

# St. Luke's Hospital- Law Enforcement-BH Providers Task Force Of Polk County

The Beginning of Something  
Great

# ED vs Law Enforcement

- Feeling disrespected
- Disjointed
- Taken advantage of
- Poor Communication
- Stress/Anger build up before even talking to each other

# How Did We Get to This?

- Increase of BH patients in a 9 bed/5 room ED
- Increased Time Law Enforcement Officers staying With Patient
- Increase Number of IVC's For Magistrate and ED Doctor

Anger=Blow Up



# SLH CEO Intervention

- A “Round The Table” Meeting with CEO, CNO, ED Nurse Manager, ED Doctor, Polk Co. Law Enforcement (Tryon, Saluda, Columbus, Polk Co. Sheriff’s Dept.)



# Focus On The Problems

## April 2011

- Addressed concerns for the community and each other
- Needing a team approach
- Improve communication
- Listened as each entity explained their role and focus
- Initiate a “Safe Meeting” and “The Buck Stops Here” attitude

# Our Commitment To Each Other

- ❖ Invite the right people to the table
- ❖ Link with existing BH services that serve our area
- ❖ Commit to give each other “support” when problem arises
- ❖ Incorporate Training/Education for **All**

# Which Led to: Our “Statement Of Purpose”

The “St. Luke’s Hospital/Law Enforcement/  
BH Providers Task Force” is a **collaboration** among  
interested parties in and around Polk County,  
focused on ensuring a better **continuum** of care  
and **advocacy** for the residents of Polk County.

# Projects Considered And Implemented:

- Safety checks In the community
- “BH Safety Decision Tree”
- Violence Risk Screening implemented in ED “Law Enforcement Observation Tool”
- Training for **All** Law Enforcement
- Tryon Daily Bulletin Articles
- Presentation to Hospital Board
- Presentation to Polk County Commissioners

# And:

- Doctor Breakfast Presentation
- “Bath Salts/K-2/Spice” Training
- Darkness To Light Presentation
- Video Conference arranged for MAHEC IVC Training so all law enforcement could attend
- Suicide Awareness Project: Received grant funding from Smoky LME/MCO



**Depression?  
Suicidal Thoughts?  
Alcohol/Drug Abuse?  
Emotions Out of Control?**

**Call 1-800-849-6127 Anytime 24/7**

Si usted habla Espanol y necesita servicios, por abuso  
de drogas y/o de salud mental, llame al **1-800-849-6127**



# Mental Health Task Force



## And There's More...

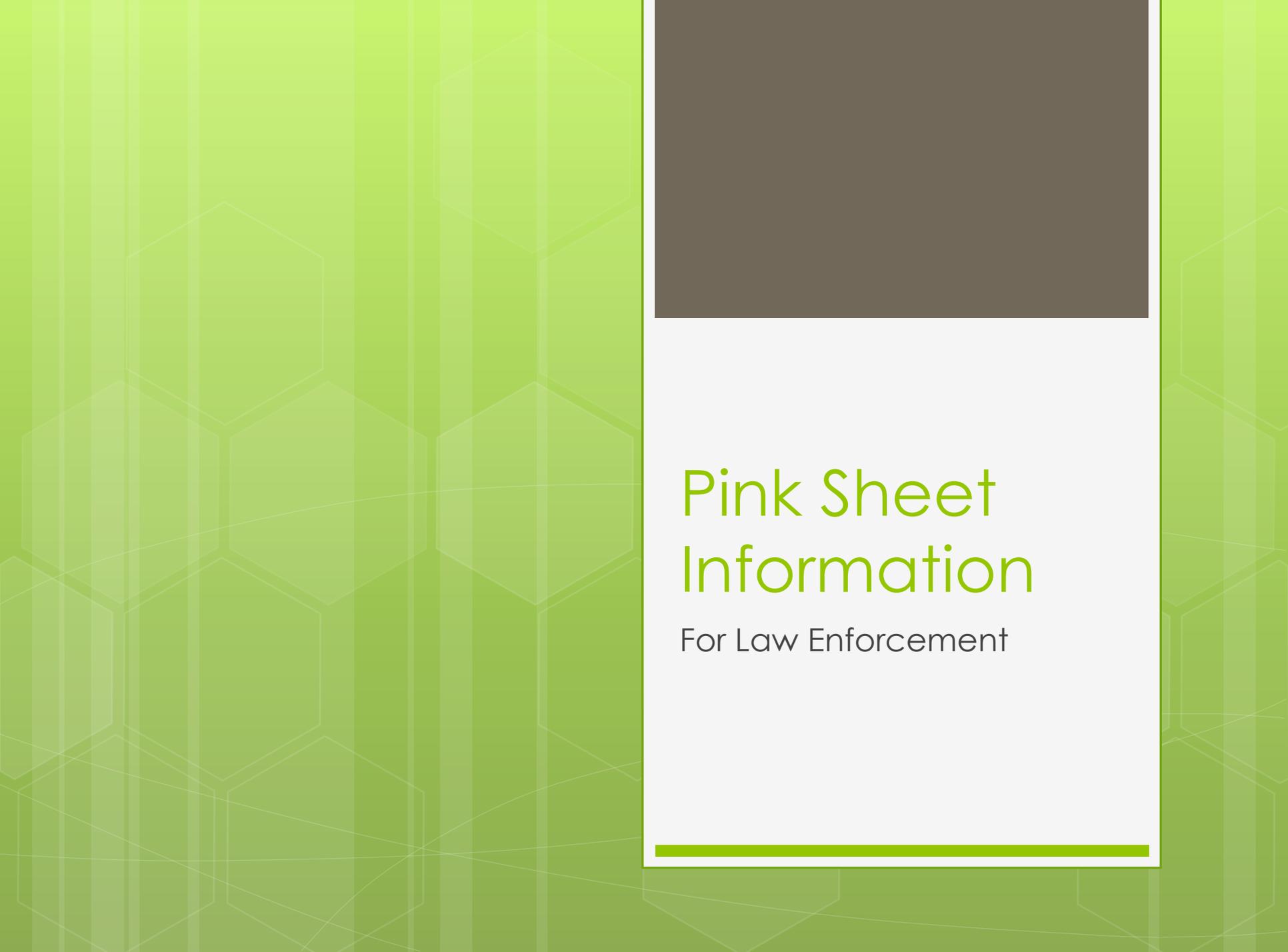
- Roll out of laminated “Pink Card” for Polk Co. Law Enforcement, First Responders, Magistrates Fire Depts., EMS, 911, 211, Highway Patrol. For placement over sun visor in all cars/trucks
- Roll out of “Pink Sheet” for faith based community
- CIT Training for Law Enforcement Officers
- Presenting to other communities

We Now Work As One



# Our Members

- St. Luke's Hospital
- Columbus PD
- Tryon PD
- Saluda PD
- Polk Co Magistrate
- Polk Co Sheriffs Dept.
- Smoky LME/MCO
- Family Preservation
- RHA Mobile Crisis
- SpringBrook BH
- CooperRiis
- Direct Care
- NAMI
- Clergy
- ARP Prevention
- DSS
- Polk Health Center

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# Pink Sheet Information

For Law Enforcement

LAW ENFORCEMENT as 1<sup>st</sup>  
Responder  
Mental Health Protocol &  
ASSESSMENT  
Polk County

Scene Safety

Threat Level  
Critical  
Stable  
Undetermined

Are the actions of the  
Respondent a result of Mental  
Illness and/or Substance Abuse?

YES continue assessment

NO consider Criminal Charges if  
applicable



CRITICAL  
RESPONDENT ATTEMPTED SUICIDE  
THREATENING SUICIDE  
ATTEMPTED HARM TO OTHERS  
THREATENING HARM TO OTHERS

(I) Does the Respondent have a relationship  
with a therapist/organization providing crisis  
care?

(a) YES, Attempt to contact the agency or  
person

(b) NO Call Mobile Crisis for Intervention  
before IVC 888-573-1006

STABLE OR UNDETERMINED  
WITHIN THE PAST 24hrs, RESPONDENT HAS  
SHOWN NO SIGNS OF DANGER TO SELF OR  
OTHERS

Questions for the Respondent or Caretaker:

(II) Does the Respondent have a relationship  
with a therapist /organization providing crisis  
care?

YES attempt to contact the agency or  
person

(b) NO attempt to contact Mobile Crisis  
888-573-1006

Continue to assess Respondent's Threat  
Level

\*\*\*\*\*SAFETY IS PRIORITY\*\*\*\*\*

Local Management Entity

Smoky Mountain LME/MCO  
(Smoky)  
24/7/365 Customer Service  
1-800-849-6127

Crisis Services Providers

Mobile Crisis Management (MCM)  
RHA Behavioral Health Services  
(MCM)  
24/7/365 Crisis Line  
Face to Face Crisis Assessment  
1-888-573-1006

Family Preservation Services  
Crisis Assessment Center  
94 White Drive  
Columbus, NC 28722  
M-F 8a-5p  
828-894-2290  
Weekends/After-hours  
Child: 828-899-0691  
Adult: 828-899-0141

Behavioral Health Providers

Polk Wellness Center  
828-894-2222

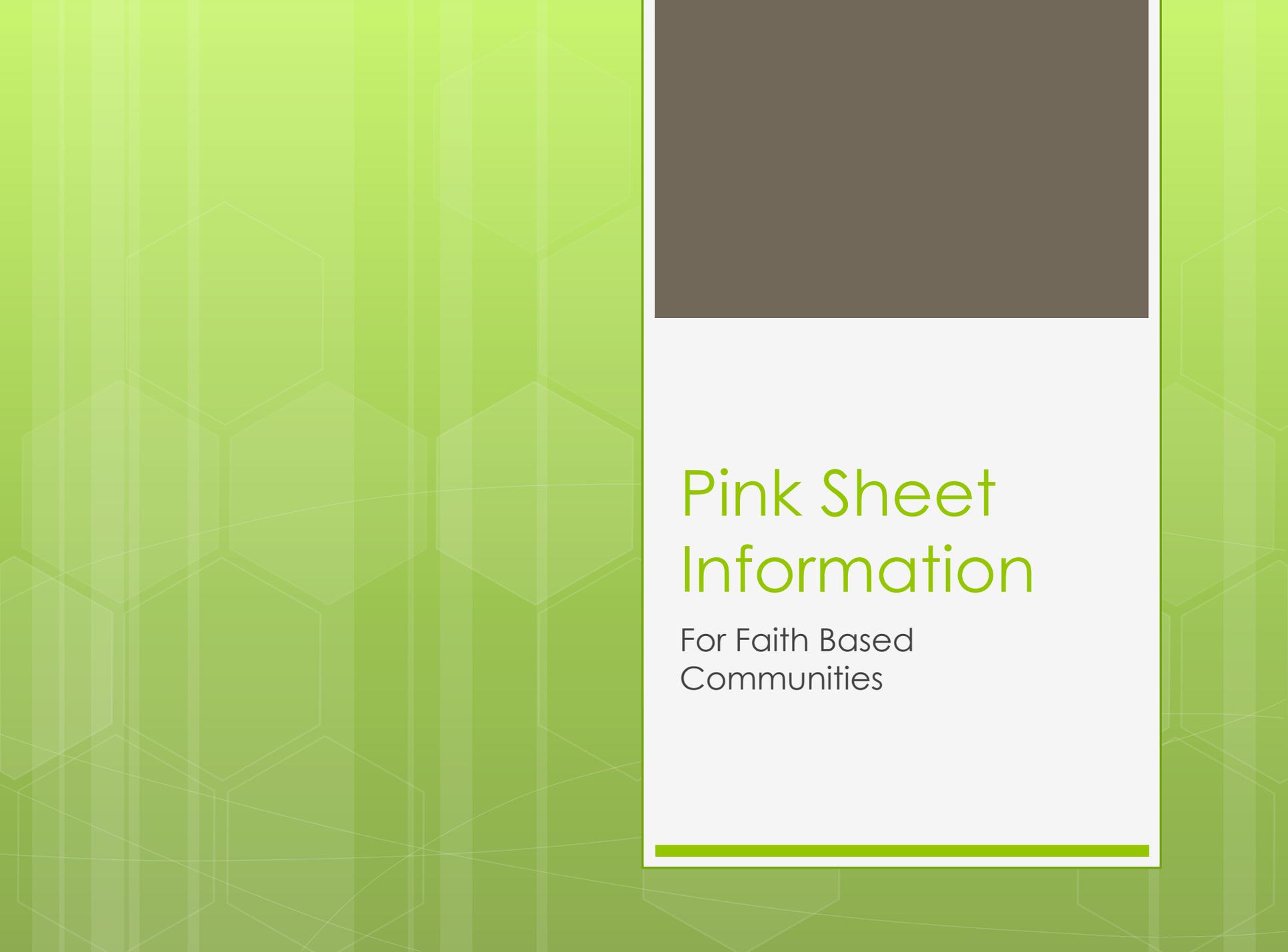
St. Luke's Hospital  
Emergency Dept.  
828-894-0900  
828-894-3311 (main)

CooperRiis  
828-899-HELP

Polk Co DSS  
M-F 8:30a-5p  
828-894-2100  
Weekends/After-hours  
828-894-0188

Polk Co Magistrate  
M-F 9a-5p  
828-894-8119  
Weekends/After-hours  
828-894-0188

If provider not listed, call Smoky Mountain  
1-800-849-6127.

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# Pink Sheet Information

For Faith Based  
Communities

## **Crisis Service Providers RHA Mobile Crisis (MCM)**

24/7/365 Crisis Line—Face-to-Face Crisis

Assessment: 1-888-573-1006 **Smoky Mountain**

**LME/MCO (Smoky)** 24/7/365 Customer Services

Line—Access to Care 1-800-849-6127 **Family**

**Preservation Services** Monday-Friday, 8:00AM-

5:00PM—94 White Drive, Columbus, NC 28722

Same Day/Walk-In Access: 828-894-2290

Weekends/After-Hours (Adults): 828-899-0691—

Weekends/After-Hours (Children): 828-899-0141

**Please call 911 if the individual has a weapon, is violent, is experiencing a serious medical emergency, or has sustained a life-threatening injury.**

## **Additional Behavioral Health Resources**

**St. Luke's Hospital** Center of Behavioral Medicine: 828-894-3525 x 3339 Senior Life Solutions: 828-894-9890 Emergency Department: 828-894-3311 **Polk County DSS** Monday-Friday, 8:30AM-5:00PM: 828-894-2100 Weekends/After-Hours: 828-894-0188 **Steps To Hope** 828-894-2340 **Cooper Riis** 24/7/365: 828-899-HELP **The Free Clinics Care Navigation and Medications** 828-697-8422

**Polk Wellness Center** Monday-Friday, 8:30AM-5:00PM: 828-894-2222 **Alcoholics Anonymous (AA)** 828-254-8539

**National Alliance on Mental Illness (NAMI) Four Seasons** 1-888-955-NAMI (6264)

## **Additional Behavioral Health Resources**

### **What To Do If Someone You Know Needs Help**

1. Ask the individual or his/her natural supports about the risk of suicide or harm to self/others.
2. Remain calm, allow for space between you and the individual, and listen without judgment.
3. Offer reassurance, give clear instructions, and provide information about treatment options.
4. Be supportive and acknowledge his/her feelings.
5. Encourage the individual to seek professional help; help the individual call his/her own therapist, Mobile Crisis, or Smoky.
6. Ask the individual what helps him/her in a crisis and encourage the use of those skills; contact any natural supports identified by the individual.

## **Getting Help During a Behavioral Health Crisis Polk County Guide**

### **RHA Mobile Crisis Management (MCM)—1-888-573-1006**

MCM is available 24/7/365 for face-to-face crisis response and intervention. People of all ages who are experiencing a mental health, substance use, or intellectual/developmental disability (I/DD) crisis can use this free service—whether they have insurance or not. MCM staff work to safely stabilize the individual at home, work, school, or in the community; their goal is to avoid hospitalization whenever possible. Contact MCM if the individual:

- Has thoughts about suicide or expresses the intent to harm him/herself or others;
- Has difficulty functioning because of thoughts or feelings they experience (e.g., sadness, anxiety, confusion, fear, or panic);
- Hears voices or sees things that make it hard to function, feels like others are “out to get him/her,” or displays irrational behavior;
- Is a drug user who is experiencing withdrawal from a substance;
- Is pregnant and needing acute detox; or
- Displays unmanageable/uncontrollable behavior due to a mental health, substance use, or I/DD concern.

## **Smoky Mountain LME/MCO (Smoky) Customer Services—1-**

**800-849-6127** Smoky Customer Services is available 24/7/365 to assist individuals who are seeking mental health, substance use, and/or I/DD services. Individuals who call this toll-free number will receive a free telephone screening and will be given a choice of appropriate providers/treatment options. Smoky staff make every effort to schedule a timely initial appointment with the provider of the individual's choice. Contact Smoky Customer Services if the individual:

- Would like to know what mental health, substance use, or I/DD services are available in the area;
- Would like to start receiving services on a regular basis;
- Has decided to seek help for a specific problem/concern; or
- Feels like he/she needs support, but isn't sure where to start.

## **Family Preservation Services (FPS) Walk-In Services—828-894-2290** FPS

provides same day, walk-in services for mental health and substance use concerns Monday-Friday from 8:00AM-5:00PM. Individuals can meet with a clinician and participate in an assessment by simply going to the local FPS office. They will receive treatment recommendations and may also meet with a psychiatrist or attend a group that day. Contact FPS Walk-In Services if the individual would like support with:

- Feelings of sadness or depression;
- Anxiety or panic attacks;
- Managing anger;
- Substance use;
- Medication management;
- Thoughts of suicide or harm to self/others;
- Hearing or seeing things that others say are not there; or
- Difficulty with relationships.

**Please call 911 if the individual has a weapon, is violent, is experiencing a serious medical emergency, or has sustained a life-threatening injury.**