NAMICon 2020
A Virtual Event • July 13-14
Together Toward Tomorrow
Crisis Call Centers: Gateway to an Integrated Crisis System

Sue Ann O’Brien, LPC, MBA
CEO, Behavioral Health Link

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NATIONAL GUIDELINES FOR BEHAVIORAL HEALTH CRISIS CARE:
FOUR CORE ELEMENTS FOR TRANSFORMING CRISIS SERVICES

- High-Tech Crisis Call Centers
- 24/7 Mobile Crisis
- Crisis Stabilization Programs
- Essential Principles & Practices
Air Traffic Control
Crisis Call Center Hub
Connects and Ensures
Timely Access and Data

Call Center
Hub

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Status Disposition for Intensive Referrals

At-A-Glance view to track who is waiting for service, how long they have been waiting and where they are waiting
24/7 Outpatient Scheduling

Track availability, schedule appointments and confirm attendance for referred services
High-Tech GPS-enabled Mobile Crisis Dispatch

Track service utilization and team performance against KPIs. Need an assessment tool? We have a solution of that as well!
Software Solutions

Live beds inventory that goes beyond a bed registry
Real-Time Performance Outcomes Dashboards

## Crisis Now Scoring Tool (Call Center Hub)

<table>
<thead>
<tr>
<th>Level 1 (Minimal)</th>
<th>Level 2 (Basic)</th>
<th>Level 3 (Progressing)</th>
<th>Level 4 (Close)</th>
<th>Level 5 (Full)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Center Exists</td>
<td>Meets Level 1 Criteria</td>
<td>Meets Level 2 Criteria</td>
<td>Meets Level 3 Criteria</td>
<td>Meets Level 4 Criteria</td>
</tr>
<tr>
<td>24/7 Call Center in Place to Receive BH Crisis Calls</td>
<td>Locally operated 24/7 Call Center in Place to Receive Calls</td>
<td>Hub for Effective Deployment of Mobile Teams</td>
<td>Formal Data Sharing in Place Between Crisis Providers</td>
<td>Integrated Data that Offers Real-Time Air Traffic Control (Valve Mgmt) Functioning</td>
</tr>
<tr>
<td>Answer Calls Within 30 Seconds</td>
<td>Answer Calls Within 25 Seconds</td>
<td>Answer Calls Within 20 Seconds</td>
<td>Answer Calls Within 15 Seconds</td>
<td>GPS-Enabled Mobile Team Dispatch by Crisis Line</td>
</tr>
<tr>
<td>Cold Referral to Community Resources or Better Connection to Care</td>
<td>Warm Hand-off to BH Crisis Providers</td>
<td>Directly Connects to Facility-Based Crisis Providers</td>
<td>Coordinates Access to Available Crisis Beds</td>
<td>Shared Bed Inventory and Connection to Available Crisis and Acute Beds</td>
</tr>
<tr>
<td>Meets NSPL Standards and Participates in National Network</td>
<td>Staff Trained in Zero Suicide / Suicide Safer Care and BH Services</td>
<td>URAC Call Center or Similar Accreditation</td>
<td>Single Point of Crisis Contact for the Region</td>
<td>24/7 Outpatient Scheduling with Same Day Appointment Availability</td>
</tr>
<tr>
<td></td>
<td>Call Abandonment Rate Under 20%</td>
<td>Call Abandonment Rate Under 15%</td>
<td>Call Abandonment Rate Under 10%</td>
<td>Call Abandonment Rate Under 5%</td>
</tr>
<tr>
<td></td>
<td>Shared MOUs / Protocols with Crisis Providers</td>
<td>Some Call Center Access to Person-Specific Health Data</td>
<td>Some Access to Person Specific Data for All Crisis Providers</td>
<td>Real-Time Performance Outcomes Dashboards Throughout Crisis System</td>
</tr>
<tr>
<td></td>
<td>Priority Focus on Safety / Security</td>
<td>Some Peer Staffing within Call Center</td>
<td>Shares Documentation of Crisis with Providers</td>
<td>Shared Status Disposition of Intensive Referrals</td>
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<td>Peer Option Made Available to All Callers Based on Need</td>
<td>Trauma-Informed Recovery Model Applied</td>
</tr>
<tr>
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<td>Systematic Suicide Screening and Safety Planning</td>
<td>Suicide Care Best Practices That Include Follow-up Support</td>
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<td>Full Implementation of all 4 Crisis Now Modern Principles (Required)</td>
</tr>
</tbody>
</table>

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Thank you!