



Unit	Phase-0 4/05-6/06	Phase-1 6/06-5/06	Phase-2 6/06-7/06	Phase-3 8/06-10/06	Phase-4 11/06-3/07	Phase-5 4/07-6/07	Phase-6 7/07-8/07	Phase-7 10/07-12/07	Phase-8 1/08-3/08	Phase-9 6/08-8/08
High Acuity	Baseline	Observation	None	TE-1	AIDET	TIC	RBL	PIT	TE-2	POST
Geriatric	Baseline	Observation	None	TIC	AIDET	RBL	TE-1	TE-2	PIT	POST
General	Baseline	Observation	TE-1	RBL	AIDET	TIC	None	PIT	TE-2	POST
Substance Abuse	Baseline	Observation	None	RBL	AIDET	PIT	TE-1	TIC	TE-2	POST
Youth	Baseline	Observation	TE-1	TIC	AIDET	TE-2	RBL	PIT	PIT	POST

Observation	: Engagement Consultation and Grand Rounds	TIC	: Trauma-Informed Care Intervention
TE-1	: 1st Therapeutic Environment Intervention	PIT	: Patient Involvement in Treatment Planning Intervention
TE-2	: 2nd Therapeutic Environment Intervention	AIDET	: Organization Customer Service Initiative
RBL	: Rules and Language Intervention	POST	: Follow-up Period