

Access Reporting

OAR 309-019-0105

(34) “Emergent” means the onset of symptoms requiring attention within 24 hours to prevent serious deterioration in mental or physical health or threat to safety.

(106) “Urgent” means the onset of symptoms requiring attention within 48 hours to prevent a serious deterioration in an individual’s mental or physical health or threat to safety.

The definitions of “emergent” and “urgent” are very hard to distinguish. Therefore, GOBHI would like to use the strictest version of giving attention to someone to prevent serious deterioration within 24 hours regardless of classification of emergent or urgent. The following criteria will be used to monitor access for urgent, emergent, routine, psychiatric access, and crisis response:

Urgent/Emergent (Please separate between adults and youth (age 0-17))

- 1) Number of adults/youth who requested an initial appointment for urgent/emergent behavioral health services during the reporting month?
- 2) Of the number of adults/youth who requested an initial appointment for urgent/emergent behavioral health services during the report month, the number of adults/youth who were offered an urgent/emergent appointment that fell within 24 hours of the initial request?
- 3) Of the number of adults/youth who requested an initial appointment for urgent/emergent behavioral health services during the report month, the number of adults/youth who received an urgent/emergent appointment that fell within 24 hours of the initial request?

Routine (non-urgent)

- 1) Number of adults/youth who requested an intake appointment for non-urgent behavioral health services during the report month?
- 2) Of the number of adults/youth who requested an intake appointment for non-urgent behavioral health services during the report month, the number of adults/youth who were offered a non-urgent appointment that fell within 14 days of the initial request?
- 3) Of the number of adults/youth who requested an intake appointment for non-urgent behavioral health services during the report month, the number of adults/youth who received a non-urgent appointment that fell within 14 days of the initial request?

Psychiatric Access

- 1) Average time from LMP appointment request to date of actual appointment received?

Crisis Response

- 1) Average time between initial crisis call and first response?

