

# **Memorial Hermann Behavioral Health Services:**

**The Psych Response Team,  
Mental Health Crisis Clinics, and  
Psych Response Case Management  
Psych Home Health**

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# **Memorial Hermann The Psych Response Team**



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# “The Team”

- Department is part of MH Behavioral Healthcare Department
  - 26 Full Time masters prepared licensed clinicians
  - 1 Full time psychiatrist
  - “The Team” is staffed 24/7
  - Provides full range of clinical services year round (incl. holidays)

- Psychiatric Evaluations for all acute care Memorial Hermann facilities
- Psychiatric disposition for all acute care facilities
- Disposition includes:
  - D/C with referrals
  - In-patient psychiatric hospitalization (transfer)
  - Medical Admit with psychiatric follow-up

# Common Psychiatric Conditions seen at MHHS



- Major Psychosis
- Mood Disorders – i.e. Depression; Bipolar
- Substance Abuse
- Adjustment Disorder
- Schizoaffective Disorder
- Anxiety Disorder
- Psychosis due to a general medical condition

- Solid clinical documentation; with significant attention to risk factors
- A thorough discharge plan with referrals (for those not being transferred)
- Extensive advice, expertise and collaboration System/Facility Leadership in the management of the patient at the hospital site

# The Psych Response Team



- Patients are seen regardless of insurance coverage
- Full involvement in all parts of psychiatric transfers
  - Nurse to nurse
  - Doc to doc
  - MOT completion
  - Commitment (when needed)

# Memorial Hermann Sites Served



- TMC (Texas Medical Center)
- Katy
- MC
- Greater Heights
- Sugar Land
- Northeast
- Pearland
- Southeast
- Southwest
- The Woodlands
- TIRR (Texas Institute of Rehabilitation and Rehab)
- Convenient Care Centers (CCC) – South Katy, Pearland, Summer Creek, Sienna Plantation, Cypress

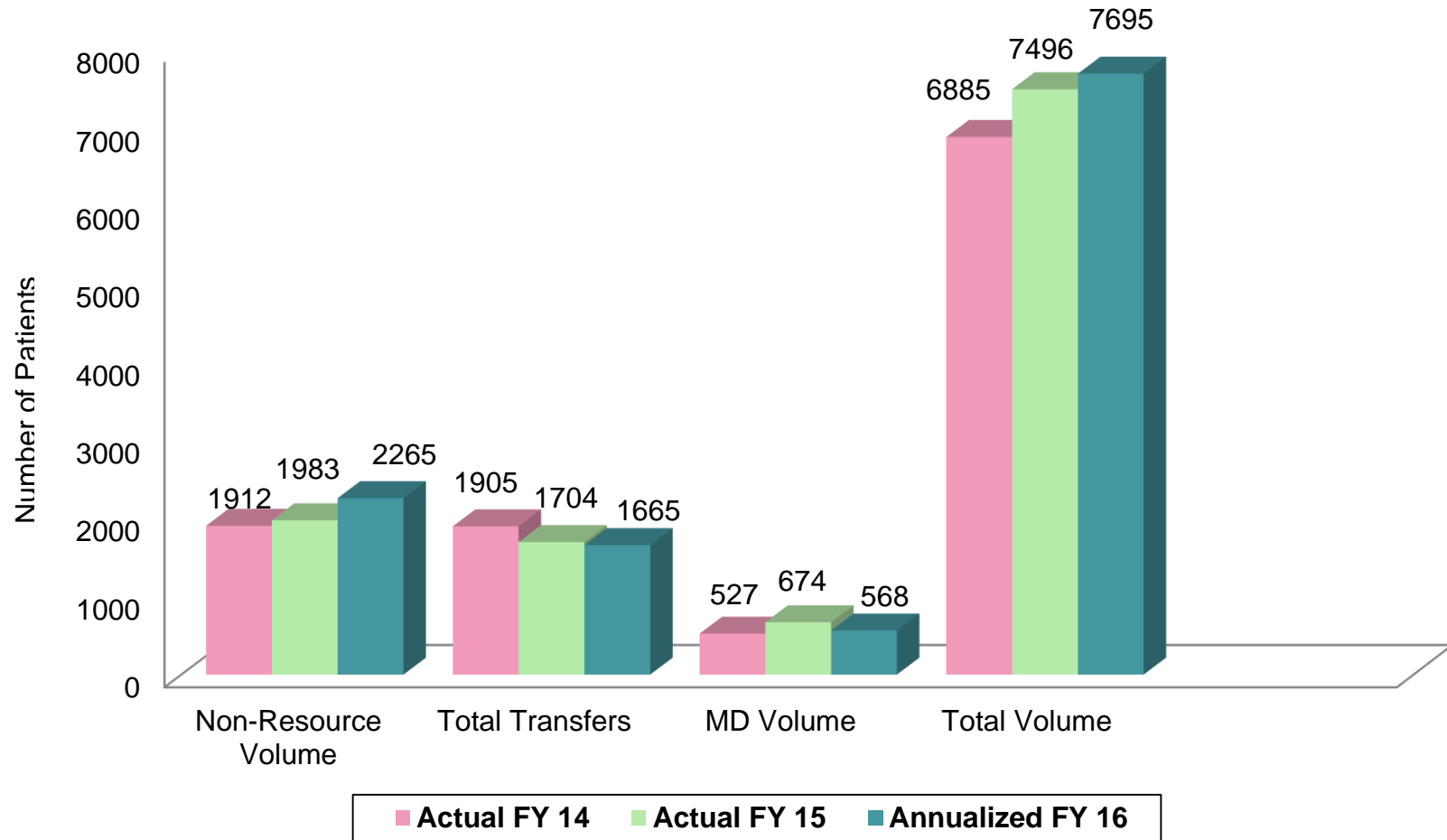


# Memorial Hermann Sites Served



- Additional Memorial Hermann sub-acute and ambulatory sites
  - SMR sites
  - MHOSH
  - TIRR out-patient sites
  - Imaging Centers
  - Prevention & Recovery Center (PaRC)

# Psych Response Team Volumes



# Challenges

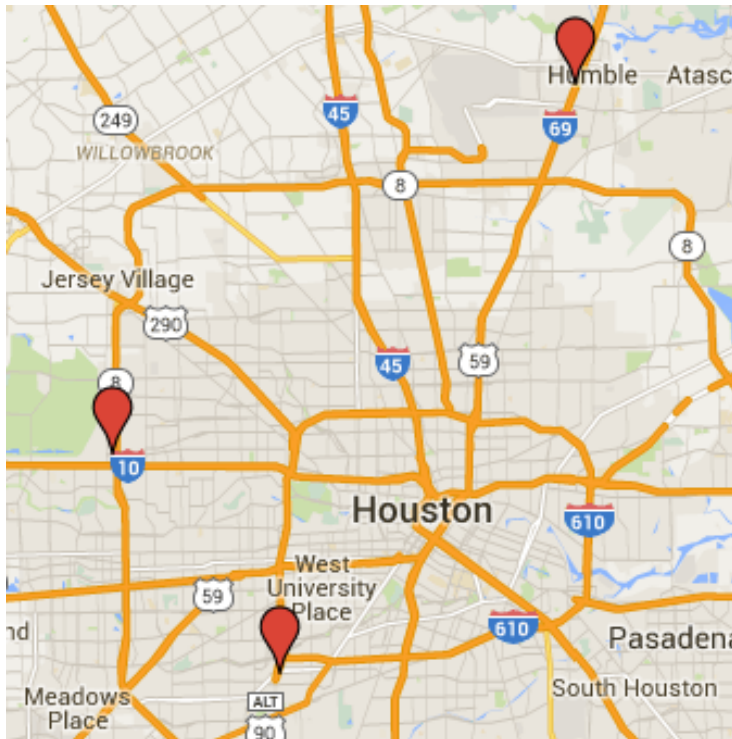
- Increasing volumes with no way to predict pattern
- Increasingly complicated medical and psychiatric co-occurring disorders
- Few inpatient psychiatric beds able to care for complex co-occurring disorders
- Limited out-patient services to meet patient needs

# **Memorial Hermann Mental Health Crisis Clinics**



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# Mental Health Crisis Clinic



## **Northeast**

Mental Health Crisis Clinic  
9813 Memorial Blvd.  
Suite A  
Humble, TX 77338

## **Spring Branch**

Mental Health Crisis Clinic  
10780 Westview Drive  
Suite C  
Houston, TX 77043

## **Meyerland (Opening Fall of 2015)**

Mental Health Crisis Clinic  
4850 W. Bellfort Blvd.  
Houston, TX 77035

# Mental Health Crisis Clinics



- These walk-in clinics provide rapid access to initial psychiatric treatment and outpatient multi-disciplinary services for patients with no immediate access to mental health care.
- The goal is to keep individuals healthy and safe, and reduce improper hospitalization or use of the ER for mental health treatment needs.
- Accept multiple insurances, sliding scale for uninsured, underinsured



Northeast Houston



Spring Branch



Meyerland – SW Houston *Newest Opening*

- Mental Health Crisis Clinics:
  - The Mental Health Crisis Clinic is an “Urgent Care” outpatient mental health service provider meant to serve individuals in crisis situations.
  - The mission of the Mental Health Crisis Clinic is to create immediate access to behavioral health treatment.
  - This clinic aims to promote better health outcomes for patients with mental health treatment needs, decrease unnecessary ER visits, and to decrease inpatient hospitalizations and incarcerations due to noncompliance with mental health treatment.



# Mental Health Crisis Clinics



- Crisis Clinic Services:
  - Behavioral/Mental Health Screenings
  - Diagnose Mental Health Disorders
  - Prescription and administration of crisis psychiatric medications \*(no narcotics / benzos / stimulants) \*\*\*Case by case basis for benzos/stimulants
  - Brief solution focused intervention
- Multi-Disciplinary Team:
  - Psychiatrists
  - Psychiatric Advanced Practice Providers
  - Social Workers



- **Challenges:**

- System ER still unable to direct patient to Crisis Clinics due in part to interpretation of EMTALA Rules
- Changing the paradigm in which community psychiatric providers direct their patients to ERs (ie., “if in crisis call 911”)

- **Action Plans:**

- On-going education with ERs, Physicians, and Leaders
- Psych Response Team continue efforts in navigating system patients from ERs to Crisis Clinic.

# **Memorial Hermann Psych Response Case Management**



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# Psych Response Case Management Team



- Provides a 24/7 liaison to act as an adjunct to the Psych Response Team and provide Case Management Services to behavioral health patients post-discharge.
- Case management will identify individuals whose chronic mental illness predicts they will likely have repeat visits to the ER and connects them with a community based social worker to navigate barriers to compliance with outpatient treatment.
- Program case management services adopted from the Wellness Recovery Action Program (WRAP) and the Mental Health Recovery Model for service delivery

# Psych Response Case Management Team



An integrated program with Memorial Hermann Behavioral Health Services to expand the continuum of care

- Post discharge goals with focus on long term recovery
- Client is active participant in the service plan development and recovery goals
- Crisis planning provides immediate intervention to decrease unnecessary hospital admissions
- Improve outpatient engagement

# Psych Response Case Management Team



## Outcomes:

- This project works to educate clients on alternative access points and support networks to prevent ED admissions. This project has seen, on average, a 54.4% volume reduction in ED utilization during enrollment in the program.
- This project aims to keep these clients from accessing inappropriate medical/mental health care, once the client has successfully discharged from the program. This project has seen, on average, a 53.3% reduction in ED visits in the 6 months post discharge from the program.

# Memorial Hermann Psych Home Health



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# Psych Home Health:

- Community Needs Assessments continue to identify Psychiatric Services as lacking in our community
- Patients who have dual diagnosis of a medical condition and a psychiatric issue have few options for treatment
- The goal of the project is to provide support to those patients with mental health issues, to better manage their care in the home and community, and reduce the number of visits to emergency departments for psychiatric care that could be managed in the home and community environment.

- Reduction of hospitalizations and ED visits
- Early recognition and intervention to signs and symptoms of exacerbation
- Education on diagnosis
- Optimize independence by maximizing strengths and abilities
- Medication education and compliance adherence
- Developing and coaching coping skills
- Motivation strategies
- Connection to local resources
- Psychiatric trained nurses for patients confined to home due to medically complex skilled needs



# **Memorial Hermann Behavioral Health Services (BHS) Continuum of Care**



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# BHS Continuum of Care



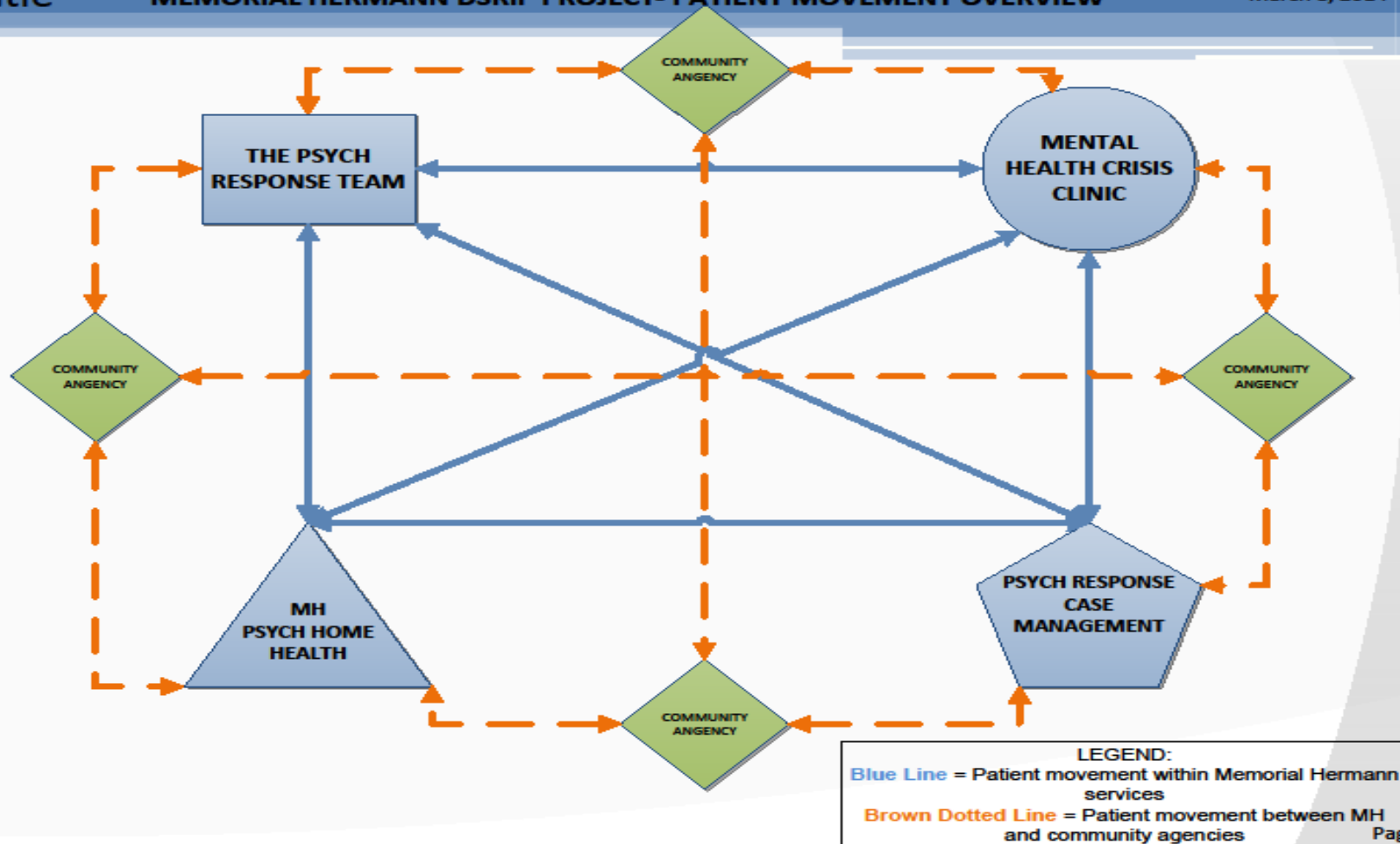
- **Psych Response Team** refers to the Psych Response CM Team, MHCCs, and Psych Home Health for more rapid access to Psychiatric Behavioral Health services.
- **Psych Response Team Case Managers** work with patients in the community referred by the PRT to improve outpatient compliance with goals of better outcomes in recovery and refers to MHCCs, and Psych Home Health.
- **Mental Health Crisis Clinic** clinicians work with patients needing immediate access to psychiatric services. Clinic providers refer to the Psych Response CM Team, Psych Home Health as appropriate.
- **Psych Home Health** services provide in home support for mental health and medical needs of patients and refers to MHCCs, Psych Response CM Team as appropriate.

# BHS Continuum of Care

Title

MEMORIAL HERMANN DSRIP PROJECT- PATIENT MOVEMENT OVERVIEW

March 8, 2014



- Memorial Hermann's Behavioral Health Services Department aims to eliminate barriers to mental health care and to achieve efficiencies of scale while staying true to the original vision of an accessible behavioral health continuum.
- Full integration with networked medical practice sites using embedded clinicians, telemedicine and referral for BH services.



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