

Expediting Access to Behavioral Health Treatment: A Panel Discussion with Industry Experts

November 1, 2023

Welcome

Meghan Hardin
Regional Vice President
Hospital Council

Online Questions: At any time, submit your questions in the Q&A box at the bottom of your screen and press enter. We will take questions at the end of the presentation.



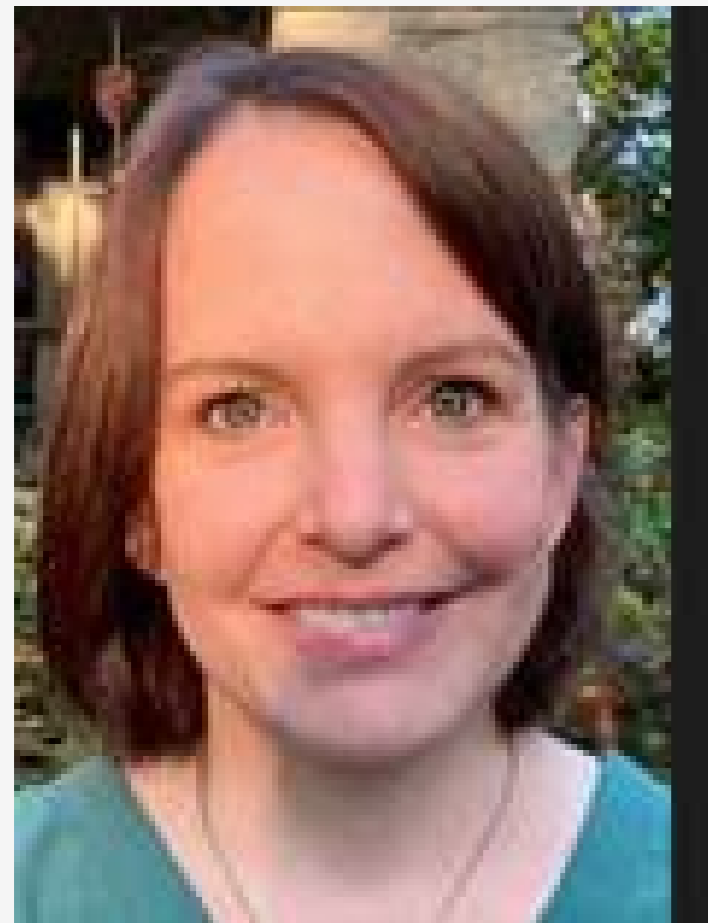
Shana Palmieri, LCSW
Chief Clinical Officer
XFERALL™

Shana Palmieri is the chief clinical officer and co-founder at XFERALL. In this role, she is responsible for the strategic business operations and clinical innovation. Shana entered the start-up world after more than 17 years of experience in health care and social services, including direct clinical practice and health care administration. Before joining the team to launch XFERALL, Shana was the Director of Community Services at Kalihi Palama Health Center in Honolulu, Hawaii, and worked at The George Washington University Hospital as the director of the Behavioral Health Division, which she developed.



Todd Arvidson
Crisis Services General Manager
Sierra Mental Wellness Group

Todd Arvidson, while earning his undergraduate and graduate degrees, worked in residential treatment for adolescents in the Chicago area. Since 2004, after moving back to Northern California, Todd has worked as a crisis worker for Sierra Mental Wellness Group, Heritage Oaks Hospital, and Nevada County Behavioral Health.



Aimee Glasgow
Social Worker
Arkansas Childrens Hospital

Aimee Glasgow, LCSW, is a Clinical Social Worker in the Emergency Department at Arkansas Children's Hospital. Aimee has worked at Arkansas Children's Hospital for 17 years, 14 of which were as a generalist covering all areas of the hospital including inpatient and outpatient, with the past three years focusing on the ED. Prior to moving to Arkansas, Aimee worked at Children's National Medical Center in psychiatry and hematology/oncology.



Adam Ortner, LPT

Administrator

Cirby Hills Behavioral Health

Director of Access – North Valley, Cirby Hills and Stabler Lane Behavioral Health

Adam Ortner is a principal partner of North Valley Behavioral Health and a Member of Horizon Management and Consulting Group. He has more than 26 years of experience in the behavioral health field as an administrator, program manager, admissions director, and director of case management. He has worked exclusively with rural county mental health agencies as a communication liaison, service provider, program developer, and problem solver.



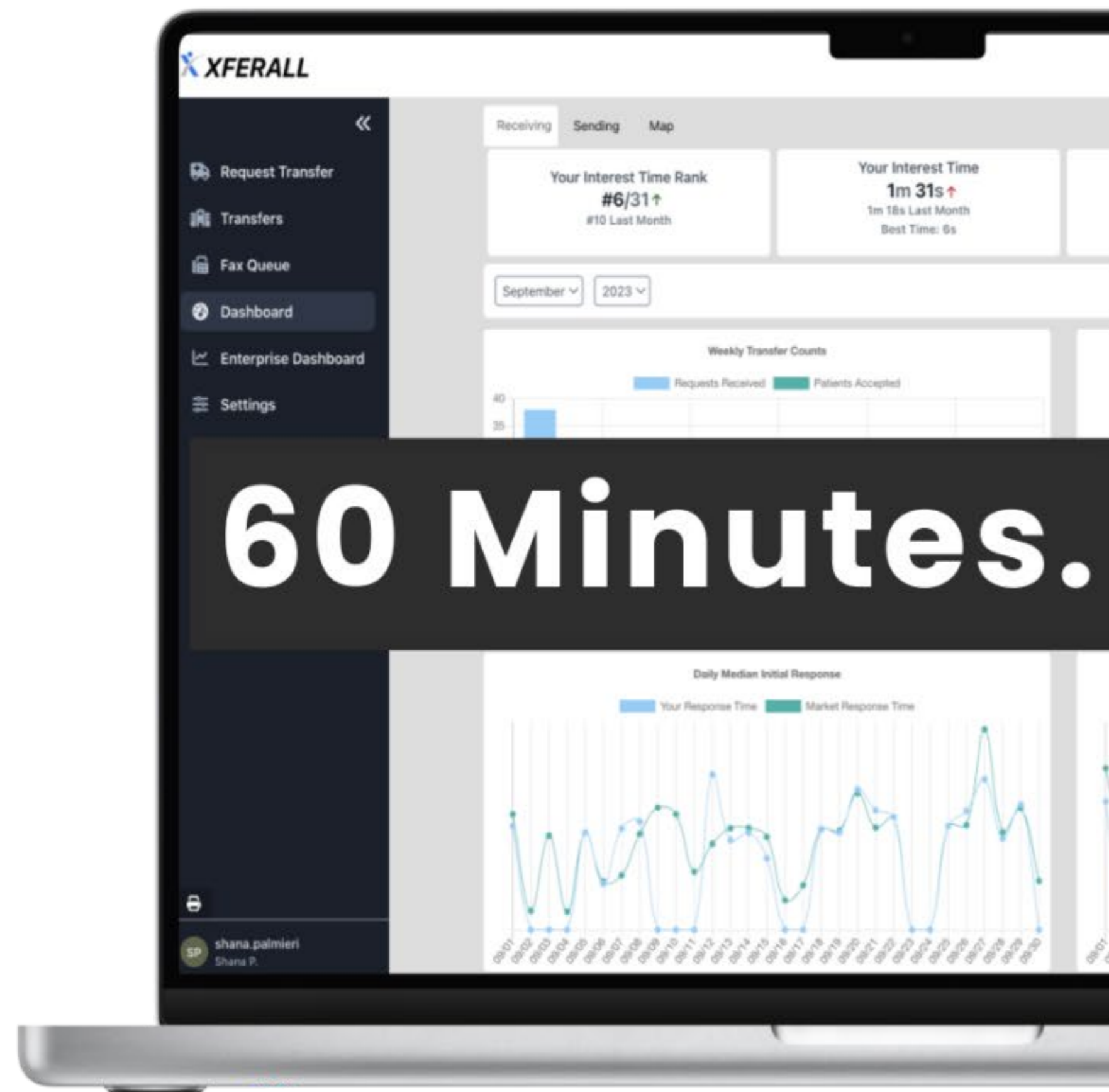
Krystin Sommer, RN/BSN
Chief Operating Officer
Heritage Oaks Hospital

Krystin Sommer is the Chief Operating Officer at Heritage Oaks Hospital. In this role, Krystin emphasizes oversight of processes and operations throughout the hospital, but focuses primarily on compassionate, patient-centered care, while expanding and diversifying the services offered to patients during their stay at Heritage Oaks Hospital. Dedicated to a career in health care for more than 15 years, Krystin Sommer has worked as a nurse for the past 12 years. Prior to that, her professional experience included direct nursing care for geriatric psychiatric patients, case management, substance use disorder (SUD) treatment, and various other nursing specialties.

Median Time to Transfer Patients...



Nationally.



California Launch Overview

XFERALL Launch Phase 1 March 2023 | **Sacramento & Stockton Region**

3,329

Total Transfers
Coordinated **in first 6 months alone.**

Transfer Requests coordinated via XFERALL since CA Go-Live

27

Different hospital locations
Sent Transfer Requests

Patients placed with XFERALL include California counties and health systems

93

Behavioral Health facilities received a transfer request via XFERALL in California since March 2023

Patients were transferred to *45 receiving behavioral health facilities* via XFERALL





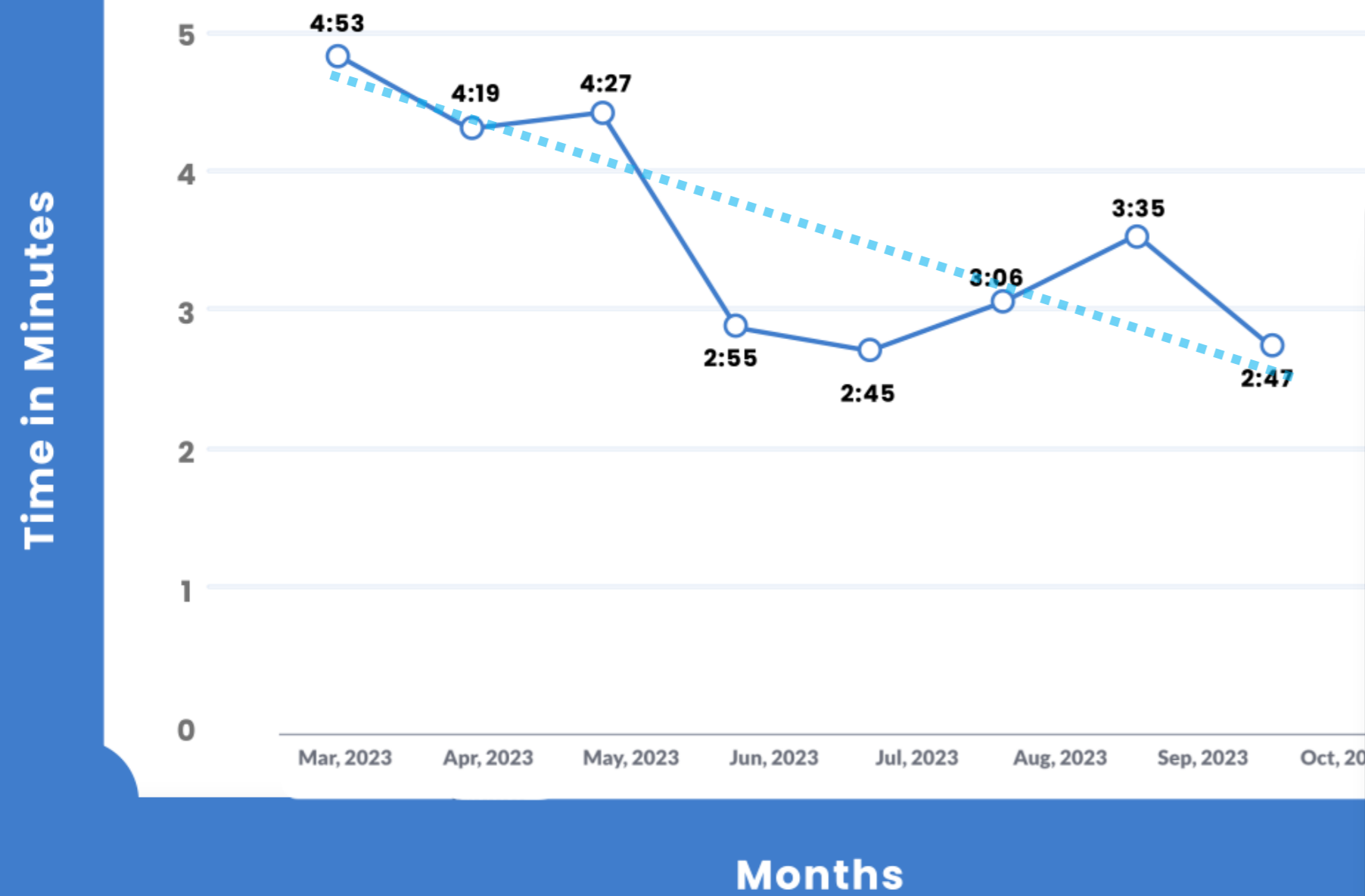
XFERALL's California Expansion



California Response Times



Median Initial Response Times

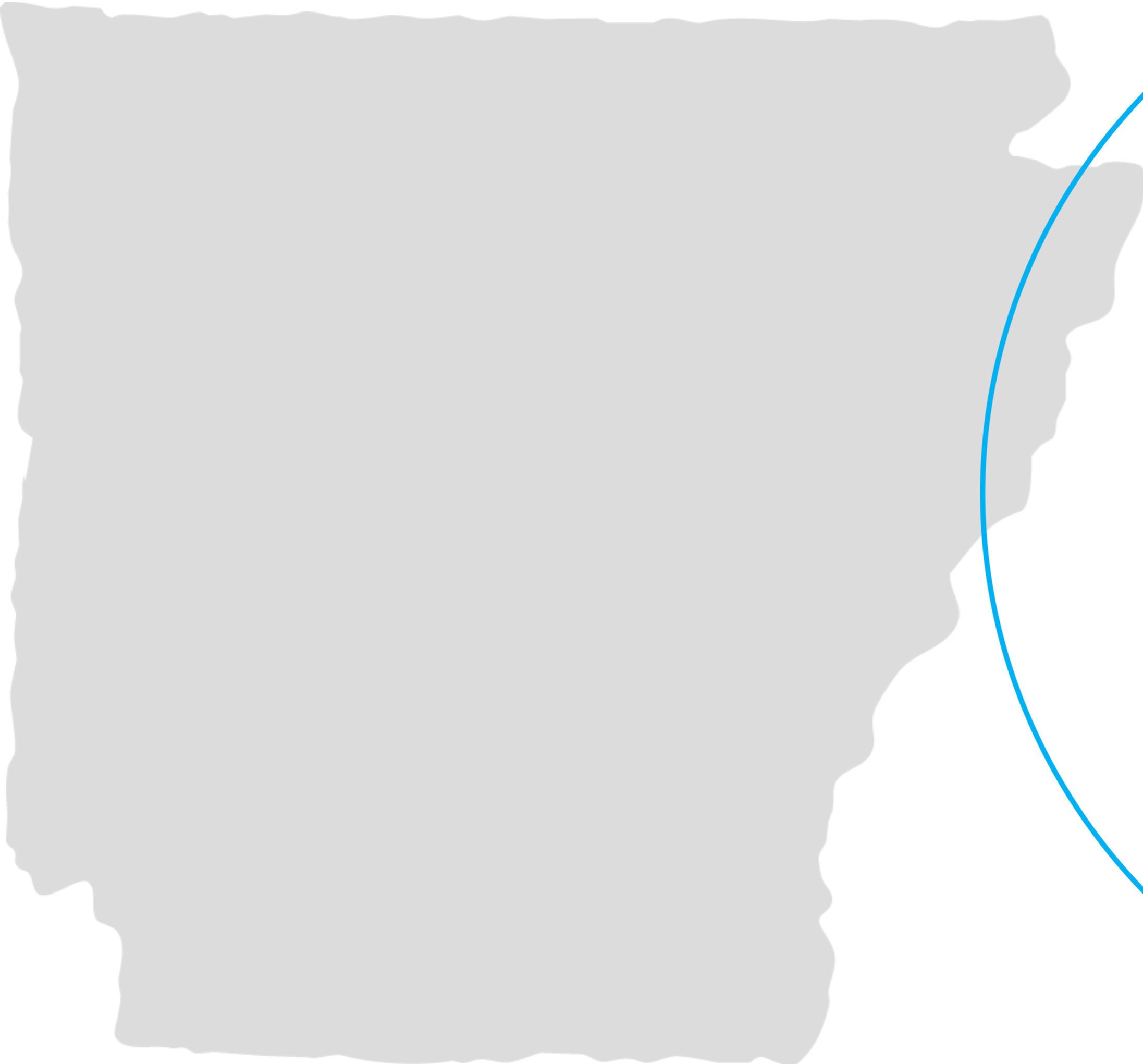


Median Acceptance Times



Arkansas and XFERALL

Launched in May 2022



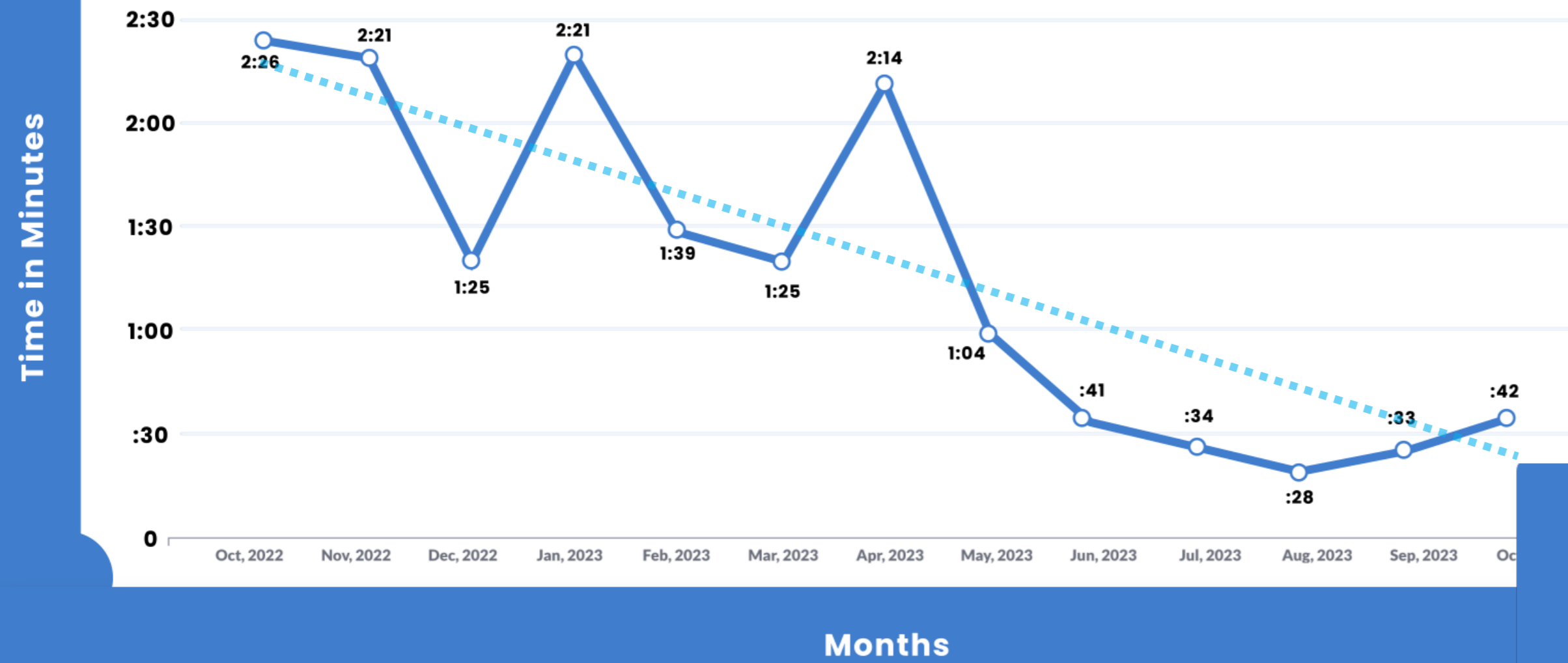
60%

of all Behavioral Health
Beds have Subscribed to
XFERALL Digital Intake

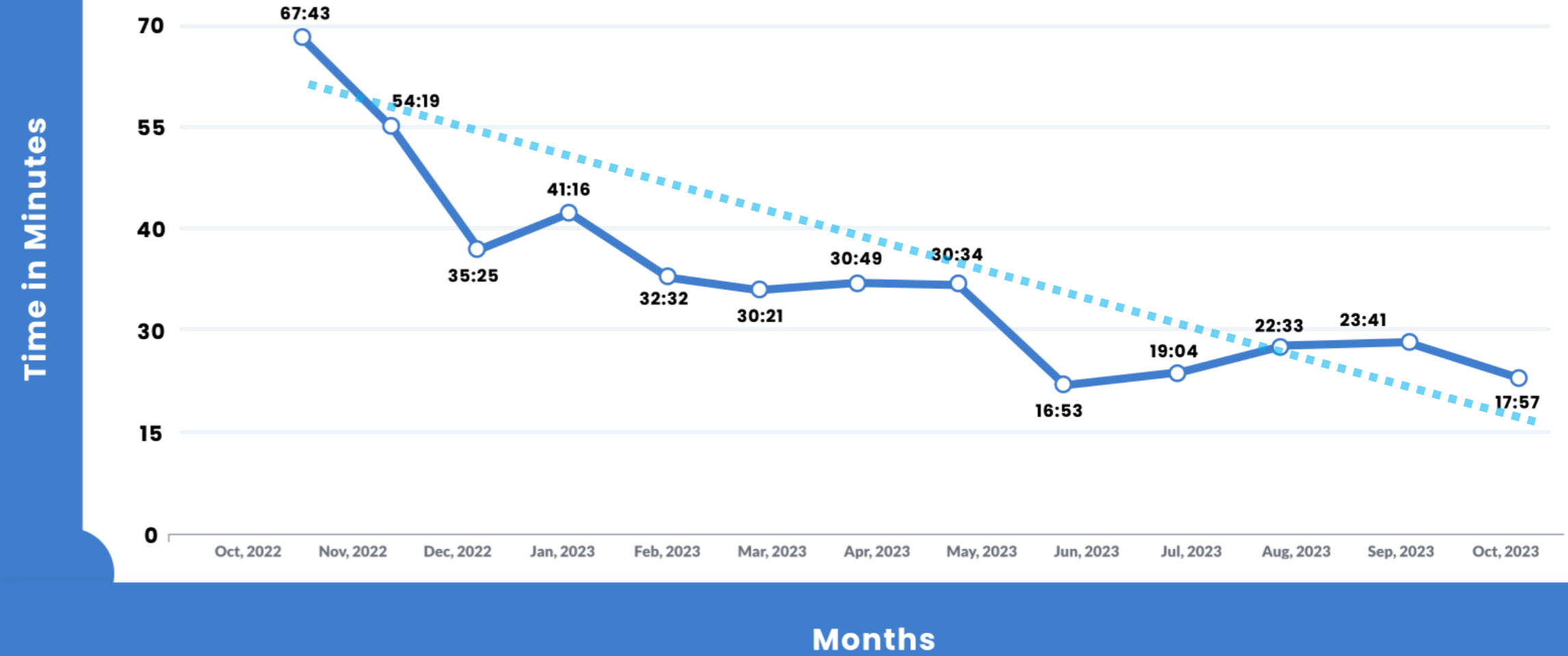
Arkansas Response Times



Median Initial Response Times



Median Acceptance Times



A woman in a blue lab coat is holding a laptop and talking to a woman in a denim shirt. They are in a hospital or clinic setting. In the background, there are other people, including a man in a green plaid shirt and a woman in a white lab coat. There are also some medical posters on the wall, one showing a stethoscope and another showing a bowl of food.

Panel Discussion

Meghan Hardin

Regional Vice President

Hospital Council

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Shana Palmieri, LCSW

CCO & Co-Founder

XFERALL

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Thank You

Thank you for participating in today's webinar.

For education questions, contact:
CHA Education at education@calhospital.org