# The Changing Landscape of Behavioral Health in New Hampshire





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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** 



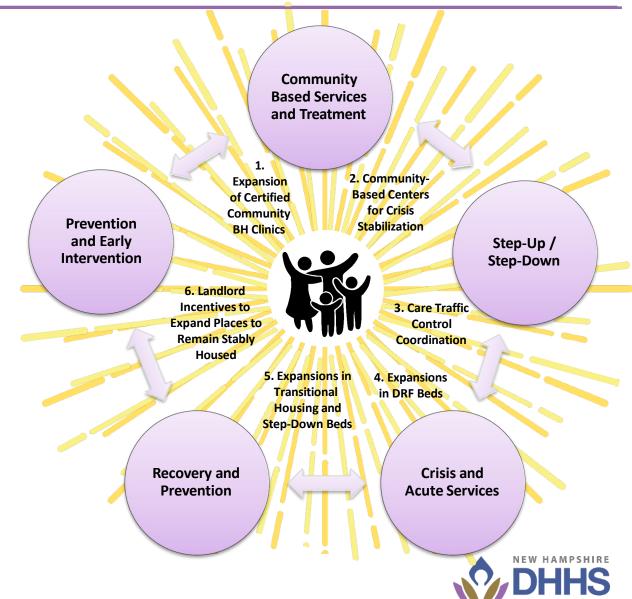
**Back Door Issues** 



# 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 fullfilled
- 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)







Partnering to Improve Health for All

Capital region health care continuum of care



#### Treatment Spectrum → Severe 1. Prevention & 2. Outpatient 4. Crisis Services Inpatient Community-& Residential Education Services Based & Intensive Services Services Rapid Response & Access Mental Health First Aid **Community Support Program** Licensed Residential Children's Program (ChIP) Training on signs & Facilities Individual, family & group Specialized services for adults symptoms of addiction and 24/7 community-based Varying levels of residential therapy for children & families response & crisis stabilization living with a serious mental mental illness care for Riverbend clients for individuals contacting illness. Open access to services with a serious mental illness Rapid Response Team. daily. Choices Child Impact Program Addiction treatment assessment, Parent education on impact Bridge Housing Program Concord Hospital medication assisted treatment & of divorce Crisis Apartments/A Place to Rental subsidy program Emergency Department recovery skills groups for available to clients being Lethality assessments and adolescents & adults. Open discharged from hospitalization Short-term supportive level of care Youth Suicide access to services daily. without stable housing. Our accommodations & treatment recommendations Prevention team works with landlords to for adults requiring intensive Education & referral develop and maintain housing support to work through a Concord Hospital Substance support for high-risk opportunities. psychiatric crisis Concord Hospital individuals ages 10-24 Use Services (CH SUS) Substance misuse treatment for Inpatient care for adults voluntarily admitted to the adults PATH Critical Time Intervention R.E.A.P. behavioral health unit. Projects for Assistance in the High intensity services to Referral, education. Transition from Homelessness Psychiatric and substance use support clients being assistance, & prevention Primary Care (select clinics) disorder consultation provided (PATH) is our homeless discharged from for adults over 60 Medication-assisted treatment to medical floors outreach program to connect hospitalization and transition (MAT) unhomed individuals to stable to long term care in the housing opportunities and longcommunity. Concord Hospital-Franklin term care. The Doorway at Concord Family Health Center Voluntary and Involuntary, Naloxone education & Behavioral health consultation. inpatient behavioral health distribution The Doorway at Concord ChTP co-located therapy, & unit for adults. Accepts Consultation, assessment, & Specialized services for children medication-assisted treatment involuntary admissions from crisis stabilization of with a severe emotional EDs across NH. Primary Care adolescents & adults with disturbance & their families Depression & substance substance use concerns use screening of active Merrimack County Drug patients The Doorway at Laconia Court Consultation, assessment, & Intensive outpatient addiction crisis stabilization of treatment, medication assisted Behavioral Health adolescents & adults with treatment & recovery services Program substance use concerns for adults Depression & anxiety screening of active patients CH SUS Intensive outpatient substance misuse treatment for adults Support & Educational Groups Behavioral Health Program Grief, caregiver support, & Riverbend Community Concord Hospital Granite Visiting Care management, assessment, Nurse Association

& short-term treatment of identified patients

other topics

Mental Health Center

Medical Group

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 maintance of apartment and housing

#### Mill House Apts, Level 2

- 19 apartments
- 1st and 2nd shift staffing
- Functional Support for social connection and maintance 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 indepedence
- 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



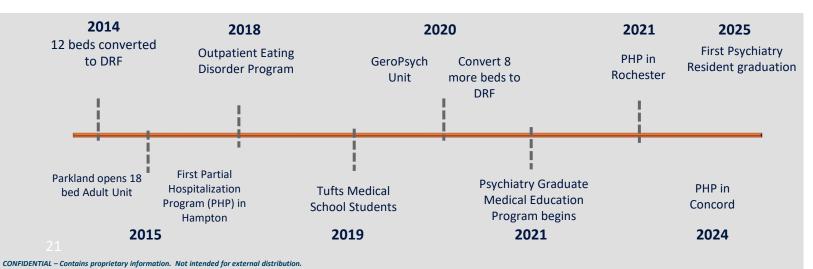


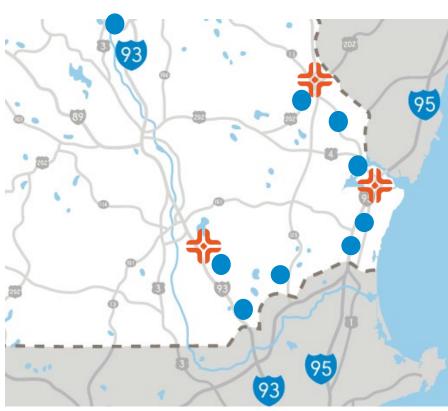
Partnering to Improve Health for All



### **HCA New England** | Answering the call for Behavioral Health

- **58** Acute Beds
- 20 Designated Receiving Beds (DRF)
- **12** Outpatient Programs and Access Points
- **24** Psychiatry Residents











Partnering to Improve Health for All

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 NH Offers Free Support for Parents/Caregivers

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

#### To Connect with Family Peer Support:

- Contact Heidi Cantin (<u>hcantin@NAMINH.org</u> or call/text 603-568-5771) during normal business hours (M-F, 9-5).
- Outside of business hours, visit <u>tinyurl.com/NAMINH-EDSupport</u> 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

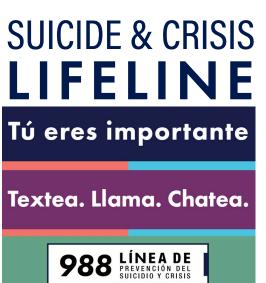




#### Crisis Resources

- NH Rapid Response Access Point call/text 1-833-710-6477 or visit NH988.com
- 988 Suicide & Crisis Lifeline call/text 988 or visit 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



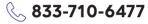




**New Hampshire** Rapid Response Access Point

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











### info@naminh.org ~ 1-800-242-6264

<u>www.NAMINH.org</u> ~ <u>www.theconnectprogram.org</u> <u>www.onwardNH.org</u> ~ <u>www.603stories.org</u>

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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