

# Tennessee Emergency Department Behavioral Health Treatment Protocols



Collaborative of THA-TN Dept. Mental Health

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## Objectives:

- History of why our facility joined the pilot
- Detail behind and use of protocol
- Individual best practices at each facility
- Results
- Next Steps



# Erlanger Health System

Chattanooga, TN

## Our WHY:

- Patients presenting to our **main ER** with a primary psychiatric complaint:
  - In 2015 - **765** patients
  - In 2016 - **961** patients
  - So far in 2017 – 760 patients, on course for a total of **1012** patients
- Noticeable increase in boarding hours (longest length of stay just over 7 days with an overall average of 26 hours)
- > 50% of these patients have a payer source but still wait in the ED.



Erlanger Health System

Chattanooga, TN

## Our Strategy:

- Licensed Clinical Social Workers in 2014
  - See all ED patients with primary & secondary psychiatric complaints
  - Ensure needs are met, protocols are used, transfers and transitions occur smoothly.
  - Essential part of the ED staff
- Joined the pilot protocol group.



Erlanger Health System

Chattanooga, TN

## Our Results:

- "It's amazing! There has been a significant decrease in the number of injections given with the use of the standing po orders as well as a noticeable decrease in use of both seclusion and restraints. I really appreciate the guidance." -ED MD
- "Patient's are more even overall with less up and down behavior. I appreciate knowing what to give and how often." -RN
- Comparison data shows patients with LCSW involvement have a 40% decreased length of stay.



# Erlanger Health System

Chattanooga, TN

## Our Results:

- Since initiation of the protocol the number of CONs rescinded has increased by over 400% in our main ER.

“The medication protocols have been well received by the ED physicians and staff with overwhelmingly positive outcomes across multiple Erlanger Emergency Rooms. Overall patient care has improved as well as provider confidence to manage and treat this patient population.”

Jennie Mahaffey, MD  
Erlanger Behavioral Health Medical Director

# Maury Regional Medical Center

Columbia, TN

## Our WHY:

July 2015-June 2017

- Growing volume of ED patients
- Behavioral patient growth 18%
- Median length of stay for behavioral transfers increased from 3 to 4 hours
- Frontline staff desire to provide a higher level of care for behavioral patients.



# Maury Regional Medical Center

Columbia, TN

## Our Direction

- Voice of the patient
- ED behavioral health proposal to add Licenses Clinical Social Worker & Behavioral Nurse Techs
- Joined THA-TDMH workgroup & pilot program starting in June 2017.





# Maury Regional Medical Center

Columbia, TN

## Our Results:

MRMC ED	Ave Monthly Census	Protocol Use	Transfer Rate	Median Transfer LOS
FY15	127	NA	36%	12.43
FY16	141		34%	15.42
FY17	153		33%	16.41
Pilot June - Sept	146	104	34%	15.49

“We have a more cohesive approach as a team with the protocols and ultimately, the patients psychiatric situation is better managed with the medications.” Amber Scribner ED Charge RN



# Maury Regional Medical Center

Columbia, TN

## Patient Story:

34y/o presented to ED with fleeting thought of suicide. High level of anxiety. Rocking back and forth in a curled into fetal position, tearful, and reporting 'hopelessness'. The patient indicated substance use in the last 36 hours and considered overdosing due to life stressors.

Full screenings were completed by the MD/RN/LCSW and the patient was placed on the ED Protocol. Mobil Crisis evaluated and made referral for placement.

The next day the LCSW completed another full assessment finding the patient no longer tearful and denying thoughts of harm. Crisis was consulted for additional collaboration. Behavioral community resources worked with the LCSW to secure a next day appointment and the patient was able to be discharged with a safety plan.

# Cookeville Regional Medical Center

Cookeville, TN

Our WHY:





# Cookeville Regional Medical Center

Cookeville, TN

Our Direction:



# Cookeville Regional Medical Center

Cookeville, TN

## Our Results:



## Next Steps

- Continuation in the pilot group, eager to see impact for patients across our state.
- Anxiously awaiting the work the pediatric behavioral workgroup is completing.



**THANK YOU!**