



Follow-up Care Collaborations

The Chickasaw Nation

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*the  
Chickasaw  
Nation*

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# The Chickasaw Nation

- A federally recognized American Indian tribe.
- Boundaries includes more than 7,648 miles.
- Population has more than 66,000 citizens
- More than 35,000 citizens in Oklahoma.





# The Chickasaw Nation

- Department of Health
  - Four locations
  - Serves any Native American
  - More than one million patient visits a year
  - Primary care, dental and specialty services



# Behavioral Health Team

- Department of Family Services
- Approx. 27 therapists located in health system
  - Medical Family Therapy (Integrated)
  - Outpatient Therapy
- One psychologist



# Integrated Care and Zero Suicide Initiative

- Transitioned to Integrated Care in 2014
- Began Zero Suicide work in 2015
- Both required a change in thinking
- Universal screening began in 2016





# Universal Screening

- Screen everyone (no wrong door)
- Assess Positive Screens
- Implement suicide care
  - Positive Columbia Assessment
  - Safety plan
  - Determine need for inpatient stabilization



# Follow Up Process

- Patients discharged to home with safety plan
  - Follow up within 72 hours by clinician
  - Referral to Heartline
- Patients admitted for inpatient treatment
  - Safety plan/referral to Heartline
  - Discharge follow-up plan





# Heartline Referral

## Heartline Referral

### Follow Up Release of Information

We are concerned about you and we want to make sure you are safe. We would like to call you and see how you are doing. We have found that these follow-ups can be helpful in keeping you safe and supported until you are feeling better (and/or linked to treatment services).

Clinic/program:  CNDH Ada  CNDH Tishomingo  CNDH Purcell  CNDH Ardmore  DFS Ada  DFS Purcell

ATLC  CCV  HL  Nittak Himitta'  RRS  SF Ada  SF Thackerville  MWS

Name  Age:  Birth date:

Date of discharge

I (Patient) was admitted to:

Chickasaw Nation Medical Center  Psychiatric inpatient facility (EOD)  Other

Address  City  State  Zip

Telephone number (Home)  (Cell)

Best times to call:  Morning  Afternoon  Evening

Do you have an answering machine/voicemail?  Yes  No

If yes, is it ok for HEARTLINE to leave a message?  Yes  No

If someone else answers when HEARTLINE calls, is it okay for them to leave a message?

Yes  No  NO ONE ELSE SHOULD ANSWER

Is there another contact person whom could assist HEARTLINE if they are unable to reach you and are concerned (i.e. Emergency contact)?

Yes  NO If yes, name:  relationship:  phone:

Have you scheduled your next mental health appointment? If so, when is it?



# Heartline Referral

Ardmore	5/8/2017	5/10. 1st contact attempt - no answer, left VM, will try again. 5/11. 2nd contact attempt - no answer, left VM, will try again.
Ada	5/9/2017	5/10. 1st contact attempt - spoke with Clt who noted no SI thanks to talking with counselor. Noted would utilize 24hr Lifeline as needed. Contact file closed.
Purcell	5/10/2017	5/11. 1st contact attempt - number is cut off, attempted emergency contact number, left VM. Will email referring therapist and try again. 5/11. 2nd contact attempt - spoke with referring staff member, got correct number. Spoke with Clt who noted feeling much better and planning to schedule follow-up appt. Noted she got rid of her razors that she used to self harm and will rely on natural supports and 24hr Lifeline as needed.
Purcell	3/28/2017	5/17. 8th contact attempt - Spoke with Clt who noted feeling much better and a number of positive changes: diet, new therapist, support group, etc. Clt thanked us for "sticking it out" with him and will utilize 24hr Lifeline as needed. Contact file closed.
Tishomingo	5/11/2017	5/12. 1st contact attempt- spoke with Clt who noted he was doing better, but only because triggering family members were out of town. Will attend therapy appt next will and will follow-up on 5/17.



# Discharge Follow-Up

## Follow Up Care Check List for Mental Health Services

If you choose to follow up with Chickasaw Nation mental health services, the following will guide you through the process.

- The inpatient facility to which you have been accepted:  
Name: \_\_\_\_\_
- Consents for communication between Chickasaw Nation and the inpatient facility completed
  - ❖ You will need to call your family or friends you wish to have contact with while you are in treatment, the Chickasaw Nation cannot release your information to anyone without consent.
- The outpatient therapist you will be following up with upon discharge:  
Therapist name: \_\_\_\_\_ phone number: \_\_\_\_\_  
appointment date: \_\_\_\_\_ appointment time: \_\_\_\_\_
- If you are a **CURRENT** patient to the Psychiatry Department with the Chickasaw Nation your follow up appointment will be:  
Location: \_\_\_\_\_ date: \_\_\_\_\_ time: \_\_\_\_\_
- If you are a **NEW** patient to the Psychiatry Department with the Chickasaw Nation:
  - ❖ You will need to call the clinic you live closest to and ask to speak to the Psychiatric Care Coordinator to make an appointment.
  - ❖ You will need to let them know if you need medications continued until your appointment.
  - ❖ No appointments will be given without discharge paper work. You will need to make sure they have your discharge paperwork from the inpatient facility.





# Establishing Buy In

- Increased presence at medical team meetings
- Marketing materials
- Integrated psychiatry
- Joint Commission requirements
- Universal screening



# Evaluation

- Evaluation of follow-up care
  - Patients identified at risk for suicide
  - Total number of assessments and results
  - Referrals in/outside of system
  - Attendance at initial appt.



# Data Reporting

Question:	FY 2018 Totals	Oct-17	Nov-17	Dec-17				
1. Total number of ER Visits For Month	13475	4375	4568	4532				
1a. Emergency Department CSSRS Screenings (Included in overall CSSRS total)	2900	982	942	976				
1b. Emergency Department PHQ Screenings (Included in overall PHQ total)	12381	4258	4453	3670				
2. Total number of patients coming to the ER with/after an attempt (might not be available)	2	0	1	1				
3. Total number of patients diagnosed (primary/secondary) with Suicidal Ideation.	32	8	16	8				
4. Total number Of Patient's Screened for Suicidality (PHQ2/9 or other)	40183	11090	12063	10424				
4a. Dental Screenings	6606	2241	2416	1949				
4b. PHQ2 = High	1464	542	483	439				
5. Total number Of Patient's Assessed For Suicidality (C-SSRS or other)	3679	1247	1202	1230				
6. Total number Of Patient's Identified As At Risk For Suicide (positive, negative), positive is	84	28	36	20				
6a. C-SSRS score = Low	3298	1128	1057	1113				
6b. C-SSRS score = Referral Needed	12	4	4	4				
7. Total number Of Patient's Identified As At Risk For Suicide admitted to hospital	6	2	3	1				
8. Total number of emergency room Readmission Of Suicidal Patients (Patients return to ER within	0	0	0	0				
	Refused	Accepted	Refused	Accepted	Refused	Accepted	Refused	Accepted
9. Total Number Of Patient's Identified As At Risk For Suicide That Receive A Safety Plan	4	67	2	28		20	2	19
10. Total number of Patient's given a referral for HeartLine for follow up at discharge	14	40	7	12	2	14	5	14
11. Total Number Of Patient's Identified (positive) as At Risk For Suicide Referral For Mental Health	0	73	0	30	0	22	0	21
12. Total number of Patients referred to a CMHC	2		1		0		1	
13. Total Number of Patients referred within Hospital network	63		24		20		19	
13a. Total Number of Patients referred within Hospital network and make the initial appointment	51		20		16		15	
13b. Total number of patients diverted from psychiatric inpatient treatment	55		24		17		14	
13c. Total number of patients transferred to psychiatric inpatient treatment	18		6		5		7	
13d. Total number of patients transferred to Private psychiatric inpatient treatment	6		2		3		1	
13e. Total number of patients transferred to State Funded psychiatric inpatient treatment	12		4		2		6	
13f. Total number of Chickasaw Patient's Identified As At Risk For Suicide	35		14		12		9	
13g. Total number of Chickasaw Patient's that have went to a private treatment facility due to	4		1		2		1	





## Contact Information:

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