

A nighttime photograph of a city skyline, featuring the CN Tower and several illuminated skyscrapers against a dark blue sky. The text is overlaid on the upper portion of the image.

Preventing Readmission Using Proactive Coordination between CMHCS and Hospitals

Jasmine Brown, M.S., LPC
Director of Outpatient Operations

Kristin Peterson, LCSW-S
Director of Social Worker Behavioral Services

JASMINE BROWN, M.S., LPC

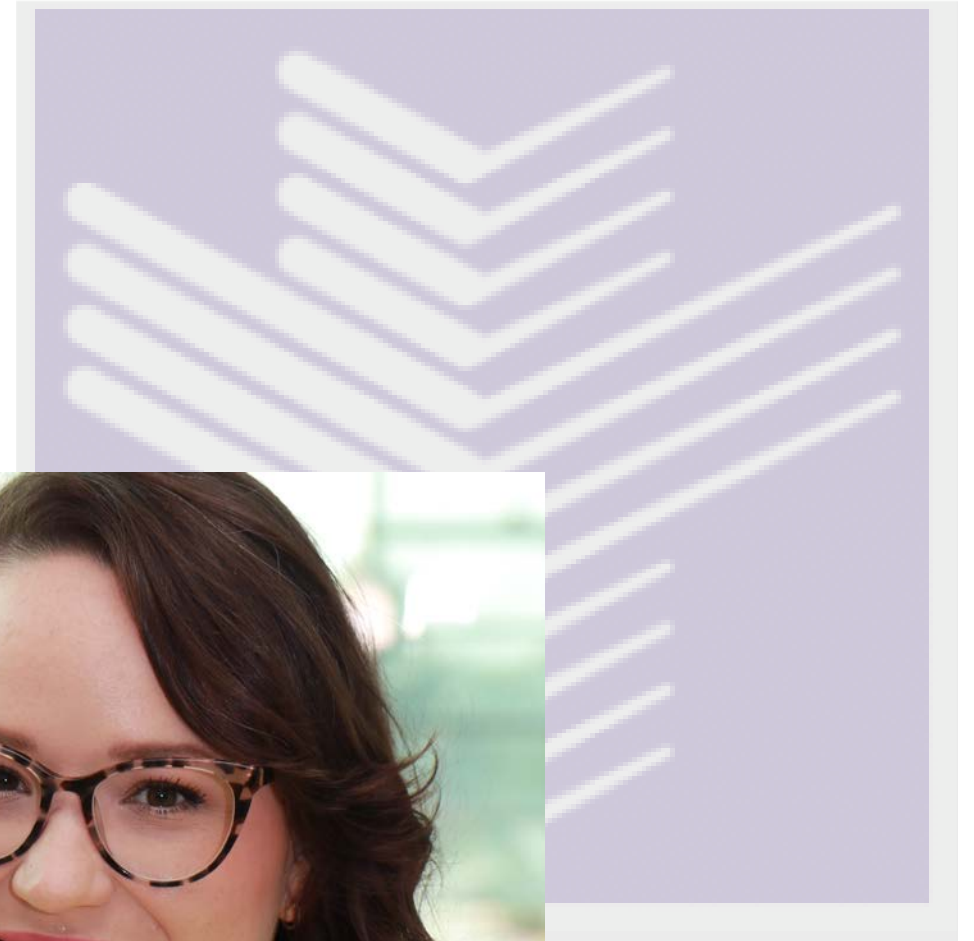
Jasmine Brown is the Director of Outpatient Operations with Metrocare, located in Dallas Texas. Jasmine is a Licensed Professional Counselor. She obtained her Bachelor of Science in Psychology from Texas Woman's University, Master of Science in Psychology from University of Phoenix, and a Certificate in Counseling from Dallas Baptist University. She has been a practicing counselor since 2019. Jasmine has experience working with diverse populations of all ages in both inpatient and outpatient settings. Her experience includes adults and adolescents experiencing depression, anxiety, serious mental illness, psychosis, trauma, homelessness, and anger management. Jasmine is skilled in crisis intervention, de-escalation techniques, suicidal ideation, and homicidal ideation.

Jasmine has been featured in the Dallas Morning News as well as NBC News, for her advocacy within the community. She has been featured on numerous mental health panels and speaking engagements with city counsel. She was awarded a “mental health hero” for her dedication to those in need and she has received recognition from community leaders for her desire to break stigmas and stereotypes connected to mental health.



Kristin Peterson, MSSW, LCSW-S

- Kristin Peterson, LCSW-S, is a Licensed Clinical Social Worker with over 15 years of social work experience primarily serving individuals suffering from significant behavioral health issues and with vulnerable populations in a safety net health setting.
- Currently, Kristin is the Director of Social Work for Behavioral Health Services at Parkland Health. She supports the social work leadership team that manages the social workers across a wide spectrum of service lines such as the Psychiatric Emergency Department, Extended Observation Unit, Consult Liaison Psychiatry, Dual Diagnosis Psychiatry, Palliative Care Psychiatry, RIGHT Care, DART Cares, and the Inpatient Psychiatric Unit at Parkland Health.
- Kristin has a B.A. in Psychology from Texas A&M University and a Master of Science in Social Work from the University of Texas at Arlington. In her free time, you can find Kristin volunteering with rescue dogs.





THE PERFECT WAY TO
GET THE BALL ROLLING

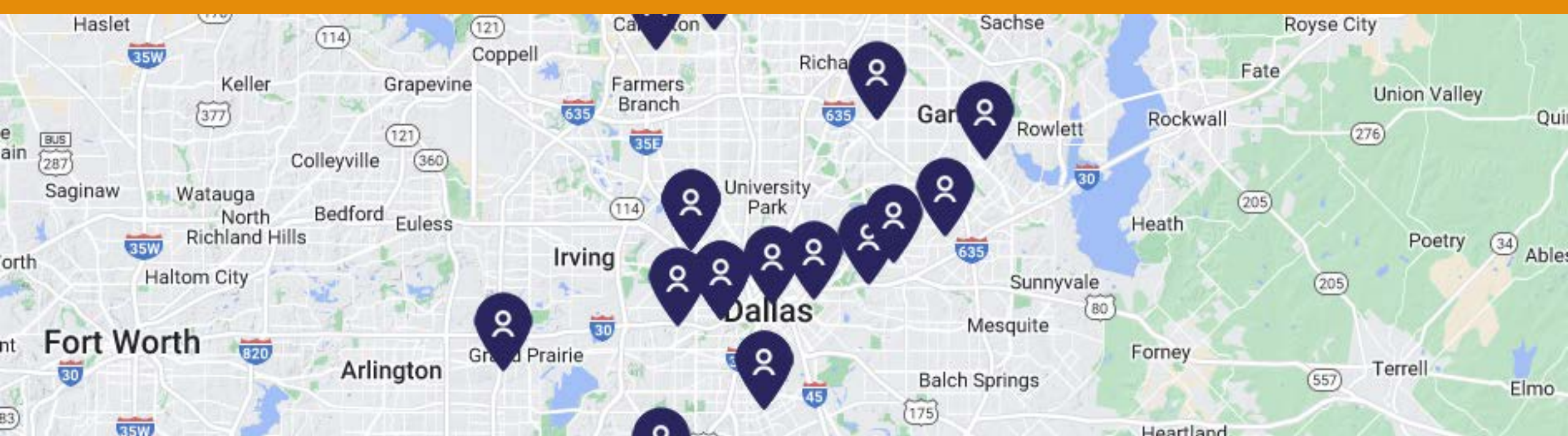
ICE-BREAKERS

<https://create.kahoot.it/share/icebreaker-game/c57d5a7d-9906-4ca1-b65d-1cbbd9aca98f>

SESSION AGENDA

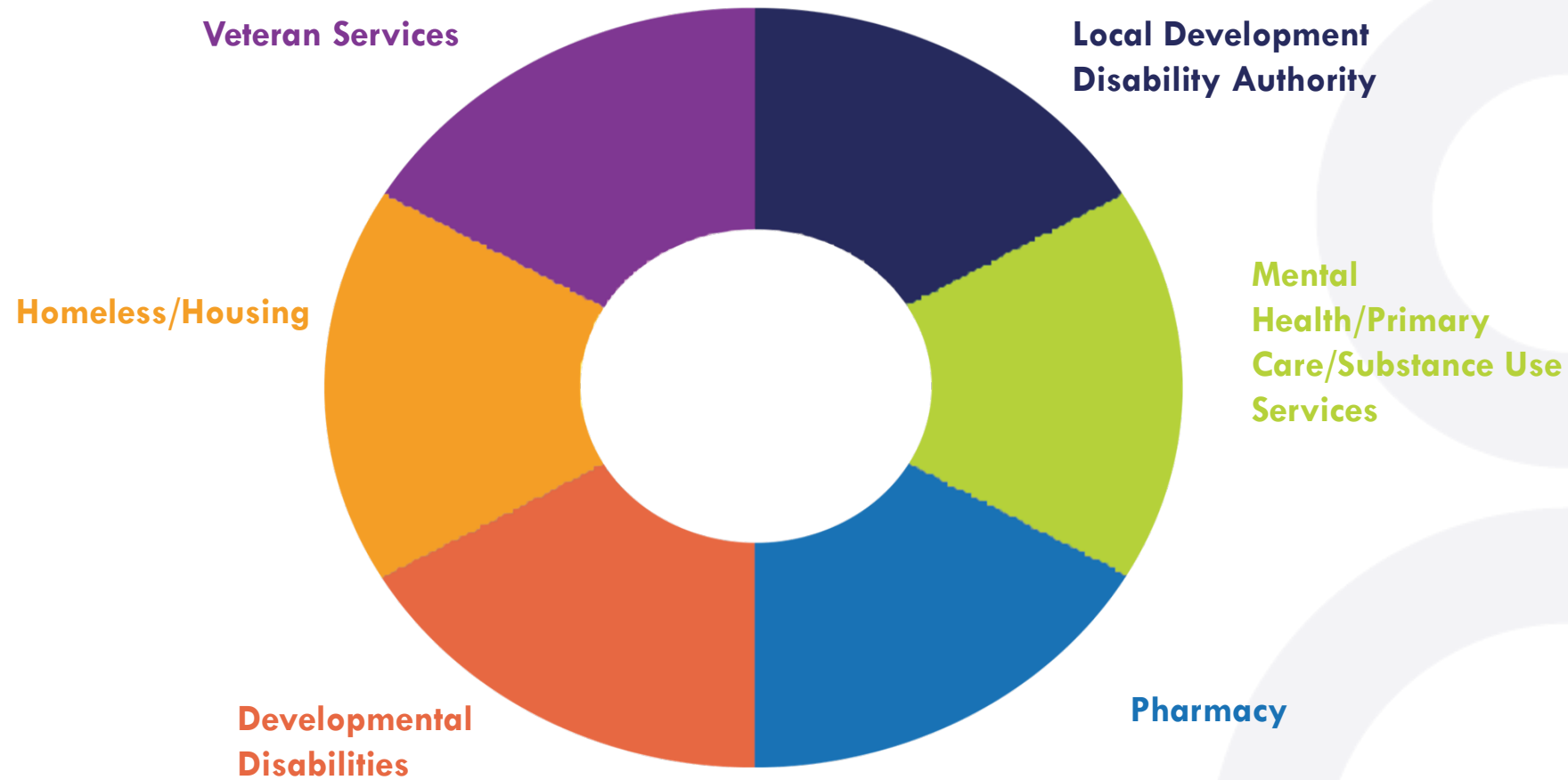
- Description of Parkland Hospital
- Description of Metrocare Services
- Identifying community needs
- Metrocare and Parkland Collaboration Initiatives
- Establishing a community partnership between CMHCS and Hospitals
- Open Discussion
- Questions
- Post Test





metrocare.

- Largest provider for mental health in North Texas serving over 55,000 adults and children annually.
- Dallas County's Local Intellectual & Developmental Disability Authority (LIDDA)
- Texas Certified Community Behavioral Health Clinic (CCBHC)



Mental Health/Primary Care and Substance Use Services



Outpatient Services

Adults, Children,
Adolescents

Evaluation

Medication

Counseling

Life Skills

Case Management

Specialty Services

ACT/FACT

OCR

TCOOMMI/Adult

Juvenile

DDRTC

Wraparound

ITCT

Substance Abuse

Adult Outpatient

Adult OP Detox

MAT

Crisis Services

24/7 Hotline

Mobile Crisis

Outreach Team

Primary Care

Preventive Care

Sick Care

Flu Shots

Pharmaceutical
Services

Employee
Benefits

Care Coordination

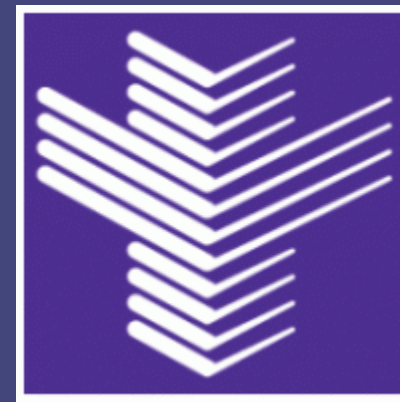
Transition Liaisons

Care Coordinators

Community
Engagement
Navigators

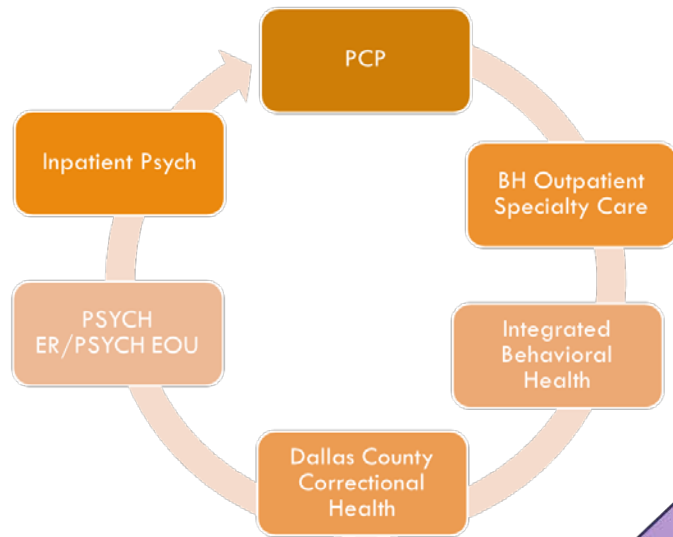
A photograph of the Parkland building, a modern multi-story structure with a white facade and a grid of dark windows. The word "Parkland" is mounted on the upper part of the building in large, white, three-dimensional letters.

Parkland



**PARKLAND
BEHAVIORAL HEALTH
SERVICES**

CONTINUUM OF BEHAVIORAL HEALTH CARE



Inpatient Services

- Consult Service
- Med Secure Unit
- Inpatient Psychiatry

Emergency Room Services

- Consult Service
- Psychiatric Emergency Room
- Extended Observation Unit

Behavioral Health Clinics

- Chase Clinic
- Red Bird Clinic

Specialty Med-Surgical Clinics

- Integrated Behavioral Health Services

Primary Care Clinics

- Integrated Behavioral Health
- Medicine – Psychiatry Clinic

Community Initiative

- Right Care
- Community Health Needs Assessment

PSYCHIATRY INPATIENT UNIT

17th floor

- Parkland Inpatient Psychiatric Unit is a 28-bed unit providing acute psychiatric inpatient care for individuals with serious mental illness, with emphasis on schizophrenia, schizoaffective disorder, and bipolar disorder.
- The patients are admitted from our ED (through Psychiatric Emergency Service) as well as admissions from other inpatient hospital services (through the Psychiatry Consultation-Liaison Service).
- Approximately 500 admissions and 500 discharges annually
- Average length of stay: 20 days



PSYCHIATRY EMERGENCY SERVICE (PES)

1st Floor

- Parkland PES consists of three service areas:
 - Psychiatric Emergency Department (PED)
 - Psychiatric Extended Observation Unit (PEOU)
 - Psychiatric Emergency Consultation Service (“Team C”)
- Approximately 18,000 encounters per year across all areas
- Average length of stay for PED and PEOU
 - Patients who end up discharged: 1 day
 - Patients transferred to outside inpatient units: 2 days
 - Patients admitted to Parkland inpatient unit: 3 days



<https://www.instagram.com/reel/C31BC6TPIN2/>

THE TEAM



A FIRE DEPARTMENT PARAMEDIC
(DALLAS FIRE- RESCUE)



A LAW ENFORCEMENT OFFICER
(DALLAS POLICE DEPARTMENT)

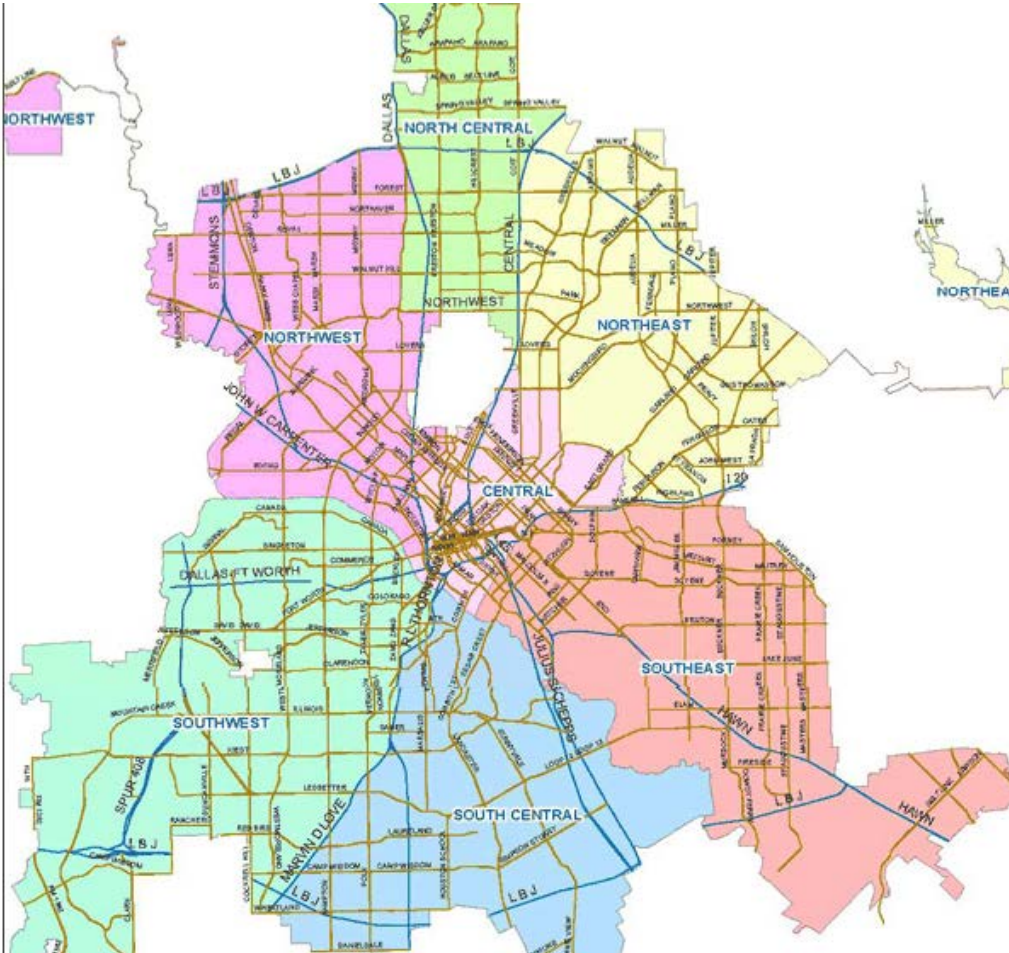


Parkland

A LICENSED MASTERS LEVEL
MENTAL HEALTH CLINICIANS
(PARKLAND HEALTH &
HOSPITAL SYSTEM)



A multidisciplinary team, made up of one DPD officer, DFR paramedic, and Parkland Hospital Licensed Master Level Social Worker



- Began in January 2018 as a pilot program in South Central Dallas due to abundance of Mental Health 911 Calls
- The recommendation was made by the Meadows Mental Health Policy Institute and a grant was awarded to fund the pilot period of the program
- Early work included fostering relationships with community partners and establishing presence with DPD patrol officers



The performance metrics of the RC program are qualified by program objectives.

These objectives are monitored on a weekly and monthly basis to ensure the program is consistent with the community's need for service.

Individuals Served	The number of people provided service
Calls Answered	The number of calls the RIGHT Care Team participated
Jail Diversions	When an individual avoids arrest but instead receives connectivity to behavioral health or community support services. (excludes cases of a felony warrants or domestic violence)
Hospital Diversions	When an individual avoids being taken to a hospital facility but instead receives connectivity to behavioral health or community support services. (hospital facilities are inclusive of mental health facilities).
Outreach Calls	Special request made by executive leaders and law enforcement agencies or jurisdictions.
Follow Up Calls	24-48 secondary visit with patient after the first encounter with Right Care Team.

- Between 2017 and 2019, psychiatric visits to Parkland's emergency department grew by 30%.
- That wasn't the story where RIGHT Care was operating. Those ZIP codes saw a 20% overall decrease in psychiatric admissions.
- Several individual ZIP codes saw a decline of more than 30%.
- Arrests from the three southern patrol divisions were lower during the first half of 2020 compared to 2019, which police say is because more mental health patients are getting the services they really need.



Measured Outcomes: 2023



All Calls Answered

12,229

Total Calls Answered

1,106

Average Calls Per Month



Clients Served

7531

Total Clients Served

624

Average # of Clients Served per month



Jail Diversion

151

Total Jail Diverts

12

Average # of Jail Diverts per month

**January 1, 2023 -December 31, 2023*

***Source: Dallas PD CAD Data and RC Unit Activity Sheets*



- **Assessment and monitoring**
- **Investigating the root cause**
- **Educating the community**
- **Create and strengthen partnerships**
- **Create policies and plans that outline with the goal**
- **Create a diverse skilled workforce**
- **Improvements by focusing on quality improvement plans**
- **Maintain a strong organizational structure for public health**



Identifying Community Needs

Kahoot!

<https://create.kahoot.it/share/interactive-presentation/f00588be-beb0-40b7-9895-af90f6fa9ea2>



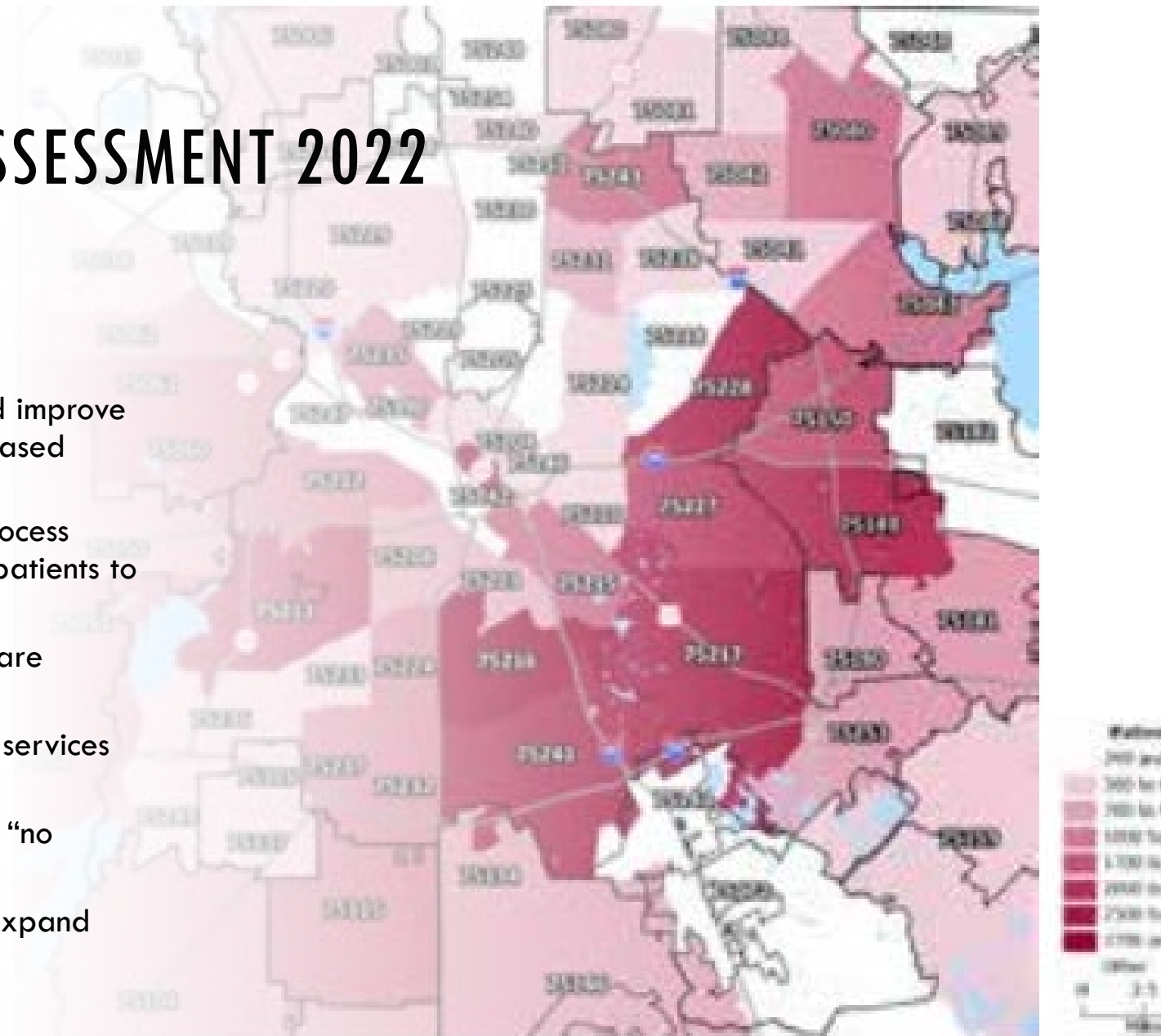
- **1/1/2017:** Privately managed indigent care and combined Medicaid funding (ValueOptions/NorthStar) → North Texas Behavioral Health Authority (NTBHA) only indigent care.
- **January - March 2018:** Region loses nearly 500 inpatient psych beds in a 3 month period of time
- **Chronic Issues:**
 - Disjointed outpatient services and resources
 - Lack of step-down level of care (Indigent & Medicaid)
 - Funding deficiencies from State of Texas
 - Brand new Parkland – 14 bed inpatient psych unit
 - Law enforcement not going to closest ERs

FIGURE 104: Mental Health Patients by ZIP Code, NTBHA, 2021

COMMUNITY HEALTH NEEDS ASSESSMENT 2022

Mental & Behavioral Health

- Parkland Goal: Increase behavioral health capacity and improve coordination of care among providers and community-based organizations
 - Improve access to BH through community outreach, process improvements in COPCs, streamline processes to get patients to the right level of care
 - Strengthen access to care for pediatric patients who are screened as high risk
 - Improve access for women seeking behavioral health services during pregnancy
 - Engage organizations across the community to create “no wrong door” approach
 - RIGHT Care will link individuals in crisis to care and expand their interventions to include child & adolescents.



Data Source: NTBHA

METROCARE AND PARKLAND COLLABORATION

The RIGHT CARE Team



[Right Time to Expand Right Care Program in Dallas – NBC 5 Dallas-Fort Worth \(nbcdfw.com\)](#)

METROCARE AND PARKLAND COLLABORATION

Hospital Liaisons



- Onsite MetroCare Liaison is stationed in the PED but can assist any department. Serves to make outpatient appointments, coordinate ACT services, provide Parkland teams with information.

METROCARE AND PARKLAND COLLABORATION

Complex Case Conference and Interdisciplinary Team Meetings



- Treatment team meetings
- Hospital diversion and engagement by CMHCS
- Complex Case Conference
- Proactiveness at intake

METROCARE COMMUNITY PARTNER LINE

Immediate Access to Supports for Hospitals



- Warm- Hand off and Seamless connection to care
- Designated Metrocare point of contact for all needs
- Tailored referral and follow-up process
- Connection to services within the next business day

ESTABLISHING A PARTNERSHIP

REGULAR STANDING MEETINGS
DETERMINE METRICS MONITORED
DESIRED OBJECTIVES OR OUTCOMES?
MEMORANDUM OF UNDERSTANDING OR INTERLOCAL AGREEMENT CONTRACTS



OPEN DISCUSSION
-WHAT IS YOUR EXPERIENCE?
-QUESTIONS?



POST TEST

