

WALK-IN BEHAVIORAL HEALTH SERVICES

Frederick Memorial Healthcare
System
Mental Health Association of
Frederick County

Presented to the CHRC Western Maryland
Regional Forum
September 29, 2014

BACKGROUND

- 2002 – Mental Health Association's Strategic Plan
- 2006 – Frederick Mental Health Provider Council Survey of Need
- 2011 - State Health Improvement Plan, Goal #34
- 2012 – Local Health Improvement Plan
- May 2014 – 'Soft' Opening of Service

BACKGROUND (con't)

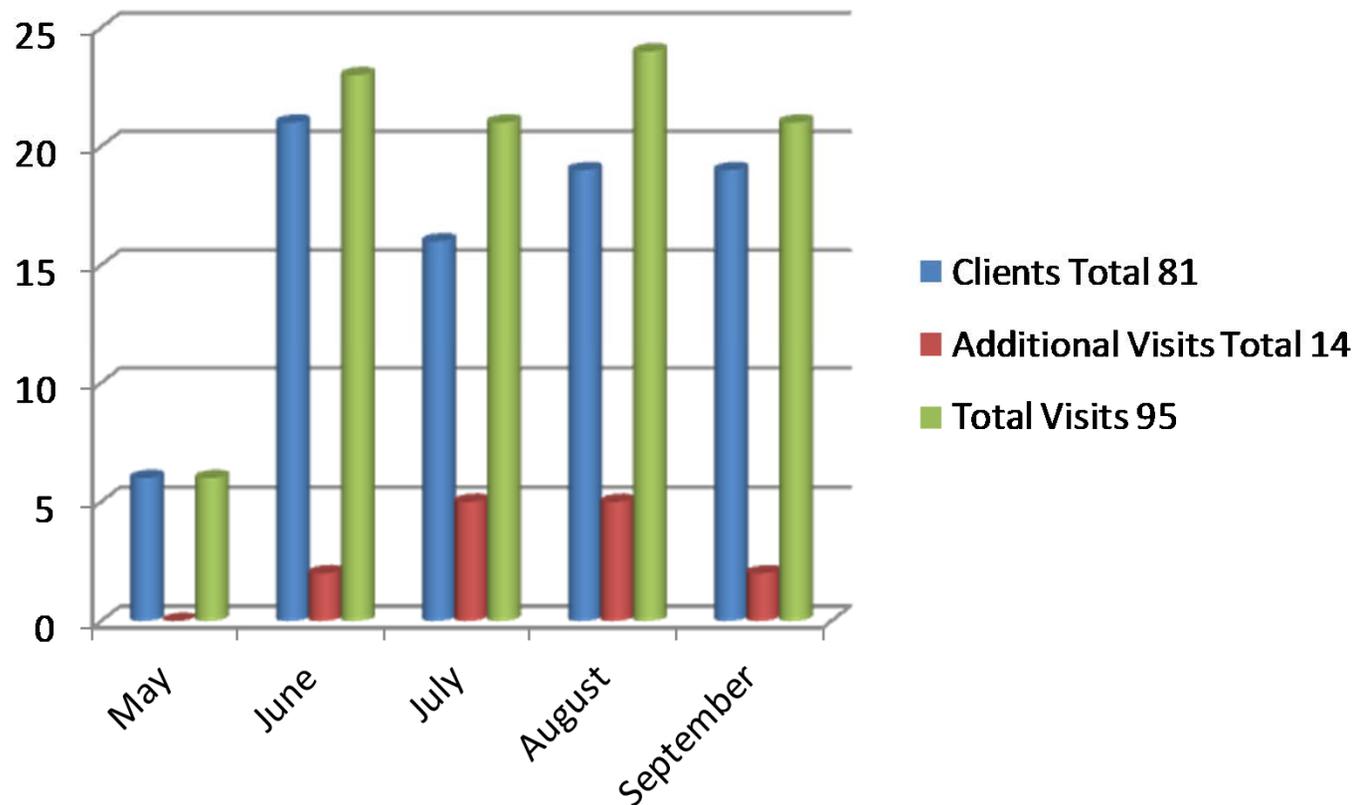
- ◉ Funded by CHRC, Core Service Agency, Frederick Memorial Healthcare System
- ◉ Open 50 hours/week, 7 days/week
- ◉ Staffing: LCSW-C Director, Crisis Specialists, Evening Receptionist

GOAL: REDUCE 'INAPPROPRIATE' BEHAVIORAL HEALTH ED VISITS

- Analyzed behavioral health ED visit discharge codes
- Determined which patients could have been served elsewhere
- Expressed this number as percentage of total behavioral health ED visits
- 59% of behavioral health ED visits potentially 'inappropriate'

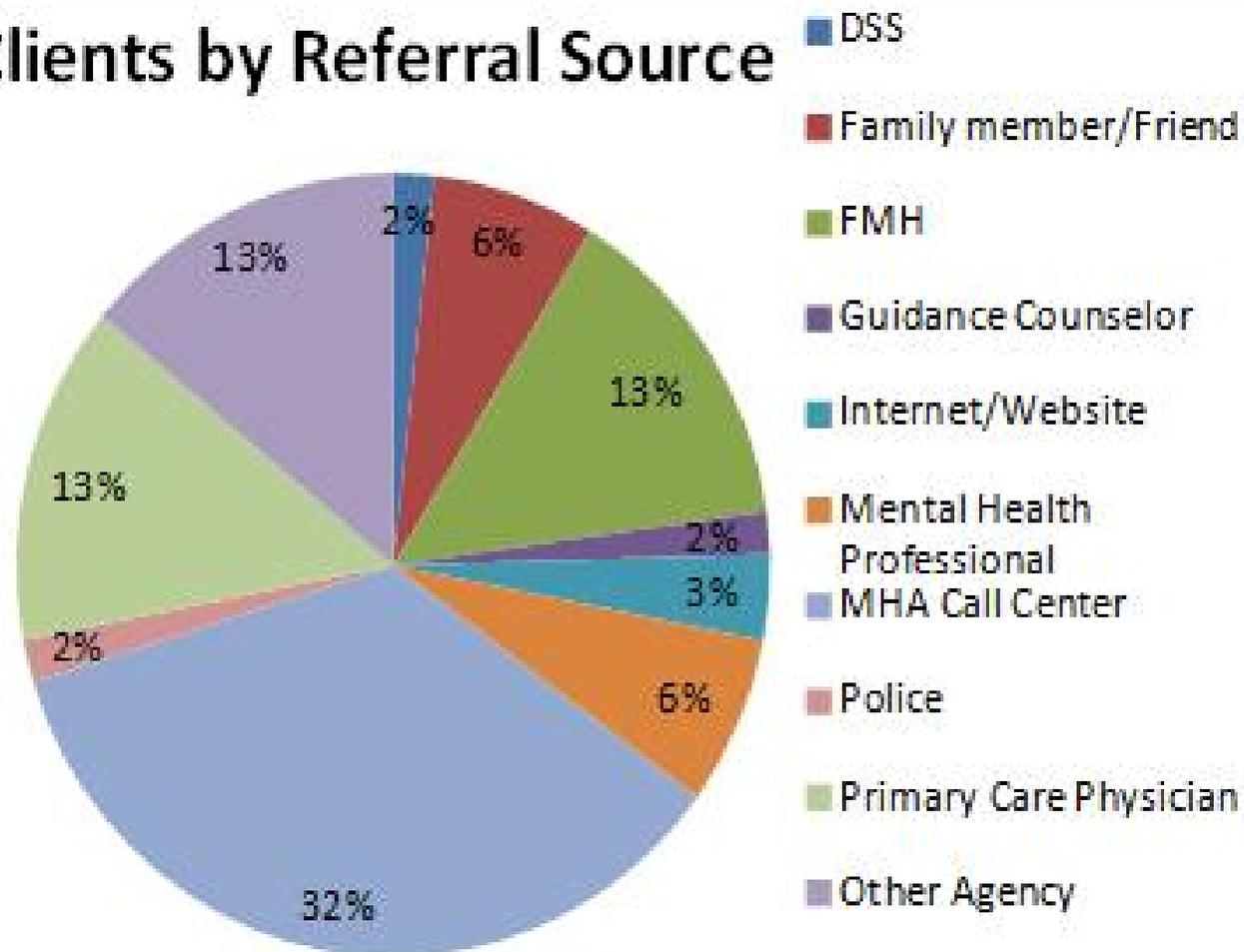
EXPERIENCE TO DATE

Walk-in Clients by Month 2014



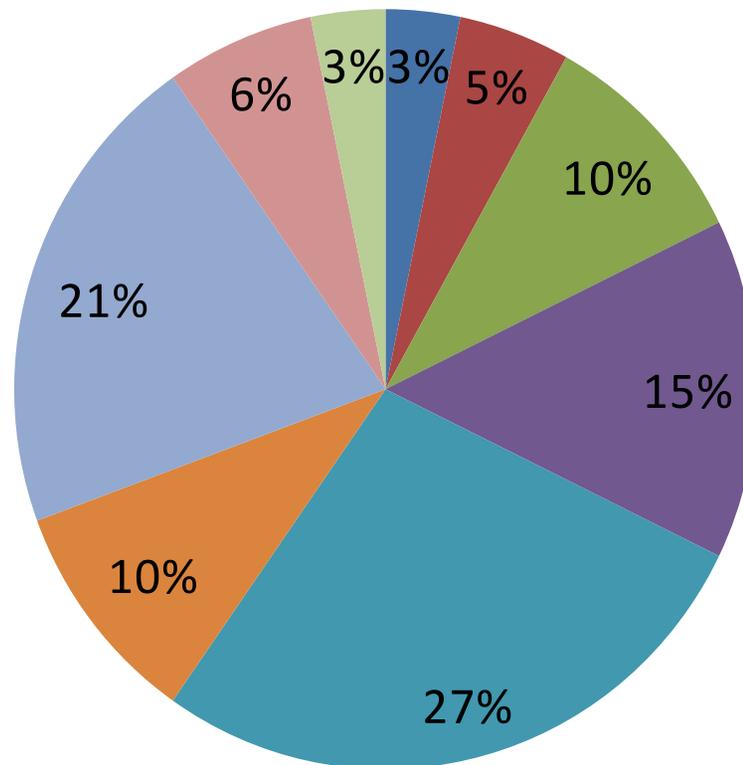
EXPERIENCE TO DATE

Clients by Referral Source



EXPERIENCE TO DATE

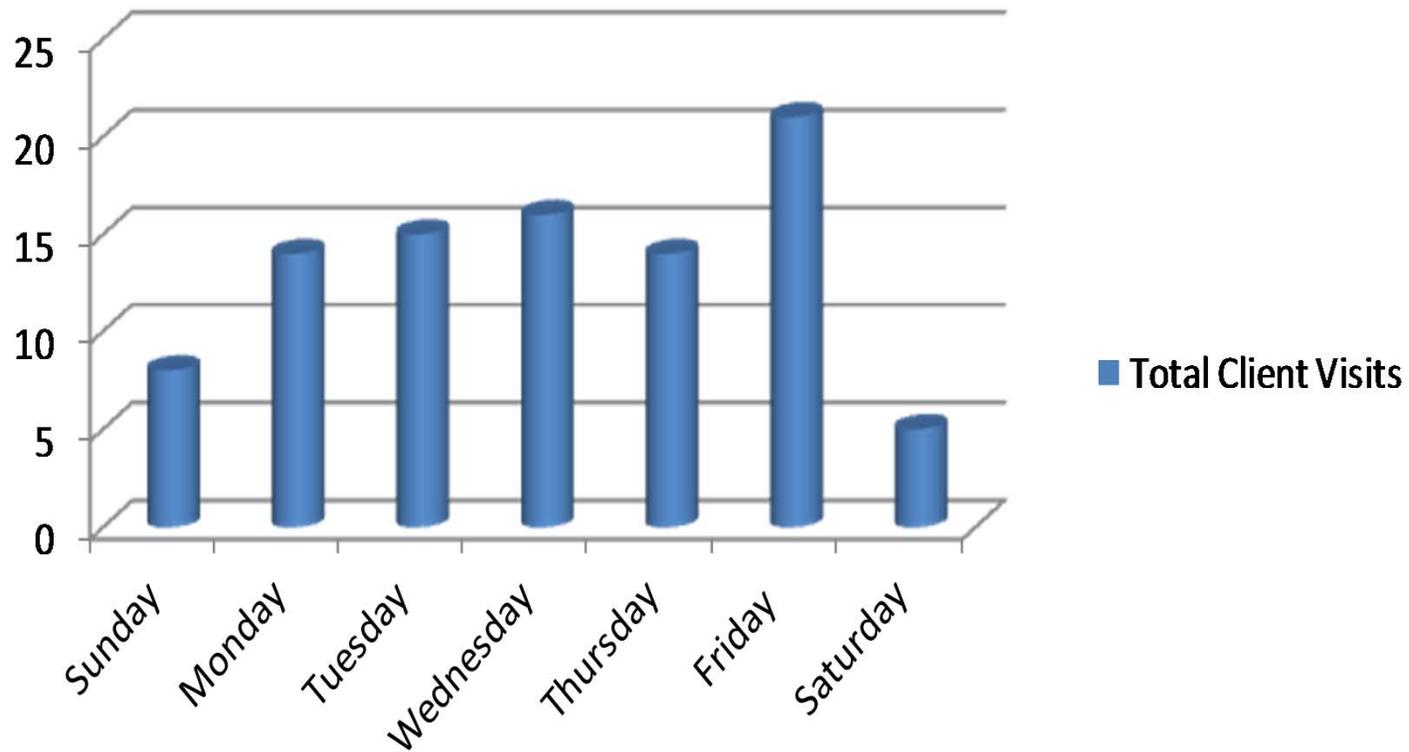
Clients by Age



- 0-12 years
- 13-17 years
- 18-24 years
- 25-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years
- 70-79 years

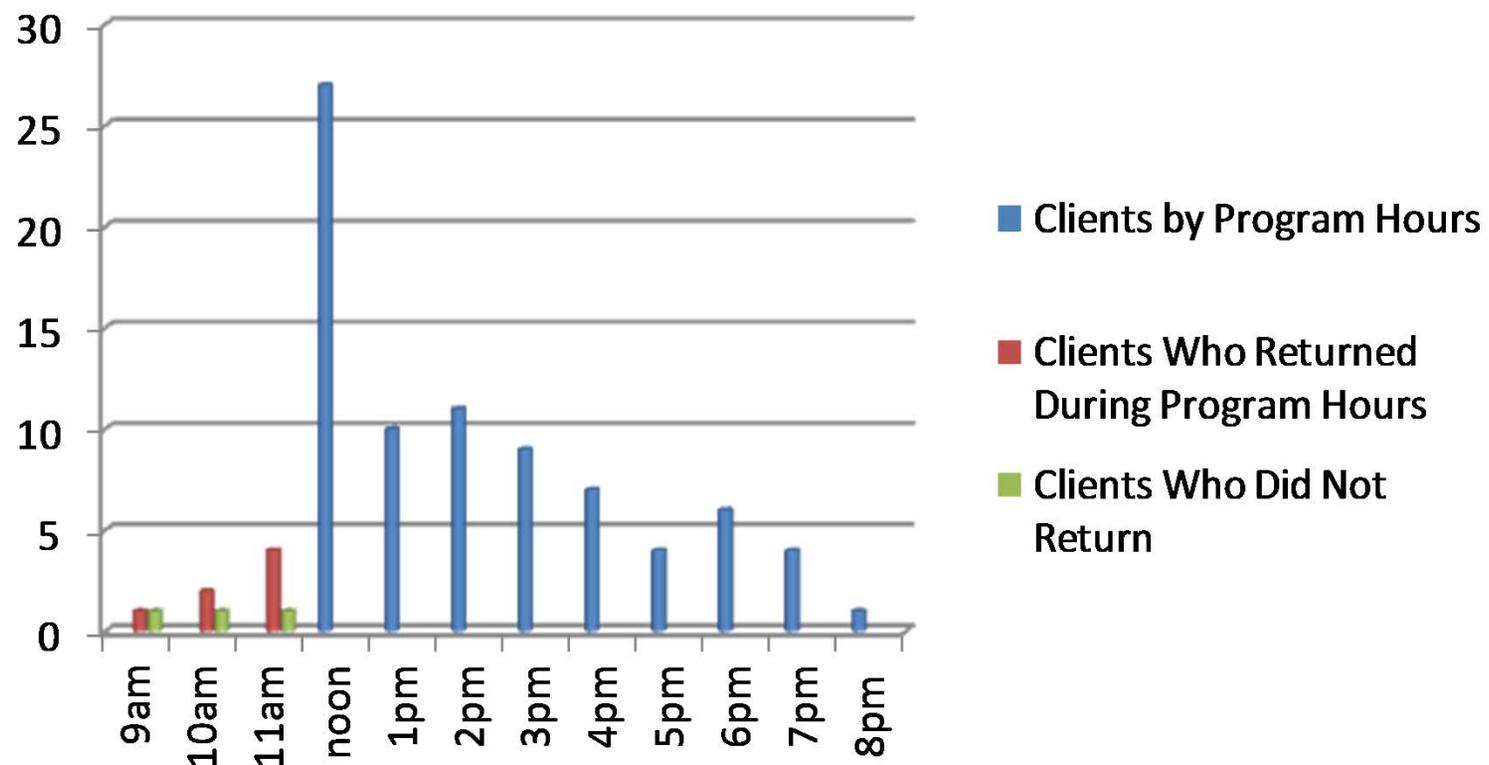
EXPERIENCE TO DATE

Client Visits by Day of Week



EXPERIENCE TO DATE

Client Visits by Hour of Day



FMH'S EXPECTATIONS

- ◉ Ensure that mental health patients receive the right services at the right location
- ◉ Coordinate with community partners to maintain the wellness of our mental health patients
- ◉ Increase resources available to these patients
- ◉ Know that MHA is providing a level of service to these patients that is appropriate based on their needs

“It’s great to have something so accessible. The idea of going to a big hospital was too much. This was like going to a friend’s house.”

---Walk-in Client