

# Parkland Behavioral Health & RIGHT Care Team



Parkland



Kurtis Young, MSSW, LCSW

Director of Social Work

Behavioral Health Services

Parkland Health & Hospital System



Parkland



- Behavioral Health Services at Parkland
- Changes in service over the past 2 years
- Landscape of community mental health in the Dallas area
- RIGHT Care Team pilot program

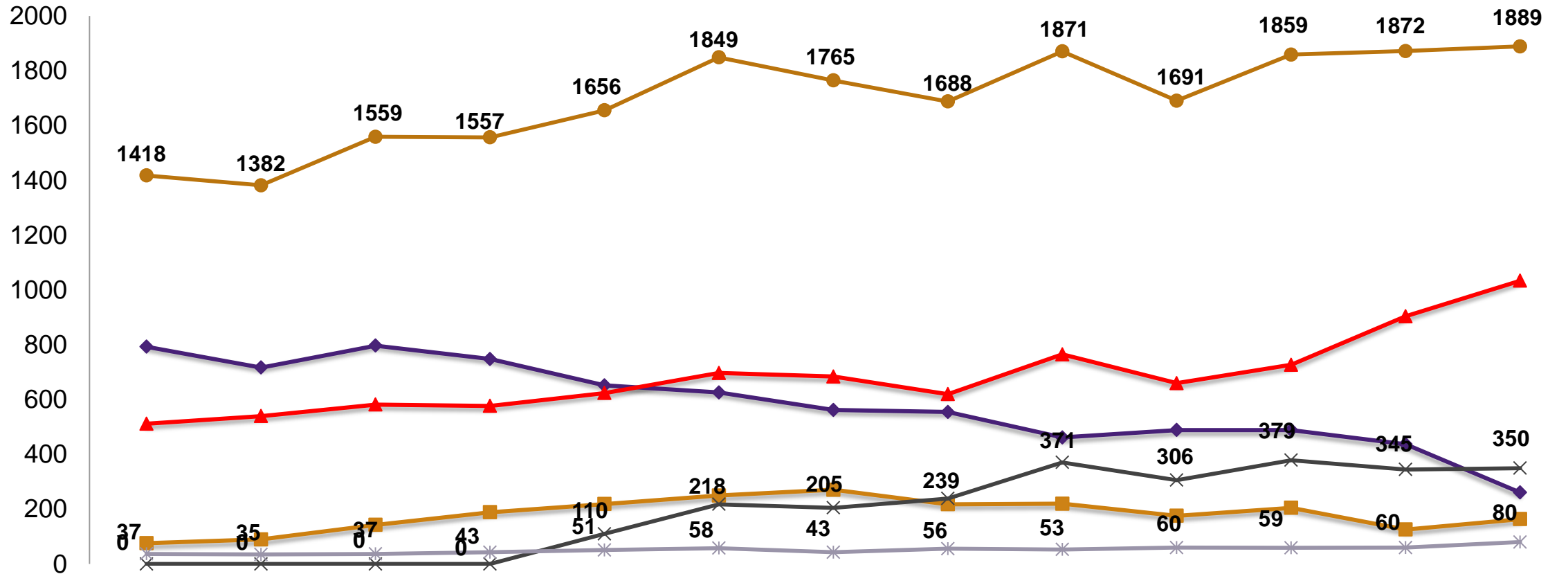


BH Service Area	Capacity	Teams
Psych ED	20 patients	2
Extended Observation Area (EOU)*	18 patients	2
Team C (Main ED) / Psych Intake*	Varies	3-4
Inpatient Psychiatric Unit	22 (28)	4
Consult Liaison Service	Varies	3
Addictions Service*	Varies	2
RIGHT Care Team*	Varies	1

\* Indicates program or service area that is less than 24 months old



Number of Contacts



	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
◆ Team C	793	717	797	748	652	626	562	555	462	489	489	437	261
■ Team C SW	76	90	143	189	219	250	271	218	220	176	205	126	164
▲ PED	512	540	582	577	624	697	684	620	765	660	727	904	1034
× EOU	0	0	0	0	110	218	205	239	371	306	379	345	350
* Inpatient	37	35	37	43	51	58	43	56	53	60	59	60	80
● Total	1418	1382	1559	1557	1656	1849	1765	1688	1871	1691	1859	1872	1889



### 2017

- NorthStar sunsetted by legislature. North Texas Behavioral Health Authority (NTBHA) takes over indigent funding
- Community loses outpatient services through ABC Behavioral Health, ADAPT Community Solutions, LifeNet

### 2018

- Parkland partners with Meadows Mental Health Policy Institute and City of Dallas to pilot RIGHT Care Program
- Timberlawn closes (128 beds)
- Green Oaks closes PED (~80 beds)
- THR takes 200 beds offline for renovation for compliance
- Sundance closed Garland and Arlington hospitals (256 beds)
- Dallas Behavioral Healthcare Hospital fails CMS review – nearly closes
- Parkland opens EOU in partnership with NTBHA due to increased volume

### 2019

- Psych Intake opens April 1<sup>st</sup>
- Parkland finishes construction to double size of inpatient psych unit to 28 beds



### Multi-Disciplinary Team

Single-vehicle response to 911 MH calls

- Dallas Police Officer
- Dallas Fire & Rescue Paramedic
- Parkland Licensed Social Worker

#### Pilot

- South – Central Police District only
- Highest 911 MH calls in pre-study
- 2 shifts daily – 7 days per week
  - 7am-3pm & 3pm-11pm

#### Purpose

- Divert 911 calls from ERs & Jails
- Reducing police resources for MH calls
- Provide follow up care until outpatient services established
- Patient-Centered, Healthcare response

### 911 Call Center

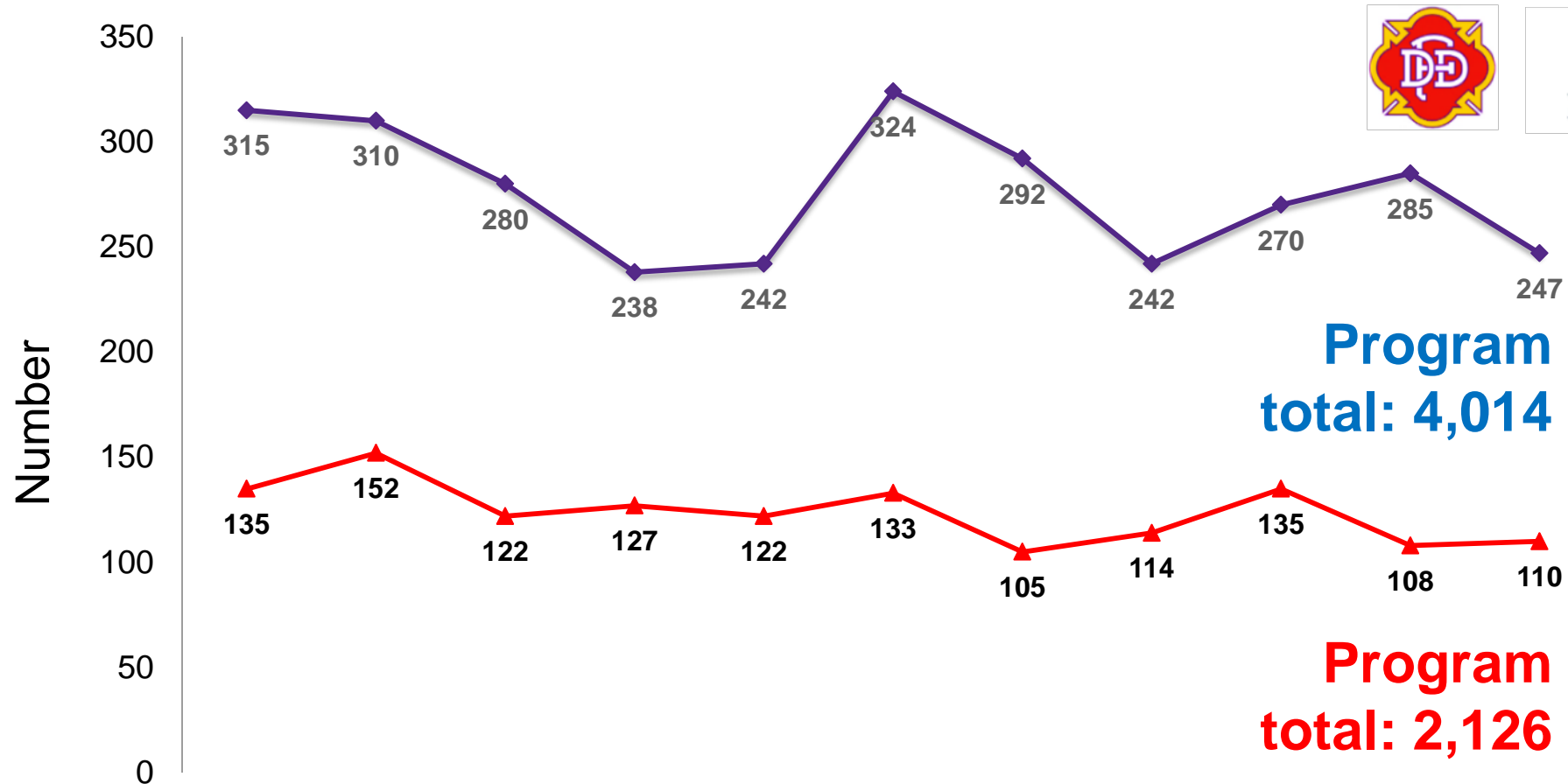
Parkland Licensed Social Worker embedded in 911 Call Center

#### Pilot

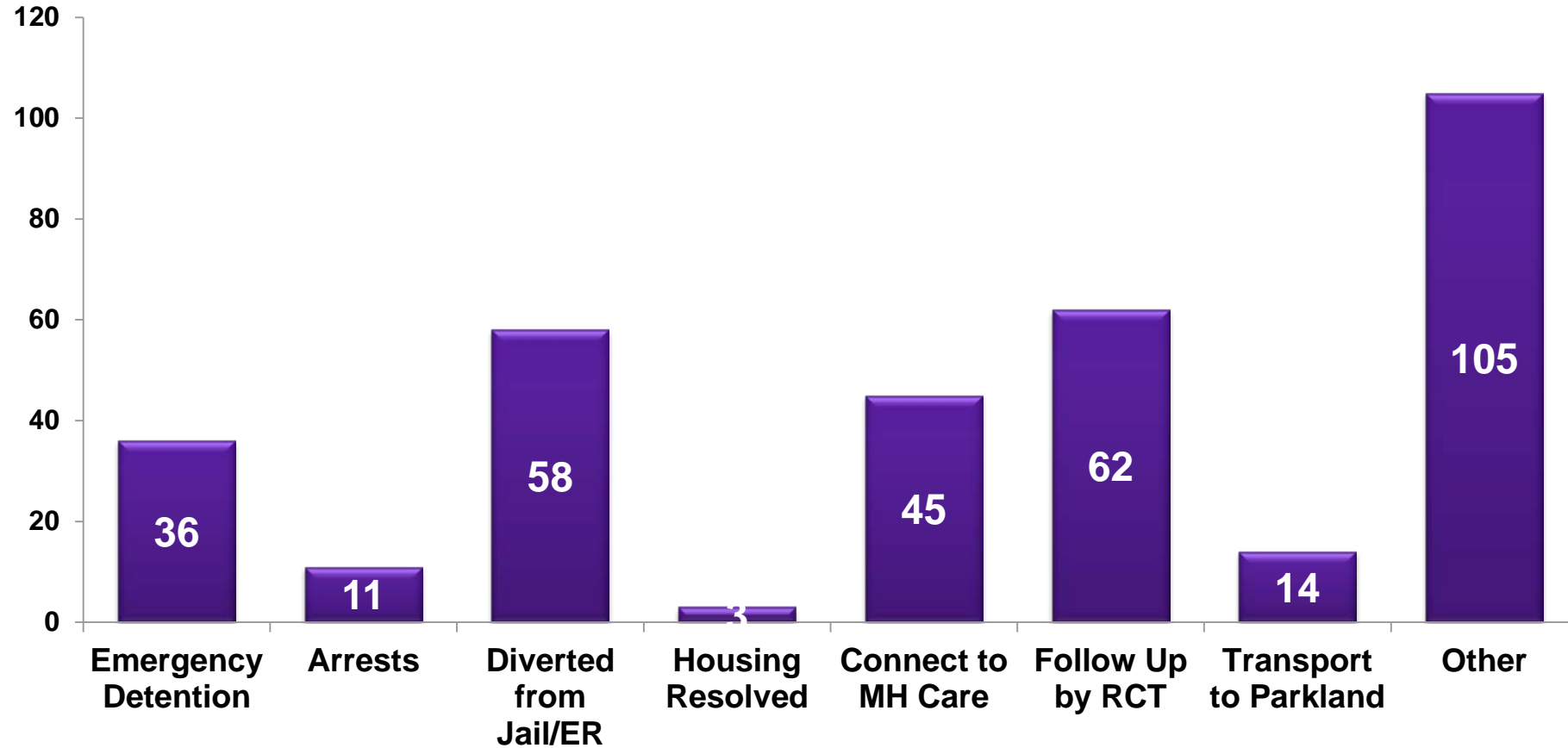
- 2 shifts daily – only Monday-Friday
  - 7am-3pm & 3pm-11pm
- Serves the entire City of Dallas

#### Purpose

- Triage & prioritize MH calls for MDT
- Resource for 911 Call-Takers
- Provide support and resources to callers, police, MDT regardless of location
- Call back for outreach and follow up as clinically indicated

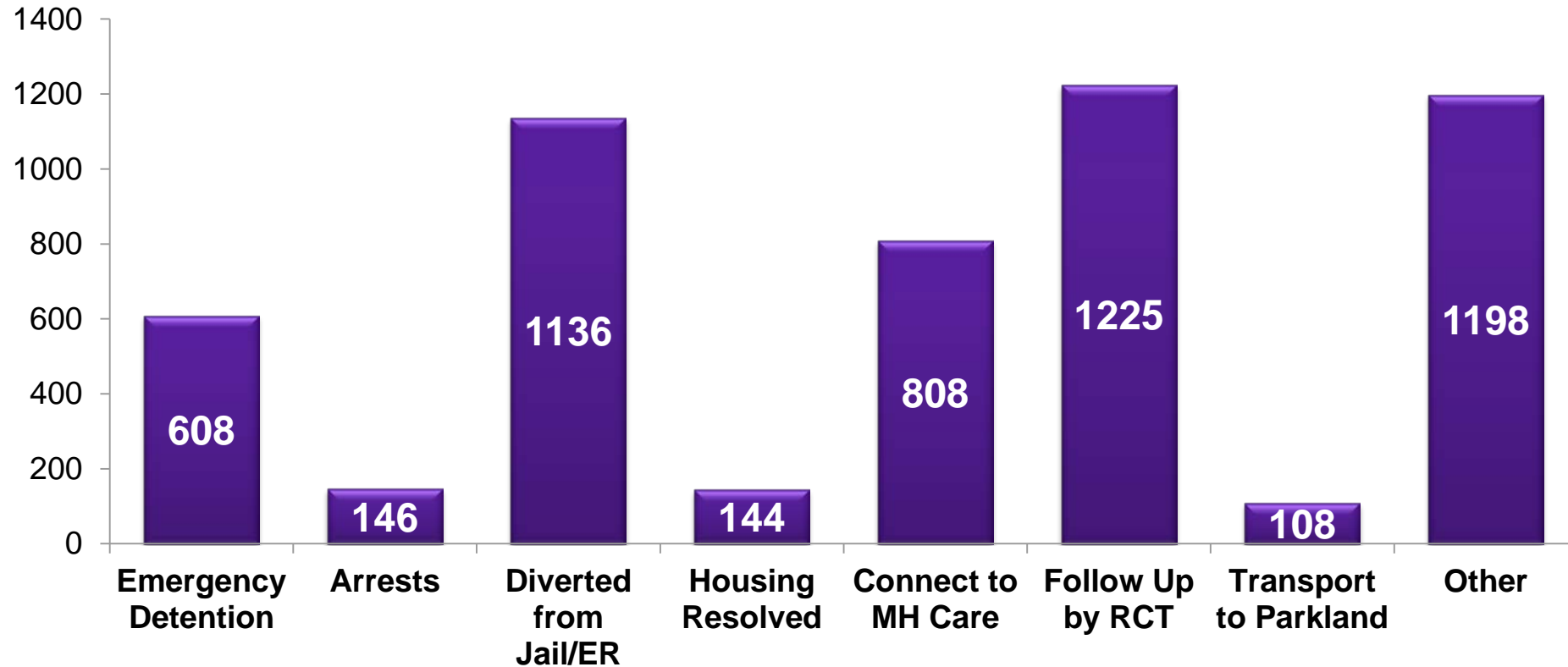


	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
◆ RCT Calls	315	310	280	238	242	324	292	242	270	285	247
▲ Unique Number Served	135	152	122	127	122	133	105	114	135	108	110

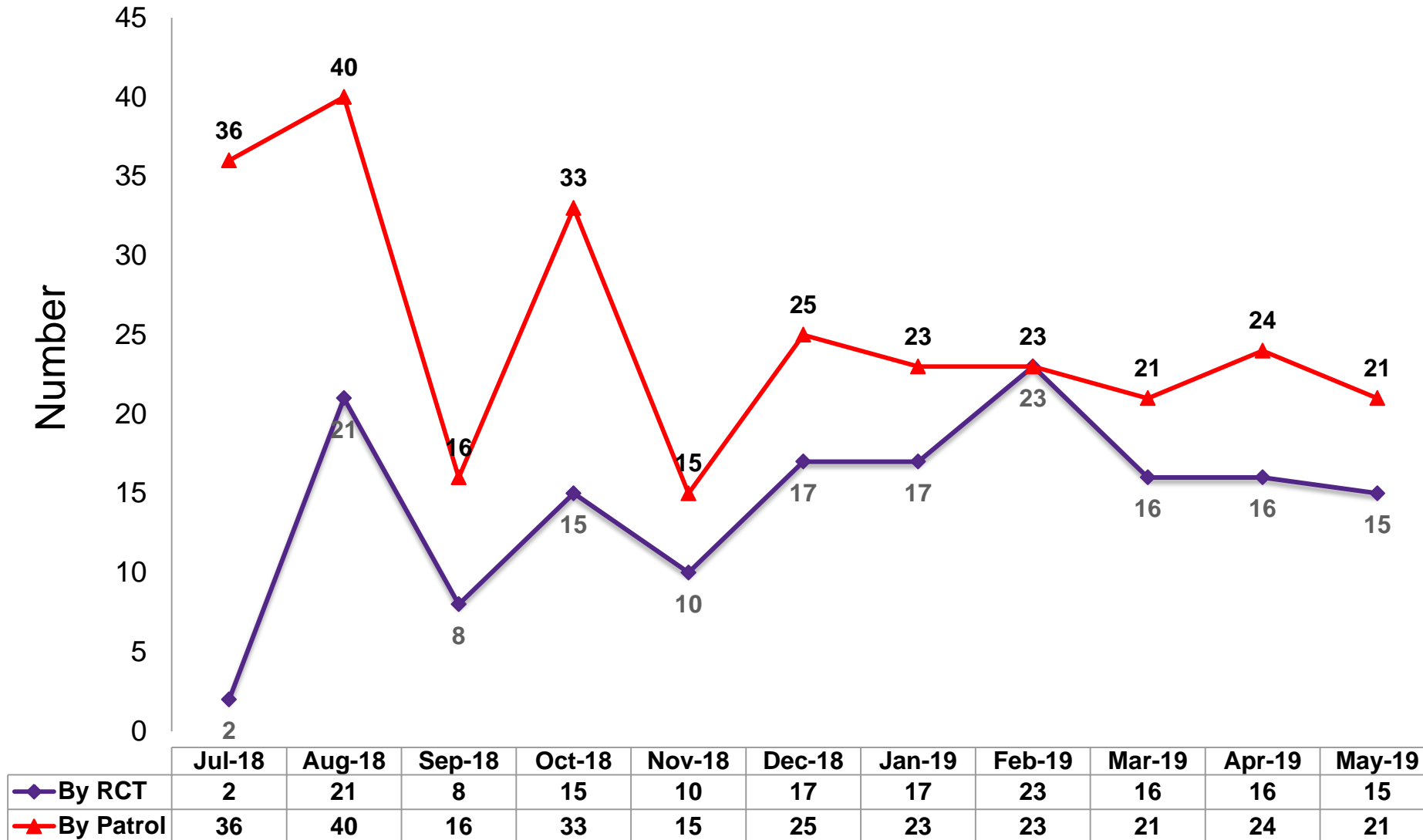




# Disposition Breakdown – Program Totals



# Emergency Detention Breakdown



- **Parkland 2019 Patient Safety Team Champion – Innovative Team of the Year**
- **Presenting at International Association of Chiefs of Police (October 2019)**
- **American Society for Health Care Risk Management 2019 Annual Conference Presentation (October 2019)**
- **Featured case study in Results for America**
- **City of Dallas wins City Manager Excellence Award 2019 for RIGHT Care**
- **Recognition by Senator John Cornyn and Representative Pete Sessions**
- **Past Presentations:**
  - Avia Healthcare
  - Meadows Mental Health & Policy Institute’s Excel & Engage Conference 2018
  - Texas Hospital Association 2018 Conference

- **Further development of 911 Call Center**
- **Secure funding**
  - Maintain program after pilot program ends May 2020
  - Expansion of teams to other areas of Dallas
- **Further develop community partnerships**
  - MetroCare Services
  - VA Medical Center
  - Homeward Bound
  - IPS
  - NTBHA
  - Southern Area Behavioral Health

## Questions & Comments

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