UNDERSTANDING THE DATA

Mobile Integrated Health

Prepared By :
Dr. Kaitlyn Goubeau, LICSW
January 3, 2024

PROGRAM GOALS

#1: "decrease unnecessary emergency department visits and repeat hospitalizations"

#2: "reduce unnecessary calls to 911 for police or emergency medical response"

#3: "provide mobile integrated health services for residents who cannot navigate resources through typical means, thereby preventing homelessness and premature death"

#4: "increase chance of [individuals] maintaining stability in the community"

#5: "avoid arrest or re-arrest"

#6: "avoid involuntary detainment"

* The goals listed above were pulled directly from the state contract

OBTAINING DATA

1. Receive referral
2. Go to Sno911 Public Records Portal
3. Request call history for 1 year prior to the date the referral was received for the individual identified as needing services
4. Receive requested information
   a. General information received includes:

Call Number	Primary Officer
Incident Date	Incident Number
Dispatcher's Name	Agency
Call Type	Beat
Police Call Type	Quadrant
Fire Call Type	Venue
Location	Source
Additional Unit	Priority
Secondary Location	Status
Canceled Flag	Nature of Call

5. Input data received from Sno911 into Electronic Health Record
6. Repeat the process consistently to collect the same data for the identified individual ___since___ the date the first referral was received
7. At this point, we would have call history from prior to the referral ___AND___ call history from after the referral (while we are working with the individual)

ANALYZING DATA

To find the ***differences*** in the data, we use the following formula for each individual referred:

Post Referral Data - Pre Referral Data = Difference

Once the data has been calculated for each individual, it is all added together and averaged. These averaged numbers are the outcomes.

This process is repeated for each individual data point that we are wanting to measure. For the purposes of the program goals, we will measure the following:
- Change in calls to 911
- Change in police response
- Change in fire/ems response
- Change in transport to jail
- Change in transport to hospital

** **IT IS IMPERATIVE TO NOTE THAT THE OUTCOMES ARE ONLY REPRESENTATIVE OF THE INDIVIDUALS REFERRED TO THE PROGRAM** **

EXAMPLE

Client A: Referred to CJSW on 7/1/23

CALL #	DATE	POLICE CALL TYPE	FIRE CALL TYPE	ADDITIONAL UNIT	SECONDARY LOCATION
123	1.1.23	SUIC	BLS	Yes	CVH
456	7.1.23	BHC	-	No	-
789	9.1.23	BHC	-	No	-

The above table is similar to what is received from Sno911. The highlighted section identifies the call that correlates to the referral received by CJSW.

Client B: Referred to CJSW on 2/1/23

CALL #	DATE	POLICE CALL TYPE	FIRE CALL TYPE	ADDITIONAL UNIT	SECONDARY LOCATION
987	2.1.23	AF	BLS	Yes	-
654	8.1.23	BHC	-	No	-
321	10.1.23	BHC	-	No	-

The above table is similar to what is received from Sno911. The highlighted section identifies the call that correlates to the referral received by CJSW.

EXAMPLE

Client C: Referred to CJSW on 9/1/23

CALL #	DATE	POLICE CALL TYPE	FIRE CALL TYPE	ADDITIONAL UNIT	SECONDARY LOCATION
123	1.1.23	SUICW	BLS	Yes	CVH
456	7.1.23	WELC	-	No	-
789	9.1.23	BHC	-	No	-

The above table is similar to what is received from Sno911. The highlighted section identifies the call that correlates to the referral received by CJSW.

Client D: Referred to CJSW on 10/1/23

CALL #	DATE	POLICE CALL TYPE	FIRE CALL TYPE	ADDITIONAL UNIT	SECONDARY LOCATION
987	10.1.23	-	BLS	Yes	-
654	10.8.23	BHC	-	No	-
321	11.9.23	BHC	BLS	Yes	Prov

The above table is similar to what is received from Sno911. The highlighted section identifies the call that correlates to the referral received by CJSW.

EXAMPLE

TALLY # OF 911 CALLS PRE AND POST REFERRAL FOR EACH CLIENT

CLIENT	# OF CALLS PRE REFERRAL	# OF CALLS POST REFERRAL
A	1	1
B	0	2
C	2	0
D	0	2
TOTAL	3	5

With the totals in the bottom row, we are going to calculate the average change in 911 calls after a referral is received by CJSW.

To get the percentage change in 911 calls:

(total # of calls post referral) - (total # of calls pre referral)/(total # of calls pre referral)

$$(5-3)/3 = 0.6666666667$$
$$0.6666666667 \times 100 = 66.67\%$$

OUTCOME: _INCREASE_ IN CALLS TO 911 BY _66.67%_