



## **Department of Psychiatry and Behavioral Sciences 2016 Services**

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The Department of Psychiatry and Behavioral Sciences offers a full range of mental health services for adults, adolescents and children. There are also substance use disorder programs available for adults and adolescents. Treatment occurs along a continuum of care including individual, group and family outpatient services, intensive outpatient and day hospital programs and inpatient centers for both adults and adolescents.

This Services Guide was designed to help you better comprehend the capacity of the Department as a unit by identifying the key contacts, locations and core focuses of each specific program.

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### **The Access Center (Evanston Hospital)**

Since timely access to care is essential, the Access Center is available 24/7 by calling (847) 570-2500, option #2. The Access Center provides both crisis intervention and information on programs and resources. Emergencies, however, should call 911 or go directly to the nearest Emergency Room.

#### **Crisis Services**

The crisis team provides comprehensive emergency psychiatric evaluations to any patient presenting to one of our emergency departments (Evanston, Glenbrook, Skokie and Highland Park Hospitals). In addition, and as determined by site, the crisis team sees patients and their families for counseling, evaluates walk-ins seeking immediate help, and offer presentations on crisis-related subjects to various hospitals and community groups. The crisis team also assists any caller to the Crisis Hotline (847) 570-2500, 24 hours a day, 7 days a week. Finally, the crisis team is available to respond to community crisis as appropriate.

#### **Intake Services**

The Access Center serves as a centralized intake and referral service for The Department of Psychiatry's outpatient programs, which include Adult and Adolescent PHP and IOP, the Bridges Program and the Chapman Center. The intake team completes phone screenings/assessments resulting in either linking the patient to the appropriate program within the Department, or providing the patient with appropriate community referral information. The Access Center's intake team provides clear, simple answers on a wide range of issues, including information for those seeking a psychiatrist and/or therapist, details about inpatient and outpatient psychiatric services, availability of AA meetings within the surrounding areas, referrals to care providers and programs in the community.

***Key Contact: Betsy White, LCSW 847-570-1343***

## **The Adolescent Day School (Glenlake Professional Building)**

The Adolescent Day School, located in the Glenlake Professional Building in Glenview, is a structured educational program offering a longer-term therapeutic educational environment in an outpatient setting.

The primary goal of the Day School staff is to assist students in developing the skills they need to be successful in a mainstream school while earning academic credit. Public school districts place students with us after determining a student's educational needs cannot be met in a less restrictive educational environment. Staffed by special education teachers, a clinical nurse specialist, and social workers, the Day School provides a therapeutic and educational environment for students with emotional disorders. Our multidisciplinary team provides assessment of educational needs, individual education plans, coordination of services with public schools and other health care providers, weekly family therapy, milieu treatment, health screenings, psychoeducation, cognitive behavioral therapy, and a monthly parent's support group.

***Key Contact: Carole Hynes, RN 847-486-8692***

## **Adult Substance Use Disorder Services (Doreen E. Chapman Center, Evanston Hospital)**

The Doreen E. Chapman Center offers comprehensive treatment for individuals struggling with substance use disorders. The Chapman Center also offers coordinated services to individuals who have an addiction and a co-occurring mental health disorder or chronic pain. Each person will benefit from the skills and experience of our onsite addiction psychiatrist and multidisciplinary staff, as well as from a treatment plan that is specifically designed to meet the needs of the individual.

Program services include:

- Assessment - comprehensive history and recommendations for treatment.
- Partial Hospitalization - program meets five days a week and may include outpatient withdrawal management and monitoring.
- Intensive Outpatient Program - program meets 9 to 15 hours per week, tailored to individual needs.
- Family Program - including private and multi-family sessions, to support family members throughout the treatment and recovery process.
- Relapse prevention planning, including referral to program-facilitated continuing care groups.
- Coordination with outpatient providers and Employee Assistance Professionals.

***Key Contact: Patricia Astrene, LCSW 847-570-4633***

## **Adolescent Substance Use Disorder Services (Doreen E. Chapman Center, Deerfield Behavioral Health)**

The Doreen E. Chapman Center's Adolescent Program serves adolescents (ages 12-18) struggling with substance abuse and dependency. It is an intensive outpatient program for the achievement of positive behavior change, including establishment of substance use abstinence and recovery strategies.

Program services include:

- Comprehensive treatment focusing on all aspects of the adolescent, and individualized to address each adolescent's unique strengths and difficulties
- Evidenced-based approaches, including cognitive behavioral therapy, dialectical behavioral therapy, and motivational-based therapies
- Integrated services for adolescents who have a substance use disorder and co-occurring mental health concerns
- Family programming, including private and multi-family sessions, to support parents, guardians and siblings throughout the treatment and recovery process
- Access to on-site psychiatric consultation
- Coordination with outpatient providers, including school clinicians
- Relapse prevention planning, including referral to program-facilitated continuing care groups

***Key Contact: Patricia Astrene, LCSW 847-570-4633***

## **The Bridges Programs (Evanston Hospital)**

Both the Adolescent Bridges Program (age 11-17) and the Bridges Early Childhood Program (up to age 10) meet the behavioral, mental, emotional, social and developmental health needs of the child or adolescent, while responding to family issues that may continue to affect his or her well being.

- The Adolescent Bridges Program serves adolescents who have been diagnosed with or who are at risk for emotional/behavioral difficulties or exhibit delinquency-related problems. The Bridges therapists work with patients and their families who have emotional issues, educational deficits and/or family related conflicts.
- The Bridges Early Childhood Program focuses on the needs of children who have been diagnosed with or who are at risk for emotional, behavioral and/or developmental delay due to developmental or environmental factors such as speech and language disturbances, pervasive developmental disorders or physical challenges. Upon entering the program, each child is given an initial diagnostic psychosocial assessment.

Bridges focuses on comprehensive, multidisciplinary mental health intervention and direct care to children and adolescents in the Evanston community, regardless of insurance coverage. The Bridges team also treats children in other communities served by NorthShore University HealthSystem. These programs assess the needs of the entire family – staff members often help clients, siblings and other family members get appropriate services within NorthShore University HealthSystem’s Department of Psychiatry and elsewhere. A major focus of Bridges is outreach and collaboration with outside agencies/organizations in order to promote continuity of care.

Treatment modalities include individual and family counseling and case management. The Bridges programs may include child observations, interactional observations and interventions with an emphasis on behavior management, or the incorporation of educational advocacy as needed to meet the individual educational needs of the client. In addition to medication management and individual and family treatment, the Bridges programs offer intervention and support in the home, school and larger community.

***Key Contact: Nancy Zinaman, LCSW 847-570-1117***

## **Adult Community Psychiatry: “The Phoenix Program” (Evanston Hospital)**

The Phoenix Program is the Evanston Hospital based outpatient community psychiatry clinic. Its primary mission is to serve adult community residents with disabling mental illnesses, primarily disorders that have included episodes of psychosis. The Program also has a secondary mission to educate psychiatry residents. The Phoenix Program has been in existence since the start of Evanston Hospital’s community psychiatry programs in the 1970’s.

The Program’s key clinical service is outpatient psychiatric evaluation and care. Other services include nursing services that support the client’s adherence to needed medications, and social work consultation to help the client in finding community services that promote recovery. Treated diagnoses include: Schizophrenia & Schizoaffective Disorder (40%), Bipolar Disorder (40%), & Major Depression (20%). Most of the Phoenix Program’s patients are on permanent disability and almost all have incomes below the poverty level.

Specific services activities include: diagnostic assessments, medication management (monitoring and administration), pharmaceutical assistance programs, laboratory tests including blood levels and other medical monitoring tests as necessary and individual consultation and supportive group therapy for clients with residual symptoms.

Applicants are individually assessed and must meet the following criteria: (1) current Evanston resident, (2) have a recurrent mental illness as their primary diagnosis, (3) on disability or low income. Exclusion Criteria include: (1) primary organic or cognitive impairment, (2) active alcohol or drug abuse, (3) acute symptoms that would require a higher level of care.

***Key Contact: Hank Schneider, LCSW 847-570-1189***

**Partial Hospitalization Program  
Day Hospital Program and Intensive Outpatient Program  
(Deerfield Behavioral Health and Evanston Hospital)**

The Partial Hospitalization Program (PHP) is designed for young adults and adults with serious mental disorders requiring coordinated, intensive and comprehensive treatment. This program provides an alternative to inpatient psychiatric care for individuals who still require a structured day program, but are stable enough to maintain their safety at home. The PHP allows for a less restrictive and more flexible substitute to inpatient care, with services that are tailored to provide a comprehensive plan for each patient. Patients typically attend the program 5 days a week; as part of discharge planning patients transition to fewer days and treatment hours as they improve.

This outpatient program includes the major diagnostic and therapeutic methods – medical, psychiatric, psychosocial and prevocational – provided by a multidisciplinary team who deliver services far superior to those typically available in an outpatient clinic setting:

The program teaches Evidence Based short-term therapeutic models including:

- Cognitive Behavioral Therapy
- Dialectical Behavioral Therapy
- Motivational Interviewing
- Acceptance Commitment Therapy
- Aftercare - This program meets once a week and is for patients who have completed the PHP and or IOP program. It is for support and to reinforce coping skills.

***Key Contact: Patricia Astrene, LCSW 847-570-4633(Deerfield)  
Hank Schneider, LCSW 847-570-1189 (Evanston)***

**Dialectical Behavioral Therapy  
Ambulatory Services and Outpatient  
(Deerfield Behavioral Health and Evanston Hospital)**

Dialectical Behavioral Therapy (DBT) is a psychosocial, evidenced-based treatment developed by Dr. Marsha Linehan at the University of Washington. It is a skills training approach used to regulate emotions and behaviors that interfere with work, relationships and in general quality of life. The training is provided in a group format, and occurs three mornings a week. Participants need to have a private psychiatrist to manage recommended medications and an individual therapist to provide psychotherapy. The training is short-term (three to five weeks), and provides an introduction to DBT skills. The training requires active participation in the groups, completion of homework assignments and a personal commitment to change.

***Contact the Access Center for appointments: 847-570-2500, option #2***

## **Adolescent Partial Hospitalization Program and Transition Intensive Outpatient Program (Deerfield Behavioral Health)**

The Adolescent Partial Hospitalization Program (PHP) and Transition Intensive Outpatient Program (TIOP) are located at NorthShore University HealthSystem's Deerfield Behavioral Health Center. The PHP is designed to be a safe and structured transition from inpatient treatment as well as an alternative option when conventional outpatient therapy is not sufficient to stabilize an adolescent's symptoms. The program's evidenced-based, multidisciplinary curriculum is designed to help patients develop the skills necessary to successfully return to outpatient care and other aspects of life such as home and school. The primary function of the TIOP is as a step-down from the Adolescent Partial Hospitalization Program (PHP) in order to provide continued support for patients who are transitioning back into their daily life and school.

Both the PHP and TIOP are for adolescents 12-18 years of age and who are still in high school. Additionally, both programs are group focused and utilize cognitive behavioral therapy (CBT) and dialectical behavioral therapy (DBT) concepts. Within the PHP, education specialists will coordinate with adolescents' schools regarding academic work and school transition. TIOP counselors will continue communicating transition plans with school personnel.

PHP programming is Monday through Friday from 8:30am to 2:30pm. The TIOP is also a Monday through Friday program and alternates between mornings and afternoons depending on the day. Programming is from 9am – 12pm on Monday, Wednesday and Thursday and from 12pm – 2:30pm on Tuesday and Friday. Adolescents are expected to attend school during the half of the day they are not in programming.

Family involvement is an important part of the treatment process in both PHP and TIOP. Through weekly family meetings, our therapists educate family members on treatment goals and assist them in engaging the adolescent patient in a supportive manner at home. Our therapists also work with families regarding discharge planning, including recommendations for additional treatment and referrals for outpatient care.

***Key Contact: Marcella Bicoff, LCSW 847-400-8438***

## **After School Intensive Outpatient Program (AIOP) (Deerfield Behavioral Health)**

The After School IOP is for adolescents 12-18 years of age, who are still in middle or high school and attending school full time, but who are struggling with mental health issues and require additional clinical support. It is a short-term, intensive program for the achievement of adaptive/positive behavior change at home and school as well as in the community. The After School IOP is located at NorthShore University HealthSystem's Deerfield Behavior Health Center.

The AIOP is group-oriented with a focus on teaching and reinforcing an evidenced-based based skill set. The goal of the AIOP is for the adolescent to find symptom relief, along with improved positive coping and communication skills, through support and education provided by the therapeutic team. The clinical staff is dedicated to working with the adolescent's outpatient providers to provide coordinated care. Aftercare referrals and recommendations will be provided by clinical staff, as needed.

The After School IOP meets 3:30pm to 6:30pm on Monday, Wednesday, and Thursday. There is a structured family component and support group Wednesday from 5:00pm-6:30pm. This program provides an intermediate level of care for the adolescent who requires more intensive services than the traditional outpatient setting but does not require the intensity of a full day program.

***Key Contact: Marcella Bicoff, LCSW 847-400-8438***

## ADDITIONAL OUTPATIENT SERVICES

Unless otherwise specified, please contact the Department of Psychiatry Medical Group at (847) 570-2500 option 1 for information on participating providers.

- **Cognitive Behavior Therapy (CBT)** for treatment of depression, anxiety, OCD and phobias. Behavior therapy helps a client reduce a habitual reaction to difficult situations and to feel better, think clearer and make better decisions. Cognitive therapy teaches the client how their thought patterns can cause them to distort what is actually happening and lead to anger, anxiety or depression. When the two therapies are combined, client is given the mechanism for stopping their symptoms and moving in a more satisfying direction.
- **Medication Evaluations** for children and adults conducted by Board-certified psychiatrists, including specialists in child and adolescent psychiatry, chemical dependency, post partum depression, and mood and anxiety disorders. The psychiatrist will meet with the client (for children, a separate appointment will be scheduled with the parents) to conduct a thorough evaluation of the client's behavioral status and its impact on his/her daily life. Recommendations including a prescription for medication or counseling will be made, as appropriate.
- **Marital/Couples Therapy** is available for couples who find that conflicts are preventing the relationship from being as fulfilling as it could be. Individuals will be taught effective communication and conflict resolution skills in a supportive setting.
- **Mood and Anxiety Disorders** are more than just "ups and downs". They can prevent individuals from achieving their goals and interfere with their daily lives. Medication or therapy often helps these people resume a full and active life. Our providers will evaluate each patient and make recommendations regarding the treatment that will best meet his/her needs.
- **Individual Psychotherapy** is offered by highly trained and well respected psychologists and social workers. Goals of therapy will be mutually agreed upon and through various modalities; the therapist will assist the client in lessening or eliminating maladaptive behaviors and encouraging personality growth and development. Areas of interest and expertise among the staff include depression, anxiety, adjustment disorders, sexual disorders, sexual orientation, and issues unique to women.
- **The Pediatric Neuropsychology Service** provides consultation and comprehensive evaluations for children between the ages of 3 and 17 for concerns related to cognitive, academic, developmental, behavioral, and psychological functioning. Specific concerns might involve learning and school performance problems, attention problems, emotional adjustment issues, and autism. Evaluations typically include the assessment of a variety of domains of functioning (e.g., intellectual ability, attention, learning/memory, and emotional/behavioral functioning). When a learning disability is suspected, evaluations include a thorough assessment of children's phonological processing skills, silent and oral reading skills (accuracy, fluency, and comprehension), math skills, spelling, and writing. As a result, a child's areas of strength and weakness are identified in order to make appropriate recommendations to maximize a child's successful functioning.

## **INPATIENT SERVICES**

Inpatient mental health services are available for individuals over age 12. Adult services are centered at Evanston Hospital, while services for adolescents and young adults (ages 12 -24) are centered at Highland Park Hospital. Inpatient care is reserved for individuals in crisis whose safety requires a highly structured environment. Both inpatient programs provide comprehensive diagnostic and therapeutic services.

### **Adolescent & Young Adult Behavioral Health Center- Inpatient Program (Highland Park Hospital)**

The 12-bed unit specializes in the therapeutic treatment of adolescents, ages 12 to 18 years, and young adults, ages 18 to 24 years. Our inpatient services provide a safe treatment environment for patients who are at risk for harm to self or others or who are experiencing symptoms that cannot be managed safely on an outpatient basis. The multidisciplinary clinical staff provides patients with a full diagnostic evaluation, treatment individualization and relevant discharge planning.

The inpatient program provides specialized treatment as each inpatient is assigned a highly trained clinical staff member each shift. The unit is a therapeutic milieu where the inpatients are exposed to positive emotional and social experiences. Inpatients participate in numerous skills building groups, process-oriented groups, individualized counseling and expressive activity sessions daily. The framework for the program is modeled on the evidence-based practices of cognitive-behavioral therapy and dialectical behavioral therapy. This enables the inpatient to examine their life situations, resulting thoughts, emotions, and behaviors in order to learn and practice healthier coping skills. Additional therapies such as Animal-assisted Therapy, Art Therapy and Yoga support the curriculum objectives to facilitate each patient's outcome goals achievement.

Family sessions are provided by licensed social workers for stabilization and discharge planning. Close partnering with the students' schools is coordinated by the program's education specialist to promote continued study and smooth school transition.

Our program goal is to provide the highest quality of psychiatric care with an excellent therapeutic experience for every adolescent, young adult and their families.

***Key Contact: Michelle D. Vance, RN, MSN (847) 480-3986***

## **Adult Inpatient Unit (Evanston Hospital)**

Patients ages 18 and older of all psychiatric diagnosis are accepted to this 21 private bed unit. Ten beds are reserved for the teaching service.

The unit provides diagnostic and therapeutic services by a multidisciplinary team of psychiatrists, psychologists, social workers, psychiatric nurses, occupational therapists, recreational therapists and mental health workers. The unit provides inpatient care in a therapeutic environment in a secure setting. Each patient has a social worker assigned to assist with care planning, collaboration with outside treatment providers, needs assessment and discharge planning. Treatment modalities include individual and group therapy, therapeutic activities, medication management and patient education.

The focus of treatment is on stabilization of acute symptoms with emphasis on assisting the patient and family to make appropriate links for outpatient care. This includes, but is not limited to, individual and group therapy, family therapy, residential treatment, partial and intensive outpatient programs and arrangements for nursing home or intermediate care facilities.

***Key Contact: Jill Spector, RN 847-570-1159***