

Specialized Crisis Services Volume Report by Region

October 2008



Region 1 Call Locations

- 3 Baptist Hospital Cocke County - ER
- 1 Baptist Hospital West - ER
- 1 Bearden High School
- 1 Blount County Juvenile Detention Center
- 13 Blount Memorial Hospital - ER
- 1 Camelot Schools - Residential Facility
- 1 Cherokee Health Systems - Jefferson City
- 5 Children's Hospital
- 13 Children's Hospital - ER
- 1 Claiborne County Courthouse
- 3 Claiborne County Hospital - ER
- 21 Client's Home
- 1 DCS Claiborne County
- 1 DCS Office - Anderson County
- 1 Dogwood Elementary School
- 1 Dr. Kuhl
- 1 East TN OBGYN - Morristown
- 3 Florence Crittenton Group Home
- 7 Fort Sanders Medical Center - Sevier
- 2 Foster Home
- 1 Friend's Home
- 3 Fulton High School
- 1 Helen Ross McNabb Community Mental Health Center
- 2 Jefferson Memorial Hospital - ER
- 1 Jellico Community Hospital - ER
- 1 Karns High School
- 1 Knox County Juvenile Detention Center
- 3 Loudon County Juvenile Detention Center
- 1 Maryville Middle School
- 2 Methodist Medical Center of Oak Ridge
- 1 Midway High School
- 1 Morristown Detention Center
- 4 Morristown-Hamblen Hospital - ER
- 1 Oliver Springs Elementary Scholl
- 1 Parkway Academy
- 2 Parkwest Hospital - ER
- 1 Pediatric Associates
- 1 Pediatrics to Parents
- 1 Peninsula Hospital
- 1 Peninsula Outpatient - Maryville
- 1 Ridgeview Outpatient Clinic
- 1 Roane County High School
- 1 Roane County Juvenile Detention Center
- 6 Roane County Medical Center ER
- 2 Scott County Hospital - ER
- 1 Scott County Juvenile Detention Center
- 1 St. Mary's Hospital - ER (Knoxville)
- 1 St. Marys North Hospital
- 1 Sunbright High School
- 1 The Runaway Shelter
- 2 West High School
- 1 Youth Emergency Shelter

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Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	130	Emergent	38	Diverted	102	DCS Custody	19
PHONE	44	Non-Crisis	66	Hospitalized	28	Not in DCS Custody	155
Total	174	Urgent	58	Phone	44	Total	174
				Total	174		

**Regional Diversion Rate:
78.46%**

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Region 2 Call Locations

- 3 Athens Regional Hospital - ER
- 1 Bess T. Shepard Elementary School
- 1 Bradley County Juvenile Detention Center
- 1 Bradley Memorial Hospital - ER
- 1 Chamblis Home
- 1 Cleveland Middle School
- 18 Client's Home
- 1 Cumberland Hall (Hospital), Pine Breeze Building
- 3 Cumberland Hall Main Hospital
- 2 Cumberland Hall OP Services
- 4 Cumberland Hall Primary Treatment Center
- 4 Dawn School
- 1 Dr. Kaukab Naseer
- 1 Erlanger Hospital North
- 1 Erlanger Hospital North - ER
- 5 Foster Home
- 1 Friend's Home
- 1 Lake Forest Middle School
- 1 Madisonville Girls Group Home
- 2 McMinn County High School
- 1 Meigs County Sheriff's Department
- 1 Ocoee Middle School
- 3 Parkridge Valley Hospital
- 2 Red Bank High School
- 1 Relative's Home
- 1 Rhea County Juvenile Detention Center
- 3 Rhea County Medical Center - ER
- 1 Rhea County Mental Health Center
- 1 Sequoyah High School
- 2 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 4 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 4 Sweetwater Hospital - ER
- 4 T. C. Thompson Children's Hospital - ER
- 1 Tellico Plains Junior High School
- 5 Valley Hospital - RESPOND
- 1 Valley Residential Treatment Center

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Region 2 Stats

	Region 2
FF	88
PHONE	36
Total	124

Average Response Time in Minutes		Region 2
Emergent		40
Non-Crisis		88
Urgent		71

	Region 2
Diverted	49
Hospitalized	39
Phone	36
Total	124

	Region 2
DCS Custody	20
Not in DCS Custody	104
Total	124

**Regional Diversion Rate:
55.68%**

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Region 3 Call Locations

- 1 ADAPT
- 1 Alpha Medcial Associates
- 3 Client's Home
- 1 Cookeville High School
- 5 Cookeville Regional Medical Center
- 1 Cumberland County Juvenile Detention
- 2 Cumberland Regional Medical Center
- 1 DCS Office - Putnam County
- 1 Dekalb County ER
- 1 Dekalb County Sheriff's Department
- 3 Indian Mound Group Home
- 1 Jamestown Regional Hospital
- 1 Livingston Middle School
- 1 Livingston Regional Medical Center
- 1 Macon County Hospital
- 1 Putnam County Juvenile Detention Center
- 1 Relative's Home
- 4 River Park Hospital
- 1 Riverview Hospital
- 1 Upperman High School
- 1 White County High School

Region 3 Stats

	Region 3	Average Response Time in Minutes	Region 3		Region 3		Region 3
FF	33	Emergent	38	Diverted	22	DCS Custody	14
PHONE	13	Non-Crisis	34	Hospitalized	11	Not in DCS Custody	32
Total	46	Urgent	95	Phone	13	Total	46
				Total	46		

**Regional Diversion Rate:
66.67%**

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Region 4 Call Locations

- 1 Anitoch High School
- 1 Black Fox Elementary School
- 1 Brick Church Middle School
- 1 Centennial Medical Center -- Ashland City
- 16 Client's Home
- 2 DCS Office - Davidson County
- 1 Ewing Park School
- 1 Genesis Learning Center
- 1 Gra-Mar Middle School
- 1 Haywood Elementary School
- 3 Hermitage Hall
- 1 J.T. Moore Middle School
- 1 Jere Baxter Middle School
- 1 Joelton Middle School
- 2 Lifecare Family Services - Nashville
- 1 Madison School
- 1 McKissick Middle School
- 5 Middle Tennessee Medical Center
- 1 Neelys Bend Elementary School
- 1 North Crest Medical Center
- 1 Oakland High School
- 1 Roy Waleron Elementary School
- 2 Rutherford Academy
- 8 Rutherford County Juvenile Detention Center
- 5 Skyline Madison Campus
- 2 Skyline Medical Center
- 2 Smyrna High School
- 1 Southern Hills Medical Center
- 5 Stonecrest Medical Center
- 3 Summit Medical Center
- 1 Summit Primary Care
- 1 Tusculum Elementary School
- 5 University Medical Center
- 1 Upper Murrell School
- 1 Vanderbilt (Psychiatric Hospital)
- 7 Vanderbilt Children's Hospital
- 13 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - Respond
- 1 Whitsitt Elementary School
- 1 Williamson County Juvenile Court
- 3 Williamson Medical Center
- 1 Wilson County Juvenile Court

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Region 4 Stats

	Region 4
FF	109
PHONE	44
<i>Total</i>	<i>153</i>

Average Response Time in Minutes

	Region 4
Emergent	48
Urgent	80

	Region 4
Diverted	61
Hospitalized	48
Phone	44
<i>Total</i>	<i>153</i>

	Region 4
DCS Custody	12
Not in DCS Custody	141
<i>Total</i>	<i>153</i>

Regional Diversion Rate: 55.96%

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Region 5 Call Locations

- 1 Centerstone Office - Pulaski
- 7 Client's Home
- 2 Crockett Hospital
- 1 Deer Valley Residential Treatment Center
- 1 Foster Home
- 13 Gateway Emergency Room
- 2 Group Effort
- 4 Harton Regional Medical Center
- 5 Hendersonville Medical Center
- 4 Heritage Medical Center
- 1 Highland Youth Center
- 2 Hillside Hospital
- 7 Horizon Medical Center
- 1 Kings Daughter Academy
- 3 Lincoln County Regional Hospital
- 2 Manchester Medical Center
- 2 Marshall County Medical Center
- 2 Maury County Regional Medical Center
- 1 Montgomery Central High School
- 1 Norman Smith Elementary School
- 11 North Crest Medical Center
- 1 Oak Plains Academy
- 1 Rossvie Middle School
- 1 RT Fisher Alternative School
- 1 Smith School
- 1 Southern Tennessee Medical Center
- 2 Sumner Regional Medical Center
- 1 Three Rivers Medical Center
- 1 United Regional Medical Center
- 1 Wayne County Medical Center

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	83	Emergent	50	Diverted	55	DCS Custody	17
PHONE	38	Non-Crisis	77	Hospitalized	28	Not in DCS Custody	104
Total	121	Urgent	101	Phone	38	Total	121
				Total	121		

**Regional Diversion Rate:
66.27%**

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Region 6 Call Locations

- 2 Baptist Memorial Hospital - Lauderdale
- 1 Baptist Memorial Hospital - Union City
- 1 Benton County Juvenile Court
- 1 Big Sandy High School
- 1 Camden Family Medical Center
- 1 Camden General Hospital - ER
- 1 Carey Counseling Center-Union City
- 11 Client's Home
- 1 DCS Office - Hardin County
- 1 Dyer County High School
- 6 Dyersburg Regional Medical Center
- 1 Evans Clinic
- 1 Foster Home
- 1 Gibson County High School
- 1 Gibson County Hospital - ER
- 1 Haywood Park Community Hospital
- 3 Henry County Medical Center
- 1 Humboldt Junior High School
- 1 Huntingdon Hospital - ER
- 1 Lake County Juvenile Office
- 1 Lauderdale County Juvenile Court
- 4 Madison Oaks Academy
- 1 McKenzie Regional Hospital
- 1 North Parkway Elementary School
- 1 Pathways Mental Health Center - main office
- 3 Pope Elementary School
- 1 Quinco Mental Health Agency
- 1 Southside High School
- 1 Thelma Barker Elementary School
- 1 Turning Point Residential Facility
- 1 West Tennessee Children's Home, Group Home

Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	54	Emergent	52	Diverted	40	DCS Custody	16
PHONE	32	Non-Crisis	115	Hospitalized	14	Not in DCS Custody	70
Total	86	Urgent	89	Phone	32	Total	86
				Total	86		

**Regional Diversion Rate:
74.07%**

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Region 7 Call Locations

- 1 Baptist Memorial Hospital - East
- 8 Client's Home
- 2 Compass Intervention - Residential Facility
- 1 Fairview Middle School
- 1 Focus Group Home
- 11 Lakeside Behavioral Health Systems
- 2 Lakeside Day Treatment
- 7 Lakeside Hospital
- 3 LeBonheur Children's Hospital
- 1 Memphis Boys Town
- 2 Methodist Hospital - Fayette County
- 1 Methodist Hospital -- Germantown
- 1 Methodist Hospital - South
- 1 Munford High School
- 1 Porter-Leath Children's Home
- 1 Southwind High School
- 2 St. Francis - Bartlett
- 2 St. Francis Day Treatment
- 7 St. Francis Hospital
- 4 The Memphis and Shelby County Juvenile Court - Detention Center
- 12 The Regional Medical Center (The MED) - Memphis
- 1 Westwood Elementary School
- 1 Wooddale Middle School
- 3 Youth Dimensions

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	76	Emergent	56	Diverted	41	DCS Custody	14
PHONE	25	Urgent	78	Hospitalized	35	Not in DCS Custody	87
Total	101			Phone	25	Total	101
				Total	101		

**Regional Diversion Rate:
53.95%**

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Region 8 Call Locations

- 1 Bristol Regional Counseling Center
- 1 Carter County Sheriff's Department
- 1 Cherokee High School
- 1 Chuckey Doak High School
- 5 Client's Home
- 1 DCS Office - Hawkins County
- 2 DCS Office - Kingsport
- 1 Educational Center
- 2 Elizabethton Group Home
- 1 Foster Home
- 1 Free Will Baptist Group Home
- 1 Holston Children and Youth
- 2 Holston Home For Children
- 6 Indian Path Medical Center - ER
- 2 Johnson City Juvenile Detention Center
- 2 Johnson City Medical Center
- 7 Johnson City Medical Center - ER
- 2 Johnson City Medical Center PICU
- 1 Johnson County Counseling Center
- 3 Johnson County Health Center - ER
- 7 Laughlin Hospital
- 2 Link House
- 1 New Horizons Alternative School
- 1 Nolachuckey Mental Health
- 4 Northside Hospital
- 1 Sullivan County Justice Center
- 3 Sullivan House
- 2 Sycamore Shoals Medical Center - ER
- 2 Unicoi County Hospital - ER
- 5 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	71	Emergent	46	Diverted	48	DCS Custody	12
PHONE	12	Non-Crisis	40	Hospitalized	23	Not in DCS Custody	71
Total	83	Urgent	63	Phone	12	Total	83
				Total	83		

**Regional Diversion Rate:
67.61%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	130	44	174	Region 1	102	28	44	174
Region 2	88	36	124	Region 2	49	39	36	124
Region 3	33	13	46	Region 3	22	11	13	46
Region 4	109	44	153	Region 4	61	48	44	153
Region 5	83	38	121	Region 5	55	28	38	121
Region 6	54	32	86	Region 6	40	14	32	86
Region 7	76	25	101	Region 7	41	35	25	101
Region 8	71	12	83	Region 8	48	23	12	83
Total	644	244	888	Total	418	226	244	888

Statewide Diversion Rate: 64.91%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	38	40	38	48	50	52	56	46
Non-Crisis	66	88	34	0	77	115	0	40
Urgent	58	71	95	80	101	89	78	63

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	164	175	188	163	191	183	166	173

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	19	20	14	12	17	16	14	12	124
Not in DCS Custody	155	104	32	141	104	70	87	71	764
Total	174	124	46	153	121	86	101	83	888