

17th Annual Summer Institute

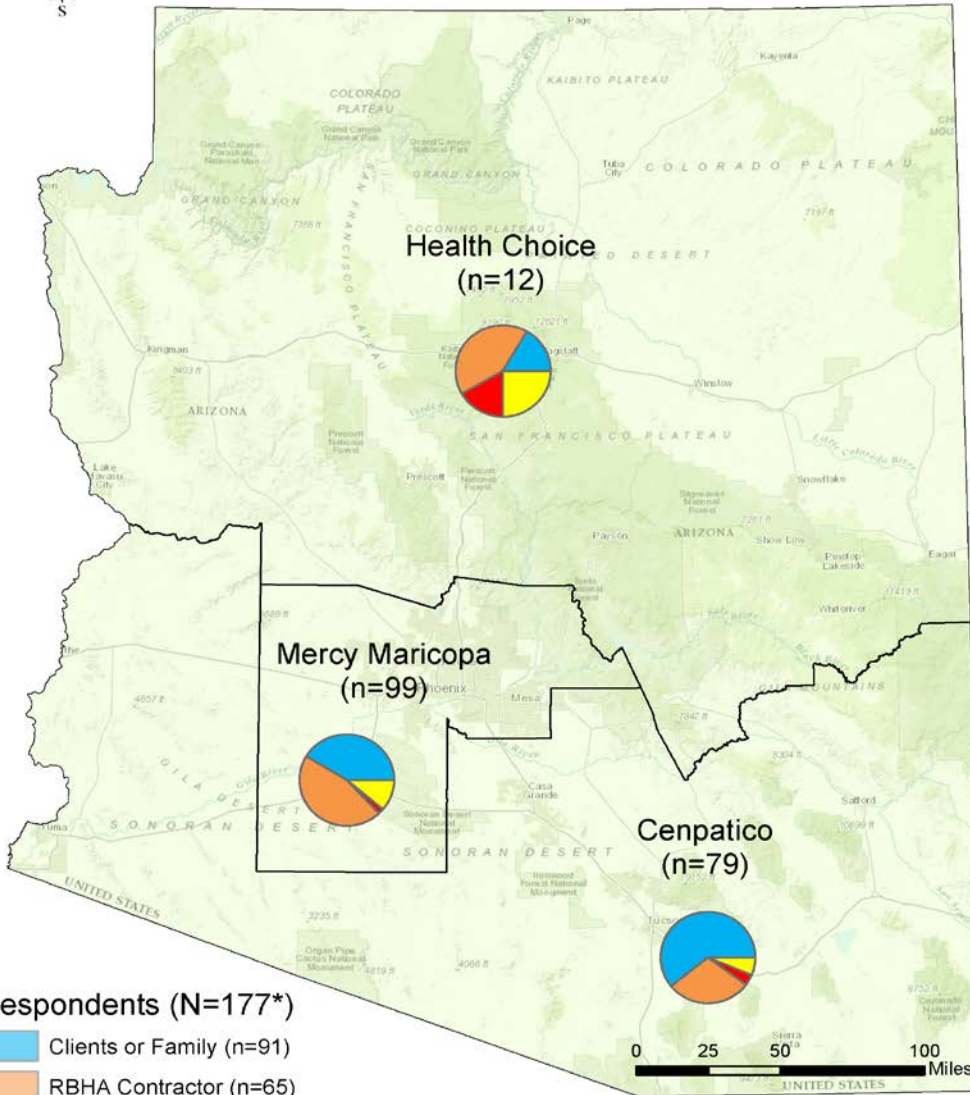
Behavioral Health Town Hall 2016

Arizona State University



ARIZONA STATE UNIVERSITY

Behavioral Health Care in Arizona Town Hall Survey

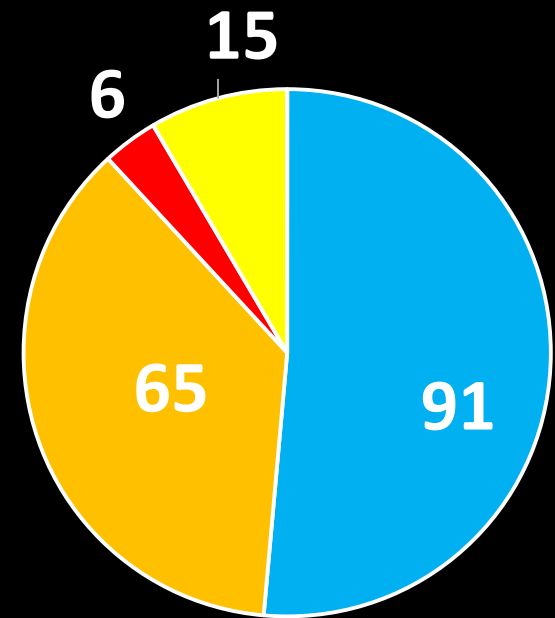


Respondents (N=177*)

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

*Missing Cases = 4

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



- Serv. Rec./Family
- Provider
- RBHA
- Other Agency

Town Hall Survey Observations

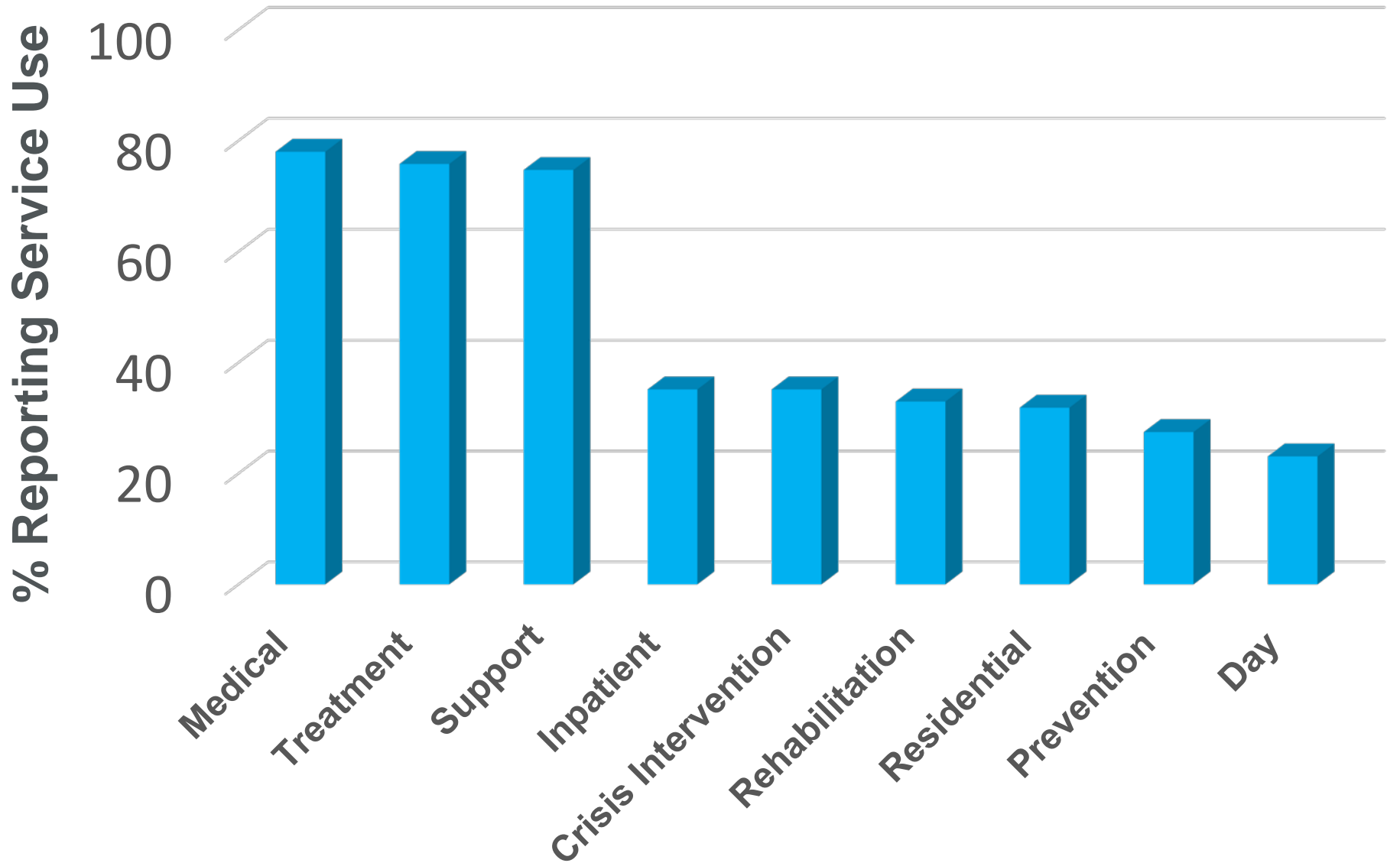
Service Receipt and Service Quality

Evidence of Progress

Assessment of DBHS Merger into AHCCCS

Service Receipt & Quality

Member/Family Member Reported Service Receipt



Member/Family Member Service Quality Rating

High Quality

100

80

60

40

20

0

Low Quality

Medical

Treatment

Support

Inpatient

Crisis Intervention

Rehabilitation

Residential

Prevention

Day



A word cloud of healthcare and support-related terms. The words are arranged in a roughly circular shape, with 'support' being the largest and most central word. Other prominent words include 'medical', 'family', 'available', 'receive', and 'manager'. The colors of the words range from white to light blue and green.

really
counselor
team
good
great
doctor
provided
health
time
know
medical
care
satisfied
make
work
program
support
case
hospital
even
family
available
needed
member
treatment
psychiatrist
receive
helppeer
manager

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.

hospital
individual
support
patients
mental
providers
medical
care
case
family
work
training
illness
health
lack
time
appointment
need
management
recipients
staff
treatment
changes
issue
counseling

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.

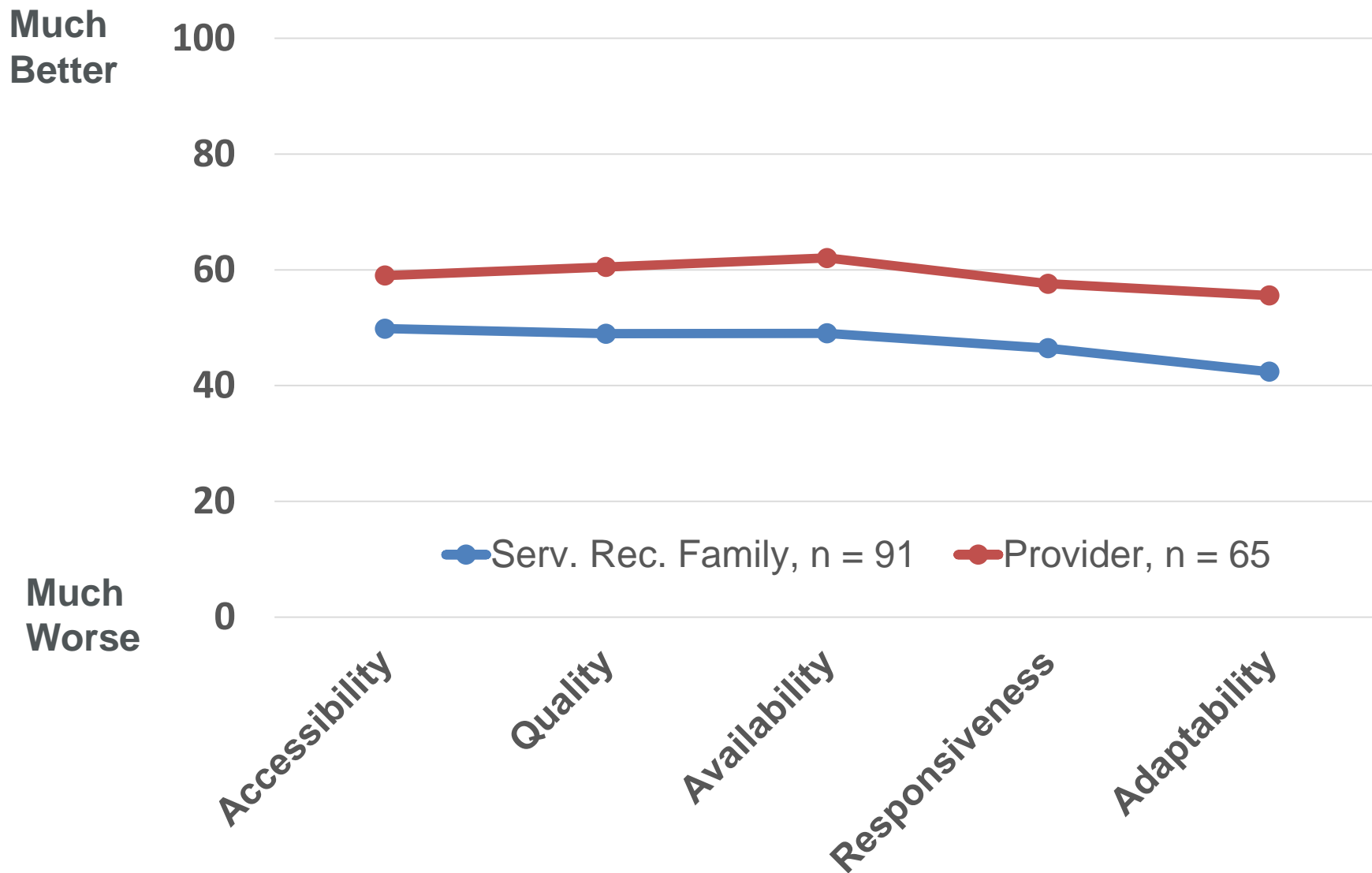
... don't think we have **enough beds in the community to accommodate the demand** for step down ...

... 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 ...



Merging of ADHS/DBHS into AHCCCS

A word cloud centered on the word "integrated". The words are arranged in a roughly circular shape. The largest word is "integrated" in white. Other prominent words include "administrative" (green), "funding" (white), "cost" (white), "care" (white), "needs" (white), "functions" (white), "direct" (white), "oversight" (white), "streamlined" (green), "money" (white), "open" (white), "reasonable" (green), "promotes" (green), "comes" (white), "assistance" (green), "people" (white), "medicaid" (white), "connected" (white), "separate" (white), "hopefully" (green), "free" (green), "access" (white), "communication" (white), "physical" (white), "containment" (white), "division" (white), "efficiencies" (white), "medical" (white), and "simplification" (white).

knowledge
complexities
direction
people
focus
loss
money
community
accessibility
funding
people
direction
inconsistencies
power
corporate
curve
policy
close
afraid
plans
rbha
seems
across
abuse
ensure
addressing
provided
enough
form
smi
just

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

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