

All About Access: Same Day, Next Day, and Just in Time Implementation at Gulf Coast Center

Respondents: 27

	Average	5 – Strongly Agree	4 – Somewhat Agree	3 – Neither Agree Nor Disagree	2 – Somewhat Disagree	1 – Strongly Disagree
Indicate your level of agreement with the following statement: Overall, this session met my educational needs.	4.85	23	4	0	0	0
	Average	5 – Strongly Agree	4 – Somewhat Agree	3 – Neither Agree Nor Disagree	2 – Somewhat Disagree	1 – Strongly Disagree
Indicate your level of agreement with the following statement: There was enough time spent on the subject matter.	4.85	23	4	0	0	0
	Average	5 – Strongly Agree	4 – Somewhat Agree	3 – Neither Agree Nor Disagree	2 – Somewhat Disagree	1 – Strongly Disagree
Indicate your level of agreement with the following statement: The speakers were informative and kept my attention.	4.85	23	4	0	0	0

	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the extent to which the course met the learning objective: Explain how Same Day Access (SDA) and Just in Time (JIT) Prescriber Scheduling can help to meet Certified Community Behavioral Health Clinic (CCBHC) ‘fast access’ requirements.	4.74	21	5	1	0	0
	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the extent to which the course met the learning objective: Utilize an organization-wide internal change management approach to tailor the implementation of a novel operational strategy in a way that best meets the needs of the community and the Center.	4.85	24	2	1	0	0
	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor

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Rate the extent to which the course met the learning objective: Explain how near immediate access to behavioral health and psychiatry services is operationally feasible and leads to both clinical and financial excellence.	4.74	22	3	2	0	0
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	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the presenter's competence and effectiveness: Renee Valdez, MD, PhD, Chief Medical Officer, Gulf Coast Center	4.78	23	2	2	0	0
	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the presenter's competence and effectiveness: Jessica Gentry, LPC-S, LMHC-S, Senior Director of Behavioral Health Services, Gulf Coast Center	4.78	24	1	1	1	0
	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the presenter's competence and effectiveness: Felicia Jeffery, LPC, Chief Executive Officer, Gulf Coast Center	4.89	25	1	1	0	0

Please describe how your knowledge has changed regarding the objectives listed.	Awesome job!
	We currently use both processes and it was nice to hear other centers processes and see what we can do better
	Very significant and knowledgeable and provided ideas for our open access walk in clinic. I.e double booking
	More background on the intake process prior to same day and the data of the new process
	New ideas to consider for our Open Access dept.
	How it reduced no shows. Scheduling psychiatric appointments
	Same day intake is possible
	MTM is necessary
	Amazing job!
	Added knowledge of same day process
	I loved being able to find out how others are able to improve access. I was able to get ideas on how to improve things within our agency.
	Great presentation. Great to review how change was implemented thoughtfully with the staff in mind. Definitely had us thinking on our own processes
	the steps they took to begin their efforts to improve access were well organized, and I could see the steps our agency could use to improve our access
	Several ideas on how to create this model and how strongly the buy-in must be from suite to the front line. Fidelity of model is key.

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	Very engaging speakers, the information provided gave strong foundational information to begin same day and Just in time and planning
	Our program
	Looking forward to hearing outcomes from just in time
	Great Job
	Great ideas for revamping I take processes
	More ideas for implementing changes at our center

As a result of attending this activity, what new skill or idea will you implement into your job or practice within the next six months?	Awesome job!
	New understanding of process implementation
	Sharing with staff more of the why and verifying that the process is being followed correctly.
	Using Ls for dx only.
	Look at rural clinics in my area and do same day appointments.
	Ok
	We will be implementing same day intake within 12 months.
	Try to hire MTM
	Same day next day
	good
	Data
	Find out how we need to move our access to be able to offer same day, next day.
	Reviewing intake process and prescriber scheduling
	we will look at the idea to have clients schedule their own appointments. we will evaluate the priority population definitions.
	Start the conversation with our medical director
	We are not perfect but we are perfect able - the flexibility required to drive impact.
	Keep going
	Just in time
	Looking into open access.
	I like the idea of fast passes and data gathering of access
	Same day access windows at all clinic locations

What topics would you like to see presented at future activities?	Awesome job!
	Follow up data
	Youth based outpatient since I am over a youth program
	Ok
	Unsure
	ACT
	good
	Unsure
	More on optimizing workflows like engagement and discharging
	authorization processes.
	Access beyond the four walls
	Great content
	Similar

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	Just in time
	More of this
	Not sure