

TCPI Exemplary Practice Performance Summary, June 2019

Crisis Prep and Recovery

Michael Boylen, LCSW Chief Executive Officer

We Exist to Serve

We at Crisis Preparation and Recovery, Inc. (CPR) are an Arizona state licensed, Title XIX certified behavioral health outpatient and crisis services healthcare organization that has been providing innovative, effective, and compassionate service since 1995. We pride ourselves on being a unique and diverse organization that is not only dedicated to helping our members “survive”, but to “thrive”. CPR’s well trained and experienced professionals continue to allow us to meet a variety of needs whether you are an individual in need of our service or an organization that is seeking a partnership with a behavioral health organization.

We offer a variety of services including outpatient counseling, medication management, crisis interventions, SMI evaluations, CISM trainings, and disaster/crisis management consulting. We at CPR partnered with Mesa Fire Department in Arizona to create 3 Medical Mobile Units to answer the low emergency calls and treat patients in Mesa and neighboring Apache Junction. These CCU teams in their beginning were staffed by a paramedic and a CPR clinician that accompanied the Mesa Fire Dept Captain. The CCU team also included a behavioral health specialist that allows the patient to have enhanced patient care and provide mental health care quicker and in the home of the patient in order to enhance the overall quality of care provided to members in need.

The creation of the CCU teams is seen as our way of streamlining the delivery of medical services and reducing the utilization of ED’s in the community. The mission of the CCU is to reduce the number of unnecessary hospital visits, reduce transportation costs and appropriate care in an expedient manner. We strive to provide care efficiently and skip the costly and often timely step of taking patients to the emergency room that can escalate in costs for the patient. Creating an alternative where patients can be seen in the comfort of their homes and provided care by skilled behavioral health professionals is the foundation of community paramedicine in behavioral health and EMS services. We are excited that we have been able to create and sustain a model that provides immediate and appropriate care to members in our community. With the implementation of our CCU team we have seen a diversion rate of 78%.

The Four Directions Integrative Wellness program is another demonstration of our innovative and integrative approach to improve the overall health of our members. Keeping with an integrative model we placed an emphasis on nutrition, physical fitness, and counseling for our members. This approach allows us to continue a consistent focus on patient and family engagement by educating our members on the importance of managing their chronic health issues as well such as diabetes, high cholesterol, high blood pressure and weight. The FDIW is a continuous and ongoing 8-week program that is offered to those interested within our patient population. It is outlined into 3 sections: nutrition, physical fitness and ACT therapy where immediate feedback is received to create ongoing improvements to our program. Improving our patient’s health literacy has led to healthy outcomes on measures that we have targeted and gives patients the empowerment to become more participative in their individual care.

We have also partnered with Cigna to pioneer a referral process that allows primary care physicians the ability to create referrals through one agency. This process has granted us the opportunity to be able to view the electronic system and retrieve key information regarding the patient. We are then able to manage the referral and ensure that contact is made with the patient within twenty-four hours and an

appointment created within three days. We have been able to also expand our medical neighborhood in that if the patient is unable to do intake at one of our locations, they can be seen by another behavioral health agency comparable to ours.

Our success is derived from the buy in from our staff, working alongside like-minded agencies, dedication to enhance the care provided to our community, and grassroots work to receive feedback and respond to it. Each program has had input from a multi-disciplinary approach with a continued focus on the community needs. Empowering each voice has led to the sustainability and growth of each of our programs.

We have been diligent in creating a culture where the patient and family are engaged and empowered. We conduct annual patient satisfaction surveys and have demonstrated that we are committed to making changes and transforming our workflows to meet the needs of our patient population. Patients and families are given a voice and the clinicians and support staff act on that feedback immediately.

At CPR we encourage organizations that are interested in our model to first ensure they have a solid working relationship with the payer. Listen to the need of the moment and find the opportunities to fill in the gaps. Get to know you members and the population that you serve as well as creating and maintain key relationships in the community. Recognize and embrace the village mentality. Our health village is the product of our collaborative effort that at its core is patient centric and person focused care.

Crisis Prep and Recovery is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

As of September 2018, CPR has completed all 5 Phases of Transformation.



Practice Innovation Institute

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