

1  **Emergency Room Enhancement (ERE) Program**

By: Doris A. Irvin, MA, LPC, NCC  
 ERE Outreach Team Coordinator  
 Community Counseling Center  
 Cape Girardeau, MO

2  **Staff for ERE Program**

- o Audrey Burger, Director of Clinical Services
  - o ERE Coordinator, Doris Irvin, MA, LPC, NCC
    - o ERE Outreach Specialists:
      - Monica Reagan, MA, LPC
      - Heather Thomason, BS
      - To be hired
  - ERE Case Manager
    - To be hired
  - Peer Support Specialist
    - Clay Hooper

3  **What is the ERE Program?**

- o The Missouri Department of Mental Health has been approved for funding as part of the "Strengthening Mental Health System Initiative"
- o Community Counseling Center was selected to receive these funds for a new project
- o Aimed at improving outcomes for those consumers who are "high utilizers" of hospital services and decrease use of services
- o Successful projects are already working in several areas of the state: Kansas City, St. Louis, Springfield, Columbia, Rolla, Poplar Bluff, and Kirksville/Hannibal

4  **What makes someone a "high utilizer"?**

- o "High Utilizers" are the target population of this project and are defined as someone who:
  - o Has multiple ER/hospital visits (or contacts with law enforcement) in a relatively short period of time (6 in 12 months/3 in 3 months). These ER/hospital visits can be medical or behavioral health.
  - o Co-occurring mental illness/substance use disorder
  - o NOT already engaged with a community mental health center (CMHC) and not likely to engage in traditional services
  - o Has chronic medical conditions (COPD/Asthma, Diabetes, Hypertension, CHF, CAD, etc.)

5  **What makes someone a "High Utilizer"? Cont'd**

- o Un-insured or Under-insured
- o Living below federal poverty level
- o Homeless or unstable living conditions

6  **I have someone who I think meets the criteria, what now?**

- o The first step is recognizing that you may have someone who meets these criterion (you don't need to be 100% sure)

o Next you will make a phone call to the Coordinator, Doris Irvin, at 573-579-5584 to staff the referral

o Coordinator will ask the following questions to determine eligibility:

7  **Questions to determine eligibility**


- o Key Demographic information (name, DOB, ethnicity, etc.)
- o Presence of Mental Illness/Co-Occurring Substance Use (mental illness can be historical or current)
- o Duration/Impairment (is there clear evidence of impairment because of psychiatric issues?)
- o Multiple prior hospital or law enforcement encounters (3 in last 3 months or 6 in last 12 months)
- o Insurance status (Medicaid, Medicare, or uninsured)
- o Age (must be 18 or older)
- o Residency (must live within 5 county region)
- o Chronic medical condition

8  **What if I have a high utilizer overnight or on the weekend?**


- o After hours calls will be automatically redirected to the Crisis Hotline and will be staffed by the on-call worker, be sure to mention ERE when calling
- o During next business day, ERE Coordinator will retrieve all after-hours referrals and attempt to make contact
- o Clients will be contacted by phone and/or visited at home by an Outreach Specialist as soon as possible to begin engagement in the program
- o Obtaining accurate contact information is VERY IMPORTANT with these patients

9  **My referral has been accepted, now what?**

- o The coordinator will collect all necessary information regarding the consumer and make a determination of eligibility
- o Hospital staff are required to fax the client's ER record and psych assessment (if available) to 573-334-7438 upon acceptance of the referral
- o At that time, if possible, the coordinator or an outreach specialist will make initial contact with the consumer while still in the ER
- o During the initial visit, staff will build rapport with client, assess willingness to engage (this is a voluntary program), complete a brief assessment, and schedule a follow up visit with client

10  **What if I have a consumer that needs inpatient hospitalization?**

- o As part of this initiative, we have partnered with local law enforcement to provide transport for individuals that have been accepted for involuntary commitment
- o Law Enforcement Officers volunteer to be on the on-call list and will accept calls for transport day or night
- o An on-call list will be composed bi-monthly and distributed to each ER

11  **What if I have a consumer who has been abusing drugs or alcohol?**

- o Through this program, we plan to meet with Gibson Center in Cape Girardeau to discuss options for immediate referral/acceptance of ERE clients
- o We can also assist hospital staff in coordinating efforts to find substance abuse treatment placement

12  **What happens next?**

o Once enrolled in this program, an ERE Outreach Worker will engage client in short term (up to 6 months), intensive case management to assist with immediate needs, including:

- o Medicaid Application
- o Disability Application
- o Finding stable housing
- o Finding and accessing psychiatric and medical care
- o Medication Compliance
- o Accessing other community resources (food pantries, home health, CPRC, substance abuse treatment, etc.), as appropriate for long term stabilization
- o Use of flexible funding for high priority needs

13  **What is the point of all this?**

o This project is focused on improving the outcomes and decreasing service utilization of these clients by increasing stability and access to available/existing resources

o We hope to see:

- o Reduced ER utilization for non-emergent care and reduction of hospital lengths of stay
- o Enrollments in needed treatment programs (CPRC, substance abuse treatment)
- o Improvements in overall health
- o Housing stability
- o Employment
- o Reduction of involvement with law enforcement
- o Improvement in Medicaid status (i.e., Uninsured-Application Pending-Medicaid Active)

14  **But does this actually help?**

o As of December 2016 over 4,278 individuals have become engaged in the ERE program.

ER Visits:

o There has been a 58% reduction in ER visits from intake to 3-month follow-up for those engaged in the ERE program. Further, there has been a 68% reduction in ER visits at 6-month follow-up.

Hospitalizations:

o There has been a 57% reduction in hospitalizations from intake to 3-months, and a 71% reduction from intake to 6-months.

15  **More Outcomes**

Homelessness:

o There has been a 61% reduction in participants experiencing homelessness at intake to 3-month follow-up, and a 76% reduction in homelessness at intake to 6-month follow-up.

Unemployment:

∅ There has been a 26% reduction in participants who are experiencing unemployment at intake to 3-month follow-up, and a 42% reduction in unemployment at intake to 6-month follow-up.

#### Arrests:

∅ There has been a 50% reduction in the number of arrests at intake to 3-month follow-up, and a 56% reduction at intake to 6-month follow-up.

#### 16 **This program works! But we need YOUR help!**

∅ Active participation from hospitals and our community partners is essential to the success of this program.

∅ We welcome your feedback about what's working and not working as well as it could be

∅ This program is "fluid" and we can make changes as needed

∅ There will be monthly meetings with hospital staff, law enforcement officers, our outreach team, and our other community partners to discuss the project (2<sup>nd</sup> Thursday of the month in Perryville following CIT meeting)

#### 17 **Questions?**

#### 18 **Resources**

∅ <https://www.erenhancement.org/>

#### 19 **Contact Us**

∅ Audrey Burger: 573-517-1499

∅ Doris Irvin: 573-579-5584

∅ Monica Reagan: 573-579-1601

∅ Heather Thomason: 573-450-0595

Community Counseling Center  
Emergency Room Enhancement (ERE) Project  
Pre-Eligibility Screening for Referral

- Yes  No 1) **Age** - Must be 18 years of age or older
- Yes  No 2) **Residency** - Must be a resident of one of the following Missouri counties:  
 Bollinger  Cape  Madison  
 Perry  Ste. Gen
- Yes  No 3) **Insurance Status** - Must be only:  
 Medicaid OR  Medicare OR  Uninsured
- Yes  No 4) **Presence of Mental Illness/Co-Occurring Substance Use:** This typically includes a mental health concern or diagnosis of:  
Mood Disorders Schizophrenia Psychotic Disorders  
PTSD Anxiety Disorders Personality Disorders  
This also includes those experiencing one of the preceding AND a co-occurring substance use concern or diagnosis
- Yes  No 5) **Duration/Impairment:**  
 Clear evidence of substantial impairment in social role functioning or living skills due to psychiatric impairment; and/or  
 Treatment may be required for longer than six months

- 
- Yes  No 6) **Multiple prior hospital encounters** (ER visits or inpatient hospitalizations. Can include behavioral OR physical health utilization), with at least:  
 3 or more in the past 3 months  
 6 or more in the past year

If answered "No" to ANY of the above categories, patient does not meet pre-eligibility requirements. Please follow existing hospital discharge planning procedures.

If able to answer "Yes" to ALL above categories, patient has met pre-eligibility requirements.

Contact the Emergency Room Enhancement Referral line Monday - Friday 8am - 4:30pm by calling 573-579-5584  
For after hours, weekends & holidays contact the Crisis Line by calling 1-800-356-5395

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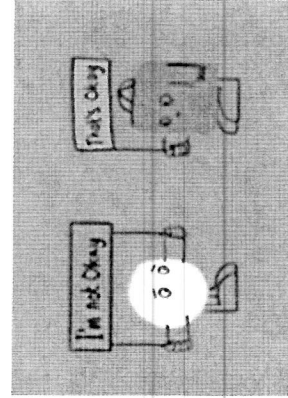
Note: When you make an ERE referral, please be prepared to answer questions regarding key client demographics as well as the following question, to the best of your ability. (Note: This does not screen them in or out of the ERE Program)

- Yes  No **Does the Patient have a chronic medical condition, such as:**  
 Asthma  Diabetics mellitus (DM)  Hypertension (HTN)  
 High Cholesterol  Coronary Artery Disease (CAD)  Congestive Heart Failure (CHF)  
 Chronic Obstructive Pulmonary Disease (COPD)

## ERE Program

### Program Overview

The Emergency Room Enhancement (ERE) project is for people with mental illness or substance use disorders who seek treatment at emergency rooms. The ERE project targets high utilizers of ER and inpatient settings, with the primary goal to reduce preventable hospital contacts/readmissions across the region.



### Target Population

- High utilizers of ER/Hospital, Crisis, Law Enforcement services
- Co-occurring mental illness/substance use disorder
- Not currently engaged with a community mental health center
- Age 18 and older
- Resident of 5 county area
- Un-insured or Under-insured
- Living below federal poverty level
- Homeless or unstable living conditions

### Program Outcomes

- Reduced ER utilization, reduction of hospital lengths of stay
- Enrollments in needed treatment programs
- Improvements in overall health
- Housing stability
- Increase in employment
- Reduction in law enforcement contact
- Improvement in Medicaid status

Does ERE work?

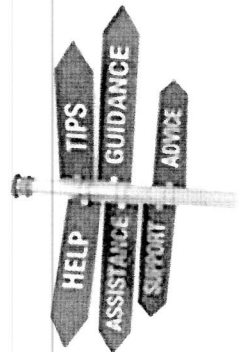
Within 6 months of engagement:

- 68% reduction in ER visits
- 71% reduction in hospitalizations
- 76% reduction in homelessness
- 42% reduction in unemployment
- 56% reduction in arrest

## ERE Program

### What we offer

- Assistance to individuals with mental health needs & Substance use disorders
- Assistance to individuals with high utilization of ER & hospital services
- Assistance to individuals who have frequent contact with law enforcement
- Assistance to individuals who are not already receiving services at Community Counseling Center
- Personalized assistance with linkage to needs & resources within the county of residence



 **Regional Mental Health Services**  
ext. Community Counseling Center

**Doris A. Irvin, MA, LPC, NCC**  
*Emergency Room Enhancement (ERE) Outreach Coordinator*

Phone: (573) 334-1100 Fax: (573) 334-7438  
Cell: (573) 579-5584 • [dirvin@cccctr.com](mailto:dirvin@cccctr.com)  
402 South Silver Springs Road • Cape Girardeau, MO 63703

Crisis Line 1-800-356-5395  
TLC Line 1-877-626-0638 • Cape Girardeau Area 651-3642



**EMERGENCY ROOM**  
**ENHANCEMENT**  
*Improving Access to Behavioral Health Care*



Community Counseling Center

## ERE Program

402 S. Silver Springs Rd  
Cape Girardeau, MO 63703  
Phone: Cell: 573-579-5584  
Fax: 573-334-7438  
[dirvin@cccctr.com](mailto:dirvin@cccctr.com)



Serves 5 counties:

Cape Girardeau, Bollinger, Perry,  
Madison, & Ste. Genevieve

**Contact Us!**

Phone: 573-579-5584