

Emergency Mobile Psychiatric Service

Planning for Redesign
and Re-procurement



Background and Context

- Feedback from parents and advocates
- Dialogue with providers
- W.R. Settlement (Individualized Services, Consultant, EMPS)
- Budget Issues(CC, ECC, & EMPS)
- Budget (Existing=8M, WR=1.25M, CS Option 1.3M, EMPS Option 450K = Potential of 11M for System Improvement)
- Meetings with Stakeholders (Providers, Parents, DCF, etc.)
- Planning Body (DCF, ASO, DSS, CCEP) – WR Staff
- CCEP Consultation
- Statewide Forum Scheduled for 1/29/07
- Goals for an Improved EMPS System

EMERGENCY MOBILE PSYCHIATRIC SERVICES (EMPS): Recommendations for Model Enhancement

**Connecticut Center for Effective Practice
(CCEP)**

Methods

- **Review of existing documents and data** related to the current EMPS model of care
- Independent review of the relevant **empirical and best practices literature**
- **Site visits** to selected Connecticut EMPS providers
- **Consultation with selected national providers** of emergency mobile services.

Recommendations

1. Implement a **consistent, clearly defined EMPS model**
2. Recognize and support the **diversionary and short-term intervention roles** of EMPS
3. Create **two functions of EMPS providers** in each contracted agency, one mobile response function and one short-term service function

Recommendations

4. Establish guidelines for **follow-up services**
5. Establish **realistic expectations for mobility** among EMPS providers
6. Increase the availability and utilization of **crisis stabilization units**

Recommendations

7. Establish **regional catchment areas**
8. Establish a centralized **statewide call center**
9. Engage in **relationship-building with community** providers
10. Use **paraprofessional staff** to assist in program implementation

Recommendations

11. Ensure **training and certification** of EMPS staff
12. Develop effective **triage and assessment protocols**
13. Develop and implement an effective **quality assurance** plan
14. Utilize a **phased implementation** approach

EMPS GOALS

- 1. increase mobile response to community crisis (including hours of mobility and capacity during peak hours)
- 2. increase the total number of calls to EMPS system
- 3. expand/enhance EMPS utilization by key groups (foster parents, schools, others)
- 4. reduce psychiatric visits to Emergency Departments
- 5. increase the rate of ED diversion from

EMPS GOALS (continued)

- **6. improve the relationship between EMPS and EDs**
- **7. improve the public perception/confidence/awareness of EMPS**
- **8. improve the linkage between the EMPS provider network and the rest of the community**
- **9. ensure a competent crisis assessment and linkage service**
- **10. improve the efficiency/cost**