17th Annual Summer Institute

Behavioral Health Town Hall 2016

Arizona State University
Behavioral Health Care in Arizona
Town Hall Survey

Respondents (N=177*)

- Clients or Family (n=91)
- RBHA Contractor (n=65)
- RBHA (n=6)
- Other Agency (n=15)

Note: RBHA geographical service areas are not mutually exclusive (i.e., respondents can be affiliated with more than one RBHA)

*Missing Cases = 4
Town Hall Survey Observations
Service Receipt and Service Quality

Evidence of Progress

Assessment of DBHS Merger into AHCCCS
Service Receipt & Quality
Member/Family Member
Reported Service Receipt

<table>
<thead>
<tr>
<th>Service Type</th>
<th>% Reporting Service Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>80</td>
</tr>
<tr>
<td>Treatment</td>
<td>80</td>
</tr>
<tr>
<td>Support</td>
<td>80</td>
</tr>
<tr>
<td>Inpatient</td>
<td>80</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>40</td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>40</td>
</tr>
<tr>
<td>Residential</td>
<td>40</td>
</tr>
<tr>
<td>Prevention</td>
<td>40</td>
</tr>
<tr>
<td>Day</td>
<td>20</td>
</tr>
</tbody>
</table>
Member/Family Member Service Quality Rating
My son’s case manager has been very responsive and accessible. She listens and really seems to care.

I can not say enough good things about how beneficial the co-location of medical services in the clinic has been for my daughter …

I have had my job coach for a year and have only taken 4 days off work due to my symptoms.
Trying to get therapy is a big issue

... cognitive disabilities are completely ignored under SMI

... my "kids" are told they are adults and can make all their own decisions ...
I've seen again and again the same individuals coming back because they aren't receiving the needed services once they leave us. Their inability to connect with their provider case manager or doctor spins them right back to our facility again and again.

... don't think we have enough beds in the community to accommodate the demand for step down ...

... don't think we have enough support services ...
We were advised to petition mandatory hospitalization. My son was over 18, refused to allow us to be part of treatment ... his experience at (psychiatric hospital) was a nightmare. He was released after 3 weeks to a vacated room with no medication or means of communication. The room was dark and dirty ... he felt betrayed and still has severe issues of trust with us ...
Evidence of Progress
Compared to One Year Ago, How Have Behavioral Health Services in Your Community Changed with Regard to ...

- Much Better
- Much Worse

- Serv. Rec. Family, n = 91
- Provider, n = 65
Merging of ADHS/DBHS into AHCCCS
Do they understand the landscape and systems in detail?

AHCCCS seems more focused on managing money rather than assisting people to health and recover.

Losing or doing away with family and peer approach in behavioral health.
Beth Kohler  
Deputy Director

Paul Galdys  
Assistant Director, Division of Health Care Advocacy and Advancement

Virginia Rountree  
Assistant Director, Division of Health Care Management

Kathy Bashor  
Office Chief, Office of Individual and Family Affairs

Michal Rudnick  
Project Manager, Payment Modernization
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