

North Texas Behavioral Health Authority Managed Care Organization Report

2-10-2010

State Fiscal Year Quarter 1, 2010 (9/1/09 – 11/30/09)

- **NorthSTAR medical expense report by county** (*see Attachment A*) and **outcomes** (*see Attachment B*)

Collin County Pilot Program Proposals

- **Jail Services Integration with Substance Abuse Services** (*see Attachment C*)
- **Transportation & Single Portal Authority Integration**

Homeless related services

- **Integration with primary care (Parkland Memorial Hospital)**
- **More effective case management leading to permanent supported housing placement**
- **Medical expense analysis**

Outpatient Crisis Clinic Services

- **Outpatient Crisis Clinic Performance Update**
 - **Dallas Metrocare Services** – 95% remained stable in the community. 5% had intensive episode within 30 days
 - **LifeNet** – Sept. 38% returned to the hospital. Oct. – 56% returned to the hospital.
 - **Southern Area Behavioral Health** – 47 members (Nov.) 95% remained stable in the community. 5% had intensive episode within 30 days

Behavioral Redesign Task Force Meeting

- **Coordinated Legislative Messaging**
- **Parkland**
 - **Primary Care and Behavioral Health Integration**
 - **Contract status**

ValueOptions Operational Corrective Action Plan

- **340B Pharmacy Management**
- **Lab Services Management**

	All Counties	Collin	Dallas	Ellis	Hunt	Kaufman	Navarro	Rockwall
ER, 23-Hour and Acute Care	\$ 6,717,752	\$ 900,557	\$ 5,052,175	\$ 158,541	\$ 257,139	\$ 118,687	\$ 123,466	\$ 107,187
CD Services	\$ 3,300,940	\$ 320,369	\$ 2,778,918	\$ 78,331	\$ 40,795	\$ 38,501	\$ 16,189	\$ 27,838
Transportation/Moble Crisis/Other	\$ 1,362,761	\$ 228,050	\$ 985,485	\$ 30,925	\$ 50,158	\$ 23,151	\$ 24,083	\$ 20,908
Pharmacy/Labs	\$ 4,156,180	\$ 452,438	\$ 3,107,134	\$ 188,065	\$ 126,587	\$ 212,329	\$ 60,477	\$ 9,151
State Hospital	\$ 12,790,874	\$ 561,638	\$ 10,605,148	\$ 329,556	\$ 469,502	\$ 413,770	\$ 297,355	\$ 113,905
Outpatient Mental Health Treatment	\$ 15,245,500	\$ 1,036,048	\$ 12,216,032	\$ 557,619	\$ 546,420	\$ 493,421	\$ 267,195	\$ 128,764
Crisis Residential Treatment	\$ 187,800	\$ 6,900	\$ 152,400	\$ 7,800	\$ 6,600	\$ 6,000	\$ 5,700	\$ 2,400
Lifenet Crisis Transitional	\$ 138,000							
Outpatient Crisis Clinics	\$ 329,750							

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 6,717,752.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) *11% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 3,300,940.25	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 1,362,760.65	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 4,156,179.67		
State Hospital	\$ 12,790,874.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *11% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 15,245,500.19	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 has reduced from high of 16.4 in July to 11.1 in December 2009.
Crisis Residential Treatment	\$ 187,800.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals 79% remaining stable in community.
Lifenet Crisis Transitional	\$ 138,000.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members were admitted inpatient or entered 23-hr observation within 30 days of discharge.
Outpatient Crisis Clinics	\$ 329,750.00	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). *>300 members seen monthly with 96-97% seen by a prescriber. *>95% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment.

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 900,557.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) Most recent measure 10% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 320,369.00	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 228,049.67	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 452,437.88		
State Hospital	\$ 561,638.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *10% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 1,036,048.47	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 was 11.4 in December 2009 -slightly higher than the NorthSTAR average.
Crisis Residential Treatment	\$ 6,900.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals no members from Collin County were discharged in December.
Lifenet Crisis Transitional	\$ -	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members from Collin County were discharged in December.
Outpatient Crisis Clinics	\$ -	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). *>89% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment, lower than the NorthSTAR total.

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 5,052,175.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) *12% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 2,778,917.75	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 985,485.00	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 3,107,133.84		
State Hospital	\$ 10,605,148.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *12% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 12,216,032.48	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 was 11.2 in December 2009 (NorthSTAR average= 11.1).
Crisis Residential Treatment	\$ 152,400.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals 76% remaining stable in community 30 days post discharge.
Lifenet Crisis Transitional	\$ -	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members were admitted inpatient or entered 23-hr observation within 30 days of discharge.
Outpatient Crisis Clinics	\$ -	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). *>300 members seen monthly with 96-97% seen by a prescriber. *>95% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment.

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 158,541.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) *7% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 78,330.50	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 30,925.26	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 188,065.12		
State Hospital	\$ 329,556.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *7% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 557,618.88	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 was 8.5 in December 2009 which is lower than the NorthSTAR average.
Crisis Residential Treatment	\$ 7,800.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals 1 of 2 discharges received additional intensive services within 30 days.
Lifenet Crisis Transitional	\$ -	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members from Ellis County were discharged in December.
Outpatient Crisis Clinics	\$ -	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). *18 members seen monthly with 96-97% seen by a prescriber. *>87% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment.

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 257,139.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) *8% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 40,795.15	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 50,157.93	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 126,586.71		
State Hospital	\$ 469,502.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *8% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 546,420.47	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 was 22.0 in December 2009 which is higher than the NorthSTAR average.
Crisis Residential Treatment	\$ 6,600.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals 100% remaining stable in community 30 days post discharge.
Lifenet Crisis Transitional	\$ -	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members were admitted inpatient or entered 23-hr observation within 30 days of discharge.
Outpatient Crisis Clinics	\$ -	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). *>300 members seen monthly with 96-97% seen by a prescriber. *>95% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment.

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 118,687.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) *0% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 38,500.55	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 23,151.26	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 212,328.55		
State Hospital	\$ 413,770.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *0% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 493,421.03	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 was 2.7 in December 2009 which is below the NorthSTAR average.
Crisis Residential Treatment	\$ 6,000.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals 100% remaining stable in community 30 days post discharge.
Lifenet Crisis Transitional	\$ -	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members from Kaufman County were discharged in December.
Outpatient Crisis Clinics	\$ -	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). *>300 members seen monthly with 96-97% seen by a prescriber. *>95% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment.

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 123,466.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) *0% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 16,189.00	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 24,083.46	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 60,476.85		
State Hospital	\$ 297,355.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *0% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 267,194.65	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 was 9.1 in December 2009 which is below the NorthSTAR average.
Crisis Residential Treatment	\$ 5,700.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals 100% remaining stable in community 30 days post discharge.
Lifenet Crisis Transitional	\$ -	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members from Navarro County were discharged in December.
Outpatient Crisis Clinics	\$ -	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). 4 members seen in after hours clinics. 100% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment.

NorthSTAR Service Outcomes Medical Expense Report

Date Range Medical: (9/1/09-12/31/09)

Date Range: variable due to reporting requirements

Level of Care	Medical Expense	Outcomes Measure	Results
ER, 23-Hour and Acute Care	\$ 107,187.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN 3) ACT Community Crisis Rate 4) Admission by SPN Report	(Please see data in Figures 1-4.) *0% readmission rate at 30 days. VO National target is 10%. *7-day follow up is measured quarterly.
CD Services	\$ 27,838.30	1) Continuation of Care 2) Episode of Care 3) 30 day recidivism	(measured quarterly)
Transportation/Moble Crisis/Other	\$ 20,908.07	1) Mobile Crisis Face to face contact rate 2) Rate of higher level of care	(measured quarterly)
Pharmacy/Labs	\$ 9,150.72		
State Hospital	\$ 113,905.00	1) 30 day recidivism 2) 7 day and 30 day follow up with SPN	(Please see Figures 1-2). *0% overall readmission rate includes SH. All data can be drilled down by provider.
Outpatient Mental Health Treatment	\$ 128,764.21	1) Admission by SPN Report 2) Clinical Outcome Measures	(Please see Figures 1-2). *Admissions per 1000 was 16.3 in December 2009 which is above the NorthSTAR average.
Crisis Residential Treatment	\$ 2,400.00	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care	(Please see Figure 4). *Most recent measure reveals 100% remaining stable in community.
Lifenet Crisis Transitional	\$ -	1) Post 30 day admission to higher level of care 2) Post 90 day admission to higher level of care 3) Successful discharge measure	(Please see Figure 7). *Most recent measure reveals no members from Rockwall County were discharged in December.
Outpatient Crisis Clinics	\$ -	1) Post 30 day admission to higher level of care, 2) Post 90 day admission to higher level of care, 3) % seen by prescriber, 4) Utilization of service per day and per month	(Please see Figures 5-6). *>300 members seen monthly with 96-97% seen by a prescriber. *>95% remain stable in the community without 23-hr obs or inpatient 30 days after urgent care appointment.

NorthSTAR Outcome Measures

Figure 1. Admission by SPN December 2009

	Number of Intensive Episodes by level of Care					Total Intensive Episodes with Active Webcare*	Total Webcare (Dec 2009)**	Episodes per 1000
	0	1	2	3	4			
Collin		20		1		21	1848	11.4
Dallas	1	67	9	65	24	166	14803	11.2
Ellis		7				7	824	8.5
Hunt		12		6		18	819	22.0
Kaufman		2				2	728	2.7
Navarro		3		2		5	547	9.1
Rockwall		3				3	184	16.3
Other		1				1	267	3.7
Grand Total	1	115	9	74	24	223	20020	11.1

Intensive Episodes include 23-hr obs, inpatient, and hospital-based detox

* Active Webcare should match authorization period

** Members in Webcare any time in the month

Figure 2. Readmissions to Inpatient Within 30 Days of Inpatient Discharge

	Sep-09			Oct-09			Nov-09		
	Total Discharges	Total Readmits	Percent of Discharges with Readmission	Total Discharges	Total Readmits	Percent of Discharges with Readmission	Total Discharges	Total Readmits	Percent of Discharges with Readmission
Collin	79	10	13%	75	8	11%	63	6	10%
Dallas	417	61	15%	394	44	11%	398	48	12%
Ellis	16	0	0%	9	2	22%	14	1	7%
Hunt	35	3	9%	15	3	20%	25	2	8%
Kaufman	10	3	30%	13	1	8%	13	0	0%
Navarro	15	1	7%	12		0%	8	0	0%
Rockwall	8	1	13%	7	1	14%	8	0	0%
Other	34	5	15%	33	1	3%	21	2	10%
Total	614	84	14%	558	60	11%	550	59	11%

Figure 3. ACT Community Crisis Services
% ER, 23-Observation, Community Inpatient, Within 30 Days

	Sep-09			Oct-09			Nov-09		
	# Members	# with Crisis Service	Percent with Crisis	# Members	# with Crisis Service	Percent with Crisis	# Members	# with Crisis Service	Percent with Crisis
Collin	12	2	17%	16	1	6%	16	0	0%
Dallas	450	40	9%	469	42	9%	462	32	7%
Ellis	2	0	0%	2	0	0%	2	0	0%
Hunt	27	1	4%	26	0	0%	25	1	4%
Kaufman	23	1	4%	23	0	0%	25	0	0%
Navarro	0	0	na	0	0	na	0	0	na
Rockwall	8	0	0%	7	0	0%	7	1	14%
Other	13	1	8%	10	1	10%	7	0	0%
Grand Total	535	45	8%	553	44	5%	544	34	5%

Figure 4. Crisis Residential Intensive Episodes
% Inpatient or 23-Observation Within 30 Days

	Sep-09			Oct-09			Nov-09		
	# Discharges	Intensive within 30 Days	Percent with Intensive	# Discharges	Intensive within 30 Days	Percent with Intensive	# Discharges	Intensive within 30 Days	Percent with Intensive
Collin	5	0	0%	5	1	20%	0	0	na
Dallas	54	11	20%	43	4	9%	45	11	24%
Ellis	5	0	0%	0	0	na	2	1	50%
Hunt	4	0	0%	1	0	0%	2	0	0%
Kaufman	2	1	50%	3	1	33%	3	0	0%
Navarro	0	0	na	3	0	0%	3	0	0%
Rockwall	0	0	na	1	0	0%	2	0	0%
Other	3	1	33%	2	0	0%	1	0	0%
Grand Total	73	13	18%	58	6	10%	58	12	21%

**Figure 5. Pathways After Hours Clinic Service Summary
% Inpatient or 23-Observation Within 30 Days**

	Sep-09			Oct-09			Nov-09		
	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive
Collin	28	2	7%	35	2	6%	22	2	9%
Dallas	208	7	3%	227	9	4%	216	10	5%
Ellis	9	2	22%	10	1	10%	10	0	0%
Hunt	11	0	0%	26	2	8%	24	3	13%
Kaufman	13	0	0%	7	0	0%	12	1	8%
Navarro	4	0	0%	1	0	0%	2	0	0%
Rockwall	5	2	40%	8	0	0%	5	0	0%
Other	23	1	4%	11	1	9%	12	0	0%
Grand Total	301	14	5%	325	15	5%	303	16	5%

**Figure 6. Southern Area After Hours Clinic Service Summary
% Inpatient or 23-Observation Within 30 Days**

	Sep-09			Oct-09			Nov-09		
	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive
Collin	1	0	0%	2	0	0%	6	1	17%
Dallas	9	1	11%	32	1	3%	27	1	4%
Ellis	1	0	0%	0	0	na	8	1	13%
Hunt	0	0	na	0	0	na	1	0	0%
Kaufman	1	0	0%	0	0	na	0	0	na
Navarro	0	0	na	1	1	100%	2	0	0%
Rockwall	0	0	na	0	0	na	1	0	0%
Other	1	0	0%	1	0	0%	2	1	50%
Grand Total	13	1	8%	36	2	5%	47	4	5%

**Figure 7. Lifenet Crisis Transitional Living Intensive After Discharge
% Inpatient or 23-Observation Within 30 Days**

	Sep-09			Oct-09			Nov-09		
	# Discharges	Intensive within 30 Days	Percent with Intensive	# Discharges	Intensive within 30 Days	Percent with Intensive	# Discharges	Intensive within 30 Days	Percent with Intensive
Collin	0	0	na	0	0	na	0	0	na
Dallas	12	5	42%	8	4	50%	3	0	0%
Ellis	0	0	na	0	0	na	0	0	na
Hunt	0	0	na	0	0	na	1	0	0%
Kaufman	0	0	na	0	0	na	0	0	na
Navarro	0	0	na	0	0	na	0	0	na
Rockwall	0	0	na	0	0	na	0	0	na
Other	1	0	0%	1	1	100%	0	0	na
Grand Total	13	5	38%	9	5	56%	4	0	0%