



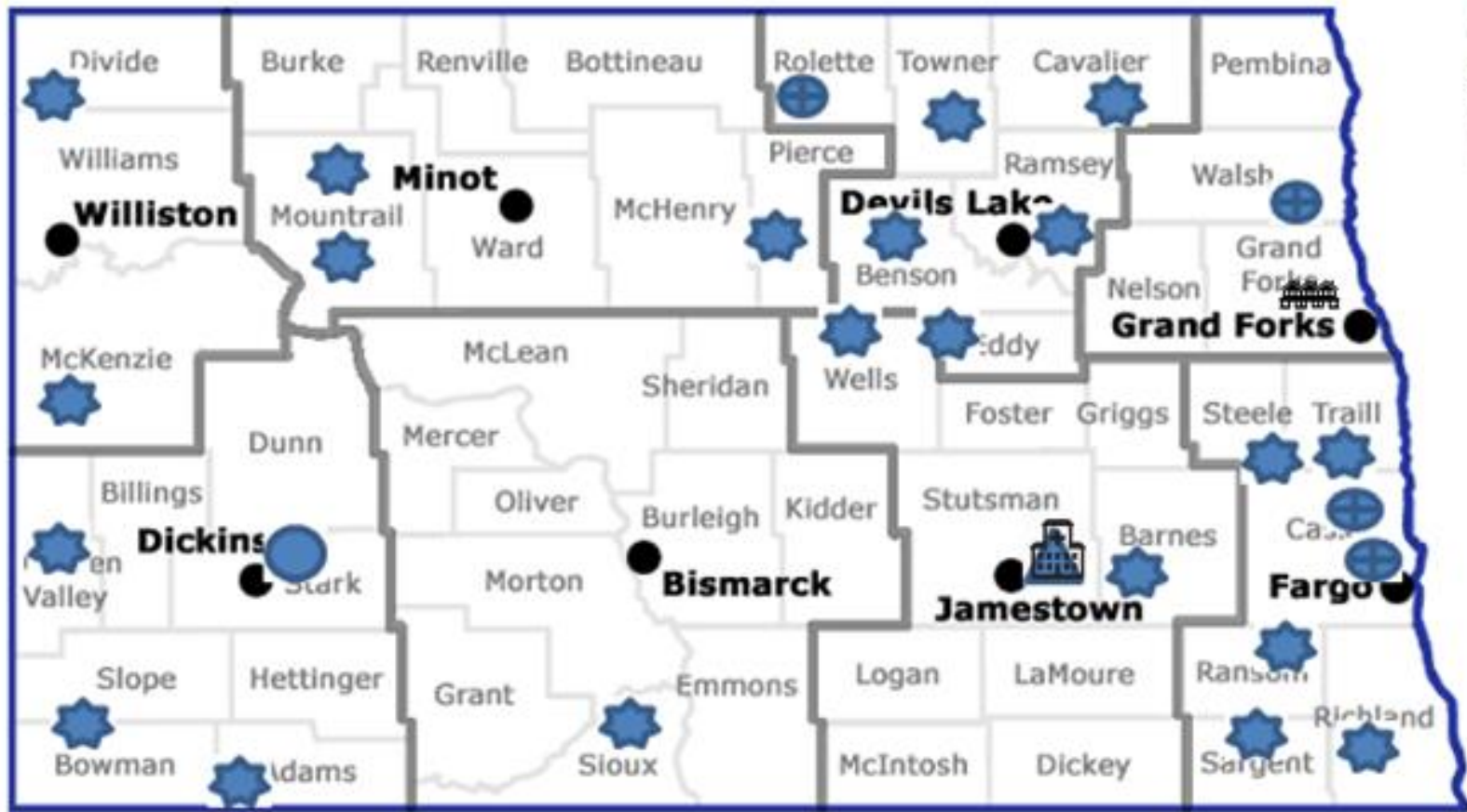
**CRISIS
AHEAD**





EMERGENCY SERVICES REDESIGN

Children's Cabinet Presentation, October 27, 2020

Rosalie Etherington

Human Service Centers and State Hospital



-  Human Service Center
-  Satellite Site
-  Life Skills Transitional Center
-  State Hospital



SERVE THOSE MOST
FUNCTIONALLY
IMPACTED



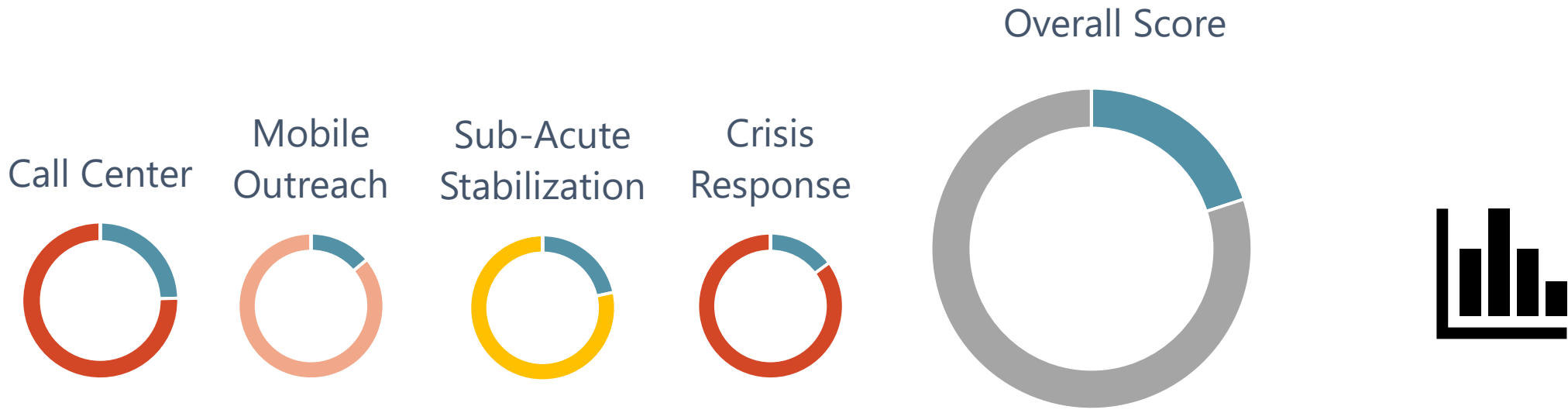
SUPPORT/INCREASE
INDEPENDENT
FUNCTIONING



SUPPORT INDIVIDUALS
ACHIEVING THEIR
RECOVERY GOALS.

Designing healthcare to best meet the need

EMERGENCY SERVICE CAPACITY NEEDS



ONLY AT 25% OF DESIRED CAPACITY

CALL CENTER



STATEWIDE CALL CENTER



24 HOURS CRISIS CALLS



RESPONDER MOBILIZATION

SUB-ACUTE STABILIZATION



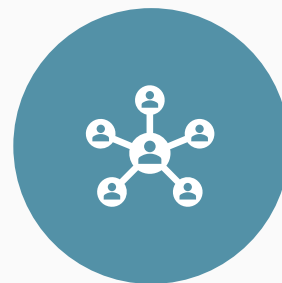
8 CRISIS
STABILIZATION UNITS
WITH 95 CRISIS BEDS



SIT / STAND / LAY
CRISIS RESOLUTION



SAFETY OBSERVATION
AND INTERVENTION



SOCIAL
DETOXIFICATION

CRISIS RESPONSE



SCREENING, TRIAGE, AND REFERRAL



DIAGNOSTIC ASSESSMENT



RISK ASSESSMENT AND MANAGEMENT



CRISIS PSYCHOTHERAPY

MARCH 2020



Centralized Call Center Go-Live at 4 HSC



Telehealth Technology expanded



Hub and Spoke Pilot Begins



Crisis Stabilization Unit (CRU) Renovations Begin

APRIL 2020

- WCHSC 24/7 and Mobile Crisis Response Go-Live
- SEHSC 24/7 and Mobile Crisis Response Go-Live
- Local Hospitals and Law Enforcement Educated
- CRU construction for WCHSC and SEHSC complete

MAY
2020

- Hub and Spoke Adopted system wide
- 62% 24/7 staffing hired across HSC

JULY 2020

- 100% 24/7 staff hired and trained
- Centralized Call Center Go-Live at remaining HSC
- SCHSC 24/7 and Mobile Crisis Response Go-Live
- NCHSC 24/7 and Mobile Crisis Response Go-Live

AUGUST 2020

- BLHSC 24/7 and Mobile Crisis Response Go-Live
- NEHSC 24/7 and Mobile Crisis Response Go-Live
- CRU Construction Complete

SEPTEMBER 2020

- NWHSC 24/7 and Mobile Crisis Response Go-Live
- LRHSC 24/7 and Mobile Crisis Response Go-Live
- 100% 24/7 Staffing Hired at all HSC
- Emergency Services Promotion Campaign

NOVEMBER 2020



Centralized Call Center Live Statewide



SCHSC and LRHSC CRU Construction Complete



Emergency Services promotion campaign

WINTER 2020



CRU Construction Complete for NEHSC



Crisis Services Promotion Campaign

WHAT CHANGES



From limited region-specific crisis response to 24/7 telephone and in-person crisis response



From 1 region mobile crisis response to 8 regions 24/7 mobile crisis response



From 95 beds primarily for residential SUD and low risk crisis to 95 flexible stabilization beds with capacity for suicide observation, withdrawal management, 24/7 nursing assessment

THANK YOU