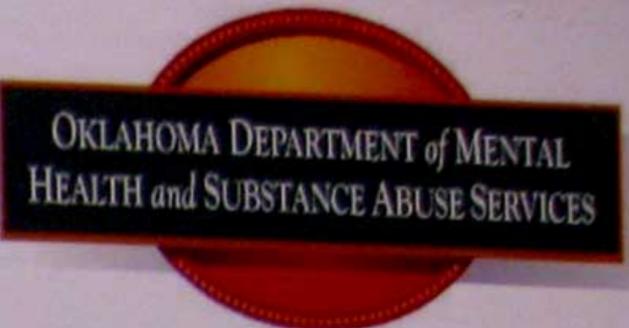




Oklahoma County Crisis Intervention Center

A 36-bed, emergency stabilization facility for individuals suffering from mental health and/or substance abuse problems.



Why the Boss Was Awake at Night

Problem: How do you fit 38 clients into 36 beds?

On weekends, admissions frequently exceeded OCCIC bed capacity from Friday evening to Monday morning.

Without the ability to discharge clients over the weekend, new admissions had to be 'overflowed' to other state facilities between 25 and 140 miles away.

This situation was stressful to clients and their families, OCCIC staff, and burdensome to the agencies asked to admit the overflow clients.



Boss's Sleep Quality: 
Poor

Change Project

OCCIC needed a low-cost, treatment-appropriate way to decrease overflow to other agencies.

Aim:
Increase admission capacity

Change:
Discharge clients on weekends

Plan:
Establish a weekend treatment team consisting of a physician, social worker, nurse, and pharmacist. This team stabilizes clients and provides appropriate and timely discharges.

Achieving Buy-In

Staff Buy-In

- Flexible work schedule available.
- Monday discharge workload was reduced since discharges occurred over the weekend.

Boss Buy-In

- Minimal cost: Rather than using overtime or hiring additional staff, employees work an alternative schedule.
- During these times of state-wide budgetary shortfalls, effective and cost-conscious solutions are necessary.

Community Buy-In

- Decreased travel time and expenses for clients and their families.
- Stabilized clients are able to return to their communities more quickly.
- Fellow treatment providers are not burdened with OCCIC overflow clients.

Why the Boss Is Sleeping Better at Night

Average Monthly Overflow:

Baseline: **15.7**
Post change: **2.5** 



Additional Incurred Cost:

\$0 

Boss's Sleep Quality: 
Good

