

# Community Triage Center Update.....



*Uplifting the Human  
Spirit....*

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# Community Triage Center



*Uplifting the Human Spirit...*

The CTC is for individuals in crisis which integrates the referrals from the Civil Protective Custody (CPC) program, Chronic Public Inebriate (CPI) program and the modified medical detoxification program for adults.

These diversion efforts have saved the community substantial funds by treating substance abusers in a non-emergency setting instead of in hospital emergency departments throughout the county.

**Admission is 24 hours a day, 7 days a  
week.**

# Issues presented May 2012

## ➤ Defined lack of:

- Pertinent data on the Triage Center monthly reports.
- Responsiveness to the requests of this Committee.
- Accountability for budget and expenditures.
- Responsiveness to referral sources.
- Coordination with Mental Health.

# Actions

- Implemented new data system reporting structure which began July 1<sup>st</sup> to address areas noted:
    - Zip code when first encountered
    - Discharge placement zip code
    - Discharge diagnosis
    - Re-defined referral sources to provide clarity.
- (See sample attached of new format.)

# Staff Changes

- Hired new Director **Erin Kinard**, Licensed Clinical Alcohol and Drug Counselor with a Master's degree in Clinical Mental Health Counseling and a Bachelor's degree in Criminal Justice.
- She is also our statewide Clinical Director with strengths in programming, clinical interventions and problem-solving.

# Changes

- Over the past month, she has been working on many improvements, including:
  - Education and training on clinical assessments.
  - Staff training on clinical intervention techniques.
  - Improved data entry.
  - Modified staffing to best serve the population.

# More changes

- New Area Director, **Kevin Morss**, has been working with the community in a collaborative manner to improve systems.
- He is also working with Ms. Kinard to evaluate and improve services at the CTC.

# Collaboration with Hospitals

- Attended meetings with the Nevada Hospital Association and Southern Nevada CEO's to re-define expectations of the Triage Center.
- Working on improved reporting and oversight with that group, with funding secured for the next fiscal year.



# Collaborations

- With the assistance of the leaders at the State and Clark County including:
  - Dr. Tracey Green, Richard Whitley, Jodie Gerson, Tim Burch and representatives from the hospitals, there is a collective effort to move towards performing community Medical Clearances in outpatient and clinic settings. This will save hundreds of hours waiting in the ER's for the Legal 2000 patients.

# Oversight Committee

- Comprised of local jurisdictions, Clark County, Southern Nevada Adult Mental Health Services, Substance Abuse Prevention and Treatment Agency and local hospitals.
- Provides Fiscal and Programmatic Oversight

# Data Outcomes FY12

- Admissions: 3,239
- Patient days: 9,578
- Length of Stay: 2.96 days
- An annual report is available if requested however it is 22 pages in length, therefore not added to the packet today.

# Summary

- Collaborations are working!
- Hospitals have agreed to funding.
- Data enhanced to meet the requests of this group.
- If it please the committee, a request to take action on the M.O.U. is indicated as the funding for the prior fiscal year has exhausted.
- Questions?