

A day in the life at Rogers



Introduction

Understanding the different levels of care in mental health treatment can feel overwhelming. Terms like inpatient, residential, partial hospitalization, and intensive outpatient care can be confusing, especially when you or someone you care about is struggling and you're trying to figure out what kind of support is needed. If you're not sure what these levels of care mean or how they differ, you're not alone.

In our blog series, A Day in the Life at Rogers: Exploring Each Level of Care, Rogers' experts answer common questions about the different treatment options available and what patients can expect. Mental health treatment isn't one-size-fits-all. Different levels of care are designed to meet people where they are and provide the support they need at different stages of recovery. Join us as we take a closer look at each level of care, helping you better understand how they work and how they can support long-term recovery.

Levels of Care

More Intensive

Inpatient Care

Residential Care

Telehealth

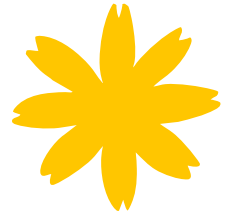
PHP/IOP

Less Intensive

***"Just take a step. Ask for help or reach out to someone,
and little by little, you'll get where you need to be.
Focus on the stairs, not the staircase."***

— Former patient, Jana

Residential Care



How a typical day supports recovery

Taking the step into residential mental health treatment can feel like a lot to carry. It's okay to feel unsure about being away from loved ones while you give yourself permission to focus on your mental health.

Ben Peerbolt, MBA, MSW, LCSW, executive director of clinical services at Rogers Behavioral Health's Oconomowoc campus, kicks off our series, A Day in the Life at Rogers: Exploring Each Level of Care. Ben answers common questions about residential care and explains how it supports long-lasting recovery.

How is a day in residential care different from outpatient care?

The biggest difference is how much time you spend in treatment. In outpatient care, you participate from one to six hours a day, depending on whether it's traditional outpatient, intensive outpatient, or partial hospitalization. In residential care, you live onsite 24/7, typically for 30 days or more.

Besides designated time to meet with your care team members, treatment is built into everyday routines, including meals, recreation, and leisure time. We're intentional about providing therapeutic opportunities. For example, a person with social anxiety will develop goals with their therapist or behavior specialist to work on in real-life situations throughout the day.

What are the benefits of residential care?

One of the biggest benefits of residential care is the ability to focus. It's carving out sacred time from your life and putting aside distractions we slip into, both consciously and unconsciously. That could be relationships that may feel good but don't always support your recovery or growth. We distract ourselves with leisurely activities, too, like turning on the TV and zoning out. Work, school, and family obligations can also pull us away from tending to our mental health.

Having the time and space to invest in yourself for an extended period is powerful. It's a calling, a mission to take advantage of the opportunities to heal and grow that you haven't been able to prioritize before. That's different than outpatient care, where you still have to balance all those other life obligations. In residential, it's truly an opportunity to focus on you.

How does residential treatment support healing?

Given that treatment is woven into most parts of your daily experience, in addition to the amount of time and space provided to focus on it, growth and healing can occur readily and profoundly. In this way, residential treatment calls for a different level of motivation. Additionally, working toward treat-



ment goals alongside others who are in a similar stage of intentionality can serve as a catalyst for healing. It creates a dynamic environment you can springboard from and make powerful changes.

What does a typical morning in residential care look like?

You're given time in the morning to focus on self-care and build healthy habits and routines. That includes activities of daily living, or ADLs, as we call them, like waking up, brushing your teeth, and taking a shower. Oftentimes, these are treatment opportunities. People frequently come to residential care needing to work on those things.

We prioritize breakfast because we know that the first meal of the day is important. After breakfast, you get into scheduled treatment pretty quickly, such as an education group where we teach about different aspects of mental health. It's a great way to tee up the day with focus and a guiding compass.

What does therapy look like in residential treatment?

Besides education groups, we provide opportunities to process your thoughts and emotions in group settings.

What's unique about residential treatment at Rogers is that we offer behavior and experiential therapy. It allows you to learn and process through hands-on experience. Experiential therapy can include arts and crafts, movement, a ropes course, gardening or other therapeutic horticultural activities, and canine comfort or canine intervention therapy. Activities vary by campus.

You'll meet daily with licensed therapists and trained behavioral specialists. Rogers prioritizes maintaining a high caliber of trained clinicians to provide the best patient experience and treatment outcomes possible.

How do residents balance therapy and free time?

The middle of the day is more structured, consisting of treatment sessions with members of the care team and various activities. You can think of it as a typical workday, with set hours to work on yourself, whether that's one-on-one time or in group sessions.

The evening is intentionally less structured to give time for homework, which includes treatment goals created with the care team.

There are different tiers of freedom and flexibility. You start with your time being a little more scheduled. As you progress through treatment and demonstrate independence and commitment to your treatment plan, you're given more opportunities for outings, like a trip to the YMCA. You're not confined to a building all day, every day. We definitely want people to have opportunities to experience and integrate into the local community.

You also have the opportunity to exercise while on campus. Many of our programs have excellent workout equipment.

How do meals support mental health recovery?

We take meals very seriously. We know the importance of nutrition for supporting mental health. We prepare balanced meals in our kitchens. We're intentional about not having too many options for sugary foods or beverages.



We support people who have eating disorders or disordered eating and help them work on any identified goals. Since self-medicating with food is not uncommon, especially when coupled with other mental health challenges, Rogers provides specialized care and treatment in this area. Our registered dietitians are an important part of the treatment team. They'll work with you to design a nutrition plan tailored to your unique needs and treatment goals, whether you're recovering from an eating disorder, or addressing another mental health challenge.

How do residents interact with each other during the day?

We strive to create a homelike environment, including social and recreational opportunities, such as pool, ping-pong, and games. The goal is to offer wholesome group activities to foster fun and supportive relationships.

Many people in our care struggle with loneliness and isolation. It tends to be how we try to protect ourselves from feeling vulnerable and uncomfortable. Connecting with others in a playful way can help break those destructive tendencies. Sometimes, it's during downtime that people learn healthy ways to live more holistically.

Peer support is huge. That in and of itself becomes a game changer for healing and change, especially as you see other residents go through those same growth opportunities day in and day out.

What does the end of the day look like?

Just like the start of the day, there's time built into the schedule for activities of daily living, like showering, personal hygiene, and self-care. Often, sleep suffers when we're spiraling with destructive habits and trying to cope with mental illness. We recognize the importance of giving people enough time to settle into bed and sleep so they can wake up and have a productive, structured day.

There's also time to connect with family members and loved ones through phone calls or visits. You can also do practical and real-life activities, like job hunting or looking for housing on computers we provide.

How does Rogers involve families and loved ones and keep them updated?

The ideal scenario is to have your family or loved ones involved. We want to establish that connection right out of the gate at the start of treatment and ideally keep them updated on a weekly basis.

People come to us with a complex history and a story of why their life is challenging. We work with you to chart an individualized treatment plan with very specific goals that we help you achieve. We want you to be the driver of treatment planning. Your family or loved ones can participate by offering feedback or suggestions. They can also meet with you and your therapist for support sessions.

They can come on the weekends for independent outings. It's a gradual increase of independence and self-sufficiency. When you leave our care, you return to your everyday life. We want to prepare you slowly and intentionally for that.

How will I know when my residential treatment is complete?

There isn't a one-size-fits-all timeline. Your care team will partner with you every step of the way, monitoring your progress and helping you decide when it feels right to move to a less intensive level of care.



Inpatient Care

When a mental health crisis requires inpatient care

When mental health symptoms become overwhelming or difficult to manage at home, more intensive mental health support is needed.

Melissa Stoffel, MS, LPC, ICS, director of clinical services at Rogers Behavioral Health in Oconomowoc, shares what inpatient treatment is and how it helps people begin healing.

What is inpatient treatment?

Inpatient treatment helps stabilize children, teens, or adults who are in a mental health crisis. This may include:

- Severe emotional distress or overwhelming thoughts and feelings
- Suicidal thoughts or thoughts of self-harming
- Eating disorders
- Substance use withdrawal

A typical stay is usually a few days to longer, depending on individual needs.

What is the most common misconception about inpatient care?

The most common misconception is that inpatient care is a break from everyday life rather than real mental health treatment. In reality, we offer a range of support, from individual and group therapy to experiential therapy.

How does the inpatient environment help people focus on healing?

Inpatient focuses on healing in many ways including:

Education: Helps people better understand what they're experiencing, whether that's depression, anxiety, an eating disorder, OCD, PTSD/trauma, or substance use.

Support system: Family members and loved ones are included in the treatment process to offer support during the inpatient stay and while preparing for discharge.

Coping skills: People in our care learn and practice healthy coping skills with guidance and support from experienced clinicians.

Peer support: Group sessions offer connections with others facing similar challenges, allowing people to share experiences and learn what's helped others in stressful situations.

Next steps: The care team works with each individual to identify the next level of treatment and connect them to community resources to support ongoing recovery.

What does a typical morning look like in inpatient care?

We provide each person with a schedule so they can plan for their day and know what to expect, including therapy sessions and meals.

Time is given to complete typical hygiene tasks, like showering, in addition to eating breakfast, and taking any medications. Care team members check in and provide support as needed.



What types of therapy sessions are offered during the day?

Our therapy sessions vary based on individual treatment needs. Group sessions offer education about depression and anxiety, coping skills, and safety planning, to name a few.

Individual sessions can be with a variety of care team members, including a therapist, psychiatrist, dietitian, or discharge planner. Experiential therapy could include art therapy, recreational therapy, or music therapy.

How are meals structured and supervised in inpatient care?

Meals and snacks are provided at the same time each day. We encourage going to the cafeteria, when possible.

People receiving treatment for eating disorders work with their dietitians on a meal plan and eat with others also receiving care for eating disorders.

How are people receiving inpatient care supported?

Care team members help individuals manage stress, anxiety, and triggers. A variety of team members support each person, including a nurse, therapist, physician, dietitian, and behavior specialist. Everyone completes a safety plan with their therapist when they're admitted to care.

We focus on helping each person build coping skills that can be practiced in different settings.

What does the evening routine look like?

Just like during the morning, there are structured activities in the evening. These could include healthy leisure, visitation with family or other support people, and a check out group to discuss a goal for that day. The last part of the evening is reserved for hygiene and other quiet activities to get ready for a restful night's sleep.

How can families stay involved or updated on their loved one's progress?

People receiving inpatient care can talk to and visit with their family or loved ones on a daily basis. Support sessions are also offered so that families can stay connected to an individual's treatment goals, receive education, and understand how to support their loved one after discharge.

What advice do you have for someone supporting a loved one receiving inpatient care?

My advice is to keep in contact, ask questions, stay curious and open to learning new ideas or ways of thinking, and stay involved. Ask them how you can provide support after they leave inpatient care and start the next phase of their treatment.



"Rogers helped me reinvent myself, in a way. At that point, my identity was my eating disorder. I was able to dig down deep and find the Jordan who was there before. I am so grateful for Rogers, and so glad to have my life back."

— Former patient, Jordan



Click to listen to Jordan's story

Outpatient Care

Support beyond weekly therapy

If you're struggling with your mental health and need more support than weekly outpatient visits with a therapist, partial hospitalization (PHP) or intensive outpatient (IOP) care can be helpful options.

Rogers Behavioral Health's Monica Robertson, MHA, RN-BSN, vice president of operations, Outpatient Services, explains what PHP and IOP care are and how the more intensive support can make a difference.

What are PHP and IOP levels of care?

PHP and IOP are for those who need structured mental and behavioral health care but don't require 24-hour support through an inpatient or residential setting.

We believe in being flexible and meeting you where you are, both in the level of care you need and by helping remove barriers to treatment. We understand the commitment higher levels of care require. We offer different programs and work with each person to find a schedule that supports treatment while still allowing balance in daily life.

Partial hospitalization programs, or PHP: Treatment lasts for four to eight weeks, Monday through Friday for approximately 6.5 hours per day.

Intensive outpatient programs, or IOP: Treatment lasts four to eight weeks for approximately three hours per day with time to attend school or work before or after treatment.

After completing PHP or IOP, our outpatient treatment programs provide continued support.

How do patients balance PHP and IOP with daily responsibilities?

Balancing daily responsibilities looks different for children and adults.

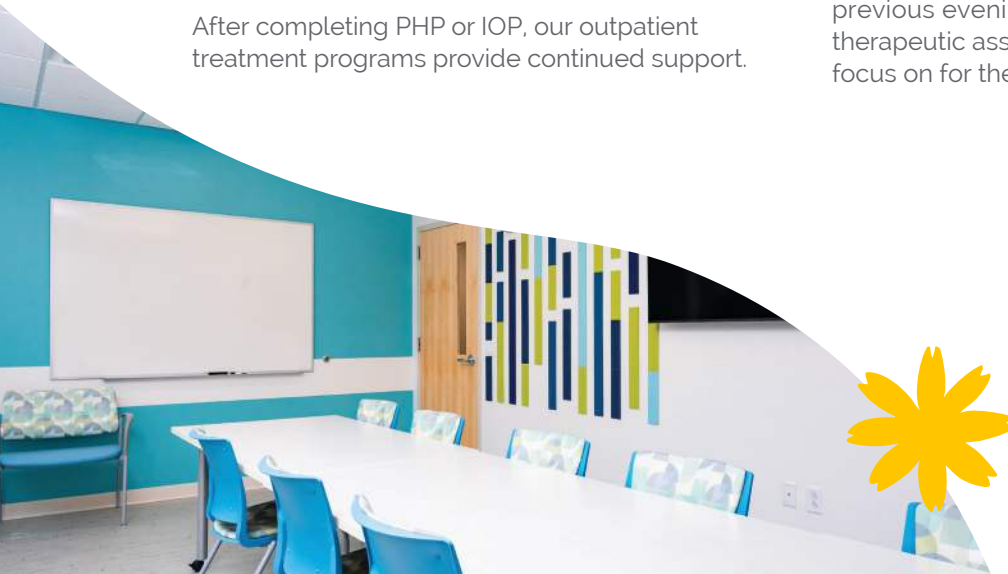
For children: We work closely with parents and their child's school to figure out what works best while they're receiving care. This may include options like Hospital Homebound, virtual school, or coordinating with the school so the child can stay on track with assignments while receiving treatment. Most Rogers' locations offer convenient after-school IOPs.

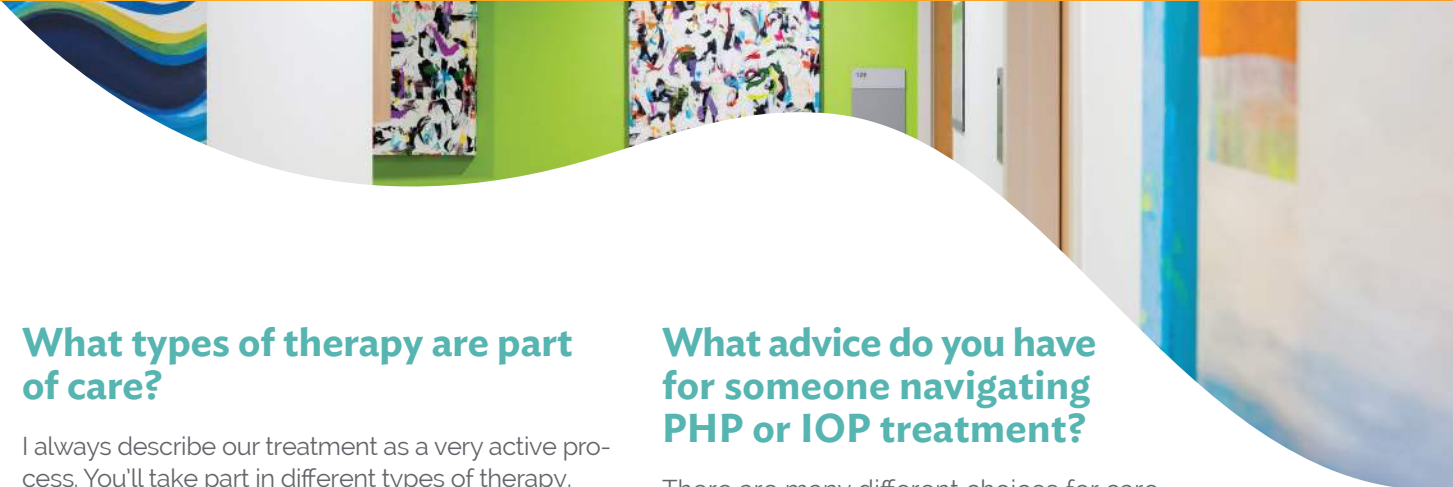
For adults: We offer a variety of options, including late afternoon and evening program times at many of our locations, which can be helpful if you're still working while attending treatment. If symptoms prevent you from continuing to work, our team will work with your employer to assist with FMLA to take time to focus on your mental health.

Virtual offerings: Our telehealth treatment programs allow you to receive care from the comfort of your own home, especially when distance makes in-person treatment difficult. These programs help more people access care who might not have been able to attend treatment otherwise.

What does a typical morning look like in treatment?

You start your day by checking in with your therapist or other member of your care team. It's a chance to share how you're feeling, talk about how your previous evening went (including completing any therapeutic assignments), and determine what you'll focus on for the treatment day.





What types of therapy are part of care?

I always describe our treatment as a very active process. You'll take part in different types of therapy, including group therapy, individual therapy, and family sessions. You may also meet with a medical provider if medication support is needed.

We work closely with you to teach, support, and give you the time and space to practice what you're learning with your treatment team.

Are there tools or homework assignments that support progress?

Yes, completing therapeutic homework assignments is an important part of your treatment journey. Homework is assigned to specifically target the environments or places that can be triggering, giving you the opportunity to use the skills you're learning or challenge former ways of thinking that may be contributing to your symptoms.

You'll meet with your therapist daily to review progress on the previous day's treatment assignments and will adjust as needed. We make changes to your treatment plan in real-time to better support your progress.

How does the care team help patients manage stress, triggers, or setbacks during the day?

As you begin your treatment journey with us, we provide psychoeducation in both individual sessions and group therapy to help you better understand your symptoms and care. By taking the time to understand your goals, we create individualized treatment plans to target your symptoms and help you develop skills to more effectively manage them.

What advice do you have for someone navigating PHP or IOP treatment?

There are many different choices for care. It's important to be honest with yourself about the severity of your symptoms and how they're impacting your everyday life. Take the time to review your options and find a program that offers a targeted approach and specializes in what you're struggling with. Finding the right treatment is essential to improving your quality of life, relationships with family members and friends, and helping you function at your best at school or work. If you feel like you need help, don't be embarrassed to seek care. Be an advocate for yourself by asking questions, taking tours, and making sure that you feel comfortable in the setting you've chosen.

What are common misconceptions about PHP and IOP care?

One of the most common misconceptions is that people don't need mental health services or should be able to manage their symptoms on their own. While we're making progress in reducing stigma, there's still work to do in overcoming feelings of shame or embarrassment around seeking care.

Another misconception is that all therapists or programs are the same. It's important to feel comfortable and confident in the person you're working with. There are a variety of treatment approaches, and each clinician has their own style. If you don't feel like the first one you picked is working, it's okay to look at other programs or providers. This is about finding the right fit for you. Treatment isn't easy, and recovery takes time.



Telehealth

Meeting your mental health needs where you are

Telehealth is changing how you can access mental health care, from the safety and comfort of your home.

Rogers Behavioral Health's Stephanie Camacho, LPC, executive director, Telehealth Services, concludes our series, A Day in the Life at Rogers: Exploring Each Level of Care. She shares what to expect in virtual treatment and explains how it overcomes common barriers to receiving care.

What is Rogers' telehealth treatment?

Our goal is to meet people where they are. Simply put, telehealth is another way we provide mental health treatment for children, teens, and adults in a format that fits your needs. You get the same effective care you would receive onsite.

What makes Rogers' telehealth treatment unique is our HIPAA-compliant technology. We can easily move you within our virtual space throughout the day. For example, you might go from group therapy to one-on-one with your medical provider, and then back to group. It's no different than being in a Teams or Zoom meeting.

Additionally, you can access all the resources you need virtually, such as handouts and your treatment workbook. There's no need for a printer or ink.

***"Everyone is worth treatment.
It's not too late to have the
life that you want"***

— Former patient, Shannon

What are telehealth benefits?

The biggest benefit of telehealth therapy is that it removes barriers that prevent people from seeking care.

Maybe you live far from a Rogers' clinic, feel too anxious to leave home, or are struggling with severe depression that makes it difficult to shower, let alone drive to treatment.

Telehealth makes treatment accessible from wherever you are.

What do we treat through telehealth?

We can help you overcome your mental health challenge, including common conditions, such as:

- Depression
- Obsessive-compulsive disorder (OCD)
- Anxiety disorders
- Eating disorders
- Mental health and addiction
- PTSD/Trauma

We also offer Fire Watch virtually for Veterans and first responders.

We offer virtual treatment in two levels of care: intensive outpatient programs (IOP) and partial hospitalization programs (PHP). Additionally, our outpatient services provide both in-person and virtual one-on-one support for psychiatric evaluations and medication management and outpatient counseling.

We adjust treatment in real time based on assessments you complete on a regular basis about your symptoms and progress.



[Click to listen to Shannon's story](#)

What is a typical day of telehealth treatment like?

The day typically starts with a check-in group. We want to know how you're feeling, if you have any safety concerns, or if you need extra support.

From there, you'll move into your specific treatment program. That includes group time for learning about different mental health topics and processing your thoughts and emotions, as well as individual time to practice the skills you're learning, both with your therapist and on your own.

Throughout the day and depending on your needs, you may meet with different members of your care team besides your therapist, including a psychiatrist or nurse.

If you're in one of our partial hospitalization programs, you're given a 30-minute break for lunch at the same time each day, then return to treatment.

At the end of the day, there's a check-out to reflect on your progress and how you're feeling. If it's been a tough day, you can connect one-on-one with your therapist before finishing. We want to make sure you're in a good place to continue practicing your skills throughout the evening.

What are barriers that might prevent someone from receiving telehealth treatment?

The biggest barrier is thinking that you need to be good with technology to use telehealth. We guide you through everything before you even begin treatment. During that orientation, our team walks you through how to unmute your microphone, test your camera, and navigate the platform.

If issues occur during treatment, we want to know so we can help. You won't be left figuring it out on your own.

If you're concerned that you don't have a private space at home, we can help you find alternatives, like a library room or a community center space. And if you don't have a laptop, a phone is an acceptable option.

How can loved ones support someone who's receiving telehealth treatment?

The biggest way loved ones can support someone receiving telehealth treatment is by giving them the space during the day to do it. Help them create an environment that feels safe, comfortable, and free of interruptions so they can focus on getting better.

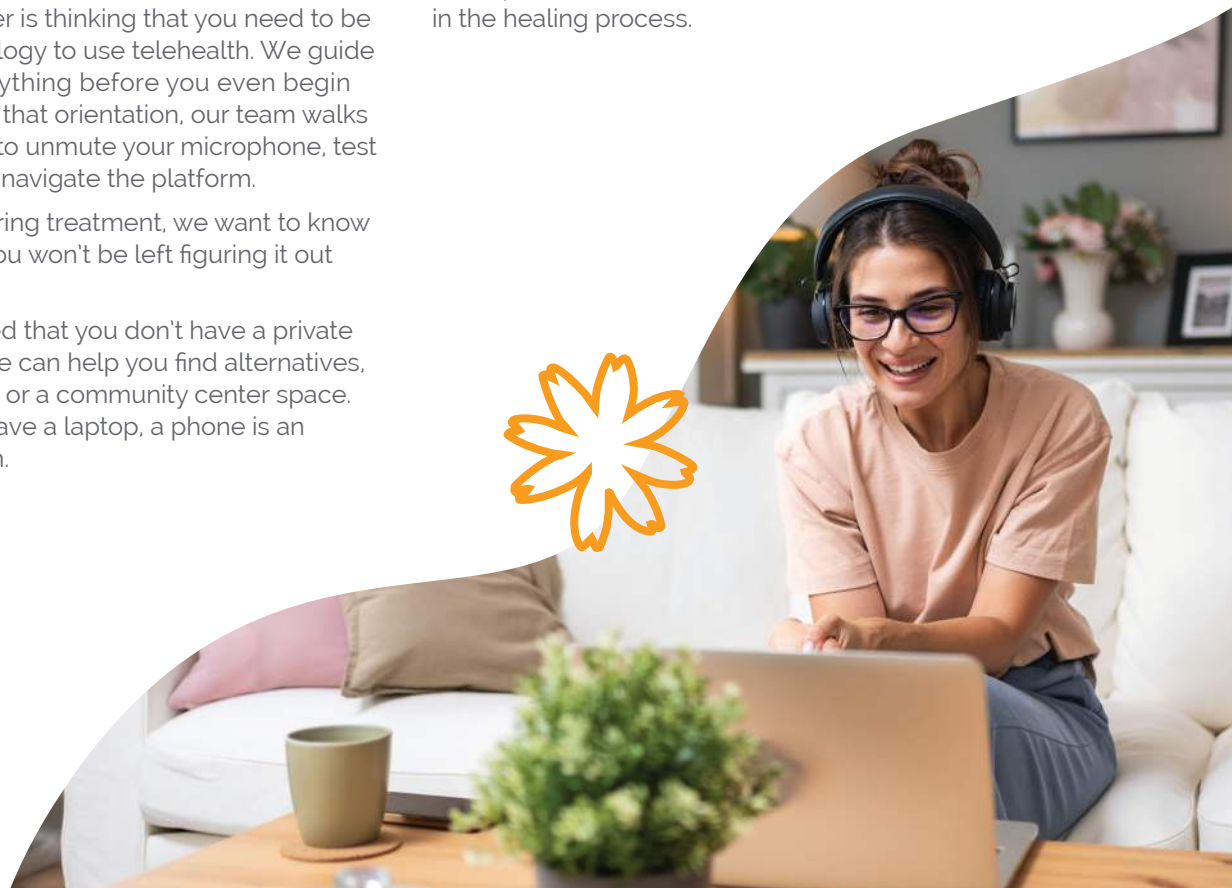
How does Rogers engage loved ones in telehealth treatment?

With permission, loved ones have an opportunity to meet with members of your treatment team. We can arrange a support session with you, your therapist, and your loved one. Or, if they want to meet with the medical provider because they know more about medication history, we can arrange that, too.

What encouragement do you have for someone who's considering Rogers' telehealth treatment?

Give us a try. You might think you don't want to be in front of a computer for several hours a day doing treatment, but you'll be learning a lot, working on yourself, and connecting with others who have similar struggles.

And you're doing it all from the comfort of your own space. That can make a real difference in the healing process.





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