# EMERGENCY ROOM ENHANCEMENT

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## **ERE News**

## **Expanding Access for Missouri Residents**

The Emergency Room Enhancement (ERE) Project, in an effort to increase behavioral health care access to Missouri residents, has recently expanded its service area to include seven new counties in southern Missouri. West Plains, comprised of the below counties, makes up the 15th Service Region for this project.

Wright	Ozark
Texas	Howell
Shannon	Oregon
Douglas	

## ERE Service Areas by County and Region



ERE ENGAGEMENT



24,525

(FY2021 3,738) Referred

15,503

(FY2021 2,547) Eligible

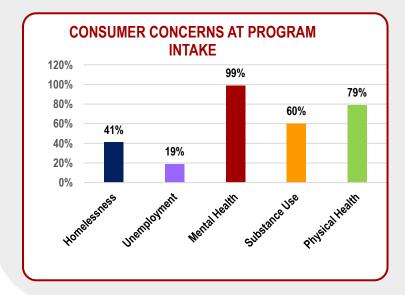
12,997

(FY2021 1,861) Total Engaged

#### **DID YOU KNOW?**

ERE services are available in 101 of 114 Missouri counties, accounting for 95% of Missouri's population. - 2020 census

### **FISCAL YEAR 2021 ERE CONSUMERS**



#### PROJECT SUCCESSES, BASELINE - 6 MONTHS



Coordinated, wrap-around care



Reduced homelessness by 71%



Reduced ER visits (68%) and hospitalizations (65%)



Reduced unemployment by 58%



Reduced law enforcement contact by 8%



The Emergency Room Enhancement Project (ERE) is intended to **increase behavioral health care access** for citizens who use the emergency room seeking treatment for psychiatric conditions and/or substance use disorders. **More information**: <a href="https://dmh.mo.gov/mentalillness/provider/EmergencyRoomEnhancement.htm">https://dmh.mo.gov/mentalillness/provider/EmergencyRoomEnhancement.htm</a>

### **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:

- 1. Trained hospital staff identify patients as being high utilizers of ER services and notify ERE outreach workers.
  - 2. Outreach workers determine eligibility and assess consumer needs.
- 3. Outreach workers make an appointment with a Community Mental Health Center (CMHC), providing transportation if needed.
- 4. Case manager evaluates needs and provides care coordination/ advocacy for needed services.
  - 5. Result: Individual achieves wellness and functional capability, reducing costly return visits to the ER.

## PARTICIPANT DEMOGRAPHICS





- White Black
- OtherUnk/Ref

#### Sex



■ Male ■ Female ■ Other/Ref

#### Median Age = 41 years



## WHAT DO ERE CONSUMERS SAY ABOUT THE PROGRAM?

"Just the positive experiences that I had there through the ERE program made me decide to take the training to become a peer support specialist. So now I'm currently a certified peer recovered for peer support. After working with [peer support] through the program and I just thought that looks like a really rewarding job and I decided that I wanted to help people as well."

"I haven't been to the ER since I started the ERE program, not one time, and I haven't had any contact with law enforcement. My health is good."

"My situation is I'm at a place where it's just as if it had never happened. Everything is normalized and I feel secure and I feel well and I appreciate the medicine that I'm on because I feel it keeps me level and it's what I need. I just feel very, very safe and secure and comfortable."

"I was homeless. I'm not now...! had been arrested also. I tell you I went off the deep end, hon. It was awful and I'm still fighting my way up to the top...I'm in an awesome place now. And [site], the ones that help, they are. If it wasn't for them honestly I wouldn't be here."





