












988 Crisis Jam – Ep 147 – October 11, 2023 – Chat Transcript

- 10:01:51 From Marie Eddy : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 10:01:59 From Christie Penn : Wow - amazing artist!
- 10:02:04 From Kristen Ellis, LMFT - RI : Reacted to "Wow - amazing artist..." with 
- 10:02:10 From Meighan Haupt : Reacted to "Wow - amazing artist..." with 
- 10:02:40 From Marie Eddy : See all the Crisis Jam recordings, Moving America's Soul on Suicide videos and more at <https://bit.ly/FiveLanes> Please comment, share, like and subscribe!
- 10:02:42 From Terrence Smithers : Replying to "Sign up for updates,..." Thanks, Marie!! 
- 10:03:00 From Marie Eddy : Do you have an idea for a future Crisis Jam topic? Let us know! Email crisisjam@crisisnow.com
- 10:03:05 From Terrence Smithers : Reacted to "Do you have an idea ..." with 
- 10:03:24 From Marie Eddy : 988 Suicide & Crisis Lifeline in the SAMHSA Store: <https://www.samhsa.gov/find-help/988> and click on "Printable Materials
- 10:03:49 From Marie Eddy : Crisis Jam tees, hoodies, and caps at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>
- 10:04:14 From Crisis Jam : Email crisisjam@crisisnow.com to volunteer for the hotseat!
- 10:08:03 From Marie Eddy : Yayyyy Kristen!!
- 10:10:11 From Marie Eddy : Family Resource Center, 24/7 Urgent Care, Full Medical and Pharmacy and Multiple Staff Respite Areas
- 10:10:26 From Donna Obermeyer : Replying to "Sign up for updates,..." Heidi Knadel runs ki...
- 10:11:01 From Marie Eddy : Reacted to "Thanks, Marie!! " with 
- 10:11:35 From Aaron Foster : You can do it John!!
- 10:11:47 From Marie Eddy : We believe in you!
- 10:11:49 From Ursula Whiteside : Reacted to "You can do it John!!" with 
- 10:11:51 From Marie Eddy : Reacted to "You can do it John!!" with 
- 10:11:53 From Ursula Whiteside : Reacted to "We believe in you!" with 
- 10:11:57 From Meighan Haupt : Reacted to "We believe in you!" with 
- 10:12:06 From Meighan Haupt : Go John!
- 10:12:12 From Ursula Whiteside : Reacted to "Go John!" with 
- 10:12:15 From Lindsey Browning : oh this is tough!

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- 10:12:22 From Marie Eddy : Reacted to "Go John!" with ❤️
- 10:12:55 From Ursula Whiteside : Reacted to "oh this is tough!" with 👍
- 10:13:24 From Leo Petrilli : Over, recliners maybe 5X.
- 10:13:25 From Meighan Haupt : John, you are so good at talking through it no matter the answer
- 10:14:23 From Michael Riddle : Turnover in respite is slower....
- 10:14:39 From Marie Eddy : This segment should be titled "#Johnmath"
- 10:14:44 From Kristen Ellis, LMFT - RI : Reacted to "This segment should ..." with 😏
- 10:14:45 From Lindsey Browning : Reacted to "This segment should ..." with 😏
- 10:14:54 From Meighan Haupt : Reacted to "This segment should ..." with 😏
- 10:15:02 From Marie Eddy : Reacted to "Turnover in respite ..." with ❤️
- 10:15:42 From Terrence Smithers : Reacted to "This segment should ..." with 🤔
- 10:16:38 From Casey Darling-Horan : Reacted to "This segment should ..." with 😏
- 10:16:41 From Michael Riddle : I could have crushed this question!!! Darn it!! LOL
- 10:16:55 From Marie Eddy : Dr. Don Berwick on innovation in behavioral health care.
- 10:17:04 From Kristen Ellis, LMFT - RI : Reacted to "I could have crushed..." with 😏
- 10:17:09 From Kristen Ellis, LMFT - RI : Replying to "I could have crushed..." You would!
- 10:17:23 From Terrence Smithers : Loved having you walk us though the math, Dr. John
- 10:17:26 From Ursula Whiteside : LOVE this quote - quoted it twice this week
- 10:17:33 From Ursula Whiteside : Reacted to "Loved having you wal..." with 👍
- 10:17:56 From John Draper : Reacted to "Loved having you wal..." with 👍
- 10:18:15 From Terrence Smithers : Reacted to "I could have crushed..." with ❤️
- 10:18:19 From Marie Eddy : Reacted to "Loved having you wal..." with ❤️
- 10:18:24 From Molly Knapp : Reacted to "This segment should ..." with 🤔
- 10:18:49 From Kristen Ellis, LMFT - RI : Reacted to "Loved having you wal..." with 👍
- 10:22:16 From Kristen Ellis, LMFT - RI : Reacted to "LOVE this quote - qu..." with 💜
- 10:22:42 From Donna Obermeyer : I love this!!


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10:22:45 From Marie Eddy : Big Jump in ambition after the creating of the Huntsman Mental Health Institute


Learn from your mistakes

Learn from those who have gone before – Nashville, Phoenix, Tucson, New York, San Antonio, Davis County/Utah

Think big and pilot as a way to get there

10:23:01 From Ursula Whiteside : Reacted to "Big Jump in ambition..." with 

10:23:19 From Kristen Ellis, LMFT - RI : Reacted to "Big Jump in ambition..." with 


10:24:04 From Terrence Smithers : Reacted to "Big Jump in ambition..." with 

10:24:08 From Susan Robinson : Reacted to "Big Jump in ambition..." with 

10:24:26 From Susan Robinson : Reacted to "Big Jump in ambition..." with 


10:28:31 From David Covington : "Did you feel received?" Love this!


10:28:51 From Susan Robinson : Reacted to ""Did you feel receiv..." with 

10:28:53 From Marie Eddy : Reacted to ""Did you feel receiv..." with 

10:29:22 From Robin Trush : Great commentary on the blankets!

10:29:33 From David Covington : "Reverse movie theater!"


10:29:37 From Marie Eddy : Reacted to "Great commentary on ..." with 


10:29:41 From Marie Eddy : Reacted to ""Reverse movie theat..." with 

10:31:14 From Courtney Sheehan : I like how you use the term "guests"


10:31:21 From Marie Eddy : "We are the compassionate co-pilots" <3

10:31:47 From Stephanie Hepburn : Reacted to ""We are the compassi..." with 

10:32:11 From Ursula Whiteside : Reacted to "I like how you use t..." with 


10:32:21 From Marie Eddy : Reacted to "I like how you use t..." with 

10:32:22 From Susan Robinson : Reacted to ""We are the compassi..." with 

10:32:28 From Ursula Whiteside : Reacted to ""Did you feel receiv..." with 

10:32:29 From Susan Robinson : Reacted to ""We are the compassi..." with 

10:32:57 From Ursula Whiteside : Fantastic!

10:32:58 From Kristen Ellis, LMFT - RI : Reacted to "I like how you use t..." with 

10:33:00 From Kristen Ellis, LMFT - RI : Reacted to ""We are the compassi..." with 

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- 10:34:41 From Marie Eddy : Reacted to "Fantastic!" with ❤️
- 10:35:35 From David Covington : Love the pods idea for layout! Allows for the observation component but with a much friendlier Starbucks style layout
- 10:35:41 From Ursula Whiteside : Reacted to "Love the pods idea f..." with 👍
- 10:35:44 From Marie Eddy : Reacted to "Love the pods idea f..." with ❤️
- 10:35:47 From Meighan Haupt : Reacted to "Love the pods idea f..." with ❤️
- 10:35:47 From Kristen Ellis, LMFT - RI : Reacted to "Love the pods idea f..." with ❤️
- 10:35:55 From Terresa Humphries-Wadsworth : Reacted to "Love the pods idea f..." with ❤️
- 10:36:59 From Meredith Hooks : I applaud your trauma-informed design.
- 10:37:06 From Marie Eddy : Reacted to "I applaud your traum..." with ❤️
- 10:37:29 From Marie Eddy : Thank you Kevin!
- 10:37:37 From Gerald Stansbury : Very creative and innovative use of space
- 10:37:43 From Marie Eddy : Reacted to "Very creative and in..." with ❤️
- 10:37:46 From Ted Lutterman : With your new center having 24 short term beds, does that make it a Medicaid IMD (limiting ability to bill Medicaid for services)?
- 10:38:13 From Gerald Stansbury : Reacted to "Love the pods idea f..." with 👍
- 10:38:48 From Alyssa Newmoyer : Does anyone have email info for Kevin? I am sure I am going to have questions later.
- 10:39:26 From Kate Dahlstrom : Why did you decide to name it a Crisis Center and not something else?
- 10:40:01 From Rachel Lucynski : His email is kevin.curtis@utah.edu (and he would love to hear from you!)
- 10:40:02 From Kevin Curtis : Replying to "Does anyone have ema..." kevin.curtis@utah.edu
- 10:40:10 From Marie Eddy : Reacted to "kevin.curtis@utah.ed..." with ❤️
- 10:40:18 From Marie Eddy : Reacted to "His email is kevin.c..." with ❤️
- 10:40:46 From Alyssa Newmoyer : Replying to "Does anyone have ema..."Thank you!.
- 10:41:08 From Kevin Curtis : Replying to "With your new center..." We chose to license it as freestanding psychiatric facility so they are technically inpatient beds.
- 10:41:45 From Kevin Curtis : Reacted to "Very creative and in..." with ❤️
- 10:42:03 From Terrence Smithers : Reacted to "Very creative and in..." with ❤️

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- 10:42:11 From Terrence Smithers : Reacted to "I applaud your traum..." with 👍
- 10:42:21 From Terrence Smithers : Reacted to "Love the pods idea f..." with 👍
- 10:42:27 From Corinna Roy : It would be very helpful to know the cost of this program. We get a lot of push back in RI because it is an expensive firehouse model.
- 10:43:07 From Kevin Curtis : Replying to "His email is kevin.c..." She's not just saying it, I would love to hear from you!
- 10:43:16 From Marie Eddy : Reacted to "She's not just sayin..." with 🤔
- 10:44:04 From Marie Eddy : Marking the one-year anniversary of the 988 Suicide and Crisis Lifeline <https://www.fox13now.com/brand-spotlight/healthier-together/marking-the-one-year-anniversary-of-988-suicide-and-crisis-lifeline>
- 10:44:18 From Kevin Curtis : Replying to "It would be very hel..." There is a lot to say about this. Happy to chat at a later time
- 10:44:30 From Marie Eddy : Reacted to "There is a lot to sa..." with ❤️
- 10:45:00 From Michael Riddle : Replying to "It would be very hel..." Absolutely! Love collaborating, and truly impressed. Great job! Reach out any time, Michael.riddle@riinternational.com or mobile (317) 902-4424.
- 10:45:10 From Marie Eddy : Reacted to "Absolutely! Love co..." with ❤️
- 10:45:39 From Alyssa Newmoyer : Replying to "With your new center..." @Kevin Curtis how are the chairs that are >23hrs licensed? Are they considered IMDs?
- 10:46:01 From Michael Riddle : Replying to "With your new center..." Ours in Arizona are not because it is an outpatient level of care.
- 10:46:15 From Kevin Curtis : Replying to "With your new center..." Licensed as bedded outpatient
- 10:46:43 From Kevin Curtis : Replying to "With your new center..." so not subjected to IMD rule.
- 10:47:04 From Howard Trachtman : WOULD APPRECAIE email for rachel
- 10:47:12 From Marie Eddy : Reacted to "WOULD APPRECAIE emai..." with ❤️
- 10:47:48 From Alyssa Newmoyer : Replying to "With your new center..." That is helpful - thank you
- 10:47:49 From Marie Eddy : Wow!
- 10:48:15 From Kevin Curtis : Replying to "WOULD APPRECAIE emai..." rachel.lucynski@utah.edu and she would LOVE to hear from you as well!
- 10:48:22 From Marie Eddy : Reacted to "rachel.lucynski@utah..." with 🤔

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- 10:48:23 From Stephanie Mitchell Hughesstephanie : Who created your app
- 10:48:25 From Kristen Ellis, LMFT - RI : Reacted to "rachel.lucynski@utah..." with 🤔
- 10:48:54 From Alyssa Newmoyer : Replying to "With your new center..." I apologize if I missed it, but I didn't note it - does your crisis care center accept involuntary admissions? and does it utilize physical management and/or restraints?
- 10:48:59 From Marie Eddy : Thank you Rachel!
- 10:49:03 From Crisis Jam : Thank you, Rachel and Kevin!
- 10:49:12 From Marie Eddy : Reacted to "Thank you, Rachel an..." with ❤️
- 10:49:14 From Rachel Lucynski : Reacted to "rachel.lucynski@utah..." with ❤️
- 10:49:29 From Rachel Lucynski : Reacted to "Thank you Rachel!" with ❤️
- 10:49:36 From Kevin Curtis : Replying to "With your new center..." Yes we accept involuntary admissions and yes it does have the ability for physical management/restraints when needed
- 10:49:50 From Kevin Curtis : Replying to "Thank you, Rachel an..." Thanks for having us!
- 10:49:52 From Rachel Lucynski : Replying to "Thank you, Rachel an..." Thank you for the opportunity!
- 10:49:56 From Marie Eddy : Reacted to "Thanks for having us..." with ❤️
- 10:49:59 From Marie Eddy : Reacted to "Thank you for the op..." with ❤️
- 10:50:03 From David Covington : Reacted to "Thank you for the op..." with 🙌
- 10:50:09 From David Covington : Reacted to "Thanks for having us..." with 🙌
- 10:52:44 From Alyssa Newmoyer : Replying to "With your new center..." Okay - I have a bunch of questions starting to form. Our team will definitely be reaching out to discuss your thoughts and more details on your experience as a crisis care center. I really appreciate you being here today and sharing your program!
- 10:53:39 From Ted Lutterman : We would love to talk with any Crisis programs (Call Centers, Mobile Crisis, or Crisis Receiving/Stabilization) that are using a standardized Level of Care tool such as the LOCUS to help triage individuals to the least restrictive appropriate care. Please contact ted.lutterman@nri-inc.org if you would like to share any experiences with us. Thanks!
- 10:54:22 From Ava Kaufmann : Thank you Dr Shaw!
- 10:54:52 From Marie Eddy : Reacted to "We would love to tal..." with ❤️
- 10:55:04 From Billina Shaw : you're welcome
- 10:55:09 From Marie Eddy : Reacted to "Thank you Dr Shaw!" with ❤️

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- 10:55:11 From Marie Eddy : Reacted to "you're welcome" with ❤️
- 10:56:03 From Terrence Smithers : Reacted to "Absolutely! Love co..." with 👍
- 10:56:21 From Terrence Smithers : Reacted to "Marking the one-year..." with ❤️
- 10:57:04 From Terrence Smithers : Reacted to ""We are the compassi..." with 💜
- 10:57:47 From Marie Eddy : Public Psychiatry and the Jail Diversion Production Model Connecting Systems in Miami-Dade County <https://talk.crisisnow.com/jail-diversion-production-model-connecting-systems-in-miami-dade-county/>
- 10:57:56 From Terrence Smithers : Reacted to "Public Psychiatry an..." with ❤️
- 10:58:53 From Kevin Curtis : Replying to "With your new center..." 👍
- 10:59:14 From Howard Trachtman : warmline/
- 11:00:43 From Howard Trachtman : peer support www.warmline.org
- 11:02:21 From Crisis Jam : Thank you, Dr. Simpatico!
- 11:02:58 From Marie Eddy : Thanks for your understanding as we make changes to keep our community safe! See you next week