



Partnering across systems to support recovery

## Who Are We?

- Formed in 2001 to reduce Emergency Department boarding
- Informal Public-Private Partnership:
  - Counties – Ramsey, Dakota and Washington
  - Hospitals – Regions, United, M Health Fairview Hospitals
  - Health Plans – BCBS, Medica, HealthPartners, UCare
  - Consumer organizations – NAMI Minnesota, Mental Health Minnesota, Minnesota Recovery Connection
  - State – Department of Human Services
- Purpose is to create and support a system that provides the right care at the right time to improve consumer health outcomes and reduce system costs

# Current Responses to MH/SU Crisis

- **911:** Police, Fire, EMS, Crisis Team (Ramsey only)
- **Crisis Team:** Phone support, mobile crisis response
- **Emergency Department:** Assess need for hospitalization, admit or discharge with referrals
- **No Formal Intervention**

## Gaps/ Challenges

- **Lack of Understanding of the System:** Public is unclear on how the system works, who does what, and what to expect
- **Lack of Crisis Follow Up:** Follow up after crisis is often lacking
- **Lack of Housing and Services for Frequent 911 Users:** Individuals are unable to maintain housing and services and return to street

## Gaps/ Challenges

- **Poor Information Flow:** Timely information/health records do not flow with the person across services
- **System Complexity and Access Issues:** Eligibility and access to services can be dependent on insurance, geography, type of illness, gender, etc. making it difficult to refer and navigate to appropriate services
- **Lack of Services for Hardest to Serve:** Individuals that have co-occurring illnesses, violent behavior, significant challenges, etc. aren't being served

# Efforts and Initiatives to Improve Existing System

- **Certified Peer Specialists and Peer Recovery Coaches:** Encourage and support adding Peers into crisis system
- **Hospital Inreach Worker:** Social Worker based in ED to engage frequent users and connect them with community care
- **Mobile Substance Use Disorder Team:** Designed and implemented [a team](#) of care providers (Peers included) to bridge patients between Substance Use crisis and treatment onset

# Efforts and Initiatives to Improve Existing System

- **Quick Resource Guide:** Developed a [resource guide](#) to quickly connect people to community care
- **“Green Prompt”:** Promoted a standard prompt for law enforcement and EMS to use to transmit information to ED to improve their assessment
- **Beyond Backgrounds Program:** Expanded a [housing program](#) to match a person who has MH/SU issues, and barriers to rental with a Peer to help them find housing

# Efforts and Initiatives to Improve Existing System

- **Relationship Building and Training:** Ongoing efforts to bring providers together to build awareness and trust and work together to improve the system of care. Includes:
  - Monthly Provider Connect! meetings to share updates and resolve issues
  - Creation of [videos](#) to clearly explain different services
  - Joint trainings on crisis related topics
  - Data collection and analysis to show trends in crisis system
  - Developed training on “What to Expect During a Community Crisis”
  - Support of multi-system work groups and resolution of issues between providers