Mental Health Crisis Stabilization Services: An Alternative to Emergency Department

Presented by
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Exodus Recovery, Inc.

State Definition

- California Title 9:
  - An unplanned, expedited service lasting less than 24 hours, to or on behalf of a client to address an urgent condition requiring immediate attention that cannot be adequately or safely addressed in a community setting. The goal of crisis stabilization is to avoid the need for inpatient services which, if the condition and symptoms are not treated, present an imminent threat to the client or others, or substantially increase the risk of the client becoming gravely disabled.
Exodus Crisis Stabilization Programs work to prevent costly psychiatric inpatient hospitalizations. Services provided to accomplish this include, but are not limited to:

- Services provided 24 hours a day, 7 days a week, 365 days a year
- A welcoming environment where we assess the client’s needs and provide crisis stabilization
- Crisis stabilization services, including integrated services for co-occurring substance abuse disorders

Mental Health Services Provided (cont’d)

- Up to 23-hours of immediate care and discharge linkage to community-based solutions, as well as referrals
- Medication for stabilization/medication management (walk-ins welcomed)
- Crisis counseling
- Psychiatric evaluations for 5150’s and potential hospitalization
- During stay, access to nourishment, showers, washer and dryer, secure and safe place to rest / sleep
Mental Health Services Provided (cont’d)

- **Family ~ Consultation and Visitation**
  - Exodus believes that family plays an important role in the wellness and recovery of patients.
  - Family is welcome in every Exodus program to provide support and encouragement to their loved ones.

- **Community Support Network and Linkage**
  - Exodus works collaboratively with all community partners in and out of the facility.
  - Joining forces to ensure care continues after discharge.
  - Working closely with local shelters for referral of those in crisis.

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Crisis Stabilization Units Goal #1

- **Decompress overcrowded Emergency Departments**
  - Providing psychiatric patients with a more appropriate treatment option while making room in the EDs for more medically compromised individuals.
Crisis Stabilization Units Goals #2

- Decrease or eliminate unnecessary hospitalizations
  - Connecting patients with more affordable community resources
  - Decreasing costs to the overall mental health care system

Crisis Stabilization Units Goal #3

- Provide a mental health friendly environment
  - Staffed with trained professionals desiring to provide services, treat and provide care for a highly vulnerable mentally ill population
**Crisis Stabilization Staffing**

- Interdisciplinary treatment team consisting of:
  - Licensed Registered Nurse as the Program Director
  - Registered Nurse on Duty 24/7
  - Licensed Vocational Nurses 24/7
  - Mental Health Specialists 24/7
  - Social Services Coordinator for Community Linkage seven days a week
  - MD/NP on site or available via Telepsych seven days a week

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**Access to UCCs**

- Self Referrals
- Local Hospitals
- Jail Diversion
- Youth Protection Services
- Community Mental Health Agencies
- Psychiatric Mobile Response Team (PMRT)
- Law Enforcement teams (SMART, MET)
- FFS Hospital EDs (non-designated)
- Other Community Partners
- Department of Behavioral/ Mental Health
- Exodus Crisis Stabilization Units
Partnership & Collaboration

- Exodus has worked collaboratively with other mental health organizations in an effort to build partnerships to provide quality care for clients served. This has been accomplished through:
  - Outreach and relationship building
  - Bi-monthly meetings and ongoing communication
  - Supportive connections
  - The public and private sector joining forces

In Support of Hospitals

- Accepting medically cleared individuals from hospitals efficiently
- Accepting directly from Law Enforcement to avoid the ED altogether
- UCC literature provided to hospitals for patient distribution
The alternative
Exodus Crisis Stabilization Units (Urgent Care Centers) & Supportive Services Functions

Los Angeles Law Enforcement Partnerships

- Alhambra Police Department
- Arcadia Police Department
- Bell Gardens Police Department
- Bell Police Department
- Burbank Police Department
- California Highway Patrol
- Carson Sheriff Department
- Cerritos Sheriff Department
- LASD Century Station
- Compton Sheriff Department
- Culver City Police Department
- Downey Police Department
- El Monte Police Department
- El Segundo Police Department
- Gardena Police Department
- Hawthorne Police Department
- Hermosa Beach Police Department
- Huntington Park Police Department
- Inglewood Police Department
- Industry Sheriff Department
- Long Beach Police Department
- Los Angeles County Probation Department
- Los Angeles County Sheriff's Department
- Los Angeles Police Department
- Los Angeles School Police
- Manhattan Beach Police Department
- Marina Police Department
- MET - Southeast Region
- Met - Alhambra
- MET - Gardena
- MET - Long Beach
- MET - Los Angeles Sheriff Department
- Monrovia Police Department
- Montebello Police Department
- Monterey Park Police Department
- Norwalk Sheriff Department
- Palmdale Sheriff's Department
- Pasadena Police Department
- PET Team
- Pico Rivera Sheriff Department
- Pomona Police Department
- Redondo Beach Police Department
- San Gabriel Police Department
- Santa Monica Police Department
- SMART - LAPD
- South Gate Police Department
- Temple City Sheriff Department
- Torrance Police Department
- West Covina Police Department
- Whittier Police Department

A peek at some of our Crisis Stabilization Units
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A peek at some of our Crisis Stabilization Units

Growth and Trends since 2006

- Adolescent Services
- Payor Mix
- Meeting the needs of mental health clients
- Meeting the needs of hospitals
- Meeting the needs of Law Enforcement and crisis teams
- Meeting the needs of the mental health community
- Acuity and Aggressive Behavior
Exodus Crisis Stabilization Units (Urgent Care Centers) & Supportive Services Functions

Crisis Stabilization Services – Napa County (May 2017)
Crisis Stabilization Unit – Solano County (October 2014)
Crisis Stabilization Center – Fresno County (May 2012)
Urgent Care Center – Los Angeles Eastside (April 2010)
Urgent Care Center – Los Angeles Westside (December 2006)
Urgent Care Center – Los Angeles MLK (September 2014)
Urgent Care Center – Harbor (Coming Soon)
Crisis Stabilization Unit – Orange County (Coming Soon)

Adult Admissions
LA County PES and LA Exodus UCCs


PES
UCC's
Client Admission and Discharge

Exodus Recovery
All UCCs
Fiscal Year 2015-2016

<table>
<thead>
<tr>
<th></th>
<th>Eastside UCC</th>
<th>Westside UCC</th>
<th>MLK UCC (1)</th>
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<tbody>
<tr>
<td></td>
<td>Adult</td>
<td>Adolescent</td>
<td>Adult</td>
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<tr>
<td>Total Clients</td>
<td>14,884</td>
<td>743</td>
<td>2,631</td>
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<tr>
<td>5150/5585 Clients</td>
<td>5,163</td>
<td>23</td>
<td>1,322</td>
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<tr>
<td>Acute Clients w/o 5150/5585</td>
<td>322</td>
<td>8</td>
<td>176</td>
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<tr>
<td>Urgent Clients</td>
<td>9,399</td>
<td>712</td>
<td>1,133</td>
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5150/5585 Discharge Information

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<tr>
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<th>Home/Other</th>
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<tr>
<td>Total Clients</td>
<td>703</td>
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<tr>
<td>5150/5585 Clients</td>
<td>10</td>
<td>13</td>
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<tr>
<td>Home/Other</td>
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<tr>
<td>Acute Clients w/o 5150/5585</td>
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<tr>
<td>Urgent Clients</td>
<td>375</td>
<td>2,806</td>
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<td>424</td>
<td>785</td>
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% Hospitalizations - All Clients

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<tr>
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<tbody>
<tr>
<td>5150/5585 Clients</td>
<td>5.08%</td>
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<tr>
<td>Acute Clients w/o 5150/5585</td>
<td>1.35%</td>
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<tr>
<td>Urgent Clients</td>
<td>14.82%</td>
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<tr>
<td>Home/Other</td>
<td>14.82%</td>
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<tr>
<td>Acute Clients w/o 5150/5585</td>
<td>0.00%</td>
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<tr>
<td>Urgent Clients</td>
<td>14.82%</td>
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<tr>
<td>Home/Other</td>
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<tr>
<td>% Hospitalizations - 5150/5585</td>
<td>13.62%</td>
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<td>0.00%</td>
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<td></td>
<td>8.54%</td>
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<tr>
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<td>9.66%</td>
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- Eastside UCC and MLK UCC includes admissions between 7/1/2015-6/30/2016
- Westside UCC includes admissions between 12/1/2015-6/30/2016

Payor Mix

Los Angeles UCC’s Payor Mix Based on FY 2016-2017 Admissions

- Medi-Cal
- Indigent
- Medi-Cal Expansion
- Private Insurance

<table>
<thead>
<tr>
<th>Payor Type</th>
<th>Percentage</th>
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<tbody>
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<td>Medi-Cal</td>
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<tr>
<td>Indigent</td>
<td>28%</td>
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<tr>
<td>Medi-Cal Expansion</td>
<td>19%</td>
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<tr>
<td>Private Insurance</td>
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