

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

PROGRAM TITLE: Crisis Psychiatric Response Services (CPRS)

PROVIDER: WestCare

PROGRAM DESCRIPTION: WestCare assumed after-hours, weekend and holiday operation of Crisis Psychiatric Response Services (CPRS) in July 2009. Services are provided on-call from 3:00pm to 7:30am Monday through Friday, and 24 hours on weekends and county designated holidays. CPRS program provides mobile emergency department response services to all designated Fresno County hospitals, both metropolitan and rural, for crisis intervention and assessment of adults age 18 and over when they present in the emergency department for evaluation of need for involuntary hospitalization pursuant to California Welfare and Institutions Code Section 5150.

For CY 2010 a total of 476 persons were evaluated by CPRS clinicians. A complete review of demographics and service data for FY 2009-10 and 2010-11 (through November 2010) is included in the separate CPRS Summary Report dated 1/18/2011. Outcomes data described below are from January 1, 2010 through December 31, 2010.

AGES SERVED:

Children
 Adult

TAY
 Older Adult

DATES OF OPERATION: July 2009-Current

REPORTING PERIOD: Jan 1 – Dec 31, 2010

OUTCOME GOAL:

1. Decreased length of stay in Emergency Department (ED), increased consumer satisfaction, evidence of crisis interventions. Outcome goal based on response time to metro and rural hospitals. *Length of stay at ED also determined by specific hospital ED unique circumstances.

OUTCOME DATA:

The average response time to Metro hospitals (Clovis, CRMC, SAMC) was 35 minutes based on 151 contacts

Average response time to Rural hospitals (Selma, Sierra Kings) was 46 minutes based on 224 contacts

Average response time to Coalinga

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2. Crisis specific assessment and interventions to address crisis and engage support system. When clinically appropriate discharge to lower level of care.

was 106 minutes based on 60 contacts

For 40% of clients (191 persons) contact was made in person or by phone with family members or significant support persons in attempt to engage them. For 60% (282 persons) there was no family contact (i.e. no Release of Information and no contact information, no family support present)

3. Prior to discharge, all consumers will be educated for continued care, who they can contact and how they may obtain specifically recommended services.

For 85% of clients (404 persons) had referral recommendations at discharge. For 15% (11 persons) there are no recommendations recorded; for some this was due to client unwillingness to receive further services or ineligibility for services

Of 409 persons receiving assessment between January 1, 2010 and December 31, 2010 about 11% (45 persons) had a repeat contact with CPRS staff; 89% have not been seen by CPRS staff again.

DEPARTMENT RECOMMENDATION(S): The Department is currently reevaluating the services provided through Westcare and the CPRS program. A redesign of the services is forthcoming to best suit the crisis needs of the community.