

The background of the slide features a light beige, textured paper-like surface. In the upper right, a dark silhouette of a mountain range is visible. On the right side, a dark silhouette of a willow tree branch with small, round leaves hangs down. The text is centered on the page.

The Illinois Experience

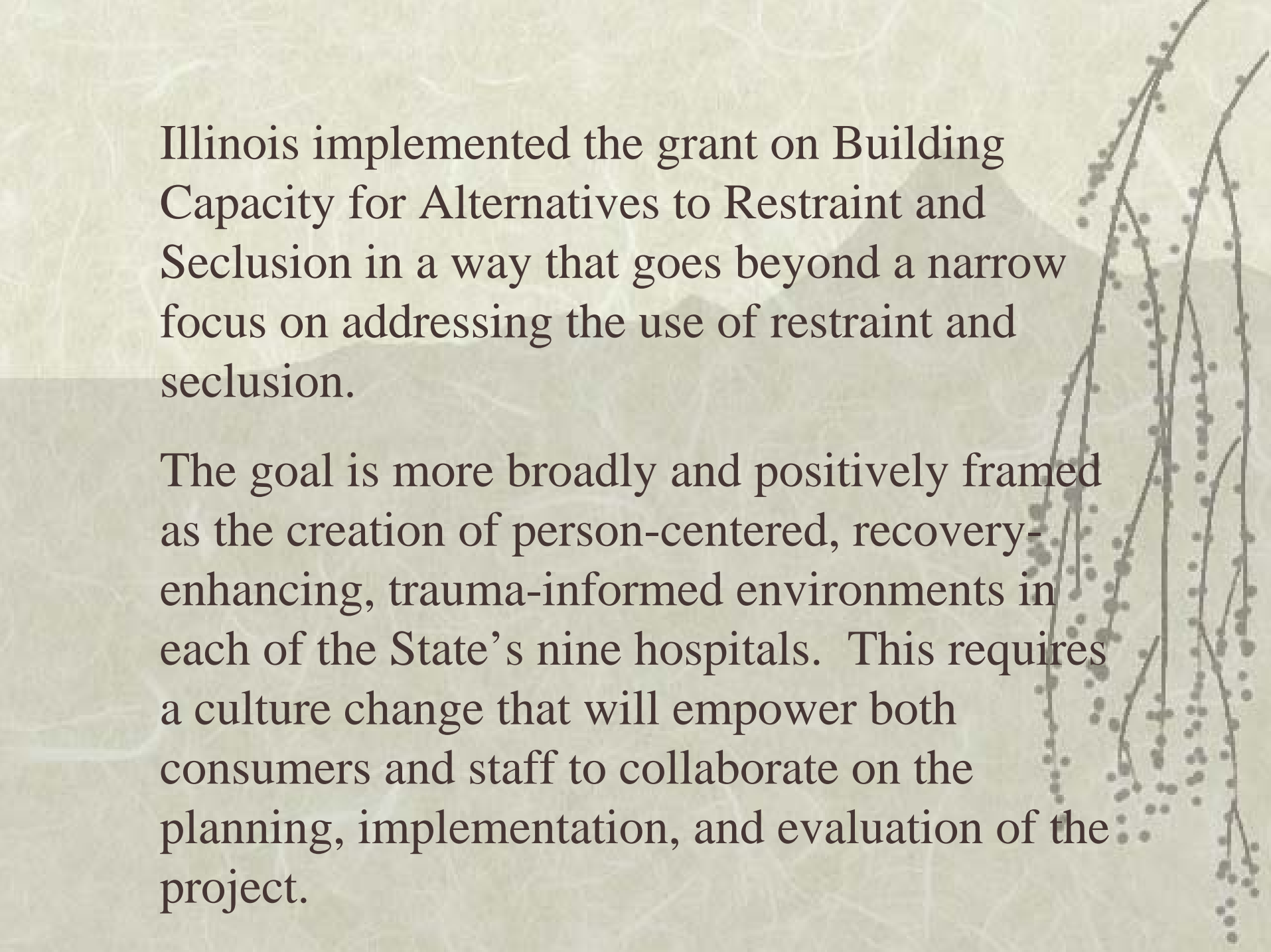
Coercion-Free/ Violence-Free
Environment

State Overview

- ❖ 9 State Operated Facilities and 1 Treatment Detention Facility for Sexually Violent Individuals
- ❖ 1 all male maximum security facility, 2 medium security facilities and 1 all male adolescent forensic program
- ❖ 5 Facilities treating only civil patients

The ILLINOIS Experience

- ❖ Grant piloted in 2 facilities in 2004, representing northern and southern part of the state.
- ❖ The other facilities joined in years 2 and 3..
- ❖ Six Core Strategies were used as guidelines. Individual facilities given a lot of room to be creative.
- ❖ Established statewide Grant Advisory Board
- ❖ Project Management was mostly retired staff – not involved in the internal politics.

The background of the slide features a soft-focus image of a field with a large, bright sun in the upper right quadrant. On the right side, there is a dark silhouette of a tree branch with small, round buds or leaves. The overall color palette is muted and naturalistic, with shades of beige, light green, and brown.

Illinois implemented the grant on Building Capacity for Alternatives to Restraint and Seclusion in a way that goes beyond a narrow focus on addressing the use of restraint and seclusion.

The goal is more broadly and positively framed as the creation of person-centered, recovery-enhancing, trauma-informed environments in each of the State's nine hospitals. This requires a culture change that will empower both consumers and staff to collaborate on the planning, implementation, and evaluation of the project.

Facility Overview

Elgin Mental Health Center

- ❖ Built in 1872 on 195 acres
- ❖ Presently operating on 100 acres with patient units in 4 buildings.
- ❖ Budgeted beds – 390
- ❖ 852 FTE, 579 Direct Care Staff
- ❖ Largest State Operated Facility
- ❖ Largest Forensic Facility (medium-security)
- ❖ Houses the only female forensic facility in the state

STATS

Civil Side

- ❖ **75 Beds**
- ❖ **ALOS – 22 days**
- ❖ **Voluntary and Court Committed Admissions**

Forensic Side

- ❖ **315 Beds**
- ❖ **125 (UST) Beds
ALOS -3 months**
- ❖ **190 (NGRI) Beds
ALOS – 4 years**
- ❖ **Behavior Management**

Lessons Learned

- ❖ Created a positive focus vs. a problem based approach.
- ❖ Made the goals inclusive of everyone in the organization.
- ❖ Used a broad range of performance indicators (restraint/seclusion rates, injury rates, staff engagement).
- ❖ Built on past successes.
- ❖ Hired someone for the grant to keep the focus especially during crisis periods.

Cont.

- ❖ Strength – based approach
- ❖ Envisioned and presented the grant as the first phase of cultural change.
- ❖ Used technical assistance as much as possible, while being sensitive to the facility's needs (training fatigue).

LEADERSHIP

- ❖ CEO Voice

- ❖ Structure:

 - Grant Steering Committee

 - Workforce Development Group

- ❖ CEO Involvement at *ALL* levels

 - CEO Support :

 - financial support

 - policy development support

 - supporting creativity and excitement

 - support for major changes

LEADERSHIP cont.

- ❖ Caring Heart Awards per unit to the staff that most personifies caring.
- ❖ Above morphed into Person of the Month Award - given to the staff or consumer that most personifies caring.
- ❖ Consumer Empowerment/ Staff Empowerment/ Management Empowerment

LEADERSHIP cont.

Significantly increased opportunities for dialogue amongst management, staff and consumers:

- ❖ Quarterly Informational Sessions on all shifts
- ❖ Coffee chat with CEO
- ❖ Town Hall meetings with Program Leadership
- ❖ Touching Base sessions
- ❖ Anonymous Witnessing line
- ❖ Suggestion Boxes
- ❖ CEO attendance in Consumer Councils

TRAINING

- ❖ Computer Based Introduction to provide baseline information
- ❖ 4 Hour Intensive Training
- ❖ Trained in small groups
- ❖ Trained direct and indirect
- ❖ Content: CEO Introduction
Culture Change
Consumer Perspective
Trauma Informed Care
Conflict Management
Role Play

Our Cultural Shift

- ❖ 2005 Redefined mission by adding coercion-free to our mission:

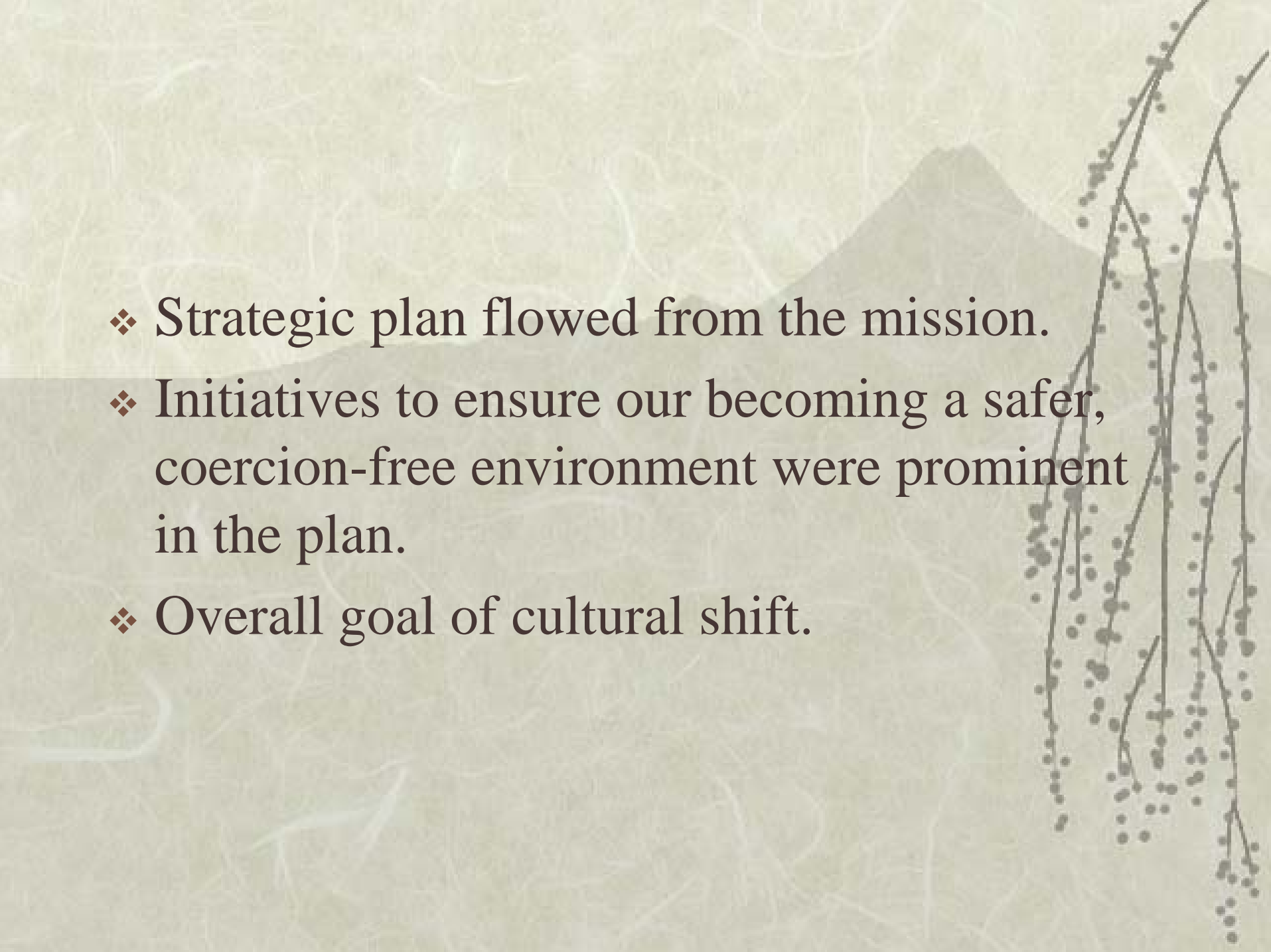
MISSION

The mission of Elgin Mental Health Center is to provide effective, respectful and **coercion-free** mental health treatment to adults with serious psychiatric conditions whose current needs cannot be met in other settings.

Towards this mission, Elgin Mental Health Center fosters a collaborative relationship with community providers to ensure appropriate aftercare and to facilitate sustained community integration.

VISION

Recovery is our vision.

- 
- The background features a stylized, muted-toned illustration of a mountain range in the distance and several willow-like branches with small, dark buds or leaves hanging down from the right side. The overall aesthetic is soft and traditional.
- ❖ Strategic plan flowed from the mission.
 - ❖ Initiatives to ensure our becoming a safer, coercion-free environment were prominent in the plan.
 - ❖ Overall goal of cultural shift.

The background of the slide features a soft-focus landscape. In the upper half, there are several mountain peaks of varying heights, rendered in a light, hazy tone. In the lower right corner, a willow tree with its characteristic drooping branches and small, dark buds is visible. The overall color palette is muted and natural, consisting of earthy greens, browns, and greys, creating a serene and contemplative atmosphere.

2007

❖ Redefined Vision/Mission

Vision: Recovery is the expectation.

Mission:

Elgin Mental Health Center provides treatment for relief and restoration of the people we serve. It is a place of hope for the healing of mind, body and spirit where many find health and happiness again.*

*1872 - Inspirational Words of The Original Dedication Ceremony / 2007- Adopted as Hospital Mission

OUR VALUES

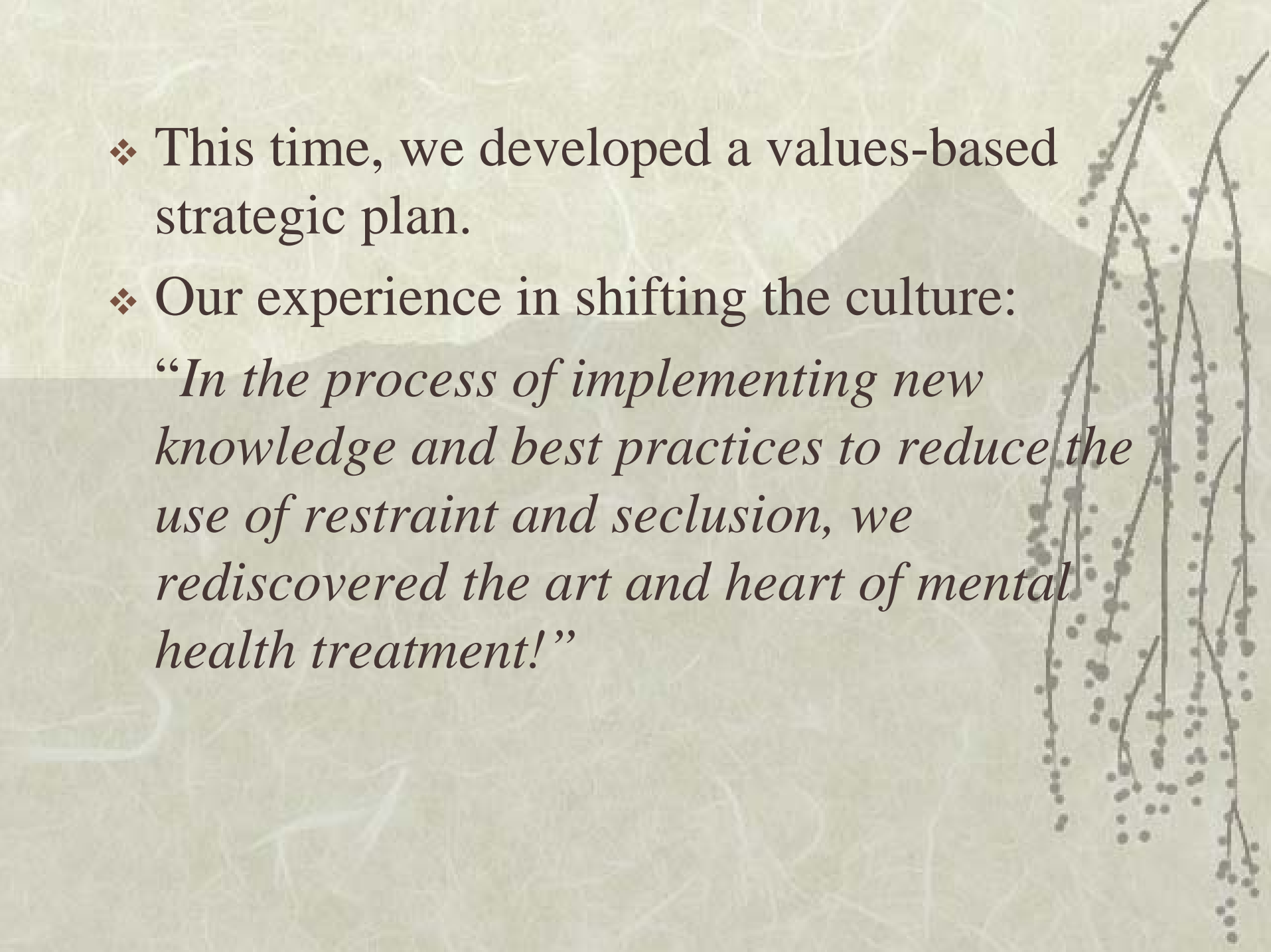
Striving for Excellence – *Achieving clinical, organizational and service excellence.*

Integrity – *Respecting the dignity and worth of each individual.*

Safety – *Fostering an organization dedicated to the safety of our staff, consumers and guests.*

Stewardship – *Preserving and maximizing our human, fiscal and natural resources.*

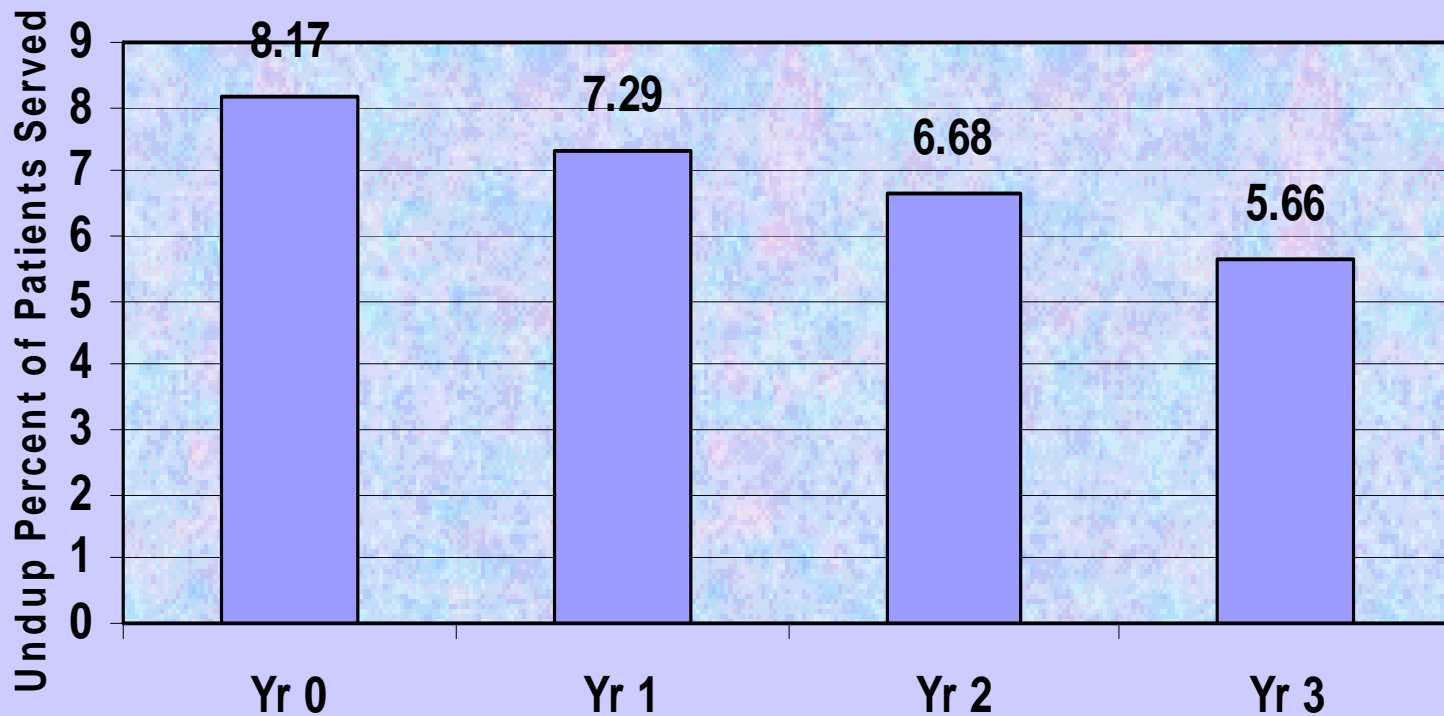
Collaboration – *Developing shared understandings that promote recovery*

- 
- The background of the slide features a soft, sepia-toned image of a mountain range in the distance and a willow tree with its characteristic drooping branches and small leaves in the foreground on the right side. The overall aesthetic is calm and natural.
- ❖ This time, we developed a values-based strategic plan.
 - ❖ Our experience in shifting the culture:
“In the process of implementing new knowledge and best practices to reduce the use of restraint and seclusion, we rediscovered the art and heart of mental health treatment!”

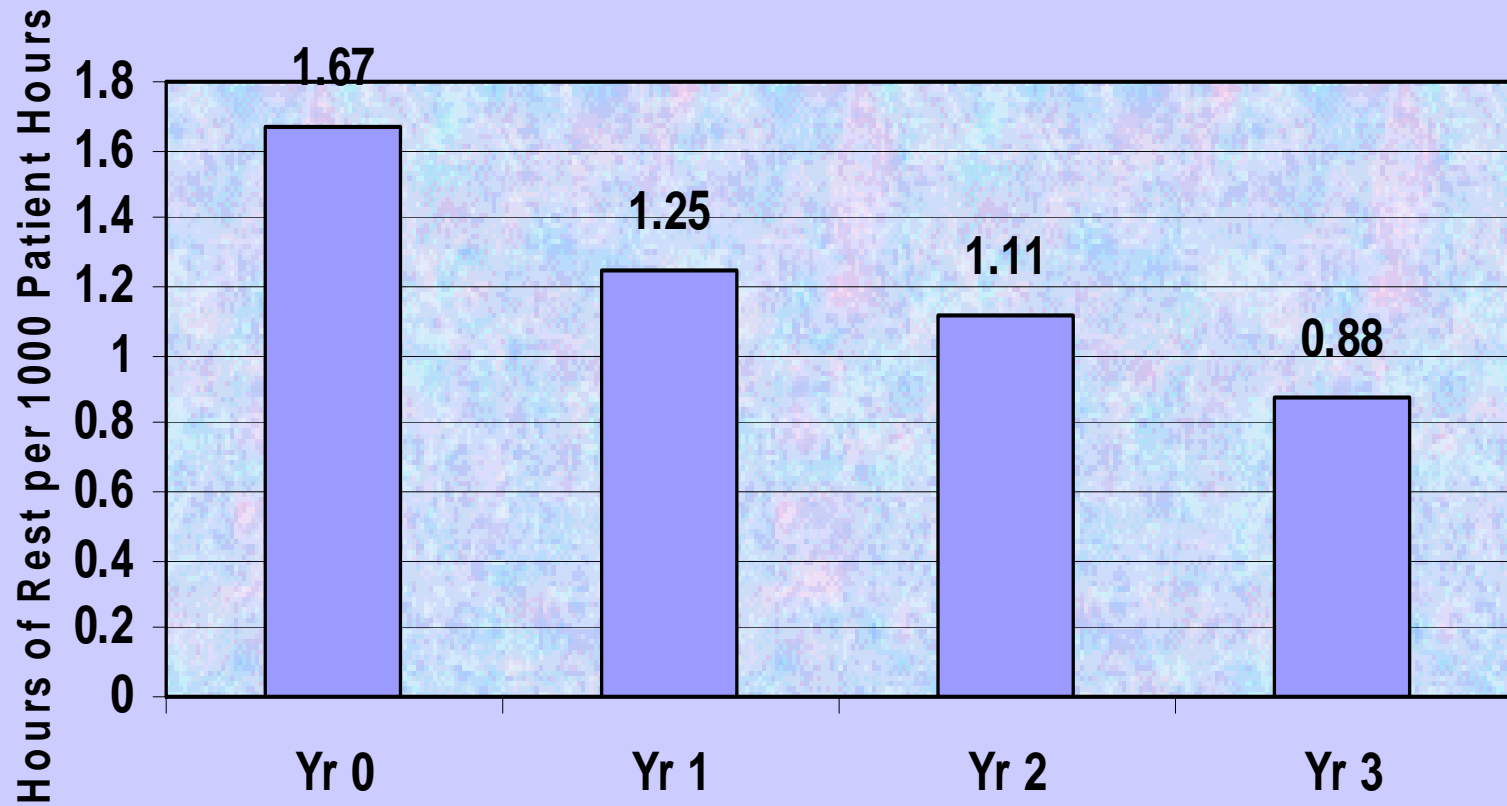


**Intervention with Compassion
to Promote Personal Responsibility Towards
Recovery.**

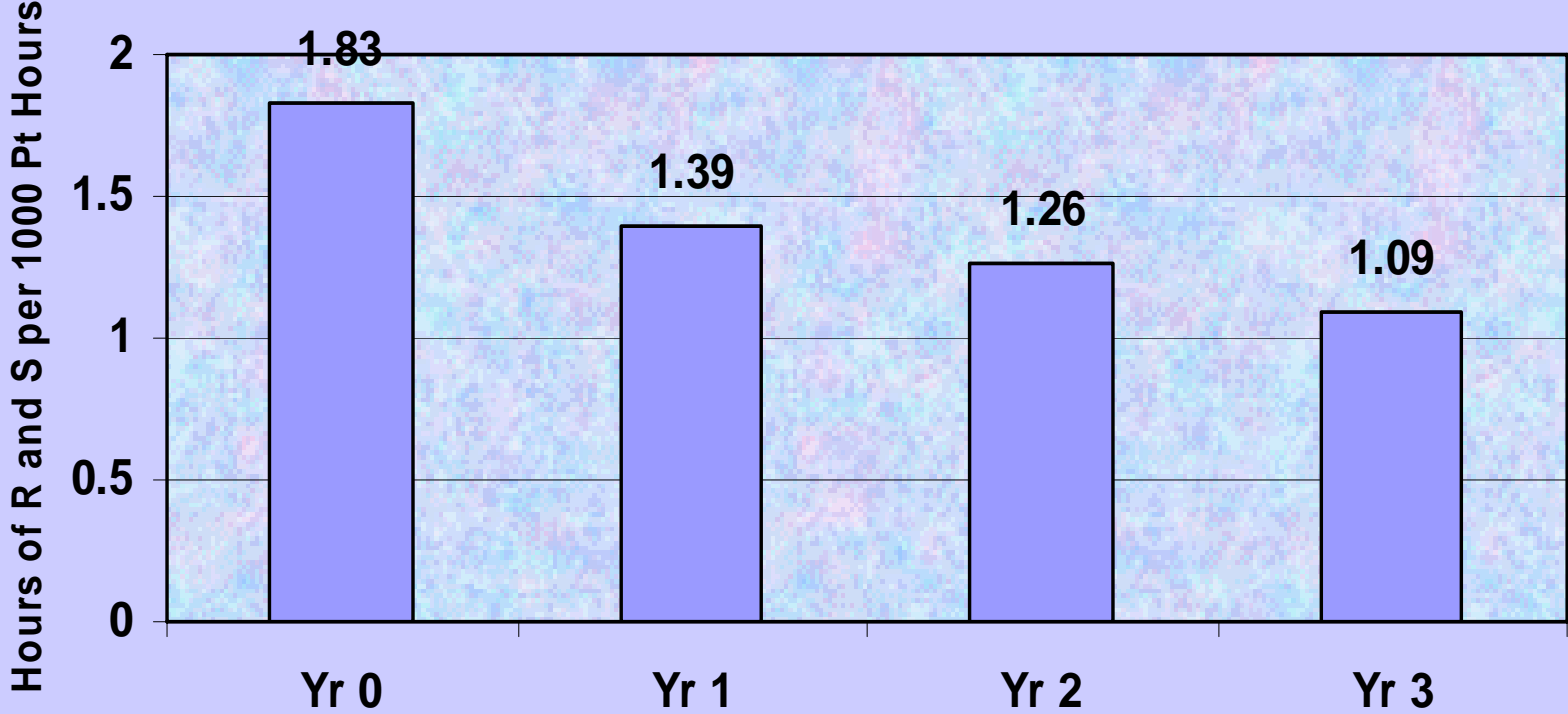
Statewide Average Monthly Patient Rate - Restraint (30.72% Reduction)



Statewide Average Monthly Hour Rate - Restraint (47.40% Reduction)

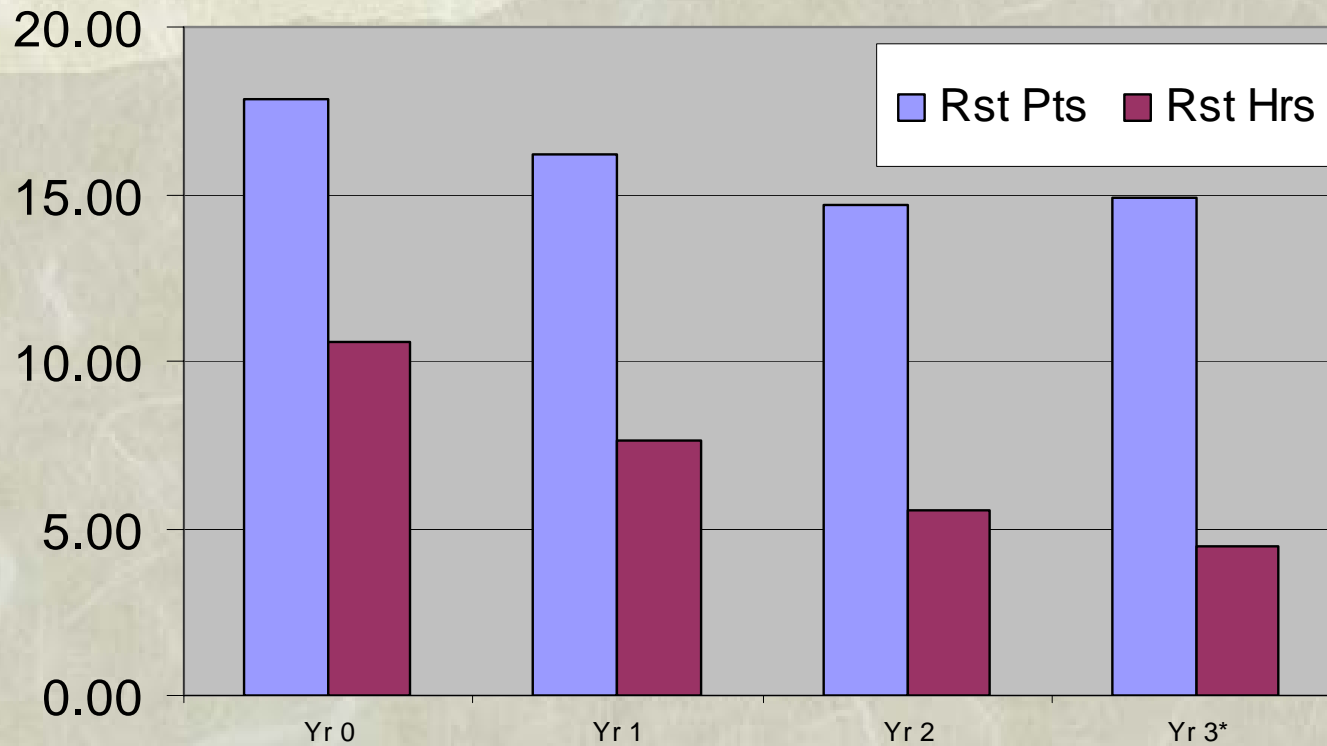


Statewide Average Monthly Combined Hour Rate - Restraint and Seclusion (40.15% Reduction)

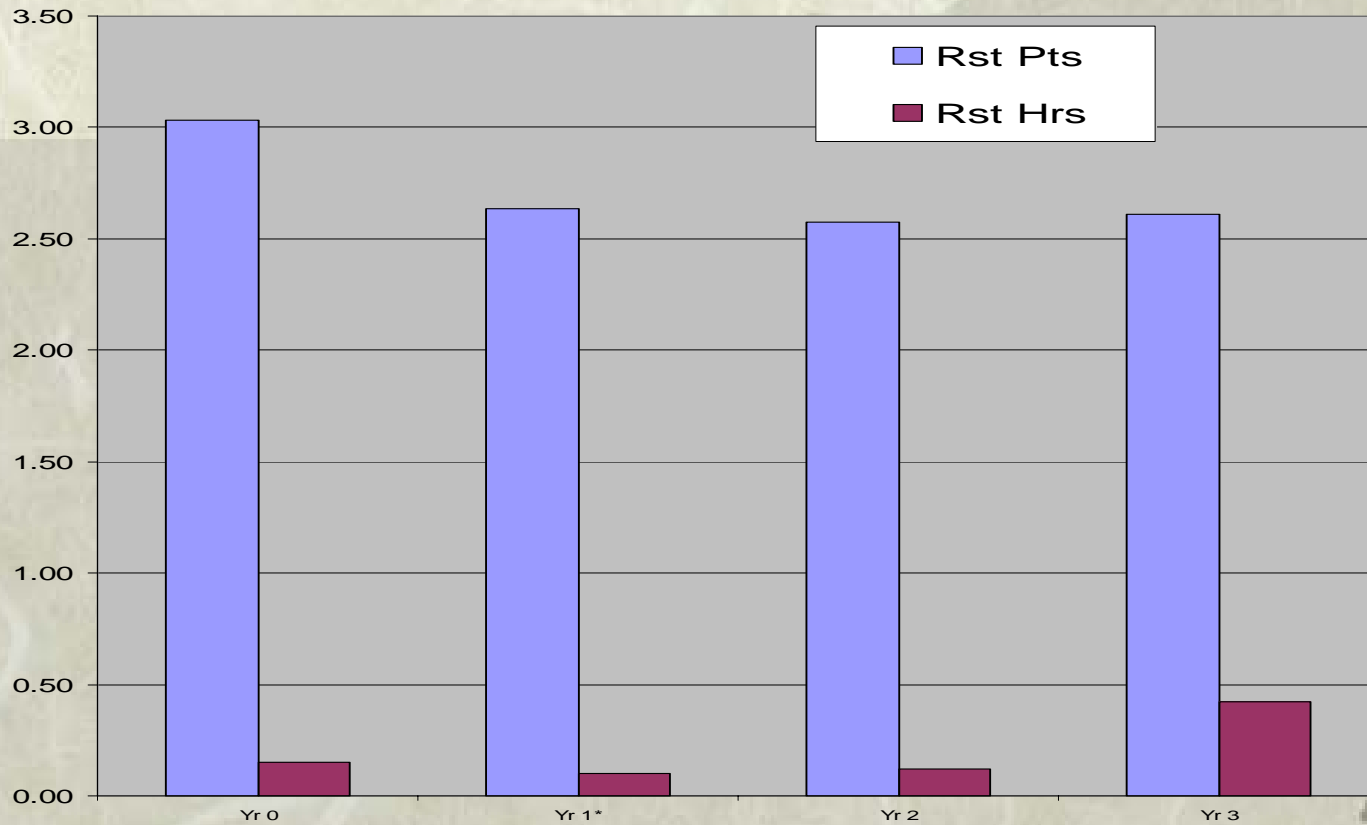


Chester (Maximum Security)

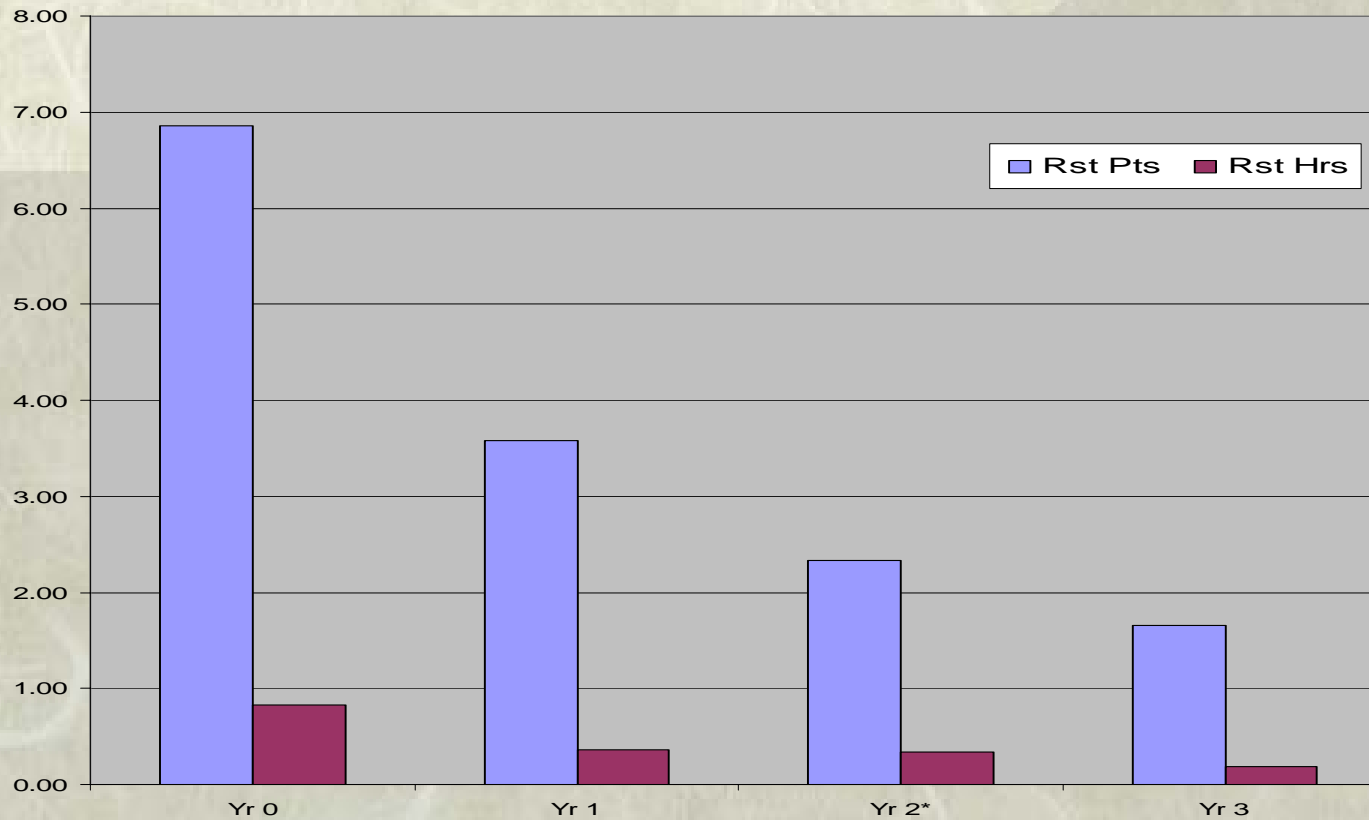
Post-grant Data







Elgin Post-grant Data



Madden Post-grant Data

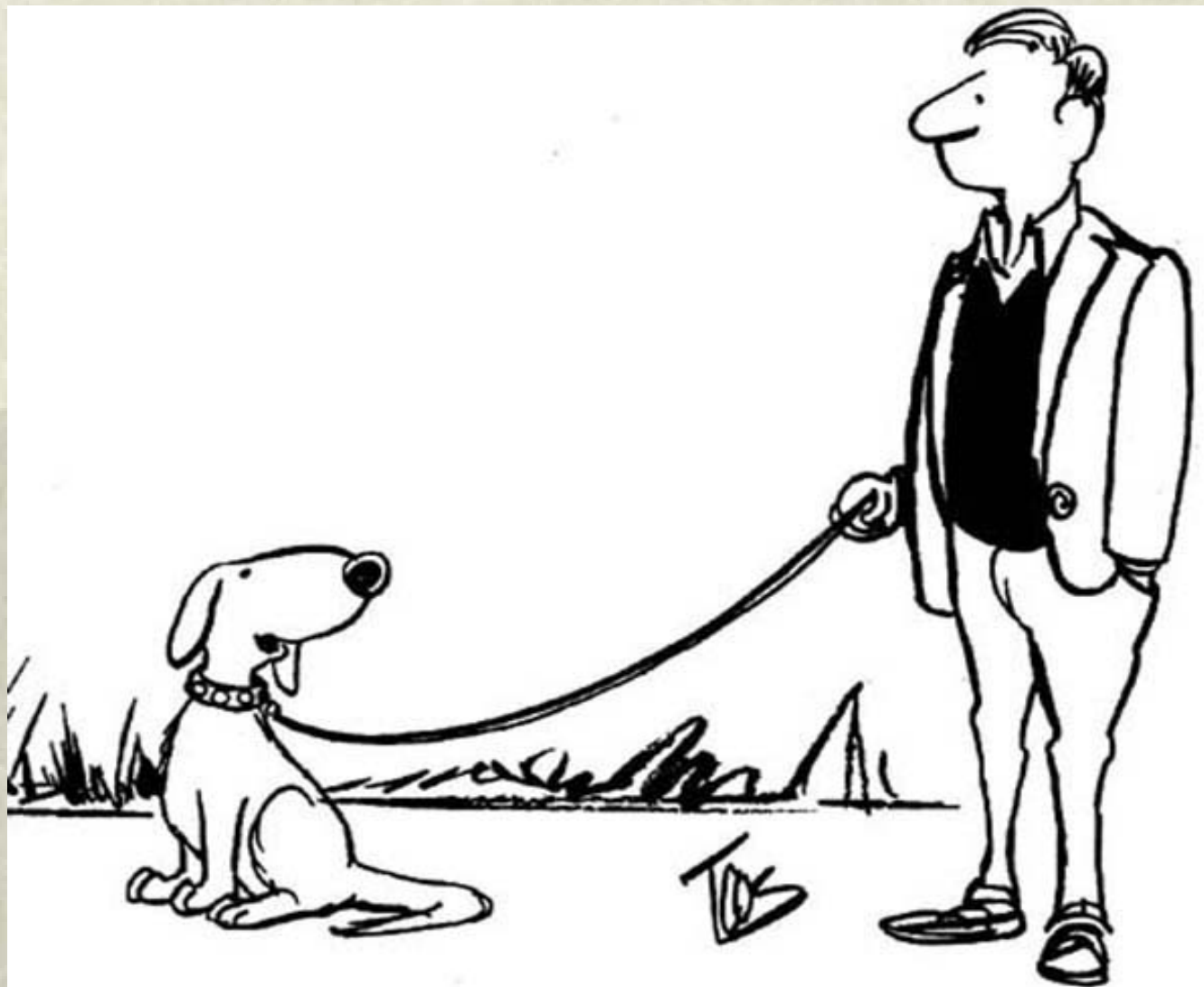




**“In the patient
let me ever see
only the person.”**

-- From the Oath of Maimonides

(Moses Maimonides 1135-1204)



**"You might have a different perspective
if you walked up front with me."**