

Accessibility

Access to care is a concept that can be measured in many ways. Some frequently seen means of looking at access to care include:

- The number of days it takes to get into care when one makes the request;
- The distance one needs to travel to receive care;
- The hours crisis care is available and how long one needs to wait to receive crisis care; and The numbers of persons receiving care from populations that are typically underserved.

At Van Buren Community Mental Health Individuals with the greatest and severest needs are the highest priority but we believe that all residents need easy access to care.

Some information on these dimensions is summarized below.

Results for DCH performance indicators related to Access to care for FY09 and 1st quarter FY10

99% of persons requesting a pre-admission screening for psychiatric hospitalization had the decision made within 3 hours. DCH performance standard 95%

100% of persons requesting service after receiving an assessment received a face to face service within 14 calendar days. DCH performance standard 95%

100% of persons discharged from psychiatric inpatient unit have been provided a face to face service within 7 calendar days. DCH performance standard 95%

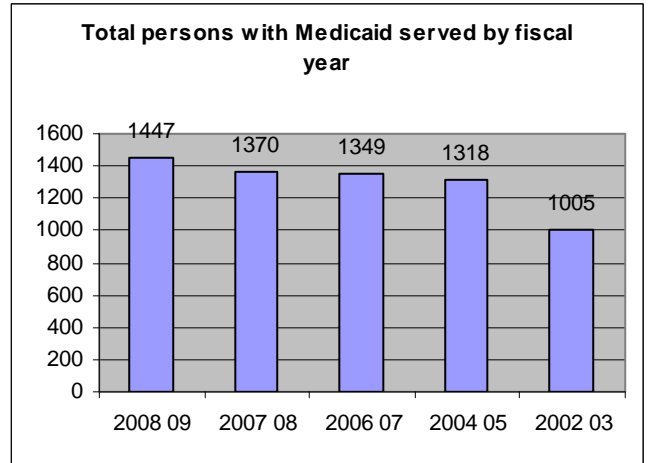
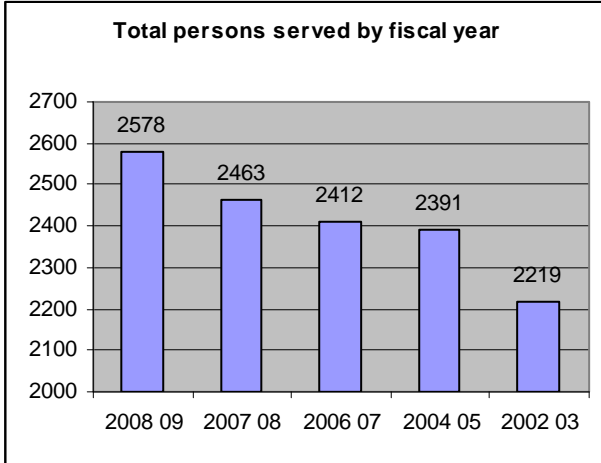
100% of persons requesting non-emergency service received a face to face assessment with a professional within 14 calendar days. DCH performance standard 95%

Other factors contributing to accessibility of services

- **Services available at 7 sites located throughout the county. Most services are provided on an outreach basis.**
- **Initial assessments are offered on a walk in basis so persons do not need to wait for an appointment.**
- **Crisis services offered at VBCMh locations throughout the county as well as at both hospital emergency rooms and jail.**
- **Crisis services available 24 hours a day 365 days per year accessible through toll free phone line.**

Persons served through by fiscal year: Multi year comparison

Persons living in rural areas, persons with Medicaid, Children, and persons of ethnic minority are often considered underserved in the mental health system nationally. Total number of persons served and total number of persons with Medicaid served increased last year.



Total number of children served also increased to an all time high. This is especially significant since the estimated child population of Van Buren has decreased by almost 10% in the past 6 years. Total persons of ethnic minorities served have shown small increases each year.

