FINAL BHT Region Early Warning System Indicators
January 2019

Indicator Category	Indicator Sub-Category	Specific Indicator Tracked	Owner for Reporting Baseline Data	Owner for reporting after January 2019	Frequency of Reporting
Community Diversion	1. CARES team	a. # of referrals	1a. CARES team	1a. CARES team	1a. Monthly
		b. # of unsuccessful attempts to connect to service	1b. CARES team	1b. CARES team	1b. Monthly
	2. FBH Behavioral Response Unit (BRU)	a. # of calls responded to	1a. N/A	1a. FBH	1a. Monthly
		b. # of successful diversions	1b. N/A	1b. FBH	1b. Monthly
	3. FBH Police Ride-Along	a. # of calls responded to	1a. N/A	1a. FBH	1a. Monthly
		b. # of successful diversions	1b. N/A	1b. FBH	1b. Monthly
Access to Care (EDIE)	1. ED Utilization*	a. ED utilization	1a. HCA/ARM	1a. HCA/ARM	1a. Monthly
		b. ED utilization rates for client with past BH diagnosis	1b. HCA/ARM	1b. HCA/ARM	1b. Monthly
	2. Percentage of ED visits with BH diagnosis*	b. Portion of ED visits with BH diagnosis	2a. HCA/ARM	2a. HCA/ARM	2a. Monthly
Provider Payments	1. Behavioral Health Claims Status (reported by each MCO for each BH provider individually) *	a. % of BH claims/encounters rejected by MCOs	1a. N/A	1a. MCOs	1a. Monthly
		b. % of BH claims/encounters denied by MCOs	1b. N/A	1b. MCOs	1b. Monthly
	2. Behavioral health provider survey*	a. N/A – responses are provided in narrative form	2a. N/A	2a. BH providers	2a. Monthly
Eastern State Hospital	1. Bed Census*	a. Average daily census	1a. RDA	1a. RDA	1a. Monthly
		b. Forensic Flips census	1b. RDA	1b. RDA	1b. Monthly
		c. Discharges	1c. RDA	1c. RDA	1c. Monthly
		c. Waitlist	1d. RDA	1d. RDA	1d. Monthly
Interpreter Services	1. Speed of appointment requests being filled for BH provider agencies*	a. Average # of days between the date request was submitted and the date request was filled	1a. N/A	1a. HCA	1a. Monthly
	2. # of appointment requests filled vs. # of requests made*	a. % of interpreter services requests that were filled	2a. N/A	2a. HCA	2a. Monthly
Ombuds report	1. Monthly calls report	a. # of calls received	1a. Spokane Region Ombuds	1a. Spokane Region Ombuds	1a. Monthly

* – Standard Indicator

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Crisis Services	1. Crisis Hotline Calls*	a. # of incoming calls	1a. BHO	1a. BH-ASO	1a. Monthly
		b. # of calls answered	1b. BHO	1b. BH-ASO	1b. Monthly
		c. # of call answer timeliness (within 30 seconds)	1c. BHO (if available)	1c. BH-ASO	1c. Monthly
		d. Average speed of answer (sec)	1d. BHO (if available)	1e. BH-ASO	1e. Monthly
		e. Abandonment rate	1e. BHO (if available)	1f. BH-ASO	1f. Monthly
	2. # of ITA investigations and outcome*	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. BHO	2d. BH-ASO	2d. Monthly
		e. # Discharged with Referral	2e. BHO	2e. BH-ASO	2e. Monthly
	3. DCR*	a. DCR Response times	3a. FBH (if available)	3a. FBH	3a. Monthly
	4. Bed availability*	a. # of No Bed reports	4a. RDA	4a. BH-ASO	4a. Monthly
		b. # of Single Bed Certifications	4b. RDA	4b. BH-ASO	4b. Monthly
	5. Crisis recidivism	a. Readmission (30, 60, 90 days)	5a. BHO	5a. BH-ASO	5a. Monthly

* – Standard Indicator