

# July Access Data

**Assumptions:**

1. Total sessions accounts for any time a provider works only one non-Thursday session.
2. The No Show Rate is equal to the number of No Shows in relation to total schedule visits.
3. Lack of a systemic approach towards No Shows limits the validity of this measure.

**Agency Averages**

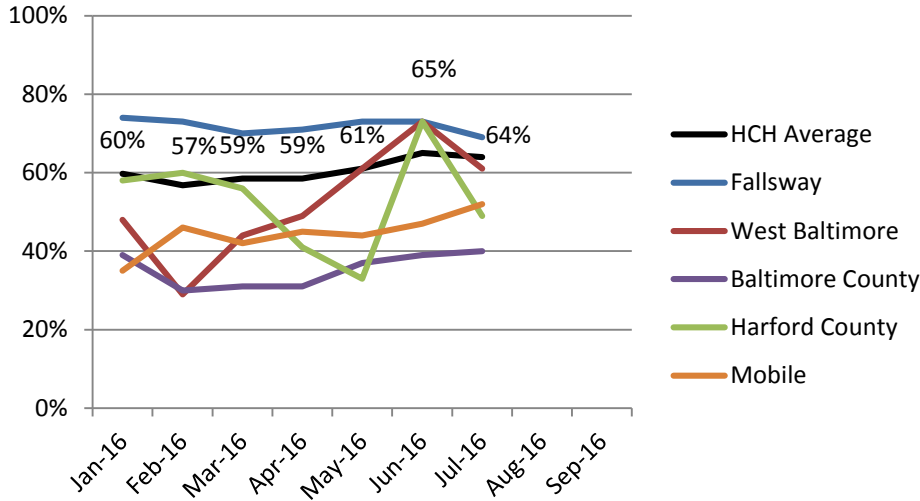
Discipline	Individual	Total		Encounters per Session	Utilization Rate	Total No Shows	No Show Rate	Total Walk Ins	Walk In Rate	3rd Next Available
	Encounter Sessions	Individual Encounters	Total Group Encounters							
Medical	309	1,447	186	4.8	64%	772	35%	324	22%	31
Behavioral Health	466	1,175	744	2.6	80%	494	30%	232	20%	13
Psychiatry	104	508	0	4.7	67%	190	27%	55	11%	6
Addictions	92	355	1,209	3.9	87%	143	29%	42	12%	0
Case Management	265	926	15	-	-	324	26%	408	44%	0
Dental	144	419	0	2.9	58%	155	27%	33	8%	0
Nursing	136	868	4	20.7	345%	248	22%	265	31%	0
<b>Total / Average</b>	<b>1,516</b>	<b>5,698</b>	<b>2,158</b>	<b>3.8</b>	<b>117%</b>	<b>2,326</b>	<b>29%</b>	<b>1,359</b>	<b>24%</b>	

\*3rd Next Available appointment data is not yet available for Addictions, Case Mgmt, Dental, or Nursing.

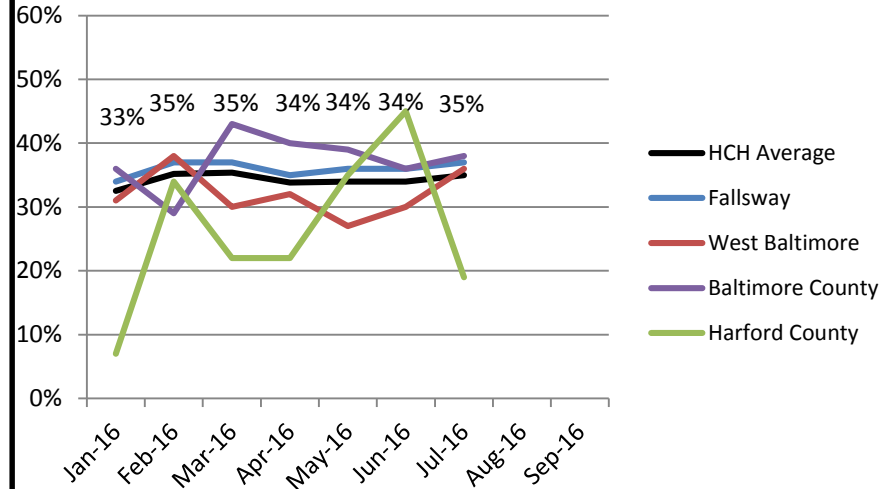
\*Case Management Average Encounters per Session and Utilization is unavailable due to an error collecting Mobile Van sessions.

# Adult Medicine Access Charts: Organization/Site Level: July 2016

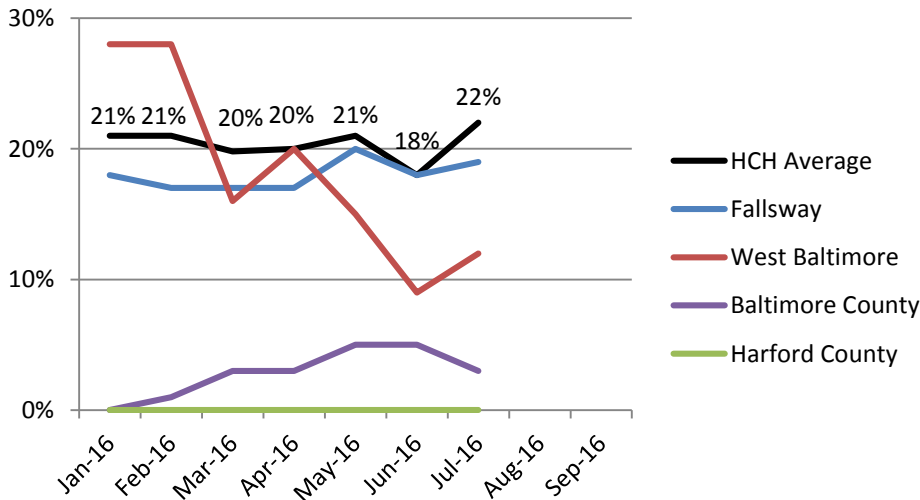
### Adult Medicine Utilization Average Jan- July 2016



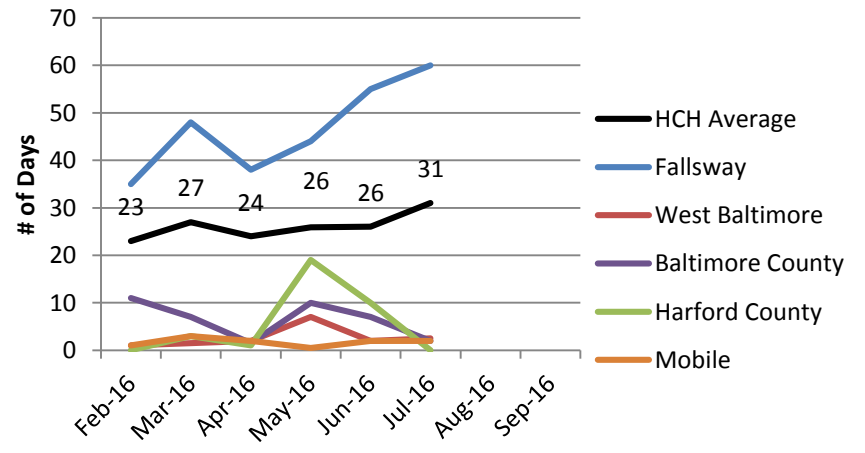
### Adult Medicine No-Show Rate Jan - July 2016



### Adult Medicine Walk-In Rate Jan - July 2016

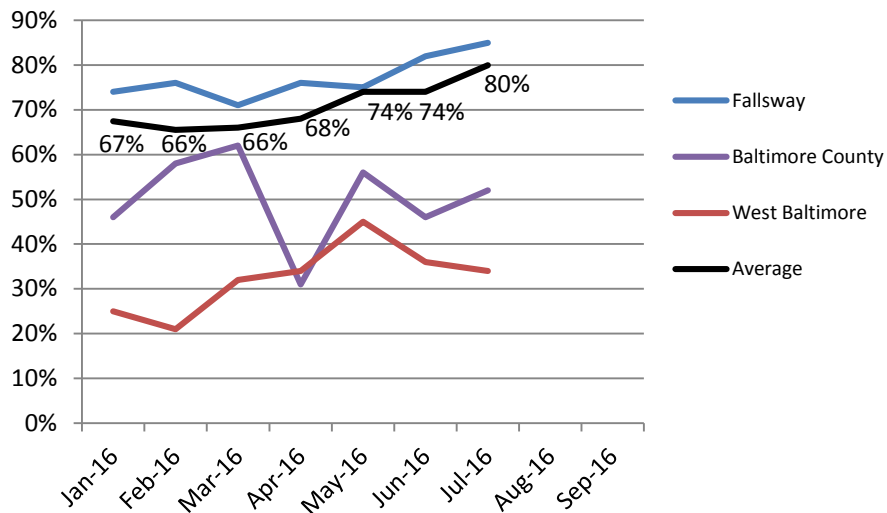


### Adult Medicine 3rd Next Available Rate February - July 2016

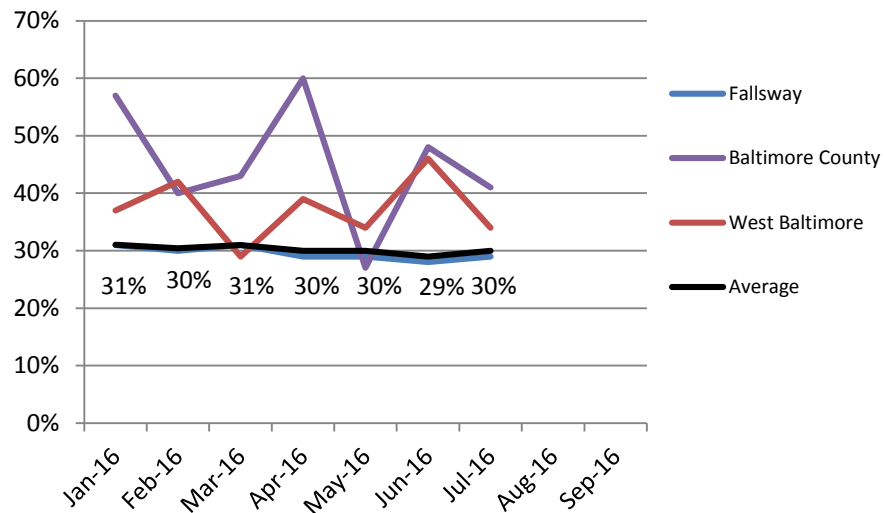


# Behavioral Health Access Charts: Organization/Site Level: July 2016

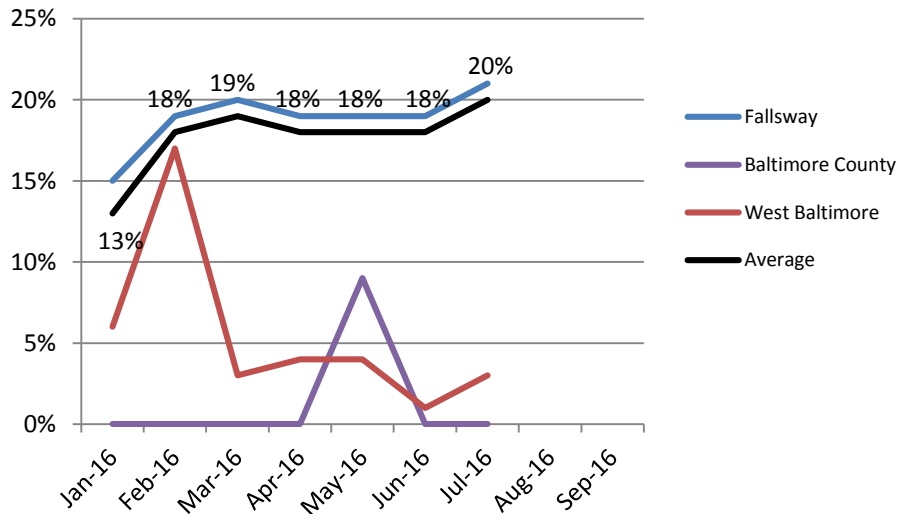
### Behavioral Health Utilization Rate Jan - July 2016



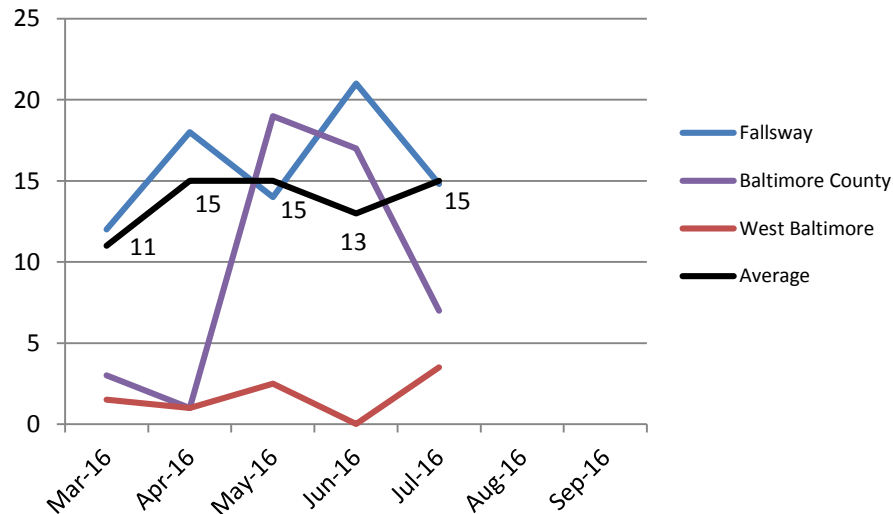
### Behavioral Health No-Show Rate Jan - July 2016



### Behavioral Health Walk-In Rate Jan - July 2016

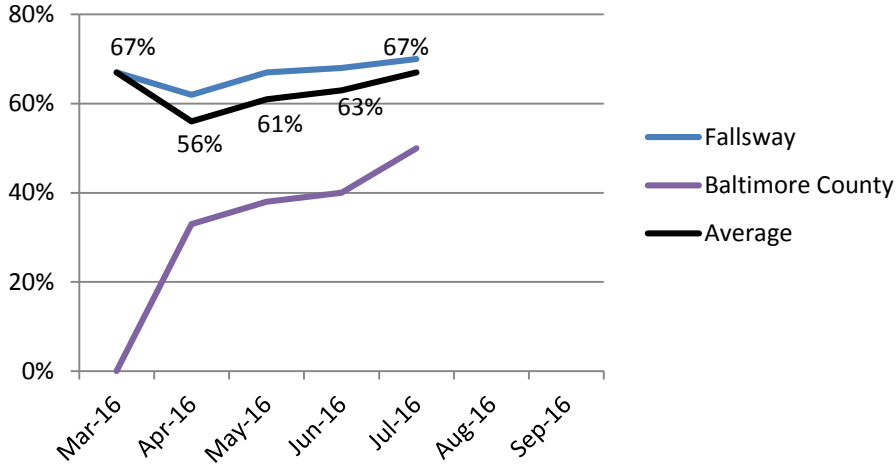


### Behavioral Health 3rd Next Available Appointment Jan - July 2016

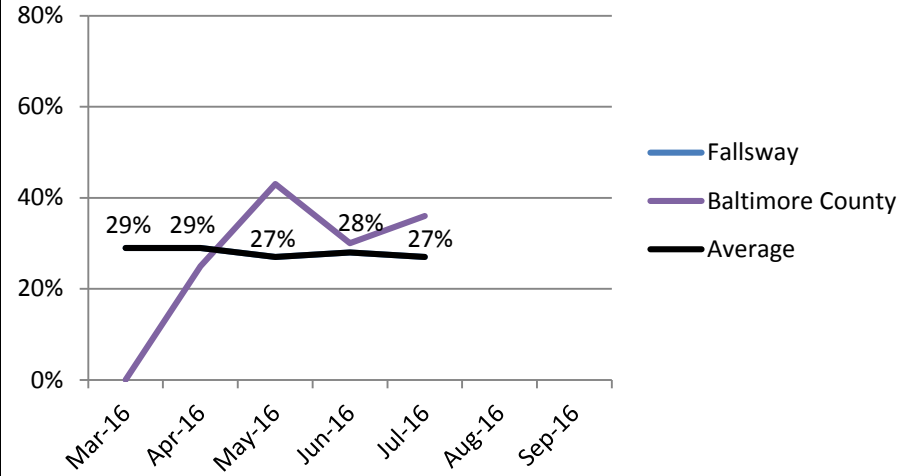


# Psychiatry Access Charts: Organization/Site Averages: July 2016

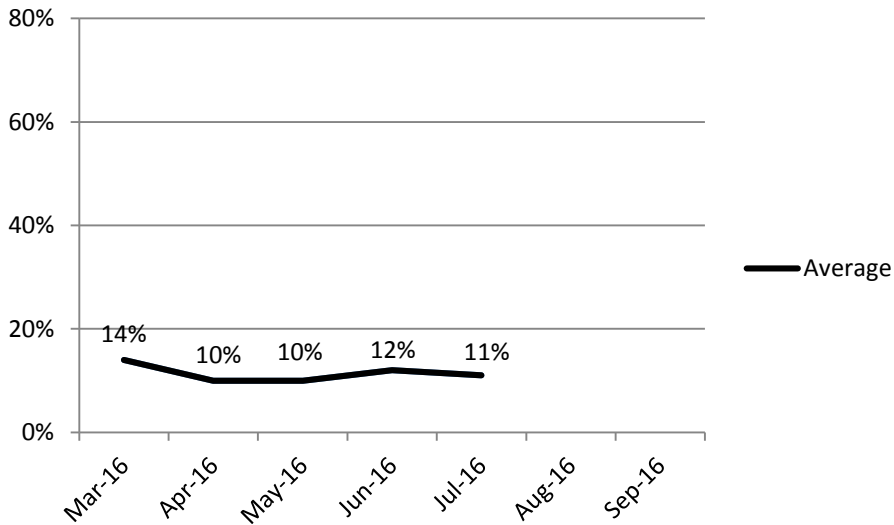
### Psychiatry Utilization Rate March - July 2016



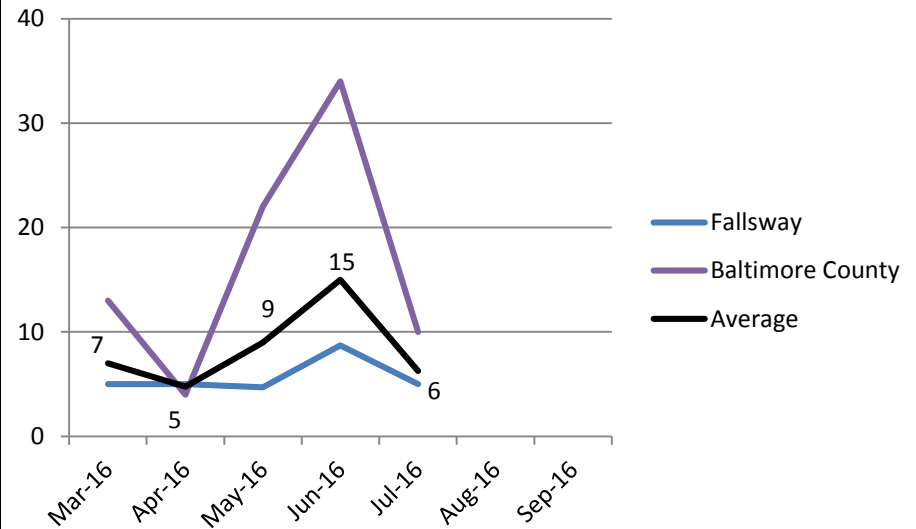
### Psychiatry No-Show Rate March - July 2016



### Psychiatry Walk-in Rate March - July 2016

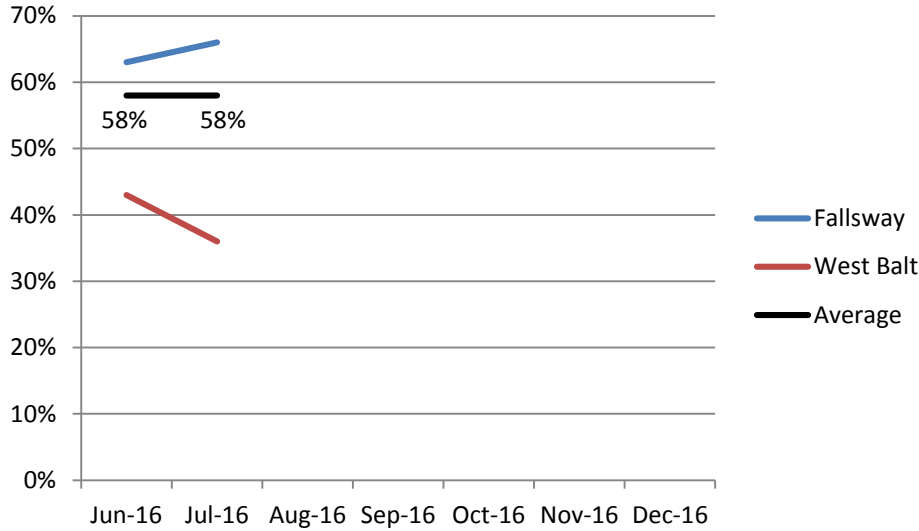


### Psychiatry 3rd Next Available Appointment March - July 2016

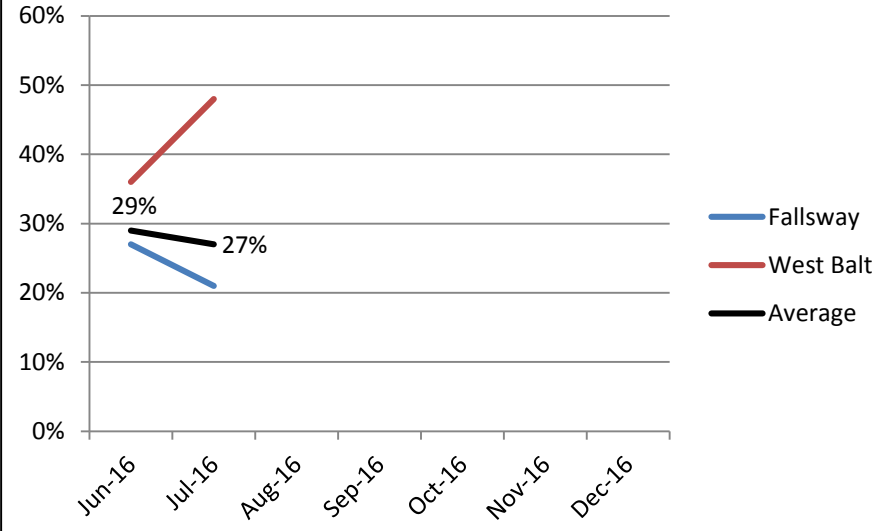


# Dental Access Charts: Organization/Site Averages: July 2016

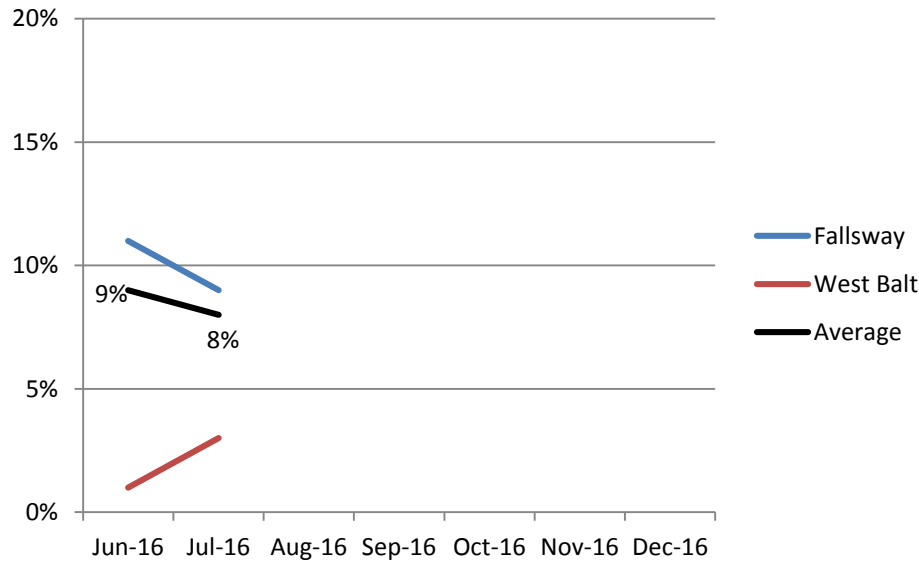
## Dental Utilization Rate: July 2016



## Dental No-Show Rate: July 2016

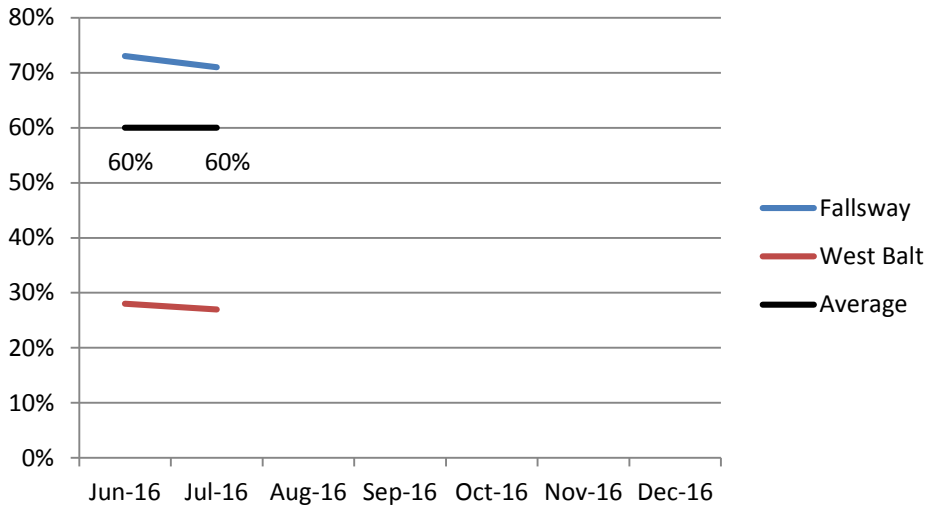


## HCH Dental Walk-In Rate: July 2016

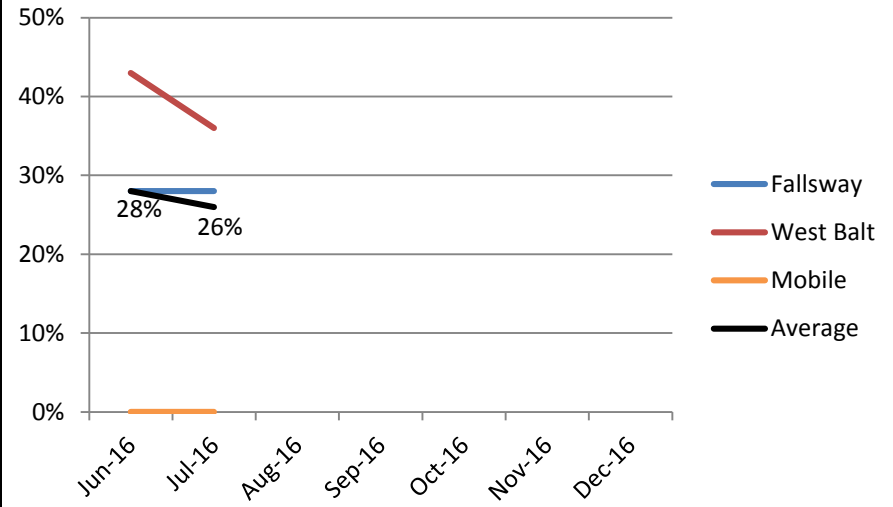


# Case Management Access Charts: Organization/Site Averages: July 2016

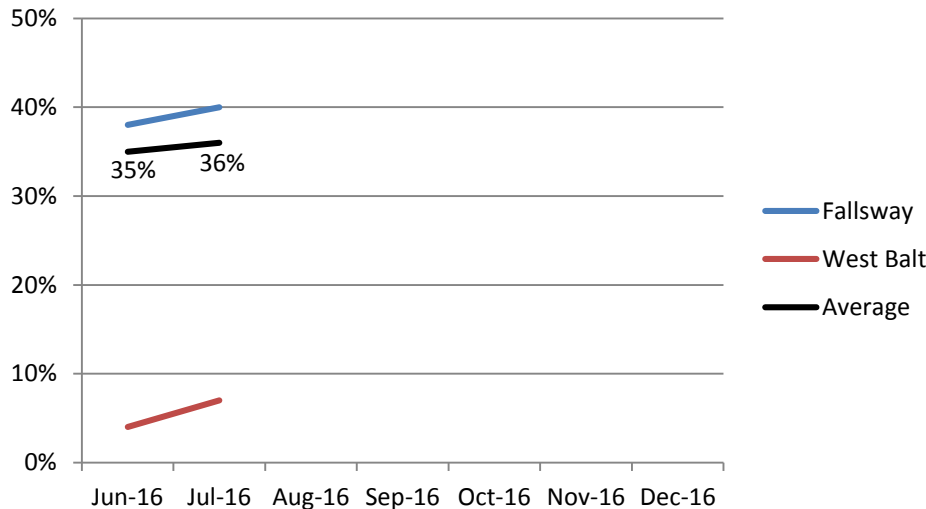
## Case Management Utilization Rate\*: July 2016



## Case Management No-Show Rate: July 2016



## Case Management Walk-In Rate\*: July 2016



\* Does not include Mobile Van data