

Needs Assessment Question Bank for PMHCA ED Expansion Work

Your team should consider implementing a needs assessment to align PMHCA knowledge with the needs related to pediatric mental and behavioral health care in the emergency department (ED). Each ED will have unique needs. Below you will find several possible questions to use during an assessment of EDs or other emergency care spaces.

Whenever possible, provide answer choices instead of open-ended questions. In addition, it is important to match the services and/or educational opportunities you offer to the needs of the emergency care team. Your assessment should reflect the services your team can deliver in the future.

Questions are organized into three categories: ED Provider Education, ED Services, and General ED.

ED Provider Education	ED Services	General ED
<p>What is your current role at the hospital?</p> <ul style="list-style-type: none"> • ED Medical provider • Social Worker • Bedside Nurse • Paramedic • Other; Specify _____ <p>How comfortable are you caring for pediatric mental health patients in your ED?</p> <ul style="list-style-type: none"> • Not at all comfortable • Somewhat comfortable • Generally comfortable • Extremely comfortable <hr/> <p>When it comes to education and training, how should it be offered to help providers in emergency departments?</p> <p>How could these education sessions be structured to address the challenges you are experiencing?</p> <hr/> <p>Is your health system already providing consultation, education, and/or training to your staff on mental health-related issues?</p> <p>Are these opportunities specific to pediatric populations?</p> <p>How are these opportunities received by your ED staff?</p> <hr/> <p>What works well in the current education you offer?</p> <p>What opportunities exist for improvement?</p>	<p>What services do you think are needed to enhance the care provided to pediatric patients who present with a mental or behavioral health need? (Ex: Patient navigation services; provider-to-provider consultation on mental health screening; medical management guidance; discharge and safety planning assistance)</p> <p>Are there any barriers present in implementing these services? (Ex: We would like to incorporate patient navigation to connect patients to mental health resources, but we don't have the staff or funding to hire someone for this role.)</p> <hr/> <p>What does the workflow look like when a child or adolescent presents at the emergency department with a mental or behavioral health need?</p> <p>Where would mental or behavioral health consultation fit into your workflow?</p> <p>Who would benefit from the consultation in your emergency department?</p> <p>What role or discipline would you envision accessing this service?</p> <p>What times of the day would be most helpful for this type of service?</p> <p>How often would you envision accessing this service?</p> <hr/> <p>What format(s) for the consultation would be most helpful (select all that apply)?</p> <ul style="list-style-type: none"> • Phone • Video conferencing • Text messaging 	<p>General Information:</p> <ul style="list-style-type: none"> • Name • Organization Name • Position Title • Email Address <p>Please select the type that best describes your organization:</p> <ul style="list-style-type: none"> • Community care/designated agency • Government • Hospital • Non-profit organization • Other; Specify _____ <p>What is your current role at the hospital?</p> <ul style="list-style-type: none"> • ED Medical provider • Social Worker • Bedside Nurse • Paramedic • Other; Specify _____ <p>How comfortable are you caring for pediatric mental health patients in your ED</p> <ul style="list-style-type: none"> • Not at all comfortable • Somewhat comfortable • Generally comfortable • Extremely comfortable <p>Have you experienced situations where pediatric patients have to be boarded in the emergency department while awaiting higher levels of psychiatric care because they cannot be safely discharged to their homes or community?</p> <ul style="list-style-type: none"> • Yes • No <p>If yes, please share what you typically do in those situations. (Ex: Communication strategy with the patient's family members; connection to</p>

How could pediatric behavioral health consultation, education, and/or training be improved?

What additional learning opportunities in the emergency department on meeting the needs of children and adolescents with behavioral health needs would be most helpful?

What are the challenges within your system that you think we should keep in mind?

How comfortable are you using pediatric suicide screening tools?

- Not at all comfortable
- Somewhat comfortable
- Generally comfortable
- Extremely comfortable

What types of behavioral health needs among children and adolescents have you seen in the past few months in your Emergency Department?

Are you aware of the best practices for emergency telepsychiatry?

- Yes
- No

• Other; Specify _____
Where are children who are awaiting mental health hospitalization/disposition cared for in your hospital?

- Emergency Department
- Medical Floor
- Other; Specify _____

What are the gaps in the care that pediatric mental health care patients are currently experiencing while boarding in the ED and awaiting placement?

- Limited staff to provide support during the stay
- Lack of daily structure
- Lack of space
- Administrative constraints
- Other; Specify _____

For your pediatric mental health patients, on average, please rate the following barriers to discharge in your facility (0=not a barrier, 5=significant barrier).

- Lack of/limited community resources – 0, 1, 2, 3, 4, 5
- Clinical stabilization needed – 0, 1, 2, 3, 4, 5
- Parents declining to take home – 0, 1, 2, 3, 4, 5

List any other discharge barriers you experience that were not listed above _____

From the list below, select the resources your hospital offers to pediatric patients who are boarding (select all that apply):

- **Trained mental health professionals** who can provide counseling and therapy to patients.
- **Dedicated recreational activities and play therapy** to keep the patients engaged and entertained during their stay.
- **Access to educational resources** such as books, videos, and other materials related to mental health care.
- **Support groups** for families and caregivers of the patients to help them cope with the stress and anxiety associated with their loved one's hospitalization.

in-house mental health resources; plan to limit boarding time; etc.)

What challenges do you experience in caring for this population?

What impact, if any, does caring for pediatric mental health boarding the ED have on your job satisfaction?

- Extremely negatively impacts my job satisfaction
- Somewhat negatively impacts my job satisfaction
- No impact/neutral on my job satisfaction
- Somewhat positively impacts my job satisfaction
- Extremely positively impacts my job satisfaction

What are some of the biggest challenges you experience in your system when it comes to meeting the needs of children and adolescents with behavioral or mental health care needs in the emergency department?

Are there specific age groups that are more challenging?

Are their diagnoses or symptom present that are more challenging than others to address?

What do your treatment strategies look like?

When it comes to the behavioral health needs that you have seen in the past three months in your emergency department, are there particular behavioral symptoms or diagnoses that are particularly challenging in your system of care?

Would your ED representatives be willing to join an advisory board?

- **Collaboration** with community mental health organizations to ensure continuity of care once the patient is discharged from the hospital.

What telepsychiatry resources would be helpful to have for managing the boarding of pediatric mental health patients?

- Initial Mental Health Evaluation
- Ongoing care consult with mental health/psychiatric care provider
- Medication consults with a psychiatric care provider
- Behavior Specialists consult for challenging behaviors in and outside of the hospital
- Community resource navigation consult
- Other, specify_____

Does your hospital have a telepsychiatry consult program?

- Yes__
- No__

What platform do you use for your telepsychiatry services (if applicable)?

- Zoom
- Webex
- Other. Specify_____

What barriers do you anticipate facing in utilizing an emergency telepsychiatry consult service?

- Confidentiality
- Credentialing
- Lack of telepsychiatry vendors
- Leadership buy-in
- Level of reimbursement
- Licensure
- Ongoing cost
- Patient acceptance
- Provider acceptance
- Staffing
- Start-up costs
- Training
- Time
- Other; Specify_____