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

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

PSYCH EXPRESS
Immediate Psych walk in care
Prevents ER Visits

MIND 24-7 does not turn away unqualified patients

PSYCH PROGRESSIONS
IOP Bridge and Social Determinants
Prevents Readmissions

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

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

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

- Outcomes based incentives
- Data-enabled Performance

Psych Crisis
Psych Express
Psych Progressions
Clinical Workflows
Placement

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