



WestCare Nevada Community Triage Center – COH Update

Presented by:

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September 12, 2013

2pm



Presentation Objectives

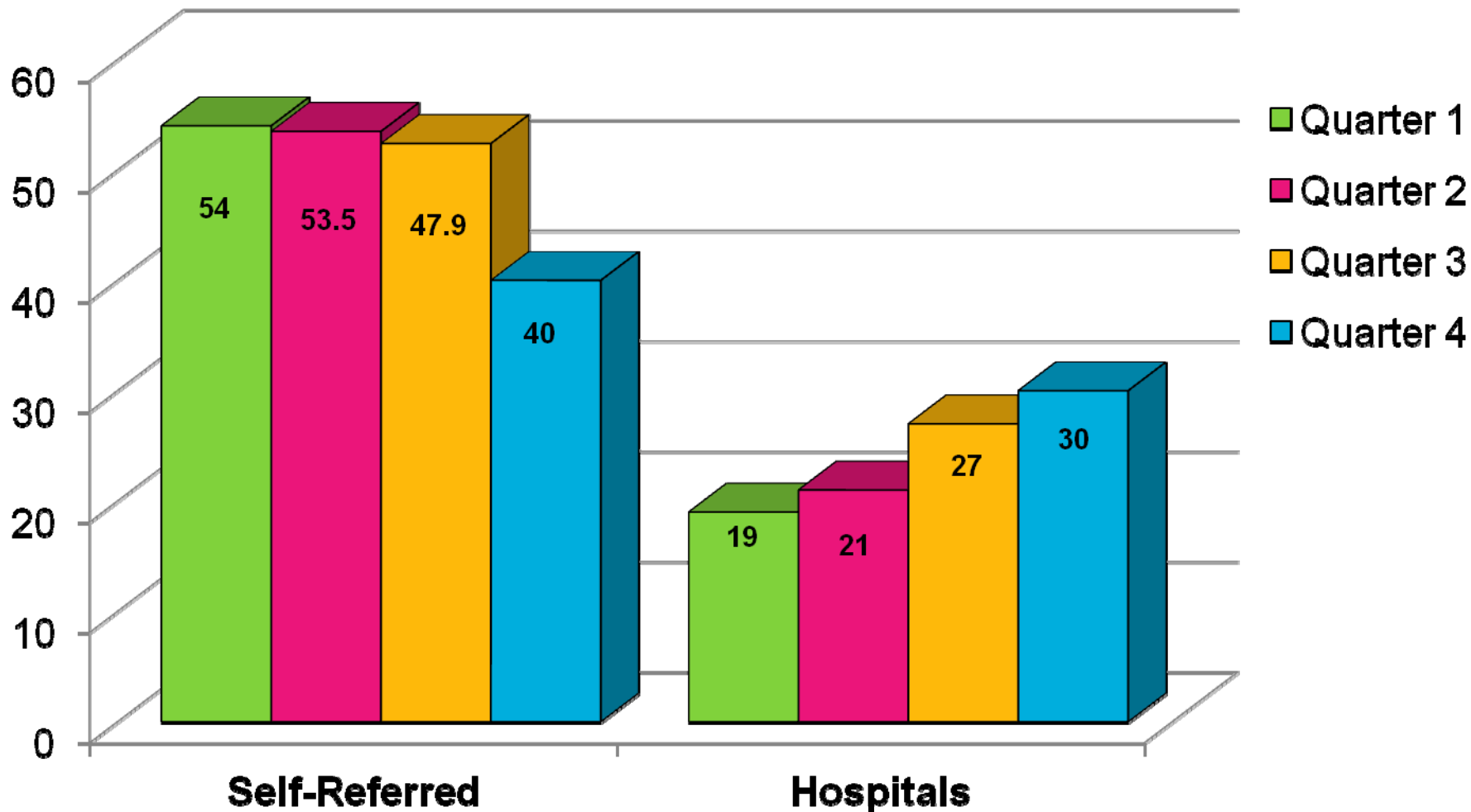
- Summary of Annual Data Outcomes
- Breakdown of Quarterly Outcomes
- Summary of Data Outcomes
- Programmatic Improvements and Updates
- CTC Future Goals/Plans
- CTC Barriers/Limitations



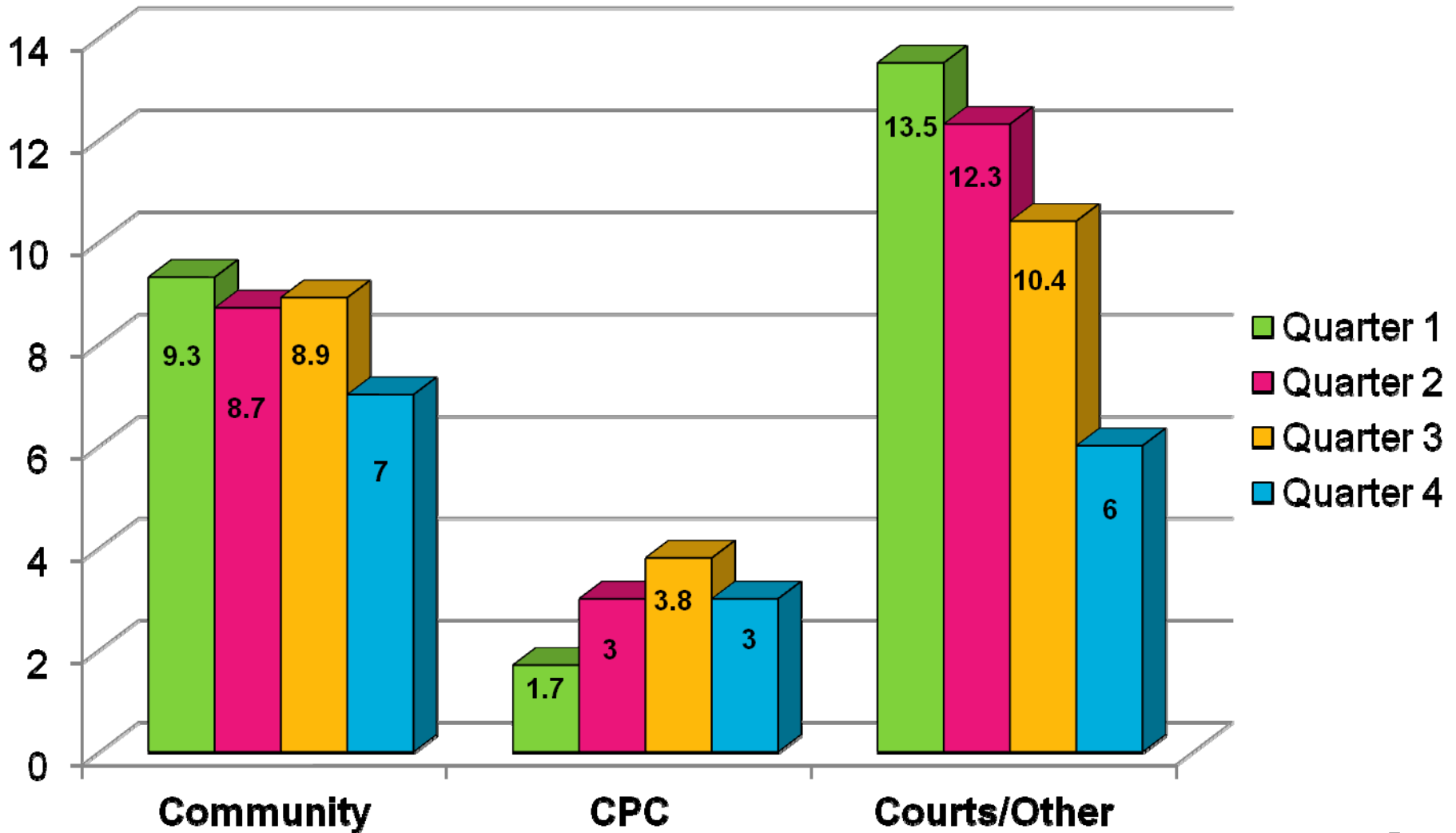
Data Outcomes – 07.01.12 – 06.30.13

- **Total Number of Clients Served: 3,655**
- **Average Length of Stay: 3.6 Days**
- **Clients Placed on Legal Holds: 19**
- **Total Number of Psychiatric Evaluations Completed: 263**
- **Number of Duplicated Clients: 678**

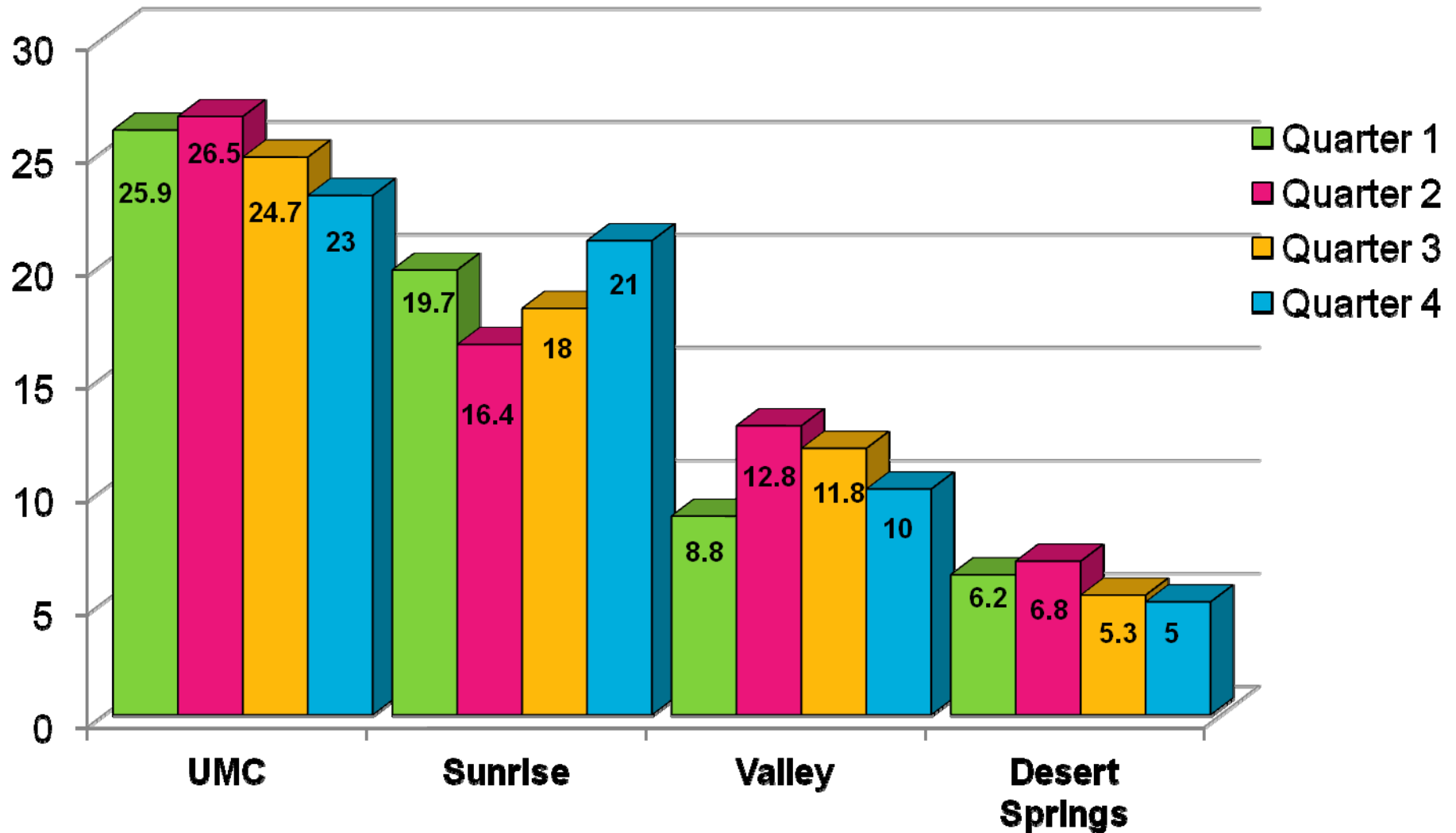
Referral Source – Quarterly Breakdown (%)



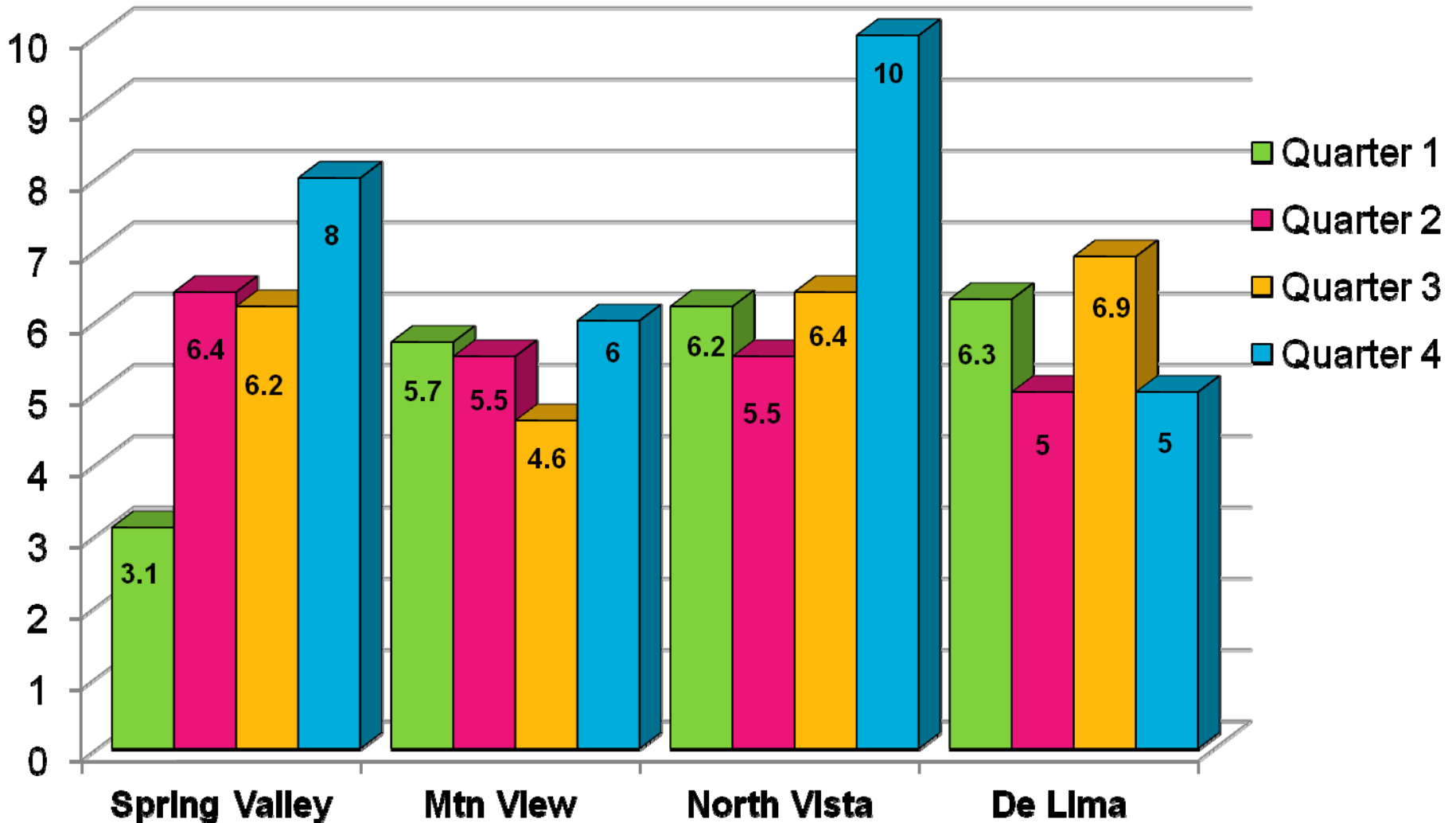
Referral Source – Quarterly Breakdown (%)



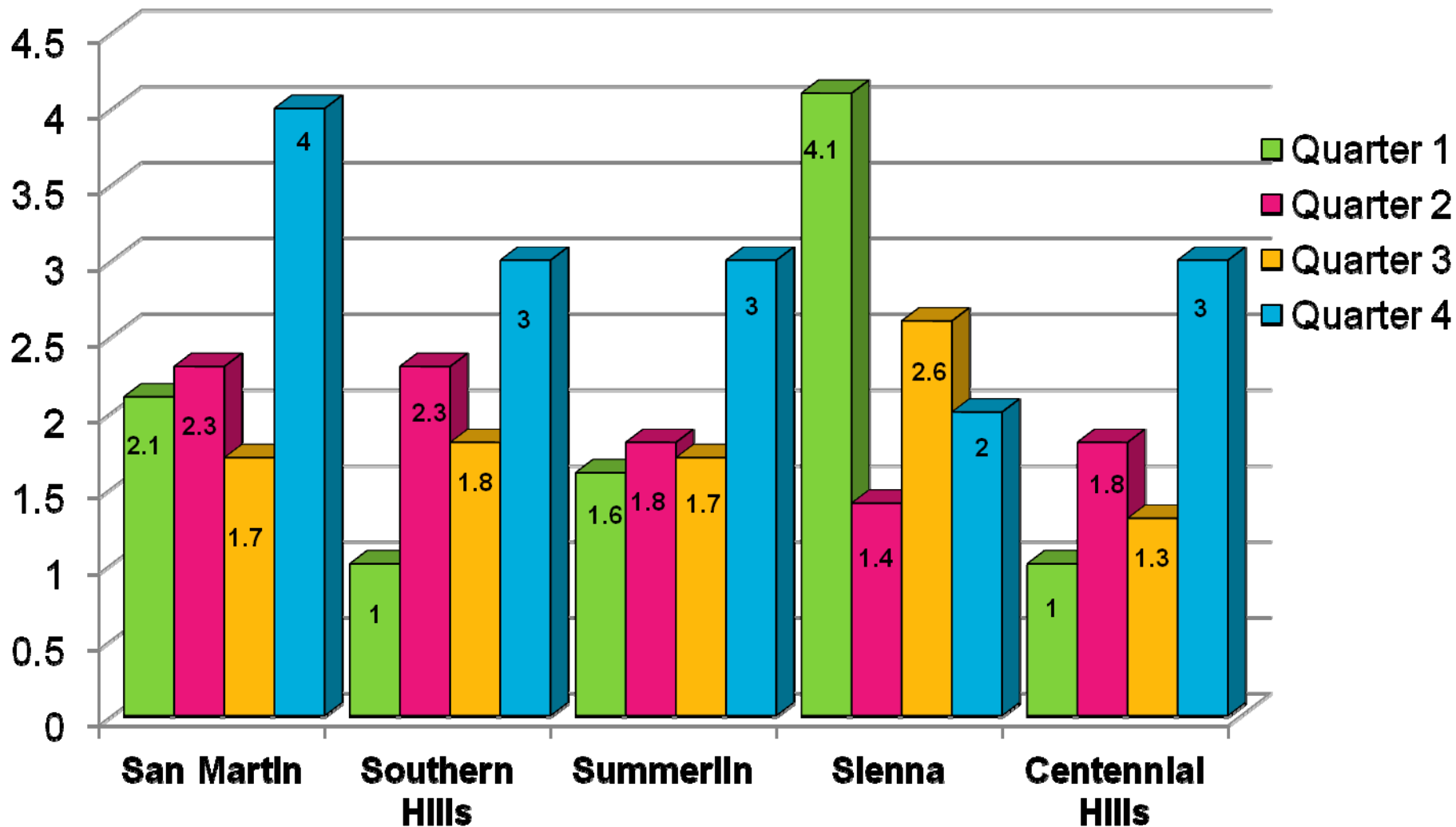
Hospital Referrals – Quarterly Breakdown (%)



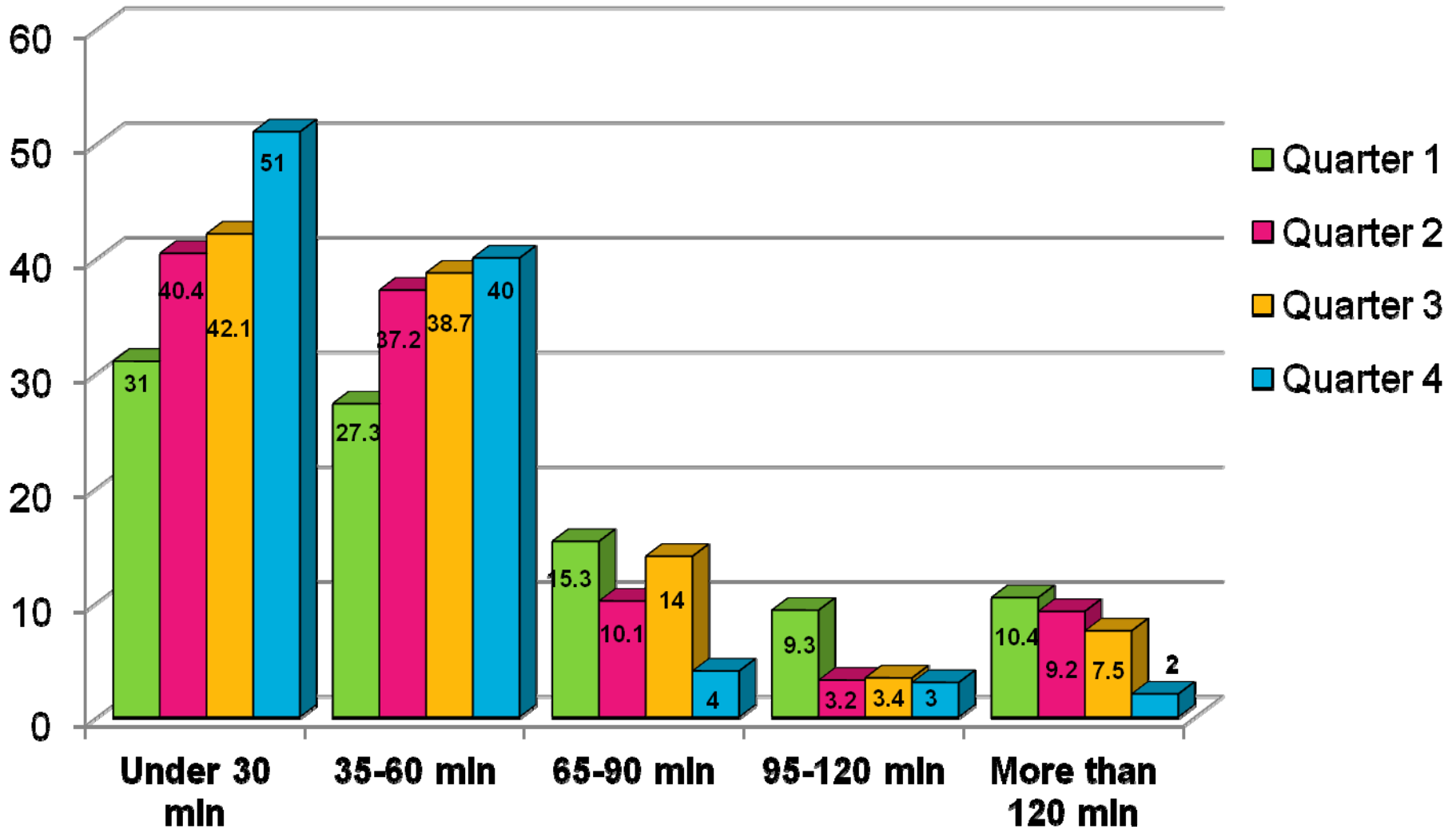
Hospital Referrals – Quarterly Breakdown (%)



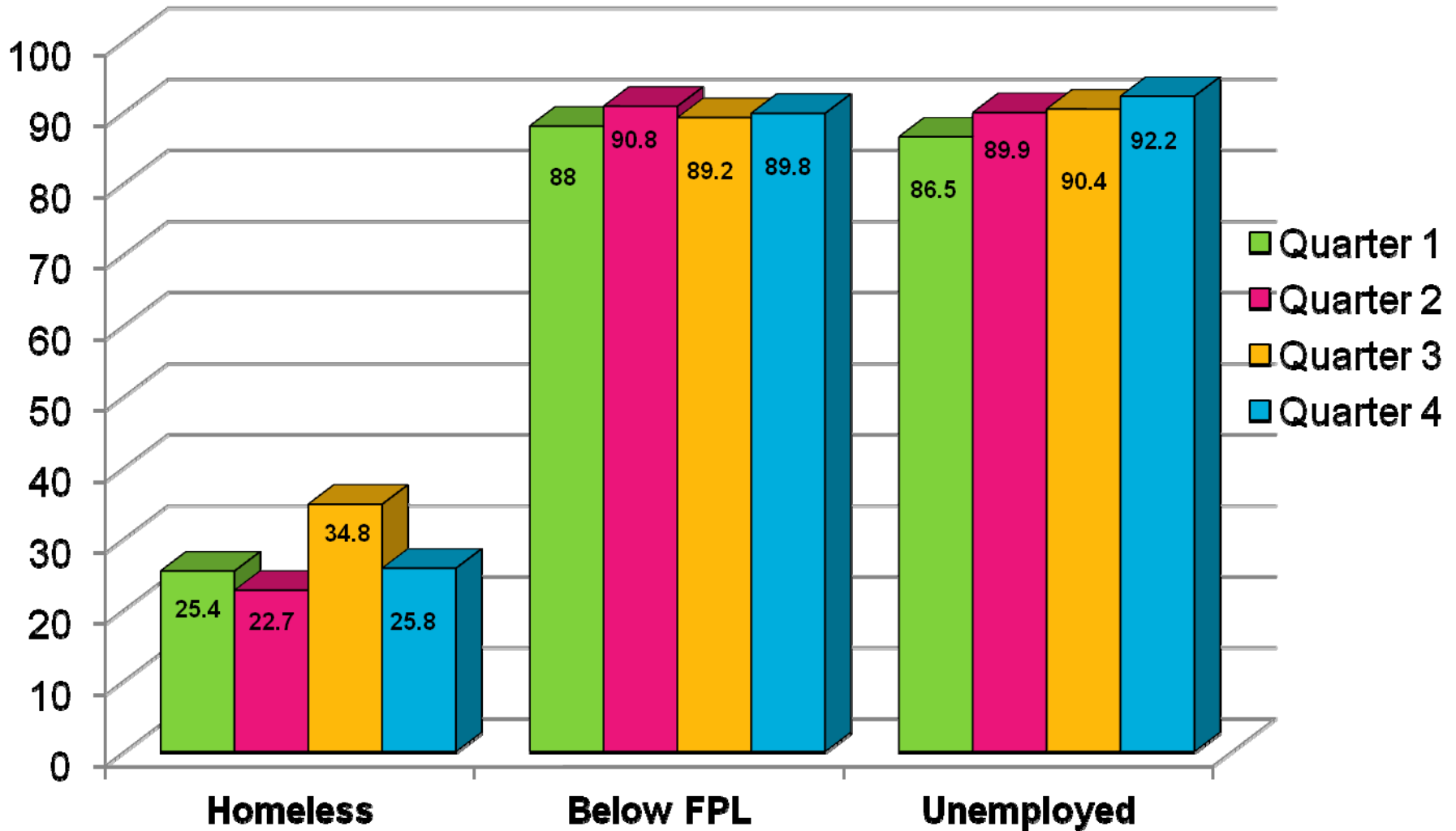
Hospital Referrals – Quarterly Breakdown (%)



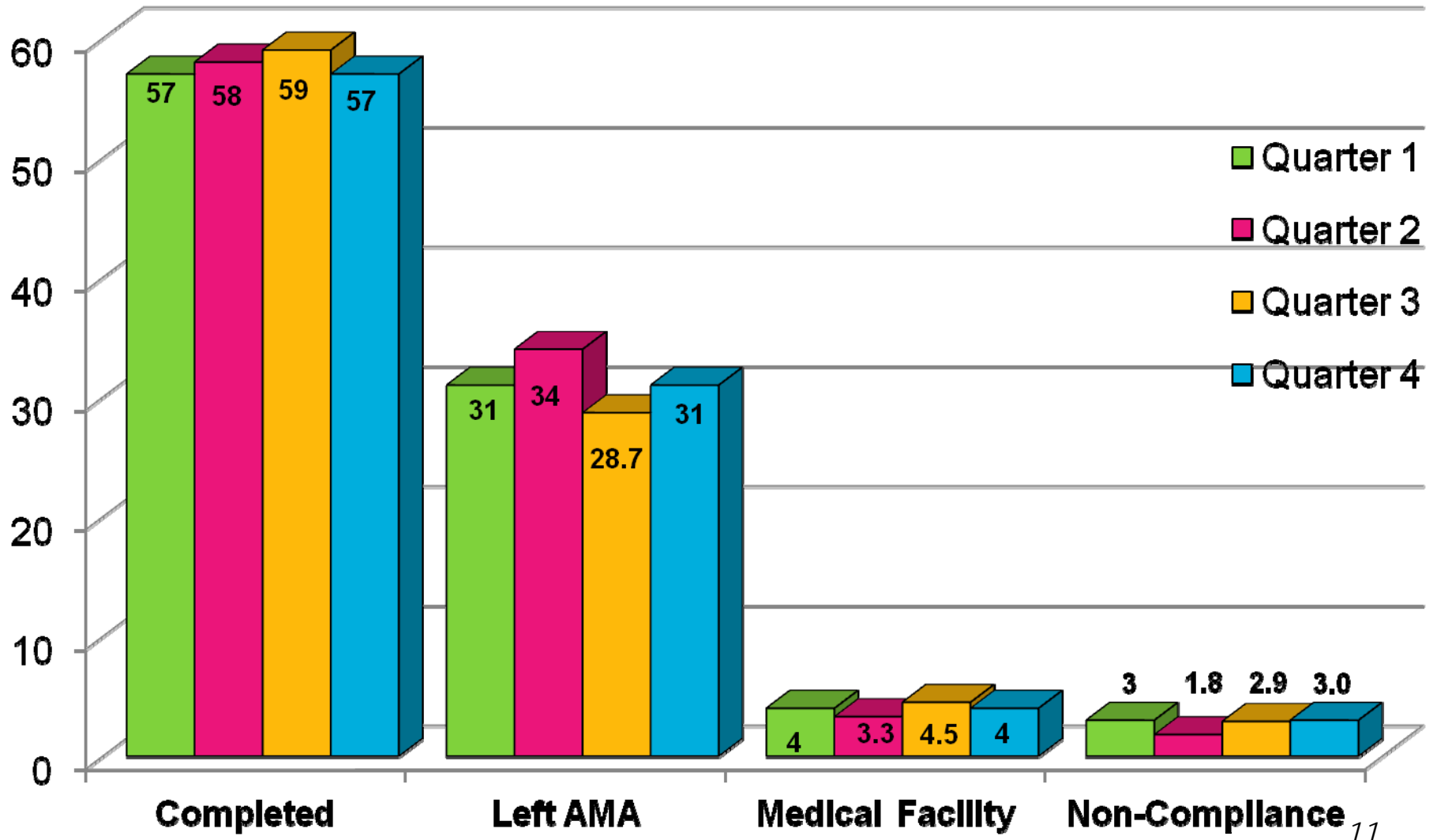
Transport Time from Hospital to WC – Quarterly Breakdown (%)



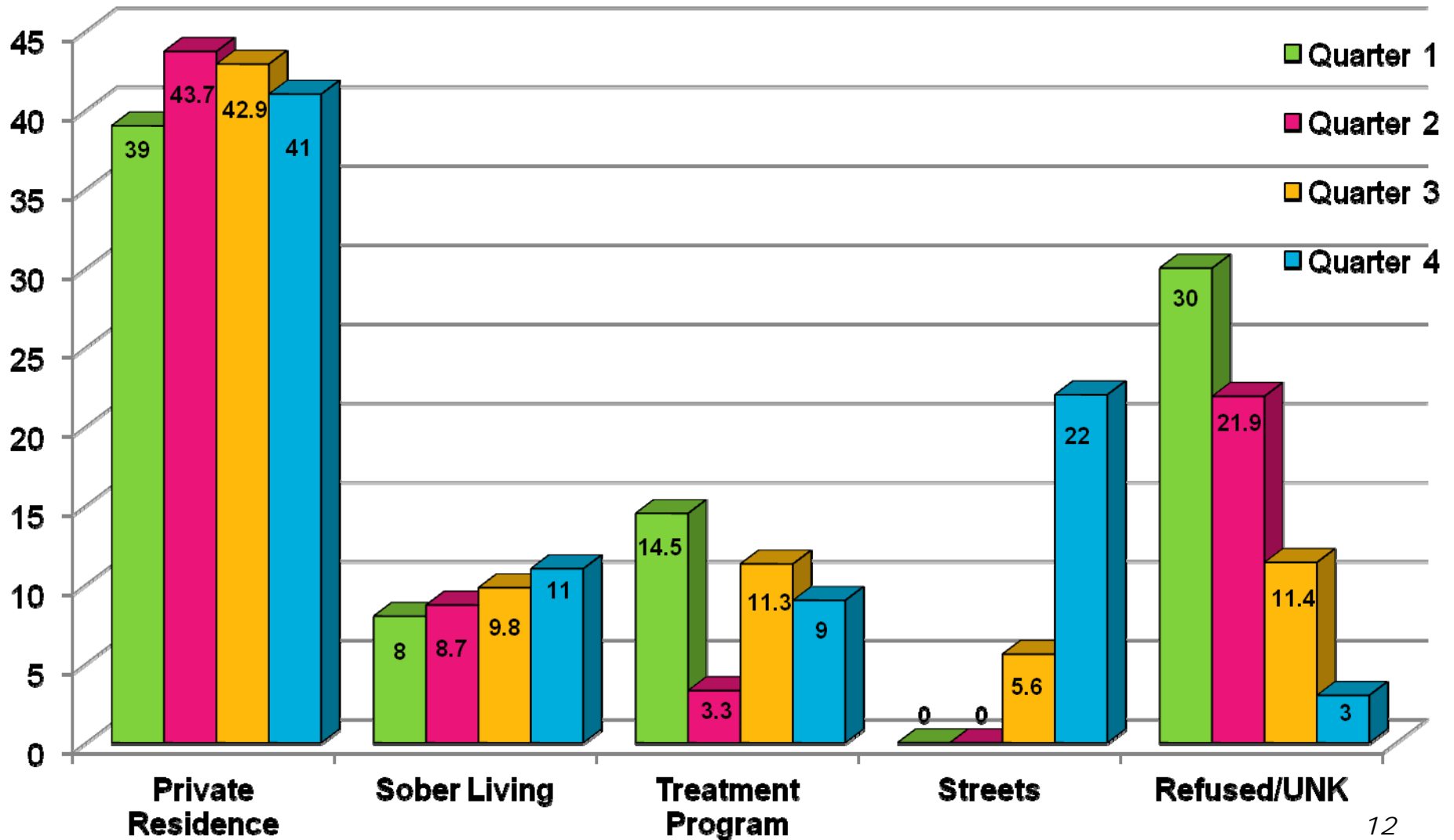
Homelessness – Quarterly Breakdown (%)



Discharge Disposition – Quarterly Breakdown (%)



Discharge Placements – Quarterly Breakdown (%)



Top Ten Zip Codes at Admission – Quarterly Breakdown

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
1	89101 – 20.4%	89101 – 23.7%	89101 – 33.6%	89101 – 34.5%
2	89121 – 5.4%	89129 – 4.6%	89106 – 3.6%	89103 – 5.9%
3	89129 – 5%	89119 – 3.7%	89104 – 2.9%	89119 – 3.9%
4	89106 – 4.6%	89121 – 3.7%	89030 – 2.6%	89106 – 3.5%
5	89119 – 3.9%	89106 – 3.6%	89108 – 2.5%	89015 – 2.8%
6	89104 – 2.8%	89104 – 3.3%	89119 – 2.5%	89121 – 2.1%
7	89103 – 2.5%	89103 – 3.0%	89121 – 2.5%	89115 – 2.0%
8	89169 – 2.5%	89032 – 2.9%	89103 – 2.3%	89104 – 1.9%
9	89123 – 2.3%	89030 – 2.5%	89147 – 2.0%	89107 – 1.9%
10	89108 – 2%	89107 – 2.4%	89107 – 1.9%	89108 – 1.9%
	***	***	89117 – 1.9%	***

Top Ten Zip Codes at Discharge – Quarterly Breakdown

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
1	89101 – 15.9%	89101 – 27.6%	89101 – 33.7%	89101 – 31.9%
2	89106 – 6.1%	89106 – 6.6%	89106 – 5.5%	89106 – 8.7%
3	89123 – 5.9%	89102 – 4.6%	89130 – 4.7%	89169 – 4.8%
4	89130 – 5.0%	89030 – 4.0%	89030 – 3.7%	89130 – 4.2%
5	89121 – 2.8%	89130 – 3.6%	89124 – 2.9%	89030 – 3.1%
6	89124 – 2.8%	89119 – 2.8%	89144 – 2.7%	89147 – 2.7%
7	89102 – 2.6%	89124 – 2.7%	89107 – 2.4%	89102 – 2.5%
8	89030 – 2.5%	89104 – 2.6%	89119 – 2.3%	89124 – 2.4%
9	89108 – 2.3%	89103 – 2.2%	89104 – 2.2%	89121 – 2.2%
10	89119 – 1.6%	89121 – 2.2%	89102 – 2.2%	89104 – 2.2%
	89104 – 1.6%	***	***	***



What's in that zip code!

- 89030 –The Shade Tree, Transitional Housing
- 89101 – CCDC, WC-CTC, Salvation Army, City Jail, Bonneville Transportation Center, Sober Living Homes, Catholic Charities, Shannon West Youth Center, US Vets, HELP USA, Lutheran Social Services, Family Promise
- 89102 – Safe Nest
- 89103 – Montevista
- 89104 – Mojave Counseling, Community Counseling Center
- 89106 – Clark County Urban League, WC-CIC, Clark County Social Services, DTC Transfer Facility, Bridge Counseling, Las Vegas Rescue Mission



What's in that zip code!

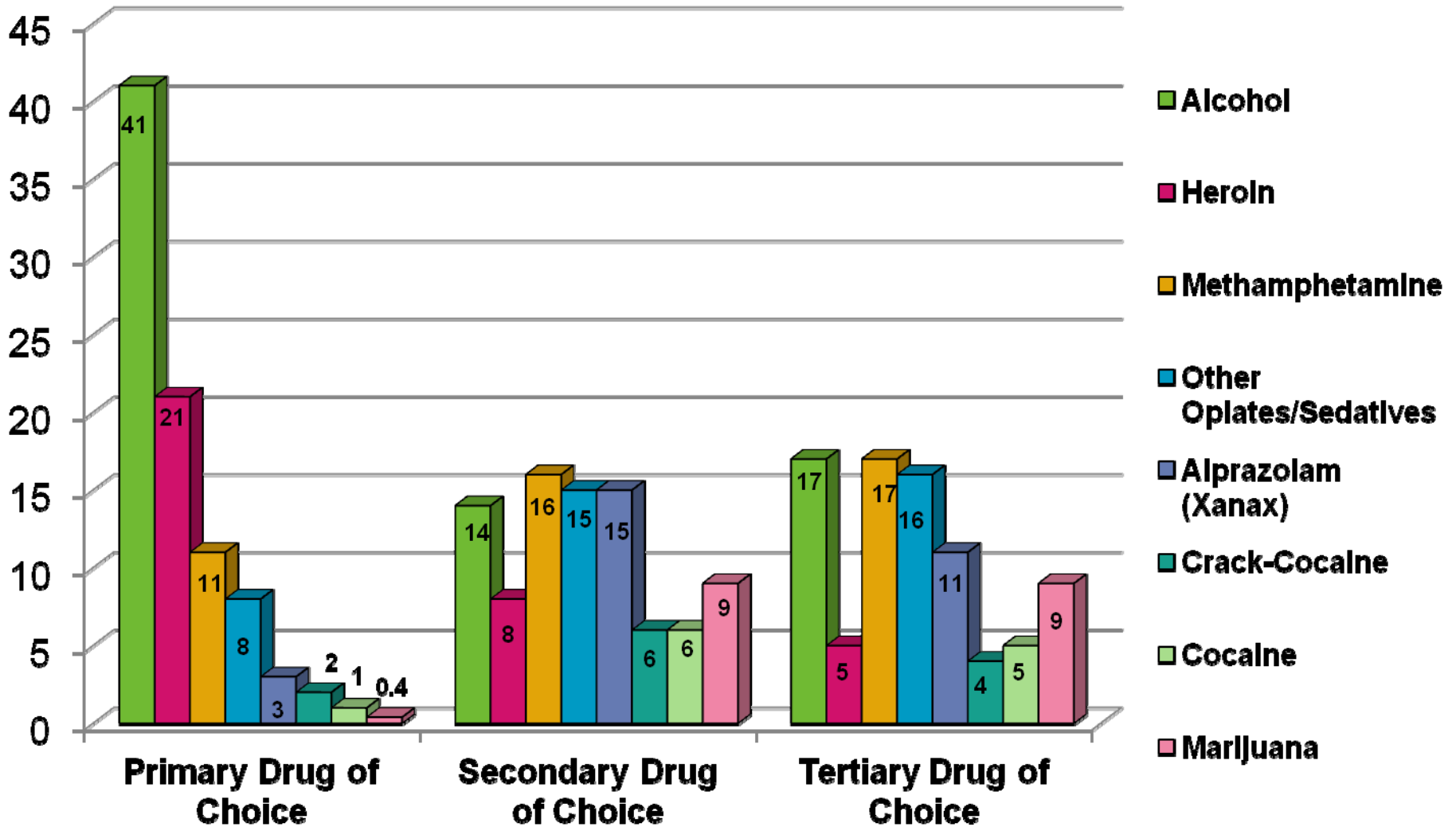
- 89119 – HELP of So NV, Jewish Family Services, Freedom House
- 89121 – Women's Development Center
- 89123 –
- 89124 – WC-HSR
- 89129 –
- 89130 – WC-WCC
- 89169 –



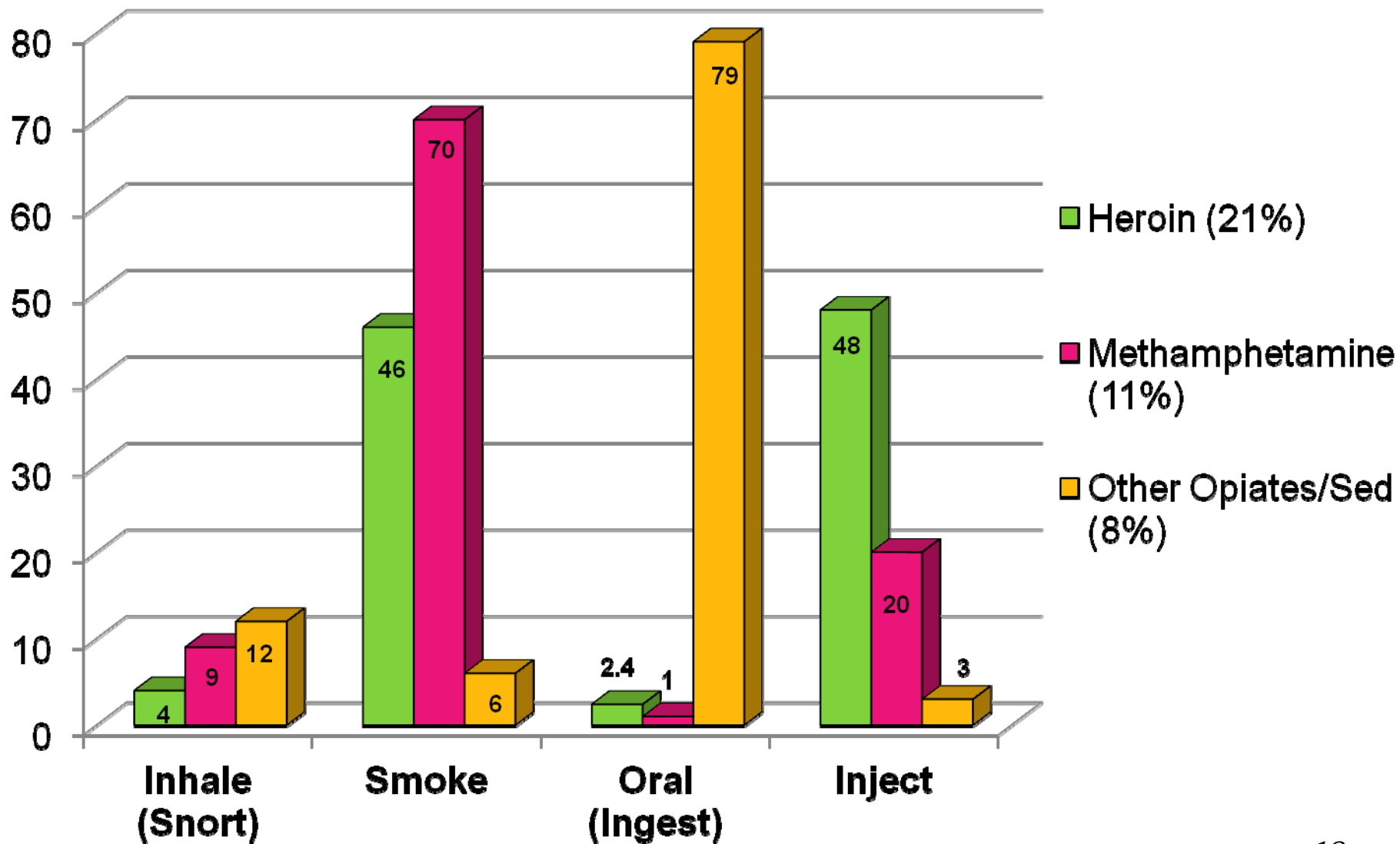
What's in that zip code - hospital breakdown

- Boulder City Hospital – 89005
- Centennial Hills Hosp – 89149
- Desert Springs Hosp – 89119
- Mountain View Hosp – 89128
- North Vista Hosp – 89030
- St. Rose San Martin Campus – 89113
- St. Rose De Lima Campus – 89015
- St. Rose Siena Campus – 89052
- Southern Hills Hosp – 89148
- Spring Valley Hosp – 89118
- Summerlin Hosp – 89144
- Sunrise Hosp – 89109
- UMC Hosp – 89102, 89106
- Valley Hosp - 89106

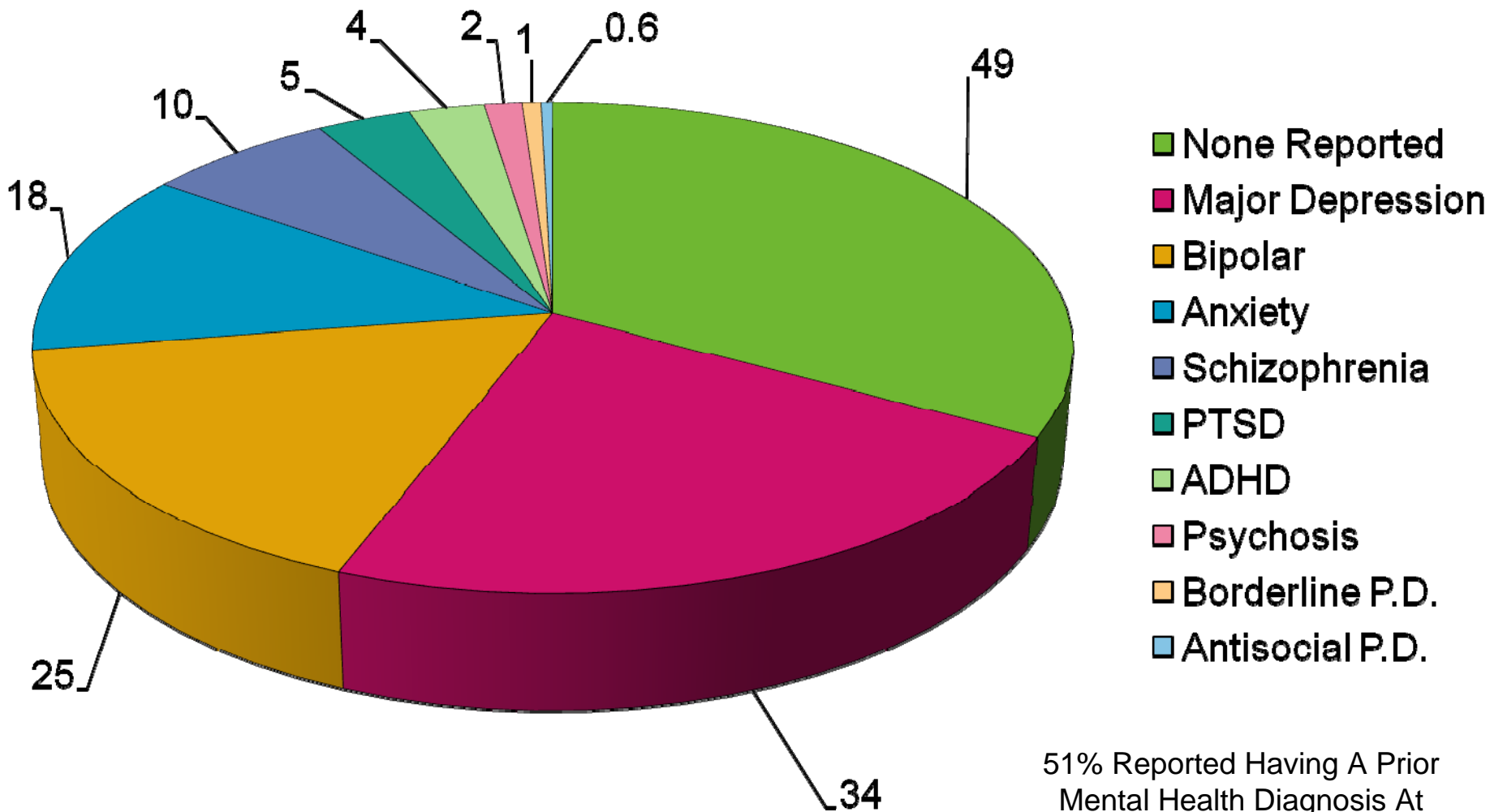
Drugs of Choice – Quarterly Breakdown (%)



Method of Use – Quarterly Breakdown (%)

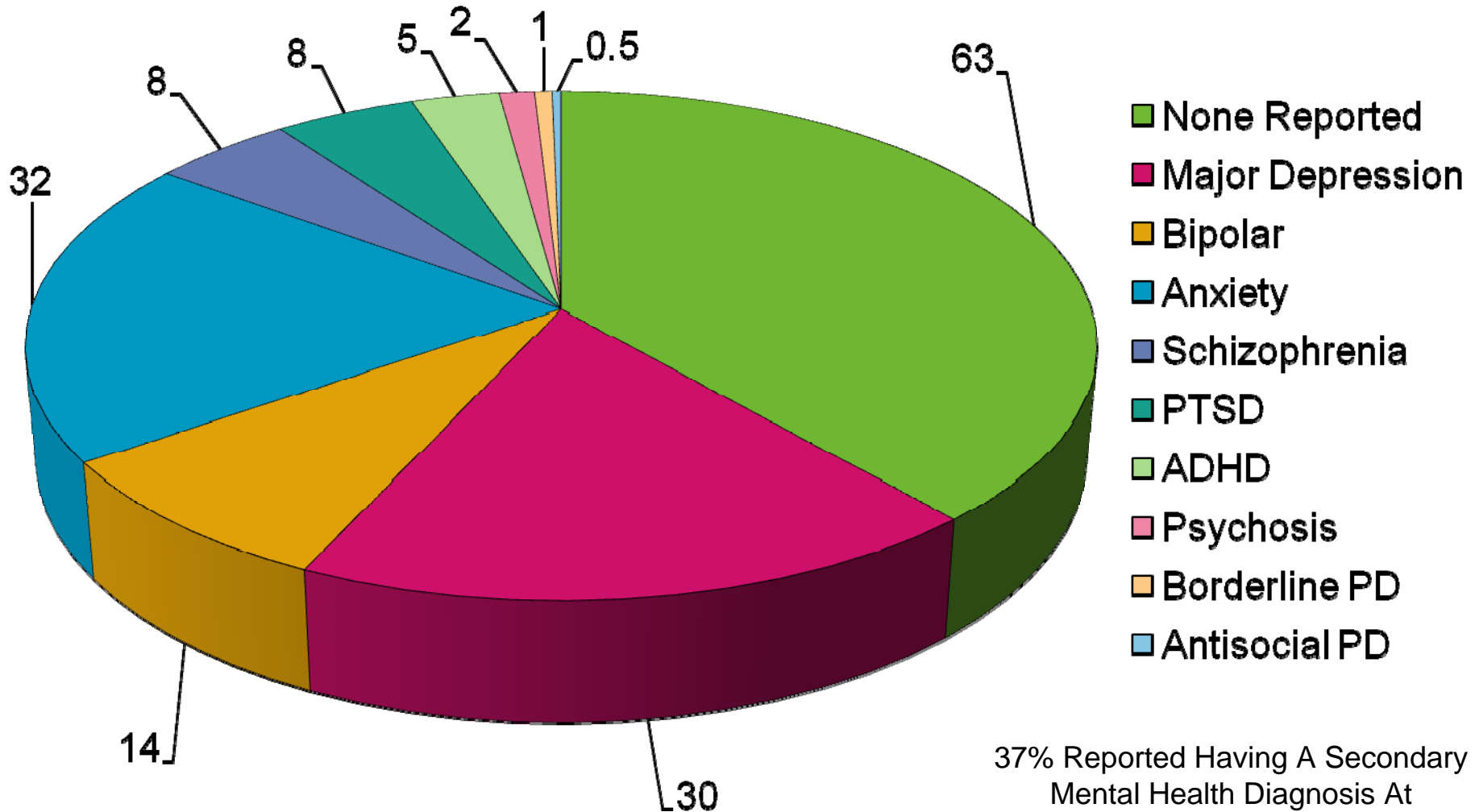


Primary Mental Health Diagnoses – 07.01.12 – 06.30.13 (%)



51% Reported Having A Prior
Mental Health Diagnosis At
Admission 20

Secondary Mental Health Diagnoses – 07.01.12 – 06.30.13 (%)



37% Reported Having A Secondary
Mental Health Diagnosis At
Admission



What Does This Data Mean?

- UMC, Valley, and Sunrise continue to be the top three hospital referral sources
- 89101 remains the top zip code at admission and at discharge
- Hospital referrals have steadily increased due to repairing the collaborative relationships between WestCare and the Hospital Parties



Programmatic Improvements

- Reduction in the use of a medical staffing agency resulting in a savings of \$21,064 for FY12/13
- Data collection system is consistently improving and is now capturing the required data sets
- Complete overhaul of program = happier clients, staff and stakeholders



What's on the Horizon?

- Safe Haven continues to serve clients at our CTC and Women and Children's Campus
- CTC funding entities are working on signing the MOU
- WestCare Nevada is diligently working on adapting to the Affordable Care Act and the requirements for Health Care Reform



CTC Barriers/Limitations

- Facility space continues to be a barrier for serving more female clients



Questions???

Thank you for the ongoing
support, guidance and
feedback!!