

CHS Access Report: July 2023

Version: 4/10/2024

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II. Data Dictionary

1	CHS Intakes (New Jail Admissions)	Definition
1.1	Completed CHS Intakes	Number of new jail admission intake encounters completed by CHS providers
1.2	Average time to completion once known to CHS (hours)	Number of hours between check-in by DOC and check-out by CHS for completed intake encounters (1.1)
2	Referrals made to mental health service	Definition
2.1	Referrals made to mental health service	All book and cases with an initial referral to mental health in reporting month, excluding persons known to the mental health service. Facility-specific reports reference the housing facility at the time of the mental health referral was made.
2.2	Referrals seen within 72 hours	For all book and cases where an initial referral to mental health occurs in reporting month (2.1), total number of book and cases who had a mental health intake or psychiatric assessment where encounter date was <=72 hours from referral date.
2.3	Percent seen within 72 hours	2.2 divided by 2.1
3	Scheduled services by discipline with outcomes	Definition
		-Shows direct, scheduled service encounters, total overall and by discipline, and disaggregates by outcome category recorded (N, %). Excludes encounters scheduled for discharged patients. -Specialty Clinic-On-Island encounters are for the following specialties: Audiology, Cardiology, Dermatology, Dialysis, ENT, Gynecology, Hand Specialist, ID Specialist, Nephrology, Neurology, Optometry, Orthopedic, Podiatry, Post Partum, Pre-Natal, Rehab Physical Therapy, Reproduction, Surgery -Specialty Clinic-Off-Island encounters are for the following specialties: Audiology, Breast, Cardiology, Cardiovascular, Chest, Dermatology, Endocrinology, ENT, Gastroenterology, General Surgery, Gynecology, Hand, Hematology, ID/Virology, Neurosurgery, Oncology, Ophthalmology, Oral Surgery, Orthopedic, Pain Management, Plastic Surgery, Podiatry, Renal, Rheumatology, Trauma, Urology, Vascular
4	Outcome Metrics	Definition
4.1	Percent completed	Sum of scheduled service outcomes "Seen" and "Refused & Verified" divided by "Total Scheduled Services"
5	Unscheduled Services	Definition
5.1	Referred Visits Completed	Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

III. Summary Data

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	1748
1.2	Average time to completion once known to CHS (hours)	4.1

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	745
2.2	Referrals seen within 72 hours	558
2.3	Percent seen within 72 hours	75%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	1095	50%	17037	66%	8158	49%	2684	64%	570	41%	1042	44%	229	40%	1162	87%	31977	58%
	Refused & Verified	327	15%	2142	8%	102	1%	324	8%	53	4%	216	9%	39	7%	*	ND	3203**	6%
	Not Produced	722	33%	6742	26%	4443	26%	1062	25%	781	56%	1060	45%	257	45%	171	13%	15238	28%
	Rescheduled by CHS	56	3%	*	ND	4099	24%	128	3%	0	0%	45	2%	19	3%	*	ND	4347**	8%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	33	6%	N/A	N/A	33	0%
	Total Scheduled Services	2200	100%	25921**	100%	16802	100%	4198	100%	1404	100%	2363	100%	577	100%	1333**	100%	54798**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	65%	74%	49%	72%	44%	53%	46%	87%	64%

5	Unscheduled Services	N
5.1	Referred Visits Completed	4011

Notes:

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

IV. AMKC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	21
1.2	Average time to completion once known to CHS (hours)	4.4

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	14
2.2	Referrals seen within 72 hours	14
2.3	Percent seen within 72 hours	100%

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
3	Service Outcomes																		
	Seen	108	27%	1476	41%	2297	57%	419	59%	180	38%	132	37%	31	ND	235	72%	4878	49%
	Refused & Verified	61	15%	217	6%	*	ND	83	12%	*	ND	25	7%	*	ND	0	0%	386**	4%
	Not Produced	236	58%	1903	53%	764	19%	195	27%	289	62%	201	56%	56	ND	92	28%	3736	37%
	Rescheduled by CHS	0	0%	0	0%	951	24%	19	3%	0	0%	*	ND	*	ND	0	0%	970**	10%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	405	100%	3596	100%	4012**	100%	716	100%	469**	100%	358**	100%	87**	100%	327	100%	9970**	100%

	Outcome Metrics	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
4	Percent completed	42%		47%		57%		70%		38%		44%		ND		72%		53%	
4.1	Percent completed	42%		47%		57%		70%		38%		44%		ND		72%		53%	

5	Unscheduled Services	N
5.1	Referred Visits Completed	713

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N/A = Not Applicable

V. EMTC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	1579
1.2	Average time to completion once known to CHS (hours)	4.0

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	643
2.2	Referrals seen within 72 hours	486
2.3	Percent seen within 72 hours	76%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	197	48%	3130	63%	1236	58%	585	66%	*	ND	54	26%	18	49%	508	91%	5728**	62%
	Refused & Verified	41	10%	458	9%	22	1%	74	8%	0	0%	0	0%	0	0%	0	0%	595**	6%
	Not Produced	176	43%	1379	28%	265	12%	207	23%	*	ND	150	74%	19	51%	52	9%	2248**	24%
	Rescheduled by CHS	0	0%	0	0%	625	29%	27	3%	0	0%	*	ND	0	0%	0	0%	652**	7%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	414	100%	4967	100%	2148	100%	893	100%	0**	0%	204**	100%	37**	100%	560	100%	9223**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	57%	72%	59%	74%	ND	26%	49%	91%	69%

5	Unscheduled Services	N
5.1	Referred Visits Completed	744

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N/A = Not Applicable

VI. GRVC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	*
1.2	Average time to completion once known to CHS (hours)	4.7

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	*
2.2	Referrals seen within 72 hours	*
2.3	Percent seen within 72 hours	ND

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	89	66%	2288	65%	1571	63%	312	68%	85	35%	72	30%	12	ND	76	ND	4505	62%
	Refused & Verified	11	8%	277	8%	17	1%	35	8%	*	ND	0	0%	0	0%	*	ND	340**	5%
	Not Produced	34	25%	965	27%	502	20%	88	19%	156	65%	171	70%	32	ND	*	ND	1948**	27%
	Rescheduled by CHS	0	0%	*	ND	419	17%	25	5%	0	0%	*	ND	*	ND	0	0%	444**	6%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	134	100%	3530**	100%	2509	100%	460	100%	241**	100%	243**	100%	44**	100%	76**	100%	7237**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	75%	73%	63%	75%	35%	30%	ND	ND	67%

5	Unscheduled Services	N
5.1	Referred Visits Completed	318

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N/A = Not Applicable

VII. NIC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	*
2.2	Referrals seen within 72 hours	*
2.3	Percent seen within 72 hours	ND

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	139	64%	5946	87%	360	55%	221	76%	15	ND	265	68%	83	ND	61	100%	7090	82%
	Refused & Verified	26	12%	573	8%	*	ND	18	6%	18	ND	37	9%	15	ND	0	0%	687**	8%
	Not Produced	27	13%	294	4%	154	24%	23	8%	*	ND	69	18%	46	ND	0	0%	613**	7%
	Rescheduled by CHS	24	11%	*	ND	135	21%	29	10%	0	0%	19	5%	*	ND	0	0%	207**	2%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	216	100%	6813**	100%	649**	100%	291	100%	33**	100%	390	100%	144**	100%	61	100%	8597**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	76%	96%	55%	82%	ND	77%	ND	100%	90%

5	Unscheduled Services	N
5.1	Referred Visits Completed	325

Notes:

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N/A = Not Applicable

VIII. OBCC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	*	ND	110	33%	217	52%	44	ND	0	0%	*	ND	*	ND	14	ND	385**	47%
	Refused & Verified	0	0%	*	ND	0	0%	*	ND	0	0%	0	0%	0	0%	0	0%	0**	0%
	Not Produced	*	ND	222	67%	102	24%	14	ND	*	ND	*	ND	*	ND	*	ND	338**	41%
	Rescheduled by CHS	0	0%	0	0%	100	24%	0	0%	0	0%	0	0%	*	ND	0	0%	100**	12%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	0**	0%	332**	100%	419	100%	58**	100%	0**	0%	0**	0%	0**	0%	14**	100%	823**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	ND	33%	52%	ND	ND	ND	ND	ND	47%

5	Unscheduled Services	N
5.1	Referred Visits Completed	44

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N/A = Not Applicable

IX. RESH

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	30	100%	228	29%	148	29%	91	ND	*	ND	*	ND	*	ND	*	ND	497**	34%
	Refused & Verified	*	ND	16	2%	*	ND	*	ND	0	0%	0	0%	*	ND	0	0%	16**	1%
	Not Produced	*	ND	550	69%	130	26%	*	ND	*	ND	54	ND	*	ND	0	0%	734**	50%
	Rescheduled by CHS	*	ND	0	0%	224	45%	*	ND	0	0%	*	ND	0	0%	0	0%	224**	15%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	30**	100%	794	100%	502**	100%	91**	100%	0**	0%	54**	100%	0**	0%	0**	0%	1471**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	100%	31%	29%	ND	ND	ND	ND	ND	35%

5	Unscheduled Services	N
5.1	Referred Visits Completed	374

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N/A = Not Applicable

X. RMSC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	139
1.2	Average time to completion once known to CHS (hours)	5.0

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	82
2.2	Referrals seen within 72 hours	55
2.3	Percent seen within 72 hours	67%

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total		
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
3	Service Outcomes																			
	Seen	271	69%	1397	66%	946	58%	539	76%	95	49%	322	57%	*	ND	138	89%	3708**	64%	
	Refused & Verified	41	10%	219	10%	17	1%	51	7%	*	ND	32	6%	0	0%	0	0%	360**	6%	
	Not Produced	55	14%	509	24%	494	30%	115	16%	100	51%	207	37%	42	ND	17	11%	1539	26%	
	Rescheduled by CHS	26	7%	*	ND	185	11%	*	ND	0	0%	*	ND	0	0%	*	ND	211**	4%	
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	ND	N/A	N/A	11	0%	
	Total Scheduled Services	393	100%	2125**	100%	1642	100%	705**	100%	195**	100%	561**	100%	53**	100%	155**	100%	5829**	100%	

	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	79%	76%	59%	84%	49%	63%	ND	89%	70%

5	Unscheduled Services	N
5.1	Referred Visits Completed	458

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N/A = Not Applicable

XI. RNDC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	69	24%	802	54%	715	21%	264	40%	94	40%	67	29%	31	ND	103	ND	2145	33%
	Refused & Verified	108	37%	33	2%	*	ND	43	7%	*	ND	65	28%	*	ND	0	0%	249**	4%
	Not Produced	114	39%	642	43%	1634	47%	346	53%	139	60%	99	43%	31	ND	*	ND	3005**	46%
	Rescheduled by CHS	0	0%	0	0%	1102	32%	*	ND	0	0%	*	ND	*	ND	0	0%	1102**	17%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	291	100%	1477	100%	3451**	100%	653**	100%	233**	100%	231**	100%	62**	100%	103**	100%	6501**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	61%	57%	21%	47%	40%	57%	ND	ND	37%

5	Unscheduled Services	N
5.1	Referred Visits Completed	303

Notes:

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

XII. VCBC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	110	58%	678	74%	512	46%	157	67%	96	63%	102	47%	35	ND	*	ND	1690	59%
	Refused & Verified	23	12%	83	9%	*	ND	15	6%	*	ND	56	26%	*	ND	0	0%	177**	6%
	Not Produced	57	30%	156	17%	275	25%	61	26%	57	37%	57	27%	15	ND	0	0%	678	24%
	Rescheduled by CHS	*	ND	0	0%	315	29%	*	ND	0	0%	*	ND	*	ND	0	0%	315**	11%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	190**	100%	917	100%	1102**	100%	233**	100%	153**	100%	215**	100%	50**	100%	0**	0%	2860**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	70%	83%	46%	74%	63%	73%	ND	ND	65%

5	Unscheduled Services	N
5.1	Referred Visits Completed	627

Notes:

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

XIII. WF

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	*
2.2	Referrals seen within 72 hours	*
2.3	Percent seen within 72 hours	ND

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	76	ND	982	72%	156	46%	52	ND	*	ND	20	29%	*	ND	15	100%	1301**	67%
	Refused & Verified	*	ND	261	19%	18	5%	*	ND	0	0%	*	ND	*	ND	0	0%	279**	14%
	Not Produced	18	ND	122	9%	123	36%	*	ND	*	ND	50	71%	11	ND	0	0%	324**	17%
	Rescheduled by CHS	0	0%	*	ND	43	13%	*	ND	0	0%	0	0%	0	0%	0	0%	43**	2%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	0	0%
	Total Scheduled Services	94**	100%	1365**	100%	340	100%	52**	100%	0**	0%	70**	100%	11**	100%	15**	100%	1947**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	ND	91%	51%	ND	ND	29%	ND	100%	81%

5	Unscheduled Services	N
5.1	Referred Visits Completed	105

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

CHS Access Report: August 2023

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II. Data Dictionary

1	CHS Intakes (New Jail Admissions)	Definition
1.1	Completed CHS Intakes	Number of new jail admission intake encounters completed by CHS providers
1.2	Average time to completion once known to CHS (hours)	Number of hours between check-in by DOC and check-out by CHS for completed intake encounters (1.1)
2	Referrals made to mental health service	Definition
2.1	Referrals made to mental health service	All book and cases with an initial referral to mental health in reporting month, excluding persons known to the mental health service. Facility-specific reports reference the housing facility at the time of the mental health referral was made.
2.2	Referrals seen within 72 hours	For all book and cases where an initial referral to mental health occurs in reporting month (2.1), total number of book and cases who had a mental health intake or psychiatric assessment where encounter date was <=72 hours from referral date.
2.3	Percent seen within 72 hours	2.2 divided by 2.1
3	Scheduled services by discipline with outcomes	Definition
		-Shows direct, scheduled service encounters, total overall and by discipline, and disaggregates by outcome category recorded (N, %). Excludes encounters scheduled for discharged patients. -Specialty Clinic-On-Island encounters are for the following specialties: Audiology, Cardiology, Dermatology, Dialysis, ENT, Gynecology, Hand Specialist, ID Specialist, Nephrology, Neurology, Optometry, Orthopedic, Podiatry, Post Partum, Pre-Natal, Rehab Physical Therapy, Reproduction, Surgery -Specialty Clinic-Off-Island encounters are for the following specialties: Audiology, Breast, Cardiology, Cardiovascular, Chest, Dermatology, Endocrinology, ENT, Gastroenterology, General Surgery, Gynecology, Hand, Hematology, ID/Virology, Neurosurgery, Oncology, Ophthalmology, Oral Surgery, Orthopedic, Pain Management, Plastic Surgery, Podiatry, Renal, Rheumatology, Trauma, Urology, Vascular
4	Outcome Metrics	Definition
4.1	Percent completed	Sum of scheduled service outcomes "Seen" and "Refused & Verified" divided by "Total Scheduled Services"
5	Unscheduled Services	Definition
5.1	Referred Visits Completed	Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

III. Summary Data

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	1716
1.2	Average time to completion once known to CHS (hours)	4.2

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	722
2.2	Referrals seen within 72 hours	593
2.3	Percent seen within 72 hours	82%

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total		
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
3	Service Outcomes																			
	Seen	1242	48%	16798	64%	8578	44%	2950	64%	642	42%	1142	41%	277	37%	1332	93%	32961	55%	
	Refused & Verified	365	14%	2146	8%	105	1%	368	8%	54	4%	248	9%	48	6%	0	0%	3334	6%	
	Not Produced	883	34%	7143	27%	5669	29%	1174	26%	846	55%	1377	49%	341	46%	99	7%	17532	30%	
	Rescheduled by CHS	82	3%	*	ND	5278	27%	102	2%	0	0%	45	2%	28	4%	*	ND	5535**	9%	
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	47	6%	N/A	N/A	47	0%	
	Total Scheduled Services	2572	100%	26087**	100%	19630	100%	4594	100%	1542	100%	2812	100%	741	100%	1431**	100%	59409**	100%	

	Outcome Metrics	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total		
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
4	Outcome Metrics																			
4.1	Percent completed		62%		73%		44%		72%		45%		49%		44%		93%		61%	

5	Unscheduled Services	N
5.1	Referred Visits Completed	4124

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

IV. EMTC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	1517
1.2	Average time to completion once known to CHS (hours)	3.9

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	613
2.2	Referrals seen within 72 hours	516
2.3	Percent seen within 72 hours	84%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	187	41%	3638	63%	1396	54%	664	72%	17	52%	122	37%	28	ND	664	89%	6716	62%
	Refused & Verified	46	10%	530	9%	*	ND	94	10%	0	0%	*	ND	*	ND	0	0%	670**	6%
	Not Produced	218	48%	1594	28%	418	16%	158	17%	16	48%	205	63%	36	ND	78	11%	2723	25%
	Rescheduled by CHS	*	ND	0	0%	757	29%	*	ND	0	0%	*	ND	*	ND	0	0%	757**	7%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	
	Total Scheduled Services	451**	100%	5762	100%	2571**	100%	916**	100%	33	100%	327**	100%	64**	100%	742	100%	10866**	100%

4	Outcome Metrics	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
4.1	Percent completed	52%		72%		54%		83%		52%		37%		ND		89%		68%	

5	Unscheduled Services	N
5.1	Referred Visits Completed	847

Notes:

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N/A = Not Applicable

V. GRVC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	42
1.2	Average time to completion once known to CHS (hours)	5.5

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	19
2.2	Referrals seen within 72 hours	19
2.3	Percent seen within 72 hours	100%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	90	ND	1974	55%	2389	59%	557	76%	108	35%	47	15%	24	ND	82	100%	5271	57%
	Refused & Verified	*	ND	311	9%	*	ND	79	11%	*	ND	*	ND	0	0%	0	0%	390**	4%
	Not Produced	48	ND	1281	36%	688	17%	75	10%	204	65%	266	85%	46	ND	0	0%	2608	28%
	Rescheduled by CHS	0	0%	0	0%	985	24%	19	3%	0	0%	*	ND	*	ND	0	0%	1004**	11%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	138**	100%	3566	100%	4062**	100%	730	100%	312**	100%	313**	100%	70**	100%	82	100%	9273**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	ND	64%	59%	87%	35%	15%	ND	100%	61%

5	Unscheduled Services	N
5.1	Referred Visits Completed	425

Notes:

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N/A = Not Applicable

VI. NIC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
3	Service Outcomes																		
	Seen	209	76%	5799	87%	452	57%	170	74%	16	ND	267	59%	76	50%	37	100%	7026	81%
	Refused & Verified	25	9%	526	8%	11	1%	*	ND	*	ND	64	14%	22	14%	0	0%	648**	7%
	Not Produced	25	9%	379	6%	224	28%	22	10%	*	ND	101	22%	43	28%	0	0%	794**	9%
	Rescheduled by CHS	17	6%	0	0%	111	14%	39	17%	0	0%	17	4%	*	ND	0	0%	184**	2%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	7%	N/A	N/A	11
	Total Scheduled Services	276	100%	6704	100%	798	100%	231**	100%	16**	100%	449	100%	152**	100%	37	100%	8663**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	85%	94%	58%	74%	ND	74%	64%	100%	89%

5	Unscheduled Services	N
5.1	Referred Visits Completed	385

Notes:

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N/A = Not Applicable

VII. OBCC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	45	11%	995	37%	1802	48%	385	53%	197	38%	86	20%	29	ND	262	ND	3801	43%
	Refused & Verified	96	23%	53	2%	*	ND	71	10%	20	4%	*	ND	*	ND	0	0%	240**	3%
	Not Produced	282	67%	1610	61%	969	26%	261	36%	297	58%	353	80%	79	ND	*	ND	3851**	43%
	Rescheduled by CHS	0	0%	0	0%	956	26%	11	2%	0	0%	*	ND	*	ND	0	0%	967**	11%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	423	100%	2658	100%	3727**	100%	728	100%	514	100%	439**	100%	108**	100%	262**	100%	8859**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	33%	39%	48%	63%	42%	20%	ND	ND	46%

5	Unscheduled Services	N
5.1	Referred Visits Completed	538

Notes:

* Table cells with 10 or fewer patients are represented with an asterisk to mask patient identity and protected health information (PHI). Cells with 0 patients are not masked.

**Masked numbers are not included in row or column totals or in percentage calculations.

ND = Not Depicted. We are not showing percentages for service outcomes (Table 3) or Percent Completed (Table 4) when the total patient number is 10 or fewer (unless the number is 0) or when masking numbers alters these percentages by more than 3%. These percentages are also not included in the total percentages.

Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

VIII. RESH

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	39	ND	321	47%	140	22%	35	ND	*	ND	22	28%	*	ND	30	100%	587**	39%
	Refused & Verified	*	ND	20	3%	*	ND	*	ND	0	0%	*	ND	0	0%	0	0%	20*	1%
	Not Produced	*	ND	341	50%	195	31%	*	ND	0	0%	57	72%	*	ND	0	0%	593**	40%
	Rescheduled by CHS	0	0%	*	ND	289	46%	*	ND	0	0%	0	0%	0	0%	0	0%	289**	19%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	39**	100%	682**	100%	624**	100%	35**	100%	0**	0%	79**	100%	0**	0%	30	100%	1489**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	ND	50%	22%	ND	ND	28%	ND	100%	41%

5	Unscheduled Services	N
5.1	Referred Visits Completed	409

Notes:

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N/A = Not Applicable

IX. RMSC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	156
1.2	Average time to completion once known to CHS (hours)	6.5

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	90
2.2	Referrals seen within 72 hours	58
2.3	Percent seen within 72 hours	64%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	335	73%	1368	61%	1060	55%	488	79%	107	54%	376	67%	29	ND	154	100%	3917	63%
	Refused & Verified	35	8%	335	15%	47	2%	58	9%	10	5%	29	5%	*	ND	0	0%	514**	8%
	Not Produced	41	9%	531	24%	519	27%	73	12%	81	41%	155	28%	57	ND	*	ND	1457**	23%
	Rescheduled by CHS	45	10%	*	ND	291	15%	*	ND	0	0%	*	ND	0	0%	*	ND	336**	5%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	456	100%	2234**	100%	1917	100%	619**	100%	198	100%	560**	100%	86**	100%	154**	100%	6224**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	81%	76%	58%	88%	59%	72%	ND	100%	71%

5	Unscheduled Services	N
5.1	Referred Visits Completed	550

Notes:

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

X. RNDC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	73	20%	886	42%	747	16%	365	39%	76	30%	87	29%	50	ND	93	ND	2377	27%
	Refused & Verified	106	29%	68	3%	14	0%	47	5%	*	ND	68	23%	13	ND	0	0%	316**	4%
	Not Produced	181	50%	1165	55%	2312	51%	527	56%	179	70%	145	48%	37	ND	*	ND	4546**	52%
	Rescheduled by CHS	*	ND	0	0%	1465	32%	*	ND	0	0%	*	ND	*	ND	0	0%	1465**	17%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	360**	100%	2119	100%	4538	100%	939**	100%	255**	100%	300**	100%	100**	100%	93**	100%	8704**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	50%	45%	17%	44%	30%	52%	ND	ND	31%

5	Unscheduled Services	N
5.1	Referred Visits Completed	360

Notes:

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

XI. VCBC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	149	54%	627	77%	412	43%	221	86%	116	66%	94	44%	29	ND	0	0%	1648	60%
	Refused & Verified	30	11%	85	10%	*	ND	*	ND	*	ND	76	35%	*	ND	0	0%	191**	7%
	Not Produced	77	28%	107	13%	218	23%	37	14%	59	34%	45	21%	21	ND	0	0%	564	20%
	Rescheduled by CHS	18	7%	0	0%	331	34%	0	0%	0	0%	0	0%	*	ND	0	0%	349**	13%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	274	100%	819	100%	961**	100%	258**	100%	175**	100%	215	100%	50**	100%	0	0%	2752**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	65%	87%	43%	86%	66%	79%	ND	N/A	67%

5	Unscheduled Services	N
5.1	Referred Visits Completed	499

Notes:

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N/A = Not Applicable

XII. WF

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	*
1.2	Average time to completion once known to CHS (hours)	2.1

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
3	Service Outcomes																		
	Seen	115	ND	1175	78%	180	46%	65	ND	0	0%	41	46%	11	ND	*	ND	1587**	72%
	Refused & Verified	12	ND	216	14%	11	3%	*	ND	0	0%	*	ND	0	0%	0	0%	239**	11%
	Not Produced	*	ND	114	8%	125	32%	13	ND	*	ND	49	54%	11	ND	0	0%	312**	14%
	Rescheduled by CHS	0	0%	0	0%	72	19%	*	ND	0	0%	0	0%	*	ND	0	0%	72**	3%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**
Total Scheduled Services	127**	100%	1505	100%	388	100%	78**	100%	0**	0%	90**	100%	22**	100%	0**	0%	2210**	100%	

	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4	Outcome Metrics									
4.1	Percent completed	ND	92%	49%	ND	ND	46%	ND	ND	83%

5	Unscheduled Services	N
5.1	Referred Visits Completed	106

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

CHS Access Report: September 2023

Version: 4/10/2024

Please note that this report required by the Board includes cells with 10 or fewer patients and that sharing this data beyond the minimum appropriate parties may constitute a breach of patient privacy and confidentiality.

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II. Data Dictionary

1	CHS Intakes (New Jail Admissions)	Definition
1.1	Completed CHS Intakes	Number of new jail admission intake encounters completed by CHS providers
1.2	Average time to completion once known to CHS (hours)	Number of hours between check-in by DOC and check-out by CHS for completed intake encounters (1.1)
2	Referrals made to mental health service	Definition
2.1	Referrals made to mental health service	All book and cases with an initial referral to mental health in reporting month, excluding persons known to the mental health service. Facility-specific reports reference the housing facility at the time of the mental health referral was made.
2.2	Referrals seen within 72 hours	For all book and cases where an initial referral to mental health occurs in reporting month (2.1), total number of book and cases who had a mental health intake or psychiatric assessment where encounter date was <=72 hours from referral date.
2.3	Percent seen within 72 hours	2.2 divided by 2.1
3	Scheduled services by discipline with outcomes	Definition
		-Shows direct, scheduled service encounters, total overall and by discipline, and disaggregates by outcome category recorded (N, %). Excludes encounters scheduled for discharged patients. -Specialty Clinic-On-Island encounters are for the following specialties: Audiology, Cardiology, Dermatology, Dialysis, ENT, Gynecology, Hand Specialist, ID Specialist, Nephrology, Neurology, Optometry, Orthopedic, Podiatry, Post Partum, Pre-Natal, Rehab Physical Therapy, Reproduction, Surgery -Specialty Clinic-Off-Island encounters are for the following specialties: Audiology, Breast, Cardiology, Cardiovascular, Chest, Dermatology, Endocrinology, ENT, Gastroenterology, General Surgery, Gynecology, Hand, Hematology, ID/Virology, Neurosurgery, Oncology, Ophthalmology, Oral Surgery, Orthopedic, Pain Management, Plastic Surgery, Podiatry, Renal, Rheumatology, Trauma, Urology, Vascular
4	Outcome Metrics	Definition
4.1	Percent completed	Sum of scheduled service outcomes "Seen" and "Refused & Verified" divided by "Total Scheduled Services"
5	Unscheduled Services	Definition
5.1	Referred Visits Completed	Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

III. Summary Data

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	1643
1.2	Average time to completion once known to CHS (hours)	4.1

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	694
2.2	Referrals seen within 72 hours	558
2.3	Percent seen within 72 hours	80%

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
3	Service Outcomes																		
	Seen	1213	47%	15274	63%	8037	46%	2797	65%	677	44%	976	36%	244	37%	1229	92%	30447	55%
	Refused & Verified	336	13%	1902	8%	82	0%	395	9%	49	3%	208	8%	29	4%	0	0%	3001	5%
	Not Produced	989	38%	7146	29%	4980	28%	1031	24%	818	53%	1447	54%	331	51%	101	8%	16843	31%
	Rescheduled by CHS	44	2%	*	ND	4461	25%	73	2%	*	ND	43	2%	14	2%	0	0%	4635**	8%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	33	5%	N/A	N/A	33	0%
	Total Scheduled Services	2582	100%	24322**	100%	17560	100%	4296	100%	1544**	100%	2674	100%	651	100%	1330	100%	54959**	100%

	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4	Percent completed	60%	71%	46%	74%	47%	44%	42%	92%	61%

5	Unscheduled Services	N
5.1	Referred Visits Completed	3741

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N/A = Not Applicable

IV. EMTC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	1477
1.2	Average time to completion once known to CHS (hours)	3.9

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	614
2.2	Referrals seen within 72 hours	502
2.3	Percent seen within 72 hours	82%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	202	43%	3479	65%	1264	52%	587	66%	14	48%	84	31%	14	28%	527	90%	6171	61%
	Refused & Verified	38	8%	403	8%	*	ND	100	11%	*	ND	*	ND	*	ND	0	0%	541**	5%
	Not Produced	232	49%	1467	27%	536	22%	178	20%	15	52%	191	69%	36	72%	60	10%	2715	27%
	Rescheduled by CHS	0	0%	*	ND	618	26%	18	2%	0	0%	*	ND	0	0%	0	0%	636**	6%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	0	0%
	Total Scheduled Services	472	100%	5349**	100%	2418**	100%	883	100%	29**	100%	275**	100%	50**	100%	587	100%	10063**	100%

4	Outcome Metrics	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
4.1	Percent completed	51%		73%		52%		78%		48%		31%		28%		90%		67%	

5	Unscheduled Services	N
5.1	Referred Visits Completed	742

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N/A = Not Applicable

V. GRVC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	34
1.2	Average time to completion once known to CHS (hours)	4.1

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	16
2.2	Referrals seen within 72 hours	16
2.3	Percent seen within 72 hours	100%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	92	56%	1839	48%	2248	61%	575	79%	89	33%	55	20%	19	28%	83	100%	5000	55%
	Refused & Verified	24	15%	317	8%	*	ND	67	9%	*	ND	0	0%	0	0%	0	0%	408**	4%
	Not Produced	48	29%	1656	43%	619	17%	89	12%	183	67%	214	80%	48	72%	0	0%	2857	31%
	Rescheduled by CHS	0	0%	0	0%	836	23%	*	ND	0	0%	*	ND	0	0%	0	0%	836**	9%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	164	100%	3812	100%	3703**	100%	731**	100%	272**	100%	269**	100%	67**	100%	83	100%	9101**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	71%	57%	61%	88%	33%	20%	28%	100%	59%

5	Unscheduled Services	N
5.1	Referred Visits Completed	397

Notes:

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N/A = Not Applicable

VI. NIC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	*
1.2	Average time to completion once known to CHS (hours)	2.7

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	*
2.2	Referrals seen within 72 hours	*
2.3	Percent seen within 72 hours	ND

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total		
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
3	Service Outcomes																			
	Seen	175	66%	5499	83%	365	51%	145	68%	32	ND	229	60%	98	60%	61	100%	6604	78%	
	Refused & Verified	22	8%	632	10%	*	ND	12	6%	*	ND	58	15%	15	9%	0	0%	739**	9%	
	Not Produced	46	17%	464	7%	146	21%	30	14%	11	ND	92	24%	39	24%	*	ND	828**	10%	
	Rescheduled by CHS	22	8%	0	0%	201	28%	27	13%	0	0%	*	ND	*	ND	0	0%	250**	3%	
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	7%	N/A	N/A	11	0%	
Total Scheduled Services	265	100%	6595	100%	712**	100%	214	100%	43**	100%	379**	100%	163**	100%	61**	100%	8432**	100%		

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	74%	93%	51%	73%	ND	76%	69%	100%	87%

5	Unscheduled Services	N
5.1	Referred Visits Completed	371

Notes:

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

VII. OBCC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	53	11%	995	37%	1838	52%	316	55%	240	43%	115	25%	28	ND	287	92%	3872	44%
	Refused & Verified	35	7%	60	2%	*	ND	96	17%	13	2%	*	ND	*	ND	0	0%	204**	2%
	Not Produced	403	82%	1635	61%	896	26%	162	28%	299	54%	349	75%	85	ND	24	8%	3853	44%
	Rescheduled by CHS	*	ND	0	0%	776	22%	*	ND	0	0%	0	0%	*	ND	0	0%	776**	9%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	491**	100%	2690	100%	3510**	100%	574**	100%	552	100%	464**	100%	113**	100%	311	100%	8705**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	18%	39%	52%	72%	46%	25%	ND	92%	47%

5	Unscheduled Services	N
5.1	Referred Visits Completed	503

Notes:

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N/A = Not Applicable

VIII. RESH

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	24	ND	281	48%	134	27%	48	ND	*	ND	11	13%	*	ND	20	100%	518**	40%
	Refused & Verified	*	ND	19	3%	*	ND	*	ND	0	0%	0	0%	*	ND	0	0%	19**	1%
	Not Produced	*	ND	283	49%	198	39%	24	ND	13	ND	72	87%	*	ND	0	0%	590**	45%
	Rescheduled by CHS	0	0%	*	ND	170	34%	0	0%	0	0%	0	0%	0	0%	0	0%	170**	13%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	24**	100%	583**	100%	502**	100%	72**	100%	13**	100%	83	100%	0**	0%	20	100%	1297**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	ND	51%	27%	ND	ND	13%	ND	100%	41%

5	Unscheduled Services	N
5.1	Referred Visits Completed	359

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N/A = Not Applicable

IX. RMSC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	127
1.2	Average time to completion once known to CHS (hours)	6.8

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	61
2.2	Referrals seen within 72 hours	38
2.3	Percent seen within 72 hours	62%

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	363	75%	978	56%	989	49%	561	82%	106	61%	299	55%	18	ND	149	93%	3463	59%
	Refused & Verified	44	9%	157	9%	29	1%	39	6%	*	ND	26	5%	0	0%	0	0%	295**	5%
	Not Produced	63	13%	618	35%	568	28%	82	12%	68	39%	190	35%	46	ND	12	7%	1647	28%
	Rescheduled by CHS	13	3%	*	ND	428	21%	*	ND	*	ND	24	4%	0	0%	0	0%	465**	8%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	483	100%	1753**	100%	2014	100%	682**	100%	174**	100%	539	100%	64**	100%	161	100%	5870**	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	84%	65%	51%	88%	61%	60%	ND	93%	64%

5	Unscheduled Services	N
5.1	Referred Visits Completed	478

Notes:

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N/A = Not Applicable

X. RNDC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
3	Service Outcomes																		
	Seen	83	22%	842	48%	669	18%	354	43%	77	31%	71	25%	40	ND	88	100%	2224	31%
	Refused & Verified	130	35%	65	4%	*	ND	42	5%	*	ND	45	16%	*	ND	0	0%	282**	4%
	Not Produced	163	43%	848	48%	1797	49%	433	52%	174	69%	163	58%	36	ND	*	ND	3614**	50%
	Rescheduled by CHS	*	ND	*	ND	1170	32%	*	ND	0	0%	*	ND	*	ND	0	0%	1170**	16%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**	0%
	Total Scheduled Services	376**	100%	1755**	100%	3636**	100%	829**	100%	251**	100%	279**	100%	76**	100%	88**	100%	7290**	100%

	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	57%	52%	18%	48%	31%	42%	ND	100%	34%

5	Unscheduled Services	N
5.1	Referred Visits Completed	389

Notes:

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Referred visits are those medical clinic encounters seen as a result of a referral made by a number of sources including but not limited to CHS Health Triage Line, CHS Patient Relations, other CHS staff, or DOC's sick call process.

N/A = Not Applicable

XI. VCBC

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	0
1.2	Average time to completion once known to CHS (hours)	N/A

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	0
2.2	Referrals seen within 72 hours	N/A
2.3	Percent seen within 72 hours	N/A

3	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
	Service Outcomes	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
	Seen	134	76%	343	73%	351	48%	172	75%	112	ND	75	29%	17	ND	*	ND	1204	58%
	Refused & Verified	18	10%	40	9%	*	ND	34	15%	*	ND	69	27%	*	ND	0	0%	161	8%
	Not Produced	25	14%	84	18%	171	23%	23	10%	51	ND	113	44%	17	ND	*	ND	484	23%
	Rescheduled by CHS	*	ND	0	0%	216	29%	*	ND	*	ND	*	ND	*	ND	0	0%	216	10%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0	0%
	Total Scheduled Services	177	100%	467	100%	738	100%	229	100%	163	100%	257	100%	34	100%	0	0%	2065	100%

4	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4.1	Percent completed	86%	82%	48%	90%	ND	56%	50%	ND	66%

5	Unscheduled Services	N
5.1	Referred Visits Completed	376

Notes:

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N/A = Not Applicable

XII. WF

1	CHS Intakes (New Jail Admissions)	N
1.1	Completed CHS Intakes	*
1.2	Average time to completion once known to CHS (hours)	1.8

2	Referrals made to mental health service	N
2.1	Referrals made to mental health service	*
2.2	Referrals seen within 72 hours	*
2.3	Percent seen within 72 hours	ND

	Scheduled Services	Medical		Nursing		Mental Health		Reentry Services		Dental/Oral Surgery		Specialty Clinic - On Island		Specialty Clinic - Off Island		Substance Use		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
3	Service Outcomes																		
	Seen	87	85%	1018	77%	179	63%	39	ND	0	0%	37	37%	*	ND	13	100%	1373	73%
	Refused & Verified	15	15%	209	16%	11	4%	*	ND	0	0%	*	ND	0	0%	0	0%	235**	13%
	Not Produced	*	ND	91	7%	49	17%	*	ND	*	ND	63	63%	16	ND	0	0%	219**	12%
	Rescheduled by CHS	0	0%	0	0%	46	16%	*	ND	0	0%	0	0%	*	ND	0	0%	46**	2%
	Rescheduled by Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*	ND	N/A	N/A	0**
Total Scheduled Services	102**	100%	1318	100%	285	100%	39**	100%	0**	0%	100**	100%	16**	100%	13	100%	1873**	100%	

	Outcome Metrics	Medical	Nursing	Mental Health	Reentry Services	Dental/Oral Surgery	Specialty Clinic - On Island	Specialty Clinic - Off Island	Substance Use	Total
4	Percent completed	100%	93%	67%	ND	ND	37%	ND	100%	86%

5	Unscheduled Services	N
5.1	Referred Visits Completed	126

Notes:

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N/A = Not Applicable

CHS Access Trends: July 2023 to September 2023

Version: 4/11/2023

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II. AMKC



Values of "ND" for not depicted or "N/A" for not applicable are displayed in the graphs as zeroes.

III. EMTC



Values of "ND" for not depicted or "N/A" for not applicable are displayed in the graphs as zeroes.

IV. GRVC



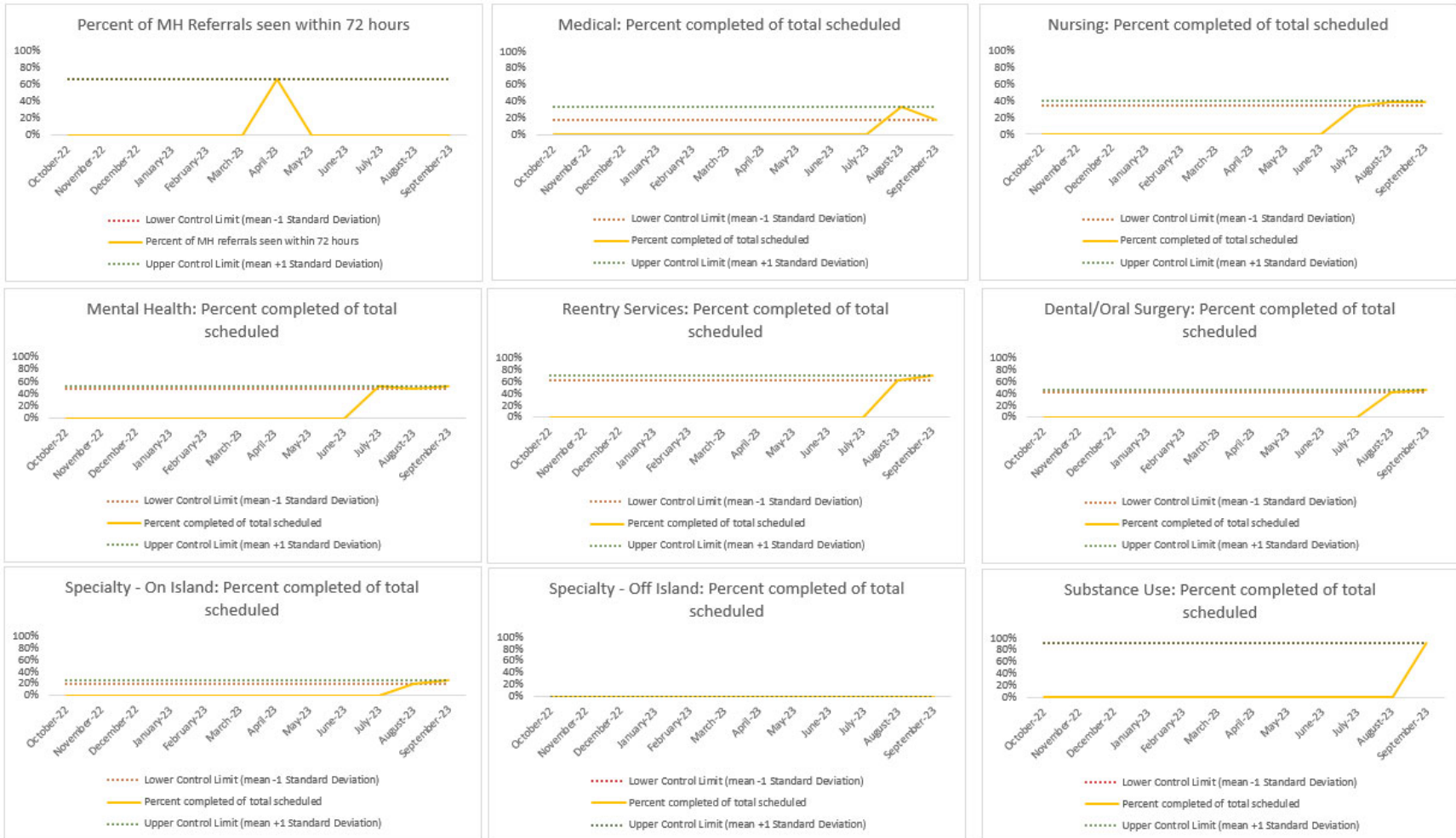
Values of “ND” for not depicted or “N/A” for not applicable are displayed in the graphs as zeroes.

V. NIC



Values of "ND" for not depicted or "N/A" for not applicable are displayed in the graphs as zeroes.

VI. OBCC



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VII. RESH



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VIII. RMSC



Values of "ND" for not depicted or "N/A" for not applicable are displayed in the graphs as zeroes.

IX. RNDC



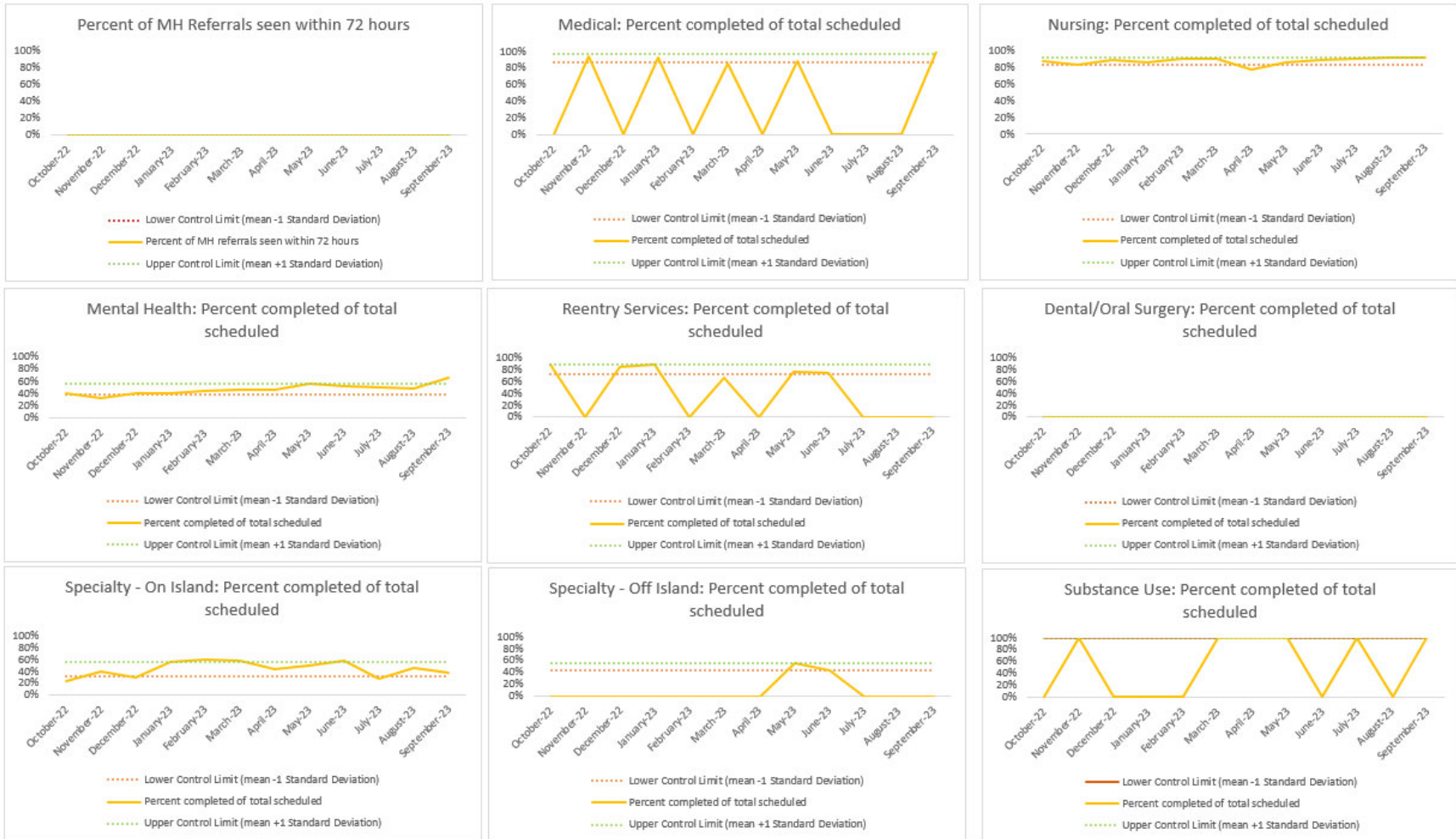
Values of "ND" for not depicted or "N/A" for not applicable are displayed in the graphs as zeroes.

X. VCBC



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XI. WF



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