

MENTAL HEALTH AWARENESS MONTH

ALEXIAN BROTHERS BEHAVIORAL HEALTH HOSPITAL
PROVIDING HOPE AND HELP TO THE COMMUNITY DURING
THE PANDEMIC

Alexian Brothers Behavioral Health hospital was faced with a monumental task in March of 2020 as the COVID pandemic began to unfold; how to successfully and safely treat hundreds of patients who were attending day treatment and intensive outpatient programs. There was very little room for error as the hospital quickly, within a week, began to pivot nearly 300 patients and new admissions into a virtual platform. This had never been done on such a large scale while ensuring HIPPA compliance and appropriate staffing and safeguards.

Patients were transitioned into 3 and 6 hour virtual programs within days and the hospital began accepting new patients who were seeking treatment. “When the need was clear that our community health was being impacted, we knew that we must respond in an innovative way. Virtual intensive services became the answer”, noted Greg Ammon, Senior Director of Clinical operations.

The timeliness of the transition and the ability to successfully treat this population is a testament to the ability to quickly adapt, protect confidentiality, and provide continuity with skills and process groups. Our treatment outcomes have continued to show gains consistent with pre-pandemic patient outcomes. Virtual services have been a gift that has allowed the hospital to continue its mission and support the hundreds of patients who rely on us each and every day.