

Specialized Crisis Services Volume Report by Region

October 2009



Region 1 Call Locations

- 4 Baptist Hospital Cocke County
- 1 Baptist Hospital of East Tennessee
- 1 Baptist Hospital West
- 10 Blount Memorial Hospital - ER
 - 1 Cherokee Health Systems - Jefferson City
 - 1 Children's Hospital
- 10 Children's Hospital - ER
 - 1 Claiborne County Hospital - ER
 - 1 Claiborne County Sheriff's Department
- 17 Client's Home
 - 1 Clinton High School
 - 1 DCS Claiborne County
 - 1 DCS Office - Roane County
 - 1 Fort Sanders Medical Center - Loudon
 - 1 Fort Sanders Medical Center - Sevier
 - 3 Foster Home
 - 1 Friend's Home
 - 1 Grainger County Justice Center
 - 1 Helen Ross McNabb Community Mental Health Center
 - 1 Holston Homes
 - 1 Jefferson County High School
 - 3 Jefferson Memorial Hospital - ER
 - 1 Kingston Elementary School
 - 1 Kingswood School - Bean Station
 - 2 Knox County Juvenile Detention Center
 - 1 Knoxville Adaptive Education Center
 - 2 Knoxville Pediatrics
 - 1 Lakebrook Academy
 - 1 Maury Middle School
 - 2 Methodist Medical Center of Oak Ridge
 - 1 Morristown-Hamblen Hospital
 - 4 Morristown-Hamblen Hospital - ER
 - 1 Oliver Springs Elementary Scholl
 - 1 Oliver Springs High School
 - 4 Parkwest Hospital - ER
 - 3 Peninsula Hospital
 - 1 Peninsula Intensive Outpatient Program - Knoxville
 - 1 Peninsula Outpatient - Knoxville
 - 1 Ridgedale Alternative School
 - 1 Ridgeview Outpatient Clinic
 - 2 Roane County Medical Center ER
 - 1 Scott County Hospital - ER
 - 3 Smoky Mountain Group Home
 - 5 St. Mary's Hospital - ER (Knoxville)
 - 4 St. Marys North Hospital
 - 1 Temporary Holding Resource
 - 1 Union Grove Middle School
 - 3 University of Tennessee Medical Center - ER
 - 1 Vine Middle School

Specialized Crisis Services Volume Report by Region

October 2009



Region 1 Stats

	Region 1
FF	113
PHONE	57
<i>Total</i>	<i>170</i>

Average Response Time in Minutes	Region 1
Emergent	37.67
Non-Crisis	34.00
Urgent	52.13

	Region 1
Diverted	80
Hospitalized	33
Phone	57
<i>Total</i>	<i>170</i>

	Region 1
DCS Custody	26
Not in DCS Custody	144
<i>Total</i>	<i>170</i>

**Regional Diversion Rate:
70.80%**

Specialized Crisis Services Volume Report by Region

October 2009



Region 2 Call Locations

- 4 Athens Regional Hospital - ER
- 3 Bradley County Juvenile Detention Center
- 1 Central High School
- 1 Chamblis Home
- 13 Client's Home
- 4 Cumberland Hall Main Hospital
- 2 Cumberland Hall OP Services
- 2 Cumberland Hall Primary Treatment Center
- 2 Dawn School
- 1 DCS Office - Hamilton County
- 1 DCS Office - Monroe
- 1 E.K. Baker Elementary School
- 1 Erlanger Hospital - Chattanooga
- 2 Erlanger Hospital - ER (Bledsoe County)
- 1 Erlanger Hospital North
- 1 Erlanger Hospital North - ER
- 2 Foster Home
- 1 Grundy County Jail
- 1 Hamilton County Jail
- 1 Hamilton County Juvenile Detention Center
- 1 Hiwassee Mental Health - Cleveland
- 1 Jasper Middle School
- 1 Madisonville Middle School
- 1 Memorial Northpark Hospital - ER
- 1 Ocoee Middle School
- 2 Parkridge East Hospital
- 1 Parkridge Medical Center
- 3 Parkridge Valley Hospital
- 1 Polk County Justice Center
- 2 Relative's Home
- 1 Restoration Counseling Center
- 1 Rhea County Medical Center - ER
- 3 Scholtz Center
- 3 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 1 Skyridge Westside Hospital ER (formerly Cleveland Community Hospital)
- 1 Soddy Daisy High School
- 4 Sweetwater Hospital - ER
- 3 T. C. Thompson Children's Hospital
- 3 T. C. Thompson Children's Hospital - ER
- 1 Valley Hospital - RESPOND
- 1 Valley Outpatient Services
- 1 Valley Residential Treatment Center
- 1 Woods Memorial Hospital

Specialized Crisis Services Volume Report by Region

October 2009



Region 2 Stats

	Region 2
FF	83
PHONE	19
<i>Total</i>	<i>102</i>

	Average Response Time in Minutes	Region 2
Emergent		49.38
Non-Crisis		74.00
Urgent		72.00

	Region 2
Diverted	46
Hospitalized	37
Phone	19
<i>Total</i>	<i>102</i>

	Region 2
DCS Custody	12
Not in DCS Custody	90
<i>Total</i>	<i>102</i>

**Regional Diversion Rate:
55.42%**

Specialized Crisis Services Volume Report by Region

October 2009



Region 3 Call Locations

- 6 Client's Home
- 3 Cookeville Regional Medical Center
- 2 Cumberland Regional Medical Center
- 1 Dekalb County ER
- 1 Foster Home
- 3 Harton Regional Medical Center
- 1 Hartsville City Hall
- 1 Inman Group Home
- 3 Jamestown Regional Hospital
- 1 Livingston Regional Medical Center
- 1 Macon County Sheriff's Department
- 1 Manchester Medical Center
- 1 Mt. Juliet High School
- 1 Plateau Mental Health Center
- 2 Putnam County Juvenile Detention Center
- 2 River Park Hospital
- 2 Riverview Hospital
- 1 Task Residential Treatment Center
- 3 United Regional Medical Center
- 3 University Medical Center
- 2 White County Hospital
- 1 Youth Villages Office - Cookeville

Region 3 Stats

	Region 3	Average Response Time in Minutes	Region 3		Region 3		Region 3
FF	42	Emergent	62.75	Diverted	27	DCS Custody	8
PHONE	20	Non-Crisis	129.00	Hospitalized	15	Not in DCS Custody	54
Total	62	Urgent	107.21	Phone	20	Total	62
				Total	62		

**Regional Diversion Rate:
64.29%**

Specialized Crisis Services

Volume Report by Region

October 2009



Region 4 Call Locations

- 2 Bailey Middle School
- 1 Brick Church Middle School
- 1 Buchanan Elementary School
- 2 Buena Vista Enhanced Option School
- 1 Cane Ridge High School
- 2 Centennial Medical Center -- Ashland City
- 2 Centennial Medical Center -- Nashville
- 1 Centerstone Mental Health Center
- 1 Cheatham County Juvenile Court
- 1 Christiana Middle School
- 16 Client's Home
- 2 Davidson County Juvenile Detention Center
- 1 Donelson Middle School
- 1 Dupont School
- 1 Fairview High School
- 4 Foster Home
- 1 Genesis Learning Center
- 1 Goodlettsville Middle School
- 1 Hillwood High School
- 1 Hume Fogg High School
- 1 Hunter's Lane High School
- 1 Lifecare Family Services - Nashville
- 1 Maplewood High School
- 1 Metro General Hospital - Nashville
- 1 Middle Tennessee Medical Center
- 1 Oasis
- 1 Overton High School - Nashville
- 1 Relative's Home
- 1 Riverdale High School
- 4 Rolling Hills Hospital Psychiatric Solutions
- 1 Rutherford Academy
- 5 Rutherford County Juvenile Detention Center
- 1 Safe Haven Family Shelter
- 2 Skyline Madison Campus
- 2 Skyline Medical Center
- 1 Smyrna West Alternative School
- 2 Southern Hills Medical Center
- 1 St. Thomas Hospital
- 6 Stonecrest Medical Center
- 1 Stonecrest Medical Center - ICU
- 1 Stratford High School
- 2 Summit Medical Center
- 1 Vanderbilt (Psychiatric Hospital)
- 6 Vanderbilt Children's Hospital
- 11 Vanderbilt Children's Hospital - ER
- 3 Vanderbilt Hospital - Respond
- 1 Warner Enhanced Options School
- 2 White's Creek High School
- 1 William Henry Oliver Middle School
- 2 Williamson Medical Center

Specialized Crisis Services Volume Report by Region

October 2009



Region 4 Stats

	Region 4
FF	108
PHONE	29
<i>Total</i>	<i>137</i>

Average Response Time in Minutes		Region 4
Emergent		52.06
Non-Crisis		60.00
Urgent		67.91

	Region 4
Diverted	62
Hospitalized	46
Phone	29
<i>Total</i>	<i>137</i>

	Region 4
DCS Custody	7
Not in DCS Custody	130
<i>Total</i>	<i>137</i>

**Regional Diversion Rate:
57.41%**

Specialized Crisis Services Volume Report by Region

October 2009



Region 5 Call Locations

- 1 Bedford County Courthouse
- 1 Bedford County Juvenile Detention Center
- 1 Centerstone Office - Columbia
- 11 Client's Home
- 1 Cornersville High School
- 2 Crockett Hospital
- 1 DCS Office - Maury County
- 1 DCS Office - Stewart County
- 1 DCS Office - Wayne County
- 1 Dickson County High School
- 3 Foster Home
- 1 Gallatin High School
- 6 Gateway Emergency Room
- 1 Harris Middle School
- 1 Hendersonville High School
- 2 Hendersonville Medical Center
- 2 Highland Youth Center
- 8 Horizon Medical Center
- 1 Life Care Family Services
- 2 Lincoln County Regional Hospital
- 4 Lincoln Medical Center
- 1 Marshall County Medical Center
- 5 Maury County Regional Medical Center
- 1 Middle Tennessee Medical Center
- 1 Montgomery Central High School
- 1 New Life Lodge
- 3 North Crest Medical Center
- 1 Richview Middle School
- 1 RT Fisher Alternative School
- 1 Sumner County Juvenile Detention Center
- 2 Sumner Regional Medical Center
- 1 TW Hunter Middle School
- 1 Whitthorne Middle School

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	71	Emergent	64.75	Diverted	45	DCS Custody	13
PHONE	24	Non-Crisis	47.50	Hospitalized	26	Not in DCS Custody	82
Total	95	Urgent	89.40	Phone	24	Total	95
				Total	95		

**Regional Diversion Rate:
63.38%**

Specialized Crisis Services Volume Report by Region

October 2009



Region 6 Call Locations

- 1 Adamsville High School
- 2 Baptist Memorial Hospital - Lauderdale
- 1 Baptist Memorial Hospital - Union City
- 1 Baptist Memorial Hospital - Union City - Adolescent Unit
- 2 Camden General Hospital - ER
- 1 Carey Counseling Center - Huntingdon
- 1 Carey Counseling Center - Paris
- 12 Client's Home
- 1 Dyersburg Regional Medical Center
- 1 Foster Home
- 1 Hardeman County Learning Center
- 1 Hardin County General Hospital
- 1 Hardin County High School
- 2 Haywood Park Community Hospital
- 2 Henry County Medical Center
- 1 Jackson Career And Technology
- 3 Jackson-Madison County General Hospital
- 1 Madison County Juvenile Detention Center
- 3 Madison Oaks Academy
- 1 Milan General Hospital
- 1 North Parkway Elementary School
- 1 Pathways Mental Health Center - main office
- 1 Quinco Mental Health Agency
- 2 Ramer Elementary School
- 1 Southside High School
- 1 Spectrum Counseling Service
- 1 Spring Hill Elementary School
- 1 Union City High School
- 2 Volunteer Hospital
- 1 West Over Elementary School
- 1 Woods Memorial Hospital

Region 6 Stats

	Region 6
FF	52
PHONE	19
Total	71

Average Response Time in Minutes	Region 6
Emergent	73.00
Urgent	79.27

	Region 6
Diverted	34
Hospitalized	18
Phone	19
Total	71

	Region 6
DCS Custody	6
Not in DCS Custody	65
Total	71

**Regional Diversion Rate:
65.38%**

Specialized Crisis Services Volume Report by Region

October 2009



Region 7 Call Locations

- 9 Client's Home
- 1 Compass Intervention - Residential Facility
- 15 Crisis Assessment Center
- 2 Dogwood Village
- 1 East Junior High School
- 3 Foster Home
- 1 Kipp Diamond Academy
- 1 Kirby High School
- 1 Kirby Middle School
- 1 LaGrange/Moscow Elementary School
- 18 Lakeside Behavioral Health Systems
- 1 Lakeside Day Treatment
- 1 LeBonheur Children's Hospital
- 1 Lester Elementary School
- 1 Memphis Recovery Center
- 1 Methodist Hospital -- Germantown
- 1 Relative's Home
- 1 Sherwood Middle School
- 1 Soulsville Charter School
- 1 South Park Elementary School
- 1 St. Francis - Bartlett
- 10 St. Francis Hospital
- 10 The Memphis and Shelby County Juvenile Court - Detention Center
- 5 The Regional Medical Center (The MED) - Memphis
- 2 Varangon Academy
- 1 Watts Pediatric
- 1 White Station Middle School
- 1 Wooddale High School
- 2 Youth Villages Center for Girls

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	95	Emergent	40.60	Diverted	58	DCS Custody	16
PHONE	25	Non-Crisis	52.30	Hospitalized	37	Not in DCS Custody	104
Total	120	Urgent	56.83	Phone	25	Total	120
				Total	120		

**Regional Diversion Rate:
61.05%**

Specialized Crisis Services Volume Report by Region

October 2009



Region 8 Call Locations

- 1 Adventure Program
- 1 Cherokee Elementary School
- 7 Client's Home
- 1 Crossing Point
- 1 Daniel Boone High School
- 1 Davy Crockett High School
- 1 DCS Office - Kingsport
- 1 Elizabethton High School
- 1 Free Will Baptist Group Home
- 1 Happy Valley Middle School
- 1 Holston Children and Youth
- 2 Indian Path Medical Center - ER
- 1 Johnson City Medical Center
- 4 Johnson City Medical Center - ER
- 5 Johnson City Medical Center-Childrens ER
- 1 Johnson County Health Center
- 1 Johnson County Health Center - ER
- 6 Laughlin Hospital
- 1 Lincoln Elementary School
- 1 MacDonald Elementary School
- 1 Nolachuckey Mental Health
- 1 Northside Hospital
- 1 Sullivan East High School
- 2 Sycamore Shoals Medical Center - ER
- 1 Unaka High School
- 2 Unicoi County Hospital - ER
- 2 Woodridge Hospital

Region 8 Stats

	Region 8	Average Response Time in Minutes	Region 8		Region 8		Region 8
FF	49	Emergent	46.31	Diverted	32	DCS Custody	5
PHONE	13	Non-Crisis	61.50	Hospitalized	17	Not in DCS Custody	57
Total	62	Urgent	60.12	Phone	13	Total	62
				Total	62		

**Regional Diversion Rate:
65.31%**

Specialized Crisis Services Volume Report by Region

October 2009



Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	113	57	170	Region 1	80	33	57	170
Region 2	83	19	102	Region 2	46	37	19	102
Region 3	42	20	62	Region 3	27	15	20	62
Region 4	108	29	137	Region 4	62	46	29	137
Region 5	71	24	95	Region 5	45	26	24	95
Region 6	52	19	71	Region 6	34	18	19	71
Region 7	95	25	120	Region 7	58	37	25	120
Region 8	49	13	62	Region 8	32	17	13	62
Total	613	206	819	Total	384	229	206	819

Statewide Diversion Rate: 62.64%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	38	49	63	52	65	73	41	46
Non-Crisis	34	74	129	60	295	0	52	62
Urgent	52	72	107	68	89	79	57	60

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	181	192	217	189	186	248	166	219

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	26	12	8	7	13	6	16	5	93
Not in DCS Custody	144	90	54	130	82	65	104	57	726
Total	170	102	62	137	95	71	120	62	819