

Evolution of an Urgent Care: from On-Demand Care to Integrated Hospital Diversion & Crisis Stabilization

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ABOUT

US

- Access: Supports for Living is one of the largest & most diverse nonprofit human services organizations in the Hudson Valley region of New York.
- We support more than 20,000 adults & children throughout the Hudson Valley, New York City, & Long Island.
- Our mission is to help people live the healthiest & fullest lives possible.

Mental Health & Substance Use

- Community Counseling Centers
- Urgent Care
- Medication-Assisted Treatment
- Care Management (Adults & Children)
- Mobile Crisis Response Teams
- Supported Housing
- Supported Employment

Intellectual & Developmental Disabilities Services

- 24/7 Residential Support
- Day Habilitation
- Community Habilitation
- Respite
- Family Support Services
- Self-Direction
- Supported Employment

Children & Family Services

- Healthy Families
- Community Alternatives/Transitional Support Services
- Network Family Partners
- Preventive



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Why Urgent Care?

[News link](#)

Dreaming up a plan for CCBHC proposal

Innovation in Behavioral Health

Breaking down the stigma of mental illness

Increasing access to services

From Behavioral Health Urgent Care to Mental Health and Substance Abuse Urgent Care

First CCBHC award • December 2018

Implementation • May 2019



Our Original Urgent Care Team

Peer • Therapist • RN • Care Navigator
Psychiatrist • School/Court Liaison

Original Hours

Monday-Friday: 11 AM-7PM
Saturday & Sunday: 9 AM - 5 PM

Expansion

MOA
After hours support
Employment Specialist
Veterans Engagement Specialist



Our Urgent Care Model

Living room
model

“No wrong
door”

Hospital
diversion

Giving
space/time for
what is needed

What does a
crisis visit look
like?



Our Urgent Care Model

Embracing the
step of
walking in

Wrap around
treatment team
Importance of
peers

Focus on social
determinants of
health

Health
Screening &
Vitals

Treating the
whole person



EBPs & Screening Tools



Motivational Interviewing (MI)

Dialectical Behavior Therapy (DBT)

Intentional Peer Support (IPS)

Open Dialogue Family & Social Network Meetings (Open Dialogue)

Attempted Suicide Short Intervention Program (ASSIP)

AMSR (Assessing and Managing Suicide Risk)

CSSRS (Columbia Suicide Severity Rating Scale)

PHQ-9

GAD-7

NIDA- Quick Screen**

PTSD Screening

Men's Behavioral Health Screening Tool

Evolution of an Urgent Care

**Walk-in care
for mental health and addiction for
adults & children in the Hudson Valley**

No appointment. No referral. No fee.

Adults and children struggling with addiction or mental health concerns can walk in to the Access: Supports for Living Urgent Care.

Worried about your insurance or ability to pay? Don't worry. Everybody is welcome, regardless of insurance or ability to pay. You don't need an appointment or a referral.

A compassionate team will welcome you or your child to the Urgent Care, work with you to figure out what's happening, and begin a plan for recovery, including referrals to the community provider of your choice for longer-term care, if that's what you need.

OPEN 7 DAYS/WEEK

Monday - Friday: 11 am to 7 pm

Saturday & Sunday: 9 am to 5 pm

WHY SHOULD YOU COME TO THE URGENT CARE?

- Depression or Anxiety
- Thoughts of suicide
- Self-harming, like cutting
- Addiction to drugs or alcohol
- You need to see somebody in between appointments with your regular therapist or psychiatrist
- Any other mental health or substance use concerns

WHAT DO WE OFFER AT THE URGENT CARE?

- Care for mental health and addiction when you're ready for it, right when you need it, 7 days a week in Middletown and Newburgh
- A team of professionals ready to help you figure out what's happening and set you on your path to recovery
- Rapid Access to Medication-Assisted Treatment, like Suboxone, for addiction to drugs or alcohol
- A bridge between your regular appointment with your therapist or provider, if you need immediate help
- Referral and warm hand-off for longer-term care at the provider of your choice
- Care customized to meet your needs

Same-Day Services Include:

Behavioral Health Urgent Care

Utilizes a multi-disciplinary approach

Each person receiving multiple services per visit

Psychiatry

Peer Services

Care Management

Nursing

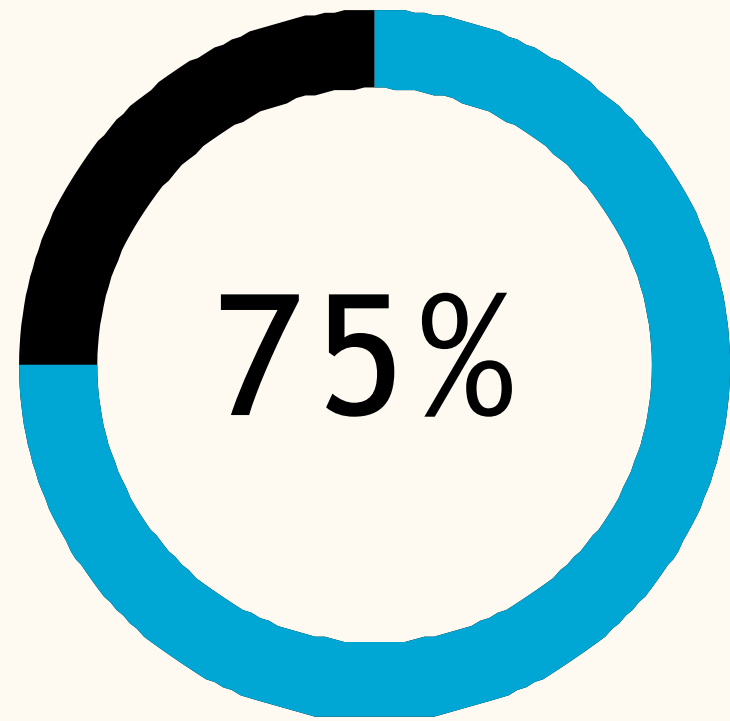
Crisis Intervention/
Therapeutic Support

Co-located FQH

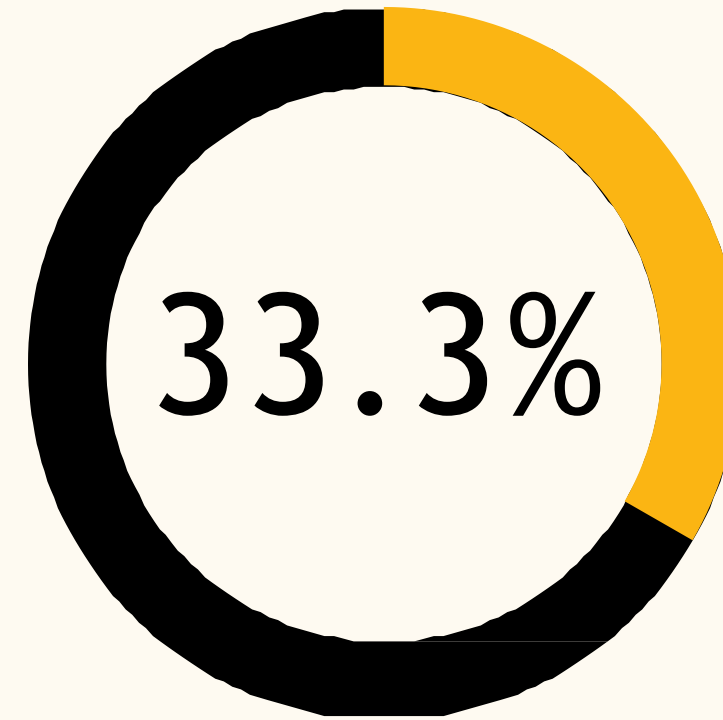
Promotes stability, prevents hospitalization, & engages people in routine BH care for continuity, Ultimate goal of improving population health & lowering total cost of care.

Early Urgent Care Outcomes

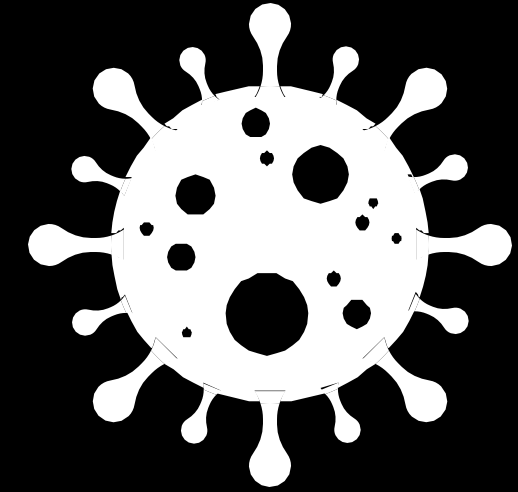
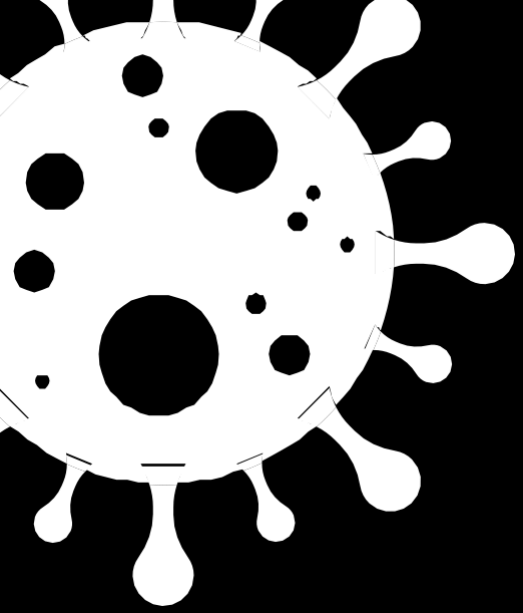
(pretty remarkable if we do say so ourselves!)



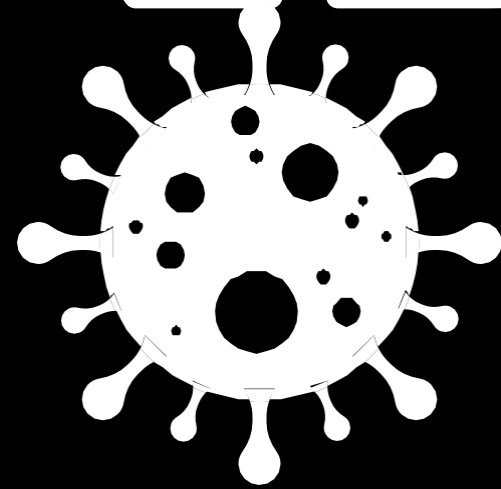
REDUCTION
of people
utilizing an
ED for BH
issues in
the past 30
days



DECREASE
in
hospitalizations
for MH care
in the past 30
days



PANDEMIC



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Urgent Care Lessons Learned & Challenges



Prescribing lessons

Collaboration with other resources

Hours & traffic

Following data

Hospital collaborations

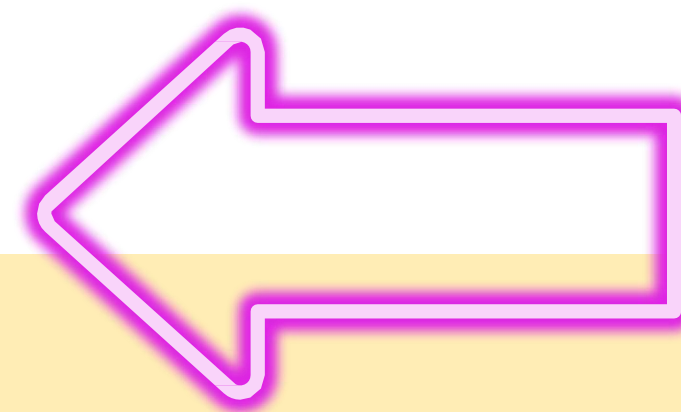
Lack of child psychiatry

Clients Served



	2019	2020	2021	2022	2023
Grand Street Encounters	831	565	803	1015	1284
Union Street Encounters	1400	582	1603	2188	1905
Broadway Encounters	x	x	174	627	684
Virtual Encounters	-	3825	3372	1614	1114
Total Encounters	2,231	4,972	5,952	5,444	4,987
Unique Clients	1,571	2,329	2,627	2,738	3,601

Lifetime to 10/30/2023	Total Encounters	23,586
	Unique Clients	10,003



INTERNAL PARTNERSHIPS



- Mobile Mental Health (Orange & Ulster)
- Care Management
- Personalized Recovery-Oriented Services (PROS)
- Respite Services
- Housing
- IDD
- Veterans Engagement Specialist
- Healthy Families
- Peer-Led Organizations
- Employment Specialists
- Outpatient Behavioral Health & Substance Use Programs

COMMUNITY PARTNERSHIPS



- Hospitals
- Substance Use Providers
- Respite
- Personalized Recovery-Oriented Services (PROS)
- Local Government Units
- Healthcare Providers (FQHC's & Group Practices)
- Other Mental Health Providers
- Housing Providers
- Food Pantries
- Peer-Led Organizations

Early Urgent Care Prescribing

- Reliant on HealthConnections (RHIO)
- Prescribers-duplication of psychiatric assessments
- Fewer clients seen throughout course of day



Current Urgent Care Prescribing

Expedited Triage & Safer Care

- Records retrieval allows for better understanding of a patient's connection to care and treatment history
 - Use of ISTOP, HealthConnections & PSYCKES
- Usage of treatment treatment team to overcome medication barriers
- 30-minute focused assessments for preliminary needs leading to less time lost due to no-shows



Questions?

Thank You

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