



Elgin Mental Health Center

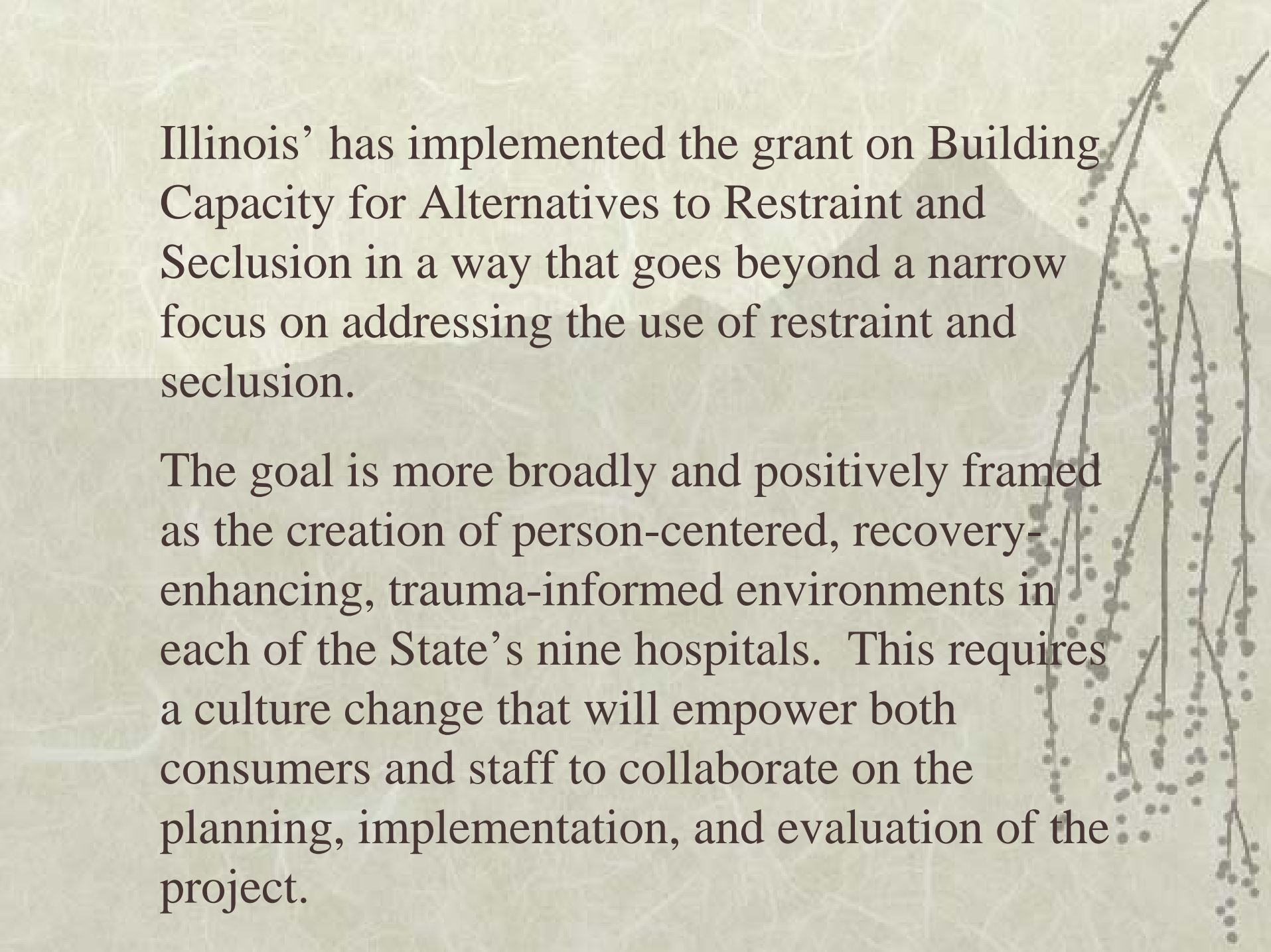
**Coercion-Free / Violence-Free
Environment**

State Overview

- ❖ 9 State Operated Facilities and 1 Treatment Detention Facility for SVP
- ❖ 1 Maximum security, 1 Medium Security
- ❖ 1 Treatment Detention Facility
- ❖ 5 Facilities treating only civil patients

The ILLINOIS Experience

- ❖ Piloted in 2 facilities, representing northern and southern part of the state.
- ❖ The other facilities joined in on year 2 and year 3.
- ❖ Six Core Strategies were used as guidelines, not prescriptions. Allowed for a lot of room to be creative.
- ❖ Grant Advisory Board
- ❖ Project Management were mostly retired staff – not involved in the internal politics.



Illinois' has 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.

Lesson Learned

- ❖ Create a positive focus vs. problem-based approach
- ❖ Make the goals inclusive of everyone in the organization
- ❖ Use a broad range of performance indicators
- ❖ Build on past successes
- ❖ Hire someone for the grant to keep focus

Cont.

- ❖ Strength based
- ❖ Directly involve as many people from across the organization as possible.
- ❖ Envision and present grant as the first phase of cultural change.
- ❖ Use technical assistance as much as possible, while being sensitive to the facility's needs.
- ❖ Be careful who you are comparing yourself to.

Facility Overview

- ❖ 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**

History

- ❖ Consumer Movement in Illinois and Elgin
- ❖ Consumer Councils
- ❖ Violence Prevention History – 1995
- ❖ NTAC Training in September 2004
- ❖ Grant in October 2004

LEADERSHIP

- ❖ CEO Voice
- ❖ Structure:
 - Grant Steering Committee
 - Workforce Development Group
- ❖ CEO Involvement at **ALL** levels
 - Mission Redefinition/ Values identification
 - Soothing Rooms
 - Kick-off Event, Forensic Rally
 - Consumer Councils
 - Strategic Planning

LEADERSHIP cont.

Support – financial
policy
creativity
structural

- ❖ Standing Agenda
 - ❖ Caring Heart Awards/ Person of the Month
 - ❖ Consumer Empowerment/ Staff Empowerment
- PERSONAL SAFETY PLAN**
- ❖ Recovery Orientation

TRAINING

- ❖ Computer Based Intro
- ❖ 4 Hour Intensive Training
- ❖ Small Groups
- ❖ Direct and Indirect

CEO Introduction

Culture Change

Consumer Perspective





Trauma Informed Care

Conflict Management

Role Play



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



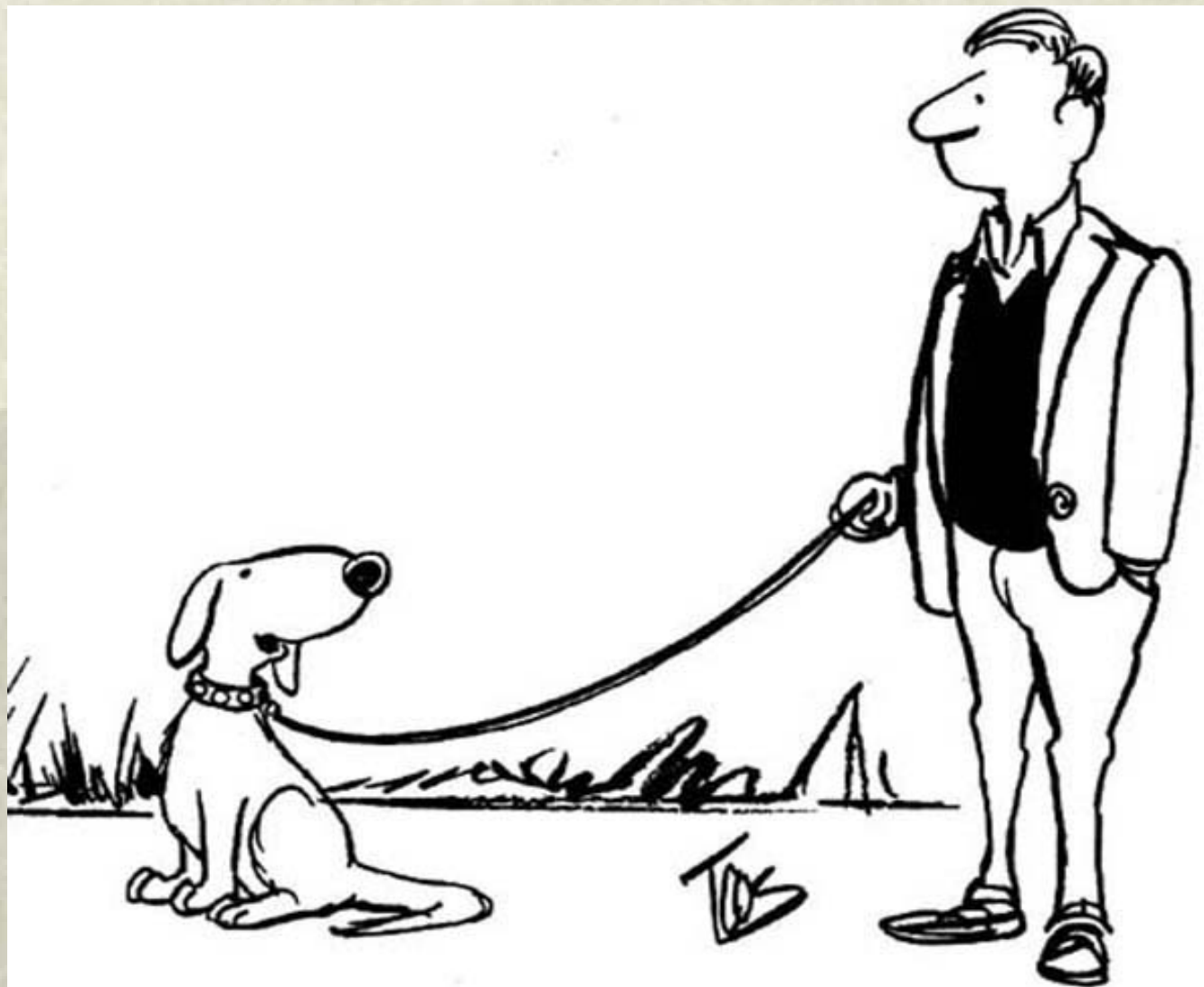
**“In the patient
let me ever see
only the person.”**

-- From the Oath of Maimonides

(Moses Maimonides 1135-1204)

MARKETING CONCEPTS/STRATEGIES

- ❖ Branding – issue of language
- ❖ Spokesperson
- ❖ Slogan – clear and concise message
- ❖ Market Research
 - Target Market
- ❖ Market Permeation
 - Word of Mouth
- ❖ Keep the product fresh
- ❖ Keep an eye on the competition



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