

TCHATT Key Metrics

		New Activity each month				FY Cumulative activity to date			
WIP - pending COSH & evaluator signoff on metric definitions		Sep-21	Oct-21	Nov-21	Dec-21	end Sept 21	end Oct 21	end Nov 21	end Dec 2021
COVERAGE & REFERRALS (Completed Referrals only)		ALL DOCUMENTED ACTIVITY TO DATE. COMPLETED REFERRALS ONLY. EXCLUDES OPEN (INCOMPLETE) REFERRALS AWAITING MORE INFORMATION.							
Number of Referrals Recorded	Total # Unique Referrals, less referrals that were archived due to error (duplicate referral). Minimum first and last name to "save." Note: # referrals can exceed # referred students.	Fiscal year begins Sept 1. Monthly reporting is for speified monthly only. Cumulative is from September 1 - end date for each period.							
*State Metric: # STUDENTS REFERRED TO THE TCHATT PROGRAM (#)	Total # Unique Students that have at least one active referral in the current fiscal year								
Number of ISDs Referring Students	Total # Unique ISD#s that submitted a referral								
Number of Zip Codes Referring Students	Total #Unique (patient) Zip Codes represented by referrals submitted								
Number of Schools Referring Students	Total # Unique Schools that submitted a referral								
Number of Student Referrals by Grade	Total # Referrals, excluding referrals archived due to error (all Grades)								
- Grades K - 2	Total # Referrals, excluding referrals archived due to error (Grades K-2)								
- Grades 3 - 5	Total # Referrals, excluding referrals archived due to error (Grades 3-5)								
- Grades 6 - 8	Total # Referrals, excluding referrals archived due to error (Grades 6-8)								
- Grades 9-12	Total # Referrals, excluding referrals archived due to error (Grades 9-12)								
- Other	Total # Referrals, excluding referrals archived due to error (all other grade levels)								
Number of School Referrals Entered by School Staff	Total # Referrals created via school portal (submitted directly by school district staff)								
Referral Demographics	Demographics of the referred student population as reported on referral form. Mandatory field, can select multiple and can decline to answer. Referrals used as proxy for students. Students referred multiple times in any school year would be "counted twice." To be reassessed once we have better sense of rate of re-referral within a school year.								
- Ethnicity-Hispanic	# Referrals (excluding errors) documenting ethnicity hispanic								
- Ethnicity-NonHispanic	# Referrals (excluding errors) documenting ethnicity nonhispanic								
- Ethnicity-Declined to provide	# Referrals (excluding errors) with "decline" for ethnicity entry								
- Race-American Indian or AK Native	# Referrals (excluding errors) documenting race AM Ind or AK Native								
- Race-Asian	# Referrals (excluding errors) documenting race Asian								
- Race-White	# Referrals (excluding errors) documenting race White								
- Race-Black	# Referrals (excluding errors) documenting race Black								
- Race-Islander	# Referrals (excluding errors) documenting race Islander								
- Race-Multiracial	# Referrals (excluding errors) documenting more than one race category								
- Race-Declined to Answer	# Referrals (excluding errors) with "decline" for race entry								
- Gender Male	# Referrals (excluding errors) Male								
- Gender Female	# Referrals (excluding errors) Female								
- Gender Other	# Referrals (excluding errors) Other Gender								
- Average Age	Mean age all referrals								
STD DEV	Standard deviation mean age all referrals								
Reason for Referral	Counselor-provided reason for referral as documented on student referral form, must select at least one, can select multiple. New category definitions 10/1/2021								
- Academic Issues /Truancy									
- Anger/Violence/Aggression									
- Appetite/Eating									
- Anxiety/Excessive Worry									
- Attention Problems									
- Bereavement or Grief									
- Bullying									

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		Sep-21	Oct-21	Nov-21	Dec-21	end Sept 21	end Oct 21	end Nov 21	end Dec 2021
		- Depression							
- Disruptive Behaviors									
- Hallucinations									
- (Low) Self-Esteem									
- Self-Harm									
- Sleep Issues									
- Substance Issues									
- Suicidal Thoughts									
- Trauma									
Duplicate Referrals - archived	Total # Referrals that were archived with reason = duplicate referral (mistake made)								
Archived Referrals - no response	Total # Referrals that were archived with reason = "no response" (patient/family did not respond to HRI outreach)								
Archived Referrals - Other	Total # Referrals that were archived with reason = "other"***	***Note: seeking HRI feedback for how/why this option is selected.							
SERVED BY TCHATT (Completed Enrollments only)		Services as proxy for students.							
*State Metric: Number of Unique Students Received at least one encounter		Total # Unique Students that have at least one documented encounter.							
Number Enrollments		# completed enrollment forms (and/or # active TCHATT ID#s)							
Enrollments as % of Referred		(Total # completed enrollment forms)/(Total # Referrals (less duplicates))							
Number Completed Mobile Intakes		# services for which at least one mobile intake has been completed							
Number of Services with zero encounters		# services where patient was fully enrolled but never had an encounter (encounters=0)							
Number Services with at least one encounter		# services for which at least one completed encounter was documented (encounters>=1)							
Active Services (>=1 Encounter) as % of Enrollments		# services with at least one completed encounter / total # enrollments							
Number that Decline Service		# referrals that decline service (never had an encounter)							
- Prefer in-person service		Stated reason for decline (required to archive referral)							
- Prefers not to have care at school		Stated reason for decline (required to archive referral)							
- Already in care		Stated reason for decline (required to archive referral)							
- Denies concerns		Stated reason for decline (required to archive referral)							
- Other reason		Stated reason for decline (required to archive referral)							
Enrolled Patient Demographics		Demographics of the enrolled patient population, based on services							
- Ethnicity-Hispanic		# Unique Enrollments (excluding errors) documenting ethnicity hispanic							
- Ethnicity-NonHispanic		# Unique Enrollments (excluding errors) documenting ethnicity nonhispanic							
- Ethnicity-Declined to provide		# Unique Enrollments (excluding errors) with "decline" for ethnicity entry							
- Race-American Indian or AK Native		# Unique Enrollments (excluding errors) documenting race AM Ind or AK Native							
- Race-Asian		# Unique Enrollments (excluding errors) documenting race Asian							
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- Race-Islander		# Unique Enrollments (excluding errors) documenting race Islander							
- Race-Multiracial		# Unique Enrollments (excluding errors) documenting more than one race category							
- Race-Declined to Answer		# Unique Enrollments (excluding errors) with "decline" for race entry							
- Gender Male		# Unique Enrollments (excluding errors) Male							
- Gender Female		# Unique Enrollments (excluding errors) Female							
- Gender Other		# Unique Enrollments (excluding errors) Other Gender							
- Average Age		Mean Age all enrolled patients							
STD DEV		Standard deviation mean age (enrolled students)							

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SERVICES PROVIDED (ALL ENCOUNTERS - for utilization purposes)		UTILIZATION MEASURES - INCLUDES ACTIVE AND ARCHIVED SERVICES								
Total Encounters, all types	Total number of encounters provided, including standard episode plus extensions. Includes all encounters that occurred during reporting period (archived and open episodes of care.) Based on session counter as of midnight on date of service.) Total Encounters = sum of (a) + (b) +(c) and also equals [Number of encounters single provider] +[Number of encounters multiple providers]									
a. Number of encounters fully documented	Subset of total encounters -- count of all encounters with at least one provider having completed session notes for the encounter. All encounters must be documented before a service can be archived.									
b. Number of encounters with no end of session documentation	Subset of total encounters -- No sessions have been documented yet. If documentation is not complete will not count toward encounter by provider type counts									
c. Number of encounters with incomplete session notes	Subset of total encounters -- at least one or more sessions is awaiting documentation. if documentation is not complete those sessions will not count toward encounter by provider type counts									
Number of encounters single provider, based on complete session notes		Number of encounters during the period (standard + extensions) involving just one provider (just one end of session form per encounter). <i>Session notes must be documented before midnight to count toward the same same encounter.</i>								
3.1A - NUMBER OF ENCOUNTERS - CHILD PSYCHIATRIST (#)	Number of single-provider encounters involving CAP									
3.1B - NUMBER OF ENCOUNTERS - CHILD PSYCHOLOGIST (#)	Number of single-provider encounters involving child psychologist									
3.1C- NUMBER OF ENCOUNTERS - LICENSED MASTER'S LEVEL PROVIDER (#): LPC-LMHC	Number of single-provider encounters involving a counselor (LPC-LMHC)									
3.1C- NUMBER OF ENCOUNTERS - LICENSED MASTER'S LEVEL PROVIDER (#): LCSW-LMSW	Number of single-provider encounters involving a social worker (LCSW-LMSW)									
3.1C- NUMBER OF ENCOUNTERS - LICENSED MASTER'S LEVEL PROVIDER (#): NP	Number of single-provider encounters involving a Nurse Practitioner									
3.1D - NUMBER OF ENCOUNTERS - OTHER PROVIDER TYPE (#)	Number of single-provider encounters involving some other care provider									
Number of encounters multiple providers, based on complete session notes		Number of encounters during the period (standard + extensions) involving multiple providers/sessions (multiple end of session forms per encounter)								
3.2A - NUMBER OF ENCOUNTERS - CHILD PSYCHIATRIST (#)	Number of multiple provider encounters involving CAP	<i>Note: for multi-provider encounters, sum of encounters by provider type will be greater than number of encounters all provider types</i>								
3.2B - NUMBER OF ENCOUNTERS - CHILD PSYCHOLOGIST (#)	Number of multiple provider encounters involving child psychologist	<i>Note: for multi-provider encounters, sum of encounters by provider type will be greater than number of encounters all provider types</i>								
3.2C- NUMBER OF ENCOUNTERS - LICENSED MASTER'S LEVEL PROVIDER (#): LPC-LMHC	Number of multiple provider encounters involving a counselor (LPC-LMHC)	<i>Note: for multi-provider encounters, sum of encounters by provider type will be greater than number of encounters all provider types</i>								
3.2C- NUMBER OF ENCOUNTERS - LICENSED MASTER'S LEVEL PROVIDER (#): LCSW-LMSW	Number of multiple provider encounters involving a social worker (LCSW-LMSW)	<i>Note: for multi-provider encounters, sum of encounters by provider type will be greater than number of encounters all provider types</i>								
3.2C- NUMBER OF ENCOUNTERS - LICENSED MASTER'S LEVEL PROVIDER (#): NP	Number of multiple provider encounters involving a nurse practitioner (NP)	<i>Note: for multi-provider encounters, sum of encounters by provider type will be greater than number of encounters all provider types</i>								
3.2D - NUMBER OF ENCOUNTERS - OTHER PROVIDER TYPE (#)	Number of multiple provider encounters involving any other care provider	<i>Note: for multi-provider encounters, sum of encounters by provider type will be greater than number of encounters all provider types</i>								
OUTCOMES & DISPOSITION (ARCHIVED EPISODES ONLY)										

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Total # Encounters, All types	Total number of encounters provided, including standard episode plus extensions. Includes all encounters that occurred during reporting period (archived and open episodes of care.) Based on session counter as of midnight on date of service.								
AVERAGE # ENCOUNTERS PER PATIENT - Total	Mean (Median?) number of total patient encounters (standard + extension) for all archived services								
AVG # ENCOUNTERS PER PATIENT - Std episode	Mean (Median?) number of total patient encounters (standard episode only, max 5 encounters) for all archived services								
AVG # EXTENSION ENCOUNTERS PER PATIENT - those with extensions only	Mean (Median?) number of extension encounters (standard + extension) for all archived services with at least 1 extension encounter								
Number of Services that only involved initial assessment (encounter = 1)	Number of active services with no intervention provided; lost to follow-up and/or declined after one encounter								
Number of Services that completed standard episode of care	# Services complete at or before encounter 5 ("no" to request extension at encounter 5 or "no" to patient continuing care at any encounter <5 ; Reason = "completed goals")								
STANDARD EPISODES 1: Goals complete, no continuing care	# Services complete at or before encounter 5 ("no" to request extension at encounter 5 or "no" to patient continuing care at any encounter <5 ; Reason = "completed goals"), No care referrals.								
No further treatment as percent of total enrollments %	(Number of Services complete at or before encounter 5) / (Number of Archived Services)								
Average # encounters for patients who complete goals at or before encounter 5	Mean (Median?) number of encounters (standard episode of care only) for all archived services that complete goals at or before encounter 5								
STANDARD EPISODES 2 WITH CONTINUING CARE REFERRAL: Number referred for ongoing community services following TCHATT	# Services where student is transitioning to community provider. ("No" to request extension; Reason = "Transitioning to community providers"). Continuing care referral information as documented on End of Care Summary Form	<i>Service must be archived to be reported. Status is reported as archived. (If unarchived and changed, will be as of latest archiving.)</i>							
Percent of Services that were referred for external services following TCHATT	(Number of # Services transitioning to community provider) / (Number of # Completed Services)								
4A - NUMBER OF STUDENTS REFERRED TO LMHA (#)	Number of services referred to LMHA or LMHA-CPWE services	<i>Note: sum of Referral categories will exceed number of students referred as students as categories are not mutually exclusive (students can be referred to multiple providers/services)</i>							
4B - NUMBER OF STUDENTS REFERRED TO MEDICAL MH PROVIDER (#)	Number of services referred to community or HUB CAP								
4C - NUMBER OF STUDENTS REFERRED TO NON-MEDICAL MH PROVIDER (#)	Number of services referred for therapy services								
4D - NUMBER OF STUDENTS REFERRED TO OTHER PROVIDERS (#)	Number of services referred for school-based or general services								
4E - NUMBER OF STUDENTS REFERRED TO PCP WITH CPAN SUPPORT (#)	Number of services referred to PCP with CPAN support								
4F - NUMBER OF STUDENTS REFERRED TO SCHOOL BASED SERVICES (#)	Number of services referred to school-based support								
EXTENSION EPISODES 1: Number for whom immediate referral source not available	# Services where extension is requested at end of encounter 5,"care referral delay" (no available community provider). TCHATT care team is requesting an extension of service to cover this patient's needs. Excludes extensions to complete goals and extensions for stepped care.	<i>Each provider can select their own reason for extending. Each encounter can be extended for a different reason. Sum Oof extensions by type may exceed total number of extension encounters if providers select different reasons for extending.</i>							
Average number extension encounters per patient for care referral delay	Mean number of extension encounters per patient (excludes those where extension encounters = 0)								
Number of care referral delays - psychiatry	Number of extensions due to care referral delay where reason for delay = PSY referral								
Number of care referral delays - therapy	Number of extensions due to care referral delay where reason for delay = PSY referral								
EXTENSION EPISODES 2: STEPPED CARE	# services where extension requested at end of encounter 5,"Stepped Care." Student was identified for Stepped Care pilot and is extending episode of care. [Notes: Extension requests can have multiple reasons; at least one selection must be stepped care. Not all HRIs are participating in Step Pilot. Patient could be identified for Step at enrollment or during intervention but not receive extension.]	<i>Each provider can select their own reason for extending. Each encounter can be extended for a different reason. Sum Oof extensions by type may exceed total number of extension encounters if providers select different reasons for extending.</i>							

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Stepped Care Services	# services where stepped care = yes per enrollment form [Note: can be identified at any time at or after enrollment. Includes those that receive extensions and those that complete early.]								
Average number extension encounters for stepped care patients	Mean number of stepped care extension encounters per patient (only count if extension request is due to stepped care participation)								
EXTENSION EPISODES 3: GOAL COMPLETION	Number services extending to complete goals. Extension is requested at end of encounter 5,"Stepped Care." TCHATT care team is requesting additional encounters to complete treatment goals.	<i>Each provider can select their own reason for extending. Each encounter can be extended for a different reason. Sum of extensions by type may exceed total number of extension encounters if providers select different reasons for extending.</i>							
Average number extension encounters per patient for goal extensions	Mean number of extension encounters per patient (only count if extension request is due to goal extension)								
COMMUNITY CARE REFERRAL AFTER EXTENSION	# Services where student is transitioning to community provider AFTER having received extension of TCHATT care. (At least one 1 extension encounter completed. End of Service Reason = "Transitioning to community providers"). Continuing care referral information as documented on End of Care Summary Form.								
EARLY END EPISODES: Number that terminate early	# Services archived prior to encounter 5, all reasons (Terminate early = any service ended prior to completion of 5 encounters.)								
Completed Goals prior to encounter 5	# Services archived prior to encounter 5, Reason: "Completion of goals"								
Lost (unable to reach family)	# Services archived prior to encounter 5, Reason: "Lost to follow up"								
Declined to Continue	# Services archived prior to encounter 5, Reason: "Declined service"								
Error/Duplicate	# Services archived prior to encounter 5, Reason: "Duplicate/error"								
"ESCALATE"	# Services archived with referral form indicating IOP/PHP, Inpatient Psychiatric Care, or Residential services								