Partnering With Crisis Centers

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Helpline Center
Advantages to Partnering with a Crisis Center

- Available 24/7
- Have staff that are trained to assess and manage suicide crisis situations
- Staff are trained in safety planning
- Staff are trained in means restriction, reducing access to lethal means
- Experienced at making follow up calls
- Follow best practice as recommended by NSPL
Crisis Center Advantages

- Experienced and skilled at handling a wide variety of crisis situations professionally
- Can introduce patients to an additional local resource to use when they need support or find themselves in crisis
- Can also provide referrals to additional community resources
- A great connection for additional suicide prevention services
Helpline Center Follow Ups

- How does it work?
  - Have a formal MOU signed with the hospital system that details roles and responsibilities
  - Identify one point person from each department
  - Train hospital staff on the process to offer the follow up support program
  - Also provide training for hospital staff on safety planning and means restriction
Helpline Center Follow Ups

- Upon discharge, information is faxed to the Helpline Center (release of information, consent, discharge summary, safety plan)
- Helpline Center staff will then schedule the first follow up call within 24 hours
- During each call Helpline staff assess the caller for suicide risk, review safety plan, review upcoming outpatient appointments, provide support and connect with additional resources
Helpline Center Follow Ups

- If necessary, staff are trained to provide an intervention to ensure safety
- Each call is documented
- Additional calls are made over the next four weeks to provide continued support and then again at 3 months and 6 months
- Callers are encouraged to call back anytime if they need additional support or find themselves in a crisis
Questions?