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Report title: AOABH Access Log: October through December 2019
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The AOABH Access Log for the period from July through September contained 3127 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 567 clients and “No” was indicated for 517 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. The final count of clients left for the analyses was 2043 clients.

Appointments were accepted by 1830 out of the 2043 clients (89.6%). The client age ranged from 18 to 91 years. The mean age at referral was 39.0 years (standard deviation= 13.7 years)

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	239	0	0	0	239
Urgent	0	75	0	0	75
Routine	0	981	534	1	1516
Total	239	1056	534	1	1830

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 239 emergency referrals, all were offered an appointment within the 4-hour limit. There were 75 urgent referrals; all were offered an appointment in 1 calendar day or less. There were 1515 routine referrals – all but one were offered an appointment 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
Workdays - referred to offered appt.	1830	0.00	14.00	1.1	1.7
Days - referred to offered appt.	1830	0	20.00	1.96	2.59
Offered to accepted appt	1830	-6	32.00	1.38	3.67

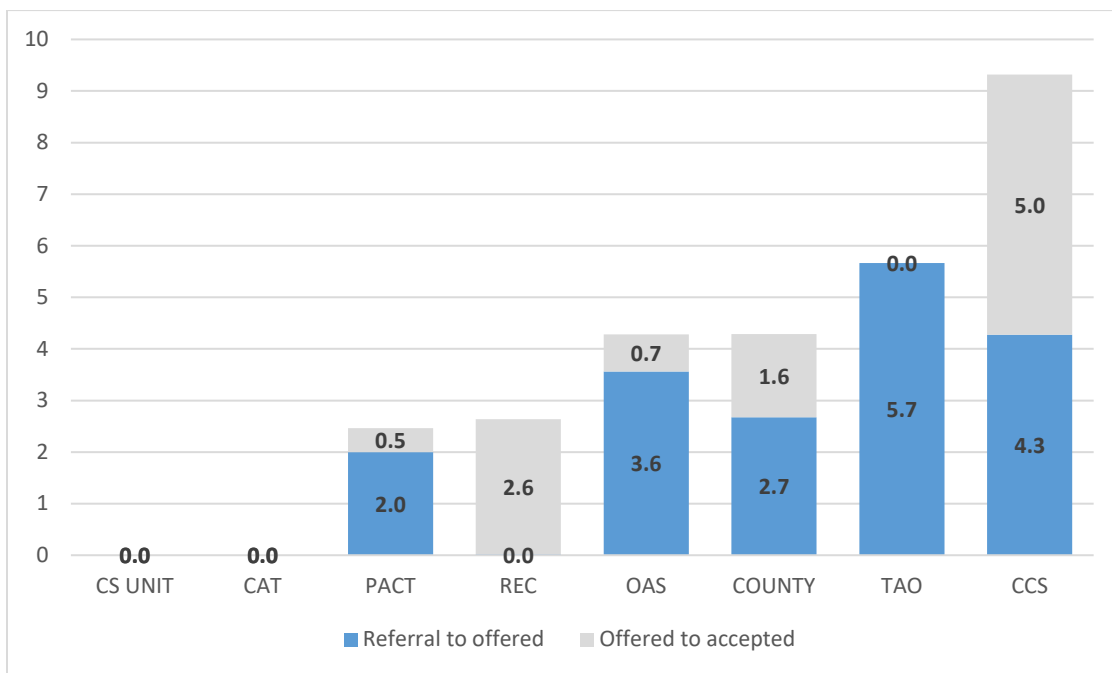
Appointments were accepted on or before the offered date 52.4% of the time.

Urgent appointments- 15 of 75 (20%) of appointments were ***not accepted*** within 2 calendar days. All 13 of the 15 cases listed a hospital as the referral source.

For routine appointments- 18 of 1516 (1.2 %) were ***not accepted*** within 10 business days. All emergent appointments were accepted at the offered time, within 4 hours.

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



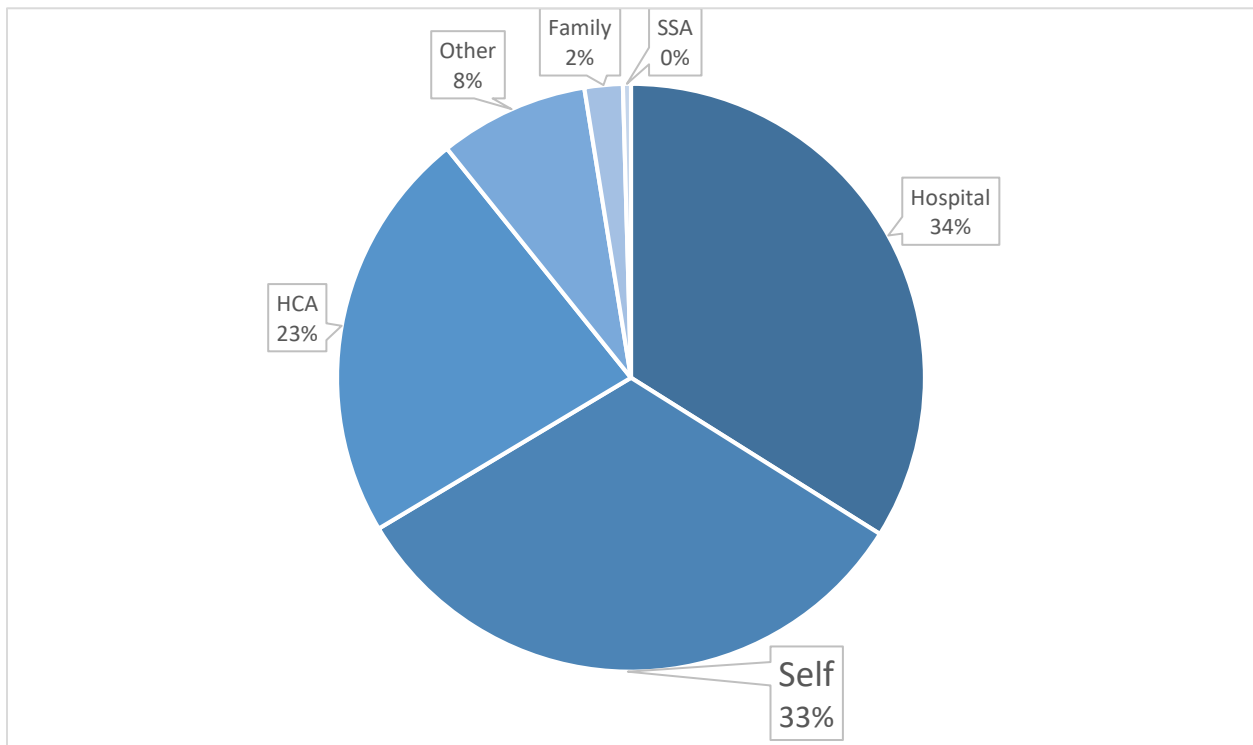
Referral Sources

For urgent appointments 12 of 75 (16%) were self-referred.

For routine appointments 474 of 1516 (31.3%) were self-referred.

Primary referral sources for all 2043 referrals are shown below.

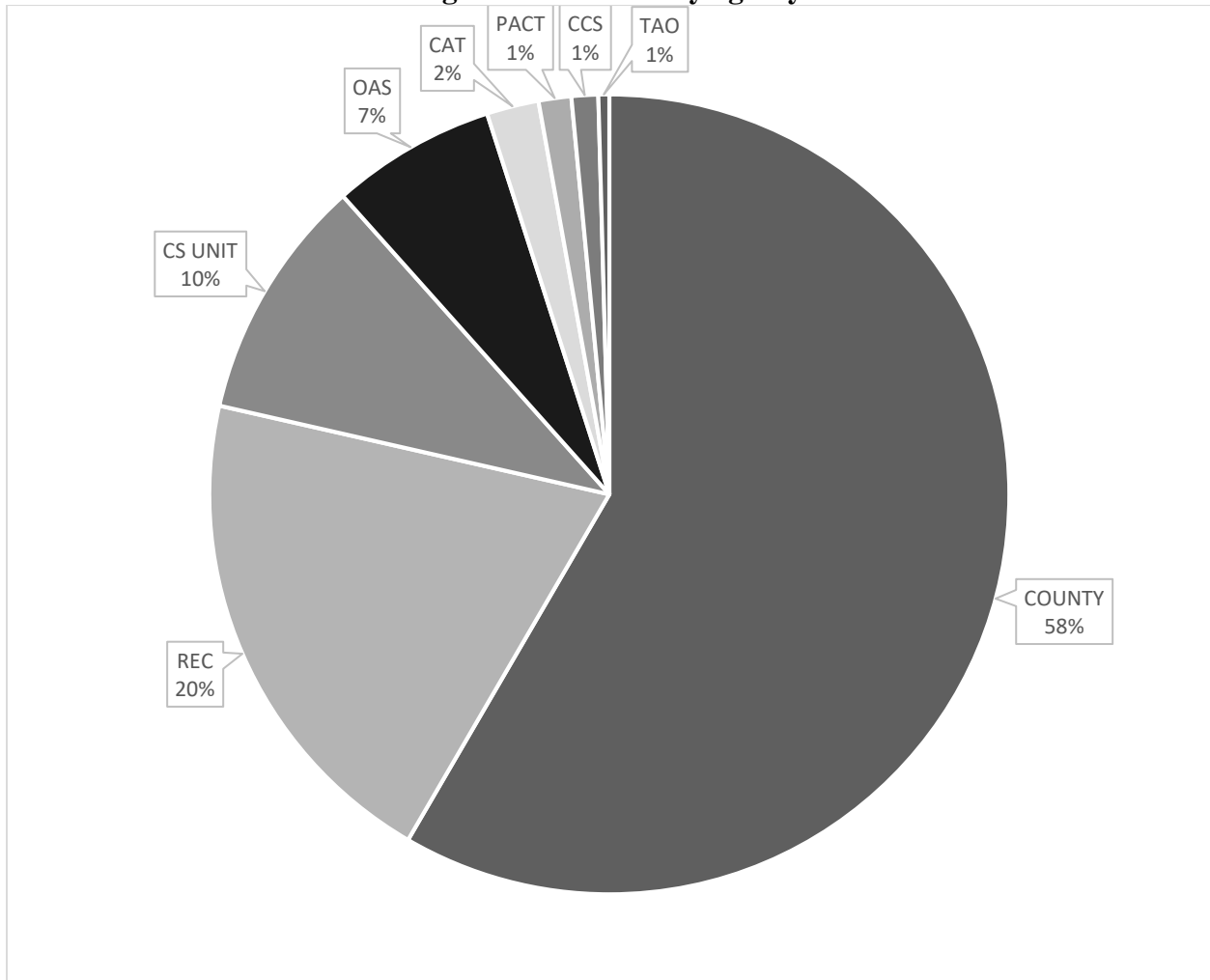
Figure 2. Referral sources



Agency

Distribution of referrals by agency is shown below:

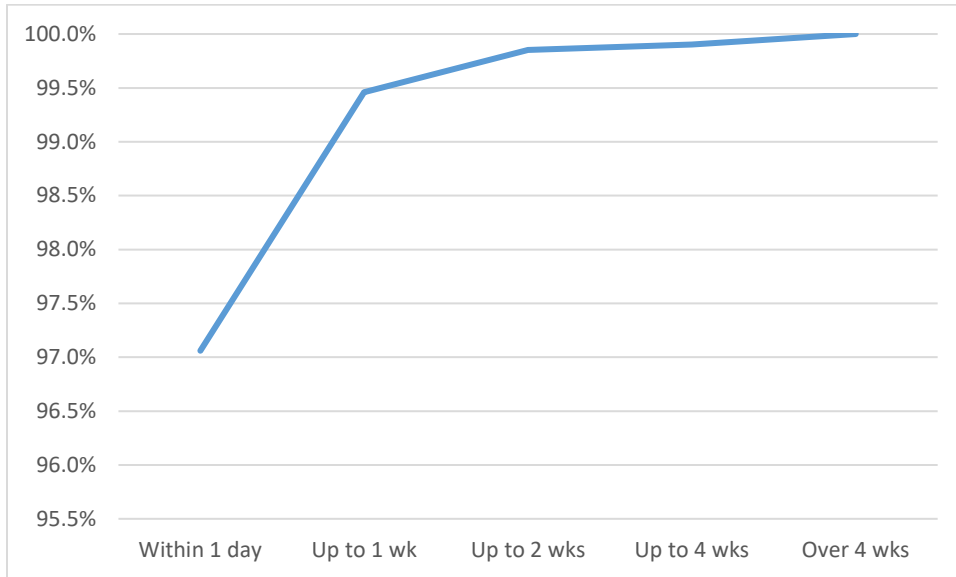
Figure 3. Referrals by agency



Time from Referral to Log Entry

The date logged was available for 2041 out of 2043 referrals. Out of these 2041 referrals, 1981, or 97.1%, 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



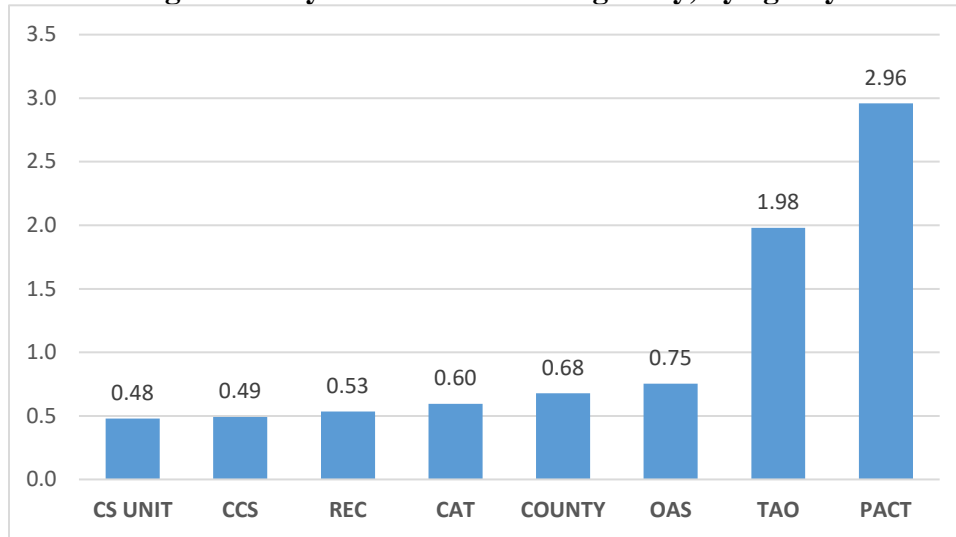
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The mean number of days from referral to log entry is shown below, by agency. Log entries were prompt, with the mean time to entry being less than 1 day. PACT had the longest time to referral to log entry at almost 3 days.

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 96.3% of the clients and 54.0% of the families.

Table 3. Distribution of client and family language

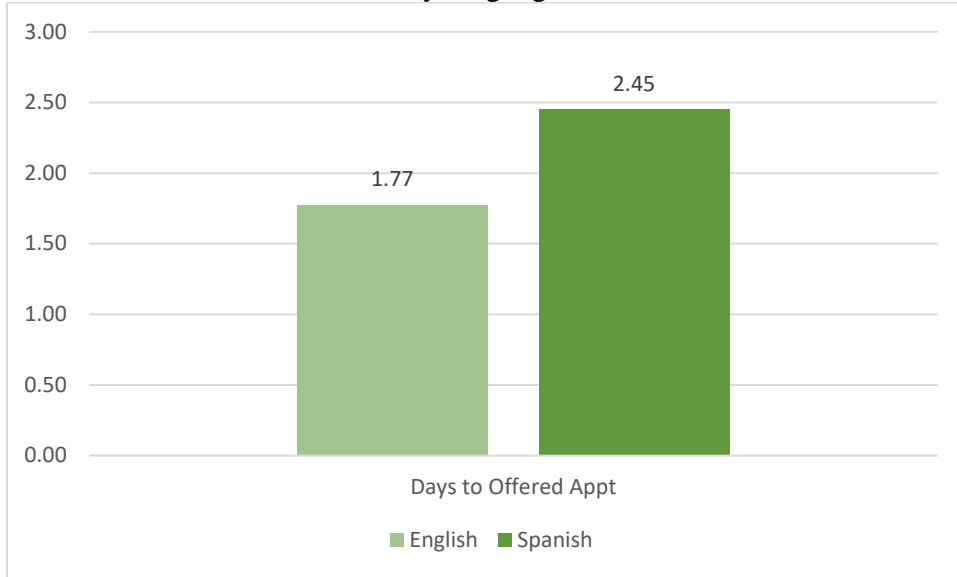
	PRIM LANG		FAM LANG	
	Frequency	Percent	Frequency	Percent
Arabic	6	0.3%	9	0.4%
Armenian		0.0%	2	0.1%
Cambodian	1	0.0%	2	0.1%
Cantonese		0.0%	1	0.0%
English	1869	91.5%	893	43.7%
Farsi	3	0.1%	13	0.6%
Filipino	1	0.0%		0.0%
Gaelic	1	0.0%		0.0%
Japanese	1	0.0%		0.0%
Italian		0.0%	1	0.0%
Korean	2	0.1%	7	0.3%
Mandarin	2	0.1%	2	0.1%
Persian	1	0.0%		0.0%
Portuguese	1	0.0%	1	0.0%
Romanian		0.0%	1	0.0%
Russian		0.0%	1	0.0%
Samoan		0.0%	1	0.0%
Somali		0.0%	1	0.0%
Spanish	99	4.8%	210	10.3%
Tagalog	1	0.0%		0.0%
Thai	1	0.0%	1	0.0%
Turkish	3	0.1%	2	0.1%
Vietnamese	42	2.1%	45	2.2%
Other/Unk	9	0.4%	593	29.0%
Total	2043	100.0%	2043	100%

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Clients whose primary language was English were offered appointments sooner than Spanish speakers; no difference was found for time between offered and accepted appointments. No differences were found for family language.



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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

	Client Declined Services	Crisis Service	Hospital Discharge Date Unknown	Not Opened - Client Appt Scheduled	Opened for MHP Assessment/ Services	Referred Inside MHP	Referred Outside MHP	Referred to ADAS	Services Denied	Total
OAS	4	1	0	83	48	0	0	0	0	136
CS UNIT	0	201	0	0	0	0	0	0	0	201
PACT	12	0	0	9	4	0	0	0	2	27
CCS	0	0	0	21	1	0	0	0	0	22
COUNTY	162	6	8	819	178	4	9	2	5	1193
REC	5	4	0	401	1	0	0	0	1	412
CAT	1	40	0	2	0	0	0	0	0	43
TAO	0	0	0	1	8	0	0	0	0	9
Total	184	252	8	1336	240	4	9	2	8	2043

OUTCOME:	Client Declined Services	Crisis Service	Hospital Discharge Date Unknown	Not Opened - Client Appt Scheduled	Opened for MHP Assessment/ Services	Referred Inside MHP	Referred Outside MHP	Referred to ADAS	Serv Den
OTHER	0	200	0	0	8	0	0	0	
County	180	5	4	554	140	3	2	2	
CAT	3	95	0	3	0	0	0	0	
CCS	0	0	0	1	16	1	0	0	
OAS	13	0	2	108	87	0	0	0	
PACT	24	2	2	13	15	0	2	1	
Rec Ctr	10	2	2	484	16	0	1	0	
TAO	1	0	0	17	12	1	0	0	
Total	231	304	10	1180	294	5	5	3	

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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

	Frequency	Percent
AMHS ANAHEIM	420	20.6%
AMHS CAT ORANGE	43	2.1%
AMHS CCS CN RC	22	1.1%
AMHS CS UNIT	201	9.8%
AMHS OAS MH REC	107	5.2%
AMHS OAS SHOPP	29	1.4%
AMHS OP REC SER ANA	1	0.0%
AMHS OPEN ACCESS CM	382	18.7%
AMHS PACT FULL	21	1.0%
AMHS PACT OAS	4	0.2%
AMHS PACT SOUTH	2	0.1%
AMHS REC CTR NO	411	20.1%
AMHS SANTA ANA	144	7.0%
AMHS SOUTH CLINIC	83	4.1%
AMHS TAO FSP	9	0.4%
AMHS WEST	164	8.0%
Total	2043	100%