


Children's Mental Health Services Coordination Pilot Project

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Background to the Pilot Project

- Children are boarding in the Emergency Department awaiting placement
 - Boarding is defined as children being held in an environment for their safety but not accessing services or appropriate treatment
 - There are few places that these complex children can be served
 - There are no openings and long wait lists
 - There are silos and many phone calls
 - We have to do something
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It is better
to do
something
than
nothing

Hospital leaders
were aware of a
process that worked
with Covid

Susie Emmert from
Hennepin Healthcare
contacted the
Coalition

We started to have
conversations about
how this could work

We agreed to create
a one pager and
start a pilot

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Purpose of the Pilot Project

Gather and monitor community-based services for children

Facilitating information sharing of services for children

Provide a consistent venue to discuss challenges and barriers to accessing appropriate and timely service for children in emergency departments

Getting to YES for these kids

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Announcement and Operations

Get the word out –
invite providers and
hospitals

SharePoint created to
house the spreadsheets
for availability and
children waiting in the
hospital

Establish a meeting
time and cadence

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Pilot project begins August 23

We began with 30 people on our contact list today we have 156

We met Tuesday and Thursday for August and September and have changed to once weekly hoping for a great participation rate

Today over 100 people have access to the SharePoint site for updating availability and children waiting for placement

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Lessons Learned

- **Clinical Directors and other decisionmakers are key to participating on the call**
- **Regular discussions are helping to build relationships and trust**
- **Staffing remains the most significant challenge**
- **Skilled direct care staff must be equipped to be trauma-informed and skilled to manage significant aggression as a symptom of mental illness**
- **Gaining an understanding of how each silo perceives the other**
- **Hospital and community-based services have very different resources**
- **Language is critically important, as are definitions**
- **Simple circumstances can create unnecessary barriers**

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Lessons Learned (continued)

- **Sharing positive qualities of each child is important when reviewing service options**
- **Children can stabilize and be readied for more appropriate care, even in hospital EDs**
- **Consistent organizational participation is important, as is internal updates to prepare for the next calls**
- **Disability services are greatly needed**
- **Financing for access to community-based services once identified, remains a challenge**
- **A variety of community-based services can piece together viable solutions.**
- **Discussion between colleagues is fundamental for success**

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The Mental Health Collaboration Hub is LIVE!

• What is the Mental Health Collaboration Hub?

Funded by a one-time investment from MN Dept of Health in expansion of the Psychiatric Assistance Line (PAL), the Mental Health Collaboration Hub is a secure online portal that helps connect children and families who are often in psychiatric or behavioral health boarding situations with appropriate treatment services.

• Who can use the Hub?

The Hub is accessible to health care and human service organization serving MN children - including hospitals, emergency departments, counties, shelters, residential treatment, group homes, foster care and wider community-based mental health providers.

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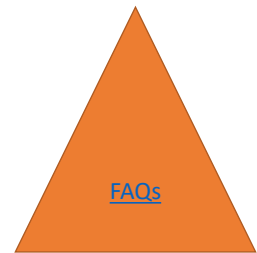
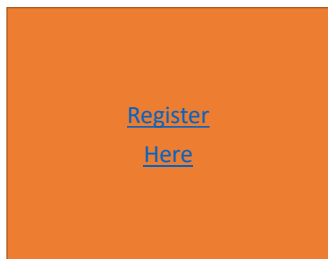
Why have the Collaboration Hub?

- As described in past slides – this started as a pilot project
- The “old school” spreadsheets have been transformed to the automated process of the Hub.
- Using the Provider profile and the information from the hospitals a “match” is made. The hospital and the provider get an email. This allows for efficient referrals from hospitals and a “pull” process for the provider to inquire about the person. Then details are shared.
- We continue to meet weekly because the “special sauce” is in the collaboration

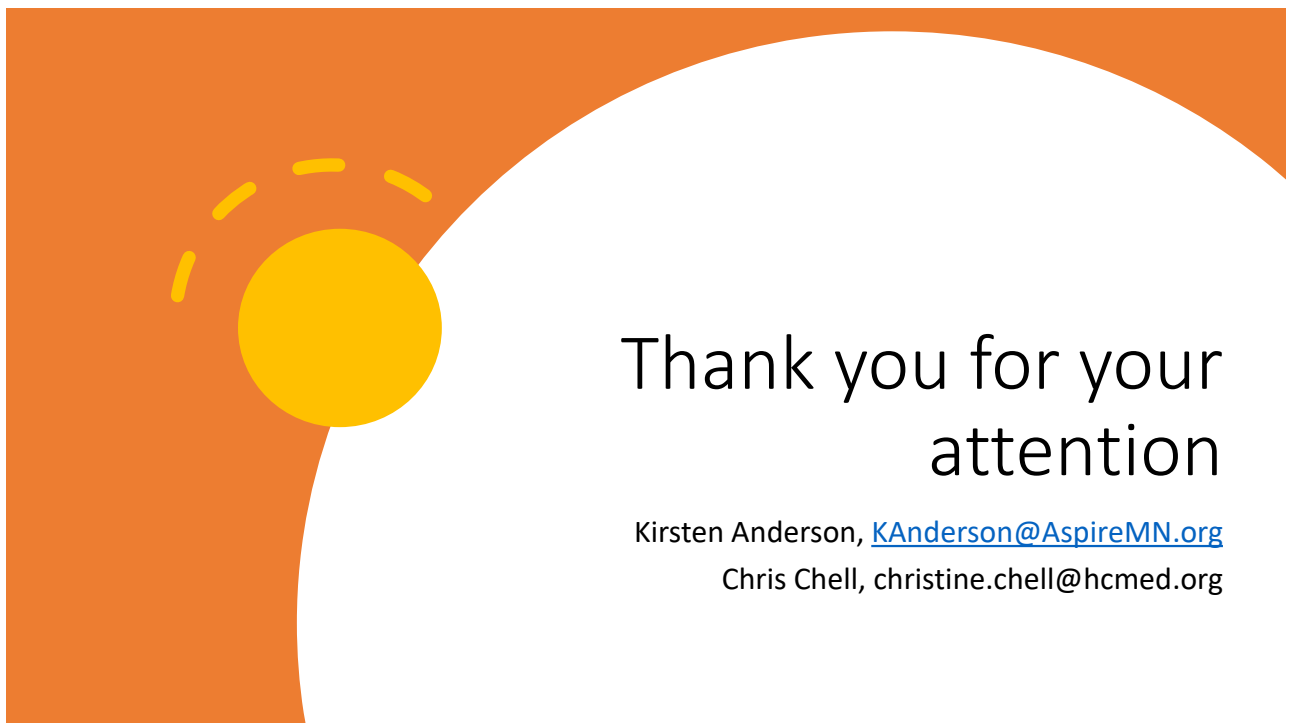
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How to connect with the HUB



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