

Unity Center for Behavioral Health

A SPECIAL REPORT FOR OUR DONORS

Providing hope



Ananda Flaum

The first time Ananda Flaum tried to kill herself, she was 14 years old, hopeless and alone, battling an emptiness she couldn't name. She attempted suicide again in July 2017. By then, she was the 43-year-old mother of three teens, but felt so broken that she believed they'd be better off without her.

Then, she was taken to the Unity Center for Behavioral Health in Portland and everything changed. For the first time, Ananda received comprehensive and compassionate psychiatric emergency services and inpatient treatment: the right care, at the right time, in the right setting.

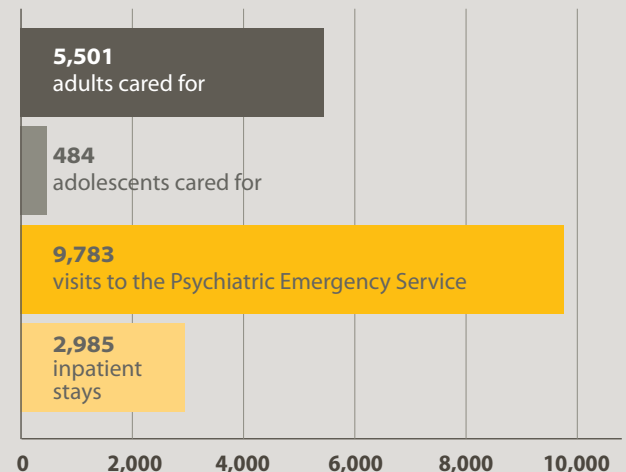
Ananda is one of nearly 6,000 patients who received care at the Unity Center in its first year. Her story reflects the vital role that Unity has assumed in our community since it opened on January 31, 2017.

"I feel blessed. I will be forever grateful to Unity. I truly believe they saved my life."

– Ananda Flaum, former patient

As the first medical center in Oregon created to offer psychiatric crisis services, Unity has changed the lives of thousands of patients and transformed the way local

UNITY'S FIRST YEAR AT A GLANCE



hospitals, health care providers, police departments and emergency medical crews care for those suffering from a mental health crisis.

Its impact is felt every day. Because of Unity:

- Patients see a psychiatrist within hours, not days.
- Wait times for inpatient beds have fallen dramatically.
- Fewer patients are transported by police.
- The most vulnerable receive comprehensive care.

The Unity Center has fundamentally altered our community's approach to behavioral health care and reduced the crippling stigma long-associated with mental illness. Perhaps most important, Unity provides hope for patients and their families.

"Coming to the Unity Center is often the first step in a patient's journey," says Unity Vice President Chris Farentinos. "We give everyone we treat a roadmap to recovery."



Who we are

The Unity Center for Behavioral Health is an innovative collaboration between Legacy Health, Adventist Health, Kaiser Permanente and Oregon Health & Science University. Unity is located at the Legacy Holladay Park campus in northeast Portland and operates under the legal and administrative oversight of Legacy Emanuel Medical Center.

Unity was created to fill a critical need for emergency psychiatric care. Previously, patients experiencing a mental health crisis often found themselves in a local emergency department that was ill-equipped to serve their unique needs. Or they were handcuffed, loaded into the back of a police car and taken to the county jail. Others received no treatment at all, leading to broken families, unemployment, homelessness and suicide.

In 2014, as a team at Legacy Health worked to close this gap, philanthropist Marcia Randall generously agreed to provide \$20 million from the Robert D. and Marcia H. Randall Charitable Trust to support the creation of the Unity Center for Behavioral Health. With your support, philanthropic contributions to build the Unity Center totaled \$41 million.

Today, Unity offers:

- Unprecedented, 24/7 access to care
- Inpatient beds for 80 adults and 22 adolescents
- One-on-one peer support
- On-site community program navigators

The Unity Center also includes a Psychiatric Emergency Service (PES) "living room," with a soothing environment, to reduce agitation. This area is open and peaceful, featuring recliners where patients rest while working with a clinical team.

"Coming to the Unity Center is often the first step in a patient's journey. We give everyone we treat a roadmap to recovery."

– Unity Vice President Chris Farentinos



Treatment and recovery

In our first year:

- There were close to 10,000 visits to the PES.
- Unity cared for more than 5,500 adults.
- Nearly 500 adolescents were treated.
- There were close to 3,000 inpatient stays.

Patients with the most urgent needs saw a psychiatrist within an hour, compared to an average wait of 24 hours at emergency departments.

The average wait for an inpatient bed was 14 hours, compared to 40 hours or more previously at emergency departments.

More than 80 percent of patients treated in the Psychiatric Emergency Service were stabilized and discharged within 18 hours, ensuring inpatient beds were used for those who needed a higher level of care.

Nearly 90 percent of patients discharged from an inpatient bed at Unity saw an outpatient provider within seven days, compared to the state benchmark of 80 percent.

Because behavioral health patients received care at Unity, local emergency departments had more time to provide non-psychiatric care.

Community partnerships

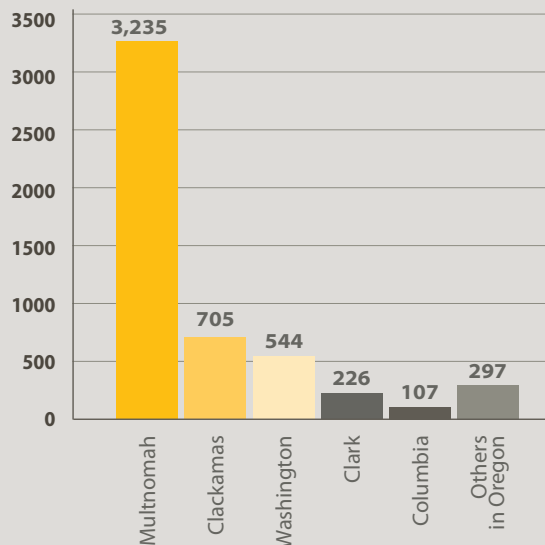
In addition to the community partners that share space at Unity, we also work with a wide range of social service organizations, hospitals and other providers. Each month, Unity hosts a community advisory council and a continuing care work group for in-depth discussions to improve treatment and services.

We communicate with other hospitals each day to determine how many inpatient psychiatric beds are available in the community. And we coordinate care for patients to ensure that each person who visits the Unity Center receives treatment tailored to their individual needs.

At one recent meeting, clinical staff and social workers mapped out a treatment plan for a suicidal patient addicted to alcohol and heroin. We stabilized him at Unity and later transferred him to Central City Concern's Hooper Detoxification Center. After seven days at Hooper, he entered an inpatient program at DePaul Treatment Centers. Today, he is in an outpatient recovery program.

"What we've done at Unity is create a hub," Farentinos says, "so that we can draw on a wide range of expertise to ensure that our patients have access to every resource that's available."

PATIENTS SERVED: BY COUNTY



"We can sleep at night, knowing he's here with you. Because you know he's a person, and you care about him."

– A thankful family

Building resilience

As a peer support specialist, Zach Harrell meets patients at Unity and works with them for up to six weeks after they leave, aiding their return to school, jobs and family.

Peer support specialists work with clients who have been to Unity four or more times in a year or who have recently been diagnosed with a mental illness. Peer specialists have themselves lived with mental illness or addiction and are trained to help clients in crisis. Zach endured abuse as a child in Georgia, an experience that gives him a unique empathy for Unity patients.

An average day for Zach depends on the needs of the patient. He has accompanied clients to doctor's appointments and Alcoholics Anonymous meetings. He took a homeless client for lunch and a movie on her 20th birthday. He joined another client at a court appearance and then celebrated her courage with cupcakes. And when a client told him he desperately wanted a drink, Zach took him swimming in the river to break the tension and change his mood.

"When I'm building a relationship with somebody," Zach says, "it's really important to have hard conversations and also have fun times."



Zach Harrell

The year ahead

Following the success of our first year, we will add inpatient beds and new holistic services.

Each day, more than 90 percent of Unity's 102 inpatient beds are filled, leaving few for patients who need a longer stay without a long wait. So, in April, Unity will add five adult inpatient beds, for a total of 85. We will continue to coordinate with other local hospitals to determine how many inpatient beds are available across the city, further reducing the time patients wait to be admitted.

We'll also expand the breadth of our therapeutic offerings. Patients from our five inpatient units participate in treatment groups and other activities, including yoga, art therapy, mindfulness training and cognitive behavioral therapy. This year we will add qigong and other options that patients have requested.

And construction will begin soon on our new therapy garden, so patients can spend time outdoors and participate in group activities.



Thank you

Your investment in the Unity Center for Behavioral Health has provided immeasurable benefits for our community and transformed the lives of patients like Ananda Flaum.

Ananda was discharged from Unity last summer after a month of inpatient care and entered a two-month, intensive outpatient program that ran five days a week for six hours a day. She met several times a week with a peer support specialist.

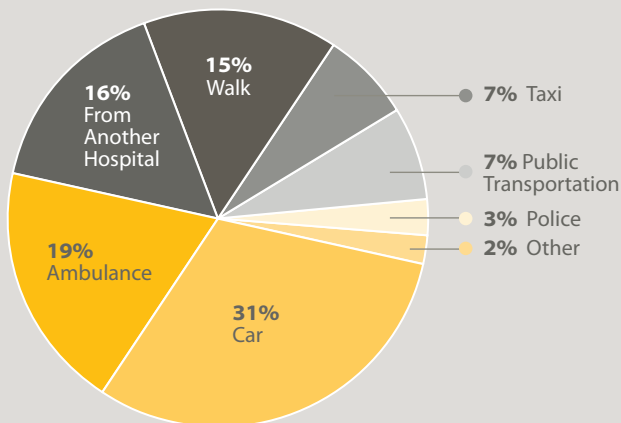
Now Ananda is back at work at a rental car company and closer than ever with her children. She is resilient and optimistic and thankful for the care and compassion she received at the Unity Center.

"I feel blessed," she says. "I will be forever grateful to Unity. I truly believe they saved my life."

"Miracles can happen and right now @UnityHealthPDX is that miracle for my family."

– Tweet from a grateful family

HOW PATIENTS COME TO UNITY



PAYMENT SOURCES

