

# Managing Mental Health Crisis Care Throughout the System

Learning Objective: Apply the presented crisis responses strategies to mitigate avoidable ER visits for patients experiencing mental health symptoms.

Disclosures:

No Disclosures

# Panelists Introductions

- Satya Chandragiri, MD, Greater Oregon Behavioral Health Initiative
- Kathleen Madore, LCSW, Greater Oregon Behavioral Health Initiative
- Kristin Bezdek, LPC, Greater Oregon Behavioral Health Initiative
- Ashley Reeser, LPC, Greater Oregon Behavioral Health Initiative
- Karissa Reed, LPC, Greater Oregon Behavioral Health Initiative
- Amber Shuler, ENCC, Center For Human Development

**What are the options available to serve a person experiencing mental health crisis in our rural and frontier communities?**

Discussion Question

# Discussion Points

- Options available to serve a person experiencing mental health crisis in our rural and frontier communities.
- Mobile crisis services available across the EOCCO counties.
- Access to lethal means and mental health crisis.

**EOCCO/GOBHI works with our 12 counties to address mental health crisis care, what does this look like?**

Discussion Question

# Discussion Points

- What does this look like?:
  - Daily Emergency Department Rounds, Utilization Management, Behavioral Health Care Management, Community mental health providers, Physical Health Care Management.
- Tools: Pointclick Care platform (emergency room data), Arcadia (claims data), and behavioral health emergency department outreach requests. Coding and outcomes.
- CCO contract requirements- Exhibit M.

# What are the systemic issues and gaps?

Discussion Question

# Discussion Points

- Workforce capacity
- Dashboard
  - Emergency room utilization
- Memorandum of Understanding

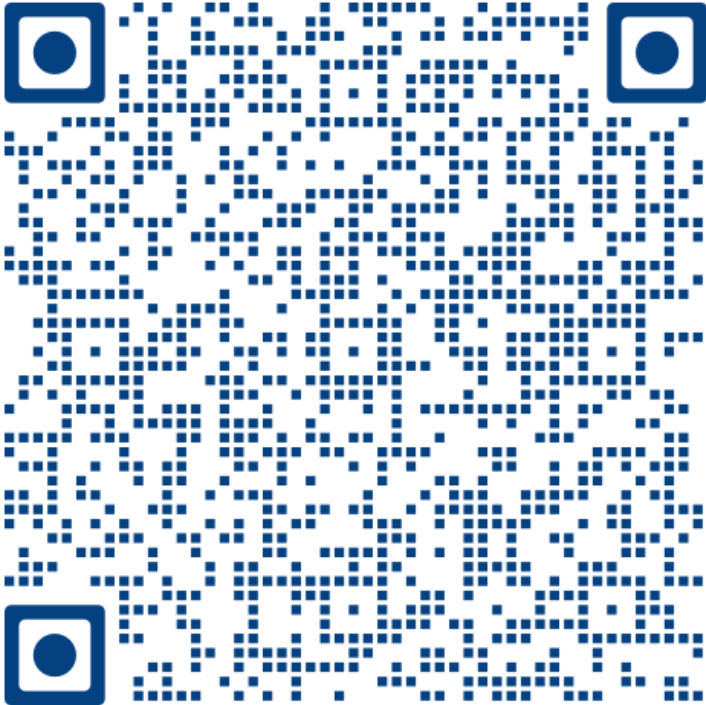


# Crisis Contacts by County

<b>County</b>	<b>Community Mental Health Program</b>	<b>After-Hours Crisis Number</b>	<b>Non-Emergency Law Enforcement</b>
<b>Baker</b>	New Directions Northwest (541) 523-7400	(541) 519-7126	(541) 523-3644
<b>Gilliam</b>	Community Counseling Solutions (541) 384-2666	After-Hours: 911	(541) 384-2080
<b>Grant</b>	Community Counseling Solutions (541) 575-1466	After-Hours: 911	(541) 575-0195
<b>Harney</b>	Symmetry Care (541) 573-8376	(541) 573-8376	(541) 573-6156
<b>Lake</b>	Lake District Wellness Center (541) 947-6021	(877) 456-2293 (541) 947-6021	(541) 947-2345

<b>Malheur</b>	Lifeways, Inc. (541) 889-9167	(541) 889-9167	(541) 473-5125
<b>Morrow</b>	Community Counseling Solutions Boardman Office:(541) 481-2911 Heppner Office: (541) 676-9161	After-Hours: 911	(541) 676-5317
<b>Sherman</b>	Mid-Columbia Center for Living (541) 296-5452	(888) 877-9147	(541) 565-3622 M-F 8am - 4:30pm After hours (541) 384-2080
<b>Umatilla</b>	Community Counseling Solutions Pendleton Office: (541) 276-6207 Hermiston Office: (541) 567-2536	(541) 947-6021	(541) 966-3651
<b>Union</b>	Center for Human Development (541) 962-8800	(541) 962-8800, option 6	(541) 963-1017
<b>Wallowa</b>	Wallowa Valley Center for Wellness (541) 426-4524	(541) 398-1175	(541) 426-3131
<b>Wheeler</b>	Community Counseling Solutions (541) 763-2746	After-Hours: 911	(541) 384-2080

# Crisis Contacts by County EOCCO Link



# Closing Thoughts?