

WHOLE HEALTH CRISIS SYSTEMS OF CARE



CRISIS PREVENTION & EARLY INTERVENTION CRISIS

- Wellness (Mind, Body, Spirit)
- Health Screenings
- Nutrition Classes
- Education for Chronic Health Conditions
- Community Education (PSAs)
- Wellness/Recovery Plans including Advanced Directives
- Engagement of Families & Community Supports
- Social Skill Building
- Employment Training
- Mental Health First Aid
- Open Access to Care for Physical Health and Behavioral Health Services (Health Home & Other Service Providers)
- Peer/Family Operated Warmline
- Peer/Family Run Recovery Center

INTERVENTION & CRISIS CARE COORDINATION

- No-wrong door access to a continuum of physical health services and behavioral health crisis services
- Ease of movement between crisis providers (step up and step down)
- Access to and coordination with physical health, behavioral health and social service providers
- Recovery / Trauma informed care mindset even in high acute dangerous situations

POSTVENTION FOLLOW UP & SUPPORT

- Review of Crisis Event
- Planning for How to Handle Future Events
- Wellness Planning
- Assistance with Access to Services and Supports

CRISIS SYSTEM ESSENTIALS

- ✓ Collaboration and Transparency in System Design and Monitoring with Members/Families and Stakeholders
 - ✓ Clinical Crisis Competencies
 - ✓ Oversight and Accountability
- ✓ Protocols and Pathways to Support Delivery of Care (Providers, System Partners, Peers)
- ✓ Technology to Support Connected Care Between Providers, Enhance the Point of Contact with Individuals & Families
 - ✓ Data and Analytics to Effectively and Efficiently Manage Care and Report Outcomes
 - ✓ Continual System Improvement
 - ✓ Triple Aim Focus