

# The Changing Landscape of Behavioral Health in New Hampshire



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Concord Hospital



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# Mission Zero & Care Traffic Control

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# Mission Zero

Mission Zero is a collaborative effort to eliminate hospital emergency department (ED) psychiatric boarding.

The work to address ED boarding reduction is already a top focus for NH and DHHS, as outlined in NH's 10-Year Mental Health Plan.

Mission Zero will add additional resources and attention to overcome this urgent, complex challenge in collaboration with community stakeholders.

# Mission Zero areas of focus



**Front Door Issues**



**Inpatient Supply &  
Coordination Issues**

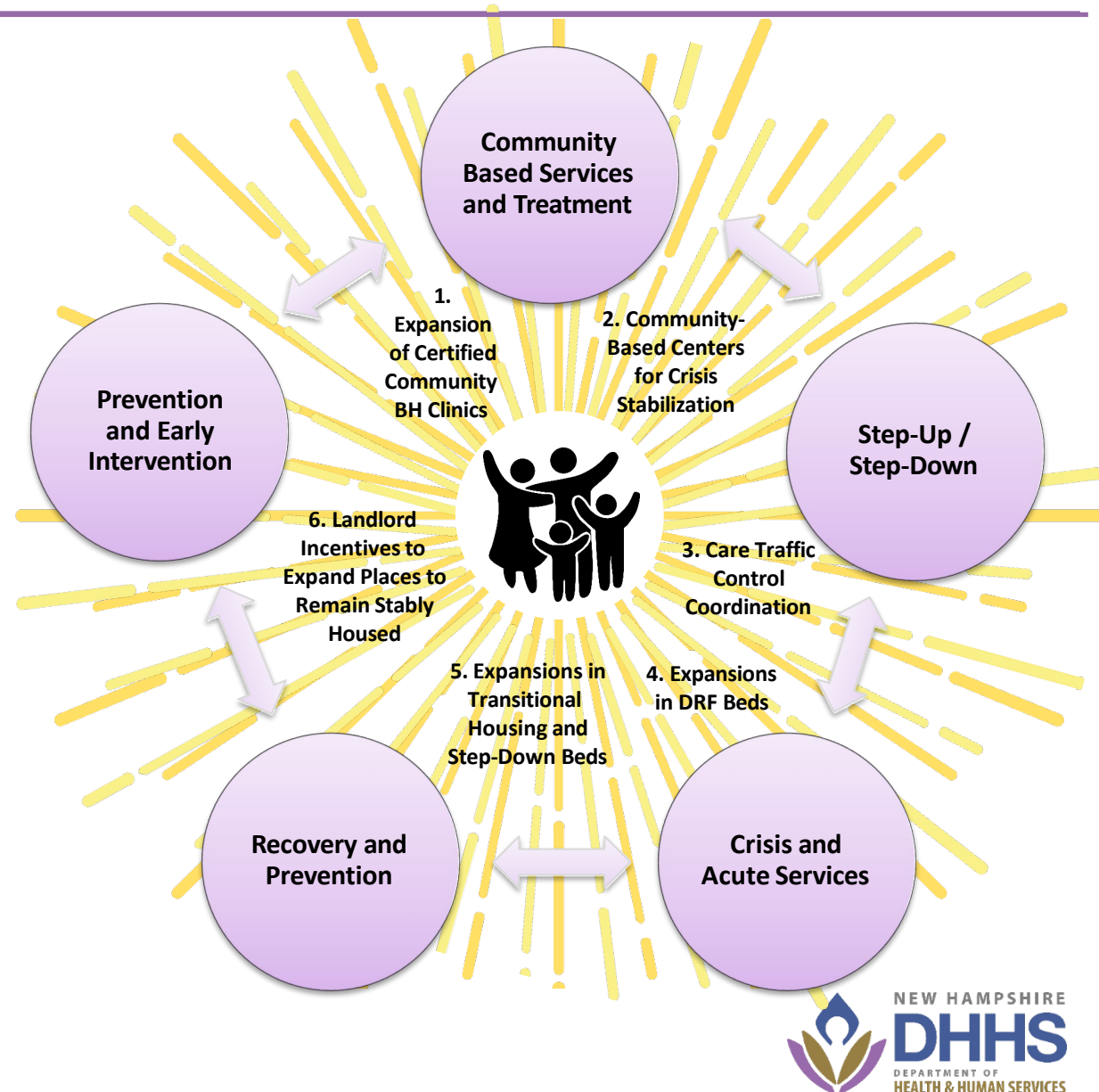


**Back Door Issues**

# How will these efforts enhance and align with existing strategies?

Mission Zero focuses attention and infuses resources on what we all know NH needs.

This work is guided by—and will accelerate—NH's 10-Year Mental Health plan by making six major investments in the Behavioral Health eco-system.



# Care Traffic Control (CTC)

- CTC soft launch process began on 1/16/24
- Established within the existing NHH admissions department
- Dedicated staff to work on Involuntary Emergency Admission (IEA) referral requests and placement in Designated Receiving Facilities (DRF's).
- CTC staffing includes psychiatric nurses, social workers, admissions specialists and business analyst roles
- Staff available 24 / 7 / 365

# CTC Process Highlights

1. All IEA's are sent by fax to NHH-CTC along with the new Referral Packet
  2. CTC reviews referral packet for administrative completeness
  3. CTC submits ALL IEA's to the court via scan/e-mail
  4. CTC and DRF's identify best available DRF bed
  5. ED and accepting DRF complete Nurse to Nurse call and arrange for transport
- Daily DRF huddle Monday through Friday at 9:30am

# Details of IEA Decision Making

- Patients who are psychiatrically stable enough for non-NHH DRF's will be matched preferentially to DRF's as close to their home as possible
- Patients who are too medically complex for a stand-alone psychiatric facility will be matched to DRF's located within general medical hospitals, if possible
- Patients who are too psychiatrically acute for other DRF's will be matched to NH Hospital
- When a referring facility's team believes that someone will get hurt if transfer to a DRF is delayed, CTC will triage that patient to the top of the list regardless of legal status



# Important Considerations

- CTC referral checklist and referral packet
- We expect the process will be evolving based on our experiences
- System wide utilization of NH Care Connections network for referrals, admission, discharge, transfer and shared care insights
- The goal is to be able to accept referrals for admission as soon as possible after proper screening procedures are fulfilled
- Nothing will change with the referral process for 6.12 transfers and Revocation of Conditional Discharges (RCDs) at this time
- Triage requests should now be made directly with NHH CTC/Admissions nursing staff
- IEA's for children continue to go to Hampstead Hospital and are not included in this process

# Next steps

- Continued focus on Mission Zero initiatives (see handout)
- Continued community and stakeholder education regarding the implications and outcomes of CTC implementation, as well as any additional process changes (*in process/on-going*)
- IEA and RCD trainings (*in process/on-going*) *Next session 10/28/2024 in Portsmouth*
  - Please ensure that all staff filing out these petitions are aware of changes/updates in the process and requirements
- Administrative rule changes to HeM 405 and 614 to assure the CTC process is aligned (*TBD*)
- Fully functional electronic transmission of referrals, shared care insights, ADT, and data collection in development as we continue to assess communication/transmission needs (*TBD*)

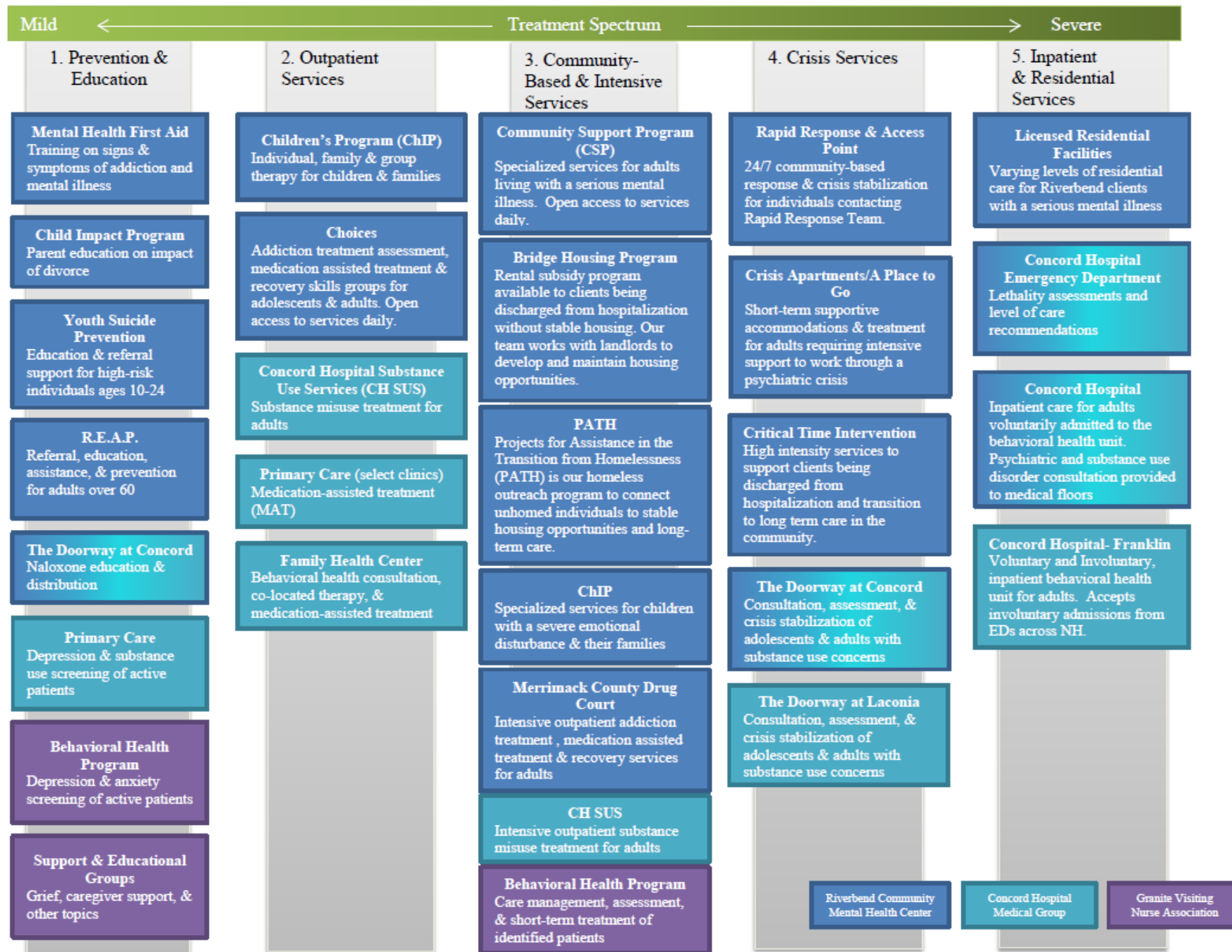


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*Partnering to Improve Health for All*

# Capital region health care continuum of care



## Capital Region Health Care Continuum of Care



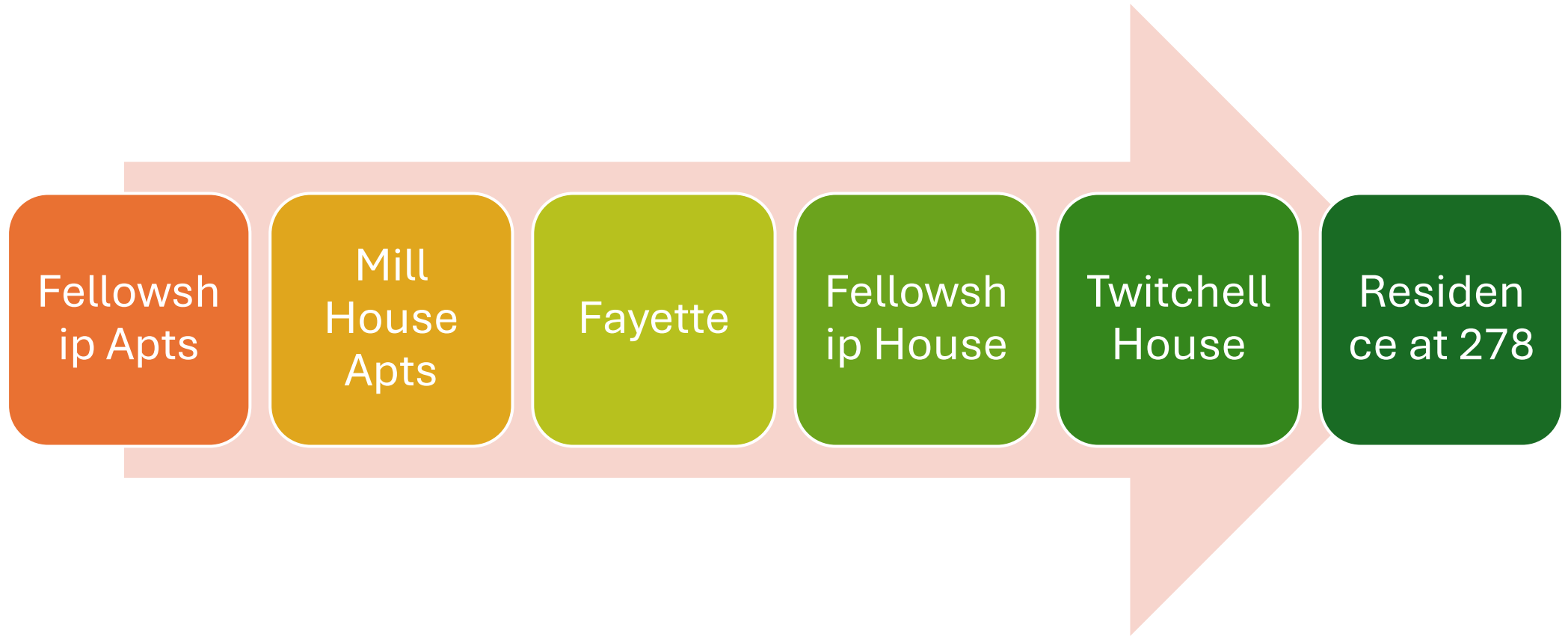
# Supported Housing Opportunities

## Concord area

Riverbend Community Mental Health,  
inc.



# Six Levels of Care



## Fellowship Apts, Level 1

- 48 apartments/ rooms
- Functional Support for ongoing maintenance of apartment and housing

## Mill House Apts, Level 2

- 19 apartments
- 1st and 2nd shift staffing
- Functional Support for social connection and maintenance of apartment
- Medication Monitoring
- Nursing assessments as needed.
- Independent with food prep and basic living skills



## Fayette, Level 3

- 10 bedrooms, shared kitchen, common space and bathrooms
- 1st and 2nd shift staffing
- Functional Support for daily tasks, social connection and ADLs
- Medication Monitoring
- Nursing assessments as needed
- Support with food prep and basic living skills

## Fellowship House, Level 4

- 12 bedrooms
- Certified Home
- 24/7 staff
- Limited independence
- Medication Monitoring

## Twitchell House, Level 5

- 15 bedrooms
- Certified Home
- 24/7 staff
- Nursing support
- Limited independence
- Medical monitoring
- Medication Monitoring

## Residence at 278, Level 6

- 12 bedrooms
- Certified Home
- 24/7 staff
- Higher staff to client ratio
- Single floor
- Nursing Support
- Limited Independence
- Medical monitoring
- Medication Monitoring



- Total of 116 beds
- Across 6 levels of care, including 3 certified residences



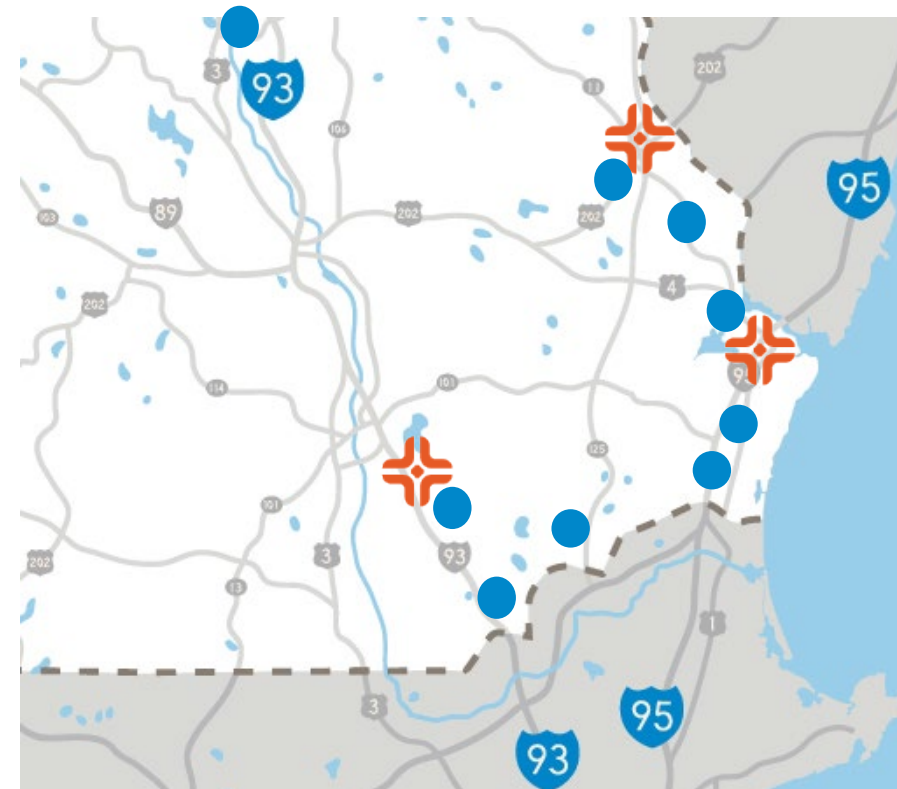
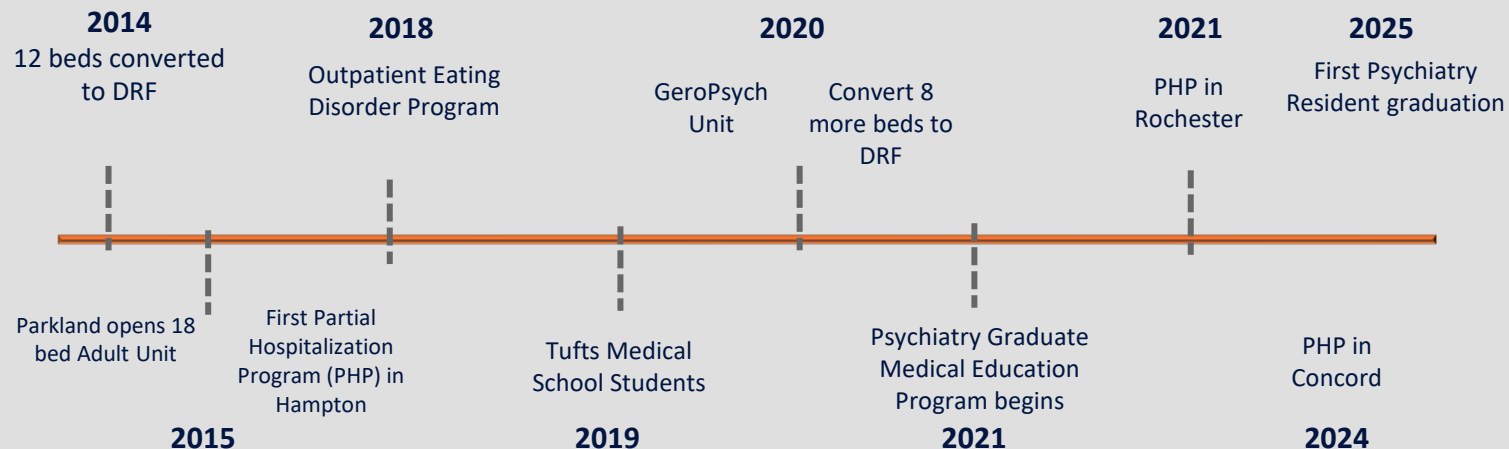
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**58** Acute Beds

**20** Designated Receiving Beds (DRF)

**12** Outpatient Programs and Access Points

**24** Psychiatry Residents





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NAMI New Hampshire is a grassroots organization working to improve the lives of all people affected by mental illness and suicide through **support, education, and advocacy.**




**NAMI**

National Alliance on Mental Illness

**New Hampshire**





***Do you have a child/youth waiting in the  
Emergency Department for mental health services?***

## **NAMI NH Offers Free Support for Parents/Caregivers**

- Receive comfort and support from a Certified Peer Support Specialist with lived experience.
- Be listened to without judgment.
- Get connected with resources and education.
- Be supported in advocating for your child/youth.
- Receive encouragement to practice self-care.
- Have someone help you to hold on to hope.
- Know that **You Are Not Alone**.

## ***To Connect with Family Peer Support:***

- Contact Heidi Cantin ([hcantin@NAMINH.org](mailto:hcantin@NAMINH.org) or call/text 603-568-5771) during normal business hours (M-F, 9-5).
- Outside of business hours, visit [tinyurl.com/NAMINH-EDSupport](https://tinyurl.com/NAMINH-EDSupport) to complete the form or scan the QR code for a prioritized response.





# What Can We Do?

- Acknowledge mental health and substance misuse disorders are illnesses
- Tell your story about you or a loved one's journey with mental illness and/or substance misuse
- Demand adequate funding for mental health and substance misuse disorder treatment, prevention and research
- Promote recovery-friendly communities and workplaces
- Promote peer support and creative workforce solutions
- Bring a casserole
- Care for yourself and one another
- Advocate

**HOPE  
STARTS  
WITH  
YOU**

# Crisis Resources

- **NH Rapid Response Access Point** – call/text 1-833-710-6477 or visit [NH988.com](https://NH988.com)
- **988 Suicide & Crisis Lifeline** – call/text 988 or visit [988lifeline.org](https://988lifeline.org)
- **Veterans Crisis Line** – call 988 & press 1
- **Crisis Text Line** – text 741741
- **National Maternal Mental Health Hotline** – call/text 1-833-852-6262
- **The Trevor Project** – call 1-866-488-7386
- **Additional crisis resources:**  
[NAMINH.org/crisis-lines](https://NAMINH.org/crisis-lines)

# 988

**SUICIDE & CRISIS  
LIFELINE**

**Tú eres importante**


**Textea. Llama. Chatea.**

**988** LÍNEA DE  
PREVENCIÓN DEL  
SUICIDIO Y CRISIS



**New Hampshire**  
Rapid Response Access Point

Disponible y gratuita, las 24 horas, los  
7 días de la semana, los 365 días del año

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 **NH988.com**



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[www.NAMINH.org](http://www.NAMINH.org) ~ [www.theconnectprogram.org](http://www.theconnectprogram.org)

[www.onwardNH.org](http://www.onwardNH.org) ~ [www.603stories.org](http://www.603stories.org)

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**New Hampshire**

NEW HAMPSHIRE HOSPITAL ASSOCIATION  
FOUNDATION FOR HEALTHY COMMUNITIES

## ANNUAL MEETING

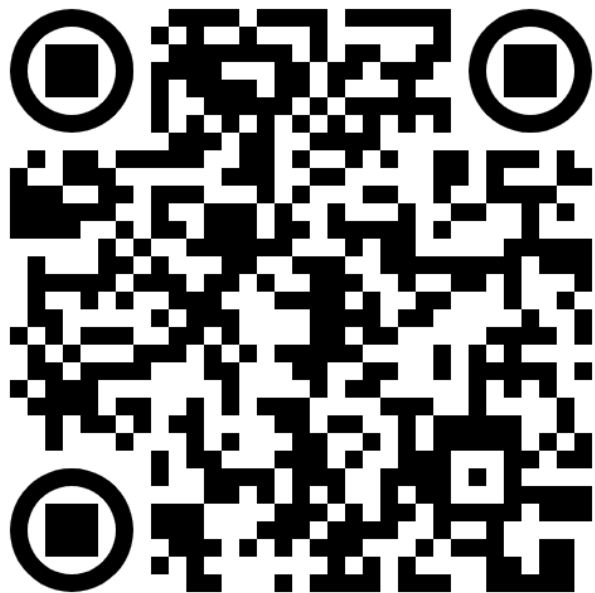
Oct. 20-22, 2024 | OMNI Mt. Washington Hotel



**Always  
There,  
Ready  
to Care.**

Enhancing Lives,  
Strengthening Communities

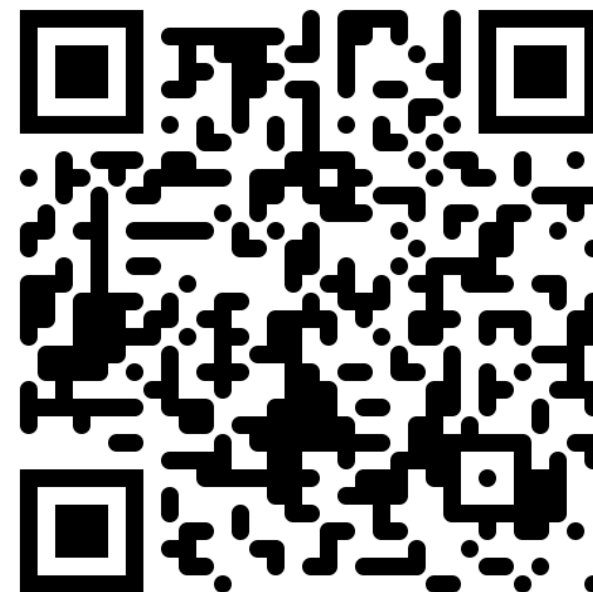
### Overall Annual Meeting Evaluation



@nhhospitals

@healthynh

### Individual Sessions Evaluation



#alwaystherereadytocare