



County of Santa Clara
Santa Clara Valley Health & Hospital System
Santa Clara Valley Medical Center

DATE: November 8, 2022

TO: Honorable Members of the Board of Supervisors
 Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Paul Lorenz, Chief Executive Officer, Santa Clara Valley Healthcare (SCVH) ^{DS}
 Sherri Terao, Director of Behavioral Health Services ST PL

SUBJECT: Report Back on Emergency Psychiatric Services Care Coordination and Transportation

At the October 18, 2022 Board of Supervisors (Board) meeting (Item No. 36), Supervisor Ellenberg requested Santa Clara Valley Healthcare (SCVH) to provide additional information regarding the current practice of Emergency Psychiatric Services (EPS) on care coordination and transportation. This report includes information on how the increase in staffing levels could allow for additional follow-up care coordination with providers and transportation for patients who arrive at EPS and is already receiving intensive outpatient or residential services.

EPS is a 24-hour facility that serves as a triage center that provides psychiatric assessments and evaluations for individuals who are experiencing a psychiatric crisis and require psychiatric stabilization. Individuals are brought to EPS on a Welfare & Institutions Code (WIC) § 5150 hold by law enforcement agencies, community-based organizations, and various medical or behavioral health professionals who have determined through assessment that an individual is gravely disabled, a danger to themselves, or a danger to others. The additional EPS Nursing positions, Registered Nurses (RNs) and Mental Health Workers, are intended to support the increased patient census in EPS. The CA Department of Public Health requires EPS to maintain a 1:4 nurse-to-patient ratio on all shifts and Mental Health Workers provide checks on patients at a minimum of every 15 minutes 24/7. The nursing staff is not permitted to leave EPS to transport a patient and must maintain constant care for their patient assignments. The Medical Social Workers are responsible for the development and implementation of discharge plans for all patients which often include housing, follow-up psychiatric and/or substance abuse treatment, follow-up medical appointments, assistance with benefits, and other individual patient needs.

Behavioral Health Services Department's (BHSD) 24-Hour Care program works collaboratively with EPS, outpatient County Contracted Providers (CCPs), and family members regarding care coordination and transportation. There are three types of transportation available for individuals who are discharged from EPS:

- 1) Arrangements through a contracted ambulance company for individuals who are being admitted into a locked psychiatric setting
- 2) Private transportation provider contracted with BHSD that transports individuals who are being discharged to community and residential treatment settings
- 3) Taxi vouchers and bus tokens as needed are provided by EPS and Outpatient teams to transport individuals from EPS to a referral site, especially during non-business hours

EPS staff and 24-Hour care staff work together in notifying the outpatient providers when one of their clients is admitted to EPS. EPS staff will connect with the outpatient provider if the individual admitted into EPS has a record in the HealthLink electronic health record (EHR) system and has been identified to have a case management team assigned. If the individual is new to EPS and does not have a case management team assigned upon discharge from EPS, the individual will be referred to Behavioral Health Urgent Care (BHUC) and assigned to a case management team.

cc: Greta S. Hansen, Chief Operating Officer
James R. Williams, County Counsel
Tiffany Lennear, Clerk of the Board
Chief Board Aides
Christian Sanchez, OBA
Agenda Review Administrator