

*GREATER BALTIMORE REGION
INTEGRATED CRISIS SYSTEM (GBRICS)
PARTNERSHIP*

February 4, 2021

REGIONAL PARTNERSHIP CATALYST GRANT PROGRAM

- Health Services Cost Review Commission (HSCRC) grant
- Includes “GBR” hospitals and requires community partnership and meaningful collaboration
- Behavioral Health: based on national *Crisis Now* Model
- Multi-million dollar investment in infrastructure that must be sustainable after 5-year grant term,
- GBRICS involves all hospitals and LBHAs, plus leaders in Baltimore City, Baltimore Co., Carroll Co., Howard Co.

ALL 17 Hospitals / Medical Centers in the region are part of the GBRICS proposal	System	Jurisdiction
Grace Medical Center	LifeBridge	Baltimore City
Johns Hopkins Bayview Medical Center	Hopkins	Baltimore City
Johns Hopkins Hospital and Health System	Hopkins	Baltimore City
MedStar Good Samaritan Hospital	MedStar	Baltimore City
MedStar Harbor Hospital	MedStar	Baltimore City
MedStar Union Memorial Hospital	MedStar	Baltimore City
Mercy Medical Center	Independent	Baltimore City
Sinai Hospital	LifeBridge	Baltimore City
St. Agnes Hospital	Ascension	Baltimore City
University of Maryland Medical Center	UMMS	Baltimore City
University of Maryland Medical Center Midtown Campus	UMMS	Baltimore City
Greater Baltimore Medical Center	Independent	Baltimore Co.
MedStar Franklin Square Medical Center	MedStar	Baltimore Co.
Northwest Hospital	LifeBridge	Baltimore Co.
University of Maryland St. Joseph Medical Center	UMMS	Baltimore Co.
Carroll Hospital	LifeBridge	Carroll Co.
Howard County General Hospital	Hopkins	Howard Co.



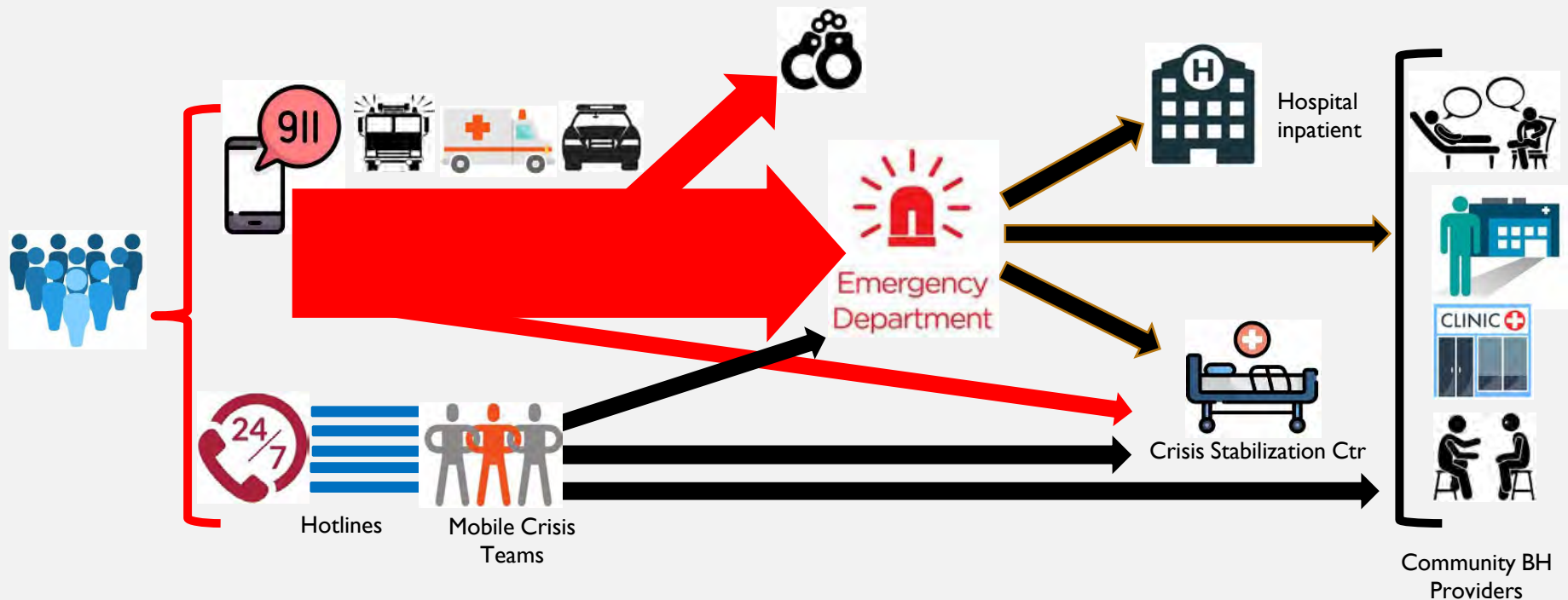
SHARED
VISION
AND
PRINCIPLES

VISION: Establish behavioral health crisis care as a fundamental element of emergency response and of suicide prevention in the Baltimore region.

PRINCIPLES:

- Include elements of the Crisis Now model
- Ensure timely access to crisis treatment and support services
- Takes standardized approach in the region
- Substantively involves community partners
- Use data to drive decisions to:
 - Improve experiences and outcomes for individuals and families improve
 - Generate a clear Return on Investment (ROI) including reduced Total Cost of Care (TCOC)

PLAN: STEM THE FLOW OF PEOPLE GOING TO HOSPITAL EMERGENCY DEPARTMENTS

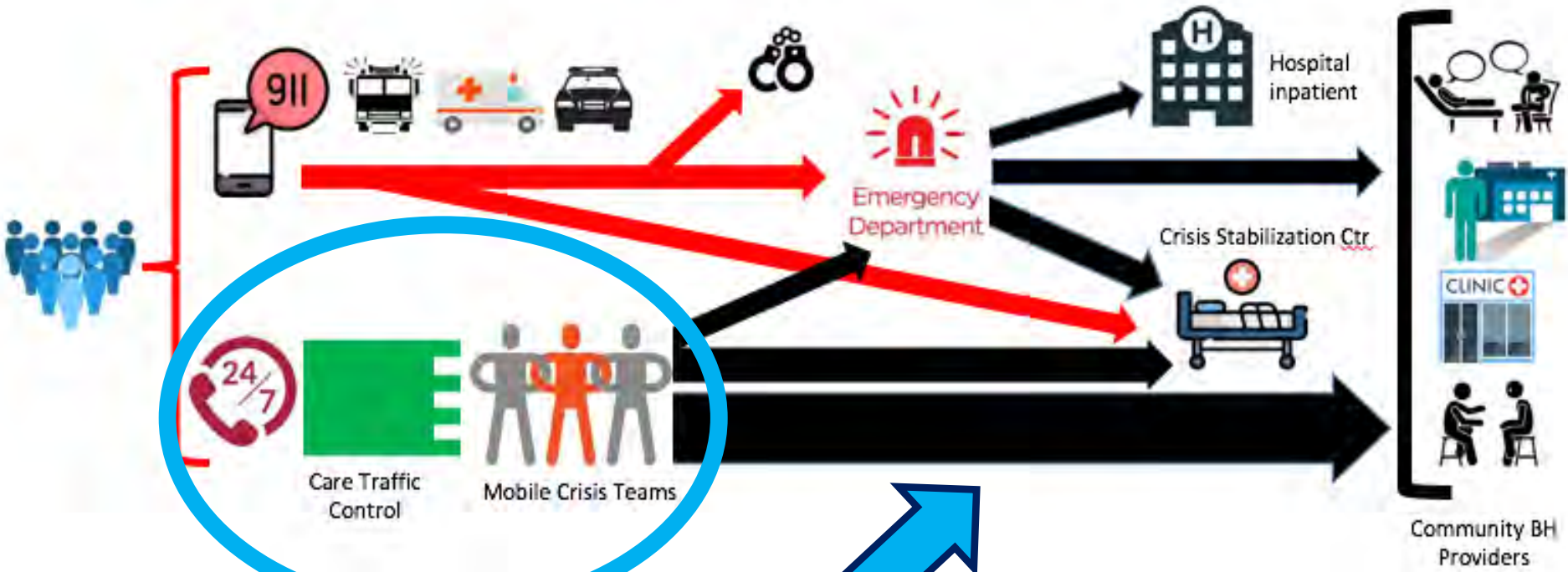


TOO many people wait in a hospital ED to get to an appropriate care setting. TOO many people end up in jail for behavioral health needs. Nearly ALL do not have timely access to needed care.

FOUR ELEMENTS OF GBRICS

1. **Care Traffic Control System (CTC)** for the region
2. **Mobile Crisis Teams:** Expand capacity, set regional standards and local protocols to work with CTC
3. **Same Day Access to Immediate-Need Services:** Support behavioral health providers in offering this
4. **Non-profit Multi-Stakeholder Oversight:** Drive GBRICS-funded activities and ensure accountability

NEW APPROACH: INTEGRATED SYSTEM WITH CTC AND MCT



CARE TRAFFIC CONTROL: TECHNICAL OPERATIONS CENTER

1. **Electronic Referral and Bed Tracking:** Real time inventory and coordination of every bed capacity available across the region
2. **Comprehensive real time database** showing every intensive referral waiting for care: how long they are waiting, where they are waiting
 - **Customizable dashboards and reports:** real time data to support resource allocation and accountability
2. **Electronic Mobile Crisis Dispatch and Monitoring:** GPS-enabled system to dispatch, communicate with, and track all MCTs in the region
3. **Call Management:** 24/7 digital access to routine or urgent outpatient appointment slots; integrates with separate call center software

INTEGRATED SYSTEM WITH CTC AND MCT

1. CTC and MCTs will connect with each other
 - Regional Hotline to CTC to then dispatch MCTs based on the location and needs of the individual in crisis
2. Expand MCT capacity via local / regional approach
 - Enhance MCTs through development of regional standards
 - Expand the number of teams
 - Improve productivity of existing teams
 - MCTs back each other up as needed to meet peaks in demand

SUPPORT
EXPANDED
SAME DAY
ACCESS

TECHNICAL ASSISTANCE FOR BEHAVIORIAL HEALTH PROVIDERS

- Help practices offer more Same Day Access to crisis or immediate-need services (virtual and walk-in)
- Competitive bid the Technical Assistance Consultant contract
- Offer seed funding for technology upgrade, staff training, etc.
- Regional performance expectations
- “Data-driven process reengineering with performance standards”



CONSUMER AND COMMUNITY ENGAGEMENT

“NOTHING ABOUT ME WITHOUT ME”

- Broad and meaningful partnerships and diverse approaches to engaging communities”
 - ✓ Strategy, coordinated planning, and funding to reach individuals and communities who are impacted
 - ✓ Community groups and individuals with lived experience will be on Advisory Group and other GBRICS workgroups
 - ✓ Culture change for all: increase awareness and use of regional hotline (vs. 911 or ED) and same day services



ANTICIPATED SEQUENCING: BUILD INFRASTRUCTURE, MEASURE IMPACT

Yr 1 "Build":
2021

- Community Engagement
- Procure: CTC Vendor, SDA Consultant
- Develop Regional Standards & Local Protocols

Yr 2 "Build":
2022

- Procure Regional MCT Vendor
- Implementation
- Community Engagement & Marketing

Yr 3 "Build":
2023

- Implementation
- Engagement & Marketing

Yrs 4 & 5
"Impact":
2024-25

- Implementation
- Engagement & Marketing
- Measure Impact
- Position for Sustainability

HOW TO SUPPORT GBRICS

- View the GBRICS Webpage at <https://www.bhsbaltimore.org/learn/gbrics-partnership/>
- Sign up for email updates
- Participate in the monthly GBRICS forums/view recorded meeting
- Express your interest in participating on a GBRICS workgroup

SPECIAL THANKS FOR THE SUPPORT
& COLLABORATION OF:

