



Navigation to Wellness ANNUAL REPORT

July 2020 – June 2021

WHAT WE DO

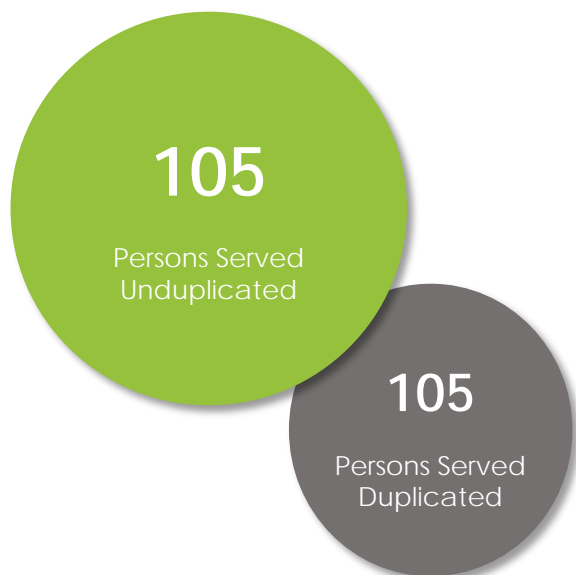
Navigation to Wellness alleviates the issue of overutilization of emergency room services. Through the utilization of a Navigation Team comprised of a Clinician and two Peer Support Specialists, Dignity Health Emergency Department (ED) staff identify individuals with a self-reported behavioral health problem, who repeatedly access ED services, and who could be more effectively served if linked to non-emergency room resources.

The Navigation Team evaluates the individual to determine if outpatient behavioral health services are needed rather than ED services. They support the individual by addressing any immediate needs and provide a warm handoff to appropriate linkages with public and general behavioral health services. Navigation to Wellness will support the patient for an average of 60 days after a visit to ED to ensure successful linkage.

SERVICES INCLUDE...

- **Needs assessment** for patients in Dignity's ED or inpatient settings
- **Recommendations and referrals** to appropriate resources
- **Community-based** direct support
- **Smooth transitioning** from hospital to community-based services
- **Collaboration** with patient's existing mental health services
- **On-the-spot counseling** and identification of safety concerns related to mental illness
- The introduction of **safety or WRAP plans** when appropriate

CENSUS



Enrolled

Mercy Hospital of Folsom	32
Methodist Hospital of Sacramento	73

Discharged

Mercy Hospital of Folsom	29
Methodist Hospital of Sacramento	53

Intakes

Mercy Hospital of Folsom	24
Methodist Hospital of Sacramento	68

DEMOGRAPHICS

	#
Age Group	
0 – 15 (Child)	3
16 – 25 (TAY)	18
26 – 59 (Adult)	68
60+ (Older Adult)	16
Gender	
Female	56
Male	49
Race	
Asian/Pacific Islander	8
African American	27
Hispanic	18
Other	2
Caucasian/White	47
Unknown	1
Data Not Available	2
Primary Language	
Cantonese/Mandarin	1
English	97
Hmong	1
Spanish	4
Vietnamese	1
Data Not Available	1

	#
City	
El Dorado Hills	2
Elk Grove	12
Fair Oaks	1
Folsom	6
Greenwood	1
Homeless	18
Orangevale	1
Rancho Cordova	10
Rio Oso	1
Rocklin	1
Sacramento	50
Sloughouse	1
Wilton	1
Living Situation	
Board and Care	1
Homeless	21
House/Apt	68
Other	1
Room and Board	9
Inpatient Psych Hospital	1
Skilled Nursing Facility	1
Unknown	1
Data Not Available	2

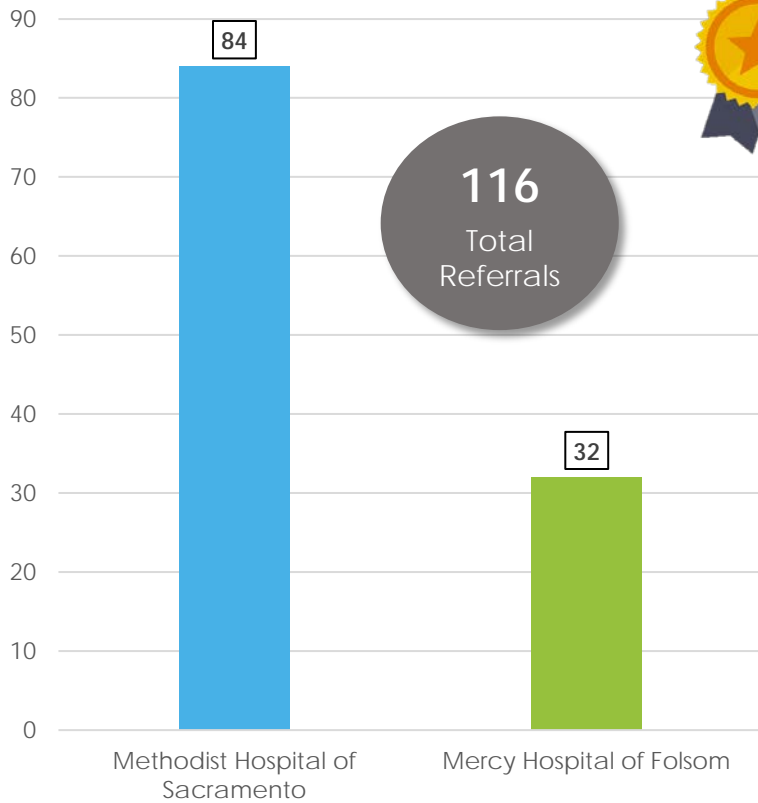


SUCCESS STORY

Client arrived at the emergency department for an intentional overdose with no reported history of mental health. Once referred to Navigation to Wellness, they met with the Intervention Specialist and discussed the benefits of being connected to a therapist and a psychiatrist. The client was receptive to mental health services and the Intervention Specialist submitted a referral request to Asian Pacific Community Counseling. At follow up, the client had completed their intake appointment and was scheduled to meet with a therapist.

-Staff Account

Referrals by Hospital



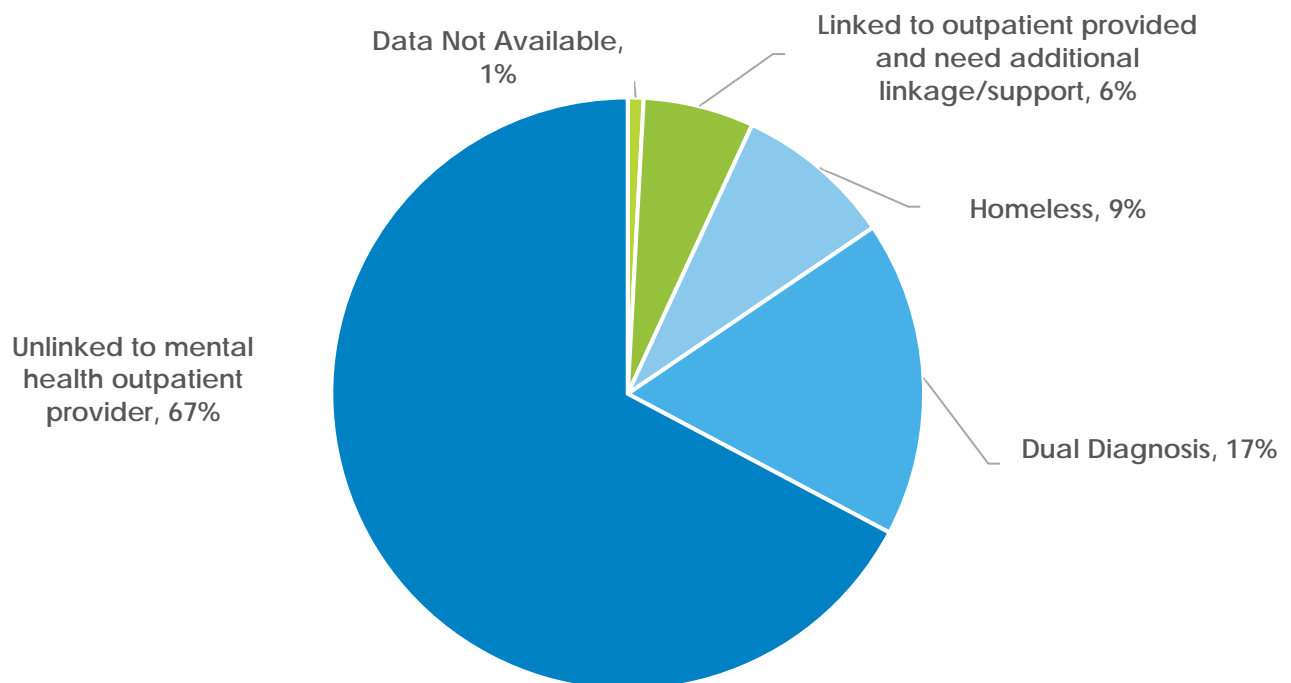
SUCCESS STORY

An individual seen in the emergency department for medical issues was referred to Navigation to Wellness after initial assessment. The Intervention Specialist discussed outpatient mental health options and other community supports with them. The Intervention Specialists successfully linked the individual to case management services with their health insurance. At follow up, the individual was receiving the support needed from their case manager to meet their in-home support services and other need.

-Staff Account

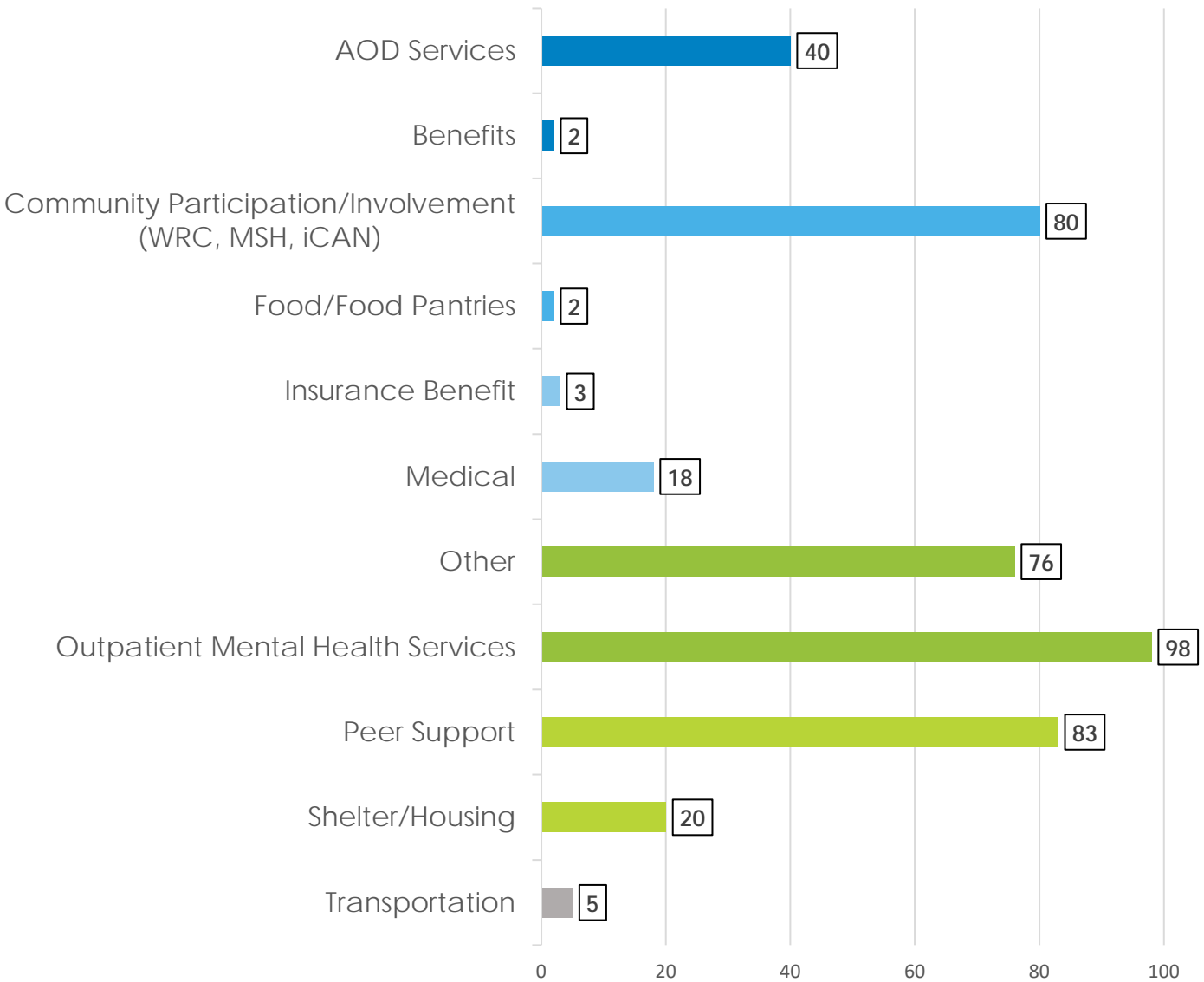
Primary Reason for Referral

Of the 116 referrals received during the 2020-2021 year, 78 (67.2%) were referred with the reason of *Unlinked to a mental health outpatient provider*.



Services by Type

The chart shows the number of enrolled individuals who received services related to each need. Linkage to one or more community resources/agencies was provided based on the identified needs.



Length of Stay Tenure (LOS)

Average Length of Service (days)

75.3

Minimum Length of Service (days)

10

Maximum Length of Service (days)

223

This report was developed and distributed by
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