

Psychiatric crisis service

**0800
/655
3000**

Wir sind für Sie da.

Mental health emergency care in Bavaria

Psychiatric care through kbo in Upper Bavaria

Bavaria and its seven administrative regions

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kbo provides compulsory psychiatric care for the district of (Upper Bavaria).

“Krisendienst Psychiatrie Oberbayern” (Crisis Service Psychiatry Upper Bavaria) is part of the Bavarian Crisis Services Network.

The crisis services offer 24/7 helplines and provide guidance in a mental health emergency 365 days a year.



kbo clinics of the district of Upper Bavaria



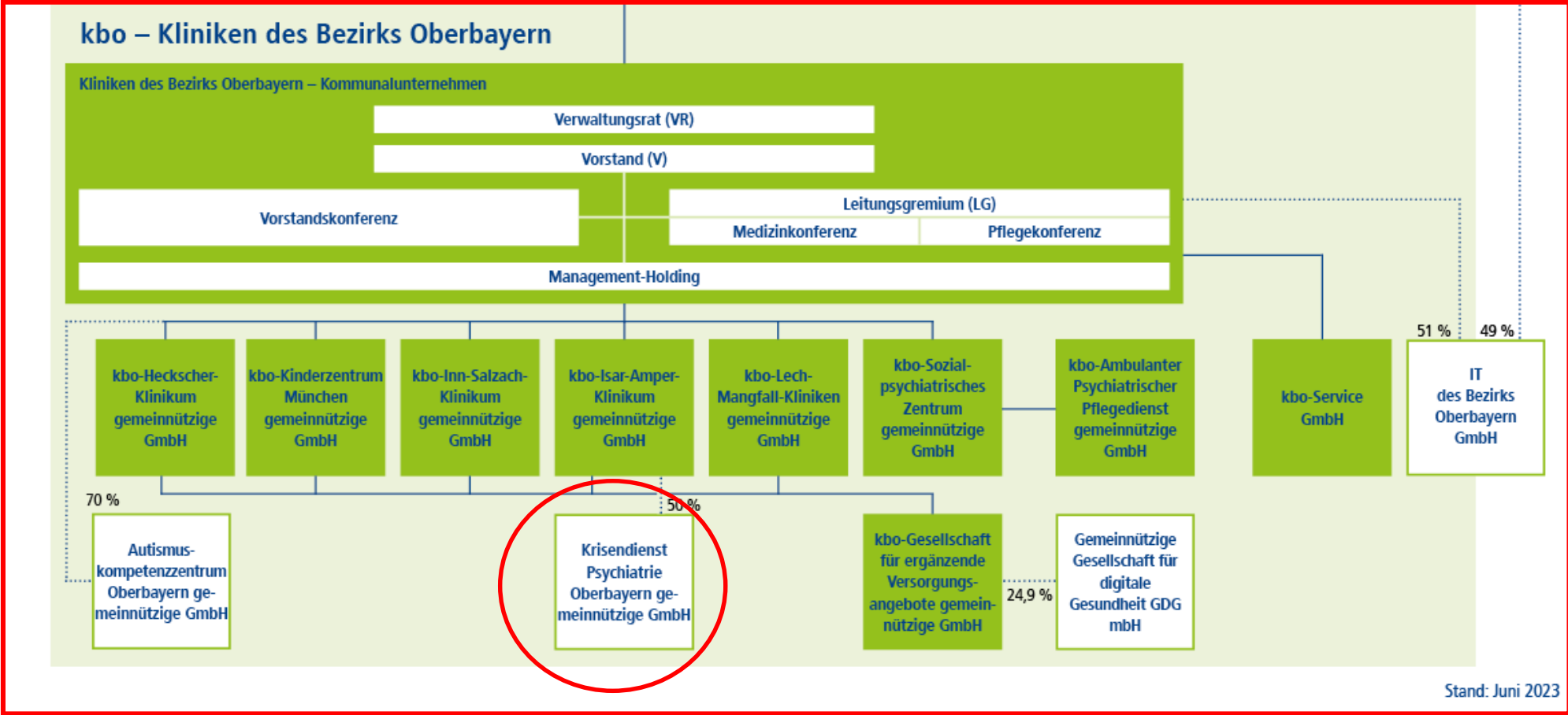
Network of clinics, outpatient facilities and services for psychiatry, psychotherapy and psychosomatic medicine as well as social participation services (Teilhabeleistungen) for children, adolescents and adults, neurology and social paediatrics

8,100 employees - around 3,000 beds/places - around 130,000 patients (of which more than 80,000 are outpatients)

Establishment of kbo - Kliniken des Bezirks Oberbayern: January 1 2007

The kbo Group

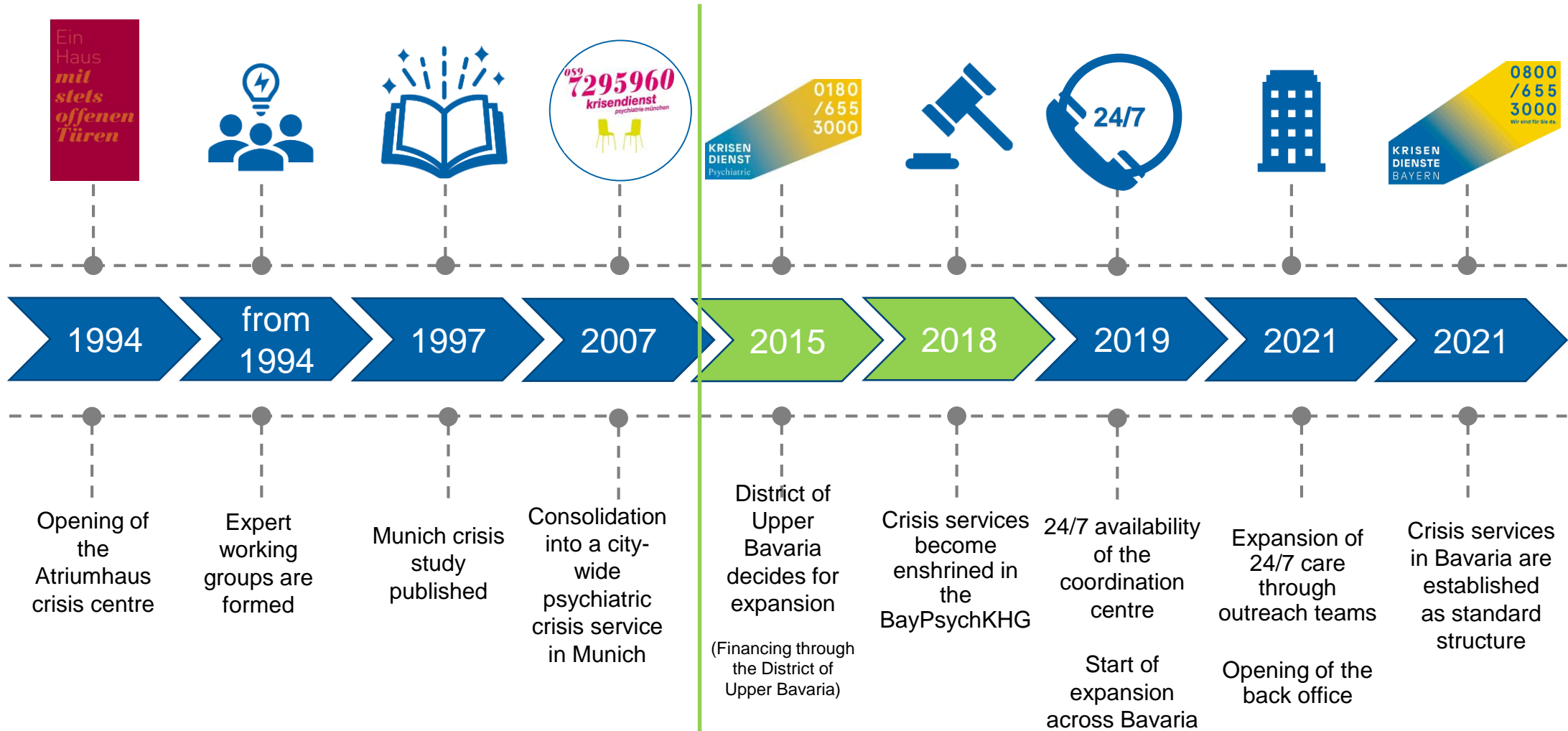
Bezirk Oberbayern



Milestones / Organisational structure / Offers
and services / Cooperations

Milestones Upper Bavarian Psychiatric Crisis Service

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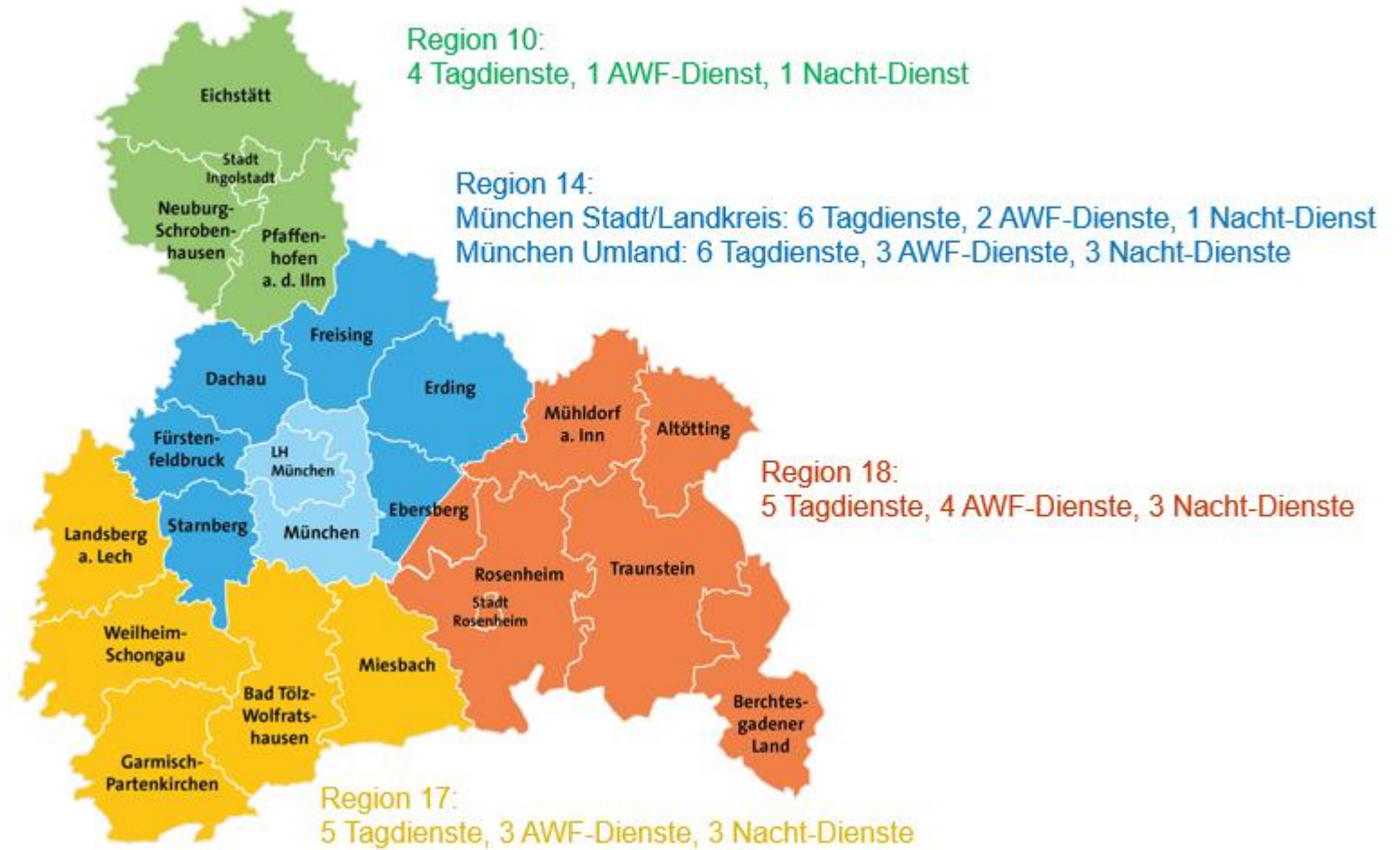


(Funding Coordination centers: Free State of Bavaria, Funding Outreach Teams: District of Upper Bavaria)

Overview across the 4 regions of Upper Bavaria

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1 Coordination Center (ca. 50 Employees)
for 51 Services (ca. 850 Employees)



The Psychiatric Crisis Service is a
contractually linked network

of:

Non-statutory welfare bodies

Clinic operators

Organisational structure Upper Bavaria Psychiatric Crisis Service

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District Upper Bavaria

Commissioning entity of the coordination centre and funding body for the services

Krisendienst
Psychiatrie Oberbayern GmbH
(Crisis service Psychiatry Upper Bavaria GmbH
Shareholder, ARGE e.V. und kbo-Isar-Amper-Klinikum
(Ownership interest 50% each)

- Employment agency for the administrative office
- Appoints the managing directors via a management contract and draws up a business allocation plan with them
- gives impulses, receives reports
- reports to the Social Committee / Social Administration of the District of Upper

Administrative Office Crisis Services

Management, area coordination, Staff units

Controlling

Coordination Center

A multiprofessional team (Psychologists, Social pedagogues and specialised care) under the supervision of a specialised physician

Controlling

Outreach services

(via network cooperation agreement)

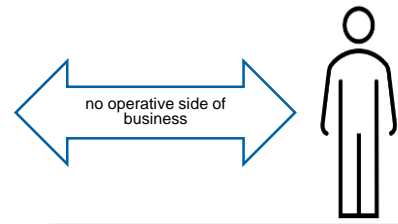
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Discript Upper Bavaria
Principal of the coordination center and funder of the services

Advisory Board
District Shareholder Management

**Krisendienst
Psychiatrie Oberbayern GmbH**
(Crisis service Psychiatry Upper Bavaria GmbH)
Shareholder, ARGE e.V. und kbo-Isar-Amper-Klinikum (Ownership interest 50% each)

- Appoints the managing directors via a management contract and draws up a business allocation plan with them
- gives impulses, receives reports
- and reports to the Social Committee / Social Administration of the District of



structural issues

Working group psychosocial care
(social psychiatric, psychosocial, outreach)

- Consultation and, if necessary, mandating of the management (in accordance with the business allocation plan or rules of procedure) for decisions on resources and relevant interventions in service operations
- Impulses for further development
- Transfer of information from and to the office
- Networking and exchange of information on issues relating to funding bodies
- Supporting the implementation processes in the regions

Back Office Crisis Services

Management: 2 managing directors
(seconded by the shareholders of the gGmbH)

The following are subordinate to the management in accordance with the management contract (technical supervision in relation to the contract)

Chief medical officer of the coordination center (kbo-IAK)
Area coordinator with departmental responsibility
Assistant to the management
Administrative staff

- all employed by the ARGE e.V.

subject-specific issues

Coordination center
(under medical supervision)

- implementing the standards in the control center
- Ideas and impulses for further development
- Report to the back office
- Transfer of information from and to the back office
- Close exchange and cooperation with outreach workers

structural issues

Working Group Acute care
(medical, psychiatric, psychotherapeutic)

- Transfer of information from and to the administrative office
- Consultation and, if necessary, mandating of the management (in accordance with the business allocation plan or rules of procedure) when making decisions on resources and relevant interventions in service operations
- Impulses for further development



subject-specific issues

Regional network alliances

- Networking and exchange on care issues in the region
- Safeguarding the standards' implementation in the region
- Ideas and impulses for the further development of the crisis service
- Suggestions for optimization
- Recommendations for the network's expansion
- Report to the administrative office
- Close exchange and cooperation with the coordination center

Region 10 - Nord	Region 14 - Mitte	Region 17 - Süd	Region 18 - Ost
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How we help Offers and services

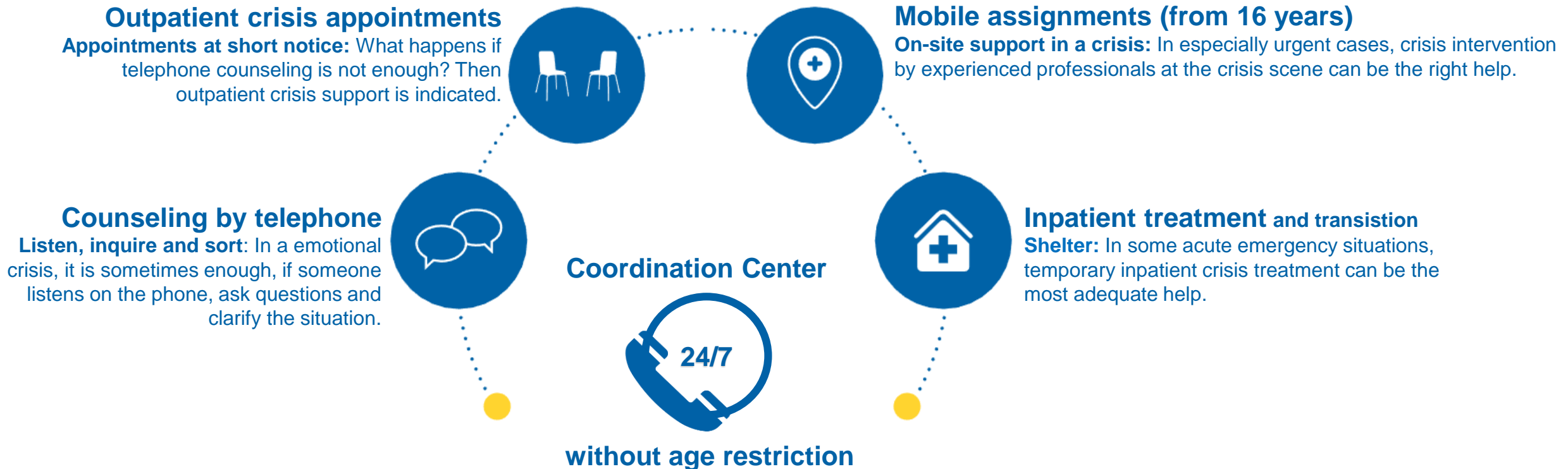
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Who

Those affected, relatives, caregivers, specialist agencies, police, authorities...

Grounds

Mental distress, psycho-social crises, psychiatric emergencies,
Request for advice in acute situations



Personal crisis intervention

Outreach crisis support

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contracting
parties

- **Within one hour** at the scene of the crisis (come and go structure)
- If necessary, the emergency team organises " follow-up care" and refers to regular care

Dayshift Mo-Fr: 8-16 Uhr

Non-medical teams at the
social psychiatric services
(SpDi)

Evening-Weekend-Holiday shifts (AWF-Dienst) Mo-Fr: 16-21 Uhr Sa/Sunday/holidays: 8-21 Uhr

Non-medical deployment teams
employed by non-statutory
welfare bodies and independent
organisations (AWF services)

Nightshift Mo-Fr: 21-8 Uhr Sa/Sunday/holidays: 21-8 Uhr

Non-medical deployment teams
employed by non-statutory
welfare bodies and
independent organisations
(AWF services)

Medical care Clinics and walk-in centres

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contracting
parties

- Service agreements concluded with clinics and outpatient centres for adult and child/adolescent psychiatric care throughout Upper Bavaria

**Crisis appointment in the
responsible outpatient clinic**

kbo⁺
Zuverlässig an Ihrer Seite

Inpatient care (at any time)

kbo⁺
Zuverlässig an Ihrer Seite

**Medical counselling for the
emergency services if
required**

kbo⁺
Zuverlässig an Ihrer Seite

Limits of the services offered

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The (non-medical) emergency teams of the crisis service are not commissioned by the coordination centre if the following exclusion criteria apply:

- Highly acute self-endangerment (e.g. **client** standing on the bridge ready to jump)
- Highly acute danger to others
- Person speaks a foreign language and a professional interpreting service cannot be organised by the requesting party
- Acute somatic, medical clarification required (e.g. life-threatening anorexia)
- Acute intoxications in which there is a need for monitoring to ensure the **client's** safety, even in the case of current clarity
- Presence of a clear communication disorder (e.g. severe intoxication, raptus-like agitation)
- **Client** is already undergoing inpatient treatment or inpatient care
- Request for a longer-term prognostic assessment or expert opinion (certificates, reports, expert opinions, etc.)

other services are required: e.g. police, emergency doctor

Emergency care and crisis intervention

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Psychosocial **emergency** care:
Crisis intervention teams (KIT)

Supporting people after a traumatic
event

(accidents, emergencies, fatalities,
natural disasters, major incidents)



(social) psychiatric care:

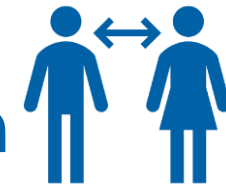
- confused persons
- psychotic persons
- mental abnormalities
- acute emotional crises

Facts and figures (Annual Report 2022)

Total number of calls by month

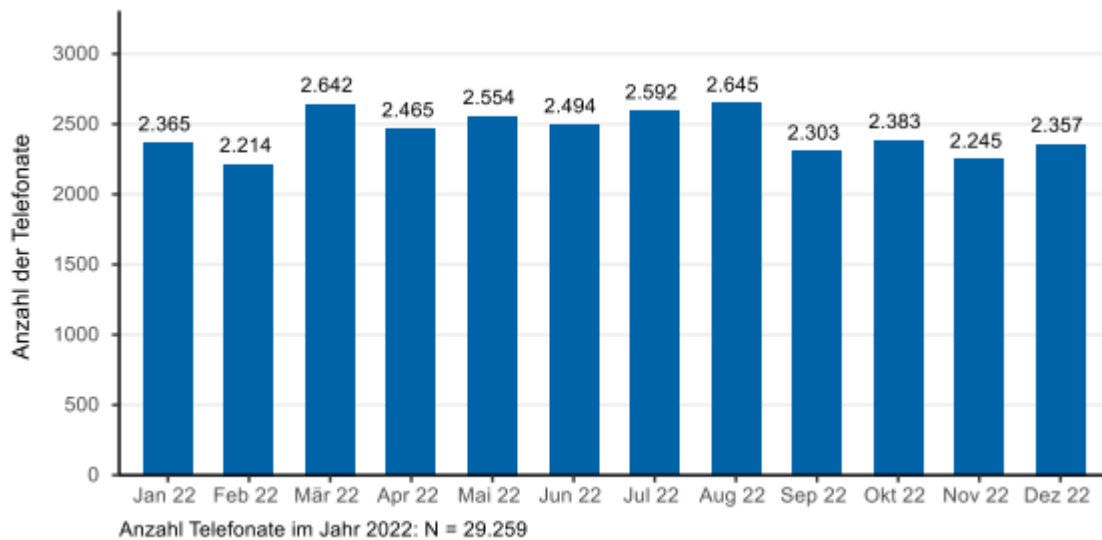


Number of interventions by month

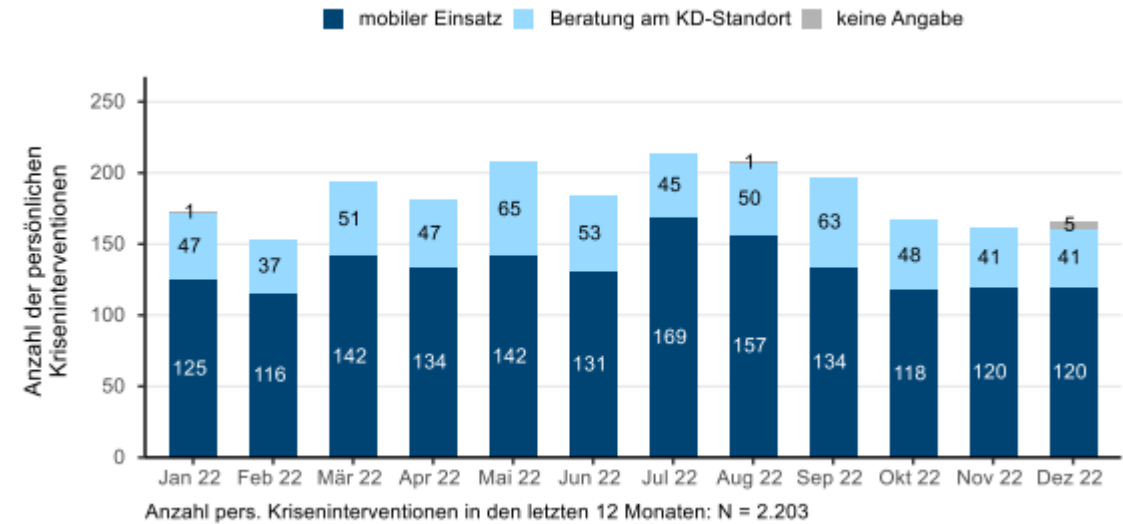


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Total number of telephone contacts in 2022 (screening and follow-up protocols only) by month



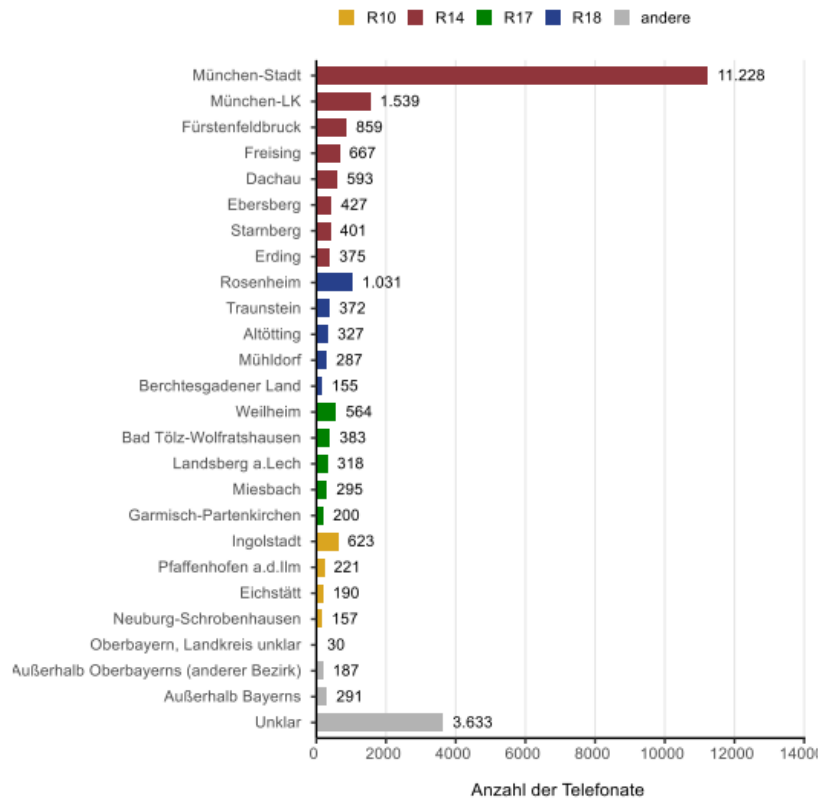
Number of ambulatory interventions and personal consultations in 2022 (response protocols) by month



Regional distribution of calls

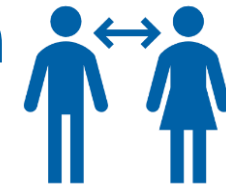


Total number of telephone contacts in 2022 (screening and follow-up protocols only) by client's place of residence/district



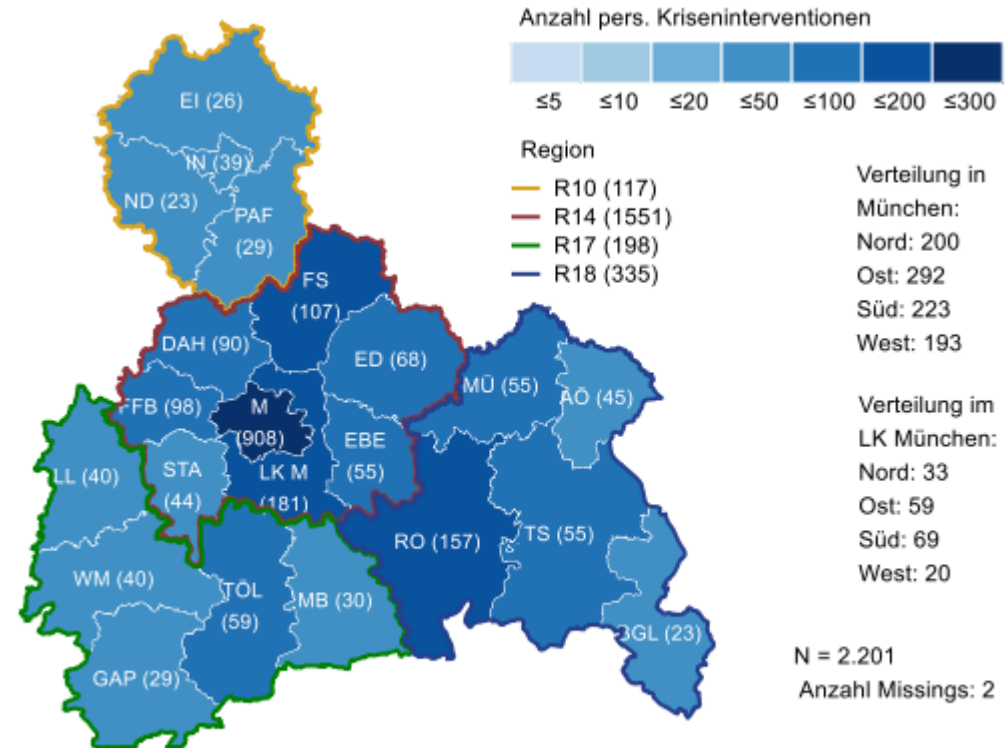
N = 25.353;
Fälle mit fehlenden Angaben (N = 3.906)
wurden nicht berücksichtigt.

Regional distribution of interventions



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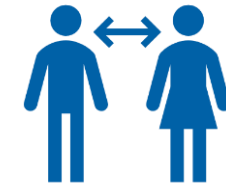
Regional distribution of personal crisis interventions in 2022 (response protocols) by client's place of residence/district



Contacts to coordination centre

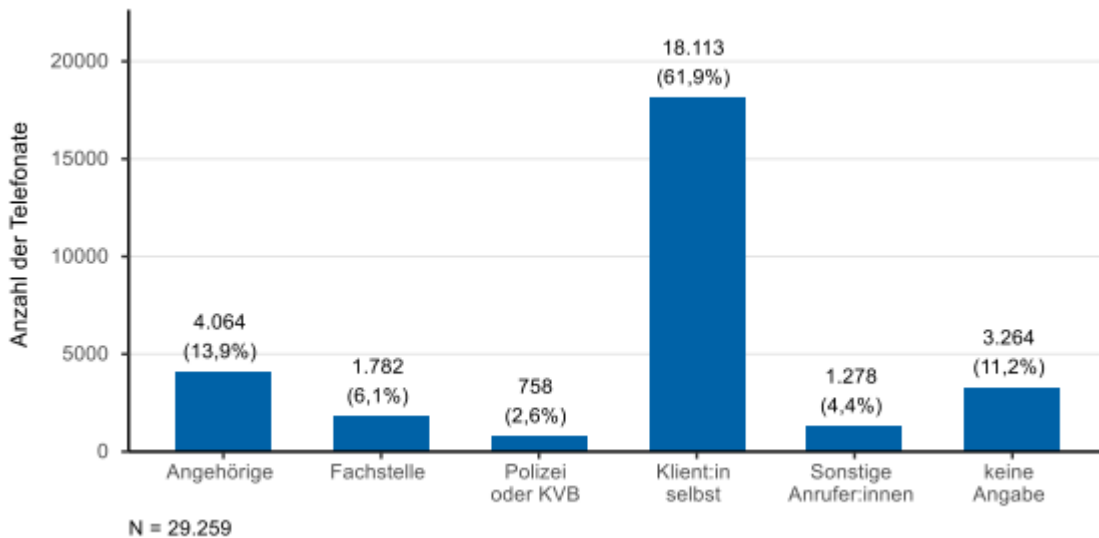


On-site involvement

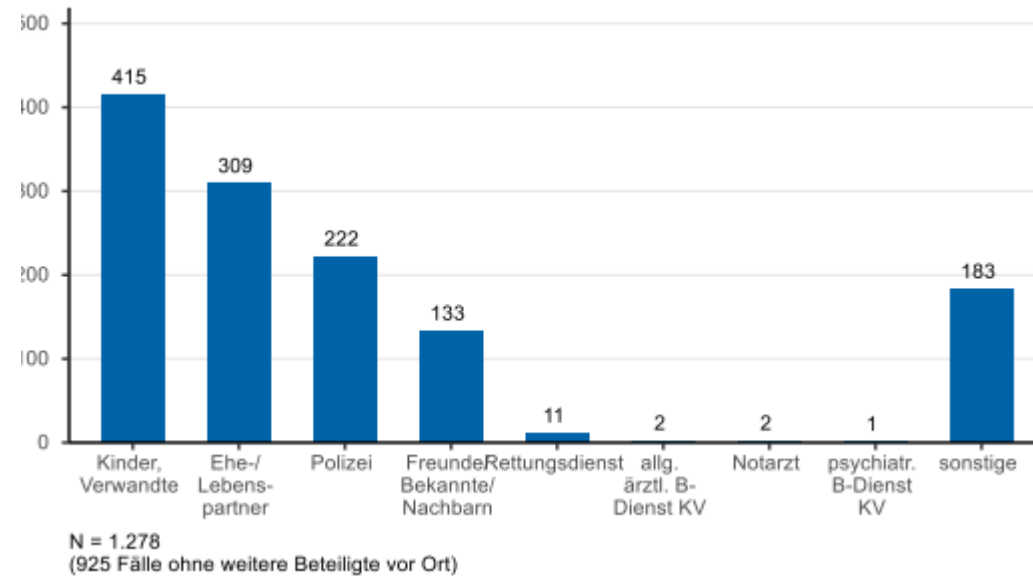


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Breakdown by caller group (Screeningprotocolls)



On site involvement in personal crisis interventions (response protocols)



Thank you



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Psychiatrie
Oberbayern**

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Wir sind für Sie da.

Franz Podechtl

**kbo-Kliniken des Bezirks Oberbayern –
Kommunalunternehmen**

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