

Appendix III: Quality Indicators

Quality Indicators	Quality Indicator Goal
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Intervention Location	
Adult	30% Community-based (70% ED)
Youth	60% Community-based (40% ED)

ED= hospital Emergency Department

Disposition	
Adult	70% Diversion (30% IP)
Youth	82% Diversion (18% IP)

IP= Inpatient Mental Health

Diversion= all dispositions/levels of care other than Inpatient mental health

Response Time in Minutes	
All Ages, all locations	45 minutes, all locations
Adult, all locations	
Youth, all locations	
All Ages, ED	
All Ages, Community	

Response Time contractual obligation = 60 minutes

<i>Quality Indicators</i>	<i>Quality Indicator Goal</i>
Response Time % within 60 Minutes	
All Ages, all locations	85% within 60 minutes, all locations
Adult, all locations	
Youth, all locations	
All Ages, ED	
All Ages, Community	

Response Time contractual obligation = 60 minutes