



Maximizing Outcomes

Array's Virtual Psychiatric Care Model
Improves Efficiency and Patient Care in
the ED, and Reduces Inpatient Admissions
and Length of Stay

CASE STUDY | 2024



The Problem



Limited access to psychiatrists for risk assessment and care leads to long wait times and treatment delays for behavioral health patients in the ED. It also contributes to defensive or inappropriate admissions for some patients, who could be safely discharged to a lower level of care. Further, these patients rarely receive stabilizing medication or psychotherapy to advance their care while awaiting inpatient placement, leading to worsening symptoms and poor outcomes.

This case study explores how two hospitals within a larger regional healthcare system in the southeast took proactive steps to address these issues and improve the efficiency and quality of behavioral health care in their emergency departments.

The Solution

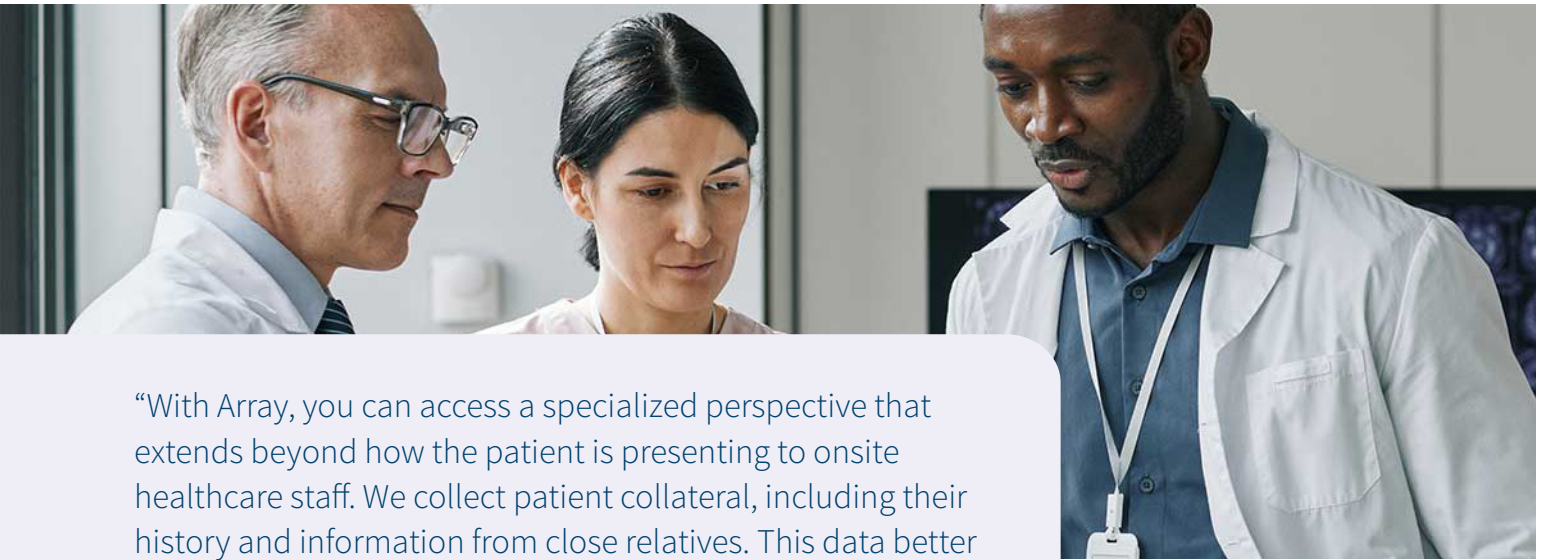


Hospital leaders partnered with Array to develop a comprehensive behavioral health strategy to enhance access to timely and appropriate care, optimize operational efficiencies and resource utilization, and improve patient risk identification and management.

Together, these clinical and operational experts designed a custom solution with standard treatment protocols and streamlined workflows to ensure the delivery of safe, effective, high quality behavioral health care. They also established a coverage plan based on the hospitals' historical and forecasted demand, patient presentation data, and staffing and resource constraints to ensure sufficient availability during periods of high volume.

Array's behavioral health solution for these hospitals includes:

- Psychiatrist-led risk assessment and level-of-care determination
- Evidence-based behavioral health interventions, including the initiation of stabilizing treatment as needed
- Daily reassessment of patients awaiting inpatient placement to advance their care and determine if their condition has improved, and they are safe to discharge
- Proactive safety planning that considers behavioral health resources available in the surrounding community
- Collaboration with onsite care coordinators for informed disposition decisions and smooth care transitions



“With Array, you can access a specialized perspective that extends beyond how the patient is presenting to onsite healthcare staff. We collect patient collateral, including their history and information from close relatives. This data better informs risk stratification, aids in treatment decisions and optimizes the use of scarce behavioral health resources.”



Mark Alter, MD, PhD

*Senior Vice President and Chief Medical Officer
of Acute Care with Array*

The Result

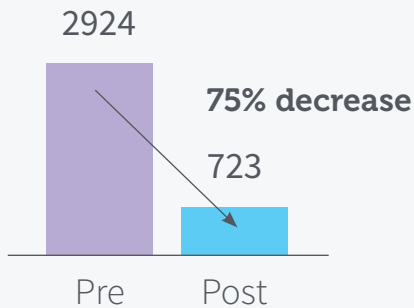


Array Behavioral Care provides acute psychiatric care services to these EDs through its OnDemand model, which is designed to improve clinical outcomes for patients and operational efficiency for hospital partners. Through this model, these hospitals benefit from timely access to a team of psychiatrists for psychiatric assessment, care, and risk-informed disposition recommendations. These Array clinicians are available to evaluate patients upon request, collaborate with onsite resources, and provide guidance in treatment decisions so that patients can move to the appropriate next level of care quickly.

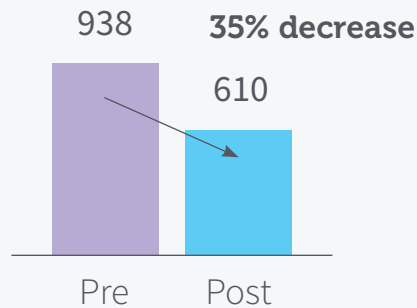
This program has greatly improved patient outcomes and streamlined care processes in the ED for both hospitals, as shown by the data below showing notable reductions in length of stay and unnecessary admissions. Hospital leaders and providers appreciate that this program allows them to identify and manage low-risk patients more efficiently and treat higher-risk patients more effectively.

Array Drives Significant Reduction in ED Length of Stay (LoS)

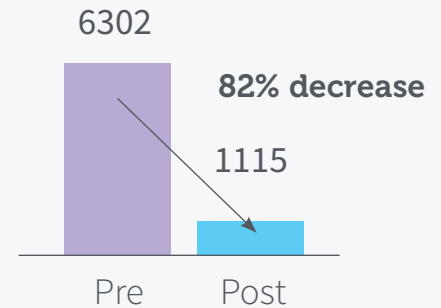
Overall LoS for Behavioral Health Patients (minutes)



LoS for **Discharged** Behavioral Health Patients (minutes)

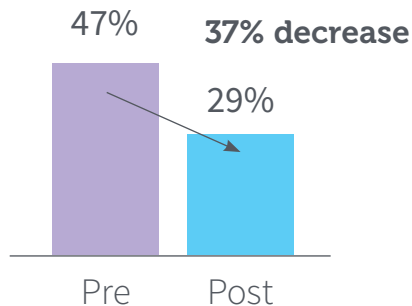


LoS for **Admitted/Transferred** Behavioral Health Patients (minutes)

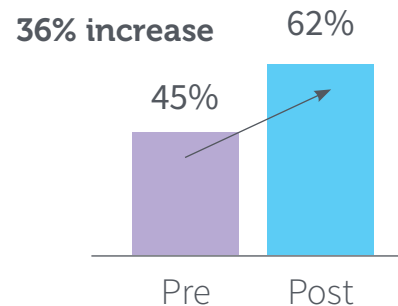


Psychiatrist-Led Dispositions Yield Fewer Inappropriate Admissions and Ensure Safe Discharges

Percent of Behavioral Health Patients **Admitted**



Percent of Behavioral Health Patients **Discharged**



Array maintained **99% SLA compliance** and consistently outperformed contracted response times.

“Array clinicians don’t just rubber stamp disposition decisions. Our psychiatrists actively manage patients from the initial consult through disposition and safety planning. They restart home medications and initiate stabilizing treatment as needed and reassess risk and disposition daily to determine if safe discharge is possible. This proactive care approach transforms the patient’s journey and measurably reduces reliance on psychiatric inpatient resources and length of stay.”



Mark Alter, MD, PhD

*Senior Vice President and Chief Medical Officer
of Acute Care with Array*



**Are you a healthcare or hospital leader
interested in learning more?**

Get In Touch >

Array Behavioral Care is the nation's leading virtual psychiatry and therapy practice. Array is on a mission to transform access to quality, timely behavioral health care through innovative telepsychiatry solutions and services that span the entire care continuum, from the hospital to the home. Array partners with an extensive network of hospitals, health systems, community healthcare organizations, and payors to improve access and deliver the highest quality of care to patients. As a pioneer in the field, Array sets the standard for excellence in telepsychiatry but while actively shaping industry advancements and advocating for regulatory enhancements that support the evolving needs of patients and providers. Discover more about accessible, comprehensive behavioral health care at www.arraybc.com.