

Behavioral Health

A Primer for Compassionate Care

March 2019

Behavioral Health – Home and Community Based Services

Training Objectives

1. Recognize that Upstate serves many people with mental health and substance abuse disorders, and many others in illness-related distress
2. Understand that our responsibility as University Hospital Staff is to treat every patient and family member with respect and compassion
3. Understand resources available to patients to connect them to services.



Mental and substance abuse disorders affect people from all walks of life and all age groups.

These illnesses are common and can be life-threatening but they are treatable and many people do recover.

**Despite popular misperception
Only 3-5% of violent acts can be attributed
to individuals living with a serious mental
illness**



Behavioral health conditions are leading causes of inpatient and emergency department utilization in the Central New York region

Inpatient Admissions for Medicaid Beneficiaries in CNY region (2014)

Rank*	Condition	Beneficiaries with Condition	Unique Beneficiaries with Admissions	Total Admissions	Avg. Admissions per Beneficiary
1	Drug Abuse (Overall)	19,461	11,017	24,058	1.236
2	Depression and Depressive Psychosis	40,044	11,892	22,972	0.574
3	Diabetes and Diabetic Complications	24,288	7,669	14,332	0.590
4	Hypertension	34,545	8,171	14,127	0.409
5	Asthma	18,516	4,371	7,630	0.412
6	COPD and Bronchiectasis	9,723	3,929	7,110	0.731
7	Chronic Stress and Anxiety Diagnoses	14,524	3,471	7,100	0.489
8	Chronic Alcohol Abuse	6,164	3,159	6,505	1.055
9	Schizophrenia	8,963	2,584	5,293	0.591
10	Coronary Atherosclerosis	6,471	2,834	5,004	0.773

*Rank based on total admissions for Cayuga, Cortland, Oswego, Oneida, Onondaga and Madison counties

Source: www.healthdatany.gov; Medicaid Chronic Conditions, Inpatient Admissions & Emergency Room Visits

ED Visits for Medicaid Beneficiaries in CNY region (2014)

Rank*	Condition	Beneficiaries with Condition	Unique Beneficiaries with ED Visits	Total ED Visits	Avg. ED Visits per Beneficiary
1	Depression and Depressive Psychosis	40,044	19,479	67,343	1.682
2	Drug Abuse (Overall)	19,461	11,940	51,781	2.661
3	Hypertension	34,545	13,272	38,944	1.127
4	Diabetes and Diabetic Complications	24,288	10,077	32,192	1.325
5	Asthma	18,516	9,328	30,279	1.635
6	Chronic Stress and Anxiety Diagnoses	14,524	7,196	27,137	1.868
7	Schizophrenia	8,963	4,334	16,818	1.876
8	COPD and Bronchiectasis	9,723	4,316	14,826	1.525
9	Bi-Polar Disorder	5,818	3,318	14,436	2.481
10	Chronic Alcohol Abuse	6,164	3,501	14,211	2.305

*Rank based on total visits for Cayuga, Cortland, Oswego, Oneida, Onondaga and Madison counties

Source: www.healthdatany.gov; Medicaid Chronic Conditions, Inpatient Admissions & Emergency Room Visits

Upstate Resources

- Patients in acute emotional distress, and/or experiencing mental health or substance abuse disorders are to be connected to a mental health/substance abuse professional.
(Consult your departments policies / procedures for specifics on how to refer to a mental health professional)
- Upstate has over 200 mental health/substance abuse professionals available to respond

Upstate Resources

- Social Work and Nursing Case Management provide assessment and discharge referrals to appropriate resources:
 - Mental Health/Substance Abuse inpatient and outpatient care
 - Behavioral Health – Home and Community Based Services
 - Education and employment
 - Crisis Management
 - Peer and Family Support
 - Health Home Care Management

For further information regarding how to access University Hospital Mental Health and Substance Abuse Services, please speak with your supervisor or access your department policies via Upstate Medical University's MCN Policy Management System

[MCN Policy Management System](#)