

## **2012 Community Health Assessment Mental Health Surveillance**

Like many counties across the state, mental health is a concern in Rockingham County. In an effort to determine services available to residents who are in mental health crisis, the Rockingham County Department of Public Health's education team, in collaboration with CenterPoint Human Services, devised a plan to evaluate those entities in Rockingham County who are faced with mental health issues. A Mental Health Surveillance was distributed to local critical access behavioral health agencies (CABHAs) as well as the local hospitals. The survey and findings are as follows:

**Rockingham County**  
**Department of**  
**Public Health**



### **2012 Community Health Assessment Mental Health Surveillance**

Rockingham County is interested in your opinion on how we can make the community a healthier place to live. We want to learn more about the health and quality of life of citizens in Rockingham County. We will use this information to address the mental health needs in Rockingham County as well as to highlight those needs currently being met. Thanks you in advance for helping us in this process.

Please fill out the following questions in their entirety. The forms will be picked up the afternoon of Wednesday, February 8<sup>th</sup>. Should you have any questions, please feel free to contact Tara Martin, Health Promotions Coordinator for Rockingham County Department of Public Health, at 336-342-8149.

**1. Does your facility have an established protocol for accessing behavioral health services for a person in crisis? If yes, please briefly describe.**

**Annie Penn Hospital**

The ED had social questions that are ask to each patient, this includes feeling safe at home or school, unintentional weight loss and support systems. Patients are evaluated by the ED physician, a medical clearance is completed to assure their presentation of symptoms is not due to a medical condition. Once the patient is cleared medically, the ED physician contacts the psychiatrist directly at the Behavioral health Hospital in Greensboro, or call for an assessment by their counselors in the ED.

**Daymark Recovery Services**

Yes, we provide availability of advanced access/emergency services on site as well as access through local management entity (Centerpoint Human Services)

screening, triage and referral to access services. We also have a service of Mobile Crisis Management to assess emergency needs.

**Faith in Families, Inc.**

Our agency is a certified agency through CARF accreditation. We are also CABHA certified. Through this, we maintain a 24 hour crisis line to our enhanced and our enhanced and outpatient consumers, of which a crisis is staffed and referred as deemed necessary.

**Morehead Memorial Hospital**

We call Center Point who then dispatches Daymark Mobile Crisis Counselor

**Youth Haven Services, Inc.**

We have a Qualified Mental Health Professional on call 24/7. If a person calls in crisis, we have Licensed Clinicians who can perform a Comprehensive Clinical Assessment within 1 hour.

**2. What behavioral/mental health resources does your ER/agency utilize and how effective are they?**

**Annie Penn Hospital**

We utilize ACT team members from the Behavioral Health Hospital (BHH) in Greensboro once the patient is medically cleared. This is very effective for us; they assist with placement as well as reevaluation if we are holding the patient in the ED for an inpatient psych evaluation. We also have tele-psych consultation available for our psych patients that are holding for beds. We utilize a psychiatric from BHH to evaluate the patient via two way camera, to make treatment suggestions to the ED physician during their stay in the ED.

**Daymark Recovery Services**

We utilize local ER facilities as well as residential services for some clients; inpatient settings are utilized in hospital facilities that accommodate psychiatric or substance abuse concerns to effect treatment.

**Faith in Families, Inc.**

When deemed necessary, patients/consumers are referred to Annie Penn Hospital, Moses Cone, Morehead, Danville Regional and Troy Regional Medical Center for assessment of suicide/homicide ideations.

**Morehead Memorial Hospital**

Daymark-Mobile crisis center

We need an established residential treatment center with more outpatient availability.

**Youth Haven Services, Inc.**

At YHS, we provide a comprehensive array of child mental health services, ranging from basic, outpatient therapy services (individual and family) to intensive in-home and residential services (with other services in between!). When a child in need does not meet criteria for one of these services, or is need of something we don't offer, then we refer them out to other providers, such as substance abuse providers (Daymark, Sharon Stone-Springs).

**3. What resources are needed that are currently unavailable?****Annie Penn Hospital**

Lack of psychiatrist in the community.

More inpatient psych beds, robust outpatient treatment facilities.

**Daymark Recovery Services**

Increased availability for transportation to and from agencies in the county as well as to appointments of providers in neighboring counties. Increased access to medical providers.

**Faith in Families, Inc.**

Transportation services

**Morehead Memorial Hospital**

Inpatient beds are critical for evaluations to occur in a timely manner.

We need more availability to psychiatrists.

**Youth Haven Services, Inc.**

More free resources for parents to take their kids to, specifically for kids ages 9 and under. We do have the teen center in Reidsville for teens, but nothing for younger kids.

Transportation is always an issue.

Residential placement for girls

More substance abuse providers specifically for youth

**4. What would you like to see changed or improved regarding behavioral/mental health services?**

**Annie Penn Hospital**

Need long term follow up with patients; we see a good number of patients over and over again in the ED. They are sent to an inpatient facility for a few days, get started on the correct meds, and are discharged, do not take their meds, and then come back to the ED in crisis again and again.

**Daymark Recovery Services**

Increased availability of medical care/services. For those who need access to medical providers who may not have insurance or transportation readily available, access to medical providers becomes very important.

**Faith in Families, Inc.**

Consumers who suffer with chronic/persistent mental illness would benefit from prolonged enhanced services versus short term/heavy impact programs.

**Morehead Memorial Hospital**

I would like to see collaboration between states assuming responsibility for their residents, as well as the ability to share resources when available.

I would also like to see greater depth in health care for mental illness.

**Youth Haven Services, Inc.**

Easier communication between providers, less competition between providers