

WESTERN PSYCHIATRIC INSTITUTE AND CLINIC OF UPMC IN YOUR COMMUNITY

WESTERN PSYCHIATRIC INSTITUTE AND CLINIC VITAL STATISTICS FISCAL YEAR 2010

Hospital operations and research:

Licensed beds: 292

Outpatient visits: 372,848

Emergency Department visits: 11,185

Total research funding: \$79 million

Ranking in National Institutes of Health
Psychiatry funding: No. 1

Free and Reduced-Cost Care:

Charity care and shortfalls
in government programs
for the poor: \$6.5 million

Care in the Community:

Psychiatrists and mental health
professionals: more than 200

Ambulatory program
locations: more than 50

Number of homeless individuals
and families served: 1,000

For more than 60 years, Western Psychiatric Institute and Clinic of UPMC has been a national leader in providing research-based care and treatment of mental health and addictive disorders. As the flagship hospital of the UPMC Behavioral Health Network, Western Psychiatric provides a comprehensive range of behavioral health care services for individuals at every stage of their recovery, including children, adolescents, adults, and seniors.

PROVIDING THE AREA WITH THE FINEST BEHAVIORAL HEALTH SERVICES

Behavioral health has historically been one of America's most underserved and under-funded medical needs. UPMC meets this vital community need through a comprehensive network that provides behavioral health diagnosis, treatment, and support to individuals and their families across the western Pennsylvania region. The UPMC Behavioral Health Network includes:

- Treatment anchored by Western Psychiatric, which consistently ranks among the top 10 hospitals for psychiatry in *U.S. News & World Report*.
- Acute services at Western Psychiatric, UPMC Mercy, UPMC McKeesport, and UPMC Northwest, as well as ambulatory programs throughout the region. Over the year, this network delivered more than 500,000 ambulatory visits to close to 50,000 people.
- A partnership with UPMC Health Plan's Community Care, a Medicaid Behavioral Health managed-care company. The plan provides support for Medicaid recipients by identifying and addressing psychiatric and addiction problems early.
- Behavioral health consultation and management services to all UPMC hospitals and to a variety of regional hospitals and community organizations.

AUTISM SERVICES: REACHING OUT TO SUPPORT CHILDREN, ADOLESCENTS, ADULTS, AND FAMILIES

As in other behavioral health illnesses, the impact of autism spectrum disorders is not limited to the individual with the diagnosis. Treating the disorder requires an approach that integrates family, friends, and the community into care. Western Psychiatric has led the effort to support children, adolescents, and adults living with autism, and offers ongoing education and assistance to their families. In 2008, the hospital became a regional hub in the state's Autism Services, Education, Research, and Training Program (ASERT). Since then, Western Psychiatric has served more than 3,500 people of all ages with autism spectrum disorders.



REMOVING THE STIGMA

One of the most difficult aspects of the delivery of behavioral care services is overcoming the historical stigma that accompanies mental illness. Western Psychiatric has been active across the region in educating the community, physicians, and other medical care providers about how and when to ask for help. These efforts included:

- Hosting more than 500 local, state, and national programs and conferences that accounted for 727 total days of training for more than 17,000 patients, families, and medical providers.
- Providing leadership to numerous community groups such as the Moms and Cops community collaborative in Allegheny County, fostering discussion among residents, police officers, and social service providers about community and family violence, mental health initiatives, and overall child safety.

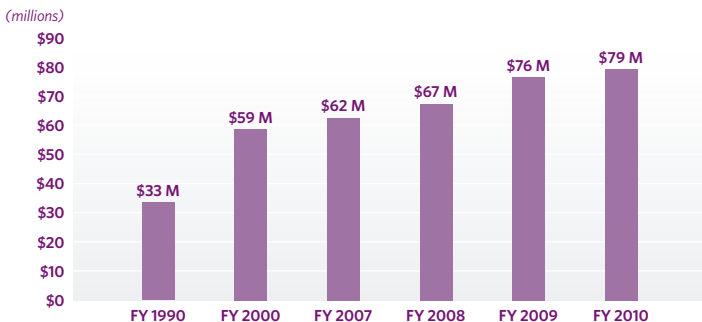
HELP FOR THOSE WHO NEED IT

Western Psychiatric conducted a number of programs to provide support to residents in Allegheny County and elsewhere who need it. These initiatives included:

- Establishing a new Drug and Alcohol Engagement Center at re:solve Crisis Network. This service assists county residents in crisis, and helps them find resources for care and support. The program receives 6,000 crisis calls, 700 walk-in visits, and touches the lives of 10,000 county residents each month.
- Working with Pennsylvania's Office of Mental Health and Substance Abuse Services to transform the way services are delivered to youth and their families with complex mental health needs and involvement with multiple governmental systems.
- Securing grants and implementing a Homeless Outreach Program that provides housing for more than 100 currently homeless individuals and families.
- Offering the Living Sober Program in Homestead, Pennsylvania, which offers a safe environment, individual and group therapy and counseling, family intervention, and medication management.

NATIONAL LEADER IN PSYCHIATRIC RESEARCH

Western Psychiatric's number-one-ranked research funding leads to a better understanding of behavioral health, fueling our programs supporting the community.



Source: Western Psychiatric Office of Grants and Contracts



A HAND UP, NOT A HANDOUT

The answer to the homeless problem isn't as simple as giving people a place to live — particularly for homeless people who have a psychiatric condition, says Hayley Foster, a service coordinator with Western Psychiatric's Homeless Outreach Initiative, a Department of Housing and Urban Development Continuum Program.

"The people I work with were never given a chance to live up to their full potential," she says. Mostly they never developed life skills we take for granted, like budgeting money, keeping up with regular bills — even cooking.

Putting a roof over people's heads is just the beginning, Hayley explains. Coordinators help clients find treatment; obtain child care; buy clothes; learn how to use computers; find employment ...

The goal, Hayley says, is to make them no longer need her.

One client really sticks out in her mind: "Three days before high school graduation, his mother passed away. Three months later, his grandmother passed away; they foreclosed on his house, and he moved from shelter to shelter."

With help finding an apartment and learning to manage his mental illness, "He ... has been accepted to Community College of Allegheny County's nursing program," she says.

He is not only on his way to independence: He is planning to take care of others.