Urgent Care for Adult Mental Health

Serving Ramsey, Dakota and Washington Counties

East Metro of Minneapolis/St. Paul, Minnesota
Mental Health Crisis Alliance


Outcomes:
- Improved consumer recovery outcomes
- Reduced inappropriate Emergency Room usage
- Increase in consumers receiving the appropriate care at the appropriate time
- More integration and coordination of services
Urgent Care for Adult Mental Health offers walk-in mental health crisis services for adults from an on-site team of social workers, nurses, and trained peer support staff provided in a welcoming, recovery focused environment.

Monday – Friday, 8:00 am – 7:00 pm  
Saturday, 11:00 am - 3:00 pm

Crisis phone support and mobile assessment available 24/7
Services

- Crisis phone support
- Mental health crisis assessment
- Access to crisis psychiatry as necessary
- Crisis stabilization services
- Peer support
- Family education and support
- Referral to community resources
- Chemical health screening
2014 Outcomes

Urgent Care Provided:
• 20,000+ people with care through our crisis care line
• 1,503 people with face-to-face assessments
• 520 people with crisis stabilization services
• 733 people with access to rapid psychiatry
• 357 people with one-on-one care from a Certified Peer Specialist

Without Urgent Care:
• Up to 31% would have gone to the Emergency Room
• 38% didn’t know where else to go
• 23% would have done nothing and suffered without help
Return on Investment Report

• Data for 1,721 Medicaid patients who received community-based crisis stabilization services from an east metro provider between January 2008 and April 2010 were obtained from DHS.

• Service utilization six months prior to and seven months post a crisis stabilization period was included in analysis.

• About six percent (106 patients) of patients included in the sample were identified as “high users” or those patients who had accessed the Emergency Department five or more times in the six months prior to a crisis stabilization service episode.
Use of outpatient services increased

<table>
<thead>
<tr>
<th></th>
<th>Pre-stabilization</th>
<th>Post-stabilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>All patients*</td>
<td>64%</td>
<td>79%</td>
</tr>
<tr>
<td>High-frequency</td>
<td>86%</td>
<td>87%</td>
</tr>
<tr>
<td>Low-frequency*</td>
<td>63%</td>
<td>78%</td>
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<tr>
<td>N=1,721</td>
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<tr>
<td>N=106</td>
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<td>N=1,615</td>
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Emergency department use decreased

<table>
<thead>
<tr>
<th></th>
<th>Pre-stabilization</th>
<th>Post-stabilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>All patients*</td>
<td>56%</td>
<td>43%</td>
</tr>
<tr>
<td>High-frequency</td>
<td>100%</td>
<td>80%</td>
</tr>
<tr>
<td>Low-frequency*</td>
<td>53%</td>
<td>40%</td>
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<tr>
<td>N=1,721</td>
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<tr>
<td>N=106</td>
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<tr>
<td>N=1,615</td>
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</tbody>
</table>
Mental-health inpatient hospitalization decreased

Costs decreased hospitalization

All patients* N=1,721
High-frequency N=106
Low-frequency* N=1,615

Pre stabilization
Post stabilization

Pre
Post

39%
14%
12%
7%
13%
7%

3.9
2.0
1.7
1.1

N=
348
N=
242
N=
180
N=
99

All cause *
hospitalization
Behavioral *
health-related
hospitalization

39%
12%
13%
14%
7%
7%

All patients*
N=1,721
High-frequency
N=106
Low-frequency*
N=1,615

Pre
Post

N= 348
N= 242
N= 180
N= 99

Mental health inpatient hospitalization decreased

Costs decreased hospitalization

In millions of dollars
Return on Investment

The net benefit for all cause hospitalization patients after receiving mental health crisis stabilization services is nearly $0.3 million, with a return of $2.16 dollars for every dollar invested.
Crisis Center Staffing

Mental Health Crisis Team (Intervention and Assessment)

Ramsey County Employees

- 1 FTE Supervisor
- 7.1 FTE Mental Health Professionals
- 1.0 FTE Mental Health Practitioners
- .8 Nurses
Crisis Center Staffing

Mental Health Crisis Stabilization Team

Vendored Employees

• 1 FTE Supervisor
• 6.0 FTE Mental Health Practitioner
• 1 Healthcare Navigator
• 3 Certified Peer Specialists (also Mental Health Practitioner)
Crisis Center Staffing

Prescribers
Ramsey County Employees + Contracted Staff
• .4 Psychiatrist
• 1.7 Advanced Practice Registered Nurses