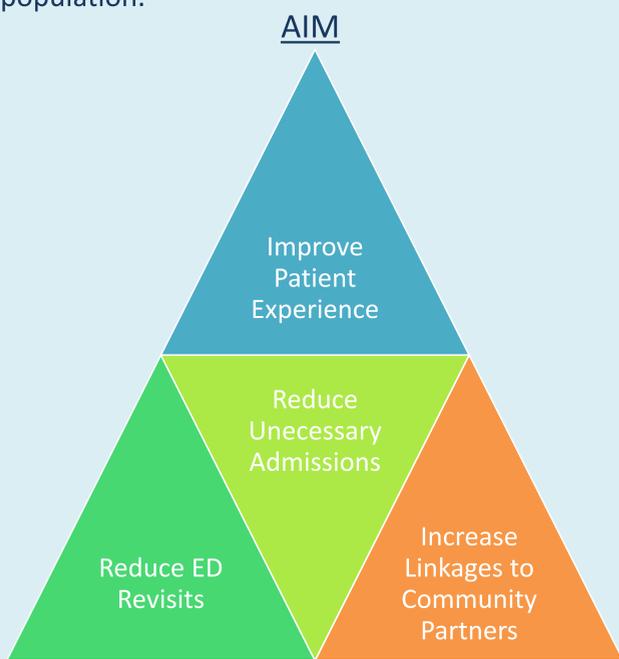
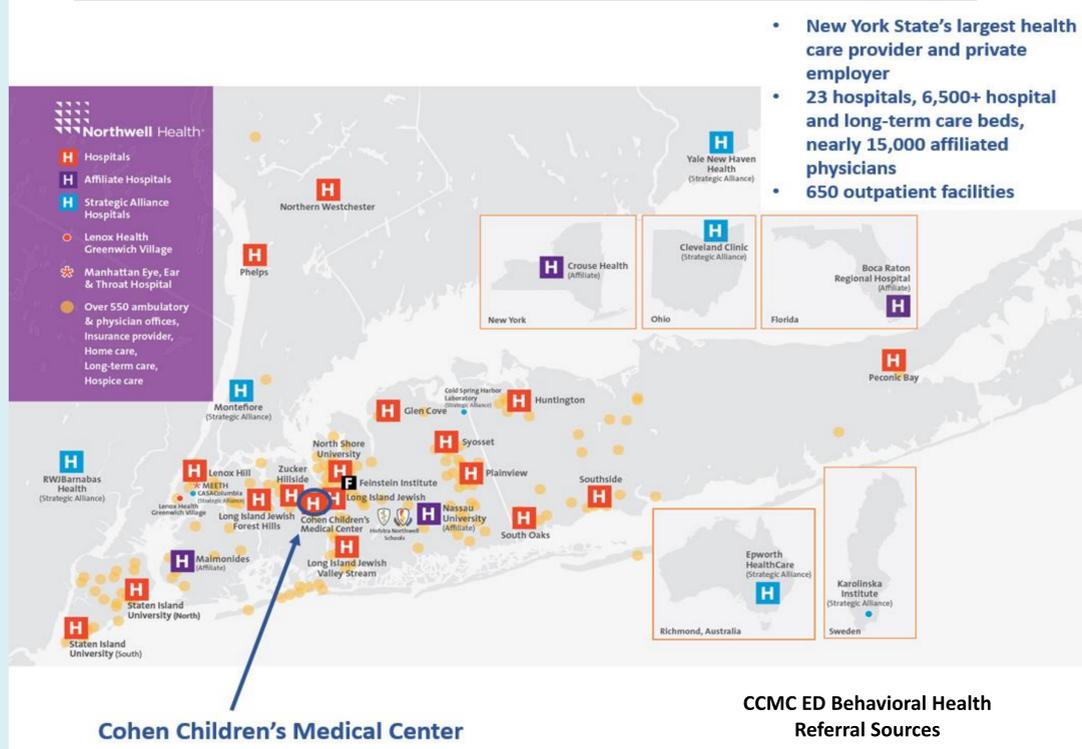


DESCRIPTION

- Pediatric Emergency Department visits for the behavioral health complaints are on the rise
- Inpatient and community psychiatric services are difficult to access
- EDs struggle to efficiently and safely manage patients and link them with ongoing care.
- Since 2012 Cohen Children's Medical Center of Northwell Health responded to this crisis by introducing a series of structural and operational changes.
- To further improve care and partnership with community providers we joined IHI's ED and Up Learning Community to collaborate on piloting solutions to further improve care for this vulnerable population.

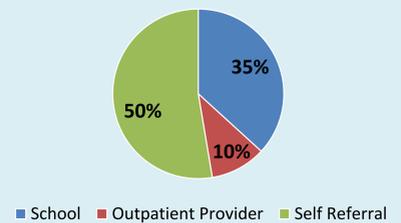
BEHAVIORAL HEALTH AT COHEN'S CHILDREN'S MEDICAL CENTER



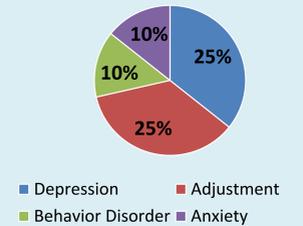
CCMC Admission Rate from 2011-2018



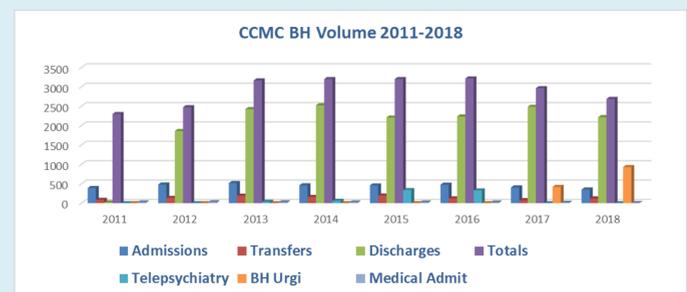
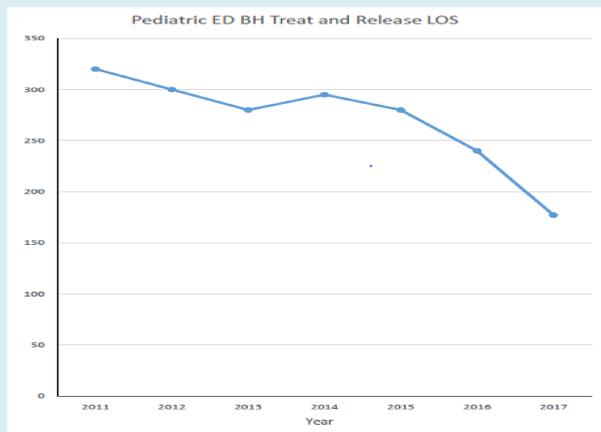
CCMC ED Behavioral Health Referral Sources



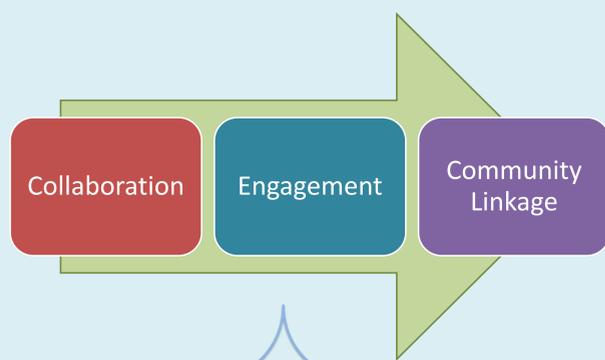
CCMC ED Behavioral Health Common Diagnoses



RESULTS

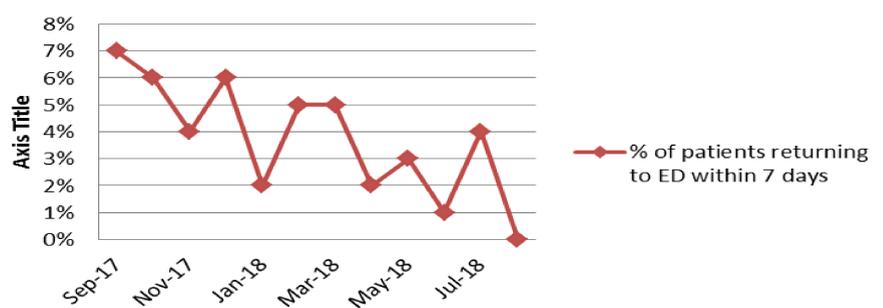


ACTIONS TAKEN



1. Transition from single consultant model to blended collaborative care model with multidisciplinary team
2. Developed Ambulatory Crisis Services to support and link high-risk families
3. Established constructs for receiving feedback from patients and staff
4. Engaged community partners to streamline and improve communication and linkage
5. Providing brief interventions and follow up calls to high risk patients
6. Educational initiatives for staff: DBT skills training, Agitation management simulations

% of patients returning to ED within 7 days



Case Presentation

- 13 year old male no prior history presenting to ED after impulsive self interrupted suicide attempt with remorse.
- Admission declined by parent, but patient with significant depressive symptoms and no treatment.

Interventions

- Safety plan prepared
- Lethal means counseling provided
- SSRI prescribed
- Return visit scheduled to Behavioral Health Urgent care for next day follow up.
- Linkage initiated via email to community partner agency
- Patient seen for 2 more visits for crisis psychopharmacology, while getting intake for therapy
- Crisis call made by SW within a week to reinforce safety concepts and encourage follow up

Outcomes

- Avoided admission
- Engaged family
- Avoided re-visit to ER
- Provided safety planning, lethal means counseling and caring contact
- Started medications immediately
- Family highly satisfied with care
- Facilitated linkage with community partner agency