St Anthony Hospital

Improving Flow and Reducing Agitation in Your ED

Conference: National Update on Behavioral Emergencies

Presenter
Larry Phillips, DCSW
Program Coordinator

Agenda

- Hospital Overview
- Brief Overview of Change Package
- Review Data and Changes Made

Community

Oklahoma City is the capital and largest city of Oklahoma

- The city's estimated population as of 2008 was 551,789, with an estimated metro-area population of 1,206,142
- The 1999 median income of $34,947, and 16.0% of the population are below the poverty line.
- In 2008, Forbes magazine named Oklahoma City the most "recession proof city in America." The magazine reported that the city had falling unemployment, one of the strongest housing markets in the country, and solid growth in energy, agriculture, and manufacturing.

Hospital

Part of SSM Health Care, St. Anthony was the first hospital established in Oklahoma and is the largest with 686 licensed beds.

- It serves as a regional referral facility with specialties in cardiology, oncology, surgery and behavioral medicine.
- The behavioral medicine center is licensed for 272 beds and includes acute inpatient programs for geriatrics and adults, as well as acute and residential inpatient care for adolescents and children.
- 100,000 outpatient visits.

Emergency Department

- 55,000 visits in 2010
- 15 main beds and 5 fast track
- 100% for AMI - PN Core Measures
- 30th Percentile – Likelihood to Recommend
- 12% of visits are Behavior Health
- 26% of admissions are Behavior Health

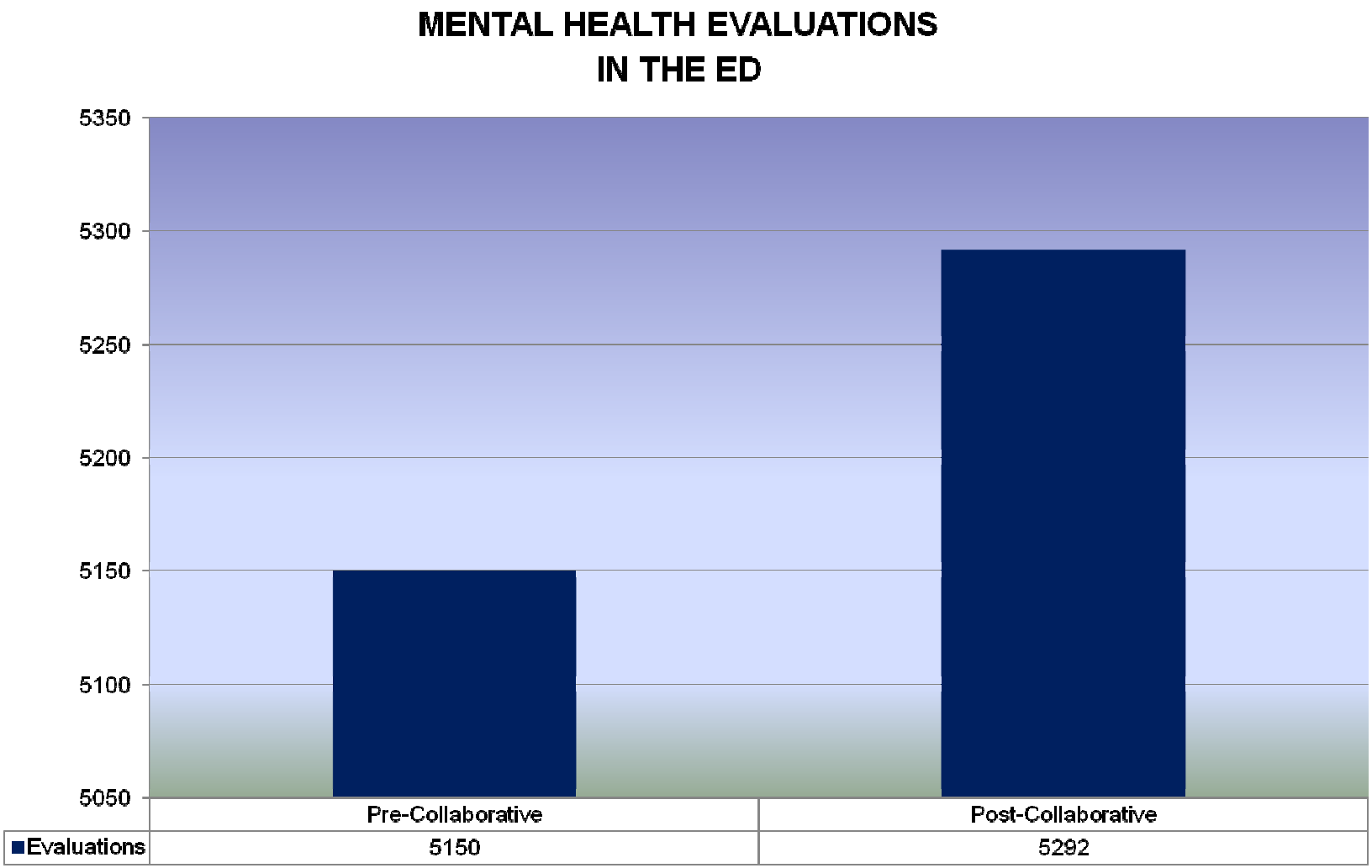
St. Anthony
saints in action!

Silo Culture

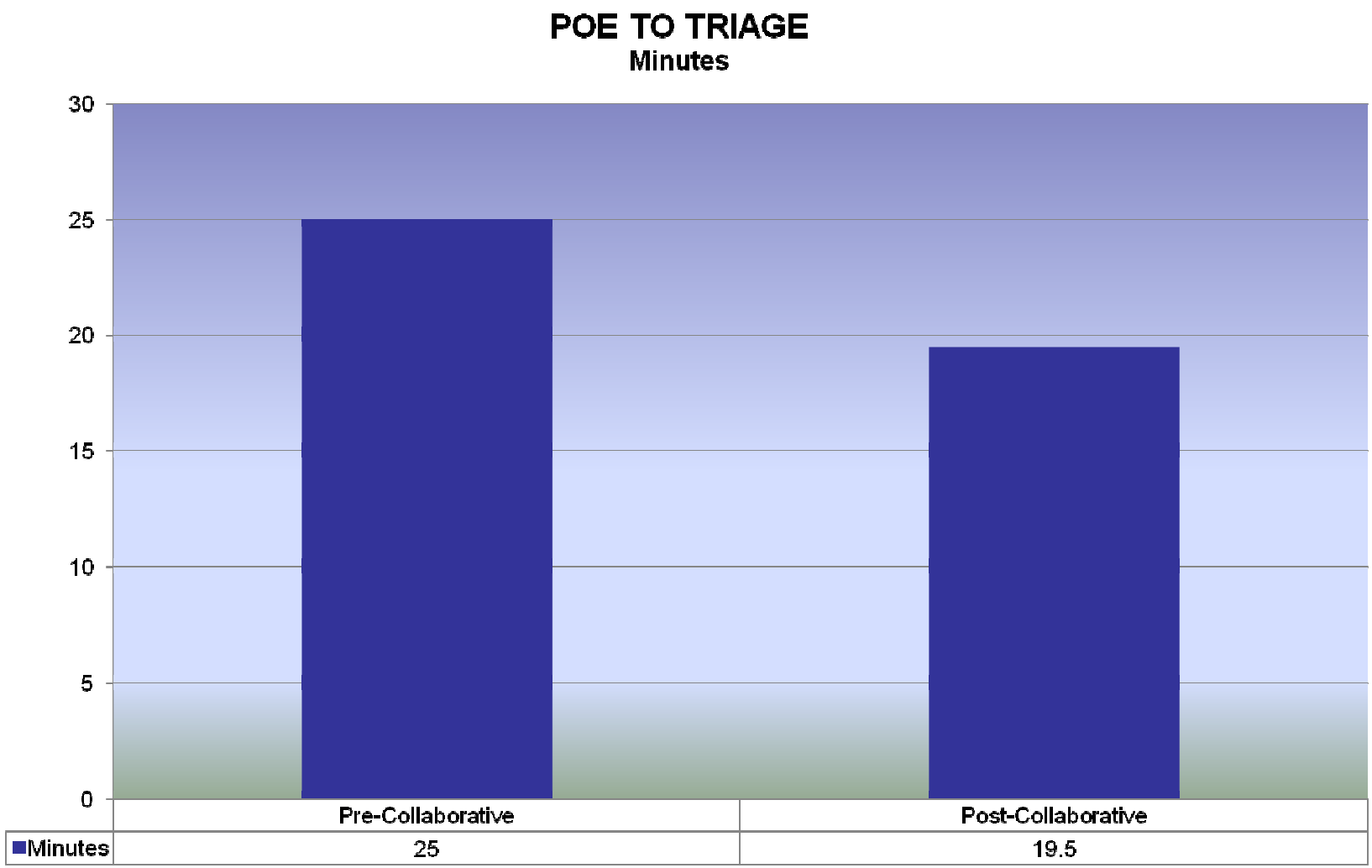
IBHI Collaborative

1) Average Time of Patient Arrival to Triage
2) Average Time of Patient Arrival to Interaction with Mental Health Professional
3) Average Length of Stay in Emergency Room for Mental Health Patients
   - ✓ By Disposition
   - ✓ SPOE Evals only
   - ✓ Left Without Being Seen
4) Number and Percent of Mental Health Patients Placed in Restraints in Emergency Room
5) Average Time Mental Health Patient in Restraints in Emergency Room
6) Willingness to Recommend

Mental Health Evaluations in ED

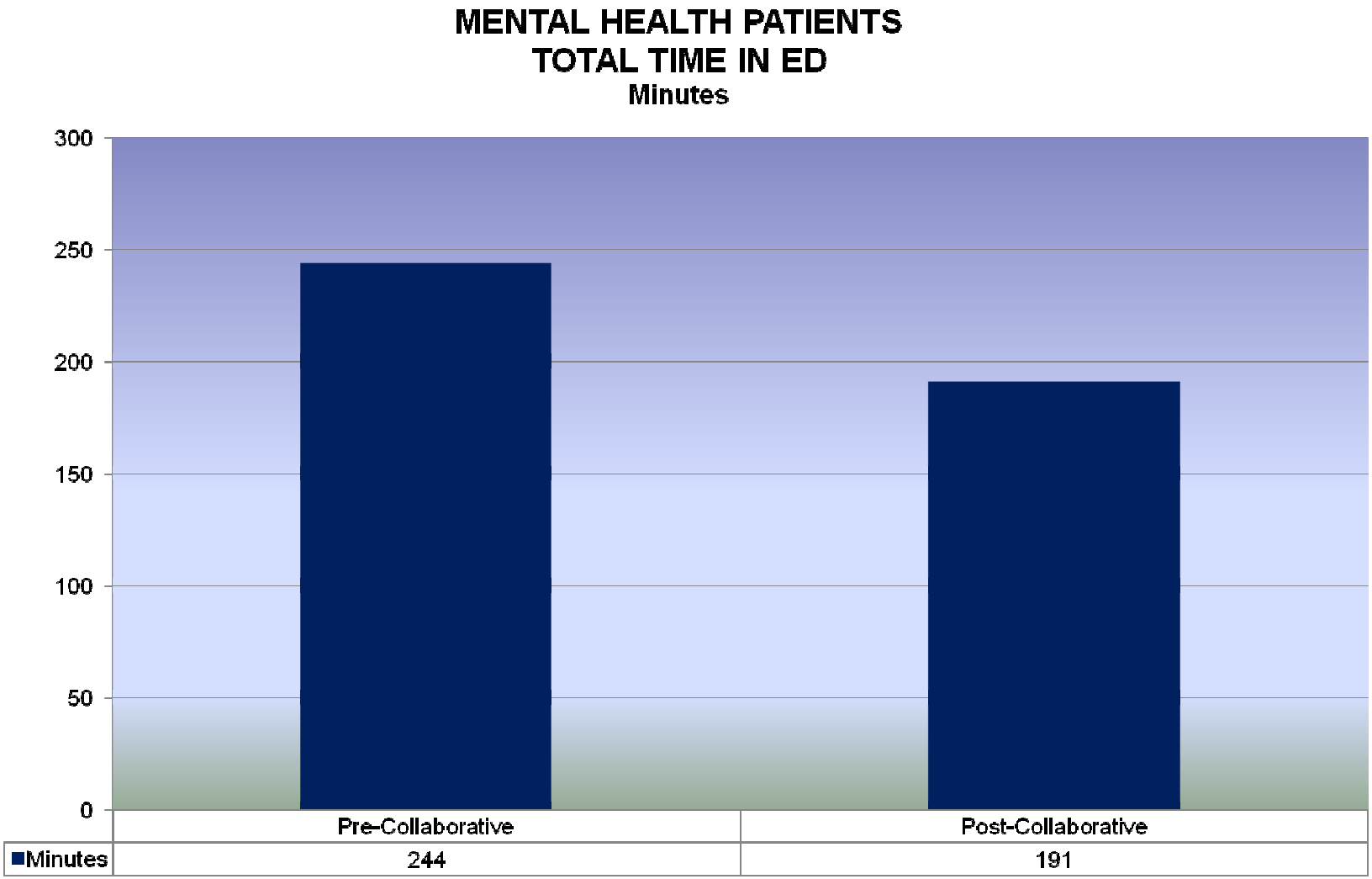


Point of Entry to Triage

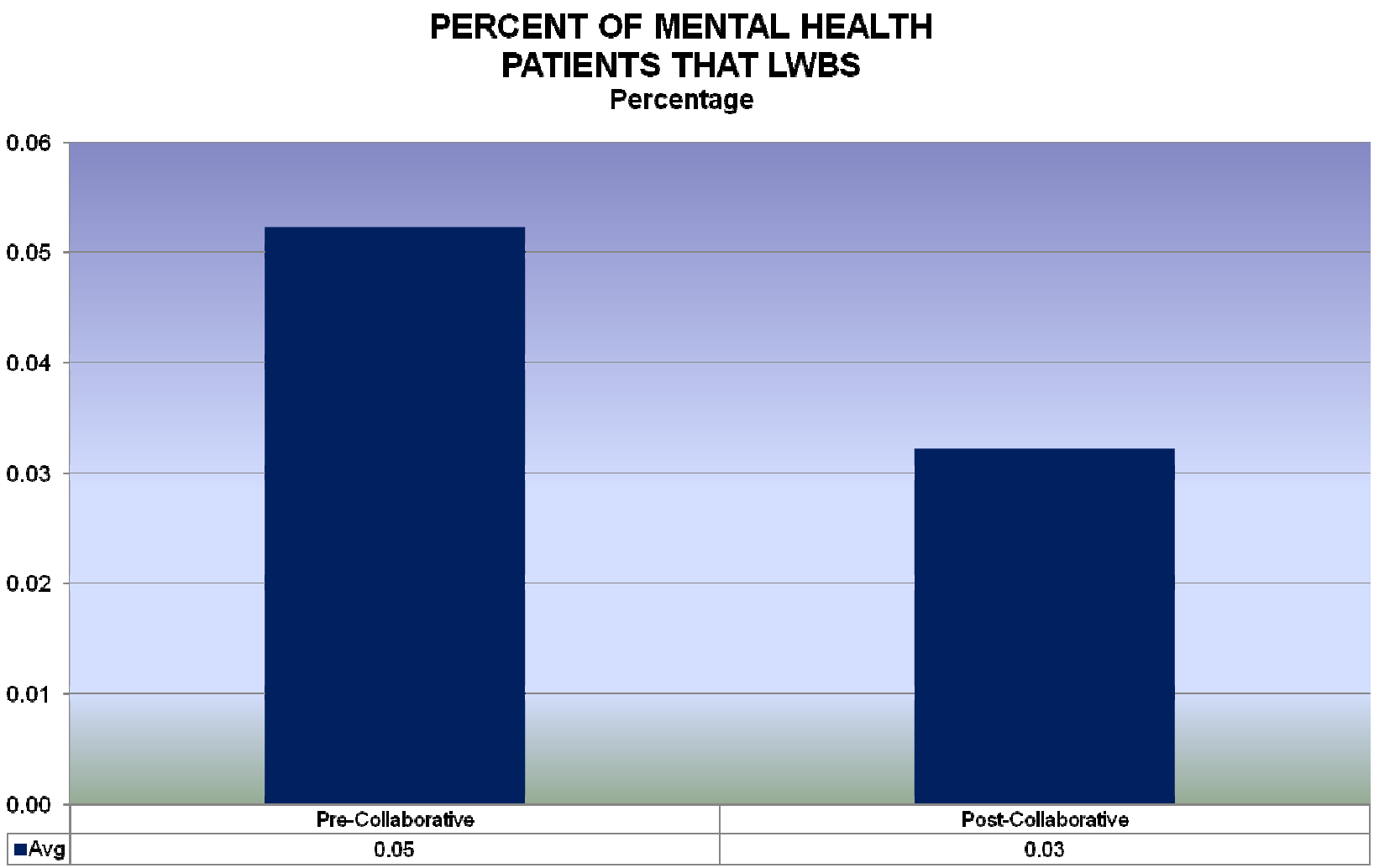


Point of Entry to Initial Contact with a Mental Health Professional

Total Time in the Emergency Department



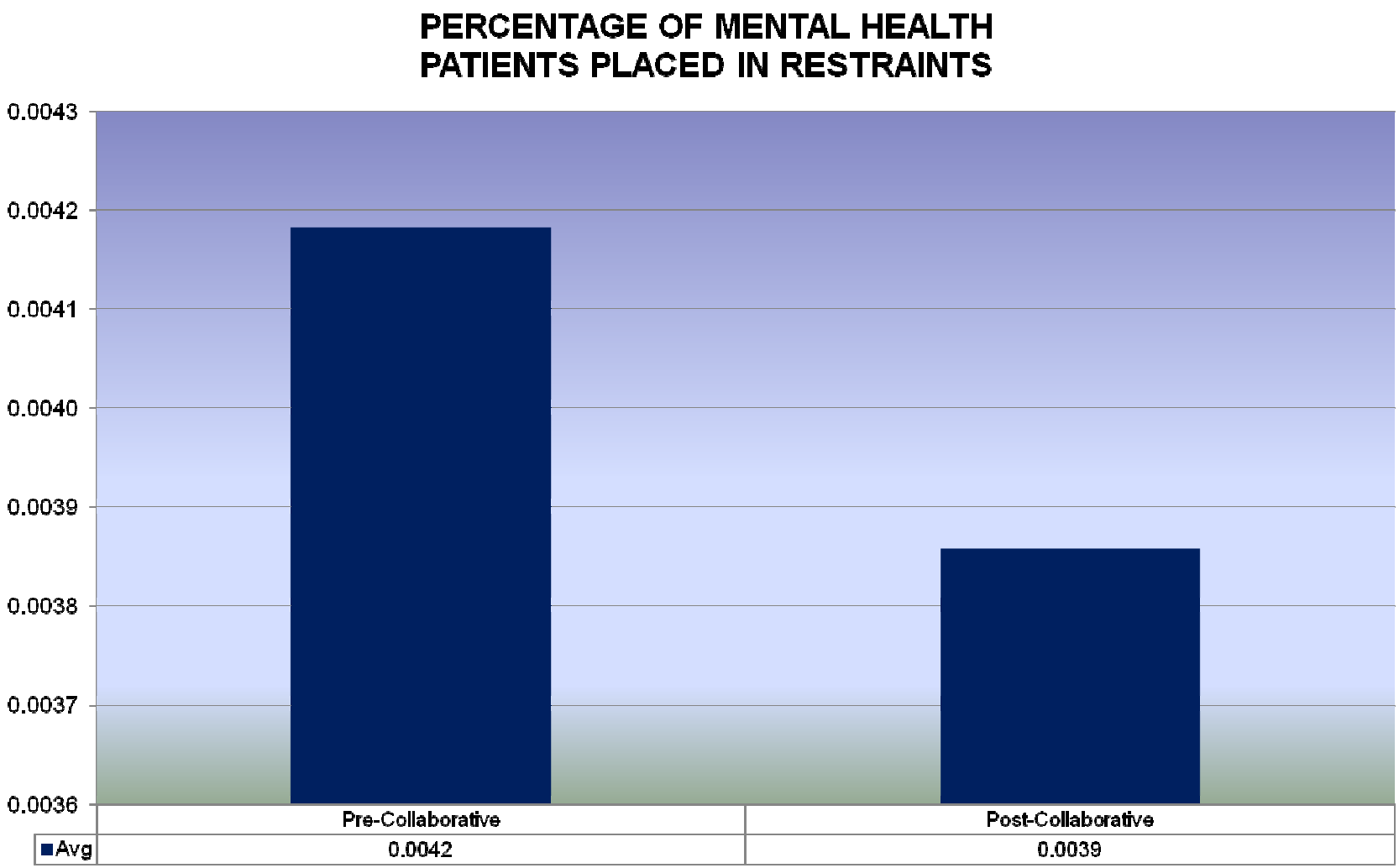
Percent of Mental Health Patients that Leave Without Being Seen



Potential Dollars Earned by Decreasing LWBS

578 x $300 = $173,400

Percentage of Mental Health Patients Placed in Restraints



Changes Implemented

- ✓ MHA Admissions Office in the ED.
- ✓ MH Staff Use Cell Phones vs Pagers.
- ✓ Evaluations Being Done on Patients Prior to Bed Placement in the ED.
- ✓ AM D/C.
- ✓ Descalation training for all ED, Security and SPOE Staff.
- ✓ Greeter Notification of Mental Health Patient in ED.
- ✓ Appointments On-line.
- ✓ Benefits Check on-line.
- ✓ Oklahoma City Police Assist in Transfer of Patients to Crisis Center
- ✓ Tracking restraint data.
- ✓ Added ED specific questions to Behavioral Health Press Ganey Survey.

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Questions?