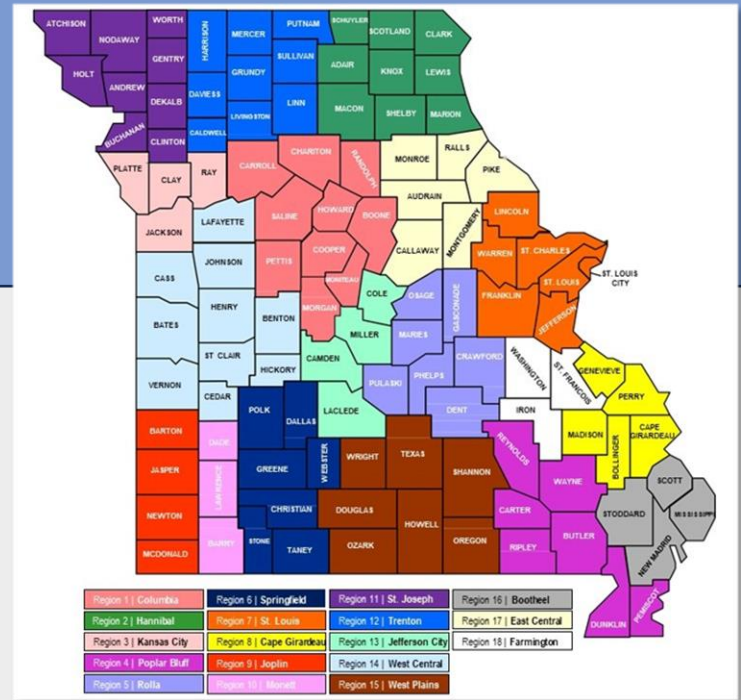


# EMERGENCY ROOM ENHANCEMENT

Improving Access to Behavioral Health Care



# CELEBRATING TEN YEARS OF ERE

The Emergency Room Enhancement Project (ERE) is intended to **increase behavioral health care access**. ERE began in 2013 with service to 7 regions and currently **serves all regions across Missouri**.



## How ERE Works

The success of the ERE program is due to teamwork, partnership, and collaboration among multiple **agencies, hospitals, law enforcement, outreach workers, case managers, and researchers.**

This **holistic, wrap-around care model** improves the health and well-being of individuals in the program while **reducing ER visits.** Here's how it works:

Trained hospital staff identify patients as being high utilizers of ER services and notify ERE outreach workers.

Outreach workers determine eligibility and assess consumer needs.

Outreach workers make an appointment with a Community Mental Health Center (CMHC), providing transportation if needed.

Case manager evaluates needs and provides care coordination/ advocacy for needed services.

**Result:**  
Individual achieves wellness and functional capability, reducing costly return visits to the ER.

## Who ERE Serves

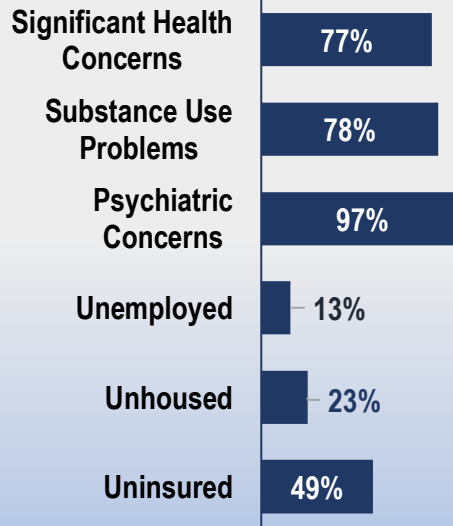
### Gender of Participants



### Race of Participants

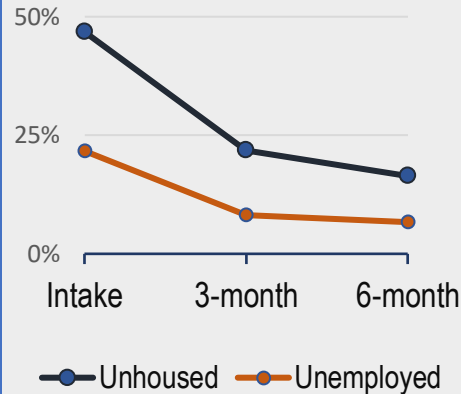


### % of Participants at Intake

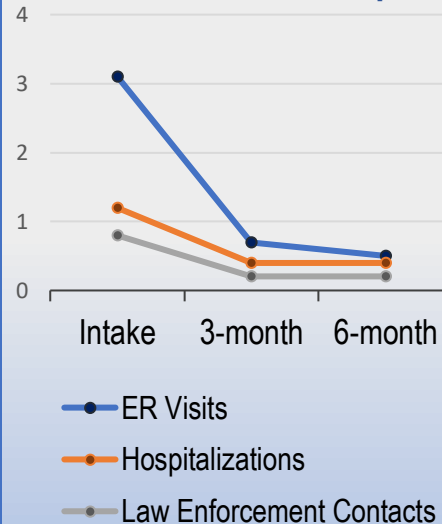


## How ERE Helps

### % of Participants from Intake to Follow-up



### Average # of Times from Intake to Follow-up



## What Participants Say

**"I would say it saved my life.** Having somebody that actually took a minute. He took the time to say hey here's somebody that needs help. What can we do? Here's somebody that needs help and will follow through if given the right direction. It was incredible and I don't believe I would be alive without it."

**"As soon as I was released from jail before I started seeing them, I have not been re-arrested for anything.** I am on supervised probation but I've had no relapses."

**"I've just been able to work through issues a lot easier and find coping skills that help me manage my life a little bit better."**

**"It's helped me all around making me feel like a human that I have self-worth.** That was a lot of my problem is that self-worth. I didn't know worth anybody care, worth anybody helping me."