

Same Day Access

South Peninsula Behavioral Health Services in Homer

Level of Readiness

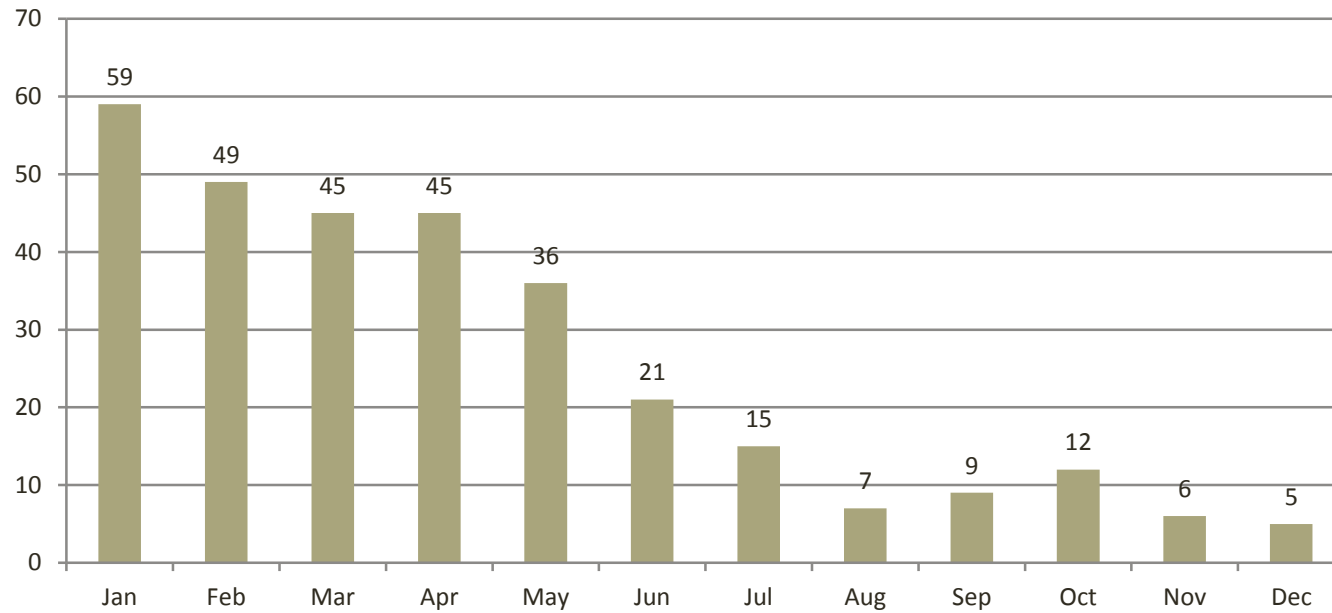
- Initially our level of readiness was 'no awareness'
- Assessed perceptions of our services throughout our community by survey as a part of preparation for accreditation
- Confirmed perceptions on access timeliness were accurate in some cases and as we studied more, overall
- Our level of readiness rapidly elevated as we learned more and discussed internally

Action/Implementation

- Applied for and received technical assistance grant from the National Council for Community Behavioral Healthcare to improve access timeliness through implementation of a same-day access system
- Assessed and flow-charted existing intake and assessment processes
- Redesigned a more streamlined, standardized process to reduce wait times
- Redesigned more efficient intake and assessment forms
- Piloted a new collaborative documentation process
- Reduced no-shows and cancellations with confirmation calls and back-filling capacity

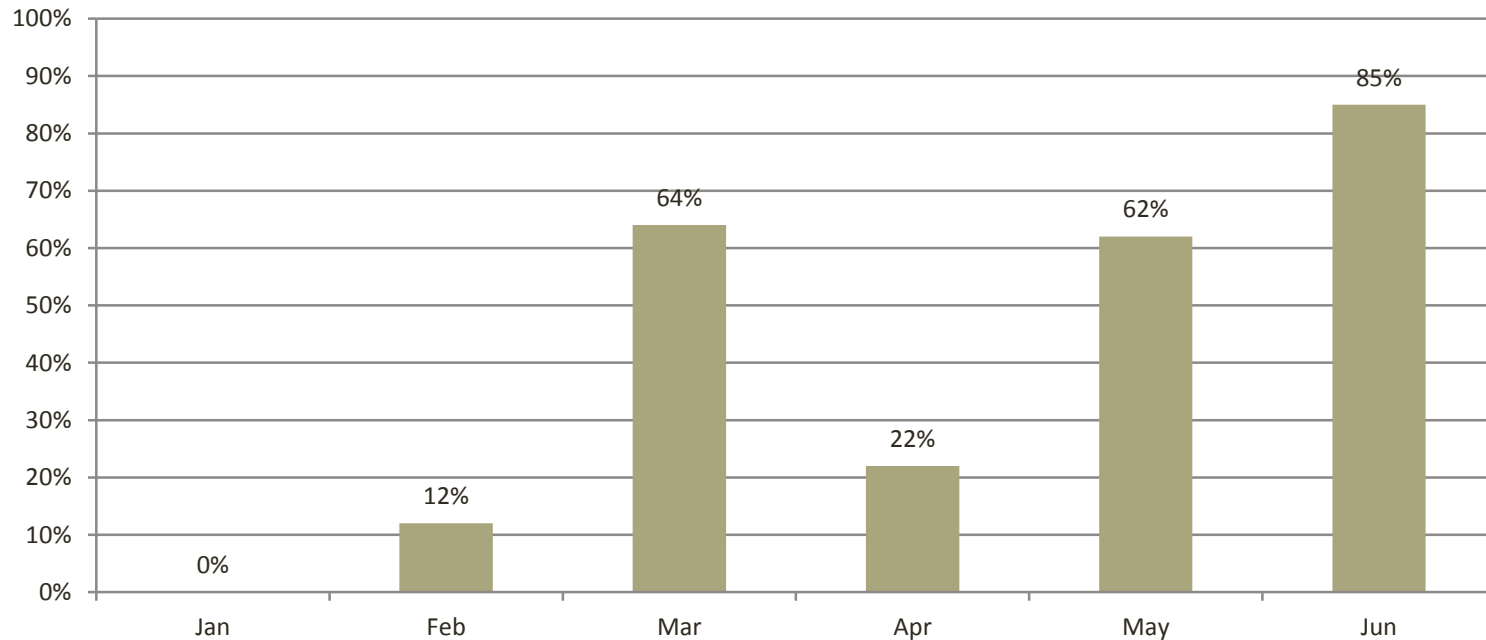
Initial data collection strategy

Average Number of Days Between Initial Non-Emergent Request for Service and Initial Behavioral Health Assessment in Calendar Year 2012



Ongoing monitoring strategy

Percent of Clients Presenting for Non-Emergent Services Who are Provided an Initial Behavioral Health Assessment the Same Day They Present in Calendar Year 2013



Lessons Learned/Next Steps

- What this transformation really looked like in practice
- What went well and what was challenging
- Looking back, what would do different, if anything
- Next Steps