

Specialized Crisis Services

Volume Report by Region

September 2007



Region 1 Call Locations

- 1 Anderson County High School
- 3 Baptist Hospital Cocke County - ER
- 2 Baptist Hospital West - ER
- 1 Bearden Middle School
- 1 Big Ridge Elementary School - Maynardville
- 1 Blount County Boys Home
- 5 Blount County Juvenile Detention Center
- 1 Blount Family Care
- 8 Blount Memorial Hospital - ER
- 1 Cedar Bluff Family Practice
- 2 Cherokee Health Systems - Jefferson City
- 6 Children's Hospital
- 3 Children's Hospital - ER
- 1 Christenberry Elementary School
- 4 Claiborne County Hospital - ER
- 1 Claiborne High School
- 14 Client's Home
- 1 East High School
- 1 Everett Learning Opportunity Center
- 1 Florence Crittenton Group Home
- 2 Fort Loudoun Medical Center
- 7 Fort Sanders Medical Center - Sevier
- 2 Heritage Middle School
- 1 Jefferson County Sheriff Department
- 1 Jefferson Memorial Hospital
- 1 Karns Middle School
- 5 Knox County Juvenile Detention Center
- 1 Knoxville Adaptive Education Center
- 1 Loudon County Juvenile Detention Center
- 5 Methodist Medical Center of Oak Ridge
- 6 Morristown-Hamblen Hospital - ER
- 1 Norris Middle School
- 4 Parkwest Hospital - ER
- 2 Peninsula Hospital
- 1 Peninsula Intensive Outpatient Program - Knoxville
- 2 Peninsula Outpatient - Sevier County
- 1 Ridgeview Outpatient Clinic
- 4 Roane County Medical Center ER
- 1 Scott County Hospital - ER
- 1 South Doyle High School
- 5 St. Mary's Hospital - ER (Knoxville)
- 4 St. Mary's Medical Center of Campbell County

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Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	116	Emergent	35	Diverted	83	DCS Custody	24
PHONE	37	Urgent	55	Hospitalized	33	Not in DCS Custody	129
<i>Total</i>	<i>153</i>			Phone	37	<i>Total</i>	<i>153</i>
				<i>Total</i>	<i>153</i>		

**Regional Diversion Rate:
71.55%**

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Region 2 Call Locations

- 5 Athens Regional Hospital - ER
- 1 Bledsoe County High School
- 2 Bledsoe County Sheriff's Department
- 3 Bradley Adult Detention Center
- 2 Bradley County Juvenile Detention Center
- 1 Cleveland City High School
- 12 Client's Home
- 1 Coalmont Elementary School
- 1 Cumberland Hall Main Hospital
- 1 Cumberland Hall OP Services
- 2 Dawn School
- 1 East Ridge Hospital - ER
- 1 Erlanger Hospital - Chattanooga
- 1 Foster Home
- 1 Lookout Valley High School
- 1 Meigs North Elementary School
- 1 Memorial Northpark Hospital - ER
- 1 Omni Vision - Chattanooga
- 5 Parkridge Valley Hospital
- 1 Pikeville Elementary School
- 1 Prospect Elementary School
- 1 Red Bank High School
- 1 Relative's Home
- 1 Scholtz Center
- 1 Sequatchie County High School
- 1 Sequatchie County Sheriff's Department
- 2 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 3 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 Soddy Daisy High School
- 5 Sweetwater Hospital - ER
- 5 T. C. Thompson Children's Hospital
- 10 T. C. Thompson Children's Hospital - ER
- 2 Valley Hospital - RESPOND
- 1 Washington Alternative School

Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	79	Emergent	41	Diverted	49	DCS Custody	7
PHONE	23	Non-Crisis	379	Hospitalized	30	Not in DCS Custody	95
<i>Total</i>	<i>102</i>	Urgent	69	Phone	23	<i>Total</i>	<i>102</i>
				<i>Total</i>	<i>102</i>		

Regional Diversion Rate: 62.03%
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Region 3 Call Locations

- 1 Brighter Paths Group Home
- 1 Byrdstown Medical Center
- 1 Carthage Family Practice
- 1 Chance Group Home
- 5 Client's Home
- 9 Cookeville Regional Medical Center
- 4 Cumberland Regional Medical Center
- 1 Foster Home
- 1 Jamestown Regional Hospital
- 2 Livingston Regional Medical Center
- 1 Macon County Hospital
- 3 Putnam County Juvenile Detention Center
- 2 River Park Hospital
- 1 White County Hospital

Region 3 Stats

	Region 3
FF	33
PHONE	11
<i>Total</i>	<i>44</i>

Average Response Time in Minutes	Region 3
Emergent	46
Urgent	55

	Region 3
Diverted	28
Hospitalized	5
Phone	11
<i>Total</i>	<i>44</i>

	Region 3
DCS Custody	4
Not in DCS Custody	40
<i>Total</i>	<i>44</i>

**Regional Diversion Rate:
84.85%**

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Region 4 Call Locations

- 1 Antioch Freshman Academy
- 1 Antioch Middle School
- 1 Ashland City Police Department
- 1 Carroll Oakland Elementary School
- 1 Cedar Grove Residential Treatment Center
- 1 Centennial Pediatrics
- 3 Centerstone Mental Health Center
- 1 Christiana Middle School
- 19 Client's Home
- 1 Dalewood Middle School
- 1 Davidson County Juvenile Detention Center
- 1 DCS Office - Cheatham County
- 1 DCS Office - Davidson County
- 1 DCS Office - Wilson County
- 1 Dupont School
- 1 Fairview High School
- 2 Foster Home
- 1 Franklin High School
- 1 Genesis Learning Center
- 2 Hermitage Hall
- 1 Hillsboro High School
- 2 Lifecare Family Services - Nashville
- 1 Madison School
- 1 Marshall Middle School
- 2 Middle Tennessee Medical Center
- 1 Phoenix Homes
- 2 Relative's Home
- 2 Rutherford Academy
- 4 Rutherford County Juvenile Detention Center
- 1 Siegal High School
- 2 Skyline Medical Center
- 1 Smyrna West Alternative School
- 2 Southern Hills Medical Center
- 3 Stonecrest Medical Center
- 1 Stones River Hospital
- 1 Stratton Elementary School
- 3 Summit Medical Center
- 1 Thomas Edison Elementary School
- 1 Tucker Crossroad Elementary School
- 1 Two Rivers Middle School
- 4 University Medical Center
- 1 Upper Murrell School
- 3 Vanderbilt Children's Hospital
- 16 Vanderbilt Children's Hospital - ER
- 2 Vanderbilt Hospital
- 1 Vanderbilt Hospital - ER
- 1 Vanderbilt Hospital - Respond
- 1 Vanderbilt Outpatient Services
- 2 Wallace Group Home
- 1 West End Middle School
- 2 Williamson County Juvenile Detention Center
- 2 Williamson Medical Center

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Region 4 Call Locations

- 1 Wilson Central High School
- 1 Wilson County Youth Ranch

Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	113	Emergent	45	Diverted	75	DCS Custody	20
PHONE	31	Non-Crisis	50	Hospitalized	38	Not in DCS Custody	124
<i>Total</i>	<i>144</i>	Urgent	69	Phone	31	<i>Total</i>	<i>144</i>
				<i>Total</i>	<i>144</i>		

**Regional Diversion Rate:
66.37%**

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Region 5 Call Locations

- 1 Bedford County Juvenile Detention Center
- 3 Bedford County Medical Center
- 1 Centerstone Office - Columbia
- 2 Centerstone Office - Shelbyville
- 1 Centerstone Office - Tullahoma
- 1 CHAD Youth Enhancement Center
- 9 Client's Home
- 1 Coffee County Central High School
- 1 DCS Office - Maury County
- 1 DCS Office - Montgomery County
- 1 DCS Office - Robertson County
- 1 East Hickman Intermediate School
- 1 Franklin County High School Annex
- 2 Gallatin High School
- 13 Gateway Emergency Room
- 1 Guild Elementary School
- 2 Harton Regional Medical Center
- 1 Hendersonville Family Medical Center
- 2 Hendersonville Medical Center
- 2 Hickman Medical Clinic
- 4 Hillside Hospital
- 7 Horizon Medical Center
- 1 Inman Group Home
- 1 Liberty School
- 3 Lincoln County Regional Hospital
- 1 Lincoln County Sheriff's Department
- 1 Magnolia Girls Home
- 5 Manchester Medical Center
- 4 Marshall County Medical Center
- 5 Maury County Regional Medical Center
- 1 Montgomery County Courthouse
- 2 Moore Magnet School
- 6 North Crest Medical Center
- 1 Perry Community Hospital
- 4 Relative's Home
- 1 Santa Fe Unit School
- 1 Southern Tennessee Medical Center
- 1 Station Camp High School
- 2 Sumner Regional Medical Center
- 2 Three Rivers Medical Center
- 1 Wayne Halfway House
- 1 West Creek Middle School

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Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	102	Emergent	60	Diverted	70	DCS Custody	15
PHONE	22	Non-Crisis	64	Hospitalized	32	Not in DCS Custody	109
<i>Total</i>	<i>124</i>	Urgent	110	Phone	22	<i>Total</i>	<i>124</i>
				<i>Total</i>	<i>124</i>		

**Regional Diversion Rate:
68.63%**

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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Lauderdale
- 3 Bolivar General Hospital
- 2 Camden General Hospital - ER
- 1 Chester County High School
- 1 Chester County Junior High School
- 2 Chester County Juvenile Court
- 2 Chester County Sheriff's Department
- 10 Client's Home
- 2 Decatur County General Hospital
- 1 Dr. Gary Osborne
- 4 Dyersburg Regional Medical Center
- 1 Foster Home
- 1 Halls High School
- 2 Hardin County General Hospital
- 1 Hardin County High School
- 1 Henderson County Hospital - ER
- 1 Henry County High School
- 1 Henry County Medical Center
- 1 Hope House
- 1 Humboldt High School
- 1 Huntington High School
- 1 Jackson Juvenile Intensive Detention Center
- 1 Liberty Technology Magna High School
- 2 Pathways Day Treatment
- 1 Pathways Mental Health Center - Dyersburg
- 2 Pathways Mental Health Center - main office
- 1 Professional Care Services
- 1 Professional Counseling Services - Dyersburg
- 3 Quinco Mental Health Agency
- 1 Ripley Elementary School
- 1 Riverside High School
- 1 Rose Hill Middle School
- 1 Tigrett Middle School
- 1 Trenton Middle School
- 1 Trenton Police Department
- 1 West Jackson Learning Center
- 1 Youth Town, Residential

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Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	60	Emergent	41	Diverted	45	DCS Custody	5
PHONE	18	Non-Crisis	63	Hospitalized	15	Not in DCS Custody	73
<i>Total</i>	78	Urgent	88	Phone	18	<i>Total</i>	78
				<i>Total</i>	78		

**Regional Diversion Rate:
75.00%**

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Region 7 Call Locations

- 1 Baptist Memorial Hospital - Collierville
- 2 Baptist Memorial Hospital - Tipton
- 1 Barrets Elementary School
- 1 Bethel Groves Elementary School
- 8 Client's Home
- 1 Collierville Middle School
- 1 Covington High School
- 1 Craigmont Middle School
- 3 Lakeside Behavioral Health Systems
- 1 Lakeside Day Treatment
- 2 Lakeside Hospital
- 7 LeBonheur Children's Hospital
- 1 Lucie Campbell Elementary School
- 2 Memphis Recovery Center
- 1 Methodist Hospital - Fayette County
- 1 Primary Care Clinic - UT Pediatric Residency
- 1 Reconciliation Academy
- 2 Shelby Training Center
- 1 Sherwood Elementary School
- 1 South Park Elementary School
- 1 Southside Alternative School
- 1 Southwind High School
- 6 St. Francis Hospital
- 9 The Memphis and Shelby County Juvenile Court - Detention Center
- 11 The Regional Medical Center (The MED) - Memphis
- 1 Tipton County Juvenile Court
- 1 Tipton County Teen Learning Center
- 3 Youth Dimensions
- 1 Youth Villages Center for Intensive Residential Treatment

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7	Region 7	Region 7
FF	73	Emergent	45	Diverted	53
PHONE	33	Non-Crisis	104	Hospitalized	20
Total	106	Urgent	66	Phone	33
				Total	106
				DCS Custody	11
				Not in DCS Custody	95
				Total	106

**Regional Diversion Rate:
72.60%**

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Region 8 Call Locations

- 2 Bluff City Middle School
- 1 Chuckey Doak High School
- 8 Client's Home
- 1 DCS Office - Washington County
- 1 ETSU Physicians and Associates
- 2 Free Will Baptist Group Home
- 1 Gunnings Alternative School
- 1 Holston Home For Children
- 1 Holston Medical Group
- 1 Indian Path Medical Center
- 3 Indian Path Medical Center - ER
- 1 Jefferson Elementary School
- 1 Johnson City Juvenile Detention Center
- 7 Johnson City Medical Center
- 9 Johnson City Medical Center - ER
- 4 Johnson City Medical Center PICU
- 2 Johnson County Health Center
- 3 Johnson County Health Center - ER
- 3 Laughlin Hospital
- 3 Northside Hospital
- 1 Observation and Assessment Center - Johnson City
- 1 Science Hill Alternative Center
- 1 Stepping Stones Treatment Center
- 1 Sullivan County Justice Center
- 1 Sullivan East High School
- 7 Sycamore Shoals Medical Center - ER
- 1 Unicoi County High School
- 1 Unicoi County Juvenile Court
- 2 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	71	Emergent	27	Diverted	47	DCS Custody	7
PHONE	8	Non-Crisis	117	Hospitalized	24	Not in DCS Custody	72
Total	79	Urgent	55	Phone	8	Total	79
				Total	79		

**Regional Diversion Rate:
66.20%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	116	37	153	Region 1	83	33	37	153
Region 2	79	23	102	Region 2	49	30	23	102
Region 3	33	11	44	Region 3	28	5	11	44
Region 4	113	31	144	Region 4	75	38	31	144
Region 5	102	22	124	Region 5	70	32	22	124
Region 6	60	18	78	Region 6	45	15	18	78
Region 7	73	33	106	Region 7	53	20	33	106
Region 8	71	8	79	Region 8	47	24	8	79
Total	647	183	830	Total	450	197	183	830

Statewide Diversion Rate: 69.55%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	35	41	46	45	60	41	45	27
Non-Crisis	0	379	0	50	64	63	104	117
Urgent	55	69	55	69	110	88	66	55

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	160	167	176	200	176	186	146	197

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	24	7	4	20	15	5	11	7	93
Not in DCS Custody	129	95	40	124	109	73	95	72	737
Total	153	102	44	144	124	78	106	79	830