

# New Mexico Crisis and Access Line - February 2013 Utilization Report

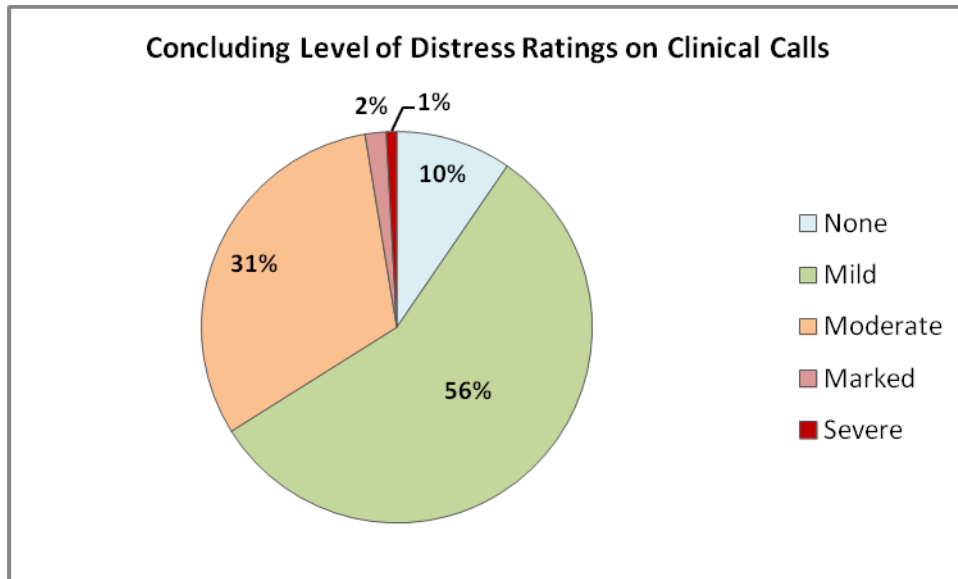
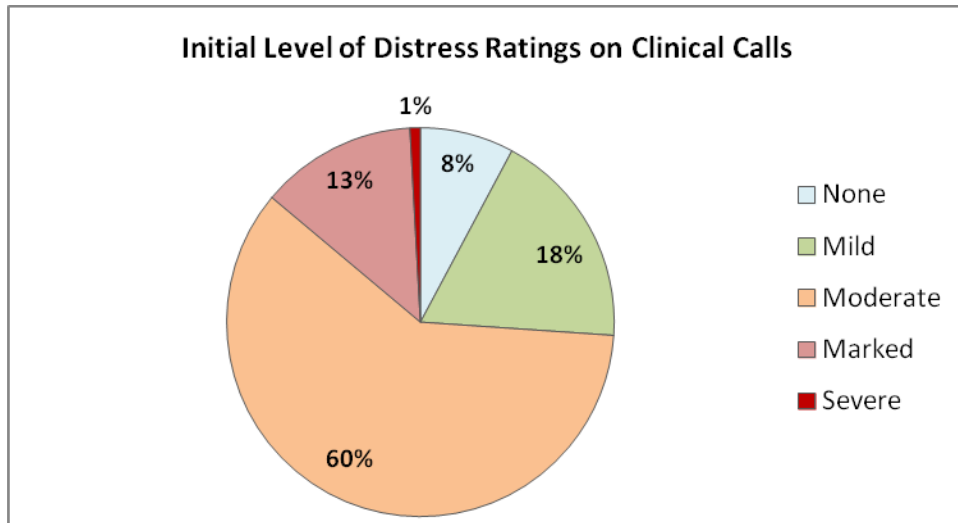
3/8/2013

In its first month of Operation, NMCAL handled 198 calls. This included 115 clinical calls across 96 unique callers.

<b>Utilization</b>	
Total Calls Handled	198
Service Level (Calls answered with 30 sec)	86.8%
Abandonment Rate	2.6%
Average Speed of Answer	18 seconds
Average Call Length (all calls)	11.7 minutes
Average Call Length (Clinical calls)	18.9 minutes

<b>Call Volume by Type</b>	
Inbound Clinical Calls	115
- Calling about Self	58
- Calling about a Child	5
- Calling about another Adult	52
Outbound Clinical Calls	13
Information/Referral Calls	15
Seeking information about NMCAL	23
Administrative	9
Hang-ups/Wrong #s/Internal Test Calls	23

ProtoCall clinicians rate initial and concluding level of distress on every clinical call. Level of distress is based on both the caller's presentation or overt behavior, and on an assessment of their clinical situation. Even if they are not emotional or upset, their level of distress is rated higher if their clinical situation is acute.



There were 85 calls on which level of distress was initially rated as moderate or higher. On 56 of these calls (66%) level of distress was reduced by the end of the call.

<b>Level of Care of Clinical Calls</b>	
Routine	50
Urgent	59
Emergent	6

<b>Primary Problem discussed in Call</b>	
Alcohol/Drugs	12
Anger Management	1
Anxiety	13
Child	4
Danger to Others	4
Depression	15
Family	9
Grief/Loss	1
Relationship/Marital	6
Suicide	11
Other	39

While it was not always the presenting issue, concerns related to suicidal ideation were reported on 49% of clinical calls. Concerns related to drug or alcohol abuse were reported on 40% of clinical calls.

For every clinical call, we track whether the call could be stabilized by the clinician, or if a more restrictive level of care was necessary. Restrictive outcomes include caller voluntarily going to a hospital or calling 911, our transferring a caller to emergency services, and breaking confidentiality by making an child or elder abuse report or dispatching police (with or without caller’s consent). These are the clinical outcomes of the NMCAL calls for February.

<b>Clinical Disposition</b>	
<b>Caller stabilized by clinician and/or referred to community resources.</b>	107 (93%)
<b>Clinician made an abuse report.</b>	1 (1%)
<b>Caller planned to go to a hospital.</b>	1 (1%)
<b>Caller agreed to transport a person of concern to a hospital.</b>	1 (1%)
<b>Caller agreed to call 911 regarding immediate danger to a third party.</b>	2 (2%)
<b>Caller transferred to 911 due to immediate danger.</b>	3 (3%)