

Stabilization Center

Key Performance Indicators

How will we know the Stabilization Center is meeting needs in our community?

REFERRALS

Referral Source	Percentage of total referrals from self, mobile crisis, law enforcement, social service agencies, loved ones, jail release, hospital discharge, EMS, other
Program Admits	Percentage of total referrals admitted to each program (adult 23-hour, adult stabilization, youth stabilization, intake/case management only)
Referrals Triaged	Percentage of total admits triaged to medical care or higher level of behavioral health care

INDIVIDUALS SERVED

Number Served	Total number of individuals served per program, per day
Care in lieu of Emergency Department	Percentage of total admits who historically frequented local emergency departments, based on hospital and CCO tracking

TIME LAPSED

Length of stay in 23-hour Unit	Hours spent in the adult 23-hour unit and reason for exit (discharge or transition to stabilization unit)
Law Enforcement Transfer Time	For when Law Enforcement (LE) is involved, monitoring length of time when transferring an individual to the care of the Stabilization Center

INDIVIDUAL SATISFACTION

Satisfaction of Individuals Served

Percentage of clients that are satisfied or extremely satisfied with care, via survey and online ratings

Number of Completed Individual Satisfaction Surveys

Percentage of total clients served who completed the survey

COST

Total Cost of Care for each Episode

Total cost of care expressed by the number of individuals served (total episodes, rather than unique clients)

These Key Performance Indicators were developed in alignment with Oregon Health Authority standards and nationally recognized best practice for behavioral health crisis services.