



Partnering for Excellence

How Array Sets the Standard in Behavioral Health

The Crucial Role of Quality in Behavioral Healthcare

Hospitals continue to experience surging behavioral health demand. Already strained healthcare providers are seeing heightened concerns about suicidality, more complex cases, and a rise in pediatric presentations. ED physicians often feel ill-equipped to make behavioral care decisions, and tend to err on the side of caution and admit these patients. This leads to psychiatric boarding and reduced bed turnover, treatment delays, higher left without being seen rates, and poor patient outcomes and experiences.

Options for managing the flood of demand for behavioral care require important considerations:

- Hiring more psychiatrists in-house:** With the current national shortage, psychiatrists can be difficult and costly to recruit and hire. There is a challenge in retaining top talent in the field.
- Expanding access to onsite screeners:** These are often sub-clinical roles narrowly focused on case management and triage, with little involvement in advancing care for behavioral health patients.
- Engaging with behavioral care staffing solutions:** Behavioral care patients often require post-acute care solutions to avoid rehospitalization. Consistency in care and effective treatment pathways post discharge are difficult to achieve through short-term staffing options.

A strategic partner for behavioral care with organizational goals in mind: Connect with care that offers benefits beyond staffing support. Improve patient outcomes with comprehensive, evidence-based care and strategic, consultative services.

Here's how Array works differently, tailored specifically to your immediate needs and long-term strategy:

Psychiatrist-led assessment and level-of-care determination



Array clinicians evaluate the level of risk and make treatment and disposition decisions based on their expert assessment and evidence-based level of care guidelines, allowing patients to be quickly directed to a clinically appropriate and effective setting.

Specialty interventions and management



Array psychiatrists prescribe medication and initiate stabilizing treatments as needed, according to established psychosis and agitation protocols. They virtually reassess patients daily to advance their care while they wait for transfer or to determine if they are safe to discharge.

Proactive safety planning and care management



Array clinicians consider behavioral health resources available in your community and engage with your care coordinators to make more informed disposition decisions and to help facilitate timely, safe, and effective care transitions.



“With Array, you can access a 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 and treatment decisions, optimizing the use of scarce behavioral health resources.”

- Dr. Mark Alter, Chief Medical Officer of Acute Care at Array



“Array clinicians aren’t just rubber stamping clinical and disposition decisions. - Dr. Mark Alter

Our unique, industry-leading quality program was designed by our behavioral health experts with a commitment to safety, standardization, and evidence-based practices.

In each patient encounter, Array gathers 40 clinical and operational data points to determine and evaluate patient care and clinician performance. Our documentation system integrates into hospital partners’ EMR system, ensuring thorough record-keeping and informing care quality.

Our industry-leading screening process is implemented with all patients, using the PSS-3 (Patient Safety Screener) as recommended by the HHS and required by The Joint Commission. When needed, we rapidly implement the ESS-6 (ED-Safe Patient Secondary Screener) and the Stanley-Brown Safety Planning Intervention.



Measurable Impact: Array Delivers Tangible Benefits

Array’s quality program not only ensures superior care for patients, but also provides tangible benefits to hospitals.



Improved ED Throughput

Array helps reduce wait times, ensuring timely and efficient patient care.



Fewer Inappropriate Inpatient Admissions

Array’s psychiatrist-led assessments and quality measures minimize unnecessary inpatient admissions and psychiatric boarding while optimizing resource allocation.



Safer, More Efficient Work Environment

Array’s emphasis on quality creates a safer more efficient work environment for healthcare professionals, reducing errors and promoting a culture of continuous improvement.

Experience the Array Way

Quality care is not just a matter of protocol; it is a critical component in addressing increasingly complex behavioral health challenges. A trusted and experienced partner like Array makes all the difference. With more than 20 years of experience, we’re uniquely positioned to provide hospitals with the highest standard of quality-driven care.

About Array



Array Behavioral Care is a virtual psychiatry and therapy practice that was founded by clinicians more than 23 years ago. We employ and closely manage a large team of licensed psychiatrists, therapists, and behavioral health specialists who use evidence-based assessment tools and treatment protocols to provide high-quality, standardized care.

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