



# BREAKING THE CRISIS CYCLE

## BEHAVIORAL CRISIS CENTER



# ABOUT BURRELL

**2nd**

Largest CCBHC

**25**

Counties in MO & AR

**50+**

Facilities

**1,700+**

Team Members

**400+**

Clinicians

**40K**

Clients

## Unique Service Mix

Behavioral  
Health Services

Recovery  
Services

Developmental  
Disability  
Services



# A COMMUNITY SOLUTION TO A COMMUNITY PROBLEM

The impact of mental health in our community

Community leaders positioned to make a difference





## EFFECTS OF THE CRISIS CYCLE

- Strain on law enforcement and emergency rooms
- Financial impact
- Poor outcomes for citizens stuck in cycle

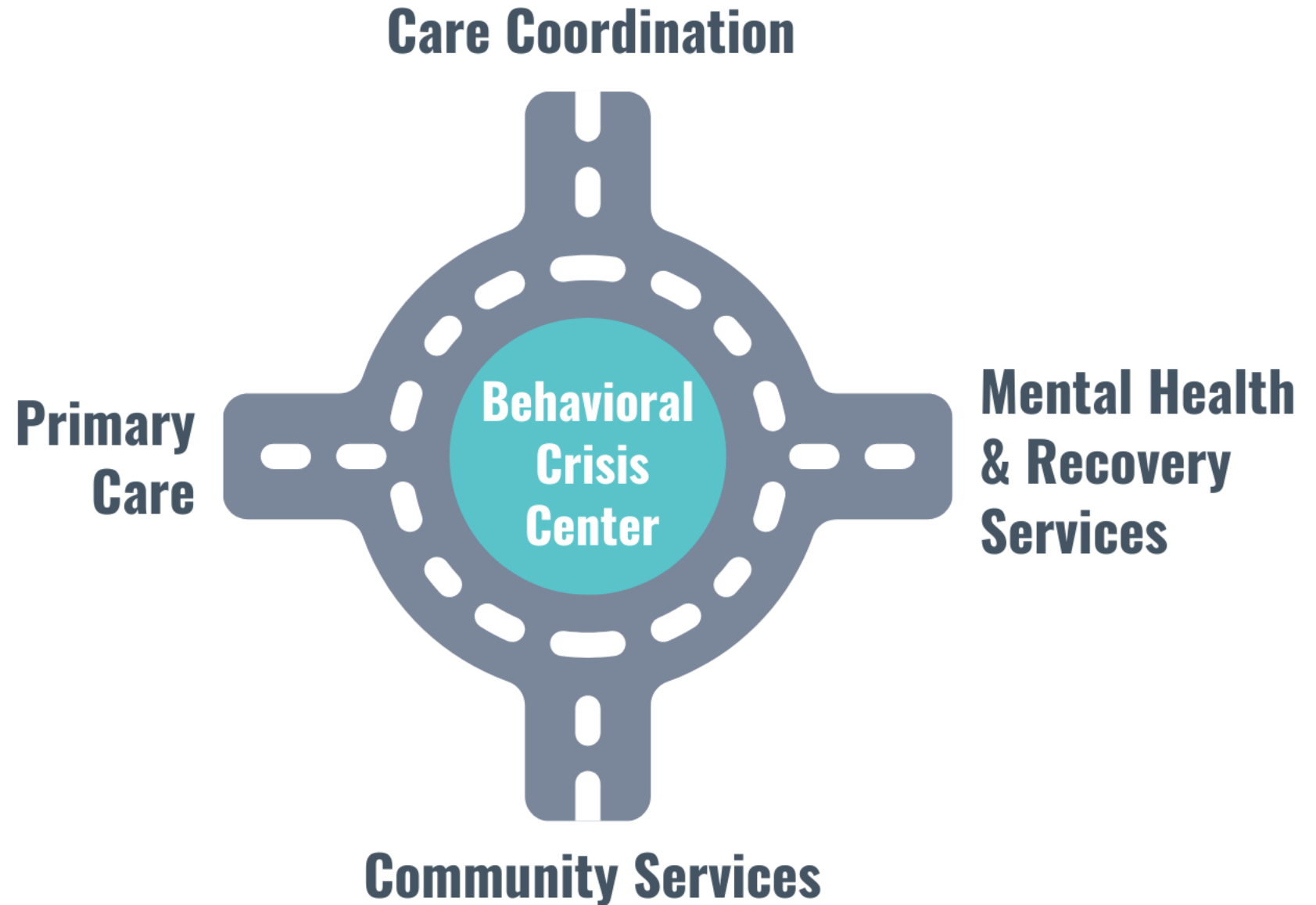
# BREAKING THE CRISIS CYCLE





# COMMUNITY CRISIS HUB

Changing the  
Flow of Traffic



# HOW IT WORKS

## MULTIDISCIPLINARY UNIT

Nurses

Behavioral  
Technicians

Peer Support  
Specialists

Director

Clinical Intake  
Specialists

Medical  
Director/PCP

Nurse Practitioners  
(PMHNP)

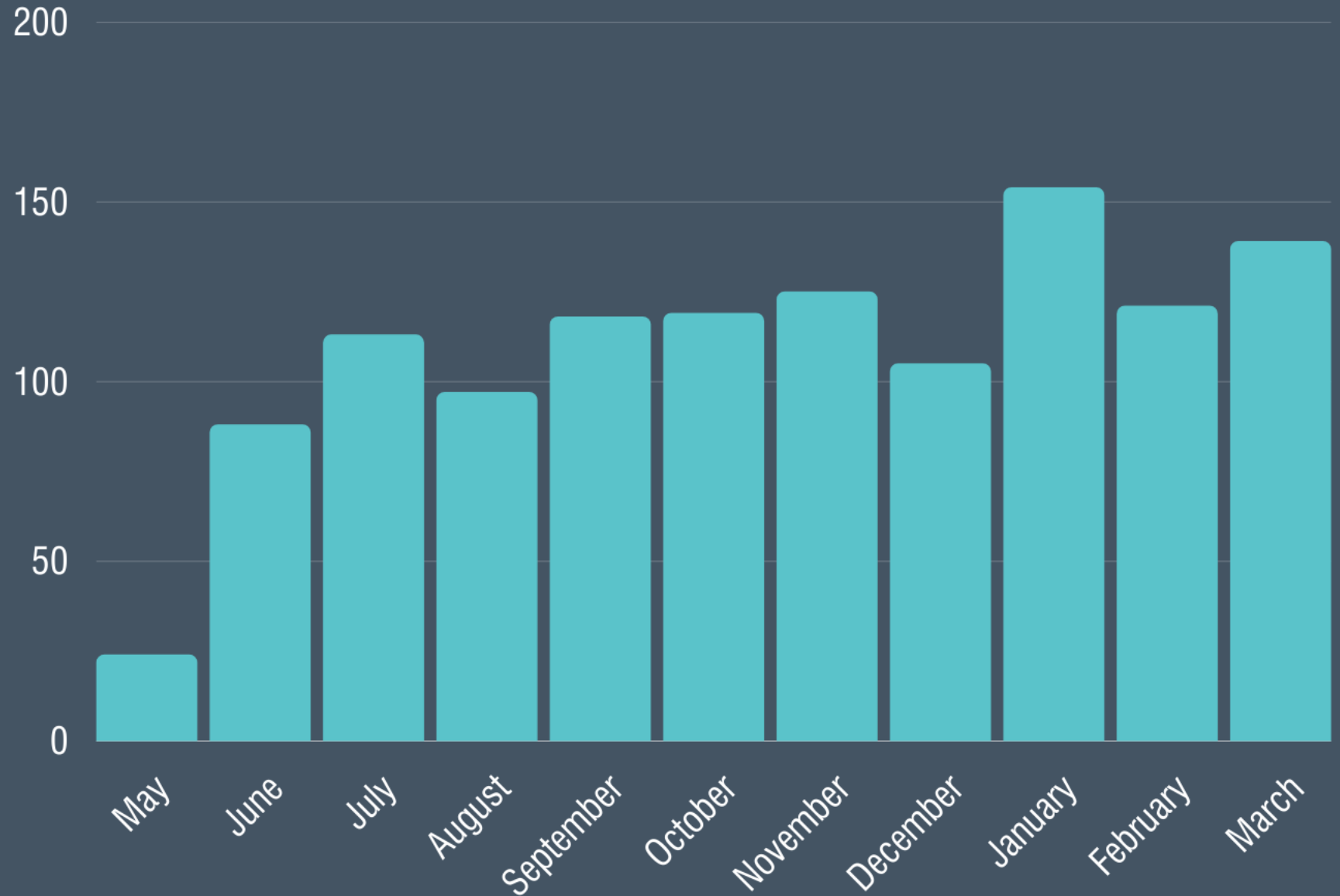
Clinical  
Coordinator





# CLIENT CONTACTS

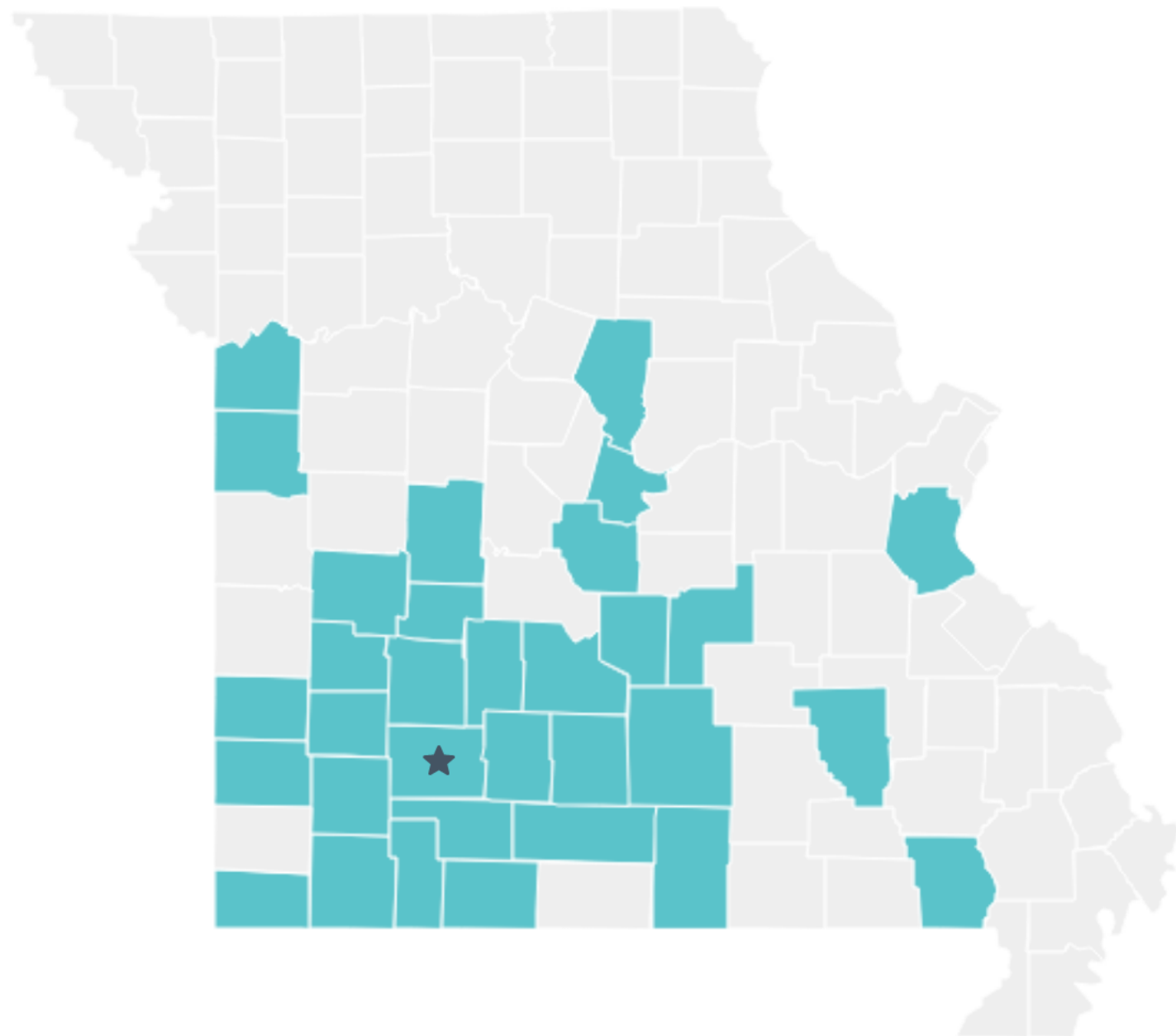
1,026 Total



Data for June 1, 2020-March 31, 2021

# COUNTY OF RESIDENCE

- Greene (696)
- Christian (82)
- Taney (48)
- Webster (29)
- Polk (21)
- Stone (20)
- Lawrence (15)
- Dallas (12)
- Barry (11)
- Laclede (8)
- Wright (6)
- Other (60)
- Unknown/Refused (8)



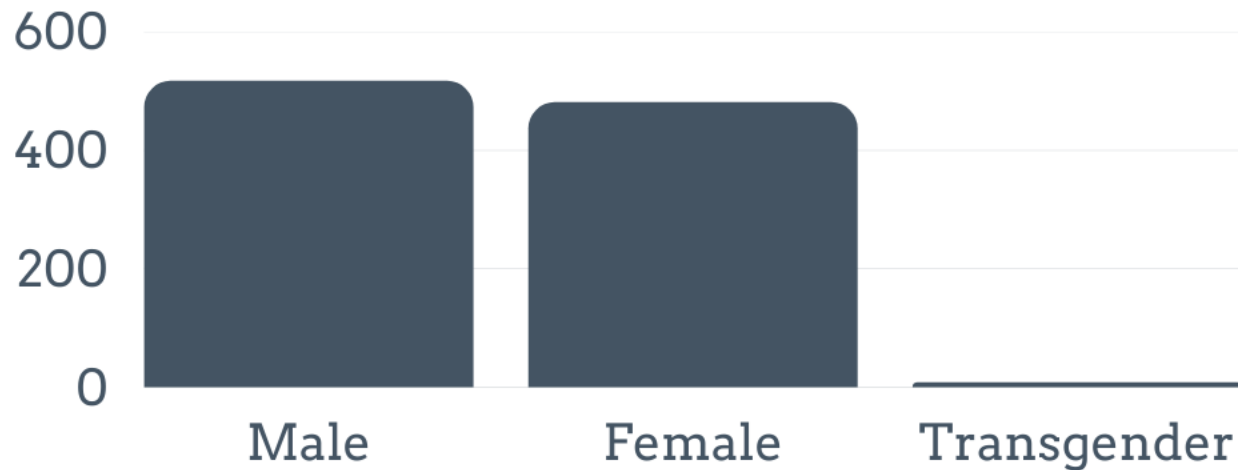
Data for June 1, 2020-March 31, 2021

# Age

Range: 18-83

Mean: 35.06

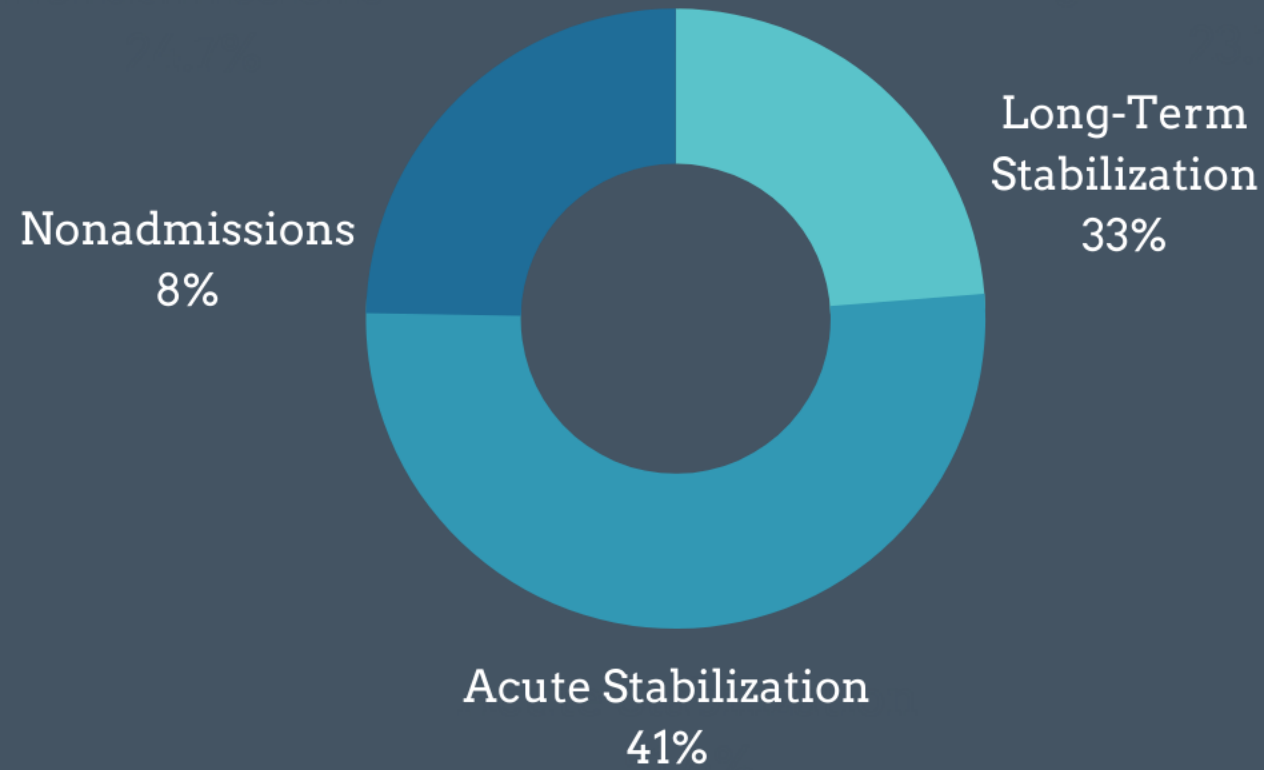
## Sex



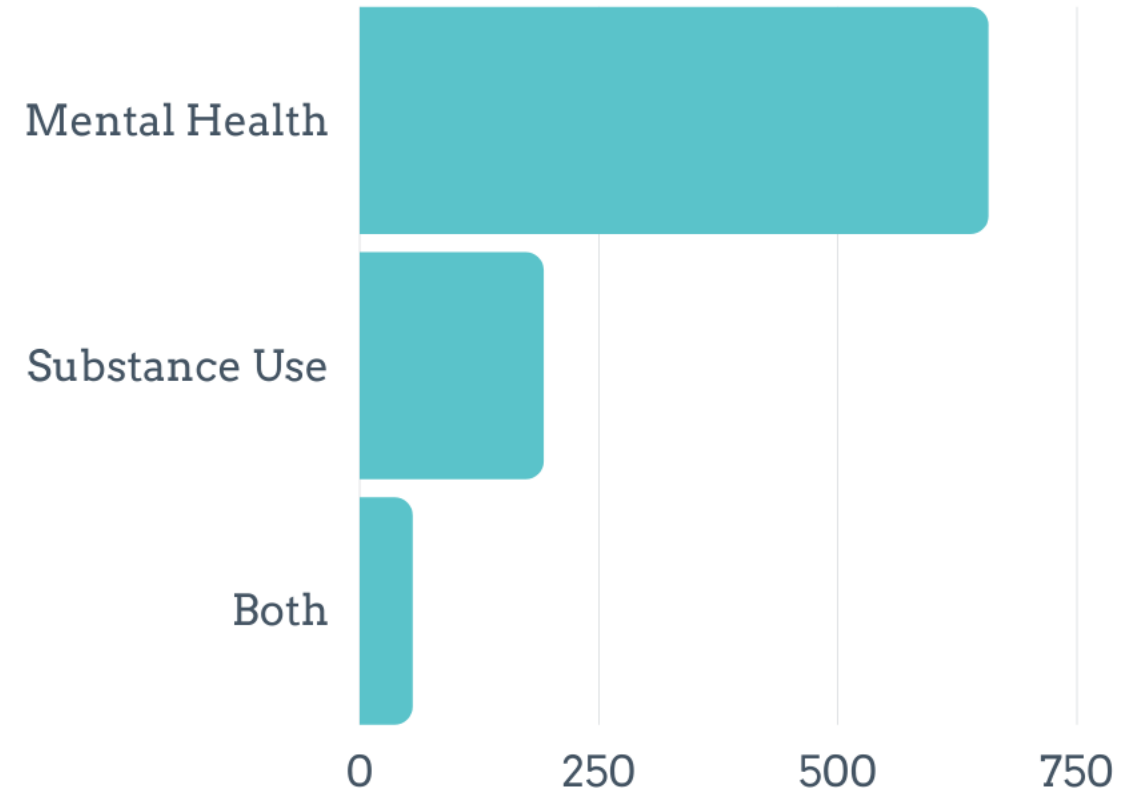
# CLIENT DEMOGRAPHICS

Data for June 1, 2020 - March 31, 2021

## ADMISSION STATUS



## REASON FOR ADMISSION



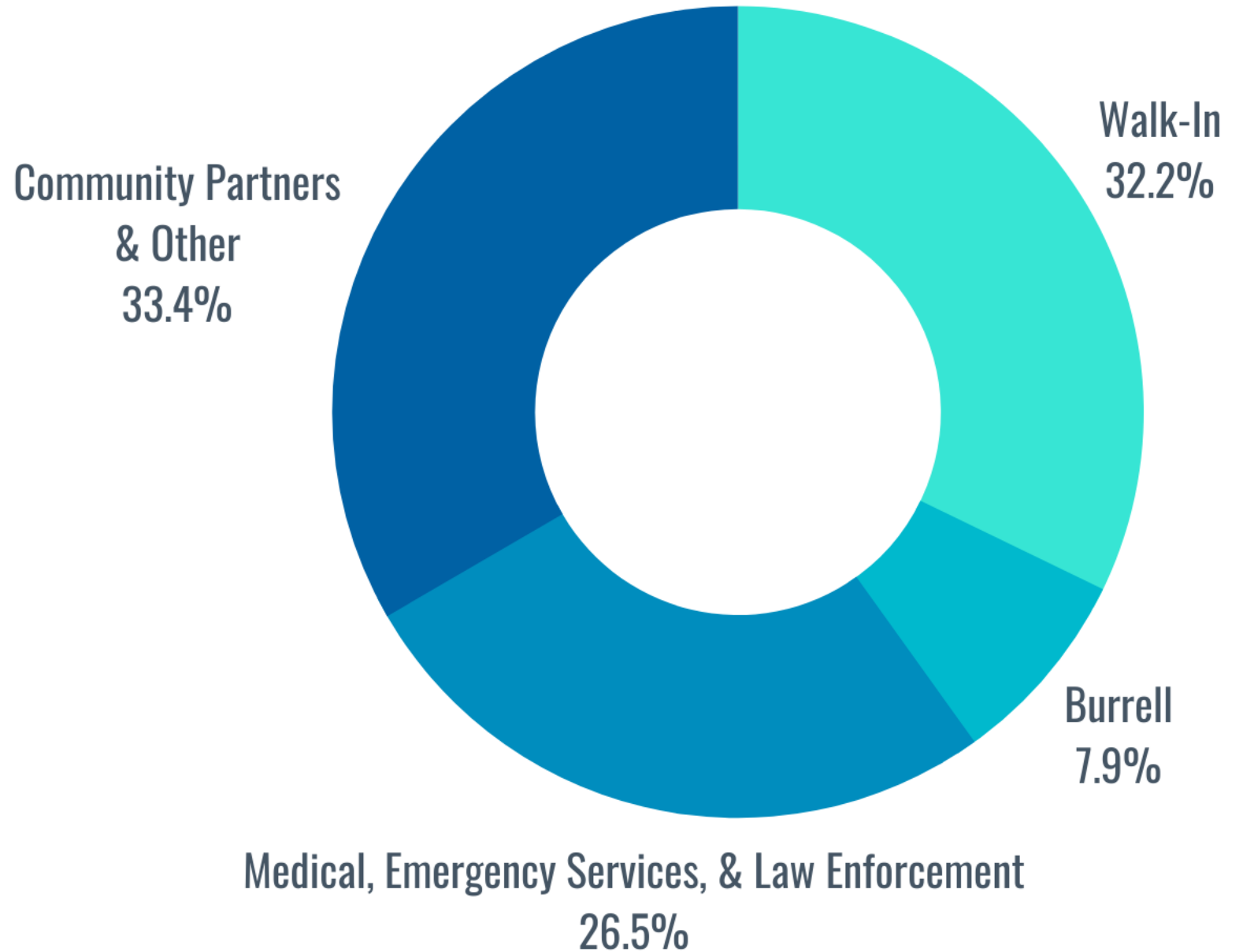
Of the nonadmissions, only 13 individuals were diverted to the ED due to safety risk or medical instability.

Data for June 1, 2020-March 31, 2021

- Re-admissions (minimal) and crisis follow-ups (vast majority) make up about 18% of encounters
- Data from our Mercy ED collaboration shows an ED behavioral health re-admission rate of 36%
- While we are still early in the program, we are hopeful we are seeing a reduction in re-admissions due to our process of connection to follow-up care

# RE- ADMISSION STATUS

# REFERRAL SOURCES



Data for June 1, 2020-March 31, 2021

# COMMUNITY/PARTNER IMPACT

Mercy Emergency Department

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## Behavioral Health Encounters as of November 2020

FIRST FIVE MONTHS OF 2020 (PRIOR TO BCC OPENING)



Reduction in behavioral health encounters compared to the average of the previous three years during the same timeframe

LAST FIVE MONTHS OF 2020 (AFTER BCC OPENING)



26.4% reduction in behavioral health encounters compared to the average of the previous three years during the same timeframe



One month showed a 42% reduction over the three-year average

Data for June 1, 2020-December 31, 2020



# COMMUNITY/PARTNER IMPACT

## Mercy Emergency Department

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### Efficiency of ED Behavioral Health Response Staff

By working with Triage and quickly transferring clients to the BCC, post-restraint average length of stay has reduced by 10 hours and time to follow-up behavioral health assessment has reduced by an average of four hours

### Average Check-In to Admission Assessment Completion

Less than 60 minutes

### Provided Benefits Assistance (including Medicaid Application Assistance)

To 55% of those receiving services

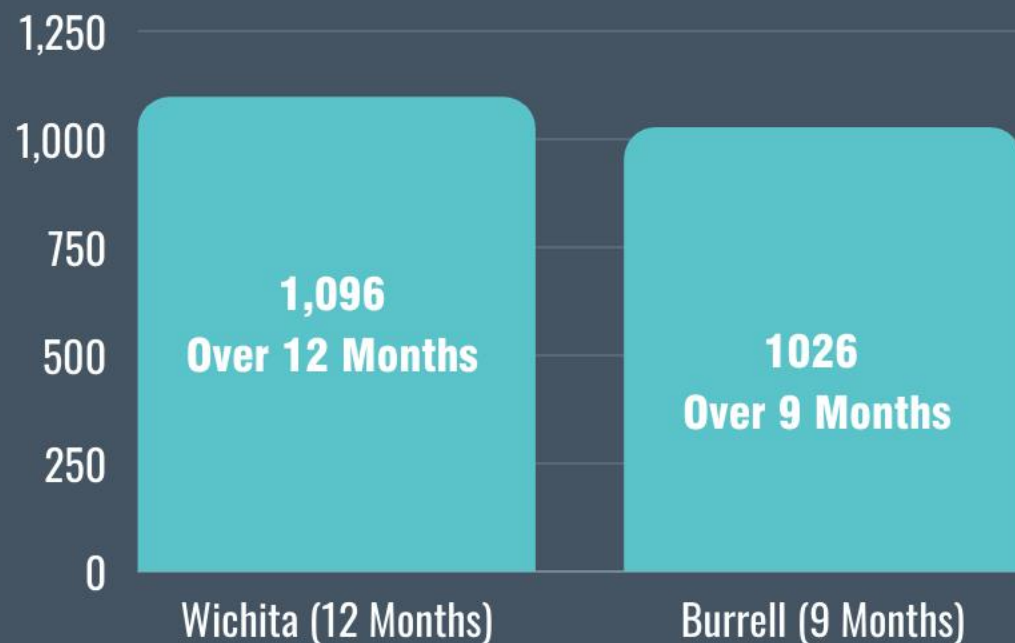
Data for June 1, 2020-December 31, 2020



# Data Comparison

Burrell & Wichita Numbers

## Total Check-Ins



## Monthly Average Check-Ins



Data for June 1, 2020-March 31, 2021

# Community Savings

	2016	2017
Hospital Care & Emergency Transport	\$1.15M	\$1.99M
Law Enforcement & Detention Services	\$1.22M	\$821K
<b>Total Cost Avoidance</b>	<b>\$2.37M</b>	<b>\$2.81M</b>

Annual cost avoidance to hospitals, EMS, and law enforcement agencies was approximately **\$2.3M in 2016** and **\$2.8M in 2017**.

2018 Study on BCC  
in Sedgwick County  
from Wichita State  
University

# INTANGIBLE VALUE

**IMPACT  
COMMUNITY  
HEALTH**

**IMPROVE  
POVERTY  
RATES**

**VISIBLE  
INVESTMENT  
IN HEALTH OF  
CITIZENS**

**POSITIVE  
PUBLIC  
RELATIONS**

## BCC in the News

### Example Headlines

LOCAL NEWS

**Greene Co. Commission Devotes \$1 million to Behavioral Crisis Center**

**Burrell's new Behavioral Crisis Center is now open 24/7, 365 days a year**

NEWS


**Burrell Behavioral Health creates new facility for faster, more accessible care**

# OUR WHY


Instead of focusing on why we ***could not*** do this, we focused on the reasons why we ***needed to*** do it.







"The people who work here **saved my life.**  
I am so grateful for the foundation they  
provided for my recovery. If you have a  
loved one struggling with addiction they  
can help."



# QUESTIONS & DISCUSSION

