Technology isn’t a luxury, it’s a necessity… using modern technology to solve clinical and business issues

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Session Objectives

• Describe how technology and data can help programs solve business and clinical problems.
• Create an action plan to incorporate technologies in their system to better serve their customer’s needs.
Agenda

- Who We Are
- Using Technology to Solve Business and Clinical Issues
- From a Funder’s Perspective
- Next Steps
How can technology help us provide better crisis services to our community?

- Quicker access to our callers
- Collect and analyze data
- Dispatch Mobile Teams more efficiently
Telecom System Offers Business & Clinical Solutions
Telecom System Business Solutions

• Business Continuity
• Flexible Call Flow
• Flexible Business Expansion
  – New locations (Tucson)
  – Integration with other businesses (warm line)
  – Immediate scale up ability (Tucson tragedy)
Telecom System Business Solutions

- **Workforce Management**
  - Data for predictive scheduling
  - Allows for reassignment (service expansion without additional funding)
  - Follow up program

- **Remote Monitoring**
- **Management of System**
- **Costs**
- **QM (complaints, call recordings)**
Telecom System Clinical Solutions

• Clinical Oversight & Monitoring
  - Real time
    ▪ Supervisor monitoring tool
    ▪ Call recordings
  - Historical monitoring
    ▪ Clinical supervising
    ▪ Staff productivity (month to month, agent to agent)
    ▪ Call recording
Other Technologies

• Call Center
  - IM
  - Hand held radios
  - EHR – customized to address crisis call center

• Community Response Providers
  - Hand held radios
  - Laptops with wireless or netbooks
  - Printers
  - GPS
Future Technology Enhancements

- GPS For All Providers
- Dispatch Module
- Electronic Data Exchange
- Chat Line
These technologies produce the data we use to run daily, weekly and monthly reports.
How Technology and Data Saved the Arizona Crisis System
What is a Crisis Service System?

- A collection of integrated services that are available 24 hours a day, seven days a week to respond to and assist individuals in a mental health emergency.

- These services are provided to persons who are in an emergency condition or crisis situation. The person’s need may be such that they require treatment to reduce the likelihood of death, harm to themselves or someone else, serious injury or deterioration of a physical condition on a major setback in their condition or illness.

- Examples of these service include but are not limited to:
  - Crisis Hotlines
  - Crisis residential and respite services
  - Crisis mobile outreach
  - Short-term crisis counseling
  - Crisis walk-in clinics
  - Crisis stabilization services
Issue

- **December 2009:**
  - Arizona Governor Jan Brewer signed additional FY 2010 budget reductions which totaled $194 million, including $13.9 million cut from State appropriated funds for behavioral health and public health services as well as $15 million reduction in federal funds.

- **December 21, 2009:**
  - Governor Brewer held an emergency cabinet session which laid out a plan to eliminate non-TXIX SMI benefits and State appropriated crisis funds effective July 1, 2010.
Utilizing Technology and Data for System Change

- The crisis system providers were able to pull real time data within 1 week to generate briefing papers for the Governor’s office, State legislatures, advocacy groups and service recipients.

- Through technology and data the behavioral health community was successful in:
  - Identifying specific crisis service package options for varying amounts of crisis service funds.
  - Demonstrating the potential financial and human impact of moving forward with the cuts.
Result of Efforts

January 2010:
- Governor Brewer proposed the addition of a Special Line Item allocating $16.4 million for Crisis Intervention Services. This was approved by the State legislature a short time later.

January 2011:
- Due to the demonstrated success of the crisis system during FY 2011, Governor Brewer has proposed an increase in the Special Line Item for Crisis Intervention Services to $18.5 million for FY 2012.
- The final budget maintained the previous year’s $16.4 million
How we prepared for the
July 1, 2010 benefit changes
How Will Things Change?

- **24/7 Crisis Line**
  - Anticipated call volume increase

- **Mobile Crisis Intervention**
  - Anticipated increase in mobile team requests
  - Exact increase depends on mobile team responsiveness

- **An anticipated increase in acuity variability**
  - An increase in individuals that are seeking general behavioral health services without meeting crisis criteria
  - An increase in individuals being discharged without follow up services due to a lack in ongoing behavioral health services

- **Anticipated increase in pre-petition screening requests**
How did Magellan Prepare?

- **Crisis Line:**
  - Added 2 additional 10-hr shifts per day (one daytime and one overnight)

- **Mobile Teams:**
  - Added 2 additional crisis mobile teams for July 1st
  - 2 more teams went live on August 1st

- **Detoxification Services (Community Bridges):**
  - Community Bridges is increasing the 23-hr observation capacity at Central City (CCARC) from 23 to 32 during peak hours
  - Community Bridges expanded their Crisis Response Team (formerly LARC Team) operations from 72-hrs/week to 24/7/365
  - Community Bridges established a Peer-Based Outreach Team to aide in the demand for crisis transportation services

- **Facility-based collaboration:**
  - Developed a coordination protocol for all in-network crisis facilities for managing capacity and sharing resources to ensure efficient delivery of facility-based crisis services.
  - Converted CRUI I & II sub-acute capacity into 30 short-term crisis stabilization beds. Average length of stay 5-7 days.
How are we doing Post-July 1st?

Did we adequately prepare?

What Does the Data Say?
Sample of How Data is Utilized
Do you believe Technology is a necessity or a luxury?

How can technology be utilized to enhance your current offering to better serve your community?
Thank you, from the

Crisis Response Network, Inc.
Inspiring Hope During Life’s Most Challenging Times

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