



## **Detroit Wayne Integrated Health Network**

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**To:** Clinically Responsible Service Provider  
**From:** Dana Lasenby, CCO & Dr. Margaret Hudson-Collins, Medical Director  
**Cc:** Willie E. Brooks, Jr. President & CEO, Eric Doeh, Deputy CEO & COO  
**RE:** DWIHN Crisis Management Plan COVID-19 Response to address Urgent Behavioral Health Care Service Needs  
**Date:** March 20, 2020

DW IHN has developed a Crisis Management Plan in response to the COVID-19 Coronavirus pandemic. The plan includes identifying Urgent Behavioral Health Care Sites. As we continue to assess our provider network during this critical time, DWIHN must identify the level of services currently offered by its service providers to assess current service capacity and availability within our provider network. The strategically selected and located Clinical Responsible Service Providers will provide the following urgent behavioral health services:

1. Emergency Psychiatric Evaluation
2. Medication Administration & Reviews
3. Pharmacy Services for refills and injections
5. Crisis Intervention & Crisis Stabilization

### **Clinical & Administrative Guidance:**

- **Urgent Behavior Health Care Service Sites:** the objective of urgent psychiatric services is to provide timely access to ambulatory psychiatric assessments and short-term crisis intervention & stabilization services for persons experiencing a mental health crisis or risk of rapid deterioration that may require hospitalization.
- **Telehealth-** please refer to guidance issued by MDHHS, Medicaid, & DWIHN regarding applicable requirements associated with providing services.
- **Other Guidance:**
  - All providers must adhere to the current governmental mandates in the provision of services.
  - As capacity and availability change throughout the day, providers should contact DWIHN's Managed Care Operation's Department with an update.
  - By Thursday, each week, Providers must provide DWIHN with an update on services offered, number of staff members working on site and number of staff providing telehealth services, and bed capacity.
  - If provider experiences a change or reduction in staff or services offered, such change or reduction must be communicated to DWIHN's UM Department within 12 hours of such occurrence or anticipation of such occurrence.

**Please complete attached readiness survey and return information to [thunter@dwihn.org](mailto:thunter@dwihn.org) ASAP and no later than COB – March 23, 2020.**

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