
Timely Access to Behavioral Health Care

Presented as context to:
Behavioral Health Committee
April 11, 2022



Time to Access to Behavioral Health Services

- In a 2021 fact sheet, CareOregon noted that “waitlists for outpatient mental health services ballooned from approximately two weeks pre-2020 to an average of two months for youth and up to six months for adults”.
- The State Hospital accepted 200 civilly committed patients from across the state in 2019, and only 20 in 2020.
- Some other *related* concepts are addressed in metrics, such as:
 - Initiation and Engagement in SUD treatment within a certain number of days.
 - Follow-up after a hospitalization or emergency room visit for mental illness or intentional self-harm.
- The most closely related data on hand at OHA is from the MHSIP survey



2021 Adult Mental Health Survey Report

Oregon Health Authority - January 2022

Presented by
Comagine Health
650 NE Holladay St. #1700
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The MHSIP Survey

- Takes its name from the Mental Health Statistics Improvement Program (MHSIP), which designed and validated the survey.
- Since 2006, OHA has contracted with Comagine Health to administer survey to adults who receive Medicaid-funded mental health services.
- Over 2,000 responses to the outpatient survey in 2021 (representing a 17% response rate).
- <https://www.oregon.gov/oha/HPA/ANALYTICS/MHSIPSurveyDocs/2021-MHSIP-Adult-Survey-Report.pdf>

2021 Results

* OHP-enrolled Adults, Outpatient Care



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	% Agree or Strongly Agree
Staff were willing to see me as often as I felt it was necessary	73.6
Staff returned my call in 24 hours	68.3
Services were available at times that were good for me	80.4
I was able to get all the services I thought I needed	69.2
I was able to see a psychiatrist when I wanted	48.0

Time to Next Available Appointment

- Little data on hand directly related to this topic.
- A common measure in Primary Care/Physical Health is starting to see use in Behavioral Health.
 - “Third Next Available Appointment” – research found that the 1st and 2nd next available appointment could vary considerably due to cancellations whereas 3rd next tends to be a reliable gauge of availability.
- CareOregon asks behavioral health providers for Third Next Available Appointment data and is exploring some other new access metrics as well.