



*The Heart of a
Healthy Community*

Arrowhead Regional Medical Center

Behavioral Health Department

Deneb Osano RN, BSN
Interim Clinical Director II
June 1, 2023



Overview of Services



ARMC-BH is an Acute Psychiatric Inpatient Healthcare Facility with an outpatient Psychiatric Emergency Department with LPS (Lanterman-Petris-Short) designation.

Our department provides services to adults ages 18-64. This includes patients with dual diagnosis, substance abuse, suicidal ideations, and all other behavioral health conditions.

Our mission is to provide high quality compassionate care to our diverse community.

Our goal is to stabilize individuals who are experiencing an acute psychiatric episode, assist them to build an effective coping mechanism that would help them manage their care in a lower level of care setting.



400 N. Pepper Ave.
Colton, CA 92324

Outpatient Services

Inpatient Services

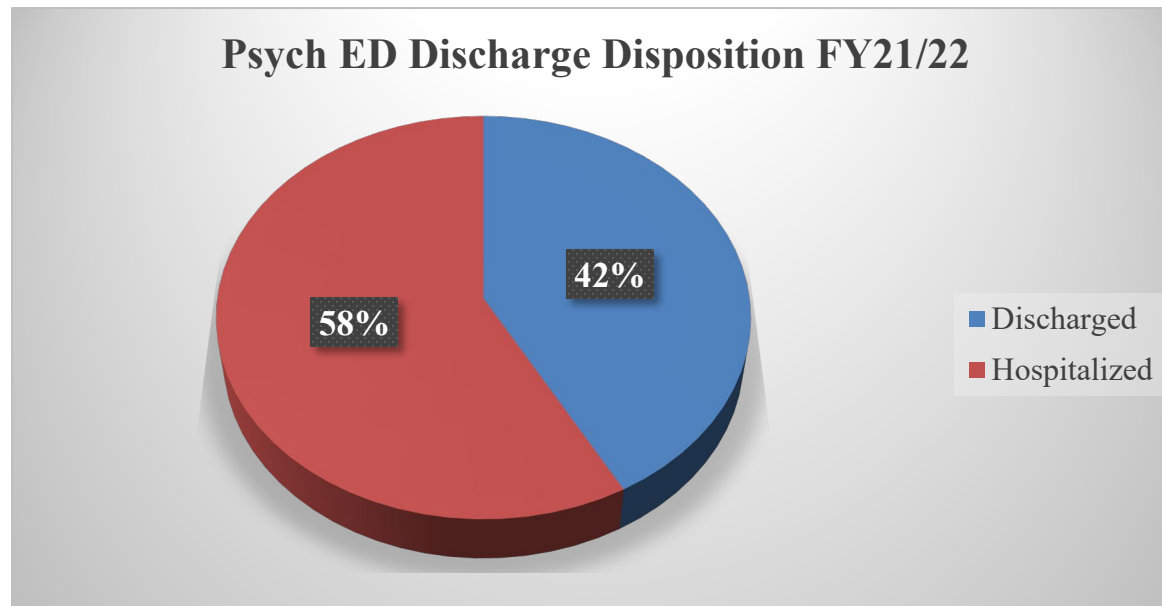
Behavioral Emergency Response Team (BERT)

Looking Ahead: Adolescent Services

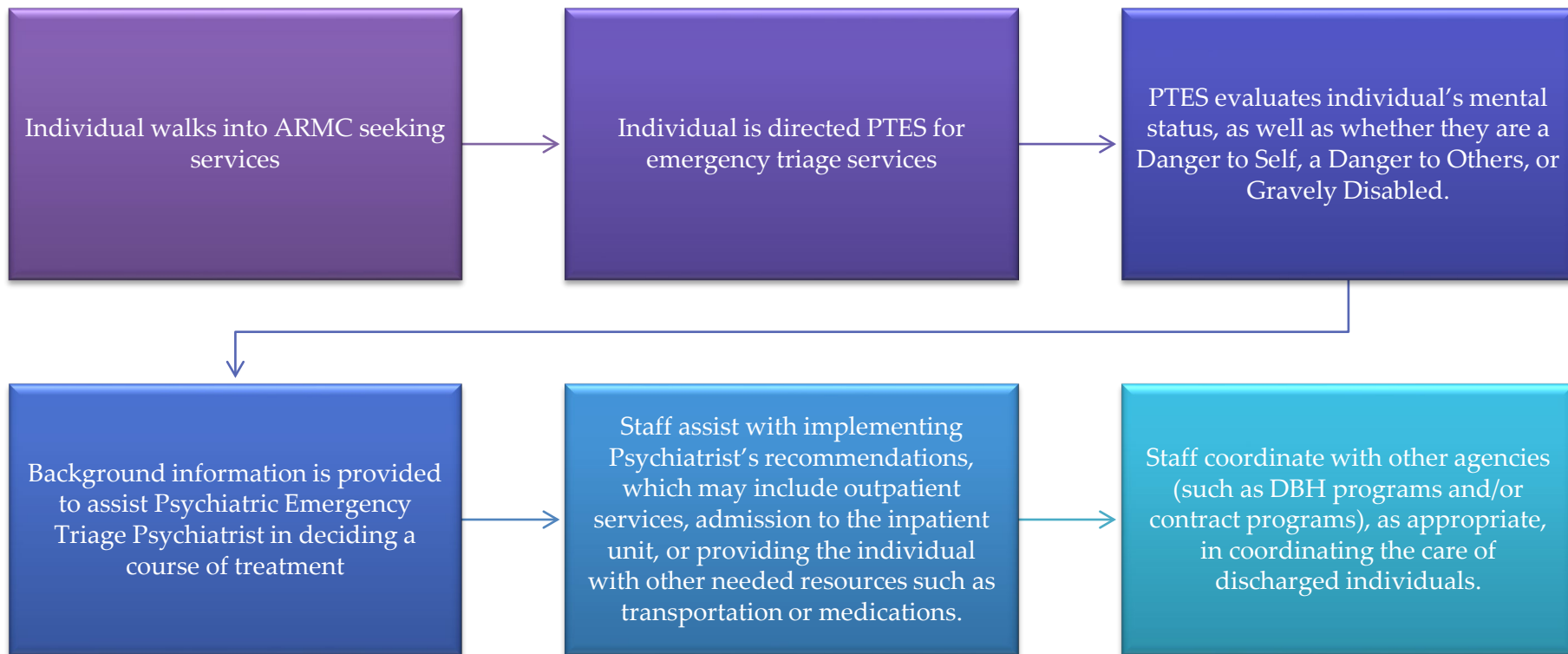


- Psychiatric Triage Emergency Services (PTES) evaluates involuntary or voluntary individual's mental status as well as the individual's potential for being a Danger to Self, Danger to Others, or Gravely Disabled.
- Individuals seeking inpatient services at ARMC are triaged in PTES before they can be either discharged or admitted into the inpatient unit.
- Services include assessment, crisis intervention, and medication support, when needed.

- On average, ARMC provides emergency triage (outpatient) services to approximately 335 individuals per month.
- Individuals presenting at ARMC are typically intending to be hospitalized. The Psych ED has a 42% success rate in diverting to a more appropriate level of care or stabilizing the patient so that they can safely return home.



How Does PTES Work?



- Colton location opened in 1999
- 70 licensed psychiatric beds for adults 18-64
- Serves approximately 200 Medi-Cal beneficiaries and uninsured San Bernardino County residents per month.





ARMC Mission Statement

In an environment of learning and innovation, we serve our diverse community with high quality compassionate care.

400 N. Pepper Ave., Colton, CA 92324
www.arrowheadregional.org | 909-580-1800



Daily Programming

Because Your Life Matters



Arrowhead Regional Medical Center - Behavioral Health is dedicated to providing quality acute care to you to ensure stabilization from the crisis you may be experiencing currently.

Our goal is to make your stay here as safe and productive as possible. This daily programming schedule will help you understand our daily routines and offer you options to meet your current needs.

Four Dimensions of the Recovery Process

Home

A stable and safe place to live.



Purpose

Meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income, and resources to participate in society.



Community

Relationships and social networks that provide, support, friendship, love, and hope.



Health

Overcoming or managing one's disease(s) as well as living in a physically and emotionally healthy way.





Interpersonal Skills



Creative Arts

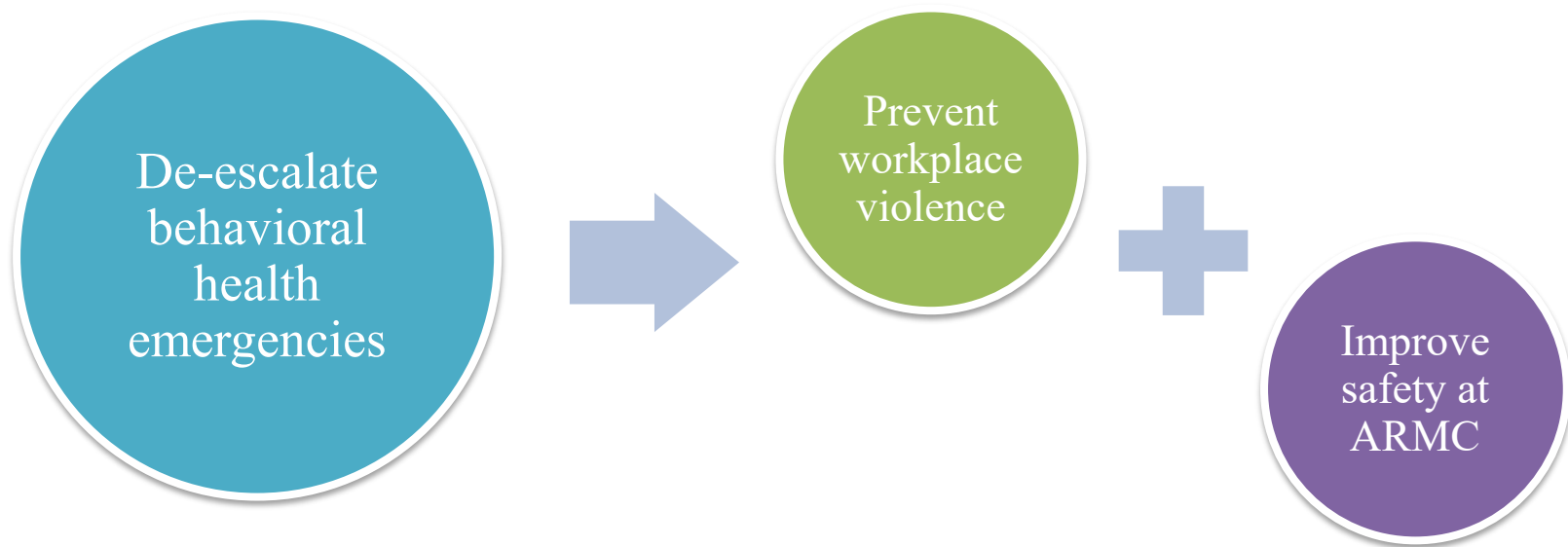


Relaxation



Self Care Groups

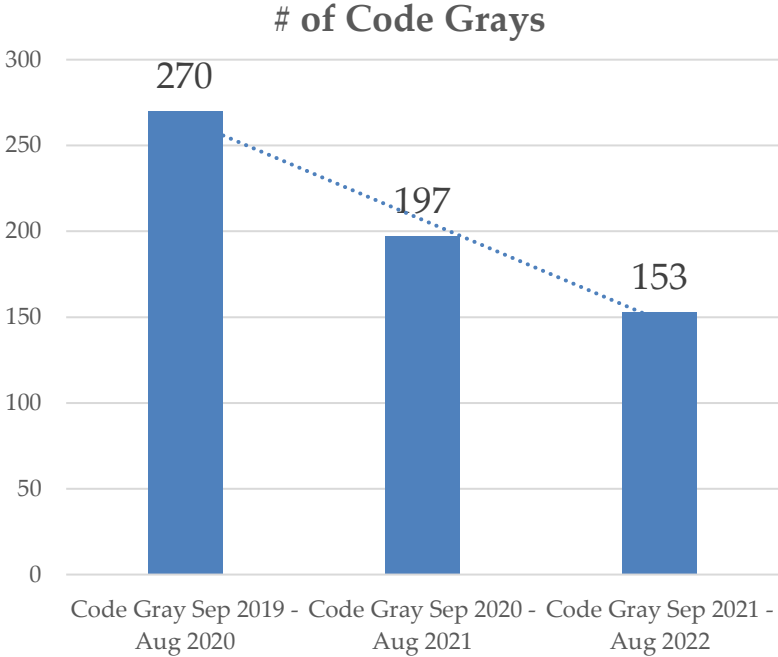




- Started as a pilot program in 2020 in Behavioral Health.
- Hospital-wide implementation as of April 1, 2023.
- Goal to reduce the amount of Code Grays* in ARMC-BH by implementing BERT to de-escalate behavioral health emergencies.

*Code Gray = patient behavior requiring staff intervention for de-escalation

Results

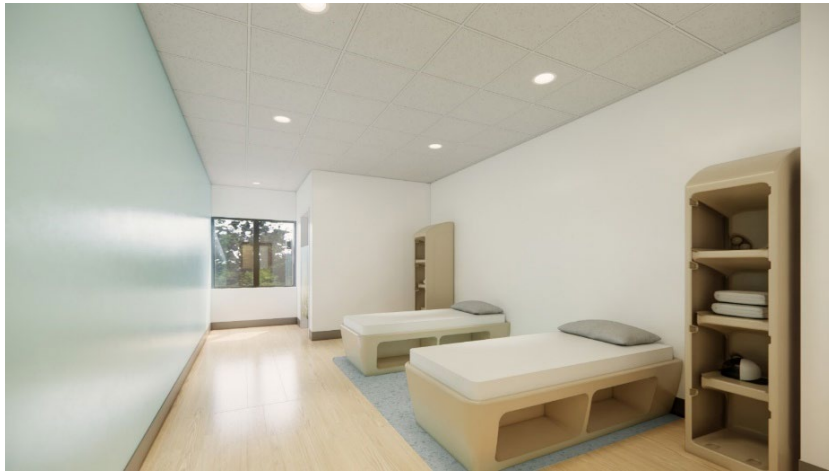


43% reduction in Code Grays

*Code Gray = patient behavior requiring staff intervention for de-escalation

- Critical statewide shortage of adolescent inpatient beds
 - As of 2017, only 7.6 beds per 100,000 children/adolescents available in California.
 - Per California Hospital Association (CHA), minimum necessary is 50 beds per 100,000 people.
- ARMC, in collaboration with the Department of Behavioral Health, applied for the California Health Facilities Financing Authority (CHFFA) Grant and was awarded **\$14,838,750** to build an **inpatient adolescent unit** and **adolescent emergency department**.





- Up to twenty (20) beds
- Serve adolescents aged 13 to 17
- Adolescent behavioral health emergency department
- Anticipated opening July 2025





- Overall:
 - Strong collaborative partnership with County Behavioral Health and community partners
- BERT:
 - Extensive time and effort dedicated to refining and improving process during the pilot period, which has led to a successful implementation
 - Trained designated staff to handle BERT response calls
- Plans for Adolescent Unit:
 - Experienced Psychiatry Chair with previous adolescent unit design experience
 - New leadership support in alignment with statewide goals to increase adolescent access to inpatient beds

- Overall:
 - Limited stepdown placement options for individuals exiting inpatient level of care
- BERT:
 - Conducting training for and/or retraining staff who are unfamiliar with BERT at the main hospital as it is a new process
- Plans for Adolescent Unit:
 - Approval processes at the state level can lead to delays in unit development progress



Deneb Osano, RN, BSN

Interim Clinical Director II

osanod@armc.sbcounty.gov

Robert Cazares, MHA, CSSGB

Healthcare Program Administrator

cazaresr@armc.sbcounty.gov

