



UNMC  
Nebraska  
Medicine

# Adult Psychiatric Emergency Services



At Nebraska Medicine, the Adult Psychiatric Emergency Services (Adult PES) is a safe and compassionate emergency room, which is staffed by psychiatrists, advanced practice psychiatric nurses, physician assistants, psychiatrically-trained nurses, psychiatric social workers, and certified peer support specialists.



*"With its combination of specialists who can treat medical and behavioral health conditions, Nebraska Medicine is the perfect spot for an Adult PES. The unit will provide immediate psychiatric evaluation and treatment in a calm, therapeutic environment."*

— Howard Liu, M.D., M.B.A.  
*Chair of the UNMC Department of Psychiatry*



*Rendering of the waiting room for the Adult Psychiatric Emergency Services floor. (DLR Group)*

The facility's design is a blend of the most evidence-based models from around the country tailored to meet the needs of Nebraskans. The environment, policies and procedures will ensure the physical and psychological safety of patients and families. Certified peer support specialists, individuals who have experienced a mental health disorder and are trained to assist others, have been providing input on the design of the Adult PES to ensure it treats each person with dignity. The Adult PES will be trauma-informed from the initial interview to the ongoing training of all providers and staff.

The Adult PES will treat all patients who come to the facility, consistent with Nebraska Medicine's organizational mission to transform lives for all individuals and communities. The Adult PES is particularly well equipped to treat individuals with psychiatric and medical conditions – i.e. a person who has attempted suicide and requires medical clearance or a person who has a history of complex withdrawal from alcohol. The facility is designed for adults, but could accommodate children and adolescents as well. We will not deny treatment to any individual based on insurance, behavioral presentation or history of past admissions. Patients may walk in or may be transported by ambulance or law enforcement.

# Three primary Adult PES treatment areas:

## **Triage/interview area with four rooms:**

- Services include health screening, trauma-informed mental health assessment, crisis intervention, safety planning and discharge planning
- Low risk patients may be seen for evaluation / brief intervention and then released

## **A secure care wing consisting of six closely supervised individual rooms that can be locked for the safety of the patient.**

- Patients at high risk for hurting themselves or harming others.

## **An open observation area with lounge chairs with capacity for 12 moderate-risk patients**

- People who have suicidal thoughts, manic symptoms in bipolar disorder, intoxication with a substance, and who are not at immediate risk of harm to self or others.
- Patients awaiting admission to an inpatient psychiatric hospital bed.
- Offers immediate treatment: examples include crisis intervention, motivational interviewing, medication management, safety planning and discharge planning.

## Adult Psychiatric Emergency Services Floor Plan

Nebraska Medical Center, Omaha, Neb.



### Key

- 1 Entry
- 2 Security
- 3 Waiting
- 4 Reception
- 5 Triage
- 6 Manager's Office
- 7 Nurse Station
- 8 Patient Observation
- 9 Interview
- 10 Patient Treatment
- 11 Therapy Lounge
- 12 Soiled
- 13 Clean
- 14 Work Room/meds
- 15 Storage
- 16 Restroom
- 17 Staff Lounge
- 18 Staff Restroom
- 19 Public Restroom
- 20 Storage
- 21 Electrical / IT

Rendering of the floor plan for the Adult Psychiatric Emergency Services floor. (DLR Group)

# Combating a National Problem

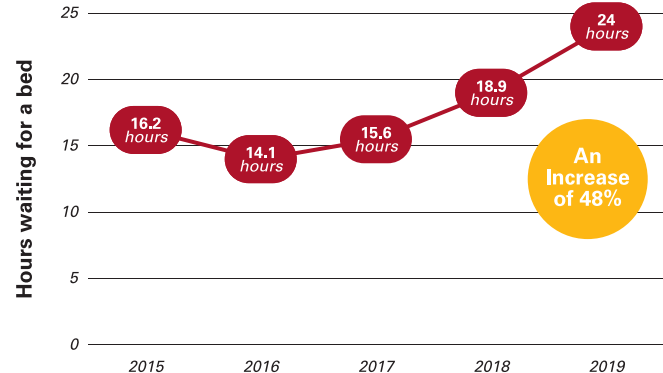
Nationally, emergency department visits related to mental health and substance-use issues increased more than 44% between 2006 and 2014. Currently, one in every eight visits to an emergency department in the United States involves a patient with a psychiatric or substance use presentation



*Michael Wadman, M.D.  
Chairman, Department of Emergency Medicine, UNMC  
Staff physician, Department of Emergency Medicine, Nebraska Medicine*

## Emergency Patients Awaiting a Psychiatry Inpatient Bed

*Nebraska Medical Center, Omaha, Neb.*





*Rendering of the observation wing of the Adult Psychiatric Emergency Services floor. (DLR Group)*



*Rendering of the lounge inside Adult Psychiatric Emergency Services. (DLR Group)*

# Patient Services

- Basic medical care:  
Interventions to address health conditions such as diabetes, headache, asthma, pain, etc.
- Trauma-informed triage
- Initial trauma-informed diagnostic interview
- Psychiatric evaluation
- Substance use screening
- Lab work as needed
- Psychiatric medication as needed
- Pharmacy services
- Motivational interviewing, rapport building and engagement in treatment
- Crisis Intervention
- Medication Monitoring
- De-escalation
- Safety Planning
- Relapse Prevention
- Staff Support
- Family Meetings
- Discharge Planning
- Transfer to another level of psychiatric care – inpatient hospitalization, partial hospitalization, intensive outpatient treatment, etc.
- Access to a telephone and the internet according to safety protocols

# Person-Centered Care

## **Certified Peer Support Specialists:**

Individuals with lived experience of recovery from behavioral health and/or substance use disorders will be available to meet with patients to provide non-clinical, strengths-based support in order to promote connection, inspire hope, dispel myths about having mental health or substance use disorders, and break down barriers and power dynamics.

- They will support consumers' progress toward recovery and self-determination by offering acceptance and understanding, sharing examples of the power of recovery, and offering practical guidance.
- Peer Specialist interaction with consumers are independent of individual treatment goals and do not replace clinical staff interaction.

## **Recovery-based services:**

The Adult PES model embraces a recovery-based framework and its two central tenants:

- Consumers can recover from mental health and substance use disorders and lead full lives;
- Consumers should direct their own care.



*Jen Sparrock  
Manager, Adult Psychiatric Emergency Services*

# Goals

## **The primary goals of the Adult PES are:**

- Rapid assessment and initial treatment for consumers in psychiatric crisis
- Shorter stay in the emergency medical setting while ensuring medical stabilization
- Trauma-informed and compassionate care
- Symptom stabilization and transfer to the right level of care – including home
- Increased availability of community inpatient beds for those who need them
- Management of psychiatric crises in a setting tailored to the needs of consumers
- Consumer and family satisfaction with services provided



*Ashish Sharma, M.D., Medical Director of Adult Psychiatric Emergency Services, Director of Inpatient Adult Psychiatry at UNMC.*

## How You Can Help

Gifts toward this project will help establish and raise standards in psychiatric care for patients and provide a solution to identified priority needs for the community.

Above all else, your gift will demonstrate your compassion and dedication to providing the appropriate care to individuals in the community who are experiencing a mental health crisis.

To donate, please contact Meg Johnson, assistant vice president for UNMC Development, at **402-502-4107** or **[meg.johnson@unmc.edu](mailto:meg.johnson@unmc.edu)**. For more information, please contact Dr. Howard Liu, chair for the Department of Psychiatry, at **402-552-6002** or **[hyliau@unmc.edu](mailto:hyliau@unmc.edu)**.



*U.S. News and World Report  
has ranked Nebraska Medicine  
the #1 hospital in Nebraska  
for six years in a row.*