EMERGENCY SERVICES REDESIGN

Children’s Cabinet Presentation, October 27, 2020
Rosalie Etherington
Human Service Centers and 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
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