



EMERGENCY DEPARTMENT BEHAVIORAL HEALTH CRISIS SERVICE

TELE-VIDEO

September 2019 - Wisconsin Counties Association

COLLABORATION

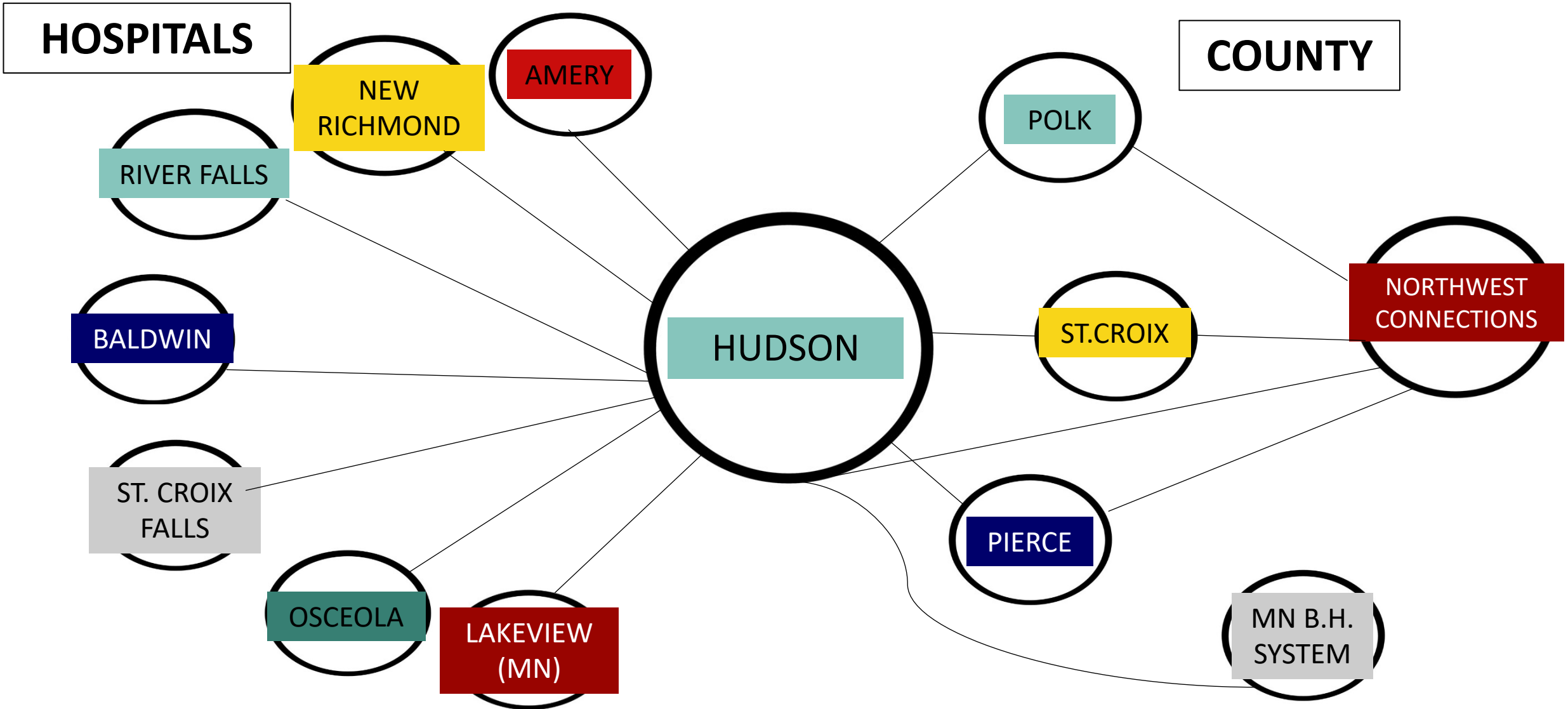
Public/Private Project

- Hudson Hospital
- Pierce, Polk, St. Croix Counties
- Amery, Osceola, River Falls, St. Croix Regional, Western WI Health, Westfields, and Lakeview(MN) Hospitals
- State of WI (Grant funded – pilot)
- Northwest Connections

EMERGENCY BEHAVIORAL HEALTH SERVICES

Two Distinct Services Simultaneously

1. A **clinical intervention** to assess, diagnose, make treatment recommendations to the ED clinical team, assist with discharge recommendations, and help coordinate follow-up services.
2. Completion of a **crisis assessment** to determine if an impatient admission for psychiatric placement is appropriate, and when an involuntary placement is needed, to act as a representative of the county human services to approve an “emergency detention” (chapter 51) along with law enforcement, in accordance with the pertaining laws



CURRENT SERVICES

- Coverage is 10am- 2am, 7 days per week
- Four clinicians providing coverage
- Face to Face – Hudson
- Emergency Departments
- Other hospital patients*
- Tele-video – Amery, Osceola, River Falls, St. Croix Falls, Baldwin, New Richmond, and Lakeview

* Not an emergency detention hospital

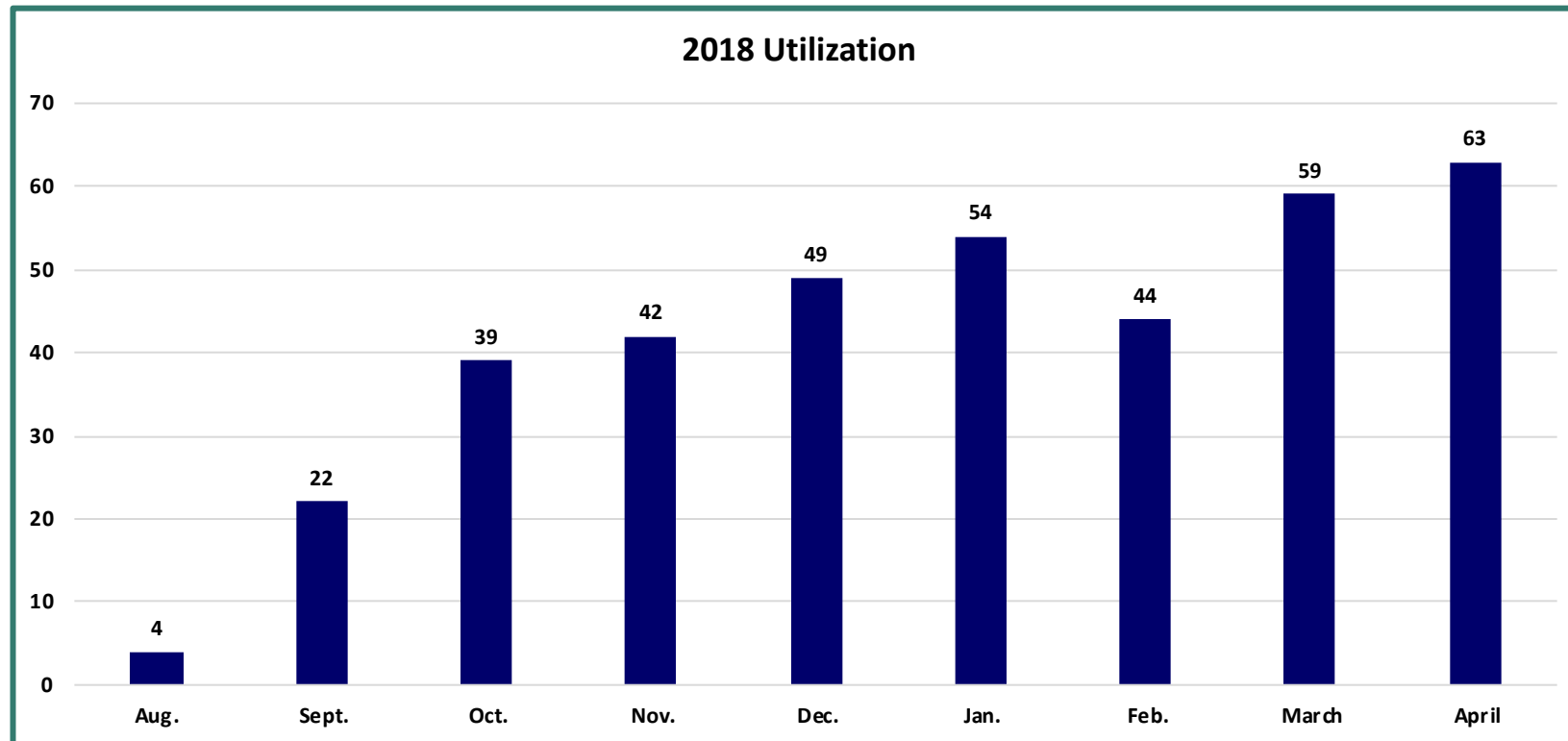
BENEFITS

- Reduces the amount of time Doctors and Nurses spend on BH patients
- Crisis Assessments are completed by licensed professionals
- Potential reduction in the amount of inpatient psychiatric admissions and emergency detentions
- Connects patients to community resources
- Reduces law enforcement time in emergency dept.
- Positive patient feedback

Customer Satisfaction Survey Report August 2018 through April 2019

45 Surveys	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree
My RN was professional and polite	41	4			
My RN/MD explained the reason for the behavioral health assessment	36	9			
The Behavioral Health Clinician (BHC) was professional and polite	38	9			
The BHC listened to me and understood my situation	38	7			
The BHC made sure that my privacy was protected	38	6			1
I felt that I was part of the decision-making process	38	6			
The BHC was knowledgeable in answering my questions	36	8			1
I felt safe and comfortable during the assessment	40	5			
I felt that the behavioral health assessment was helpful in my situation	34	10	1		
The BHC provided me with adequate resources for my unique situation	37	6	2		
Overall, I was satisfied with today's behavioral health session	38	5	2		

TOTAL UTILIZATION



COUNTY CONSIDERATIONS

- How would this fit/enhance current crisis services
- Chapter 34 certification/Tele-Health certification
- Lead hospital
- Process to engage other community hospitals
- Process to engage law enforcement
- Funding (short and long term)
 - How does this service fit within state budget to fund a portion of crisis intervention services after January 1, 2020 – County maintenance of effort (75%)

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