

CONGRATULATIONS TO APA INTERNS

By Christen Echelbarger, PhD & Lisa Koch, PhD
Psychological Services

The end of the year is fast approaching for Spokane Mental Health's American Psychological Association (APA) Interns! These interns will be graduating from SMH's psychology internship training program at the end of August. Our current interns, Matthew Sleasman, Shelby Hyvonen, and Sara Bryn Morrow, will graduate from their respective programs with their Doctorate degrees in Psychology upon completion of their training at SMH.

Doctoral degrees in Clinical and Counseling Psychology require that candidates complete a one-year internship training program after finishing their graduate courses and required practicum hours. SMH has been accredited by the APA's Committee on Accreditation since 1990 and recently received an additional seven years of accreditation.

Our interns provide valuable knowledge and skills they garnered from their graduate training programs and previous work experiences. Typically psychology interns come from across the United States and they bring with them a wealth of information and new ideas about how to improve consumer care.

So what's next for these graduates?

Matthew Sleasman came to us from George Fox University in Portland, Oregon. His dissertation is entitled Comprehensive Personality Investigation of the High Risk Sport of Mountaineering. Matthew will be completing his postdoctoral training at the University of California, Davis, working in the university counseling

center providing therapy and assessment services. Matthew's specialty areas include Personality Characteristics and Sports Psychology, Anxiety Disorders, adult Learning Disabilities and adult Attention Deficit Hyperactivity Disorder assessment.

Shelby Hyvonen came to us from The Wright Institute in Berkeley, California. Her dissertation is entitled Evolution of a Parent Revolution: Exploring Parent Memoirs of Children with Autism Spectrum Disorders. Shelby is moving to Sacramento to complete a Postdoctoral Fellowship in Child Clinical Psychology at the University of California, Davis. This fellowship is in conjunction with the Sacramento County Division of Mental Health. Shelby's specialty areas are Child, Adolescent, and Family evaluations and ongoing treatment. A special area of interest includes working with individuals who have been diagnosed with neurodevelopmental disorders.

Sara Bryn Morrow came to us from the University of Vermont. Her dissertation is entitled The Role of Parent-Child Interaction in Recurrent Abdominal Pain. She will be joining a group practice in Coeur d'Alene, Idaho (Northwest Psychiatric Associates), where she will spend half of her time providing therapy in a child/adolescent outpatient clinic and half of her time providing psychological testing at North Idaho Behavioral Health, a child

(Continued on page 6)

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CALENDAR

- Aug. 19** - Staff BBQ at Main Center
- Aug. 20** - Staff BBQ at Elder Services
- Sept. 6** - SMH CLOSED (Labor Day)
- Sept. 7** - School begins in SD#81
- Sept. 23-26** - Regional Clubhouse Seminar hosted by SMH Evergreen Club
- Oct. 2** - Golf Scramble **CANCELLED** (See page 3)



SMH Connections

is brought to you by

SPOKANE MENTAL HEALTH

107 S. Division
Spokane, WA 99202
(509) 838-4651

Job Line: (509) 458-7460

Serving Spokane County since 1970.

Mission

We provide professional and culturally appropriate behavioral health services to people of all ages in collaboration with community partners. We prioritize the delivery of services for individuals and families who are high risk, high need or publicly funded.

AMY BROOKS

Editor

(509) 458-7453

And a special thank you to this month's contributors:

Kelsie Anguiano

Michelle Berthon

Ron Borden

Christen Echelbarger

Maria Hernandez-Peck

Curran Higgins

Lisa Koch

Susan Legel

DEADLINE: THIRD MONDAY OF THE MONTH

Spokane Mental Health is committed to the policy that all persons shall have access to its programs, activities, facilities and employment without regard to race, color, religion, creed, national origin, age, sex, marital status, physical, sensory or mental disability, the use of a trained guide dog by a disabled person or status as a veteran of the Armed Forces of the United States.

Spokane Mental Health is funded in part by Aging & Long Term Care of Eastern Washington, Spokane Public Schools, Spokane County Regional Support Network and United Way of Spokane County.



Join the celebration!

All staff, including students and volunteers,
are invited to the

3rd Annual Employee Appreciation BBQ!

11:30 am - 1:30 pm

Thursday, August 19

107 S. Division - Main Center Parking
Lot
(Southeast Corner)

Friday, August 20

5125 N. Market - Elder Services Parking Lot



Food service provided by
SMH Leadership Team

Prizes * Food * Prizes

(For staff downtown who cannot attend the BBQ at the Main Center, please feel free to attend the one at Elder Services and visa versa.)





NEW RSN ADMINISTRATOR:

By Amy Brooks
Community Relations

Eddie Rice-Sauer



Edie Rice-Sauer
RSN Administrator

At the end of June, Edie Rice-Sauer began working in her new position as Spokane County RSN Administrator. Edie earned her Masters degree in Divinity from Vanderbilt University and is an ordained minister. Her undergraduate work earned her a Bachelor's degree in psychology.

You may remember Edie from when she was SMH's contract liaison. In addition to handling SMH's contract, she also coordinated quality improvement throughout the Spokane RSN system of care. This involved working with consumer complaints and finding ways to improve the care received throughout the system. She worked at the RSN for over six years.

Approximately 1 ½ years ago she took an opportunity within Spokane County to work in Housing & Community Development. Here Edie worked with low income residents of Spokane County to help them access HUD funding for things such as water system improvements, housing and public services.

She also helped establish a consumer consultation panel that was concerned with consumer voice.

Speaking about her new position and the Spokane RSN system of care, Edie stated that she has two major goals she would like to accomplish during the early part of her tenure. The first is to develop a 6-year plan in concert with providers and other stakeholders for the Spokane RSN system of care. Her second goal is to address the lack of services to non-Medicaid consumers. Also Edie remarked that she is excited by the opening of Triage stating, "We have kept people out of the hospital."



Cancellation Notice...

Evergreen Club Golf Scramble

Scheduled for October 2, 2004

The golf scramble has been canceled due to the numerous preparations required for the upcoming Regional Clubhouse Seminar being hosted by the Evergreen Club.

This event will not be rescheduled this year. Thanks to all of you who planned to show your support for the Evergreen Club.

If you have any questions, please contact Curran Higgins at 458-7454.



LEGISLATIVE/EXECUTIVE NEW TASK FORCE ON MENTAL HEALTH CONVENES

By Amy Brooks
Community Relations

The creation of the “**Joint Legislative and Executive Task Force on Mental Health Services and Financing**” was authorized by the passage of Section 714 of the state 2004 supplemental operating budget.

The Task Force has eight members including DSHS Secretary Dennis Braddock, Executive Policy Advisor Kari Burrel, Commissioner Mike Shelton and five members of legislature.

Section 714 assigned the Task Force seven primary responsibilities and they will assess and make recommendations on each. They will first be focusing on assessing the following:

- Funding requirements for non-Medicaid consumers of mental health services for the priority populations under RCW 71.24.
- The extent to which the current funding distribution methodology achieves equity in funding and access to services for mental health services consumers.
- The administrative structure of the community mental health system as it relates to effectively meeting the goals established in statute.

The Task Force held its first meeting in mid-June. They determined that four workgroups were initially

The Mental Health Task Force was established during the 2004 Legislative session in order to carefully examine many of the issues impacting the delivery of public mental health services.

needed. One such workgroup will focus on non-Medicaid consumers and funding.

The Task Force must report its initial findings and recommendations to the Governor and the appropriate legislative committee by January 1, 2005. The final findings and recommendations are due by June 30, 2005.

During the remainder of the year, the Task Force will be meeting every month to develop their findings and recommendations.

THE AFFECTS OF LOSING MENTAL HEALTH CARE—A TRUE CONSUMER STORY

Karen* is a 53-year-old single woman living in a private residence without a support system other than a concerned neighbor. She has no family or children. She was initially referred from her primary medical doctor. She has a diagnosis of paranoid schizophrenia and had been receiving case management and medication management services from SMH for over four years. While under the care of SMH, Karen’s illness did not require psychiatric hospitalization.

The consumer was discharged from services at SMH on 12-09-03 due to her not having Title XIX Medicaid funding. Once terminated, the only treatment available to her in the community was continued medications through her primary care physician.

Within 3 months of her discharge, she had become increasingly delusional and paranoid and was hallucinating. She was too frightened to take her medications home with her from her doctor’s office because she believed someone would steal them. She lost 27 pounds following her discharge from treatment. The consumer work clothes that she indicated she had not changed in over a month. She thought a spirit was keeping her from eating and she was “waiting to die.” SMH’s Crisis Response Services went to her home and she was transported by ambulance to the emergency room where medical intervention occurred. She was involuntarily detained to Eastern State Hospital on 3-15-04 where she spent 2 weeks.

Karen’s whereabouts were unknown at the time of Maria’s testimony on July 27, 2004.

** The consumer’s name has been changed to protect her identity.*



BOARD MEMBER TESTIFIES IN SUPPORT OF FUNDING FOR NON-MEDICAID CONSUMERS

By Amy Brooks
Community Relations

SMH Board member, **Dr. Maria Hernandez-Peck**, was selected for the Task Force's Non-Medicaid Advisory Committee. Maria is a professor in the School of Social Work at Eastern Washington University and is the Director of EWU Center for Studies on Aging. Maria also is a member of the State Council on Aging.



Dr. Maria Hernandez-Peck

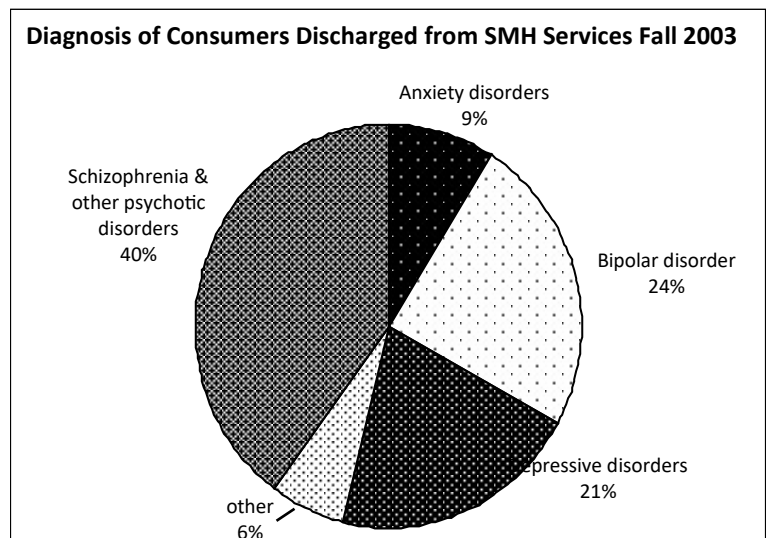
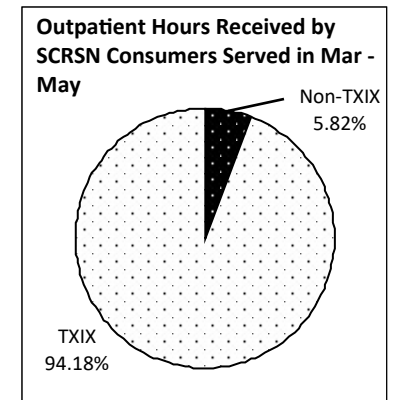
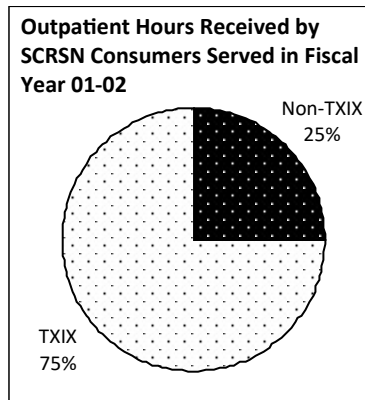
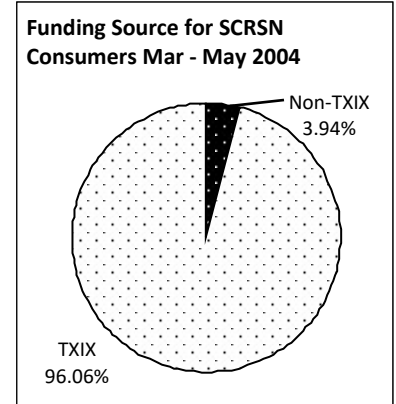
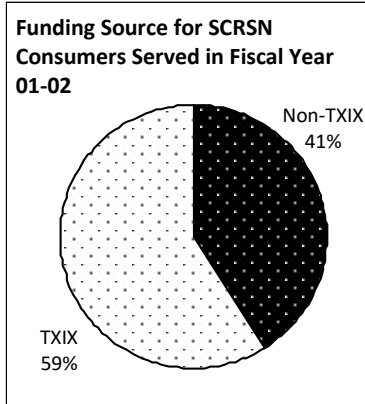
On July 27, Maria testified to the Task Force about the affects of the recent change to a Medicaid only system. In her testimony, Maria reported:

“As a result of the termination of services, the costs of treating many of these people historically served by community mental health have shifted elsewhere in the community, such as community health clinics, emergency departments and inpatient psychiatric units and jails.

With adequate state funding, community mental health centers statewide, consistent with their missions, service delivery systems, treatment and rehabilitative programs, could return to serving people without Medicaid.”

Maria also presented data on the Spokane County mental health system as included in this article. During her testimony, she shared 4 stories about consumers who had lost care due to not having Medicaid funding. See one such story on page four.

Maria's testimony will help the task force assess this problem and develop recommendations to the Governor and the legislature.





Congratulations to APA Interns
(Continued from page 1)

psychiatric inpatient hospital. Sara's specialty areas are Child and Adolescent therapy, Psychological testing, and Autism Spectrum Disorders and other developmental disabilities. Sara grew up in Bonners Ferry, Idaho and is excited about her opportunity to once again make her home in the Inland Northwest.

The rich and diverse experiences of our interns make them invaluable to the Psychological Services team and in a broader sense to SMH as a whole. Interns help to provide psychological testing and consultation at SMH and to other Regional Support Network providers. SMH's interns also provide therapy, intake assessments, as well as assisting with the court evaluator services, inpatient child psychology evaluations at Sacred Heart Medical Center, and Head Start consultations. In addition, APA interns provide training throughout the

year to high schools and other community organizations.

Thank you to everyone who provides support to the interns each year. We hope you will all wish our interns good luck with their next step!

INTENSIVE OUTPATIENT PROGRAM GRADUATION

By Neldon Mitchell, PhD
Adult Services

The Intensive Outpatient Program honored 14 students at a graduation ceremony held July 28th in the Hulksamp Training Room. The students' family and friends were also invited to the ceremony.

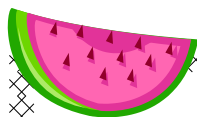
The Intensive Outpatient Program, which will begin its second year of operation this fall, is available to consumers with a serious DSM Axis II disorder who may or may not have a severe and persistent mental illness. Consumers enrolled in the program usually have

a history of frequent use of respite, crisis services, and hospitalization. The instructors use a modified dialectic behavioral therapy approach and the educational classes are specifically designed to help consumers learn the skills necessary to maintain relationships, manage crises, and enhance emotional regulation.

To graduate, a student must complete 10 core curriculum classes, attend five to nine classes a week for a period of 12 to 18 months, and demonstrate significant improvement in their level of functioning.

Glenn Czerwinski, Adult Services Director, was the guest speaker. He told the graduating class that their accomplishment was nothing less than spectacular. He spoke about their commitment to sticking with the program for the full 12 to 18 months and to make changes in their lives.

A graduating student also spoke. She discussed how the student's attitudes toward the program had changed from initial reluctance and reservation, to achievement and accomplishment. Each graduate received a certificate. The ceremony was followed by a reception.



**SMH will be closed
September 6th for
Labor Day!**



IOP MOVING TO NEW LOCATION

By Susan Legel, CFO



IOP Annex (Drop-In Center) located at 2128 E. Sprague Avenue

SMH has entered into a lease for 3,400 square feet previously occupied by Northwest Health Pharmacy Systems across from the Main Center at 17 E. First Avenue. SMH Facilities Staff will be remodeling the space for IOP in the coming weeks, with anticipated IOP occupancy sometimes in October.

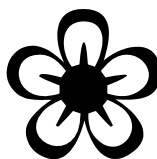
For the last 18 months, IOP has been located in two spaces; one in the west wing of the Evergreen Clubhouse building and the other down the block at the IOP Annex (Drop-In Center).

The annex was constructed in 1909 and has suffered at least two fires during its years. Due to building construction techniques and age, the building is ending its useful life. Thus, IOP is graduating to a new space which will allow the full program to operate contiguously, and in closer proximity to other SMH Adult Services, both of which we are excited about!

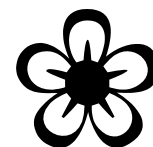
SMH will host an IOP open house later this fall that we hope you will attend!

CARE CARS

John and Joyce Bede
Wanda Buchanan
Beverly Cogburn
Lisa Crumb
Juanita Dunwoodie
Laurance Gleason
Rose Griess
Madelyn Keeler
Don Kelly
Lillian and Tom Konek
Louise Maio
Ilean Nelson (4)
Bonny Nickens (3)
Dorothy Peterson
Melville and Claudia Rumwell
Rudolph and Shirley Schade
Valorie Spearman
James Wallace
Ellie Wallace
Walter and Dorothy Willard



Thank You



To Our Generous Donors

EVERGREEN CLUB

Thomas and Charlotte Watson

MICHELLE HIGGINS

Curran and Mary Higgins
In Memory of Michelle Higgins

Curran and Mary Higgins
In Memory of Roger Thibedeau

MAP SCHOOL

John and Wyn Jaccard

PSYCHIATRIC SERVICES

Glaxo, Smith and Kline

For more information about how you can support Spokane Mental Health, please contact Community Relations,
(509) 458-7453.



SMH WELCOMES RON BORDEN NEW IS/IT MANAGER

By Amy Brooks
Community Relations



It's only been 2 ½ months since Ron Borden joined SMH as our new Information Systems Manager. In this position, Ron oversees the infrastructure, hardware and software of our IS/IT operations and has 12 staff under his

supervision.

Ron comes to us from a large managed care mental health organization in Indiana. The organization consists of four mental health agencies, Headstart, and the Indian Prevention Program. Their IS department serves a user base of over 2,500 staff employees. After two years of planning and preparation, Ron and his team implemented electronic medical records and an Integrated Records Management System (IRMS scanning). IRMS scanning allows a consumer's medical record to be scanned and stored in the CMHC system.

Before working at this organization in Indiana, Ron attended the University of Nebraska. It was during this time that he was called up by his Army unit for duty in the 1991 Gulf War and later for combat duty in the 1993 Somalia engagement. He later transferred to the Navy and was stationed at the Great Lake Naval Hospital. While at Great Lakes, Ron managed the development of what was at the time a new concept in medical records management, which resulted in a \$40 million congressional project to create an electronic medical record for the armed services. The result was an electronic medical record system where the soldier's record is stored on a card that is presented at the time of treatment. Today, the system is in use by all five branches of the military.

Ron and his staff at SMH have been busy working on a variety of projects. These include a Human Resource information system, intranet (internal website), electronic medical records and adoption of some record scanning phases. Watch for updates on these and other projects in the coming months.

Ron has already proven himself to be an effective

team builder and to be a cost-effective IS leader, according to CFO Susan Legel to whom Ron reports. "Look for significant progress and creative solutions to be achieved by Ron and his staff."

Reflecting on his goals for the coming months, Ron stated, "I am sensitive to the fact that everyone's job is increasingly impacted by technology which can lead to some anxiety. I would like to move toward network management, products, services and training which will minimize this anxiety and allow the clinical staff the luxury of focusing on their core business while not having to worry about technology."

"In the coming months, we will be working toward changing processes and improving the customer service received by SMH staff from the departments I supervise." Ron stated that he takes pride in resolving issues and overcoming challenges and encourages anyone experiencing an IS issue to call the Help Desk at x. 2020 or Ron at x. 2774.



8TH WESTERN REGIONAL CLUBHOUSE SEMINAR

Between September 23rd and 26th, 2004, more than 300 delegates representing over 50 psychiatric rehabilitation Clubhouses from two countries and 10 states will convene to attend the 8th Western Regional Clubhouse Seminar. The seminar will focus on the best practices used by clubhouses worldwide to help individuals with severe and persistent mental illnesses lead socially satisfying and productive lives. The seminar this year (hosted by the Evergreen Club) will take place in Spokane and is expected to exceed its goal of 300 attendees.



EMPLOYEE INSTANT RECOGNITION AWARDS

This recognition award is to acknowledge an employee who is judged by peers and managers to be exemplary in the performance of work and contributions to the customer service environment. Recipients choose a \$25 gift certificate to one of the following: Rosauers, Costco, The Bon Marche, and The Onion. Forms are available in Human Resources. The following staff were recognized during June & July 2004:

Lindsay Asher, Med Records Tech II — QI/Clinical Support Services

Lindsay is always willing to help and go the extra mile to assist the nurses when charts are needed in a hurry. She always has a smile and assists the staff in her own area.

Robert Creech, Senior Case Manager — Elder Services

Robert's thorough and complete documentation is continuously acknowledged by SMH's 30 day chart review process. This reflects his level of skill, knowledge and ability in his position as a mentor to other case managers.

Cherie Dean, Psychoeducational Case Manager II — Adult Services

Cherie has been IOP's top producer in terms of number of productivity hours since SMH initiated changes to help increase productivity. Her effort and positive attitude is appreciated.

Karey Deardorff, COPES Case Manager I — Elder Services

Karey recently managed a very complex case that required coordination of multiple agencies. As a result of her efforts, the consumer was able to remain in his home.

Evergreen Club Staff — Adult Services

(Bill Alexander, Diana DeFelice, Curran Higgins, Erica Horn, Yvonne Snell, Sue McNamara, Suerain Davenport, & Roger Huddleston)

In addition to performing all of their regular job responsibilities, the Evergreen Club staff have worked exceptionally hard to enhance opportunities for our members by accepting additional responsibilities. Staff agreed to accept transitional employment opportunities on weekends and holidays—requiring them to be available for training and coverage. In addition, the staff have been working to coordinate the planning of the Western Regional Clubhouse Seminar being held here in September.

Lia Keller, Psychoeducational Case Manager II — Adult Services

Lia has developed 26 classes and groups since IOP began. This has included conceptualizing, organizing and presenting the curriculum. Her classes are well attended by IOP consumers and generate many positive comments.

Jennifer Miller, RN — Psychiatric Services

Without regard to her own already high workload, Jennifer helped get a consumer into see an MD on short notice. Jennifer is great about going above and beyond to meet our consumer's needs.

Liz Schlosser, Residential Nurse Consultant — Psychiatric Services

Liz has tirelessly worked in the case of a long-term consumer who has become extremely physically ill. Despite many confrontations and set-backs, Liz has remained steadfast in consumer's corner to advocate for the best placement.

(Continued on page 10)



Please extend a warm welcome to new staff joining us in June/July!

QI/CLINICAL SUPPORT SERVICES

Lisa Borsheim, Med Records/Reception - Triage
Susan Waters, Med Records/Reception - Triage

FINANCIAL SUPPORT SERVICES

Ron Borden, IS/IT Manager
Chad Galloway, Assistant
Controller

ADULT SERVICES

Andrea Fallenstein, Therapist I
Majil Fausel, Psychoeducational
Therapist II - IOP
Alan Kellogg, Case Manager I
Rebecca Stocks, Case Manager I
Susan Vandenberg, Case Manager II



CHILD & FAMILY SERVICES

William Jorden, Therapist I

CRISIS RESPONSE SERVICES

Brian Chapman, Crisis Response Specialist
Karen Clancy, Community Resource LRA
Specialist
Niccele Dunn, Triage Tech
Ryan Golden, Crisis Response Specialist
Valerie Minchala, Behavioral Health Specialist
Melissa Moore, Behavioral Health Specialist
Corinna Verdugo, Triage Tech

ELDER SERVICES

Heidi Blais, Case Manager I

PSYCHIATRIC SERVICES

Jennifer Lamb, RN

Employee Instant Recognition Awards *(Continued from page 9)*

Matt Sleasman, APA Intern — Psychological Services

In a quick and accurate fashion, Matt turned around some testing data that was required to complete an emergent evaluation.

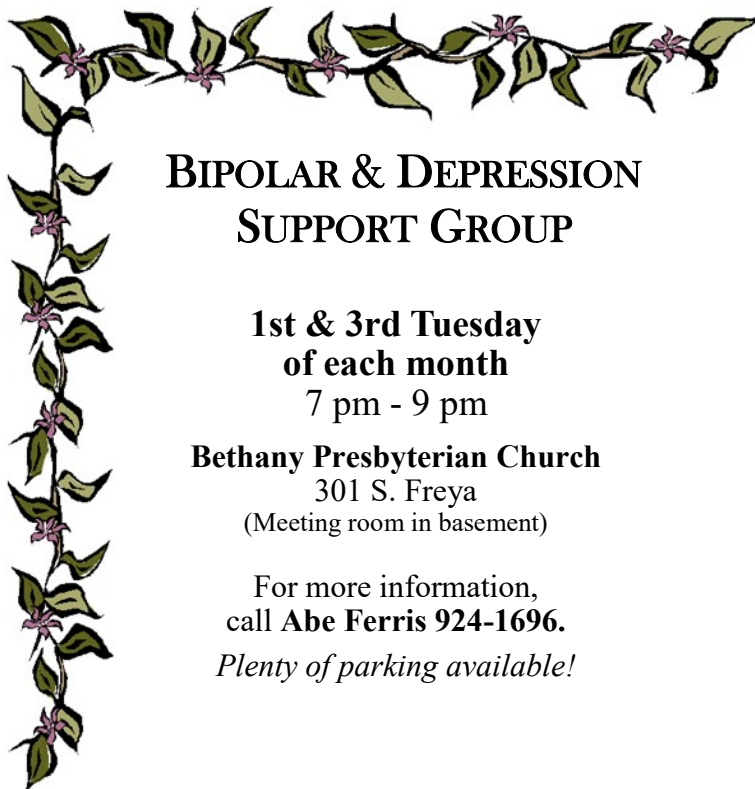


Michelle Thomas-Castillo, Health Information Tech II — QI/Clinical Support Services

Michelle is always willing to go the extra mile to assist staff with meeting consumers needs. She always has a “can do” attitude and no request is impossible.

Sue Yandt, Teacher — Bridge School

Sue worked hard to implement, organize and direct the students who participated in the mural project. She laid the groundwork for behavior expectations and allowed the students to develop the project using their own creativity and decision making. This enhanced their engagement and pride in the work they created.



BIPOLAR & DEPRESSION SUPPORT GROUP

**1st & 3rd Tuesday
of each month
7 pm - 9 pm**

Bethany Presbyterian Church
301 S. Freya
(Meeting room in basement)

For more information,
call **Abe Ferris 924-1696**.
Plenty of parking available!



Staff Anniversaries for July/August!

HUMAN RESOURCES

Bobbette Newman, Training Coordinator.....9

QI/CLINICAL SUPPORT SERVICES

Shelly Cannon, Health Information Tech III6
 Linda Fitzpatrick, Office Technician II2
 Nick Jones, Facilities Tech III4
 Karel Secord, Health Information Tech I.....4

FINANCIAL SUPPORT SERVICES

Chris Brunsvold, Senior IT Support Analyst.....4
 Linda Cadwalader, Office Tech III.....11
 Dennis Culnane, Facilities Tech II.....1
 Kurt Felgenhauer, Controller17
 Michelle Miller, Technical Support Analyst III.....3
 Ann Vine, Decision Support Analyst II.....4

ADULT SERVICES

Diane Abbey, Case Manager II.....1
 Pat Anthony, Multicultural Supervisor17
 Maria Hizon, Bicultural Specialist II4
 Karen Lyden, Therapist II.....6
 Diana Orthouse, Case Manager II.....3
 Susan Vandenberg, Case Manager II.....3

CHILD & FAMILY SERVICES

Mary Beazer, Supervisor3
 Priscilla Craggs, Teacher3
 Tori Daniewicz, Supervisor4
 Greg Dendy, Case Manager II4
 Patrick Eckel, Teacher8
 Danett Margaris, Therapist II.....17
 Betty Medjo, Classroom Aide.....3
 Kelly Sestero, Therapist II2
 Lou Sowers, Director.....12

CRISIS RESPONSE SERVICES

Debra Bly, Senior Clinician.....9

Carol Croteau, Crisis Response Specialist II..... 2
 Susan Crowe, Crisis Response Specialist II..... 2
 Jeff Lichorobiec, Crisis Response Specialist I..... 2
 Renee Morrison, Crisis Response Specialist II 4
 Stacey Okihara, Crisis Respite Supervisor..... 10
 Shelby Whitworth, Crisis Response Specialist II..... 2

ELDER SERVICES

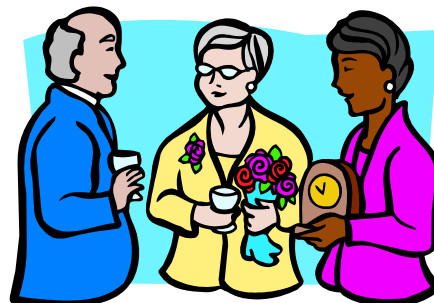
Angela Andreas-Baker, I&A Case Mgmt Screener..... 2
 Hillary Dixon, Family Caregiver Support Specialist... 3
 Rachel Glines, COPEs Case Manager II 2
 Carlie Gotfredson, COPEs Case Manager I..... 2
 Evelyn Havercroft, COPEs Senior Case Manager..... 5
 Jennifer Iwanow, COPEs Case Manager I..... 2
 Stacy Miller, Case Manager II 1
 Becky Simmons, COPEs Supervisor I..... 3
 Mary Tillie, Clinical Case Management Assistant..... 1
 Christy Vlasak, COPEs Case Manager I 1

PSYCHIATRIC SERVICES

Bill Bennett, Psychiatrist..... 11
 Robert Cramer, Nurse Consultant 1
 John Jaccard, Psychiatrist..... 5
 Matt Layton, Medical Director..... 5
 Tom Rodgers, Psychiatrist 5

PSYCHOLOGICAL SERVICES

Diane Davidson, Assessment Therapist II..... 21
 Christen Echelbarger, Psychology Resident..... 4
 Lisa Koch, Psychologist Supervisor..... 6
 Marilee Manion, Assessment Therapist II..... 18
 Barbara Richard, Assessment Therapist II..... 5

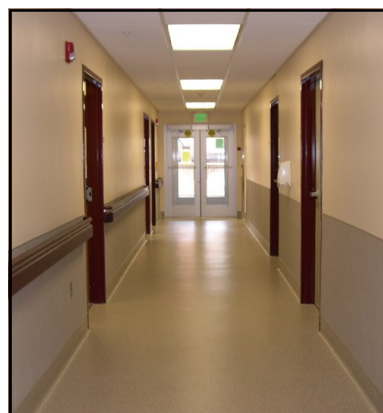




BEHAVIORAL HEALTH TRIAGE OPENS

By Michelle Berthon
BHT Program Administrator

On July 15th, Behavioral Health Triage (BHT) officially opened its doors to begin providing crisis stabilization services to consumers. During the first week of operation, Crisis Response was the sole referral source for BHT. The following week, Sacred Heart's Psychiatric Triage Department began referring consumers to BHT.



For the security of staff and consumers, entry to BHT is tightly controlled. This photo was taken inside the facility and is looking back at the entrance.

Controlling the referral base in the initial start-up period has given staff an opportunity to test the validity of the program's policies and procedures, identify any necessary program revisions or adjustments, and to help determine the degree of psychiatric acuity that can be effectively managed. The next step is to expand the referral sources and open the BHT doors to a wider consumer population. To that end, RSN providers were invited to a training to discuss the BHT model, accessing services, making referrals, and explaining the role of the Mental Health Care Provider in working with consumers admitted to BHT. A second training will be provided for RSN providers who were unable to attend the initial training session. Training has been provided to key staff at Holy Family Hospital, and future trainings are planned for other Emergency Departments and other primary referral sources. We plan to be open for all referrals in mid-August.



Security cameras are located throughout the facility and are viewable at two workstations. A camera at the entrance helps staff determine who is attempting to enter the facility.

Even with a limited referral base, BHT has provided service to over 75 consumers in the short time that it's been open.

According to a satisfaction survey completed by consumers as they are being discharged from the facility, an overwhelming majority stated that BHT met their needs (95%) and found the atmosphere at BHT to be helpful (96%). Consumers frequently wrote positive comments about BHT staff: "they cared about me; talking with people really helped me; people did a really good job helping me; people that worked with me gave me some really good ideas; they made me feel safe."



Currently, BHT has eight beds. The low-stimulus environment allows for a quiet and restful atmosphere, and allows consumers to focus on their stabilization plans.



The waiting room offers a quiet place for consumers to collect their thoughts and wait to see