



INSTITUTE FOR BEHAVIORAL HEALTHCARE IMPROVEMENT

18 Clove Road

Castleton, New York 12033

Phone: (518) 732-7178

Email: Peter@ibhi.net

December 7 2016
Treasure Island Resort Las Vegas

IBHI Seminar on Improving Emergency Department Flow For People With Behavioral Health Problems

Send questions to Peter@IBHI.net

Faculty:

- Stuart Buttlair Ph. D. Regional Director of Inpatient Psychiatry and Continuing Care for Northern California Kaiser Permanente
- Larry Phillips D.C.S.W. Program Manager, St Anthony Hospital, Oklahoma City
- Megan Schabbing, MD Medical Director Psychiatric Emergency Services OhioHealth Behavioral Health Riverside Methodist Hospital
- Deirdre Newton JD Senior Counsel NYC Health + Hospitals
- Peter Brown MA Exec. Dir. IBHI

8:30 Opening, Faculty Introductions and Schedule for the day

8:45 Hearing from the participants - getting acquainted with each other:

Where are you from?

What is your role in your department or facility?

Briefly: What brought you to the seminar and what are the issues you are facing?

9:15 The current ED environment, its impact on behavioral health consumers and what the recently added standards for Joint Commission accreditation mean for hospitals behavioral health and emergency care.

NAMI Video

Stuart Buttlair, Peter Brown

9:45 Examples of Streamlining ED Operations Techniques for understanding the flow problems and reducing boarding in EDs and ways to develop changes in the operation.

Stuart Buttlair

Megan Schabbing

Larry Phillips

10:15 Break

10:30 Examples of Streamlining ED Operations Continued



INSTITUTE FOR BEHAVIORAL HEALTHCARE IMPROVEMENT

18 Clove Road

Castleton, New York 12033

Phone: (518) 732-7178

Email: Peter@ibhi.net

- 11:30 Framework for improvement efforts and making change in Emergency Department operations, staff culture and training
- 12:15 Lunch
- 1:00 Legal issues in emergency department operations related to behavioral health patients and ways to address them
Deirdre Newton
- 2:00 Important topics in ED management: suicide; managing agitation; decisions about medication,
Stuart Buttlair
- 2:45 Break out groups - faculty facilitated - Planning to improve your facility and program. Participants use what they have learned to develop their own plan for improvement with faculty support including improving engagement with community.
- 3:15 Break
- 3:30 Break out groups – continued
- 3:45 New developments in ED operations including
Developing trends, Use of Telemedicine, crisis centers, non-ED centers (living room, Rose House) mobile crisis teams, Peer Counselors, Call center follow up efforts.
Peter Brown, Faculty
- 4:15 Discussion of Participants plans for their own Emergency Department
- 4:45 Summary and evaluation
- 5:00 Adjourn