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Report title: AOABH Access Log: July through September 2019  
Report date: January 24, 2020  
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The AOABH Access Log for the period from July through September contained 3051 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 506 clients and “No” was indicated for 490 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 2065 Medi-Cal beneficiaries. An additional 40 clients were served by AB109 (26), Supporting Survivors (8), or OAS Start (6) and shown as Medi-Cal clients. Because these do not bill Medi-Cal, these clients were also eliminated, leaving a final count of 2015 clients for this analysis.

Appointments were accepted by 1768 out of the 2015 clients (87.7%). The client age ranged from 18 to 88 years. The mean age at referral was 39.8 years (standard deviation= 14.1 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	300	0	0	0	300
Urgent	0	75	0	0	75
Routine	0	787	606	0	1393
Total	300	862	606	0	1768

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 300 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 1393 routine referrals – all were offered an appointment within ten workdays.

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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.	1768	0.00	9.00	1.31	1.72
Days - referred to offered appt.	1768	0.00	13.00	1.96	2.59
<b>Offered to accepted appt</b>	<b>1768</b>	<b>-3.00</b>	<b>71.00</b>	<b>1.38</b>	<b>3.67</b>

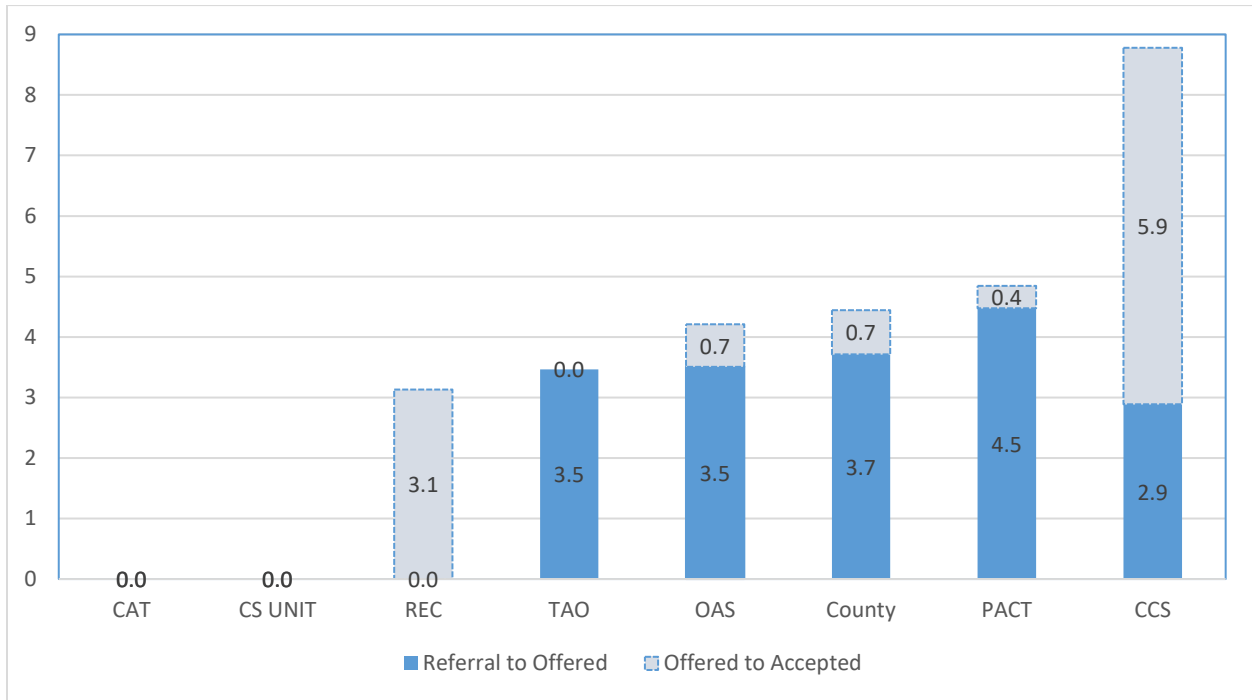
Appointments were accepted on or before the offered date 60.8% of the time.

Urgent appointments- 17 of 75 (22.7%) of appointments were *not accepted* within 2 calendar days. All 17 of these cases listed a hospital as the referral source.

For routine appointments- 22 of 1393 (1.6 %) were *not accepted* within 10 business days. For the 14 of these cases, HCA CMH (Correctional Mental Health) was listed as the referral source. 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.

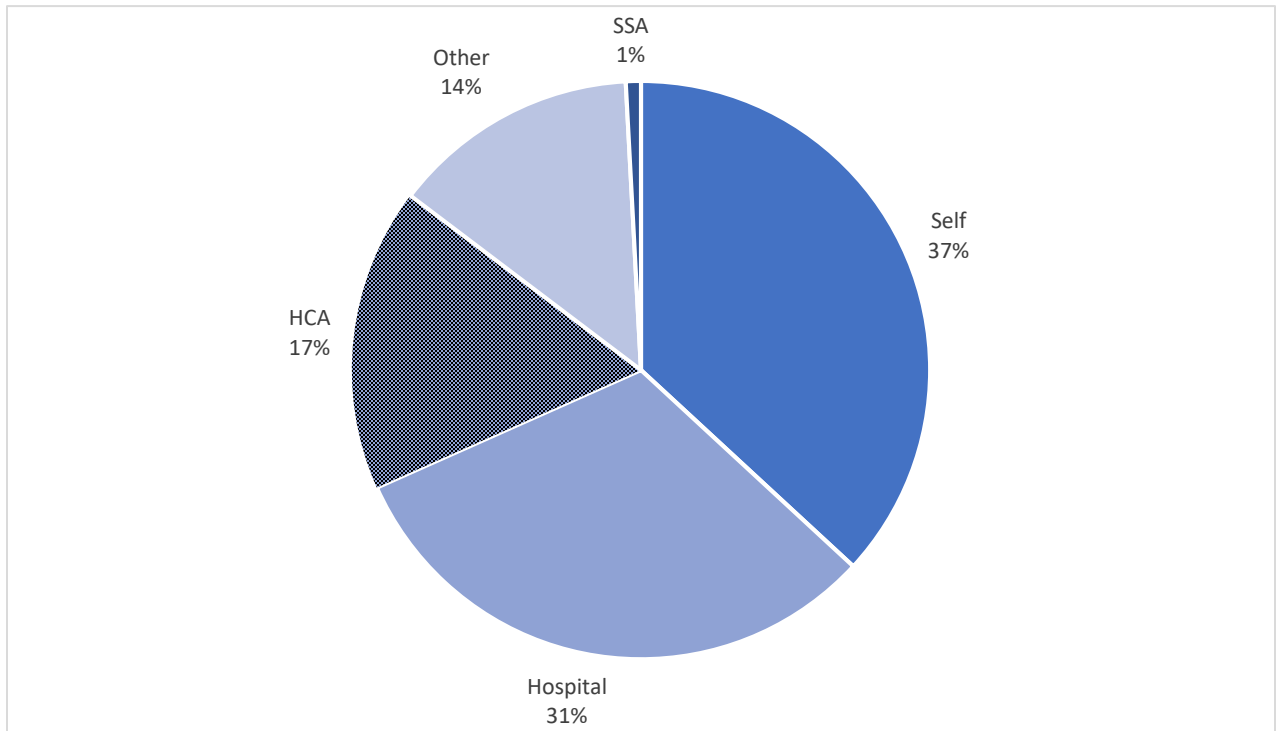
**Figure 1. Mean calendar days, referral to offered appointment and offered to accepted appointment, by agency**



**Referral Sources**

Primary referral sources are shown below:

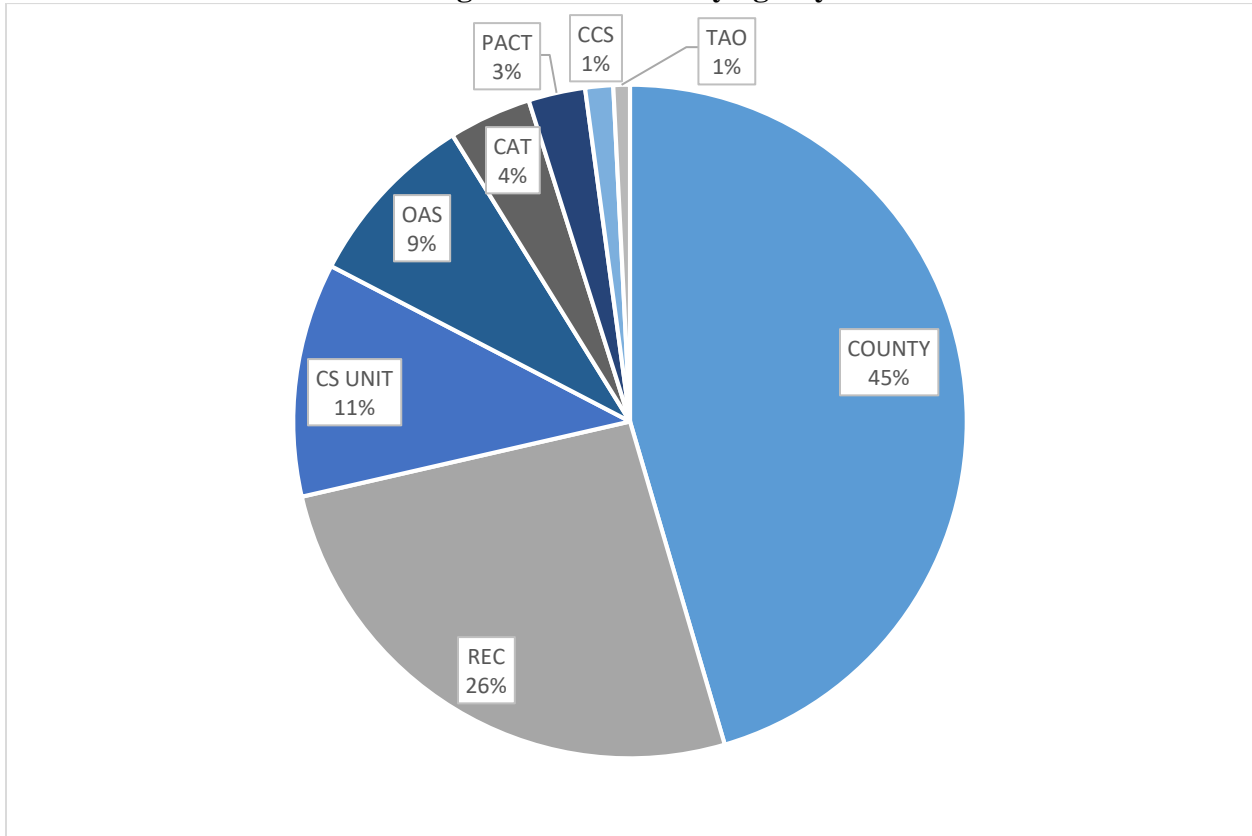
**Figure 2. Referral sources**



Agency

distribution of referrals by agency is shown below:

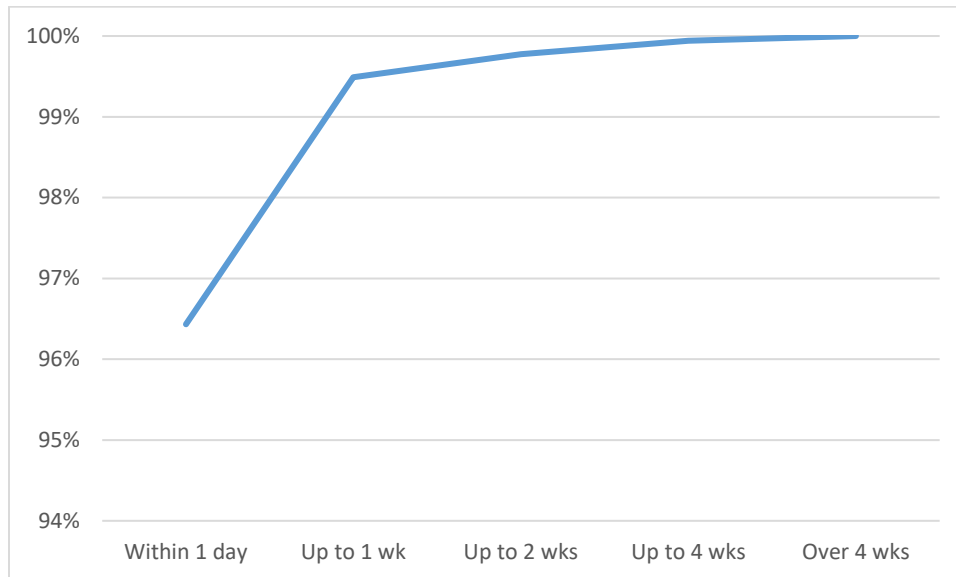
**Figure 3. Referrals by agency**



Time from Referral to Log Entry

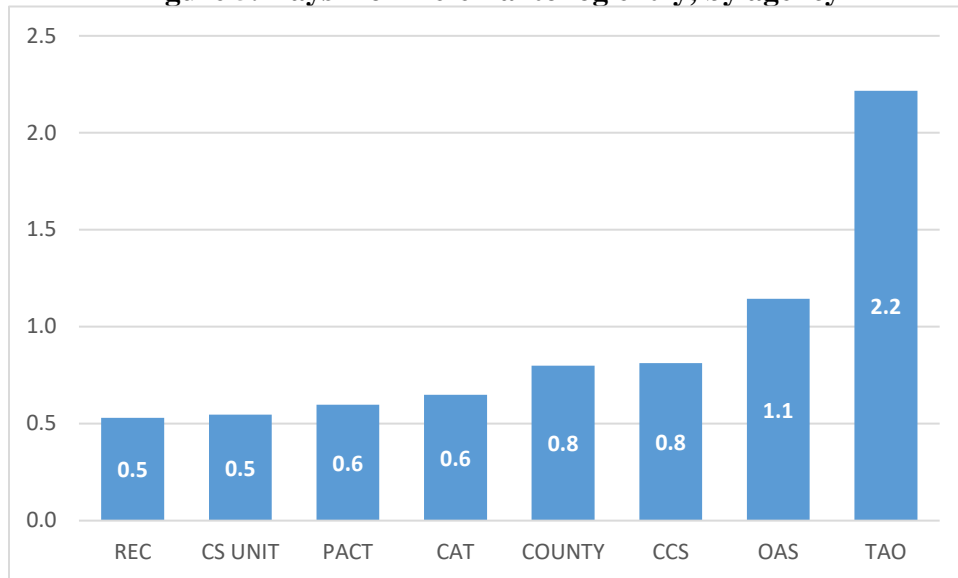
The date logged was available for 2013 out of 2015 referrals. Out of these 2013 referrals, 1934, or 96.1%, were entered into the log on the same day or by the day after they were received. All but one had been entered within four weeks.

**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, with most being within two days of referral.

**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 96.4% of the clients and 50.9% of the families.

Table 3. Distribution of client and family language

	Family Lang		Primary Lang	
	Frequency	Percent	Frequency	Percent
Arabic	5	0.2	2	0.1
Armenian	2	0.1		
Bulgarian	1	0.0		
English	818	40.6	1831	90.9
Farsi	6	0.3	2	0.1
Filipino	1	0.0		
Hindi	1	0.0	1	0.0
Italian	1	0.0		
Japanese	1	0.0		
Korean	8	0.4	9	0.4
Lao	1	0.0		
Persian	1	0.0		
Portuguese	3	0.1	2	0.1
Romanian	2	0.1		
Russian	1	0.0	1	0.0
Somali	1	0.0		
Spanish	208	10.3	111	5.5
Tagalog	5	0.2	3	0.1
Vietnamese	55	2.7	46	2.3
Other/unknown	894	44.4	7.0	0.0
<b>Total</b>	<b>2015</b>	<b>100.0</b>	<b>2015</b>	<b>100.0</b>

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



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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	2	0	2	112	55	0	0	0	1	172
CS UNIT	0	225	0	1	0	0	0	0	0	226
PACT	25	0	0	9	9	1	1	0	10	55
CCS	0	1	0	19	7	0	0	0	0	27
COUNTY	178	2	2	582	131	4	11	1	5	916
REC	2	5	1	513	1	1	0	0	0	523
CAT	4	73	0	3	0	0	0	0	0	80
TAO	1	0	0	4	11	0	0	0	0	16
	212	306	5	1243	214	6	12	1	16	2015

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**

	<b>Frequency</b>	<b>Percent</b>
AMHS ANAHEIM	469	23.3%
AMHS CAT ORANGE	80	4.0%
AMHS CCS CN RC	27	1.3%
AMHS CS UNIT	226	11.2%
AMHS OAS MH REC	134	6.7%
AMHS OAS SHOPP	38	1.9%
AMHS PACT FULL	41	2.0%
AMHS PACT OAS	5	0.2%
AMHS PACT SA TS	1	0.0%
AMHS PACT SOUTH	7	0.3%
AMHS PACT WEST	1	0.0%
AMHS REC CTR NO	523	26.0%
AMHS SANTA ANA	184	9.1%
AMHS SOUTH CLINIC	119	5.9%
AMHS TAO FSP	16	0.8%
AMHS WEST	144	7.1%
Total	2015	100.0%