



HEALTHY MINDS
STRONG COMMUNITIES

CCBHC Urgent Care Services

CCBHC-E National Training and Technical Assistance Center

GRAND Mental Health

April 30, 2025

Welcome!

We will begin shortly.

Please take a moment to put the following information in the chat:

- Your Name
- Your Organization
- Location



Acknowledgements and Disclaimer

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Housekeeping

This session is being recorded.

For audio access, participants can either dial into the conference line or listen through your computer speakers.

You can participate and ask questions by typing them into the chat box or by raising your hand and unmuting.

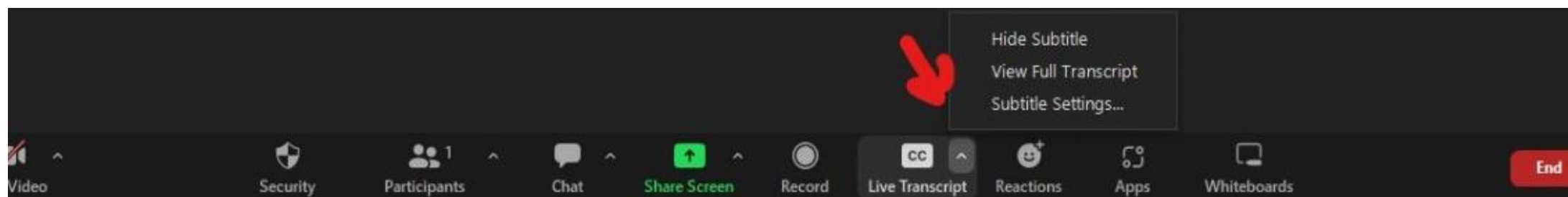
Closed captioning can be accessed by turning on the closed captioning feature on the zoom dashboard.

Logistics

- Please rename yourself so your name includes your organization
 - *For example:*
 - **Patricia Gayle, National Council**
 - *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
 - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **Patricia Gayle, National Council**



How to Enable Closed Captions (Live Transcript)

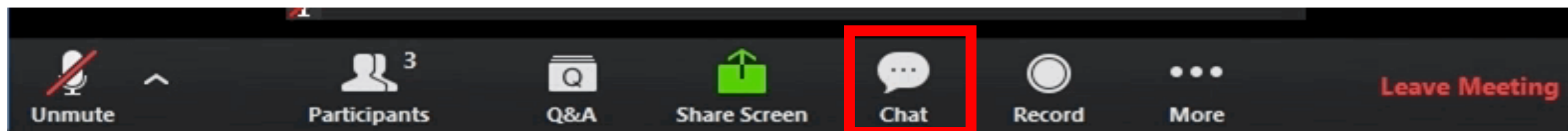


Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



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How to Ask a Question



Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar. **We'll answer as many questions as we can throughout today's session.**

NTTAC Team



Clement Nsiah, PhD, MS
Project Director



Patricia Gayle
Project Coordinator

Today's Presenter



Josh Cantwell, MBA, LCSW, PRSS
Chief Executive Officer
GRAND Mental Health

Today's Agenda

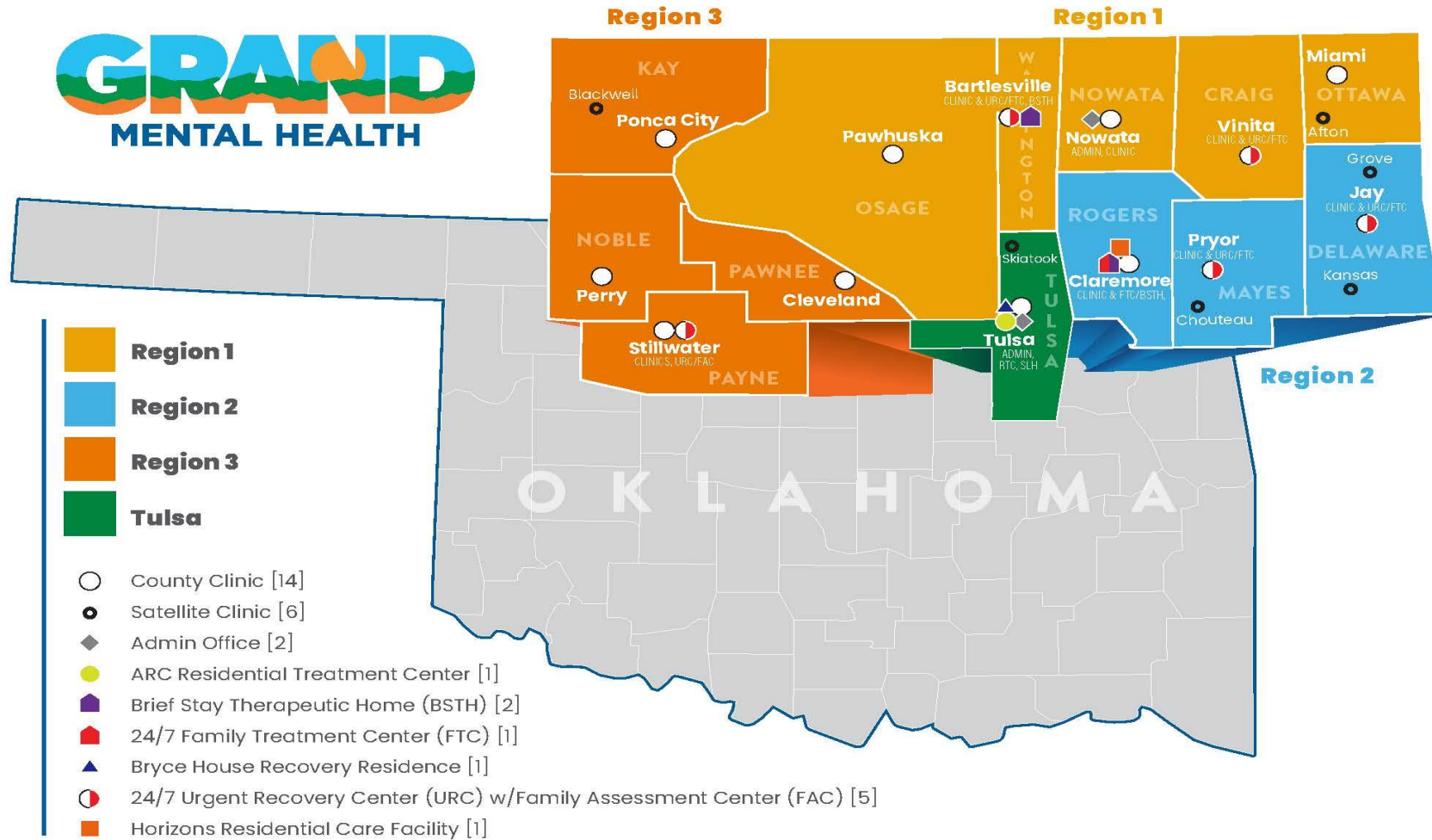
1. Welcome
2. Didactic Content on Grand Mental Health Urgent Care Services
3. Questions?

Learning Objectives



By the end of today's session, participants will be able to:

- ☐ Best practices to design and implement an effective behavioral health urgent care model
- ☐ Increasing access with an urgent care model
- ☐ Ensuring continuity of care and crisis intervention using an urgent care model



www.GRANDmh.com | Main Phone **844.458.2100** | 24/7 Crisis Line **800.722.3611**

UPDATED: Feb. 13, 2025



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Why something had to change

In 2015, over 900 of the people we serve at GRAND Mental Health were admitted for inpatient psychiatric services



Tumultuous relationship with law enforcement due to extended emergency department wait times and excessive drive time



Emergency Department inundated with individuals experiencing a mental health crisis



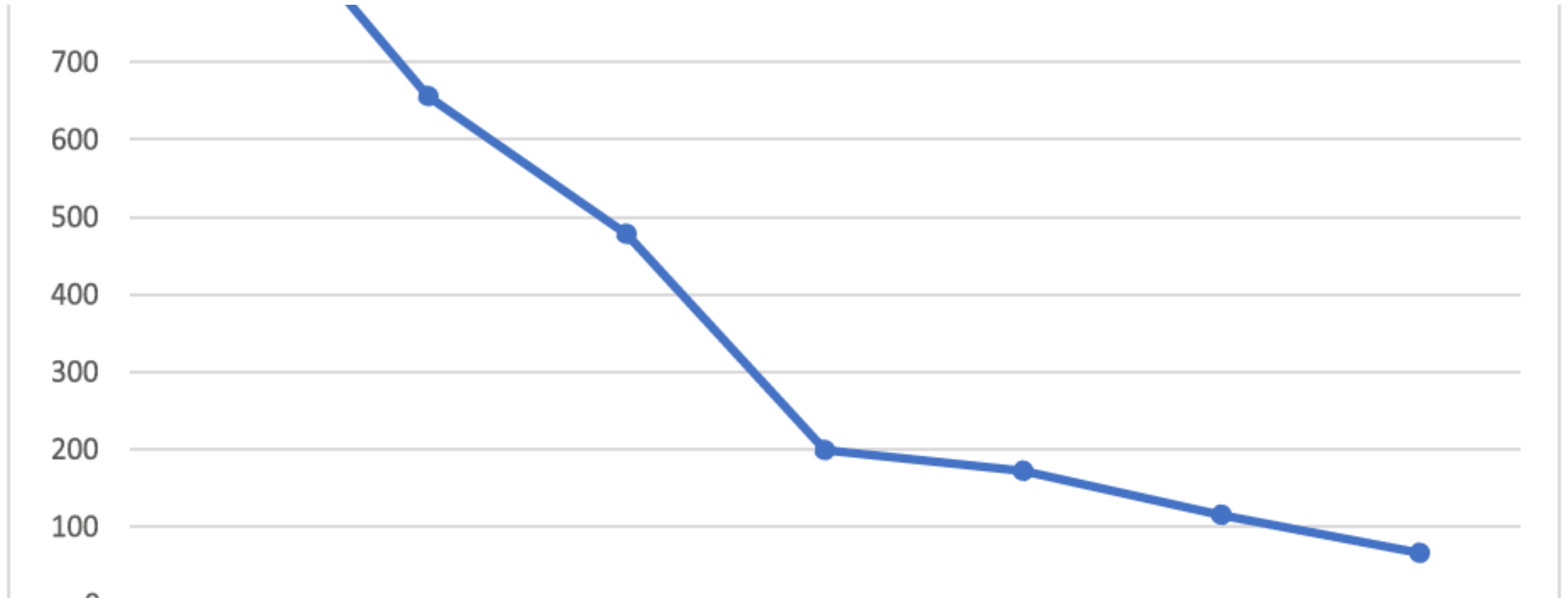
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Reductions in Inpatient Hospitalizations (2022 NRI Report)

- At baseline in 2015, a total of 959 adult GRAND clients spent time inpatient at any Oklahoma psychiatric hospital.
- In 2016, this number decreased to 656, meaning that 31.6% less adult clients went inpatient in 2016 than 2015.
- In 2021, the number of adult clients who went inpatient further reduced to 66, representing a 93.1% reduction in the number of GRAND clients who went inpatient in 2015 compared to 2021.

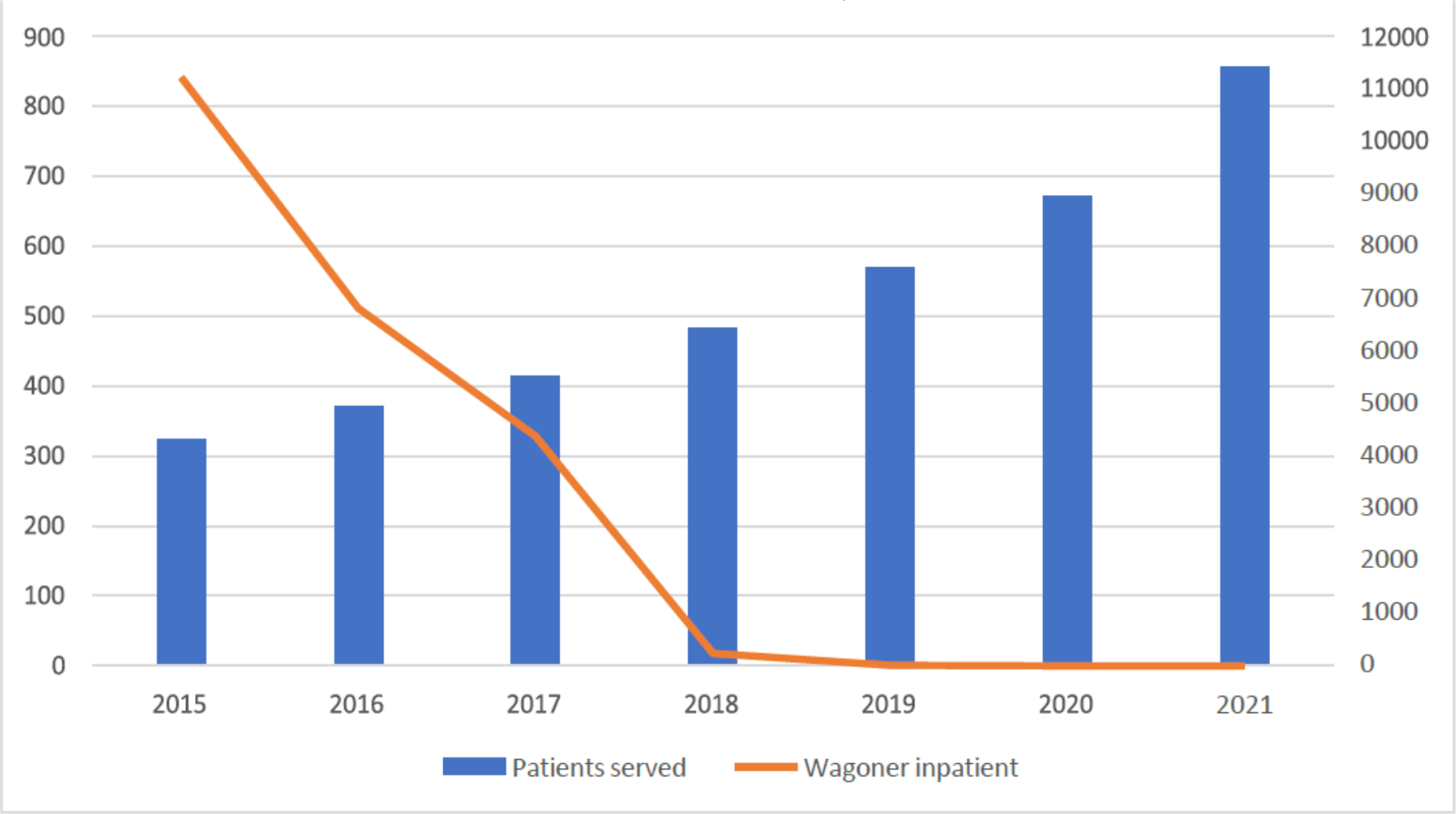


Number of GRAND Adult Clients Who Went Inpatient at Any Oklahoma Psychiatric Hospital, 2015 - 2021



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Number of Unique Adults Served by GRAND and Number of GRAND Adult Clients who Went Inpatient at Wagoner Hospital, 2015 - 2021



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Adult Crisis Continuum by the Numbers



Urgent Recovery
Centers for Adults



Structured Crisis
Centers



Adult Beds



Chairs



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Adult Crisis Services

Urgent Recovery Centers

24/7 immediate access to care for anyone experiencing behavioral health crisis. Assessment, stabilization and triage.

Structured Crisis Centers

24/7 immediate access to care for those in crisis and unable to voluntarily seek help.

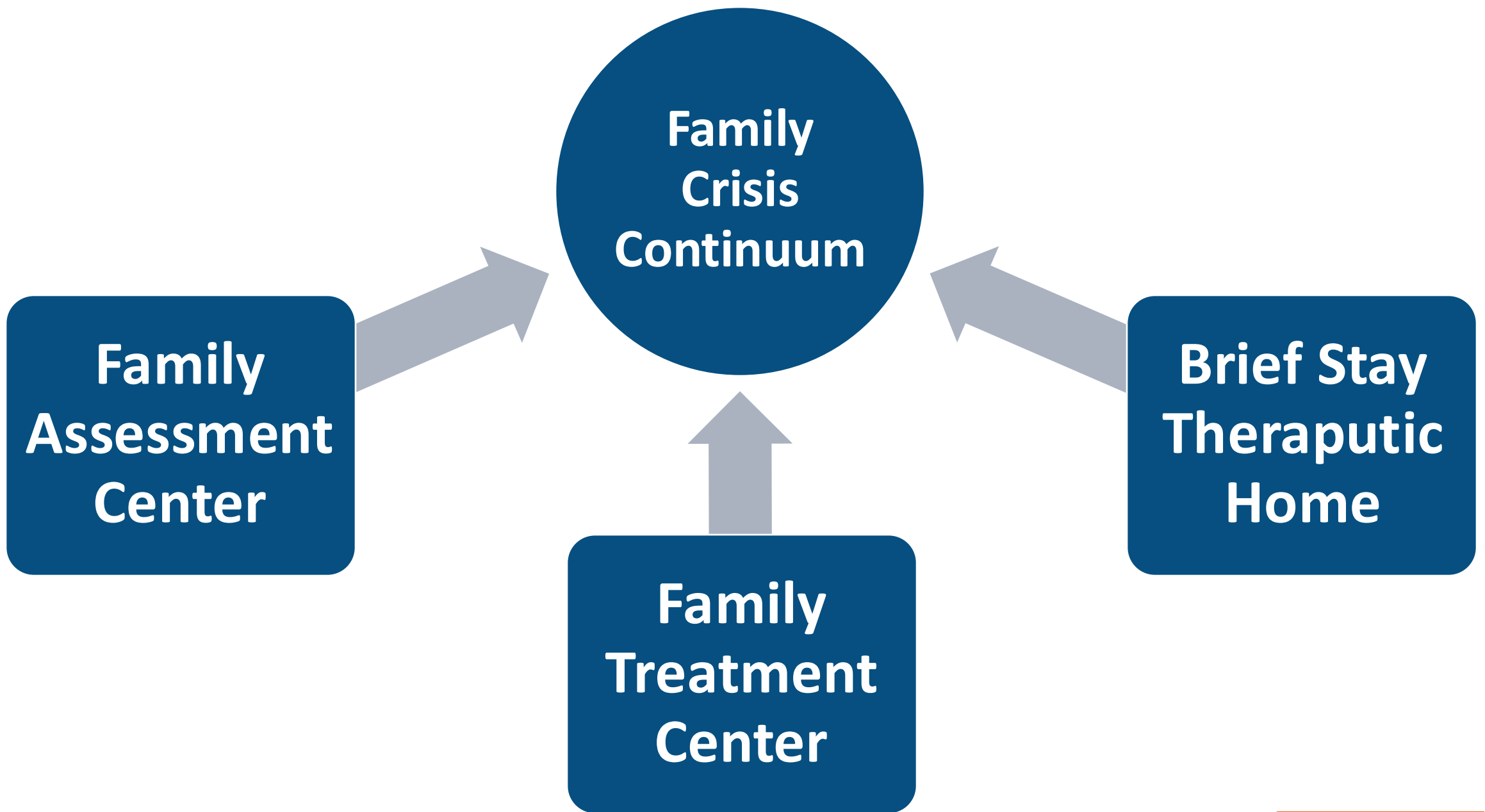
988 Mobile Crisis Response

We proudly partner with the 988 Lifeline, providing direct crisis response to 988 callers needing in-person support.



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Substance Use Crisis Continuum

Substance Abuse Urgent Recovery Center

Rapid stabilization and crisis resolution.

Allowing for 24-hour entry into SUD treatment.

Detox Services

Medical support for safe withdrawal.

Residential Programs

Structured, supportive and intensive care treatment.

Focus on stabilization, therapy, and skill-building.

*Residential Treatment Program is not paid for under the grant or the PPS rate.



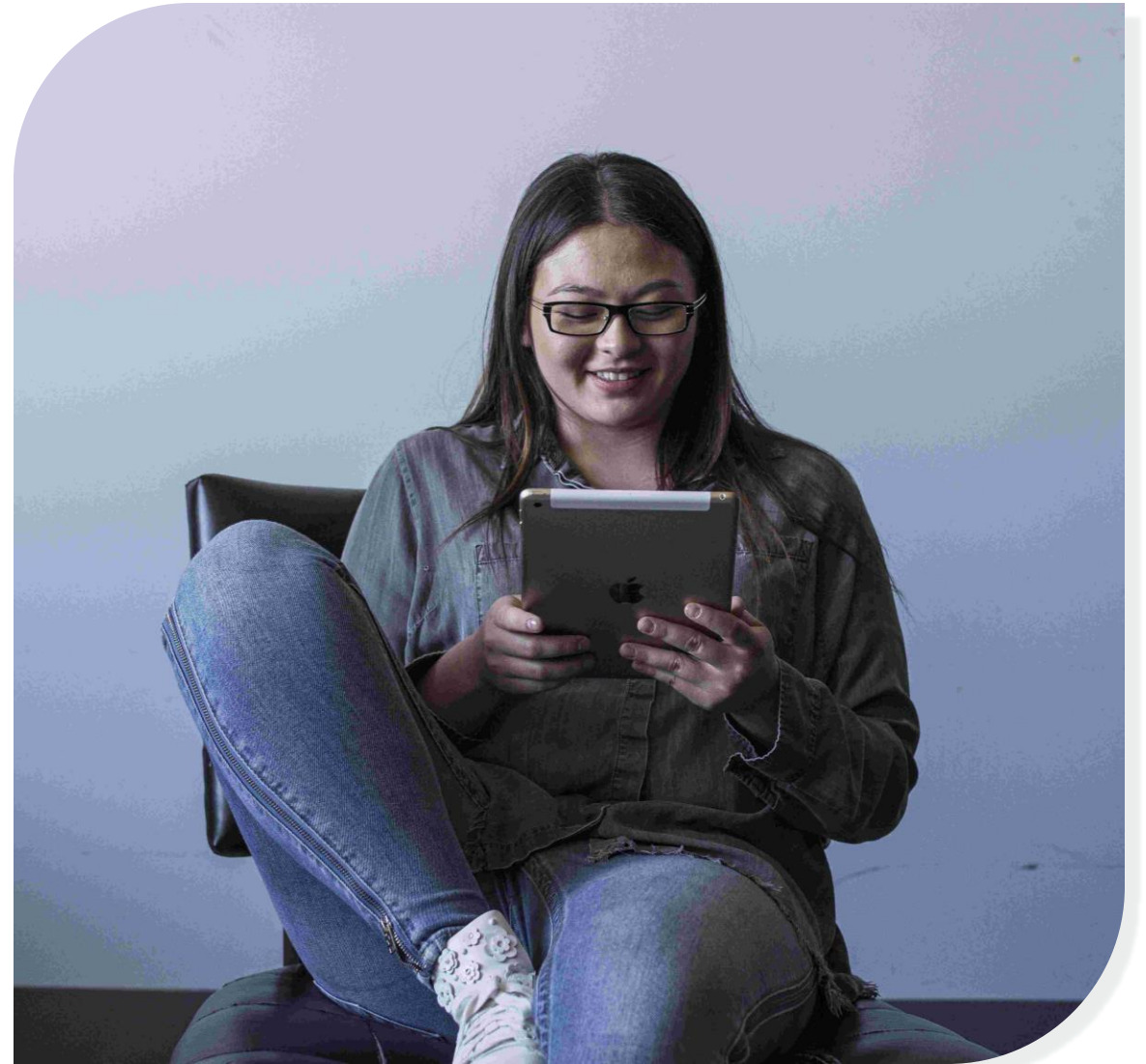
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Leveraging Technology in Crisis Care

Use of iPads with MyCare App

Direct link to 24/7 assessment, consultation and treatment:

- Hospitals
- Law Enforcement
- Schools
- Clients



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Lessons Learned



Crisis services are expensive with a strong return on investment



Least restrictive environment is also the least expensive environment



The goal is not to keep people out of the hospital, but rather to only utilize the highest levels of care when necessary

Questions?



Give Us Your Feedback



Following today's event, the recording, PowerPoint slide deck, and any resources reviewed will be provided to you.

We kindly ask that you take a moment to complete the Post-Event Survey. It will pop up once the Zoom session is closed.

Thank you!



CCBHC-Expansion Grantee National Training and Technical Assistance Center

We offer CCBHC grantees...



Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>



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