behavioral health patients in the emergency department

co-sponsored by SC American Society of Healthcare Risk Management and SC Association of Healthcare Quality

SCHA’s William L. Yates Conference Center
June 2, 2011 | 9 am – 3:30 pm

description
South Carolina's system for providing care to mentally ill citizens is in crisis. The system is severely under-funded and in many communities it is fragmented and poorly coordinated. Today, South Carolina hospital emergency rooms have become the safety net for the mentally ill. The challenge for hospitals and physicians is to provide safe, effective, timely quality care in the emergency department while locating an available bed or community service provider in the state mental health system-a system that has suffered devastating budget cuts over the last few years. This program will provide a comprehensive review of South Carolina issues impacting the care of behavioral health patients in emergency departments, from the legal and risk management issues, quality metrics, innovative approaches, and practical approaches.

target audience
Risk Managers & Patient Safety Officers
Emergency Department Staff
VP Patient Care
Quality & Performance Improvement Staff
Senior Medical Leadership
Compliance Officers
Board Members

agenda
9 - 9:15 am..................Registration & Continental Breakfast

9:15 - 9:30 am..............Welcome and Introductory Remarks
Sandra Thompson, CPHQ, CSHA, HACP, CPHRM | President | SC ASHRM
Director, Quality Resources | CCO | Laurens County Health Care System
Karen Reeves, BSN, MHHA, FACHE | President, SC AHQ
VP Quality Compliance and Risk Management | SCHA

9:30 – 9:40 am ..............Tipping Point for this Crisis
Sandra Thompson | President | SC ASHRM
Which hospital will be in the news next for ED incidents involving violence, mental illness, or substance abuse issues? Are EDs still a place where safe, effective, efficient care can be delivered?

9:40 – 9:50 am.........................SCHA Perspective on Behavioral Health in SC
Jim Head, FACHE | Senior VP Policy and Education | SCHA
SCHA is actively involved with state agencies and leadership in discussions to address behavioral health issues in the ED.

9:50 – 11:00 am.......................Legal Issues in Hospital Emergency Departments
Jeanne Born, RN, JD | Member | Nexsen Pruet
Ms. Born will highlight federal/state requirements and legal pitfalls for hospital EDs, including the involuntary commitment process, applicable standards of care and other liability/risk management-related issues, patient rights and the new Medicare CoPs for Telemedicine with a special focus on behavioral health patients.

11:00 – 11:15 am..............Break

11:15 – 11:45 am...............SC Department of Mental Health and Telepsychiatry Consultation Program: an Overview
Ed Spencer, M.Ed, MSW | Director, Duke Endowment Grant | SC Department of Mental Health
Mr. Spencer will discuss the Department’s psychiatric service delivery, and how telepsychiatry impacts quality and length of stay in the EDs.

11:45 am – 12:15 pm .......Telepsychiatry Consultation Program and Recommendations from a Psychiatrist to Hospital ED Staff
Brenda Ratliff, MD | Medical Director of Telepsychiatry Services | South Carolina Department of Mental Health
Under a grant from The Duke Endowment, the SC Department of Mental Health partnered with the SC Hospital Association and the SC Department of Health and Human Services to provide psychiatric consultation services to mental health patients in SC hospital EDs. The lead psychiatrist will review the telepsychiatry utilization and metrics, and provide attendees with recommendations on providing safe, effective, quality care when this patient population is in the ED.

12:15 – 12:45 pm..............Lunch and SC ASHRM Elections

12:45 – 1:00 pm ..............SCHA-SCMA Uniform Credentialing Application Process
Sharron Kelly, CPMSM | Director of Education & Project Director, SC Uniform Credentialing Application Project | SCMA
The goals and benefits to physicians and hospitals of the uniform project will be presented.

1:00 – 1:45 pm .................One Hospital’s Approach: Springs Memorial Hospital
Tammy Cooper, RN | Clinical Director Emergency Services | Springs Memorial Hospital
Springs Memorial Hospital uses metrics, data, performance improvement and risk management tools to improve the quality and safety of its ED care of behavioral health patients.

1:45 – 2:00 pm ................. Break

2:00 – 2:45 pm .................. **Panel Discussion: Behavioral Health Patients in the ED: Experiences of SC Hospitals and Patients/Families**
William F. Mann, III | Risk Manager | Patrick B. Harris Psychiatric Hospital
Sharon Dunning, RN, BSN, MBA | Risk Manager | Greenville Hospital System
Tammy Cooper, RN | Clinical Director Emergency Services | Springs Memorial Hospital
Fran King, RN, MN, CPHQ | Director of Clinical Effectiveness | Palmetto Health
Greg Schlangen | Chief Operating Officer | Carolina Center for Behavioral Health

2:45 – 3:15 pm .................. **Assessing Behavioral Health Issues in the ED**
Carol D. Wiggins, RN, BSN, MHA | Risk Management Consultant | PHT Services, Ltd.
A performance improvement toolkit is under development by PHTS which will help hospitals minimize their liability exposures in the ED. Essential elements of this toolkit and the benefit it can provide will be discussed.

3:15 – 3:30 pm ................. **Summary, next steps, and installation of SC AHSRM President**
Sandra Thompson | Past-President | SC AHSRM
**general information**

**location**
SCHA’s William L. Yates Conference Center  
1000 Center Point Road  
Columbia, SC 29210

**continuing education credits**
The South Carolina Hospital Association is an approved provider of continuing nursing education by the South Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.  
Participants who attend the entire program and complete the evaluation will receive 5.0 contact hours.  
This activity will be submitted to the National Association of Healthcare Quality for CPHQ CE credit.  
This meeting has been approved for a total of TBD contact hours of Continuing Education Credit toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.

**registration**
The registration fee of $50 for members of SC ASHRM or SC AHQ, and $75 for non-members includes full day of programming, continental breakfast, buffet lunch, and beverages. Please return completed registration form to SCHA, Attention: Education Services.

**substitution/refund/cancellation**
Any registrant who cannot attend may send a substitute from the same organization by resubmitting an updated registration form to SCHA with the name of the substitute. Notify SCHA of the substitution via fax to (803) 772-7477. The registration fee (less $25 processing fee) is refundable if SCHA is notified of cancellation no later than May 25, 2011. No refunds issued past this date. No refunds issued for no-shows.

**special dietary needs**
If you have any special dietary needs, please contact Educational Services at (803) 744-3529.

**special note for the disabled**
The South Carolina Hospital Association wishes to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act, please write or call Educational Services at (803) 744-3529.

**speaker presentations/handouts available online only**
As a part of SCHA’s “Going Green” effort, all speaker presentations and handouts for this event will be posted on the SCHA web site. You can view the handouts before or after the event. Please Note: paper copies of these handouts will NOT be available onsite at this education event. You will be notified via e-mail when the handouts are available online, with a direct link to access the files. The files will be posted when available and remain for 14 days after the event.
**registration form**

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**please print**

Name ____________________________________________________________

Title __________________________________________ Hospital __________________________

Address___________________________________________________________

City State Zip_______________________________________________________

Phone________________________ Email ________________________________

**fees**

- □ $50 for members of SC ASHRM or SC AHQ
- □ $75 for non-members

**payment options**

Regardless of payment option selected, FAX a completed form to (803) 772-7477.

- □ CREDIT CARD

  Charge my: □ Visa □ MasterCard □ American Express

  Card number ________________________________

  Security code ___________ Expiration ________________

  Signature _______________________________________

  Name on card ____________________________________

  Billing address, zip ______________________________

- □ CHECK

  Enclosed is check in the amount of $ _______

  Checks should be made payable to SCHA and returned with copy of registration form to:
  
  SCHA | Education Services | 1000 Center Point Road | Columbia, SC 29210 | F (803) 772-7477

**DEADLINE FOR REGISTRATION:** Registration cut off is May 25, 2011 (5 business days prior to meeting). Any registrations received after this date will NOT receive a confirmation or invoice prior to the meeting.

**SUBSTITUTION/REFUND/CANCELLATION:** Any registrant who cannot attend may send a substitute from the same organization by resubmitting an updated registration form to SCHA with the name of the substitute. Notify SCHA of the substitution via fax to (803) 772-7477. The registration fee (less $25 processing fee) is refundable if SCHA is notified of cancellation no later than May 25, 2011. No refunds issued past this date. No refunds issued for no-shows.

*The South Carolina Hospital Association is 100% tobacco free. This means while you are at SCHA, you will not be able to smoke or use tobacco products of any kind. This policy includes the land, building, and parking lot owned by SCHA.*

*We also respectfully request that all cell phones be turned off during meetings.*