In response to COVID-19, while both PHP and IOP are open, we are operating via telehealth over Zoom. You will receive more information on admission.

LPPHC Partial Hospitalization Program and Intensive Outpatient Programs

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The Partial Hospitalization Program (PHP)

A voluntary outpatient mental health service for adults with a variety of severe psychiatric symptoms. Participants enroll when they need a higher level of care to help manage their symptoms, sometimes as an alternative to, or transition from, a psychiatric hospitalization and when safety and structure are a concern. The program provides comprehensive evaluation, treatment, and post-treatment planning. The program is group based. Participants learn skills to enhance day-to-day coping and better manage symptoms. Treatment emphasizes mindfulness and acceptance-based therapies including dialectical behavior therapy (DBT) and acceptance commitment therapy (ACT) as well as cognitive behaviour therapy (CBT). In addition to skills groups, participants receive medication management and brief individual therapy and case management. The treatment day is 10AM – 3PM. Participants attend the program for approximately 15 days* and must be completed consecutively. Following treatment, participants typically transition back to their established outpatient mental health providers and any additional resources they identified during their stay.

The Intensive Outpatient Program (IOP)

May be an option as a step down from the PHP. People may also be referred directly to the IOP when symptom acuity does not meet criteria for the PHP. The program is appropriate for people with moderate psychiatric symptoms. Like the PHP, the IOP provides comprehensive evaluation, treatment, and some post-treatment planning. The program is also group based. Participants learn skills to enhance day-to-day coping and better manage symptoms. Treatment emphasizes mindfulness and acceptance-based therapies including dialectical behavior therapy (DBT) and acceptance commitment therapy (ACT) as well as cognitive behaviour therapy (CBT). In addition to skills groups, participants receive less frequent medication management, brief individual therapy, and case management. Given the limited schedule, participants are better able to structure their time outside of the program and keep themselves safe. Participants attend the program Monday, Wednesday, and Friday for 3 hours a day, 9AM – 12PM or 1PM – 4PM for an average of 4-6 weeks*. This schedule often allows participants to continue with work or school schedules. Following treatment, participants typically transition back to their established outpatient mental health providers and any additional resources they identified during their stay.

*Numbers provided are averages. Based on progress in the program, length of treatment may vary. Treatment is preauthorized and regularly reviewed.
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Hours & Schedule

PHP Daily Schedule (Monday – Friday)

<table>
<thead>
<tr>
<th>Group</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychotherapy Group:</td>
<td>10:00 AM to 10:50 AM</td>
</tr>
<tr>
<td>Skills Group I:</td>
<td>11:00 AM to 11:50 AM</td>
</tr>
<tr>
<td>Skills Group II:</td>
<td>12:00 PM to 12:50 PM</td>
</tr>
<tr>
<td>Lunch break</td>
<td>12:50 PM to 2:00 PM</td>
</tr>
<tr>
<td>Skills Practice and Review:</td>
<td>2:00 PM to 2:50 PM</td>
</tr>
</tbody>
</table>

AM IOP Daily Schedule (Monday, Wednesday, Friday)

<table>
<thead>
<tr>
<th>Group</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychotherapy Group:</td>
<td>9:00 AM to 9:50 AM</td>
</tr>
<tr>
<td>Skills Group I:</td>
<td>10:00 AM to 10:50 AM</td>
</tr>
<tr>
<td>Skills Group II:</td>
<td>11:00 AM to 11:50 AM</td>
</tr>
</tbody>
</table>

PM IOP Daily Schedule (Monday, Wednesday, Friday)

<table>
<thead>
<tr>
<th>Group</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychotherapy Group:</td>
<td>1:00 PM to 1:50 PM</td>
</tr>
<tr>
<td>Skills Group I:</td>
<td>2:00 PM to 2:50 PM</td>
</tr>
<tr>
<td>Skills Group II:</td>
<td>3:00 PM to 3:50 PM</td>
</tr>
</tbody>
</table>

Punctuality & Attendance

Because being on time demonstrates a willingness to change and a respect for oneself and others, please arrive on time. Participants should arrive on time to all groups throughout the day. This means that if you elect to get coffee or lunch and are not back to group in time you are late. Being late to group, missing a group, or missing a treatment day are examples of behavior that interferes with your treatment and the treatment of others. If you manifest treatment-interfering behaviors we will work with you to ensure that treatment is not impeded or will assist you in re-evaluating your ability to participate in the program at this time. This is something that we actively monitor. Participants who are late to group, miss a group, or miss a treatment day more than 3 times may be discharged.
As we are running groups via telehealth over Zoom you are consenting to participate in treatment on the video platform and are aware that telehealth visits are billed the same as in person. You are agreeing to maintain confidentiality including ensuring that group video is not seen and discussion is not overheard by others near you.

Psychotherapy and Skills Groups

Psychotherapy group

In this first group of the program day, you will need to confirm your current physical address and if you are not in the location listed in your chart, please send a private chat message to the group leader of your physical location.

The purpose of this group is to prepare for mindfully approaching the full day with presence and purpose. Group begins with a mindfulness exercise, a review of the day’s schedule and skill focus, followed by a brief structured check-in. Following check-in, there may be time for group discussion regarding common themes that have been raised, focusing on how one can use skills to address problems in living.

Skills groups

Each group focuses on learning different therapeutic skills, coping strategies, and concepts to help reduce your psychiatric symptoms.

Examples include:

- Helping you balance your emotions, thoughts, and behaviors.
- Increasing your ability to be present in the moment.
- Increasing your capacity to accept things as they are without judgment.
- Improving your ability to cope with emotional pain and experience increasing positive emotional experiences in your life.
- Learning crisis management skills.
- Developing and/or improving relationships and communication skills.

Other groups

You may attend other groups in the program including:

Week in Review, Weekend Planning, and Sustaining Change

The last day of each week often features groups which are devoted first, to a discussion and overview of the skills covered that week, especially those skills which are of special importance in your treatment and second, to either developing a specific plan for your activities and safety over the weekend or continued work on sustaining the change implemented during treatment.
Expectations for group participation

Program & group ground rules include but are not limited to:

1. **ARRIVE ON TIME**
The program day starts promptly. Each group starts promptly on the hour. It is important to be on time so as not to disrupt the experience of other participants.

2. **TELEHEALTH & ZOOM**
   - Your face should be showing over video during groups to allow the group to build cohesion and help you and others feel more comfortable.
   - Contributing to the discussion: social cues are different online than in person. Please be mindful of how much you speak during groups. We want to hear from you and all group members.
   - Mute feature: review muting function and mute when there is distracting background noise.
   - Reducing interruptions: as with in-person groups, please abstain from cell phone use or other disruptions during groups.
   - Generally, treat the Zoom group as if you are attending in person: dress in street clothes, sit rather than lying down, no eating or taking medications during group, be aware of the setting in which you are appearing to avoid potentially triggering materials.

3. **RESPECT**
   In order for the group to be a safe place to explore ourselves and relationships, it’s important to have an environment of mutual support and respect. In order to achieve this, consider the following elements that foster respect.
   - **Active listening.** This means paying attention to what is being said, demonstrating good eye contact, and showing that you are attending to what’s being said.
   - **Participate.** It is important to participate and contribute to the group to the best of your ability. You can decline to talk, but we encourage you to participate even when you don't want to—this is practicing the opposite action skill and is one way people get better.
   - **Offering feedback.** If you choose to offer another group member, please consider asking for their permission. Try not to offer unsolicited advice.
   - **Body Language.** Hold yourself with a posture that shows you are present, open, and willing to participate.

4. **OUTSIDE APPOINTMENTS**
   Please schedule personal appointments outside of treatment hours. If you will be arriving late or will be absent from any scheduled treatment day, please call your assigned primary clinician or leave a message at the mainline (415) 476-7400 as soon as possible. Given the nature of the program, a welfare check may be initiated for no-call/no-shows of PHP participants.

5. **NO VERBAL OR PHYSICAL THREATS/VIOLENCE**
   This is grounds for immediate dismissal from the program.

6. **NO ACT OF THEFTS**
This is grounds for immediate dismissal from the program. Please note that this is an open building and we cannot be responsible for lost or stolen goods. Please keep your personal belongings with you.

7. **NO DRUGS OR ALCOHOL**
   We encourage you to abstain from all drugs and alcohol and while you are in the program. This will help ensure your assessment, treatment, and long-term planning is based on the clearest view of yourself and your situation.

8. **CELL PHONES**
   All cell phones must be turned off while in groups. Groups should be as free of distractions as possible. Please DO NOT take pictures of the treatment area or other participants in the program (see confidentiality/privacy below).

9. **CONFIDENTIALITY**
   Maintaining the confidentiality and privacy of other participants is a crucial part of creating a safe therapeutic environment. There are many ways we do this:
   
   - **Group confidentiality.** Anything said between two or more group members at any time is part of the group process and is confidential. What is said in the group stays in the group—meaning, at no time, should you disclose group member names or personal/identifying information outside of treatment areas.
   - **Pictures/Social Media.** DO NOT take, share, or post pictures of the treatment area or pictures of other participants on social media.

10. **NO ROMANTIC OR FINANCIAL INVOLVEMENTS**
    We encourage you to get to know your peers, as the feedback and support from other participants can be an important part of your treatment. At the same time, romantic and/or financial relationships within a group therapy process tend to interfere with treatment. When these relationships develop during treatment, the strong emotions that naturally develop cannot be adequately dealt with in the groups, and the safety of the groups is diminished for all participants.

11. **NO FRAGRANCES**
    Be aware that there are people who are sensitive to fragrances. Persons attending groups are requested to refrain from using perfume or cologne for the comfort of other participants. The group rooms are closed environments and strong smells do not easily dissipate.

12. **NO EATING IN GROUPS**
    Please do not bring food into groups or eat during sessions as this can be disruptive to others in the room. Beverages are okay to have in sessions. If you need to eat urgently, please be mindful to do this during planned breaks – between sessions, at lunch, or excuse yourself from the room for a short break as needed.

13. **MEDICATIONS**
    Please do not take prescribed or over the counter medications while in group sessions, as this can be unintentionally distressing to other group members. If you need to take a medication during the course of the treatment day, please be mindful to do this during planned breaks – between sessions, at lunch, or excuse yourself from the room to take your medication as needed.
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What to Expect on Your First Day of PHP/IOP

Your First day at the PHP or IOP

Please login to MyChart to complete forms and questionnaires prior to your first day.

On your first day in either PHP or IOP, if you haven’t already been provided the group Zoom meeting ID and password, our medical assistant or practice coordinator will reach out to you.

For more information on Zoom: https://it.ucsf.edu/services/zoom-web-conferencing

Prior to your visit, you must go to our website to setup and test your device: https://videovisit.ucsf.edu

On the day of your visit, if you are using your smartphone, open the Zoom app, click "Join a Meeting" and enter the meeting ID number and password.

If you are using your computer, go to https://zoom.us/join and enter the provider's meeting ID number from above.

You will follow steps to turn on your video and then be placed in a virtual waiting room until the clinician joins the meeting. When admitted, you must connect to audio to hear your provider. If not prompted when joining the meeting, make sure you choose an audio option by clicking "Join Audio."

By joining a Zoom meeting you consent to treatment by video. A video visit is billed in the same way as an in-person clinic visit. The terms of your deductible and copay still apply.

Need help setting up your computer or mobile device for Video Visits? Contact MyChart Customer Service at (415)-514-6000, 24 hours a day, 7 days a week. Please do this well in advance of your appointment.

You may contact our practice coordinator at (415) 476-7400 if you have any specific questions about the programs. Please login to groups a few minutes before the start time.

Upon starting the program, you will meet with your assigned psychiatrist and primary clinician for your admission evaluations. Please have a list of any medications you are taking for the appointment with your assigned psychiatrist. It is likely you will work
closely with the psychiatrist during the course of the program to make adjustments to these medications, so having this information on your first day is important.

Your primary clinician will orient you to the program. Your clinician will be your point of contact for all questions regarding your treatment. You will meet with your clinician at least once weekly for individual therapy sessions and will work closely with them to coordinate your plan for when you finish the program.

*It is important to keep in mind that this is a group-based program and you will primarily attend groups where you learn tools and skills to better understand and manage your symptoms.*

First days can be overwhelming, so please do not hesitate to speak to any of our staff about any questions or concerns you may have.
Insurance Authorizations

Insurance Authorizations and the Estimated Length of Stay

Unless you are paying privately, services have to be approved in advance by your insurance company. This is called pre-authorization. This complex process involves other professionals on the Langley Porter staff who are clinicians that specialize in working with the insurance companies. At times, we need to have our physicians consult with the insurance company physicians to get continued authorization.

Initial pre-authorization happens on your first day. Insurance companies typically authorize a few days at a time, depending on your progress in the program. Because authorization is an ongoing, time-intensive process, there are several points to keep in mind:

- Notices sent to you regarding days authorized, or the response to calls you make to your insurance company will almost invariably NOT provide the latest information, and will not reflect current authorizations in process.
- At times, we will be unable to obtain additional authorizations even when we believe they are appropriate. In that situation, you have the option of paying out of pocket for additional days, or we will work with you to bring your participation to a close.

Please be patient with this process and trust that we are experienced and doing our best to ensure that the appropriate length of treatment is authorized.
Fellow Participants and Your Treatment Team

Fellow participants

One of the strengths of the program is the time spent with your fellow PHP & IOP participants. Former participants frequently cite their interactions with other peers as one of the most helpful things they experienced in the programs. Both clinical research and practice have demonstrated the benefits of connecting and sharing one’s experiences with others facing a similar range of problems. Getting to know your peers and letting them get to know you can provide perspective, consultation, support, and inspiration.

These positive effects will accrue to the extent that you do not compare yourself and your situation to those of your fellow participants. You may indeed note differences. Some may seem to be doing better, and others may seem to struggle more - but these are how things appear, and they say nothing about you and your situation. So note differences, but take the opportunity to note them mindfully—without judgment of yourself or others.

We encourage you to get to know your fellow participants and reap the benefits that come from sharing your experience and hopes with them. At the same time, we caution you to reflect carefully before comparing your situation to theirs - everyone is different, and our program makes room for these differences.

Your treatment team

In addition to therapy groups, you will be assigned a psychiatrist and primary clinician who will help you develop an individualized treatment plan identifying treatment goals and ways to reach them. Other members of our multidisciplinary treatment are available to help you during your stay and may include medical assistants, nurses, dieticians, and other specialists. Since we are a teaching hospital, you may also work with psychiatric residents, psychology fellows, medical students, and other clinical interns. As your treatment team, we all work closely together and meet frequently to discuss how we can best help you to help yourself meet your treatment goals. This means we share observations and perspectives in our daily rounds and consult with each other on a regular basis. We work openly with each other to ensure the highest level of care possible.

Program Evaluation

We are dedicated to the continuous quality improvement of the program. Many important refinements have come in response to feedback. To that end, we actively solicit your views through our post treatment program evaluation. We read every comment and take them all seriously. It is helpful for us to know what has worked and what has not worked for you. Communication is an essential part of an effective treatment experience. Thank
you in advance for working with us to make the program as effective as possible for current and future participants.

Thank you and best wishes for a productive stay in the program!
Dialectical Behavioral Therapy (DBT)

A special application of Cognitive Behavioral Therapy (CBT) that incorporates the practice and principles of Mindfulness.

- Cognitive Behavioral Therapy teaches about the interrelationship of thoughts, feelings, and behaviors. In CBT, you seek to recognize non-productive or negative patterns of thinking. Correcting these thinking patterns allows you to make positive changes to the way you feel and act.
- Mindfulness is an ancient Eastern discipline of meditative self-observation that has practical applications in learning how to live a happy, healthy, effective, and balanced life.

DBT is based on learning very specific skills for coping with life’s challenges. There are four main categories of skills:

- Mindfulness
- Interpersonal Effectiveness
- Emotional Regulation
- Distress Tolerance
DBT SKILLS

MINDFULNESS SKILLS help you to balance your emotions, thoughts, and behaviors. The focus of these skills is to learn to be more in control of your own mind.

STRATEGIES include:
1. How to stop negative thinking
2. How to concentrate on a task
3. How to focus your attention

EMOTIONAL REGULATION SKILLS help you to control your emotions when under stress. The focus of these skills is to learn how to cope with emotional pain and to help increase positive emotional experiences in your everyday life.

STRATEGIES include:
1. How to identify and label your emotions
2. How to understand the functions served by having emotions
3. How to reduce negative emotions and let go of emotional suffering
4. How to increase positive emotional events

DISTRESS TOLERANCE SKILLS help you to tolerate and accept pain and distress as a part of life. The focus of these skills is to tolerate and survive crisis and to accept life as it is in the moment.

STRATEGIES include:
1. How to distract yourself from the pain
2. How to self-soothe, comfort, and nurture yourself
3. How to improve the moment by replacing negative events with more positive ones
4. How to accept the things over which you have no control

INTERPERSONAL EFFECTIVENESS SKILLS help you to maintain or improve interpersonal relationships while maintaining self-respect.

STRATEGIES include:
1. How to ask for what you want
2. How to set and maintain healthy boundaries
3. How to say “no”
4. How to resolve conflict