



# STRATEGIC PLANNING UPDATE

## Behavioral Health

Funding cuts over the past several years have eroded community-based behavioral health services that CCHHS patients have long relied on. These cuts impact CCHHS every day at the jail and the juvenile detention center and in our emergency rooms and health centers. Recognizing this, we have been working on a comprehensive strategy that includes increased and innovative behavioral health solutions at the community, jail and hospital level. As previously announced, our agreement with Community Counseling Centers of Chicago (C4) will allow us to better integrate behavioral health services into our community health centers as we expand our portfolio of outpatient services.

Cermak Health Services estimates that on any given day, 20% of the population at Cook County Jail has a behavioral health condition. Working with the Cook County Justice Advisory Council and the Chicago Police Department, CCHHS will establish a **pilot community triage center (CTC)** to provide prevention and diversion services for individuals who are at-risk of arrest due to behavioral health conditions. CCHHS received a \$348,000 grant from the Otho S.A. Sprague Memorial Institute and will invest an additional \$3 million to operationalize the CTC. The CTC is expected to open in early 2016 and we predict it could divert hundreds of individuals from local emergency departments and Cook County jail in the first year. We believe that the community-based center will be a more appropriate setting to care for individuals with a behavioral health condition than a jail or hospital emergency department. The CTC seeks to provide evaluation, crisis stabilization and treatment for patients presenting with psychiatric and/or substance-related emergencies, and will work closely with the local hospitals and outpatient mental health services to best meet patients' needs 24 hours a day, 7 days a week, 365 days a year. Access will be prioritized for police officers to drop off individuals and rapidly return to their patrol areas, and the CTC will provide walk-in services for those released from the Cook County Jail.

Crisis stabilization centers have been established in other areas of the country and have proven effective in treating behavioral health conditions, reducing jail populations and saving money.

## Primary Care Medical Home (PCMH)

Following the successful Joint Commission certification of our community health centers, CCHHS is working to ensure that all patients have access to a PCMH rather than relying on emergency rooms or 'first-come, first-serve' clinical settings. CCHHS will be focusing on our emergency departments, Immediate Care Center and the Ambulatory Screening Clinic (ASC) at Fantus. Starting with the ASC, patients will be triaged to determine the best solution for care and, if needed, linked with a CCHHS PCMH. If a patient is already empaneled at a non-CCHHS primary care provider, we will make sure they know how to access care in that setting. Patients will also have access to financial counseling, CareLink and Medicaid enrollment. This initiative will provide our patients with **the right care in the right place at the right time.**

## Dental Services

A community ribbon cutting to celebrate the opening of the **new dental suite** complete with three dental chairs at the Dr. Jorge Prieto Community Center is scheduled for October 19<sup>th</sup>. Strategically, CCHHS would like to include dental services in the design of all community health centers in the coming years.

## Patient Safety

Two important initiatives regarding patient safety were announced recently. The **Culture of Safety Survey** was released to all employees on October 12<sup>th</sup> and the **annual employee flu vaccination program** kicked off on October 5<sup>th</sup>. All employees are encouraged to complete the anonymous Culture of Safety survey and all employees are expected to make CCHHS a safer place for our patients, their families and our co-workers by complying with the CCHHS Mandatory Influenza Vaccine Policy by December 1<sup>st</sup>. The new flu shot schedule will be posted to the intranet Wednesday.

Sincerely,

*Dr. Jay Shannon*  
*Chief Executive Officer*