The RIGHT help.
RIGHT when it is needed.
When people in crisis need access to behavioral health, they often must choose between navigating an expensive and clinically wasteful emergency room/inpatient hospitalization path or relying on telepsych services that can’t fully address all the patient’s needs.

**MIND 24-7 provides a better CHOICE**

Improved Outcomes.
Improved Patient Experience.
Lower Costs to the System
Principles for MIND 24-7

**We always accept everyone**
- All acuity and diagnoses for psychosocial needs
- All payor sources and situations including uninsured
- Children and teens as well as adults

**Clinical need drives our actions**
- We will focus on getting the patient safe and stable and then determining the best future pathway for them
- Contracts and billing procedures will not drive clinical decisions
- Outcomes matter more than the process

**Build the best ecosystem for the community**
- We will refer only to the best providers and vendors in the market
- We will innovate and provide technology to the entire ecosystem
- We will partner with traditional and new ecosystem partners
MIND 24-7 Services

- **PSYCH CRISIS**
  - 24 hour observation level care
  - Prevents Inpatient admissions

- **PSYCH EXPRESS**
  - Immediate Psych walk in care
  - Prevents ER Visits

- **PSYCH PROGRESSIONS**
  - IOP Bridge and Social Determinants
  - Prevents Readmissions

MIND 24-7 does not turn away unqualified patients

MIND 24-7 is not a self referral source for inpatient mental health bed admissions

MIND 24-7 does not provide an endless or unnecessary set of therapy or program services
A New Model for Crisis Services

- Accept all patients
  - No restrictions for any service

Psych Crisis

- Door to clinician time under 15 minutes
  - Only necessary services

Psych Express

- Utilize best providers/partners
  - Must prepare patients for future success

Psych Progressions

- Outcomes based incentives
  - Data-enabled Performance

Clinical Workflows

Placement

Access

- Care Cost Targets
- IP Admits
- PCP Follow Up Rate
- Readmissions
- Suicide Prevention
MIND 24-7 Ecosystem

Human Trafficking Collaborative

Services provided:

- Assessment and coordination of care
- Recommend appropriate placement and behavioral health interventions
- Provide therapeutic interventions from multidisciplinary team members
- Discharge planning: specialized services, providers, and resources

Protocol

- Ecosystem to call 480-680-2355 with referrals
- Walk in to one of our locations
- All locations will admit all trafficking victims to our crisis unit for a 23-hour hold, no exceptions
- During the hold, team members will actively coordinate care with our ecosystem.
- If child does not meet criteria for continued stay, will discharge per our discharge process