

Appendix F

Comprehensive Psychiatric Emergency Program 2017 Annual Summary -

The Comprehensive Psychiatric Emergency Program (CPEP) is a set of hospital-based services that include emergency observation, evaluation, and care and treatment. Emergency visit services include provision of triage and screening, assessment, treatment, stabilization and referral or diversion to an appropriate program. Brief emergency visits require a psychiatric diagnostic examination and may result in further evaluation or treatment activities, or discharge to another level of care. Full emergency visits, which result in a CPEP admission and treatment plan, must include a psychiatric diagnostic examination, psychosocial assessment and medication examination.

Program objectives include: providing timely triage, assessments, and interventions; controlling inpatient admissions; providing crisis intervention in the community; and providing linkages to other services. CPEPs are designed to directly provide or ensure the provision of a full range of psychiatric emergency services, seven days a week, for a defined geographic area. Brief and full emergency visit services are Medicaid reimbursable.

The four CPEP service components are:

1. Hospital-Based Crisis Intervention Services: The psychiatric emergency room is the setting for CPEP hospital-based crisis intervention services and is available 24 hours per day, seven days a week. Services offered in the emergency room include triage, referral, evaluation and assessment, stabilization, treatment, and discharge planning. These services are provided by a multi-disciplinary team consistent with CPEP regulations. Enhanced staffing is necessary for timely and thorough assessments and more appropriate clinical decision making, especially as high risk or high cost decisions are frequently made. CPEPs help ensure individual and community safety and appropriate inpatient admissions and outpatient referrals.
2. Extended Observation Beds are intended to provide recipients a safe environment where staff can continue to observe, assess, diagnose, treat, and develop plans for continued treatment as needed in the community or in a hospital or other setting. By regulation, CPEPs may be licensed for up to six extended observation beds. The number of beds per site varies based on geographical need and the CPEP's physical plant. Extended observation beds are usually located in or adjacent to the psychiatric emergency room, allowing recipients to remain in the emergency room area for up to 72 hours. Extended observation beds enable staff to assess and treat recipients who need short term care and treatment rather than inpatient hospitalization. In addition, the availability of extended observation beds assists in diverting avoidable short term inpatient admissions.
3. Crisis Outreach Services are designed to provide mental health emergency services in the community. The two objectives of this component of service are to provide initial evaluation, assessment and crisis intervention services for individuals in the community who are unable or unwilling to use hospital-based crisis intervention services in the emergency room, and to provide interim crisis services for emergency room recipients who require follow up. Interim crisis services are mental health services provided in the community for recipients who are discharged from a CPEP emergency room, and include immediate face-to-face contacts with mental health professionals to facilitate community tenure while waiting for a first visit with a community-based mental health provider.
4. Crisis Residence Services are designed to offer residential and other necessary support services for up to five days to recipients who recently experienced a psychiatric crisis or were determined to be at risk of an emerging psychiatric crisis. Most CPEPs have provided crisis residence services through linkages with State psychiatric centers or other local service providers.

CPEP Provider Performance Data

In addition to providing or ensuring the provision of required services, each CPEP is also responsible for submitting quarterly reports to OMH including: the number of visits or admissions to each of the four required components of service; timeliness/length of stay and disposition data related to emergency room evaluations and extended observation beds; disposition data related to crisis outreach and crisis

residence services; discharge diagnoses; and recipient demographic characteristics. As of October 2018, there were 22 CPEPs operating in four OMH Field Office regions; there are no CPEPs in the Hudson River region.

CPEP Regional Count:

- 3 in Western New York
- 2 in Central New York
- 16 in New York City
- 1 on Long Island

The following table provides statewide aggregated CPEP data for the 2017 calendar year.

Category		Description	Total 2017 Annual Visits
CPEP Component Use	ER	Brief Visits	22,661
		Full Visits	113,683
		Total Visits	136,344
	Extended Observation Beds (EOBs)	Admissions	13,655
		Total Bed Days Occupied	24,032
	Crisis Outreach	Initial Visits	16,087
		Interim Visits	7,725
		Total Visits	23,812
	Crisis Residence	Admissions	335
		Total Bed Days	3,217
Waiting and Retention Times	1st Contact with Clinical Staff	Less than 1 hour	123,568
		1+ to 2 hours	8,895
		Over 2 hours	3,757
	1st Contact with MD	Less than 2 hours	102,058
		2+ to 4 hours	22,645
		4+ to 6 hours	8,937
		Over 6 hours	6,883
	Entry to Discharge (Non-EOBs)	Less than 8 hours	54,253
		8+ to 16 hours	27,382
		16+ to 24 hours	17,334
		Over 24 hours	21,374
	Entry to Discharge (EOBs)	Less than 24 hours	5,221
		24+ to 48 hours	5,411
		48+ to 72 hours	3,791
Over 72 hours		1,394	
Diagnosis on Discharge from CPEP Services	Schizophrenia, Other Psychotic Disorders and Mood Disorders	75,908	
	Substance-Related Disorders	22,528	
	Personality Disorders	10,904	
	Dementia & Other Cognitive Disorders	2,166	
	Other	42,517	
	Total	154,023	
Client Demographics	Age Reported for All CPEP Components	Under 18 Years Old	21,885
		18 to 34 Years Old	55,105
		35 to 64 Years Old	62,528
		65 Years Old and Over	6,712
	Gender Reported for All CPEP Components	Male	84,026
		Female	62,403