

PM Attachment 10.15.1

Crisis Logs

Instructions for Data Completion and Submittal to NARBHA

1. Log new crisis referrals and use the required data fields (see Crisis log).
2. Definition and required format of fields:
 - 1-Date of Request: Date of referral/contact. Date format: yyymmdd (8 characters)
 - 2- Time of Request: Time of referral/contact. Text (8 characters) XX:XX ?M (example: 05:30 PM)
 - 3- Referral Source: Entity or person making referral (see legend on crisis log).
 - 4- Person's Last Name: Text: (15 characters)
 - 5 – Person's First Name: Text: (10 characters)
 - 6 - Date of Birth: Text: yyymmdd (8 characters)
 - 7 – Person's ID: Text: (10 characters)
 - 8 - TXIX/TXXI: Eligibility at referral. Y, N or U (Unknown)
 - 9 - Enrolled, Non-Enrolled or Unknown: E, N, or U
 - 10 - Type of Crisis Triage: see legend on crisis log.
 - 11 - Program: C=CHILD, S=SMI, M=GMH, G= SA - (If not enrolled, use C or M based on age).
 - 12 - Triage Acuity: I=Immediate or U=Urgent or R=Low/Routine
 - 13 – Disposition: see legend on crisis log.
 - 14 – Service Response Date: date of response - yyymmdd (8 characters)
 - 15 – Service Response Time: time of response - (8 characters) XX:XX ?M - (example: 05:30 PM)
 - 16 – Agency AHCCCS Provider ID: Agency providing service - Text
 - 17 - If Mobile Crisis, Type of Mobile Crisis: S for single, 2 for 2 person team.
 - 18 - Place of Service (For Mobile Crisis Only): see legend on log.
 - 19 - Transportation Services: see legend on log.
 - 20 – SAA/TAA Requested Police Assistance: Y or N.
 - 21 - Outcome: The resolution of the emergency. (Based on response to field 13 – translate into text)
3. Logs are to be completed daily and sent monthly to NARBHA via email by the 5th of the month (ie. August data would be emailed to NARBHA by September 5th) to Mindy Adler. The responsible staff for this measure is Nora Evans.
4. Mindy Adler counts the total crisis referrals for the month and calculates compliance within 24 hours using the 'Date and Time of Request' fields and the 'Service Response Date and Service Response Time' fields. A percentage is then calculated by number of responses within 24 hours divided by total number of referrals. This percent is then recorded as your compliance for this measure.

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5. This measure is on the SAA/TAA Provider Monitoring Requirements for 2005 and is tracked quarterly by the NARBHA Network Monitoring Committee. This is also a provider deliverable (data due by the 5th).
6. The data is also sent monthly to DBHS where a sample is taken and compliance is calculated and reported to AHCCCS.
7. Any questions on data submittal, please contact Mindy Adler at (928) 774-7128 or via email at Mindy.Adler@narbha.org.
8. Any questions on the Emergency Appointment within 24 hours measure, contact Nora Evans at (928) 774-7128 or via email at Nora.Evans@narbha.org.
9. Any questions on the Mobile Crisis measure contact Rivers Carpenter at (928) 774-7128 or via email at Rivers.Carpenter@narbha.org.

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