

Mobile Crisis Program Expands Access to Care Across the Community

About Bartlett Regional Hospital

Bartlett Regional Hospital

Located in Juneau, Alaska, Bartlett Regional Hospital is a 57-bed hospital that serves patients in

communities across the southeastern part of the state, as well as many tourists from around the world. The hospital system includes an adjacent long-term care facility, home health and hospice services, and multiple clinics, including orthopedics, family practice and pediatrics.

Mobile Crisis Program

While many rural hospitals have closed behavioral health programs due to funding shortages, including in-hospital programs, Bartlett Regional Hospital's solution was to take theirs on the road. In November 2024, the health system launched a Mobile Crisis Program in conjunction with the hospital, psychiatric clinicians and paramedics who answer 911 and 988 calls related to suicidality, depression, substance use disorders and other mental health crises. The mobile team is able to go to the home or appropriate

location and directly talk to an individual in need. Modeled after other community programs, the Mobile Crisis Program enables Alaskans to access crisis care without having to be transported to the emergency department. This care not only helps individuals but also families who are offered important resources to help support loved ones.

Program Results

Since the program was launched, the team has responded to more than 250 crisis calls, of which half were remedied, and the individuals were given resources to stay in their place of residence. The program has seen fewer patients coming into the emergency department for mental health crises and more individuals and families getting access to care outside of the hospital. It has shown proven benefits throughout the community by alleviating the need for local emergency responders, such as the fire department or police, to respond to these types of calls. The Mobile Crisis Program offers same-day slots through Bartlett Regional Hospital's Outpatient Psychiatric Services to treat patients, particularly vulnerable adolescent populations, in place while only transporting those truly at high risk.

