Welcome!

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Agenda

✓ Continuity of Care Overview and Considerations

✓ 4 Strategies: Field Examples

✓ Breakout Discussions: Tribal & State
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What do we mean by Continuity of Care?
Continuity of Care
(or Care Linkages/Care Transitions)

is maintained when one care provider links to another care provider, the transition of care is smooth and uninterrupted for the patient, and the essential clinical information is provided. (Knesper, AAS, & SPRC, 2010)
A concept, not a specific intervention

Identification Setting

Continuity of Care Strategies

Aftercare/Ongoing Care Setting
Identification Setting → Assessment &/or Stabilization Setting → Aftercare/Ongoing Care Setting

Continuity of Care Strategies
Identification
Settings in which at risk youth are identified

Enhancing Linkages
Strategies or services* to enhance linkages with the Aftercare/Ongoing Care provider

- Organizational MOUs, MOAs
- Crisis center follow-up
- Follow-up appointments made within 24 – 72 hours
- Caring contacts
- Warm handoffs
- Community resource listings for Referring Providers
- Continuity of care flow-sheets
- Communications between referring (identification) and referral orgs
- Transmission of medical record information to aftercare provider
- Patient consent protocols
- Informal caregiver involvement in aftercare planning

* Can be provided by the Identification organization, Crisis Center organizations, and/or Ongoing Care organizations

Aftercare/Ongoing Care
Settings in which at risk youth receive ongoing care/suicide risk management services

School
Culture / Community-Based Intervention
Primary Care
Inpatient Psychiatric Hospitalization
Community Behavioral Health
Foster Care

SPRC, 2014
Identification
Settings in which at risk youth are identified

Enhancing Linkages
Strategies or services* to enhance linkages with the Aftercare/Ongoing Care provider

- Organizational MOUs, MOAs
- Crisis center follow-up
- Follow-up appointments made within 24 – 72 hours
- Caring contacts
- Warm handoffs
- Community resource listings for Referring Providers
- Continuity of care flow-sheets
- Communications between referring (identification) and referral orgs
- Transmission of medical record information to aftercare provider
- Patient consent protocols
- Informal caregiver involvement in aftercare planning
- Case management

* Can be provided by the Identification organization, Crisis Center organizations, and/or Ongoing Care organizations

Aftercare/Ongoing Care
Settings in which at risk youth receive ongoing care/suicide risk management services

School
Primary Care
Community Behavioral Health
Community Program
Community Behavioral Health
Foster Care
Foster Care

SPRC, 2014
Key Elements of Continuity of Care

✓ Referral or follow-up appointment made within 24-72 hours

✓ Warm handoff

✓ Transmission of patient information from one setting to another

✓ Follow-up contacts to facilitate follow-through with referral
Zero Suicide vs. Continuity of Care (CofC)
In health care settings...

**Zero Suicide Approach**

- Identification Setting
- Setting
- Continuity of Care Strategies
- Assessment &/or Stabilization Setting
- Aftercare/Ongoing Care Setting

Creating the ZS Culture
Competent Workforce
Identify / Assess Risk Level
Using Evidence-Based Care
High Need for Follow Up Post-ED and Inpatient Discharge

*Continuity of Care for Suicide Prevention and Research* (Knesper, et al, 2010)

- Most post-discharge suicides happen within 1-2 weeks
- People at *highest* risk have one of the *lowest* rates of MH treatment adherence after an ED visit
Creating your Approach

1) Setting

2) Continuity of care strategy

3) Partnering strategy
Example: Hospital, Informal caregiver involvement in aftercare planning

Provider discusses expectations for follow-up care with patient and his or her supports

You could:

✓ Train providers to conduct patient and supporter education, including expectations for follow-up care
✓ Develop patient education materials to aid this conversation
Take Aways

- Continuity of Care = smooth and effective care transition
- CofC is a concept with many ways of going about it
- Screening alone is not a CofC strategy (although reevaluation could be)
  - CofC strategies are set in motion if someone screens positive
Take Aways – Cont’d

✓ CofC from an **ED or inpatient psychiatric hospital** is especially important

✓ “Zero Suicide” is not the same as CofC although the approaches overlap

✓ Work to understand the system(s) you want to partner with
Strategy 1: Crisis Center – ED Partnerships

Janet Kittams-Lalley
Executive Director, Helpline Center
South Dakota
How to Raise Your Hand:
Strategy 2: Using Informal Caregivers

Roxanna Coleman
Training Coordinator
Confederated Salish & Kootenai
How to Raise Your Hand:
Strategy 3: Telemental Health

SPRC
How to Raise Your Hand:
Strategy 4:
3rd Party Referral Form

Julie Geddes
Senior Field Representative
Oklahoma Department of Mental Health and Substance Abuse Services
Third Party Referral Form

Date

To Whom It May Concern:

In an interaction with _________________, we observed some behaviors or actions which need immediate attention.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Grade</th>
<th>Race/Ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guardian’s Name(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Numbers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The school first became aware when __________________________________________

The behaviors observed were __________________________________________

The student’s current mental status appears to be __________________________________________

Three resources for assistance are __________________________________________

________________________________________

All parties please sign that this document was reviewed.

________________________________________

Parent Date

________________________________________

Provider Date

________________________________________

School Contact Date

School Contact Phone Number

Please send signed copy back with parent or guardian to the above mentioned school counselor.
How to Raise Your Hand: