

Convene.  
Strategize.  
**Activate.**

# TRANSFORMATION TODAY & TOMORROW

## The Fusion Model : An Innovation in Crisis Care

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CENTER for  
INTEGRATIVE  
HEALTH

insight to innovation

[i2iCENTER.org](http://i2iCENTER.org)

# Trick or Treat!

Jon Snow



Daenerys  
Targaryen



Rhaegal



Brienne  
of Tarth



Cersei  
Lannister



“You got peanut butter on my chocolate!”







Arizona  
Phoenix (Peoria) (1996)  
Respite (2015)  
*Living Room 2 (2019)\**

Washington State  
Fife (2009)  
Lakewood E&T (2014)  
*Olympia E&T (2019)\**  
*Spanaway (2020)\**

North Carolina  
Henderson (2009)  
Durham (2015)  
Jacksonville (2019)  
*Fayetteville (2020)\**

Delaware  
Ellendale (2012)  
Newark (2016)

California  
Riverside (2015)  
Palm Springs (2016)  
Crisis Residential (2019)

Utah  
*Salt Lake City Crisis Respite  
& Residential (2020)\**

Louisiana  
*Baton Rouge (2020)\**

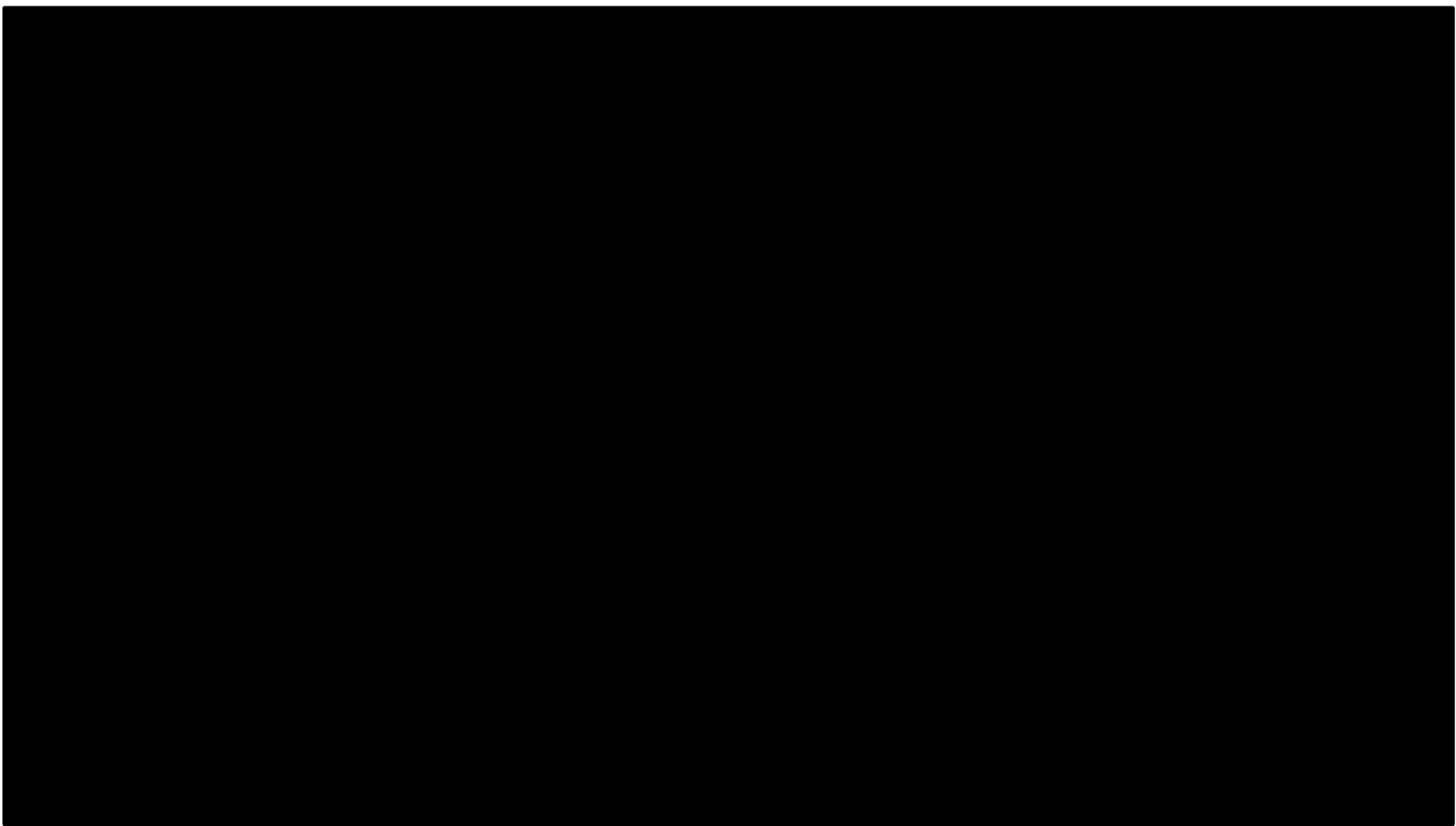


**It's Been  
A BAD DAY**



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- CRISES METRICS
- NO WRONG DOOR
- QUALITY INITIATIVES

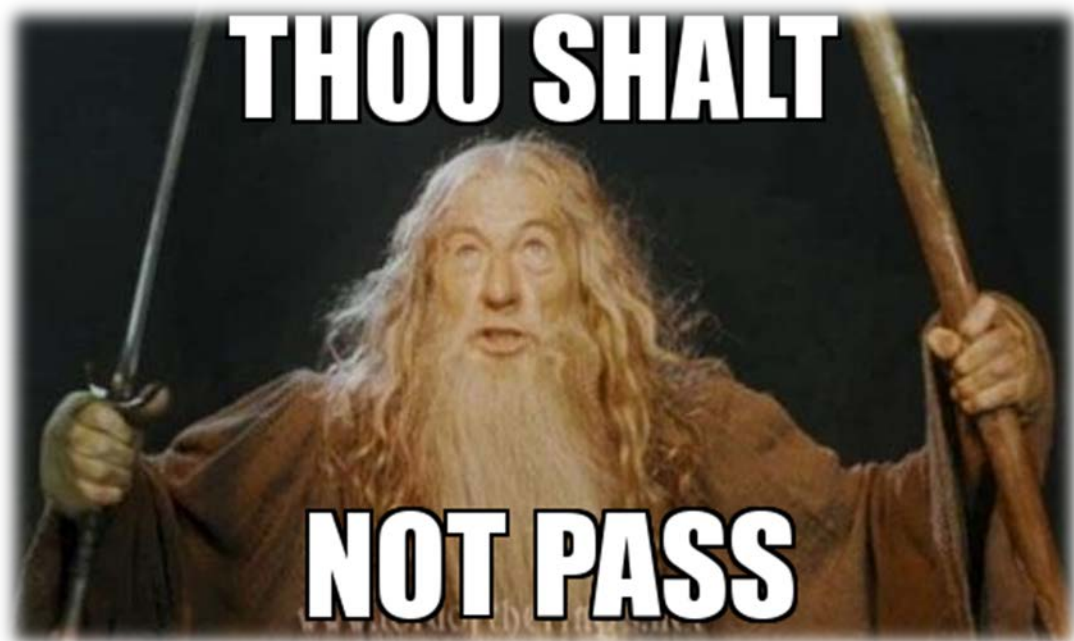






- PEER SUPPORT
- LIVING ROOM MODEL
- NO FORCE FIRST

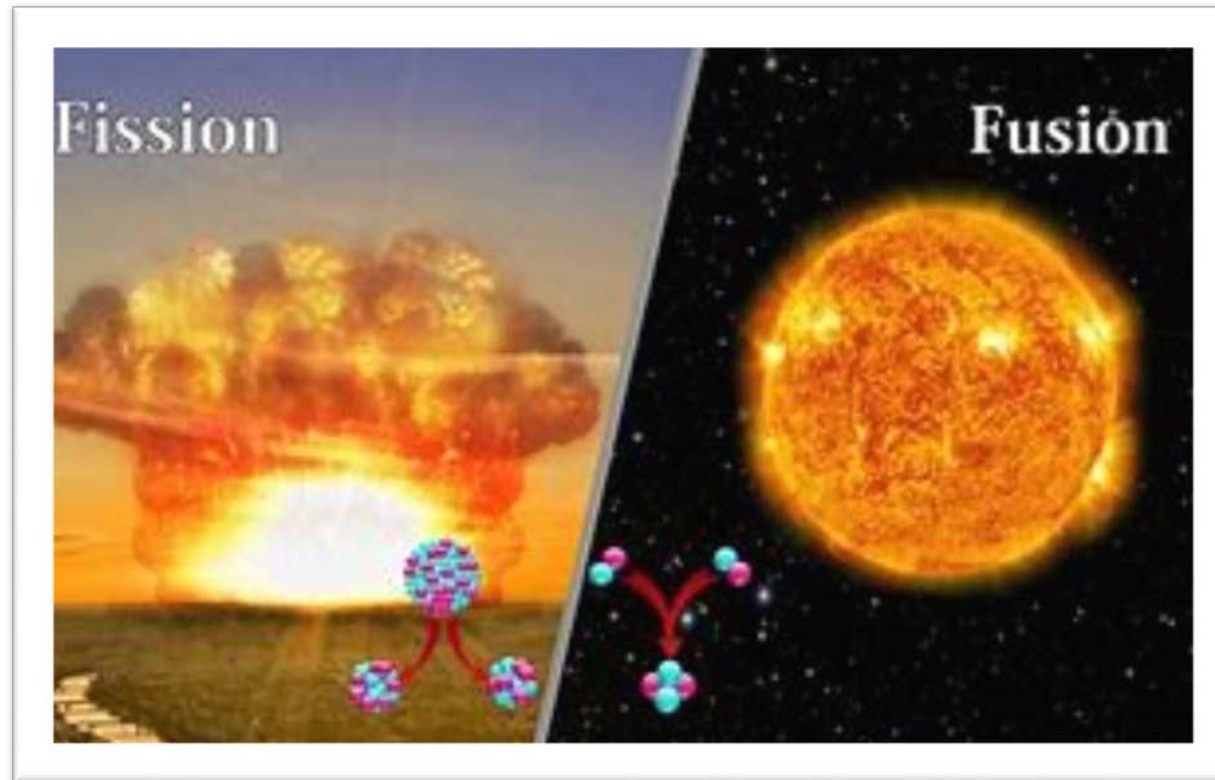




OR



# WHAT IS FUSION?



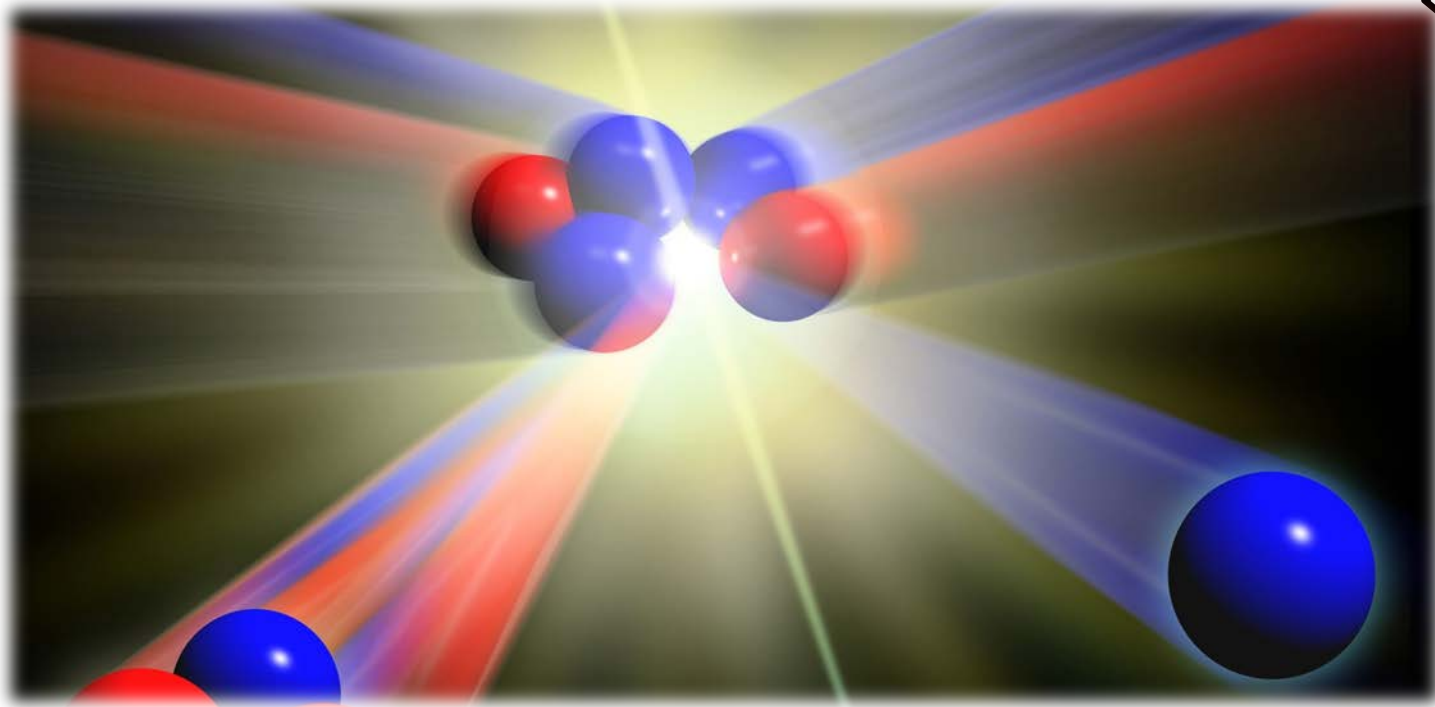
# How **NOT** to attain fusion



# WHERE CAN CRISIS GO?

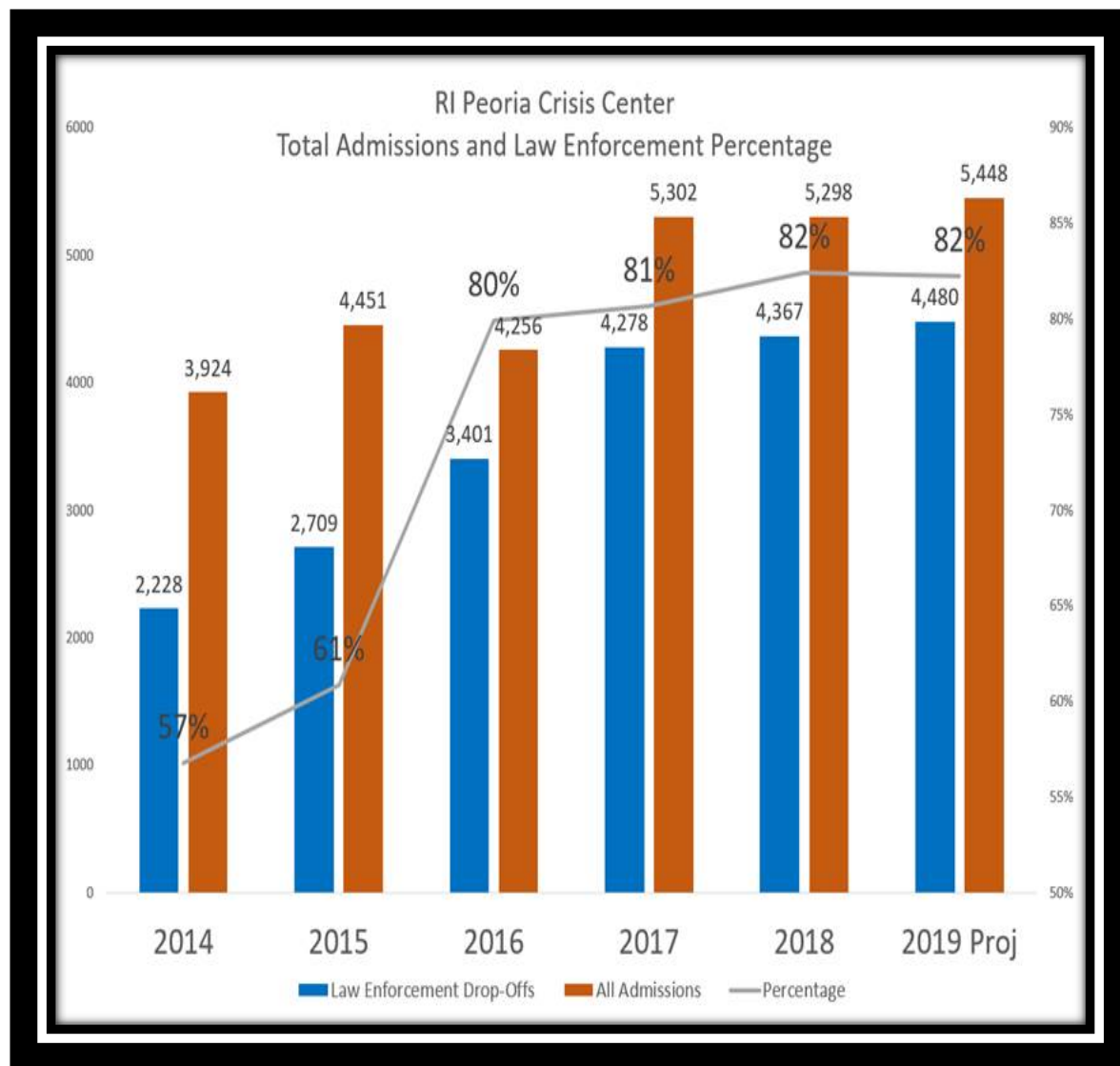
NO WRONG DOOR

RECOVERY CARE



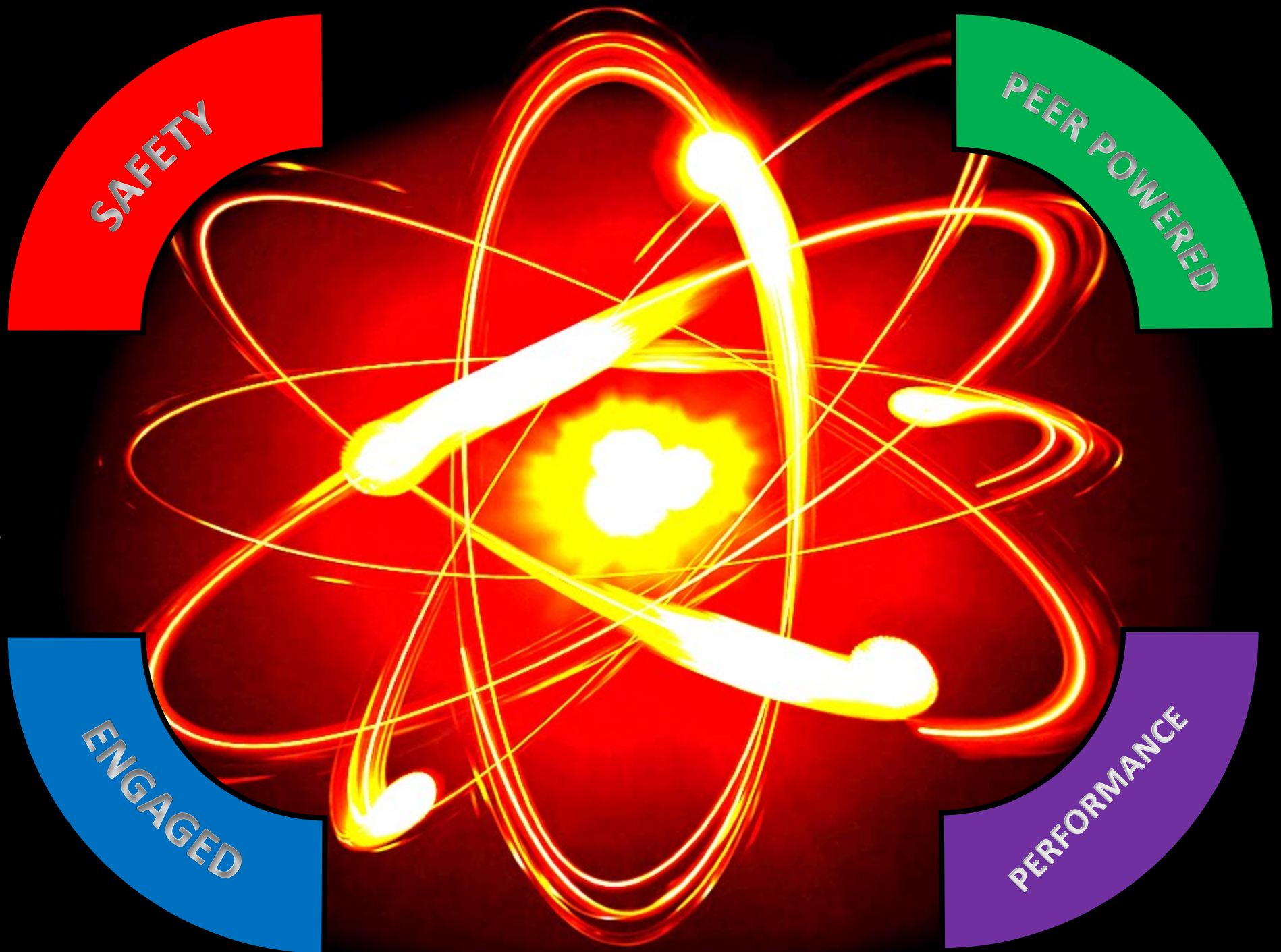
## THE FUSION MODEL





# THE RI WAY







- 
- *Open floor model*
  - *Peer Staffed*
  - *Positive Community Impact*

*See the fusion of  
crisis and recovery  
at [CrisisNow.com](http://CrisisNow.com)*



# RETREAT



# LIVING ROOM MODEL







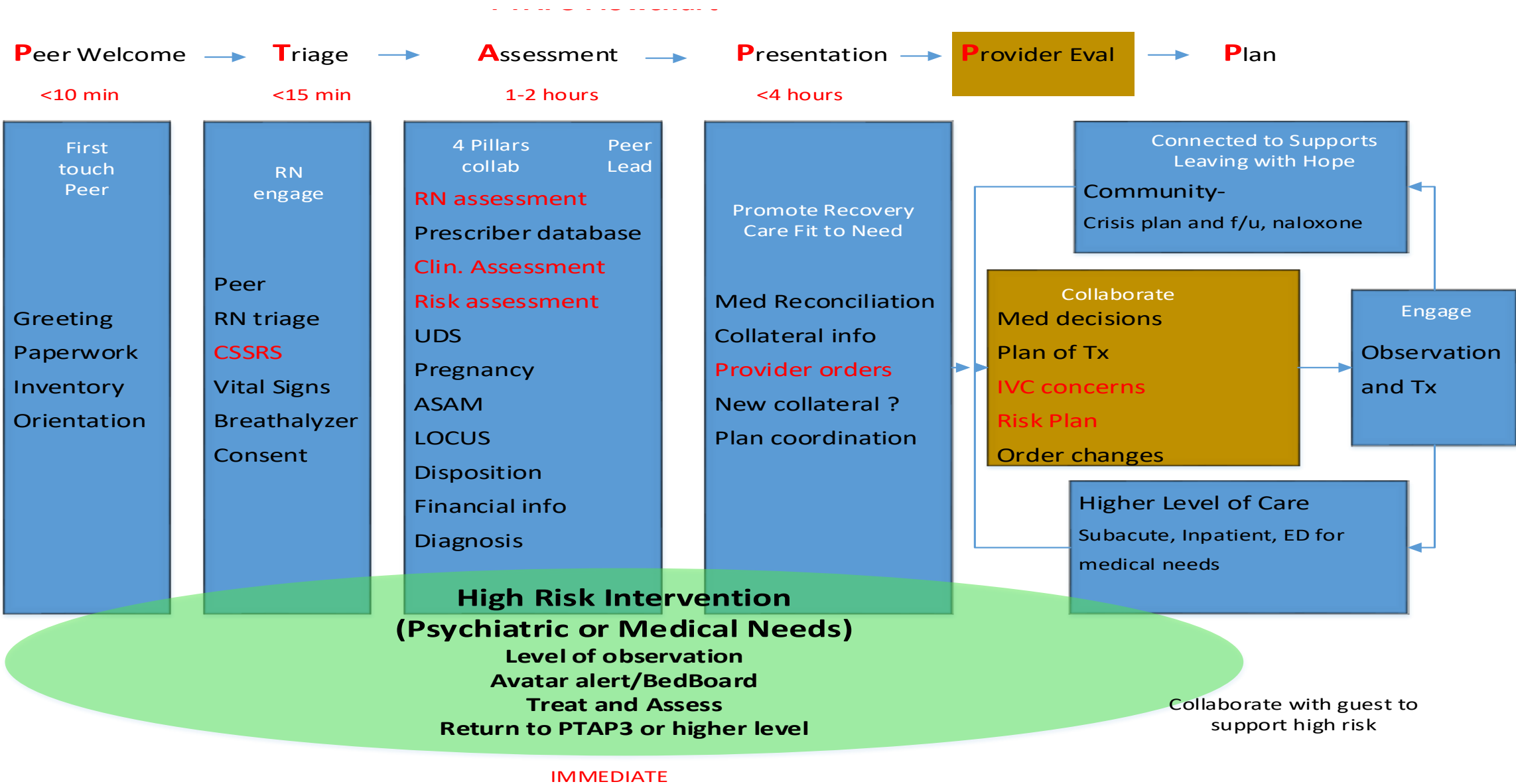


**TEAMWORK**

## Next Steps

- Peer Role
- Language
- Measure and Manage





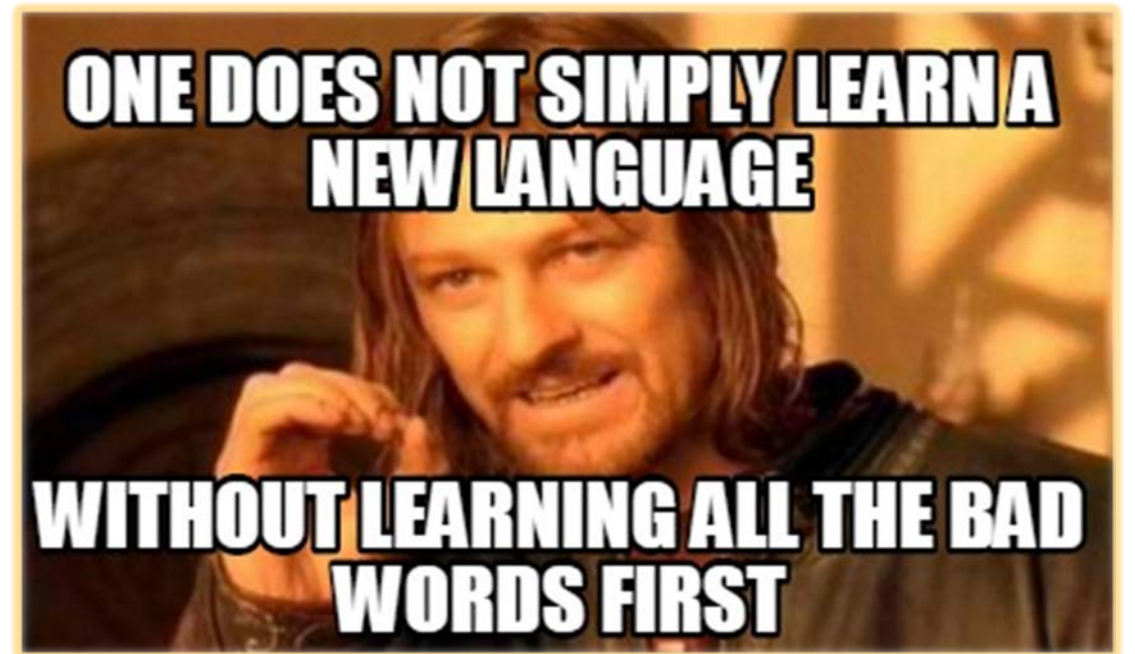
# Peer Role

- Peer first peer last
- Team lead
- Integration with new tools



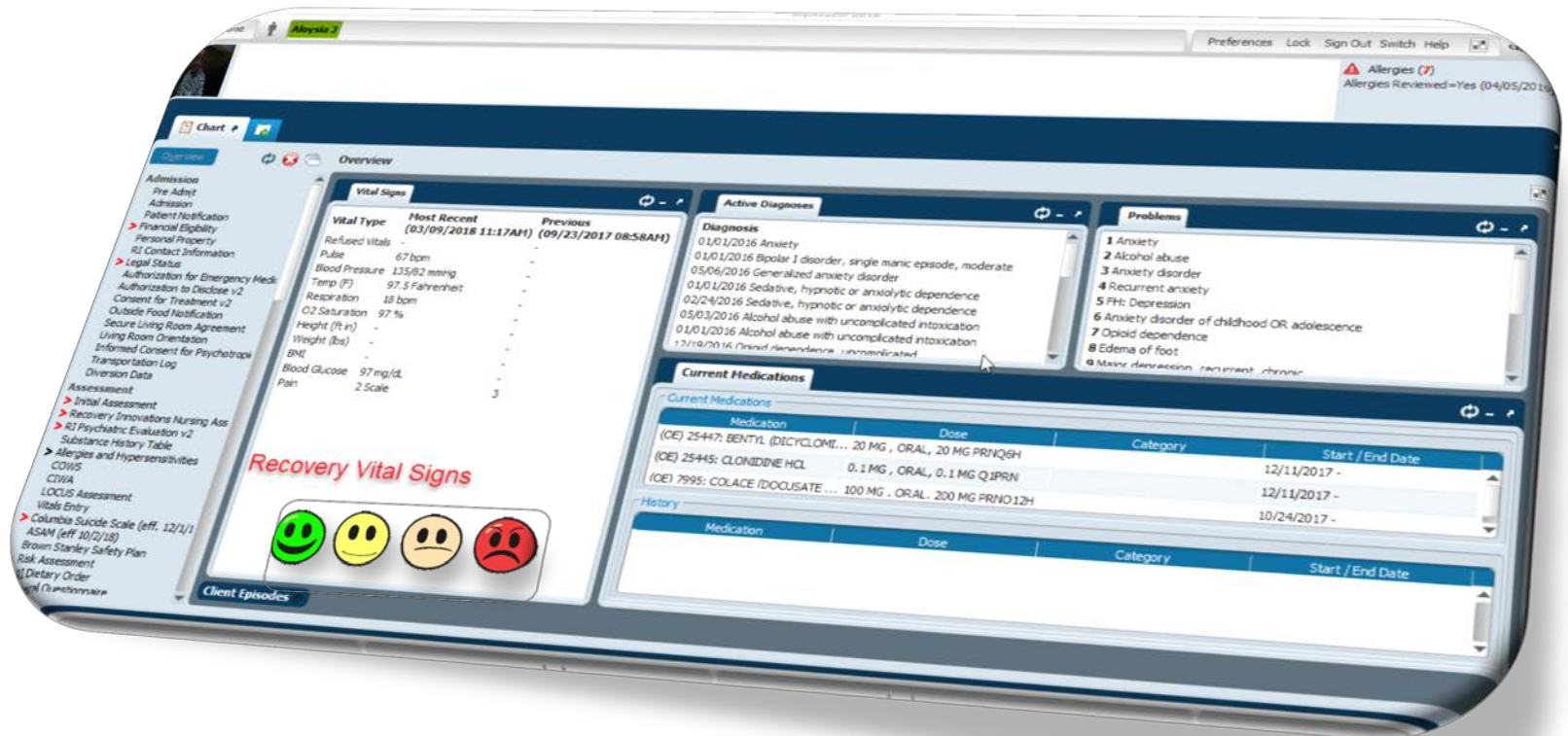
# Language

- Top 10 questions from guests
- “Do with “ clinical guides
- Concurrent Documentation

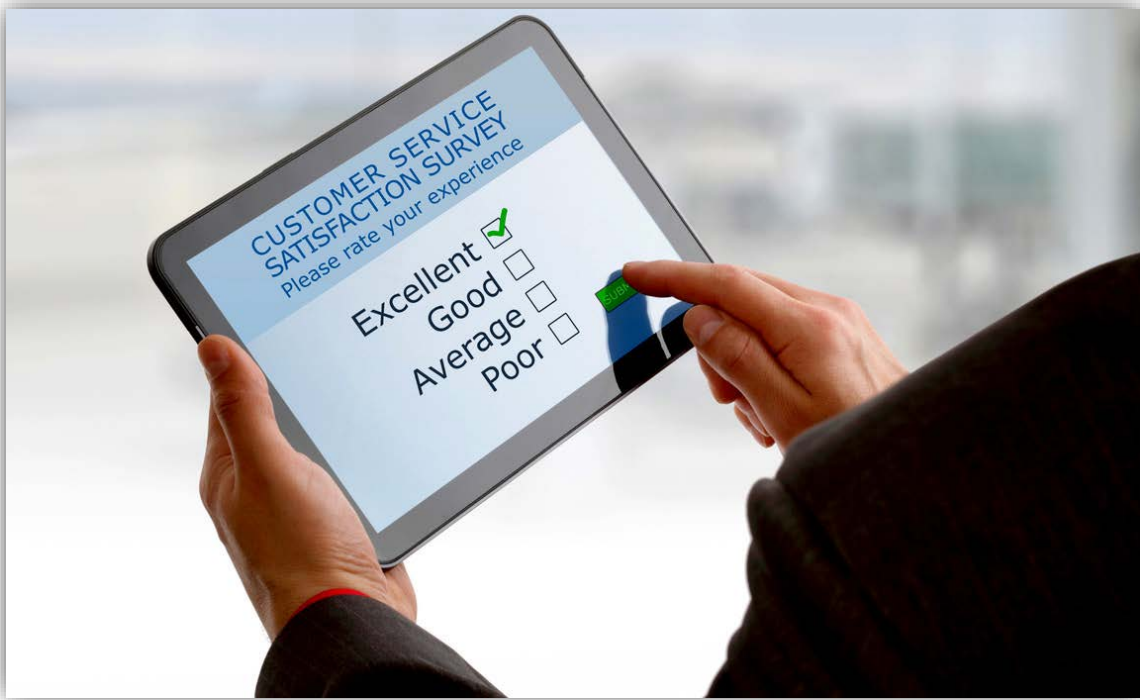


# Recovery Vitals

- My level of hope
- My belief in my recovery
- My well-being level today







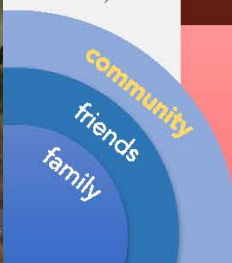
# Engagement Scale

- Anonymous , not part of medical record
- Done by Team Lead
- Questions
  - I am involved in my treatment plan (1-4 )
  - I have a plan on connecting with my supports (1-4)
  - I am being treated with dignity and respect (1-4)



SAMHSA Pillars of Recovery

- Home
- Health
- Purpose
- Community



## Urgent/Emergency Need

The **Retreat** features an open floor plan, meaningful inclusion of lived experience staffing and makes a substantial impact on the community through direct access to care.

The Retreat

- ### Core Services
1. 24/7 Urgent Care Triage & Support
  2. 23 Hour Crisis Observation
  3. Sub-acute Crisis Beds (2 to 4 days)

- ### Additional Services
1. Crisis Call Center Hub
  2. Mobile Crisis Response Teams
  3. Respite/Residential
  4. Detoxification
  5. Acute Inpatient (E&T)



Good Contact = Engagement + Collaboration

## Non Emergent

The **Recovery Hub** equips people with Illness Management & Recovery Skills, provides transition and navigation peer supports and addresses Opioid and other substance use (like a university).

The Recovery Hub

- ### Core Services
1. Peer and Family Support & Training
  2. Clinical Assessment & Services
  3. Substance Use & MAT Services

- ### Additional Services
1. Transition/Navigator Services
  2. Perm. Supportive & Transition Housing
  3. Employment Support
  4. Routine Primary Care



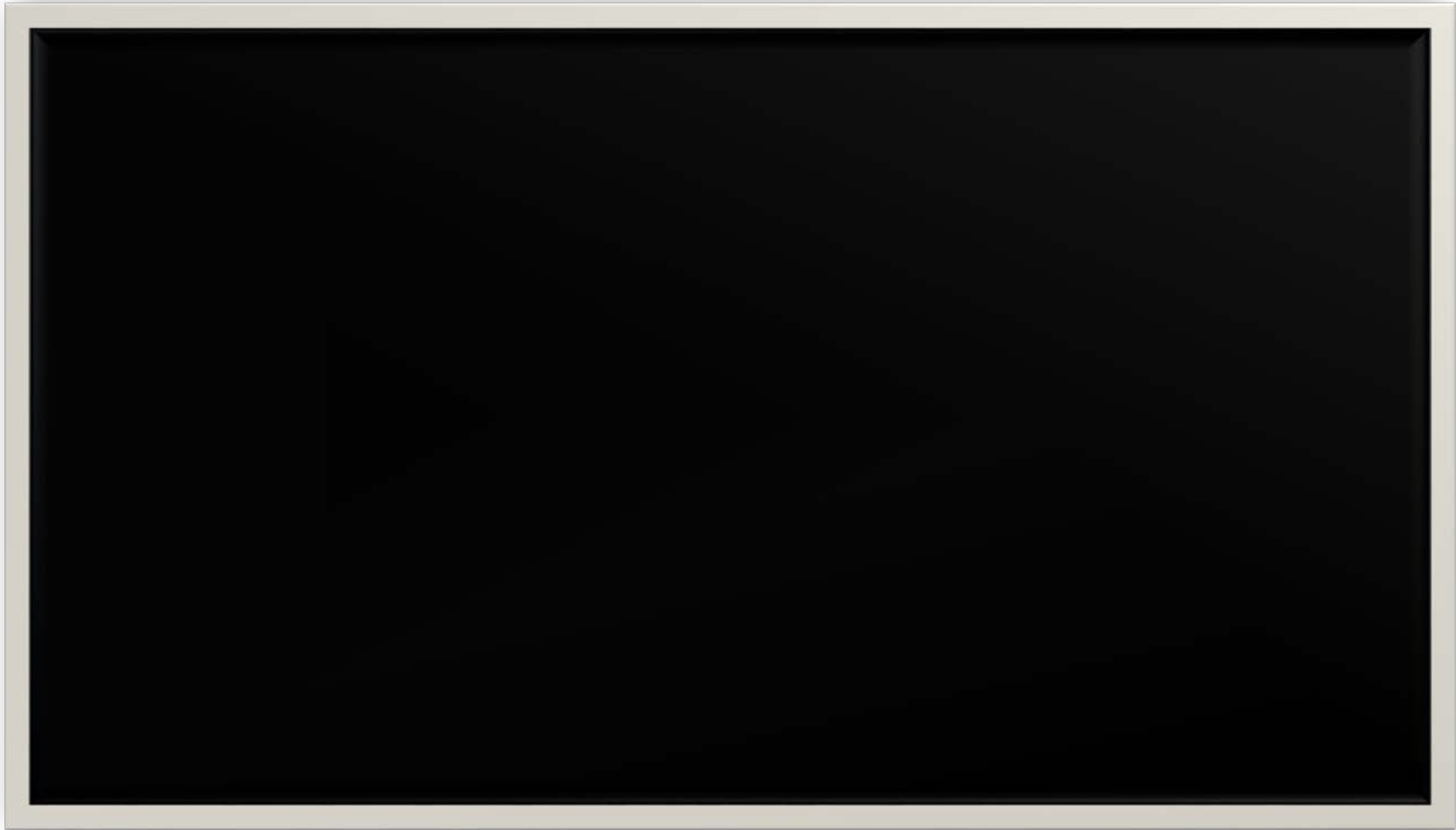
Empowering Recovery = Connections + Contribution

Bridging to Follow-Up and/or Higher Supports as Needed

Opportunity to Resume Path of Recovery

We measure how well we match crisis care to assessed clinical need (Care Fit to Need, or CFN). It's a social justice issue... and includes significant cost savings.

CFN









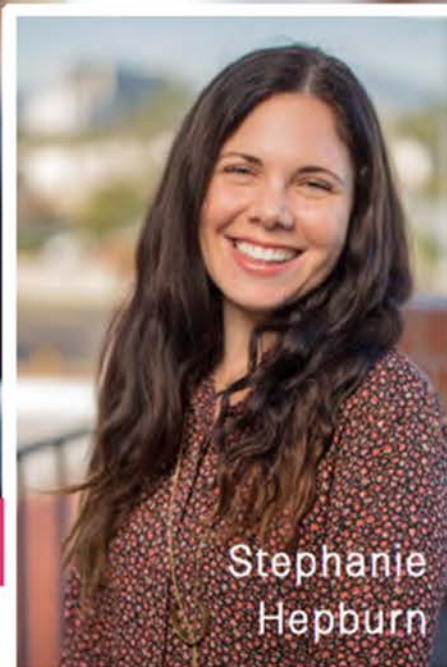
**CrisisNow.com**





Read it now!

# #CrisisTalk



Stephanie  
Hepburn



## Zero Suicide International 5 Summit

### URGENCY BY DESIGN:

Identifying Three Key Next Steps

MAY 11 & 12, 2020  
IN LIVERPOOL, UK

Inspiration

Ideation

Implementation

NHS  
Mersey Care  
NHS Foundation Trust

Zero  
Suicide  
Alliance

zero  
suicide  
int'l

QRI  
INTERNATIONAL

# Zero Suicide Int'l 5



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