

TCPI Exemplary Practice Performance Summary, July 2019

EMPACT-Suicide Prevent Center

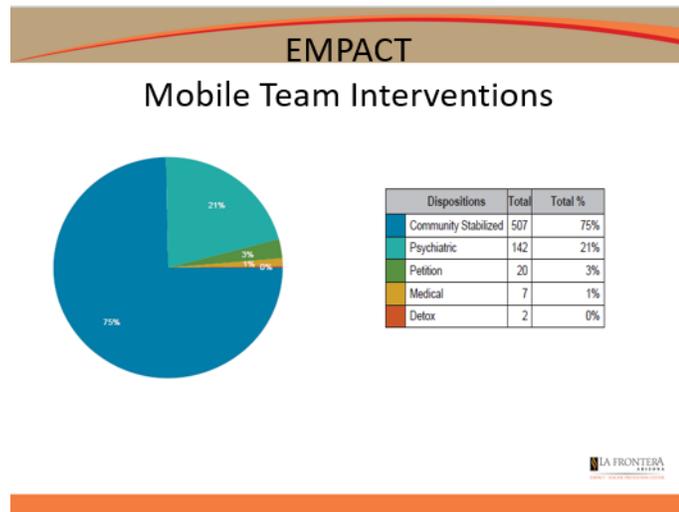
Wendy Philpot, MAPC, LAC

Your Partner for a Safe, Strong, and Healthy Community

EMPACT was founded in 1987 by Ilene Dode, Ph.D., with the vision of an agency that could address life threatening behaviors by providing prevention, treatment, and emergency services. EMPACT-Suicide Prevent Center’s original name was Emergency Mobile Pediatric and Adolescent Crisis Team. We were one of the first behavioral health agencies that offered in home counseling services to our community. We have also had our program “Survivors of Suicide” support program since the inception of our agency. At EMPACT-SPC we are proud that we offer comprehensive behavioral health services to children, adults, and families. We continue to be active in our community by providing prevention programs, training, outreach and advocacy. We have also created partnership with local police, fire, schools, places of worship and other agencies to promote a safe and resilient community.

Here at EMPACT-SPC we have established and continue to maintain mobile crisis teams for the community that we serve. Our mobile crisis teams consist of a master level and bachelor level clinicians who are experienced in crisis intervention. Our mobile crisis teams’ objectives are to provide assistance, support and resources to our clients and to those who support them in their time of need. These services are available twenty-four hours a day for the entirety of the year. Services are provided to those who wish to receive these volunteer services.

We have 14 mobile teams that operate out of Tempe, Glendale and San Tan Valley. They respond to approximately 700-900 dispatches a month. They are responsible for creating stabilization of people within the community at a rate of 75%. Mobile crisis teams are critical in de-escalating crisis situations and serve as an important component to our law enforcement and supporting agencies. They empower and advocate for the clients while also evaluating them for life threatening behavior such as suicide and homicide. Mobile teams from EMPACT-SPC are able to make treatment recommendations, transport as necessary and assist law enforcement with life threatening behavior. With this ability we have also seen an impact for patients who have been accused of drug-related crimes by breaking the cycle of addiction and treating the source of the criminal behavior.



Substance abuse is one of the most serious public health crises our nation faces, and Arizona is no exception. The success of our mobile crisis team and other programs within our agency is derived from the vision of our senior leadership and the dedication of our staff. When strategizing a program to implement we ensure that there is a multi-disciplinary approach and that each voice is heard. Communicating and partnering with other agencies with a shared vision has led to a continued effort to provide the necessary resources and outreach our community desperately needs.

It is our mission to create a culture where the patient and those that support them feel empowered to be an integral part of their own individual treatment plan. Each patient voice is instrumental in creating the foundation for continued sustainability for the programs offered in our community.

We remain committed to be a pioneer in behavioral health and an advocate for the community in which we are honored to serve. For organizations that are seeking to offer similar services that we do we encourage you to empower all levels of staff within your agency and seek out opportunities where there is a gap. Ensure that there is a strong partnership with the payer where both parties recognize and embrace the patient voice.

EMPACT-Suicide Prevent Center is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

As of April 2019, EMPACT-SPC has completed all 5 Phases of Transformation.



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