

WEBVTT

1 "Nikki Reitz" (427094016)
00:00:00.000 --> 00:00:05.340

And the discharge coordinator here at the St Louis, a frantic.

2 "Nikki Reitz" (427094016)
00:00:05.340 --> 00:00:15.509

State Hospital that's not what recalled. It's early. I'm a social worker. I've been here for about 16 years and.

3 "Nikki Reitz" (427094016)
00:00:16.434 --> 00:00:28.524

I've been working very closely with Lindsay, Turkey and our team to develop this protocol for the state hospitals and I'm looking at the I am with DD.

4 "Nikki Reitz" (427094016)
00:00:28.524 --> 00:00:36.024

I am the case management supervisor for the North city team. We work to transition people from Nikki.

5 "Nikki Reitz" (427094016)
00:00:36.420 --> 00:00:43.530

The operative facility for his treatment center into the community. So we're going to talk about this process.

6 "Nikki Reitz" (427094016)
00:00:44.700 --> 00:00:50.250

So, the biggest reason that we're doing this is we are working to.

7 "Nikki Reitz" (427094016)
00:00:50.250 --> 00:01:00.690

Make sure that everybody is doing the same thing across the state in the same way as well as to look to eliminate pain points what we're going to do during this.

8 "Nikki Reitz" (427094016)
00:01:00.690 --> 00:01:10.680

Meeting is, we're just going to talk about how the process was updated what the changes to the processes are and to give you guys a general overview of that process.

9 "Nikki Reitz" (427094016)
00:01:10.680 --> 00:01:20.340

So, we are going to look at eliminating pinpoints that existed in previous previous.

10 "Nikki Reitz" (427094016)
00:01:20.340 --> 00:01:25.375

Iterations of this across the state we want to create a consistent process.

11 "Nikki Reitz" (427094016)

00:01:25.405 --> 00:01:40.015

We want to form a collaborative experience between we want to perform a collaborative group effort between DD and behavioral health and then also with our community partners and then most importantly,

12 "Nikki Reitz" (427094016)

00:01:40.015 --> 00:01:46.165

we'll want to streamline the discharge process from state operated facilities into the community.

13 "Nikki Reitz" (427094016)

00:01:46.440 --> 00:01:54.600

I'm going to kind of talk about why that that's important from a DVH perspective because I know a lot of you on the call.

14 "Nikki Reitz" (427094016)

00:01:54.600 --> 00:01:58.710

Are from the DD side, so obviously.

15 "Nikki Reitz" (427094016)

00:01:58.710 --> 00:02:02.490

We want to make sure that our clients are in their least restrictive setting.

16 "Nikki Reitz" (427094016)

00:02:02.490 --> 00:02:06.900

And are receiving the most appropriate treatment that they can get.

17 "Nikki Reitz" (427094016)

00:02:06.900 --> 00:02:16.200

Also to open bed space and resources for our clients that are incompetent to stay in trial for our waitlist and.

18 "Nikki Reitz" (427094016)

00:02:16.495 --> 00:02:27.175

We currently have 200 people in jail waiting on beds for state operated facilities. And so that's another big reason that we wanted to expedite this process.

19 "Nikki Reitz" (427094016)

00:02:27.175 --> 00:02:35.125

So it went more quickly and we could get these clients out into the community, which is really their most appropriate setting. setting

20 "Nikki Reitz" (427094016)

00:02:35.670 --> 00:02:39.480

Anyway.

21 "Nikki Reitz" (427094016)

00:02:39.480 --> 00:02:41.815

So what are the things that have changed?

22 "Nikki Reitz" (427094016)

00:02:42.115 --> 00:02:56.095

The biggest 1 is that previously case management always went to the team, went to whoever was the provider state or private and now it is always going to go to the state coordination.

23 "Nikki Reitz" (427094016)
00:02:56.485 --> 00:03:03.925

The state, regional office. The other thing is, is that we had several different processes across the state to achieve the same goal.

24 "Nikki Reitz" (427094016)
00:03:05.215 --> 00:03:15.085

And now we're going to have 1 process the other 1 is, is that we found that with intake we were again having different ways to get people into the intake process to access DD.

25 "Nikki Reitz" (427094016)
00:03:15.505 --> 00:03:21.625

And again, the idea is, is that we have 1 process to start to finish across the sea.

26 "Nikki Reitz" (427094016)
00:03:22.080 --> 00:03:26.280
Yes.

27 "Nikki Reitz" (427094016)
00:03:28.195 --> 00:03:40.045

So those of us at state facilities, and again, I know that there's not many of us on the call but the process is started by having a deviate social worker or discharge coordinator,

28 "Nikki Reitz" (427094016)
00:03:40.405 --> 00:03:44.365

email a template that we're going to go over in a minute to.

29 "Nikki Reitz" (427094016)
00:03:44.670 --> 00:03:48.540

The intake coordinators.

30 "Nikki Reitz" (427094016)
00:03:48.540 --> 00:03:57.510

We could also do that with a phone call, but we prefer to do it with the email template because it has all the information that intake will need.

31 "Nikki Reitz" (427094016)
00:03:57.510 --> 00:04:06.480

The deviate social worker will also send collateral documentation, especially if we have that because that also helps expedite that process.

32 "Nikki Reitz" (427094016)
00:04:06.480 --> 00:04:12.300

The will intake, we'll contact the guardians and.

33 "Nikki Reitz" (427094016)
00:04:12.300 --> 00:04:19.950

Or the consumer to initiate that intake process and then DD intake will then determine eligibility.

34 "Nikki Reitz" (427094016)
00:04:24.000 --> 00:04:27.209
So, again, this is the.

35 "Nikki Reitz" (427094016)
00:04:27.209 --> 00:04:31.859
Uh, where we send the intake assessment, um.

36 "Nikki Reitz" (427094016)
00:04:31.859 --> 00:04:38.189
Please send the regional center office, the email template and this is what the email template looks like.

37 "Nikki Reitz" (427094016)
00:04:38.189 --> 00:04:42.839
And those of us at the state hospitals will have a copy of this email template.

38 "Nikki Reitz" (427094016)
00:04:42.839 --> 00:04:46.649
That we can send to intake, um.

39 "Nikki Reitz" (427094016)
00:04:46.649 --> 00:04:50.579
And also somebody over it intake, we'll have a copy of it in case. It gets.

40 "Nikki Reitz" (427094016)
00:04:50.579 --> 00:05:01.049
It goes missing or or people leave, and it kind of gets lost in the shuffle, but it basically just has a demographic information information about the Guardian, et cetera.

41 "Nikki Reitz" (427094016)
00:05:01.049 --> 00:05:07.799
So, of course, after that information is received from intake and received from.

42 "Nikki Reitz" (427094016)
00:05:07.799 --> 00:05:19.379
Receive to intake an assessment from behavioral health the intake department will review collateral information to make sure that there is a valid.

43 "Nikki Reitz" (427094016)
00:05:20.124 --> 00:05:24.864
Valid diagnosis to both determine eligibility for DD services.

44 "Nikki Reitz" (427094016)
00:05:25.254 --> 00:05:36.054

They will also schedule the appointment for the assessment to determine functional limitations as well as determine if there is an appropriate diagnosis for referral to DD.

45 "Nikki Reitz" (427094016)
00:05:39.714 --> 00:05:44.094

Within that referral packet, it's just kind of our normal process right?

46 "Nikki Reitz" (427094016)
00:05:44.094 --> 00:05:58.074

So intake an assessment says this person has a qualifying diagnosis for DD, they determine functional limitation and then they determine whether or not that person is waiver eligible from that point forward. It's our normal side process, right?

47 "Nikki Reitz" (427094016)
00:05:58.074 --> 00:06:09.144

The consumer is assigned to a service coordinator within 30 days. The ISP meeting is completed within 60 days. The ISP is submitted for review and approval. But the big thing.

48 "Nikki Reitz" (427094016)
00:06:09.209 --> 00:06:16.169

Is the ISP must be completed before a consumer can enter the consumer referral database?

49 "Nikki Reitz" (427094016)
00:06:18.414 --> 00:06:31.344

What goes into that utilization review packet is what we always put into a utilization review packet. We must make sure that there is an assessment that's been completed for the consumer then we must make sure the is entered that.

50 "Nikki Reitz" (427094016)
00:06:31.344 --> 00:06:34.374

Isp has all of its relevance components.

51 "Nikki Reitz" (427094016)
00:06:34.709 --> 00:06:46.679

In it, we want to make sure that we're requesting the waiver slot at the time and then we want any collateral forms and documentation attached to show that the consumer is ready to move into the community.

52 "Nikki Reitz" (427094016)
00:06:46.679 --> 00:06:56.429

Once that person has gone through that you are process, and they've been deemed eligible for placement in residential care setting.

53 "Nikki Reitz" (427094016)
00:06:56.429 --> 00:07:07.919

We are going to take that your packet, they're going to be placed on the consumer referral database with all of the documentation. They're going to remain on that database until the provider is identified.

54 "Nikki Reitz" (427094016)
00:07:07.919 --> 00:07:16.979

The risk prevention consultant will monitor the consumer referral database and inform the SD of any providers accepting the case.

55 "Nikki Reitz" (427094016)
00:07:19.049 --> 00:07:31.944

And then just like any other consumer going into a residential setting on the DDD side. Once we have that provider identified, we schedule a meet and greet between the provider, the consumer, their family and their guardian.

56 "Nikki Reitz" (427094016)
00:07:32.484 --> 00:07:40.734

We ensure that housemates are compatible, and we have that discussion about what services will be necessary for the consumer to transition into the community.

57 "Nikki Reitz" (427094016)
00:07:43.529 --> 00:07:50.309

Not every consumer at the state operating facility will have behavioral risks.

58 "Nikki Reitz" (427094016)
00:07:50.694 --> 00:08:05.214

But every consumer should have their behavioral risks assessed and determined prior to discharge or even during the, you are the initial ISP meeting. So, what that means is that if we need to have a behavior support plan, developed.

59 "Nikki Reitz" (427094016)
00:08:06.599 --> 00:08:10.289
I will be ready.

60 "Nikki Reitz" (427094016)
00:08:11.459 --> 00:08:16.289
Oh, we are living, we lost our.

61 "Nikki Reitz" (427094016)
00:08:17.549 --> 00:08:21.209
I think we just completely lost power.

62 "Nikki Reitz" (427094016)
00:08:21.209 --> 00:08:24.719
Can you hear back? Can you guys still hear us?

63 "Nikki Reitz" (427094016)
00:08:25.224 --> 00:08:37.284
We can still hear you. Yes. Okay. Sorry. I think we lost power. Apologize. Okay. If there is not a behavior support plan, then the se will lead the lead the team.

64 "Nikki Reitz" (427094016)
00:08:37.374 --> 00:08:48.984

The team should be both people from the state operators facility as well as the team. That will be accepting the consumer to create and implement that safety crisis plan.

65 "Nikki Reitz" (427094016)
00:08:49.829 --> 00:08:58.709

If it is deemed necessary, a functional behavior assessment will be requested when the transition amendment is completed.

66 "Nikki Reitz" (427094016)
00:08:58.709 --> 00:09:05.429

So, I'm going to talk about the deviate discharge process because.

67 "Nikki Reitz" (427094016)
00:09:05.994 --> 00:09:17.184

You know, the process through DD obviously is pretty complicated as is the process for clients coming out of state institutions. So our clients have a lengthy hospitalization.

68 "Nikki Reitz" (427094016)
00:09:17.934 --> 00:09:22.074

The average length of stay for the state hospitals is anywhere between 6 and 7 years.

69 "Nikki Reitz" (427094016)
00:09:22.349 --> 00:09:29.219

And that's at each facility. So, if a client came to us from Fulton, for example, they may actually have close to.

70 "Nikki Reitz" (427094016)
00:09:30.054 --> 00:09:42.804

10 to 15 years in state institutions, clients here obviously receives specialized treatment for their mental health needs. And again, not all the clients that we have have a mental illness.

71 "Nikki Reitz" (427094016)
00:09:42.804 --> 00:09:51.924

We do have significant amount of clients that also are just primarily intellectually disabled or have a developmental disability. And so often.

72 "Nikki Reitz" (427094016)
00:09:52.229 --> 00:09:56.069

They are better served in a DD population. Um.

73 "Nikki Reitz" (427094016)
00:09:56.069 --> 00:10:08.159

We do have an internal discharge process, which requires administrator review and approval. Discharges may require risk assessment or other official report.

74 "Nikki Reitz" (427094016)
00:10:10.044 --> 00:10:22.644

Discharges may also require approval from the court or notification to the court clients that are, which is not guilty by mental disease or defect discharges.

75 "Nikki Reitz" (427094016)
00:10:22.974 --> 00:10:28.674

And those are clients that have committed a crime have been committed to the Department of mental health and.

76 "Nikki Reitz" (427094016)
00:10:28.979 --> 00:10:35.219

We can only discharge them with approval from the court and that also requires.

77 "Nikki Reitz" (427094016)
00:10:35.604 --> 00:10:46.224

Central Office approval, our forensic review approval and court approval in order to discharge those clients. We also have clients that are permanently incompetent to stay in trial or we also call them.

78 "Nikki Reitz" (427094016)
00:10:48.084 --> 00:10:55.374

Those discharges may also require our forensic review committee approval as well as notification of discharge to the court.

79 "Nikki Reitz" (427094016)
00:10:55.679 --> 00:10:59.759

But not not all require that, but many do.

80 "Nikki Reitz" (427094016)
00:10:59.759 --> 00:11:04.229

Um, okay, so.

81 "Nikki Reitz" (427094016)
00:11:04.524 --> 00:11:17.034

Person has been deemed eligible by behavioral health and then what's going to happen is that they're going to actually start that transition process. The transition process in its totality is followed and executed.

82 "Nikki Reitz" (427094016)
00:11:17.364 --> 00:11:20.964

So, this includes both Pre and post transition call.

83 "Nikki Reitz" (427094016)
00:11:24.474 --> 00:11:36.114

The thing to notice is, is that the sending is, of course, responsible for the approval of all plans, budgets and sharing of other documentation. The receiving will report any issues to the sending us.

84 "Nikki Reitz" (427094016)
00:11:36.114 --> 00:11:48.264

The, and during those calls, we will, of course, discuss who will complete monitoring you fits outside of the service area that sort of thing. The other thing is, is that the sending regional office.

85 "Nikki Reitz" (427094016)
00:11:48.599 --> 00:11:52.979
We'll complete the health inventory within 7 days of the.

86 "Nikki Reitz" (427094016)
00:11:54.564 --> 00:12:07.974
So, just like a normal, normal transition there is, of course, the 30 day post move call that is held and normally, at this time, we would discuss accepting the transfer,

87 "Nikki Reitz" (427094016)
00:12:07.974 --> 00:12:13.794
the movement from regional office 1 to regional office. 2. we.

88 "Nikki Reitz" (427094016)
00:12:14.694 --> 00:12:26.364
The big changes is that we used to have 30, 60 and 90 day calls to make sure that that transition went well, no longer is there the mandate for the 60 and 90 day call?

89 "Nikki Reitz" (427094016)
00:12:26.724 --> 00:12:34.014
It is up to the team to decide whether or not it is appropriate to transfer at the 30 day. Mark.

90 "Nikki Reitz" (427094016)
00:12:35.939 --> 00:12:43.974
And I would say often times things come up that it it, we usually tend to do the 30, 60, 90 days still.

91 "Nikki Reitz" (427094016)
00:12:44.994 --> 00:12:51.234
So, security issues, Medicaid issues, that sort of thing tends to kind of hold up that process.

92 "Nikki Reitz" (427094016)
00:12:55.109 --> 00:13:01.739
This is the process map, which none of us can read, because it's too small. So I apologize.

93 "Nikki Reitz" (427094016)
00:13:01.739 --> 00:13:07.979
Um, but for those of you, that are interested, it will be posted when the presentation is posted.

94 "Nikki Reitz" (427094016)
00:13:09.449 --> 00:13:19.739
Uh, this is the tier 2 webpage this will talk you through the transitions process and then it's a direct link to the community transition webpage.

95 "Nikki Reitz" (427094016)
00:13:21.419 --> 00:13:25.499
Okay, now we're now on 2 questions and I do see.

96 "Nikki Reitz" (427094016)
00:13:25.499 --> 00:13:30.179
Uh, so what is the referral process to the community?

97 "Nikki Reitz" (427094016)
00:13:31.074 --> 00:13:44.544
So, from the Department of behavioral health, what we do, like we talked about at the beginning is we send a referral to intake and it just starts that process. But we don't do that. Lately.

98 "Nikki Reitz" (427094016)
00:13:44.544 --> 00:13:51.264
We assess the client for readiness for discharge prior to doing that. We have a discussion with the legal guardian.

99 "Nikki Reitz" (427094016)
00:13:51.569 --> 00:14:04.079
I would say, 99% of the clients that we send through regional center for discharge do have a legal guardian and then we just start that process that we talked about. So we don't.

100 "Nikki Reitz" (427094016)
00:14:04.079 --> 00:14:13.259
Decide to discharge somebody lightly. We want to make sure that they're psychologically and medically stable enough to be discharged to the community.

101 "Nikki Reitz" (427094016)
00:14:13.259 --> 00:14:21.809
There are times that clients do have behaviors, but they're behaviors that usually could be handled probably better in the community than they can in a state hospital.

102 "Nikki Reitz" (427094016)
00:14:21.809 --> 00:14:35.154
So the other part of this is that a lot of clients that are being referred by behavioral health into are still 6 months to a year from being eligible to transition into the community.

103 "Nikki Reitz" (427094016)
00:14:35.514 --> 00:14:38.004
So we're holding those cases open to.

104 "Nikki Reitz" (427094016)
00:14:38.339 --> 00:14:52.169
Not holding them open. We are opening them with the intention to discharge into those community, knowing that it will take time and adjustment prior to somebody getting into the community.

105 "Nikki Reitz" (427094016)
00:14:52.169 --> 00:14:59.999
2nd question are we saying they have to have Medicaid and a pace source, such as SSI in place 1st.

106 "Nikki Reitz" (427094016)
00:14:59.999 --> 00:15:13.829

No, when somebody is in a state operating facility, they do not qualify for Medicaid. Or what we have to know is that they will qualify for Medicaid and they will qualify for.

107 "Nikki Reitz" (427094016)
00:15:13.829 --> 00:15:20.939

So, what happens is, is that the behavioral health side often applies for Medicaid.

108 "Nikki Reitz" (427094016)
00:15:20.939 --> 00:15:30.599

30 days yes, 30 days prior to discharge and then SSI. Typically, once we have that discharge date.

109 "Nikki Reitz" (427094016)
00:15:30.599 --> 00:15:43.589

Either the receiving agency, the residential provider will set up, or the Guardian will set up that SSI appointment. So that all of that is running through.

110 "Nikki Reitz" (427094016)
00:15:43.589 --> 00:15:50.009

Prior to somebody moving out, does that make sense? Did we answer your question?

111 "Nikki Reitz" (427094016)
00:15:54.119 --> 00:16:06.569

Talking to the voice. Yeah. And and I would say again, most of the time the Medicaid process goes pretty smoothly social security, you know.

112 "Nikki Reitz" (427094016)
00:16:06.569 --> 00:16:20.034

I think that it just depends, you know, that's a beast that we have no control over because of the federal process. And we don't always have control over whether a client gets full security or not.

113 "Nikki Reitz" (427094016)
00:16:20.034 --> 00:16:26.454

I think it seems to be said from the community clients often, get denied social security.

114 "Nikki Reitz" (427094016)
00:16:26.729 --> 00:16:36.714

I would say that 9 times out of 10 our clients qualify, just because they've been in a state institution for a long time. So, it, it shows the validity of their diagnosis.

115 "Nikki Reitz" (427094016)
00:16:37.284 --> 00:16:42.084

So, how would a provider be aware of who is looking for placement in the community again?

116 "Nikki Reitz" (427094016)
00:16:42.389 --> 00:16:48.599

Every consumer is placed on consumer referral database so they are approved for placements.

117 "Nikki Reitz" (427094016)
00:16:48.599 --> 00:17:02.129

I know we don't call it placement order anymore, but they're approved to go on the consumer referral database and then they're referred once they're on that it is on providers of, to review that list.

118 "Nikki Reitz" (427094016)
00:17:02.129 --> 00:17:14.609

To see, who would be a good match for them does the individual have to be approved for a comprehensive waiver slot before they are placed on the consumer referral database?

119 "Nikki Reitz" (427094016)
00:17:14.609 --> 00:17:25.799

Yes, so by default somebody who's in a state operated facility and has both been determined eligible for DD and waiver eligible.

120 "Nikki Reitz" (427094016)
00:17:25.799 --> 00:17:30.089

Is then placed on the consumer referral database?

121 "Nikki Reitz" (427094016)
00:17:30.089 --> 00:17:37.199

Once the Caroline is sent to an SC to start. The ISP are these state sc's or private.

122 "Nikki Reitz" (427094016)
00:17:37.199 --> 00:17:44.039

Targeted case management providers. That is a good question. So that is the big change. They are.

123 "Nikki Reitz" (427094016)
00:17:44.039 --> 00:17:49.049

Supposed to be state regional office is.

124 "Nikki Reitz" (427094016)
00:17:49.049 --> 00:18:01.319

However, however, there are some small parts of the state that are still, I think, are our sister facility in Farmington still.

125 "Nikki Reitz" (427094016)
00:18:01.319 --> 00:18:07.079

Get those services through a TCM agency, but that's in discussion for.

126 "Nikki Reitz" (427094016)
00:18:07.079 --> 00:18:12.239

Potentially changing, but I think every other facility in the state.

127 "Nikki Reitz" (427094016)
00:18:12.239 --> 00:18:15.779
Either a served by St Louis or Kansas City.

128 "Nikki Reitz" (427094016)
00:18:15.779 --> 00:18:25.919
Yes, yeah and that is a big change. It used to be just whoever was the in the county. It is now primarily status.

129 "Nikki Reitz" (427094016)
00:18:25.919 --> 00:18:31.589
Okay.

130 "Nikki Reitz" (427094016)
00:18:31.589 --> 00:18:36.719
Any more questions.

131 "Nikki Reitz" (427094016)
00:18:43.739 --> 00:18:49.139
Okay, what was that we want to? Thank you all for attending today and.

132 "Nikki Reitz" (427094016)
00:18:49.139 --> 00:18:52.349
Oh, there's a couple more questions. Um.

133 "Nikki Reitz" (427094016)
00:18:53.634 --> 00:19:07.884
So, okay, so this is about the month, our internal assessment at DD. So, the question is, does the consumer's assessment need to be completed before the process can begin or after I've been running into issues with some issues regarding this.

134 "Nikki Reitz" (427094016)
00:19:08.579 --> 00:19:12.809
So, the mock this new 1, we're figuring it out on the DDD side.

135 "Nikki Reitz" (427094016)
00:19:12.809 --> 00:19:20.189
My understanding is that when somebody comes into DD from behavioral health.

136 "Nikki Reitz" (427094016)
00:19:20.189 --> 00:19:26.879
That person will have their full mock completed. That will include the part that is about placements.

137 "Nikki Reitz" (427094016)
00:19:28.229 --> 00:19:31.649
Their score that whole assessment is done.

138 "Nikki Reitz" (427094016)
00:19:31.649 --> 00:19:35.819
By intake at the beginning.

139 "Nikki Reitz" (427094016)
00:19:35.819 --> 00:19:43.559
And becky's right actually just hold in the state hospital. Sorry sorry I missed that.

140 "Nikki Reitz" (427094016)
00:19:43.559 --> 00:19:46.979
Okay, okay.

141 "Nikki Reitz" (427094016)
00:19:46.979 --> 00:19:53.249
I'm going to give it another minute and make sure there's no more questions before we end.

142 "Nikki Reitz" (427094016)
00:19:54.899 --> 00:20:00.059
But again, we really appreciate you all tending today.

143 "Nikki Reitz" (427094016)
00:20:00.059 --> 00:20:04.499
We did this does not.

144 "Nikki Reitz" (427094016)
00:20:04.499 --> 00:20:08.189
Pertain pertain to have centers Jamie. I'm sorry.

145 "Nikki Reitz" (427094016)
00:20:10.199 --> 00:20:14.009
That is a new ball of wax. We're trying to figure it out.

146 "Nikki Reitz" (427094016)
00:20:19.259 --> 00:20:23.639
Is there a time estimate of the process?

147 "Nikki Reitz" (427094016)
00:20:23.639 --> 00:20:26.699
Completion is there a specific contact person.

148 "Nikki Reitz" (427094016)
00:20:26.699 --> 00:20:30.869
I can ask when I'm having these issues Jamie. Can you email me?

149 "Nikki Reitz" (427094016)
00:20:33.659 --> 00:20:41.369
And we can work together on this and that's the yeah. Center. Yeah. Okay.

150 "Kat Craig" (1202713344)
00:20:44.039 --> 00:20:47.489
Does he go ahead and put your email address in the chat? Please.

151 "Nikki Reitz" (427094016)
00:20:48.599 --> 00:20:53.519
Okay, well we need to do it for everybody. Yeah.

152 "Nikki Reitz" (427094016)
00:20:53.519 --> 00:20:56.789
Hello.

153 "Nikki Reitz" (427094016)
00:20:56.789 --> 00:21:04.889
Hello? Hello? Hello? Hello? Hello?

154 "Nikki Reitz" (427094016)
00:21:06.269 --> 00:21:11.579
We're going to figure this out. I'm sorry.

155 "Nikki Reitz" (427094016)
00:21:11.579 --> 00:21:15.659
Okay.

156 "Nikki Reitz" (427094016)
00:21:15.659 --> 00:21:19.679
Half an hour.

157 "Nikki Reitz" (427094016)
00:21:19.679 --> 00:21:26.069
There we go sorry.

158 "Nikki Reitz" (427094016)
00:21:26.069 --> 00:21:34.349
No, this does not pertain to people in private and private hospitals.

159 "Nikki Reitz" (427094016)
00:21:34.349 --> 00:21:44.309
This is only for state operated facilities at this time and I believe there is another initiative working on that, but we are not part of that.

160 "Nikki Reitz" (427094016)
00:21:48.119 --> 00:21:51.809
Sorry.

161 "Nikki Reitz" (427094016)
00:21:51.809 --> 00:21:59.814
Fine okay, well, I think that we will end now, thank you.

162 "Nikki Reitz" (427094016)
00:21:59.814 --> 00:22:12.414
Everybody for attending and we really appreciate your questions and you are also free to reach out to me and I will put my email also in the chat and.

163 "Nikki Reitz" (427094016)
00:22:12.959 --> 00:22:19.739
You know, if I don't know the answer, then I will get the answer for, you.

164 "Nikki Reitz" (427094016)
00:22:19.739 --> 00:22:23.789

Oh, my gosh. I don't even know what my email is, but I'll put that in there for a 2nd.

165 "Nikki Reitz" (427094016)
00:22:23.789 --> 00:22:27.809
Okay.

166 "Nikki Reitz" (427094016)
00:22:27.809 --> 00:22:34.319
Okay.

167 "Nikki Reitz" (427094016)
00:22:34.319 --> 00:22:37.469
Okay.

168 "Nikki Reitz" (427094016)
00:22:37.469 --> 00:22:42.996
Thanks everybody have a good day.