Data Reporting for Mobile Crisis Services

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DHCS
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

M-TAC

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Avery Belyeu has certified that she has no relevant relationships with any commercial or nonprofit organizations that represent a conflict of interest.

Mobile Crisis Services

- *Mobile crisis services provide rapid response, individual assessment and community-based stabilization to Medi-Cal members who are experiencing a behavioral health crisis. Mobile crisis services are designed to provide relief to members experiencing a behavioral health crisis, including through de-escalation and stabilization techniques; reduce the immediate risk of danger and subsequent harm; and avoid unnecessary emergency department care, psychiatric inpatient hospitalizations and law enforcement involvement.*

Behavioral Health Information Notice 23-025, p. 3

A New Direction for Mobile Crisis Services

- Change mobile crisis services so that the response is more resolution-focused and works to provide relief to people in crisis in the community.
- Support people in crisis where they are, while using the least restrictive means necessary.

A New Direction for Mobile Crisis Services

» Mobile crisis services should be:

- Person-centered
- Trauma-informed
- Equity-driven
- Brief intervention: de-escalation and resolution focused
- Working from a lens of least restrictive interventions
- Culturally responsive, linguistically appropriate, and accessible

Welcome and Introductions

Presenter

Avery Belyeu, MDiv

Principal

Health Management Associates

Introductions

In the chat box, we invite you to share your:

- Name
- Role
- Organization
- One thing you're hoping to learn today

Agenda

- Introductions & Welcome
- The Importance of Data Collection and Reporting
- Data Reporting Requirements
- Building Infrastructure for Effective Data Collection and Reporting
- Summary
- Q&A

Learning Objectives

- Describe data reporting requirements as described in BHIN 23-025.
- Explain the benefits of effective data collection and reporting, including ongoing improvement, accountability, sustainability, and resource utilization.
- Describe potential data collection and reporting challenges facing mobile crisis teams.
- Identify the infrastructure needed for effective data collection and quality improvement.

Building Blocks

- Previous training related to this topic include:
  - Community Partnership Coordination Strategies
- Upcoming training related to this topic:
  - Documentation Requirements for Mobile Crisis Services (November 16)
- All archived trainings can be found on the M-TAC Website

The Importance of Data Collection and Reporting for Mobile Crisis

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Why Data Collection and Reporting Protocols are Important Components of a Successful Mobile Crisis Team

- Designing program improvements
- Accountability through transparency
- Ensuring sustainability
- Maximizing resource utilization
- Enhancing morale
- Supporting the development of community-based resources

Designing Program Improvements

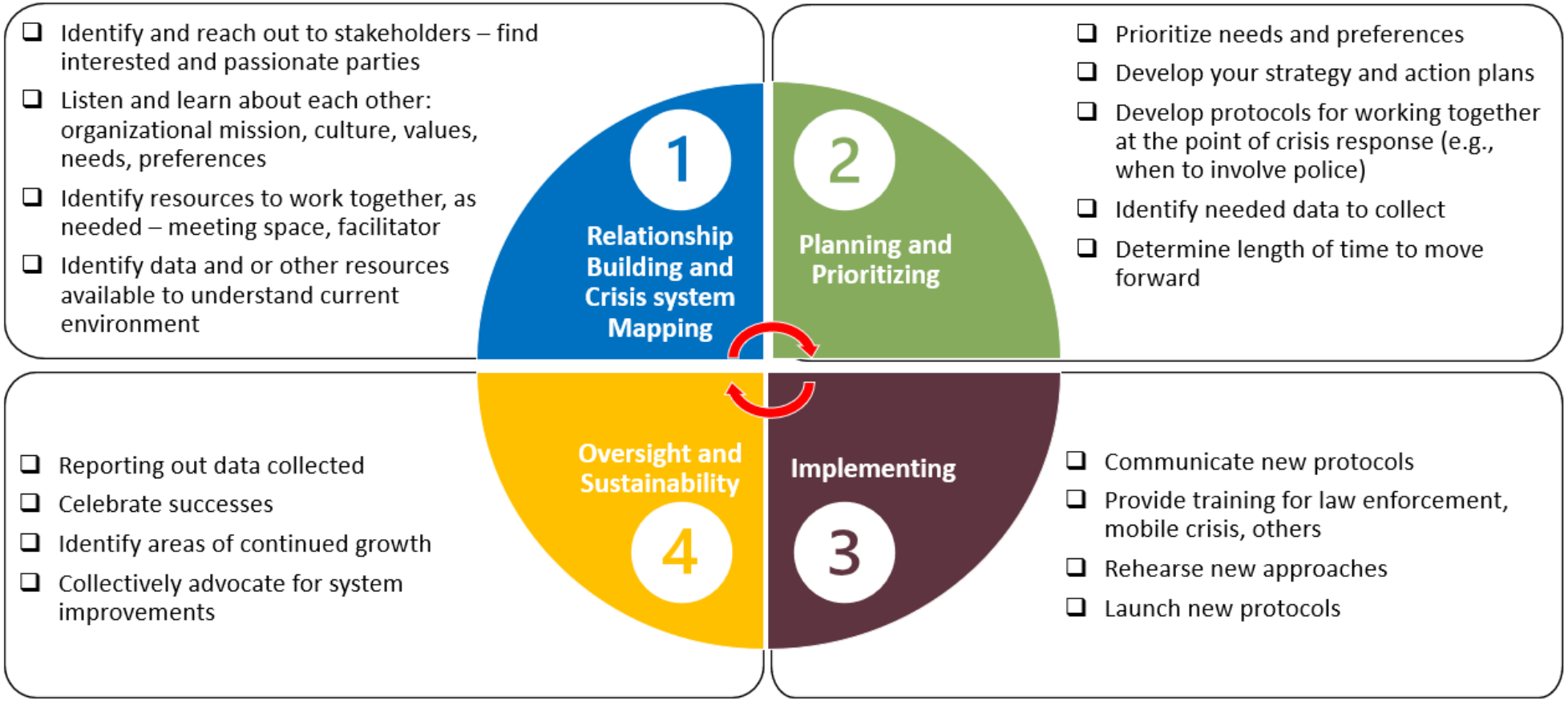
- Data helps a program understand if goals are being met and identify specific opportunities for quality improvement.
- Data helps demonstrate overall program effectiveness.
- Data collected by the mobile crisis team may be used to demonstrate the effectiveness of specific program components.
- Additionally, data sharing agreements with community partners may be utilized to examine program effectiveness (e.g., hospital emergency room data demonstrating a decrease in ER utilization).

Source: https://store.samhsa.gov/sites/default/files/d7/priv/sma18-5065.pdf

Accountability Through Transparency

System Collaboration Model

Purpose: Cross system partners decide how to work together ***at the point of crisis response to achieve the best outcomes for all.***



Source: Crisis System Collaboration with Law Enforcement Toolkit

Ensuring Sustainability

- Data regarding program outcomes and effectiveness may be used to bolster collaboration and coordination with community partnerships necessary for ongoing program sustainability.
- Demonstration of program effectiveness may be utilized to ensure ongoing funding and support program expansion or replication.

Source: https://sprc.org/effective-prevention/strategic-planning/step-6-implement-evaluate-and-improve/

Enhancing Morale

- Data demonstrating the positive outcomes of mobile crisis programming may bolster staff morale.
- Data may also be used to celebrate strong team performance and recognize improvement.

Maximizing Resource Utilization

- Data may demonstrate the importance of behavioral health infrastructure and bolster support for program resources.
  - Example: Mobile crisis team encounter data may be utilized to demonstrate the need for additional resources and programming to serve a specific community or geographic area.

Supporting Development of Community-Based Resources

- Findings can be generated to support development of other needed community-based behavioral health treatment programs and services.

Source: https://store.samhsa.gov/sites/default/files/d7/priv/sma18-5065.pdf

Data Reporting Requirements

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Reporting Requirements

- BHIN 23-025 requires data collection and reporting related to demographics, process, and outcomes.
- This data will be used by DHCS to monitor and oversee Medi-Cal behavioral health delivery systems' implementation of the Mobile Crisis Services benefit.
- DHCS is currently developing data reporting tools and guidance; more information will be forthcoming.

Reporting Requirements

- **Data that should be collected at the time of encounter/during an encounter include:**
  - Member demographics (e.g., age, race, ethnicity, sexual orientation, and gender identity, etc.)
- **Data that should be reported immediately after an encounter includes:**
  - Crisis location
  - Response times
  - Disposition of encounter (e.g., de-escalated in community-based setting, transported to crisis stabilization unit, etc.)
  - Professional titles of each team member participating in the mobile crisis response
  - Use of telehealth
  - If transportation was needed, and, if so, what type of transportation was provided
  - Law enforcement involvement
  - Information about follow-up check-ins

Source: BHIN 23-025, page 31

For Discussion

- BHIN 23-025 requires counties to conduct member satisfaction surveys.

- **What information do you believe should be captured in the satisfaction surveys?**

Building Infrastructure for Effective Data Collection and Reporting

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Data Collection Approaches

- Low-Tech Solutions:
  - Paper forms and spreadsheets

- High-Tech Solution:
  - iPad tools and applications for real-time data entry

Staffing Considerations

- Staffing should consider:
  - Data entry
  - Data analysis
  - Reporting

Training

- Training for staff:
  - Orientation to data collection systems and technology
  - Best practices regarding data collection and recording in the field
  - Overcoming data collection challenges

Quality Improvement

- Collaboration with staff and evaluation of data may reveal data collection challenges and gaps.
- Mobile Crisis Team leadership should proactively identify data gaps and collaborate with staff to determine solutions that will ensure the collection of high-quality data on the required metrics.

Source: https://sprc.org/wpcontent/uploads/2022/12/ChallengesRecommendationsEvaluatingSPPrograms.pdf

Special Populations

- Tribal Communities
- LGBTQIA+ Communities

Source: https://www.whitehouse.gov/wp-content/uploads/2023/01/SOGI-Best-Practices.pdf

For Discussion

- What current tools and infrastructure can you leverage to meet data collection and reporting requirements?

Summary

- Specific data reporting requirements are described in BHIN 23-025 and DHCS is currently developing data reporting tools and guidance.
- Effective data collection and reporting benefits mobile crisis teams in a variety of ways, including efforts to assure program sustainability and understand program successes and challenges.
- Mobile crisis team leadership may prepare for forthcoming data reporting requirements by considering opportunities to leverage current infrastructure; the staff necessary to effectively record and report; and the training protocols needed to assure staff are equipped.

Questions?

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Your feedback is important to us!

Post-Survey, attendees need to opt into the 90-day survey so we can collect your emails to send out the Certificates of Completion

The completion of this survey is vital to our quality control and to the future funding of this project, as it allows us to provide you with training and technical assistance at no cost. In addition, it allows us to continually improve our services and provide the information and resources you need in the field.

Please take a few minutes to complete the survey!
Your time and feedback are greatly appreciated and valued!

Thank You!

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Resources

- Crisis System Collaboration with Law Enforcement Toolkit. County Behavioral Health Directors Association of California; 2023.
- Recommendations on the Best Practices for the Collection of Sexual Orientation and Gender Identity Data on Federal Statistical Surveys: The Whitehouse; 2023. Retrieved October 20, 2023, from https://www.whitehouse.gov/wp-content/uploads/2023/01/SOGI-Best-Practices.pdf
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- Suicide Prevention Resource Center, Effective Prevention Model: https://sprc.org/effective-prevention/strategic-planning/step-6-implement-evaluate-and-improve/