

**For Immediate Release**

**March 30, 2012**

**Report Shows Quality Improvement (QI) Measures Significantly Improved Patient Outcomes for Connecticut's Emergency Mobile Psychiatric Service (EMPS)**

*CHDI IMPACT Report Released Today - "The Performance Improvement Center:  
A Promising Approach for Improving Service Quality and Outcomes"*

Farmington, CT - An [IMPACT](#) report, released today by the Child Health and Development Institute of Connecticut ([CHDI](#)), highlights a case study and methodology for improving the quality and effectiveness of community-based child mental health care programs in Connecticut. The report, [The Performance Improvement Center: A Promising Approach for Improving Service Quality and Outcomes](#) describes a rigorous and successful Quality Improvement (QI) approach - the Performance Improvement Center (PIC) model - that is flexible enough to be replicated and applied to virtually any child mental health intervention.

The report details how PIC increased the effectiveness of Connecticut's statewide Emergency Mobile Psychiatric System (EMPS) Crisis Intervention Services - a program providing rapid response crisis stabilization and short-term intervention to children and families in their homes and communities. Following the implementation of PIC for EMPS in 2009, EMPS demonstrated significant improvements in multiple areas including service mobility and numbers of children served. This resulted in statistically significant improvements in the emotional and behavioral functioning of children and families receiving EMPS services. Key outcomes include:

- The number of calls received increased by 245% in two years [from 5,000 (FY 2009) to 12,266 (FY 2011)]
- The percentage of calls resulting in a face-to-face evaluation went from 49% (prior to PIC) to the current rate of 93% (Q1 FY 2012)
- From 2010 to 2012, the percentage of calls responded to within 45 minutes increased from 50% to 90%
- Children who receive EMPS services demonstrate statistically significant improvements in behavioral problems and overall functioning

The PIC model was developed by authors [Jeffrey Vanderploeg, Ph.D.](#) and [Robert Franks, Ph.D.](#) at the Connecticut Center for Effective Practice ([CCEP](#)) at CHDI in collaboration with the Department of Children and Families (DCF).

"The increasing costs of health care have led to a renewed focus on quality and outcomes", said Dr. Vanderploeg, Associate Director of CCEP at CHDI. "As a result, it is critical to improve existing services by making sure they are more accessible, of higher quality, and implemented consistently across sites."

"By systematically funding and supporting comprehensive Quality Improvement initiatives that promote best practices and improve efficiency and quality of care, we can ensure a better return on investment for our taxpayer dollars," added Dr. Franks, Vice President of CHDI and Director of CCEP.

CHDI also released a brief summary of the report as part of its Issue Brief Series: [\*Issue Brief #11: Driving Quality Improvement in Child Mental Health Services: The Performance Improvement Center.\*](#)

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