



NATIONAL
QUALITY FORUM

Member Education Summer Series:
The Intersection of Hospital
Readmissions and Behavioral Health

Part 3: The Patient Perspective

August 23, 2017

WELCOME
TO NATIONAL QUALITY FORUM

Over 430 Members Strong



 **Suicide Prevention Resource Center**

Care Transitions: The Lived Experience


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August 23, 2017
National Quality Forum

 @SPRCTweets

 Learning transforms lives.



 **Suicide Prevention Resource Center**

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SPRC | Suicide Prevention Resource Center

About SPRC



- ✓ Funded since 2002 by SAMHSA, operated by EDC
- ✓ Training and Technical Assistance for Suicide Prevention Grantees and State leadership
- ✓ Support for health and behavioral health care organizations
- ✓ Secretariat support for the National Action Alliance for Suicide Prevention
- ✓ Library of programs with evidence of effectiveness
- ✓ The Weekly Spark newsletter with the latest news and research
- ✓ Guidance for your effective prevention approach
- ✓ Online, self-paced learning modules
- ✓ Toolkits, fact sheets, guides, reports, and more



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Overview



- A bit about my experience
- Components of compassionate care
- Possible solutions

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Home



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Campus Mental Health Center



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Psychiatric Hospital

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Hospital Emergency Department

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Components of Compassionate Care

- Trauma-informed
- Person within context and history
- Empathetic workforce
- Meeting a person when and where they need help
 - At locations convenient to them and times when they need it
- Person-Centered Care

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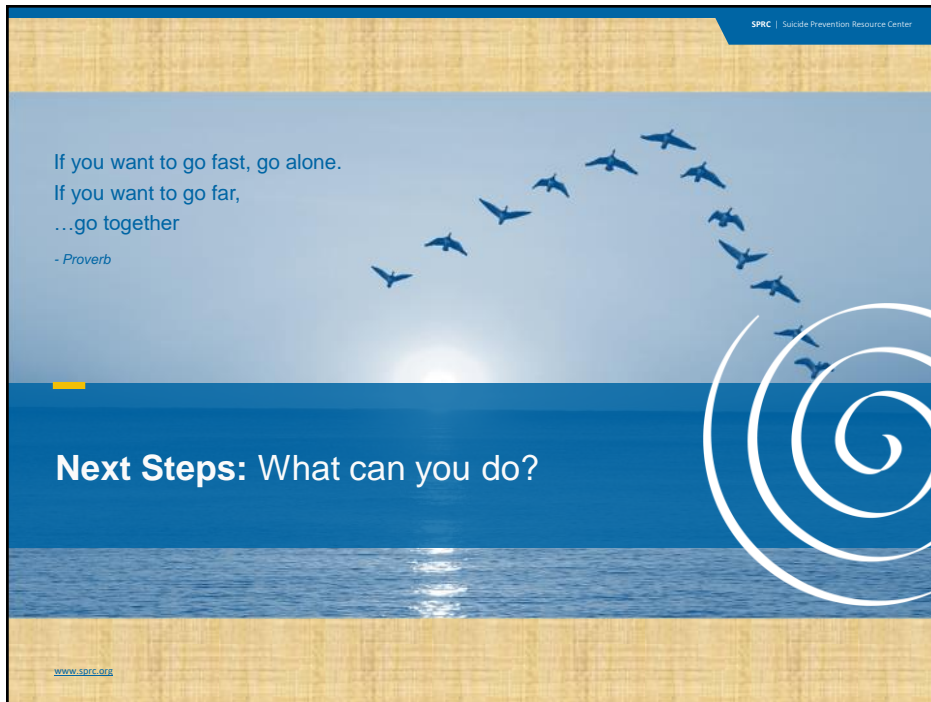
Compassionate Care

...at the campus mental health center

...at the psychiatric hospital

...at the emergency department

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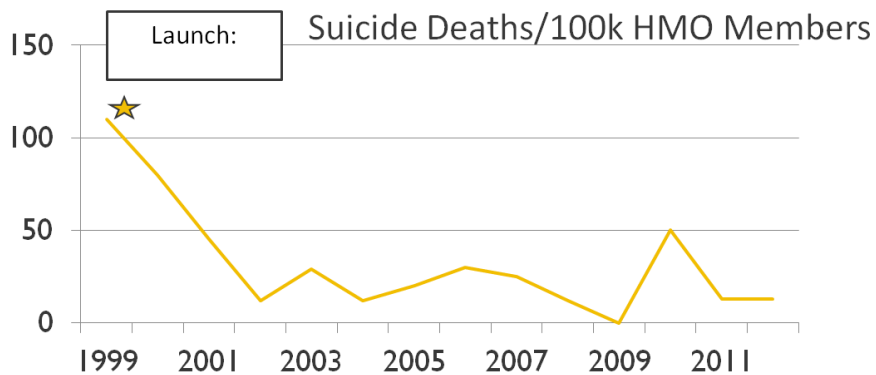


Zero Suicide is...

- A focus on error reduction and safety in health care.
- A framework for systematic, clinical suicide prevention in health care systems.
- A set of best practices and tools including www.zerosuicide.com.
- Embedded in the National Strategy for Suicide Prevention.

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System-Wide Approaches Save Lives: Henry Ford Health System



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Zero Suicide: Implementation Fundamentals




www.zerosuicide.com/toolkit

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Joint Commission Sentinel Event Alert 56



Sentinel Event Alert

Suicide ideation and suicide risk assessment

Alert No. 56, November 14, 2016

Identifying and Reducing Suicide Risk in All Settings

The Joint Commission is issuing this alert to inform you of a recent sentinel event involving a patient who died by suicide. The patient was a 34-year-old male who was admitted to the hospital for a mental health evaluation. The patient was found dead in his room. The patient's family reported that the patient had been having suicidal thoughts and had been talking to himself. The patient's medical record showed that he had been seen by a mental health professional and had been prescribed medication. The patient's death was a result of suicide.

Key findings:

- The patient's medical record showed that he had been seen by a mental health professional and had been prescribed medication.
- The patient's family reported that the patient had been having suicidal thoughts and had been talking to himself.
- The patient's death was a result of suicide.

Recommendations:

- Identify and assess suicide risk in all patients.
- Develop a plan of care for patients at risk of suicide.
- Monitor patients at risk of suicide.
- Document suicide risk assessment and plan of care.
- Communicate with the patient's family.
- Review the patient's care.


For more information, visit www.jointcommission.org.

“The suggested actions in this alert cover suicide ideation detection, as well as the screening, risk assessment, safety, treatment, discharge, and follow-up care of at-risk individuals. Also included are suggested actions for educating all staff about suicide risk, keeping health care environments safe for individuals at risk for suicide, and documenting their care.”

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Zero Suicide: Implementation Fundamentals



Train

Develop a confident, competent, and caring workforce.

Train all staff—clinical and non-clinical—to respond effectively, commensurate with their roles, to clients at risk for suicide.


GET STARTED >

www.zerosuicide.com/toolkit

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Zero Suicide: Implementation Fundamentals



Transition

Follow patients through every transition in care.

Put policies into action that ensure safe hand-offs between care-givers within the organization and upon discharge.

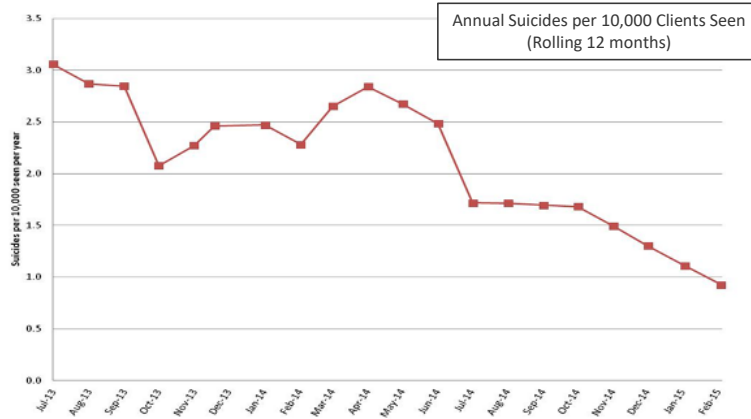
GET STARTED >

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A System-Wide Approach Saved Lives: Centerstone

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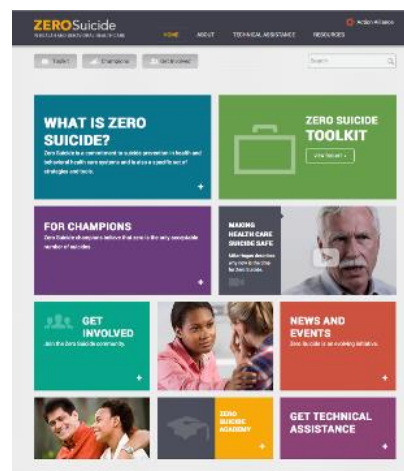


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Resources and Tools

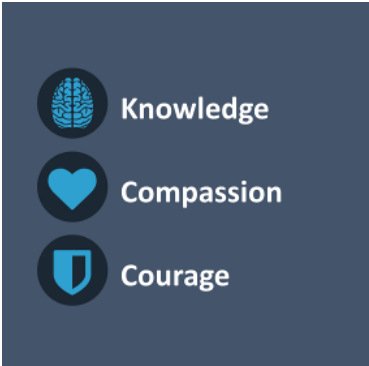
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- Workforce Survey
- Zero Suicide Toolkit
- SPRC website: www.sprc.org




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Knowledge
Compassion
Courage


Knowledge of what to do.
Compassion with which to do it.
And the courage to do it in the first place.



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Q&A



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Thank you!

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THANK YOU