Playing Well Together in the Sandbox: Collaborating to Achieve Health Outcomes

ASU Center for Applied Behavioral Health Policy Summer Institute

Change the Conversation: Maximizing Opportunities in the Emerging Healthcare Landscape

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Overview of Arizona

Elements of an Effective Crisis System
- Crisis Service Continuum
- Collaboration with System Partners
- Crisis Response Culture

Hearing from System Partners Regarding an Effective Crisis System

Thoughts About the Future
CRISIS RESPONSE CENTER
FIRST YEAR IMPACT

Video
ARIZONA DEMOGRAPHICS

Serving All Individuals

Maricopa County
4 million people

Pinal County
400,000 people

Pima County
1 million people
Comprehensive Crisis Services
AN EFFECTIVE SYSTEM
AN EFFECTIVE CRISIS SYSTEM

- Continuum of Crisis Services
- Collaboration with System Partners
- Culture of Responsiveness

HEALTH OUTCOMES & EFFICIENCIES FOR THE SYSTEM
CRISIS SERVICES CONTINUUM

• 24-hour Crisis Lines
• Community Mobile Team Response
• Crisis Transportation
• Response to Emergency Rooms
• Response to Special Populations
• Walk-In Crisis Services
• Crisis Stabilization
• Peer Support Line
COLLABORATION WITH SYSTEM PARTNERS

- Community-based Service Providers
- Healthcare Providers
- Hospital Emergency Rooms
- Child-serving Agencies
- Schools
- Law Enforcement
- Courts
- Social Services
- Fire Departments
CRISIS RESPONSE CULTURE

- Responsiveness to System Partner Needs
- Exchange of Information
- Research to Drive Practice
- Data Driven Decisions
- Peers and Family Involvement
- Accountable Care with Larger Healthcare and Social Systems
- Responsiveness to Payers
- Decision Support Tools
SERVING THE COMMUNITIES

Pima County
Crisis Response Center

Maricopa County
Crisis Call Center
PIMA COUNTY RAISES AWARENESS OF MENTAL HEALTH ISSUES

Video
POLICE COLLABORATION & CHALLENGES

• Lessons learned through collaboration
  • Law-enforcement has a distinct culture
  • The behavioral health system often times truly does not understand “our” culture, roles and needs
    ✓ Focused on behavioral health system’s delivery model, frequently not on the needs of law enforcement
    ✓ Long history/perception of misuse of law enforcement by behavioral health system
  • Without a commitment to responsiveness, jail-diversion does not become a viable outcome but ends up being merely “window dressing”
  • Once both sides understand each other’s abilities/challenges, outcomes for individuals will be improved
EFFECTIVE CRISIS RESPONSE TO LAW ENFORCEMENT

• Critical Elements
  – **Service & Accessibility** – Based on “Customer Service” as defined by the needs of the Police Officers
  – **No Wrong Door Philosophy** – Continuum of options including access to mobile teams and facility based services
  – **Expedient** – Quick Turn Around at the Crisis Response Center and with Mobile Teams
  – **Reduction of “Out of service” time** – Police Officers spend less time on crisis-related calls
  – **Early inventions** – Key to healthy communities, reducing suicide, reducing use jail, ER, and crime
POLICE COLLABORATION SUCCESSFUL OUTCOMES

- Prioritization of Services
- CIT Training for Crisis Providers
- “Cop Culture 101” Training
- 911 initiative in Tucson

- Improved communication and customer services has led to improved access and utilization by law enforcement
  - Countless reductions in incarceration
  - Linkages to critical long-term treatment opportunities
  - Criminal justice cost savings
Community partnership with the Phoenix Fire Department

- 911 Calls
- Triage / Assessment
- Crisis Mitigation
- Cost savings to the system
- Community Collaboration
- Internal and External Education
SAVING LIVES, PROTECTING VALLEY FIREFIGHTERS

Video
If Only It Was This Obvious...
FIRE SERVICE SUPPORT LINE

Responding to the need of Fire Services

– Internal Taskforce established to reduce the number of suicides within the Phoenix Fire Department.
– In understanding the firefighter culture, there was a need to create confidential resources, support and services to meet the crisis needs of fire fighters and their families.
– Creation of a Hotline specifically for Fire Fighters and their families – 602.845-FIRE (3473).
– A website www.firestrong.org. was developed to offer Fire Fighters “Tools to Build a Strong You”
– Phoenix Fire Department created a culture training video on the fire fighter culture for the crisis line and mobile team staff to be able to understand the firefighter perspectives, cultural norms and belief systems.
FIRE SERVICE SUPPORT LINE

- Dedicated 24/7 Crisis line (602-845-FIRE) answered by CRN
- Provides access to immediate care and connection to relevant long term resources
- Anonymous and confidential
- Fills previous support void: who can first responders call for help?
- Overcomes obstacles to accessing resources: privacy & stigma
- Crisis Specialists received basic training on Fire Service Culture: Why are we calling?
- Ongoing relationship between CRN and Fire Service
THANK YOU

QUESTIONS?