

NAMICon 2020

A Virtual Event • July 13-14

Together Toward Tomorrow

Trick or Treat!

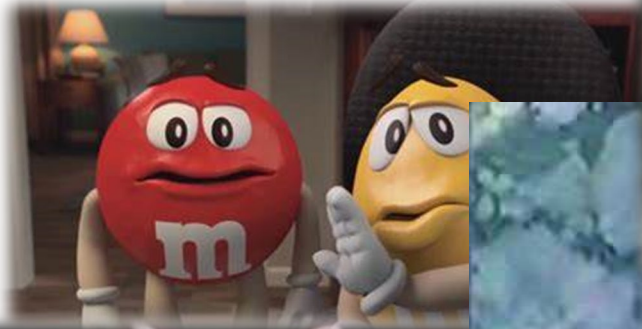


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Nobunny kn
better than



“You got peanut butter on my chocolate!”



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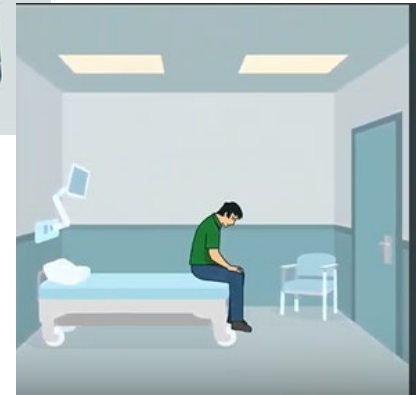
Crisis Recovery Response Centers



- Arizona
 - Phoenix (Peoria) (1996)
 - Respite (2015)
 - Living Room 2 (2019)**
- Washington State
 - Fife (2009)
 - Lakewood E&T (2014)
 - Olympia E&T (2019)**
 - Spanaway (2020)**
- North Carolina
 - Henderson (2009)
 - Durham (2015)
 - Jacksonville (2019)
 - Fayetteville (2020)**
- Delaware
 - Ellendale (2012)
 - Newark (2016)
- California
 - Riverside (2015)
 - Palm Springs (2016)
 - Crisis Residential (2019)
- Utah
 - Salt Lake City Crisis Respite & Residential (2020)**
- Louisiana
 - Baton Rouge (2020)**



It's Been A BAD DAY



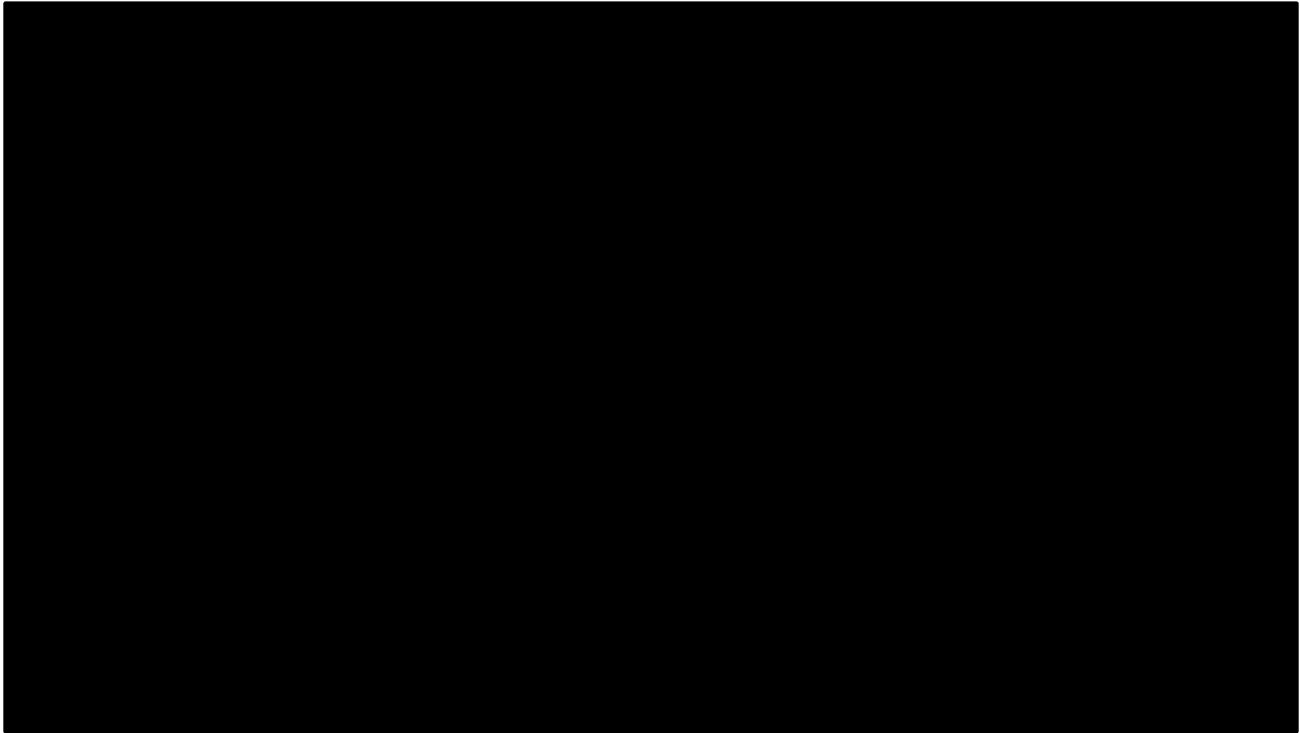
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- ❑ CRISES METRICS
- ❑ NO WRONG DOOR
- ❑ QUALITY INITIATIVES



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- PEER SUPPORT
- LIVING ROOM MODEL
- NO FORCE FIRST



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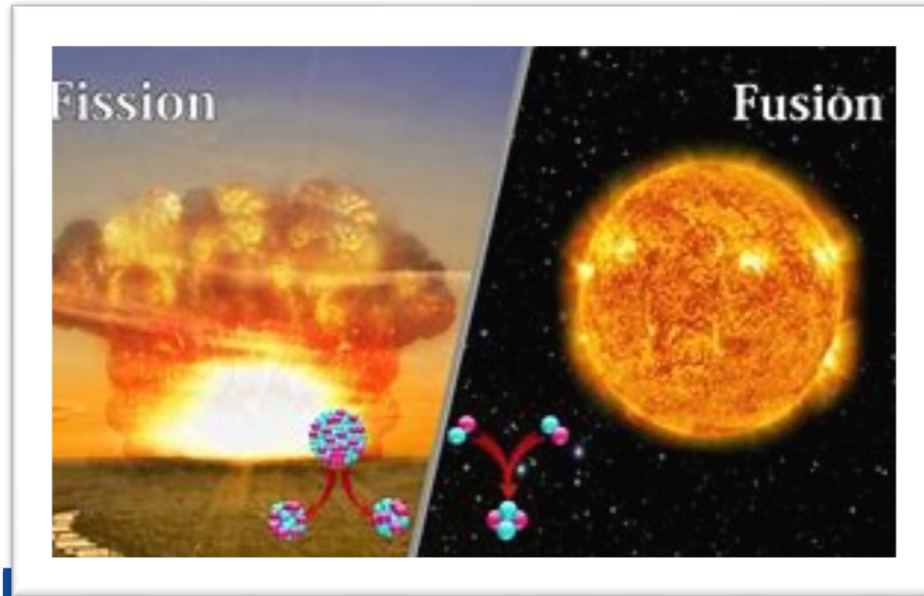


OR



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WHAT IS FUSION?



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How **NOT** to attain fusion



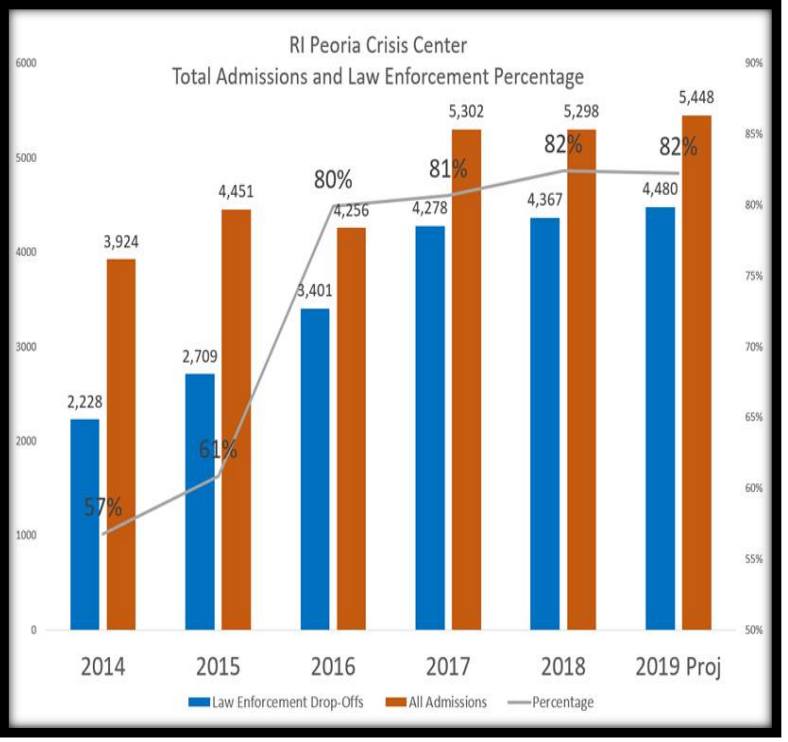
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Early 2000's
Living room model
Recovery Journey





No Wrong Door
Avatar
Milieu Specialists

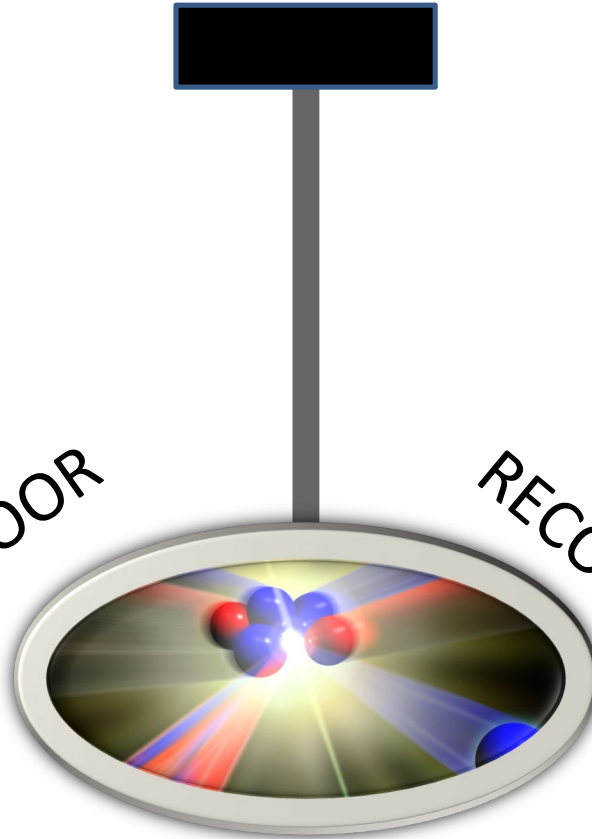


Early 2000's
Living room model
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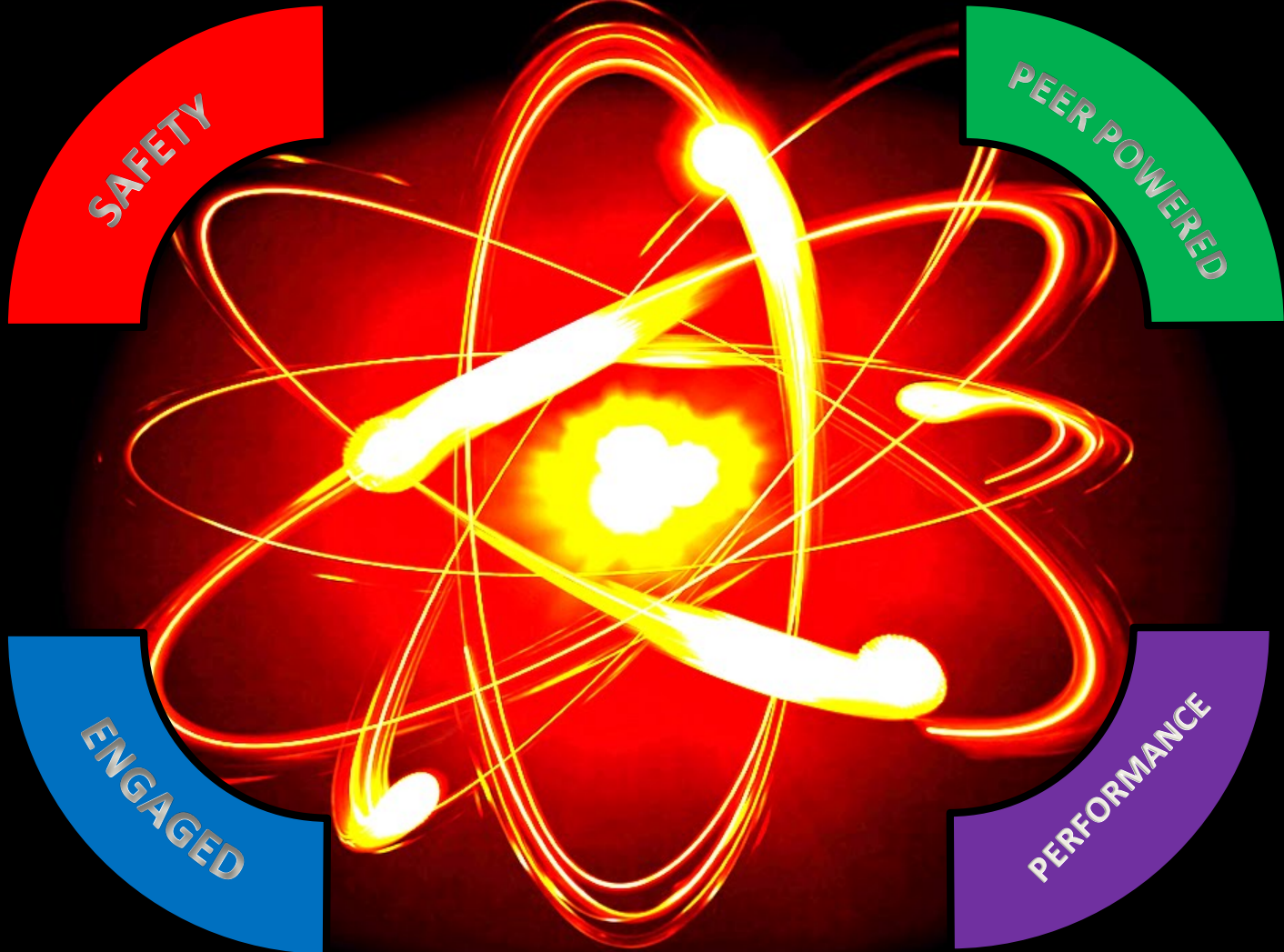
NO WRONG DOOR

RECOVERY CARE

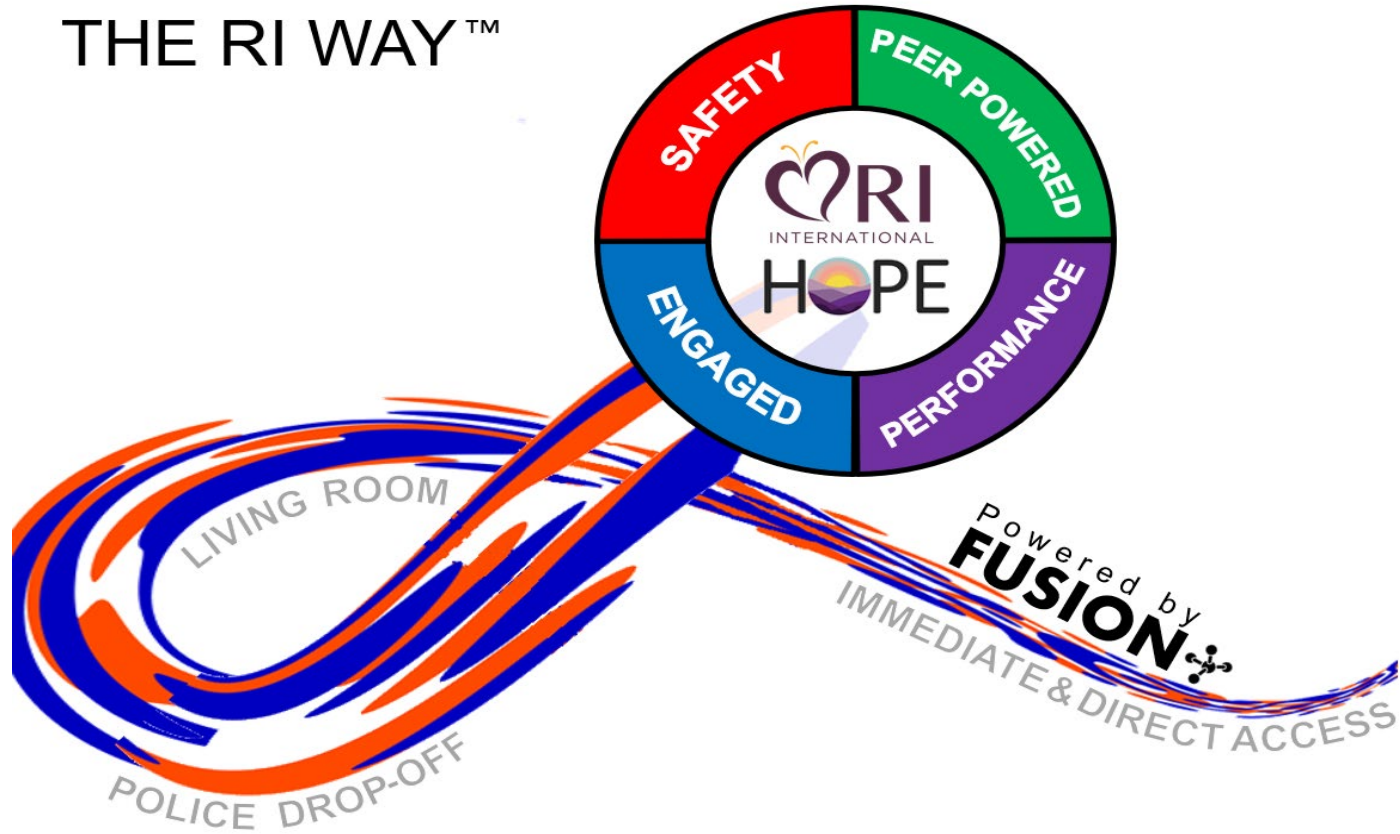


THE RI WAY





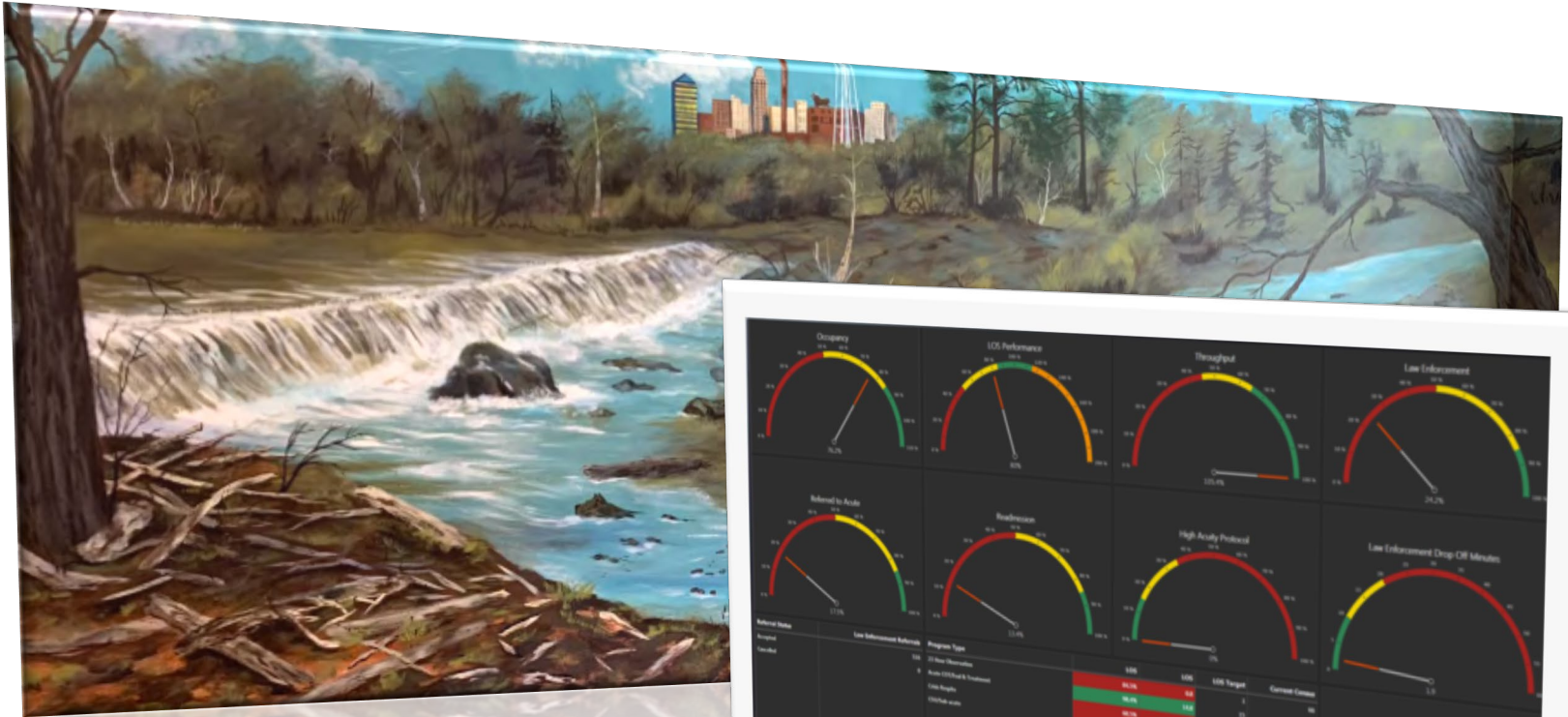
THE RI WAY™



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RETREAT





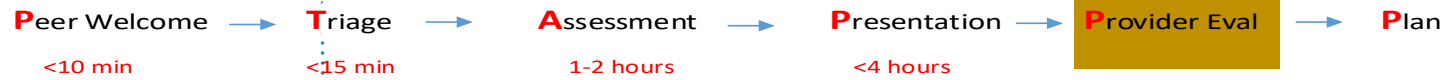
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Next Steps



TEAMWORK

- Peer Role
- Language
- Measure and Manage



First touch Peer

Greeting
Paperwork
Inventory
Orientation

RN engage

Peer RN triage
CSSRS
Vital Signs
Breathalyzer
Consent

4 Pillars collab Peer Lead

RN assessment
Prescriber database
Clin. Assessment
Risk assessment
UDS
Pregnancy
ASAM
LOCUS
Disposition
Financial info
Diagnosis

Promote Recovery
Care Fit to Need

Med Reconciliation
Collateral info
Provider orders
New collateral ?
Plan coordination

Provider Eval

Connected to Supports
Leaving with Hope

Community-Crisis plan and f/u, naloxone

Collaborate
Med decisions
Plan of Tx
IVC concerns
Risk Plan
Order changes

Higher Level of Care
Subacute, Inpatient, ED for medical needs

Engage
Observation and Tx

**High Risk Intervention
(Psychiatric or Medical Needs)**

NAMIC
Level of observation
Avatar alert/BedBoard
Treat and Assess
Return to PTAP3 or higher level

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IMMEDIATE

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Collaborate with guest to support high risk



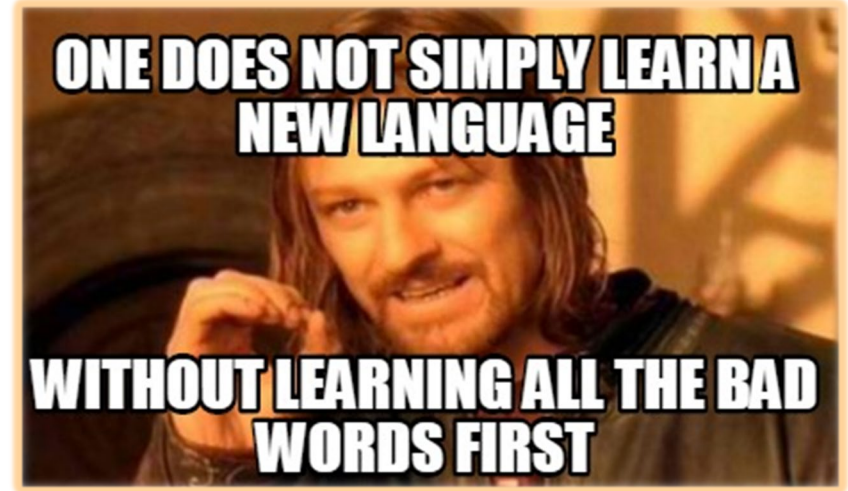
Peer Role

- ❑ Peer first peer last
- ❑ Peer Leadership
- ❑ Integration with new tools



Language

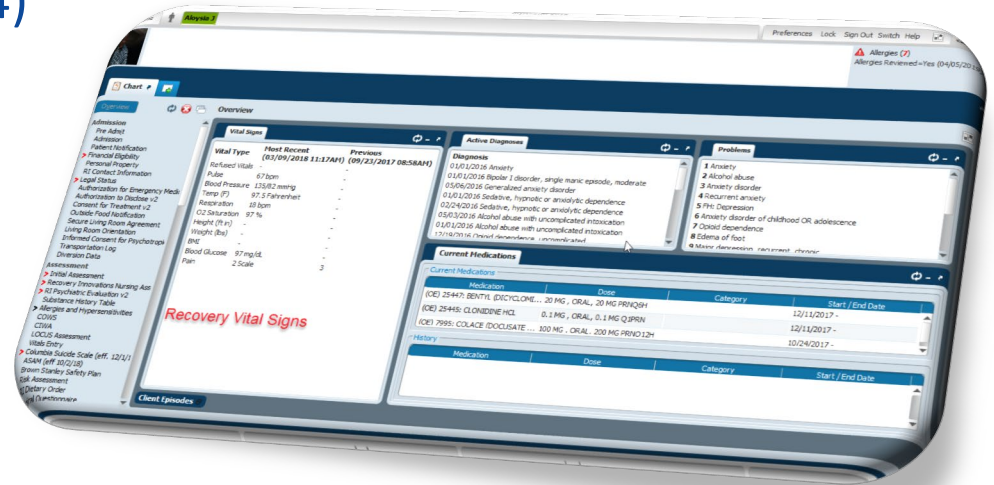
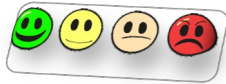
- ❑ Top 10 questions from guests
- ❑ “Do with “ clinical guides
- ❑ Concurrent Documentation



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Recovery Vitals

- ❑ My level of hope in recovery (1-4)
- ❑ My well-being level today (1-4)
- ❑ I am feeling cared for (1-4)



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Engagement Scale



- Anonymous , not part of medical record
- Done by Team Lead
- Questions
 - I am a partner in my care (1-4)
 - I am supported here to connect to my community(1-4)
 - I am feel cared for by the staff (1-4)



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S. California



Phoenix



Delaware

SAMHSA Pillars of Recovery

- Home
- Health
- Purpose
- Community

Urgent/Emergency Need

The **Retreat** features an open floor plan, meaningful inclusion of lived experience staffing and makes a substantial impact on the community through direct access to care.

Core Services

1. 24/7 Urgent Care Triage & Support
2. 23 Hour Crisis Observation
3. Sub-acute Crisis Beds (2 to 4 days)

Additional Services

1. Crisis Call Center Hub
2. Mobile Crisis Response Teams
3. Respite/Residential
4. Detoxification
5. Acute Inpatient (E&T)



Call Center Hub



Mobile Response



Retreat Facility

Good Contact = Engagement + Collaboration

Non Emergent

The **Recovery Hub** equips people with Illness Management & Recovery Skills, provides transition and navigation peer supports and addresses Opioid and other substance use (like a university).

Core Services

1. Peer and Family Support & Training
2. Clinical Assessment & Services
3. Substance Use & MAT Services

Additional Services

1. Transition/Navigator Services
2. Perm. Supportive & Transition Housing
3. Employment Support
4. Routine Primary Care



Peer Supports



Friends



Employment



Health



Autonomy

Empowering Recovery = Connections + Contribution



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Hospital



Peer Navigator



First responder Referral



Walk-In



Detention Center



Medical Triage



Lincoln Health Clinic



Recovery Community Connection



Community Referral



Continued Stabilization



MAT




Peer Bridger



OBOT



Peer Navigation

Everyone Discharges with Naloxone*

RI International – Durham
Campus of Connection



THE RI WAY™



40 Years

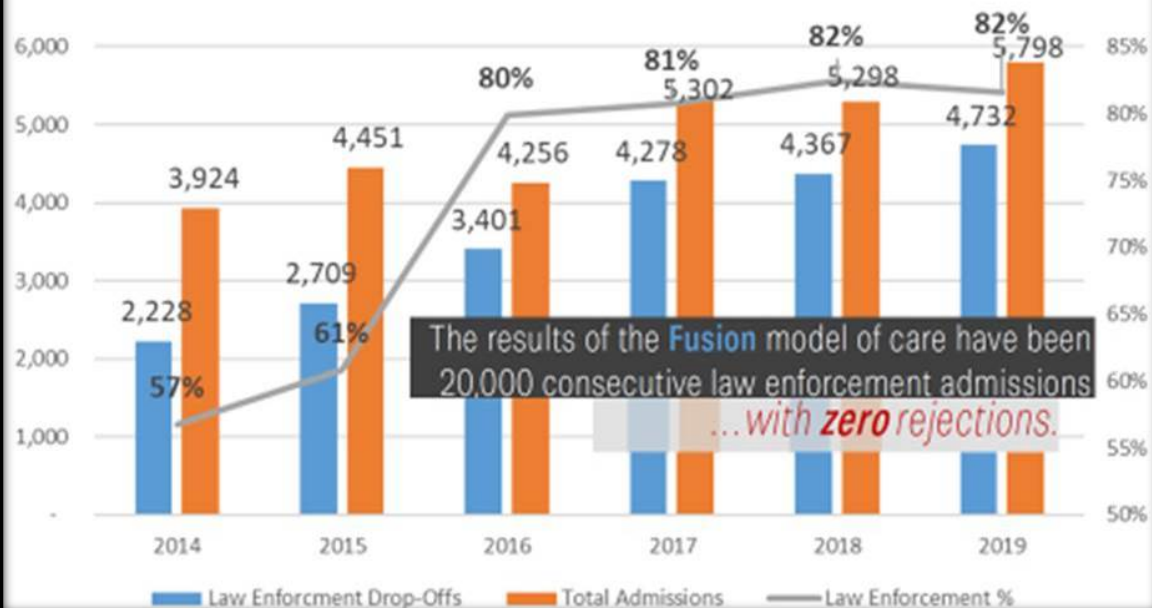
LIVING ROOM

Powered by
FUSION
IMMEDIATE & DIRECT ACCESS

OFF

RI Recovery Response Center Arizona

Total Crisis Admissions & Law Enforcement %



Anybody

Anywhere

Anytime



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...is not looking away. Hope isn't pain free. There are challenges. Even in hope.

The other days. The better days. A rich tapestry of life. Connection and contribution.

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STORIES

The Obstacles We Face

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A Window into What's Next



Poetically Sane

40 Years of NAMI **HopeInc.com**
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