Care Transitions: Creating a Safety Net with On and Off Campus Partners

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21% of graduate students
28% of undergraduate students
Reported some degree of suicidal ideation in the past 2 weeks
Snapshot: UM CAPS and Suicide Prevention

- 2006: QPR
- Spring 2012: Client
- Summer 2012: do something: Stop Student Suicide Work Team
- Fall 2012: Post-its
- March 2013: Messages of Hope
- Fall 2014: CAMS
Snapshot: UM CAPS and Suicide Prevention

- 2015: Coordinator of CAPS Stop Student Suicide
- Fall 2017 GLS Grant
- Spring 2017: Videos
- Summer 2017: QPR Follow-Up
- September 2017: Athletics
- October 2017: I Will Change the Story By...
- March 2018: Pierpont Commons, Logic and #whocanrelate?
- Partnerships
Send Silence Packing

The Silence Shoot

SHOW YOUR STANCE AGAINST BULLYING AND SUICIDE
Athletics

do something: Stop Student Suicide
we can all change the story

North Campus

You are LOVED
Embedded Model Highlights

★ Highlights
  ○ ↑ Accessibility
  ○ Tailored to each school/college’s unique culture
  ○ ↓ Stigma
  ○ ↑ Faculty/staff consultation
  ○ ↑ Psychological wellness programs
CCMT: Clinical Care Management Team

Purpose:

Provide a regular opportunity for continuity of care planning for high-risk students who are experiencing challenging mental health situations at the University of Michigan. Ensure that students receive the care they need and that no one is inadvertently lost to care.

Care Managers in student counseling center and health services

Coordinated follow up for students who are evaluated or admitted at the hospital

Coordination for students who are seen at counseling center and health service

Care Managers’ salaries provide a portion of the matching funds for GLS grant
Context for program development

Rationale:

The distributed nature of communication, funding, and structures have led to risks in the delivery of behavioral health care to University students. This may be improved through new strategies for communication and greater familiarity between the numerous mental health and clinical providers within the University of Michigan and Ann Arbor community.

student deaths by suicide in 2013-2014 academic year that received news coverage

University Regents supportive of enhanced coordination

CAPS & UHS administrators

demonstrated need in care management work

began operating in 2015-2016 academic year
Post-psychiatric hospitalization suicide risk 100 times the global suicide rate (JAMA Psychiatry, 2017).

38% of CAPS clients and 26% of UM Students report some degree of suicidal thoughts (CAPS Annual Report, 2017, & CSMHS, 2018).
Weekly meeting to review and discuss student discharges from PES

Email outreach to students

Regular contact with PES staff
Flow chart

UM Student

Psychiatric Emergency Services

secure email

MRN DOB Initials Date of discharge

CCMT

Therapeutic and psychiatric providers

- opportunity to connect with Care Manager
- assistance with connecting to discharge plan
- risk reduction through clinical outreach
Hello, Meagan. I am writing on behalf of the Clinical Care Management Team (CCMT), as follow up to your recent ER visit. The CCMT works to ensure that students are connected to the resources they need. Please reply to this email to let us know how you are doing and if you need any assistance in connecting with the resources offered at the time of discharge from the ER.

Take care,

Amanda
Collaboration with other student support teams on campus

Dean of Students Behavioral Intervention Team

clinical case management and student affairs case management

CCMT vs us as individual care managers
Student admitted to area hospital

Obtain permission to contact DOS as soon as possible
- DOS is contacted and connects with student.
- DOS coordinates with various departments and provides support for:
  - academics
  - housing
  - financial needs
  - insurance issues
  - employment concerns
  - family involvement
  - visa/international concerns
  - case management referral to CCMT
  - social support

Hospital staff make discharge plan

CCMT assists every student to enact clinical discharge plan post-hospitalization

Fax plan to CCMT 734.763.0454

DOS see student for follow up

DOS refers to CCMT if clinical follow up needs arise

As needed, CCMT:
- schedules appointment with student
- coordinates connections to treatment providers
- provides clinical support while connections are made
- follows up as needed to ensure student is not lost to care

Strengthening the Bridge of Support: A New Direction in Clinical Case Management for University of Michigan Students Following Hospitalization
Documentation

Mbox

HIPAA and Michigan Mental Health Code compliant

Accessible across email platforms

Customizable
Implementation

CAPS/UHS and hospital administrators met first

Information and protocol did not trickle down to front-line social work staff

Later meetings with hospital social workers to clarify protocol and address points of confusion
Memorandum of Understanding (MOU)

Developed to streamline communication among hospital and student life units

Determined by hospital Compliance that releases of information still needed
Memorandum of Understanding
Between
University of Michigan Hospital System Psychiatric Emergency Services
and Clinical Care Management Team

This Memorandum of Understanding is designed to outline the process of making referrals of University of Michigan students from University of Michigan Hospital Psychiatric Emergency Services, to the Clinical Care Management Team. It provides a specific protocol to follow during the aftercare process, ensuring that students connect with providers and engage with discharge plan. This memorandum offers clear expectations of all parties as well as consistent points of contact, ensures appropriate dispositions and discharge planning, eliminates replication of services, and enhances a collaborative relationship.

As of May, 2015, approximately 200 UM students are seen at PES annually. The responsibilities and plans laid out herein are based on this number and the anticipated time required to effectively serve these 200 students.

The Clinical Care Management Team (CCMT) is composed of Care Managers from UHS and Case Manager(s) from CAPS. Psychiatric Emergency Services (PES) operates under the University of Michigan Hospital System, while University Health Service (UHS) and Counseling and Psychological Services (CAPS) belong to the University of Michigan division of Student Life. PES is under HIPAA regulations, UHS is under blended HIPAA/FERPA regulations, CAPS is under FERPA regulations, and all of these units are also regulated by the Michigan Mental Health Code. All are engaged in providing clinical mental health services to University of Michigan students. The CCMT seeks to address the needs of students who are experiencing challenging mental health situations at the University of Michigan, and who are seen at multiple units among PES/UHS/CAPS.

CCMT goals:
- Ensure that students receive needed care, and that no student is inadvertently lost to care
- Streamline and improve communication between units about shared clients
- Follow up with students to ensure that connections for ongoing treatment are made

PES staff, in addition to standard discharge planning, will also refer all University of Michigan students seen at PES to the CCMT via email referral form, whether or not students are admitted to an inpatient unit or discharged from PES. This is based on ensuring continuity of care.
Data: Pilot Year (2016-2017)

34 total referrals

- **Post-Discharge Appointment(s) Confirmed 53%**
- **Received Outreach 47%**
- **Responded to Outreach 19%**
- **Did Not Respond 81%**

*None of the students who responded to outreach requested assistance*
Data: Year Two (YTD)

97 total referrals

*One student who responded to outreach requested assistance
Improvements

relationships

communication

improved post-discharge scheduling
at UHS (working on this at CAPS)

the unknown is hard to track

better identified the problem
Future Directions

On-Campus Intensive Outpatient Program (IOP)

Broadening the scope of CCMT

- participating in discharge planning
- auto referrals to case management and/or in certain circumstances

Enhance Dean of Students role with PES

Additional training for PES staff on community resources
barriers encountered and lessons learned

challenges to front line staff empowerment and direct communication

traditional hierarchy/administration and the impact of that on communication, decision-making, and the planning process

difficulty of communicating consistently between systems

technology for information sharing & documentation

secure email

medical record access (currently resolving)

fax machines

limited functionality of database
things to consider for your campus

access to secure email

access to medical record

different email platforms, different EMR systems

integrated vs siloed

sharing/release of information

physically close, somewhat integrated health system with an inpatient psychiatric unit


University of Michigan Counseling and Psychological Services (2018). College Student Mental Health Survey Phase V.