4. Quality and Oversight

Committee Recommendations

In 2023, CRIS and Subcommittees underscored system oversight and performance measurement as foundational work needed for holding the system accountable for achieving goals, ensuring system transparency, and building trust with communities. With the extension of the CRIS timeline by one year, Committee work in 2024 will focus on a deeper discussion of system performance measures, oversight, and accountability. Key recommendations relating to system quality and oversight highlighted in 2023 are summarized below.

11. *Set standards, system performance targets, and metrics and hold the behavioral health crisis system accountable to ensure outcomes result in meaningful access to services.*
    - Leverage existing oversight boards for tracking performance and holding the system accountable.
    - Advise state agencies on key metrics for the crisis system to ensure it is successful at addressing gaps (e.g., set targets for language accessibility and determine gaps; use 2018 or earlier for baseline for youth emergency visits to emergency departments for behavioral health crisis).
    - Work with Tribes to identify system performance metrics and outcomes. In addition, ensure system recognition of Tribal data sovereignty.
    - Include standards and performance metrics for endorsement of mobile rapid response teams and community-based crisis teams.
    - Implement process to capture qualitative data to document outcomes (patient satisfaction, barriers, unmet needs, etc.).
    - Leverage a census model to go into the communities to collect data, including but not limited to data from people experiencing homelessness and incarcerated populations. Make system improvements based on system user experiences and feedback.
    - Create dashboard to display system performance metrics, such as mobile crisis data, and track service outcomes.
    - Implement continuous process improvement on data gathering methods and course correct as needed.
    - Implement quality control initiative and training to ensure consistent level of services across crisis centers.