

Access Pillar



This pillar demonstrates DWMHA's commitment to facilitate and ensure easy access to the public mental health service system in Wayne County.

Definitions of the Dimensions of Access

1. Affordability is determined by how the provider's charges relate to the Customer's ability and willingness to pay for services.
2. Availability measures the extent to which the provider has the requisite resources, such as personnel and technology, to meet the needs of the Customer.
3. Accessibility refers to geographic accessibility, which is determined by how easily the Customer can physically reach the provider's location.

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Definitions of the Dimensions of Access (Cont'd)

4. Accommodation reflects the extent to which the provider's operation is organized in ways that meet the constraints and preferences of the Customer. Of greatest concern are hours of operation, how telephone communications are handled, and the Customer's ability to receive care without prior appointments.
5. Acceptability captures the extent to which the Customer is comfortable with the more immutable characteristics of the provider, and vice versa.

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Organizational Goal(s) Ensure...

1. Persons served have adequate insurance coverage (connecting persons with entitlements).
2. Availability of a robust network with sufficient practitioners, providers and resources to meet the requirements, needs and preference of the population served (integrated care and prevention services).
3. Geographic, cultural and linguistic barriers are removed and persons can obtain the needed supports and services.
4. Provider's operation are organized in ways that meet the constraints and preferences of the persons served (hours of operation, how telephone communication are handled, welcoming environment, and ability to accommodate walk-ins).
5. Persons served are comfortable with the characteristics of the practitioners and providers as evidence by customer satisfaction with services.
6. Alignment of payment incentives to support recovery.