

# Access to Health and Mental Health Care in NYC Jails

*Summary report on scheduled service outcomes*

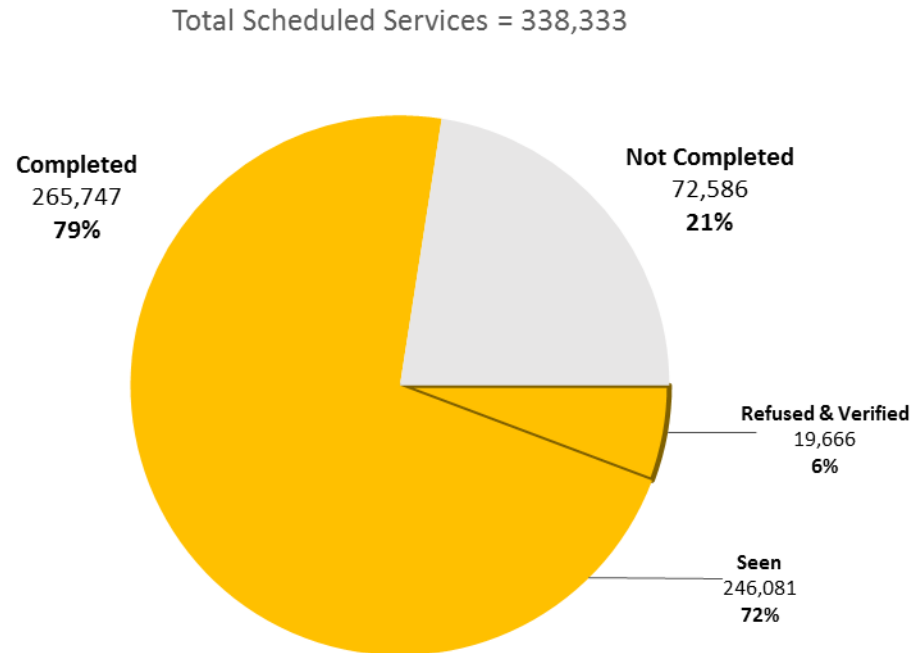
*July – December 2017*

*NYC Board of Correction*

# Service Completion

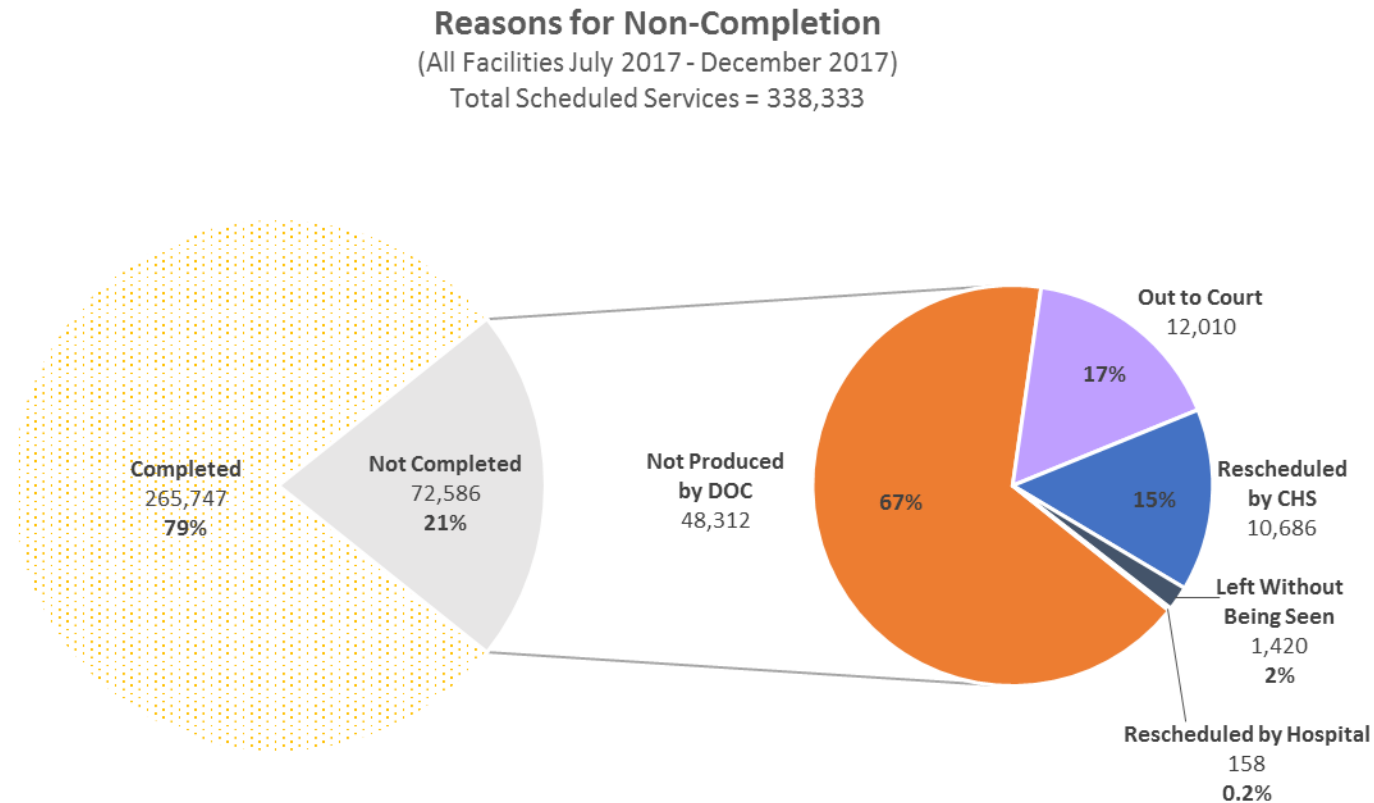
(July – December 2017)

- 79% of health and mental health care services scheduled in the NYC jails were “completed.”
- 72% of appointments included a patient seeing a clinician, and 6% of scheduled services included a patient refusing services.



# Service Non-Completion

- Just over one-fifth (21%) of all scheduled services were not completed from July – December 2017.
- Sixty-seven percent (67%) of appointments were not completed due to non-production by DOC, followed by 17% due to the patient being out to court, and 15% due to rescheduling by CHS.

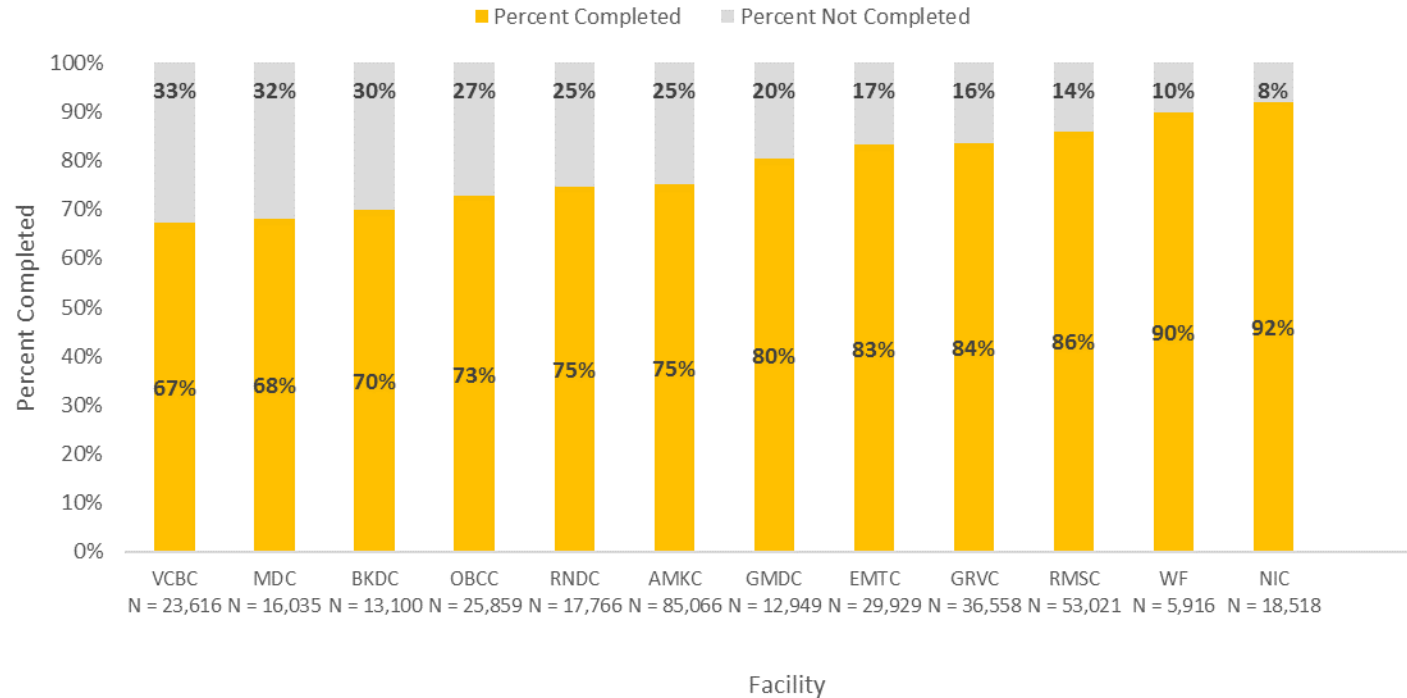


Source: CHS Access Reports July - December 2017  
Note: Does not include appointments 'No Longer Indicated'

# Completion By Facility

(July – December 2017)

- Appointment completion rates varied by facility, ranging from a 67% overall completion rate at VCBC to a 92% completion rate at NIC.
- NIC, WF, and RMSC had consistently higher rates of production and completed appointments. These facilities combined have less than 10% of DOC's total Average Daily Population.



Source: CHS Access Reports July - December 2017

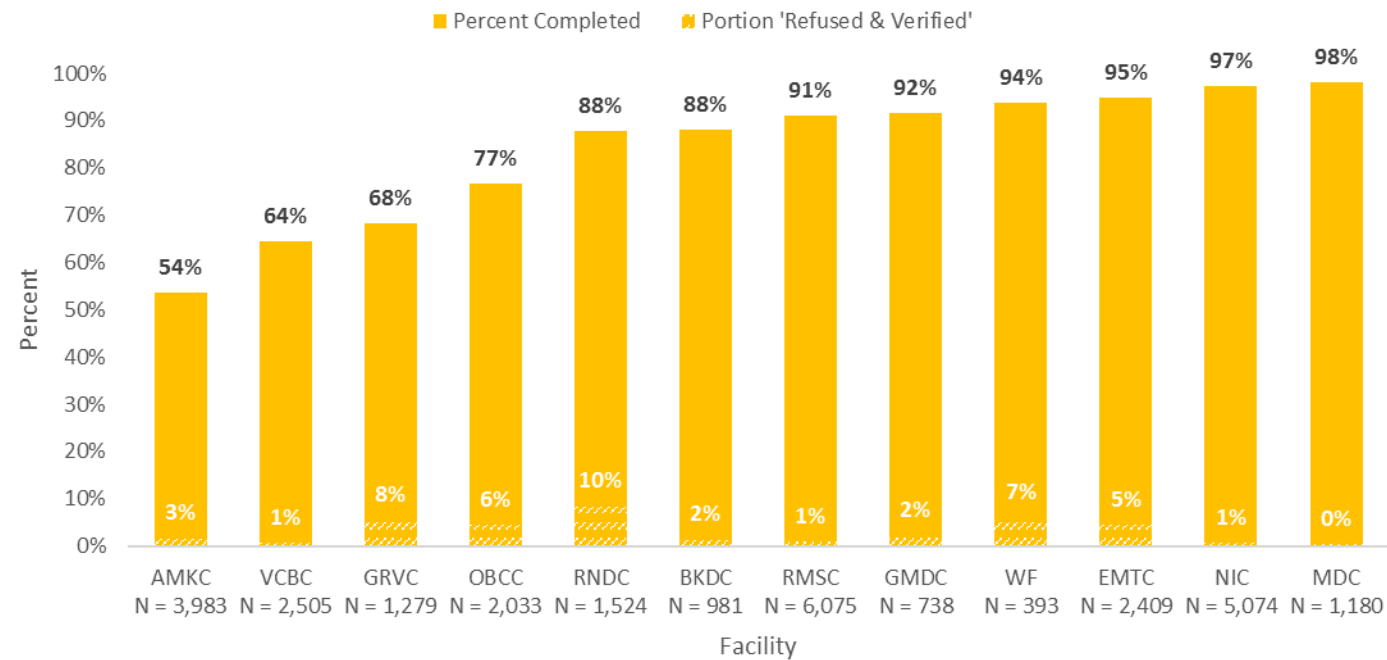
N = Total Number of Scheduled Services within Each Service Category – 'No Longer Indicated'

Total Scheduled Services Overall – 'No Longer Indicated' = 338,333

# Medical Services Completed with Refused & Verified

(July – December 2017)

- Medical was the service category with the most variability in completion rates across facilities--with a 54% completion rate at AMKC to a 98% completion rate at MDC.

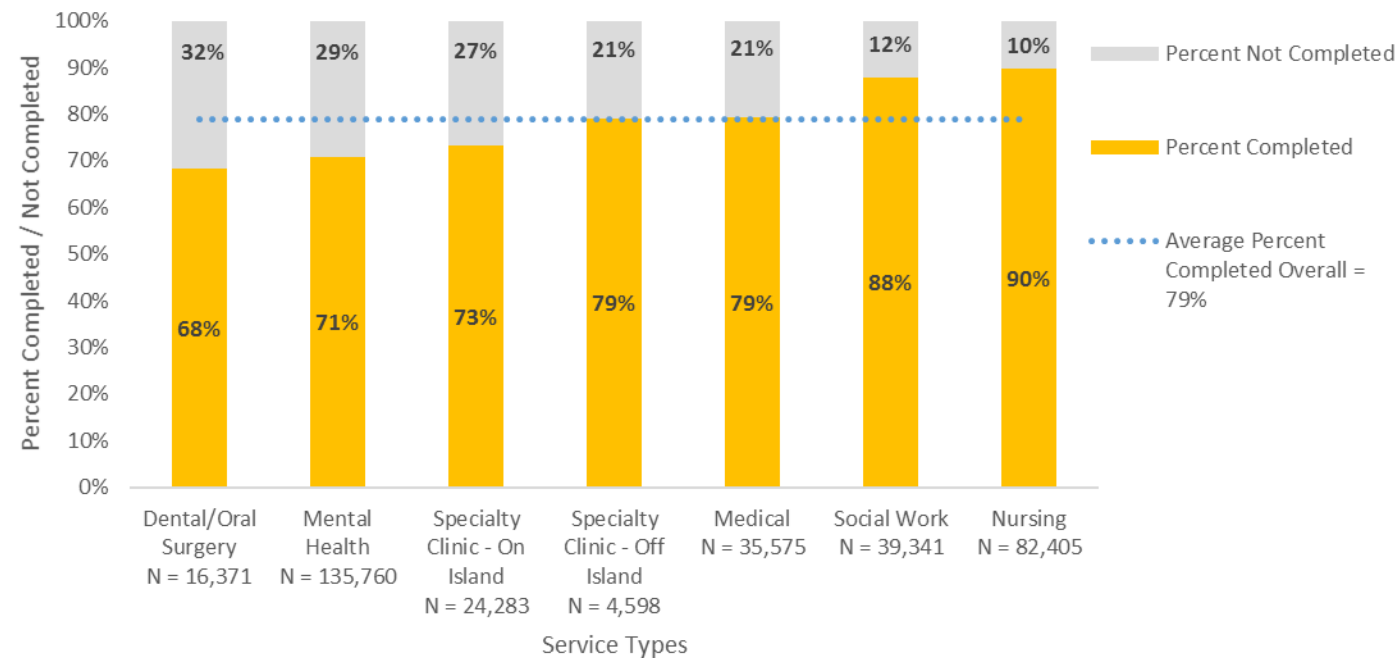


Source: CHS Access Reports July - December 2017

# Completion by Service Type

(July – December 2017)

- Mental health appointments had a non-completion rate of 29% and was the service with the highest number of missed appointments (N=39,352).
- The next category most likely to be missed was on-island specialty clinics. Twenty-seven percent (27%; N=6,455) of these appointments were missed.



Source: CHS Access Reports July - December 2017

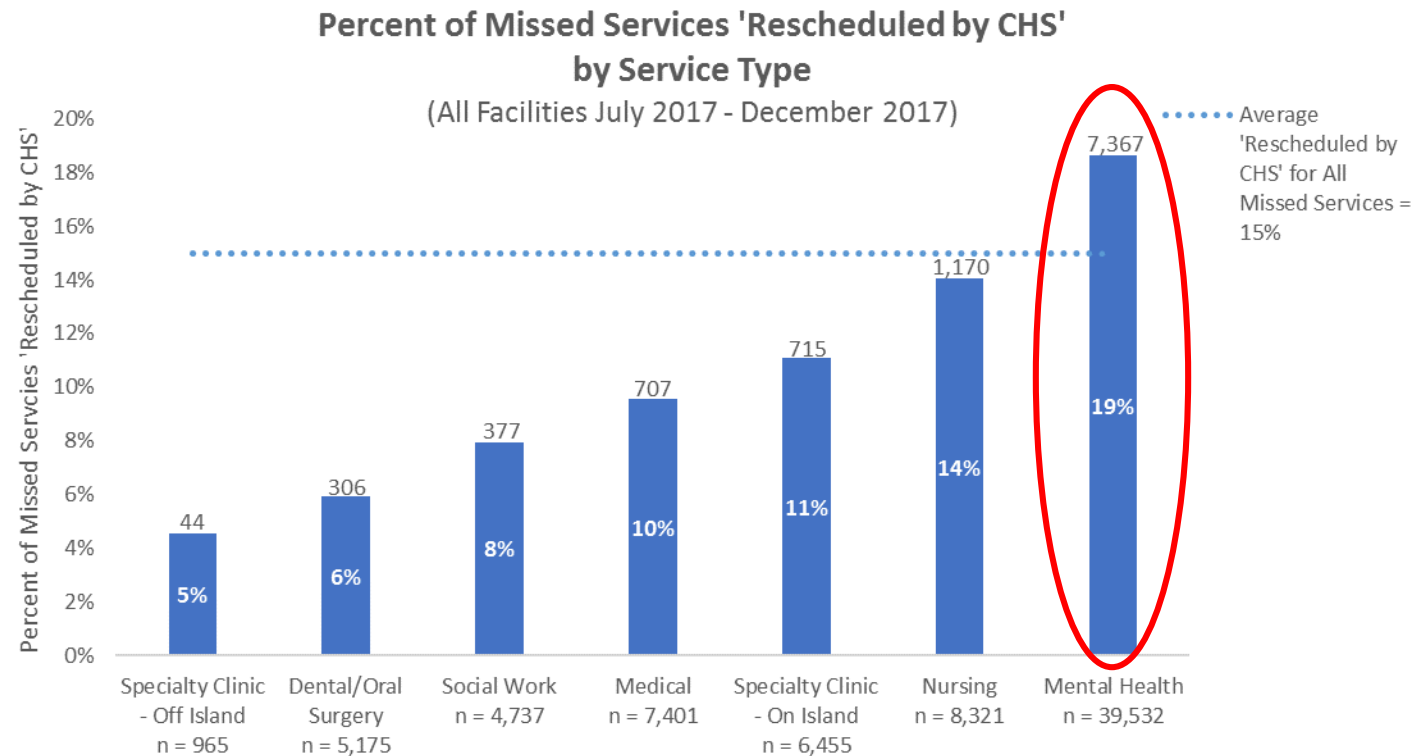
N = Total Number of Scheduled Services within Each Service Category – 'No Longer Indicated'

Total Scheduled Services Overall – 'No Longer Indicated' = 338,333

# Mental Health Services Not Completed

(July – December 2017)

- For mental health appointments, an average of 64% of missed services were due to DOC non-production, and 19% were due to CHS staff rescheduling the appointment. This was the highest rate of rescheduling across all service types.

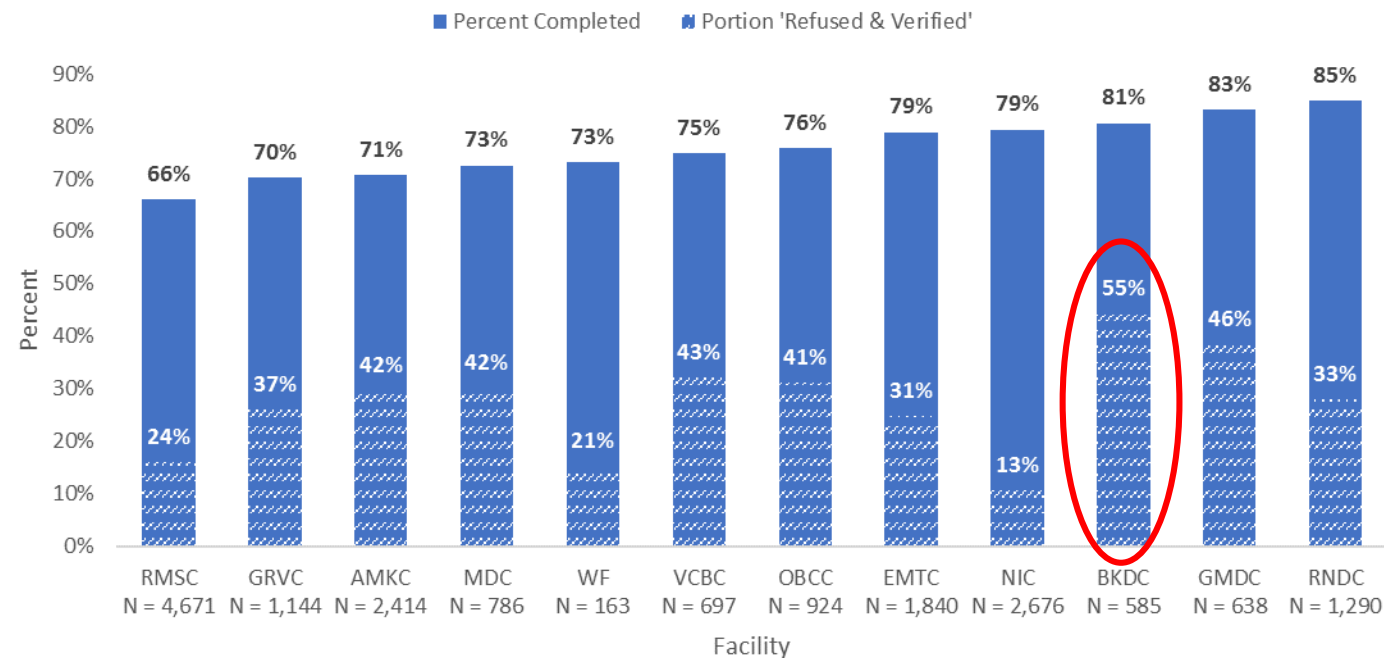


Source: CHS Access Reports July - December 2017

# Specialty Clinic On-Island Completed with Refused & Verified

(July – December 2017)

- On average, 31% of “completed” on-island specialty clinic appointments involved a patient refusing care.
- Fifty-five percent (55%) of “completed” on-island specialty clinic appointments at BKDC were completed with a patient refusing care.



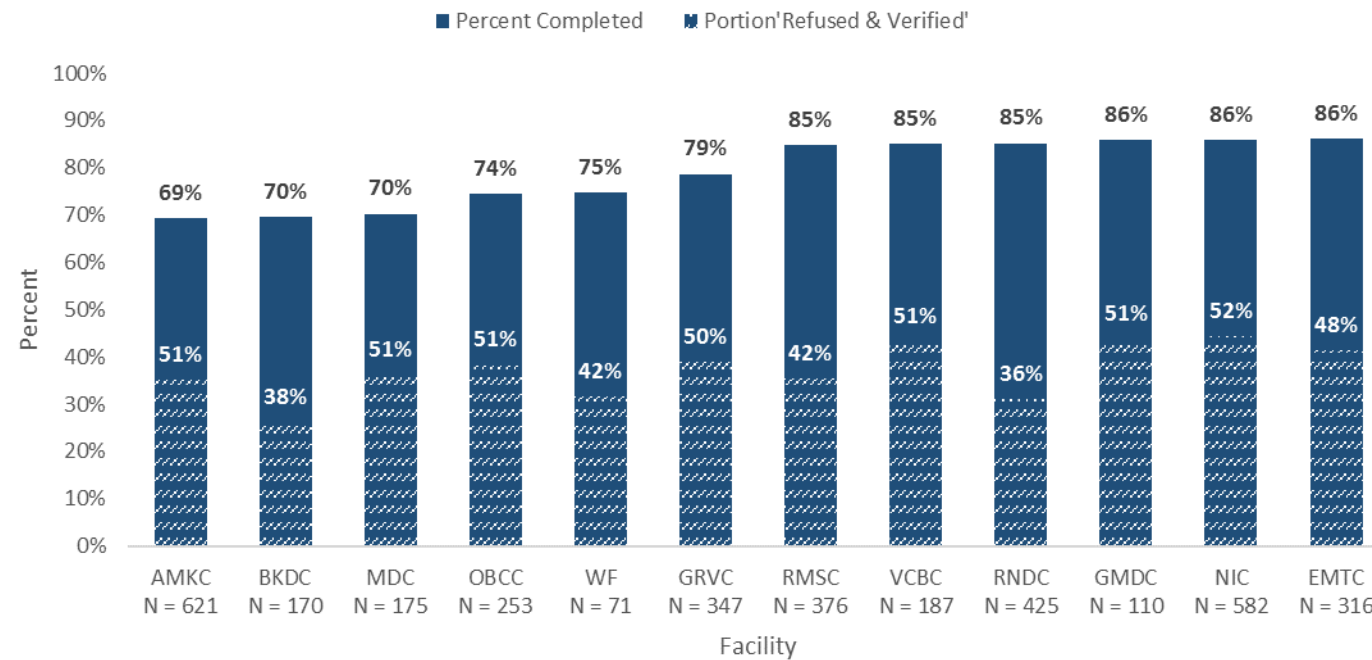
Source: CHS Access Reports July - December 2017



# Specialty Clinic Off-Island Completed with Refused & Verified

(July – December 2017)

- Almost half (47%) of “completed” off-island specialty clinic appointments involved a patient refusing services.



Source: CHS Access Reports July - December 2017