Connect 2 Care: An Innovative Model for Serving Patients & Hospitals
Terros
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Crisis Response Network
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Director of Innovations for Crisis Services & Collaboration
Inspiring Hope During Life’s Most Challenging Times

- Customer Service
- Respect for All
- Innovation

- Telephonic Crisis Services
- Community Based Mobile Crisis Services
- Children’s Crisis Services – CPS
- Survivor Support Services
Inspiring Change for Life.

- Integrity
- Compassion
- Empowerment

- Outpatient
- Crisis
- Prevention
- Integrated Care
Why move from Assess and Referral:

- Right Thing to Do
- Changing Health Care Landscape
- Current Emergency Department Challenges
- Mitigating Suicide Risk

Evolving Healthcare Landscape
Readmission Risk Factors
Dartmouth Study 2011

- Not understanding diagnosis/symptoms
- Confusion with medications
- Lack of support/family involvement
- Lack of follow-up appointment
- Lack of connection to PCP
Challenges in the Emergency Department

Tim Jahn, M.D., FACEP, FAAEM
Regional Chief Medical Officer Abrazo Health Care
Suicide Risk

30 days after hospitalization = HIGH RISK time for suicide completion

Crawford, M. “Suicide following discharge from in-patient psychiatric care” Advances in Psychiatric Treatment 2004(10) 434-438.

Joiner, T. Why People Die by Suicide Cambridge, MA: Harvard University Press, 2005
Environmental Challenges

ED Challenges

Suicide Risk

Readmission Risks

Connect to Care
ED Challenges

- Connecting patients with treatment sooner
- Improves patient experience
- Connects patients with treatments
- Improves safety
- Reduces wait times
Suicide Risk

- Address Joiner Risks
- Provide On-Going Risk Assessment
- Increase Connection To Care
Readmission Risks

- Education
  - Diagnosis/Symptoms
  - Medication
- Involvement of supports/family
- Coordination of follow-up appointments
  - Behavioral Health
  - PCP
1. CALL
Call the Connect2Care Team for an onsite assessment of the individual’s mental health needs.

2. CONSULT
Consult with the Connect2Care Team about the appropriate post hospital setting for the individual.

3. CONNECT
The Connect2Care Team will connect the individual to community-based services. Our team is passionate about doing what is necessary to ensure that the patient attends their outpatient appointments.
Determine Assessment Type:

- Detox
- Petition
- General Assessment
- Re-assessment
Masters level clinician

Use of LOCUS/CALEOCUS
CONNECT

- Daily contact
- Contact within 24 hours of discharge
- Enhanced face to face navigation
- Tour guide
- Peer support
- Transportation
- Phone calls
- Medication education
- Symptom education
• Connect Rate
• Places Connected
• Days to Connect Rate
• Future Outcome – Readmission Rate
Connect to Care Service Summary

- Key Features
- 24/7 Accessibility
- Benefits
Client Testimonial
(video)
Thank You