

National Guidelines for Behavioral Health Crisis Care Best Practice Toolkit



Building a Sustainable Crisis Service System

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Care That Feels Like Care



Includes Minimum Expectations and Best Practice Guidelines

National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit
Knowledge Informing Transformation

National Guidelines for Behavioral Health Crisis Care
Best Practice Toolkit



- 1. Someone to Talk to - 988**
- 2. Someone to Come to You – Mobile Crisis**
- 3. A Safe Place for Help – Crisis Receiving Center**

Crisis System Considerations

- ▶ Focus on SAMHSA's core elements that deliver immediate access to care that feels like care:
 - ▶ 988 Call Center
 - ▶ Mobile Crisis
 - ▶ Crisis Receiving Center
- ▶ Use data-informed models to develop your system and leverage technology
- ▶ Solidify regulatory and reimbursement structures
- ▶ Creative structures to maximize impact of limited workforce, facility and funding resources

Things You Need to Know

- 1. Community need for each level of service**
- 2. Funding needs for each level of service**
 - a. Cost of start-up
 - b. Cost of service delivery
- 3. Existing reimbursement structures for each service**
 - a. Service coding options
 - b. Ability to differentiate services in revenue cycle
 - c. Funding sources for service delivery
 - d. Funding sources for start-up services
 - e. Medicaid rates, local reimbursement, commercial payment (parity?)

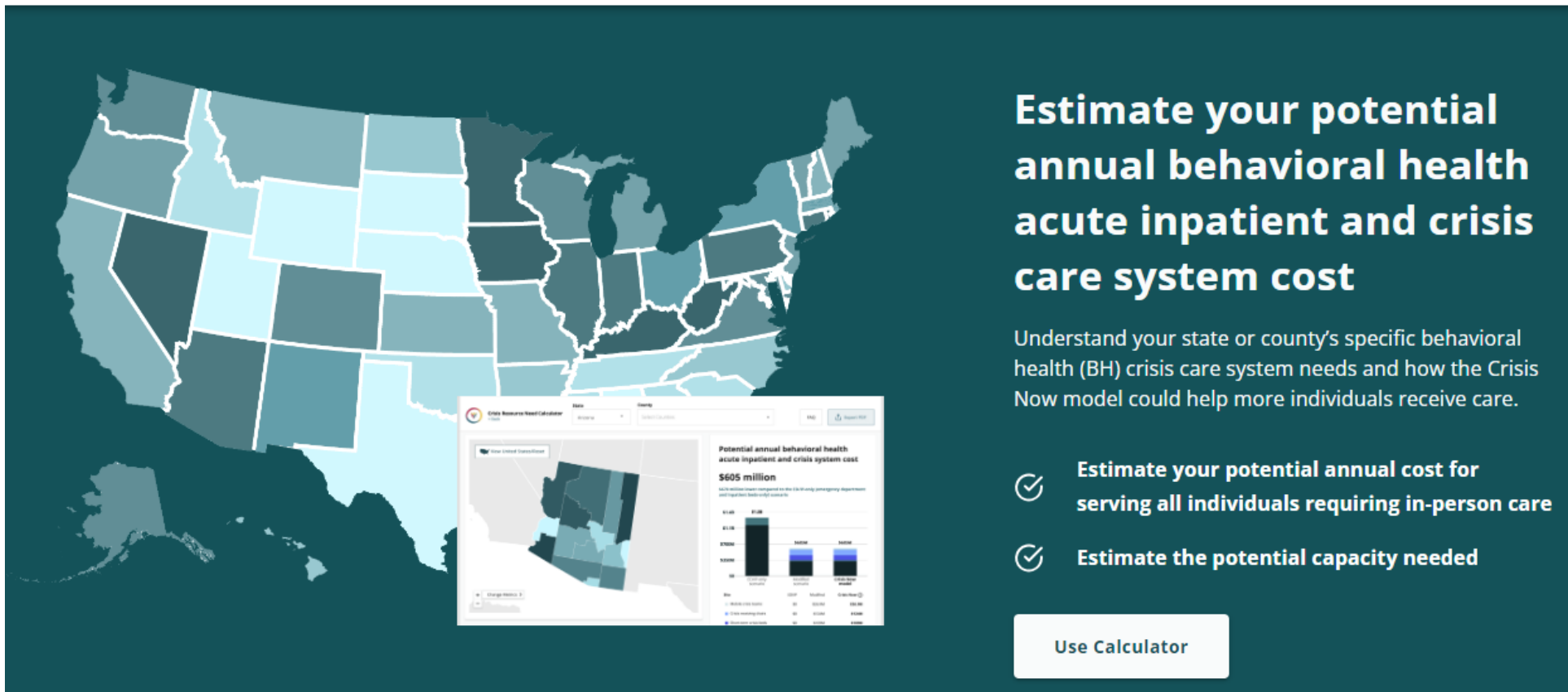
Crisis Resource Need Calculator

<https://calculator.crisisnow.com>



Crisis Resource Need Calculator

Use Calculator



Estimate your potential annual behavioral health acute inpatient and crisis care system cost

Understand your state or county's specific behavioral health (BH) crisis care system needs and how the Crisis Now model could help more individuals receive care.

- Estimate your potential annual cost for serving all individuals requiring in-person care
- Estimate the potential capacity needed

Use Calculator

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State

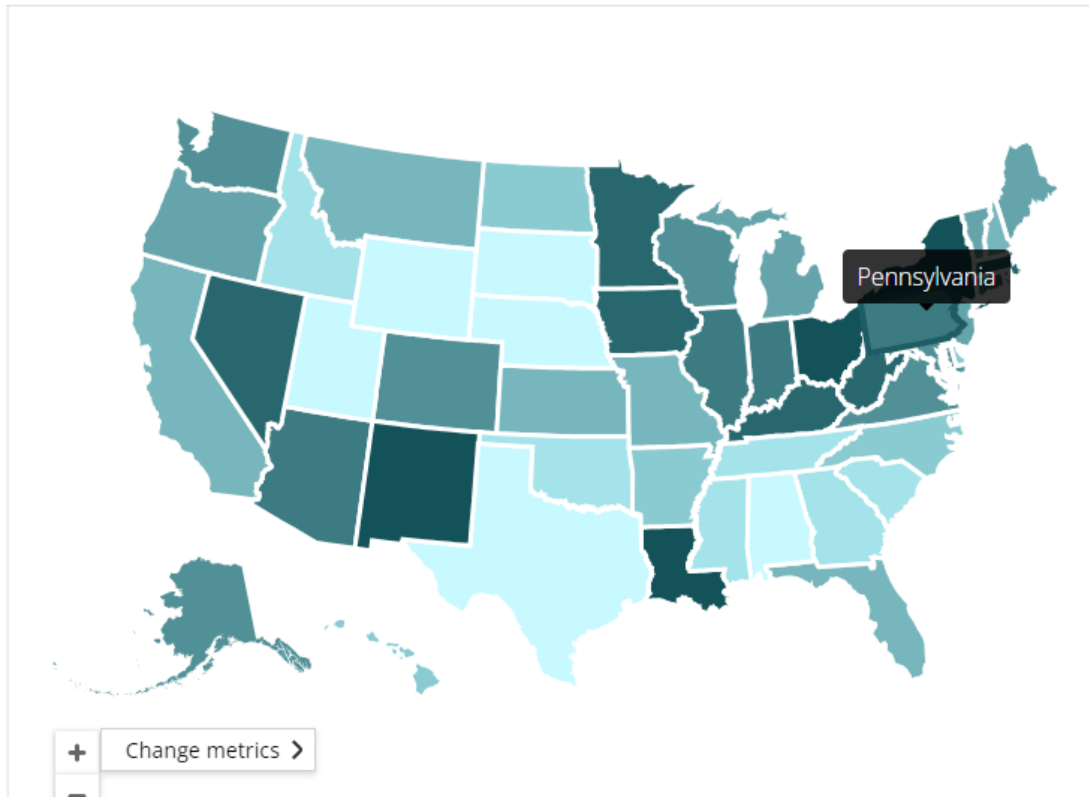
United States

County

Select counties

FAQ

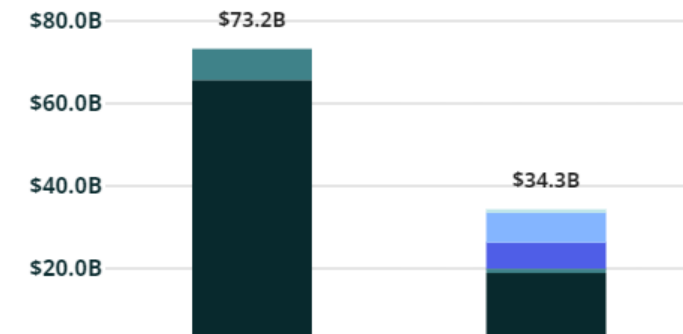
Export PDF



Potential annual behavioral health acute inpatient and crisis care system costs

\$34.3 billion

\$38.9 billion lower compared to the ED/IP-only (emergency department and inpatient beds-only) scenario



Crisis Resource Need Calculator

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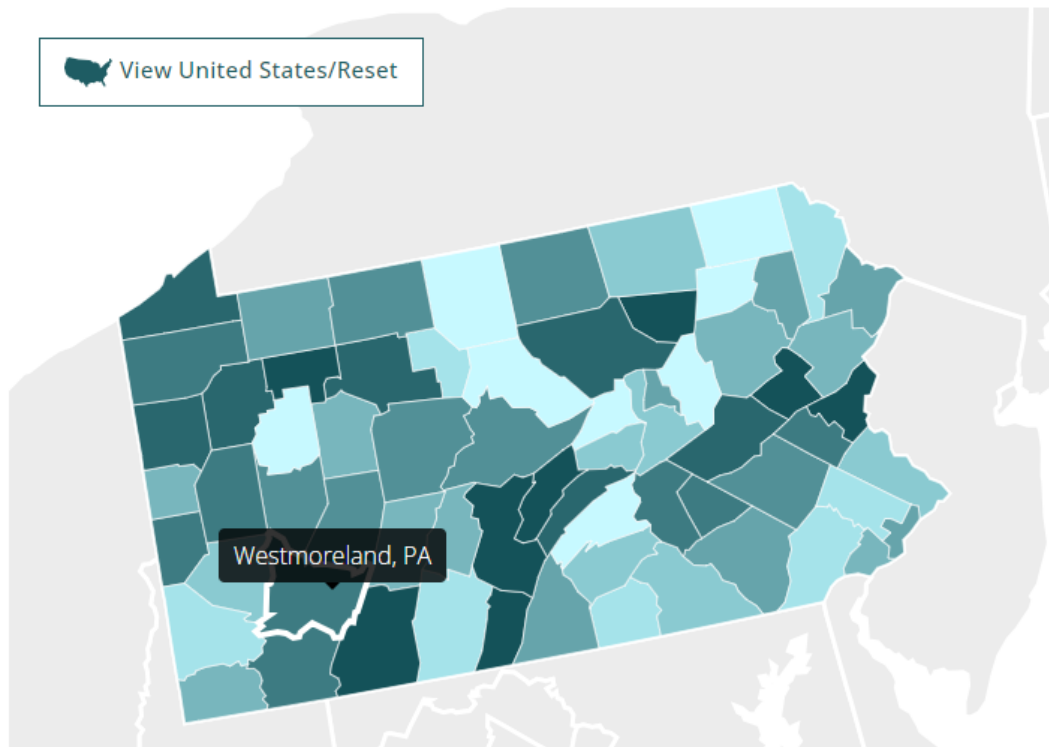
Pennsylvania

Select counties

FAQ

Export PDF

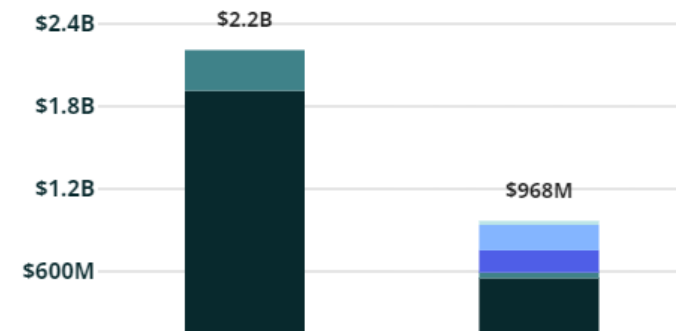
View United States/Reset



Potential annual behavioral health
acute inpatient and crisis care
system costs

\$968 million

\$1.2 billion lower compared to the ED/IP-only (emergency
department and inpatient beds-only) scenario



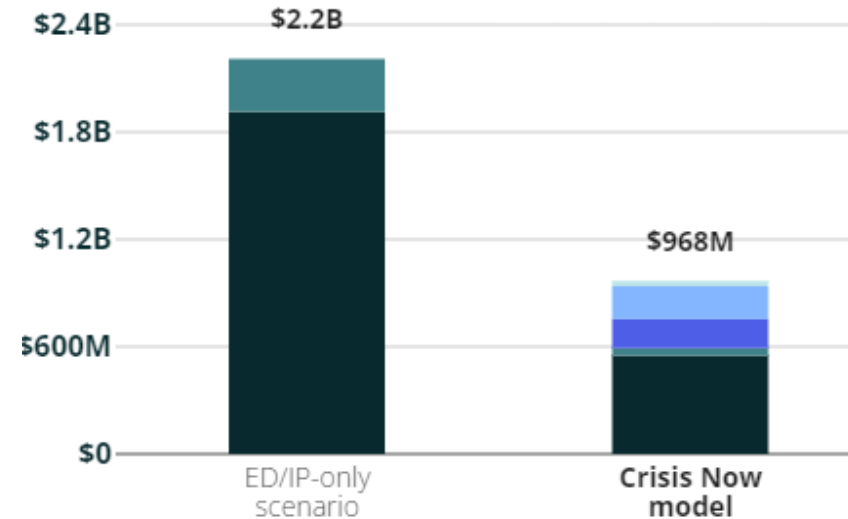
Crisis Resource Need Calculator

<https://calculator.crisisnow.com>

Estimated episodes served annually

Based on a population of: 12,807,060

Site	Current state	Crisis Now
Mobile crisis teams	0 eps	113K eps
Crisis receiving chairs	0 eps	225K eps
Short-term crisis beds	0 eps	78.7K eps
Emergency department	0 eps	49.5K eps
Acute inpatient beds	0 eps	69.2K eps



Site	ED/IP	Crisis Now ⓘ
Mobile crisis teams ⓘ	\$0	\$29.4M
Crisis receiving chairs ⓘ	\$0	\$185M
Short-term crisis beds ⓘ	\$0	\$161M
Emergency department	\$295M	\$41.3M
Acute inpatient beds	\$1.9B	\$551M

Crisis Resource Need Calculator

<https://crisisnow.com/tools/>



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Crisis Resource Need Calculator

Crisis Now Crisis System Calculator (Basic)			Population Census	
	No Crisis Now	Crisis Now	City Name	Population
# of Crisis Episodes Annually (200/300/500 More/No)	24,000	24,000		1,240,000
# Initially Served by Acute Inpatient	20,000	8,000		
# Referred to Acute Inpatient from Crisis Facility	0	1,000		
Total # of Episodes to Acute Inpatient	20,000	9,000		
# of Acute Inpatient Beds Needed	0	100		
Total Cost of Acute Inpatient Beds	\$ 80,184,000	\$ 27,888,000		
# Referred to Crisis Bed from Stabilization Chain	0	0		
# of Short Term Beds Needed	0	0		
Total Cost of Short Term Beds	\$ -	\$ 13,982,000		
# Initially Served by Crisis Stabilization Facility	0	23,000		
# Referred to Crisis Facility by Mobile Teams	0	2,000		
Total # of Episodes to Crisis Facility	0	25,000		
# of Crisis Resolving Chains Needed	0	0		
Total Cost of Crisis Resolving Chains	\$ -	\$ 16,218,000		
# of Crisis Resolving Chains Served	0	0		
# of Mobile Teams Needed	0	0		
# of Mobile Teams Served	0	0		
Total # of Episodes with Mobile Teams	0	0		
Total Cost of Mobile Teams	\$ -	\$ 2,040,000		
# of Unique Individuals Served	16,500	34,000		
Total Investment and Crisis Cost	\$ 80,184,000	\$ 59,948,000		
ROI Costs (\$529 Per Acute Admit)	\$ 6,486,400	\$ 4,941,212		
ROI/Cost	\$ 205,930,400	\$ 61,333,212		
ROI/Cost Change in Cost		40%		



Crisis Now Assessment Tool

Crisis Now Scoring Tool (Crisis Now System)				
Level 1 (Minimum)	Level 2 (Basic)	Level 3 (Progressing)	Level 4 (Sound)	Level 5 (Staff)
1. Crisis Now System	2. Crisis Now System	3. Crisis Now System	4. Crisis Now System	5. Crisis Now System
6. Crisis Now System	7. Crisis Now System	8. Crisis Now System	9. Crisis Now System	10. Crisis Now System

<https://crisisnow.com/wp-content/uploads/2021/03/Crisis-Resource-Need-Calculator-Website.xlsx>

Staffing Calculator

Acute Pricing Suite		Suggested Staffing Pattern Per Shift	
Category	Value	Staffing Pattern	Staffing Pattern
# of FTE	48	Peer & BMT	10 staff icons
# of Crisis Episodes	24,000	MHA Specialist	10 staff icons
# of Crisis Episodes	24,000	Crisis Line	10 staff icons
# of Crisis Episodes	24,000	Mentoring Staff	10 staff icons
# of Crisis Episodes	24,000	Provider (Per 24 hrs)	10 staff icons



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Crisis Resource Need Calculator

<https://crisisnow.com/tools/>

<i>Crisis Now</i> Crisis System Calculator (Basic)		
	No Crisis Care	Crisis Now
# of Crisis Episodes Annually (200/100,000 Monthly)	222,281	222,281
# Initially Served by Acute Inpatient	151,151	31,119
# Referred to Acute Inpatient From Crisis Facility	-	12,370
Total # of Episodes in Acute Inpatient	151,151	43,489
# of Acute Inpatient Beds Needed	4,463	1,284
Total Cost of Acute Inpatient Beds	\$ 1,203,720,643	\$ 346,335,211
# Referred to Crisis Bed From Stabilization Chair	-	49,480
# of Short-Term Beds Needed	-	377
Total Cost of Short-Term Beds	\$ -	\$ 101,557,086
# Initially Served by Crisis Stabilization Facility	-	120,032
# Referred to Crisis Facility by Mobile Team	-	21,339
Total # of Episodes in Crisis Facility	-	141,371
# of Crisis Receiving Chairs Needed	-	443
Total Cost of Crisis Receiving Chairs	\$ -	\$ 116,065,241
# Served Per Mobile Team Daily	4	3.0
# of Mobile Teams Needed	-	91
Total # of Episodes with Mobile Team	-	71,130
Total Cost of Mobile Teams	\$ -	\$ 24,621,871
# of Unique Individuals Served	151,151	222,281
TOTAL Inpatient and Crisis Cost	\$ 1,203,720,643	\$ 588,579,409
ED Costs (\$520 Per Acute Admit)	\$ 78,598,482	\$ 22,614,402
TOTAL Cost	\$ 1,282,319,125	\$ 611,193,810
TOTAL Change in Cost		-52%

Population Census	9,261,699
ALOS of Acute Inpatient	9.7
Avg. Cost of Acute Bed/Day	\$ 821

Please edit these 3 variables to estimate optimal allocations

Crisis Services Task Force

Action Alliance

Crisis Now

Transforming Services is Within Our Reach

High Tech

Home-Like

Their Place

Projected Annual Crisis Care Utilization Rates by Payer

	FMAP	Crisis Line Operations	Mobile Crisis	Crisis Receiving Center	Short-Term Beds	Total
Base Medicaid	54.12%	25%	25%	25%	25%	25%
Enhanced Medicaid	90%	25%	25%	25%	25%	25%
Medicare	0%	5%	5%	5%	5%	5%
Commercial	0%	25%	25%	25%	25%	25%
Uninsured	0%	20%	20%	20%	20%	20%
Total		100%	100%	100%	100%	100%

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Projected Annual Crisis Care Costs by Payer Category

	FMAP	Crisis Line (50% Admin FMAP)	Mobile Crisis	Crisis Receiving Center	Short-Term Beds	Total
Base Medicaid	54%	\$ 5,220,189	\$ 6,155,468	\$ 29,016,310	\$ 25,389,271	\$ 65,781,238
Enhanced Medicaid	90%	\$ 5,220,189	\$ 6,155,468	\$ 29,016,310	\$ 25,389,271	\$ 65,781,238
Medicare	0%	\$ 1,044,038	\$ 1,231,094	\$ 5,803,262	\$ 5,077,854	\$ 13,156,248
Commercial	0%	\$ 5,220,189	\$ 6,155,468	\$ 29,016,310	\$ 25,389,271	\$ 65,781,238
Uninsured	0%	\$ 4,176,151	\$ 4,924,374	\$ 23,213,048	\$ 20,311,417	\$ 52,624,990
Total		\$ 20,880,754	\$ 24,621,871	\$ 116,065,241	\$ 101,557,086	\$ 263,124,951

Projected Annual State / County Funding Contribution by Category

	FMAP	Crisis Line (50% Admin FMAP)	Mobile Crisis	Crisis Receiving Center	Short-Term Beds	Total
Enhanced FMAP Rate	N/A	50%	85%			N/A
Base Medicaid	54%	\$ 2,610,094	\$ 923,320	\$ 13,312,683	\$ 11,648,598	\$ 28,494,695
Enhanced Medicaid	90%	\$ 2,610,094	\$ 615,547	\$ 2,901,631	\$ 2,538,927	\$ 8,666,199
Medicare	0%	\$ 1,044,038	\$ 1,231,094	\$ 5,803,262	\$ -	\$ 8,078,393
Commercial	0%	\$ 5,220,189	\$ 6,155,468	\$ 29,016,310	\$ -	\$ 40,391,966
Uninsured	0%	\$ 4,176,151	\$ 4,924,374	\$ 23,213,048	\$ 20,311,417	\$ 52,624,990
Total		\$ 15,660,566	\$ 13,849,802	\$ 74,246,935	\$ 34,498,942	\$ 138,256,244

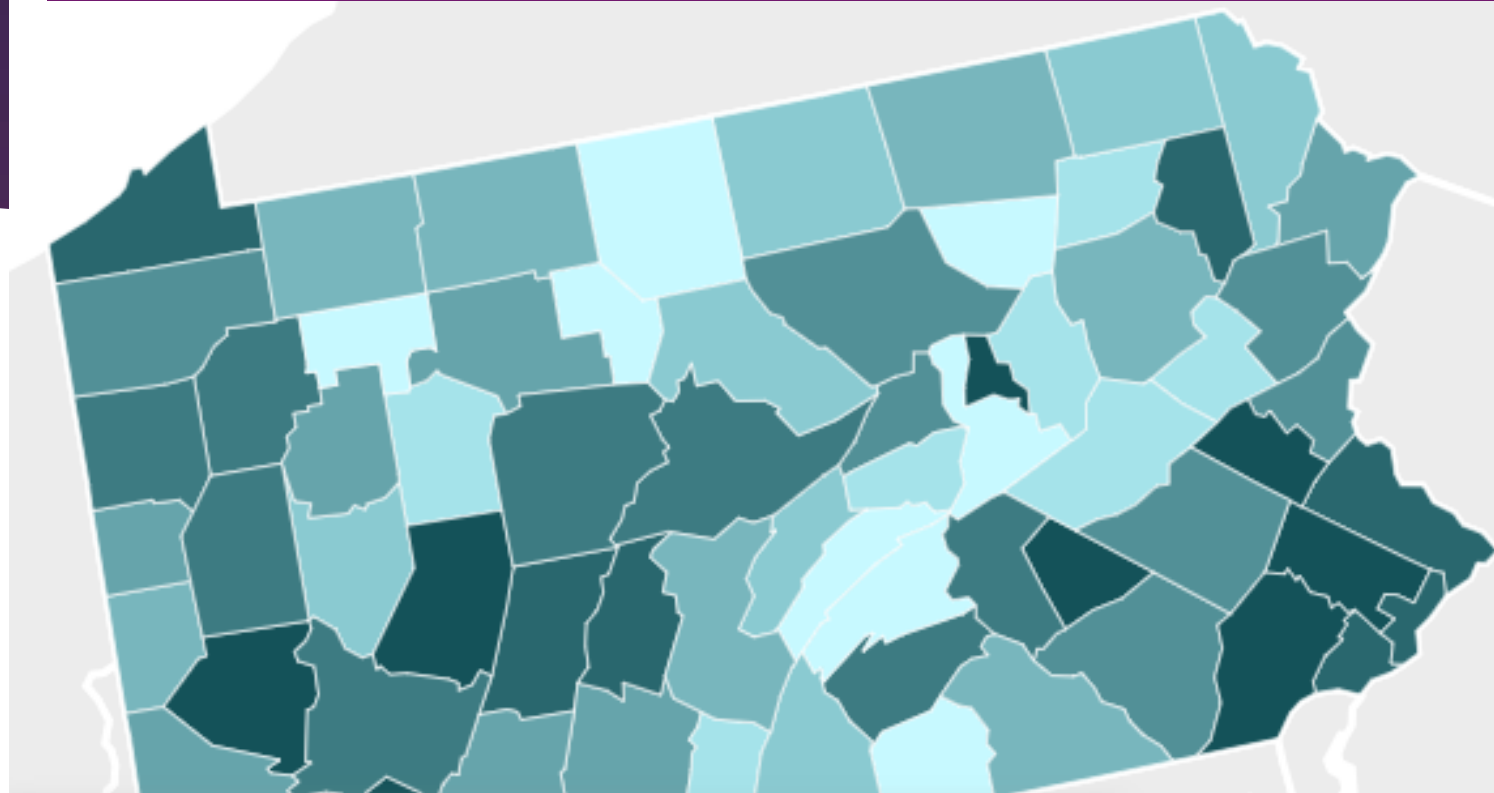
Things You Need to Know

4. Existing regulations governing service delivery

- a. Facility licensure rules
 - i. Are there regulations for best practice 23-hour crisis receiving center services? Can space be shared with stabilization care?
 - ii. Short-term bed options (acute, sub-acute, residential, respite)
- b. Mobile crisis team requirements
 - i. Is there flexibility in team structure?
 - ii. Can telehealth be used for assessment support?

5. Workforce availability

Workforce Needs



Metrics ⓘ

Mental Health Providers per 100K Population ×

Mental Health Providers per 100K Population

18.0  932.0

- NP/Psych
- Nursing
- Clinicians
- Peers
- BHTs

Pennsylvania Workforce Example

- ▶ Clinical mental health providers in PA
 - ▶ United States: 1 per every 340 members of the population
 - ▶ Pennsylvania: 1 per every 400 members of the population
 - ▶ Westmoreland County: 1 per every 520 members of the population

Maximizing Workforce Impact

1. Telehealth
2. Multiple roles
3. Peers

Thank You!

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