

North Sound Behavioral Health Organization Monthly Utilization Management Dashboard

North Sound BHO Region

	1	2	3	4	5	6	7	8	9	10	11	12	13	13	14	15
Month	Number of Medicaid Eligibles	Number of Medicaid clients with an open outpatient primary episode	Number of non-Medicaid clients with an open outpatient primary episode	Average Hours of Service for clients with an open outpatient episode	Average Hours of Service for clients receiving a service during the month	Number of Hospitalizations	Number of Individuals with more than 1 hospitalization in the past 30 days	Number of 72-hour Involuntary Detentions	Average Daily Census at WSH	Average Daily Census at North Sound E&T	Average Percent Utilization at North Sound E&T	Average Daily Census at Snohomish E&T	Average Percent Utilization at Snohomish E&T	Total Calls to VOAWW	Total Calls to VOA Crisis Line	Total Calls to VOA Triage Line
May-15	246,636	14,027	1,514	2.35	2.24	194	23	114	106			14.6	91.0%	5,028	2,582	2,446
Jun-15	247,321	14,136	1,550	2.49	2.37	196	35	123	106			15.7	97.9%	5,004	2,562	2,442
Jul-15	247,889	13,986	1,573	2.61	2.48	195	18	119	106			15.2	95.2%	5,278	2,607	2,671
Aug-15	249,194	13,926	1,607	2.49	2.34	206	30	121	105			15.7	98.2%	5,236	2,671	2,565
Sep-15	250,328	13,964	1,684	2.33	2.19	197	26	109	104	8.5	53.4%	15.1	94.2%	5,212	2,663	2,549
Oct-15	250,597	13,949	1,757	2.63	2.60	204	23	141	104	11.6	72.4%	15.3	95.4%	5,504	2,933	2,571
Nov-15	252,248	14,086	1,775	2.29	2.14	195	23	129	104	11.1	69.6%	15.4	96.0%	5,725	3,245	2,480
Dec-15	253,869	14,519	1,809	2.42	2.25	233	38	128	104	7.6	47.2%	15.0	94.0%	5,148	2,188	2,960
Jan-16	253,648	14,715	1,984	2.37	2.19	223	29	138	100	10.1	62.9%	15.4	96.4%	5,008	2,094	2,914
Feb-16	256,124	15,109	2,039	2.38	2.19	210	29	140	101	11	69.2%	13.7	85.3%	4,991	2,010	2,981
Mar-16	255,817	15,548	2,138	2.61	2.39	230	31	136	99	11	67.1%	13.9	86.9%	4,876	2,102	2,774
Apr-16	256,060	15,712	2,136	2.43	2.24	177	19	172	95	12	74.4%	14.3	89.2%	5,138	2,060	3,078
May-16	256,611	15,850	2,230	2.44	2.29	170	23	136	93	13	82.2%	15.2	95.2%	5,000	2,063	2,937
Jun-16	256,987	15,718	2,216	1.96	1.87	142	11	120	99	13	79.6%	15.7	98.1%			
Average	252,381	14,660	1,858	2.41	2.27	198	26	130	102	10.8	67.8%	15.0	93.8%	5,165	2,445	2,721

Stabilization services not included in hours of service computations

Number of Medicaid Eligibles: DSHS-MHD Title XIX Totals from MAA.

Calls to VOA: data comes from monthly call report.

Average Daily Census at WSH: Daily Census data compiled from WSH Report from Cache system.

Number of Medicaid Eligibles: There is a three month lag in final numbers from the state.

E&T Census and Utilization data: Daily Census data compiled from Daily E&T Census reporting.

All other data derived from the CIS from provider data submitted to North Sound BHO

Number of Hospitalizations: With the new CIS, There is a change from the past in how the hospitalization data is reported to the region. This data is only reported at the completion of the hospitalization. Therefore, recent months data is not an accurate reflection of hospitalization activity.

Overall, There is a settling of the data coming from the providers. Recent months data appears low and is therefore not being reported as complete data has not yet been uploaded to the CIS.

NS E&T closed as of October 2011. July 2014 Snohomish E&T decrease was due to the sprinkler malfunction. **Compass E&T data flawed post 9/1/2014 - some admits could be repeated across months**

North Sound Mental Health Administration
Monthly Utilization Management Dashboard
Island County

	1	2	3	4	5	6	7	8
Month	Number of Medicaid Eligibles	Number of Medicaid clients with an open outpatient primary episode	Number of non-Medicaid clients with an open outpatient primary episode	Average Hours of Service for clients with an open outpatient episode	Average Hours of Service for clients receiving a service during the month	Number of Hospitalizations	Number of Individuals with more than 1 hospitalization in the past 30 days	Number of 72-hour Involuntary Detentions
May-15	13,104	766	67	2.69	2.73	11	5	4
Jun-15	13,187	767	59	2.73	2.72	8	1	4
Jul-15	13,228	797	72	2.64	2.65	3	1	2
Aug-15	13,364	779	82	2.43	2.42	7	1	1
Sep-15	13,467	775	79	2.30	2.31	15	3	6
Oct-15	13,573	781	88	2.46	2.45	11	2	7
Nov-15	13,614	799	92	2.33	2.31	12	0	12
Dec-15	13,800	811	93	2.45	2.47	11	2	6
Jan-16	13,753	822	99	2.18	2.16	4	1	4
Feb-16	13,974	828	98	2.21	2.27	11	2	4
Mar-16	13,921	842	112	2.43	2.37	8	0	2
Apr-16	13,944	849	110	2.19	2.24	3	0	2
May-16	13,929	867	97	2.31	2.34	2	0	2
Jun-16	14,011	862	103	1.95	2.05	7	0	8
Average	13,634	810	89	2.38	2.39	8	1	5

**North Sound Mental Health Administration
Monthly Utilization Management Dashboard
San Juan County**

	1	2	3	4	5	6	7	8
Month	Number of Medicaid Eligibles	Number of Medicaid clients with an open outpatient primary episode	Number of non-Medicaid clients with an open outpatient primary episode	Average Hours of Service for clients with an open outpatient episode	Average Hours of Service for clients receiving a service during the month	Number of Hospitalizations	Number of Individuals with more than 1 hospitalization in the past 30 days	Number of 72-hour Involuntary Detentions
May-15	3,237	148	17	2.32	2.30	1	0	0
Jun-15	3,241	142	21	1.97	1.87	5	1	1
Jul-15	3,230	138	21	2.34	1.99	2	1	2
Aug-15	3,245	130	23	2.01	1.93	4	0	2
Sep-15	3,229	131	24	2.23	2.22	4	2	3
Oct-15	3,235	133	24	2.21	2.24	6	2	3
Nov-15	3,230	129	26	2.16	1.98	1	0	1
Dec-15	3,267	140	29	2.56	2.43	1	1	3
Jan-16	3,308	141	30	2.22	2.13	3	0	1
Feb-16	3,288	141	30	2.55	2.46	2	0	2
Mar-16	3,295	141	31	2.77	2.58	2	0	2
Apr-16	3,283	150	35	3.65	2.52	1	1	0
May-16	3,273	151	34	4.39	3.07	0	0	0
Jun-16	3,243	154	34	3.04	2.06	2	0	0
Average	3,257	141	27	2.60	2.27	2	1	1

**North Sound Mental Health Administration
Monthly Utilization Management Dashboard
Skagit County**

	1	2	3	4	5	6	7	8
Month	Number of Medicaid Eligibles	Number of Medicaid clients with an open outpatient primary episode	Number of non-Medicaid clients with an open outpatient primary episode	Average Hours of Service for clients with an open outpatient episode	Average Hours of Service for clients receiving a service during the month	Number of Hospitalizations	Number of Individuals with more than 1 hospitalization in the past 30 days	Number of 72-hour Involuntary Detentions
May-15	32,905	1,880	173	2.41	2.40	22	3	11
Jun-15	32,978	1,918	178	2.61	2.63	23	7	16
Jul-15	33,073	1,843	171	2.64	2.64	17	0	11
Aug-15	33,244	1,827	172	2.42	2.41	15	3	11
Sep-15	33,335	1,736	189	2.36	2.41	23	2	14
Oct-15	33,238	1,753	187	2.45	2.44	21	2	9
Nov-15	33,498	1,771	183	2.44	2.42	21	2	14
Dec-15	33,589	1,845	185	2.51	2.51	27	2	12
Jan-16	33,575	1,899	219	2.47	2.51	23	5	17
Feb-16	33,857	1,951	222	2.48	2.50	25	5	15
Mar-16	33,825	2,008	222	2.74	2.74	24	6	17
Apr-16	33,768	2,073	244	2.43	2.46	15	0	12
May-16	33,836	2,084	274	2.55	2.57	24	2	12
Jun-16	33,892	2,056	279	1.88	1.88	8	1	9
Average	33,472	1,903	207	2.46	2.47	21	3	13

**North Sound Mental Health Administration
Monthly Utilization Management Dashboard
Snohomish County**

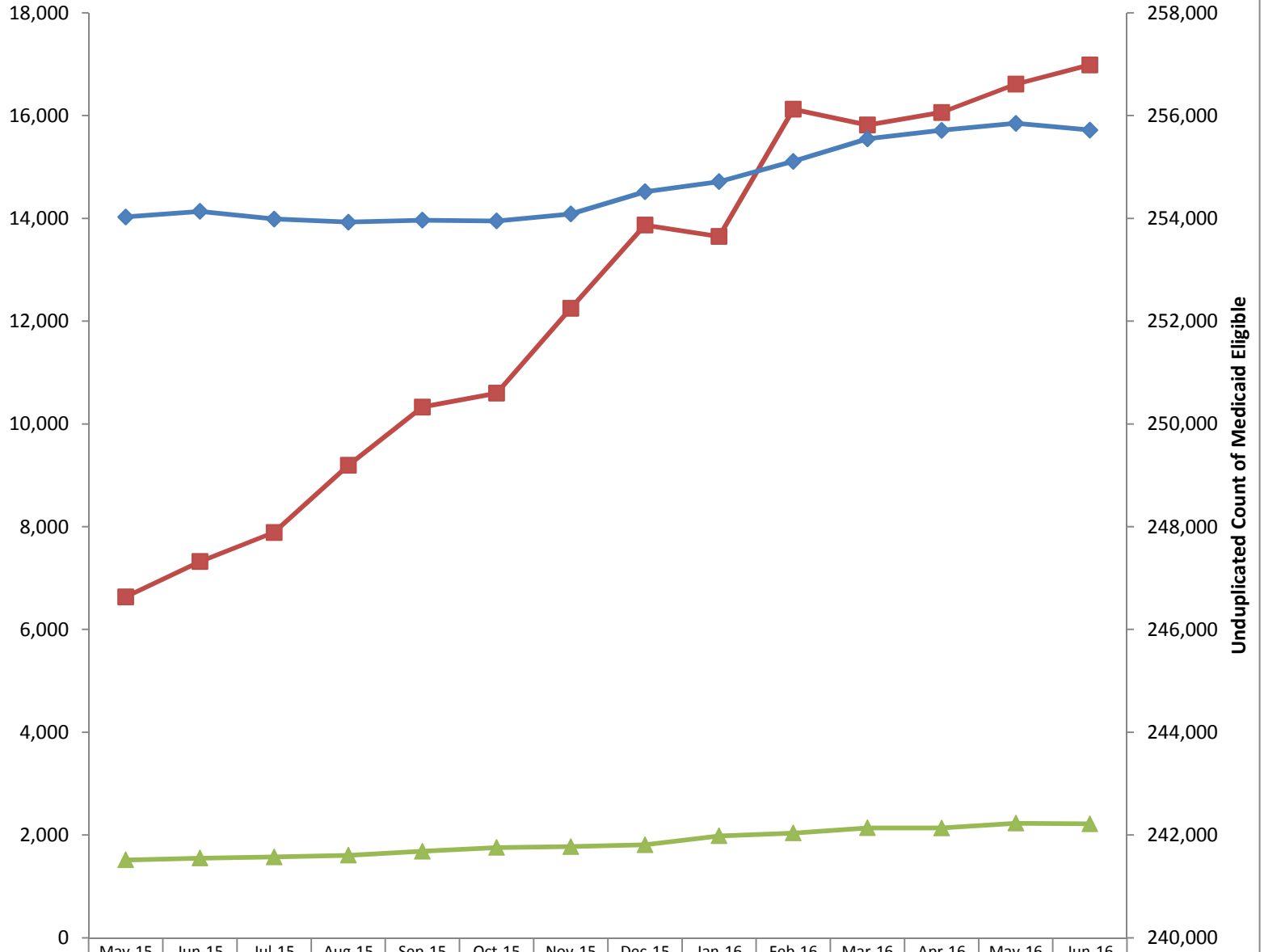
	1	2	3	4	5	6	7	8
Month	Number of Medicaid Eligibles	Number of Medicaid clients with an open outpatient primary episode	Number of non-Medicaid clients with an open outpatient primary episode	Average Hours of Service for clients with an open outpatient episode	Average Hours of Service for clients receiving a service during the month	Number of Hospitalizations	Number of Individuals with more than 1 hospitalization in the past 30 days	Number of 72-hour Involuntary Detentions
May-15	148,160	7,757	835	2.17	1.96	97	9	55
Jun-15	148,560	7,848	849	2.31	2.09	104	15	61
Jul-15	148,801	7,851	876	2.51	2.26	106	11	55
Aug-15	149,562	7,848	889	2.41	2.14	118	16	71
Sep-15	150,254	7,933	932	2.16	1.93	98	12	53
Oct-15	150,490	7,868	980	2.53	2.48	105	10	73
Nov-15	151,362	8,003	1,008	2.13	1.88	101	12	62
Dec-15	152,332	8,199	1,029	2.28	1.99	125	21	57
Jan-16	152,167	8,220	1,152	2.21	1.92	123	9	68
Feb-16	153,538	8,474	1,191	2.19	1.89	114	11	68
Mar-16	153,400	8,679	1,246	2.40	2.05	119	15	63
Apr-16	153,719	8,766	1,247	2.31	1.98	89	12	76
May-16	154,132	8,751	1,261	2.28	2.01	76	16	55
Jun-16	154,358	8,779	1,268	1.92	1.75	58	5	55
Average	151,488	8,213	1,055	2.27	2.02	102	12	62

**North Sound Mental Health Administration
Monthly Utilization Management Dashboard
Whatcom County**

	1	2	3	4	5	6	7	8
Month	Number of Medicaid Eligibles	Number of Medicaid clients with an open outpatient primary episode	Number of non-Medicaid clients with an open outpatient primary episode	Average Hours of Service for clients with an open outpatient episode	Average Hours of Service for clients receiving a service during the month	Number of Hospitalizations	Number of Individuals with more than 1 hospitalization in the past 30 days	Number of 72-hour Involuntary Detentions
May-15	49,230	3,007	286	2.36	2.38	40	6	30
Jun-15	49,355	2,991	292	2.43	2.43	43	9	29
Jul-15	49,557	2,918	284	2.40	2.41	48	5	34
Aug-15	49,779	2,900	290	2.33	2.33	44	8	23
Sep-15	50,043	2,925	283	2.39	2.39	38	7	24
Oct-15	50,061	2,945	299	2.87	2.86	45	6	31
Nov-15	50,544	2,959	312	2.29	2.29	42	7	19
Dec-15	50,881	3,081	315	2.32	2.34	54	11	35
Jan-16	50,845	3,172	341	2.36	2.35	48	13	29
Feb-16	51,467	3,280	342	2.42	2.40	47	10	31
Mar-16	51,376	3,373	364	2.63	2.61	57	9	32
Apr-16	51,346	3,444	347	2.34	2.33	40	5	24
May-16	51,441	3,447	381	2.30	2.32	36	4	19
Jun-16	51,483	3,462	379	1.76	1.76	23	4	2
Average	50,529	3,136	323	2.37	2.37	43	7	26

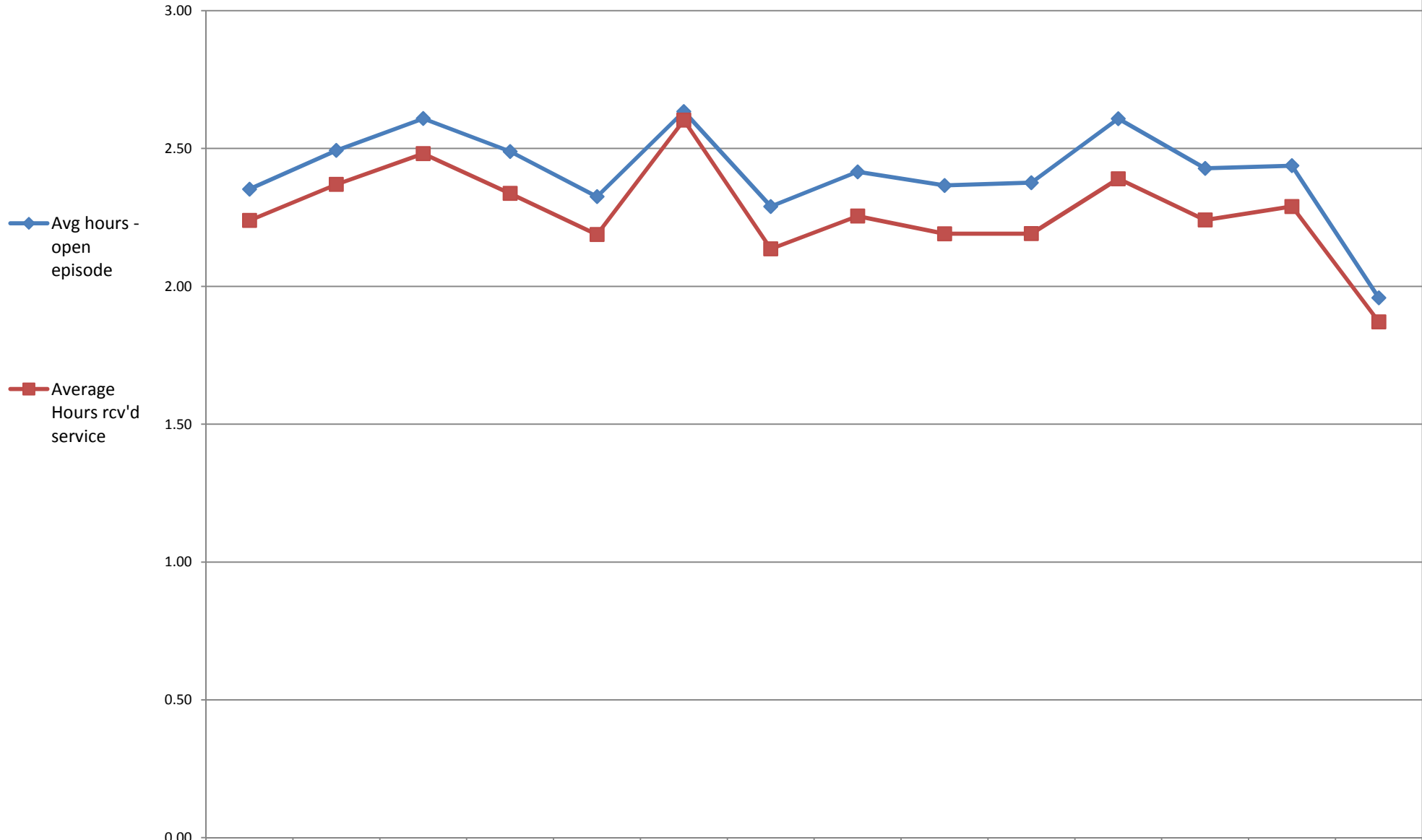
Medicaid Eligible and Outpatient Episodes

Unduplicated count of people in and outpatient episode (Medicaid and State)



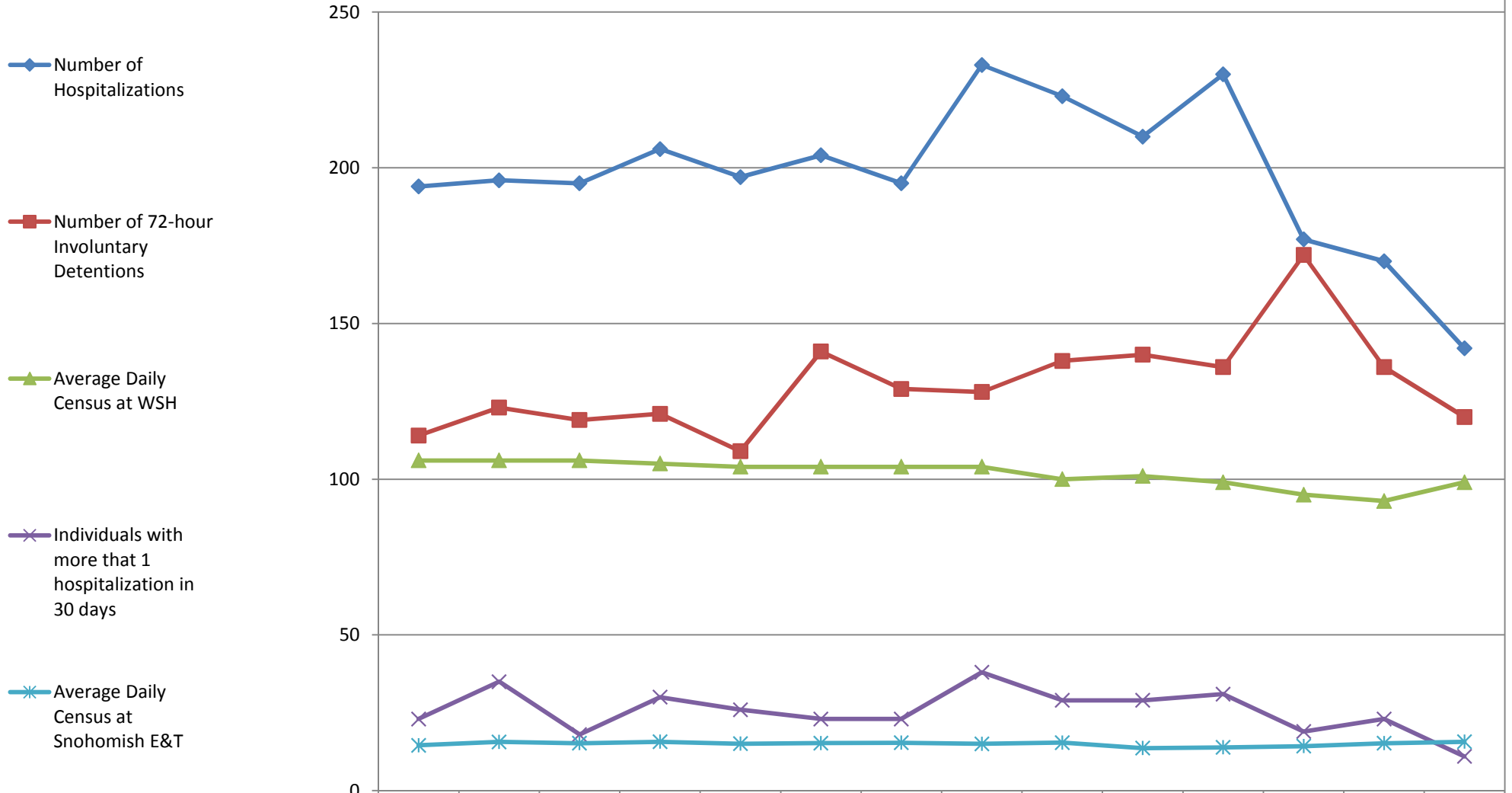
	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medicaid Eligible	246,636	247,321	247,889	249,194	250,328	250,597	252,248	253,869	253,648	256,124	255,817	256,060	256,611	256,987
Medicaid open outpatient episode	14,027	14,136	13,986	13,926	13,964	13,949	14,086	14,519	14,715	15,109	15,548	15,712	15,850	15,718
Number of non-Medicaid open outpatient episode	1,514	1,550	1,573	1,607	1,684	1,757	1,775	1,809	1,984	2,039	2,138	2,136	2,230	2,216

Average hours of Outpatient Service



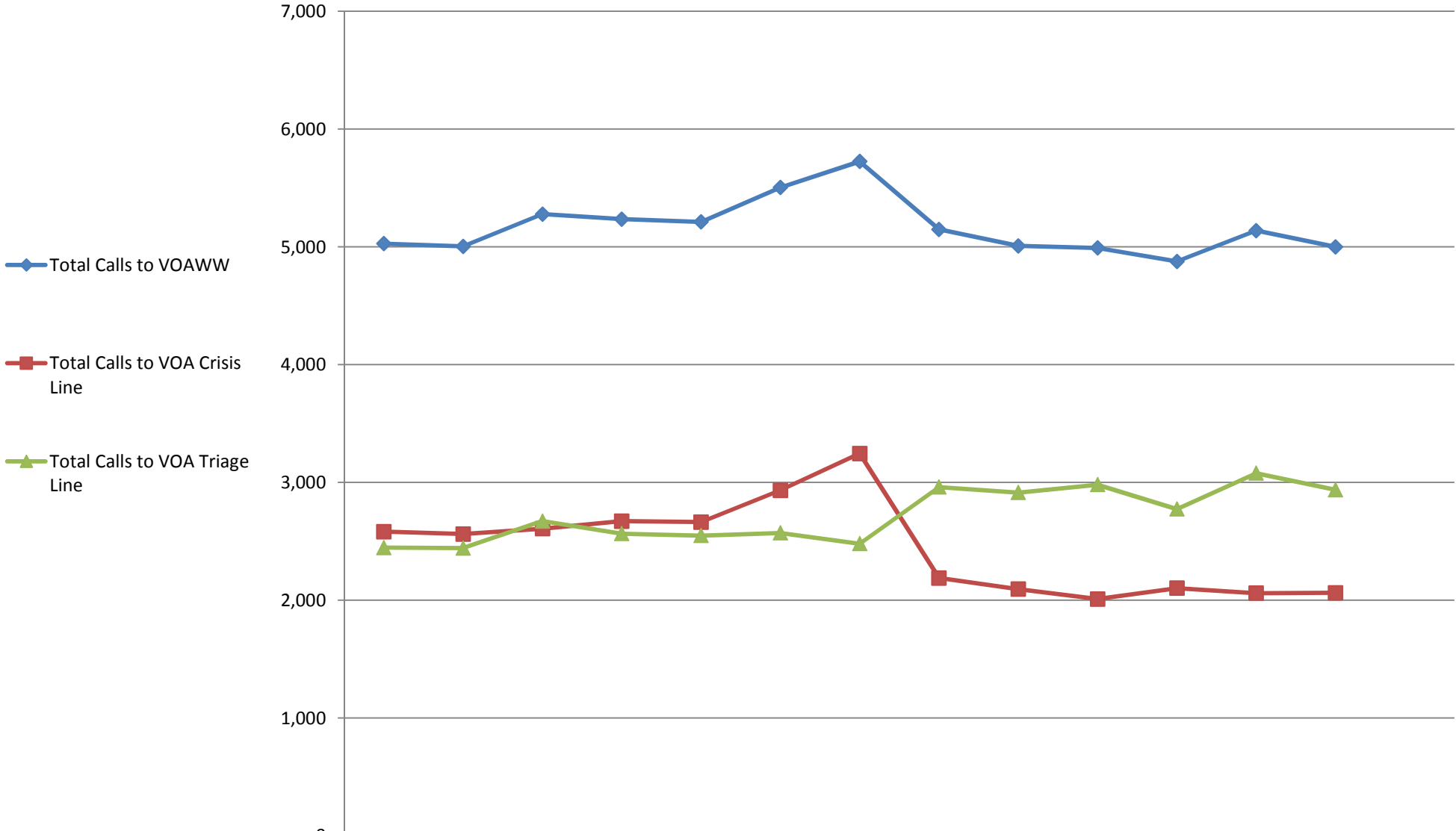
	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Avg hours - open episode	2.35	2.49	2.61	2.49	2.33	2.63	2.29	2.42	2.37	2.38	2.61	2.43	2.44	1.96
Average Hours rcv'd service	2.24	2.37	2.48	2.34	2.19	2.60	2.14	2.25	2.19	2.19	2.39	2.24	2.29	1.87

Hospitalizations, Detentions and Readmissions



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Number of Hospitalizations	194	196	195	206	197	204	195	233	223	210	230	177	170	142
Number of 72-hour Involuntary Detentions	114	123	119	121	109	141	129	128	138	140	136	172	136	120
Average Daily Census at WSH	106	106	106	105	104	104	104	104	100	101	99	95	93	99
Individuals with more than 1 hospitalization in 30 days	23	35	18	30	26	23	23	38	29	29	31	19	23	11
Average Daily Census at Snohomish E&T	15	16	15	16	15	15	15	15	15	14	14	14	15	16

VOA Calls



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Total Calls to VOAWW	5,028	5,004	5,278	5,236	5,212	5,504	5,725	5,148	5,008	4,991	4,876	5,138	5,000	
Total Calls to VOA Crisis Line	2,582	2,562	2,607	2,671	2,663	2,933	3,245	2,188	2,094	2,010	2,102	2,060	2,063	
Total Calls to VOA Triage Line	2,446	2,442	2,671	2,565	2,549	2,571	2,480	2,960	2,914	2,981	2,774	3,078	2,937	