



# MONTHLY COLLABORATIVE

Navigating Zero Suicide  
In a Large Hospital System

May 27, 2021

*We extend the healing ministry of  
Christ by caring for those who are ill  
and by nurturing the health of the  
people in our communities.*





# Background

**By: Christina Dolan, Centura Zero Suicide Coordinator**

# Centura Health Healthcare System

- 17 hospitals
- 14 affiliate hospital locations
- Health neighborhoods
- Health at home
- Urgent care centers
- 100+ Physician practices/clinics

- ❖ Over 21,000 Associates
- ❖ Over 6,000 Physicians
- ❖ Centura can meet the healthcare needs of more than a half million people each year.



- Awarded Zero Suicide grant in July of 2019.
- Grant covers: Denver, Pueblo and El Paso counties
- Grant Year 1- split the role of Denver metro coordinator and a coordinator.
- Grant year 2- One part time coordinator for Denver metro area and a part time coordinator for Pueblo county.
- Grant year 3- One full time coordinator for Denver metro area and part time coordinator for Pueblo county.



# HOW DID WE GET HERE?

## HOW DO YOU GET WHERE YOU ARE GOING?

- Look for opportunities in using the language of ZS in everyday practice at your organization.
- Inundate associates at all opportunities so that it goes from being “what is that” to a recognizable concept.
  - Newsletters to Behavioral Health Clinicians monthly
  - Periodic Newsletters enterprise wide
  - Email from CEO at each facility
  - Monthly Team Meetings
  - Presentations
    - Executive Team
    - IBH
    - Facility Based Teams
    - EAP
- Create Realistic Timeframes/Goals



# Workforce Survey Evolution at Centura

## Grant Year One

- Distributed to 500 participants.
- 42 responded
- Most all responses were from behavioral health professionals.
- Midas Platform
- Responses were collected enterprise wide and were not site specific



## Grant Year Two

- Distributed to 605 participants
- 316 responded
- Responses were mainly from clinical associates.
- Survey Monkey Platform
- Responses were collected enterprise wide and were not site specific.



## Grant Year Three

- Distributed to 21,000 participants
- 508 responded
- 43.77% of respondents identified as non-clinical.
- Survey Monkey Platform
- Responses were collected enterprise wide and WERE site specific.

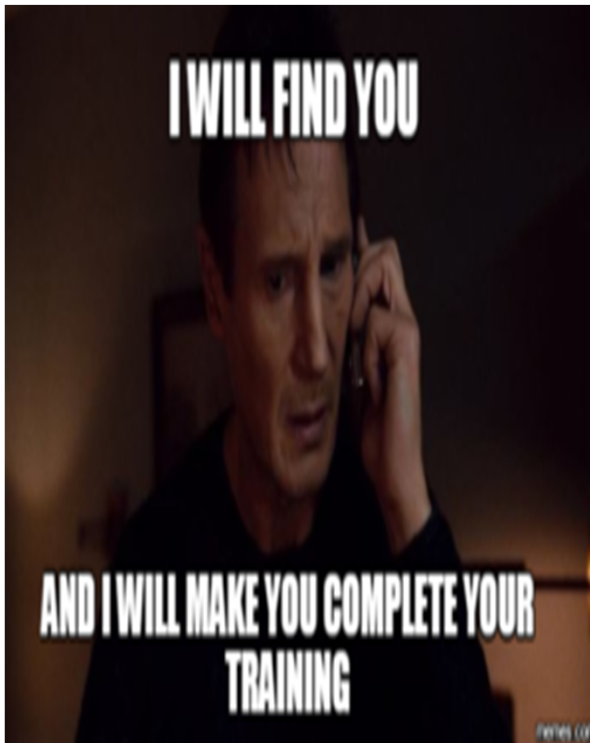




# Training and Training Concepts


By: Heidi Bode, Centura Behavioral Health Manager

## TRAINING/TRAINING CONCEPTS:



## Pause, Listen, and Learn

- **From whence does your team come?**
  - Most programs give little time to educating around suicide assessment and risk mitigation.
- **Counseling Access to Lethal Means**
  - We asked our teams to query for lethal means but realized they had no education on the how or why.
  - Every clinical associate needs to go through this free training.
- **Get the right tool for the job**
- **Safety Plan**
  - What will be the best tool for ongoing care coordination
  - What tool will engage the client in the planning and utilization of the tool
- **Columbia**
  - Start the discussion on all levels – it takes a village.
  - Use regulatory requirements and empirical evidence to escalate the level of importance.
  - Get the right tool
    - Light House project has many resources – dig deep to figure out what will be the best tool for your application. Ed versus life time for example.
    - Do not just implement a tool to click a box – trial and error has given us great insight into working backwards from the desired outcome.

Knowledge  
is power 





# You can't over educate

- Asist (Applied Suicide Intervention Skills)
- Start
- Safe Talk
- CAMS
- Trauma Informed Care
- Resiliency
- QPR
- ...

Online education allows for workforce management.

Use paid trainings as motivation and reward





# Data Reporting and Data Pulls

By: Heidi Bode, Centura Behavioral Health Manager

## Work smarter not harder but...

- Whenever possible utilize electronic health records
- “If then” statements so common in psych can affect the morale of your IT teams
  - Spend the time to build relationships and understanding
  - Invite IT to sit in on an evaluation or case consult
  - Dazzle them with statistics
- Sometimes manual entry is the best entry
  - Ask the right questions in data collection
- Get people to tattle on themselves – Centura Bucks
- Use creative incentivizing





# Successes and Challenges

By: Christina Dolan, Centura Zero Suicide Coordinator

# SUCSESSES

- 3 WFD Surveys completed.
- 2 Organizational self-studies completed.
- Collaborated with IBH to develop tip sheet to be distributed at Covid testing sites w/ resources.
- Multiple presentations on Suicidal Pathways to Centura teams.
- C-SSRS Training for clinical staff enterprise wide.
- CALM/Stanley Brown Embedded in Safety Assessment. Encouraged cross-training staff from other disciplines in lethal means.
- CEO Letters of Support
- Created a process, with the assistance of QI for auditing pt's who scored high on C-SSRS and ensuring they have had safety assessments completed.
- Provided multiple paid training opportunities for associates.



- Featured in Facility-Based Newsletters
  - ✓ Introduction of the ZS Initiative
  - ✓ Updates on the ZS Initiative
  - ✓ Suicide Awareness Month Featured Articles
- Increased Implementation Team.
  - ✓ Enterprise Wide meets monthly
  - ✓ Facility-Based meets monthly
- **Developed a pt. follow up program called Caring Contacts.**
- Increased Participation in RMCP Hospital Follow-Up Program Through Incentive Programs.
- Changed our chief complaint data (how we determine the # of people who screened positive for suicide risk) for more accurate results.
- Established a social group for isolated seniors called CircleTalk.



# CHALLENGES

- COVID
- Associate Fatigue
- Data Builds
- Year 1- Executive Leadership Buy-In
- Time Commitment

