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Report title: AOABH Access Log: April through June 2019

Report date: August 14, 2019

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The AOABH Access Log for the period from January through March contained 3107 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 552 clients and “No” was indicated for 491 clients. Those clients reporting that they did not have Medi-Cal benefits or who did not know whether they had Medi-Cal benefits were eliminated from this analysis. This left 2064 Medi-Cal beneficiaries. An additional 21 clients were served by AB109 and shown as Medi-Cal clients. Because AB109 does not bill Medi-Cal, these clients were also eliminated, leaving a final count of 2043 clients for this analysis.

The client age ranged from 17 to 95 years. For the 17-year-old, the first appointment date was for after the client’s 18th birthday. The next youngest client was 18 years old. The mean age at referral was 39.9 years, standard deviation 15.0 years. Appointments were accepted by 1781 out of the 2043 clients (87.2%).

Waiting Time for Appointments

The waiting time was calculated based on the time between the contact/log date and the appointment date offered to the client. The number of emergency, urgent and routine appointments offered within certain periods is shown in the table below:

Table 1. Time from contact to offered appointment, for emergent, urgent, and routine appointments

	Within 4 hrs.	5-24 hrs.	2-10 workdays	Over 10 workdays	Total
Emergent	295	0	0	1	296
Urgent	0	84	0	0	84
Routine	0	757	644	0	1401
Total	295	841	644	1	1781

Emergency contacts are to be offered an appointment within 4 hours, urgent contacts within one calendar day, and routine contacts are to be offered an appointment within 10 business days. There were 296 emergency referrals, all but one seen within the 4-hour limit. There were 84 urgent referrals; all were seen within 24 hours. There were 1401 routine referrals – all were seen within ten workdays.

Table 2 shows average number of days from referral to offered appointment and from offered appointment to accepted appointment date.

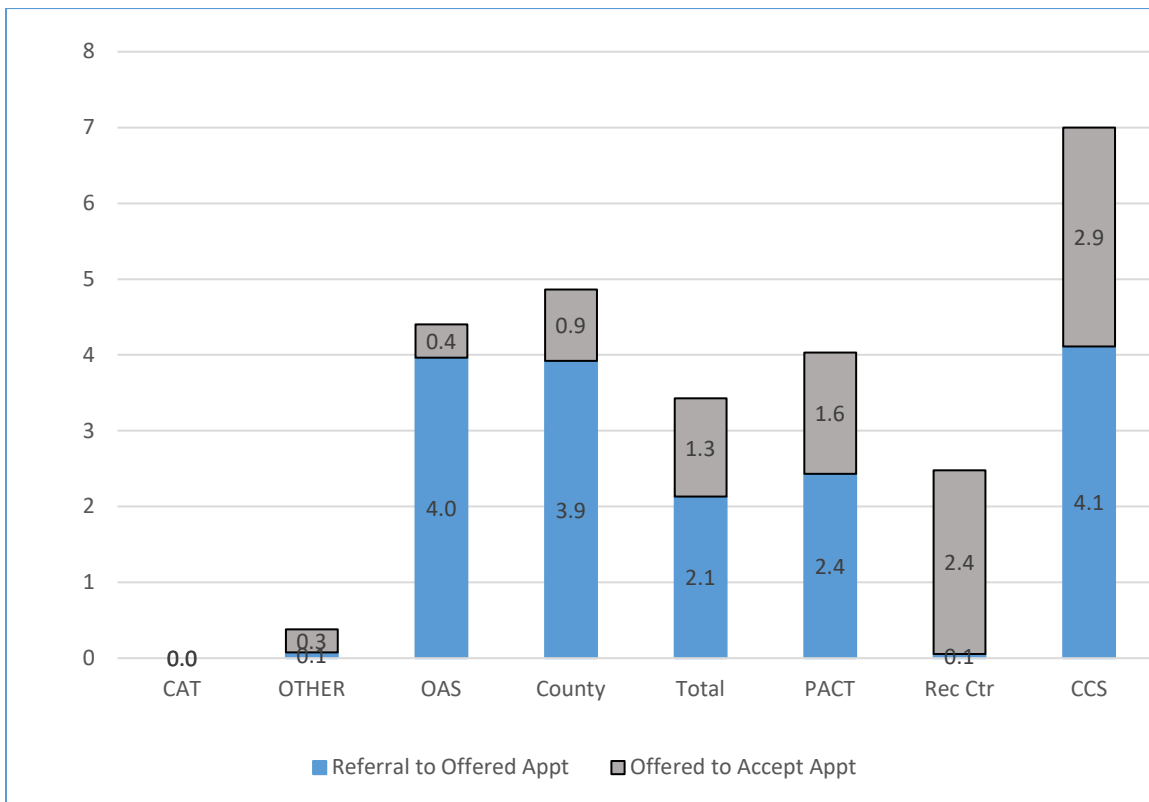
Table 2. Referral to offered appointment and offered to accepted appointment time

	N	Minimum	Maximum	Mean	Std. Deviation
Days - referred to offered appt.	1781	0.00	44.00	2.1336	2.90507
Workdays - referred to offered appt.	1781	0.00	31.00	1.4795	1.98654
Offered to accepted appt	1781	-7.00	62.00	1.2937	3.25709

Appointments were accepted on or before the offered date 61.7% of the time.

The days from contact to offered appointment differed by agency, as shown in Figure 1.

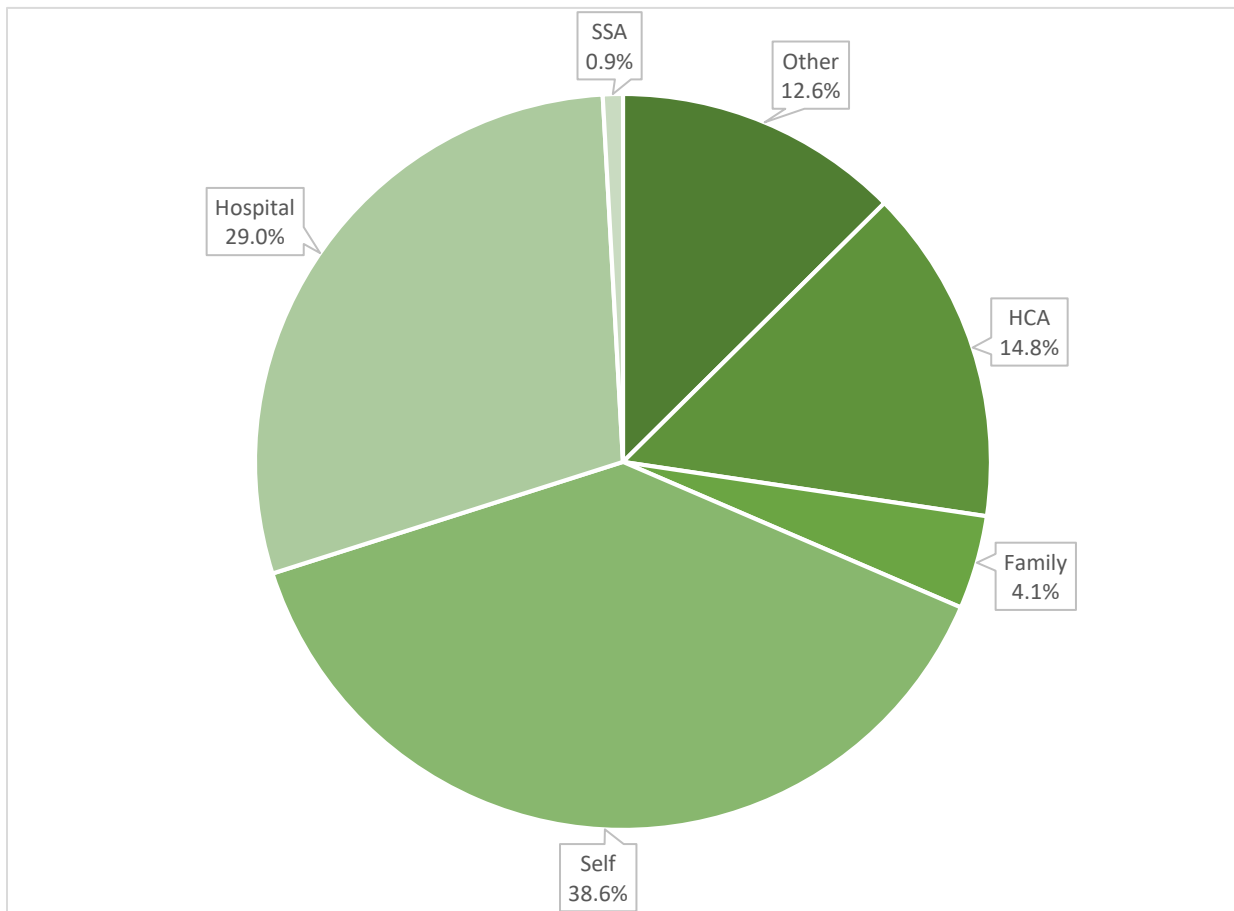
Figure 1. Mean calendar days, referral to offered appointment and offered to accepted appointment, by agency



Referral Sources

Primary referral sources are shown below:

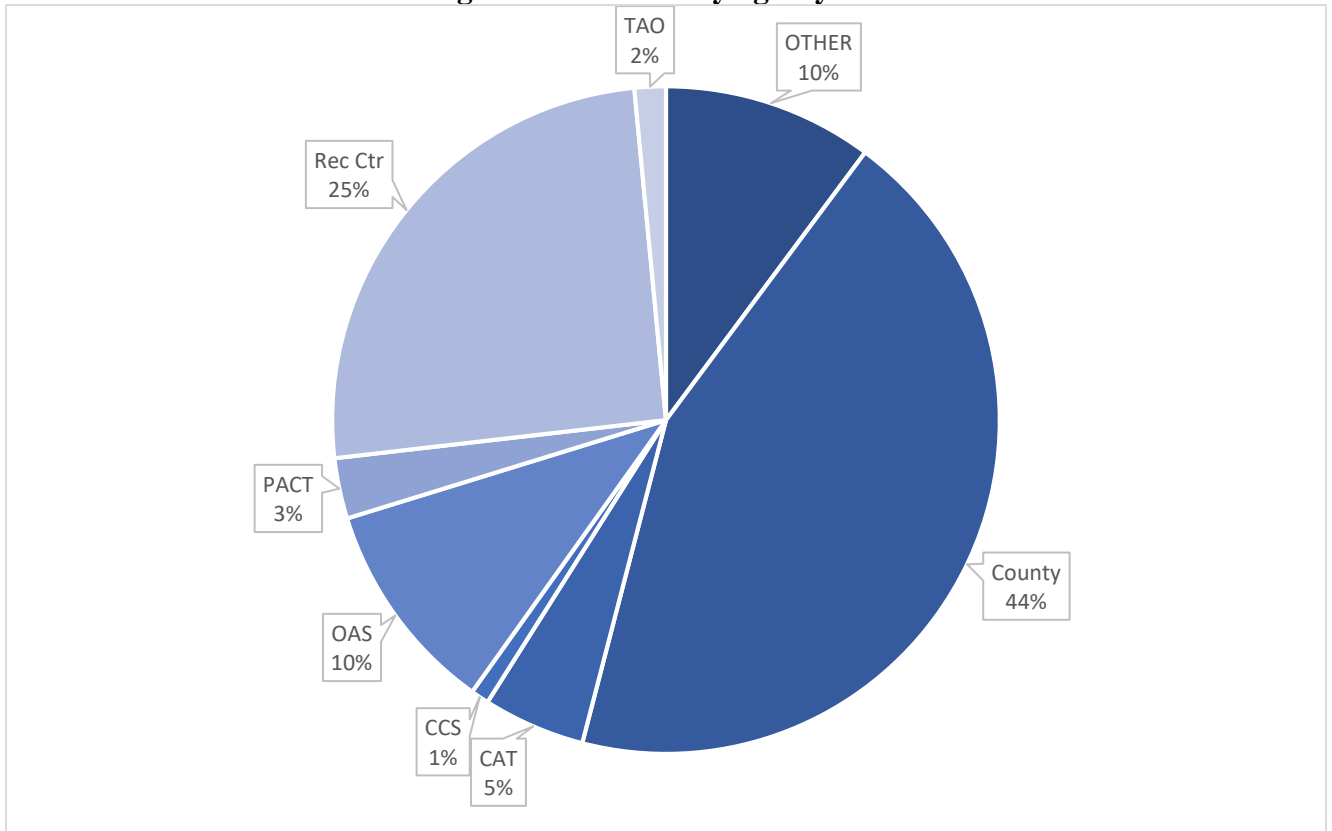
Figure 2. Referral sources



Agency

distribution of referrals by agency is shown below:

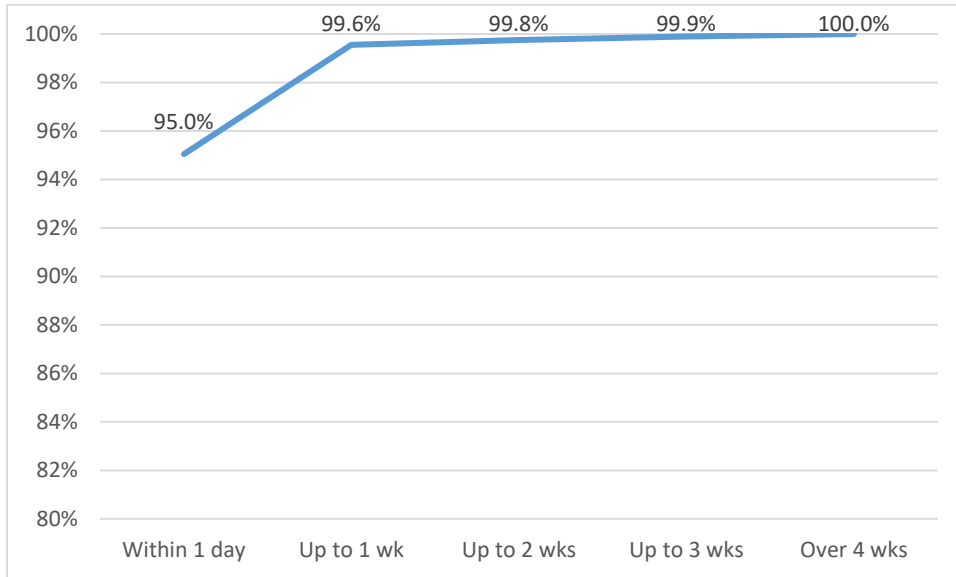
Figure 3. Referrals by agency



Time from Referral to Log Entry

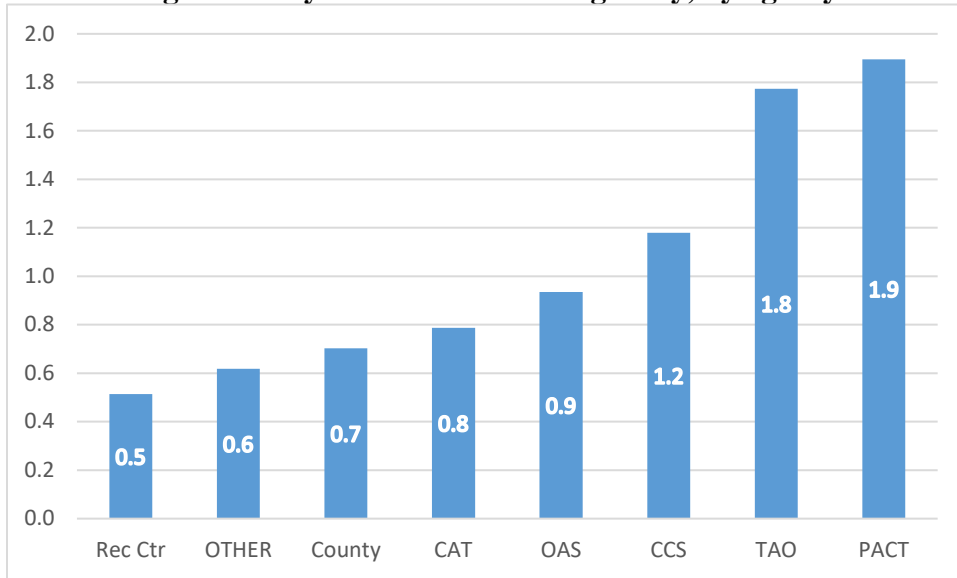
The date logged was available for 2039 out of 2043 referrals. Out of these 2039 referrals, 1938, or 94.9%, were entered into the log on the same day or by the day after they were received. All but two had been entered within four weeks.

Figure 4. Time from referral to log entry: Cumulative percent



The mean number of days from referral to log entry is shown below, by agency. Log entries were fairly prompt, within a day-and-a-half of referral, for all agencies except AB109.

Figure 5. Days from referral to log entry, by agency



Client Languages

The table below shows the language distribution of referred clients. Spanish and English were the primary languages of 96.8% of the clients and 93.9% of the families.

Table 3. Distribution of client and family language

Language	N		Percent	
	Family	Primary	Family	Primary
Arabic	10	5	0.89%	0.25%
Bahasa-Indonesia	1	0	0.09%	0.00%
Chinese	1	1	0.09%	0.05%
English	831	1857	74.00%	91.21%
Farsi	3	3	0.27%	0.15%
Fillipino	2	0	0.18%	0.00%
German	1	0	0.09%	0.00%
Italian	1	0	0.09%	0.00%
Korean	11	6	0.98%	0.29%
Mandarin	2	0	0.18%	0.00%
Russian	2	0	0.18%	0.00%
Samoan	1	1	0.09%	0.05%
Serbo-Croatian	1	1	0.09%	0.05%
Spanish	190	114	16.92%	5.60%
Tagalog	5	1	0.45%	0.05%
Thai	2	3	0.18%	0.15%
Turkish	2	0	0.18%	0.00%
Vietnamese	51	43	4.54%	2.11%
Other	6	1	0.53%	0.05%
Subtotal	1123	2036	100.00%	100.0%
Unk/NA	920	7		
Total	2043	2043		

Family and primary language did not significantly affect the referral to appointment-offered time or the appointment offered to accepted time.

Client Dispositions

The table below shows the disposition of the 2043 referrals, by agency. Of these, 72.1% (1474) were scheduled for an appointment or were opened for MHP services.

Table 4. Referral disposition, by agency

Outcome:	Client Declined Services	Crisis Svc	Hospital D/C Date Unk	Not Opened - Client Appt Scheduled	Opened for MHP Assessmt/ Services	Referred Inside MHP	Referred Outside MHP	Ref to ADAS	Srvs Denied	Total
OTHER	0	200	0	0	8	0	0	0	0	208
County	180	5	4	554	140	3	2	2	6	896
CAT	3	95	0	3	0	0	0	0	0	101
CCS	0	0	0	1	16	1	0	0	0	18
OAS	13	0	2	108	87	0	0	0	2	212
PACT	24	2	2	13	15	0	2	1	1	60
Rec Ctr	10	2	2	484	16	0	1	0	2	517
TAO	1	0	0	17	12	1	0	0	0	31
Total	231	304	10	1180	294	5	5	3	11	2043

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Programs reporting

Referrals were reported by 16 programs. The table below shows the programs reporting, and the number of log entries from each.

Table 4. Referrals by program

	N	Percent
ANAHEIM	519	25.4
CAT ORANGE	101	4.9
CCS CN RC	18	0.9
CS UNIT	200	9.8
OAS MH REC	134	6.6
OAS SHOPP	68	3.3
OAS START	10	0.5
PACT FULL	44	2.2
PACT OAS	11	0.5
PACT SOUTH	5	0.2
REC CTR NO	517	25.3
SANTA ANA	142	7.0
SOUTH CLINIC	123	6.0
SUP SURVIVORS	8	0.4
TAO FSP	31	1.5
WEST	112	5.5
Total	2043	100.0