



DWHN
Your Link to Holistic Healthcare

**TOP
WORK
PLACES
2023**

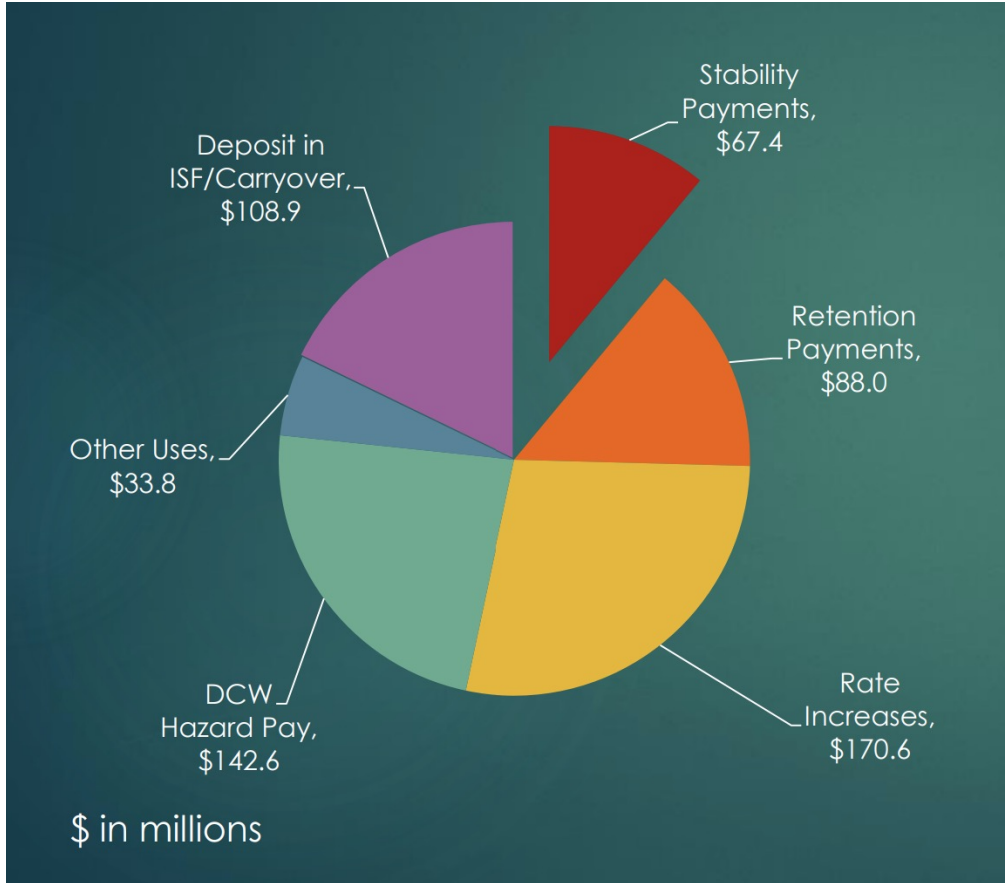
Detroit Free Press
PART OF THE USA TODAY NETWORK

PROVIDER STABILITY and EMPLOYEE ENRICHMENT

**Annual Board Meeting
July 17, 2024**



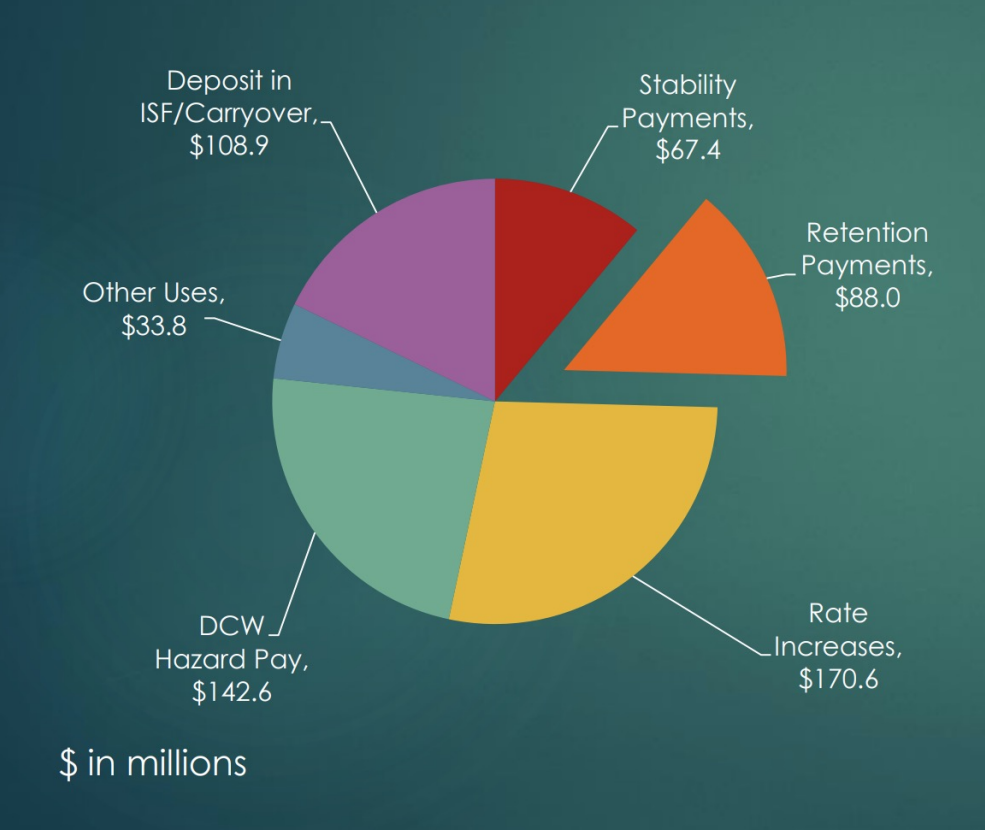
STABILITY PAYMENTS TO PROVIDERS



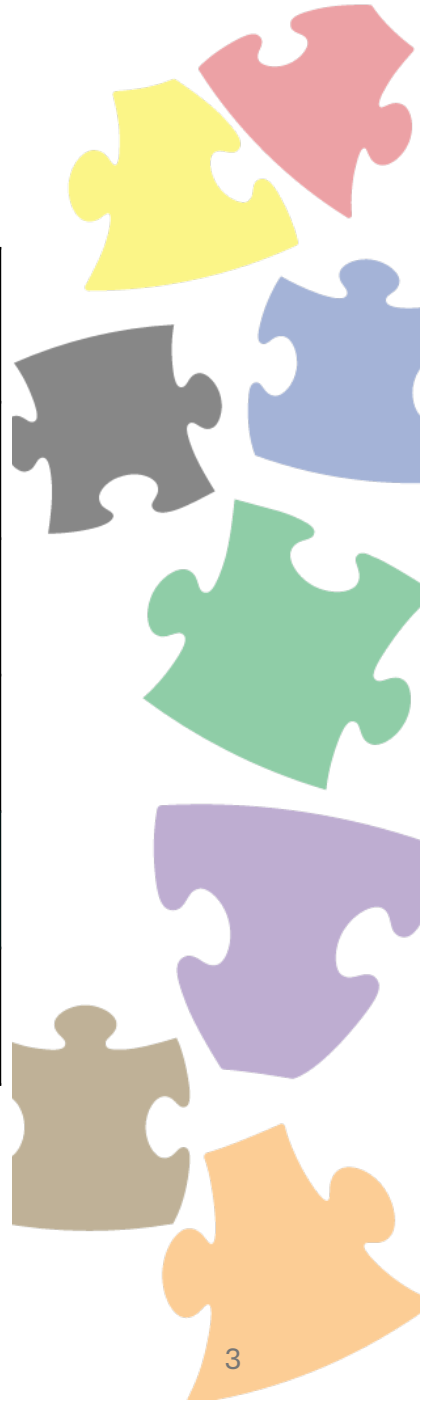
	Stability Payments	# Providers
FY20	\$5,898,971	24
FY21	\$18,616,685	237
FY22	\$26,326,952	47
FY23	\$16,579,700	22
TOTAL	\$67,422,308	330



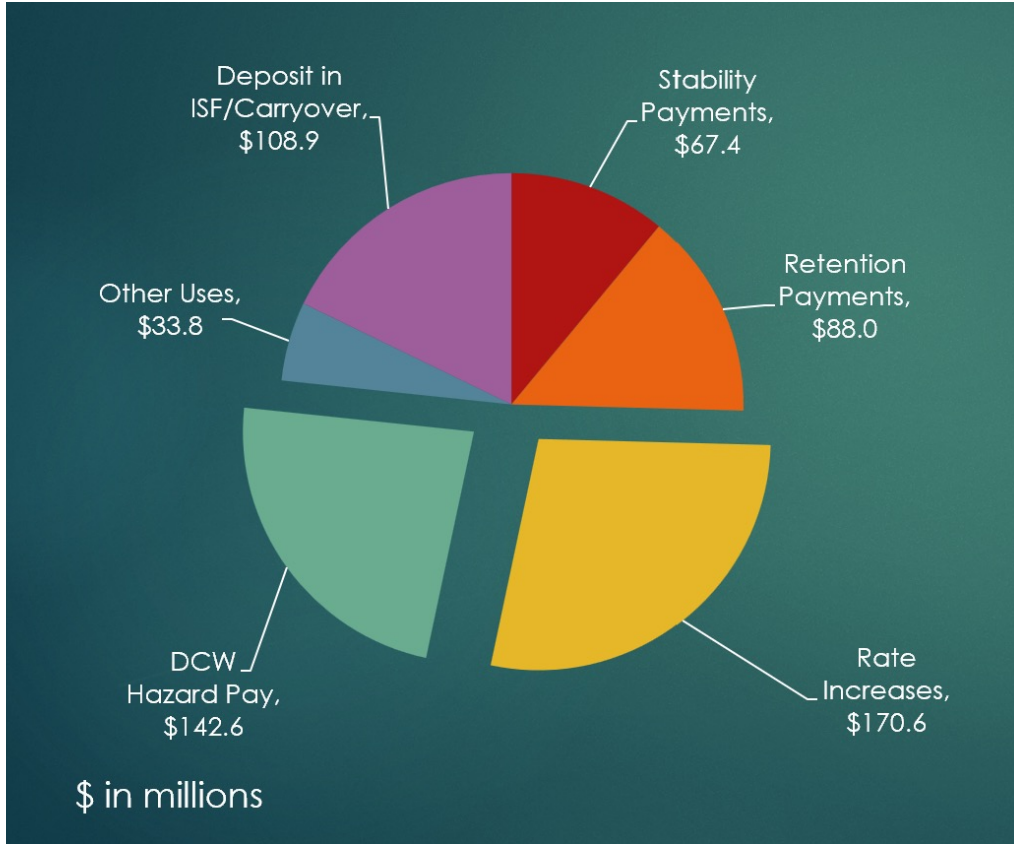
RETENTION PAYMENTS TO STAFF



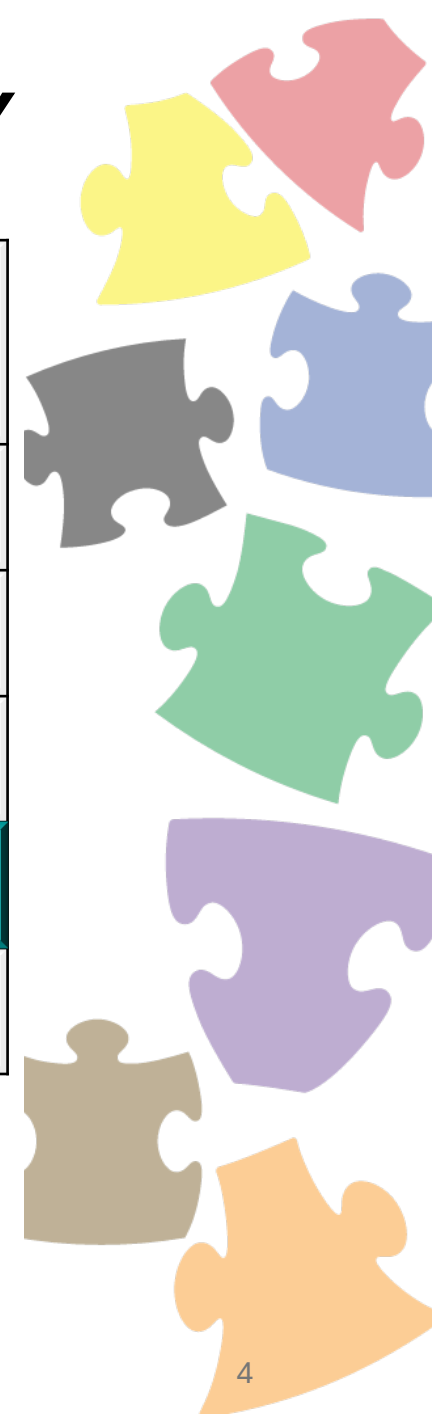
	Retention Payments	# Employees
FY20	N/A	N/A
FY21	\$25,490,080	13,289
FY22	\$41,810,160	15,010
FY23	\$20,702,304	15,854
TOTAL	\$88,002,544	44,153



PROVIDER RATE INCREASES AND DCW HAZARD PAY



	Rate Increases	DCW Hazard Pay
FY20	N/A	\$17,571,642
FY21	N/A	\$38,123,096
FY22	\$71,160,168	\$43,437,744
FY23*	\$99,485,158	\$43,437,744
TOTAL	\$170,645,326	\$142,570,226



AWARDS/RECOGNITION

▶ 2023 Detroit Free Press Michigan Top Workplaces Award

DWIHN was recognized as a Top Workplace for 2023. The list is based on employee feedback. The confidential survey uniquely measures culture drivers that are critical to the success of any organization, including alignment, execution, and community connection.

▶ Michigan Chronicle '40 under 40' Honoree

Cassandra Phipps, Director of Children's Initiative

▶ Data Leader of the Year award

Suzanne Sleeva, Director of Business Analytics Information Technology

▶ Crain's Detroit Notable Leaders in DEI

Chamika Phillips, Director of Diversity, Equity & Inclusion

▶ Crain's Healthcare Heroes for 2024

Grace Wolf, Vice President of Crisis Services

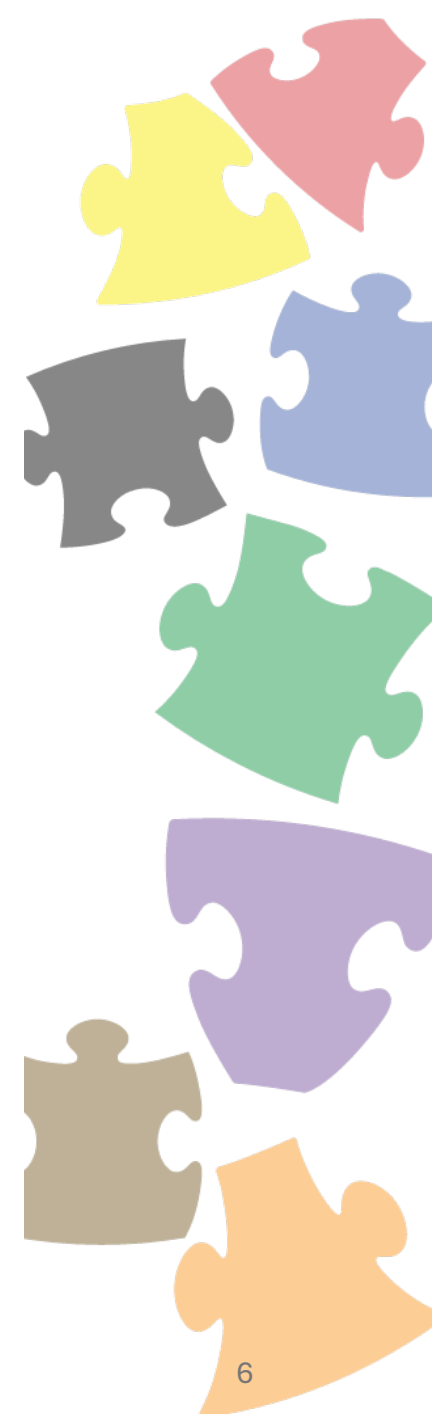
▶ Corps Magazine 2024 - Michigan's Most Valuable Professional

Emily Patterson, HealthHome Director



DWIHN EMPLOYEE ENRICHMENT

- ▶ **Harvard Business School Online Certification Program**
 - Digital learning programs designed for employees with a business education from Harvard University. Programs are focused on leadership, management, finance, marketing, etc.
- ▶ **DWIHN/ASE Supervisory Institute**
 - This 13-month training series is based on best practices and is designed to help foster, hone and further develop leadership and supervision skills.
- ▶ **Employee Enrichment Courses (mastery.net)**
 - Ongoing staff courses that encourage employees to develop day-to-day work skills.
- ▶ **Tuition Reimbursement**
- ▶ **Licensure Reimbursement**



DWIHN MOBILE APP

CEHR The Guidance Center
Patient - Very Testy

Help Home Logout Skip to Content

My Home Send a Message

Welcome to your Community Electronic Health Records (CEHR). Below is a "menu" of items with your health information. The words next to the pictures are "links" to click on to see your information. If you need help understanding how to use CEHR, there is a "help" button above. Click on it and you may be able to get your questions answered.

CEHR is now mobile friendly. Check out our new look by signing in on your phone!

You have 5 documents to review. [Click here](#) to review.

- My Personal Information
- My Health Record
- My Appointments
- Upload Documentation
- Claim Status
- Resources
- My Account

myDWIHN IS EXPANDING!

The Community Electronic Health Record can now be found within the myDWIHN mobile app!

- Access your electronic health record in a private, secure and confidential way
- Review upcoming appointments

If you have questions, Please contact your Case Manager or Clinically Responsible Service Provider for assistance in setting up the account.

Download myDWIHN today!

9:41

myDWIHN Donate

My Personal Health Record

Be Kind To Yourself Today!

Events For You SEE ALL

See The Upcoming Events

- 20 Aug 6:00 PM - 7:00 PM Casual Talk Wednesdays Online
- 24 Aug Time Example Title Location

Resources For You SEE ALL

See Available Resources

DWIHN Persons Point of View

Home Events Directory Screenings Menu



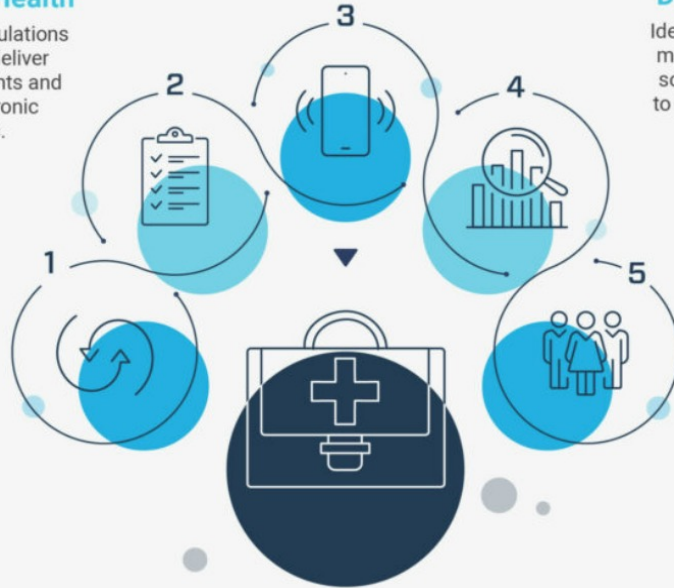
INTEGRATED CARE MODEL

Patient Engagement

Involves the patient and, if possible, their family members as an active part of treatment, securing the most effective allies in health prevention and improvement.

Preventive Health

Understand populations intimately to deliver care that prevents and improves chronic problems.



Data Analytics

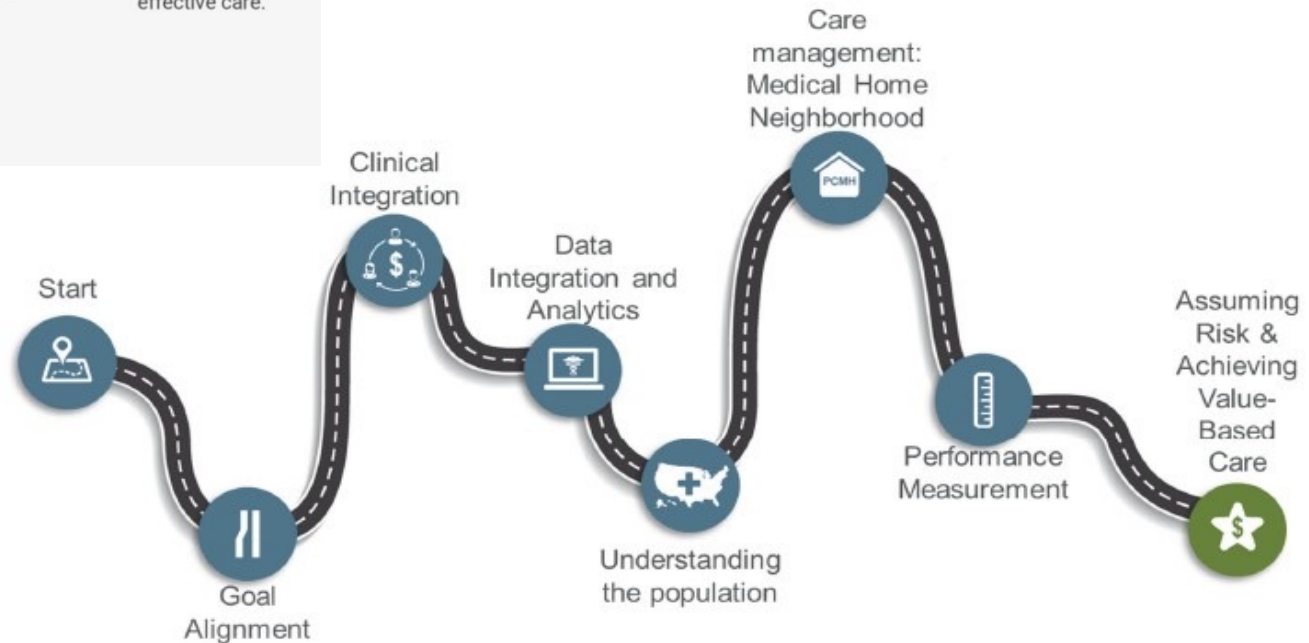
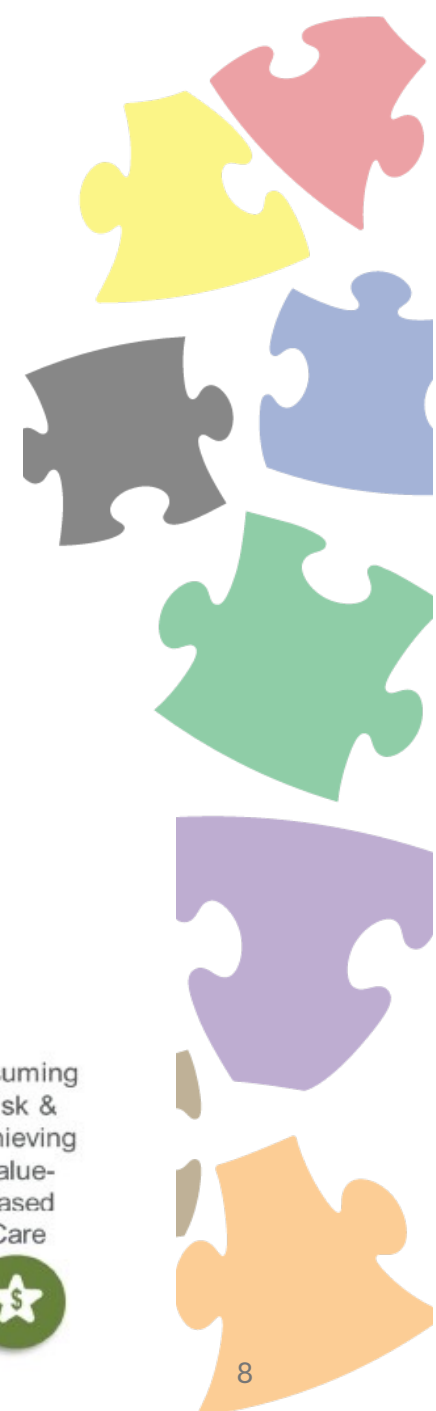
Identify populations & measure their needs so correct care gets to the right people, at the right time.

Social Health Determinants

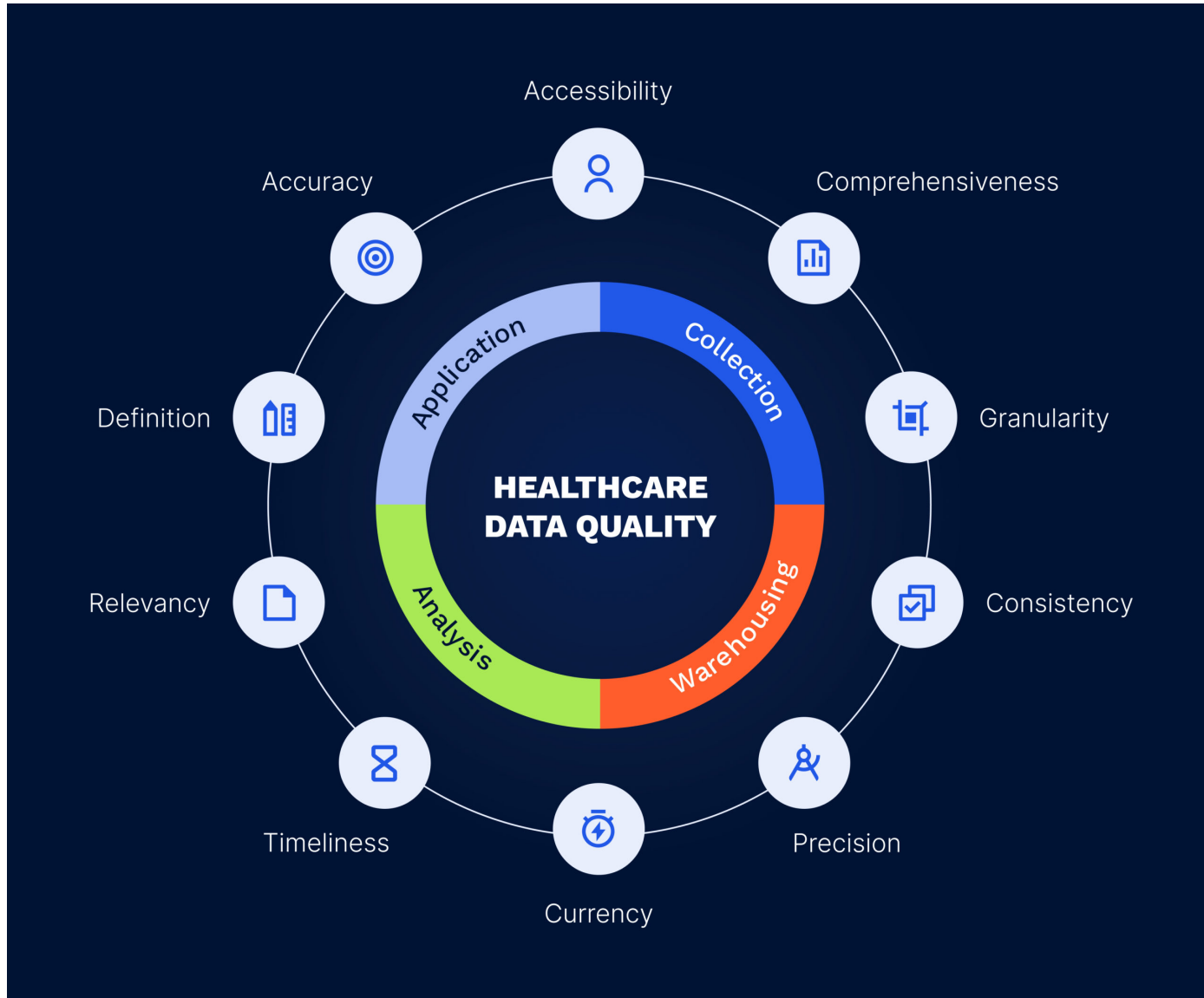
Social and economic factors (employment, education, or income) provide insight into more effective care.

Care Integration, Coordination

Care Integration links providers to deliver collaborative, aligned care. Coordinated care organizes otherwise separate providers.



RISK MATRIX

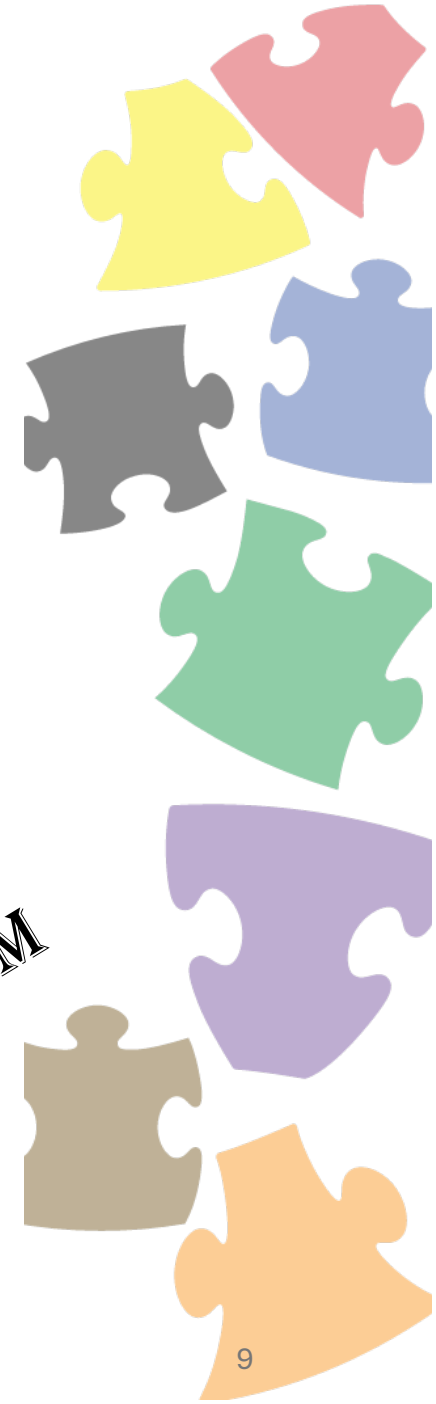


SMI

I/DD

SUD

AUTISM



DWIHN CONTACT CENTER



SECURITY AND TECHNOLOGY

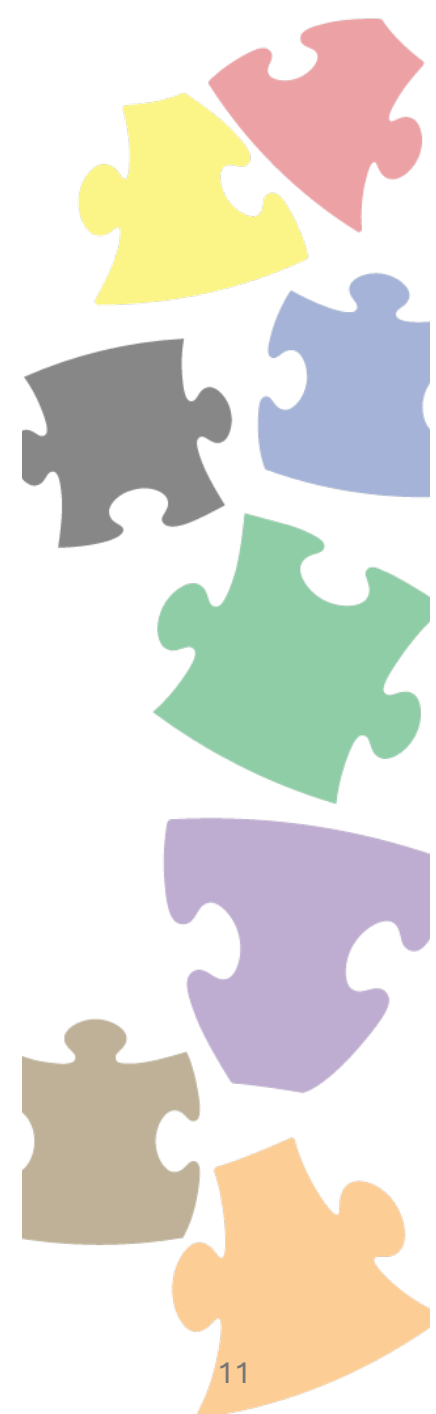
- Multi Factor Authentication
- Cyber security learning initiatives
- Establishing a Security Operations Center (SOC) to enhance cybersecurity efforts and proactively address cyber threats.

Telemedicine and Remote Monitoring

- Expanding telemedicine services and implementing remote patient monitoring technologies to provide convenient and continuous care.

Innovative AI Initiatives

- Predictive analysis in various care areas to improve the quality of care
- Patient Needs Anticipation: Analyze historical call data to predict common inquiries and issues, allowing preemptive action and faster resolution.
- Call Volume Forecasting: Utilize AI to predict call volumes and patterns, enabling better scheduling and resource allocation.





THANK YOU





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CRISIS UPDATES

**707 Crisis Care Center
Mobile Crisis**



707 Crisis Care Center



Opened
June 10th, 2024

32 beds
Adult & Children
Crisis Services

All Referral
Sources

Child & Family Crisis Unit

Ages 5-17 years old

MDHHS Family First Model

- Natural support remains at the facility while the youth receives treatment

Pilot Program

- Pre-admission screening unit
- Outpatient or PHP: connect the youth & family to resource
- Inpatient or Crisis Residential: youth and support can stay to await placement & does not need to utilize ED

Will continue to work with MDHHS to develop Children's CSU Guidelines based on our experience with 707.



Adult Crisis Stabilization Unit 6/10/24 – 7/1/24

Individuals Presented to Adult Unit: 131

Admitted to ACSU	Community Supports	Transfer to ED	AMA
104	20	5	2
80%	15%	4%	1%
Average Time from Arrival to Triage	Target	Average Time from Law Enforcement Officer Arrival to Departure	Target
16.22 minutes	15 minutes	5.67 minutes	15 minutes
Physical Restraint		Emergency Medication	Mechanical Restraint
1		1	0



B.E.S.T. Unit 6/10/24 – 7/1/24

Individuals Served: 20

Adult, Post-Crisis Transitional Unit

Average Length of Stay

- 4.25 days

Discharge Disposition

- CRSP Appointment: 62%
- Transitional Housing & CRSP Appointment: 36%
- AMA: 1%
- Other: 1%

CRSP Appointment

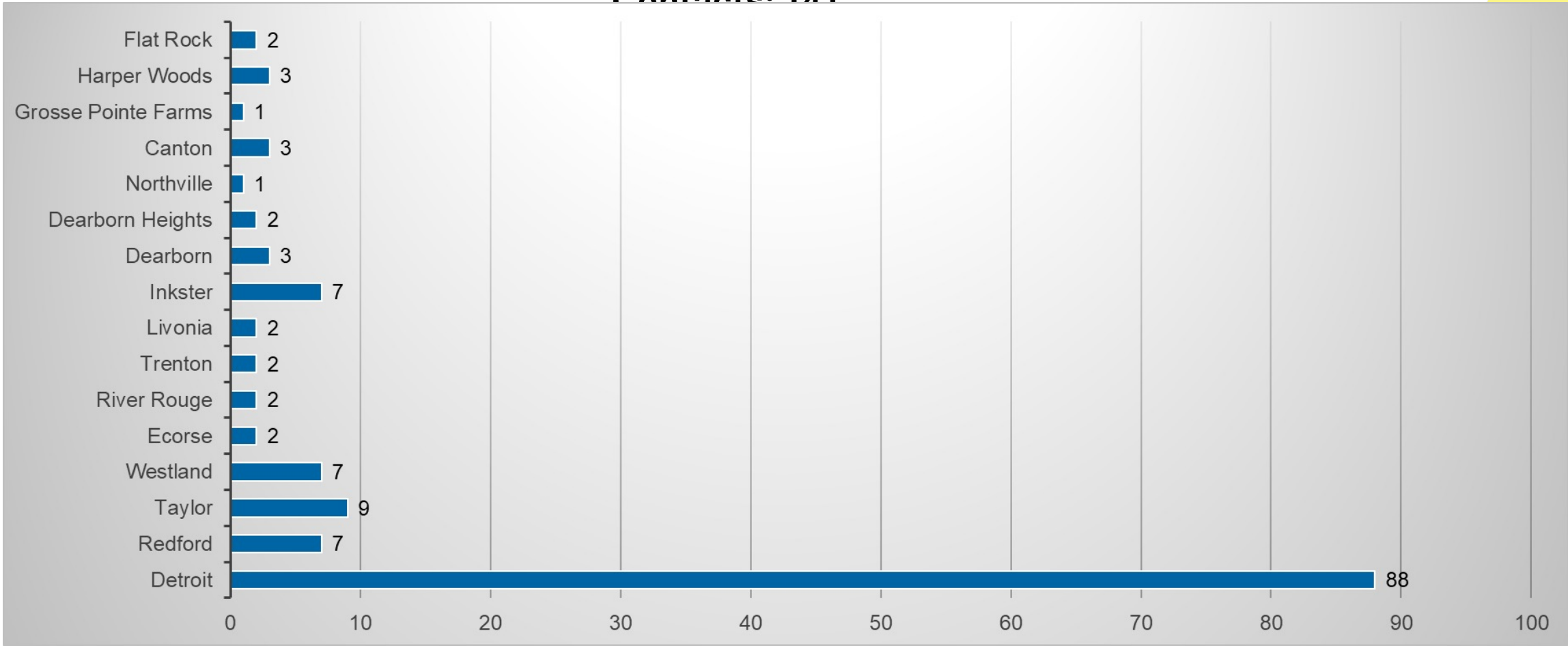
- Average: 6.93 days
- Shortest: 1 day
- Longest: 16 days



Mobile Crisis 6/1/24 – 7/1/24

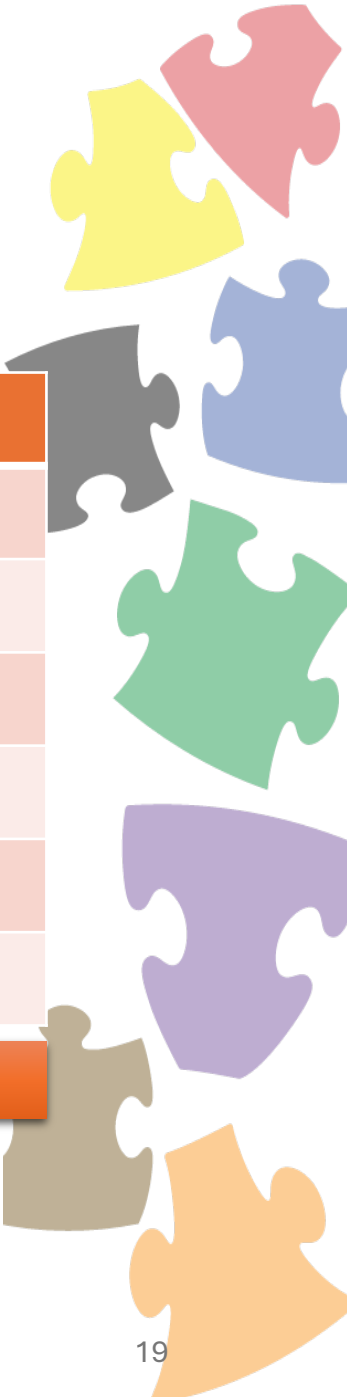
Number of Mobile Crisis

Contacts: 141



Mobile Crisis 6/1/24 – 7/1/24

Number of Mobile Crisis Contacts: 141



Referral Source	
Individual/Self	44%
Outpatient/Other Community Provider	33%
Parent/Family/Friend	14%
Hospital	4%
Law Enforcement Officers	3%
Residential	1%
School	1%

Disposition	Percentage
Follow up with CRSP	36%
MC/Police/EMS transport to CSU	31%
MC/Police/EMS/Family transport to ED	11%
Refused follow up	10%
Referred to ICS team	9%
Referred to new CRSP	3%

58% of individuals remained safely in the community

Mobile Crisis 6/1/24 – 7/1/24

Number of Mobile Crisis

Contacts: 141

Average response time	Average time on scene	% of MC transports	% of calls requiring LEO assistance
33 minutes	64 minutes	26%	7%



LEO Department	Reasons for LEO assistance
Detroit PD	Aggression / Destruction of Property
Detroit PD	Refused MC Transport
Inkster PD	Refused MC Transport





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THANK YOU



844-IN CRISIS





Community Outreach and Access to Care



Detroit Homeless Outreach (DHOT)

- The Detroit Homeless Outreach Team (DHOT) is a partnership between DWIHN, Detroit's Housing Revitalization Department (HRD), and the Detroit Police Department (DPD). This team consists of a DWIHN Behavioral Health Specialist and Outreach staff who conduct preventative outreach to connect unhoused residents with behavioral health services.
- DHOT works to connect individuals to housing, therapeutic support, and services for other basic needs – employment, education, utilities, food, clothing, and transportation.
- October 2022 – September 2023 – 1104 encounters
- October 2023 – June 30, 2024 - 1,568 encounters





Chief James White



Deputy Mayor Todd Bettison



Mental Health Co-Response

DWIHN and law enforcement agencies established mental health co-response partnerships throughout Wayne County. CIT trained law enforcement officers are paired with behavioral health specialists to respond to persons in or approaching crisis.

Partnerships exist with:

- Detroit Police Department
- Inkster Police Department
- Grosse Pointes & Harper Woods DPS
- Southgate Department of Public Safety



Mental Health Co-Response / National Spotlight



Mental Health Co-Response / Community Outreach



Mental Health Co-Response

Major accomplishments:

- Responded to nearly 3,000 individuals FY23
- October 2023 – June 30, 2024 - 2,651 encounters
- Our co-response partnership supported the 2024 NFL Draft
 - As a result, CMHs in Green Bay, and Brown County, Wisconsin, who'll be hosting the NFL Draft next year reached out for tips and other insight.



Zero Suicide Initiative

Zero-Suicide is a practical framework for system-wide transformation toward safe suicide care. Developed by Henry Ford Health Systems, Zero Suicide is the foundational belief that suicide deaths for individuals under the care of behavioral health systems are preventable.

7 Essential Elements of Suicide Care

- Lead system-wide culture change committed to reducing suicides
- Train a competent, confident, and caring workforce
- Identify individuals with suicide risk via comprehensive screening and assessment
- Engage all individuals at-risk of suicide using a suicide care management plan
- Treat suicidal thoughts and behaviors using evidence-based treatments
- Transition individuals through care with warm hand-offs and supportive contacts
- Improve policies and procedures through continuous quality improvement



Zero Suicide Initiative

The foundational belief of Zero-Suicide is that suicide deaths for individuals under the care of behavioral health systems are preventable.

- DWIHN responded to SAMHSAs notice of funding announcement for Zero Suicide.
- Awarded \$400,000/ year for 5 years beginning 9/30/2023
- Following the 7 essential elements of suicide care, our efforts aim to eliminate suicides in Wayne County through system-wide culture change, workforce training, comprehensive screening, evidence-based treatment, and care management.
 - Both the strategic plan and organizational policy have been drafted
 - Nearly 400 individuals trained on the essential elements of the model to-date.



Substance Use Services (SUD)

- Addressing the Opioid Crisis
- Screening, Brief Intervention, and Referral to Treatment (SBIRT)



Opioid Crisis

- ❖ Wayne County, Michigan has been significantly impacted by the opioid crisis, with high rates of addiction and overdose deaths.
- ❖ Efforts to combat the crisis in Wayne County include community education, expanded access to treatment programs, law enforcement initiatives and educational institutions
- ❖ The crisis has also prompted policy revisions and harm reduction strategies
- ❖ Conducting public awareness campaigns to reduce stigma and raise understanding of opioid addiction, treatment options and community support



Screening, Brief Intervention, and Referral to Treatment (SBIRT)

- ❖ Screening: Implementing systematic screening protocols in healthcare settings to identify individuals at risk for opioid abuse or addiction
- ❖ Brief Intervention: Providing brief education on individuals who have been identified as at risk for opioid abuse, increasing awareness and motivating behavior change
- ❖ Referral to Treatment: Facilitating access to treatment and support services for individuals found to have opioid abuse or addiction, such as medication assisted treatment



Impact

- ❖ A total of **5,213** individuals were screened using the SBIRT protocols, leading to the identification of individuals at risk for opioid abuse
- ❖ **3,492** individuals were successfully referred to treatment support services including medication – assisted treatment
- ❖ **3,259** units of naloxone were distributed to community members through various channels, including outreach events for fiscal year 24
- ❖ **154** documented cases of successful overdose reversals were attributed to the administration of naloxone by community members who receive free kits for fiscal year 24
- ❖ Providing free naloxone in the community underscores the significant impact of empowering community members' interventions in opioid overdose emergencies
- ❖ Continued support for the SBIRT program is essential to sustain these positive outcomes





THANK YOU





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EDUCATIONAL AND TEACHING COLLABORATIONS

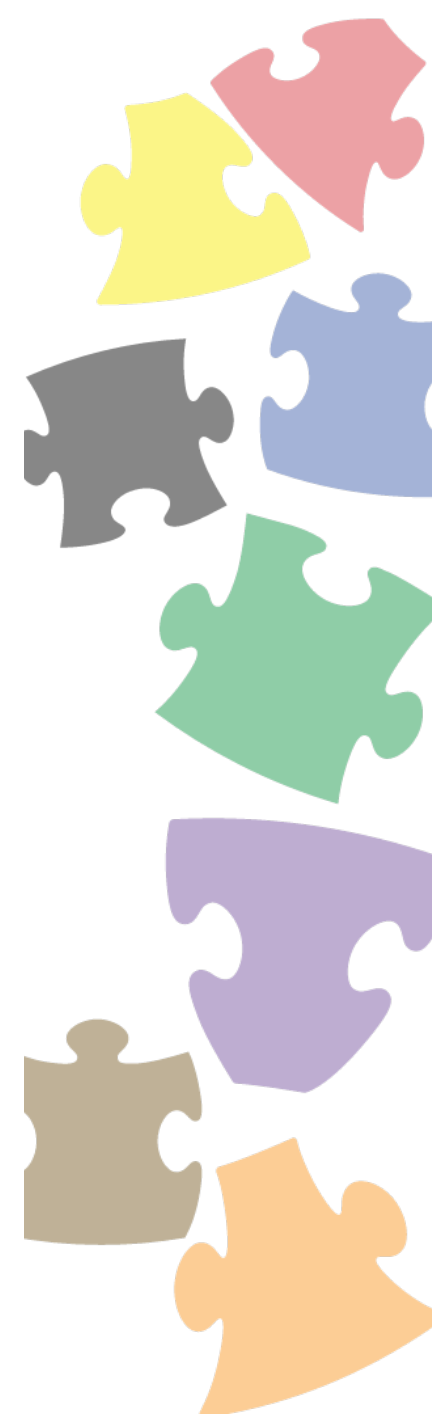


COMMUNITY-BASED MEDICAL EDUCATION

Community-based medical education is important but wouldn't be possible without community preceptors volunteering their time.-

Preceptors repeatedly identify several factors that motivate them to start teaching and keep them coming back:

- Relationships with students
- Giving back to the profession
- Enjoyment of teaching
- Enhanced clinical knowledge
- Training future workforce and developing pipeline programs



MICHIGAN'S MENTAL HEALTH WORKFORCE SHORTAGE

- Among the top 5 states with the largest number of designated mental health professional shortage areas.
- Michigan had just over 1,100 psychiatrists in 2016, a federal study found the state is expected to be 890 psychiatrists short of need by 2030, including a shortage of 100 Child psychiatrists.

Behavioral Health Care Provider Supply and Demand in Michigan by Provider Type, 2016 and 2030

Provider Type	Supply (2016)	Demand (2016)	Adequacy (2016)	Supply (2030)	Demand (2030)	Adequacy (2030)
Psychiatrists	1,130	2,020	(890)	940	1,880	(940)
Psychiatric Nurse Practitioners	260	420	(160)	450	440	10
Psychiatric Physician Assistants	70	60	10	90	60	30
Psychologists	2,390	3,790	(1,400)	2,350	3,570	(1,220)
<i>Social Workers*</i>	<i>10,280</i>	<i>9,210</i>	<i>1,070</i>	<i>18,590</i>	<i>9,370</i>	<i>9,220</i>
Addiction Counselors	1,770	3,370	(1,600)	1,880	3,670	(1,790)
Mental Health Counselors	2,600	5,370	(2,780)	2,890	5,670	(2,780)
Marriage & Family Therapists	1,270	2,020	(750)	1,590	2,040	(450)

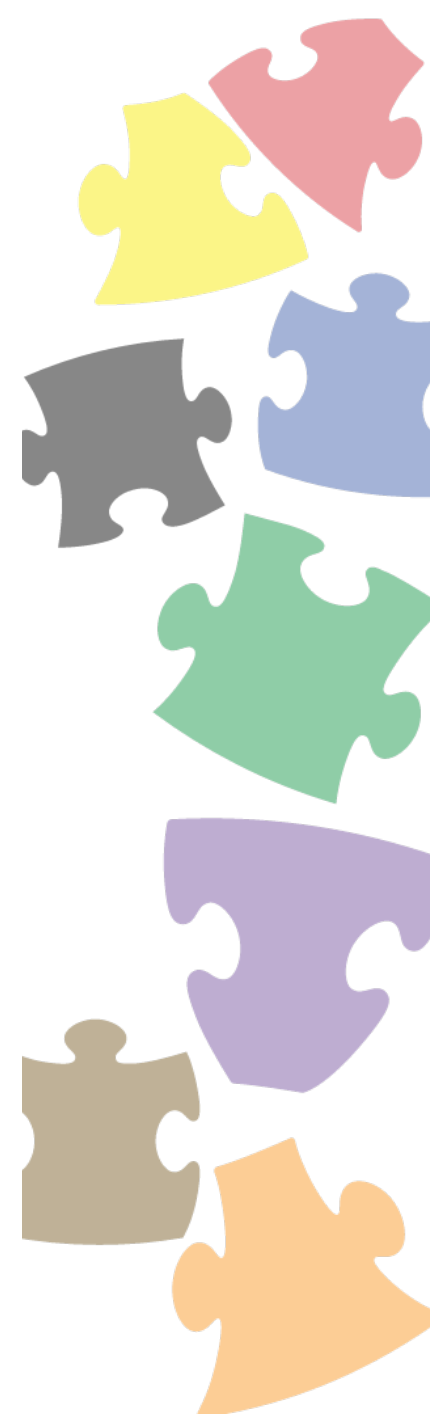
Source: [HRSA](#) (2019)



WAYS DWIHN PLANS TO ENGAGE HEALTHCARE STUDENTS

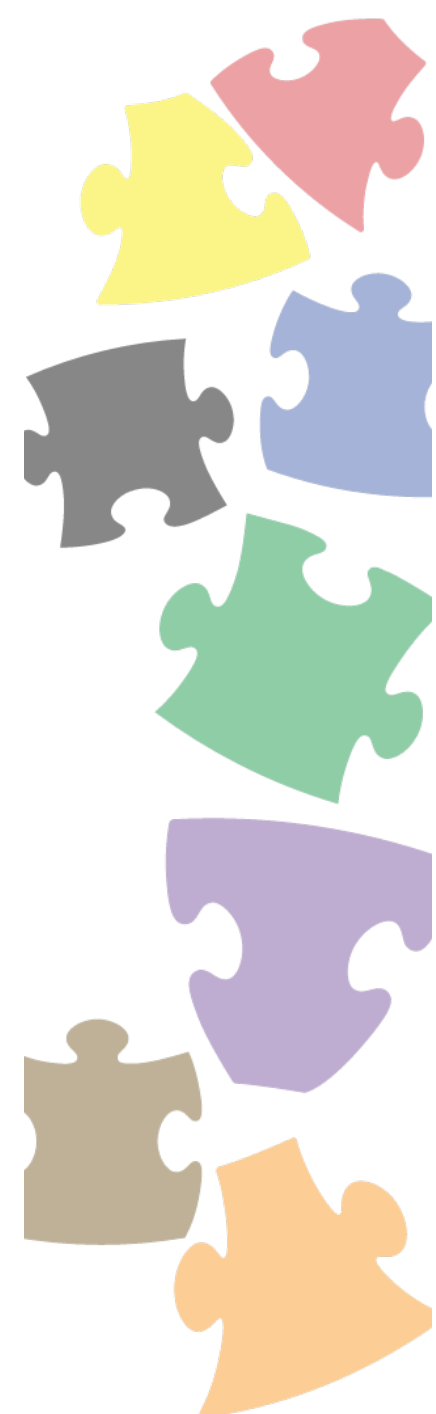
Many physicians and organizations think they're too busy for precepting, but ways that make it a worthwhile experience for all involved are:

- ✓ Look for opportunities for students to care for patients, clinically or otherwise.
- ✓ Share the teaching responsibility.
- ✓ Change your workflow to allow students to contribute before, during, and after visits.
- ✓ Engage students in panel management.
- ✓ Involve students in community health.
- ✓ Let students participate in and even lead quality improvement (QI) activities
- ✓ Advocate for longer teaching relationships.



DEVELOPMENT OF RELATIONSHIPS WITH TEACHING HOSPITALS AND PROGRAMS

- Meetings With Wayne County Psychiatry Residency Program Directors
 - Wayne State University
 - Trinity Health Livonia
 - Authority Health
- Letters to introduce DWIHN, its services, opportunities were sent to all Michigan Psychiatry Residency Programs
- Discussions on lectures and rotations



TEACHING COLLABORATIVE

Psychiatry Residents:

- 4-week annual teaching course for **Wayne State University** Psychiatry Residents on Community Mental Health Services.
- Moonlighting opportunities for Psychiatry Residents

Child and Adolescent Psychiatry fellows

- 2-week Teaching course for Child and Adolescent Psychiatry Fellows annually.
- Participated as an examiner for Wayne State University Child and Adolescent Psychiatry Annual Clinical Skill Exam followed by panelist discussion on Transition to Practice. Discussed job opportunities and perks within CMH system.
- Child and Adolescent Psychiatry (CAP) fellowship completed Training Agreement where CAP fellows will do their Emergency Psychiatry Experience at DWIHN 707 Crisis Care Center.



WAYNE STATE
UNIVERSITY



TEACHING COLLABORATION WAYNE STATE UNIVERSITY ADVANCE PRACTICE PROVIDER TRAINING

Psychiatric Mental Health Nurse Practitioner Program (PMHNP)

- ✓ Completed Training Agreements for onsite rotation, teaching and education for PMHNP.
- ✓ A minimum of 4-5 Psych NP students with interest in Crisis and inpatient work will rotate at DWIHN 707 Crisis Care Center for a full year.
- ✓ Next cohort to start in September 2024

Physician Assistant (PA) Program

- ✓ Completed Training Agreements
- ✓ Coordinating start of Rotations with in-person meeting around the week of July 28th.



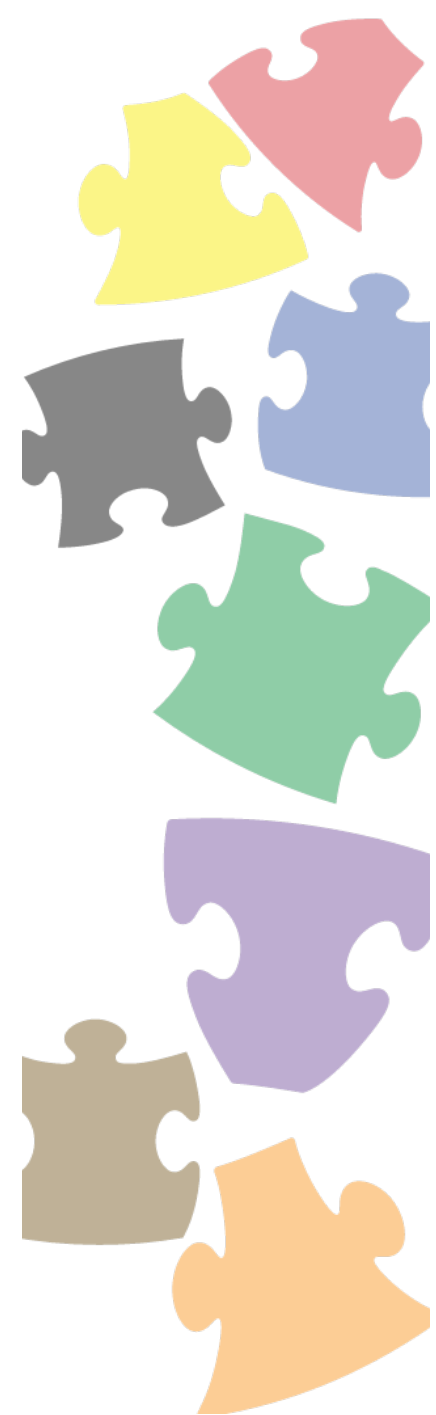
WAYNE STATE
UNIVERSITY



INVESTING IN OUR LOCAL WORKFORCE THIS IS JUST A START!

We plan to grow and strengthen the teaching collaboration by:

- Coordinating with more programs
- Coordinating with more teaching hospitals and health systems.
- Explore development of formal apprenticeship programs





DWIHN MENTAL HEALTH YOUTH COUNCIL

DWIHN launched its Mental Health Youth Council. The purpose of the DWIHN Mental Health Youth Council (MHYC) is to assist in planning, helping, advising, and working to fill gaps in traditional mental health services in their communities and address mental healthcare disparities that they have experienced firsthand.

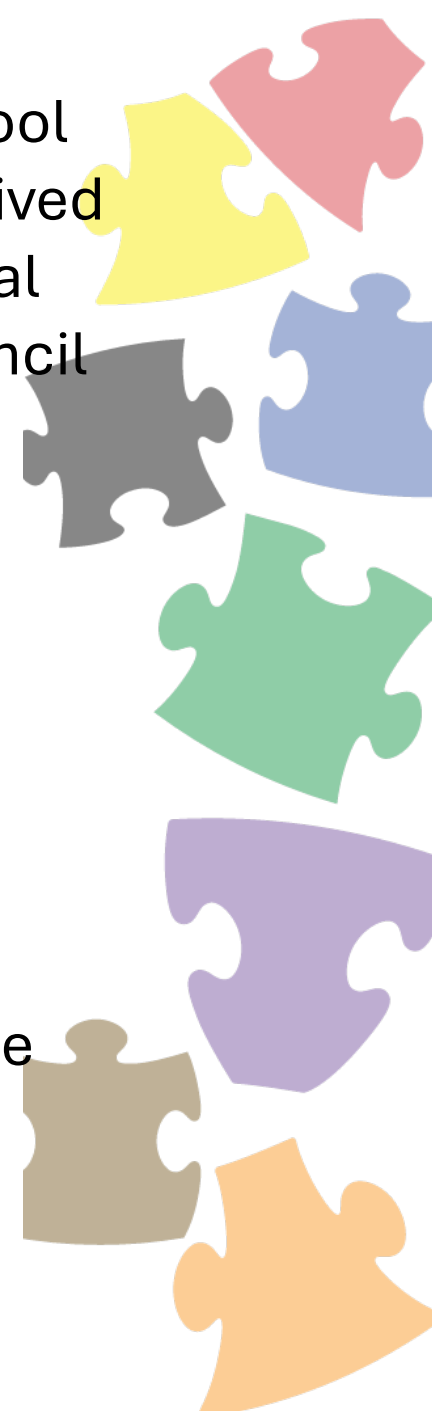


DWIHN Mental Health Youth Council is open to all Wayne County high school students regardless of race, color, national origin, gender, gender identity, lived experience, religion, age, height, weight, disability, political beliefs, or sexual orientation. All efforts will be made to have a diverse representation of council members.

Council members receive a \$50 stipend for every meeting they attend

ELIGIBILITY:

- Must be a resident of Wayne County
- Must be enrolled as a high school student in Wayne County (grades 9-12)
- Must have a current cumulative grade point average of 2.5 or higher
- Term limits for youth representatives on the MHYC shall last for through the duration of their high school years.



We have a total of 12 students from:

Early College of Excellence
Renaissance High School
Cass Technical High School
Romulus Senior High School
Taylor Prep High School
Henry Ford Academy Dearborn
Mumford High School
Hamtramck High School
Thurston High School
Stevenson High School
Voyageur College Preparatory High School
Acellus/Garden City



DWIHN MENTAL HEALTH YOUTH AMBASSADOR SCHOLARSHIP



MENTAL HEALTH YOUTH AMBASSADOR SCHOLARSHIP 2024

WWW.DWIHN.ORG



@DetroitWayneIHN

MENTAL HEALTH YOUTH AMBASSADOR SCHOLARSHIP 2024

ELIGIBILITY:

- MUST BE A RESIDENT OF WAYNE COUNTY
- MUST BE ENROLLED AS A GRADUATING SENIOR AT A WAYNE COUNTY HIGH SCHOOL
- MUST HAVE A CURRENT CUMULATIVE GRADE POINT AVERAGE OF 2.5 OR HIGHER

EXTENDED DEADLINE JULY 12, 2024



WWW.DWIHN.ORG



@DetroitWayneIHN

USE QR CODE TO APPLY



OR VISIT DWIHN.ORG
FOR MORE INFO





YOUTH MENTAL HEALTH AMBASSADOR SCHOLARSHIP RECIPIENTS

2023



JADA JONES
RENAISSANCE HIGH SCHOOL
PLANS TO MAJOR IN NURSING



PRIYA WILLIAMS
SUMMIT ACADEMY NORTH HIGH SCHOOL



MALAAK JADALLAH
FORDSON HIGH SCHOOL



SA'NYA MYERS
WAYNE STATE UNIVERSITY



PRECIOUS BANKSTON
DETROIT SCHOOL OF ARTS



AZARIA HUGGINS
DELEWARE STATE UNIVERSITY



CHARITEE TAYLOR
GRAND VALLEY STATE UNIVERSITY



CAMERON WRIGHT
MORGAN STATE UNIVERSITY
MAJOR: COMPUTER SCIENCE



LILY SHIELDS
UNIVERSITY OF MICHIGAN
MAJOR: HISTORY/ POLITICAL SCIENCE



MACKENZIE WILSON
MICHIGAN STATE UNIVERSITY
MAJOR: HUMANITIES



LIA WHITE
U OF D MERCY
MAJOR: PRE-MED BIOLOGY



Last year, DWIHN awarded 11 scholarships of \$2,000 each to Wayne County High School students. This year, we received a significant number of submissions and will be distributing a total of \$25,000 in scholarships.





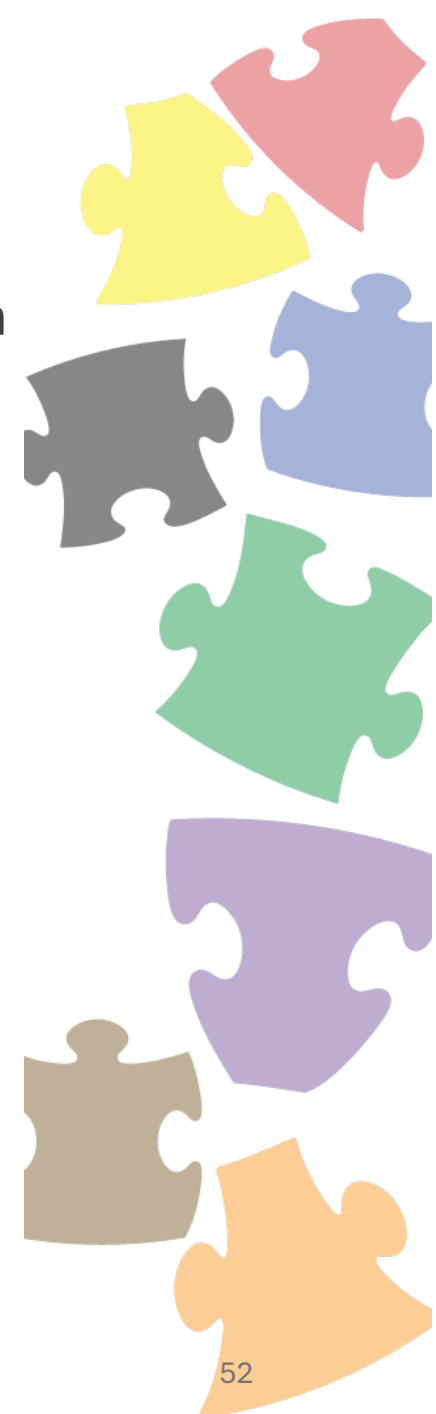
**ECORSE CRISIS CARE CENTER
7 MILE BEHAVIORAL HEALTH WELLNESS CAMPUS
LONG TERM CARE**

**Annual Board Meeting
July 17, 2024**



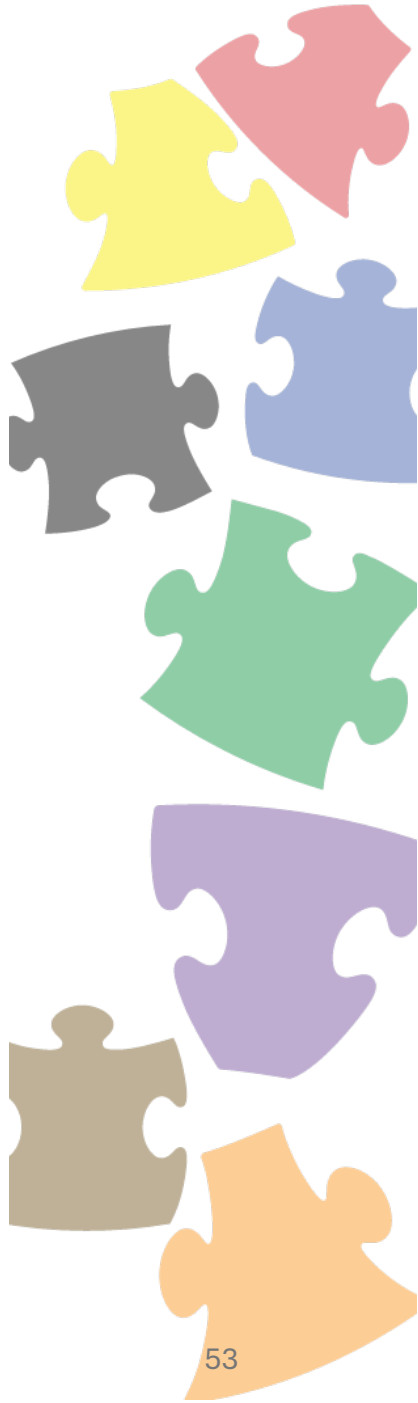
ECORSE CRISIS CARE CENTER

- DWIHN is planning to open a Crisis Care Center in the Downriver area.
- 24-7 Walk-in Crisis Assessment, Treatment, Community Services Coordination
- 24-hour mobile crisis dispatch
 - Adult community-based face-to-face Mobile Crisis Stabilization
- Children's crisis intervention and assessment services
- **Estimated Opening 2025**



ECORSE CRISIS CENTER CAPACITY

ADULT AND ADOLESCENT CSU	MOBILE CRISIS
24 Beds planned	Mobile Crisis Units Stationed for Ease in Local Community Dispatch



844-IN CRISIS



7 MILE BEHAVIORAL HEALTH WELLNESS CAMPUS



7 MILE BEHAVIORAL HEALTH WELLNESS CAMPUS

- ▶ 52 crisis beds for adults, and adolescents, on-site mobile crisis teams and supportive clinical staff throughout the building.
- ▶ Providing mental health services and addressing health disparities by providing crisis services, physical healthcare, dental care, and vision care services - all under one roof.
- ▶ Made possible thanks to \$60 million in state budgeted grant funding, thanks to MDHHS and bipartisan legislator support.
- ▶ Estimated Opening 2026



LONG TERM CARE – DWIHN's JEFFERSON CENTER



Total Beds - 52

Specialized Inpatient programs-

- 31 Beds - Long Term Adult Psychiatric High Acuity Unit.
- 21 Beds - Adult Geriatric Psychiatric Unit

Public Private Partnership

- Long-term adult psychiatric unit. Helping to reduce the dollars spent on patients waiting for placement.
- Identify clients that need psychiatric hospitalization for more than 45 days in Crisis Units and Emergency Rooms.



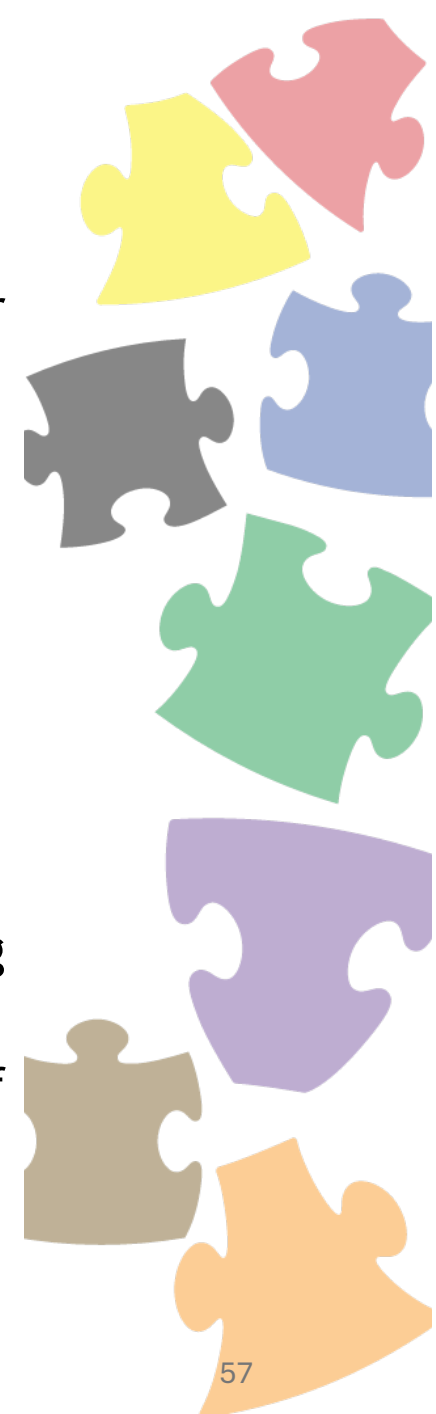
LONG TERM CARE – WHY IS IT NEEDED?

Members Requiring Extended Length of Stay

- There is a need for extended mental health care and comprehensive plans for guests requiring a long-term length of stay exceeding 45 days.
- Ensuring that guests receive personalized support throughout their extended stay, promoting a successful return to the community and sustained recovery.
- Individuals requiring extended mental health care, long-term care places vital importance on safety and well-being.

Specialized 21-bed Geriatric Psychiatric Program

- Clinicians specialized in older adult mental health.
- Addressing conditions like Dementia, Alzheimer's disease as well as managing challenges such as depression, bipolar disorder, and anxiety.
- Psychiatric care provided for older adults encompasses the normal effects of mental and physical changes associated with aging.



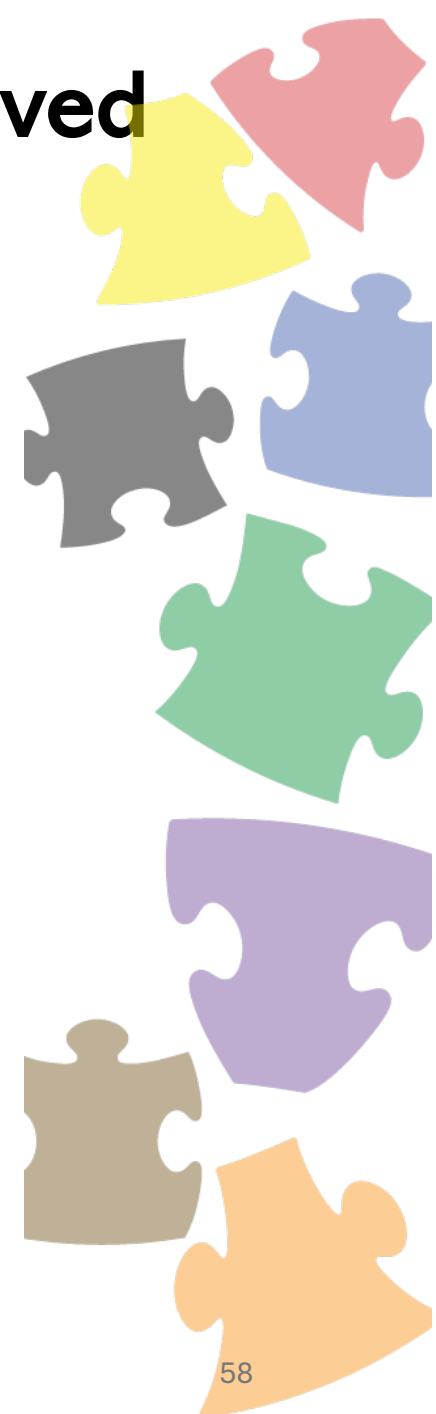
DWIHNs Jefferson Center – Members To Be Served

Diversion from:

- DWIHN members that will get diverted from all based upon medical necessity
Crisis Centers
- DWIHN members that are highly recidivistic in hospitals
- DWIHN Members waiting for a bed in state hospitals

- DWIHN Members that will be potentially served based upon medical criteria
 - Members with 15+ day stay in hospital over FY 2023 and associated cost
Adult: 2495
Inpatient Cost \$53 Million

 - Members who were recidivistic over the FY 2023
(45% of these members have been admitted in FY24 already)
Adult 853
Inpatient Cost \$27 Million





DWHN
Your Link to Holistic Healthcare



THANK YOU



