

Quality Improvement Committee
Quarterly Data Review: Q4, FY 16/17
August, 2017

GRIEVANCES

	AVG per Q
FY 14-15	12
FY 15-16	12
FY 16-17	11

APPEALS

None this year

STATE FAIR HEARINGS

1 or none per year since FY 11-12

CHANGE OF CLINICIAN

Q3: 16 total (SB = 3, Lompoc = 9, SM = 9)

Q4: 10 total (SB = 1, Lompoc = 6, SM = 3)

Previous two years, mostly Santa Maria

FY 15-16 84% (63/75)

FY 14-15 87% (53/61)

SECOND OPINION

Staff were trained in Dec/Jan so we should see an increase (from zero over the past few years)

Q3: Three (3); two (2) had to do with not meeting medical necessity; the other, a disagreement on the assessment

Q4: Three(3); two (2) had to do with disagreement with diagnoses/medical necessity and one with a change in medication.

INCIDENTS

FY 16-17, Total = 321

Q1: AVG 29 per month

Q3: AVG 19 per month

Q2: AVG 32 per month

Q4: AVG 26.7 per month (Access - SCAR)

BWELL = 92% of all incidents

Of all BeWell incidents, slightly more than half (54%) were on the PHF

CBO's = 8 % of all incidents



SITE CERTIFICATION

- Q1:** AVG 3 per month
- Q2:** AVG 3.3 per month
- Q3:** None - January through March
- Q4:** AVG .75 per month

TARS

- Q1: 40 – 100% processed within 14 days
- Q2: 47 – 100% processed within 14 days
- Q3: 59 – 77.4% processed within 14 days
- Q4: 32 – 100% processed within 14 days

NECROLOGY REVIEW

- Q1: 5 of 11 (45.45%) known to BeWell
- Q2: 6 of 15 (40%) known to BeWell
- Q3: 2 of 17 (11.8%) known to BeWell
- Q4: 0 of 4 known to BeWell

	Q4 Only	FY 16/17 Avg
Male	8	69.8%
Female	2	22.6%
Residence:		
Santa Barbara/IV/Carp/Goleta	5	37.7%
Santa Maria/Orcutt/Guadalupe	2	15.1%
Lompoc/Solvang/Santa Ynez	3	39.6%
Out of County	-	5.7%
Unknown/ Transient	-	1.9%



Access Clients	April		May		June	
	N	%	N	%	N	%
<i>Crisis/Emergency</i>	220	29.1%	204	26.5%	181	26.5%
<i>Urgent</i>	43	5.7%	28	3.6%	38	5.6%
<i>Routine</i>	193	25.6%	175	22.7%	139	20.4%
<i>N/A - Other</i>	0	0.0%	363	47.1%	325	47.6%
<i>Info</i>	299	39.6%				
TOTAL	755		770		683	

NOTE: N/A - Other & Info combined in May

Access - Quarterly Averages

% Crisis	Q3	Q4
Offered Same Day	51.2%	65.1%
Offered Next Day	2.0%	2.1%
Not Recorded	39.0%	22.6%
% Urgent		
Offered Same Day	47.1%	50.2%
Offered Next Day	6.8%	3.9%
Not Recorded	25.6%	28.6%
Offered Apt w/in 10 days	62.9%	64.1%
Attended w/in 10 days	42.0%	51.4%

Other

	Apr	May	June
% Hospital Discharge to Apt. w/in 7 days <i>To any appointment</i>	52.4%	21.4%	30.7%
Suggestion Box	11	1	4
Monthly Test calls (total #)	3	6	2
Primary Care Physician In E.H.R.			
<i>PCPN</i>	647	712	761
<i>PCP %</i>	15.0%	20.0%	22.0%



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery