EMERGENCY SERVICES REDESIGN
Interim Human Services Committee
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EMERGENCY SERVICE CAPACITY NEEDS

Call Center  Mobile Outreach  Sub-Acute Stabilization  Crisis Response

Overall Score

ONLY AT 25% OF DESIRED CAPACITY
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

- Telehealth Technology expanded
- Hub and Spoke pilot begins
- Centralized Call Center partial Go-Live at 4 HSC
- Crisis Stabilization Unit (CRU) renovations begin
Bismarck hospitals and law enforcement educated
CRU renovations for WCHSC and SEHSC complete
WCHSC 24/7 and Mobile Crisis Response Go-Live
SEHSC 24/7 and Mobile Crisis Response Go-Live
**MAY 2020**

- Hub and Spoke adopted system wide
- 62% 24/7 HSC staffing hired
100% 24/7 HSC staff hired and trained
Centralized Call Center partial Go-Live at 4 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 renovations complete
Centralized Call Center 24/7 Go-Live statewide
NWHSC 24/7 and Mobile Crisis Response Go-Live
LRHSC 24/7 and Mobile Crisis Response Go-Live
Emergency Services promotion campaign
WHAT CHANGES

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

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

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