

Specialized Crisis Services Volume Report by Region

June 2008



Region 1 Call Locations

- 6 Baptist Hospital Cocke County - ER
- 2 Baptist Hospital West - ER
- 2 Blount County Juvenile Detention Center
- 6 Blount Memorial Hospital - ER
- 1 Cherokee Health Systems - Jefferson City
- 2 Children's Hospital
- 9 Children's Hospital - ER
- 2 Claiborne County Hospital - ER
- 5 Client's Home
- 1 East Tennessee Medical Group
- 1 Fort Sanders Medical Center - Sevier
- 1 Foster Home
- 1 Grainger County Justice Center
- 1 Jefferson County DCS Office
- 2 Jefferson Memorial Hospital - ER
- 2 Jefferson Memorial Hospital - ICU
- 1 Jellico Community Hospital - ER
- 1 Johnson Group Home
- 2 Knox County Juvenile Detention Center
- 1 Knoxville Adaptive Education Center
- 1 Lakeway Regional Hospital
- 1 Loudon County Juvenile Services
- 1 Maryville Pediatric Associates
- 3 Methodist Medical Center of Oak Ridge
- 1 Michael Dunn Center
- 1 Morristown-Hamblen Hospital
- 1 Morristown-Hamblen Hospital - ER
- 1 Peninsula Village
- 2 Reflections Treatment Agency
- 1 Relative's Home
- 2 Roane County Medical Center ER
- 1 Scott County Hospital - ER
- 1 Scott County Juvenile Detention Center
- 2 St. Mary's Hospital - ER (Knoxville)
- 1 St. Mary's Medical Center of Campbell County
- 1 Union County Sheriff's Department
- 2 University of Tennessee Medical Center - ER
- 1 Youth Emergency Shelter

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Region 1 Stats

	Region 1
FF	73
PHONE	18
<i>Total</i>	<i>91</i>

Average Response Time in Minutes

	Region 1
Emergent	50
Urgent	69

	Region 1
Diverted	45
Hospitalized	28
Phone	18
<i>Total</i>	<i>91</i>

	Region 1
DCS Custody	11
Not in DCS Custody	80
<i>Total</i>	<i>91</i>

Regional Diversion Rate: 61.64%
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Region 2 Call Locations

- 2 Athens Regional Hospital - ER
- 2 Chamblis Home
- 9 Client's Home
- 2 Cumberland Hall Primary Treatment Center
- 2 Foster Home
- 1 Hamilton County Juvenile Detention Center
- 1 Hiwassee Mental Health - Athens
- 1 Hiwassee Mental Health - Cleveland
- 1 Memorial Hospital - ER (Chattanooga)
- 2 Northbridge Group Home
- 1 Parkridge Medical Center - ER
- 1 Rhea County Juvenile Detention Center
- 1 Rhea County Mental Health Center
- 2 Scholtz Center
- 2 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 3 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 2 Soddy Daisy Pediatrics
- 5 Sweetwater Hospital - ER
- 6 T. C. Thompson Children's Hospital - ER
- 4 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center

Region 2 Stats

	Region 2	Average Response Time in Minutes	Region 2		Region 2		Region 2
FF	51	Emergent	44	Diverted	30	DCS Custody	7
PHONE	11	Non-Crisis	46	Hospitalized	21	Not in DCS Custody	55
Total	62	Urgent	61	Phone	11	Total	62
				Total	62		

**Regional Diversion Rate:
58.82%**

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Region 3 Call Locations

- 1 Carthage General Hospital
- 2 Cookeville Regional Medical Center
- 3 Cumberland Regional Medical Center
- 1 Dekalb County ER
- 2 Indian Mound Group Home
- 1 Jamestown Regional Hospital
- 1 Livingston Medical Clinic
- 1 Livingston Regional Medical Center
- 1 Putnam County Juvenile Detention Center
- 1 Respite Care with External Source
- 1 Riverview Hospital
- 1 White County Hospital

Region 3 Stats

	Region 3
FF	16
PHONE	8
<i>Total</i>	24

Average Response Time in Minutes		Region 3
Emergent		37
Urgent		50

	Region 3
Diverted	10
Hospitalized	6
Phone	8
<i>Total</i>	24

	Region 3
DCS Custody	6
Not in DCS Custody	18
<i>Total</i>	24

**Regional Diversion Rate:
62.50%**

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Region 4 Call Locations

- 1 Bradford Health Services
- 1 Centennial Medical Center
- 1 Centennial Medical Center -- Ashland City
- 2 Centerstone Mental Health Center
- 15 Client's Home
- 1 Connexus Inc.
- 1 DCS Office - Cheatham County
- 1 DCS Office - Davidson County
- 1 Foster Home
- 1 Hermitage Hall
- 3 Middle Tennessee Medical Center
- 2 Middle Tennessee Mental Health Institute
- 2 Rutherford County Juvenile Detention Center
- 1 Skyline Medical Center
- 1 Southern Hills Medical Center
- 2 Stonecrest Medical Center
- 3 Summit Medical Center
- 1 Tennessee Christian Medical Center
- 2 Tennessee Christian Medical Center ER - Madison
- 1 The Guidance Center - Murfreesboro
- 1 The Guidance Center of Smyrna
- 2 Trousdale Medical Center
- 2 University Medical Center
- 9 Vanderbilt Children's Hospital
- 9 Vanderbilt Children's Hospital - ER

Region 4 Stats

	Region 4	Average Response Time in Minutes	Region 4		Region 4		Region 4
FF	66	Emergent	45	Diverted	37	DCS Custody	12
PHONE	22	Urgent	57	Hospitalized	29	Not in DCS Custody	76
Total	88			Phone	22	Total	88
				Total	88		

**Regional Diversion Rate:
56.06%**

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Region 5 Call Locations

- 5 Bedford County Medical Center
- 1 Centerstone Office - Columbia
- 6 Client's Home
- 1 Crockett Hospital
- 1 DCS Office - Maury County
- 1 DCS Office - Robertson County
- 4 Deer Valley Residential Treatment Center
- 1 Dickson County Juvenile Detention Center
- 8 Gateway Emergency Room
- 3 Harton Regional Medical Center
- 2 Highland Youth Center
- 2 Hillside Hospital
- 6 Horizon Medical Center
- 1 Humphreys County Courthouse
- 2 Lincoln County Regional Hospital
- 1 Maury County Juvenile Detention Center
- 5 Maury County Regional Medical Center
- 1 Middle Tennessee Detention Center
- 4 North Crest Medical Center
- 1 Portland Medical Center
- 1 Premier Family Medical Center
- 1 Sumner County Juvenile Detention Center
- 1 Sumner Regional Medical Center
- 1 Three Rivers Medical Center
- 1 TRAC group home (Temporary Residence for Adolescents in Crisis)
- 1 Trinity Hospital

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	62	Emergent	60	Diverted	45	DCS Custody	16
PHONE	29	Non-Crisis	65	Hospitalized	17	Not in DCS Custody	75
Total	91	Urgent	94	Phone	29	Total	91
				Total	91		

**Regional Diversion Rate:
72.58%**

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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Lauderdale
- 1 Camden General Hospital - ER
- 12 Client's Home
- 1 Decatur County General Hospital
- 1 Dyersburg Regional Medical Center
- 3 Hardin County General Hospital
- 1 Henderson County Juvenile Court
- 1 Hobbs House Group Home
- 2 McKenzie Regional Hospital
- 2 McNairy County Regional Hospital
- 1 Professional Care Services
- 1 Quinco Mental Health Agency
- 2 Regional Medical Center - Jackson

Region 6 Stats

	Region 6
FF	29
PHONE	13
<i>Total</i>	42

Average Response Time in Minutes	Region 6
Emergent	50
Urgent	88

	Region 6
Diverted	18
Hospitalized	11
Phone	13
<i>Total</i>	42

	Region 6
DCS Custody	3
Not in DCS Custody	39
<i>Total</i>	42

**Regional Diversion Rate:
62.07%**

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Region 7 Call Locations

- 1 Baptist Memorial Hospital - Tipton
- 1 Christ Community Health Services
- 4 Client's Home
- 1 Focus Group Home
- 3 Foster Home
- 8 Lakeside Behavioral Health Systems
- 4 Lakeside Day Treatment
- 1 Lakeside Hospital
- 1 Lanier Middle School
- 1 LeBonheur Children's Hospital
- 1 Memphis Recovery Center
- 1 Peabody Residential Treatment Center
- 1 Professional Counseling Services - Millington
- 1 Reconciliation Academy
- 1 Respite Care with External Source
- 1 Salvation Army
- 7 St. Francis Hospital
- 13 The Memphis and Shelby County Juvenile Court - Detention Center
- 16 The Regional Medical Center (The MED) - Memphis

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	67	Emergent	35	Diverted	42	DCS Custody	14
PHONE	16	Non-Crisis	61	Hospitalized	25	Not in DCS Custody	69
Total	83	Urgent	68	Phone	16	Total	83
				Total	83		

**Regional Diversion Rate:
62.69%**

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Region 8 Call Locations

- 7 Client's Home
- 1 DCS Office - Sullivan County
- 1 Foster Home
- 1 Free Will Baptist Group Home
- 1 Indian Path Medical Center
- 6 Indian Path Medical Center - ER
- 2 Johnson City Juvenile Detention Center
- 4 Johnson City Medical Center - ER
- 1 Johnson County Health Center
- 1 Johnson County Health Center - ER
- 2 Laughlin Hospital
- 1 Northside Hospital
- 1 Observation and Assessment Center - Johnson City
- 1 Omni Vision
- 1 Relative's Home
- 1 Science Hill High School
- 3 Sycamore Shoals Medical Center - ER
- 1 Washington County Juvenile Court
- 3 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	39	Emergent	29	Diverted	25	DCS Custody	8
PHONE	12	Non-Crisis	52	Hospitalized	14	Not in DCS Custody	43
Total	51	Urgent	78	Phone	12	Total	51
				Total	51		

**Regional Diversion Rate:
64.10%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	73	18	91	Region 1	45	28	18	91
Region 2	51	11	62	Region 2	30	21	11	62
Region 3	16	8	24	Region 3	10	6	8	24
Region 4	66	22	88	Region 4	37	29	22	88
Region 5	62	29	91	Region 5	45	17	29	91
Region 6	29	13	42	Region 6	18	11	13	42
Region 7	67	16	83	Region 7	42	25	16	83
Region 8	39	12	51	Region 8	25	14	12	51
Total	403	129	532	Total	252	151	129	532

Statewide Diversion Rate: 62.53%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	50	44	37	45	60	50	35	29
Non-Crisis	0	46	0	0	65	0	61	52
Urgent	69	61	50	57	94	88	68	78

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	159	180	167	164	169	241	160	201

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	11	7	6	12	16	3	14	8	77
Not in DCS Custody	80	55	18	76	75	39	69	43	455
Total	91	62	24	88	91	42	83	51	532