

Children's Wisconsin Mental Health Walk-In Clinics

WCHSA Spring Conference

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**SHINE
THROUGH**



Disclosures

- I have no financial disclosures or conflicts of interest to share



Agenda



Background



Timeline



Patient Profile



Services/Staffing



Data



Patient Experience



Partnerships



Lessons Learned/Next Steps

Background

1

Children's Wisconsin strategic priority to deliver on urgent mental health access - families spoke up

2

Opportunity to pilot with space movement on Children's Wisconsin Milwaukee campus

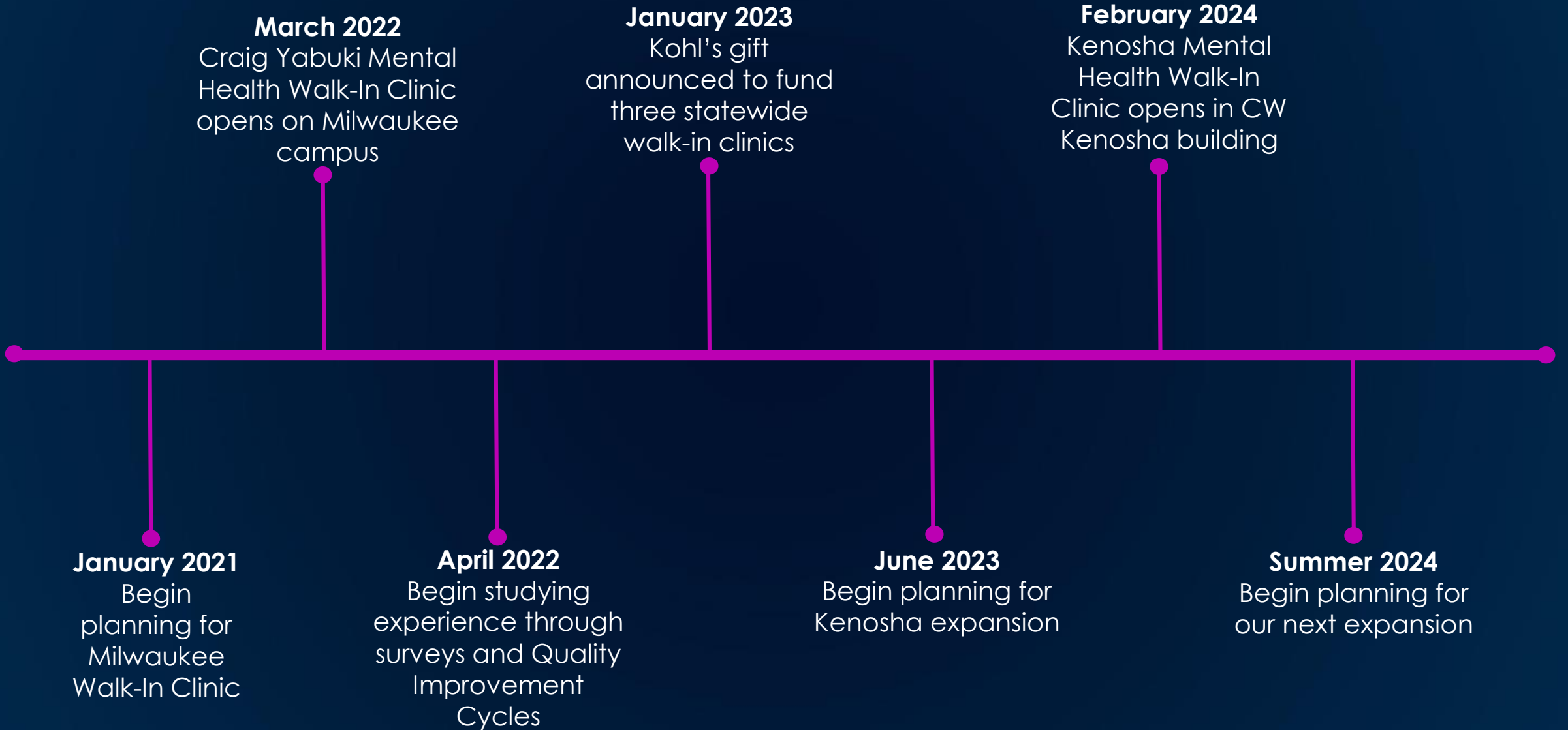
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Early success with care model and working to expand space and services

4

Gift from a Wisconsin large retail business to expand statewide

Timeline



Patient Profile

- Children ages 5-18 primary focus (outliers not turned away but focus is more education/resources)
- **How to know if families should consider the Craig Yabuki Mental Health Walk-In Clinic - new or worsening:**
 - Feelings of anxiety, stress or panic attack
 - Suicidal thoughts
 - Loss of interest in things the child typically enjoys
 - Trouble focusing, loss of appetite, feelings of isolation
 - Flare-ups from known mood disorders
 - Change in conduct, hyperactivity or attention issues
 - Withdrawal from family and social interactions resulting from bullying
 - Sleeping difficulties
 - Difficulties at school
- **How to know if families should consider emergency department, 911, psych crisis:**
 - Actively suicidal
 - Altered mental status
 - Violent, erratic, or aggressive behavior
 - Drug or substance withdrawal and detox
 - Medical work up needed
- **If families or providers are unsure, we can help!**
 - We have staff answering phones and are available to consult M-F 8am – 9:30pm



Services Provided

- **Hours of Operation:**
 - Milwaukee: Monday –Friday: 3pm-9:30pm; Saturday and Sunday: 12 noon-6:30pm
 - Kenosha: Tuesday-Friday: 1pm-6:30pm
- **Services:**
 - In scope: safety risk assessments, brief intervention therapy, referrals, coordination, navigation
 - Out of scope: medication adjustments, medical or lab services
- **Referrals:**
 - Families may utilize a scheduling app (On My Way) to reserve a spot in line or walk in.
 - No formal referral needed
- **Follow up/Communication:**
 - We route notes to primary care providers and existing mental health providers wherever possible.
 - Care Navigators provide follow up call within 24-48 hours to review services and referrals, and reinforce resources
 - Prior to leaving clinic appointments can be made with provider in pediatrician office or and CAMS (suicidal patient protocol) appointment will be made for the following day.
 - With school communication, we are able to state that the patient was seen if family requests.

Clinic Staffing



Licensed clinical professionals

- LPC, LCSW, LMFT with crisis care background



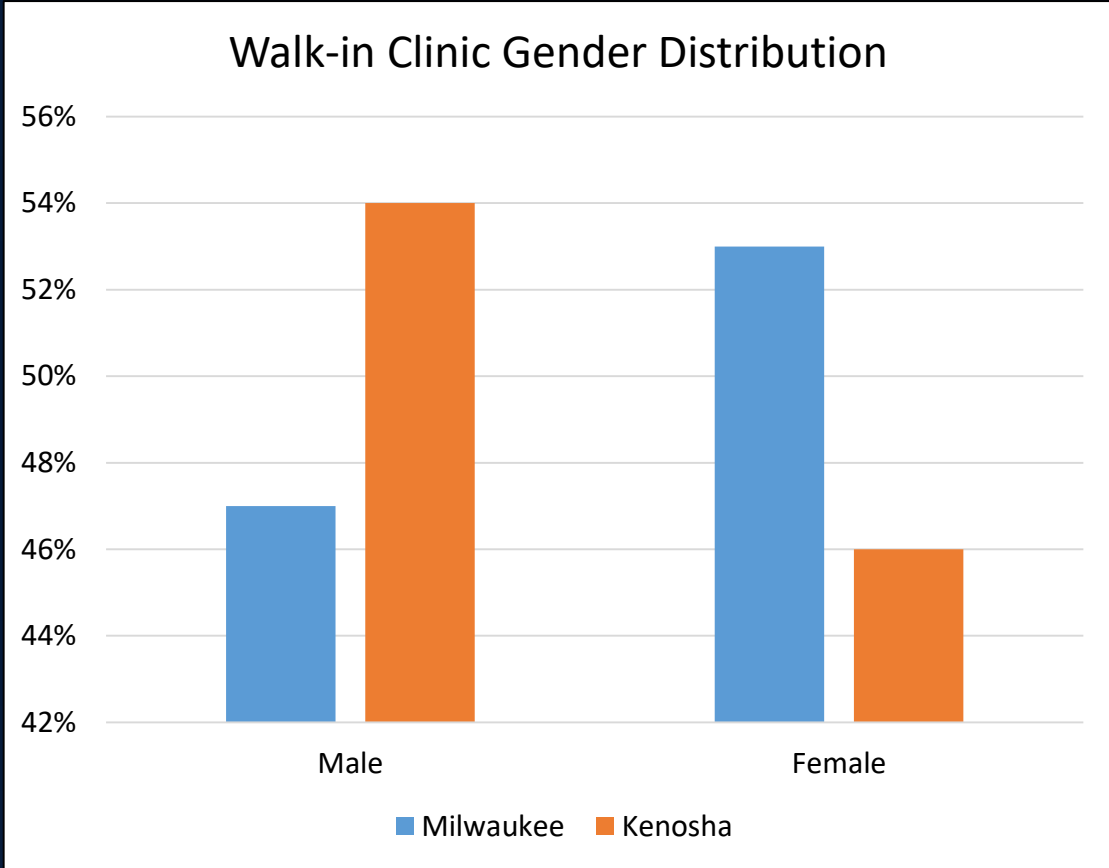
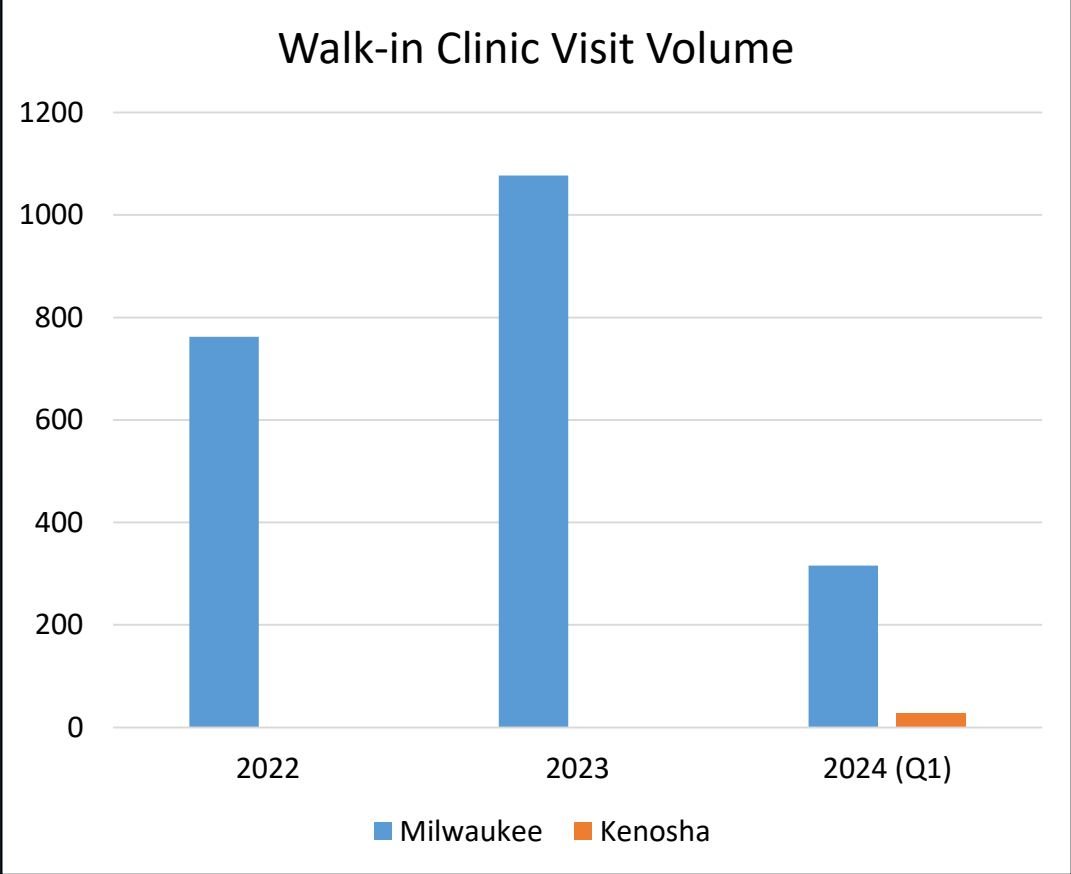
Advanced practice social workers



Clinic secretaries/assistants

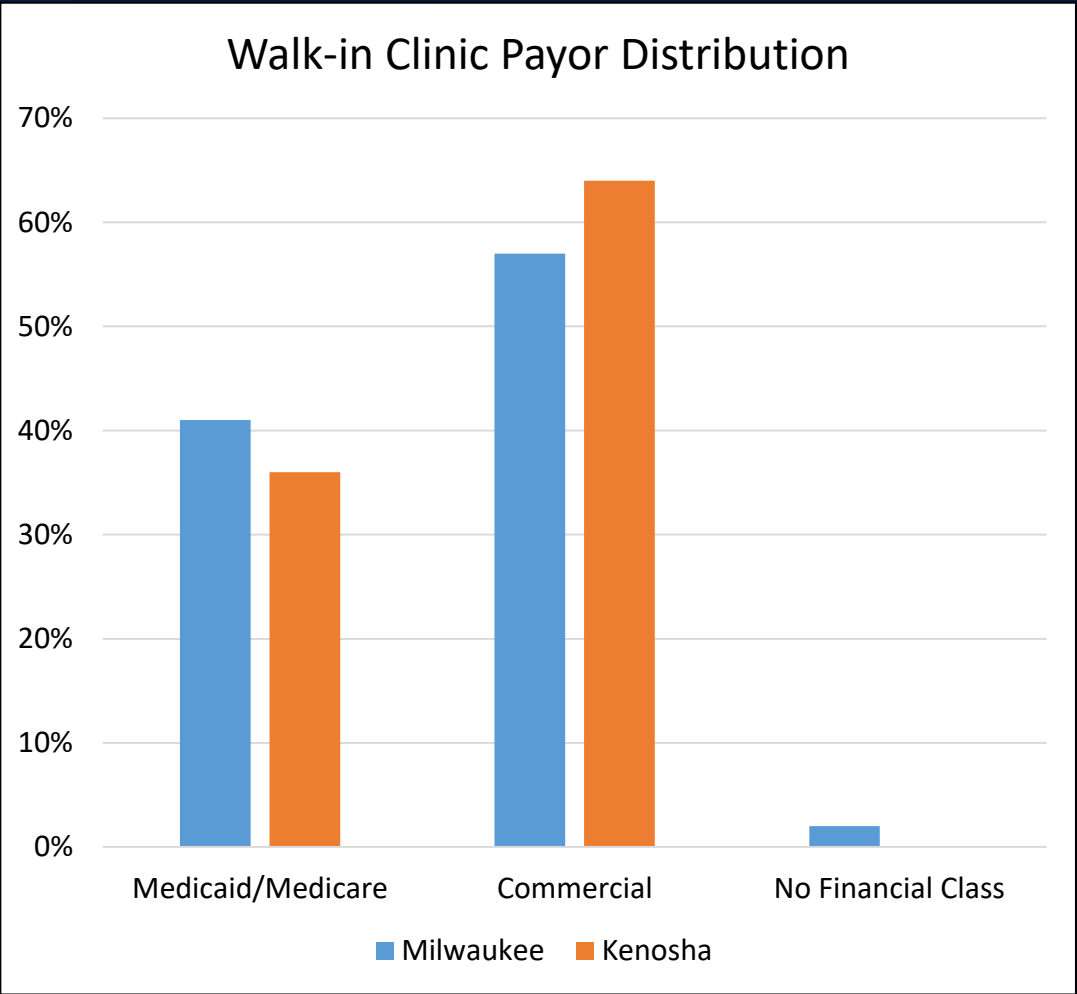
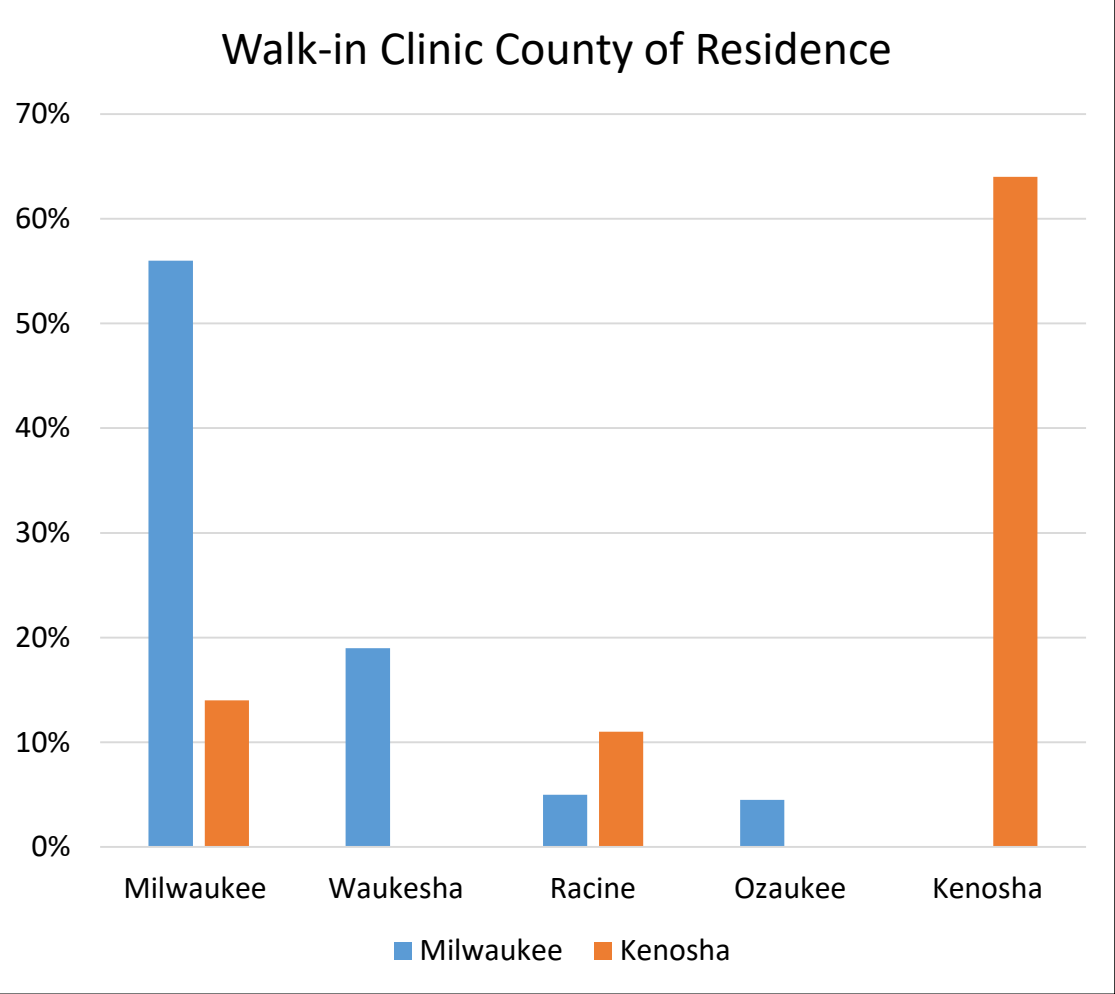
- Have CAN or MA license and can help with basic patient care/vitals

Data

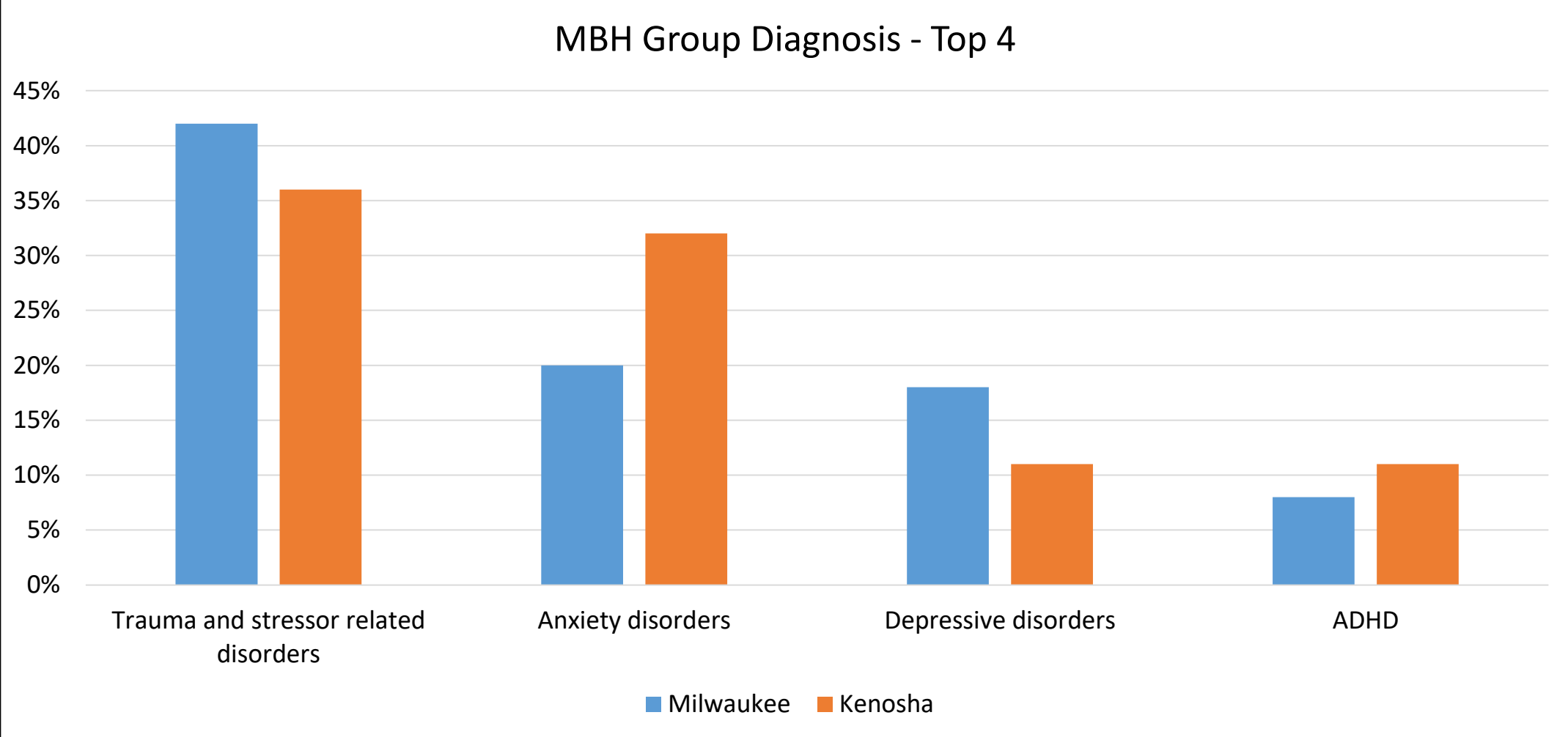


Average patient age = 12 years old

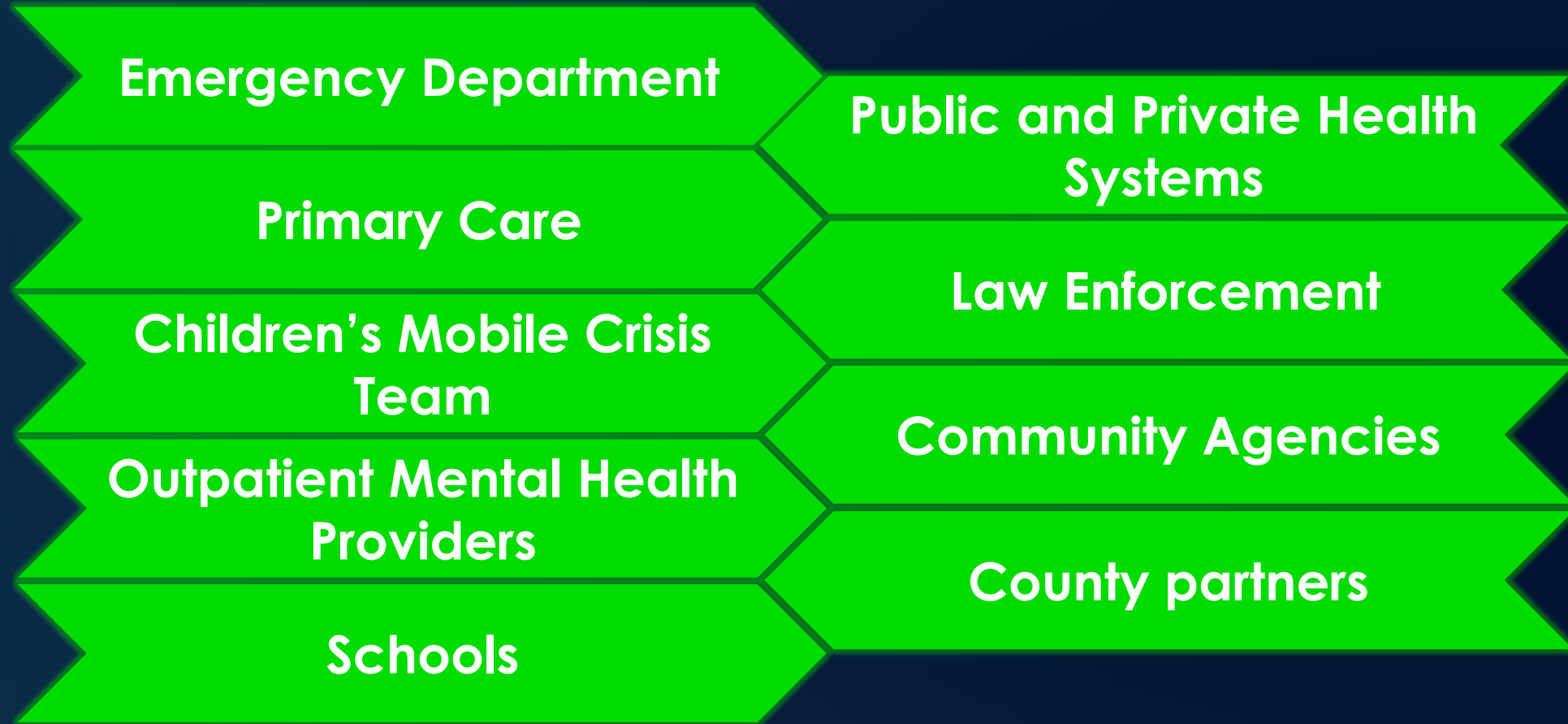
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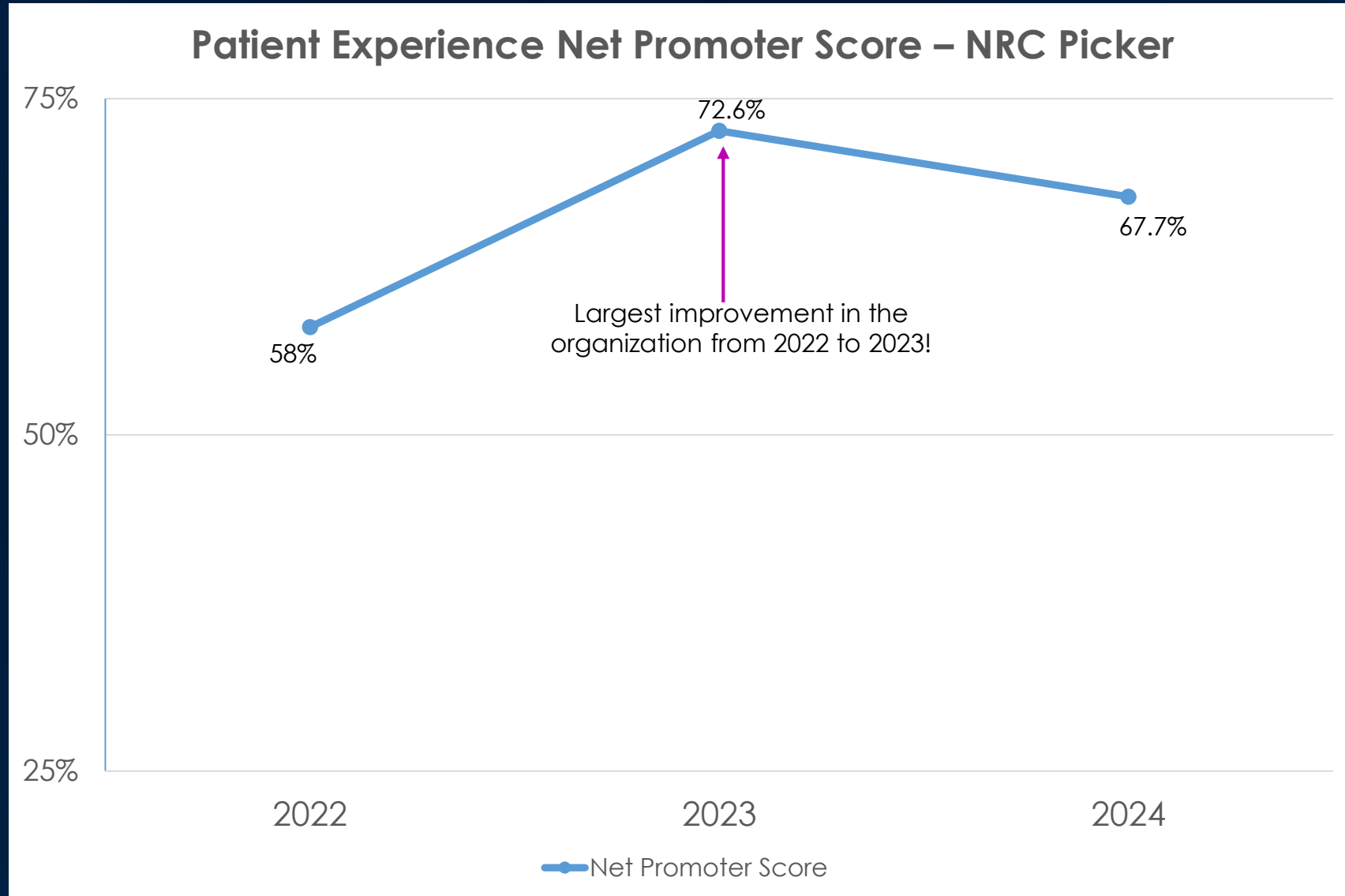
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Collaborative Relationships



Patient Experience



Improvements Based on Feedback

Follow Up

- Care navigator follows up with each family
- After visit summary is more clear
- Scripting upon discharge

Wait Times

- Secretary rounds in the waiting room to discuss wait time
- Adjustments in workflow among care team to be more efficient

Expectations

- “On My Way” implemented to give an idea of wait times, make “reservation”
- Family history form more specific for goals of visit

Clarification of Services

- Website updates
- Outreach to pediatricians, schools, services, mental health providers, community agencies

Refinement in Hours

- Open after school and evening hours
- Milwaukee location open on the weekends; hours refined to match demand

Patient Experience Con't

- “This is a **MUCH needed service** and my experience was better than I thought it would be. Thank you! Walk in Mental health is critical because sometimes you can't schedule an emotional breakdown. **Having the option to go online and schedule** in the midst of managing a meltdown made it easy to get the we care we need when we needed it. The Kaitlyns were great! **They connected with my daughter** and she even said it was a good appointment and helpful as we were driving home. Thank you for opening this clinic!”
- “**I really appreciate that you have the Mental Health Walk-In.** We've been there twice in the last few years and both times have had **great service**, have really helped my son who has some mental health struggles and it's a great option to the emergency room. I can't say enough about how much we value the Mental Health Walk-In. We really have had good experiences there and **we would recommend it** to any of our family and friends.”
- “I was **very thoroughly impressed with our visit there** and so thankful that some place like this exists for children in need. **To be able to be seen on a more urgent basis** when there's waiting lists, extensive waiting lists that are months long and the mental health of our children are extremely important. So thank you for having this available, for the care received there, and for the courtesy and listening that everyone did.”

Lessons Learned



New level of care takes time to be understood



Mental health system is still complicated and families need help navigating



Financial performance and funding strategies must be top of mind



Family voice is essential



There is always **SOMETHING** that can be done for a family in crisis

Next Steps

Continue marketing and growing the new Kenosha location

Begin planning for the next statewide clinic – location still TBD!

Expanding services in MKE-- immediate intakes, continue short term therapy (bridge) clinic, groups, walk in hours expansion

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Kids deserve the best.