

Coordinated System of Care (CSoC) Dashboard
 Quality Assurance Committee - 2/17/2020

Outcomes: Systems Level and CSoC-Specific							
Outcome	Report	Goal of Monitoring	Specific Metrics	Reporting Period			
				1/1/19-3/31/19	4/1/19-6/30/19	7/1/19-9/30/19	10/1/19-12/31/19
Reduce OOH Placements	CSoC Youth: Children in Restrictive Settings (CSoC report QM3)	Monitor over time for functioning of CSoC, stable or reduced numbers	Percent of <u>CSoC members</u> (under 22) who were served in a psychiatric hospital during the quarter	4.99%	3.93%	4.03%	4.51%
	CSoC Youth: ALOS for children in restrictive settings (CSoC report QM3)	Monitor over time for functioning of CSoC, stable or reduced numbers	Average Length of Stay (ALOS) for <u>CSoC members</u> (under 22) in psychiatric hospitalization, in days.	7.13	7.10	7.12	7.60
	CSoC Youth: Living Situation at Discharge (CSoC report QM09)	Direct measure of the ability of CSoC to maintain youth in the home and community and avoid out of home placement	Percent of youth whose living situation at discharge from CSoC is a family home.	92.21%	94.77%	93.73%	91.99%
Improve Outcomes	CSoC Youth: CANS Outcomes (CSoC report QM8)	Direct measure of the ability of CSoC to improve youths' clinical functioning	Average decrease (intake to discharge) on standardized tool measuring clinical functioning (CANS)	-17.16	-17.23	-14.78	-15.89
			Percent of youth showing improved clinical functioning (from intake to discharge) on standardized tool (CANS)	76.79%	75.00%	73.10%	74.41%
			<i>Compliance Percentage (% youth with intake and discharge CANS so improvement can be calculated)</i>	95.92%	95.78%	96.59%	98.04%
	CSoC Youth: Improved School Functioning (CSoC report QM10)	Direct measure of the ability of CSoC to improve youths' school functioning	Percent of youth showing improved school functioning (intake to discharge) on standardized tool (CANS: School Module)	68.75%	65.21%	62.72%	66.67%

Please note: Data from previous reporting periods available upon request.

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Process Indicator: Youth Receiving Services in their Homes and Communities							
Process Indicator	Report	Goal of monitoring	Specific Metrics	Reporting period			
				1/1/19-3/31/19	4/1/19-6/30/19	7/1/19-9/30/19	10/1/19-12/31/19
Increase Utilization of HCBS	CSoC Youth: Access to Wraparound (CSoC report QM12)	Ensure that Wraparound is accessible and responsive to immediate needs.	Percent of CSoC members for whom: Timely referral standard was met	27.53%	34.04%	69.84%	73.09%
			Timely first contact standard was met	94.13%	95.07%	93.28%	93.71%
			Timely face-to-face contact was met	67.28%	65.14%	70.06%	67.58%
	CSoC Youth: Enrollment and Agency Involvement (CSoC report QM6)	Monitor number of youth in CSoC and agency involvement.	Total number of CSoC Enrollees	2,954	2,987	2,820	2,895
			Number of CSoC Enrollees involved with Juvenile Justice	356 (12.1%)	365 (12.2%)	352 (12.5%)	332 (11.5%)
			Number of CSoC Enrollees involved with DCFS	240 (8.1%)	263 (8.8%)	290 (10.3%)	271 (9.4%)
	CSoC Youth: Utilization of Natural Supports (CSoC report QM13)	Ensure Wraparound is helping families build sustainable teams with natural supports.	Percent of fully enrolled CSoC members with at least one natural/informal support person on their Plan of Care (POC) Month 1 of reporting period	87.84%	84.70%	76.40%	*85.3%
			Month 2 of reporting period	85.69%	81.80%	77.00%	
			Month 3 of reporting period	86.83%	72.70%	76.90%	
	CSoC Youth: Youth receiving services in sufficient amount, frequency, and duration (CSoC report POC 6)	Ensure that CSoC members are able to access the services that their CFT determined they need.	Percent of members receiving services in sufficient amount, frequency, and duration. Month 1 of reporting period	97.29%	97.51%	97.26%	96.09%
			Month 2 of reporting period	97.33%	97.50%	96.95%	
			Month 3 of reporting period	97.18%	97.15%	96.83%	

Please note: Data from previous reporting periods available upon request.

*Prior to the 10/1/19-12/31/19 reporting period, metric included only CSoC members who had at least one CFT during the reporting period.

Process Indicator: Youth Receiving High-Quality Wraparound Care Coordination								
Outcome	Process Indicator	Report	Goal of Monitoring	Specific Metric	Reporting Period			
					2019 (Reported Annually)			
						Caregiver	Youth	
Reduce OOH Placements Manage Costs Improve Outcomes	High-Fidelity Wraparound	Fidelity to Practice (QM15-annual)	Ensure high-quality Wraparound care coordination	Overall Fidelity: Total Fidelity Score	<i>Louisiana</i>	0.77	0.74	
					<i>National</i>	0.72	0.69	
	Youth and Family Satisfaction	Member Satisfaction Survey (QM15 - annual)	Ensure high-quality Wraparound care coordination	Overall satisfaction: I am satisfied with the wraparound process in which my family and I have participated	<i>Louisiana</i>	1.5	1.5	
					<i>National</i>	1.41	1.18	
						Baseline		
						1/1/19-6/30/19		
	7-Day Follow-Up Hospitalization (FUH) Rate	Performance Improvement Project (PIP): Measuring Hospitalization Follow Up Practices	Increase the percentage of youth attending follow-up hospitalization appointments within seven days of discharge to 70%	The percent of acute inpatient psychiatric hospitalization discharges with a valid FUH service within 1 to 7 days of the acute inpatient discharge	Numerator = 93 Denominator = 196 Rate = 47.5%			
	30-Day Follow-Up Hospitalization (FUH) Rate	Performance Improvement Project (PIP): Measuring Hospitalization Follow Up Practices	Increase the percentage of youth attending follow-up hospitalization appointments within 30 days of discharge to 90%	The percent of acute inpatient psychiatric hospitalization discharges with a valid FUH service within 1 to 30 days of the acute inpatient discharge	Numerator = 136 Denominator = 196 Rate = 69.4%			

Please note: Data from previous reporting periods available upon request.