

6/29/16: San Diego Presentation on Project 25 Pilot

Presenters:

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Relevant Attachment: RTI International Analytics June 2016

Kris Kunts, Project 25, San Diego

Key Takeaways: *The Project 25 pilot sought to identify super-utilizers through information from 911 calls, hospitals and emergency services. It found that an important part of the intervention was alerts from the 911 systems which were received via text/email, that 911 data was a good proxy for healthcare/Medicaid costs, and that having local champions was critical in ensuring the program's effectiveness.*

Kris Kunts of San Diego, Project 25, explained that the San Diego team has been working on Project 25, which sought to identify super-utilizers through information from 911 calls, hospitals and emergency services. He pointed out that 911 data has been a big part of the program for the purpose of collecting outcomes data that demonstrates effectiveness, as well as outreach and care coordination.

Kris stressed that an important part of the intervention was alerts from the 911 systems which were received via text/email. Key information provided through the alerts included: Name of individual; time and location of pick up; and hospital that the individual was being transported to. This system allowed the San Diego team to send care experts over to the hospitals a patient was being taken to. The alerts were initially just from the 911 system; however, other social services and community information exchanges have now been incorporated.

While the Project 25 pilot has ended it has served to provide some key takeaways; for example, 911 data is a good proxy for healthcare/Medicaid costs and that having local champions was critical in ensuring the program's effectiveness.

Kevin Strom, RTI International

Key Takeaways: *The RTI International research tool is available for implementation, and originated from work on "call for service" data. It was designed around four key areas: (1) call volume, (2) response time, (3) officer allocation, and (4) super-utilizers.*

The RTI International research tool is available for implementation which is open sourced, collaboratively with multiple police department. It originated from work on "call for service" data. The purpose of the tool is to create more capacity for local police departments and ensure it is simple to use, especially for non-expert analysts, such as police officers. The tool is also interactive and has an auto-update feature.

The tool was designed around 4 key areas:

1. Call Volume
2. Response Time
3. Officer Allocation

4. Super-utilizers

While working with the Durham Police Department, leadership quickly learned a lot of information from just viewing the data, including the costs associated with individuals grappling with mental health issues who were perpetually entering and exiting the criminal and mental health systems. In the first demo, the Durham Police Department was able to identify a geographic area that the department did not anticipate would have such a high call volume – so the tool proved to be extremely useful from the onset.

Please refer to presentation attachments from RTI.