An Overview of Behavioral Health Services: Part 2

San Francisco Health Commission
September 19, 2017

Kavoos Ghane Bassiri, LMFT, LPCC
Director, Behavioral Health Services
## Clients Served* in MH & SU Services

**FY16-17**

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>Adults</th>
<th>Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health only</td>
<td>20,005</td>
<td>15,708</td>
<td>4,297</td>
</tr>
<tr>
<td>Substance Use only</td>
<td>4,687</td>
<td>4,519</td>
<td>168</td>
</tr>
<tr>
<td>MH &amp; SU Services</td>
<td>2,394</td>
<td>2,320</td>
<td>74</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>27,086</td>
<td>22,547</td>
<td>4,539</td>
</tr>
</tbody>
</table>

*Clients receiving at least one service during the fiscal year*
Clients Served by Level of Care
FY16-17

Mental Health
- Outpatient Services: 19,714
- PES: 3,272
- FSP/ICM: 1,717
- Other 24 Hour Service: 1,651
- Hospital Inpatient: 1,031
- Day Services: 154
- Residential Treatment: 20

Substance Use
- Narcotic Replacement Treatment: 3,645
- Outpatient Treatment: 1,679
- Residential Treatment: 1,470
- Residential Detox: 1,425
- Ancillary: 351
- Prevention Services: 285
- Other 24 Hour Service: 148
- Day Services: 71

Most clients are served in outpatient settings.
Most clients receive NRT.
Adult Clients* with MH & SU Issues
FY16-17

There were 7,959 (35%) clients who had evidence of both MH and SU issues.

There are several sources of data in our electronic health record used to identify these clients:

<table>
<thead>
<tr>
<th>Data Source</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clients receiving MH services who have a SU diagnosis</td>
<td>6,083</td>
</tr>
<tr>
<td>2. Clients receiving MH services with an actionable SU item on their ANSA</td>
<td>2,881</td>
</tr>
<tr>
<td>3. Clients receiving SU services who have a self-reported history of mental illness</td>
<td>3,201</td>
</tr>
<tr>
<td>4. Clients receiving both MH &amp; SU services</td>
<td>2,320</td>
</tr>
</tbody>
</table>

*The majority of substance use services for youth are prevention
Timely Access to Care
Time to 1st offered appointment

All initial requests for MH and SU services are recorded in a Timely Access Log in Avatar. Our standard, in alignment with DHCS, is that clients are offered an appointment within 10 business days of their initial request for services for non-urgent conditions.

<table>
<thead>
<tr>
<th>8,893 Requests for Services in FY15-16</th>
<th>All Services</th>
<th>Adult Services</th>
<th>Children’s Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average length of time from first request for service to date of appointment offered</td>
<td>2.44 days</td>
<td>2.40 days</td>
<td>2.85 days</td>
</tr>
<tr>
<td>Median days</td>
<td>1 day</td>
<td>1 day</td>
<td>2 days</td>
</tr>
<tr>
<td>MHP standard or goal</td>
<td>10 days</td>
<td>10 days</td>
<td>10 days</td>
</tr>
<tr>
<td>Percent of appointments that meet this standard</td>
<td>97.5%</td>
<td>97.2%</td>
<td>97.9%</td>
</tr>
</tbody>
</table>
Timely Access to Care

Time to 1st service received

The initial requests for services in the Timely Access Log in Avatar are matched to our billed service data to determine the length of time from the initial request to the receipt of a service. There were a total of 5,230 requests for services resulting in a service received during FY15-16, with a mean of 10 business days until the first service, and median of 3 business days.

<table>
<thead>
<tr>
<th>Number of days from initial request for services to first billed service</th>
<th>All Services</th>
<th>Adult Services</th>
<th>Children’s Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean business days</td>
<td>10</td>
<td>11.7</td>
<td>9.3</td>
</tr>
<tr>
<td>Median business days</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
Connection to Primary Care

• Ensuring that clients have a current primary care provider/services has been a priority for many years.

• There are 4 Health Homes -- Chinatown North Beach, South of Market, Mission Mental Health, and Sunset Mental Health -- where primary care services are co-located within mental health clinics.

• Currently there are 23,586 clients with open episodes in Avatar, and of those:
  • 6,595 have a primary care provider* within SFHN
  • 10,571 have a primary care provider outside of SFHN
  • 6,420 do not have a primary care provider documented in their record

*As documented in Avatar Electronic Health Record
Reason for Discharge
Mental Health FY16-17

Out of 25,769 discharges from mental health treatment:

- **57% (13,946)** of clients completed treatment with their treatment goals met or partially met
- **5% (1,156)** clients withdrew from treatment with their goals partially met
- **38% (9,160)** left before completing treatment goals, either with no progress towards goals or progress unknown.

Below are the discharge reasons within this category:

- Client Withdrew: AWOL, AMA, No Improvement
- Discharge/Administrative Reasons
- No Follow Through
- Consumer Choice/Unspecified
- Cannot Locate
- Client Discharged/Program Unilateral Decision
- Client Died
- Consumer Choice/Schedule
- Client Incarcerated
- Client Dissatisfied
- Other/Unknown
Out of 6,269 discharges from substance use treatment:

- **36%** (2,227) of clients completed treatment with their treatment goals met or partially met
- **31%** (1,962) made progress towards their treatment goals, but left before completing treatment
- **31%** (1,948) left before completing treatment with unsatisfactory progress
- **1%** (82) were incarcerated
- **1%** (50) passed away
Psychiatric Inpatient Recidivism

% of clients with a readmission within 30 days of hospital discharge

*This is half a year or less of data as Avatar was implemented during the summer/fall of 2010

*This is half a year or less of data as Avatar was implemented during the summer/fall of 2010

10 San Francisco Health Network
Assisted Outpatient Treatment & Drug Court Programs
FY16-17

AOT

- 89 individuals were referred to AOT and 60 participants engaged in services
- Individuals in contact with AOT showed overall reductions in PES contacts, psychiatric hospitalization, and incarceration.

Drug Court

- 136 individuals were referred to the program, with an average of 97 active cases throughout the year
- 29 individuals successfully graduated from the program