

Specialized Crisis Services Volume Report by Region

June 2010



Region 1 Call Locations

- 2 Baptist Hospital Cocke County
- 1 Camelot Schools - Foster Home
- 1 Camelot Schools - Residential Facility
- 1 Cherokee Health Systems - Jefferson City
- 1 Cherokee Health Systems - Newport
- 3 Children's Hospital
- 11 Children's Hospital - ER
- 1 Claiborne County Hospital - ER
- 17 Client's Home
- 1 Friend's Home
- 1 Gateway Center
- 1 Helen Ross McNabb Community Mental Health Center
- 2 Jefferson Memorial Hospital - ER
- 1 Johnson Group Home
- 3 Knox County Juvenile Detention Center
- 1 Lakeway Regional Hospital
- 2 LeConte Emergency Room
- 4 Methodist Medical Center of Oak Ridge
- 2 Morristown-Hamblen Hospital - ER
- 2 Parkwest Hospital - ER
- 1 Pediatrics Choice
- 1 Peninsula Hospital
- 2 Roane County Medical Center ER
- 1 Scott County Hospital - ER
- 1 Smoky Mountain Group Home
- 3 St. Mary's Hospital - ER (Knoxville)
- 1 St. Mary's Medical Center of Campbell County
- 1 Sweetwater Hospital - ER
- 1 University of Tennessee Medical Center - ER

Region 1 Stats

	Region 1	Average Response Time in Minutes	Region 1		Region 1		Region 1
FF	70	Emergent	36.84	Diverted	48	DCS Custody	7
PHONE	48	Non-Crisis	86.00	Hospitalized	22	Not in DCS Custody	111
Total	118	Urgent	59.12	Phone	48	Total	118
				Total	118		

**Regional Diversion Rate:
68.57%**

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Region 2 Call Locations

- 1 Athens Regional Hospital - ER
- 1 Bradley County Juvenile Detention Center
- 9 Client's Home
- 1 Dunlap Medical Center
- 1 Foster Home
- 1 Friend's Home
- 1 Hamilton County Jail
- 1 Hamilton County Juvenile Detention Center
- 1 Meigs County Sheriff's Department
- 3 Memorial Northpark Hospital - ER
- 4 Parkridge Valley Hospital
- 3 Relative's Home
- 1 Rhea County Medical Center - ER
- 1 Scholtz Center
- 1 Senef Medical Center
- 2 Skyridge Eastside Hospital (formerly Bradley Memorial)
- 8 T. C. Thompson Children's Hospital - ER
- 3 Valley Hospital - RESPOND
- 1 Woods Memorial Hospital

Region 2 Stats

	Region 2
FF	44
PHONE	25
Total	69

Average Response Time in Minutes	Region 2
Emergent	38.20
Non-Crisis	67.00
Urgent	68.03

	Region 2
Diverted	33
Hospitalized	11
Phone	25
Total	69

	Region 2
DCS Custody	6
Not in DCS Custody	63
Total	69

**Regional Diversion Rate:
75.00%**

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Region 3 Call Locations

- 3 Chance Group Home
- 9 Client's Home
- 1 Cookeville Regional Medical Center
- 1 Cumberland Mountain Mental Health Center
- 2 Cumberland Regional Medical Center
- 1 Dr Steven Blakenship
- 1 Group Effort
- 1 Manchester Medical Center
- 1 Plateau Mental Health Center
- 2 River Park Hospital
- 1 Therapeutic Interventions Foster Care
- 1 Trousdale Medical Center
- 1 United Regional Medical Center
- 1 White County Hospital
- 1 Youth Impact Center

Region 3 Stats

	Region 3
FF	27
PHONE	12
<i>Total</i>	39

Average Response Time in Minutes	Region 3
Emergent	51.63
Urgent	83.26

	Region 3
Diverted	17
Hospitalized	10
Phone	12
<i>Total</i>	39

	Region 3
DCS Custody	9
Not in DCS Custody	30
<i>Total</i>	39

**Regional Diversion Rate:
62.96%**

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Region 4 Call Locations

- 1 Centennial Medical Center -- Ashland City
- 9 Client's Home
- 1 Dr. Trey Monroe PSYD
- 3 Gateway Emergency Room
- 1 Group Effort
- 4 Hendersonville Medical Center
- 1 Hermitage Hall
- 1 Horizon Medical Center
- 1 North Crest Medical Center
- 1 Oak Plains Academy
- 1 Patients Choice Medical Center of Erin
- 1 Skyline Madison Campus
- 1 Skyline Medical Center
- 1 Summit Medical Center
- 2 Sumner Regional Medical Center
- 7 Vanderbilt Children's Hospital
- 23 Vanderbilt Children's Hospital - ER
- 1 Vanderbilt Hospital - ER
- 1 Vanderbilt Hospital - Respond

Region 4 Stats

	Region 4
FF	61
PHONE	18
Total	79

Average Response Time in Minutes	Region 4
Emergent	54.86
Non-Crisis	47.50
Urgent	66.48

	Region 4
Diverted	24
Hospitalized	37
Phone	18
Total	79

	Region 4
DCS Custody	4
Not in DCS Custody	75
Total	79

**Regional Diversion Rate:
39.34%**

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Region 5 Call Locations

- 6 Client's Home
- 5 Crockett Hospital
- 2 Foster Home
- 1 Hillside Hospital
- 1 Lincoln Medical Center
- 2 Magnolia Girls Home
- 1 Marshall County Medical Center
- 4 Maury County Regional Medical Center
- 5 Middle Tennessee Medical Center
- 1 Mule Town Family Network
- 1 Perry Community Hospital
- 1 Rolling Hills Hospital Psychiatric Solutions
- 1 Rutherford County Juvenile Detention Center
- 1 Southern Tennessee Medical Center
- 1 Stonecrest Medical Center
- 1 Wayne Halfway House
- 2 Williamson County Juvenile Detention Center
- 1 Williamson Medical Center

Region 5 Stats

	Region 5	Average Response Time in Minutes	Region 5		Region 5		Region 5
FF	37	Emergent	54.67	Diverted	25	DCS Custody	10
PHONE	13	Non-Crisis	72.00	Hospitalized	12	Not in DCS Custody	40
Total	50	Urgent	83.61	Phone	13	Total	50
				Total	50		

**Regional Diversion Rate:
67.57%**

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Region 6 Call Locations

- 1 Baptist Memorial Hospital - Union City
- 1 Bolivar General Hospital
- 1 Carey Counseling Center - Paris
- 4 Client's Home
- 1 Decatur County General Hospital
- 1 Dyersburg Regional Medical Center
- 1 Foster Home
- 1 Friend's Home
- 1 Haywood Park Community Hospital
- 1 Henderson County Hospital - ER
- 1 Humboldt General Hospital
- 1 Jackson Juvenile Intensive Detention Center
- 3 Jackson-Madison County General Hospital
- 1 Lauderdale Community Hospital
- 3 Madison Oaks Academy
- 3 McNairy County Regional Hospital
- 1 Pathways Mental Health Center - main office
- 1 Regional Medical Center - Jackson
- 2 Relative's Home
- 1 Tri County Family Medicine
- 2 Union City Medical Center
- 1 Youth Town, Residential
- 1 Youth Villages Office - Jackson

Region 6 Stats

	Region 6	Average Response Time in Minutes	Region 6		Region 6		Region 6
FF	34	Emergent	35.33	Diverted	26	DCS Custody	4
PHONE	11	Non-Crisis	85.50	Hospitalized	8	Not in DCS Custody	41
Total	45	Urgent	78.38	Phone	11	Total	45
				Total	45		

**Regional Diversion Rate:
76.47%**

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Region 7 Call Locations

- 2 Baptist Memorial Hospital - Tipton
- 7 Client's Home
- 1 Compass Intervention - Residential Facility
- 1 Crisis Assessment Center
- 1 Dogwood Village
- 2 Foster Home
- 24 Lakeside Behavioral Health Systems
- 1 LeBonheur Children's Hospital
- 1 May Medical Group
- 1 Memphis Boys Town
- 1 Relative's Home
- 1 Sexual Abuse and Rape Center
- 1 Southeast Mental Health Center
- 1 St. Francis - Bartlett
- 9 St. Francis Hospital
- 13 The Memphis and Shelby County Juvenile Court - Detention Center
- 1 The Regional Medical Center (The MED) - Memphis
- 1 Varangon Academy

Region 7 Stats

	Region 7	Average Response Time in Minutes	Region 7		Region 7		Region 7
FF	69	Emergent	33.64	Diverted	41	DCS Custody	11
PHONE	31	Non-Crisis	67.50	Hospitalized	28	Not in DCS Custody	89
Total	<i>100</i>	Urgent	59.45	Phone	31	Total	<i>100</i>
				Total	<i>100</i>		

**Regional Diversion Rate:
59.42%**

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Region 8 Call Locations

- 6 Client's Home
- 1 DCS office - Greene County
- 1 DCS Office - Hawkins County
- 1 Frontier Health Counseling Center
- 1 Gray Elementary School
- 1 Holston Home For Children
- 2 Holston United Methodist Home
- 2 Indian Path Medical Center - ER
- 1 Johnson City Juvenile Detention Center
- 1 Johnson City Medical Center
- 4 Johnson City Medical Center - ER
- 4 Johnson City Medical Center-Childrens ER
- 2 Johnson City Medical Center-Niswonger Childrens Hospital
- 3 Laughlin Hospital
- 1 Stepping Stones Treatment Center
- 3 Sycamore Shoals Medical Center - ER
- 2 Unicoi County Hospital - ER
- 2 Woodridge Hospital

Region 8 Stats

	Region 8
FF	38
PHONE	12
Total	50

Average Response Time in Minutes	Region 8
Emergent	49.29
Non-Crisis	75.00
Urgent	58.44

	Region 8
Diverted	25
Hospitalized	13
Phone	12
Total	50

	Region 8
DCS Custody	13
Not in DCS Custody	37
Total	50

**Regional Diversion Rate:
65.79%**

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Statewide stats

	FF	PHONE	Total		Diverted	Hospitalized	Phone	Total
Region 1	70	48	118	Region 1	48	22	48	118
Region 2	44	25	69	Region 2	33	11	25	69
Region 3	27	12	39	Region 3	17	10	12	39
Region 4	61	18	79	Region 4	24	37	18	79
Region 5	37	13	50	Region 5	25	12	13	50
Region 6	34	11	45	Region 6	26	8	11	45
Region 7	69	31	100	Region 7	41	28	31	100
Region 8	38	12	50	Region 8	25	13	12	50
Total	380	170	550	Total	239	141	170	550

Statewide Diversion Rate: 62.89%

Average Response Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
Emergent	37	38	52	55	55	35	34	49
Non-Crisis	86	67	0	48	72	86	68	75
Urgent	59	68	83	66	84	78	59	58

Average Contact Time in Minutes	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8
	161	171	199	184	182	204	153	196

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
DCS Custody	7	6	9	4	10	4	11	13	64
Not in DCS Custody	111	63	30	75	40	41	89	37	486
Total	118	69	39	79	50	45	100	50	550