

# OREGON STATE HOSPITAL

PORTLAND – SALEM

## POLICIES AND PROCEDURES

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**SECTION 6:** Patient Care

**POLICY: 6.048**

**SUBJECT:** The Recovery Environments Actively  
Creating Hope (REACH) Program

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**POINT** FRANK SEIBEL

**PERSON:** ASSOCIATE CHIEF OF PSYCHOLOGY

**APPROVED:** GREGORY P. ROBERTS  
SUPERINTENDENT 

**DATE:** FEBRUARY 7, 2012

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### I. POLICY

Oregon State Hospital (OSH) shall establish and maintain an incentive program, REACH, to provide patients a way to address challenging behaviors, promote recovery, and build skills leading to discharge and successful community living. The REACH Program shapes behavior through the use of positive reinforcement. Patients are reinforced for active participation in treatment and displaying socially adaptive behavior.

- A. Participation in the REACH Program is voluntary. If a Patient chooses not to participate in the Program he/she is still entitled to the rights and privileges guaranteed to all Patients at OSH. However, by choosing not to participate Patients also choose not to go to, or order from, the Program store, or attend any Program activities.
- B. No individual(s), IDTs, or units shall make decisions regarding changes to the structure, implementation, and/or policy and procedure of the REACH Program. Any changes proposed to REACH Program structure, implementation, and/or policy and procedure shall be documented on a REACH Program Change Request form and submitted to the REACH Program Team.
- C. The positive reinforcement provided by the REACH Program shall take three forms: earning points, choosing how to redeem points, and attending REACH Program activities.
- D. Throughout the day, designated staff shall observe the Patient's attendance and behavior during specified time frames and award points to the Patient based on pre-determined behavioral expectations.

- E. All OSH staff shall be responsible for supporting and maintaining the integrity of the REACH Program by consistent program implementation as described in the REACH Program Manual.
- F. All food items stocked in the REACH Program stores shall have prior approval of OSH Food and Nutrition Services.

## **II. DEFINITIONS**

- A. "OSH" means Oregon State Hospital
- B. "REACH" means the Recovery Environments Actively Creating Hope Program.
- C. "ND" means "neutral day"
- D. "SNE" means "step not earned"
- E. "MHS" means Mental Health Specialist

## **III. PROCEDURE**

- A. Program
  - 1. All Patients participating in the REACH Program shall have the opportunity to earn a maximum number of points each day the treatment mall is in session. The actual number of points earned at any given time is a function of the staff responsible for awarding points at the Mall, i.e. Treatment Mall staff, group facilitators, Nurses, etc.
  - 2. Each IDT shall designate staff(s) responsible for providing information about the REACH Program to newly admitted Patients prior to the Patients coming to the Treatment Mall. If the Patient wishes to participate in the program unit staff shall let REACH staff know by phone or email so the Patient may be entered into the REACH Program database.
  - 3. A 3-step system shall be used to monitor a Patient's general functioning within the REACH Program. Each Patient begins each day at Step 1, zero points, and earns points throughout the day. The daily step is determined by the number of points the Patient has earned that day. The steps are linked to various REACH Program activities provided by staff and Program store eligibility.

- a. Step 1; 0-12 points
- b. Step 2; 13-20 points
- c. Step 3; 21-25 points
- d. Step Not Earned (SNE) applies if an individual is:
  - i. physically aggressive,
  - ii. verbally threatening,
  - iii. destroying property /stealing.
  - iv. harming self or others,
  - v. exhibiting sexually inappropriate behavior.

When one of these behaviors occurs the Patient does not earn any points for that block of time and a SNE for that day is awarded. Patients shall be able to earn points again at the beginning of the next block of time. A SNE shall take the place of the Patient's level for that day. Only the five above mentioned behaviors may result in an SNE.

4. Neutral days (ND). If a Patient is unable to attend the Treatment Mall for reasons such as an off campus appointment, court appearance, illness, etc. they shall receive an "ND" instead of a step for that day. These days shall not interfere with their eligibility for the REACH store or program activities.
5. Patients caught altering their point card or stealing from the Program store shall be referred to the REACH Program Coordinator for review of the offense with the potential consequence of store restriction for a 7 day period, effective from the day of the offense.
6. When a patient is scheduled to be discharged from the hospital, ward staff shall inform Reach staff and schedule a time to bring the patient to the Reach Store to spend any remaining REACH points. If a Patient is not able to come to the Reach Store, unit staff shall review what is available in the store with the Patient and make the final purchase for the patient.

7. Patients may appeal any decision made by staff regarding issues such as; disagreements on points, neutral days, steps and step not earned by submitting a REACH Program Appeal Request Form to the REACH Program Coordinator. The REACH Program Coordinator serves as a mediator with the purpose of facilitating an appropriate resolution.
8. Please refer to the REACH Program Manual for the complete REACH Program appeal guide.
9. Patients always retain the right to access the OSH grievance process at any point throughout the REACH Program appeals process.

#### **B. Roles and Responsibilities**

1. Associate Chief of Psychology shall have primary responsibility for implementation of the REACH Program.
2. REACH Program Coordinators shall be responsible for daily implementation and maintenance of the REACH Program in accordance with policy and procedures. Coordinators enter daily point card data and generate point cards for the next day, oversee all aspects of the REACH store, plan and implement REACH activities, provide staff and Patient training, address appeals and brings problems and concerns to the REACH Team for review when warranted.
3. REACH Program MHSs shall support and assist the REACH Program Coordinators in the daily implementation and maintenance of the REACH Program.
4. All OSH staff shall be responsible for supporting and maintaining the integrity of the REACH Program by consistent program implementation as described in the REACH Program Manual.

#### **C. Training**

The REACH Program staff shall provide training on the program to patients and staff upon request.

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**SUBJECT: REACH PROGRAM**

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**DATE: February 7, 2012**

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**V. REFERENCES**

The Structured Treatment Environment Program (STEP) Manual. Central State Hospital, Petersburg, Virginia. 2007.

New OSH Policy