

# County and Hospital Mental Health Collaborative in the Emergency Department

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## Problem Statement

The aim of this collaborative is to offer an innovative solution for caring for the emergent needs of the mental health patient arriving at the emergency department (ED) in crisis. The Mental Health Emergency Collaborative (SYBH/ROED) is an integrated team made up of county mental health crisis workers, emergency telepsychiatry, and ED staff. Working together the team members are able to emergently complete a psychiatric assessment, medically clear, medicate, and set up a comprehensive safety plan to assist the patient to return safely to the community. This allows the team to hospitalize those that truly need the scarce psychiatric bed resource.

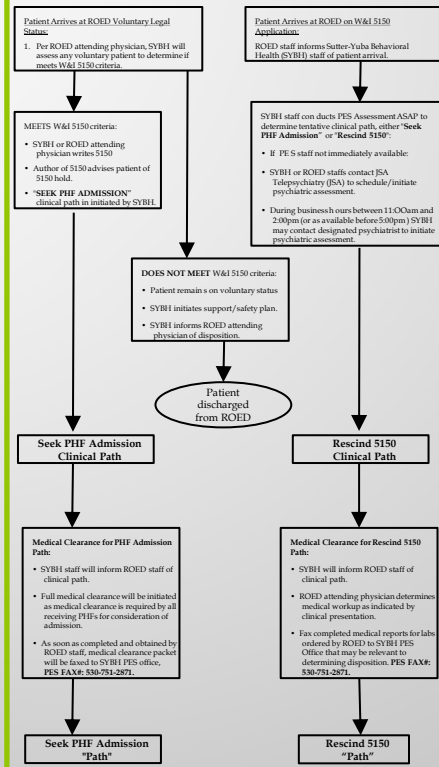


## Methods

- ❖ Commitment: Partnership with mental health team
- ❖ Clear processes: flow chart ED psychiatric teams workflow
- ❖ Early intervention from mental health team
- ❖ Full usage of telepsychiatry to support mental health staff
- ❖ Streamlined medical clearance process
- ❖ Knowledge of community resources

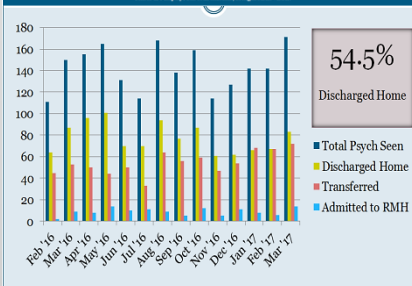
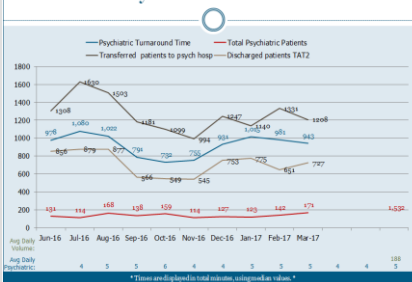
## Methods

### SYBH/ROED PROCESS



## Data

### Psychiatric Visit Data



## Results

54.5% of the mental health patients on a psychiatric hold were discharged from the Emergency Department, impacting the available psychiatric beds in the community.

Discharged patients: Door to discharge was reduced from 14 hours to 9. A reduction of **5 hours** per patient.

Admitted patients: Door to psych facility was reduced from 24 hours to 19. A reduction of **5 hours** per patient.



The collaborative allowed for a true evaluation and treatment for the mental health patient while they waited in the emergency department.

- Psychiatric medications started or resumed.
- Full behavioral health interview completed by a mental health provider.
- Safety plan created by the mental health team as well as scheduled follow up in the community.
- Ability to discharge thus decreasing the need for the coveted psychiatric bed.