

Appendices

Appendix B

Outcome Measures

- To provide trauma informed care and response to individuals experiencing a mental health and substance use crisis through assessment, de-escalation and prescribing services at the crisis center
- To ensure response is provided through the least restrictive means, including diversion from law enforcement and hospital emergency rooms

Key Performance Indicators

1. Accept 100% of police drop offs that meet voluntary criteria.
 - a. Measured by: The number of drop offs from law enforcement at the center.
2. Elkhart General and Goshen Hospital EDs will report a 10% reduction in individuals coming into the emergency department with behavioral health needs.
 - a. Measured by: Percentage decrease of behavioral health coded individuals in the Emergency Department
3. 50% of individuals being discharged from the crisis center will engage with behavioral health follow up with-in 1-month post-crisis.
 - a. Measure by: Client tracking post-crisis.

Additional Outcomes to be tracked:

- Percentage of referrals from all first responders
- Average length of stay
- Percentage of discharge to the community
- Percentage of involuntary commitment referrals converted to voluntary
- Percentage not referred to emergency department for medical care
- Readmission rate
- Percentage completing an outpatient follow-up visit after discharge
- Total cost of care for crisis episode
- Guest service satisfaction and trust in services
- Percentage of individuals reporting improvement in ability to manage future crisis