



Complete Health CHW Provides Compassionate Support During a Mental Health Crisis

Through compassion, respect, and a commitment to meeting clients where they are, Complete Health CHWs helped a client navigate a significant mental health crisis.

Complete Health in Rapid City has provided CHW services for several years to help individuals navigate challenges and connect with the care and resources they need. The organization's CHW program supports clients and community members of all ages, backgrounds, and circumstances, including individuals who may face financial barriers to care.

CLIENT BACKGROUND

Complete Health had a client referred to them for CHW support. The CHW initially contacted the client to complete a PRAPARE questionnaire. During the conversation, however, the client became emotional and shared that he was struggling to manage significant financial strain. The CHW scheduled an in-office appointment for a later date. Three days later, the client called in extreme emotional distress and stated that he could not continue dealing with his situation. Recognizing the seriousness of the situation, the CHW asked the client about suicide, and he indicated that he was "done". The CHW immediately focused on helping the client get to a safe environment and offered options for emergency assistance. The client agreed to go to the emergency room and asked the CHW to meet him there.

SERVICES PROVIDED

The CHW quickly ensured her schedule was blocked and notified the client's primary provider about the situation. The CHW then went to the emergency room, where the client was waiting in triage. She remained



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- ANDI LIES, CHW



with him as he was transferred to a mental health care room and provided support throughout the transition.

The client also asked the CHW to contact his daughter to inform her of the situation. The CHW remained with the client for about an hour and a half until a family member arrived.

CLIENT SUCCESS

The client was able to share his hardships and feelings with the CHW, despite having never met her in person before. Through the CHW's compassionate response and willingness to meet the client where he was, he was connected with immediate mental health support and a family member. Several days later, the CHW followed up with the client. He was doing well and was medically and emotionally more stable with support from medical staff. This experience demonstrates the important role CHWs can play in recognizing a client's immediate needs, providing a trusted point of connection, and

helping individuals navigate services during difficult circumstances.

ADDITIONAL INFORMATION

Complete Health provides an all-encompassing approach to health care in Rapid City. Services include medical, dental, pharmaceutical, mental health, CHW services, pediatrics, HIV services and preventive outreach, and sexual and reproductive health services through PLAN. Complete Health is also LGBTQ+ friendly. They also offer monthly vision services for priority diabetic exams, a sliding fee scale, and accept most insurance plans, including South Dakota Medicaid. The organization provides a Healthcare for the Homeless (HCH) program and has a staff member who coordinates the Medicaid Care Connect program.

This CHW success story was submitted by Andrea Lies, CHW for Complete Health, alies@chsd.care.



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