



# New Orleans Mental Health Dashboard

*A Community Assessment Tool* » June 2013

# New Orleans Mental Health Dashboard

The New Orleans Mental Health Dashboard (Dashboard) is a compilation of the data the New Orleans Health Department (NOHD) assembles regarding adult and child mental health patients presenting to outpatient facilities and emergency rooms from eleven (11) area hospitals.

The Dashboard is a direct result of the work of the Behavioral Health Interagency Council, a collaboration of community partners who strive to improve behavioral health service coordination. The Council determined the behavioral health indicators which NOHD now assembles for the Dashboard. The Dashboard serves as a community wide tool for assessing how individuals move through and use behavioral health care in New Orleans.

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# Monthly Dashboard Summary Report

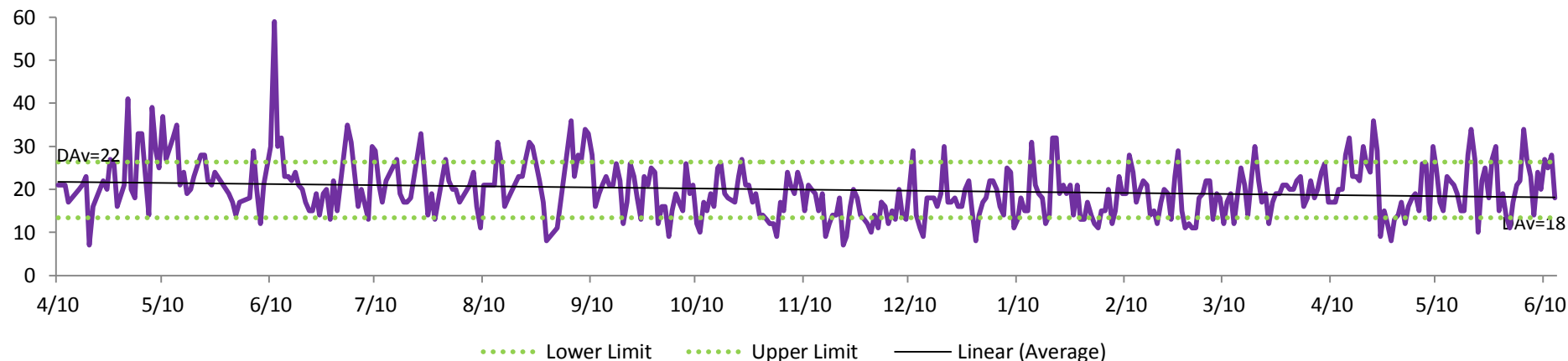
6/15/13

- From March 2013 to June 2013, there has been a **higher than average number of mental health holds** (individuals in crisis being treated in the emergency department):
  - Overall average: 18 holds - 18% decline since April 2012
  - Lowest overall average: 17 holds in winter months
  - Average of 23 holds to date in June
- The daily number of ER patients in mental health crisis ranges between 13 and 26 patients on average. There were **three days in June** (to date) in which the number of ER patients in mental health crisis **exceeded the upper limit** of this range (26 holds).
  - June 4, 7, and 10
  - Compared to four days in May where ER patients in mental health crisis exceeded the upper limit
- Compared to March, the Metropolitan Crisis Response Team received 12 less mental health crisis calls from children in April.
  - **More of the calls** received in April (85%) **resulted in connecting the child in crisis to outpatient resources** than hospitalization (3%)

# Demand: Daily Patients in Crisis

6/15/13

**Figure 1: Patients in Mental Health Crisis at Local Emergency Rooms, Daily**



**Table 1: Average Daily Mental Health Crisis Patients in ER, by Hospital**

University Hospital	9
East Jefferson General Hospital	0
Ochsner Baptist Medical Center LLC	0
Ochsner Medical Center	2
Ochsner Medical Center Westbank	1
Ochsner Medical Center Kenner LLC	1
St. Bernard Parish Hospital	0
Touro Infirmary	0
Tulane Lakeside Hospital	0
Tulane Medical Center	2
West Jefferson	4

**Figure 1** displays the average daily number of patients in mental health crisis who present to local hospital emergency departments and awaiting psychiatric evaluation. These individuals also may be awaiting admission into an inpatient psychiatric unit.

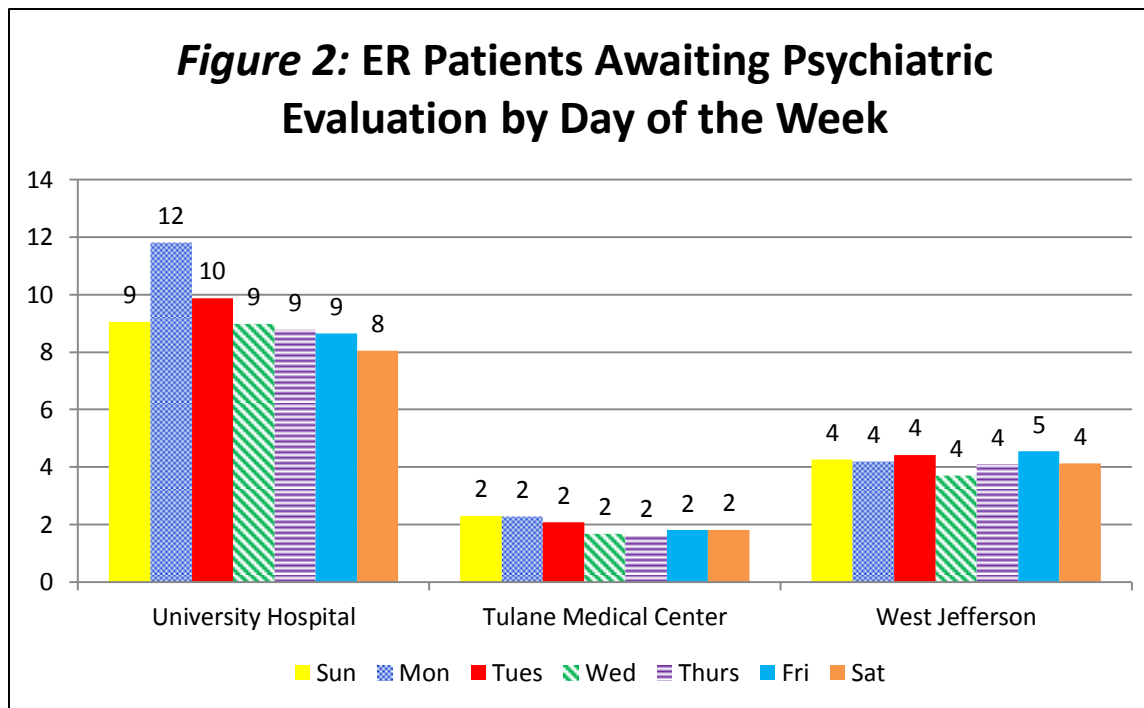
**The current average of ER patients in mental health crisis per day is 18, which is an 18% decline since April 2012.**

**Table 1** shows the daily average number of patients in mental health crisis by hospital.

*Current through 6/13/13; Data not collected some weekends, Memorial Day, July 4<sup>th</sup>, 8/29, 8/30, 9/3/2012*

# Demand: ER Patients in Crisis

6/15/13

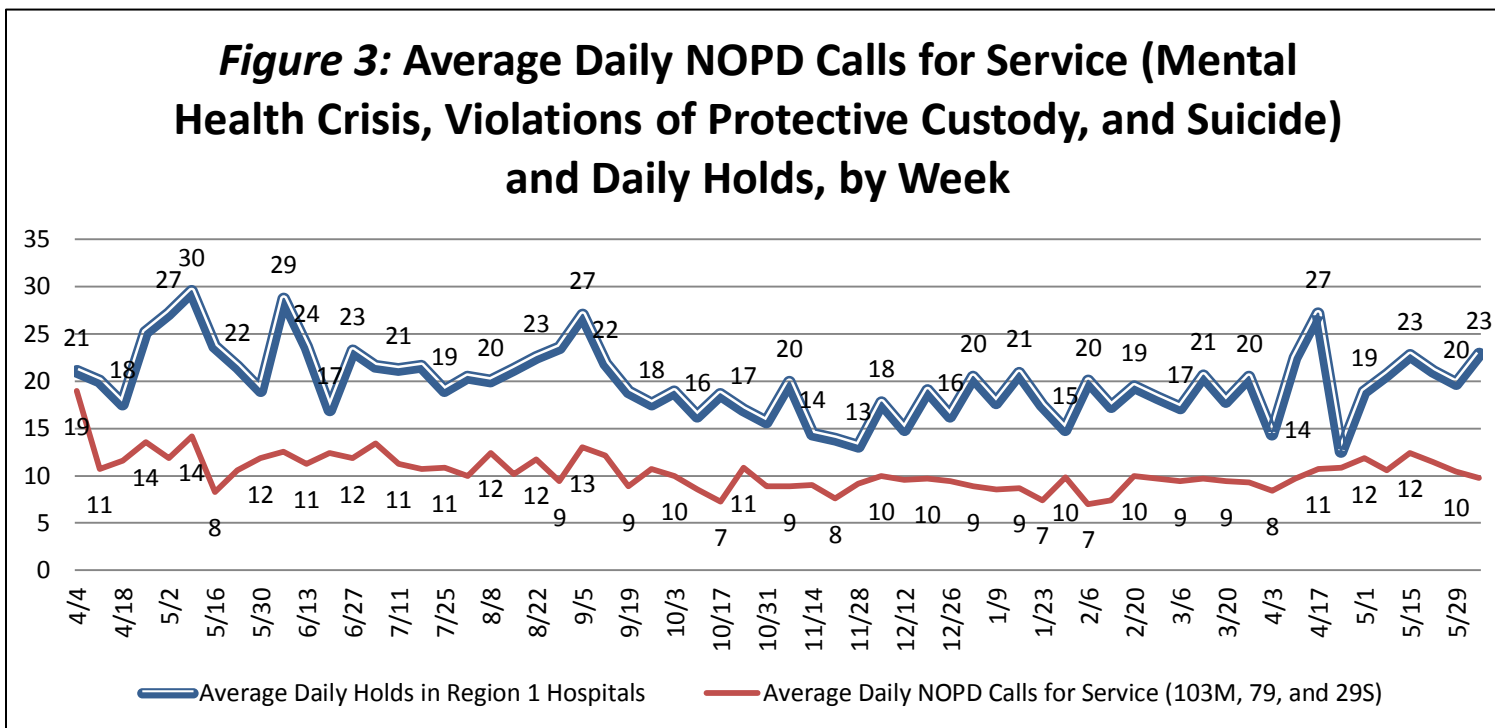


**Figure 2** shows which days of the week show the most emergency department patients awaiting a psychiatric evaluation. When data was first being collected, hospitals showed a larger number of psychiatric patients in the beginning of the week, indicating issues in releasing patients from the hospital on the weekends. Since April 2012, hospital emergency departments, Magellan and other key stakeholders have worked together to **improve procedures in discharging and releasing patients on weekends when medically ready.**

*Current through 6/13/13; Data not collected some weekends, Memorial Day, July 4<sup>th</sup>, 8/29, 8/30, 9/3/2012*

# Demand: NOPD Calls for Service

6/15/13



**Figure 3** shows the number of New Orleans Police Department calls for service related to mental health, which includes calls for:

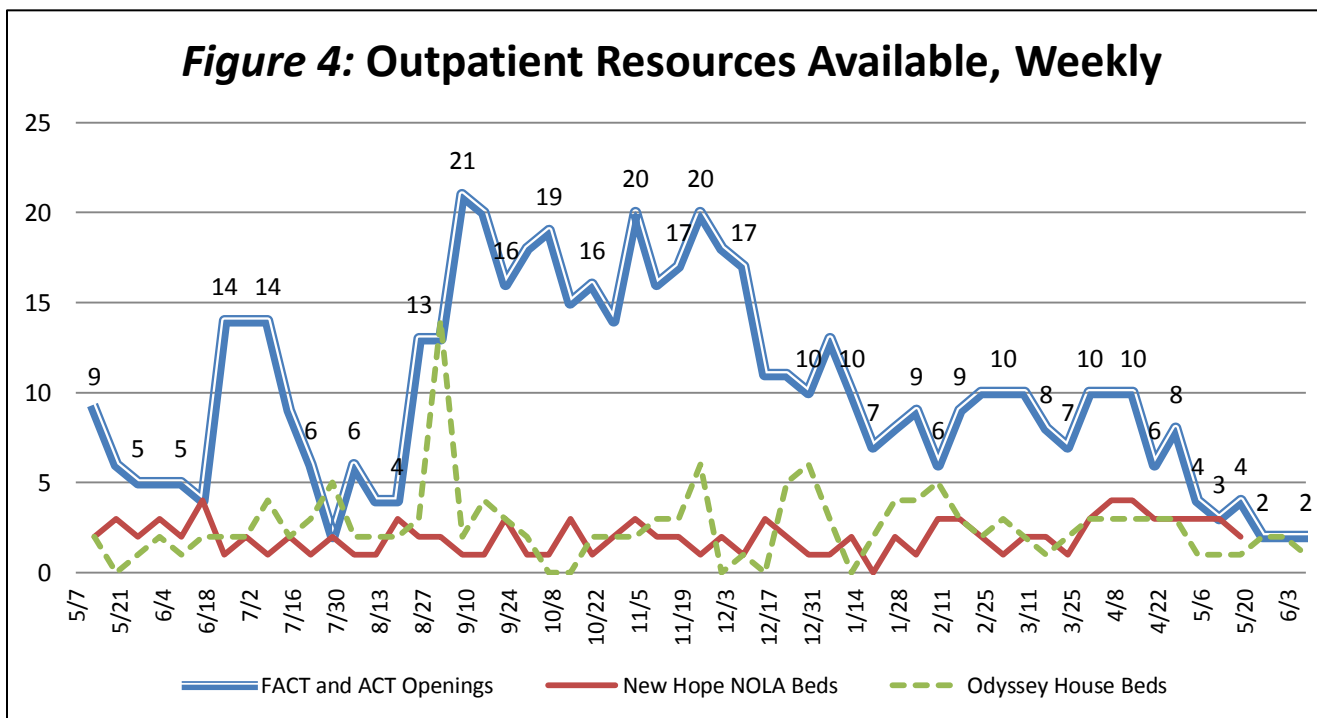
- *Mental Health Crisis*: individual in crisis due to mental health complications
- *Violations of Protective Custody*: these include calls related to involuntary commitment to a psychiatric facility
- *Suicide*: the intentional and deliberate act of taking one’s own life

These calls are compared to daily mental patients in emergency rooms to show how many individuals may cycle through both NOPD and hospital emergency departments. **There are currently an average of 9 NOPD calls for service each day related to mental health**, compared to a daily average of 18 ER patients in mental health crisis.

Current through 6/13/13; Data not collected some weekends, Memorial Day, July 4<sup>th</sup>, 8/29, 8/30, 9/3/2012

# Capacity: Outpatient Resources

## 6/15/13



**Figure 4** shows how many beds are available by week in four outpatient resources for mental health clients. This graph shows the availability of the following services (full definitions available in Dashboard Dictionary):

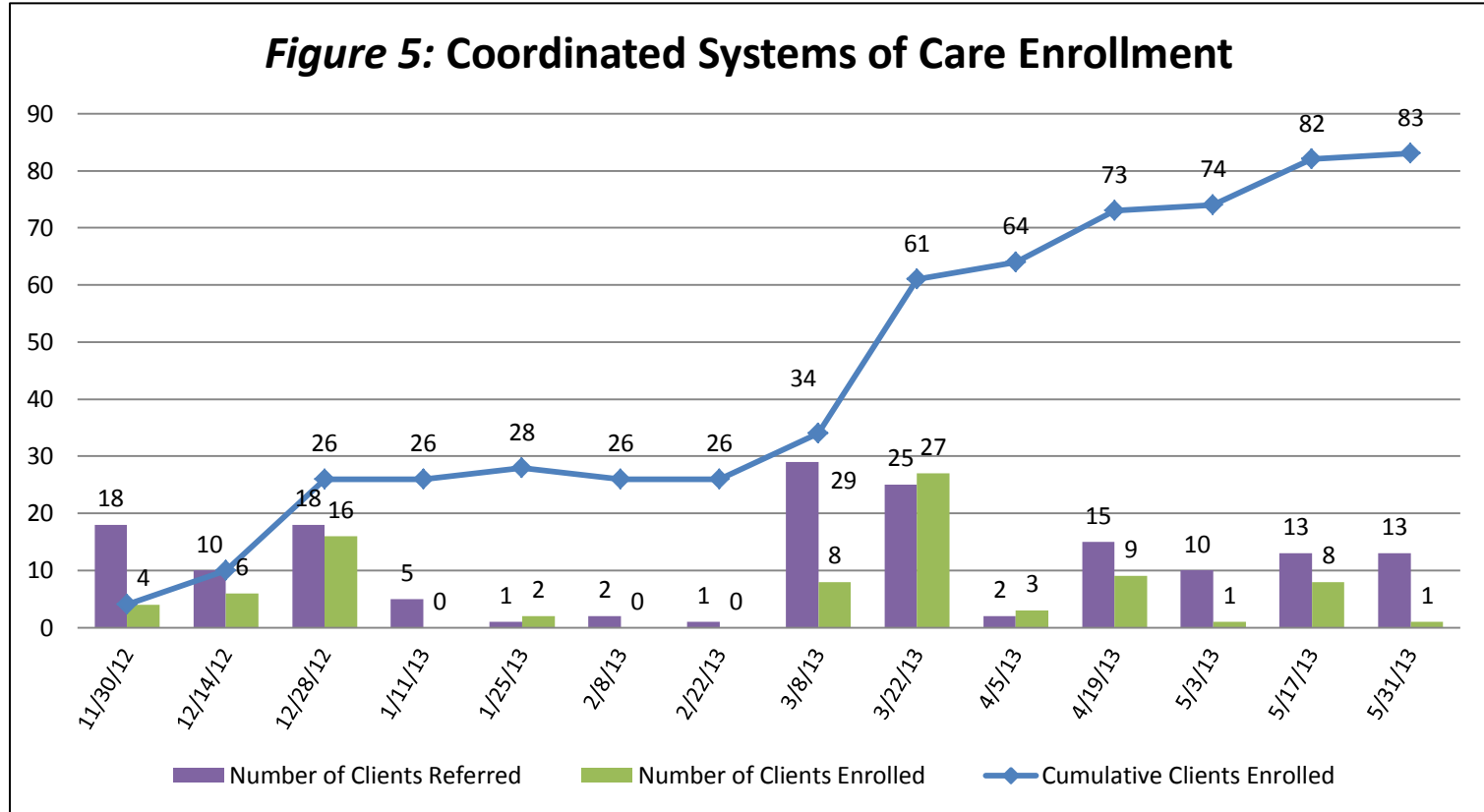
- *ACT*: two teams serve 200 clients, provide in-home treatment to clients with mental illness or developmental delays.
- *FACT*: offers the same services as ACT for 100 clients involved in the criminal justice system
- *New Hope NOLA*: 8 respite beds for individuals in crisis that offer stabilization in a home-like environment
- *Odyssey House*: medical detoxification beds, total capacity of 14 beds represented here

Since April 2012, **utilization of outpatient beds have increased**, indicating that more people are seeking treatment outside of emergency departments.

Current through 6/13/13

# Children: Demand, CSOC

6/15/13



**Figure 5** represents the number of children in Orleans, Plaquemines and St. Bernard Parishes enrolled in and referred to the Louisiana Coordinated System of Care (CSoC): the State service for children who are at risk or in out of home placement due to behavioral health issues (full definition available in Dashboard Dictionary). Between November 17, 2012 and May 30, 2013, **83 children enrolled in CSOC and 160 children were referred.**

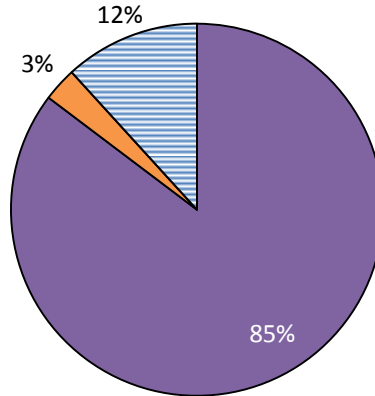
Current through 6/13/13



# Children: Demand, Crisis Intervention

6/15/13

**Figure 6: Metropolitan Crisis Response Team – Disposition**



■ Outpatient Connect    ■ Hospitalization / ER visit / EMT    ■ Refused / Unable to contact

**Figure 6** shows the number of children served by the Metropolitan Crisis Response Team in April 2013 and how the team served those children (disposition):

- *Hospitalization/ER visit/EMT*: this reflects the number of children transported to the hospital as a result of their behavioral health crisis.
- *Outpatient Connect*: the child is connected to an existing outpatient provider and/or receives an emergency appointment
- *Refused/Unable to Contact*: the Team is not able to follow up on the original crisis call

In April 2013, the Metropolitan Crisis Response Team served **34 children**, and a majority of the children served were **connected to outpatient resources**.

Current through 6/13/13

# Dashboard Dictionary

- **ACT, Assertive Community Treatment:** Two ACT teams exist in the Greater New Orleans area; one is operated by Northwest Human Services (NHS) and the other by Resources for Human Development (RHD). The two teams have the capacity for a total of two hundred (200) clients. These mobile mental health teams comprised of psychiatrists, nurses, clinicians, peer specialists, daily living counselors, and vocational specialists. They provide in-home treatment to clients with mental illness or developmental delays.<sup>1</sup> ACT teams provide more direct treatment services to clients than Intensive Case Management teams.
- **Census:** total number of patients. Here, census is referring to the total number of psych holds.
- **Coordinated System of Care:** CSoC is the wrap-around service for children who are at risk of or in out-of-home placement. The Louisiana Behavioral Health Partnership coordinates CSoC. Through the service, children have access to family support services, skills building education, and respite care.
- **EMS Wall Time:** the amount of time an EMS paramedic spends caring for a patient at the hospital as the patient awaits a bed. A paramedic remains at the hospital with the patient, while the ambulance is able to respond to another call.<sup>2</sup>
- **Wall Time:** indicates the amount of time an ambulance is tending to a patient awaiting admission to the hospital or discharge.<sup>3</sup> The first twenty (20) minutes a patient spends with the ambulance are not counted toward wall time. Wall time hours begin their count at twenty one (21) minutes.<sup>2</sup>
- **FACT, Forensic Assertive Community Treatment:** The FACT team is operated by NHS and performs the same functions as the ACT team but is intended for those who have been through the criminal justice system. There is one FACT team with space for one hundred (100) clients.<sup>4</sup>
- **ICM, Intensive Case Management:** ensures that a patient is able to maintain his medical appointments. ICM teams also help clients enroll in proper benefits, such as Social Security Income (SSI). These teams offer extra assistance to clients with co-occurring mental health and substance abuse issues who may need further guidance to maintain their health. The ICM teams in New Orleans have space for one hundred and seventy (170) clients.<sup>4</sup>

# Dashboard Dictionary, *continued*

- **Limited Diversion:** indicates the hospital is near or at its capacity for psychiatric patients. While criteria differ between facilities, a hospital on limited diversion may be looking to other hospitals to accept patients. This prevents the hospital's emergency room from exceeding its capacity.<sup>5</sup>
- **MCRT, Metropolitan Crisis Response Team:** a 24/7 service operated by Resources for Human Development that allows crisis response and prevention of hospitalization. The MCRT triages, assesses, and intervenes for individuals experiencing a mental health or substance abuse crisis. The main goal is to prevent a client from being admitted to a hospital and instead access community resources that may be more suitable to his or her needs.<sup>6</sup>
- **Mental Health Hold:** A person who is occupying a bed at the hospital and is considered a psychiatric patient. The patient may be awaiting or undergoing a psychiatric evaluation, or awaiting a determination for a destination at discharge.<sup>5</sup>
- **MHERE, Mental Health Emergency Room Extension:** unit located in University Hospital intended to allow physicians and psychiatrists to evaluate an individual with behavioral or mental health needs. The MHERE is equipped with a medical team as well as psychiatric triage services. Staff in MHERE is able to complete an evaluation and determine the proper community resource suitable to the patient's needs.<sup>7</sup>
- **Odyssey House Medically Supported Detoxification:** a behavioral health care facility that offers treatment for addiction. Odyssey House provides medically supported detoxification. Patients occupy detox beds for five (5) to seven (7) days. While other Odyssey House beds exist in the city, the capacity for the figures presented here is fourteen (14) beds. Odyssey House also offers other programs such as life-skills training, vocational training, and case management through its long-term inpatient residential program.<sup>4</sup>
- **Respite Beds at New Hope NOLA** (referred on the graph as New Hope NOLA, also known as Crisis Step-Down Beds): These beds are used for individuals who are experiencing a behavioral health crisis and do not feel comfortable in their usual surroundings. The intent is to stabilize the person and prevent a potentially harmful incident. The patient is evaluated by a psychiatrist and is able to work with social workers or case managers during his or her stay. Patients can occupy a crisis step-down bed for up to five (5) days and there are a total of eight (8) beds.<sup>4</sup>

# Dashboard Dictionary, *Sources*

## ■ Sources

1. Resources for Human Development (RHD). (2011) Assertive community treatment team. Retrieved from <http://www.rhd.org/Program.aspx?pid=8>
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4. Cathy Storm, Director of Addiction Services, Metropolitan Human Services District, phone interview with N. Dowell, August 21, 2012.
5. Vicki Hirsch, RN Manager of the Nursing Section, LSUHSC University Hospital. Interview with S. Schirmer, August 24, 2012.
6. RHD. (2011). Metropolitan crisis response team (MCRT). Retrieved from <http://www.rhd.org/Program.aspx?pid=16>
7. Cathy Storm, Director of Addiction Services, Metropolitan Human Services District, phone interview with N. Dowell, September 5, 2012.