Community Collaboration to Overcome Challenges in Emergency Care of Psychiatric Patients
Session C848

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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
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 Utilization

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