



## **New Mexico Crisis and Access Line - March 2013 Utilization Report 4/8/2013**

In March 2013, NMCAL handled 148 calls. This included 101 clinical calls from 78 different callers.

<b>Utilization</b>	
Total Calls Handled	148
Service Level (answered under 30 sec)	87.0%
Abandonment Rate	2.1%
Average Speed of Answer	19 sec
Average Call Length (all calls)	12.7 min
Average Call Length (Clinical calls)	18.1 min

<b>Call Volume by Type</b>	
Inbound Clinical Calls	101
- Calling about Self	71
- Calling about a Child	9
- Calling about another Adult	21
Outbound Clinical Calls	6
Information/Referral Calls	12
Seeking information about NMCAL	9
Administrative	4
Hang-ups/Wrong #s/Internal Test Calls	16



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 a caller is not emotional or upset, their level of distress is rated higher if their clinical situation is acute.

There were 70 calls on which level of distress was initially rated as moderate or higher. On 45 of these calls (64%) level of distress was reduced by the end of the call.

<b>Level of Care of Clinical Calls</b>	
Routine	58
Urgent	40
Emergent	3

<b>Primary Problem Discussed in Call</b>	
Alcohol/Drugs	13
Anger Management	2
Anxiety	24
Child	5
Danger to Others	1
Depression	13
Family	5



Grief/Loss	2
Relationship/Marital	3
Suicide	6
Other	27

While it was not always the presenting issue, concerns related to suicidal ideation were reported on 28% of clinical calls. Concerns related to drug or alcohol abuse were reported on 31% of clinical calls.

For every clinical call, we track whether the situation 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 a child, elder, or vulnerable adult abuse report or dispatching police (with or without caller’s consent). These are the clinical outcomes of the NMCAL calls for March.

## Clinical Disposition



Caller stabilized by clinician, and referred to community resources if appropriate.	94 (93%)
Caller planned to go to a hospital.	4 (4%)
Caller agreed to call 911 regarding immediate danger to a third party.	1 (1%)
Caller conferenced to 911 due to immediate danger.	1 (1%)