

**Community Collaboration to
Overcome Challenges in Emergency
Care of Psychiatric Patients**
Session C840

2015 ANCC National Magnet Conference®
October 8, 2015 14:15 –15:15
By Julie McElwee BSN,RN,CEN
LewisGale Hospital Montgomery, Blacksburg Va.

LewisGale Hospital Montgomery

- › Magnet® Designated Facility since 2009
- › 146 bed Acute Care Community Hospital
- › 16 Bed Emergency Department
- › 28,000 ED visits annually
- › Level 3 Trauma Center
- › Accredited Chest Pain Center
- › Crisis Intervention Team Assessment Center site

Blacksburg ,VA

- › Located in Southwest Virginia
- › Population 42,620
- › Home of Virginia Tech
- › Southern Living Magazine top 20 College Towns of the South



New River Valley Region

- › Region covered by the Community Service Board
- › 1,458 square miles rural community
- › Home to Va Tech and Radford University—student population of 26,000 and 9,000



Law Enforcement for the NRV

- › 14 Criminal Justice Agencies
- › 4 Emergency Departments
- › 2 Jails
- › 1 Psychiatric Facility



Crisis Intervention Team

- › Long standing collaborative relationships
 - Community Health Providers
 - Law Enforcement
 - Consumers
- › NRV established the nation's first rural, multi-jurisdictional Crisis Intervention Team in 2001
 - Hosted 17 forty hour CIT Training classes
 - Trained over 180 officers from NRV region, over 27% of local law enforcement

Challenges in the NRV for Civil Commitment Process

- › Large geographical area to cover
- › Evaluations occurred at a variety of locations
- › Pre-screening evaluation times exceeded the 6 hour deadline due to location and travel time
- › ECO process engaged law enforcement from 6-12 hours

Challenges of Psych Patient Management in the ED

- › Prolonged Length of Stay
- › Extended wait times until CSB counselor arrives to begin assessment
- › Lack of bed availability for individuals meeting TDO criteria

Tragic Beginning, April 16th 2007



Impact of April 16th

- Prior to April 2007, average of 22 ECO's/month.
- April- June 2007 average 36 ECO's/month
- Monthly average increased to 46 during 2009-2010

Responding to Community Needs

- Multiple Stakeholders managing care of Psych patients
- Increased number of ECO's
- Increased time of law enforcement involvement



2008- Virginia General Assembly Law changes

- Completed a revision of the Civil commitment statutes
- Provision for the renewal of the Emergency Custody Order



Crisis Intervention Team Assessment Center Development

- ▶ January, 2013 – Assessment Center established as a Drop-Off Center for ECO's at Lewis Gale Hospital Montgomery
- ▶ Construction and funded through General Assembly
- ▶ Center staffed by NRV Community Service Board



CITAC SECURITY

- ▶ Security Guards– 3.5 FTE's, funded by the General Assembly
- ▶ Hired and maintained as Hospital employees
- ▶ Assist with Security issues if no client in CITAC



You don't overcome challenges by making them smaller but by making yourself bigger.

– John C. Maxwell

cherokee
HOSPITAL SYSTEM

Selling the Idea

- Increase in Psychiatric patient volume



Focus on the Positive Impact

- Decrease Length of Stay in ED
- Improve availability of Community Service Board Counselors
- Minimize variability of patient care management
- Focus on Resource Utilization



CITAC UTILIZATION CRITERIA

- Law Enforcement Officers with CIT Training
- Client is under an ECO
- CITAC Security is available to accept transfer of custody
- Maximum capacity, 2



CITAC Process

- › Security accepts transfer of custody of ECO
- › Assessment completed by CSB Emergency Services counselor
- › If medical clearance needed, transfer to ED with Security Officer

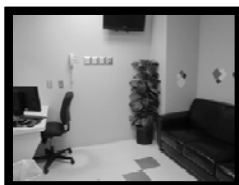
CITAC

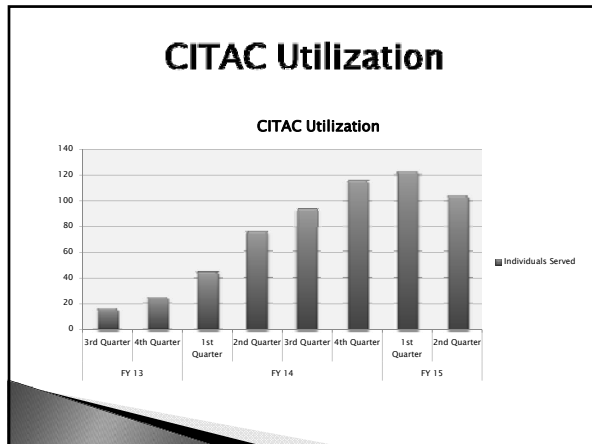
- › Two room interview area
- › Comfortable furniture
- › Bathroom
- › Drinks and Snacks available



Benefits of CITAC

- › Central drop off location for Law Enforcement
- › Immediate Triage and Assessment
- › Therapeutic Environment
- › Maintain client dignity





CITAC Success

- ▶ Average amount of time involving Law Enforcement in ECO process, 50 minutes
- ▶ Routine completion of Assessment process in ECO time limit
- ▶ Length of Stay in ED decreased to average of 4-6 hours

Virginia Mental Health Issues

November 2013

Creigh Deeds, Va. State Sen., Stabbed In Bath County Home; Son Found Dead at Scene



Virginia General Assembly-2014 Law Changes

- › ECO increased to 8 hours, no extension
- › Created a State Bed Registry for Psychiatric bed availability
- › State Mental Health facility must accept if no other placement found during ECO



CMS CITAC Review

- › Clients in the CITAC must be treated as ED patients
- › All patients must be medically cleared.



Managing CITAC in a Changing Landscape

- Consistency in the management of ECO's from CITAC to the ED
- Continue to evaluate how to manage ECO's past medical clearance, prior to placement.
- Expect Change

Learning Opportunities

- Open communication between ED staff, Security, Law Enforcement and CITAC staff
- Visual Cues– Red Gowns
- Monthly meetings with Law Enforcement, Magistrate, ED Nursing Leadership, CITAC staff, Hospital Administration and Security

Conclusion





Julie McElwee

julie.mcelwee@hcahealthcare.com