

Crisis Committee Meeting
ALAMANCE/CASWELL/ROCKINGHAM LOCAL MANAGEMENT ENTITY

May 14, 2008

LME Staff Present: Alicia Graham, Dr. Cristina Mickiewicz, Victor Armstong, Daniel Hahn and Carmen Morrow

Provider Staff Present: Debbie Duross, Psychotherapeutic Services; Gillian Eberle, Easter Seals; Felissa Ferrell, Rockingham Co. DSS; Gloria and Norman Melton, NAMI; Sandy Thompson, Caring Family Network; Sheriff Page and Capt. Marshall, Rockingham Co. Sheriffs Department; Susan Osborne, Alamance Co. DSS; John Owen, CFAC; Melissa Murray Canter, Residential Treatment Services; Lynne Maurer, ARMC; and Jackie Butler, ADS.

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
<i>Item number and name</i>	<i>Detailed reflection of discussion and any conclusions from discussions. Include pertinent data wherever possible.</i>	<i>Any decisions, recommendations and/or steps the committee takes.</i>		<i>Open or Closed</i>
Welcome	Ms. Alicia Graham welcomed all members. Introductions were made of Crisis Committee members.			Closed
April 16, 2008 Minutes reviewed	April 16, 2008 minutes were reviewed for approval. Minutes were approved, no changes made.			Closed
Review Crisis Plan	<p>Discussions were held regarding the current Crisis Services plan – the following occurred:</p> <p>24-Hr. Access/STR – the LME does have 24/7 phone screening service for all three counties between 8am – 5pm (Monday – Friday). Currently Psychotherapeutic Services provides service for after hours, weekend and holidays. Effective July 1, 2008 – the after-hours function will return to the LME. (More to come on this change).</p> <p>Mobile Crisis – this service is currently provided by Psychotherapeutic Services.</p> <p>Detox – service is provided by Residential Treatment Services, Freedom House, ARMC/Moses Cone is all used for this service.</p> <p>Crisis Stabilization (23-72 hours) – Crisis beds are provided by RTS, Freedom House and Hilford House.</p>			

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	<p><u>Emergency Respite</u> – Respite for children is provided by Easter Seals. The service is under utilized. Respite does not serve DD consumers. Ms. Graham gave brief definition of respite and developmental disability.</p> <p><u>Walk-In Crisis</u> – service is available Monday – Friday (8am – 5pm) in all three counties. These services may be accessed at the following sites:</p> <ul style="list-style-type: none"> ➤ ACR LME (Alamance) ➤ Caring Family Network (Caswell) ➤ Advanced Health Resources (Rockingham) 			
<p>Synopsis from “Development of a Safety Net in Tri- County Area”</p>	<p>Dr. Cristina Mickiewicz gave brief summary & updates from “Development of a Safety Net in Tri-County Area” that was held on April 7th at Piedmont College in Caswell County. Issues were discussed by County and they are as follows:</p> <p><u>Alamance</u> –</p> <ul style="list-style-type: none"> ➤ Transportation ➤ Involuntary treatment in Non-State facilities ➤ Crisis Stabilization ➤ Crisis Respite ➤ Walk-In Crisis ➤ Communication <p><u>Caswell</u> –</p> <ul style="list-style-type: none"> ➤ Lack of MD in county to do evaluations, provide services and prescribe medications. ➤ Lack of Routine LME communication with county agencies/resources such as school system, DSS, etc. ➤ Transportation ➤ Lack of children’s services <p><u>Rockingham</u> –</p> <ul style="list-style-type: none"> ➤ Crisis – what is available? ➤ Confusion regarding the transition of State system ➤ Resources 			Closed

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	<p><u>Joint Session Information</u> –</p> <ul style="list-style-type: none"> ➤ Involuntary Commitments – What other alternatives are there? & Who should provide transportation? ➤ Development of more community based crisis centers and state hospitals should be used for more acute, recalcitrant or violent cases. ➤ Single stream funding should be considered at all LME's. ➤ There is a great need for closer post hospital discharge follow-up. <p>Committee members expressed appreciation for the "Think Tank" – it's a great beginning and will help in the planning/process of the Crisis Committee purpose.</p>			

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CIT Report	<p>Before CIT Report was given – Daniel Hahn, LME CEO made the following announcement:</p> <p>Mr. Daniel Hahn announced Gloria Melton has been awarded the 2008 Leadership Award from the NC Council. Mr. Hahn shared with committee members he is pleased that the Council is recognizing the exceptional effort and passion she offers to help the citizens of our community.</p> <p>Norman & Gloria Melton gave brief highlights from current CIT Training. CIT is being held this week – Monday, May 12, 2008 thru Friday, May 16, 2008 here in Alamance County.</p> <p><u>Highlights were as follows:</u></p> <ul style="list-style-type: none"> ➤ Officers waiting 5 – 6 hours sitting at local hospitals ➤ Officers upset when consumers are transported to hospital on Friday afternoon and picked up on Monday. ➤ Officers not aware of Mobile Crisis service ➤ Magistrates are being invited to attend CIT Training. ➤ Educating dispatchers to alert CIT officers on call when call is placed to 911. ➤ 25 officers have been trained in CIT. ➤ Upcoming August class – there are 20 officers signed up for the training. <p>Sheriff Page requested the CIT Invitation letter to be forwarded to him for Rockingham County.</p>			Closed
Transportation	<p>Mr. Victor Armstrong gave brief background of Transportation Sub-Committee. They were as follows: What resources are available? How they are utilized? What are gaps & needs?</p> <p>Discussions have been held about different transportation resources:</p> <ul style="list-style-type: none"> ➤ CJ Medical Transportation ➤ Voucher System ➤ Cab Companies ➤ Vendor Drivers – suggestion was made from provider of interest to become vendor drivers with other providers. This would help with transporting consumers back & forth to appointments and night groups. 			

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	<p><i>Action: Committee members are interested in transportation company coming to speak to Group at future meeting.</i></p>																																																			
<p>Hospital Bed Day Data</p>	<p>Mr. Victor Armstrong presented information on JUH Hospital Bed Day Admission Data (See handout). The following information was shared:</p> <p style="text-align: center;">Number of Clients Admitted 2007</p> <table border="1" data-bbox="348 412 1236 613"> <thead> <tr> <th>Month</th> <th>Alamance</th> <th>Caswell</th> <th>Rockingham</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>51</td> <td>3</td> <td>31</td> </tr> <tr> <td>February</td> <td>33</td> <td>6</td> <td>29</td> </tr> <tr> <td>March</td> <td>51</td> <td>2</td> <td>25</td> </tr> <tr> <td>April</td> <td>39</td> <td>4</td> <td>33</td> </tr> <tr> <td>Total</td> <td>174</td> <td>15</td> <td>118</td> </tr> </tbody> </table> <p style="text-align: center;">Number of Clients Admitted 2008</p> <table border="1" data-bbox="348 711 1236 912"> <thead> <tr> <th>Month</th> <th>Alamance</th> <th>Caswell</th> <th>Rockingham</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>20</td> <td>1</td> <td>12</td> </tr> <tr> <td>February</td> <td>32</td> <td>3</td> <td>12</td> </tr> <tr> <td>March</td> <td>33</td> <td>5</td> <td>20</td> </tr> <tr> <td>April</td> <td>30</td> <td>1</td> <td>27</td> </tr> <tr> <td>Total</td> <td>115</td> <td>10</td> <td>71</td> </tr> </tbody> </table> <p><u>Summary of Bed Day Data (January 2007 – April 2007 & January 2008 – April 2008)</u></p> <ul style="list-style-type: none"> ➤ Alamance County – 33.9% decrease ➤ Caswell County – 33% decrease ➤ Rockingham County – 39.8% decrease ➤ Overall catchment area had a 36.15% decrease <p><u>Goal: To meet the state targeted rate of no more than 50 admissions per month. We are currently at an average of 49 per month.</u></p> <p>Decreases were attributed to community education and having more dialogue with hospitals through the Hospital Liaison (scheduling of appointments, etc.).</p>	Month	Alamance	Caswell	Rockingham	January	51	3	31	February	33	6	29	March	51	2	25	April	39	4	33	Total	174	15	118	Month	Alamance	Caswell	Rockingham	January	20	1	12	February	32	3	12	March	33	5	20	April	30	1	27	Total	115	10	71			
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	<p>Discussion ensued regarding hospital information – the following was discussed:</p> <ul style="list-style-type: none"> ➤ Hospitals are not keeping consumers long enough to stabilize ➤ Frequent flyers ➤ Step Down units are very important (Will be discussed at upcoming meeting with Alamance Regional Medical Center) ➤ Continue partnerships with local hospitals ➤ Outreach was very important in Rockingham County ➤ LME will be looking into tracking tools & tracking systems used at other LME's & considering web based calendars. ➤ Referrals to ACT teams & criteria used – consumers have to agree to be a part of an ACT team. Are discharges being considered to ACT teams? ➤ High Suicide rate in Rockingham County ➤ Fragmentation of the system is frustrating to stakeholders <p>Sheriff Page announced the closing of OB/GYN clinic in Rockingham County. Can that space be used for 23-hr beds, detox beds?</p>			
<p>Crisis Trainings Participation</p>	<p>The following trainings were announced:</p> <p>First Responder Training presented by Lisa Bunting on Monday, May 12, 2008. This training gave providers an overview of first responder responsibilities:</p> <ul style="list-style-type: none"> ➤ Understanding that preventing crisis is the number one objective ➤ Learn essential elements of crisis planning ➤ Identify crisis intervention that each first responder should be able to use with consumers in distress. ➤ Understand how to work with your agencies after hours response team and what are your responsibilities as a first responder ➤ Learn what types of resources are available in your community to assist with the management of crisis. <p>Next training date: June 2, 2008 (9am – 4pm) at HSC \$36.00</p> <p>QI/Human Rights Training will be presented by QI staff at the LME. This is a great training for new Qualified Professionals. Training will consist of:</p> <ul style="list-style-type: none"> ➤ Quarterly Reporting Requirements ➤ Human Rights ➤ Incident Reporting 			<p>Closed</p>

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	<ul style="list-style-type: none"> ➤ Complaint/Grievance Process <p>Training will be held on Friday, May 30, 2008 from 9am – 12pm \$15.00.</p> <p>Any training questions, please contact Carmen Morrow at ext. 4108.</p>			
Other	<p>Ms. Graham announced upcoming Community Forums –</p> <p>“Road Show” is now occurring in Caswell County – schools systems and sheriffs department has already occurred. (How to access services? Who the LME is? Crisis services)</p> <p>LME Quarterly Newsletter will focus on Crisis Services in the next edition.</p> <p>The LME will speak with a Radio station and may obtain a spot in the future to speak about how to access services.</p> <p>Rockingham County Stakeholder meeting is held the last Tuesday of the month.</p> <p>Ms. Gillian Eberlee, Easter Seals announced to all providers regarding Provider Council meetings. This is a meeting where providers can discuss different issues in a non-competitive setting to gather solutions. The meeting is held the 2nd Friday of every month at the LME. The meeting begins at 12pm. Committee member expressed the need to discuss staff turnover and include this as a service gap for this committee.</p>			
Preparation for next meeting	<p>Next Meeting:</p> <ul style="list-style-type: none"> ➤ Transportation Providers to come & present ➤ Education & Training of the Community ➤ Rockingham County Suicide Issues ➤ Walk-In Crisis Services 			
Next Meeting:	Wednesday, June 11th at 11:30am. Location TBA			

Respectfully Submitted By:

_____ Date _____
Carmen Morrow