

M-Care

AnMed Behavioral Health-Emergency Department

Restructuring Care:

- Formerly Access Center was covering inpatient unit, medical units, and ED patients.
- Crisis Assessment and Treatment (CAT) team created with clarified goal and outcomes to focus on BH in the ED.
- Relocated to M-care.
- Restructured from SW and Counselors to solely BH experienced nurses.
- Created partnership with psychiatry, ED, and nursing leadership with set meetings and goals.
- Chief of Psychiatry & ED created an order set for ED providers to use to increase confidence and care for patients in acute situations including medication recommendations.
- Psychiatrists are available 24/7 and ED provider dictates the nature of consult (i.e. emergent, routine, etc.)

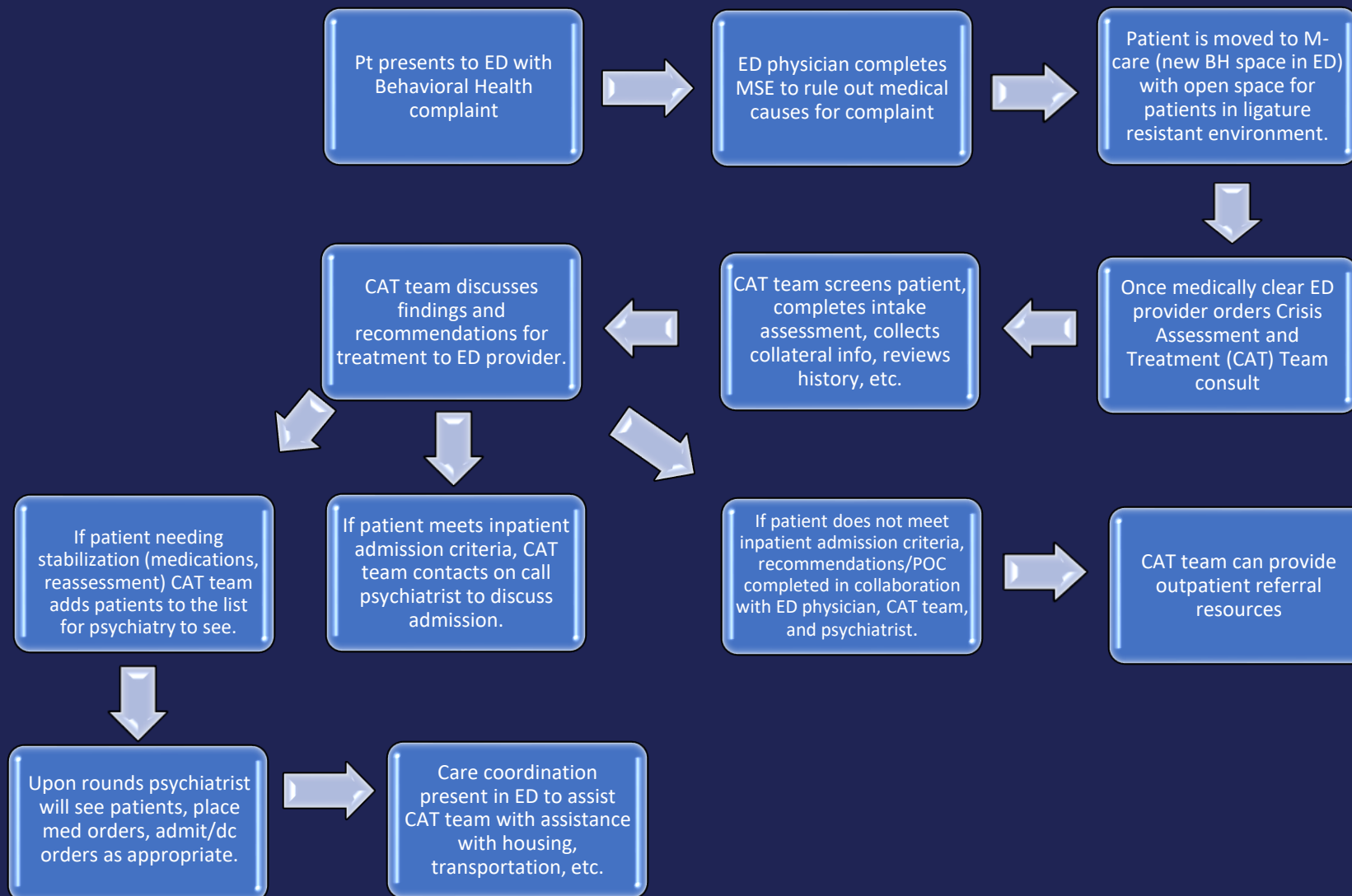
ED M-Care Project Scope:

- Behavioral Health Treatment space in the Emergency Room at the Medical Center was relocated to a larger space adjacent to the Emergency Room to allow for 5 private rooms, 1 seclusion room, a dedicated nurse station and medication prep room along with general space for patients to be observed by security.
- 10 recliners are set up to provide a more open milieu space.
- Staffed with ED RN, ED tech, and security.
- Behavioral Health Services moved to the North Campus in renovated 3rd Floor space to accommodate 22 Private Geriatric Beds & 16 Private Adult Beds (29,000 SF of renovation)
 - Licensed bed count is 38 – we were operating 27 beds at the Medical Center. This relocation allows AnMed to grow the inpatient geriatric population and to develop an Intensive Outpatient Program (IOP).

Project Timeline:

- Behavioral Health Treatment space in the Emergency Room at the Medical Center:
 - Construction began January 20, 2022, and was completed with SC DHEC Licensure on July 19, 2022. Admissions are transferred to the Behavioral Health Services at the North Campus via Security Transport
- Behavioral Health Services at the North Campus:
 - Construction began December 27, 2021 and was completed with SC DHEC Licensure on November 2, 2022 (31 beds) and the remaining 7 beds on March 9, 2023.

Behavioral Health Patients in ED



Crisis Assessment and Treatment (CAT) Team

- Currently comprised of experienced BH nurses
- Housed in office within M-care
- Also see patients on medical units that need assessment
- Collaborate closely with psychiatrists and ED providers on disposition
- Hours are 0645- 2115
- Psychiatry is on call 24/7. Rounds daily.
- If a patient meets inpatient criteria the CAT team calls the psychiatrist and gets admission order.
- If CAT team and ED provider feel patient can be DC and have outpatient follow up, the psychiatrist does not always see every patient with CAT team consult.
- Tele psych through DMH is ordered for children and adolescents.
- Volumes of CAT consults are increasing and projected to see over 3200 in 2024. Saw just over 2700 in 2023.

Outcomes:

- CAT consults

2024 (Sept YTD)- 2,469 – Annualized **3,210**

2023-2,760

2022- 2,544

- ED arrival to DC from M-care (not separated by ED and M-care)

2024 (Sept YTD)-**12.87 hours**

2023 16.32 hours

2022-16.78 hours

2021-18.45 hours

2020- 18.95 hours

National Average for BH patients holding in Emergency Departments across the nation is 30+ hours

- During CAT team hours:

- Time from CAT consult order to start of eval: YTD Sept **79.0** minutes

- Time from start of CAT eval to dispo decision: YTD Sept **37.4** minutes

(dispo decisions include IP admission, DC, reassess after medication, psychiatrist to see upon rounds)

Outcomes:

- IP Readmit Rate: 2024 (Aug YTD) 8%
2023: 6.2%
2022: 7.1%
- IP LOS: YTD 8.87 days
- Total annual admissions:
2024 (Aug YTD) : Adult 394, Geri 148 (Annualized 813)
2023: Adult 588, Geri 215 (total 803)
2022: 821 (Adults only)

Differences in current model vs EmPath:

- Adults and children are both in M-care
- Currently have psychiatry on call 24/7 with utilization of CAT team.
- ED docs indicate medical stability but do not use SMART or HII
- Move throughout ED to M-care, but are not “admitted” to M-care by psych team
- With regards to “time to psych consult” does the CAT team count?

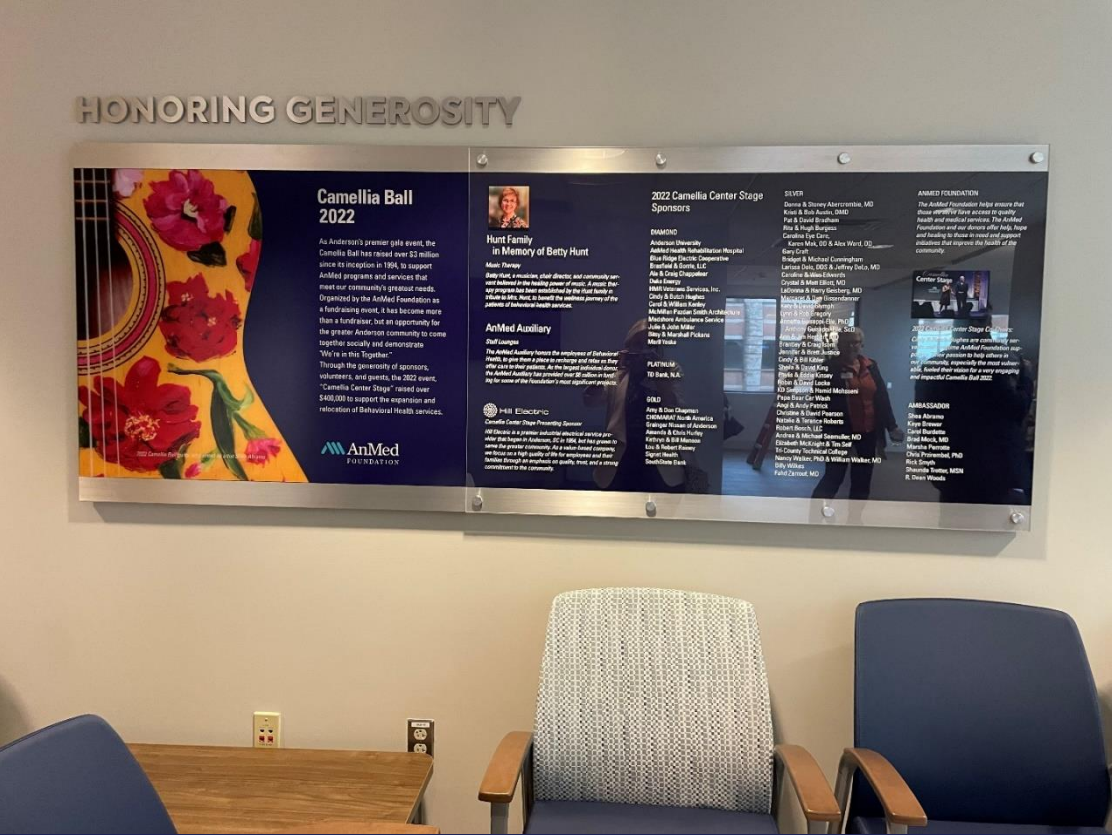
Behavioral Health Treatment Space – Emergency Room



Behavioral Health Treatment Space – Emergency Room



Behavioral Health Inpatient Services at North Campus



Behavioral Health at North Campus



Behavioral Health at North Campus

