

DBHDS Behavioral Health Update and Priorities

Behavioral Health Subcommittee
Joint Commission on Health Care
August 20, 2014

Debra Ferguson, Ph.D.
Commissioner
Virginia Department of Behavioral
Health and Developmental Services

Overview

- DBHDS Core Principles
- Mental Health Law Changes and Update
- Psychiatric Bed Registry Demonstration and Update
- DBHDS Vision and Transformation

Core Principles

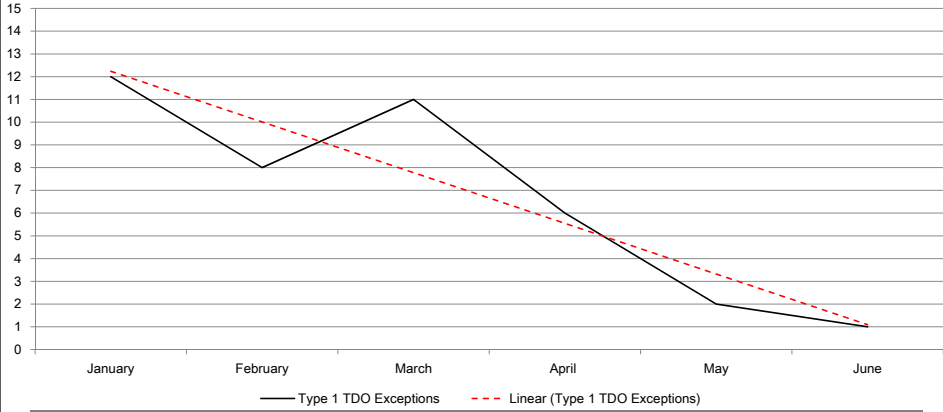
- Individuals can and do recover from mental illness and substance use disorders.
- Across the entire Commonwealth, Virginians should have access to quality mental health services.
- Interventions should be focused on prevention and early intervention.
- Services must be individualized, consumer-driven and family-focused.
- To best promote recovery, interventions should be holistic, and include necessary primary health care, housing and employment supports.

New Mental Health Laws and Operational Changes

- Change in the emergency custody order (ECO) and the temporary detention order (TDO) period.
- Mandated communication among state hospitals, CSBs and law enforcement.
- Updated medical clearance guidelines.
- Update regional protocols for CSBs and state hospitals.
- State-operated psychiatric hospitals are “last resort.”
- Bed registry implementation and monitoring.

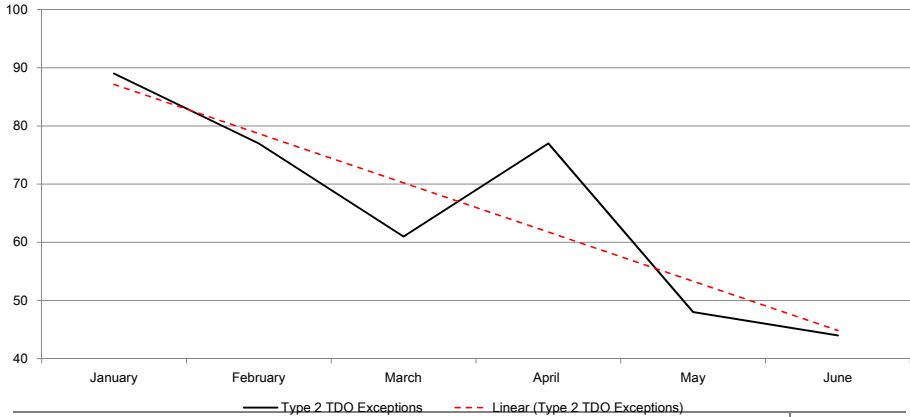
Reported Type I Events

Year-to-Date
Type 1 TDO Exceptions
January - June 2014



Reported Type II Events

Year-to-Date
Type 2 TDO Exceptions
January - June 2014



Emergency Custody Order Period

- Changed from 4 hours with a possible 2 hour extension to a maximum of 8 hours.
- No extension in the ECO period.
- Began tracking exceptions to prior standard in January and collecting data on exceptions.

Temporary Detention Order Period

- Maximum changed from 48 to 72 hours.

New laws direct when:

- Law enforcement contacts CSB.
- CSB contacts primary state hospital.
- Individuals are informed in writing of the ECO/TDO process.

Medical Clearance Guidelines

- Updated these guidelines to reflect the level of medical care state hospitals are capable of providing.
- Guidance emphasizes physician to physician communication.
- Working with EDs to ensure that state hospitals can provide the care required of an incoming admission.
- New legislation did not contemplate medical issues or intend for transfer without regard for medical stability.
 - May need statutory revision to clarify this point.

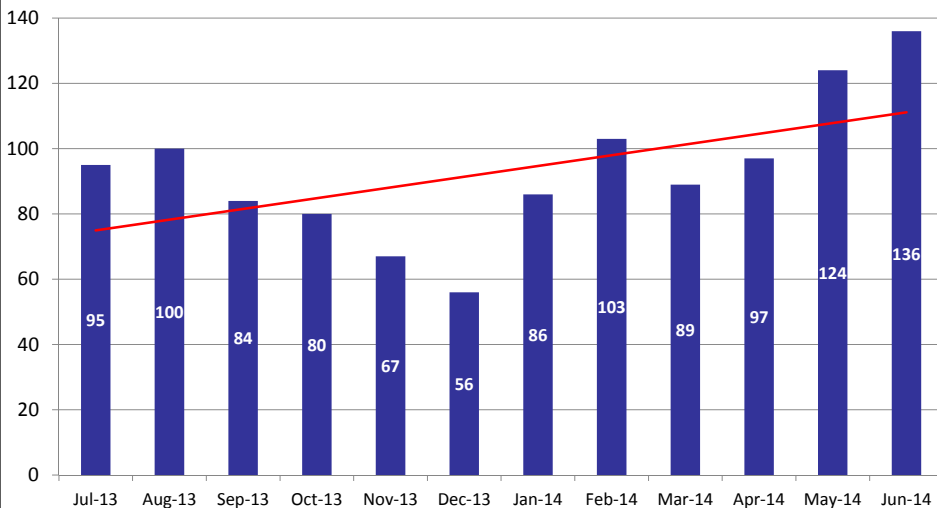
Revised Regional Protocols

- Outline regional protocols for emergency services.
- Ensure that updated, correct information is available throughout the region.
- Identify emergency contacts within CSBs, private hospitals and state hospitals.
- Require CSB reporting of TDO exceptions to DBHDS.

State Hospitals as Last Resort

- DBHDS worked to address these issues in advance of the effective date of the legislation to the extent possible.
- Conducted a “soft launch” of the new legislation to identify pressure points and resolve them.
- State hospital admissions increased 20% in the first half of calendar year 2014.
- Concerns about capacity and medical clearance.
- DBHDS received \$12.9M over the biennium for 50 additional beds at designated state hospitals.

Impact on State Hospitals Adult Civil TDOs FY 2014





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Welcome, **Bill O'Bier**



The purpose of this website is to help Community Service Board and hospital placement staff locate potentially available psychiatric beds for the temporary detention and treatment of individuals who meet the criteria for temporary detention pursuant to § 37.2-809.

This website is not intended to replace a facility's admission process and does not collect information on individual patients.



Search available psychiatric beds by specific type



Search information on favorite facilities



My Facility Detail

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PBR Version 2.07.14

SEARCH AVAILABLE PSYCHIATRIC BEDS

Search for Available Psychiatric Beds

Select Region and Facility Type	Bed Criteria	Optional: Select Facility			
<ul style="list-style-type: none"> <input type="checkbox"/> All Region <input type="checkbox"/> Region 1: Northwestern VA <input type="checkbox"/> Region 2: Northern VA <input type="checkbox"/> Region 3: Southwestern VA <input type="checkbox"/> Region 4: Central VA <input type="checkbox"/> Region 5: Eastern VA <input type="checkbox"/> Region 6: Southern Region <input type="checkbox"/> Region 7: Catawba Region 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> State Hosp <input checked="" type="checkbox"/> CSU <input checked="" type="checkbox"/> Hosp <p>Select Age Category*</p> <ul style="list-style-type: none"> <input type="checkbox"/> Child <input type="checkbox"/> Adolescent <input type="checkbox"/> Adult <input type="checkbox"/> Geriatric <p><small>*Age ranges may vary by facility</small></p>	<p>Select Gender</p> <p><input type="radio"/> Male <input type="radio"/> Female</p> <p>Select Type</p> <p><input type="radio"/> Locked <input type="radio"/> Open</p>			
Hospital Criteria					
<p><input type="checkbox"/> Accepts TDO</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p style="text-align: center; background-color: #2c5e8c; color: white; margin: 0;">Special Payer Types Accepted</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; vertical-align: top;"> <ul style="list-style-type: none"> <input type="checkbox"/> Straight Medicaid <input type="checkbox"/> FAMS <input type="checkbox"/> FAMS PLUS <input type="checkbox"/> Virginia Premier <input type="checkbox"/> Healthkeepers Plus <input type="checkbox"/> Healthkeepers Plus MCO <input type="checkbox"/> Southern Health/Carenet <input type="checkbox"/> Optima <input type="checkbox"/> Optima Family Care MCO </td> <td style="width: 33%; vertical-align: top;"> <ul style="list-style-type: none"> <input type="checkbox"/> Amerigroup <input type="checkbox"/> LIPOS <input type="checkbox"/> EPSDT Medicaid <input type="checkbox"/> Anthem <input type="checkbox"/> Tricare <input type="checkbox"/> Medicare <input type="checkbox"/> Aetna <input type="checkbox"/> Cigna <input type="checkbox"/> Humana </td> <td style="width: 33%; vertical-align: top;"> <ul style="list-style-type: none"> <input type="checkbox"/> Value Options <input type="checkbox"/> Kaiser Permanente <input type="checkbox"/> Magellan <input type="checkbox"/> Lifesynch <input type="checkbox"/> United Behavioral Health <input type="checkbox"/> United Healthcare <input type="checkbox"/> Veteran Admin Fee For Service </td> </tr> </table> </div> <p><small>*You can select more than one facility by holding the shift key down.</small></p>			<ul style="list-style-type: none"> <input type="checkbox"/> Straight Medicaid <input type="checkbox"/> FAMS <input type="checkbox"/> FAMS PLUS <input type="checkbox"/> Virginia Premier <input type="checkbox"/> Healthkeepers Plus <input type="checkbox"/> Healthkeepers Plus MCO <input type="checkbox"/> Southern Health/Carenet <input type="checkbox"/> Optima <input type="checkbox"/> Optima Family Care MCO 	<ul style="list-style-type: none"> <input type="checkbox"/> Amerigroup <input type="checkbox"/> LIPOS <input type="checkbox"/> EPSDT Medicaid <input type="checkbox"/> Anthem <input type="checkbox"/> Tricare <input type="checkbox"/> Medicare <input type="checkbox"/> Aetna <input type="checkbox"/> Cigna <input type="checkbox"/> Humana 	<ul style="list-style-type: none"> <input type="checkbox"/> Value Options <input type="checkbox"/> Kaiser Permanente <input type="checkbox"/> Magellan <input type="checkbox"/> Lifesynch <input type="checkbox"/> United Behavioral Health <input type="checkbox"/> United Healthcare <input type="checkbox"/> Veteran Admin Fee For Service
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<p>Last Step: Display Facilities With Available Beds</p> <p style="display: flex; justify-content: space-around;"> My Search History Advanced Search </p>					

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Bed Registry Search Example

SEARCH AVAILABLE PSYCHIATRIC BEDS

Search for Available Psychiatric Beds

Select Region and Facility Type		Bed Criteria	
<input type="checkbox"/> All Region <input type="checkbox"/> Region 1: Northwestern VA <input type="checkbox"/> Region 2: Northern VA <input type="checkbox"/> Region 3: Southwestern VA <input checked="" type="checkbox"/> Region 4: Central VA <input type="checkbox"/> Region 5: Eastern VA <input type="checkbox"/> Region 6: Southern Region <input type="checkbox"/> Region 7: Catawba Region	<input checked="" type="checkbox"/> State Hosp <input type="checkbox"/> CSU <input checked="" type="checkbox"/> Hosp	Select Age Category* <input type="checkbox"/> Child <input type="checkbox"/> Adolescent <input checked="" type="checkbox"/> Adult <input type="checkbox"/> Geriatric <small>*Age ranges may vary by facility</small>	Select Gender <input type="radio"/> Male <input type="radio"/> Female Select Type <input type="radio"/> Locked <input checked="" type="radio"/> Open
Optional: Select Facility		Hospital Criteria	
<div style="border: 1px solid #ccc; padding: 5px;"> Bon Secours Richmond Community Hospital Bon Secours St. Mary's Hospital Central State Hospital CJW Medical Center Henrico Doctor's Hospital - Parham Doctors' Hospital John Randolph Medical Center Poplar Springs Hospital Southern Virginia Regional Medical Center Southside Regional Medical Center VCU Health System Commonwealth Center for Children and Adolescents Piedmont Geriatric Hospital </div> <small>You can select more than one facility by holding the ctrl key down</small>		<input type="checkbox"/> Accepts TDO <div style="border: 1px solid #ccc; padding: 5px;"> Special Payer Types Accepted <input type="checkbox"/> Straight Medicaid <input type="checkbox"/> FAMS <input type="checkbox"/> FAMS PLUS <input type="checkbox"/> Virginia Premier <input type="checkbox"/> Healthkeepers Plus <input type="checkbox"/> Healthkeepers Plus MCO <input type="checkbox"/> Southern Health/Carenet <input type="checkbox"/> Optima <input type="checkbox"/> Optima Family Care MCO <input type="checkbox"/> Amerigroup <input type="checkbox"/> LIPOS <input type="checkbox"/> EPSDT <input type="checkbox"/> Medicaid <input type="checkbox"/> Anthem <input type="checkbox"/> Tricare <input type="checkbox"/> Medicare <input type="checkbox"/> Aetna <input type="checkbox"/> Cigna <input type="checkbox"/> Humana <input type="checkbox"/> Value Options <input type="checkbox"/> Kaiser Permanente <input type="checkbox"/> Magellan <input type="checkbox"/> Lifesynch <input type="checkbox"/> United Behavioral Health <input type="checkbox"/> United Healthcare <input type="checkbox"/> Veteran Admin Fee For Service </div>	

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Bed Registry Search Results

AVAILABLE BEDS SEARCH RESULT

Search Result for Available Beds

✔ Comment(s) Saved Successfully

Query # : 49338 [Print](#) [Download to Excel](#)

Result Date : 8/4/2014 12:15:57 PM

Region :
Facility Type :

Once finished adding comments to this search result, please click: [Save Comment Data](#)

Facility	Avail. Beds	Gender	Age	Security	Other Info	Last Update	Facility Contact Name	Patient Zip	Facility Called?	Patient Placed?	Reason Not Placed
Tuckers Pavilion - CJW Medical Center Richmond, VA Intake Tuckers PH# 804-523-8546 Fax#	12	Any	Adult	Locked		8/4/2014 7:56:11 AM	John Doe	23230	<input checked="" type="radio"/> Yes <input type="radio"/> No Time: [4]	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending Time: [] P: AM PM	Comments: Medical screening data was faxed and patient... (max 1000 characters)
Tuckers Pavilion - CJW Medical Center Richmond, VA Intake Tuckers PH# 804-523-8546 Fax#	1	Female	Adult	Locked		8/4/2014 7:56:11 AM			<input type="radio"/> Yes <input type="radio"/> No Time: [] P: AM PM	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending Time: [] P: AM PM	Comments: (max 1000 characters)
Central State Hospital Petersburg, VA Ruth Ann Bates PH# 804-524-7311 Fax#	13	Any	Adult	Locked	Only on long term care units	8/4/2014 10:37:59 AM			<input type="radio"/> Yes <input type="radio"/> No Time: [] P: AM PM	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending Time: [] P: AM PM	Comments: (max 1000 characters)

Save Comment Data

Query ID: 49338
[Click here for printer friendly version](#)
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Anecdotes From the Field

We look to make sure we are updating at least every eight hours (even if there is no change in status) and my staff is instructed to update whenever they are in the registry looking for a bed or when they become aware of a change in our census.

[The bed registry] has been of value on occasion; however, [my CSB] has 4 hospitals with psych beds in our catchment. With this many hospitals, our practice is usually to just call the closest hospital. 90% of the folks that we prescreen will end up at one of these 4 hospitals. If they are full, then we would default to the registry.

You all have done a great job with this project and it looks like it is headed in the right direction. The system still has work to be done because this is not going to fix everything.

We've had CSB pre-screeners call and say they checked a few hours ago and we had no beds but now show available beds and they are confused and wonder if we are updating our registry often enough. We explain that we cannot list a bed as available until the patient has officially been discharged which is why the registry may appear to be updated slowly at times.

DBHDS Vision for Mental Health

- Grounded in the principles of recovery and resiliency.
- Provides access to high quality services across Virginia.
- Includes well-functioning and responsive emergency services.
- Commits to prevention and early intervention.
- Deflects individuals with mental illnesses from inappropriate service systems (like criminal justice).
- Increased emphasis on children's behavioral health issues: particularly transition age youth.

- **Commitment to Best Practices Implementation**
 - Calling on national expertise
 - Incorporating lessons learned from other states
 - Utilizing previous data, studies, and recommendations from former and current task forces and commissions
- **Accountability**
 - New Performance Contract Addendum
 - Bed registry implementation and monitoring
- **Transparency**
 - Information available on new DBHDS website
- **Communication**
 - Commitment to regular communication with stakeholders about changes in practice and policy
- **Collaboration**
 - Working with system partners to incorporate their input

- Commissioner-convened small transformation teams focused on four areas (initially):
 - Adult behavioral health,
 - Adult developmental services,
 - Children's behavioral health, and
 - Justice-involved behavioral health and developmental disability services.
- Identify structures and processes to aid, enhance and expand services delivery.
- Report on key deliverables in 6, 12, 18 and 24 months.

- Governor’s Taskforce on Improving Mental Health and Crisis Response
- SJ 47 Subcommittee on Mental Health
- SB 627 Workgroup on Training Center Closures

Our Mission:

“Supporting individuals by promoting recovery, self-determination, and wellness in all aspects of life”



PBR STATEWIDE DASHBOARD

Bed Counts as of 8/19/14 10:35 AM																					
Licensed Beds - Adult Beds: 2,996 - Child Beds: 332 Staffed Beds - Adult Beds: 2,816 - Child Beds: 316	Available Adult Beds - Any: 107 - Female: 37 - Male: 36 Total: 180 (6.01% Lic Beds) Total: 180 (6.39% Stf Beds)	Available Child Beds - Any: 50 - Female: 12 - Male: 13 Total: 75 (22.59% Lic Beds) Total: 75 (23.73% Stf Beds)	Available Adult Beds - Region CSB Reg 1: 29 CSB Reg 5: 54 CSB Reg 2: 13 CSB Reg 6: 20 CSB Reg 3: 9 CSB Reg 7: 11 CSB Reg 4: 44	Available Child Beds - Region CSB Reg 1: 13 CSB Reg 7: 1 CSB Reg 2: 15 CSB Reg 99: 5 CSB Reg 4: 19 CSB Reg 5: 22																	
Search Activity by Last 7 Days				Facilities Not Updated Yesterday or Today																	
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Sample Dashboard

The Virginia Acute Psychiatric and CSB Bed Registry Initiative Update:

Background:

- The Department of Behavioral Health and Developmental Services (DBHDS) has worked with the Virginia Hospital and Healthcare Association (VHHA), community services board representatives and Virginia Health Information (VHI) to develop a web-based psychiatric bed registry (PBR) to collect, aggregate, and display data on the availability of acute beds in public and private inpatient psychiatric facilities and residential crisis stabilization units (CSUs) of community services boards (CSBs).
- Hosted by VHI, the Virginia Acute Psychiatric and CSB Bed Registry was implemented state wide on March 3, 2014.

Purpose:

- The web-based bed registry is intended to provide descriptive information about each public and private inpatient psychiatric facility and each CSB and private residential crisis stabilization unit to CSB emergency services providers and psychiatric hospitals that need immediate access to inpatient or residential crisis services for individuals.
- The data base includes information about the potential availability of beds at each facility.
- Hospitals and Residential CSUs are currently maintaining program profiles, which includes providing information about the number of beds available at each facility.
- Providers are expected to update the registry whenever there is a change in their census **and** daily.

Benefits

- The registry is a web based program which enables CSBs and psychiatric hospitals to search for acute psychiatric bed availability at all psychiatric hospitals (including state facilities) and crisis stabilization units 24/7.
- It provides information for emergency services staff about potential bed availability and facilities to contact first, but does not eliminate the need to call facilities for updated information and to discuss case specifics.
- The website has public contact information listed for the facilities on the registry. This is one place where mental health professionals can go and obtain information about all of the psychiatric hospitals.
- It is designed to enable CSB and hospital users to more efficiently determine the availability of appropriate beds in Virginia facilities using various search parameters within the registry data base.
- Queries can be tailored to specific needs (e.g., region, patient type, level of security, etc).
- The registry enables DBHDS administrators to monitor and evaluate usage and bed availability through various report features. This ongoing analysis of data is being used to provide feedback to all partners with the goal of increasing the efficiency of emergency services workers' ability to access a bed in an appropriate facility.

Limitations:

- The accuracy, credibility and reliability of the data produced by the use of the bed registry system depend on the users of the website and the frequency of updates.
- Having an “available bed” is a necessary, but not sufficient, requirement to actually access a bed for needed care. Multiple factors may affect the actual availability and/or appropriateness of that bed for a specific proposed individual. The provision of clinical information and medical clearance must be completed before an admission decision can be made.
- The registry does not replace the need to communicate clinical information regarding a potential admission, but is intended to be a useful tool in the facilitation of triage to an appropriate placement.

Implementation and Monitoring:

- DBHDS has worked actively with VHI & VHHA to move the PBR project from planning to testing implementation and on to State Wide Go Live on March 3, 2014. Planning, coordination, implementation and completion of beta testing: Phase 1, Phase 2, and Phase 3 of beta testing were completed before the release of the website.
- A representative group of stakeholders has conveyed every one to two months to review the process and use of the bed registry.
- Improvements to the registry are being implemented and the most recent release of changes to the website was on July 14, 2014. The updates were derived from feedback received from the community.
- It is important to note that recent legislation mandates that the PBR provide real-time information about the number of beds available at each facility. Providers are required to be in compliance with the legislation.
- An automated email from VHI is generated after a facility has not updated the registry in 24 hours, then DBHDS follows up with a personal email and/or phone call. If the facility does not update their census within an hour to two hours after receiving an email and/or phone call then the notification is sent to the director’s of the facilities via an email and/or phone call. Virginia Hospital & Healthcare Association (VHHA) is also an active partner and is involved in encouraging and holding facilities accountable for compliance to the legislative requirements.
- There are currently 68 facilities that update the registry and over 1,669 mental health professionals in Virginia who have access to the registry. With most hospitals updating at least twice a day, the website is being updated on average a total of 112 times a day.

If you have technical questions or suggestions about the website (e.g., using your login search features, etc.), please contact:

Deborah Waite
VHI Operations Manager
deborah@vhi.org

For non-technical or general questions regarding the Psychiatric Bed Registry, please contact:

Cleopatra Booker, Psy.D.
Department of Behavioral Health and Developmental Services
cleopatra.booker@dbhds.virginia.gov