

**Crisis Academy:
Stabilize & Thrive**

**Unison Health-
Crisis Stabilization
Unit
Bowling Green,
Ohio (Wood
County)**



Katie Frank BSN, RN

Director of Wood County Services

Background

Katie Frank BSN, RN – Director of Wood County Services

- Emergency Nurse/Leader ~ 20 years
- Wood County Resident- ADAMHS Board Member prior to joining Unison
- Joined Unison 2022
 - Served as DON x 1 year
 - Director of Crisis
 - Director of Wood County Services

Wood County, Ohio

- Northwest Ohio
- Population of 132,000
- Rural Hospital- Wood County Hospital
 - No Psychiatric Services
- Bowling Green State University
- Lucas & Hancock Counties Adjacent
 - Inpatient x 2 in Lucas County
 - Inpatient x 1 in Hancock County
 - Northwest Ohio Hospital (NOPH) in Lucas County

Crisis Stabilization Unit (CSU) History



**Wood County ADAMHS Board
Approval 2021**



Building Purchased 2021

Previously an insurance company
business, renovations required



Planning 2021-2022

Class One Residential
Joint Commission Accredited



Opened January 2023

Phased opening

CSU 209 W Poe Rd. Bowling Green



Crisis Stabilization Unit

24/7 Crisis
Stabilization
Services

Adult, Voluntary
Clients

Medical, Psychiatric,
Clinical and Case
Management
Services

CSU Staffing

- Registered Nurse 24/7
- Qualified Mental Health Specialist 24/7
- Clinician- Social Worker or Counselor 12hrs per day
- Peer
- SUD Navigator
- Crisis Manager
- APRN/MD
- Mobile Crisis Team
- Mobile Crisis Navigator
- Hospital Liaison
- Partnership with Genoa Pharmacy



Admission Sources

Walk Ins

Mobile Crisis Team

Law Enforcement

Local Community Partners

Emergency Department

Hospital Transfers (Step Down)

Out of County Agencies



Law Enforcement Partners

- 22 Law Enforcement Agencies
 - Guidance for LE partners on CSU admission process
 - Education at roll call meetings
 - Private phone number directly to on duty staff
 - LE drop off form
 - Collect specifics related to crisis interaction
 - History of individual
 - Drop off goal of 10 minutes or less
 - Last quarter average was 6 minutes

Community, Hospital & Out of County Referrals



Community Referrals

Other Mental Health Agencies
Outpatient Medical Practices
Community Partners
Wood County Jail



Hospital Referrals

Step Down Psych Admissions
Emergency Department
Physical Health Discharges



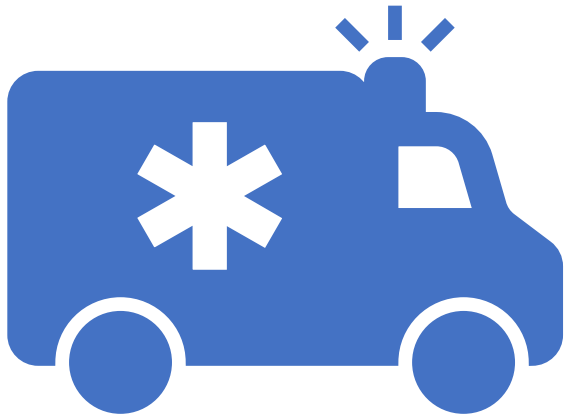
Out of County Referrals

Partnership
•Education on appropriateness
•Shared resources



Website Referral Process

Triage & Admission Process



- Client greeted upon arrival
- Escorted to triage room
- Assessed by RN & Clinician
 - Clinician if on duty
 - Mobile Crisis called in if needed
- Admission case presented to APRN
- Admission documents (rights, rules, consents, inventories, etc) reviewed & signed
- Shower, bed bug tent, belongings laundered
- Introduction to staff and orientation to unit

Safety Planning & Involuntary Admission

If client declines admission

- Safety planning completed
- Plan for follow up
- Crisis Navigator contacts 1-2 days later

If client is involuntary

- Emergency application for admission completed
- Transfer to local ED or to hospital with inpatient unit
- Hospital Liaison contacts

Medical Guidelines

Physical health needs are not a barrier to treatment at the CSU

- RN on duty 24/7
- APRN dual certified in physical and psychiatric medicine
 - Telehealth support with 24 hour call
- Medical Guidelines
- Close relationship with local ER
- Partnership with Wood Co Health Dept for physical and dental appointments

Medication Management

- Partnership with Genoa Pharmacy (Monday thru Friday)
- Ohio Board of Pharmacy
- Home Medication
 - Inventory
 - Verification
 - Count
 - Orders
- Documentation
- Cost
- Samples





CSU Client Day

8AM Breakfast

9AM Group- Stretching, Goals

11AM Individual Therapy

12PM Lunch

2PM Group

5PM Dinner

6 PM Visiting Hours

7:30PM Review of Goals

10PM Bedtime

Additional Needs



Medicaid Application Assistance



Housing



Employment



Food



Medication



Physical Health Needs



School



Transportation



Discharge

- Planning starts at admission
- Follow up appointments scheduled and included in discharge documents
 - Appointments treated like hospital discharge
- Medication reconciliation
- Resources

Coming Soon

- Outpatient group therapy offerings for those transitioning from CSU back into outpatient treatment
 - College student group
 - Various time offerings
 - 3-4 days per week
- Goal is to provide additional support during transition





Challenges

- STAFFING!
 - Recruitment
 - Engagement with colleges
- Billing
- EHR
- Communication
 - Across teams & disciplines
 - Limited handoff
- Assessments of potential clients
 - Chart review
 - Telephone (out of county)
- Housing options
- Voluntary vs Involuntary
- Transportation
- College Students

QUESTIONS?
