



Department of

Mental Health &

Substance Abuse Services

Effective & Enlightened Engagement

Engagement That Matters

ENGAGEMENT:

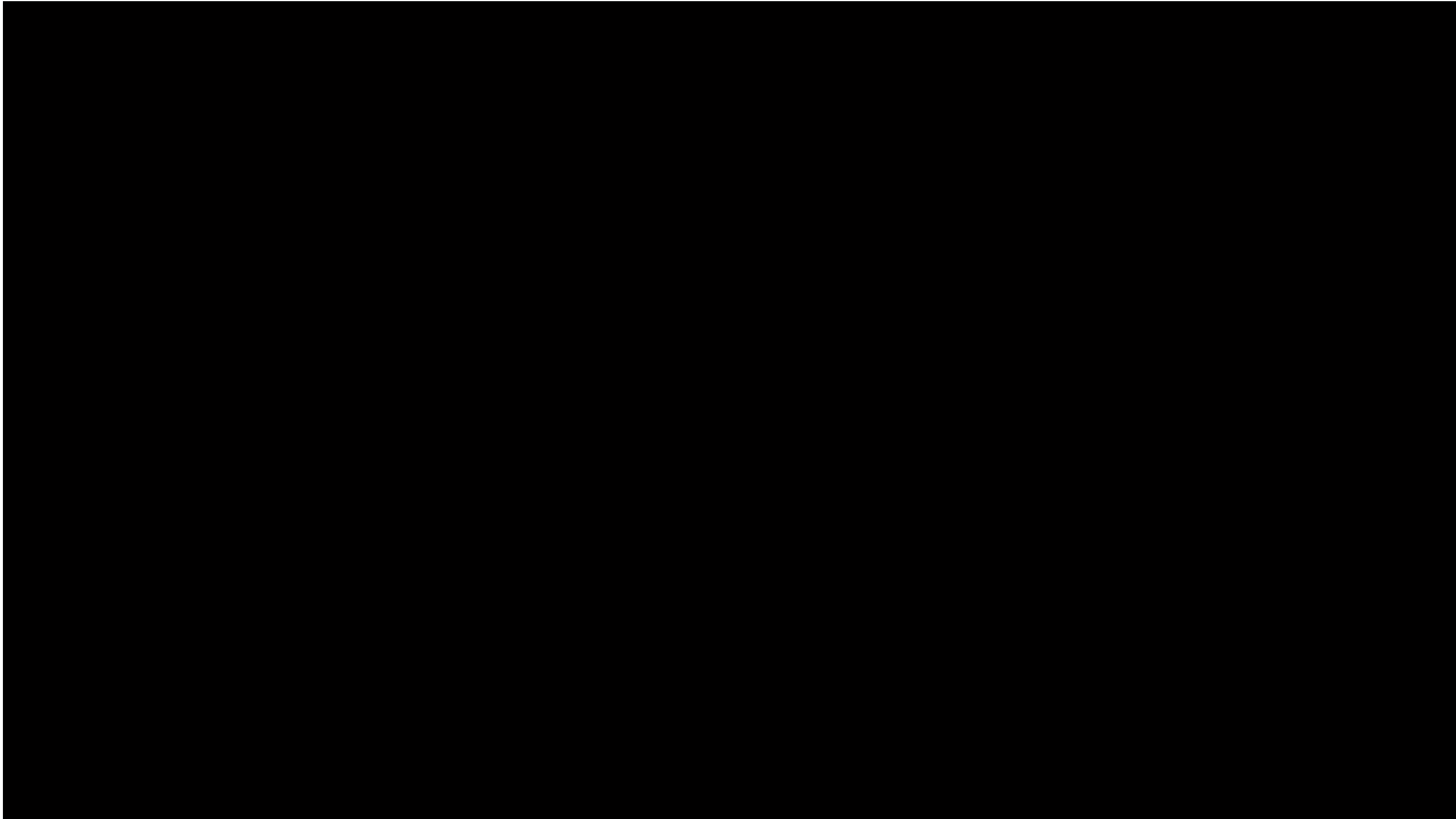
- Participation
- Sharing
- Involvement

A Question to Ponder:



When you think of **POSITIVE** engagement, what are examples that come to mind from your career?

A Positive Engagement



A Question to Ponder:



When you think of **NEGATIVE** engagement, what are examples that come to mind from your career?

Engagement Requires Openness and Listening



What's the Goal?

The goal of good engagement in behavioral health services is to serve people in our communities that are diagnosed with mental health and substance abuse challenges

at the **right time**,

in the **right place**,

with the **right treatment**

so they can **recover and thrive.**

Who are the Players?



A Case Study from

*Tennessee's Public-Private Psychiatric Delivery System:
A Joint Plan of Action*



AND



Approved February 22, 2017



TN

A Case Study from Tennessee

1. Identify the players



State Mental Health Institutes

Community Crisis Services Providers

Hospital Emergency Departments

Emergency Department Physicians



2. Identify their roles

Mission of the Work Group:

To review the current Tennessee Public/Private psychiatric crisis system, community alternatives, and hospital delivery system to ensure Tennessee is providing the right treatment, at the right time, in the right place. Our aim is to not become like other state systems that average waits of weeks and months for assessments and placement in treatment for persons experiencing a behavioral health crisis. As such, we will review the current delivery system to promote quality, effective and efficient care for Tennesseans.

3. Establish avenues of engagement

This collaborative work group identified four key areas to be addressed:

- Recommended Emergency Department Protocols for Treatment and Communication
- Crisis System Evaluation
- Inpatient Bed Availability
- Regulatory, Legal, and Operational Barriers

4. Establish goals for engagement

The results of this unprecedented public/private collaboration will be realized through a more effective and efficient psychiatric care delivery system. The overall goal is to ensure that delivery system is accomplishing the “4 R’s” by serving the **Right People**, with the **Right Treatment**, in the **Right Place**, at the **Right Time**. The impact of this collaboration will be monitored for improvement in better utilization of community resources and appropriate treatment options, number of patients diverted from an inpatient bed, an increase in the inpatient bed availability, and a decrease in wait time for the patients that are experiencing a delay in the public delivery system.

Another



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Never doubt that a small group of
thoughtful, committed citizens can change
the world; indeed, it's the only thing that
ever has.

- *Margaret Mead*

The logo consists of a red square with the letters 'TN' in white, serif font. Below the square is a dark blue horizontal bar.

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Questions?