

Tarzana Treatment Centers: A Leader in Integrated Behavioral Healthcare

**Ken Bachrach, Ph.D.
Clinical Director**

Tarzana Treatment Centers (TTC) is the largest provider of substance abuse and integrated behavioral health treatment services in Southern California, having a budget of over 45 million dollars and employing over 600 healthcare and administrative staff. Founded in 1972, TTC is a private, nonprofit organization committed to meeting the behavioral health and medical needs of community residents. TTC began by treating patients with limited resources for substance abuse problems, offering detoxification, residential rehabilitation, and outpatient services.

TTC has a history of responding to the new and emerging community needs, often before many others are willing or able to address pressing issues. In the mid-1980s HIV became an emerging problem, and TTC responded by providing education, testing, and an array of ancillary services. Women's services was an identified need in the late 1980s, and TTC responded by developing residential, day treatment, and outpatient services for pregnant women and women with young children. In 1990, an 84 bed women's residential program was opened in Long Beach, which allowed women who were pregnant or had young children to enter treatment with their children. In 1992, a day treatment and outpatient program for these women was opened in Lancaster, our first services in the Antelope Valley.

A healthcare crisis erupted in the mid-1990s in Los Angeles County, where community residents were using emergency rooms for primary care. The federal government bailed out L.A. County with the stipulation that the county develop more ambulatory outpatient medical clinics. TTC responded by applying and obtaining approval for two medical clinics, one in Lancaster and one in Tarzana.

Funding for any organization is a critical issue. As a nonprofit, funding initially came exclusively from the public sector, but over time TTC's Board of Directors realized the need to diversify funding sources to maintain fiscal strength. Rather than hold annual fundraisers, TTC embarked an effort to serve the commercial healthcare market place. Because of the diversity and quality of care comparable to any facility found in the private sector. A major achievement was obtaining accreditation in 1987 from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), which accredits nearly all private and university-based hospitals and healthcare facilities. This achievement told the community and private insurance companies that TTC maintained the highest standards of quality in the healthcare field. As a result, nearly all insurance companies recognized TTC for their high quality of care and listed them as a preferred provider of care, with whom they wanted to do business. TTC has maintained this accreditation for the last 20 years.

TTC developed stand-alone youth services in the late 1990s, in response to the needs of the community and requests from the healthcare industry. In 1998, a dedicated outpatient youth services program opened its doors in the San Fernando Valley, which was soon followed by a similar program in Lancaster. In 2003, a 40 bed residential treatment program for youth was opened on the Lancaster campus, two years after a 40 bed adult residential program opened

its door in Lancaster.

Outpatient services continued to grow and separate buildings for adult outpatient services were opened in 2003 in Long Beach and 2004 in Lancaster. Over the past five years, Lancaster has been our fastest growing site of new services and increased capacity to serve adults and youth with substance abuse, mental health, and medical needs.

What sets TTC apart from many other healthcare organizations is that it provides all levels of care for substance abuse problems, ranging from medically-supervised detoxification, residential rehabilitation, and outpatient services. TTC operates 24 independent “sober” living homes throughout Los Angeles County to ease the transition of individuals back into the community. Mental health and psychiatric services, as well as medical services, are integrated into the care for all individuals. In addition, TTC is committed to providing high quality, affordable care, so that their healthcare needs can be obtained at a fair and reasonable cost.

TTC has many dedicated and committed healthcare and administrative staff. The President and CEO, Scott Taylor, as well as the Chief Operating Officer, Albert Senella, have been at TTC since it was founded in 1972. The Medical Director, Dr. Duane Carmalt, and Clinical Director, Dr. Ken Bachrach, have been at TTC for over 20 years, and many of the senior managers have been at TTC for 10 or more years. This continuity of staff adds to the quality of care and provides programs with an historical perspective not often found in many organizations. Patient care staff at TTC include physicians, nurses, psychologists, social workers, marriage and family therapists, drug and alcohol counselors, dietitians, recreational therapists, and health educators.

Quality, progress, and innovation are three of TTC’s seven core values. (The other core values are dignity, integrity, diversity, and advocacy.) TTC is part of the National Institute of Drug Abuse’s Clinical Trials Network, which tests and evaluates new and promising approaches to substance abuse treatment. TTC is involved with a number of initiatives at the local, state, and national level to improve the quality of its care for specific populations and for services in general. Staff receive regular training on substance abuse, mental health, and medical issues.

TTC has its own internal quality management program, which involves constantly obtaining feedback from individuals using our services. People are asked if they were treated with dignity and respect, if staff were courteous and friendly, as well as whether they were satisfied with the quality of their care and how much they were helped by the care they received. Should a problem be noted in any area, that program or department is required to submit a corrective action plan.

TTC has grown from a small organization back in the early 1970s to a leader in the healthcare field today. Across its sites in the Antelope Valley, San Fernando Valley, and Long Beach, it has 339 inpatient and residential beds, 144 transitional housing beds, and serves over 3,000 individuals daily. It provided over 24,000 primary care visits and over 50,000 behavioral health sessions (e.g., individual counseling or group therapy) in 2006. TTC is committed to serving people in need, whether they have adequate or limited resources. While a large organization, TTC is also like a family, where staff care for each other as well as the people they serve. If you would like more information on TTC or any of its services, all you need to do is **call our toll-free number, 888-777-8565**. A caring and professional staff member will be there to assist you and answer your questions.

Biographical Sketch

Ken Bachrach, Ph.D. is a licensed psychologist and Clinical Director of *Tarzana Treatment Centers* (TTC), one of the largest providers of substance abuse and integrated behavioral health services to adults and youth in Southern California. He has over 25 years of experience in the treatment of chemically dependent individuals and those with co-occurring psychological disorders, and regularly trains substance abuse and mental health professionals in this area.

He coordinates TTC's activities in the National Institute of Drug Abuse's Clinical Trials Network, which tests the effectiveness of research-based interventions in community organizations. Dr. Bachrach holds a Certificate of Proficiency in the treatment of alcohol and other psychoactive substance use disorders from the American Psychological Association. He is President of *Professional Psych Seminars*, which provides in-person and online continuing education programs to mental health professionals.