

Sutter Health: Emergency Departments

Words to Deeds: Care of the Psychiatric Patient

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About Sutter Health

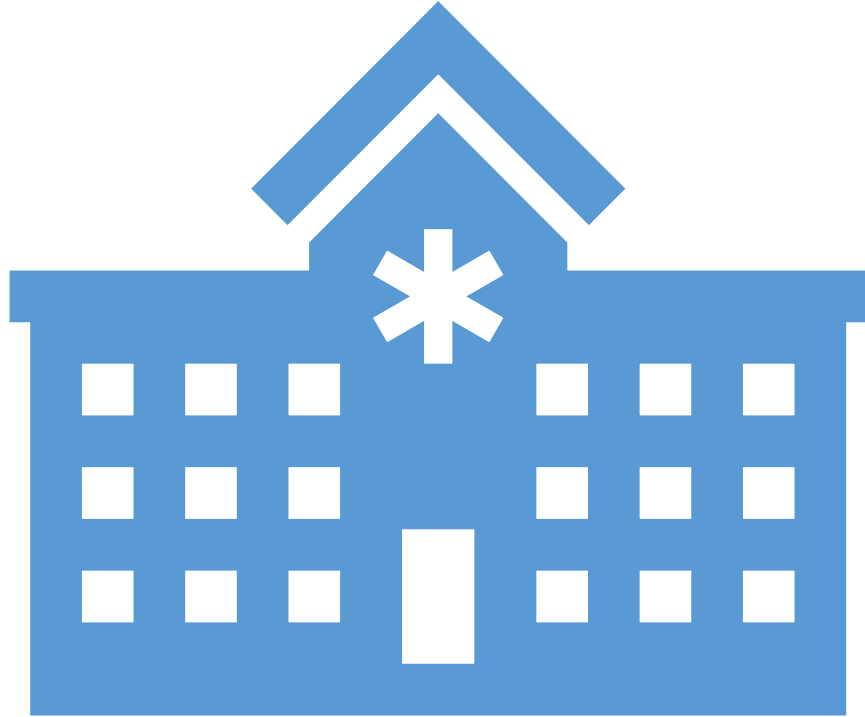
People

- Physicians: 12,000
- Advanced Practice Clinician: 2000
- Nurses: 16,000+
- Employees: 53,000+

Locations

- Hospitals: 23 (21 with Emergency Departments)
- Ambulatory Surgery Centers: 33
- Cardiac Centers: 8
- Cancer Centers: 11
- Acute Rehabilitation Centers: 4
- Mental Health and Addiction Centers: 5
- Trauma Centers: 5
- Licensed General Acute Beds: 4,174
- Neonatal ICUs: 7

Sutter Emergency Departments: Who we are



2023 Emergency Department Data

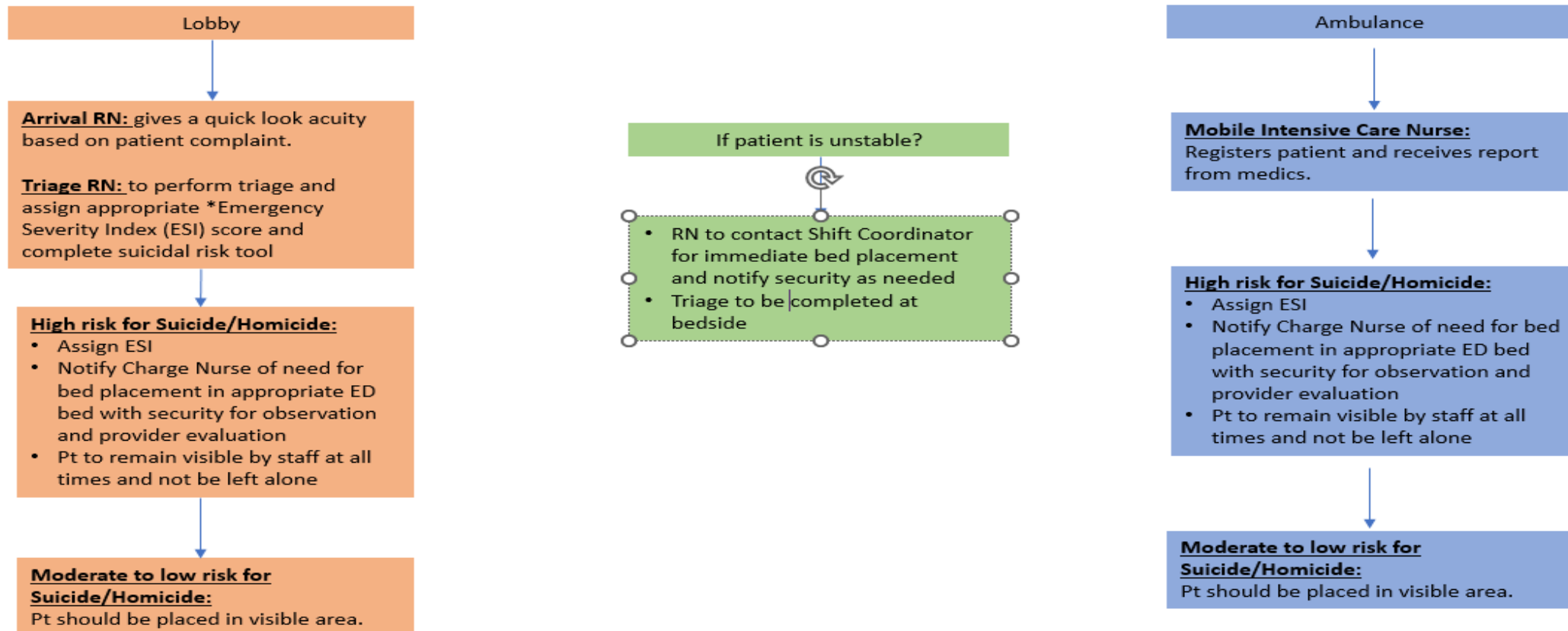
- Annual visits: 914,316 (21 Emergency Departments)
- Patients requiring psychiatric care: 52,816 (System)
- Sutter Roseville Medical Center: 107,791 visits
- Patients requiring psychiatric care: 5,694
- Patients boarding with psychiatric diagnosis: 46,713 hours
- Average Transfer time: 23.9 hours
- Approximately 40% of bed capacity limited by patients on psychiatric hold and boarding

Sutter Roseville Countermeasures to Improve Care

- Hired an internal Psychiatric Response Team (PRT) in collaboration with the county to improve timeliness assessment of psychiatric patients.
- Partnership with emergency department physicians, RNs, PRT, and pharmacists initiating early treatment.
- Partnership with the county for transfers to Lotus for patients requiring additional resources.
- Implementation of the Substance Use Navigator (SUN) as a permanent position to support patients with a substance use disorder.

Psychiatric Patient Workflow

Behavioral Health Patient Algorithm



*Emergency Severity Index: triage algorithm used in emergency departments to categorize patients by their acuity level and prioritize resources.

Registered Nurse Standard Work for Behavioral Health Patients

High risk, 5150, or 1799 pts changed into a gown

- Patient's may be able to keep phone on a case-by-case basis, based on primary RN safety assessment
- Environmental risk assessment: remove unnecessary safety risk items when possible

Hygiene:

- Offer opportunities for hygiene including toothbrush, body wipes or shower

Documentation:

- Documentation on arrival, and every 2 hours
- A full assessment including mental health assessment
- Verify suicidal risk tool was completed in triage on all patients 10 years and older, and complete one if necessary

Mental Health Rounds:

- Attend Mental Health rounds at 1030am and 845pm each day to discuss patients' status and barriers to placement
- Multidisciplinary team: Pharmacy, Psychiatric Response team, Primary Nurse, ED Leadership, Security Leadership, Provider, Social Work

Patient with Behavioral Health Condition ED Throughput Dashboard

- **What is it?**

- The Behavioral Health Patient ED Throughput Dashboard is a Tableau-based tool created by the Mental Health & Addiction Care Team Office in May 2024
 - Slicer and dice functionality for several key indicators:
 - Volume/% of BH encounters by ED, by payor mix
 - LOS (average or median)
 - 5150 holds
 - Psych transfers and other disposition trends

- **Why did we create it?**

- Focused attention and intervention is needed on the behavioral health population in the ED
 - The average LOS for a non-BH patient in 2024 is 276 minutes, vs. 641 minutes for BH patients¹
 - ED leaders can use the dashboard to drive strategies aimed at reducing boarding times (and measure performance over time)

¹ January 1-June 30, 2024

- **Sourcing**

- The Behavioral Health Patient ED Throughput Dashboard uses the same SQL dataset as the EDAA Dashboard
 - Behavioral health patients filtered for IS Psych flag
 - Data is updated daily (with 60-day lookahead to accommodate documentation delays)
 - Payor mix data based on Financial Class status in Epic

Questions/Comments

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