

## CUMBERLAND HEIGHTS OUTPATIENT SERVICES NARRATIVE

**SUMMARY:** Cumberland Heights provides outpatient treatment services for adult and adolescent patients with substance abuse disorder. These services are part of a continuum of care that may start in residential treatment or may be the first step toward an individual's journey into recovery. The outpatient programs primary focus is the counseling, education, social support, and practical living skills for an abstinent lifestyle. This is achieved through addressing the physical, mental, emotional, and spiritual needs of the patient. In addition, the program offers family counseling and education as addiction impacts every member of the family. Also, as part of the continuity of care, a patient's addiction impacts every member of the family. Also, as part of the continuity of care, a patient's support continues after completion of the program through aftercare and volunteer opportunities. Services are provided in eight locations throughout eastern, middle, and western Tennessee.

**AUTHORITY:** The program operates through the powers granted by the Board of Directors to the Chief Executive Officer who has empowered the Executive Management Team, and Clinical Services Director. The main outpatient services location is in Hermitage. Satellite outpatient locations are Murfreesboro, Smyrna; Cool Springs, Chattanooga, Jackson, and Sumner County, as well as at the River Road residential site.

**PATIENT POPULATION:** Cumberland Heights Outpatient Services are designed for adolescents aged 13-18 (Cool Springs & Murfreesboro locations) and adults over the age of 18 who have been determined appropriate for admission as delineated in the Admission Criteria policy. No person meeting admission criteria will be denied services based on race, religion, handicap, gender, ethnic origin, or sexual orientation. All patients are assessed for special needs relative to these areas.

**GOALS:** The goals of Outpatient Services are as follows:

1. Assessment of the specific patient counseling needs regarding substance abuse and chemical dependency.
2. Amelioration or resolution of the presenting crisis.
3. Completion of a Bio-Psycho-Social Assessment and an Individualized Treatment Plan is formulated for each patient.
4. Education regarding the nature of the disease of addiction as taught from a bio-psycho-social-spiritual-development model.
5. Education regarding practical skills for beginning and continuing abstinence (i.e. Twelve Step meetings and contacts, reading program literature, daily spiritual practice, step work and support systems.)
6. Engagement of the patient with other community resources (i.e. residential treatment services, employee assistant professionals, halfway houses, Twelve Step programs, mental health professionals and medical professionals.)
7. Identification of continuing care issues (i.e. mental health, sober living environment, family of origin and current family issues, abuse and trauma, physical needs and addressing appropriate referrals for ongoing care.)
8. Family program to help families and patients with family issues and ongoing recovery for the family system.

**PHILOSOPHY:** It is the belief of the Board of Directors and the staff of Cumberland Heights that addiction does not confine itself to any particular age or gender group. It is also recognized that recovery can best be facilitated by a staff specially trained to gather and interpret information in terms of the individual patient's needs, knowledgeable as to the nature and progression of addiction, and understanding the range of treatment options available. Staff should also be knowledgeable in the areas for human behavior and development, effective education methods, mental health needs and crisis management. Introduction to the Twelve Step programs and principles is an integral part of the treatment philosophy and working knowledge of staff. In support of the importance of the role of clinical staff in the treatment process, the clinical supervision process is used to monitor staff competence and the care provided.

In addition, the Outpatient Services Program staff is thoroughly familiar with and responsive to the rights and responsibilities of patients and their families as specified in the Patient Rights section of the Cumberland Heights Policy and Procedure Manual. No special treatment procedures, such as aversion therapy, restraint, seclusion, electroconvulsive therapy, psychosurgical procedures, behavior modification involving painful stimuli, prescribing or administration of drugs known to have substantial risk to the patient or any form of research that involves inconvenience or risk to the patient, are used.

#### ORGANIZATION OF CUMBERLAND HEIGHTS OUTPATIENT SERVICES PROGRAM

1. Outpatient Clinical Services Director: This position is responsible to the Chief Clinical Officer for the human resource management, the programmatic content, and the therapeutic milieu of the program, as well as other administrative tasks necessary for consistent operation. S/he is responsible for ensuring the implementation of the organization's policies and procedures, as well as the quality of the care provided to the patients. The Director participates in the team meetings, holds staff meetings and consults with the Chief Clinical Officer, the Chief Quality Officer, or other members of the Executive Management Team as needed. In addition, the Director works closely with other clinical and support managers to ensure the continuum of care. Licensure (LADAC, LPC, LCSW, LMFT etc.) or active pursuit is required.
2. Counselor: The Counselor is the team member whose primary responsibility is to engage the patient in order to stabilize, assess, educate, engage and counsel the patient toward establishment and maintenance of chemical dependency recovery. To this end, they may conduct reviews of initial chemical dependency assessment data, treatment planning, interactive educational groups, and addictions counseling groups and continuing care arrangements. Licensure (LADAC, LPC, LCSW, LMFT etc.) or active pursuit is required.
3. Family Counselor: This Family Counselor conducts both educational and counseling groups for the family members and significant others of those patients attending outpatient services. These services include individual family sessions, psycho-education, and group counseling via formal family programs. Services are based on population needs. Licensure (LPC, LCSW, LADAC, LMFT, etc.) or active pursuit is required.

In addition, to the above named team members, various contract mental health professionals, including psychiatrist, psychologist, and licensed professional counselors, provide consultation and supervision, for those issues outside of the scope of chemical dependency. In addition, consultation with the Chief Medical Officer, the Nursing Manager, the Pastoral Care Director, and Director of Quality Management is available to all outpatient sites.

Treatment Plan Review (TPR): Multidisciplinary team meetings are held weekly to review initial assessment and treatment planning, ongoing treatment planning and revision, and continuing care plans. This meeting is facilitated by the Director and includes clinical and family staff. Psychiatric and psychological consultants are involved as needed.

SPECIFIC OUTPATIENT SERVICES: As part of the ongoing assessment and treatment process, Outpatient staff review the continuing treatment needs of the patient and their family. To meet these identified needs, the following services are available:

1. Interactive Education Groups: All patients are designated to attend specific learning groups focused on the following:
  - a. Basic physical-emotional-mental-spiritual components of the disease of addiction (including the family disease)
  - b. Defense mechanisms that interfere with recovery (e.g. denial)
  - c. Twelve Step philosophy
  - d. Concrete recovery tools

Didactic lectures, educational films, group discussions and exercises, worksheets, etc. are used.

2. Addictions Counseling Groups: All patients are assigned to a group where individualized needs are addressed. Focus may include denial, sober living, healthy relationships, relapse prevention, step work, barriers to recovery (such as trauma, grief or anger), feelings and conflict resolution, continuing care, etc. Groups meet four times weekly (Intensive Outpatient). Groups are facilitated by trained licensed counselors or supervised by same.
3. Individual Sessions: Individual sessions are available for patient to address counseling issues which may not be addressed in group, for treatment planning and continuing care planning, as well as family relationships.
4. Outside/Consultant Speaker Groups: The focus of these groups is on continuing care utilizing alumni or staff to introduce the patients to Twelve Step-based programs, recovery tools, and the alumni support network.
5. Family Education Groups: These groups focus on the disease of addiction, the treatment process, the continuation of care and Twelve Step support for patients and family members. These are offered weekly at all Outpatient locations.
6. Family Counseling: Individual family counseling sessions are available on an as needed basis.
7. Family program: All family members are offered a family program consisting of family education and group processes covering the following:
  - a. The disease of addiction
  - b. Family roles
  - c. Communication models
  - d. Boundaries
  - e. Recovery tools
8. Aftercare Groups: As a part of the continuum of care, aftercare groups are offered to assist the patient post-discharge to continue in the recovery process. Aftercare groups focus on daily living issues and recovery and are facilitated by trained alumni volunteers. Aftercare groups are offered at all locations.

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