Guide to Acute Care Services at

North Central Health Care
Person centered. Outcome focused.

Welcome!



North Central Health Care's Acute Care Services Department welcomes you to our group of county contracted partnerships. If you don't already contract with us, we are inviting you to explore North Central Health Care as an opportunity to serve your community members. We are honored that you have entrusted us with caring for those you serve.

At North Central Health Care, we measure success by our ability to provide individuals with customized care programs that suit their lifestyles and help them reach their personal goals. As a county contracted partner, your consumers have access to utilize several of our acute care programs, including Adult and Youth Behavioral Health Inpatient Hospitals and Adult and Youth Crisis Stabilization Facilities.

Here at NCHC, we understand that navigating these services, initiating admission, and determining the level of care can be a complex process, and we hope that this welcome packet will serve as a guide for you. Please know we are here to help you access our services.

Sincerely,

The Acute Care Services Department

Meet the Acute Care Services Leadership Team



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Crisis Center

PURPOSE

Our Crisis Center serves as an initial intake point for Acute Care Services programs. Individuals who are experiencing a mental health crisis, seeking withdrawal services, or support with a substance use issue are encouraged to reach out to our crisis center to determine what services would be appropriate. Our Crisis Center is open and staffed 24/7 with resourceful, knowledgeable, and well-trained professionals. If interested in scheduling a Brief Therapeutic Intervention (BTI) for an individual, please reach out to our crisis services who will put you in contact with the appropriate clinician.



EXAMPLES OF A MENTAL HEALTH CRISIS

Sudden mood swings, panicked, non-stop talking, threatening behavior, refusal to speak to anyone, isolation, hallucinations or delusions, agitation, or inability to sit still, confusion or irrational thoughts, paranoia, thoughts of suicide, or attempts to harm self or others.

TRANSPORTATION

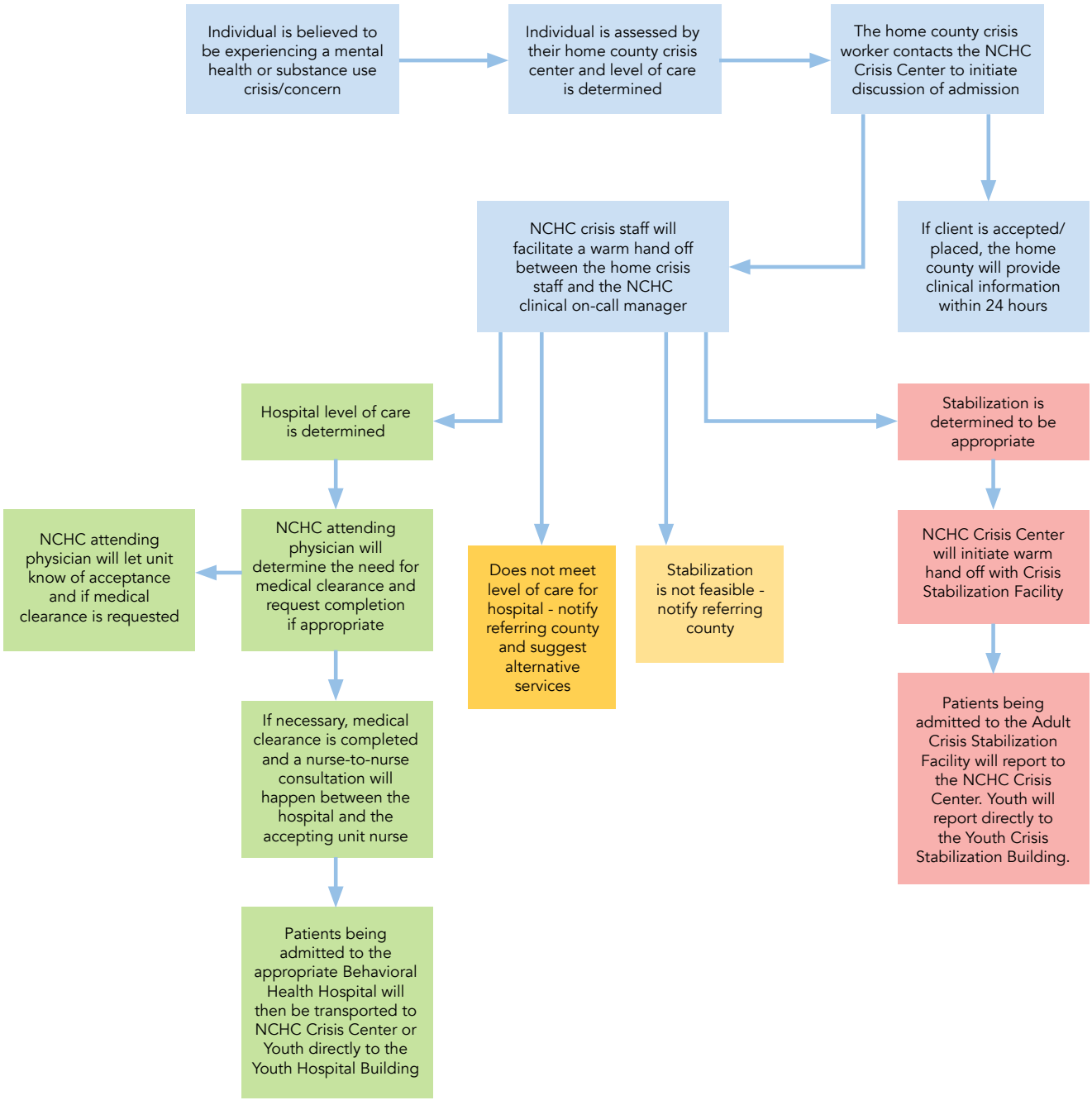
The Crisis Center is equipped with a transportation driver Monday through Friday with flexible scheduling. The transportation driver is a potential option for individuals who utilize our services and need assistance getting to and from our facilities.



715.845.4326
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1150 Lake View Drive
Wausau, WI 54403



Admissions Process



ADMISSIONS CONSIDERATIONS

If an individual is accepted to an NCHC unit, a copy of the crisis assessment is required to be provided to the accepting unit within 24 hours.

Adult Behavioral Health Hospital

Patient Capacity: 16

Ages Served: 18+

Patient Rooms/Bathrooms:
Both private

Level of Restriction:
Locked/most restrictive setting

Legal Status:
Both involuntary and voluntary individuals

Average Stay: 4-6 days



PURPOSE

The Adult Behavioral Health Hospital (ABHH) serves individuals for a variety of mental health and substance use problems. Individuals served are typically deemed an imminent risk or danger to themselves or others. ABHH provides those most in need of help with a team of interdisciplinary professionals who can offer counsel and support around the clock. Our team of psychiatrists, physicians, social workers, dietitians, clinicians, and nurses meet individually with the person and then collaborate to create a treatment plan specific to the individual's needs. Together, we help people make positive changes that will improve their quality of life and help them return to the community.





Youth Behavioral Health Hospital







Patient Capacity: 8

Ages Served: 13-17 (12 on a case-by-case basis)

Patient Rooms/Bathrooms:
Private bedrooms, unit shower/bathrooms

Level of Restriction:
Locked/most restrictive setting

Legal Status:
Both involuntary and voluntary individuals

Average Stay: 4-6 days

PURPOSE

The Youth Behavioral Health Hospital (YBHH) serves individuals for a variety of mental health and substance use problems. Youth served are typically deemed an immediate danger to themselves or others. Interdisciplinary teams include psychiatrists, social workers, dietitians, therapists, nurses, and behavioral health professionals. These team members provide support and services individually with each youth as well as collaboratively to create a personalized treatment plan. We center services around the youth and proactively involve their caretakers in aftercare plans that will improve the quality of life after their stay.



Adult Crisis Stabilization Facility

Patient Capacity: 16

Ages Served: 18+, must be able to complete activities of daily living independently or with little assistance. We are unable to serve clients with complex medical issues.

Patient Rooms/Bathrooms:
Double occupancy bedrooms & unit bathrooms

Level of Restriction:
Unlocked/least restrictive

Legal Status:
Voluntary

Average Stay: 4-6 days

PURPOSE

The Adult Crisis Stabilization Facility (ACSF) serves individuals on a voluntary basis. ACSF also offers planned stays or Brief Therapeutic Interventions (BTIs). The ACSF is utilized for individuals who need additional support but are not an imminent risk of danger to themselves or others. ACSF is staffed with Behavioral Health Professionals, a social worker, care coordinator, and a nurse during regular business hours. The ACSF staff will connect individuals with various community resources upon discharge. Individuals who are seeking admission to the ACSF should bring their prescribed medications in their original containers when presenting for an admission for them to be administered during their stay. ACSF staff, and the Crisis Center transportation driver will have the ability to drive individuals to and from necessary medical and/or mental health appointments during their stay if available. Staff are unable to service clients with complex medical conditions such as sliding scale diabetes, injections, and some chronic conditions. ACSF offers BTIs, which are planned stays that take place when an individual is not actively in a crisis. Planned stays serve as a respite type service and are determined by the individual, the individual's guardian if applicable, the community social worker, and the ACSF unit social worker. To schedule a BTI, contact Crisis Services who will put you in contact with the appropriate clinician.







Youth Crisis Stabilization Facility







Patient Capacity: 8

Ages Served: 5-17 years, however, must be able to complete all of their activities of daily living independently or with little assistance. We are unable to serve clients with complex medical issues.

Patient Rooms/Bathrooms:
Individual bedrooms & unit bathrooms

Level of Restriction:
Unlocked/least restrictive

Legal Status:
Voluntary, however, youth must be agreeable to stay as well.

Average Stay: 4-6 days

PURPOSE

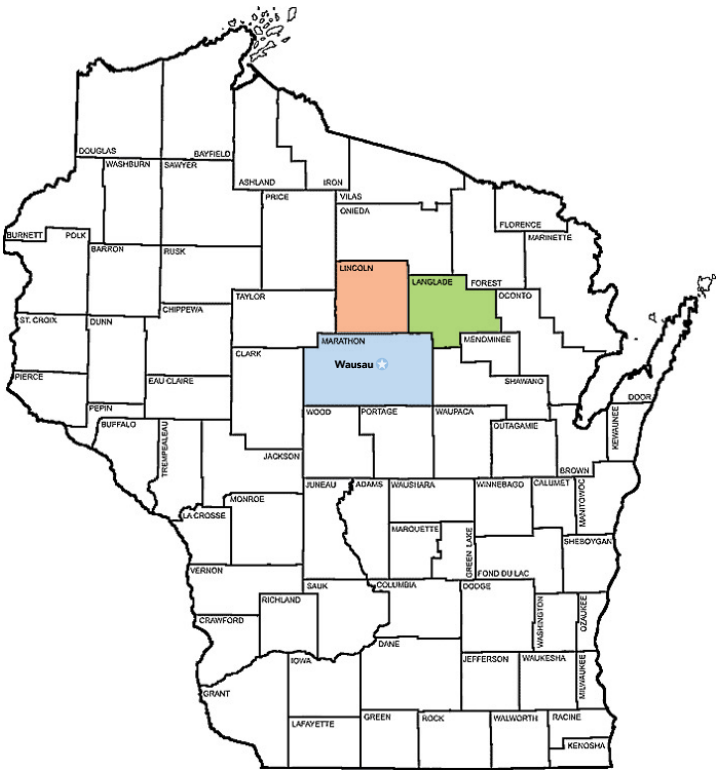
The Youth Crisis Stabilization Facility (YCSF) is utilized for both immediate crisis needs as well as planned Brief Therapeutic Interventions (BTI's). The YCSF is designed to serve youth who are not an imminent risk to themselves or others, but could still benefit from additional support, or time away from their home environment. The YCSF is staffed with Behavioral Health Professionals, aTherapist and a social worker and nurse during regular business hours. The YCSF helps to connect individuals with various community resources upon discharge. Individuals who are seeking admission to the YCSF should bring their prescribed medications in their original containers when presenting for an admission for them to be administered during their stay. Staff are unable to service clients with complex medical conditions such as sliding scale diabetes, injections, and some chronic conditions. The YCSF offers BTI's, which are planned stays that take place when an individual is not actively in a crisis. Planned stays are a respite type service and are determined by the individual's parent and/or guardian, community social worker, care coordinator and the YCSF unit social worker. If interested in scheduling a BTI, please reach out to our crisis services who will put you in contact with the appropriate clinician.

SCAN FOR YCSF VIDEO

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We are honored that you have entrusted us with caring for those you serve. Should you have any questions, please reach out to our Acute Care Services Leadership Team.



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