



## Same Day Access – Meeting and Exceeding CCBHC Timely Access Requirements

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### Purpose

CCBHC intake guidelines require “fast access” - an initial assessment within 10 days for clients with routine needs. Same Day Access (SDA) exceeds that standard by delivering an assessment the same day it is requested, increasing client engagement and outcomes. Further, all assessments are available on an unscheduled basis so there are never any no-shows, better utilizing your clinician’s time.

### Process

- Completion of a GAP Analysis to collect baseline data (GAP Analysis is also used to inform other system changes), which includes:
  - Two, 2-hour meetings with direct services staff
  - One-hour meeting with leadership to review Gap Analysis findings
- Up to 7 online meetings to implement SDA (up to 2 hours each) every 3-4 weeks
- Up to 10 hours of specialty consultation based on agency needs (Collaborative Documentation, peer consultation, etc.)
- One-hour post-implementation meeting to conduct final measurement
- Final report highlighting the changes completed, areas to address
- Access to the MTM Services Resource Library
- **Timeframe:** 9-12 months

### Outcomes:

- Eliminates assessment delays and no-shows
- Improved consumer satisfaction – engaging people when they are ready
- 8:1 ROI in first year based on increased efficiencies, higher show rates and engagement levels

### MTM Team

- [Joy Fruth](#) - Lead Process Change Consultant and Senior National Council Consultant
- [Scott Lloyd](#) - President, Senior SPQM Data Consultant and Senior National Council Consultant
- [Michael Flora](#) - Senior Operations and Management Consultant and Senior National Council Consultant
- [Annie Jensen](#) - Senior DLA-20, Process Change Consultant and National Council Consultant

For more information about MTM Services, or to schedule a free planning meeting, please email MTM Director of Operations [Jodie Giboney](#) or call (919) 387-9892.