



HAMPTON · NEWPORT NEWS
**COMMUNITY
SERVICES BOARD**

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Regional Crisis Stabilization Center

2244 Executive Drive, Suite A

Hampton, Virginia 23666

Phone: 757.315.3650

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Thank you for considering a referral to the Regional Crisis Stabilization Center. This booklet will provide you with some general information about the RCSC.



Contact Information

**Regional Crisis Stabilization Center
2244 Executive Drive, Suite A
Hampton, Virginia 23666**

PHONE ..757.315.3650

FAX .. 757.315.3651

For additional information regarding admission, please contact :

**Allyson Pigford, R.N.,C, Nurse Manager
757.315.3652**

**Derald Person, Clinical Services Supervisor
757.315.3657**

**Derek Curran, Emergency Services Administrator
757.380.9024**

The Hampton-Newport News Community Services Board is licensed by the Virginia Department of Behavioral Health and Developmental Services. We are approved providers for most HMO's and private insurers, Medicaid and Medicare. All of our services are provided without regard to race, creed, color, religion, political affiliation or national origin.

REGIONAL CRISIS STABILIZATION CENTER

GENERAL EXCLUSION CRITERIA

- Age younger than 18 or older than 64.
- Individuals who cannot consent for voluntary treatment (Patients must agree to come voluntarily and have the ability to participate actively in treatment).
- Individuals who cannot control their behavior in a structured outpatient setting (patients must be a low threat for violence and not **imminently** suicidal).
- Intoxicated or drug impaired individuals without a concurrent psychiatric condition.
- Conditions which are **unlikely** to improve within **1-10 days** and clearly need inpatient treatment, for example:
 - suicide attempts with a high degree of lethality, or homicidal ideations with plan and intent
 - grossly psychotic patients with no ability to moderate their behavior
- Individuals with criminal charges that require a police officer to be present.
- Individuals with medical needs that cannot be addressed in the RCSC program .

PLEASE NOTE: Smoking is not permitted in the RCSC facility. Individuals may be provided with Nicorette gum if approved by the Medical Director.



Program Description

The Hampton-Newport News Community Services Board's Regional Crisis Stabilization Center (RCSC) will offer a specialized form of crisis assessment and stabilization service available to Community Services Boards participating in the Health Planning Region V (HPR V) Regional Reinvestment Project. Services will be available 24 hours a day, 7 days per week. The program will provide rapid evaluation, crisis intervention, stabilization, and observation in a safe and medically supervised environment. This program will utilize a brief stay approach, **minimum of 1 day**, for treating and diminishing acute behavioral symptoms in patients who have the potential for successful treatment in a less restrictive level of care than inpatient hospitalization. Whenever possible, this level of care should be used as a preventive intervention to avoid more restrictive inpatient care. All referrals to RCSC must be **pre-screened** by the referring CSB Emergency Services Department for appropriateness and **approved** for this level of care prior to admission. Discharge planning and transportation following release from the RCSC must be coordinated between the referring CSB and the RCSC.

Program Goals

The RCSC will provide same day access to psychiatric assessment and treatment for patients with urgent psychiatric needs. The goals of the program are to:

- To halt progression of a crisis situation to a full emergency requiring inpatient hospitalization
- Provide crisis intervention and crisis stabilization services in a cost effective environment
- To provide increased assessment and evaluation time to develop alternatives to hospitalization
- Provide client support for autonomy rather than institutional dependency
- To provide for enhanced ability to conduct psychiatric evaluations in a crisis situation.

Scope of Services

The RCSC's scope of services will include the following:

1. A safe milieu with psychiatric assessment, skilled psychiatric nursing care, medication management, and on-going observation and monitoring.
2. Evaluation, crisis intervention and stabilization by an interdisciplinary treatment team directed by a psychiatrist. The evaluation will include a comprehensive psychiatric evaluation, a nursing assessment, mental status examination, with appropriate treatment and disposition recommendations.
3. A comprehensive plan of treatment for the duration of the crisis event.
4. Psychotherapeutic interventions emphasizing crisis intervention and crisis stabilization strategies to stabilize the client and return him/her to the community in an expedient manner.
5. Medical screening and referral, if necessary, to medical services.
6. Crisis intervention and crisis stabilization strategies permitting the transition of the patient to a less restrictive level of care based on the individual needs of the patient.

Target Population:

Individuals presenting with a mental health or substance abuse related crisis. Adult males and females ages 18-64.

Capacity:

Eleven (11) clients at any one point in time.

Hours of Operation:

The RCSC will operate 24 hours a day, seven days per week including holidays.

Referrals:

Referrals for the Regional Crisis Stabilization Center will be screened through the Emergency/Crisis Services Departments at the participating HPR-V Community Services Boards.

Participating HPR V Community Services Boards:

Chesapeake, Colonial, Eastern Shore, Hampton-Newport News, Mid-Peninsula Northern Neck, Norfolk, Portsmouth, Virginia Beach, and Western Tidewater.

Type and Role of Staff:

The Regional Crisis Stabilization Center will employ the following staff:

- Board Certified Medical Director
- Full-time Registered Nurse Manager, certified as a Psychiatric/Mental Health Nurse
- Medical Physician
- Registered Nurses
- Psychiatric Technicians
- Therapist
- Case Managers
- Peer Counselors
- Administrative Assistant

Program management is provided by the H-NN CSB's RCSC's Medical Director*, the Clinical Services Administrator and clinical supervision is provided by the H-NNCSB's Director of Nursing. Registered Nurses and the Psychiatric Technicians will be provided through a contractual agreement with the Riverside Behavioral Health Center.

* H-NNCSB Psychiatrists will provide on-call services at all times that the Medical Director is not on duty.