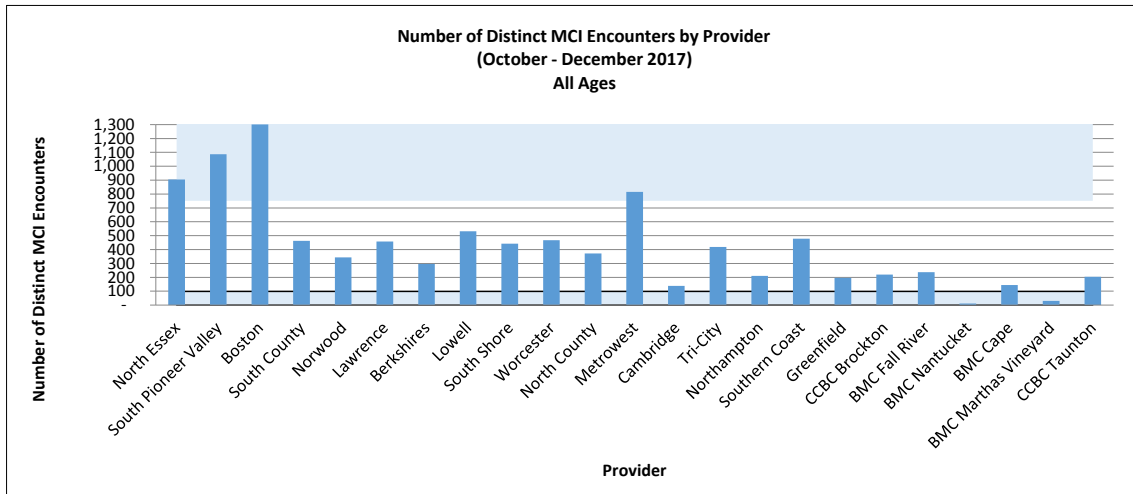


MOBILE CRISIS INTERVENTION KEY INDICATORS: PROVIDER LEVEL

Indicator 1: Number of Distinct MCI Encounters by Provider

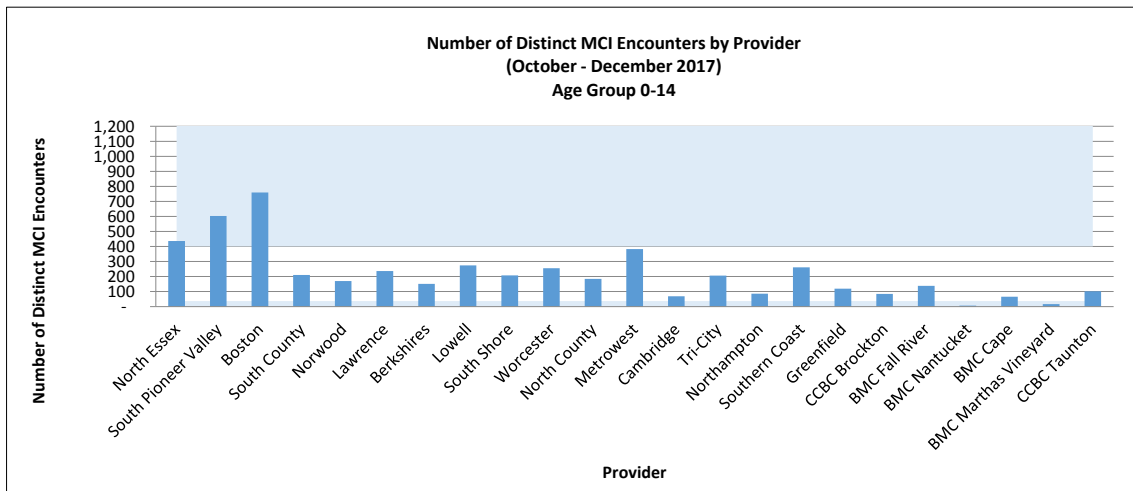
Definition: Number of distinct MCI encounters by provider over time, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

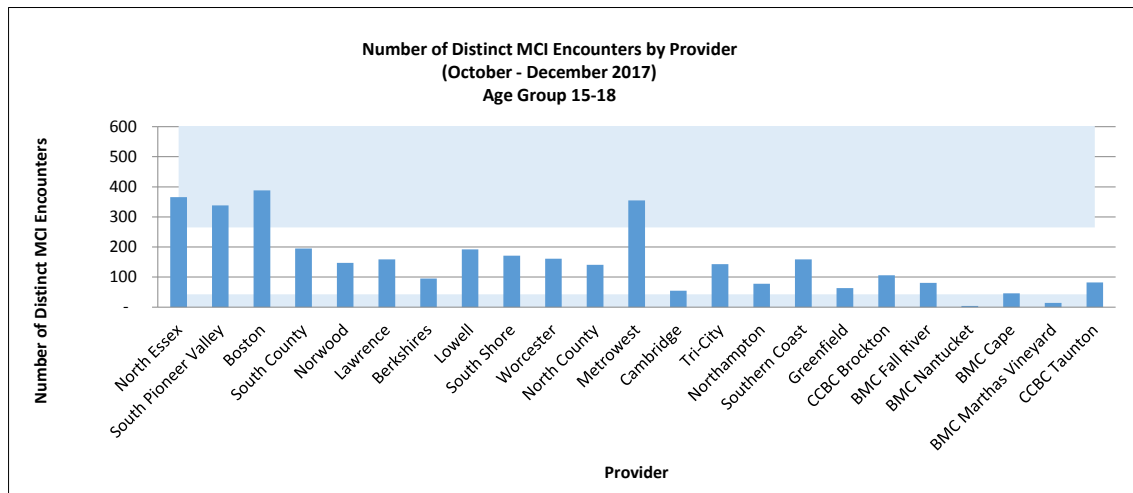
- For All Ages, the mean number of MCI encounters across 23 ESP providers from October through December is 425. The median number of MCI encounters across providers from October through December 2017 is 372.
- Four providers (Cambridge, BMC Nantucket, BMC Cape, and BMC Marthas Vineyard) recorded a number of encounters that are one or more standard deviations below the average. Three providers (North Essex, South Pioneer Valley, and Metrowest) recorded a number of encounters that are one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

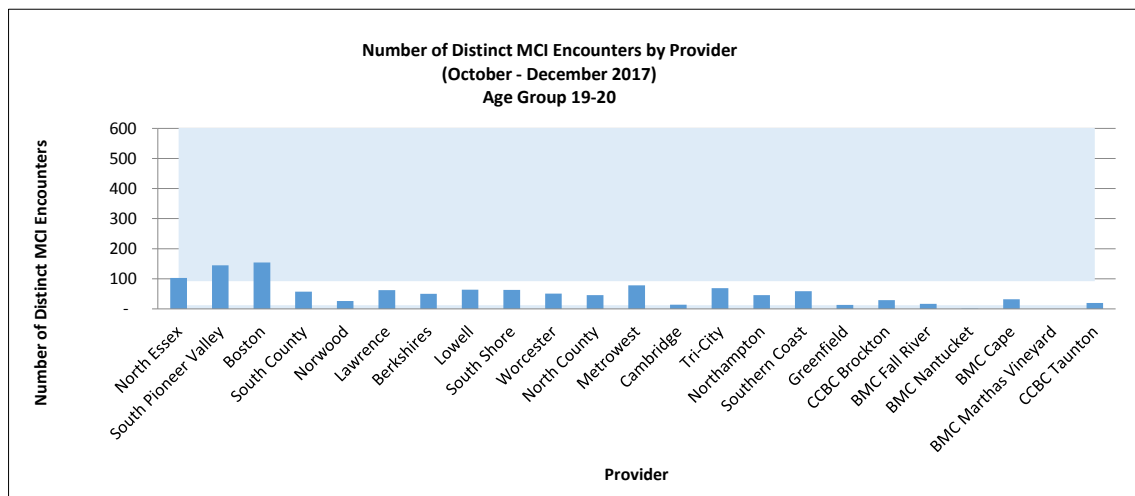
- For Age Group 0-14, the mean number of MCI encounters across the 23 ESP providers from October through December is 219. The median number of MCI encounters across providers from October through December 2017 is 185.
- Four providers (Cambridge, BMC Nantucket, BMC Cape, and BMC Marthas Vineyard) recorded a number of encounters that are one or more standard deviations below the average. Three providers (North Essex, South Pioneer Valley, and Boston) each recorded a number of encounters that are one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the mean number of MCI encounters across the 23 ESP providers from October through December 2017 is 154. The median number of MCI encounters across providers from October through December 2017 is 143.
- Five providers (Cambridge, Greenfield, BMC Nantucket, BMC Cape, and BMC Marthas Vineyard) recorded a number of encounters that are one or more standard deviations below the average. Three providers (South Pioneer Valley, North Essex and Metro West) recorded a number of encounters that are one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



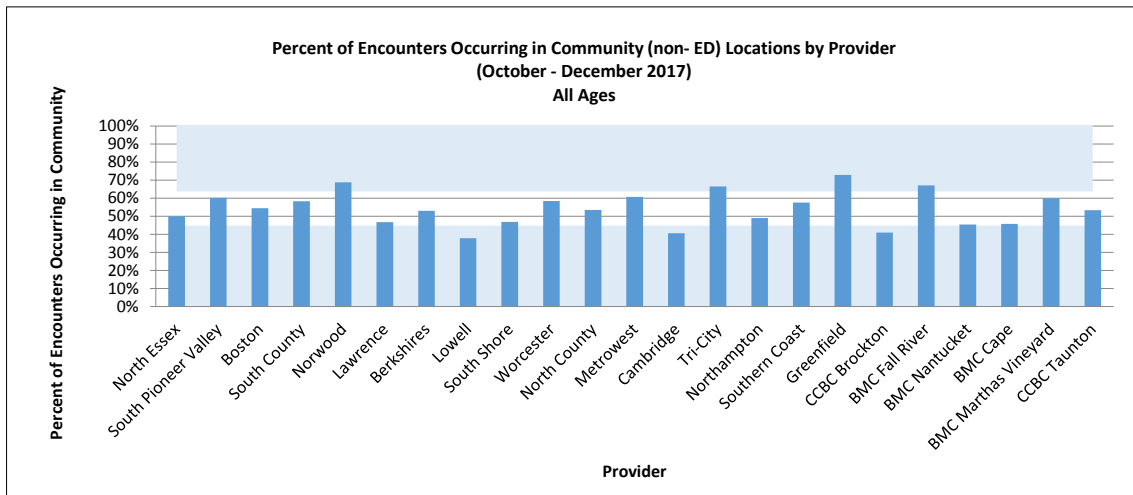
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the mean number of MCI encounters across the 23 ESP providers from October through December 2017 is 52. The median number of MCI encounters across providers from October to December is 50.
- Six providers (Cambridge, Greenfield, BMC Fall River, BMC Nantucket, BMC Marthas Vineyard, and CCBC Taunton) recorded a number of encounters that are one or more standard deviations below the average of 40. Three providers (North Essex, South Pioneer Valley and Boston) recorded a number of encounters that are one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.

Indicator 2: Percent of Encounters Occurring in Community (non- ED) Locations by Provider

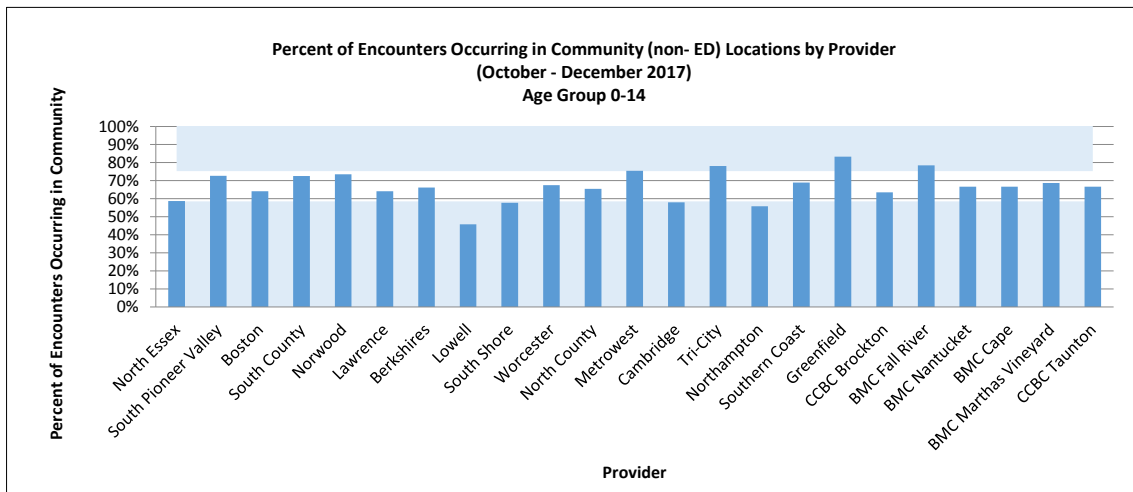
Definition: Percent of distinct MCI encounters that occur in a non-ED community location, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL. Community locations encompass mobile locations and the Community-Based Locations (CBLs), which are service delivery sites operated by the ESP. Some of the ESPs refer to these CBLs as urgent care centers (UCCs).



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

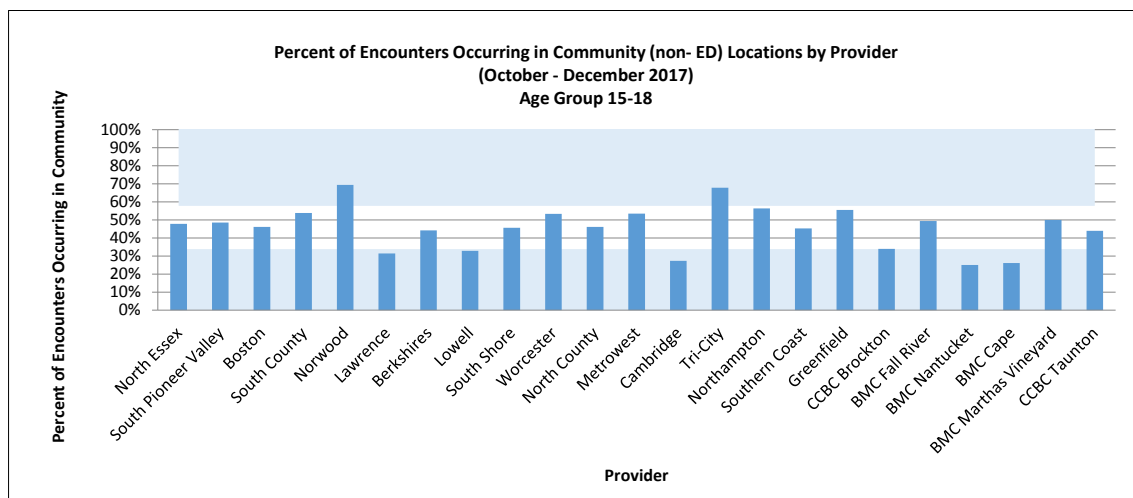
- For All Ages, the average percent of MCI encounters occurring in a community location across the 23 ESP providers is 54% percent from October through December 2017. The median percentage of MCI encounters occurring in community locations is 53%. Three providers (Lowell, Cambridge and CCBC Brockton) are one or more standard deviations below the provider average. Four providers (Greenfield, BMC Fall River, Tri-City and Norwood) are one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

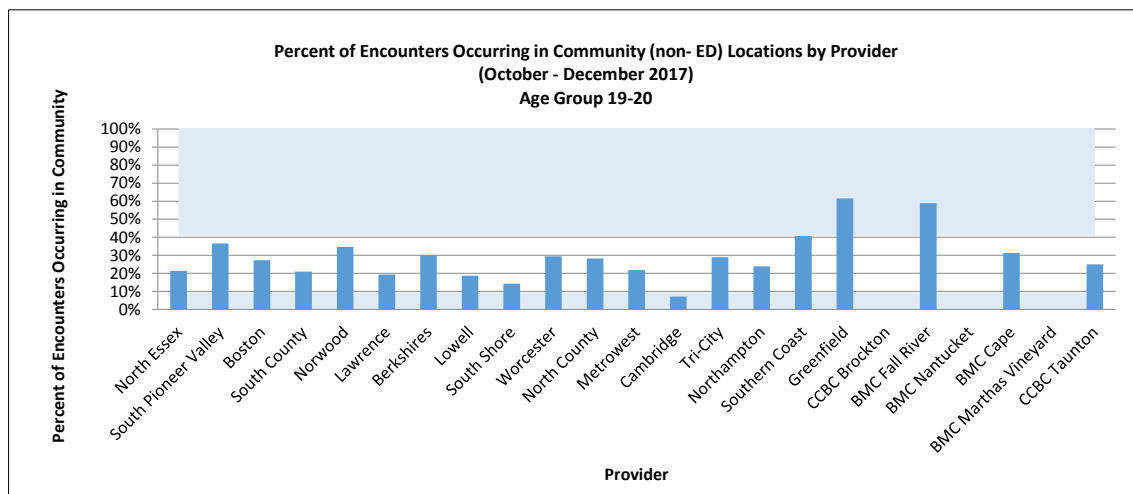
- For Age Group 0-14, the average percent of MCI encounters occurring in a community location across the 23 ESP providers is 67% from October through December 2017. The median percentage of MCI encounters occurring in community locations is 67%. Three providers (Lowell, Northampton, and Cambridge) are one or more standard deviations below the provider average. Four providers (Metrowest, Tri-City, Greenfield and BMC Fall River) are substantially above the provider average.
- Please see **Appendix B** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters occurring in a community location across the 23 ESP providers is 46% from October through December 2017. The median percentage of MCI encounters occurring in community locations is 46%. Six providers (Lawrence, Lowell, Cambridge, CCBC Brockton, BMC Nantucket and BMC Cape) are one or more standard deviations below the provider average. Two providers (Norwood and Tri-City) are one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



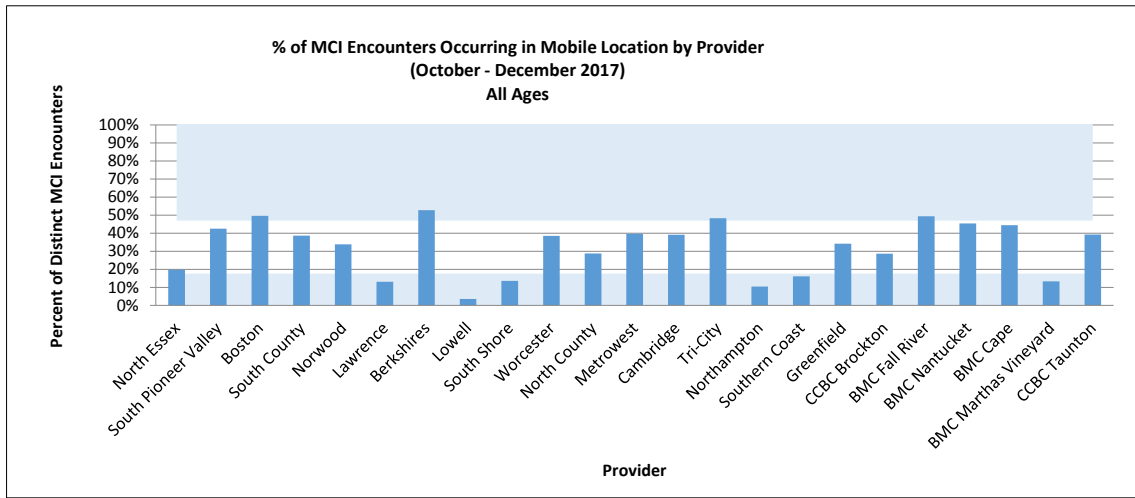
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

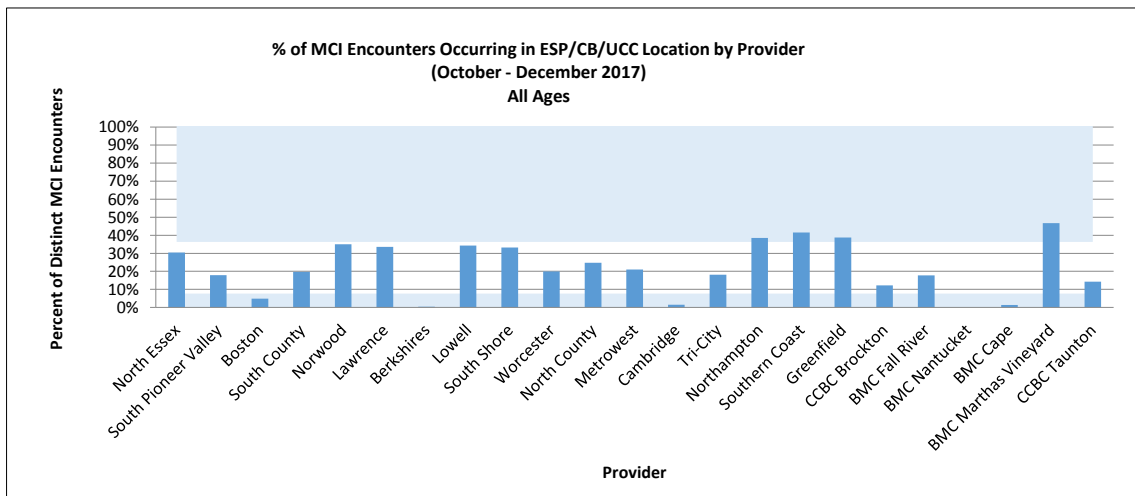
- For Age Group 19-20, the average percent of MCI encounters occurring in a community location across the 23 ESP providers is 25% from October through December 2017. The median percentage of MCI encounters occurring in community locations is 25%. Four providers (Cambridge, CCBC Brockton, BMC Nantucket, and BMC Marthas Vineyard) are one or more standard deviations below the provider average while two providers (Greenfield and BMC Fall River) are one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.

Indicators 3 - 5: % of MCI Encounters Occurring in Mobile, ESP/CB/UCC and ED Location by Provider

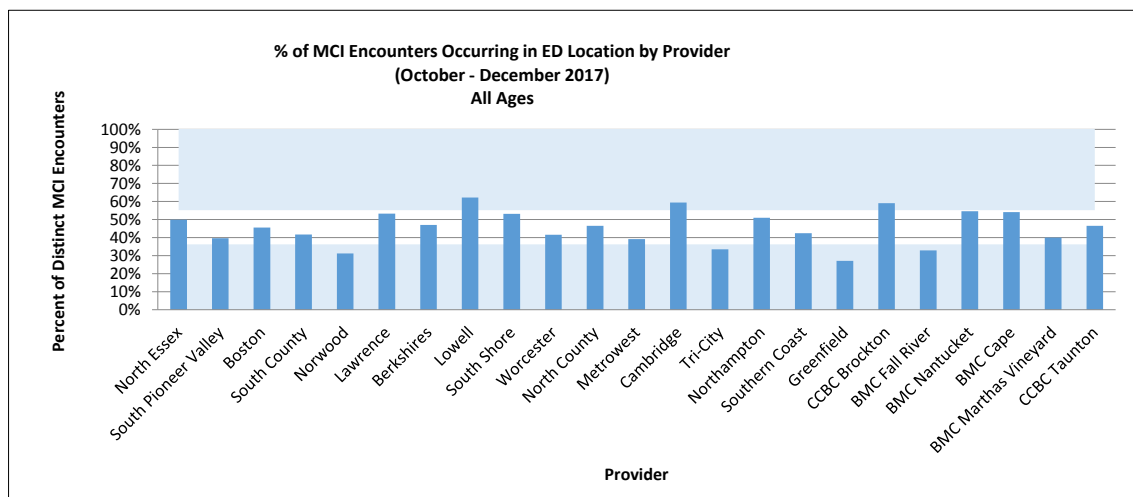
Definition: Percent of distinct MCI encounters that occur in community (Mobile and ESP/CB/UCC) and ED Locations, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



Mean: 32% SD: 15%



Mean: 22% SD: 14%

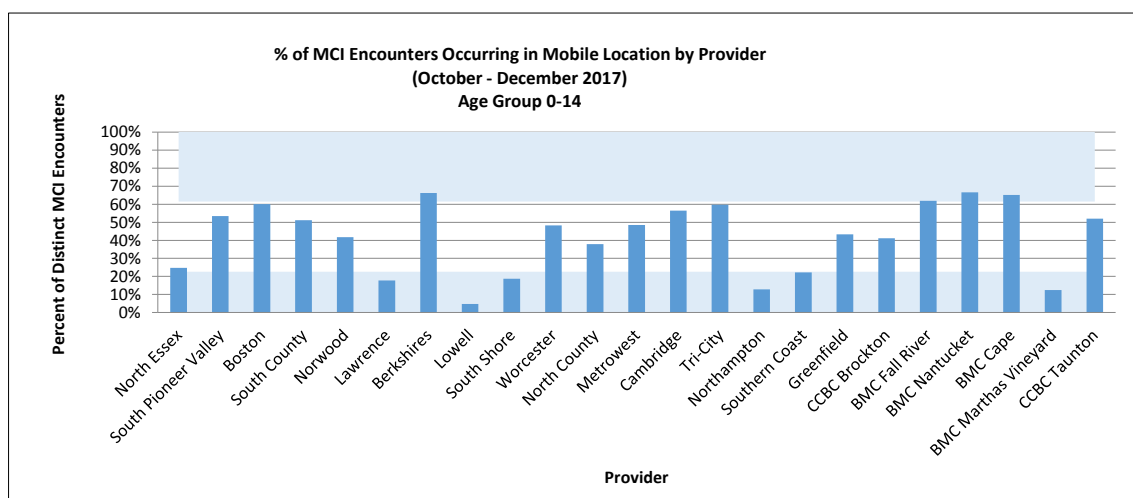


Mean: 46% SD: 9%

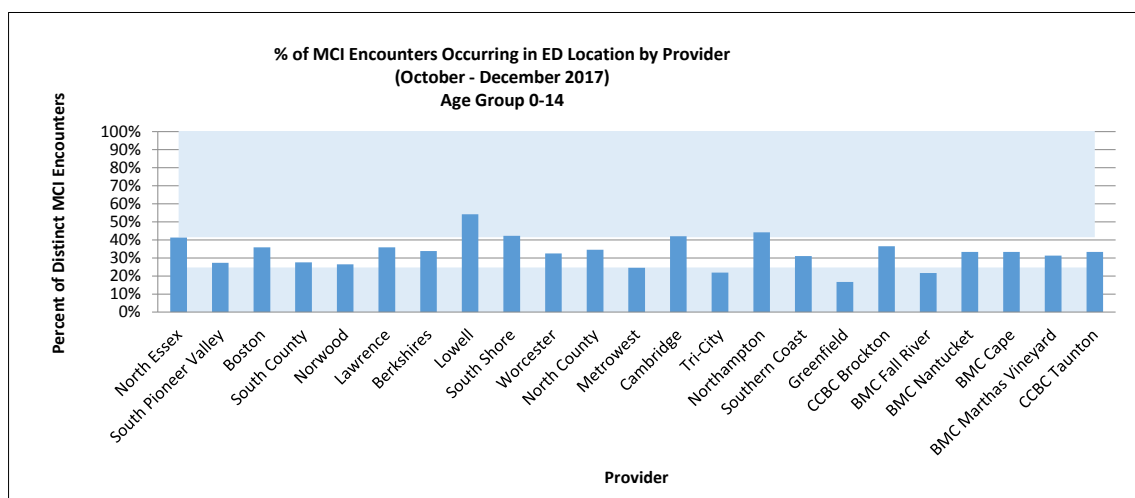
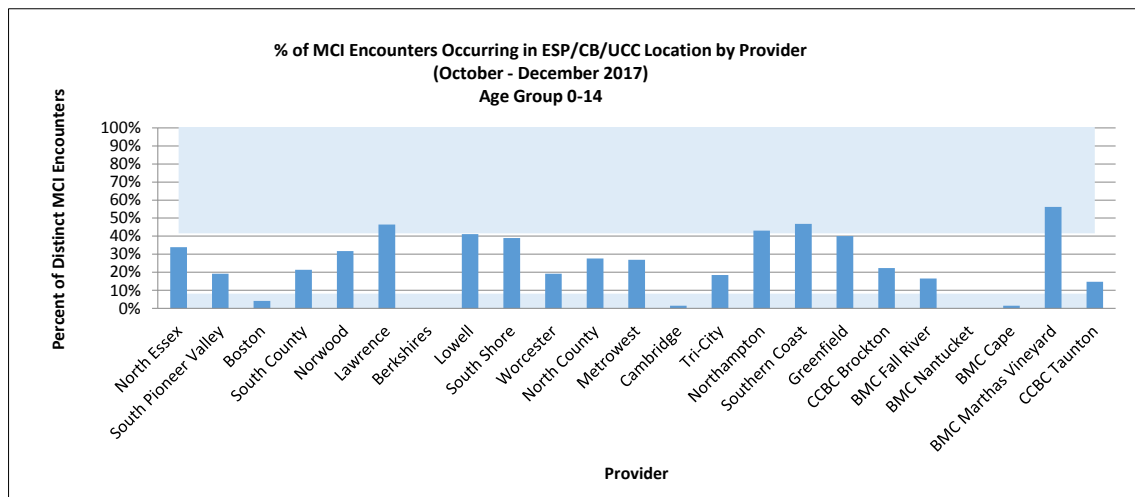
* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

- For All Ages, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2017. The average percent of encounters in each location across the 23 ESP provider groups are 32, 22, and 46 percent respectively.
- Please see **Appendix C** for a detailed chart.



Mean: 42% SD: 19%

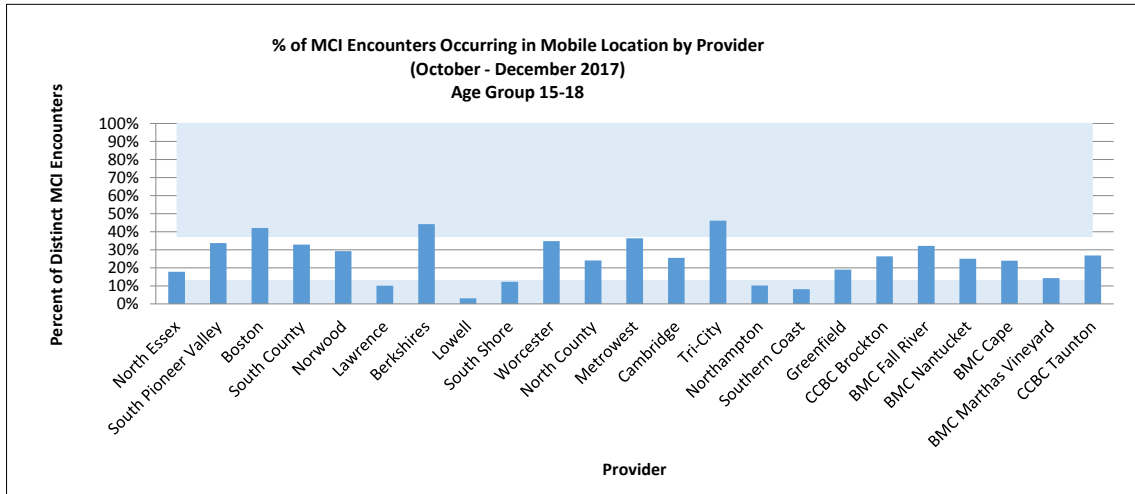


* Blue shading denotes area one or more standard deviations away from the average across providers.

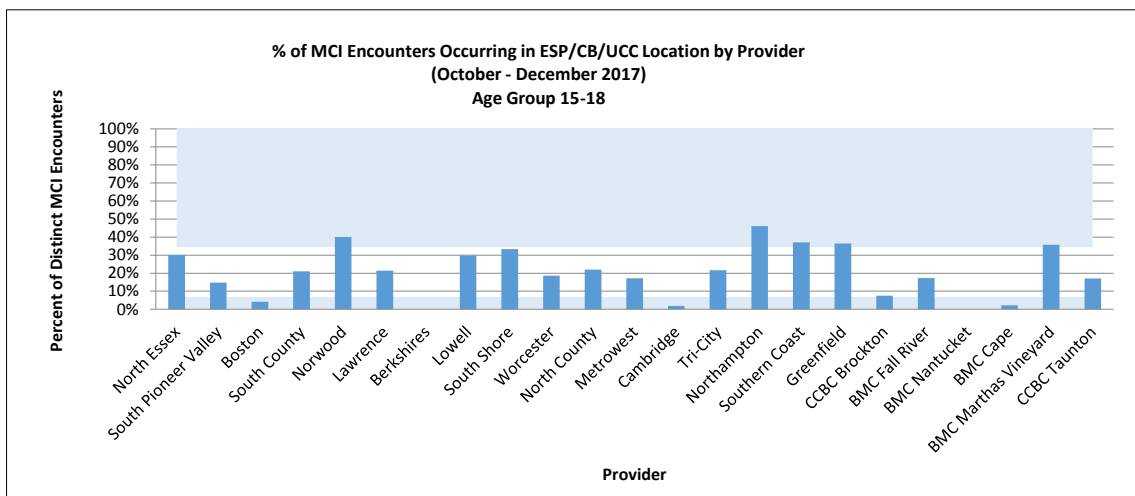
Ages 0-14

For Age 0-14, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2017. The average percent of encounters in each location across the 23 ESP provider groups are 42, 25 and 33 percent respectively.

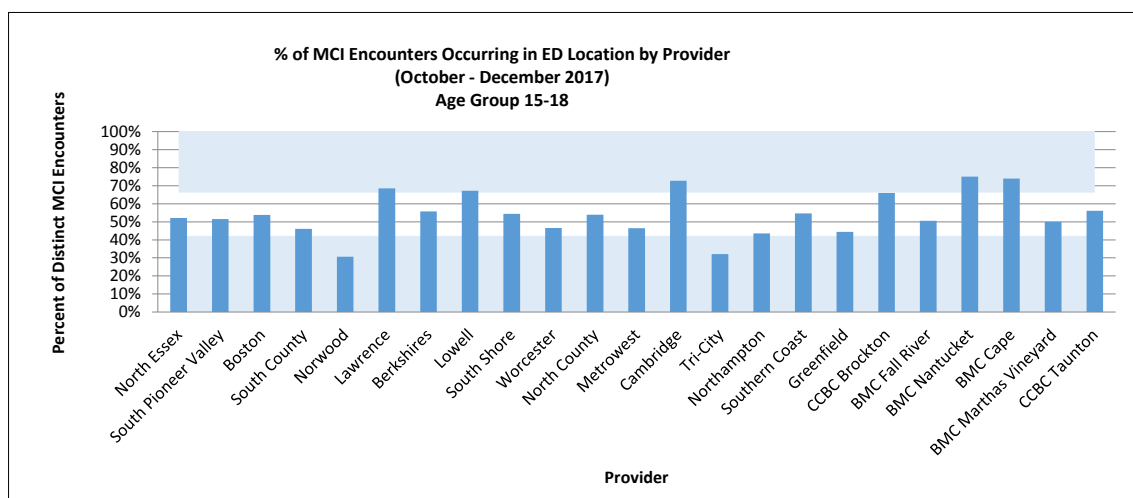
Please see **Appendix C** for a detailed chart.



Mean: 25% **SD:** 12%



Mean: 21% **SD:** 14%

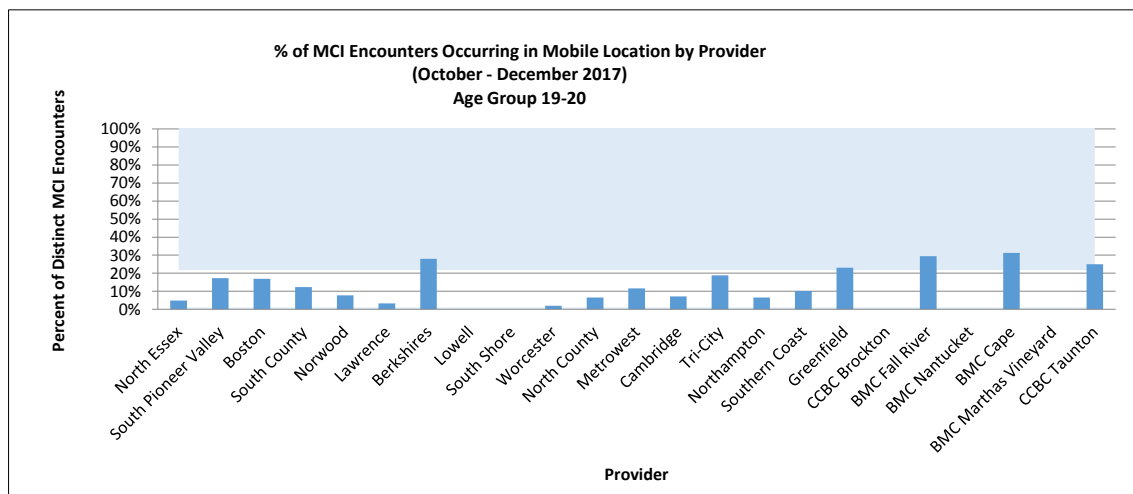


Mean: 54% SD: 12%

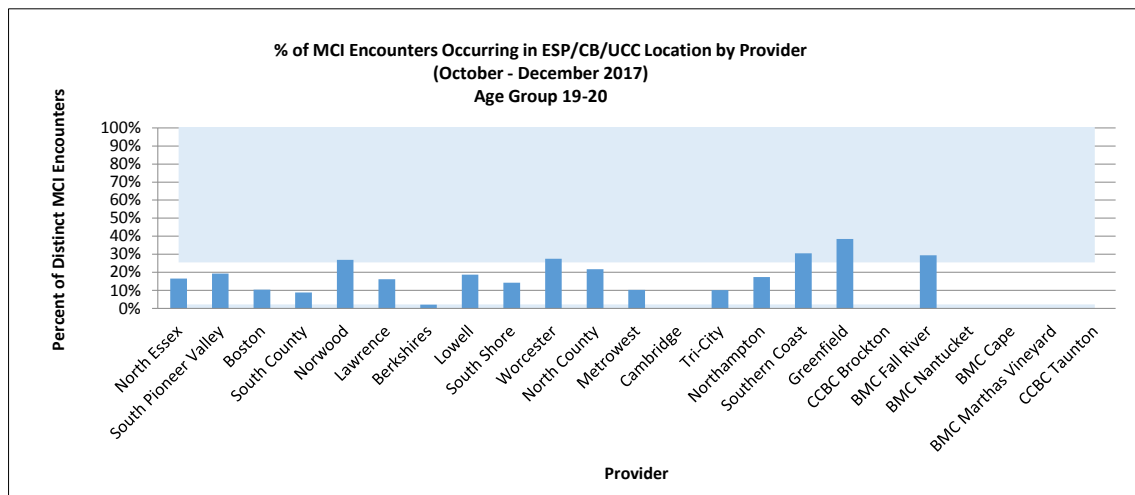
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

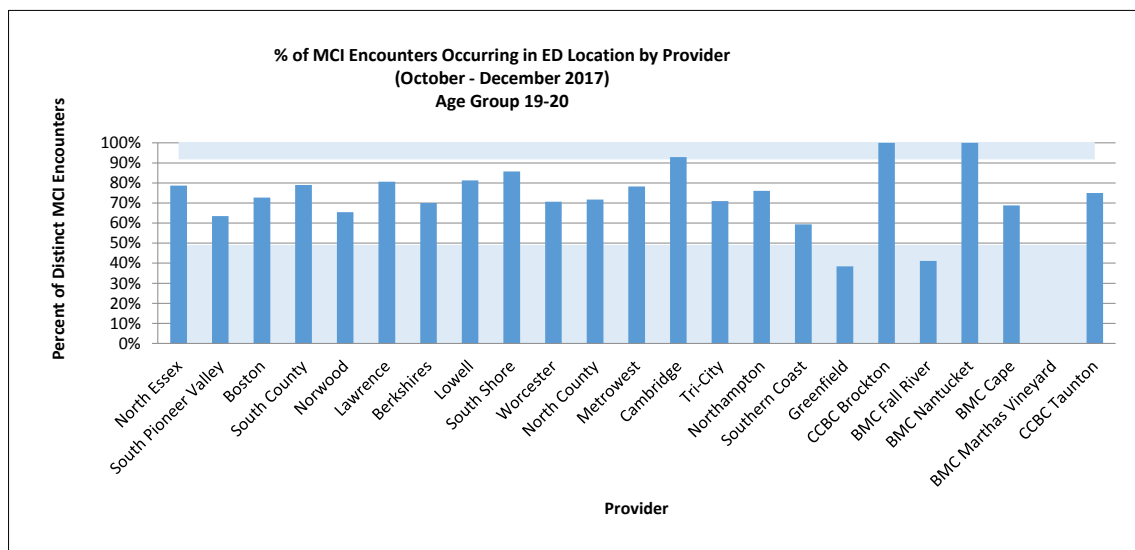
- For Age Group 15-18, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2017. The average percent of encounters in each location across the 23 ESP provider groups are 25, 21 and 54 percent respectively.
- Please see **Appendix C** for a detailed chart.



Mean: 11% SD: 10%



Mean: 14% **SD:** 12%



Mean: 70% **SD:** 21%

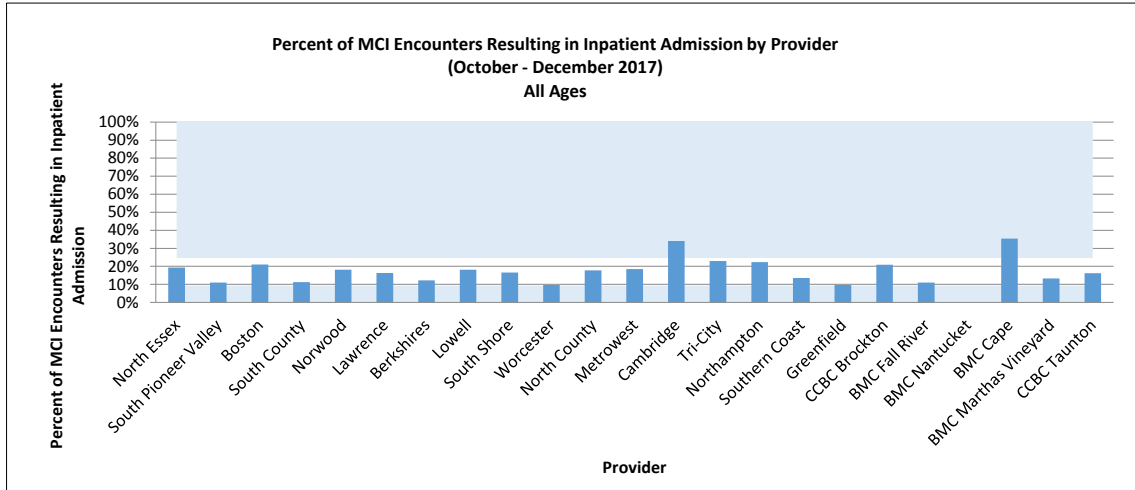
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from October through December 2017. The average percent of encounters in each location across the 23 ESP provider groups are 11, 14 and 70 percent respectively.
- Please see **Appendix C** for a detailed chart.

Indicator 6: Percent of MCI Encounters Resulting in Inpatient Admission by Provider

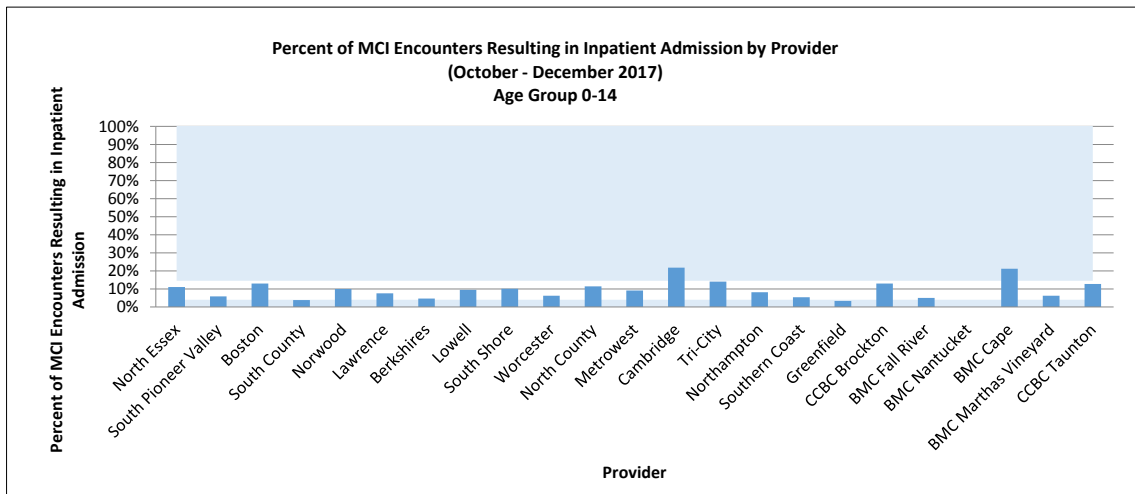
Definition: Percent of distinct MCI encounters with a primary disposition of inpatient psychiatric private, inpatient psychiatric general, observation bed (up to 23 hours) or intensive observation bed (up to 72 hours), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

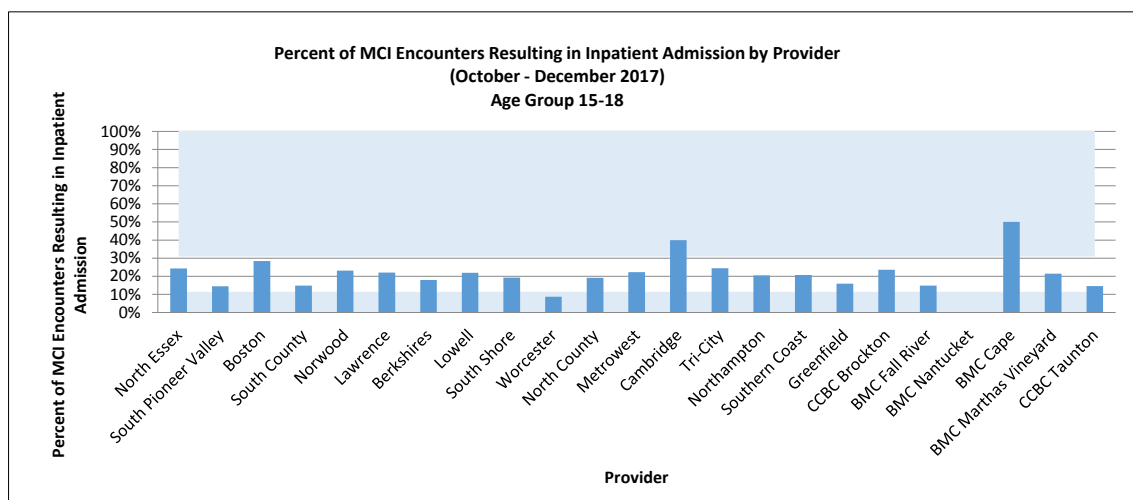
- For All Ages, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 23 ESP providers is 17% from October through December 2017.
- There are four providers (South Pioneer Valley, Worcester, Greenfield, and BMC Nantucket) whose percent of MCI encounters resulting in inpatient admission is one or more standard deviations below the provider average. Two providers (Cambridge and BMC Cape) are one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

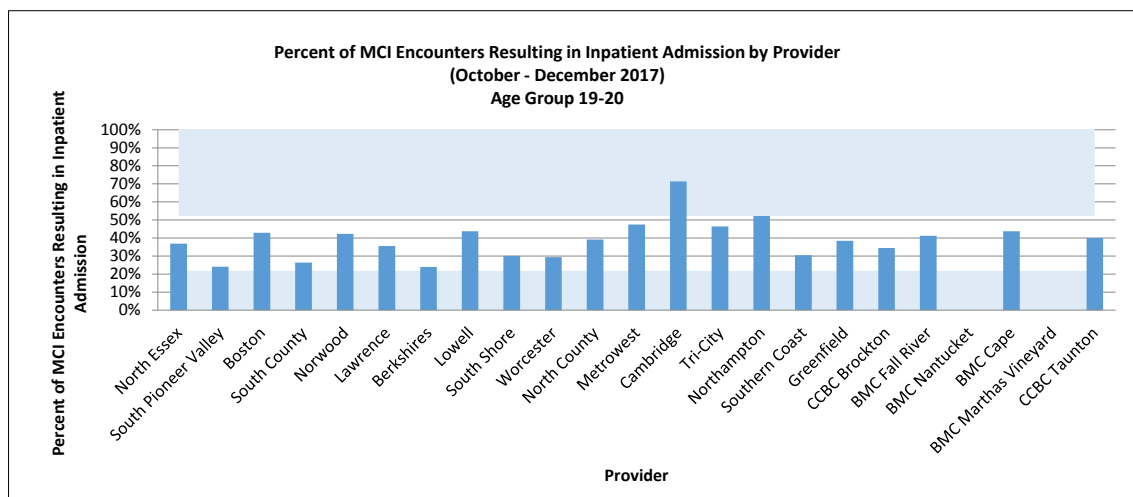
- For Age Group 0-14, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 23 ESP providers is 9% from October through December 2017.
- There are six providers (South County, Berkshires, Worcester, Southern Coast, Greenfield, and BMC Nantucket) whose percent of MCI encounters resulting in inpatient admission is one or more standard deviations below the provider average. Two providers (Cambridge and BMC Cape) are one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 23 ESP providers is 21% from October through December 2017.
- Two providers (Worcester and BMC Nantucket) who have MCI encounters resulting in inpatient admission are one or more standard deviations below the provider average. Three providers (BMC Cape,) are one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



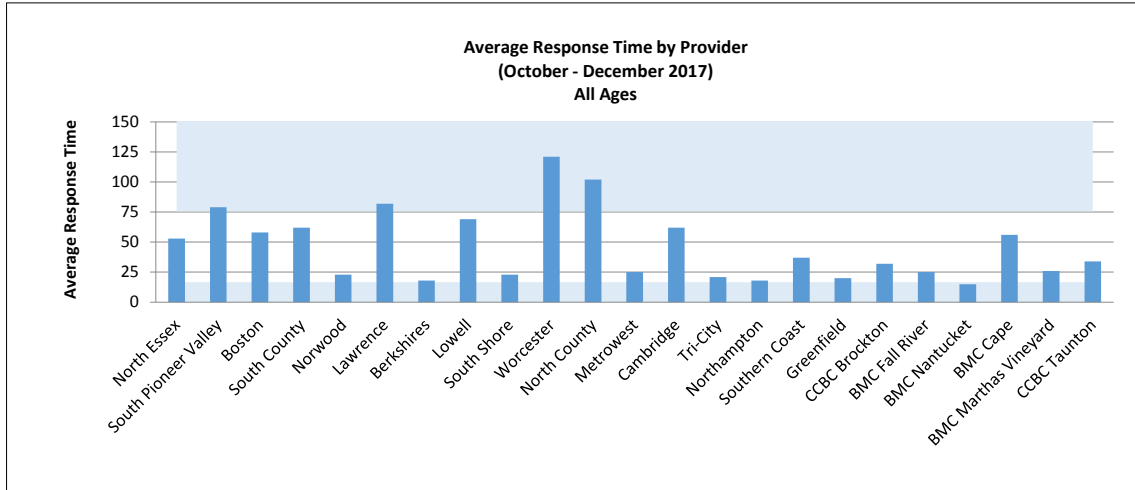
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 23 ESP providers is 36% from October through December 2017.
- Two providers (BMC Nantucket and BMC Marthas Vineyard) have a percent of MCI encounters resulting in inpatient admission is one or more standard deviations below the provider average. One provider, Cambridge is substantially more than one standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.

Indicator 7: Average Response Time by Provider

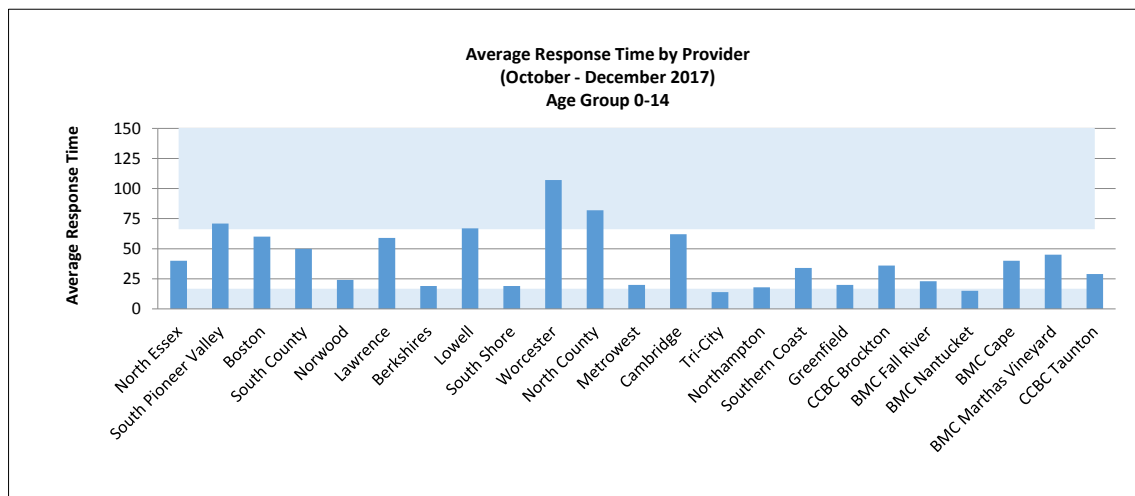
Definition: Average amount of time in minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

- For All Ages, average response time across the 23 ESP providers is 46 minutes from October through December 2017. Three provider (Berkshires, Northampton and BMC Nantucket) has an average response time that is one or more standard deviations below the provider average. Four providers (South Pioneer Valley, Lawrence, Worcester and North County) have an average response time that is one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.

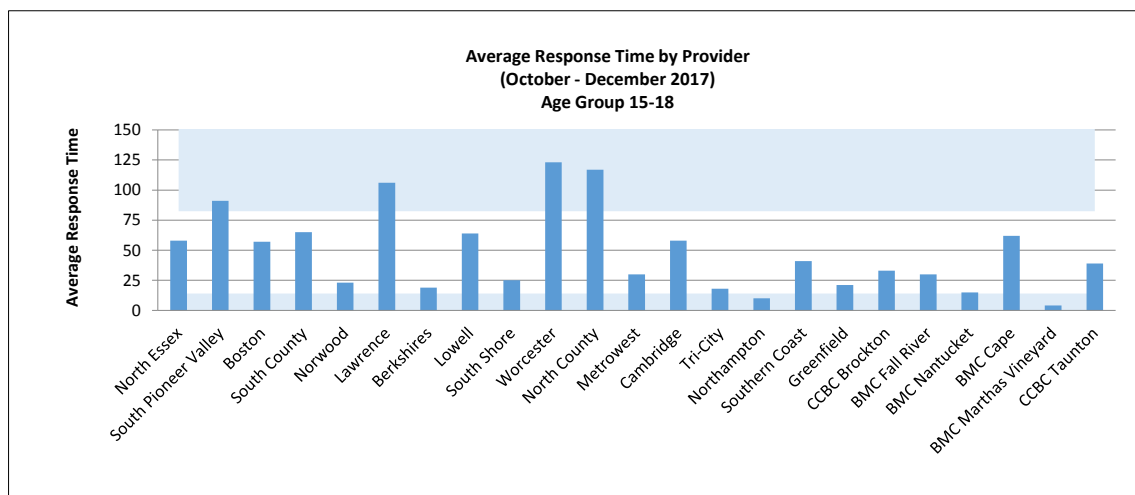


* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

For Age Group 0-14, average response time across the 23 ESP providers is 41 minutes from October through December 2016. Seven providers (Berkshires, South Shore, Metrowest, Tri-City, Northampton, Greenfield and BMC Nantucket) have an average response time that is one or more standard deviations below the provider average. Three providers (South Pioneer Valley, Worcester, and North County) have an average response time that is one or more standard deviations above the provider average.

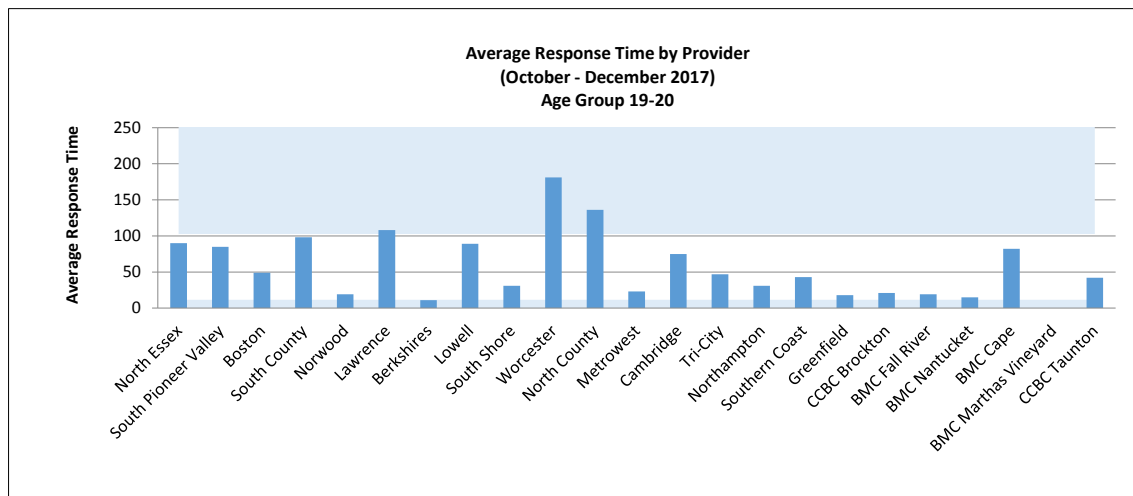
Please see **Appendix E** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, average response time across the 23 ESP providers is 48 minutes from October through December 2017. Three providers (Northampton, BMC Nantucket, and BMC Marthas Vineyard) have an average response time that is one or more standard deviations below the provider average. Four providers (South Pioneer Valley, Lawrence, Worcester, and North County) have an average response time that is one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.



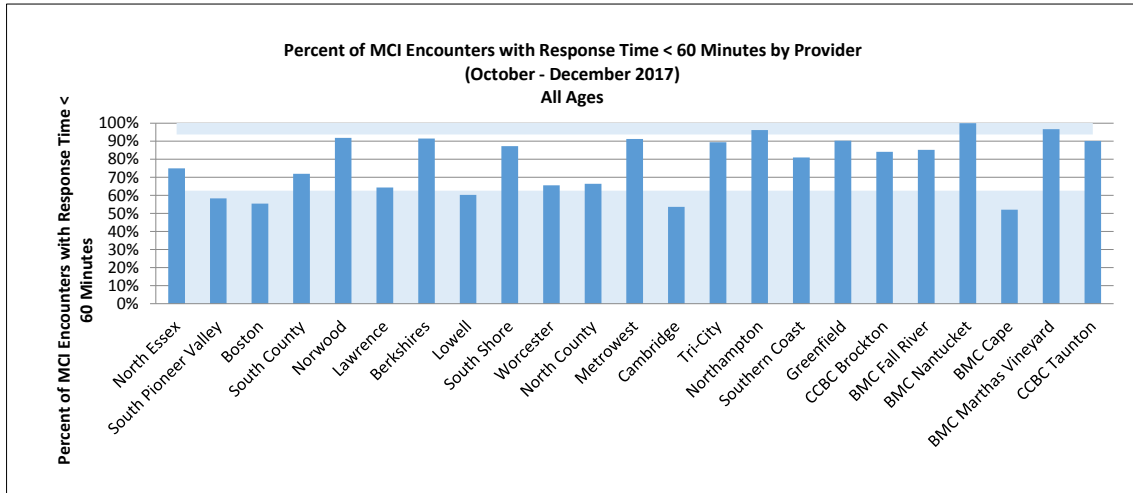
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, average response time across the 23 ESP providers is 57 minutes from October through December 2017. Two providers (Berkshires and BMC Nantucket) have an average response time that is one or more standard deviations below the provider average. Three providers (Lawrence, Worcester, and North County) have an average response time that is one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.

Indicator 8: Percent of MCI Encounters with Response Time < 60 Minutes by Provider

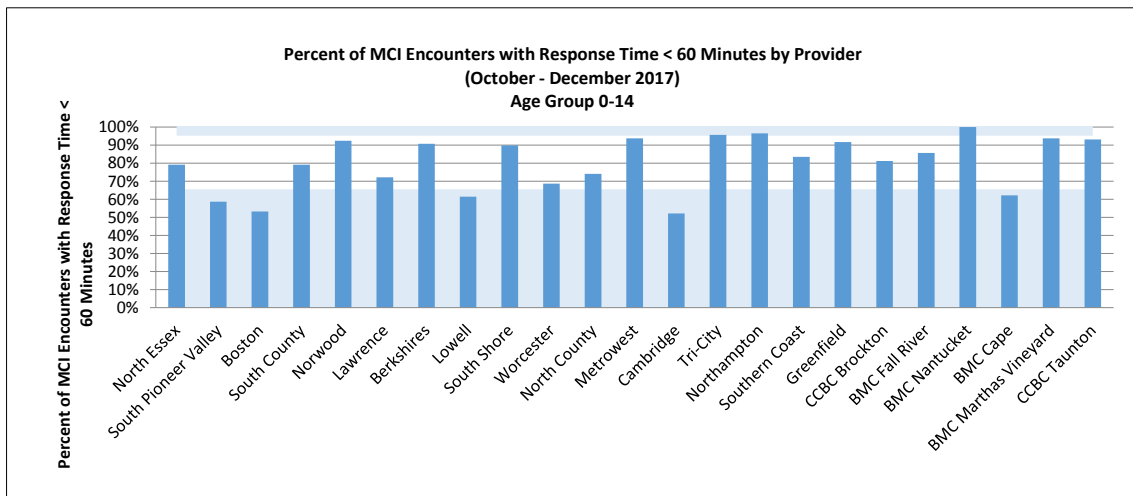
Definition: Percent of MCI encounters with less than 60 minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

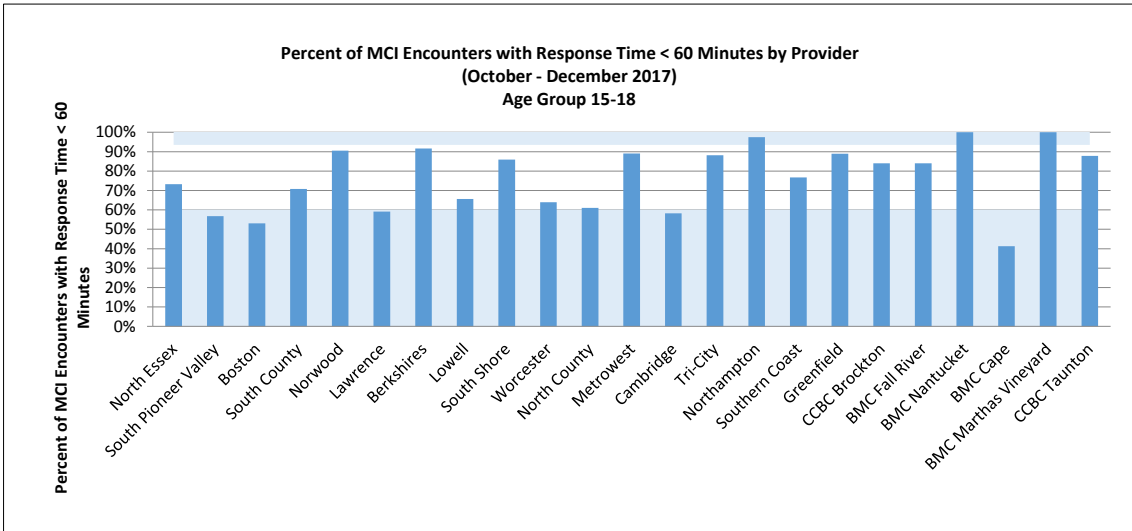
- For All Ages, across the 23 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes is 78% from October through December 2017. Five providers (South Pioneer Valley, Boston, Lowell, Cambridge, and BMC Cape) have an average response time that is one or more standard deviations below the provider average. Five providers (Northampton, BMC Nantucket, and BMC Marthas Vineyard) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

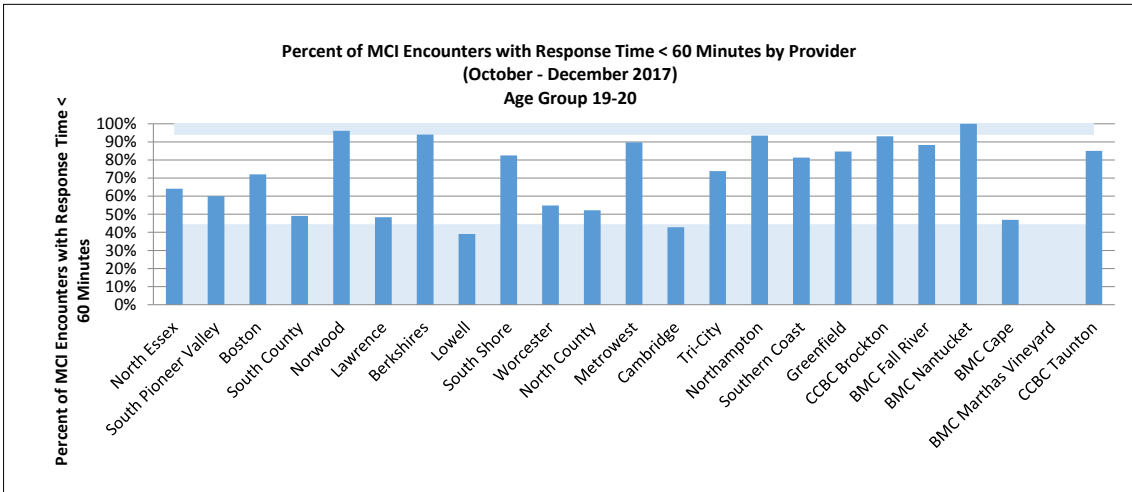
- For Age Group 0-14, across the 23 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes is 80% from October through December 2017. Five providers (South Pioneer Valley, Boston, Lowell, Cambridge, and BMC Cape) have an average response time that is one or more standard deviations below the provider average. Three providers (Tri-City, Northampton, and BMC Nantucket) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, across the 23 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes is 77% from October through December 2017. Six providers (South Pioneer Valley, Boston, Lawrence, North County, Cambridge, and BMC Cape) have an average response time that is one or more standard deviations below the provider average. Three providers (Northampton, BMC Nantucket, and BMC Marthas Vineyard) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



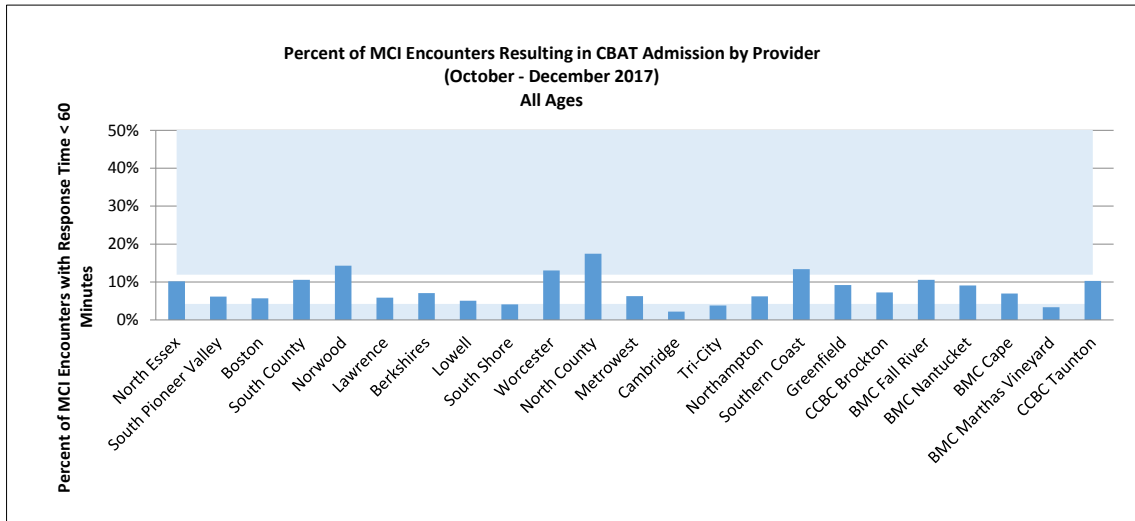
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, across the 23 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes is 69% from October through December 2017. Three providers (Lowell, Cambridge, and BMC Marthas Vineyard) had an average response time that is one or more standard deviations below the provider average. Two providers (Norwood, and BMC Nantucket) have an average response time that is one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.

Indicator 9: Percent of MCI Encounters Resulting in CBAT Admission by Provider

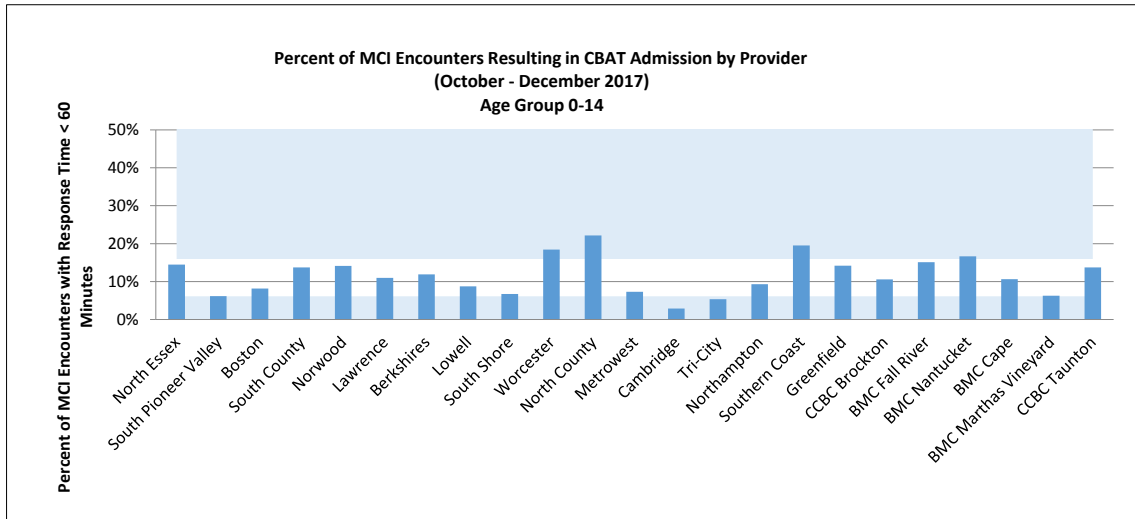
Definition: Percent of distinct MCI encounters with a primary disposition of Community-Based Acute Residential Treatment (CBAT), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP, OneCare, Careplus, Uninsured, Medicare Only, DMH Only, Health Safety Net, and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

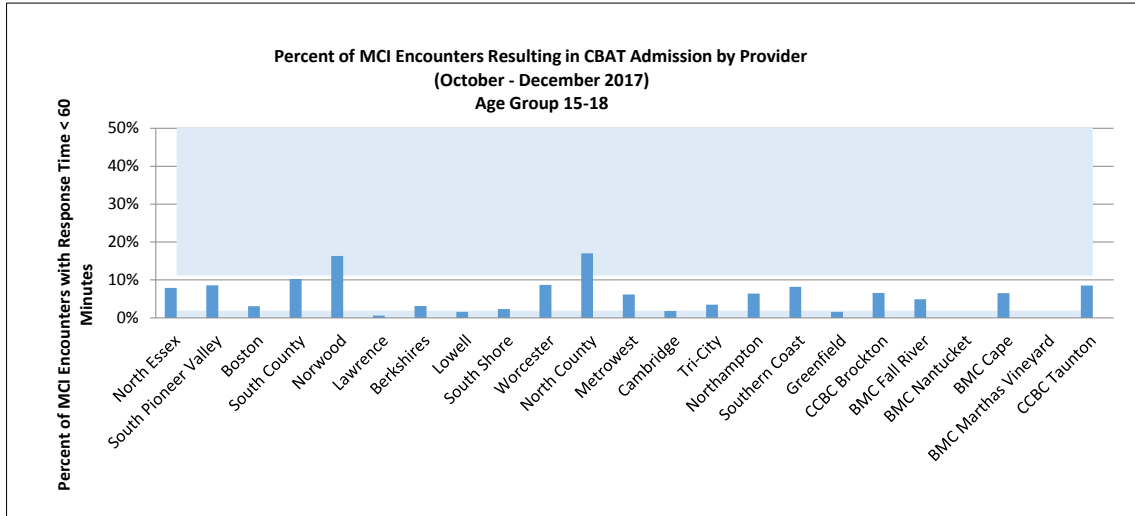
- For All Ages, the average percent of MCI encounters resulting in CBAT admission across the 23 providers is 8% from October through December 2017.
- There are four providers (South Shore, Cambridge, Tri-City, and BMC Marthas Vineyard) whose percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average. Three providers (Southern Coast, North County and Norwood) are one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

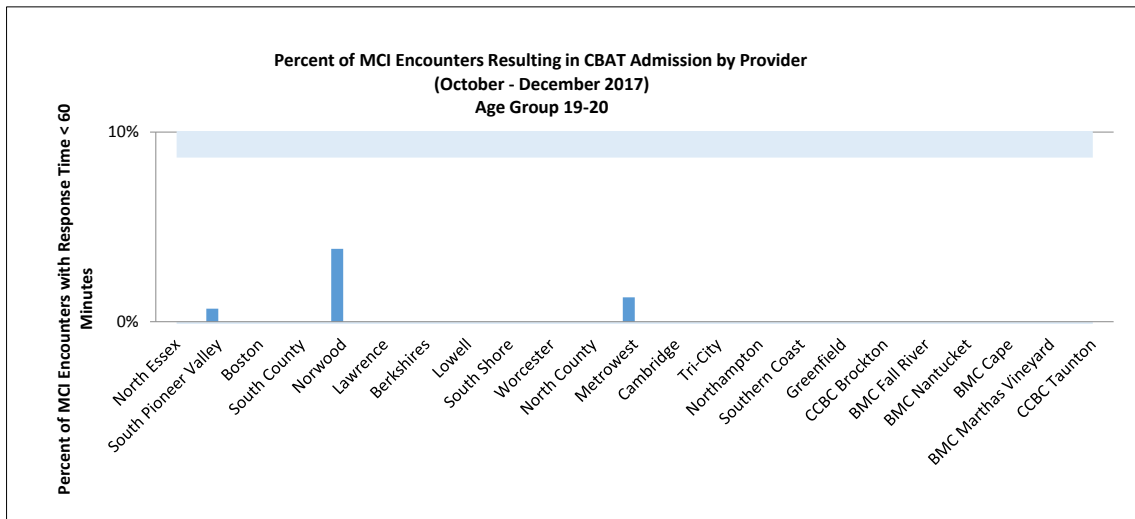
- For Age Group 0-14, the average percent of MCI encounters resulting in CBAT admission across the 23 providers is 11% from October through December 2017.
- There are four providers (South Pioneer Valley, South Shore, Cambridge, Tri-State) whose percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average. Three providers (Worcester, North County, and Southern Coast) are one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters resulting in CBAT admission across the 23 providers is 7% from October through December 2017.
- Eight providers (Lawrence, Berkshires, Lowell, South Shore, Cambridge, Greenfield, BMC Nantucket, and BMC Marthas Vineyard) has a percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average. Two providers (Norwood and North County) are one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, there are no CBAT encounters from October through December 2017.
- There are no providers whose percent of MCI encounters resulting in CBAT admission is one or more standard deviations below the provider average or one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.

Appendix A

Provider Name	Number of Distinct MCI Encounters (October - December 2017)			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20
North Essex	905	436	366	103
South Pioneer Valley	1086	603	338	145
Boston	1301	759	388	154
South County	463	211	195	57
Norwood	343	170	147	26
Lawrence	458	237	159	62
Berkshires	296	151	95	50
Lowell	531	275	192	64
South Shore	442	208	171	63
Worcester	467	255	161	51
North County	372	185	141	46
Metrowest	816	383	355	78
Cambridge	138	69	55	14
Tri-City	418	206	143	69
Northampton	210	86	78	46
Southern Coast	479	261	159	59
Greenfield	196	120	63	13
CCBC Brockton	220	85	106	29
BMC Fall River	237	139	81	17
BMC Nantucket	11	6	4	1
BMC Cape	144	66	46	32
BMC Marthas Vineyard	30	16	14	0
CCBC Taunton	204	102	82	20

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all pro

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	425	219	154	52
Median	372	185	143	50
Standard Deviation	327	182	111	40
Range	11 - 1301	6 - 759	4 - 388	0 - 154

Appendix B

Provider Name	Percent of MCI Encounters Occurring in Community Location				Percent of MCI Encounters Occurring in ED Location			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
North Essex	50%	59%	48%	21%	50%	41%	52%	79%
South Pioneer Valley	60%	73%	49%	37%	40%	27%	51%	63%
Boston	54%	64%	46%	27%	46%	36%	54%	73%
South County	58%	73%	54%	21%	42%	27%	46%	79%
Norwood	69%	74%	69%	35%	31%	26%	31%	65%
Lawrence	47%	64%	31%	19%	53%	36%	69%	81%
Berkshires	53%	66%	44%	30%	47%	34%	56%	70%
Lowell	38%	46%	33%	19%	62%	54%	67%	81%
South Shore	47%	58%	46%	14%	53%	42%	54%	86%
Worcester	58%	67%	53%	29%	42%	33%	47%	71%
North County	53%	65%	46%	28%	47%	35%	54%	72%
Metrowest	61%	75%	54%	22%	39%	25%	46%	78%
Cambridge	41%	58%	27%	7%	59%	42%	73%	93%
Tri-City	67%	78%	68%	29%	33%	22%	32%	71%
Northampton	49%	56%	56%	24%	51%	44%	44%	76%
Southern Coast	58%	69%	45%	41%	42%	31%	55%	59%
Greenfield	73%	83%	56%	62%	27%	17%	44%	38%
CCBC Brockton	41%	64%	34%	0%	59%	36%	66%	100%
BMC Fall River	67%	78%	49%	59%	33%	22%	51%	41%
BMC Nantucket	45%	67%	25%	0%	55%	33%	75%	100%
BMC Cape	46%	67%	26%	31%	54%	33%	74%	69%
BMC Marthas Vineyard	60%	69%	50%	0%	40%	31%	50%	0%
CCBC Taunton	53%	67%	44%	25%	47%	33%	56%	75%

	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	54%	67%	46%	25%	46%	33%	54%	70%
Median	53%	67%	46%	25%	47%	33%	54%	73%
Standard Deviation	9%	8%	12%	16%	9%	8%	12%	21%
Range	38% - 73%	46% - 83%	25% - 69%	0% - 62%	27% - 62%	17% - 54%	31% - 75%	0% - 100%

Appendix C

Provider Name	Percent of Encounters Occurring in Mobile Location				Percent of Encounters Occurring in ESP/CB/UCC Location				Percent of Encounters Occurring in ED Location				Ratio Mobile to ESP/CB/UCC Location (Rounded to Zero Decimal Places)			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
North Essex	20%	25%	18%	5%	30%	34%	30%	17%	50%	41%	52%	79%	20:31	25:34	18:31	5:17
South Pioneer Valley	42%	53%	34%	17%	18%	19%	15%	19%	40%	27%	51%	63%	7:3	53:20	34:15	17:20
Boston	50%	60%	42%	17%	5%	4%	4%	10%	46%	36%	54%	73%	10:1	12:1	42:5	17:11
South County	39%	51%	33%	12%	20%	21%	21%	9%	42%	27%	46%	79%	39:20	51:22	3:2	4:3
Norwood	34%	42%	29%	8%	35%	32%	40%	27%	31%	26%	31%	65%	34:35	21:16	29:41	8:27
Lawrence	13%	18%	10%	3%	34%	46%	21%	16%	53%	36%	69%	81%	13:34	18:47	5:11	3:17
Berkshires	53%	66%	44%	28%	0%	0%	0%	2%	47%	34%	56%	70%	53:1	n/a	n/a	14:1
Lowell	4%	5%	3%	0%	34%	41%	30%	19%	62%	54%	67%	81%	4:35	5:42	1:10	0:1
South Shore	14%	19%	12%	0%	33%	39%	33%	14%	53%	42%	54%	86%	7:17	19:39	6:17	0:1
Worcester	39%	48%	35%	2%	20%	19%	19%	27%	42%	33%	47%	71%	39:20	12:5	35:19	1:14
North County	29%	38%	24%	7%	25%	28%	22%	22%	47%	35%	54%	72%	29:25	19:14	12:11	7:22
Metrowest	40%	49%	36%	12%	21%	27%	17%	10%	39%	25%	46%	78%	20:11	49:27	2:1	12:11
Cambridge	39%	57%	25%	7%	1%	1%	2%	0%	59%	42%	73%	93%	39:2	57:2	25:2	n/a
Tri-City	48%	60%	46%	19%	18%	18%	22%	10%	33%	22%	32%	71%	48:19	60:19	23:11	19:11
Northampton	10%	13%	10%	7%	39%	43%	46%	17%	51%	44%	44%	76%	10:39	13:44	10:47	7:18
Southern Coast	16%	22%	8%	10%	42%	47%	37%	31%	42%	31%	55%	59%	8:21	22:47	4:19	10:31
Greenfield	34%	43%	19%	23%	39%	40%	37%	38%	27%	17%	44%	38%	34:39	43:40	19:37	23:39
CCBC Brockton	29%	41%	26%	0%	12%	22%	8%	0%	59%	36%	66%	100%	29:13	41:23	13:4	n/a
BMC Fall River	49%	62%	32%	29%	18%	17%	17%	29%	33%	22%	51%	41%	49:18	62:17	16:9	29:30
BMC Nantucket	45%	67%	25%	0%	0%	0%	0%	0%	55%	33%	75%	100%	n/a	n/a	n/a	n/a
BMC Cape	44%	65%	24%	31%	1%	2%	2%	0%	54%	33%	74%	69%	22:1	65:2	8:1	n/a
BMC Marthas Vineyard	13%	13%	14%	0%	47%	56%	36%	0%	40%	31%	50%	0%	13:47	13:57	7:18	n/a
CCBC Taunton	39%	52%	27%	25%	14%	15%	17%	0%	47%	33%	56%	75%	13:5	52:15	3:2	n/a

Appendix D

Provider Name	Number of MCI Encounters Resulting in Inpatient Admission				Total Number of MCI Encounters				Percent of MCI Encounters Resulting in Inpatient Admission			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
North Essex	175	48	89	38	905	436	366	103	19%	11%	24%	37%
South Pioneer Valley	119	35	49	35	1086	603	338	145	11%	6%	14%	24%
Boston	274	98	110	66	1301	759	388	154	21%	13%	28%	43%
South County	52	8	29	15	463	211	195	57	11%	4%	15%	26%
Norwood	62	17	34	11	343	170	147	26	18%	10%	23%	42%
Lawrence	75	18	35	22	458	237	159	62	16%	8%	22%	35%
Berkshires	36	7	17	12	296	151	95	50	12%	5%	18%	24%
Lowell	96	26	42	28	531	275	192	64	18%	9%	22%	44%
South Shore	73	21	33	19	442	208	171	63	17%	10%	19%	30%
Worcester	45	16	14	15	467	255	161	51	10%	6%	9%	29%
North County	66	21	27	18	372	185	141	46	18%	11%	19%	39%
Metrowest	151	35	79	37	816	383	355	78	19%	9%	22%	47%
Cambridge	47	15	22	10	138	69	55	14	34%	22%	40%	71%
Tri-City	96	29	35	32	418	206	143	69	23%	14%	24%	46%
Northampton	47	7	16	24	210	86	78	46	22%	8%	21%	52%
Southern Coast	65	14	33	18	479	261	159	59	14%	5%	21%	31%
Greenfield	19	4	10	5	196	120	63	13	10%	3%	16%	38%
CCBC Brockton	46	11	25	10	220	85	106	29	21%	13%	24%	34%
BMC Fall River	26	7	12	7	237	139	81	17	11%	5%	15%	41%
BMC Nantucket	0	0	0	0	11	6	4	1	0%	0%	0%	0%
BMC Cape	51	14	23	14	144	66	46	32	35%	21%	50%	44%
BMC Marthas Vineyard	4	1	3	0	30	16	14	0	13%	6%	21%	0%
CCBC Taunton	33	13	12	8	204	102	82	20	16%	13%	15%	40%

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers for percent of encounters resulting in inpatient admission.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	17%	9%	21%	37%
Median	17%	9%	21%	38%
Standard Deviation	8%	5%	10%	15%
Range	0% - 35%	0% - 22%	0% - 50%	0% - 71%

Appendix E

Provider Name	Average Response Time in Minutes			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20
North Essex	53	40	58	90
South Pioneer Valley	79	71	91	85
Boston	58	60	57	49
South County	62	50	65	98
Norwood	23	24	23	19
Lawrence	82	59	106	108
Berkshires	18	19	19	11
Lowell	69	67	64	89
South Shore	23	19	25	31
Worcester	121	107	123	181
North County	102	82	117	136
Metrowest	25	20	30	23
Cambridge	62	62	58	75
Tri-City	21	14	18	47
Northampton	18	18	10	31
Southern Coast	37	34	41	43
Greenfield	20	20	21	18
CCBC Brockton	32	36	33	21
BMC Fall River	25	23	30	19
BMC Nantucket	15	15	15	15
BMC Cape	56	40	62	82
BMC Marthas Vineyard	26	45	4	0
CCBC Taunton	34	29	39	42

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	46	41	48	57
Median	34	36	39	43
Standard Deviation	29	25	34	46
Range	15 - 121	14 - 107	4 - 123	0 - 181

Appendix F

Provider Name	Percent of MCI Encounters with Response Time < 60 Minutes			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20
North Essex	75%	79%	73%	64%
South Pioneer Valley	58%	59%	57%	60%
Boston	55%	53%	53%	72%
South County	72%	79%	71%	49%
Norwood	92%	92%	90%	96%
Lawrence	64%	72%	59%	48%
Berkshires	92%	91%	92%	94%
Lowell	60%	61%	66%	39%
South Shore	87%	90%	86%	83%
Worcester	66%	69%	64%	55%
North County	66%	74%	61%	52%
Metrowest	91%	94%	89%	90%
Cambridge	54%	52%	58%	43%
Tri-City	89%	96%	88%	74%
Northampton	96%	97%	97%	93%
Southern Coast	81%	84%	77%	81%
Greenfield	90%	92%	89%	85%
CCBC Brockton	84%	81%	84%	93%
BMC Fall River	85%	86%	84%	88%
BMC Nantucket	100%	100%	100%	100%
BMC Cape	52%	62%	41%	47%
BMC Marthas Vineyard	97%	94%	100%	0%
CCBC Taunton	90%	93%	88%	85%

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	78%	80%	77%	69%
Median	84%	84%	84%	74%
Standard Deviation	16%	15%	17%	25%
Range	52% - 100%	52% - 100%	41% - 100%	0% - 100%

Appendix G

Provider Name	Number of MCI Encounters Resulting in CBAT Admission				Total Number of MCI Encounters				Percent of MCI Encounters Resulting in CBAT Admission			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
North Essex	92	63	29	0	905	436	366	103	10%	14%	8%	0%
South Pioneer Valley	67	37	29	1	1086	603	338	145	6%	6%	9%	1%
Boston	74	62	12	0	1301	759	388	154	6%	8%	3%	0%
South County	49	29	20	0	463	211	195	57	11%	14%	10%	0%
Norwood	49	24	24	1	343	170	147	26	14%	14%	16%	4%
Lawrence	27	26	1	0	458	237	159	62	6%	11%	1%	0%
Berkshires	21	18	3	0	296	151	95	50	7%	12%	3%	0%
Lowell	27	24	3	0	531	275	192	64	5%	9%	2%	0%
South Shore	18	14	4	0	442	208	171	63	4%	7%	2%	0%
Worcester	61	47	14	0	467	255	161	51	13%	18%	9%	0%
North County	65	41	24	0	372	185	141	46	17%	22%	17%	0%
Metrowest	51	28	22	1	816	383	355	78	6%	7%	6%	1%
Cambridge	3	2	1	0	138	69	55	14	2%	3%	2%	0%
Tri-City	16	11	5	0	418	206	143	69	4%	5%	3%	0%
Northampton	13	8	5	0	210	86	78	46	6%	9%	6%	0%
Southern Coast	64	51	13	0	479	261	159	59	13%	20%	8%	0%
Greenfield	18	17	1	0	196	120	63	13	9%	14%	2%	0%
CCBC Brockton	16	9	7	0	220	85	106	29	7%	11%	7%	0%
BMC Fall River	25	21	4	0	237	139	81	17	11%	15%	5%	0%
BMC Nantucket	1	1	0	0	11	6	4	1	9%	17%	0%	0%
BMC Cape	10	7	3	0	144	66	46	32	7%	11%	7%	0%
BMC Marthas Vineyard	1	1	0	0	30	16	14	0	3%	6%	0%	0%
CCBC Taunton	21	14	7	0	204	102	82	20	10%	14%	9%	0%

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers for percent of encounters resulting in CBAT admission.

NOTE: The majority of CBAT providers expect MBHP members to max out at age 18. Individuals within the 19-20 age category could appear within the figures if they were 18 at the time of the initial encounter then turned 19 during their CBAT service.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	8%	11%	7%	0%
Median	7%	11%	6%	0%
Standard Deviation	4%	5%	5%	1%
Range	2% - 17%	3% - 22%	0% - 17%	0% - 4%