

COVID-19 in 2020: A Decade's Worth of Transformation in Six Months

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Judy Fitzgerald, Commissioner

National Dialogues on Behavioral Health
September 17, 2020



Elements of Georgia's Rapid Transformation

Policies

Financing

Practices and
Procedures

Legal Review
and Liability

Communication

Remote
Workforce

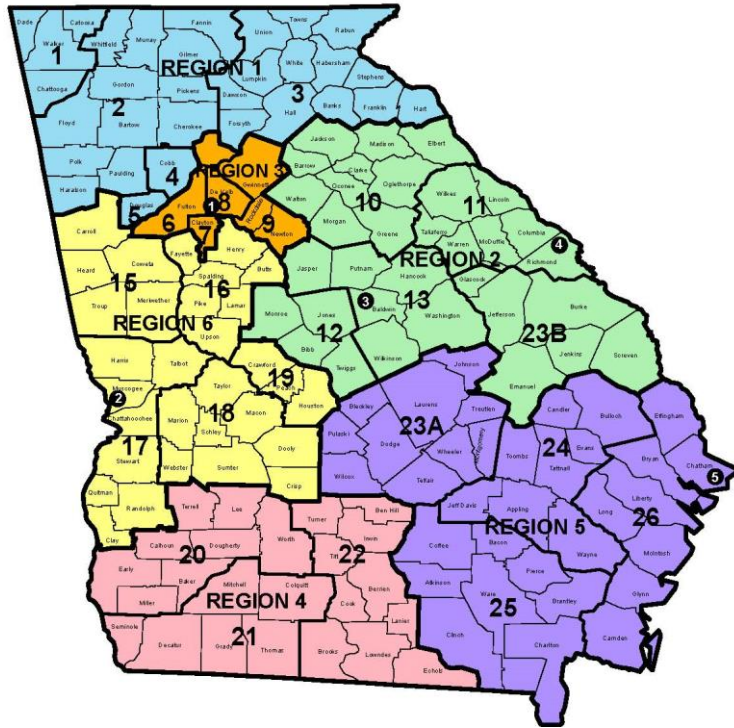
Use of
Telehealth

Interagency
Cooperation

Budget
Reductions

Special
Populations

Georgia's Public Safety Net



23 Community Service Boards

STATE OFFICE

2 Peachtree St, Atlanta

6 REGIONS

Regions contain field offices with resources serving the community (i.e., integration homes and providers)

STATE HOSPITALS



Georgia Regional Hospital at Savannah

SAVANNAH



Georgia Regional Hospital at Atlanta

ATLANTA



East Central Regional Hospital

AUGUSTA



West Central Georgia Regional Hospital

COLUMBUS



Central State Hospital

MILLEDGEVILLE

COVID-19 State Hospital Impact

Internal

- Five State Hospitals
- Different Populations and Configurations
- Staffing
- Testing
- Quarantine and Isolation Units
- PPE Access and Use

External

- Staff Support
- National Guard Involvement
- Department of Public Health and CDC Guidance
- Media and Communication

Confirmed COVID-19 Cases in DBHDD Hospitals

DBHDD Facility	Tested Positive			Recovered		
	Individuals	Staff	Total	Individuals	Staff	Total
Central State Hospital (Milledgeville)	32	89	121	31	86	117
East Central Regional Hospital (Augusta)	102	118	220	78	85	163
Georgia Regional Hospital – Atlanta	59	74	133	56	69	125
West Central Georgia Regional Hospital (Columbus)	18	48	66	17	42	59
Georgia Regional Hospital – Savannah	7	24	31	5	22	27
Total	218	353	571	187	304	491

DBHDD Facility	Individuals	Staff	Total
Central State	1	2	3
ECRH	0	1	1
GRHA	2	0	2
WCGRH	0	0	0
GRHS	0	0	0
Total	3	3	6

Deaths

As of September 10, 2020

Adult Outpatient Services

Impact

- Warp-speed adoption of telehealth activities
- Quadrupled number of individuals served via telehealth
- Less clarity about populations for whom telehealth is less effective/not desired
- 180-day billing lag has made utilization snapshot difficult



Addiction Services

Supported prevention, treatment, and recovery providers via guidance documents and connection to public health officials

Responded to community reports of overdose clusters in certain areas by mobilizing naloxone distribution

State Opioid Response Grant will assist continuation of Medication-Assisted Treatment

Supporting Recovery Month Activities

Special Populations

Children and
Adolescents

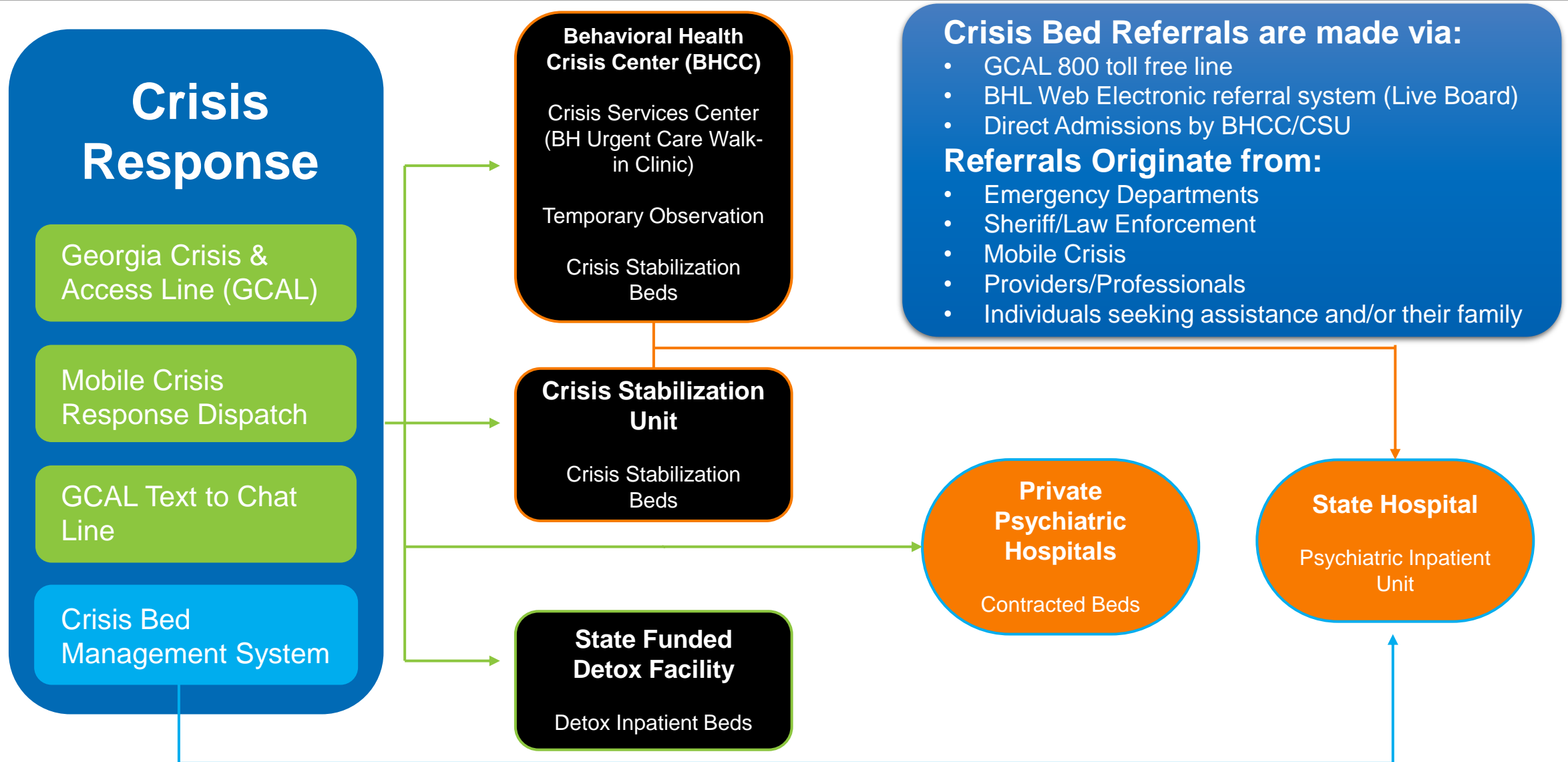
Individuals with
Intellectual and
Developmental
Disabilities

Individuals who
are Deaf and
Hard of Hearing

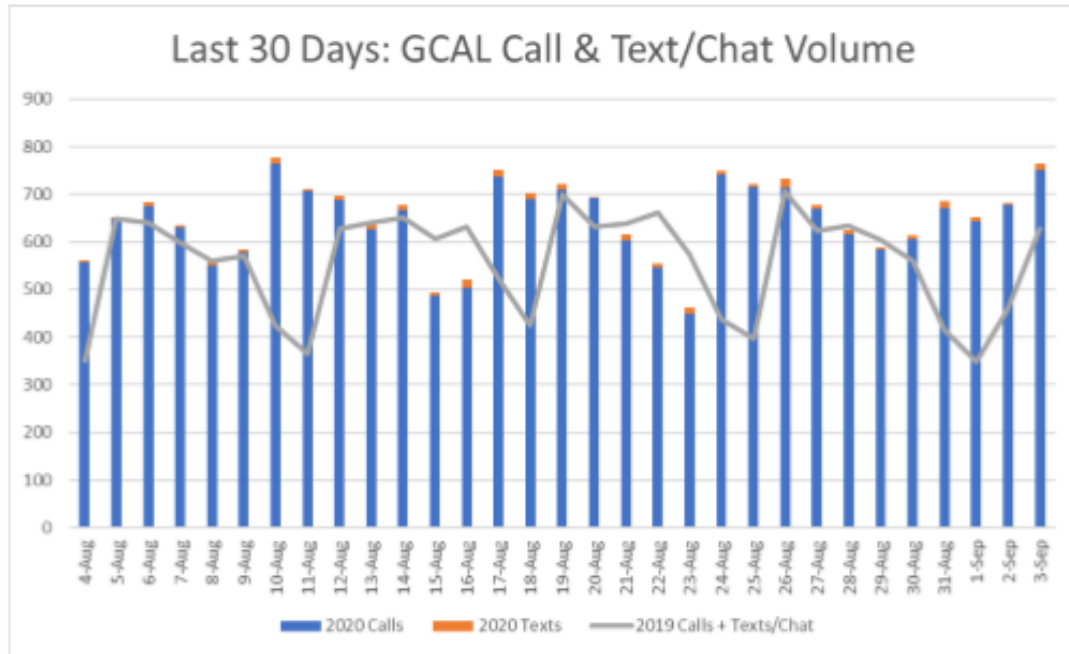
Peer Services
and Supports

Minority
Populations

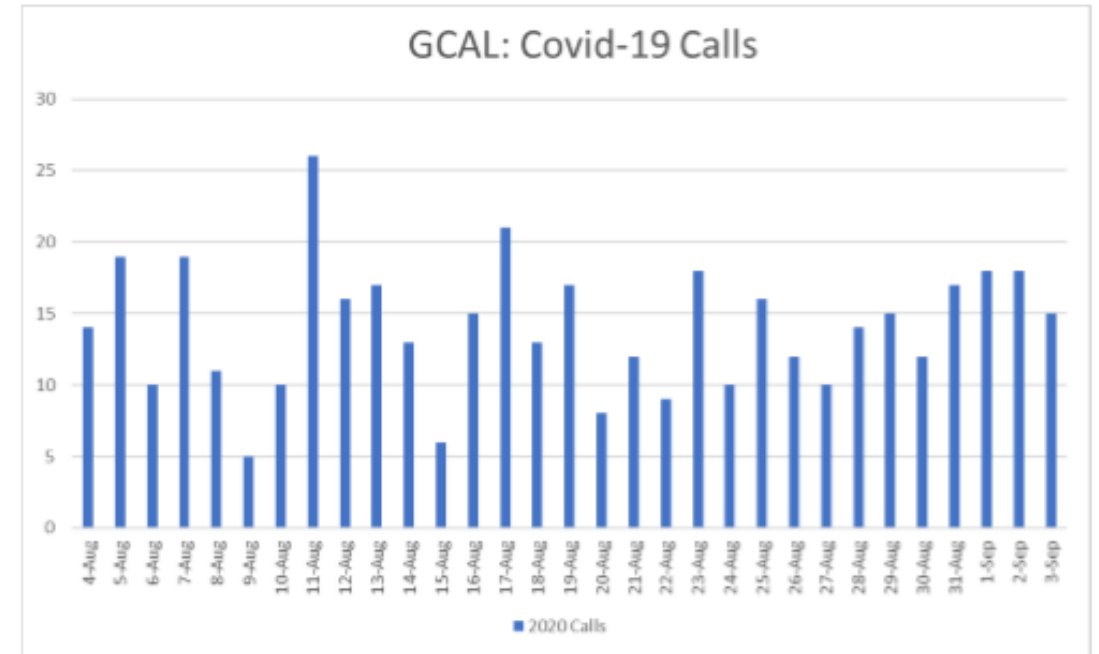
Snapshot of Crisis System: Behavioral Health Crisis Continuum



Snapshot of Crisis Calls



We began looking at year over year comparisons beginning March 16th. Differences in call volumes may be related to the day of the week (eg. March 22 is Sunday this year, but Friday in 2019).



On April 1st GCAL added functionality allowing them to capture when a caller referenced COVID in a call. These numbers reflect those calls and not the calls to the COVID 19 Support Line.

Rapid System Adjustments

Mobile Crisis
and Crisis Units'
use of
Telehealth

Reduction in
Capacity

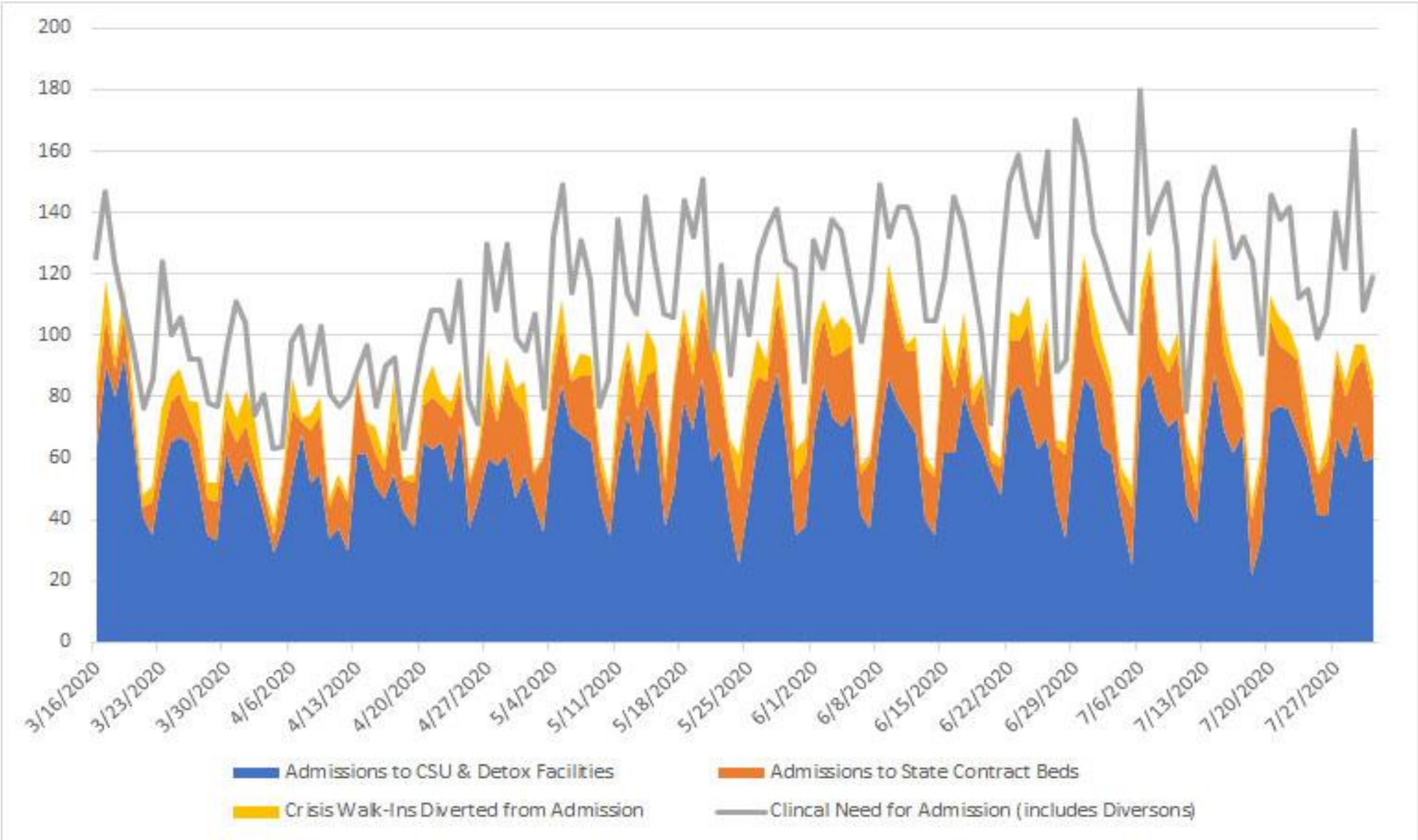
Cleaning

Personal
Protective
Equipment

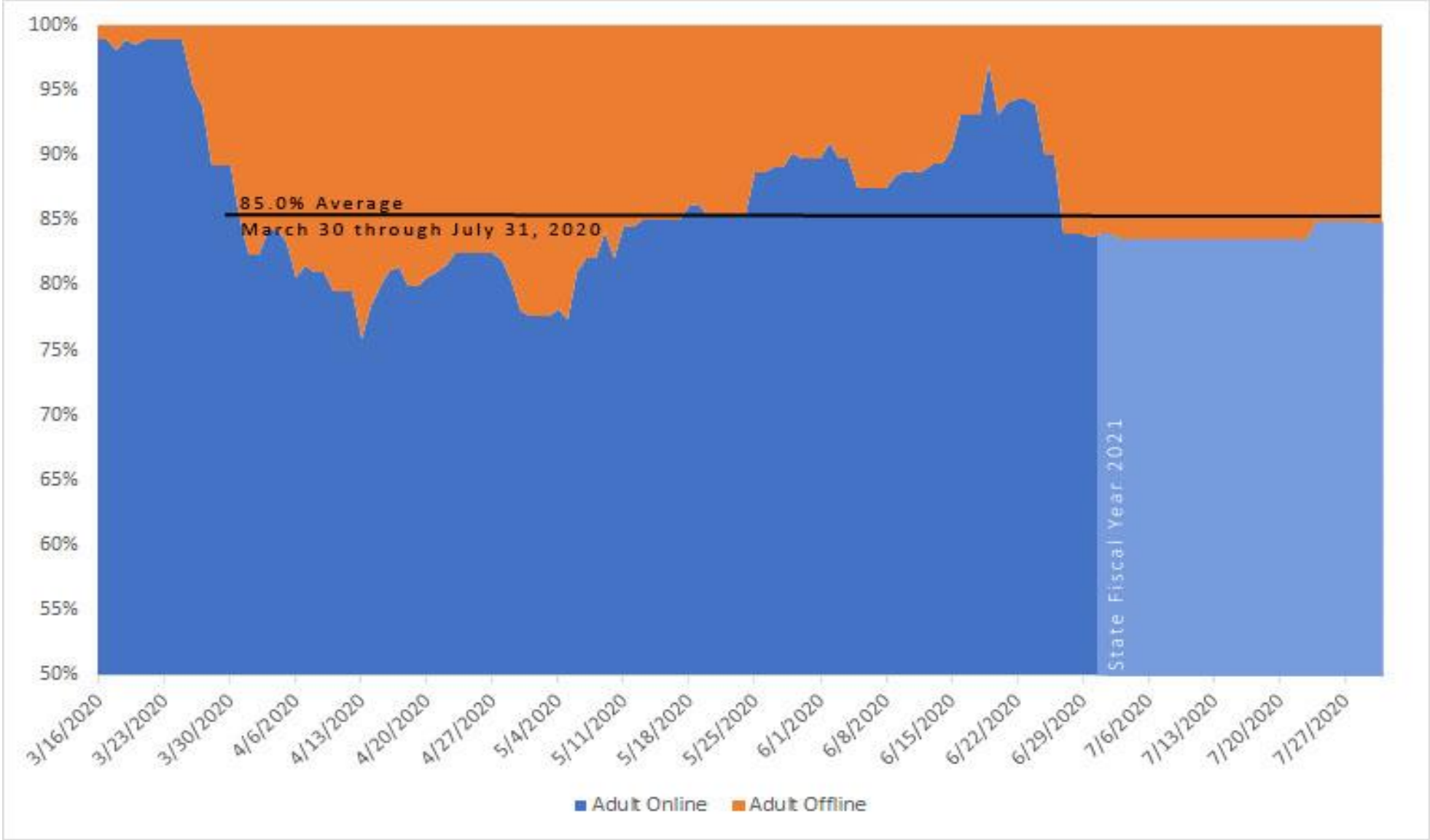
Reconfiguration

Increase in
Utilization of
Contract Beds

Georgia's Adult Crisis Bed Capacity v. Demand during COVID-19



Georgia's Percentage of Adult Crisis Beds Affected by COVID-19



Customized Co-Existence: Crafting our Future

Current Concerns

- Workforce Shortages
- Virus Hotspots
- Economic Challenges
- Fear
- Other Unmet Needs

Noteworthy Assets

- Rapid Learning
- Mission-Driven System
- Launched into New Territory
- Resilience of Recovery and Disability Community



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