



# North Valley Behavioral Health

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## PROGRAM DESCRIPTION

### BACKGROUND AND DESCRIPTION:

In response to the increasing demand by mental health consumers and their advocates for client-centered, accessible, comprehensive, quality and affordable inpatient psychiatric services in Northern California, North Valley Behavioral Health was opened to provide a new program in Yuba City, California to meet those needs. The 16-bed facility is a non-hospital acute care program that is licensed by the California Department of Mental Health under the California Code of Regulations, Title 22, Division 5. The program provides inpatient psychiatric emergency services to referred adults who require inpatient interventions to treat a psychiatric crisis or other acute mental health problems.

### OVERVIEW:

North Valley Behavioral Health operates a multidisciplinary inpatient Psychiatric Health Facility in Yuba City, California. The program offered is patient-centered with a “Patient’s First” philosophical base and guided by a multidisciplinary team that provides individualized pharmacological, therapeutic, and rehabilitative interventions in a safe and secure environment. Program services are provided by qualified and licensed staff in sufficient numbers to ensure the quality, safety, and therapeutic milieu of the facility. These services are available in a 24-hour care, non-hospital setting to referred adults who: 1) require intervention for psychiatric crisis/episode or other acute mental health problem, and 2) have physical health needs that can be met by an affiliated hospital or in an outpatient setting.

The focus of the program is prompt intervention, assessment and stabilization of the individual’s psychiatric crisis/episode. The program admits voluntary and involuntary patients with a primary diagnosis of mental illness. For patients who have co-morbid diagnoses the program will coordinate appropriate services with the patient, the responsible party and the referring agency. Admission to the program provides the individual with care designed to help stabilize and maintain their mental health condition, and improve their functioning ability. This is provided through continuous diagnostic assessments of their mental health status, pharmacological intervention, individual and group therapy to provide education/training in crisis intervention, and transitional discharge planning.

The North Valley Behavioral Health’s program accepts adult patients referred from County Mental Health Agencies who meet the admission criteria established by the program. All care provided by the facility is pre-authorized by the referring county mental health agency and subject to utilization review criteria for medical and service necessity.

**Program Goals:**

1. To provide high quality in-patient emergency psychiatric intervention services on a 24-hour basis to adults who require rapid stabilization of a psychiatric crisis and/or other acute mental health problem in a caring, affordable, and comprehensive manner.
2. To encourage and facilitate involvement of patients and their appropriate support persons in treatment programs to promote self-care and improve patient functioning abilities.
3. To provide effective continuity of care spanning the entire treatment process from preadmission to post-discharge.

**Program Objectives:**

1. To develop and implement treatment program components, methods, and delivery systems to provide professional and specialty mental health services.
2. To establish systems for continuous monitoring of quality of care, and adherence to regulatory and legal requirements.
3. To institute methods to develop and monitor utilization criteria to meet medical and service necessity.
4. To define and establish communication networks with consumers, referral sources and affiliated agencies to ensure effective continuity of care.
5. To recruit and retain experienced, caring, and qualified professional staff to provide program services and promote a therapeutic milieu.

**DISCHARGE CRITERIA:**

1. They no longer meet medical or service necessity criteria and/or they have successfully completed a treatment plan.
2. They no longer meet criteria for an involuntary hold.
3. They are determined to need a higher level of medical or psychiatric care. It is expected that all patients moving to a lower level of care (e.g. board and care, supervised living, etc.) would be returned to the county of origin for placement or other disposition.

North Valley Behavioral Health has established relationships with other providers to handle medical care, health emergencies, higher levels of psychiatric care and other referral needs.

### **Average Length of Stay:**

North Valley Behavioral Health will accept both voluntary and involuntary patients who meet the admission criteria for the program. The length of stay at the facility is determined by the admitted patient's acute psychiatric needs.

Many of the referrals are admitted on an involuntary hold (5150), which is limited to 72 hours. These patients may receive treatment beyond that time frame if they meet continued medical necessity and they either (a) agree to be treated on a voluntary basis or (b) are mandated to continue treatment on an involuntary basis by the proper legal authority.

The average length of stay at the facility is between 7 to 10 days. Stays of less than seven (7) days or longer than ten (10) days are dependent on assessment of the patients' needs. All care provided, including discharge planning and aftercare is coordinated with the patient, the patient's responsible party and the patient's referring agency to ensure continuity of care, and appropriate discharge placement.

### **Program Services:**

The program at North Valley Behavioral Health offers:

1. Intensive psychiatric care to intervene in a psychiatric crisis/episode or other acute mental health problem.
2. Stabilization and maintenance or improvement in the mental health condition and functioning ability of patients.
3. Coordinated care and referrals to other services.

These program services are offered through a multidisciplinary treatment approach that provides an extensive evaluation of the individual's treatment needs and includes pharmacotherapy, individual and group therapy. These structured services are offered to admitted individuals during the day and evening hours, seven (7) days per week, including:

1. Individual assessment of admitting condition.
2. Multidisciplinary evaluation and treatment planning.
3. Crisis Intervention
4. Medication Evaluation and Management
5. Health monitoring and treatment interventions as indicated
6. Individual and Group Therapy
7. Creation of Therapeutic Milieu
8. Rehabilitation Services
9. Therapeutic Activities
10. Social Work/Case Management
11. Discharge Planning/Aftercare Services.

## **Organizational Plan:**

As a licensed Psychiatric Facility (PHF), North Valley Behavioral Health utilizes a professional staff model to organize its medical and other professional staff. Members of the professional staff provide psychiatric assessments, medication management, medical supervision and psychiatric treatment to patients under their care. All members of the professional staff meet the Short/Doyle Medi-Cal requirements for qualified mental health professionals. Additionally, a qualified Clinical Director supervises the overall quality of care and coordinates the professional staff's involvement in the program.

A qualified Administrator supervises the staff and manages the operation of the PHF. Other administrative/support staff includes medical record professionals, clerical staff, housekeepers, food service personnel, and maintenance/grounds staff.

The Administrator will be assisted by a Director of Patient Care to direct the nursing functions and supervise R.N.'s, LPT's, and Mental Health Workers providing coverage at the facility. These direct care staff have a minimum ratio of one staff member per four patients. Additional staff is provided as the acuity of the patients require.

Social Workers provide individual and group therapy, casework and discharge planning for the patients in the program. Recreational or Occupational Therapy staff provides structured activities and rehabilitation services as needed. On-going staff training is scheduled on a monthly basis to keep staff current on mental health issues and methods.

Multi-disciplinary professional consultation is utilized, when necessary to meet specific diagnostic and treatment needs of patients not provided by the in-house professional or program staff including primary care and specialty physicians, dentists, podiatrists, and other mental health professionals.

## **Facility:**

This smoke free facility is a newly constructed 16-bed unit with ample, comfortable indoor and outside program space. The site is located in the community of Yuba City in Sutter County, California at 1541 Plumas Court. It is situated in close proximity to auxiliary and medical services and is readily accessible off of Highways 20 and 99. The space is approximately 6000 square feet and offers a comfortable, safe and secure environment for the patients. The facility is of modern design and houses eight semiprivate bedrooms with showers, a dining/lounging area, laundry facilities and programming space. It also includes administrative, staffing, and medical office spaces. Connected to the facility is a secure outdoor patio for activities and relaxation.