

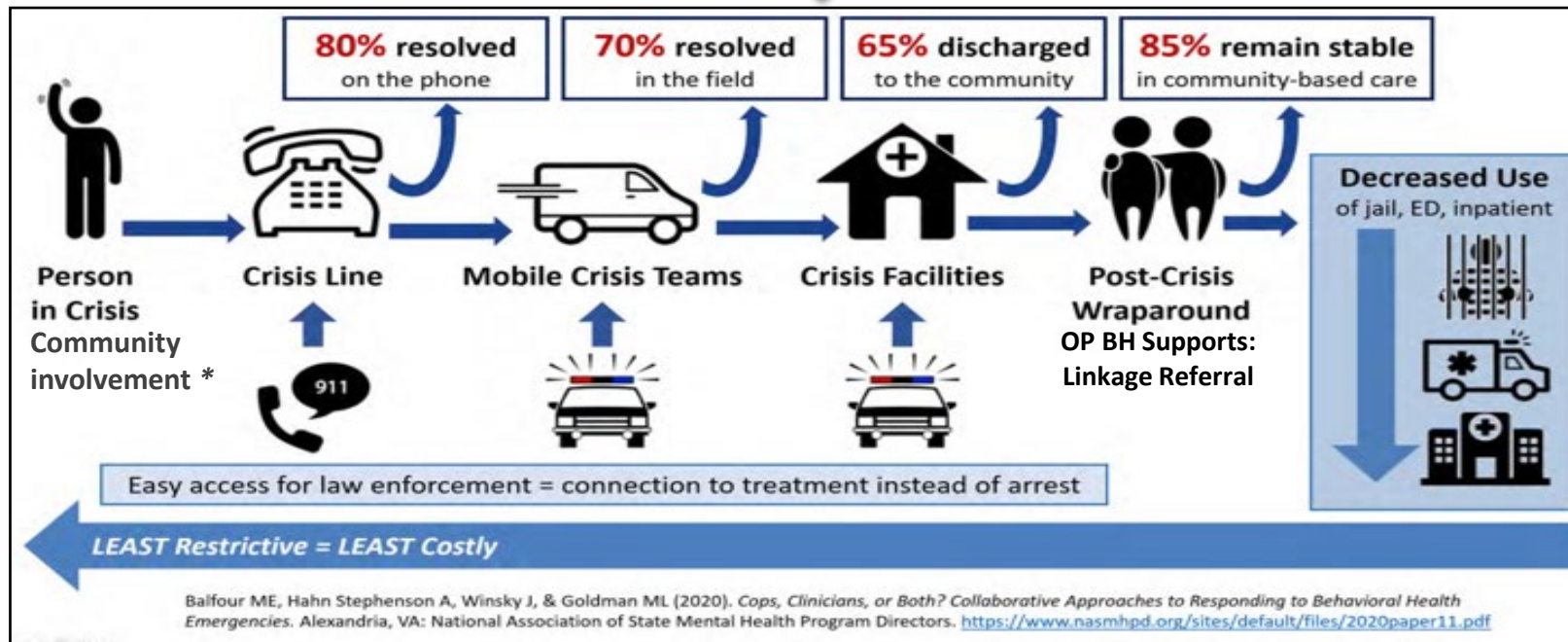
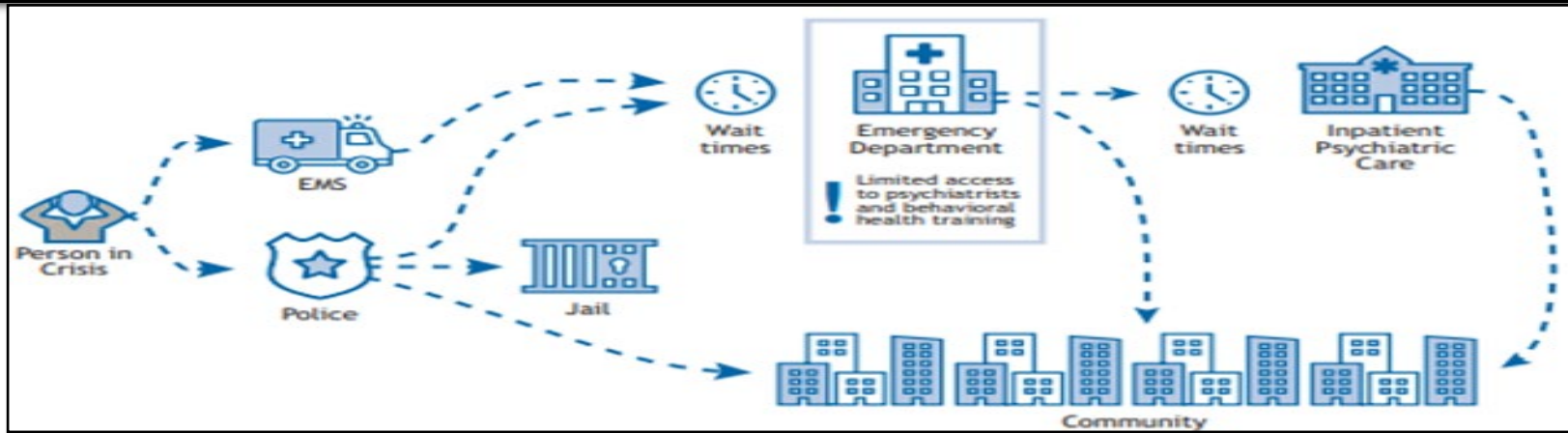
# Idaho Crisis System Design

---

OCTOBER 12, 2023

**Magellan**  
HEALTHCARE®

# Crisis System: Alignment of Services Toward a Common Goal



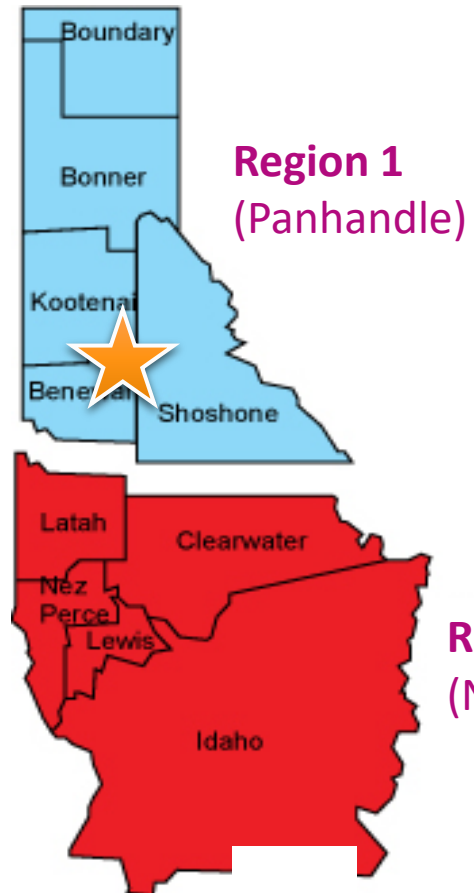
Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors. <https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>

# Magellan Regional Hubs Approach



Three “Regional Hubs” will facilitate design, administrative oversight and support local service implementation, community collaboration, and regional stakeholder meetings for the Idaho Crisis System.

Regions 1 & 2 supported by Couer d’Alene



Regions 3 & 4 supported by Boise Office

Regions 5, 6, & 7 supported by Pocatello Office



Region 5 (Southcentral)

Region 6 (Southeastern)

# Idaho Crisis System Overview



- Idaho Crisis System:
  - Provides 24/7 “No-Wrong Door” access to community-based crisis services for all Idahoans, “anyone, anywhere, anytime, regardless of payor status, age or underlying need.
  - Serves as “safety-net” to minimize trauma and disruptions of individuals lives, while increasing individual and community safety, through the delivery a least-restrictive interventions.
- Philosophy:
  - Crises are “*Person Defined*” (whether by the person in crisis or observer) and provide an “opportunity” to help connect individuals to ongoing community care.
  - Services are “person-centric” and delivered in community-based settings that are welcoming, engaging, readily accessible and provided in a dignified manner, while reducing the need for involuntary treatment when appropriate.
  - Care coordination is the cornerstone to overall success.
- Goals
  - Encourage recovery & connectivity to ongoing timely services to prevent future crises
  - Reduce avoidable hospitalizations & emergency room visits
  - Reduce need for law-enforcement involvement and diversion from criminal justice system when appropriate

# Idaho Crisis System Approach



- Designed as a “single integrated system” – three (3) core elements:
  - Statewide Crisis Call Center
  - Mobile Response Teams
  - Crisis Centers
- Core elements connected by “Air Traffic Control” (ATC) technology
- ATC provides seamless interface with broader community-based services e.g. outpatient services, bed registries, public health system
- Incorporates best practices from SAMHSA, IDHW Crisis System & and National Suicide Prevention Lifeline Standards
- Built on SAMHSA’s best practices including six principles:
  - A recovery orientation
  - Trauma-informed care
  - Extensive use of peers
  - Commitment to Zero Suicide/Suicide Safer Care
  - Commitment to safety for participants and practitioners
  - Collaboration with Law Enforcement
- Considers unique resources and challenges of each region and special populations including of rural & frontier, individuals with IDD, and Spanish speaking & Tribal members
- Supported by broad expertise including Magellan, IDHW & the COE, the Idaho Crisis and Suicide Hotline (ICSH), national experts/consultants, community stakeholders

# Idaho Crisis System Design



## Crisis Call Center

- Air Traffic Control (ATC) Center– “hub” for crisis continuum
- Supported by ATC software platform - documentation, MRT dispatch, GPS tracking and follow-up
- Triage crisis calls (text/chat)
- Dispatch/coordinate MRTs
- Support follow-up and post-crisis coordination

## Mobile Response Teams (MRTs)

- CBI-Benchmark - national leaders in providing high-fidelity crisis mobile team response in both urban, rural, and frontier communities
- Utilize the “ATC” software platform to increase efficiencies and improve coordination of care

## Crisis Centers

- Seven adult and four youth
- Centers transition to “ATC” platform to increase efficiencies and improve coordination of care

# Idaho Crisis System Approach



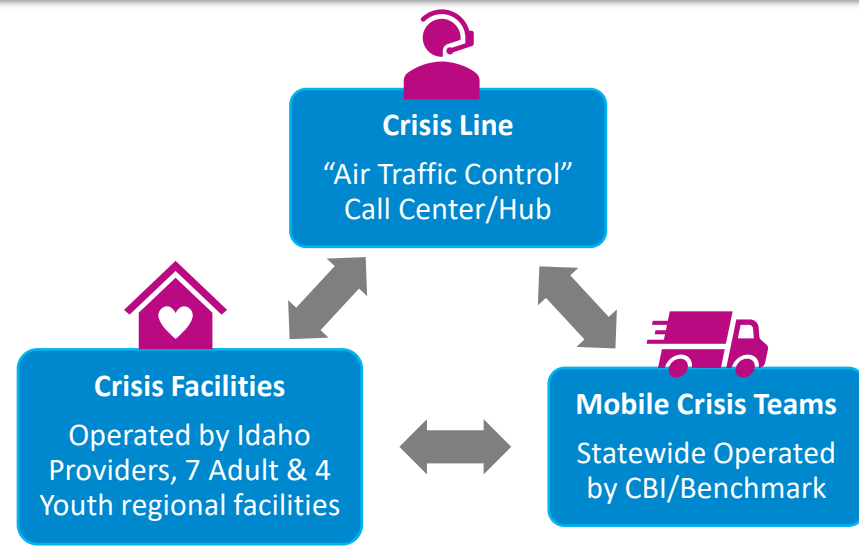
- Designed as a “single integrated system” – three (3) core elements:
  - Statewide Crisis Call Center
  - Mobile Response Teams
  - Crisis Centers
- Core elements connected by “Air Traffic Control” (ATC) technology
- ATC provides seamless interface with broader community-based services e.g. outpatient services, bed registries, public health system
- Incorporates best practices from SAMHSA, IDHW Crisis System & and National Suicide Prevention Lifeline Standards
- Built on SAMHSA’s best practices including six principles:
  - A recovery orientation
  - Trauma-informed care
  - Extensive use of peers
  - Commitment to Zero Suicide/Suicide Safer Care
  - Commitment to safety for participants and practitioners
  - Collaboration with Law Enforcement
- Considers unique resources and challenges of each region and special populations including of rural & frontier, individuals with IDD, and Spanish speaking & Tribal members
- Supported by broad expertise including Magellan, IDHW & the COE, the Idaho Crisis and Suicide Hotline (ICSH), national experts/consultants, community stakeholders





# Crisis Services Interventions




- “Anyone, anywhere, anytime” access to the crisis continuum of key services
- Real-time connections via “ATC” platform



- 
- Crisis line attempts stabilization. If able begins coordination of care
  - If unable: Crisis line dispatches mobile team and/or refers to crisis center
  - High Acuity: Crisis line can direct to ED and/or BH inpatient
  - Serves as a Centralized “ATC Hub” to coordinate across the Crisis Continuum

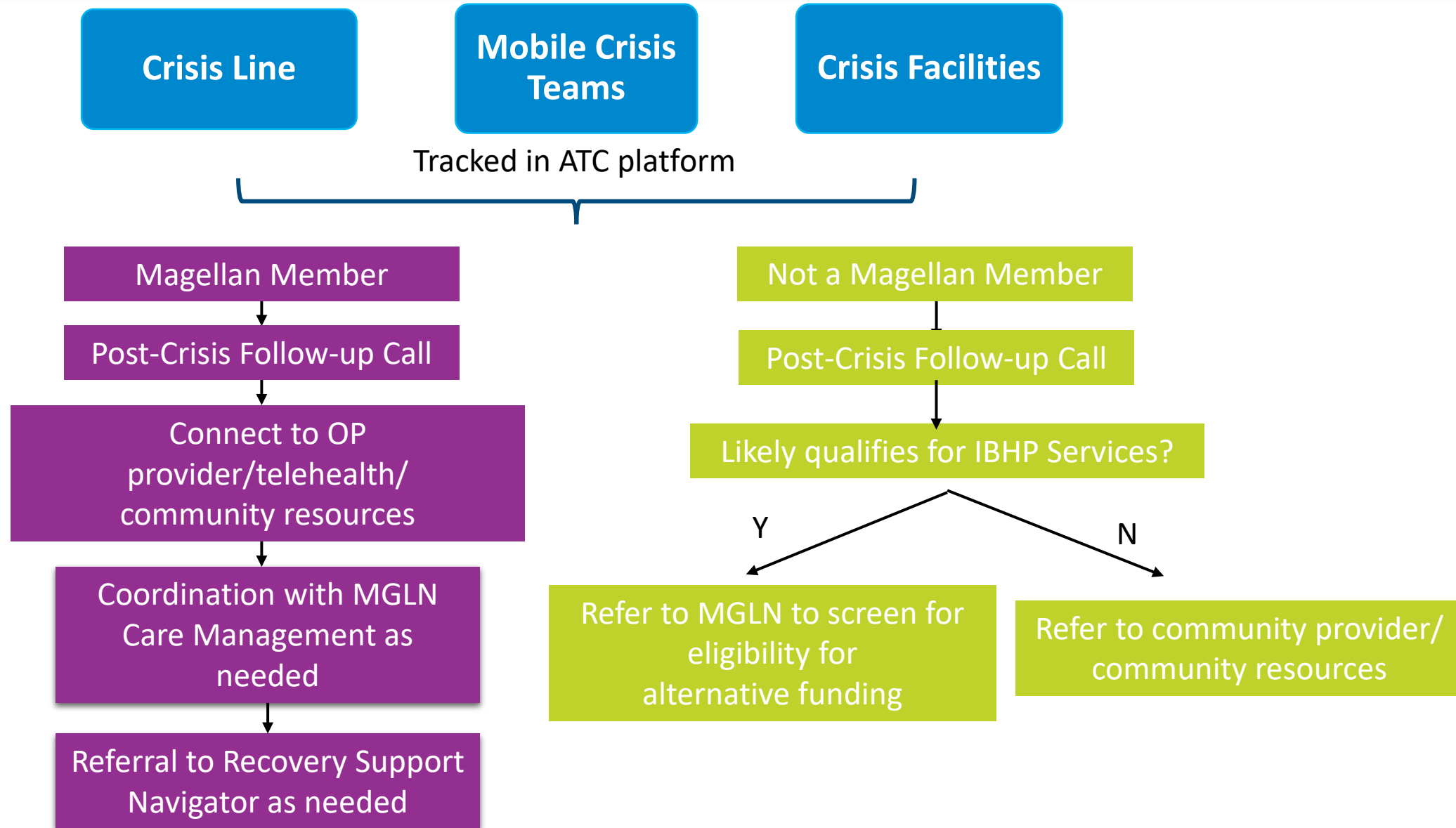
- 
- Mobile team dispatched by central crisis line
  - Goal: Respond rapidly and attempt to stabilize in community if possible/appropriate
  - If Stabilized – Assist individual plan next steps
    - ✓ Advise crisis line of outcome. Crisis line starts coordination of care
  - If not stabilized – Can transport/refer person to Crisis Center or if higher acuity to ED/BH inpatient
    - ✓ Outcome reported to crisis line which starts coordination of care

- 
- 23-hr crisis centers receive referrals via crisis line, mobile team, police, providers, walk-ins, etc.
  - Goal: Stabilize rapidly and connect to community supports
    - ✓ Ideally notify crisis line at time of admit
  - Stabilized: Help individual plan next steps
    - ✓ Advise crisis line of outcome/disposition. Crisis line starts coordination of care
  - Not-Stabilized: Coordinated higher level of care (ED/BH inpatient)
    - ✓ Outcome reported to crisis line which starts coordination of care

**Coordination of Care: Magellan & “ATC” Call Center**



# Post-Crisis Community Based Follow-Up



# Idaho Crisis System - Cross-System Collaboration



Magellan collaborates with the COE and community stakeholders to clearly understand what works, what does not work, gaps, challenges and opportunities from an array of perspectives from those who intersect with the Crisis System.

- “Crisis Taskforce” to include a variety of representatives and community partners, such as first responders, courts, probation, hospitals, tribal communities, veteran, schools, homeless and social service providers, members/families, crisis and outpatient service providers, peer support and other stakeholders.
- Statewide Crisis Summit
- Crisis Advisory Councils
- Community Events, Education and Awareness Initiatives
- Law-Enforcement/Criminal Justice Specific Engagement (i.e. close collaboration related to services, accessing crisis mobile teams, 911 diversion and supporting Training/CIT-Related initiatives).

# Idaho Crisis System Coordination & Oversight



## Center of Excellence/Magellan Collaboration

Develop and implement:

- Policies, standard and guidelines
- Training, mentoring, technical assistance
- Fidelity monitoring tool
- Public facing dashboard

## Monitoring

- System-level data, KPIs, fidelity monitoring; identify system needs/gaps and evolve the crisis system
- Regional Crisis Collaborative meetings - share data/strategies for system improvement; include key community stakeholders, i.e. hospitals, crisis providers, EMS, community service agencies, law enforcement.

## Magellan Crisis Director

- Leads overarching oversight of crisis continuum components to ensure seamless interface, coordination and performance
- Collaborates with the IDHW COE on training, oversight and monitoring of Crisis Services
- Collaborates with community/regional stakeholders



Questions

