

Free Webinar

Creating a Brighter Future for Suicide Care

19

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10 - 11 AM PT | 1-2 PM ET



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Agenda

1. Zero Suicide Institute and best practices for suicide care
2. Introduction to Eleos Health, CareOps Automation and augmented intelligence
3. Real-world lessons learned and innovation plans from Coleman Health Services
4. Q&A



Suicide care best practices



Barb Gay
Associate Director

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Education Development Center

EDC is a global nonprofit that advances lasting solutions to improve education, promote health, and expand economic opportunity.

EDC Solutions brings this vast expertise directly to individuals and organizations.

Zero Suicide Institute at EDC delivers training and consultation for safer suicide care.

Solutions

EDC Solutions offers versatile services in a growing number of leading practice areas.



EDC Solutions for Education & Wellbeing

Education experts provide training and consultation to teachers, support staff, and administrators on a multi-tiered, systems approach to implementing effective practices in academics and instruction, social and emotional learning, and mental health at schools and across districts.



EDC Solutions for Safer Suicide Care

Zero Suicide Institute provides expert support to systems of care committed to adopting and sustaining continuous quality improvement practices designed to transform suicide prevention and treatment.

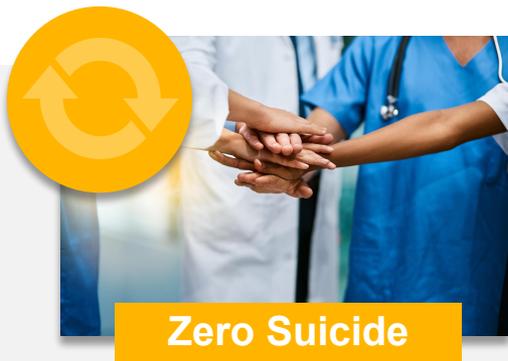


EDC Solutions for the Prevention Workforce

Prevention Solutions offers diverse services to support the foundational needs of practitioners new to the field, as well as the advanced needs of seasoned specialists ready to tackle targeted, complex problems.

Learn more at solutions.edc.org

Safer Suicide Care Initiatives



Zero Suicide is an adaptive, system-wide framework that transforms how care systems and providers identify and treat people at risk for suicide.



Assessing and Managing Suicide Risk trains professionals from diverse care settings to recognize, assess, and manage suicide risk.

Zero Suicide Mission

Zero Suicide is a quality improvement model that transforms system-wide suicide prevention and care to save lives.



FOUNDATIONAL PRINCIPLES

- Core belief that suicide is preventable
- Designed for a “zero-based” mindset
- Measurement-driven improvement
- Evidence-based clinical care practices
- Inclusive of lived experience expertise
- Just culture to hold systems accountable

Suicide in Healthcare

Suicide deaths for individuals under the care of health and behavioral health systems are preventable.

TARGETING HEALTH CARE

Studies show:

- 38% of individuals made a healthcare visit in week before suicide attempt.
- 95% had a health care visit within the year before suicide attempt.

Opportunity clear—healthcare systems have a vital role in suicide prevention.



Zero Suicide in Health Care Systems



Thousands of systems have adopted Zero Suicide — and they're seeing results.

- Early adopters of Zero Suicide observed significant decreases in suicide death rates
- Greater fidelity to Zero Suicide practices is associated with lower risk for suicidal behaviors
- Implementation of a Zero Suicide-aligned suicide prevention pathway decreases the risk of repeat suicide attempts



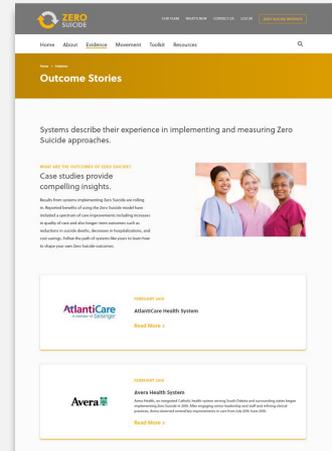
Zero Suicide Outcomes

Case studies from systems implementing Zero Suicide provide compelling insights.

REPORTED BENEFITS

- Reductions in suicide deaths
- Decreases in hospitalizations
- Increases in quality and continuity of care
- Improvement in post discharge follow-up visit attendance
- Improvements in screening rates according to protocol
- System-wide care pathway implementation
- Fewer inpatient psychiatric hospital readmissions
- Cost savings

Outcome Stories



zerosuicide.com

Zero Suicide Framework

CORE COMPONENTS OF SAFE SUICIDE CARE

- These seven elements are critical to safe care
- Represent a holistic approach to suicide prevention
- Can and should be considered on a simultaneous continuum



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Zero Suicide Toolkit

The online Zero Suicide Toolkit offers free and publicly available tools, strategies, and resources.



RESOURCES

- Information ✓ Tools
- Materials ✓ Readings
- Outcomes ✓ Videos
- Innovations ✓ Webinars
- Research ✓ Podcasts

The screenshot shows the Zero Suicide Institute website homepage. At the top, there is a navigation bar with the Zero Suicide logo, links for 'OUR TEAM', 'WHAT'S NEW', 'CONTACT US', 'LOG IN', and 'ZERO SUICIDE INSTITUTE'. Below the navigation bar is a main content area with a large yellow banner. The banner features the title 'Study: Zero Suicide Practices Reduce Suicides' and a sub-headline 'New study shows patients at outpatient clinics using Zero Suicide practices significantly less likely to attempt suicide.' A 'Learn More' button is positioned below the text. To the right of the text is a large circular graphic with three arrows forming a loop. Below the banner is a section titled 'SAFER CARE FOR THOSE AT RISK OF SUICIDE' with the sub-headline 'Zero Suicide is a Transformational Framework for Health and Behavioral Health Care Systems'. This section includes a photograph of healthcare workers' hands being joined together. Below the photo is a paragraph of text explaining the Zero Suicide philosophy. At the bottom of the page, there is a dark grey footer containing logos for the National Action Alliance, UHS, Zero Suicide Institute, and SAMHSA. A yellow bar at the very bottom of the page displays the website URL 'zerosuicide.com'.

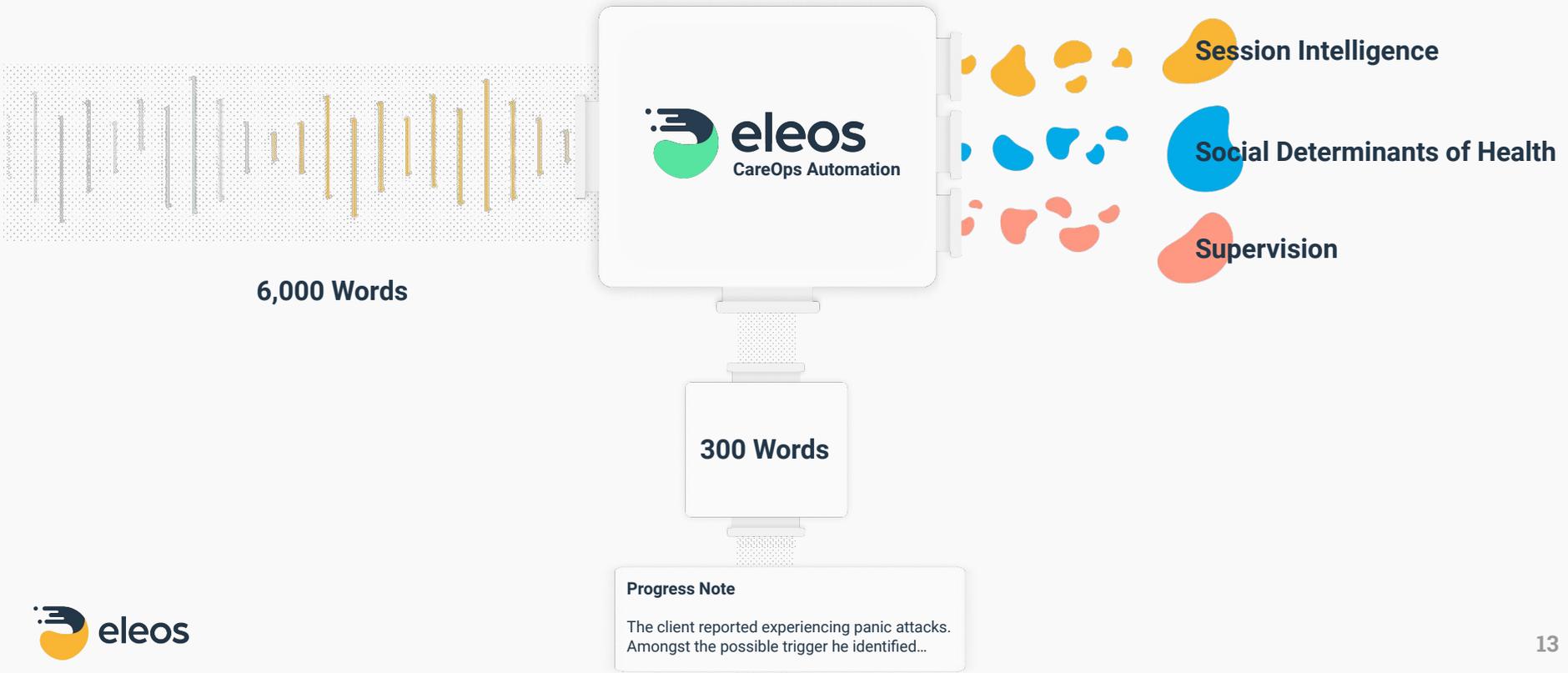


Applying Technology To Improve Care

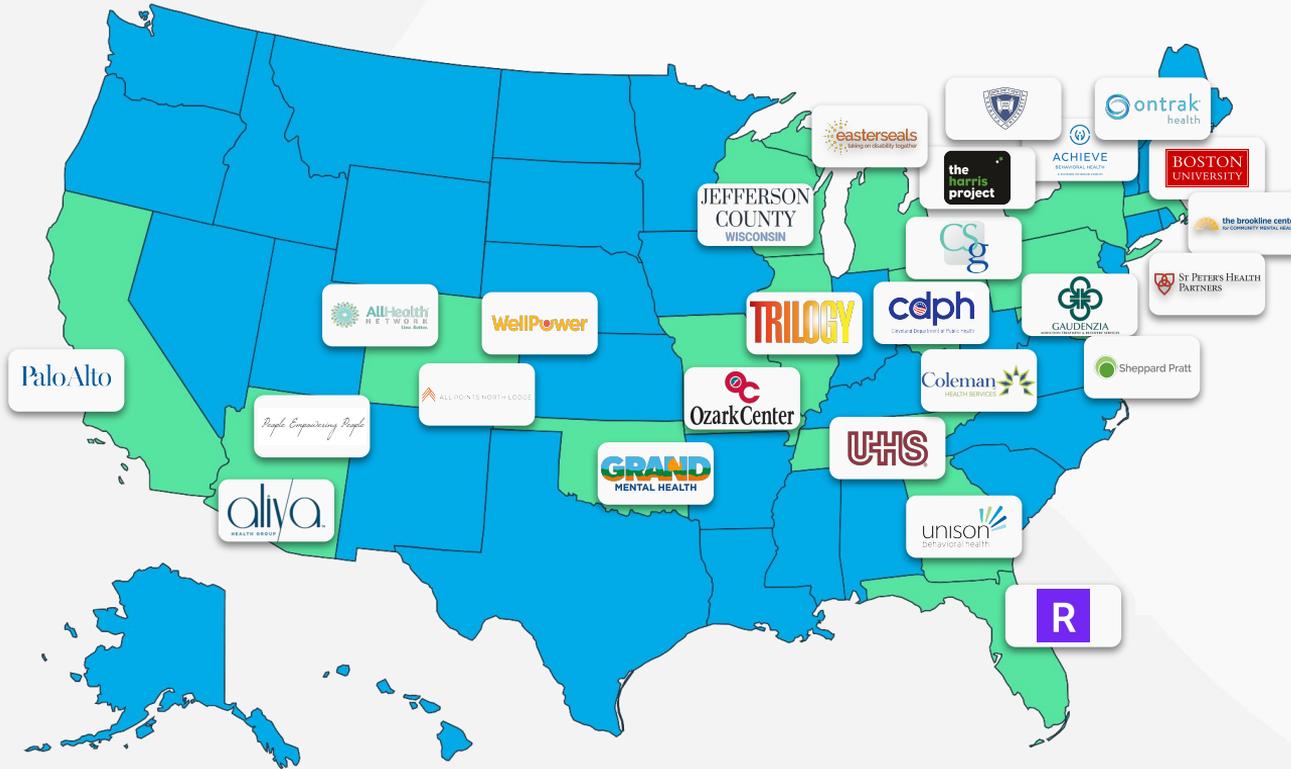


Alon Joffe
CEO & Co-Founder

CareOps Automation Allows Providers To Focus On What Matters Most



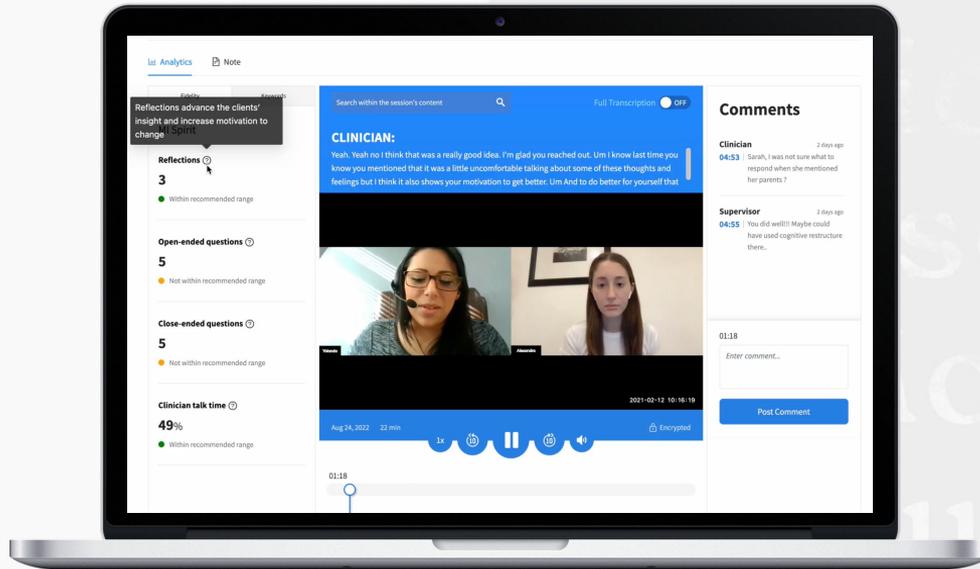
We Live to Serve Our Growing Base of Customers



National Partner Organizations



Privacy Data Files
Work Distraction



Eleos Health CareOps Automation Demo

- Documentation assistance
- Session Intelligence
- Leadership reporting

Productivity Metrics

Median Time to Complete

10_{min} → **~5**_{min}

Median Time to Submit

24.14_{hours}

Notes Engagement

Notes Rating*

4/5

Eleos Generated
Content from entire
note

~50%

Usage of suggestions over time



Avg. # of Suggestions
Used Per Note

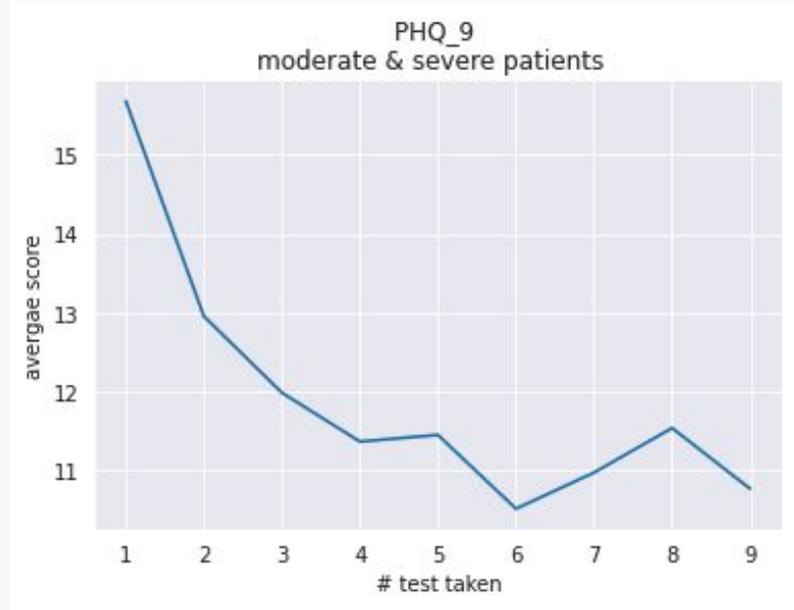
~6

Client Reported Outcomes

Assessment Completed

>10K

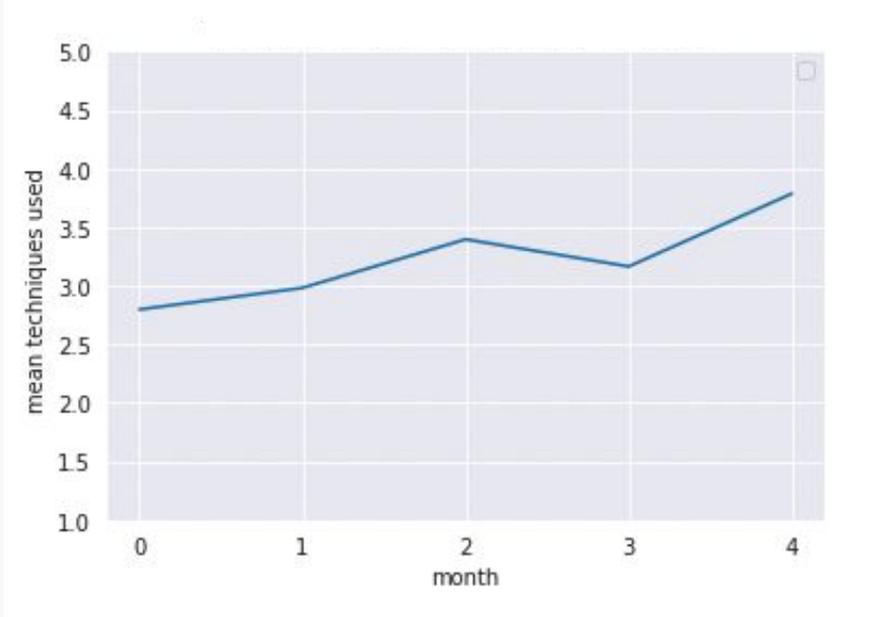
Clients' Reported Improvement Over Time (Depression PHQ-9)



Techniques Used

Increase in Techniques
Used Over Time

+32%





Real-world lessons & innovations



Hattie Tracy
President & CEO

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Coleman Health Services Overview



Mission:

It is the mission of Coleman Professional Services to improve the lives of people it serves regardless of their ability to pay by delivering mental health, substance use, residential, and rehabilitation services while engaging and empowering its employees through continuous learning and improvement.

Vision:

Coleman Professional Services aspires to be the premier behavioral health, residential and rehabilitation organization. It will be an organization that demonstrates responsible growth that is financially stable. Coleman will engage and empower its clients and employees by fostering recovery, building independence, and changing destinies.

Coleman Health Services Overview



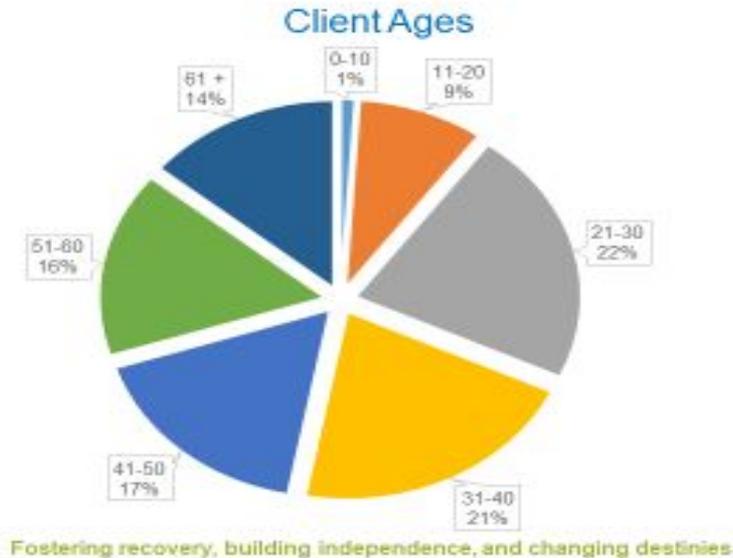
Coleman Health Services Overview

Meeting the Needs of the Medicaid Population



In FY '21 Coleman Served:

- 29,943 individuals and families
- 43% Medicaid clients
- 24% Other public funding
- 68% with annual incomes under \$16,000



Coleman Health Services Overview



- Access to Care/Crisis
- Crisis Residential Units
- Psychiatry including (MAT)
- Counseling (Individual, Group, Day Treatment, IOP)
- Case Management
- Residential (Group Homes, Permanent Supportive Housing, Recovery Housing, Individual Units)
- Vocational
- Specialty, Adult Day, Day Tx
- Care Management Entity, Ohio Rise
- Services for Children
- 988 Call Centers

Coleman Health Services Zero Suicide Initiative

In 2018, we partnered with OMHAS and were awarded a 5-year SAMHSA Zero Suicide Grant

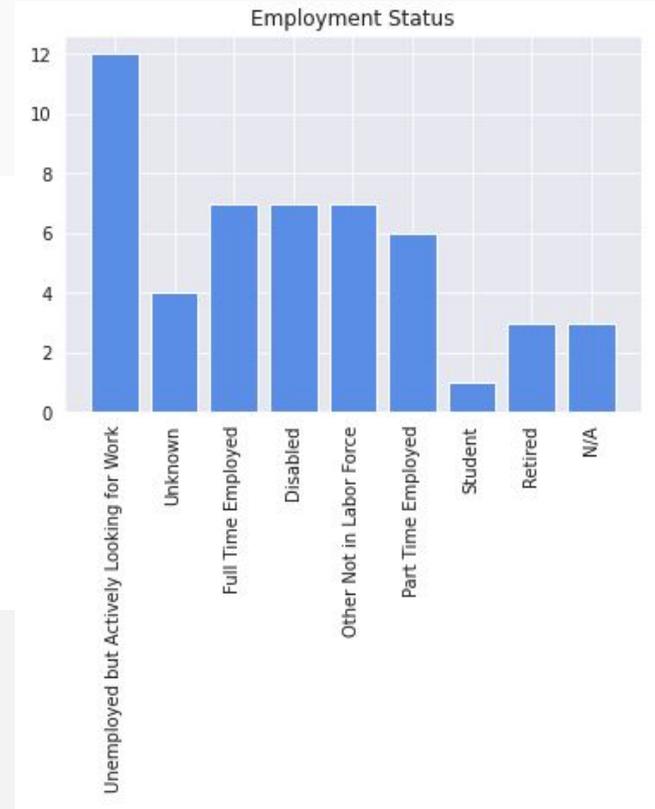
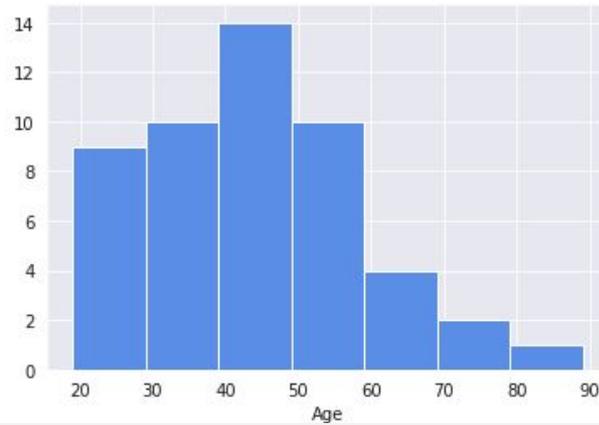
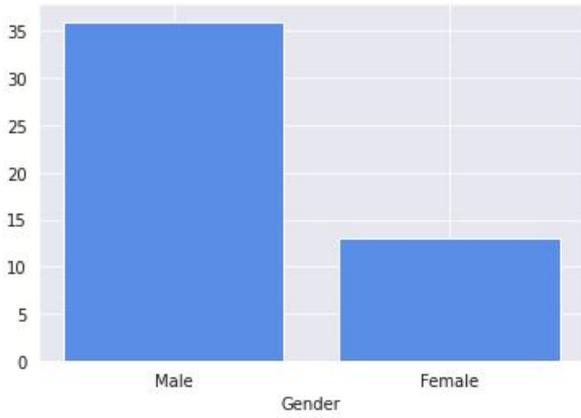
1. Services:
 - a. Hospital and Jail liaisons
 - b. High Risk Transition Teams
2. Training:
 - a. All Staff Trained in CALM
 - b. Therapists and Case Managers trained in AMSR
 - c. Mental Health First Aid (MHFA) Trainers
 - d. Question Persuade Refer (QPR) Trainers
3. Process Improvement
 - a. High Risk Tracking In EHR
 - b. Implementation of Clinical Pathway for Individuals Experiencing Suicidal Thoughts
 - i. CSSR-S at every visit
 - ii. CSSR-S SAFE-T protocol
 - iii. Caring Contacts

Augmented Intelligence Tells Us The Story Behind The Conversations

- Coleman has analyzed, using Eleos, historical progress notes data of 50 consumers who died by suicide since 2018
- Eleos then compared the findings to a control group of consumers who were treated in similar care settings
- Eleos NLU engine searched and quantified the following:
 - Therapeutic interventions (frequency and type)
 - Themes and topics



Demographic Data



Augmented Intelligence Tells Us The Story Behind The Conversations

Interesting observations from the data:

- **Substance use** and problems within **relationships** (as shown in mentioning communication skills as well) were the dominant topics with people who died by suicide
- Although substance use was a predominant topic in our population, we need to put more focus on the use of **coping skills** and talking about the **path to recovery**
- Setting and following up on **Person-Centered Goals** for each consumer is key to assess whether the consumer is making progress in their eyes

Topics	Appears in Coleman Group	Appears in Control Group	Difference
Substance use	46.43%	13.53%	70.90%
Relationships	32.14%	14.29%	55.50%
Communication skills	57.14%	28.57%	50.00%
Coping skills	10.71%	18.80%	-75.50%
Recovery from substance use	7.14%	15.04%	-110.60%
Setting up Person-Centered goals	10.71%	28.57%	-166.80%

Q&A

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Learn more about Zero Suicide Institute



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Learn more about Eleos Health



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Learn more about Coleman Health Services



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