

# *Specialized Crisis Services*

## *Volume Report by Region*

January 2008



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### *Region 1 Call Locations*

- 2 Baptist Hospital Cocke County - ER
- 4 Blount Memorial Hospital - ER
- 1 Call from Cell Phone-location not otherwise identified
- 1 Campbell County Learning Academy
- 1 Cherokee Health Systems - Maryville
- 1 Cherokee Health Systems - Maynardville
- 5 Children's Hospital
- 14 Children's Hospital - ER
- 1 Claiborne County Courthouse
- 1 Claiborne County Hospital - ER
- 7 Client's Home
- 1 Clinton Family Physicians
- 1 Clinton High School
- 1 Clinton Middle School
- 1 Florence Crittenton Group Home
- 2 Fort Loudoun Medical Center
- 2 Fort Sanders Medical Center - Knoxville
- 1 Fort Sanders Medical Center - Loudon
- 3 Fort Sanders Medical Center - Sevier
- 3 Foster Home
- 1 Fulton High School
- 1 Halls High School
- 3 Jefferson Memorial Hospital - ER
- 1 Johnson Group Home
- 4 Knox County Juvenile Detention Center
- 4 Knoxville Adaptive Education Center
- 2 Lakeway Regional Hospital
- 1 Loudon County Juvenile Detention Center
- 5 Methodist Medical Center of Oak Ridge
- 1 Morristown-Hamblen Hospital
- 3 Morristown-Hamblen Hospital - ER
- 1 Newport Pediatrics
- 1 Parkwest Hospital - ER
- 3 Peninsula Hospital
- 1 Peninsula Outpatient - Knoxville
- 1 Peninsula Outpatient - Maryville
- 1 Peninsula Village
- 1 Relative's Home
- 1 Roane County Medical Center - ICU
- 1 Rockwood High School
- 1 Smoky Mountain Group Home
- 7 St. Mary's Hospital - ER (Knoxville)
- 2 University of Tennessee Medical Center - ER
- 1 West High School

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## Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	101	Emergent	32	Diverted	68	DCS Custody	19
PHONE	34	Non-Crisis	69	Hospitalized	33	Not in DCS Custody	116
<i>Total</i>	<i>135</i>	Urgent	58	Phone	34	<i>Total</i>	<i>135</i>
				<i>Total</i>	<i>135</i>		

**Regional Diversion Rate:  
67.33%**

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### *Region 2 Call Locations*

- 2 Athens Regional Hospital - ER
- 1 Bledsoe County High School
- 2 Bradley County Juvenile Detention Center
- 1 Chamblis Home
- 1 Cleveland City High School
- 19 Client's Home
- 1 Coker Creek Elementary School
- 1 Cumberland Hall Primary Treatment Center
- 2 Dawn School
- 1 DCS Office - Marion County
- 2 Erlanger Hospital North - ER
- 1 Grandview Medical Center - ER
- 1 Hamilton County Jail
- 2 Hamilton County Juvenile Court
- 2 Hamilton County Juvenile Detention Center
- 1 Lake Forest Middle School
- 1 Marion High School
- 1 McMinn County High School
- 1 McMinn County Juvenile Court
- 1 Meigs County Court House
- 1 Meigs County High School
- 1 North Valley Hospital - ER
- 1 Omni Vision - Chattanooga
- 1 Parkridge Medical Center - ER
- 4 Parkridge Valley Hospital
- 1 Red Bank Elementary School
- 2 Rhea County Medical Center - ER
- 2 Scholtz Center
- 3 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 3 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 South Pittsburg High School
- 1 Sweetwater Elementary School
- 1 Sweetwater Hospital - ER
- 4 T. C. Thompson Children's Hospital
- 3 T. C. Thompson Children's Hospital - ER
- 3 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center
- 1 Whitwell Middle School
- 1 Woods Memorial Hospital
- 1 Y-CAP Therapeutic After School Program

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## Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	80	Emergent	38	Diverted	40	DCS Custody	15
PHONE	31	Non-Crisis	97	Hospitalized	40	Not in DCS Custody	96
<i>Total</i>	<i>111</i>	Urgent	70	Phone	31	<i>Total</i>	<i>111</i>
				<i>Total</i>	<i>111</i>		

**Regional Diversion Rate:  
50.00%**

## Region 3 Call Locations

- 1 Avalon Domestic Violence Shelter
- 4 Client's Home
- 5 Cookeville Regional Medical Center
- 1 Cumberland Regional Medical Center
- 1 Dekalb County ER
- 2 Foster Home
- 2 Indian Mound Group Home
- 2 LifeCare Services (Outpatient Program)
- 1 Macon County Hospital
- 2 Putnam County Juvenile Detention Center
- 4 River Park Hospital
- 2 Riverview Hospital
- 1 White County Hospital

## Region 3 Stats

	Region 3	Average Response Time in Minutes	Region 3		Region 3		Region 3
FF	28	Emergent	33	Diverted	19	DCS Custody	6
PHONE	11	Urgent	48	Hospitalized	9	Not in DCS Custody	33
<i>Total</i>	<i>39</i>			Phone	11	<i>Total</i>	<i>39</i>
				<i>Total</i>	<i>39</i>		

**Regional Diversion Rate:  
67.86%**

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### *Region 4 Call Locations*

- 1 Apollo Middle School
- 1 Bradford Health Services
- 1 Byars Dowdy Elementary School
- 2 Cedar Grove Residential Treatment Center
- 2 Centennial Medical Center -- Ashland City
- 2 Centerstone Mental Health Center
- 12 Client's Home
- 1 Davidson County Juvenile Court
- 1 Donelson Middle School
- 1 Fairview High School
- 1 Family Care - PCP
- 1 Genesis Learning Center
- 2 Hermitage Hall
- 1 HG Mills Middle School
- 3 Institute for Learning Research (ILR)
- 1 LaVergne Middle School
- 1 Lebanon High School
- 1 Lower Murrel School
- 1 Madison School
- 1 McGavock High School
- 1 McMurry Middle School
- 1 Meharry Pediatric Clinic
- 1 Metro General Hospital - Nashville
- 2 Middle Tennessee Medical Center
- 1 Our Kids
- 1 Overton High School - Nashville
- 1 Riverdale High School
- 4 Rock of Refuge
- 3 Rutherford County Juvenile Detention Center
- 1 Rutland Elementary School
- 1 Satterfield Middle School
- 2 Skyline Medical Center
- 2 Smyrna High School
- 1 Smyrna West Alternative School
- 1 Southern Hills Medical Center
- 5 Stonecrest Medical Center
- 3 Summit Medical Center
- 1 Task Residential Treatment Center
- 2 University Medical Center
- 4 Vanderbilt Children's Hospital
- 13 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - ER
- 5 Vanderbilt Hospital - Respond
- 1 Vanderbilt Outpatient Services
- 1 Vista Hotel
- 1 Walter J. Beard Middle School
- 1 Walter Jay Baird Middle School
- 1 Williamson County Juvenile Detention Center
- 1 Wilson County Youth Ranch

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## Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4	Region 4	Region 4
FF	100	Emergent	38	Diverted	62
PHONE	25	Non-Crisis	40	Hospitalized	38
<i>Total</i>	<i>125</i>	Urgent	59	Phone	25
				<i>Total</i>	<i>125</i>

**Regional Diversion Rate:  
62.00%**

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### ***Region 5 Call Locations***

- 1 Ann Marie Bryant LPC
- 2 Bedford County Medical Center
- 2 Centerstone Office - Clarksville
- 1 Centerstone Office-Hohenwald
- 1 Clarksville Police Department
- 5 Client's Home
- 1 Coffee County Courthouse
- 1 Crockett Hospital
- 1 Crossroads Primary Treatment Center
- 1 David Crockett Elementary School
- 1 DCS Office - Maury County
- 2 DCS Office - Montgomery County
- 1 DCS Office - Sumner County
- 1 Deer Valley Residential Treatment Center
- 1 Dickson Middle School
- 2 Dickson Recovery Center
- 1 Emerald Hodgson Hospital
- 2 Foster Home
- 8 Gateway Emergency Room
- 2 Harton Regional Medical Center
- 4 Hendersonville Medical Center
- 1 Hickman County High School
- 1 Hickman County Hospital
- 1 Highland Youth Center
- 4 Horizon Medical Center
- 1 Inman Group Home
- 1 Lincoln County Regional Hospital
- 1 Magnolia Girls Home
- 3 Marshall County Medical Center
- 17 Maury County Regional Medical Center
- 1 Montgomery County Sheriff's Department
- 1 Moore County Middle School
- 3 North Crest Medical Center
- 1 Relative's Home
- 1 Saint Andrews Boarding School
- 1 South Lawrence Elementary School
- 6 Southern Tennessee Medical Center
- 5 Sumner Regional Medical Center
- 1 Trace Group Home
- 1 TW Hunter Middle School
- 1 United Regional Medical Center
- 1 Wayne County Medical Center
- 1 White Bluff Family Medical Center

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## Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	95	Emergent	44	Diverted	71	DCS Custody	20
PHONE	31	Non-Crisis	85	Hospitalized	24	Not in DCS Custody	106
<i>Total</i>	<i>126</i>	Urgent	104	Phone	31	<i>Total</i>	<i>126</i>
				<i>Total</i>	<i>126</i>		

**Regional Diversion Rate:  
74.74%**

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## Region 6 Call Locations

- 1 Alexander Elementary School
- 2 Baptist Memorial Hospital - Lauderdale
- 1 Baptist Memorial Hospital - Union City
- 1 Bolivar General Hospital
- 1 Chester County High School
- 7 Client's Home
- 2 Crockett County Middle School
- 4 Dyersburg Regional Medical Center
- 1 Foster Home
- 1 Gibson County Hospital - ER
- 1 Gleason High School
- 3 Hardin County General Hospital
- 1 Haywood High School
- 1 Haywood Park Community Hospital
- 2 Henry County Medical Center
- 1 Huntingdon Hospital - ER
- 2 Jackson Madison County Day Treatment
- 1 Martin Middle School
- 2 McKenzie Regional Hospital
- 3 McNairy County Regional Hospital
- 1 Milan General Hospital
- 1 Milan Middle School
- 1 Phoenix Foster Homes
- 1 Professional Care Services
- 1 Professional Counseling Services - Ripley
- 2 Quinco Mental Health Agency
- 2 Regional Medical Center - Jackson
- 1 Riverside High School
- 1 Union City Medical Center
- 1 Weakley County Juvenile Court
- 1 Windsor Hall
- 2 Youth Harbor

## Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	53	Emergent	37	Diverted	38	DCS Custody	11
PHONE	15	Non-Crisis	45	Hospitalized	15	Not in DCS Custody	57
<b>Total</b>	<b>68</b>	Urgent	97	Phone	15	<b>Total</b>	<b>68</b>
				<b>Total</b>	<b>68</b>		

**Regional Diversion Rate:  
71.70%**

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## Region 7 Call Locations

- 1 Baptist Memorial Hospital - Tipton
- 9 Client's Home
- 1 Comprehensive Counseling Network (formerly Frayser Family Counseling)
- 1 DCS Office - Shelby County
- 1 Fairley High School
- 2 Foster Home
- 5 Lakeside Behavioral Health Systems
- 2 Lakeside Day Treatment
- 4 Lakeside Hospital
- 6 LeBonheur Children's Hospital
- 1 Lester Elementary School
- 1 Location Not Yet Entered
- 4 Memphis Boys Town
- 1 Methodist Hospital -- Germantown
- 1 Primary Care Clinic - UT Pediatric Residency
- 1 Professional Counseling Services - Covington
- 1 Reconciliation Academy
- 1 Shelby Training Center
- 1 Snowden Middle School
- 1 Southside Alternative School
- 1 St. Francis - Bartlett
- 3 St. Francis Hospital
- 8 The Memphis and Shelby County Juvenile Court - Detention Center
- 11 The Regional Medical Center (The MED) - Memphis
- 1 Tipton County Juvenile Court
- 1 Youth Dimensions

## Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7	Region 7	Region 7
FF	70	Emergent	45	Diverted	47
PHONE	11	Non-Crisis	73	Hospitalized	23
<i>Total</i>	<i>81</i>	Urgent	71	Phone	11
				<i>Total</i>	<i>81</i>
				<b>Regional Diversion Rate: 67.14%</b>	
				DCS Custody	21
				Not in DCS Custody	60
				<i>Total</i>	<i>81</i>

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## Region 8 Call Locations

- 2 Charlotte Taylor Center
- 4 Client's Home
- 1 Comprehensive Children's Services Adolescent Treatment Facility
- 3 Elizabethton Group Home
- 1 Fairmont School
- 1 Foster Home
- 1 Holston Children and Youth
- 1 Holston United Methodist Home
- 6 Indian Path Medical Center - ER
- 3 Johnson City Medical Center
- 6 Johnson City Medical Center - ER
- 2 Johnson City Medical Center PICU
- 2 Johnson County Health Center
- 2 Johnson County Health Center - ER
- 6 Laughlin Hospital
- 1 Northside Hospital
- 1 Sullivan Central High School
- 3 Sycamore Shoals Medical Center - ER

## Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	46	Emergent	37	Diverted	29	DCS Custody	11
PHONE	10	Urgent	67	Hospitalized	17	Not in DCS Custody	45
<i>Total</i>	<i>56</i>			Phone	10	<i>Total</i>	<i>56</i>
				<i>Total</i>	<i>56</i>		
<b>Regional Diversion Rate: 63.04%</b>							

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## Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
<b>Region 1</b>	101	34	135	<b>Region 1</b>	68	33	34	135
<b>Region 2</b>	80	31	111	<b>Region 2</b>	40	40	31	111
<b>Region 3</b>	28	11	39	<b>Region 3</b>	19	9	11	39
<b>Region 4</b>	100	25	125	<b>Region 4</b>	62	38	25	125
<b>Region 5</b>	95	31	126	<b>Region 5</b>	71	24	31	126
<b>Region 6</b>	53	15	68	<b>Region 6</b>	38	15	15	68
<b>Region 7</b>	70	11	81	<b>Region 7</b>	47	23	11	81
<b>Region 8</b>	46	10	56	<b>Region 8</b>	29	17	10	56
<b>Total</b>	573	168	741	<b>Total</b>	374	199	168	741

**Statewide Diversion Rate: 65.27%**

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
<b>Emergent</b>	32	38	33	38	44	37	45	37
<b>Non-Crisis</b>	69	97	0	40	85	45	73	0
<b>Urgent</b>	58	70	48	59	104	97	71	67

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	164	207	153	169	181	188	172	187

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
<b>DCS Custody</b>	19	15	6	21	20	11	21	11	124
<b>Not in DCS Custody</b>	116	96	33	104	106	57	60	45	617
<b>Total</b>	135	111	39	125	126	68	81	56	741