



tcmhcc
Texas Child Mental
Health Care Consortium

Texas Child Mental Health Care Consortium Proposed Performance and Result Measures

TCMHCC Executive Committee

May 19, 2025

Timeline:

Phase 1: TCHATT, CPAN, PeriPAN

- November 2024 – Performance Management Plan presented to EC for approval
- Dec 2024 – March 2025 – Measure development
- April 2025 – Measures presented to HRI teams for input
- May 2025 – Measures presented to EC for review
- Sept 2025 – Performance dashboards available

Guiding Principles

- Proposed metrics should be aligned with the core function of the program (logic model)
- HRIs should have access to data visualizations illustrating their project outputs and outcomes
- Proposing two core types of metrics – performance indicators and result metrics
- Performance metrics limited to a small number (4-5)
- Performance metrics should allow for changes based on HRI action
- Performance measures may change, depending on the implementation stage of the project
- Performance metrics be assessed quarterly, but available monthly to HRIs
- The data for some proposed measures are not reliably available at this time



CPAN/PeriPAN: Proposed Performance Metrics

1. **New Caller Satisfaction:** Mean rating of “new” CPAN callers on satisfaction with consultation call
2. **Consult Satisfaction:** Mean rating of satisfaction with consultation call (subsequent users)
3. **Perception of Improved Care:** Mean rating of CPAN/PeriPAN callers (patient-specific) on comfort with care plan at the end of the consultation
4. **Consultant Availability:** Number of instances when calls needing psychiatric consultation must be redirected due to lack of availability during “on call” time.
5. **Participation:** Percent of CPAN/PeriPAN leadership calls with the HRI CPAN/PeriPAN Medical Director in attendance



CPAN/PeriPAN: Proposed Results Metrics

1. Consults per month/quarter
2. Percent of consults involving psychiatric clinician
3. Percent of consults involving resource referral only
4. Rate of consults involving psychiatric clinician per psychiatric clinical FTE
5. Rate of consults involving resource referral per non-psychiatric FTE
6. Percent of consults in which direct patient consult is recommended
7. Number of high-touch outreach activities completed
8. Proportion of eligible consults with response under 30 minutes
9. Cost per consult (weighted for DPC; cumulative over the fiscal year)

TCHAT: Proposed Performance Metrics

1. **Updated Outreach:** Percent of school campuses with status no longer in “planned”.
2. **Engagement in Care:** Percent of students enrolled in services who receive at least one treatment session.
3. **Timely Access to Care:** Proportion of students who receive their first session within 20 business days of their referral.
4. **Caregiver Satisfaction:** Average score reflecting satisfaction with TCHAT care, as reported by student caregivers.
5. **Participation:** Percent of TCHAT leadership calls with the TCHAT Lead in attendance.



TCHAT: Proposed Results Metrics

Note: Result metrics are intended to provide valuable insights, but do not have identified goals or performance expectations.

1. Number of TCHAT treatment sessions by month/quarter
2. Number of high-touch outreach activities by month/quarter
3. Proportion of students who receive 5 or fewer treatment encounters.
4. Median number of encounters provided during the extension period (following the first 5 encounters)
5. Rate of TCHAT treatment sessions involving clinicians (non-psychiatry) per clinical FTEs

TCHAT: Proposed Results Metrics

6. Rate of TCHAT treatment sessions involving psychiatric service per psychiatric clinical FTEs
7. Proportion of students who demonstrate statistically significant improvement in functioning
8. Estimated cost per TCHAT session (based on allocated budget; cumulative over the fiscal year)
9. Proportion of students referred to TCHAT who have fewer than 3 contacts within 30 days of referral prior to archiving for no response
10. Percent of TCHAT students referred for further care who access care (process for data collection will be determined based on LMHA pilot)