

Santa Teresa

IOP PATIENT MANUAL

1. Schedule for IOP Activities
2. IOP Staff Names and Role Descriptions
3. IOP Patient Contact
4. Medication Information Sheet
5. Getting Through a Crisis
6. Helping Yourself Feel Better
7. Resource Lists

IOP SCHEDULE

Note: Patients need to register in Bldg. 4 every day

Monday

| | |
|------------------|------------------------------------|
| 9:00 - 9:30 am | Extended Check-in |
| 9:30 - 10:30 am | DBT Group |
| 10:30 - 11:00 am | Break |
| 11:00 - 12:30 pm | Process Group/Dual-Diagnosis Group |

Tuesday

| | |
|--------------------|------------------------------|
| 9:00 - 9:15 am | Check-in |
| 9:15 - 10:15 am | Cognitive Group |
| 10:15 - 10:45 am | Break |
| 10:45 - 12:00 noon | Mindfulness Meditation Group |

Wednesday

| | |
|------------------|-----------------|
| 9:00 - 9:15 am | Check-in |
| 9:15 - 10:30 am | Treatment Group |
| 10:30 - 11:00 am | Break |
| 11:00 - 12:30 pm | Treatment Group |

Thursday

(4th Thursday of month-no Discharge Planning Group)

| | |
|--------------------|--|
| 9:00 - 10:15 am | Discharge Planning Group/Cognitive Therapy for Dual Diagnosis Group |
| 10:15 - 10:30 am | Break |
| 10:30 - 12:00 noon | Dual Diagnosis Group. |

Friday

| | |
|------------------|-----------------|
| 9:00 - 9:15 am | Check-in |
| 9:15 - 10:30 am | Treatment Group |
| 10:30 - 11:00 am | Break |
| 11:00 - 12:30 pm | Treatment Group |

IOP Staff

| | | |
|-----------------------|-------------|----------------------|
| Paul Heberlein, PhD | T, W, Th, F | Founding Director |
| Gerry Bausek, MD | M-Th | Program Psychiatrist |
| Yasmin Khan, MD | F | Psychiatrist |
| Margaret Yang, RN | M-F | Psychiatric Nurse |
| Char Howard, LCSW | M-F | Case Manager |
| Barbara Largent, LMFT | W | Group Therapist |
| Betsy Lieberman, LMFT | M, Th | Group Therapist |
| Doug McLin, LCSW | M | Group Therapist |
| Joe Pietromonaco, PhD | T, F | Group Therapist |
| Terri Riemer, LCSW | T | |
| Nancy Unger, LCSW | M, Th, F | Group Therapist |
| Kathleen Bonal, PhD | W, Th | Group Therapist |
| Deborah Kopp, PhD | T | Group Therapist |

Important Phone Numbers for Kaiser STR

| | |
|------------------------------|--------------------------------------|
| Adult Psychiatry | 972-3095 (24 hour on-call available) |
| Chemical Dependency Services | 972-3366 |
| Health Education | 972-3340 |
| Behavioral Medicine | 972-3365 |
| Hospital Operator | 972-7000 |

Kaiser Santa Teresa
Intensive Outpatient Program (IOP)
GUIDELINES FOR PATIENTS

Program Definition

IOP is designed to address current problems and symptoms, and to stabilize patients who have just been released from a psychiatric hospitalization or who are at risk of being hospitalized. It is a time-limited program of up to four weeks depending on individual needs and circumstances. An important component of the program is the development of an individualized treatment plan, including short-term goals that can be addressed in IOP groups, as well as treatment following IOP. ***Adherence to treatment recommendations is vital to your well-being and required for continued participation in the program***

Explanation of Benefits

IOP is part of your inpatient psychiatric benefit. However, this is a limited benefit, unlike medical hospitalizations. This means that three days of IOP are equivalent to one inpatient psychiatric hospital day. In other words, one IOP visit equals 1/3 of a psychiatric hospital day.

Program Guidelines

- Attending all IOP groups a minimum of three days per week. As you get closer to your discharge date attendance in IOP may be decreased to facilitate your transition out of IOP and into other treatment programs.
- On the days you attend IOP it is expected that you will arrive on time and attend the entire morning program. If you are going to be absent or late, please notify staff at (408) 972-3095.
- If you do not attend IOP for two or more weeks you will need to be re-evaluated by IOP staff before returning to the program. **You will need to call (408) 972-3095 and schedule an intake for re-evaluation.**
- All information about others discussed in group therapy is confidential and not to be discussed or shared with anyone else. No tape recording is allowed.
- It is important that everyone participate in IOP groups in a non-disruptive and respectful manner. Audible pagers, cell phones or similar devices are disruptive to the group and not allowed.
- No eating during groups.
- Wear appropriate, unrevealing clothing.
- Dating among group members is inappropriate and not allowed.
- Time off from work and associated paperwork is contingent upon your participation in the Program.
- Please maintain a fragrance free environment.
- Drug and alcohol use interferes with your treatment. If a patient is under the influence of drugs and/or alcohol, he/she can not participate in this program that day. Chemical dependency/abuse treatment is available in I.O.P. Tox screens are routinely utilized to check for drug use.
- No weapons of any kind will be allowed.
- I agree not to harm self or others while a patient in IOP. If I feel I cannot maintain this agreement I will contact professional services (for example, call 972-3095 at Kaiser).
- I will not drive a vehicle unless I am capable of doing so in a safe manner.

In order to fully benefit from the program, following the guidelines are important. Failure to follow these guidelines may result in our inability to help you in IOP.

I have read and agree to follow the above guidelines.

Patient Signature

Date

GUIDELINES FOR GETTING THE MOST OUT OF IOP

- Do not wait to work. The longer you wait to involve yourself, the harder it will be
- Pay attention to feelings. Intellectual discussions are great, but group is a place to explore feelings, values, beliefs, and attitudes and how they relate to your current issues.
- Express yourself. In everyday life we are in the habit of censoring our conversations. In group, it is appropriate to find out what would happen if we expressed exactly what we are feeling.
- Do not expect to be understood. Your companions in the group will see only certain sides of you and may not appreciate your changes. Feel free to tell yourself how well you are doing.
- Avoid giving advice to others. Your input should consist of expressions of **YOUR** feelings.
- Do not gossip. Here, gossiping means talking to someone in the group (possibly the facilitator) about someone else in the group. If you have something to say to someone, say it to them directly.
- Give feedback. When people express something that touches you, let them know what your feelings are about it.
- Avoid storytelling. Express what you are presently experiencing. If it involves something in the past, tell about it briefly.
- Express good feelings too. There is no rule that you only have to disclose negative feelings.
- Take responsibility for your own feelings, values, beliefs, and attitudes as well as for what you accomplish.
- Start keeping a journal. Focus on how you feel about what happened in group and how you might improve the sessions.
- Do not use any mood altering substances during your treatment at IOP (unless prescribed by your doctor) as use of drugs/alcohol and some over the counter medications can make it difficult to focus on the issues that brought you into treatment.
- Focus on the **SOLUTIONS** to your problems not on the problem itself.
- The success of your experience in the IOP depends on your eagerness to do your own work. Your level of participation will determine how you benefit from the program.

REMEMBER: Members must keep **CONFIDENTIAL** what other members say.

PSYCHIATRIC MEDICATIONS

Adult Psychiatry Division, Psychiatry Department Kaiser-Permanente Medical Center, Santa Teresa

Intensive Outpatient Program ("IOP")

SUPERVISION OF MEDICATION WHILE IN IOP

While you are in IOP, your medications will generally be supervised by an IOP psychiatrist. When you leave IOP, you will be assigned a psychiatrist to monitor your prescriptions on an ongoing basis, if you don't already have a one who has treated you before.

HOW TO TAKE MEDICATION

Closely follow time and dosing instructions supplied with your medications. If you have questions about how to take them or plan to change (increase, decrease, combining or skipping doses), check first with IOP psychiatrist or nurse

TIME TO ONSET

Some medications (such as sleeping pills and stimulants) act quickly, but others take much more time. It is important to keep taking a medication as prescribed long enough for it to work. Antidepressants, for example, usually begin to help after three to six weeks and reach maximum benefit after several months.

DEALING WITH SIDE EFFECTS

Though all medicines may cause side effects, lists or the experience of others cannot predict your individual response. Never pre-judge or stop medication based on such information, though feel free to discuss your concerns with IOP psychiatrist. Though changes in medication sometimes help, it isn't always possible to control symptoms without some side effects. Fortunately, many side effects fade with time, while treatment benefits may increase.

SYMPTOMS: OTHER TREATMENTS

Continued anxiety, depression and feeling upset – especially related to stresses and problems in your life – aren't just chemical problems. There are psychological approaches to controlling such symptoms that can be learned during group sessions and meetings with your case manager or therapist. Medications seldom control all symptoms. Focusing too closely on medications can actually interfere with other learning needed for recovery.

PLEASE NOTE

√ Because of frequent changes of dose and choice of drug during stabilization, smaller quantities of pills are usually given in IOP than during routine outpatient treatment.

√ Always monitor how you take your medication. Consider using organizer boxes sold in pharmacies. If you are sometimes confused, a relative or friend may help you keep track. If your medication routine is hard to remember, ask your psychiatrist if an easier dosing plan is feasible.

√ Be sure to let IOP staff know when you are about to run out of any medication; do so several days before if this will happen on a day you are not in IOP

√ If side effects of your medication affect you so that you don't feel you can drive or manage daily tasks, be sure you alert IOP staff

√ Don't change your medication routine without IOP staff permission!

WHAT FOLLOWS ARE SOME PRACTICAL SUGGESTIONS FROM FORMER IOP PATIENTS AND STAFF THAT MAY BE OF HELP TO YOU DURING A CRISIS

- **TO GET THROUGH A DIFFICULT PERIOD OF TIME**
- **IF YOU HAVE TO WAIT FOR A CALL FROM THE ON-CALL STAFF**
- **TO PREVENT A SIMILAR CRISIS IN THE FUTURE**

Please take a moment today to plan for a difficult day in the future. Use the suggestions below or create your own ideas for a personalized plan that you can rely on.

A plan should include these lead-in phrases, “During the next hour, I will...” “During a difficult evening, I will...” or “during a stressful weekend, I will...” “Should I wake up feeling..., then I will...”

Sometimes, creating a priority list or an ordered plan-of-action will be the most help. For example, “First, I will..., then, I will...”

Be creative in coming up with a number of alternatives. If you haven’t been able to prepare a plan ahead of time, begin to develop this the minute your first notice difficult or unusual feelings developing.

- Facing an unpleasant feeling or problem, by acknowledging it and deciding when it would be best to work on it, can help. When you are feeling overwhelmed or severely depressed, this is NOT the best time to try to work on difficult feelings or issues. You can, however, make a psychological “to-do” list, assign times such as specific therapy sessions during which you (with professional help) can work on each feeling or issue.
- Sometimes it can be helpful to physically remove yourself from a location that triggers your upset. For example, if your bedroom seems to be where you feel most depressed, try spending time in the kitchen, in the living room, or outside in the yard. If possible, go to some favorite place in the community, such as a local coffee house where in the past you have felt comfortable. (Obviously if your crisis occurs during late evening or night hours, it is not wise to go out unless you are assured of your personal safety.)
- If you are repeatedly thinking negative thoughts, try to interrupt the thought process, using techniques like thinking of a pleasant experience you have had or will have. Or, try to think and actually write out the opposite thoughts. For example, “No one cares about me” can become, “Others do care about me and, the more I care about myself, the more others will care about me.”
- If you are on medications, make certain you have taken the dose prescribed for that day.

- If certain medications have been prescribed to be taken during difficult times, take whatever dose you and your doctor have discussed. **DO NOT** take extra medications, non-prescribed medications or alcohol! Self medication is very dangerous and most often will only make matters worse.
- Writing in a journal can be an effective way of externalizing difficult feelings.
- Try expressing feelings by drawing, dancing, or performing music. This may decrease the intensity of the difficult feelings or may simply distract you temporarily until you can mobilize your coping abilities.
- Take a nap or, if you think it would help, go to bed early.
- If you are unable to sleep, don't lay in bed and try to force yourself to sleep. Get up and find a quiet, relaxing activity, such as reading, watching television, which can distract you temporarily until your natural desire to sleep takes over. Not sleeping for one night will not harm you and the next day, you can develop additional plans should insomnia return the next night.
- Meditation, deep breathing, and exercise are powerful tools to center and calm yourself.
- Call a friend (or 12-step program sponsor if you are in recovery) who is a good listener or who can spend some non-judgmental time with you.
- Play with a pet.
- Eat a healthy snack, prepare a nice meal for yourself, plan a special dinner or a menu for the week—all of these are ways of treating yourself with kindness and love, which is very healing for whatever ails you.
- Warm showers, baths, or “bubble” baths can often be very relaxing and therapeutic.
- If there is a project you have been putting off (even boring or routine ones!) like cleaning a closet or drawer—this may be the time to give your total concentration and energy to it. Routine cleaning, for many, is an excellent distraction that keeps us busy, but doesn't require a lot of thinking. And, in the morning, you will have a clean drawer or closet!

**IF YOU HAVE SUGGESTIONS NOT INCLUDED ABOVE,
PLEASE LET US KNOW SO WE CAN ADD TO THIS LIST**

HELPING YOURSELF FEEL BETTER

Eat a balanced diet – 3 meals a day

Include: fresh fruits and vegetables

Plenty of water (8-10 glasses a day)

Roughage (popcorn, bran cereal, prunes, veggie soups)

Less fat (read labels)

Less salt (read labels)

Exercise – walking is easy and free!

Increases energy level

Decreases tension

Relieves tiredness and fatigue

Increases endorphins – substances in the body that bring a sense of well-being

Gives “mental break” – distracts from problems

Improves sleep

Take time to do things you enjoy

Gives sense of pleasure, satisfaction

Improves self-esteem

Distracts from problems

Increases energy

Gives you something to look forward to

Share your feelings with others

Gives relief from tension, worry

Gains support

Keep all therapy appointments

Inform your doctor how you are reacting to your medication

Share information about the progress of your treatment

Ask questions and share your concerns

Get plenty of sleep

Restores the body

Renews the spirit

Set goals

Provides sense of accomplishment

Helps you move forward

The following community resources are not endorsed by Kaiser Santa Teresa Adult Psychiatry Department. We are providing this list for informational purposes only.

Waiser Services
Adult Psychiatry

408-972-3095
Chemical Dependency Services
408-972-3366
Child & Adolescent Services
408-972-3099

Outside Services

2-Step Programs National
Hotline 800-222-5465

AA – Alcoholics Anonymous

408-374-8511
Alanon, Campbell, CA
408-379-1051

Access Mental Health –

Crisis Clinic 408-299-5800

Adult & Child Guidance Center

408-292-9353

Alliance for Mentally Ill

408-280-7264

Am Rock Counseling Center

408-294-0500

Asian Americans for Community Involvement

2400 Moorpark Ave., Ste.300
San Jose, CA 95128
408-975-2730

Asian Pacific Family Resource Center

625 F Woolcreek Drive
San Jose, CA 95112
408-299-8784

Provides family and individual counseling and low income housing through Department of Social Services. Domestic violence classes. (Vietnamese, Tagalog, Korean, Cambodian speaking therapists available)

Bill Wilson Counseling Center:

(provides Asian outreach in addition to general counseling services)
100 The Alameda
Santa Clara, CA 408-243-0222

Center for Living with Dying

554 Mansion Park Drive
Santa Clara, CA 95054
408-980-9801
(\$100 for an entire year's service will not turn anyone away for lack of funds)

Services Offered: individual & group tx

*Senior Link Support Groups
Healing Heart Program for Children & Adolescents
Divorce (Separation Groups)
HIV Positive Groups for Gay and Straight Individuals
HIV Support Group for family members*

*Crisis Intervention
General grief support groups
Individual counseling
Motherless Daughters Group (for women who have lost their mothers before age 25)
(con't-Center for Living/Dying)
Parents of Murdered Children (drop-in support group)
Friends for Survival (family and friends who have been impacted by a suicide)*

Center for Human Development

105 N. Bascom Ave. (btw San Carlos & Naglee) San Jose
(Offers low-fee counseling, domestic violence, juvenile violence, anger management programs general psychotherapy)
298-8115

Center for New Beginnings

940 Saratoga Ave., Ste 200
San Jose, CA 408-247-7012
Palo Alto, CA 650-856-4088
(Sliding scale individual, couple & family counseling)
*Separation/divorce counseling
Gay and Lesbian issues
Custody mediation*

Center for Family Development

Counseling for children, teens, adult, families & couples
650 N. Winchester Blvd.
San Jose, CA
248-9188

Centro de Bienestar

(Spanish speaking therapists)
408-287-6200

CODA (Co-dependents)

Anonymous
408-496-1570

Compassionate Friends

408-252-1317

Community Psychotherapy

Institute

Extensive domestic violence counseling program for victims and batterers (52 week certified program).
408-261-5890 (domestic violence counseling)
408-244-1362 (general counseling)
San Jose, CA

Community Solutions (Gilroy, Morgan Hill & San Jose Offices)

General counseling, domestic violence program 408-842-7138 or 408-779-2113

Crisis Hotline

408-279-3312

Eastfield Min Quong/

Giarretto Institute and Parents United

232 E. Gish Road
San Jose, CA 95112
408-453-7616
(con't Eastfield Min Quong/Giarretto Inst.)
408-279-8228 (after hours crisis line)
*Individual and Group counseling (AMAC issues)
Young offenders & families*

EMO Children & Family Services

251 Llewellyn Ave.
Campbell, CA 95008
408-379-3790 Main Number
Crisis Hotline
408-379-9085
*Children, Adolescent & family counseling
Day treatment & residential servs.
(Next page)*

The following community resources are not endorsed by Kaiser Santa Teresa Adult Psychiatry Department. We are providing this list for informational purposes only.

Low-Fee Eating Disorders Group

1000 Karsmark, MFCC
408-241-4175

Men's Anger Management

408-278-9031

Next Door - Solution to Domestic Violence

408-279-7550

Parents United – Self-Help for Parents at Risk of Abusing

408-453-7616

Project Primavera

408-977-1591

Victims Witness Assistance Center

1777 N. First St., STE. 500
San Jose, CA 95112
408-295-2656

Provides assistance in preparing victims for court appearances. Will pay for outside individual and family therapy as well as lost wages for work (in some cases) for individuals who have witnessed a violent crime.

Women's Community Clinic

408-287-4090

Community resources
Rev 8/99

EMPLOYMENT RESOURCES

1. California State Department of Vocational Rehab
San Jose: 277-1355
Saratoga: 725-2911
Gilroy: 848-1345

Assists with returning to work, diagnostic and testing services, vocational counseling, job training and placement.

2. California State Disability Insurance Office
San Jose: 277-9499

State Disability Benefits

3. Social Security Administration
All branch offices: 800-772-1213
Gilroy: 842-4485

Disability insurance, SSI, Medicare, Retirement

4. Career Action Center
10420 Bubb Rd. Suite 100, Cupertino
253-3200

Counseling, workshops, professional development

**KAISER PERMANENTE
CHEMICAL DEPENDENCY SERVICES (CDS)
Medical Office Building (MOB)
275 Hospital Parkway, Suite 370
San Jose, CA 95119
(408) 972-3366**

CDS PSYCHO-EDUCATIONAL SERIES

Patients **must register** in advance by calling 408-972-3366. Any series may be begun at anytime since one class does not depend on a previous one. Patients **do not** need to be in a CDS program in order to attend, but do need to be Kaiser members.

Addictive Disease Class

Dr. Pock/Dr. Jones

Tuesdays, 5:00-6:00 PM
Eight Classes
MOB Lobby, Room 3
Register in MOB Lobby

Family Education Class

Ms. Faulkner, MFT

Tuesdays, 5:00-6:00 PM
Four Classes
MOB- 4th Floor, Room 460-2
Register in MOB Lobby

Co-Dependent Education Class

Dr. Mandel
Thursdays, 4:30-5:30 PM
Six Classes
MOB - 3rd Floor, Room 360
Register in Suite 370

Parents of Adolescents Class

Dr. Mandel

Thursdays, 6:00-7:00 PM
Eight Sessions
MOB-34d Floor, Room 360
Register in MOB Lobby