

## **Methods, Limitations, and References**

### **Health Services Agency – Substance Use Disorder Services Dashboard**

1. Data Source: County Electronic Health Records (EHR) System, also known as “Avatar”. Client information and services are stored in the EHR, entered by County treatment Providers. All client data displayed on the Dashboard has been deidentified and filtered to show only adult Drug Medi-Cal Organized Delivery System (DMC-ODS) data over the past 3 years. Data is updated every 30 days after the close of the previous calendar quarter.

#### A. SUDS Withdrawal.

##### I. Completion Rate

a) Description: Percent of Withdrawal Management clients per calendar quarter who entered care and were discharged and completed their treatment/recovery plan.

##### II. Withdrawal to Treatment

a) Description: Percent of Withdrawal Management clients per calendar quarter who entered a lower level of care after an episode. Clients may enter a lower level of care at any time after their initial Withdrawal Management episode, which may be several months or years later.

##### III. Level of Service.

a) Description: Total number of days of service per calendar quarter provided to clients by Provider. Withdrawal Management services provide 24-hour living support; hence units are characterized as ODS billable bed days.

##### IV. Service Equity – Location.

a) Description: Circles on the map are representations of Withdrawal Management clients by zip code. Hovering over the circles, the client zip code, percent of Withdrawal Management clients in that

zip code, percent of total County population in that zip code, and population notes are displayed.

V. Service Equity – Housing.

- a) Description: Percent of Withdrawal Management clients by known housing arrangement. Hovering over the housing arrangement section of the circle, the housing type, and number of Withdrawal Management clients and their relative percent are displayed.

VI. Service Equity – Language.

- a) Description: Percent of Withdrawal Management clients by language. Hovering over the language type, language spoken, number of Withdrawal Management clients and their relative percent, and percent of total County population are displayed.

VII. Service Equity – Ethnicity.

- a) Description: Percent of Withdrawal Management clients by ethnicity. Hovering over the ethnicity type, ethnicity, number of Withdrawal Management clients and their relative percent, percent of total County population, and percent of total State population are displayed.

B. SUDS Residential (includes Perinatal Residential services)

I. Completion Rate.

- a) Description: Percent of total Residential clients per calendar quarter who entered care and were discharged and completed their treatment/recovery plan.

II. Completion Rate by Provider.

- a) Description: Percent of Residential clients per calendar quarter listed by Provider who entered care and were discharged and completed their treatment/recovery plan.

III. Level of Service – Service Days.

a) Description: Total number of days of service per calendar quarter provided to clients by all Providers. Residential services provide 24-hour living support; hence units are characterized as ODS billable bed days.

IV. Level of Service – Service Days by Provider.

a) Description: Total number of days of service per calendar quarter provided to clients listed by Provider. Residential services provide 24-hour living support; hence units are characterized as ODS billable bed days.

V. Service Equity – Location.

a) Description: Circles on the map are representations of all Residential clients by zip code. Hovering over the circles, the client zip code, percent of Residential clients in that zip code, percent of total County population in that zip code, and population notes are displayed.

VI. Service Equity – Housing.

a) Description: Percent of Residential clients by known housing arrangement. Hovering over the housing arrangement section of the circle, the housing type, and number of Residential clients and their relative percent are displayed.

VII. Service Equity – Language.

a) Description: Percent of Residential clients by language. Hovering over the language type, language spoken, number of Residential clients and their relative percent, and percent of total County population are displayed.

VIII. Service Equity – Ethnicity.

a) Description: Percent of Residential clients by ethnicity. Hovering over the ethnicity type, ethnicity, number of Residential clients

and their relative percent, percent of total County population, and percent of total State population are displayed.

C. SUDS Outpatient

I. Completion Rate.

- a) Description: Percent of total Outpatient and Intensive Outpatient clients per calendar quarter who entered care and were discharged and completed their treatment/recovery plan.

II. Outpatient by Provider.

- a) Description: Percent of Outpatient clients per calendar quarter listed by Provider who entered care and were discharged and completed their treatment/recovery plan.

III. Intensive Outpatient by Provider.

- a) Description: Percent of Intensive Outpatient clients per calendar quarter listed by Provider who entered care and were discharged and completed their treatment/recovery plan.

IV. Level of Service – Total Hours

- a) Description: Total Outpatient and Intensive Outpatient hours of service per calendar quarter provided to clients by all Providers. Outpatient and Intensive Outpatient services are provided and recorded as practitioner minutes; hence units are characterized as hours.

V. Level of Service – Outpatient by Provider

- a) Description: Total Outpatient hours of service per calendar quarter provided to clients listed by Provider. Outpatient services are provided and recorded as practitioner minutes; hence units are characterized as hours.

VI. Level of Service – Intensive Outpatient by Provider

- a) Description: Total Intensive Outpatient hours of service per calendar quarter provided to clients listed by Provider. Intensive

Outpatient services are provided and recorded as practitioner minutes; hence units are characterized as hours.

VII. Service Equity – Location.

- a) Description: Circles on the map are representations of all Outpatient and Intensive Outpatient clients by zip code. Hovering over the circles, the client zip code, percent of Outpatient and Intensive Outpatient clients in that zip code, percent of total County population in that zip code, and population notes are displayed.

VIII. Service Equity – Housing.

- a) Description: Percent of Outpatient and Intensive Outpatient clients by known housing arrangement. Hovering over the housing arrangement section of the circle, the housing type, and number of Outpatient and Intensive Outpatient clients and their relative percent are displayed.

IX. Service Equity – Language.

- a) Description: Percent of Outpatient and Intensive Outpatient clients by language. Hovering over the language type, language spoken, number of Outpatient and Intensive Outpatient clients and their relative percent, and percent of total County population are displayed.

X. Service Equity – Ethnicity.

- a) Description: Percent of Outpatient and Intensive Outpatient clients by ethnicity. Hovering over the ethnicity type, ethnicity, number of Outpatient and Intensive Outpatient clients and their relative percent, percent of total County population, and percent of total State population are displayed.

D. SUDS Query (All Modalities: Withdrawal Management, Residential, Outpatient Services).

- I. Completion Rate.
  - a) Description: Percent of all clients across all modalities per calendar quarter who entered care and were discharged and completed their treatment/recovery plan. The Statewide average completion rate is displayed for comparison.
- II. Level of Service – Total Clients.
  - a) Description: Total number of clients who received a service day across all modalities per calendar quarter provided to clients listed by modality.
- III. Level of Service – New Clients.
  - a) Description: Total number of new clients who received a service day across all modalities per calendar quarter provided to clients listed by modality. New clients are considered to be any person who entered care with any of the County Service Providers for the first time.
- IV. Service Equity – Location.
  - a) Description: Circles on the map are representations of all clients across all modalities by zip code. Hovering over the circles, the client zip code, percent of all clients in that zip code, percent of total County population in that zip code, and population notes are displayed.
- V. Service Equity – Housing.
  - a) Description: Percent of all clients across all modalities by known housing arrangement. Hovering over the housing arrangement section of the circle, the housing type, and number of all clients and their relative percent are displayed.
- VI. Service Equity – Language.
  - a) Description: Percent of all clients across all modalities by language. Hovering over the language type, language spoken,

number of all clients and their relative percent, and percent of total County population are displayed.

VII. Service Equity – Ethnicity.

- a) Description: Percent of all clients across all modalities by ethnicity. Hovering over the ethnicity type, ethnicity, number of all clients and their relative percent, percent of total County population, and percent of total State population are displayed.

VIII. Service Equity – Providers.

- a) Description: Circles on the map are locations of County Outpatient, Residential, and Withdrawal Management Service Providers.

2. Limitations

- A. Few records in the EHR System contained incomplete discharge data about the completion status of clients. These records equated to 0.375 per year (less than 1%) and were omitted from the Dashboard dataset.
- B. Occasionally, Providers will add a new Program (modality), discontinue a Program, or resume providing a Program over the 3-year period. As a result, some of the Dashboard graphs may show discontinuity in a Program, causing breaks in the trendline.

3. References

- A. Drug Medi-Cal Organized Delivery System Beneficiary Handbook:  
<http://santacruzhealth.org/Portals/7/Pdfs/Beneficiary%20Handbook%202018%20ENG.pdf>
- B. The American Society of Addiction Medicine (ASAM) Criteria:  
<https://www.asam.org/asam-criteria/about>
- C. The American Society of Addiction Medicine (ASAM) Levels of Care:  
<https://www.asamcontinuum.org/knowledgebase/what-are-the-asam-levels-of-care/>
- D. Recovery Wave, Santa Cruz County Substance Use Disorder Resource Website:  
<http://www.recoverywave.org/index.html>