



Glencoe Regional Health Services

*Expanding Care at Critical Access Hospitals
Through Innovative Technology*



**BEHAVIORAL
HEALTHCARE
PROVIDERS**

Improving Services for Mental Health Patients

Glencoe Regional Health Services

www.grhsonline.org

1805 Hennepin Ave. N.
Glencoe, MN 55336

“With DEC®, there's reassurance that we're doing what is right for the patient and what is right for the cost of care. The consultants provide us with sound clinical judgment—we know that we are admitting the patients who need it most.”

Patty Henderson
V.P. Nursing & Clinical Services

Executive Summary

Patients who are experiencing behavioral health crises often have nowhere to turn aside from their local hospital's emergency room. But most critical access hospitals have few beds and their emergency department (ED) doctors have little experience or training in mental health care.

The medical director of the ED at Glencoe Regional Health Services recognized the challenges his staff faced every time a patient with a mental health crisis presented in the ED. Each patient required more time with the ED doctor than they could receive and more resources than what the critical access hospital's ED had to offer.

Recognizing the clinical need, Glencoe contacted Behavioral Healthcare Providers (BHP) to implement its telehealth solution, Diagnostic Evaluation Center (DEC®). The goal: To improve patient care while making better use of the ED's — and the region's — inpatient resources.

DEC® Improves Patient Care

Focused attention: Patients are fully engaged with a DEC® assessor for an acute behavioral health assessment after an average wait time of only 33 minutes.

Optimal care: Patients receive the least-restrictive disposition to meet their needs. Only 39.53% of patients have been admitted since implementing DEC® in late 2015 (significantly down from the 80% average).

Faster transfer times: Patients are transferred to inpatient facilities faster due to the expertise and support provided by DEC®.

DEC® Supports ED Doctors

Expert advice: ED doctors now have behavioral health experts at the bedside.

Partners in care: DEC® assessors work with ED doctors to make the right decision for each patient.

DEC® Frees Up ED Resources

Finding inpatient beds: DEC® does the legwork to locate an inpatient bed, making all necessary phone calls and filling out paperwork.

Providing outpatient resources: DEC® helps schedule timely appointments, provide resources on therapy, create follow-up plans and make next-day check-in phone calls.

“This telehealth system is a game changer. It will allow smaller hospitals to survive while delivering the expert services that rural patients and their families need.”

Mitchell Palmer, MD
Medical Director of the Emergency Department

How DEC® Integrates With Emergency Departments

No additional equipment is required to install DEC®. The system is a web-based platform with responsive design, allowing it to be effectively leveraged on desktop computers and tablets.

The system electronically **coordinates care** with health care providers **online** and **in real time**.

The use of the DEC® system **increases patient safety and reduces liability** for the locations that use it, as patients are connected to timely ongoing services following a crisis and are not required to pursue follow-up on their own.

The DEC® system is HIPPA and HITECH compliant.

“Onboarding a new system doesn’t always go well, or you find you aren’t on the same page as the staff. With DEC®, it has been so reassuring to be working with someone who really wants to do what is best for the patients.”

Raina Merkins, RN, BSN
Chief Nurse of the Emergency Department

About Behavioral Healthcare Providers

In 1995, Behavioral Healthcare Providers was created to provide seamless, quality care in the delivery of behavioral health services throughout Minnesota. Today, advancements in technology, including telemedicine initiatives, allow BHP to offer services and innovations for the treatment of mental illness and substance abuse to systems around the country. To date, BHP has completed over 100,000 behavioral crisis assessments through the DEC® application, which it created in partnership with technology innovation firm Avtex Solutions. BHP is a subsidiary of Fairview Health Services.