

- *Safe and effective care for those exhibiting aggressive and disruptive behaviors*
- *Brief stabilization in a caring, dignified and non-coercive environment*
- *Staffing ratios and staff development designed to promote optimal outcomes for our most challenging patients*
- *All team members will be equally valued and will share ownership for unit success*
- *Flexible assignment among attendings to assure individualized care based upon patient's assessed needs*
- *Regular time dedicated to promote staff training, cohesion and satisfaction with their work environment*
- *All staff trained in Mandt technique to reduce aggressive behavior by providing a positive and supportive environment*

**INTENSIVE  
TREATMENT  
UNIT**

**FOR ADDITIONAL  
INFORMATION, PLEASE  
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**Milwaukee  
County  
Behavioral  
Health Division**

***INTENSIVE  
TREATMENT  
UNIT***

**SAFE AND EFFECTIVE CARE  
FOR THOSE WITH THE MOST  
CHALLENGING BEHAVIORAL  
NEEDS**

**WHO AND WHAT:** A safe place to provide rapid and effective stabilization for patients who are judged to be at high risk for aggressive and disruptive behaviors. The unit will provide a **caring** environment for twelve to sixteen patients and involve full input from a true multi-disciplinary team. Patients may be directly admitted from PCS or transferred from other units and will receive intensive behavioral and pharmacological interventions in a non-coercive and supportive milieu.

Staff selecting this unit will become experts at early intervention and de-escalation to minimize the use of seclusion and restraint. Staff will function as a team with nursing ratios of 1 to 4 and three CNA's on day and pm shifts. Staff will be expected (and **trained!**) to co-facilitate groups and other therapies designed to help the patient learn safe alternatives to aggressive behavior. All staff will be competent in principles of trauma-informed care and work cohesively to preserve our patients' safety and dignity. Rounding will occur in a team fashion and input from CNA's will be highly regarded.

Seclusion and restraint, though allowed, will be viewed as a breakdown in effective care and require immediate debriefing and revision of the patient's Recovery Plan. A restraint chair will be utilized on this unit to minimize staff and patient injury and preserve patient dignity.

The ITU is **NOT**:

- A punitive or coercive environment for "bad patients"
- A program for patients exhibiting stable behaviors who are awaiting community placement
- A preferred option for patients exhibiting strong suicidal behaviors

**Medical Staff** for the ITU will include:

- Dr. David Macherey, Unit Lead (1.0 FTE)
- Carol Herzberg, APNP (0.5 FTE)
- Dr. Thomas Harding (0.75 FTE)

All staff will participate in regular training and facilitated groups to assure competency and minimize splitting.

**WHERE:** Unit location is yet to be determined but preference will be given to allow easy access for emergency response. (Please note: Security personnel will **not** be routinely assigned to the ITU.) The unit shall be designed to promote safe and dignified care and to minimize noise and other distractions. A Sensory Room will be provided and behavioral treatment plans will be created to reward patients with sensory modalities including the use of a Wii or similar device. Most patients will have the privacy and calming environment of a single room.

**WHEN:** The ITU is planned to open in mid-January, 2012. The unit housing the ITU will be closed prior to launch for approximately one week to allow for staff training and milieu redesign.

**WHY:** Both the ITU and Women's Treatment Unit will provide safe and effective care for specialized populations served by BHD. This will allow the two Acute Treatment Units to offer more specific programming and interventions for patients whose needs are best served in a general care environment. The ITU will develop very specific Recovery Plans which will be reviewed twice weekly and taught to staff on other units or in the community who will assume responsibility for the patient's care.

**HOW:** Staff selecting this unit will be critical in helping to shape its design. All staff choosing the ITU will participate in training and focus groups to assure safe and effective implementation of this concept. **All staff will be valued for their expertise, experience and commitment to serve the needs of this special population.** Teamwork is essential and staff will regularly collaborate to assure the best possible outcomes for patients admitted to the ITU. Planning meetings for staff choosing the ITU will begin by mid-November and all are welcome to participate.