

COMMUNITY TRIAGE CENTER
March 2004
Executive Summary

During the month of March the Community Triage Center treated a total of 522 adults with mental health and substance abuse disorders and 250 adolescents who also received emergency interventions.

Our team continued to offer training to our community partners during the month of March. We delivered an orientation to the Henderson and North Las Vegas Police Departments as well as to three area hospitals. Presentations to Sunrise Hospital and University Medical Center pediatric units have also been scheduled. Our goal is always to improve access to the Community Triage Center to serve both adolescent and adult members of our community who are in need of mental health and substance abuse services. We are now transporting adolescents from area hospitals who are in need of substance abuse intervention.

Monthly Diverts / Individuals Served

	Youth	Adult
Diverts via CTC Transports From Area Hospitals	1	187
Diverts via Police Transporting to Facility	147	55
Diverts via Emergency Medical Response Vehicles	0	38
Crisis Intervention Services Provided to Self Referrals	75	221
Community Referrals	27	21
Total Diverted	250	522

Total Adult and Youth Diverted / Served **772**

Diverts by Police Department and EMS Service Providers

Police Department Diverts		
	Youth	Adult
LV Metropolitan	106	47
North Las Vegas	14	3
Henderson	4	1
Boulder City	1	0
Clark Cty Schools	13	0
Parks & Rec	9	0
Hwy. Patrol	0	
Total	147	51
Total Adult & Youth		198

Emergency Medical Services		
	Youth	Adult
AMR	0	30
Southwest	0	8
Fire Dept	0	0
Total	0	38
Total Adult & Youth		38

Total Police and EMS diverts for youth and adult clients is 236

EXHIBIT <input checked="" type="checkbox"/> Entire document provided. <input type="checkbox"/> Due to size limitations, pages _____ through _____ provided. A copy of the complete document is available through the Research Library (775-684-6827 or e-mail library@icb.state.nv.us).	HealthyNV Document consists of 4 pages	Meeting Date 3-22-04
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Indigent and Homeless Services

The services WestCare currently provides to indigent and homeless clients who are suffering from a substance abuse or mental health disorder are shown below. We work diligently in the community to offer services that are otherwise not available. When possible we work closely with other community partners to link these individuals with long-term health care services and long-term mental health services.

51% Adult Homelessness

Of our 522 adult clients (277 clients) reported not having a permanent address.

54% Youth Homelessness

Of our 249 youth (135 clients) reported either living in temporary housing or not having an address.

87% Poverty

Of our 522 adult clients (438clients) reported having an income of less than \$10,000 annually.

Mental Health Services

A total of 321 adults (61% of adults diverted) were referred for mental health services and received either individual or group services by our mental health team. Thirteen of these individuals had open cases with Southern Nevada Adult Mental Health and six were receiving psychiatric services from the Veterans Administration. There were forty-seven adults treated for serious mental health symptoms which represent 9% of total adult admissions. All forty-seven received psychiatric evaluations by a board certified psychiatrist for immediate stabilization.

Legal 2000-R Data

In the month of March we received 27 adults from hospital emergency departments who had been on Legal 2000 holds and were medically cleared, but required mental health stabilization. All 27 individuals were safely treated at the Community Triage Center and discharged successfully.

Individuals Transported/Diverted From Area Hospitals

During the month of March 187 individuals had reduced stays at area hospitals or state mental health facilities due to our ability to transport them to the Community Triage Center. Three of the transports were referred from medical floors of a hospital.

Individuals Transported/Diverted From Area Hospitals (Continued)

Hospital	JAN	FEB	MAR	APR	MAY	JUN	YTD
Boulder City	0	0	0				0
Desert Springs	11	16	16				43
Lake Mead	19	10	16				45
Mountain View	7	3	4				14
Southern Hills	0	0	5				5
Southern NV Ment Hlth	7	3	2				12
Spring Valley	1	15	8				24
ST. Rose Delima	3	6	12				21
ST. Rose Sienna	5	10	5				20
Summerlin	5	5	2				12
Sunrise	54	33	47				134
Univ. Med. Ctr.	45	49	52				146
Valley	15	8	17				40
Totals	172	158	186	0	0	0	516

Substance Abuse Treatment Services

In the month of March, 91% of the adults treated for substance intoxication were safely detoxified. The remaining 9% walked away from the facility prior to treatment. The adolescents had a completion rate of 71 % with 50% of that number transferring to substance abuse treatment services. It is our goal to encourage individuals to participate in a higher level of service and our staff work diligently to find appropriate placements based on need and availability.

Medical Service Call Backs

During the month of March 12 adults were returned to area hospitals due to a need for medical stabilization before returning to the Community Triage Center. Extremely elevated blood pressure is the number one reason clients are referred to a hospital.

Community Outreach

During the month of March we provided 12 trainings to police departments, hospitals and community groups. We continue to be a member of the Blue Ribbon Committee which has been tasked by the Facilities Advisory Board to research the large number of patients who are on Legal 2000 holds in hospital emergency departments. There are two more meetings of the Blue Ribbon committee scheduled. The final report of the findings will be presented in early summer.

We are always willing to provide training related to substance abuse and mental health disorders as well as provide information regarding our services to our partners. If you would like to schedule specialized training, please contact Tiffany Martinez at 702.383.4044 extension 27.

Summary

In March we entered our fourteenth full month of providing triage services to the communities in Southern Nevada. We served over 8000 adults and adolescents in 2003 and anticipate a significant increase during 2004.

In March the police and local EMS providers transported 236 adolescents and adults to the Community Triage Center which diverted these clients away from community emergency departments entirely. Another 187 individuals had reduced stays at area hospitals due to our ability to transport them to the Community Triage Center. In March we served a total of 772 adults and adolescents in our community.

We have appreciated the overwhelming support of the community as we work together as team to address the challenges of our valley's growth.

For questions or suggestions about our services, please contact JoAnn Lujan, Director, Community Triage Center, at jlujan@westcare.com or call 702.383.4044 ext 26.

Distribution List

Boulder City, John Sullard, City Manager
City of Las Vegas, Doug Selby, City Manager
City of Las Vegas, Kami Dempsey
City of Henderson, Phil Speight, City Manager
Clark County, Thom Reilly, County Manager
Clark County, Doug Bell, Manager of Community Resources Management
Clark County, Dan Musgrove
Clark County, Brian Paulson, Senior Management Analyst
Clark County Health District, Jim Osti, Grant Development Director
North Las Vegas, Gregory E. Rose, City Manager
Boulder City Hospital, Yvonne Waggner, CFO
Boulder City Hospital, Kim Crandall, CEO
Desert Springs Hospital, Carl W. Fitch, CEO
Lake Mead Hospital, Bob Caldwell, Interim CEO
Lake Mead Hospital, Nancy Whitman, Director of Business Development
Lake Mead Hospital, Punch Fermin, CNO
Mountain View Hospital, Mark Howard, CEO
Mountain View Hospital, Debbie Herwaldt, CFO
Spring Valley Hospital, Karla Perez, CEO
Southern Hills Hospital, Davette Shea, Director of Emergency Services

Willie Smith, Deputy Administrator Youth Correctional Services
Maria Canfield, Bureau of Alcoholism and Drug Abuse
Kirby Burgess, Clark County Director of the Department Of Juvenile Justice
St. Rose/Siena, Renato Baciarelli, COO
St. Rose/Siena, Rod Davis, CEO
Summerlin Hospital, Leslie Paul Luke, CEO
Sunrise Hospital, Chris Taylor, CFO
Sunrise Hospital, Suzanne Cram, COO
University Medical Center, Mike Walsh, Acting CEO
Valley Hospital Medical Center, Greg Boyer, CEO
Clark County Health District, Dr. Donald Kwalik, Chief Health Officer
Clark County Health District, Jane Shunney, Assistant to the Chief Health Officer
Las Vegas Metropolitan Police Department, Bill Young, Sheriff
Las Vegas Metropolitan Police Department, Kathryn Landreth, Legal Counsel
Las Vegas Metropolitan Police Department, Janelle Kraft, Budget Director
Las Vegas Metropolitan Police Department, Stan Olsen, Lt.
The Valley Health System, Kim Forbes-Daniels, CFO