

**OUTPATIENT UNITS OF SERVICE
BY CONTACT TYPE
PERIOD: JULY - SEPTEMBER 1974**

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Outpatient units of service in the Short-Doyle system can be broken down into various modes of client contact: 1) An individual contact is a direct face-to-face contact in the facility between a client and therapist(s); 2) Group Therapy Session: a client participates in a group therapy session conducted by one or more therapists; 3) Collateral contact refers to a contact between the significant other(s) of a client and a therapist, with or without the presence of the client; 4) Medication-Only contact is a contact between a client and a therapist for the sole purpose of medical evaluation and/or prescription; 5) Field Event is a contact outside the office: any Field Event may result in one or more contacts with collaterals and/or clients.¹

The costs of the different types of contact vary, both in the costs of professional time per unit of service delivered and in the rates for which the State is billed for services. In general, a Field Event consumes the most professional time. Of the office contacts, Individual and Collateral contacts tend to be the most expensive per unit of service, as they usually entail a one-to-one session between a therapist and a client and/or collateral. A Medication-Only contact is the least expensive, as the contact is usually brief and focused specifically on an evaluation of the client's need for medication. (These contacts, however, involve the most "expensive" personnel - physicians.) Group Therapy is a relatively inexpensive way of providing units of service to several clients at once.

The relative "effectiveness" of the various service modalities, in terms of benefits to the clients, is not the subject of this report. The question of interest was whether the use of the various types of contact differs among the various agencies which report on the CR/DC system.

¹For further elaboration of the reporting mechanism, please refer to Short-Doyle Program Instruction Manual for Statistical Reporting, Part 11, May 1974 edition. County of Los Angeles, Dept. of Health Services, Mental Health Services, Evaluation and Research Division.

This report summarizes patient service data from the Cost Reporting Data Collection (CR/DC) system for the first quarter of the fiscal year 1974-1975. The analysis compares reports submitted by Mental Health Service facilities (regional services and satellites and the Wilmington Health Center) and contract agencies.

UNITS OF SERVICE BY CONTACT TYPE

A total of 102,169 units of service were provided by the outpatient facilities in the system during the three-month period. Table 1 shows, by administrative category, the distribution of units of service among the various contact types. Of the total units of service provided, half of them were Individual contacts (49.2%). Next to the most frequent type of contacts reported were Group Therapy (35%). Less frequently reported were Collateral contacts (6.4%), Medication-Only contacts (6.3%) and Field Event (3.1%).

CONTRACTS vs MENTAL HEALTH SERVICES (MHS)

Services delivered by the contract facilities were concentrated almost in equal proportion in two of the contact types: Group Therapy (44%) and Individual contacts (43.9%). A much smaller percentage of the total contract units of service was delivered as Collateral contacts (8.2%), Medication-Only contacts (2.3%) and Field Events (1.6%). The distributions of contact types are shown for each contract facility in Table 2.

Facilities within the Mental Health Services presented a different pattern of service delivery by contact type. The mode of service was primarily in Individual contact, accounting for 57.2% of the total. Group Therapy sessions (21.4%) were second in order. Medication-Only contacts accounted for 12.4% of the units of service. Field Events (5.5%) and Collateral contacts (3.5%) were relatively less frequent. The distributions of contact types are shown for each Mental Health Service facility in Table 3.

The decision to use a certain type of contact in a given therapeutic situation depends on a variety of factors. In a study of the selection of treatment

modalities, W. A. Hargreaves, et al, found that the decision involved both the background of the intake worker and the personality, specifically the motivation and the level of articulation, of the client.² Other important factors, especially in the public mental health system, are staffing patterns, location of a facility, the availability of professional hours, and policies determined by funding arrangements, particularly in the contract facilities where services are conditioned by the terms of a contract at a given period of time.

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² Hargreaves, W.A., Showstack, J., Flohr, R., Brady, C. and Harris, S.
The Intake Decision: Individual Therapy, Group Therapy, or Contact Group.
Unpublished Manuscript, Univ. of Calif., San Francisco, 1973.

TABLE I
 OUTPATIENT UNITS OF SERVICE BY CONTACT TYPE
 MENTAL HEALTH SERVICES vs CONTRACT FACILITIES
 PERIOD: JULY - SEPT., 1974

Administrative Category ^b	Type of Contact ^a												Total U/S
	Individual		Group		Collateral		Field		Medication		Total U/S		
	U/S	%	U/S	%	U/S	%	U/S	%	U/S	%			
MHS	23,216	57.2	8,691	21.4	1,425	3.5	2,216	5.5	5,023	12.4	40,571		
Contract	27,023	43.9	27,076	44.0	5,071	8.2	990	1.6	1,438	2.3	61,598		
Total	50,239	49.	35,767	34.0	6,496	6.4	3,206	3.1	6,461	6.3	102,169		

^aData Source: Cost Reporting Data Collection system, cards 1 thru 4. Other kinds of data reported in the system such as Indirect Service and Time Card information, are excluded from this table.

^bCertain agencies reporting services on the CR/DC system are not included in this summary because of the specialized nature of the agency. These agencies excluded are the Crisis Evaluation Unit, Juvenile Hall, Las Palmas School for Girls, CSS Departure Center at Camarillo State Hospital and Martin L. King, Jr. Hospital.

TABLE

Outpatient Units of Service, Contract Reporting Units by Contact Type
 Period: July-Sept., 1974

REPORTING UNIT	No.	INDIVIDUAL		GROUP		COLLATERAL		FIELD EVENT		MEDICATION		TOTAL	
		U/S	%	U/S	%	U/S	%	U/S	%	U/S	%	U/S	%
L.B. Psych Clinic	6266	1,009	31.26	1,531	47.43	683	21.16	0	0	5	0.15	3,228	0.15
S.W. Comm. Hlth. Clinic	6268	279	53.14	87	16.57	159	30.29	0	0	0	0	525	0
South Bay Child Hlth.	6269	174	27.49	275	43.44	184	29.07	0	0	0	0	633	0
E. Foothill CGC	6272	410	37.17	384	34.81	309	28.01	0	0	0	0	1,103	0
Pasadena CGC	6273	1,308	46.88	833	29.86	456	16.34	0	0	193	6.92	2,790	6.92
San Fernando VCGC	6274	565	13.26	3,462	81.23	235	5.51	0	0	0	0	4,262	0
Culver City G.C.	6275	430	63.14	142	20.85	105	15.42	0	0	4	0.59	681	0.59
Intercommunity CGC	6276	723	14.89	3,789	78.03	344	7.08	0	0	0	0	4,856	0
L.A.P.S.	6277	2,282	53.83	1,905	44.94	15	0.35	0	0	37	0.87	4,239	0.87
Glendale G.C.	6278	1,705	52.93	1,124	34.90	149	4.63	232	7.20	11	0.34	3,221	0.34
Suicide Prev. Center	6279	112	24.03	354	75.97	0	0	0	0	0	0	466	0
St. John's Hospital	6285	1,399	39.42	1,391	39.19	290	8.17	0	0	469	13.21	3,549	13.21
Kedren Comm. MHC	6287	1,318	61.02	225	10.42	485	22.45	132	6.11	0	0	2,160	0
Northridge Hosp. Psych	6289	536	28.86	1,270	68.39	17	0.92	0	0	34	1.83	1,857	1.83
Children's Hospital	6291	448	55.10	49	6.03	288	35.42	28	3.44	0	0	813	0
Crenshaw Comm. Svs. Ctr.	6293	349	81.73	78	18.27	0	0	0	0	0	0	427	0
Reiss-Davis CSC	6294	38	34.86	0	0	71	65.14	0	0	0	0	109	0
Cedar-Sinai Hospital	6295	285	65.07	153	34.93	0	0	0	0	0	0	438	0
Gateway MIO Prog.	6331	127	53.59	61	25.74	7	2.95	42	17.72	0	0	237	0
Campus Comm. Invol. Ctr.	6936	74	44.58	1	0.60	2	1.20	89	53.61	0	0	166	0
Golden State MHC - PL	6970	1,394	64.69	674	31.28	8	0.37	35	1.62	44	2.04	2,155	2.04
Golden State MHC - HHC	6973	1,344	36.74	1,548	42.32	646	17.66	120	3.28	0	0	3,658	0
Hillcrest Psych Center	6976	1,406	79.98	125	7.11	223	12.68	0	0	4	0.23	1,758	0.23
Foothill Psych Clinic	6977	1,179	65.54	569	31.63	0	0	0	0	51	2.83	1,799	2.83
Long Beach NPI	6978	170	62.04	94	34.31	6	2.19	0	0	4	1.46	274	1.46
Whitney M. Young	6979	606	80.48	137	18.19	0	0	0	0	10	1.33	753	1.33
Cedar-Sinai Adult Hosp.	6980	506	62.94	264	32.84	0	0	0	0	34	4.23	804	4.23
Gateway Comm. MHC	6981	574	74.35	150	19.43	0	0	0	0	48	6.22	772	6.22
Resthaven CMC	6982	915	46.05	795	40.01	31	1.56	86	4.33	160	8.05	1,987	8.05
Central City CMC	6983	3,615	52.97	2,663	39.02	230	3.37	48	0.70	268	3.93	6,824	3.93
Hillcrest Psych Ctr.-LP	6986	166	87.37	3	1.58	21	11.05	0	0	0	0	190	0
Western Institute of H.R.	6987	559	19.50	2,269	79.14	39	1.36	0	0	0	0	2,867	0
Alhambra Psych Hospital	6988	487	82.54	97	16.44	0	0	0	0	6	1.02	590	1.02
IngleSide MHC	6990	449	41.42	563	51.94	16	1.48	0	0	56	5.17	1,084	5.17
Children's Hospital M.R.	6991	82	25.39	11	3.41	52	16.10	178	55.11	0	0	323	0
CONTRACT TOTAL		27,023	43.87	27,076	43.96	5,071	8.23	990	1.61	1,438	2.33	61,598	2.33

TABLE 3

Outpatient Units of Service, Mental Health Services Reporting Unit by Contact Type
 Period: July-Sept., 1974

REPORTING UNIT		No.	INDIVIDUAL		GROUP		COLLATERAL		FIELD EVENT		MEDICATION		TOTAL	
Name			U/s	%	U/s	%	U/s	%	U/s	%	U/s	%	U/s	%
Hammel House	6212	448	44.80	443	44.30	90	9.00	19	1.90	0	0	0	0	1,000
South Central MHS	6213	801	56.01	355	24.83	12	0.84	4	0.28	258	18.04	0	0	1,430
La Puente Satellite	6214	346	65.53	136	25.76	43	8.14	0	0	3	0.57	0	0	528
San Pedro Branch	6218	791	66.08	300	25.06	11	0.92	94	7.85	1	0.08	0	0	1,197
San Antonio Satellite	6219	828	79.54	164	15.75	35	3.36	0	0	14	1.34	0	0	1,041
South Satellite	6220	289	83.05	14	4.02	12	3.45	0	0	33	9.48	0	0	348
Southeast MHS	6221	709	36.06	282	14.34	111	5.65	222	11.60	642	32.66	0	0	1,966
East Los Angeles MHS	6222	1,260	58.88	671	31.36	28	1.31	179	8.36	2	0.09	0	0	2,140
South Central Satellites	6223	1,145	56.80	336	16.67	94	4.66	293	14.53	148	7.34	0	0	2,016
San Gabriel Valley MHS	6224	2,090	52.64	1,144	28.82	278	7.00	280	7.05	178	4.48	0	0	3,970
E. San Fernando Valley MHS	6225	2,098	58.82	908	25.32	103	2.89	73	2.05	385	10.79	0	0	3,567
South Bay MHS	6226	1,480	73.09	251	12.40	117	5.78	177	8.74	0	0	0	0	2,025
West Central MHS	6227	2,864	81.78	99	2.83	104	2.97	300	8.57	135	3.85	0	0	3,502
Rio Hondo MHS	6228	1,796	38.98	1,181	25.63	82	1.78	164	3.56	1,385	30.06	0	0	4,608
Long Beach MHS	6226	464	17.69	848	32.33	4	0.15	114	4.35	1,193	45.48	0	0	2,623
Santa Monica West MHS	6230	2,171	69.78	594	18.94	148	4.72	170	5.42	54	1.72	0	0	3,137
San Fernando Valley MHS	6231	1,888	67.07	654	23.23	34	1.21	70	2.49	169	6.00	0	0	2,815
Southeast MHS (CSS)	6240	3	0.70	0	0	0	0	0	0	423	99.30	0	0	426
North County MHS	6263	1,139	73.39	289	18.62	73	4.70	51	0.52	0	0	0	0	1,552
Wilmington Health Center	6918	606	89.12	22	3.24	46	6.76	6	0.88	0	0	0	0	680
MENTAL HEALTH SERVICES TOTAL		23,216	57.22	8,691	21.42	1,425	3.51	2,216	5.46	5,023	12.38	0	0	40,571