Topic: REDUCING ED VISITS FOR MENTAL HEALTH

Vision: Pre-Crisis Plan: A culture that is smarter about mental health

Empathy Mapping:

- Headaches:
    - Availability
    - Access
    - Affordability
    - Waitlists
    - Engagement
    - Reimbursement
- Jobs:
    - Peer support
- Dreams:
    - Expansion of crisis services (beds, non-hospital facilities)

Resource Mapping:

- Finances and funding sources:
    - Insurance reimbursement
    - Grands and acquisitions
    - RFP
    - Sponsorships
    - Fundraisers- engage community agencies
    - County commissioners
    - OPM-other people's monetary donations
- Community change and resources needed:
    - Data collection to meet community needs
    - Improve community health
    - Media campaign for credibility
    - Cultural sensitivity of resources

- Key partners and who is impacted:
    - Faith community
    - Primary care/Providers
    - Maryland Health Connection
        - MCOs
        - Seedco
    - Virtual environment
    - Therapists
    - Pyramid healthcare
    - Educators, schools, universities

- Youth groups
- Recreation centers
- Local teams- exercise
- Sheriffs
- Advocacy-legislators
- General business
- Media outlets

Community Context:

- Geography
    - Demographics
    - Transportation
    - Seasons-shelter environments
- Political, economic, and regulatory:
    - Socioeconomic
    - Stigma→ trainings
    - Collaboration between local agencies
    - Onsite resources to reduce financial cost
    - Insurance reimbursement

Game Plan:
1. Interest letters to key partners
    - Media campaign of key stakeholders
2. Interdisciplinary reviews→ meetings
    - Identify deficits
    - Safety plan
    - Peer support
    - Acute vs. chronic levels of care
    - Training expansion
    - Funding