | 59.52% |        |        |
| Standard                                  |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



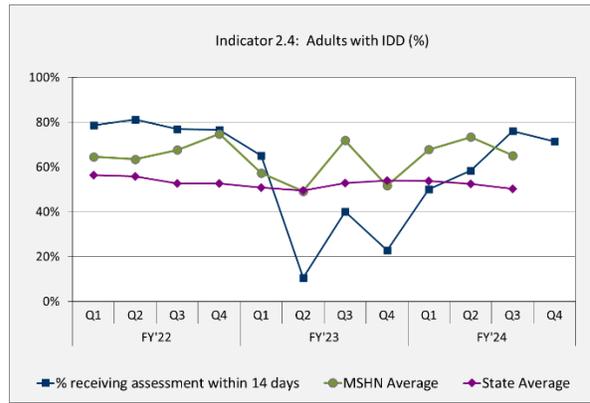
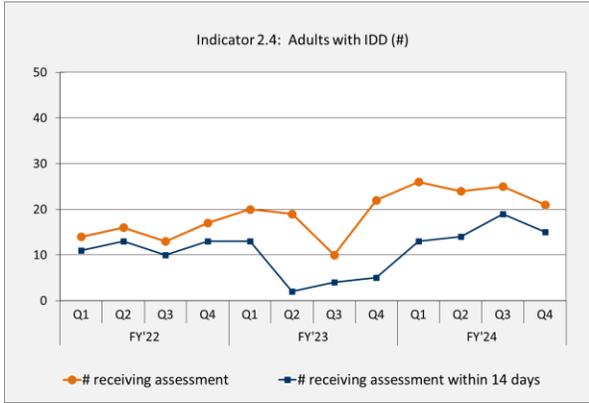
**Indicator 2.3: Children with Intellectual and Developmental Disabilities (IDD)**

|   | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|   | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # receiving assessment                    | 35     | 54     | 45     | 48     | 182    | 45     | 42     | 39     | 35     | 161    | 41     | 50     | 61     | 59     | 211    |
| # receiving assessment within 14 days     | 28     | 42     | 39     | 36     | 145    | 21     | 1      | 1      | 5      | 28     | 23     | 38     | 35     | 36     | 132    |
| # not receiving assessment within 14 days | 7      | 12     | 6      | 12     | 37     | 24     | 41     | 38     | 30     | 133    | 18     | 12     | 26     | 23     | 79     |
| % receiving assessment within 14 days     | 80.00% | 77.78% | 76.92% | 75.00% | 79.67% | 46.67% | 2.38%  | 2.56%  | 14.29% | 17.39% | 56.10% | 76.00% | 57.38% | 61.02% | 62.56% |
| MSHN Average                              | 62.21% | 58.58% | 55.29% | 55.19% |        | 49.21% | 40.98% | 42.74% | 45.21% |        | 43.51% | 56.63% | 47.51% |        |        |
| State Average                             | 62.91% | 62.40% | 52.39% | 53.04% |        | 46.58% | 46.67% | 46.68% | 52.39% |        | 43.37% | 44.73% | 50.15% |        |        |
| Standard                                  |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



**Indicator 2.4: Adults with Intellectual and Developmental Disabilities (IDD)**

|   | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|   | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # receiving assessment                    | 14     | 16     | 13     | 17     | 60     | 20     | 19     | 10     | 22     | 71     | 26     | 24     | 25     | 21     | 96     |
| # receiving assessment within 14 days     | 11     | 13     | 10     | 13     | 47     | 13     | 2      | 4      | 5      | 24     | 13     | 14     | 19     | 15     | 61     |
| # not receiving assessment within 14 days | 3      | 3      | 3      | 4      | 13     | 7      | 17     | 6      | 17     | 47     | 13     | 10     | 6      | 6      | 35     |
| % receiving assessment within 14 days     | 78.57% | 81.25% | 76.92% | 76.47% | 78.33% | 65.00% | 10.53% | 40.00% | 22.73% | 33.80% | 50.00% | 58.33% | 76.00% | 71.43% | 63.54% |
| MSHN Average                              | 64.56% | 63.46% | 67.59% | 74.76% |        | 57.29% | 49.18% | 71.91% | 51.69% |        | 67.83% | 73.33% | 65.09% |        |        |
| State Average                             | 56.29% | 55.79% | 52.67% | 52.71% |        | 50.88% | 49.57% | 52.83% | 53.90% |        | 53.82% | 52.39% | 50.15% |        |        |
| Standard                                  |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



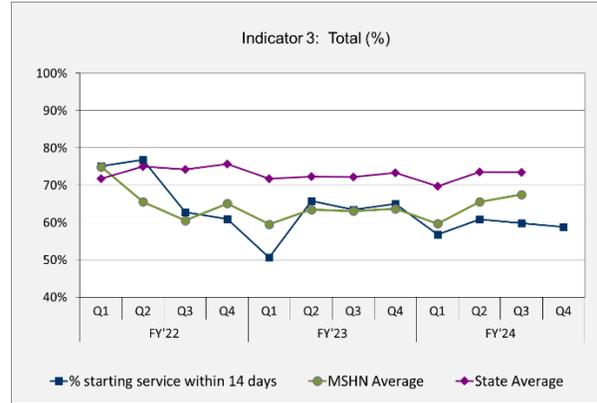
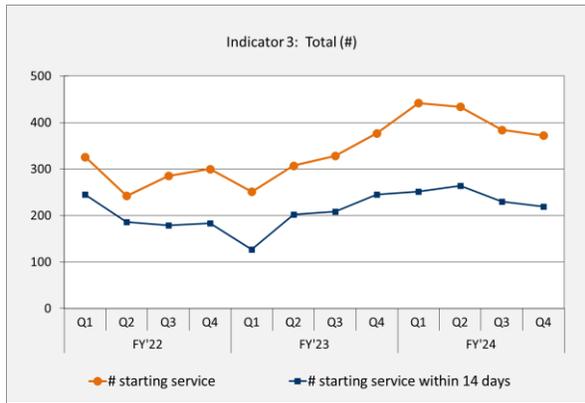
**Indicator 3\* (new): ACCESS-TIMELINESS/FIRST SERVICE**

Percentage of new persons during the quarter starting any needed on-going service within 14 days of a non-emergent face-to-face assessment with a professional. \*Effective FY20Q3, MDHHS has removed all exception reasons. Standard = No standard for first year of implementation.

*Rationale for Use: The amount of time between professional assessment and the delivery of needed treatments and supports addresses a different aspect of access to care than Indicator #2. Delay in the delivery of needed services and supports may lead to exacerbation of symptoms and distress and poorer role functioning.*

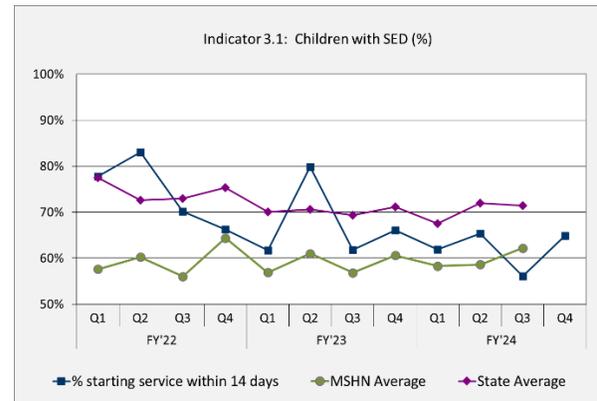
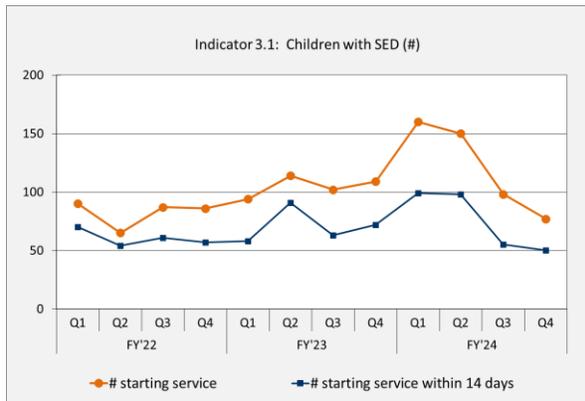
**Indicator 3: Total**

|                                       | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                       | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # starting service                    | 326    | 242    | 285    | 300    | 1,153  | 251    | 307    | 328    | 377    | 1,263  | 442    | 434    | 384    | 372    | 1,632  |
| # starting service within 14 days     | 245    | 186    | 179    | 183    | 793    | 127    | 202    | 208    | 245    | 782    | 251    | 264    | 230    | 219    | 964    |
| # not starting service within 14 days | 81     | 56     | 106    | 117    | 360    | 124    | 105    | 120    | 132    | 481    | 191    | 170    | 154    | 153    | 668    |
| % starting service within 14 days     | 75.15% | 76.86% | 62.81% | 61.00% | 68.78% | 50.60% | 65.80% | 63.41% | 64.99% | 61.92% | 56.79% | 60.83% | 59.90% | 58.87% | 59.07% |
| MSHN Average                          | 74.92% | 65.53% | 60.53% | 65.12% |        | 59.53% | 63.50% | 63.09% | 63.68% |        | 59.72% | 65.56% | 67.52% |        |        |
| State Average                         | 71.79% | 74.99% | 74.26% | 75.72% |        | 71.78% | 72.31% | 72.23% | 73.32% |        | 69.72% | 73.55% | 73.41% |        |        |
| Standard                              |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



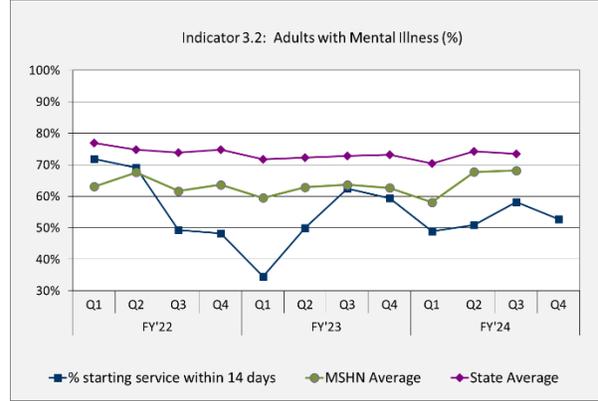
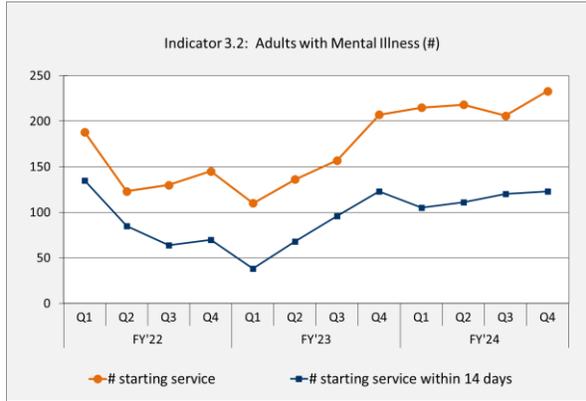
**Indicator 3.1: Children with Serious Emotional Disturbances (SED)**

|                                       | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                       | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # starting service                    | 90     | 65     | 87     | 86     | 328    | 94     | 114    | 102    | 109    | 419    | 160    | 150    | 98     | 77     | 485    |
| # starting service within 14 days     | 70     | 54     | 61     | 57     | 242    | 58     | 91     | 63     | 72     | 284    | 99     | 98     | 55     | 50     | 302    |
| # not starting service within 14 days | 20     | 11     | 26     | 29     | 86     | 36     | 23     | 39     | 37     | 135    | 61     | 52     | 43     | 27     | 183    |
| % starting service within 14 days     | 77.78% | 83.08% | 70.11% | 66.28% | 73.78% | 61.70% | 79.82% | 61.76% | 66.06% | 67.78% | 61.88% | 65.33% | 56.12% | 64.94% | 62.27% |
| MSHN Average                          | 57.60% | 60.24% | 56.03% | 64.36% |        | 56.86% | 61.01% | 56.82% | 60.61% |        | 58.28% | 58.59% | 62.21% |        |        |
| State Average                         | 77.47% | 72.62% | 72.94% | 75.29% |        | 70.11% | 70.63% | 69.31% | 71.19% |        | 67.55% | 71.97% | 71.42% |        |        |
| Standard                              |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



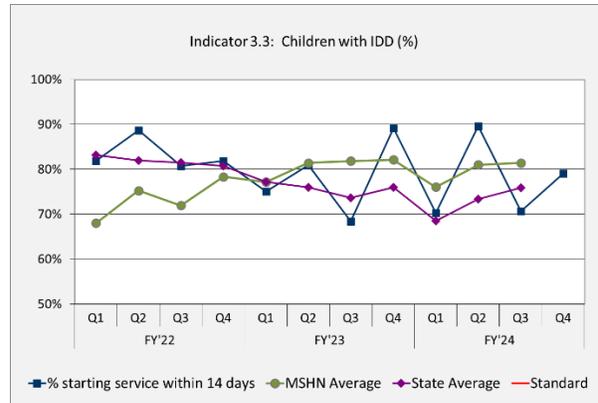
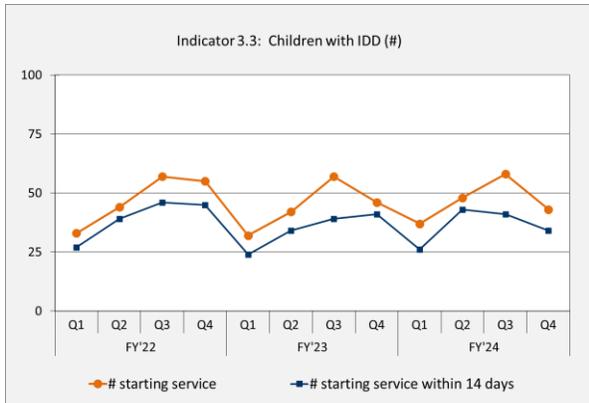
**Indicator 3.2: Adults with Mental Illness (MI)**

|                                       | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                       | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # starting service                    | 188    | 123    | 130    | 145    | 586    | 110    | 136    | 157    | 207    | 610    | 215    | 218    | 206    | 233    | 872    |
| # starting service within 14 days     | 135    | 85     | 64     | 70     | 354    | 38     | 68     | 96     | 123    | 325    | 105    | 111    | 120    | 123    | 459    |
| # not starting service within 14 days | 53     | 38     | 66     | 75     | 232    | 72     | 68     | 59     | 84     | 283    | 110    | 107    | 86     | 110    | 413    |
| % starting service within 14 days     | 71.81% | 69.11% | 49.23% | 48.28% | 60.41% | 34.55% | 50.00% | 62.42% | 59.42% | 53.28% | 48.84% | 50.92% | 58.25% | 52.79% | 52.64% |
| MSHN Average                          | 63.07% | 67.56% | 61.66% | 63.65% |        | 59.47% | 62.85% | 63.68% | 62.69% |        | 58.09% | 67.71% | 68.21% |        |        |
| State Average                         | 76.90% | 74.76% | 73.93% | 74.81% |        | 71.70% | 72.32% | 72.78% | 73.24% |        | 70.36% | 74.24% | 73.44% |        |        |
| Standard                              |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



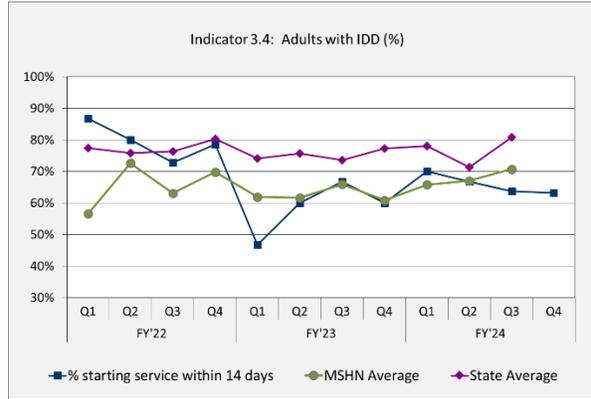
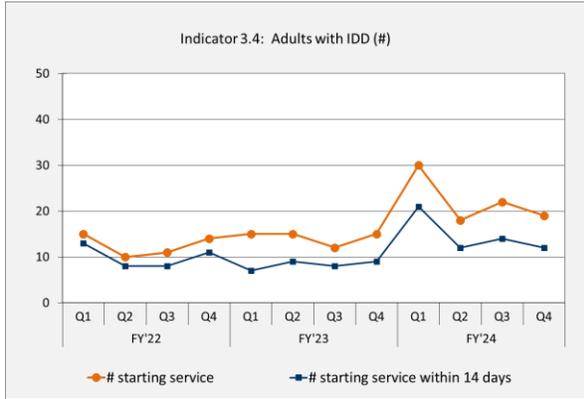
**Indicator 3.3: Children with Intellectual and Developmental Disabilities (IDD)**

|                                       | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                       | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # starting service                    | 33     | 44     | 57     | 55     | 189    | 32     | 42     | 57     | 46     | 177    | 37     | 48     | 58     | 43     | 186    |
| # starting service within 14 days     | 27     | 39     | 46     | 45     | 157    | 24     | 34     | 39     | 41     | 138    | 26     | 43     | 41     | 34     | 144    |
| # not starting service within 14 days | 6      | 5      | 11     | 10     | 32     | 8      | 8      | 18     | 5      | 39     | 11     | 5      | 17     | 9      | 42     |
| % starting service within 14 days     | 81.82% | 88.64% | 80.70% | 81.82% | 83.07% | 75.00% | 80.95% | 68.42% | 89.13% | 77.97% | 70.27% | 89.58% | 70.69% | 79.07% | 77.42% |
| MSHN Average                          | 68.00% | 75.24% | 71.94% | 78.34% |        | 77.16% | 81.42% | 81.85% | 82.12% |        | 76.05% | 80.97% | 81.43% |        |        |
| State Average                         | 83.17% | 81.95% | 81.51% | 80.78% |        | 77.21% | 75.99% | 73.63% | 75.94% |        | 68.54% | 73.39% | 75.90% |        |        |
| Standard                              |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



**Indicator 3.4: Adults with Intellectual and Developmental Disabilities (IDD)**

|                                       | FY'22  |        |        |        |        | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                       | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # starting service                    | 15     | 10     | 11     | 14     | 50     | 15     | 15     | 12     | 15     | 57     | 30     | 18     | 22     | 19     | 89     |
| # starting service within 14 days     | 13     | 8      | 8      | 11     | 40     | 7      | 9      | 8      | 9      | 33     | 21     | 12     | 14     | 12     | 59     |
| # not starting service within 14 days | 2      | 2      | 3      | 3      | 10     | 8      | 6      | 4      | 6      | 24     | 9      | 6      | 8      | 7      | 30     |
| % starting service within 14 days     | 86.67% | 80.00% | 72.73% | 78.57% | 80.00% | 46.67% | 60.00% | 66.67% | 60.00% | 57.89% | 70.00% | 66.67% | 63.64% | 63.16% | 66.29% |
| MSHN Average                          | 56.58% | 72.60% | 63.04% | 69.79% |        | 61.90% | 61.62% | 65.91% | 60.82% |        | 65.74% | 67.01% | 70.71% |        |        |
| State Average                         | 77.43% | 75.74% | 76.35% | 80.34% |        | 74.07% | 75.73% | 73.61% | 77.26% |        | 78.02% | 71.27% | 80.79% |        |        |
| Standard                              |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |



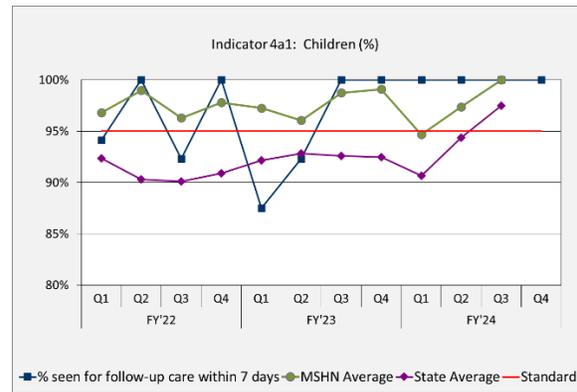
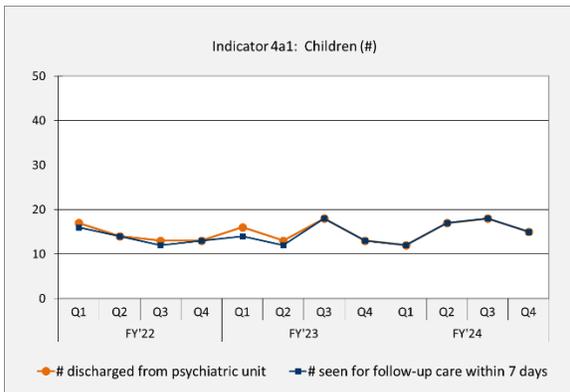
**Indicator 4a: ACCESS-CONTINUITY OF CARE**

The percentage of discharges from a psychiatric inpatient unit during the quarter that were seen for follow-up care within 7 days. Standard = 95%

*Rationale for Use: When responsibility for the care of an individual shifts from one organization to another, it is important that services remain relatively uninterrupted and continuous. Otherwise, the quality of care and consumer outcomes may suffer. This is an indicator required by the federal Substance Abuse and Mental Health Services Administration.*

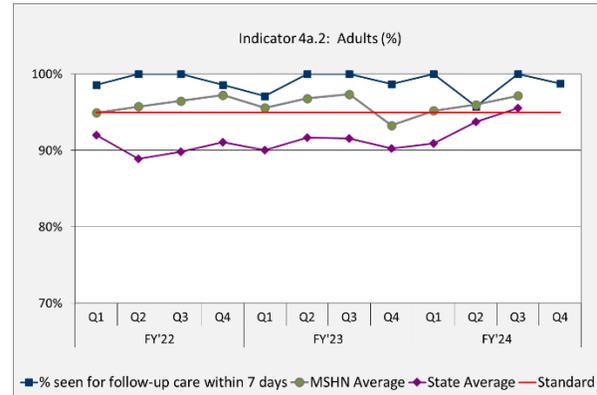
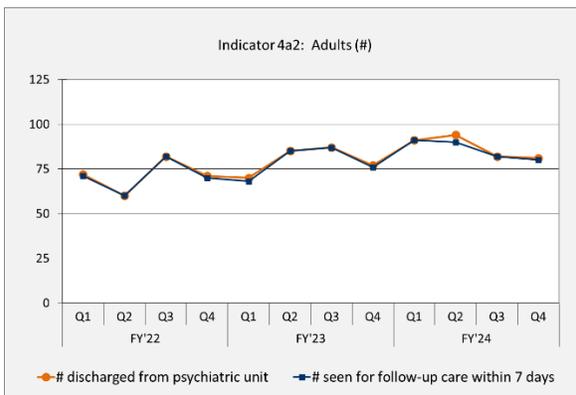
**Indicator 4a1: Children**

|   | FY'22  |         |        |         |        | FY'23  |        |         |         |        | FY'24   |         |         |         |         |
|---|--------|---------|--------|---------|--------|--------|--------|---------|---------|--------|---------|---------|---------|---------|---------|
|   | Q1     | Q2      | Q3     | Q4      | TOTAL  | Q1     | Q2     | Q3      | Q4      | TOTAL  | Q1      | Q2      | Q3      | Q4      | TOTAL   |
| # discharged from psychiatric unit          | 17     | 14      | 13     | 13      | 57     | 16     | 13     | 18      | 13      | 60     | 12      | 17      | 18      | 15      | 62      |
| # seen for follow-up care within 7 days     | 16     | 14      | 12     | 13      | 55     | 14     | 12     | 18      | 13      | 57     | 12      | 17      | 18      | 15      | 62      |
| # not seen for follow-up care within 7 days | 1      | 0       | 1      | 0       | 2      | 2      | 1      | 0       | 0       | 3      | 0       | 0       | 0       | 0       | 0       |
| % seen for follow-up care within 7 days     | 94.12% | 100.00% | 92.31% | 100.00% | 96.49% | 87.50% | 92.31% | 100.00% | 100.00% | 95.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| MSHN Average                                | 96.81% | 98.97%  | 96.30% | 97.80%  |        | 97.25% | 96.06% | 98.74%  | 99.10%  |        | 94.67%  | 97.37%  | 100.00% |         |         |
| State Average                               | 92.34% | 90.31%  | 90.11% | 90.89%  |        | 92.18% | 92.84% | 92.60%  | 92.49%  |        | 90.64%  | 94.35%  | 97.49%  |         |         |
| Standard                                    | 95%    | 95%     | 95%    | 95%     | 95%    | 95%    | 95%    | 95%     | 95%     | 95%    | 95%     | 95%     | 95%     | 95%     | 95%     |



**Indicator 4a2: Adults**

|   | FY'22  |         |         |        |        | FY'23  |         |         |        |        | FY'24   |        |         |        |        |
|---|--------|---------|---------|--------|--------|--------|---------|---------|--------|--------|---------|--------|---------|--------|--------|
|   | Q1     | Q2      | Q3      | Q4     | TOTAL  | Q1     | Q2      | Q3      | Q4     | TOTAL  | Q1      | Q2     | Q3      | Q4     | TOTAL  |
| # discharged from psychiatric unit          | 72     | 60      | 82      | 71     | 285    | 70     | 85      | 87      | 77     | 319    | 91      | 94     | 82      | 81     | 348    |
| # seen for follow-up care within 7 days     | 71     | 60      | 82      | 70     | 283    | 68     | 85      | 87      | 76     | 316    | 91      | 90     | 82      | 80     | 343    |
| # not seen for follow-up care within 7 days | 1      | 0       | 0       | 1      | 2      | 2      | 0       | 0       | 1      | 3      | 0       | 4      | 0       | 1      | 5      |
| % seen for follow-up care within 7 days     | 98.61% | 100.00% | 100.00% | 98.59% | 99.30% | 97.14% | 100.00% | 100.00% | 98.70% | 99.06% | 100.00% | 95.74% | 100.00% | 98.77% | 98.56% |
| MSHN Average                                | 94.93% | 95.75%  | 96.49%  | 97.25% |        | 95.60% | 96.81%  | 97.35%  | 93.29% |        | 95.20%  | 95.99% | 97.16%  |        |        |
| State Average                               | 92.01% | 88.93%  | 89.86%  | 91.10% |        | 90.05% | 91.70%  | 91.58%  | 90.26% |        | 90.94%  | 93.76% | 95.56%  |        |        |
| Standard                                    | 95%    | 95%     | 95%     | 95%    | 95%    | 95%    | 95%     | 95%     | 95%    | 95%    | 95%     | 95%    | 95%     | 95%    | 95%    |



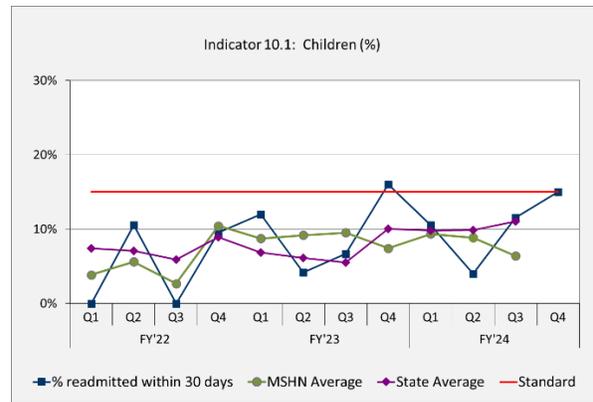
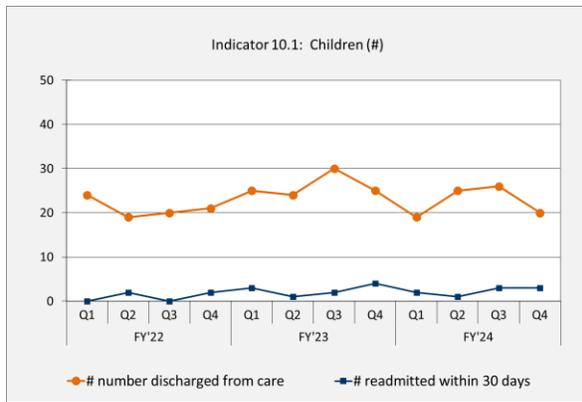
**Indicator 10: OUTCOME: INPATIENT RECIDIVISM**

The percentage of readmissions of children and adults during the quarter to an inpatient psychiatric unit within 30 days of discharge. Standard = 15% or less

*Rationale for Use: For some people with mental illness, the occasional use of psychiatric inpatient care is essential. However, rapid readmission following discharge may suggest that people were prematurely discharged or that the post discharge follow-up was not timely or sufficient. This indicator assessed whether CMHSPs are meeting the Department’s standard of no more than 15 percent of people discharged from inpatient units are being readmitted within 30 days.*

**Indicator 10.1: Children**

|                               | FY'22 |        |       |        |       | FY'23  |       |       |        |       | FY'24  |       |        |        |        |
|-------------------------------|-------|--------|-------|--------|-------|--------|-------|-------|--------|-------|--------|-------|--------|--------|--------|
|                               | Q1    | Q2     | Q3    | Q4     | TOTAL | Q1     | Q2    | Q3    | Q4     | TOTAL | Q1     | Q2    | Q3     | Q4     | TOTAL  |
| # number discharged from care | 24    | 19     | 20    | 21     | 84    | 25     | 24    | 30    | 25     | 104   | 19     | 25    | 26     | 20     | 90     |
| # readmitted within 30 days   | 0     | 2      | 0     | 2      | 4     | 3      | 1     | 2     | 4      | 10    | 2      | 1     | 3      | 3      | 9      |
| % readmitted within 30 days   | 0.00% | 10.53% | 0.00% | 9.52%  | 4.76% | 12.00% | 4.17% | 6.67% | 16.00% | 9.62% | 10.53% | 4.00% | 11.54% | 15.00% | 10.00% |
| MSHN Average                  | 3.85% | 5.60%  | 2.68% | 10.45% |       | 8.75%  | 9.19% | 9.52% | 7.41%  |       | 9.36%  | 8.84% | 6.38%  |        |        |
| State Average                 | 7.41% | 7.06%  | 5.88% | 8.93%  |       | 6.86%  | 6.11% | 5.53% | 10.05% |       | 9.83%  | 9.87% | 11.05% |        |        |
| Standard                      | 15%   | 15%    | 15%   | 15%    | 15%   | 15%    | 15%   | 15%   | 15%    | 15%   | 15%    | 15%   | 15%    | 15%    | 15%    |



**Indicator 10.2: Adults**

|                               | FY'22  |        |        |        |       | FY'23  |        |        |        |        | FY'24  |        |        |        |        |
|-------------------------------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                               | Q1     | Q2     | Q3     | Q4     | TOTAL | Q1     | Q2     | Q3     | Q4     | TOTAL  | Q1     | Q2     | Q3     | Q4     | TOTAL  |
| # number discharged from care | 111    | 106    | 138    | 128    | 483   | 125    | 157    | 164    | 154    | 600    | 147    | 157    | 125    | 150    | 579    |
| # readmitted within 30 days   | 6      | 10     | 16     | 13     | 45    | 14     | 26     | 20     | 11     | 71     | 10     | 14     | 15     | 20     | 59     |
| % readmitted within 30 days   | 5.41%  | 9.43%  | 11.59% | 10.16% | 9.32% | 11.20% | 16.56% | 12.20% | 7.14%  | 11.83% | 6.80%  | 8.92%  | 12.00% | 13.33% | 10.19% |
| MSHN Average                  | 11.44% | 10.42% | 8.87%  | 9.66%  |       | 13.01% | 12.70% | 12.33% | 11.40% |        | 10.73% | 10.95% | 12.79% |        |        |
| State Average                 | 11.37% | 11.35% | 11.67% | 12.73% |       | 11.63% | 11.54% | 12.47% | 12.68% |        | 12.06% | 12.38% | 13.35% |        |        |
| Standard                      | 15%    | 15%    | 15%    | 15%    | 15%   | 15%    | 15%    | 15%    | 15%    | 15%    | 15%    | 15%    | 15%    | 15%    | 15%    |

