



Mental Health Center *of* Denver

ZERO Suicide

MHCD Implementation

June 2018

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“The Mental Health Center of Denver is committed to the safety of the people we serve as well as the support and safety of our incredible staff. The **Zero Suicide** Initiative provides an important framework as we continue to strive towards the goal of zero suicides.”

– *Dr. Carl Clark, CEO, April 2018*

Overview

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The Mental Health Center of Denver (MHCD) has made a commitment to implement **Zero Suicide**, a protocol designed to eliminate deaths by suicide.

We have leveraged our EMR, Avatar, to assist staff in identifying those at high risk of suicide and set protocols for increased re-assessment, intervention and provider communication.

- All clinical staff at Mental Health Center of Denver trained in the Zero Suicide model in May 2018
- “Suicide Prevention Pathway” designation implemented in medical record June 1, 2018
- Specialized training for Residential, Peer Specialist, and Pharmacy staff in June 2018
- Ongoing quality reviews of data and processes with representation from MHCD’s Partnership Council, IT/Information Systems, direct care staff and the Zero Suicide implementation team



General Risk Identification in the EMR

Since implementing Avatar in July of 2015, we have leveraged data to identify static (historic) risk factors

Depending on endorsed risk factors people are put into one or multiple risk categories:

- RS – risk to self
- RO – risk to others
- R – general risk

The RO, RS, R category does NOT indicate risk severity (low, moderate, or high risk); it serves as an indicator that the clinician should review the risk factors and further assess the person's risk to self and/or others. It also prompts collection of a Dynamic Risk Factor Assessment monthly.

Suicide Prevention Pathway

(SPP)

What is it?

It indicates in the EMR that the person is at **acute risk of suicide.**

Placement on the pathway is more specific and sensitive than someone in the RS risk category.

Being on the SPP means the person is at moderate to high risk to engage in self harm or suicidal behaviors and should be closely monitored.

How does someone get on the SPP?

There are 5 ways a person can be placed on the SPP.

- ☐ Specific items on the Columbia Suicide Severity Rating Scale.
- ☐ Imminent Risk Question on the Progress Summary.
- ☐ Suicide Questions on the Dynamic Risk Factor Assessment (DRFA).
- ☐ Certification Form, which indicates person is certified for treatment for “danger to self.”
- ☐ Manual placement on the pathway.

Initial Assessment: Criteria from the Columbia Suicide Severity Rating Scale

On June 1st, 2018, the Columbia was added to the initial assessment bundle.

This is required of all new people enrolling in services at MHCD.

Assessment: Criteria from the Columbia Suicide Severity Rating Scale

Initial Assessment

- ☒ Criteria from the Columbia
- ☐ DRFA Suicide Q's
- ☐ Imminent Risk (Progress Summary)
- ☐ Certification Form
- ☐ Manual Placement

Questions that put someone on the pathway:

Have you started to work out or worked out the details of how to kill yourself and do you intend to carry out this plan?



Yes



No



Have you ever done anything, started to do anything, or prepared to do anything to end your life?



Yes



No

How long ago did you do any of these?



Over a year ago



Between three months and a year ago



Within the last three months

Assessment: Dynamic Risk Factor Assessment (DRFA)

Suicide Question: "Suicidal thoughts with intent and plan" or "Attempted suicide"

Initial Assessment

- ☐ Criteria from the Columbia
- ☒ DRFA Suicide Q's
- ☐ Imminent Risk (Progress Summary)
- ☐ Certification Form
- ☐ Manual Placement

Suicide

☐ No suicidal thoughts, intent, or plan ☐ Suicidal thoughts without intent or plan ☒ Suicidal thoughts with intent and plan ☐ Attempted suicide

Date of Attempt T Y If exact date not known, approximate

Description/Comments

Assessment for SPP: Imminent Risk on Progress Summary

Initial Assessment

- ☐ Criteria from the Columbia
- ☐ DRFA Suicide Q's
- ☒ Imminent Risk (Progress Summary)
- ☐ Certification Form
- ☐ Manual Placement

▼ Additional Information

Imminent Risk of Harm to Self and/or Others

☒ Yes

☐ No

☐ Unable to Assess

Imminent Risk Type

☒ Risk to Self

☐ Risk to Others

☐ Gravely Disabled

Assessment, Plan, Actions Taken

Was an unauthorized release of information OR mandatory report (i.e. child/elder/at-risk-adult abuse or duty to warn) made?

☐ Yes

☐ No

Assessment: Certification Form

Initial Assessment

- ☐ Criteria from the Columbia
- ☐ DRFA Suicide Q's
- ☐ Imminent Risk (Progress Summary)
- ☒ Certification Form
- ☐ Manual Placement

- If any of the reasons for certification include “danger to self” are endorsed, they are placed on the SPP.
- This form is completed by the Certification Compliance Coordinator.

Reason for Certification	Danger to Self and Others
Status of Certification	Danger to Others and Gravely Disabled
Venue of Certification	Danger to Others
Venue Other	Danger to Self and Gravely Disabled
	Danger to Self and Others
	Danger to Self, Others, Gravely Disabled
	Danger to Self
	Gravely Disabled

Certification at Fort Logan
☐ Yes

Assessment: Manual Placement on the SPP

Initial Assessment

- ☐ Criteria from the Columbia
- ☐ DRFA Suicide Q's
- ☐ Imminent Risk (Progress Summary)
- ☐ Certification Form
- ☒ Manual Placement

- People served can be manually placed on the SPP by completing the **Suicide Prevention Pathway** form in Avatar.
- The following are some reasons for manual placement on the SPP:
 - ✓ Clinical judgement
 - ✓ If the treatment team believes a person could benefit from being on the SPP due to static and/or dynamic risk factors, current warning signs, and limited protective factors.
- Consult with entire treatment team (including program manager and medical provider) when a person is manually placed on the SPP.

Suicide Prevention Pathway Form

Chart **Suicide Prevention Pathway**

Suicide Prevention Path...

Submit

Date
04/24/2018 T Y

Staff

Action
☒ Enroll on Suicide Prevention Pathway ☐ Remove from Suicide Prevention Pathway

Detail

Draft/Final
☐ Draft ☐ Final

On Go Live Date, June 1, 2018,
approximately 220 people with a hit
item, or a combination of hit items,
were placed on the Suicide
Prevention Pathway in Avatar.

1. Clinical View - Caseload Summary In Avatar

The **Clinical View** displays a widget that provides a list of people on a clinician's caseload who are on the SPP.

The screenshot displays the myAvatar 2018 Clinical View interface. The top navigation bar includes tabs for Home, My Views (IS, Access Plus, Appointment Prep, Billing, Client Appointments, Clinical, Consent Management), and a Selected Client dropdown (Risk Train (000999969)). The right side shows Episode information (Episode # 1, Admit: 01/01/2018, Discharge: None) and a Message Center with a 'Welcome to BLD!' message.

The main content area is divided into several sections:

- Client:** Includes a 'My Clients' list with 'Risk Train (000999969)' highlighted, a 'Recent Clients' list, and a 'Search Clients' field.
- Forms & Data:** Includes a 'My Forms' list (Product Final to Draft Override, Final to Draft Override (CWS), Final to Draft Override (PM), Practitioner Enrollment, Attending Practitioner, Delete Last Movement), a 'Recent Forms' list (Columbia Suicide Screening, Suicide Prevention Pathway), and a 'Search Forms' field.
- My Calendar:** Shows a calendar for Tuesday, Apr 24, 2018, with a time slot from 11:00 AM to 4:00 PM.
- Message Center:** Displays a 'Welcome to BLD!' message.
- Suicide Prevention Pathway:** A table listing clients on the pathway, highlighted with a red border.
- My Notes (Today and Yesterday):** A section for notes.

The 'Suicide Prevention Pathway' table contains the following data:

Client ID	Client Name
999998	TEST, CLIENT V IV MR
999999	CLIENT, TEST JR MR

The bottom status bar shows 'AVPM (BLD)' and the date/time '04/24/2018 11:54:08 AM'.

2. Risk Widget



Risk to Self
Risk to Others
General Risk

Certification or
Mandated
Treatment

SPP status is also displayed in the Chart View if the person is on the Suicide Prevention Pathway.

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myAvatar 2018

Home test jr mr C Preferences Lock Sign Out Switch Help cmckinne

CLIENT, TEST JR MR (000999999)
M, 2, 07/01/2015
Ht: 5' 5", Wt: 175 lbs, BMI: 29.1

Allergies (1)
Allergies Reviewed=Yes (05/03/2016)

Chart Overview

Progress Summary
Progress Summary (Individual)
Progress Summary (Group/Family)
Evaluation and Management
Evaluation and Management (Self Information Only / Missed Visit Not)
Treatment Planning
Treatment Plan 30 Day
Treatment Plan 6 Month
Supported Employment Treatment
Supported Education Treatment Pl
Psychiatry Only Treatment Plan
Housing Service Plan
Residential Board and Care Plan
Wellbeing Action Plan
Consumer Advocate Information

Medical
Monitored Meds
AIMS
Tuberculosis Screening
Infectious Disease Medical Screen
Montgomery Asberg Depression Sc
COWS
Patient Health Questionnaire-9
Doctor Clinic Orders
Vitals Entry
Allergies and Hypersensitivities
Controlled Substance Contract

Core Assessment
Initial Screening
Presenting Concerns
Mental Health Treatment History
Psychosocial History
Strengths Assessment
Cultural Considerations
Mental Status Assessment (Unstru
Mental Status Assessment
Risk Assessment
Medical History

Consumer

Preferred Name JOSEPH
Legal Name TEST CLIENT(999999)
Birth Date 2015-07-01
Age 2
SSN 999-99-9999
Gender Identity Man/Male
Legal Sex Male
Ethnicity The client declined to answer
Home Phone
Cell Phone
Primary Language English
Service Language English
Address 4141 E Dickenson Place
City State Zip Denver CO 80222-1234
County Denver
Update Client Data
Temporary Address
Type No Entry
Residence/Facility Name No Entry
Address No Entry

Current Episodes/Transfers

Episode Start	Program/Services	Transfer	Practitioner
2017-05-05	High Intensity Treatment (HITT)		PHAM, ANNA
2016-11-09	Day Treatment		Ward, Brandon
2016-07-01	Child & Family Services Child and Family Service Coordination	2016-11-01 TEMPORARY, CLINICAL	Ward, Brandon

View Documents
Browse All Progress Summaries Print/View Treatment Plan

Flags
SPP

Progress Notes
Previous 30 days
Selection: All Notes
No information found.

Consumer Treatment Certification
Appointment History Upcoming Appointments
Diagnosis Problems Financial Eligibility Open Episodes Heads Up Note
Progress Notes Vital Signs Vital Signs - Ht, Wt, BMI Vital Signs - Blood Pressure
Service History Current Medications Residential Medications Allergies Medication Detail Vitals History Lab Results

AVPM (LIVE) 04/10/2018 05:36:52 PM

3. MHCD's Risk View in Avatar

Across the top of the screen on the Risk View it will display “Suicide Prevention Pathway.” If the arrow is clicked, a detailed list of steps for the clinician to consider is displayed.

Consumer on Suicide
Prevention Pathway,
Click Arrow for
Further Information



This person is currently on the Suicide Prevention Pathway which means they're at higher risk for suicidality. Consider the following when working with this person:

○ Monitor:

- Review the risk view in Avatar before every appointment. Specifically look at:
 - Crisis contacts
 - Dynamic Risk Factors Assessment (DRFA)
 - Columbia-Suicide Severity Rating Scale (C-SSRS)
 - Risk alert widget
- Pay attention to acute stressors as these could be the trigger to initiate suicidal behaviors
- Wellbeing Action Plan

○ Assess:

- Complete Dynamic Risk Factors Assessments (DRFA) monthly
- Complete Columbia-Suicide Severity Rating Scale (C-SSRS) at every visit
- Assess for a M-1 hold, focusing on imminent risk
- Evaluate warning signs - in particular, heightened feelings of hopelessness and/or a sense of not belonging

4. InSite Discovery Center – to access caseload info

The screenshot shows the InSite Discovery Center interface. The top navigation bar includes links for Home, Payroll, Departments & Committees, Discovery Center, Calendar, HelpDesk Ticket, and CIR. The breadcrumb trail indicates the user is in the Discovery Center > Clinicians section. The main heading is 'Clinician Reports'. On the left, a sidebar menu lists: Home, Self-Service, Organization, Clinical (highlighted), Management, and Recent. Under 'Recent', there are links for Promoted Links - Training Dashboards, Training Videos, Promoted Links - Self-Service - Tableau Trainings, and Promoted Links - Self-Service - Data Dictionary. The main content area displays a grid of dashboard tiles. A red arrow points to the 'Caseload Summary dashboard' tile, which is highlighted with a red border. The tiles include: Diabetes Clinic Dashboard, C-STAT Mangement Dashboard, Housing/Residence Status Mapping, Targeted Prescription Drug Outreach, Clinician Information Dashboard, Caseload Summary dashboard, Internal Referrals and Waitlist, Service Summaries, Service Summaries Detail Only, Personal Financial Advisor Caseloads, Staff Credentialing, CCC Management Dashboard, CCAR Discharges, and Consumer Session Preparation.

InSite

Search this site

Home Payroll Departments & Committees Discovery Center Calendar HelpDesk Ticket CIR

Discovery Center > Clinicians

Clinician Reports

Home
Self-Service
Organization
Clinical
Management
Recent

Promoted Links - Training Dashboards
Training Videos
Promoted Links - Self-Service - Tableau Trainings
Promoted Links - Self-Service - Data Dictionary

Diabetes Clinic Dashboard
C-STAT Mangement Dashboard
Housing/Residence Status Mapping
Targeted Prescription Drug Outreach
Clinician Information Dashboard
Caseload Summary dashboard
Internal Referrals and Waitlist
Service Summaries
Service Summaries Detail Only
Personal Financial Advisor Caseloads
Staff Credentialing
CCC Management Dashboard
CCAR Discharges
Consumer Session Preparation

4. Discovery Center - Clinician's Caseload:

Caseload SummariesConsumer Detail

By Detail

Program	Enrollment Team	Consumer	Enrollment Staff	Enrollment Date	SSN	DOB	On Suicide Prevention Pathway?
ACT—Special Studies Code	Null	Train, Risk	Null	1/1/17	—	—	Yes
HITT	Null	Train, Test	Null	2/2/10	—	—	Yes
C & F OP	Null	Train, Client	Null	3/3/93	—	—	No

Filter by Currently Admitte...
Yes

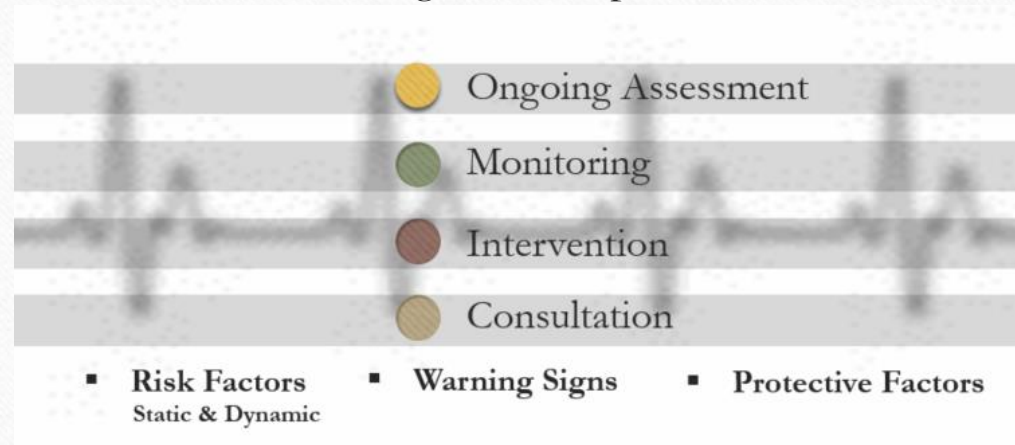
Filter by Enrollment Team
(All)

Filter by Enrollment Staff
(All)

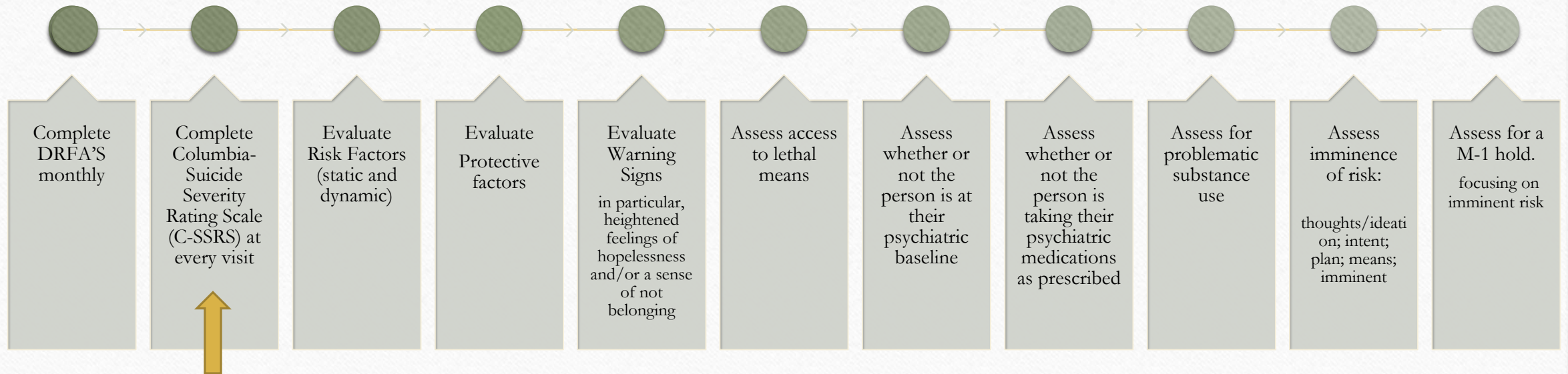
Filter by Program
(All)

Clinical approach for people on the SPP

- **Ongoing Assessment** of the person's current level of risk during every interaction.
- **Monitoring** the person's risk factors (static and dynamic), warning signs and protective factors in Avatar.
- **Intervention:**
 - Provide short-term interventions based on the person's current level of risk.
 - Provide long-term interventions to help the person engage in treatment to utilize their strengths and motivation to reach their treatment goals and their life goals.
- **Consultation** with supervisor and treatment team. If further consultation is needed contact the Risk Management Department.



Ongoing Assessment



Interventions



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short-term and long-term

Integrate **protective factors** into every meeting, Wellbeing Action Plan, and Treatment Plan

Involve collaterals, family, and community supports

Means restriction

Collaboratively review and update the **Wellbeing Action Plan**.

Provide contact information for crisis line and walk-in centers and proactively coordinate as needed

Assess for problematic substance use

Place on a M-1 hold, if clinically indicated

Consider referral to full Dialectical Behavior Therapy (DBT) program

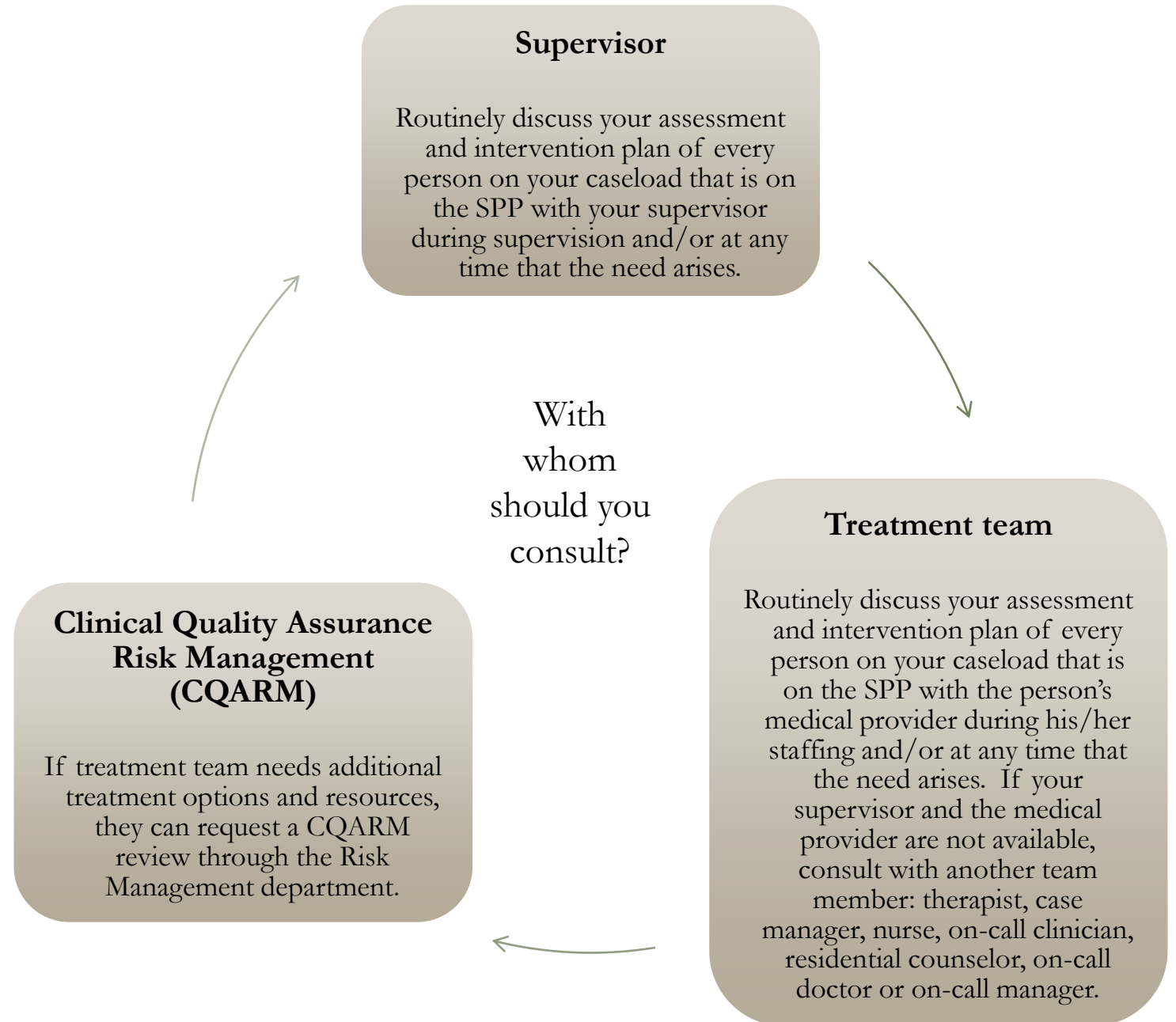
Other evidence based interventions utilized for suicide prevention (CBT-SP, CALM, CAMS)

Consultation

Consultation is a critical aspect of effectively working with people that are experiencing all levels of suicide risk.

The goal is to not work alone when assessing and intervening with a person who is expressing suicidal thoughts and behaviors.

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Removal from SPP

The process is NOT automated.

It is based on clinical discretion.

- Consultation with entire treatment team (including program manager and medical provider) must occur **before** someone is eligible to come off the Suicide Prevention Pathway.
- If person is currently on a certification for mental health for treatment due to risk to self, they should **NOT** be removed from the Suicide Prevention Pathway.

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The person is eligible to be removed from the SPP based on the following criteria:

Zero (0) crisis contacts within the last three (3) months (i.e., utilizing Walk-In Clinic, Crisis Stabilization Unit, CoResponder, or Mobile Crisis services due to suicidality)

No hospital visits or admissions - including emergency room visits - due to suicidal ideation or behavior within the last three (3) months

No M1 mental health holds initiated within the last three (3) months

DRFA: "Attempted suicide," "Suicidal thoughts with intent and plan," "Access to firearms," and "Hospitalizations due to suicidal ideation, intent, or plan" have not been endorsed within the last three (3) months

No 'imminent risk to self' endorsed on progress summary within the last three (3) months

Means restriction has been effective (examples: removal of firearms, medications, or other methods)

Three consecutive Columbia assessments at low risk

After approval of this form, Program Manager must **remove 'High Risk for suicide' SNOMED code *394685004*** from Problem List.

Manager's role in removal from SPP

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1) Clinician completes the form

2) Manager receives alert on their To-Do list

Review clinical reasoning for removing from the SPP.

If in agreement:

1. Go to the search field in Avatar
2. Search **problem list**
3. Locate the existing High Risk For Suicide problem
4. Click **Status**
5. Select **Resolved**
6. Click **Save**
7. Click **Submit**

3) Return to To-Do list and sign off on SPP form

Screenshot of removal from SPP

Chart Imminent Risk Suicide Prevention Pathway

▫ Suicide Prevention Path...

Submit

Date 04/09/2018 T Y

Staff PHAM,ANNA (012088)

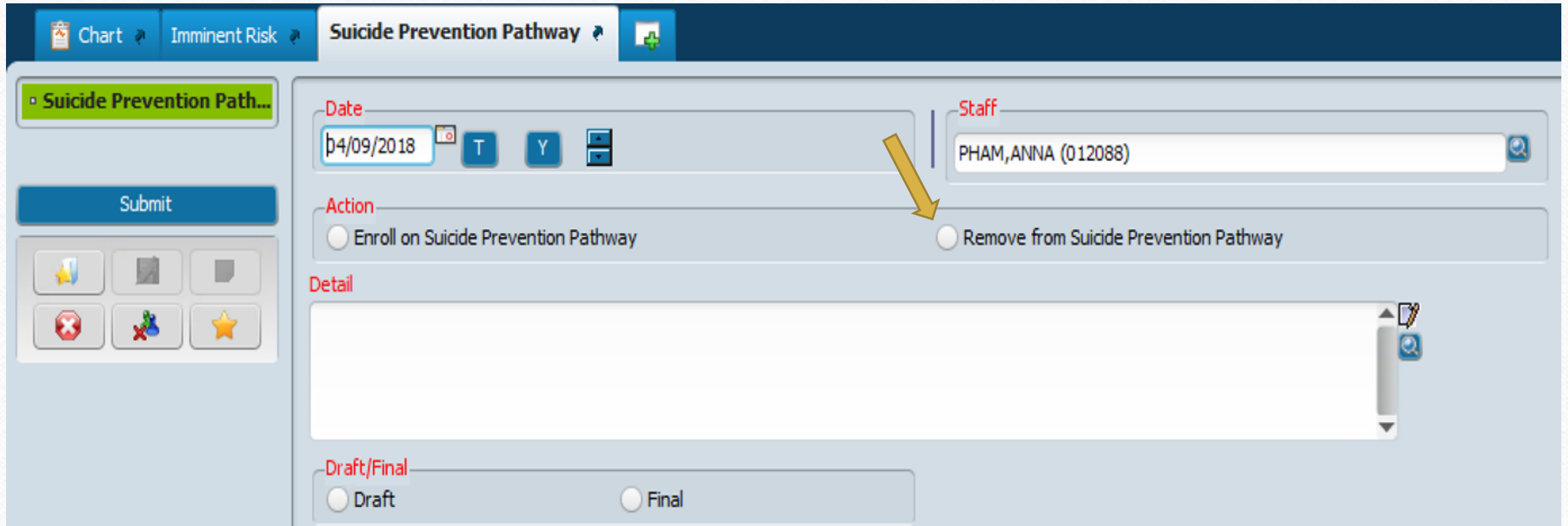
Action

☐ Enroll on Suicide Prevention Pathway ☒ Remove from Suicide Prevention Pathway

Detail

Draft/Final

☐ Draft ☐ Final



Questions?

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