

February 8

DATA CORNER

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988 and Core Crisis Continuum



Philadelphia
DBHIDS

DR. SOSUNMOLU SHOYINKA

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Quality Measurement in **CRISIS SERVICES**

I. Introduction

Mental health crisis systems are becoming increasingly sophisticated and multimodal as localities invest in addressing issues such as emergency department boarding, unnecessary law enforcement involvement in responses to non-criminal health care crises, and inadequate and inequitable access to mental health care services. Crisis systems often share the goals of providing rapid access to care for individuals experiencing mental health challenges to alleviate distress as quickly, safely and effectively as possible. As these systems evolve, it is necessary to use performance metrics that can advance these goals in a consistent, measurable way.

All systems are essentially an aggregation of linked processes working in concert to achieve and consistently replicate specific, intended outcomes. However, they are prone to error (human and otherwise), and few are as complex as the web of services that make up a mental health crisis care continuum. Measuring processes and outcomes provides the means to determine how closely these systems are adhering to their intended function and goals and to determine when deviations occur, so they can be corrected.

As crisis systems mature across the US, there are increasing demands for measuring their quality, including:

- Reporting mandates tied to funding and accreditation.
- Demonstrating success and value (or the lack thereof).
- Identifying weaknesses to inform continuous quality improvement (CQI) and plan-do-see-act cycles.
- Maintaining a focus on the needs of service recipients based on their own recovery goals.

For optimal performance, crisis systems should employ a "balanced scorecard" approach, i.e., an approach to measuring success that tracks system performance across a combination of different types of metrics. This brief report provides a framework for developing a set of metrics.

Data Corner Bytes – 2/8/23

Publications

- **FOCUS (Volume 21, Issue 1): Emergency Psychiatry: Updates, Future Directions, and Core Concepts**
 - <https://focus.psychiatryonline.org/toc/foc/current>
- Hirschtritt ME, Howard CA, Simon GE. Fulfilling the Goals of 988 Through Crisis Stabilization Care. PS 2023;appi.ps.20220503.
 - <https://ps.psychiatryonline.org/doi/10.1176/appi.ps.20220503>
- Fix RL, Bandara S, Fallin MD, Barry CL. Creating Comprehensive Crisis Response Systems: An Opportunity to Build on The Promise of 988. Community Ment Health J 2023;59(2):205–8.
 - <https://doi.org/10.1007/s10597-022-01017-6>

Research Funding

NIMH Notice of Special Interest: Priority Research Opportunities in Crisis Response Services – **1 year ago today!**

<https://grants.nih.gov/grants/guide/notice-files/NOT-MH-22-110.html>

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February 8th, 2023

DR. ERIC RAFLA-YUAN



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