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CENTERSTONE

**What Are You Serving?**

**A Decent Hamburger or Prime Rib**

***Transforming Crisis Services & Suicide Prevention Systems of Care***

**Becky Stoll, LCSW**

**Vice President, Crisis & Disaster Management**

Come to Utah? Heck Yeah!



# We Fell In Love With Utah!!



8/23/2020

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# If You Go Down You Must Come Up!!



Still teased to this day!



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# WHO DOESN'T KNOW THESE?



# FINDING the “SECRET SAUCE”



8/23/2020

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# CENTERSTONE'S JOURNEY

**Finding ways to set apart:**

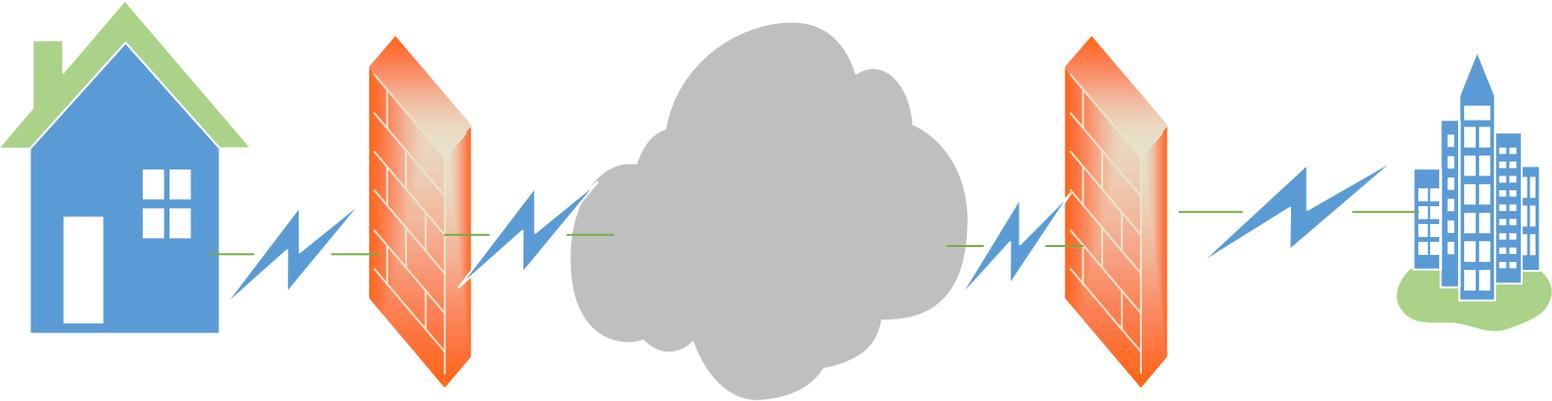
- ✓ **Technology**
- ✓ **Enhanced Follow Up**
- ✓ **Data – Data – Data**
- ✓ **Suicide Prevention = Specialty**



# LET'S TALK TECHNOLOGY

## Virtual Crisis Call Center

Secure & Private Connection from Home to Office



Home

Corporate Office

# REMOTE CAPABILITIES

- Equipment & Tools (\$2K)
- Laptop
- Cisco Phone & Headset
- Home Internet Connection
- Cisco ASA
- Battery Back-up
- Private home office
- Monitored by IT staff
- ACD System
- Cisco ASA (Adaptive Security Appliance) a device that creates a connection between two locations
- Connection (tunnel) is secure/private
- Tunnel is encrypted
- Quick & easy to set up
- Connection is monitored by our Network Operations Center



# In Today's World, Mobile Means Mobile

## Virtual Mobile Crisis Response Teams

- ✓ Emergency Departments
- ✓ Community
- ✓ Jails
- ✓ Schools
- ✓ Nursing Homes
- ✓ Physician Offices



# Available Platforms

- ✓ Zoom
- ✓ WebEx
- ✓ Polycom
- ✓ InTouch
- ✓ Facetime (for now)



# Additional Technology Uses

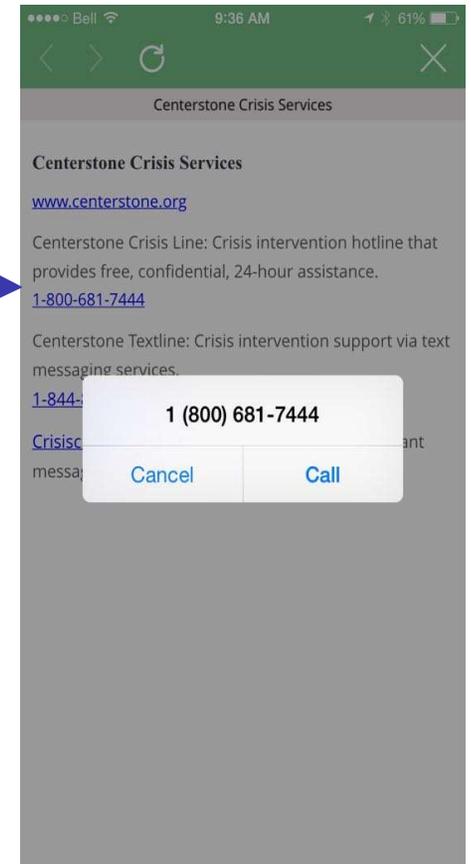
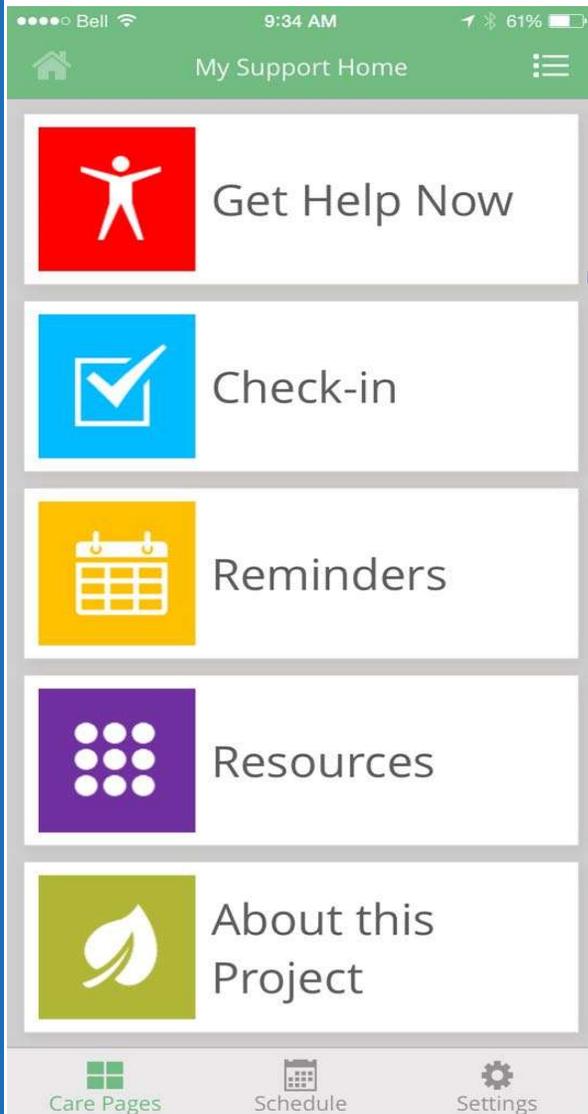
- ✓ Real time tracking of deployed staff
- ✓ Managing bed availability
- ✓ Tool for follow-up & care



# SMART DEVICE APP

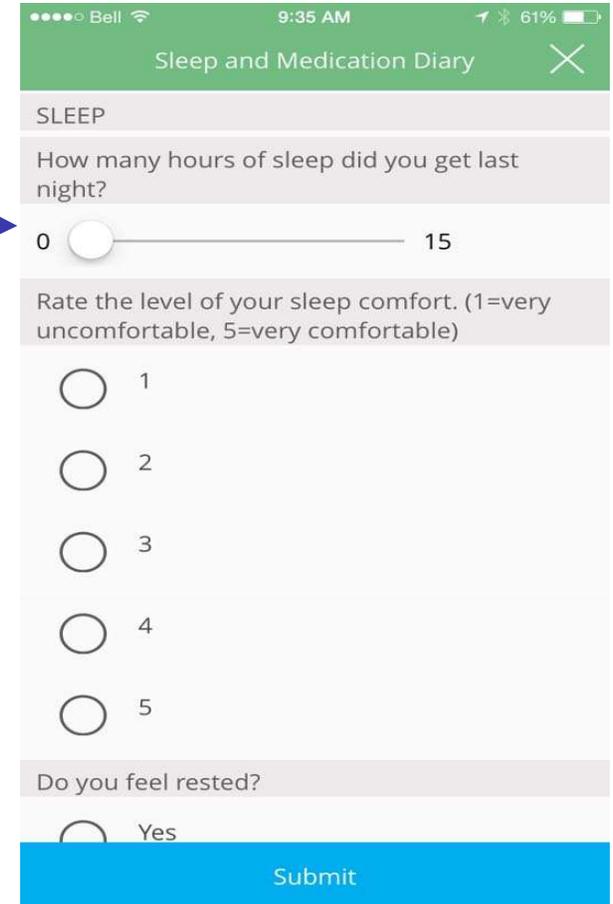
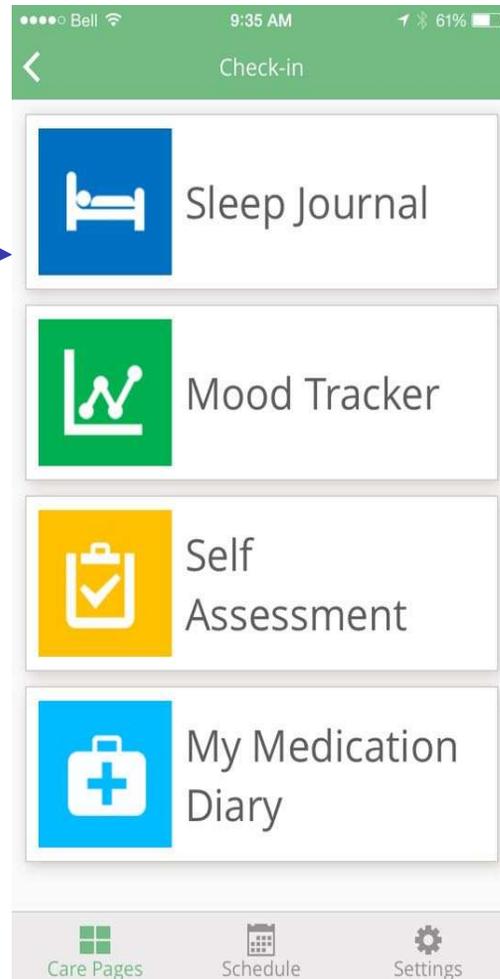
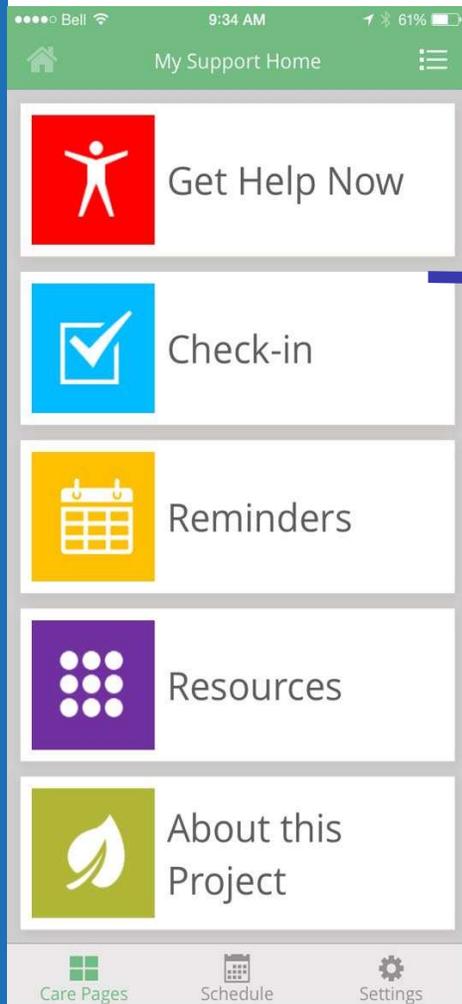


# APP FUNCTIONALITY

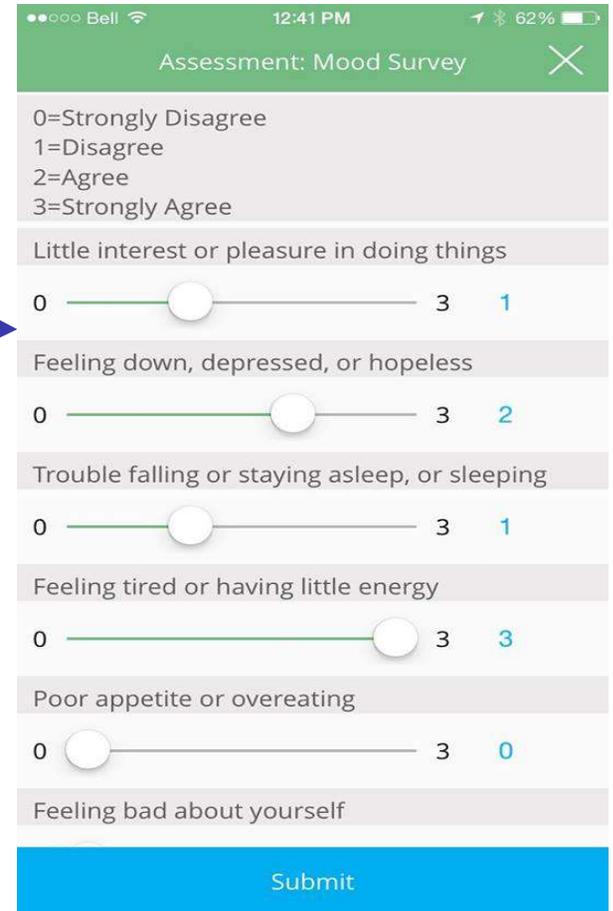
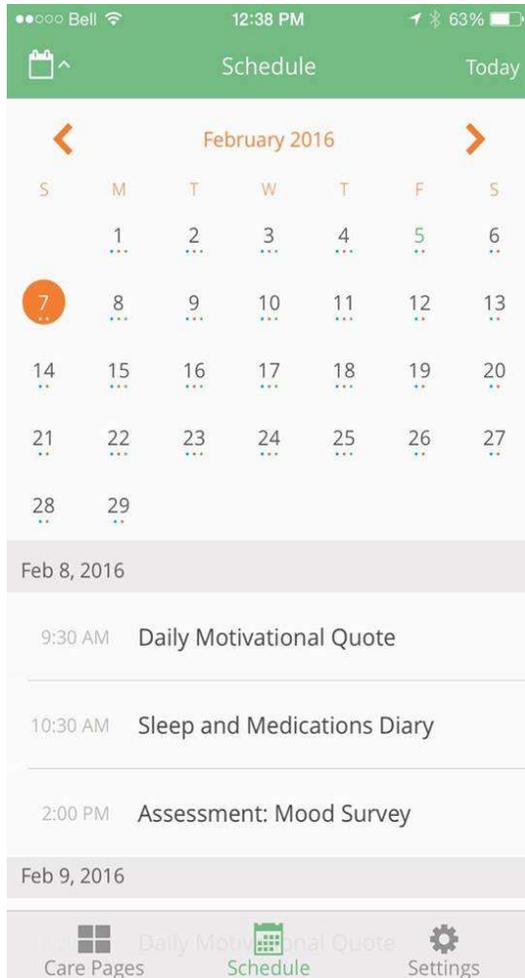
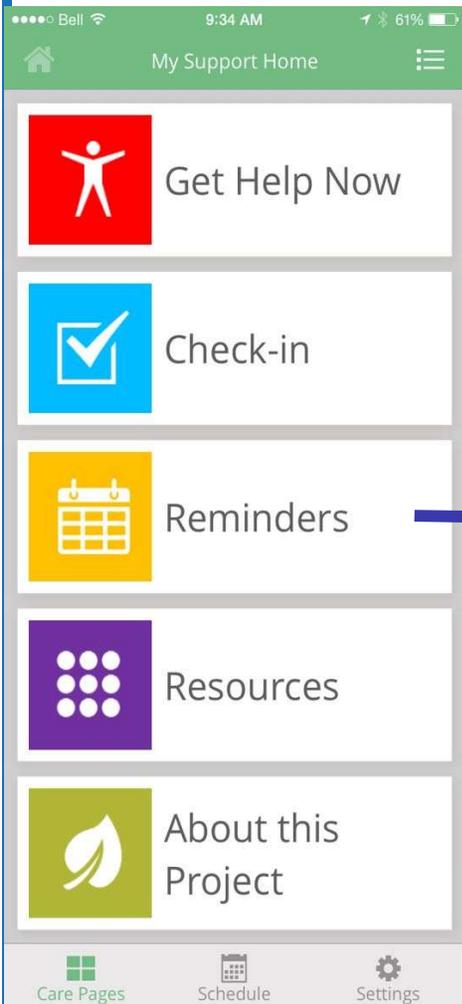


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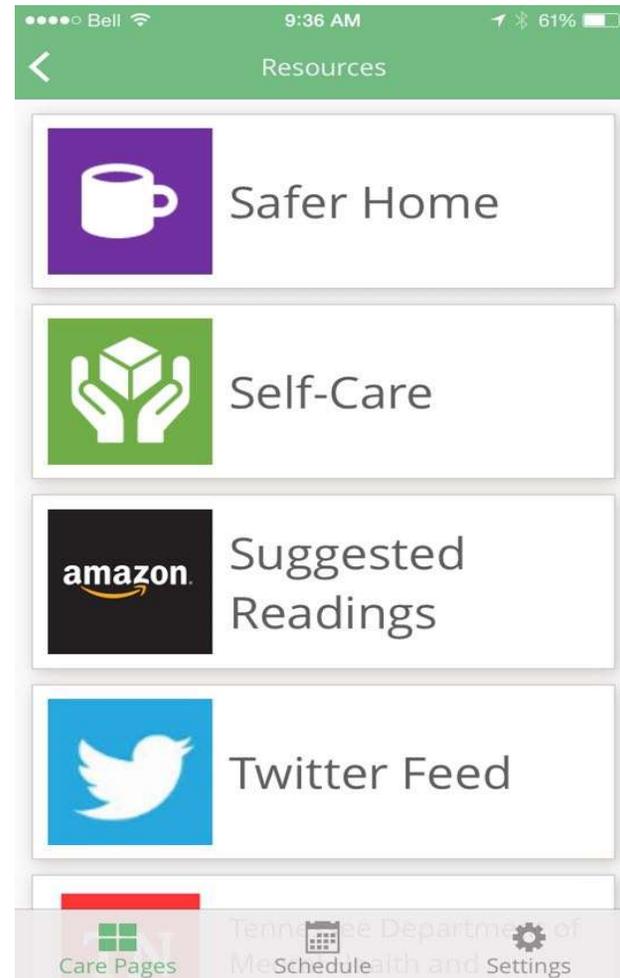
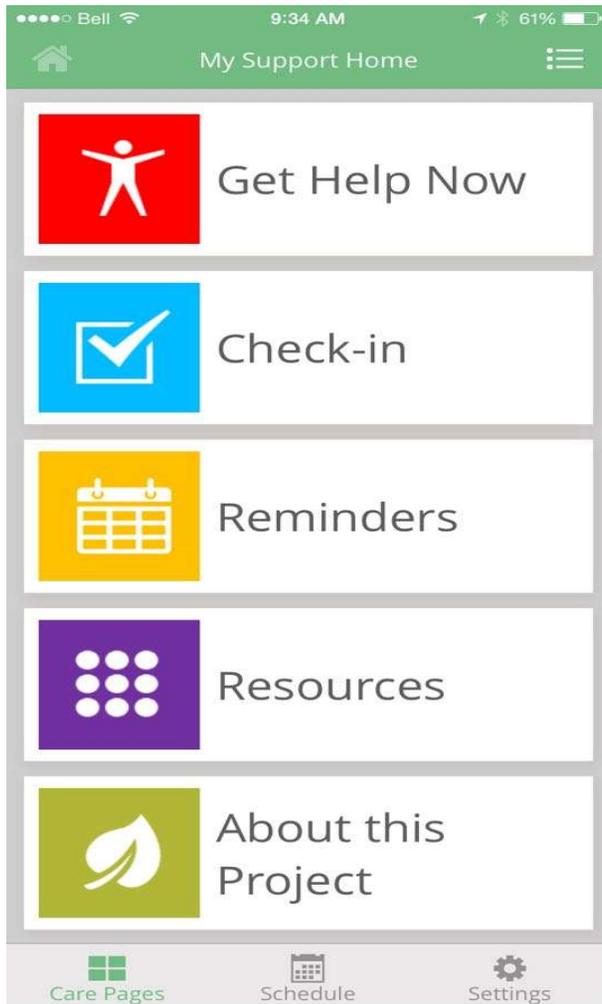
# APP FUNCTIONALITY



# APP FUNCTIONALITY



# APP FUNCTIONALITY



# MONITORING THE GRID

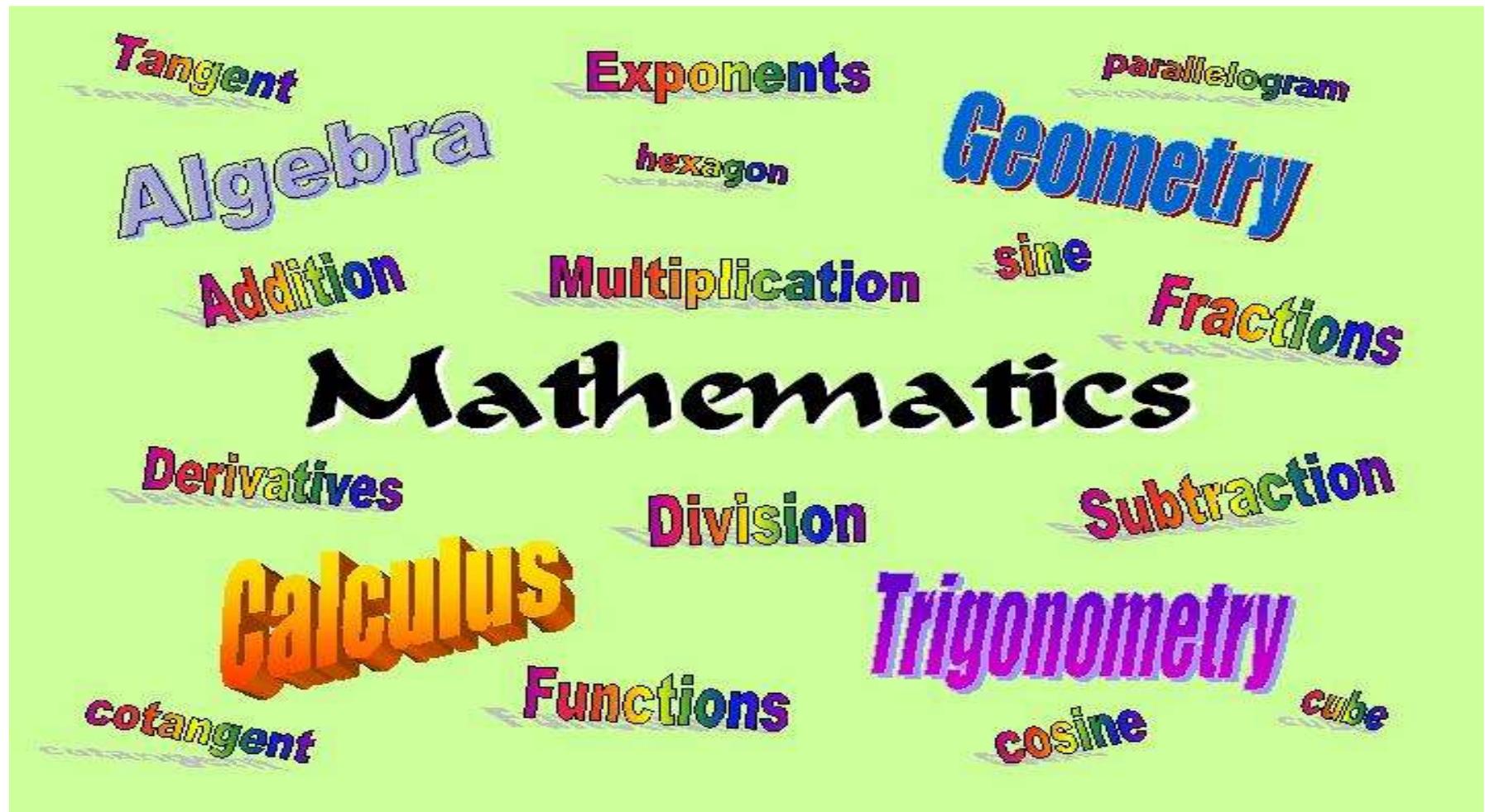


# ENHANCED FOLLOW UP

- With those high risk for suicide
- Suicide Pathway enrollees who “No Show”
- Leveraging an Electronic Health Record



# DATA-DATA-DATA



# “BECKY – WE HAVE A PROBLEM”

Rolling 12-month Suicide Rate per 10,000 Seen



# PSYCHIATRIC SERVICES ONLY



# CONTINUOUS QUALITY IMPROVEMENT

Always reviewing:

- Suicide deaths per month
- Suicide deaths rolling 12 months
- Suicide death rate
- Individual & Location/Program data
- Fidelity Monitoring
- Reports

***Drill Down/Get In The Weeds!***



# Suicide Prevention Specialty Clinic



# A QUALITY & FINANCIAL WIN

Include:

- Enhance engagement with those high risk for suicide
- Manner to gather information to inform care
- Facility cost savings (bricks & mortar)
- Staff cost savings (lower turnover rates)
  
- **Cost savings can be used for unmet needs**
- **Quality gains allow for improved care**



# CAN YOU ACHIEVE THIS?





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