



# PATIENT HANDBOOK

Adult Mental Health  
Services

A TOBACCO FREE  
ENVIRONMENT

12/2009

## **Philosophy of Care**

We believe that every person admitted to our unit has unique health care issues that require a specialized and individualized service approach within the context of the structure of the program. A patient exists as part of many systems and benefits greatly from caregiver, family, and community supports.

## **Mission Statement**

We are dedicated to excellence as a specialized care provider and resource center for mental health and substance abuse treatment. We serve Wyoming and the Rocky Mountain Region.

## **Our Vision**

- To create an environment where the healed and the healers work together to find paths to recovery
- To eliminate the weapons of power, control, and coercion, including seclusion and restraint, so that the environment is optimized for partnership in healing
- To create a place of absolute safety and respect for the staff and the people we serve
- To work together with those who serve in a trauma-informed, intelligent, and safe environment in which person-centered treatment is facilitated
- To work in an environment where restraint and seclusion are unnecessary and where the alternatives of respect, kindness, safety, and education replace them

## **Program Purpose**

To provide a secure environment for adults 18 years old and older having a mental health crisis, an exacerbation of a chronic mental illness, or exhibiting significant changes in behavior warranting multidisciplinary diagnostic evaluation, treatment, and management.

### **Crisis Stabilization**

WBI's adult unit primarily provides crisis stabilization. Our goal is to stabilize disturbing or disruptive behavior and/or emotions and initiate effective community referrals for follow-up. Stays average 7 to 10 days. However, discharge is individualized. Discharge dates are determined when crises are resolved and workable discharge plans are in place.

### **Involuntary Commitment**

If you were admitted involuntarily, a court hearing is held within seventy-two (72) hours, **not including weekends and holidays**. Court hearings determine whether patients are in danger of harming themselves or others. WBI staff answer questions you may have. Your rights are explained to you. At the hearing, you may be released or placed on a 10-day hold by the court. WBI staff are constantly assessing and monitoring your progress. Your part is to tell us honestly how you feel, take your medications as prescribed, work on treatment issues in groups and one on one with staff, and assist in making a discharge plan.

### **Patient Bill of Rights**

To work on the issues that brought you to WBI, you are expected to know and participate in the responsibilities for patients as outlined in the "**Patient Bill of Rights**" you reviewed and signed when admitted. Your responsibilities are as follows:

1. Be considerate of other patients' rights and property and hospital property and maintain responsibility for your personal property
2. Support the NO TOLERANCE OF VIOLENCE philosophy of our hospital
3. Provide the hospital staff with a complete health history and tell staff if you are feeling ill or developing new problems or symptoms
4. Work with staff to outline goals for your stay

5. Help develop, review and approve your treatment plan – your therapist or nurse is your primary contact for your written treatment plan
6. Involve your family or loved ones
7. Follow program schedules and work on your goals daily
8. Do not interfere with the treatment of other patients
9. Maintain the confidentiality of other patients

### **Loss of Property**

WBI is not responsible for lost or stolen property. If you have valuable items you are concerned about, talk to WBI staff about sending items home with a loved one or locking items up.

### **Unit Description**

The adult unit is a 26- to 36-bed locked unit with semi-private rooms. Opened in January 2009, this unit is quite spacious, with two central living areas called “dayrooms.” These rooms encourage social interaction. A “quiet room” is available for seeing visitors or retreating. Washers and dryers are provided.

Televisions are located in the central lounges. Telephones are available for use at the nursing station and in the halls. Cell phones are NOT allowed due to the picture taking and recording capability and potential for causing problems with other patients’ confidentiality.

Patients are encouraged to be out of their rooms during day and evening hours, interacting with staff and other patients and participating in program groups and activities. Patients are discouraged from isolating. You are encouraged to be up and active, and as independent as you can be.

### **Patient Confidentiality**

We are concerned about your privacy while you are here. Staff will not acknowledge that you are a patient without your permission. You have the right to receive visitors, phone calls, and send or receive mail. Read the Patient Bill of Rights. If you want staff to acknowledge that you are here, you must give written

permission. This is done through a contact sheet. Please keep it updated.

### **Program Components**

Patients are involved in their treatment and recovery. You are expected to:

- Substitute verbal communication for physically acting out or withdrawing
- Interact with patients and staff and attempt to establish a “therapeutic alliance”
- Communicate feelings appropriately
- Participate in developing a treatment plan
- Know your goals and work to achieve them daily
- Find new ways to solve old problems
- Participate in treatment team development and planning
- Complete assignments given by staff

The adult unit offers a therapeutic environment called a therapeutic milieu. This is a positive atmosphere promoting development of social and emotional skills beneficial in everyday living. Daily activities and interactions are opportunities to promote healthy functioning. Therapeutic milieus promote insight, individual responsibility, positive reinforcement, and use of peer groups for enhanced socialization.

Educational groups are offered daily. Topics may include addictions, medications, stress management, nutrition, and relaxation. Handouts and videos may facilitate the educational process. Each activity builds social and emotional strengths that may assist you in developing new ways to handle individual issues in a healthy manner. You are encouraged to participate actively in to improve self-awareness and insight.

Group therapy is offered to help you dialog about treatment issues and personal feelings. Therapists provide coaching to enhance verbal participation, personal affirmation, listening skills, peer feedback, and therapeutic insight.

Recreation and occupational therapy are offered to help you maintain or develop physical health, and develop more positive coping skills.

Team solutions groups offer opportunities to learn and practice positive coping skills, communicate through spoken and written words and through expression, and provide information on a variety of topics.

Quiet time gives you the opportunity for solitude, reflection, and rest. Assignments are given for writing or drawing to assist you with addressing specific issues privately or in one-to-one interaction with staff members. You may want to have personal items brought from home such as art supplies, journals, cards, and reading material, available for your own use during quiet time.

### **Weekly Activities**

Individual therapy is based on individual needs. Generally, therapists meet individually with patients at least one or two times per stay. Most of your contact with therapists will be in groups.

Family therapy assists families with communication, resolving conflicts in healthy ways, and preparation for successful discharge. You are encouraged to invite family members to participate in your treatment program.

Your treatment team plan starts at the time of admission and is reviewed/updated weekly. The team discusses and reviews your diagnosis, goals, medication, and progress. Team members include psychiatrists, physician assistants/nurse practitioners, case managers, therapists, nurses, mental health workers, occupational therapists/assistants, and others as appropriate.

Case managers talk with insurance companies and agencies that provide special services to assist you with discharge planning and special needs.

Therapists and therapist assistants work with you and your family, caregiver, and/or significant others to help you with issues as appropriate. They assist with discharge planning and special needs you may have.

Nurses and mental health workers provide twenty-four (24) hour care and assess your progress throughout your stay. They also conduct groups and therapeutic activities. Nurses administer medication and provide you with information regarding your medication. It is important to let nurses know how you feel when you are taking your medications.

### **Visitation Policy**

Visitation is encouraged to enhance positive relationships and communication skills among family members during your course of treatment. For patient safety, visitation times and procedures are as follows:

- Only family members may visit a patient -- a patient's significant other is considered a family member
- Visitation will be for 15 minutes at a time -- visitation starts at 5 p.m. and ends at 7 p.m.
- Only two (2) people may visit a patient at a time
- A maximum of six (6) visitors may be on the unit
- All visits will be in the Quiet Room for staff monitoring
- Visitors only interact with the patient they came in to see
- Visitors are allowed in on a first-come, first-served basis
- Nurses have the right to deny visitation
- Visitors giving patients anything considered contraband may be prosecuted
- Confidentiality is not to be violated by visiting with other patients on the unit
- If you want more than two (2) visitors at a time, please check with staff
- Update the sign in sheet for planned visits

Thank you for your cooperation with our efforts to maintain a safe and therapeutic environment for all patients. If your family is unable to visit between 5 and 7 P.M., a nurse or therapist may approve alternate visitation times.

## **Phone Use**

We provide phones for patient use and convenience. Patients are responsible for answering patient phones. Staff can assist with calls, when needed, during quiet times. Please limit calls to five (5) minutes so everyone has the chance to use the phones and receive calls. Please do not abuse the phones. Answer patient phones and courteously let other patients know they have phone calls. Give friends and family the following numbers to call:

- Main (West) Hall: 307-472-2263
- North (short) Hall: 307-472-2264
- Dining room: 307-472-2503
- If your family is unable to call long distance, you may give them the 800 number: 800-457-9312
  - Then they can ask for an extension:
    - 263 for Main Hall
    - 264 for Short Hall
    - 503 for Dining Room

Phones are available from 7 a.m. to 10 p.m. except during groups. Please answer “adult unit patient phone,” then get the patient being called. Patients manage their own calls. If you do not want to help other patients with calls, do not answer the phone.

Make local calls by dialing 9 and then the telephone number. Make long distance calls with a phone card (phone cards are available for purchase). On the day of admission, up to two (2) free phone calls are allowed to tell loved ones where you are and how to reach you.

## **Basic Responsibilities and Expectations**

You are responsible for choosing behaviors that will keep you safe, others safe, and those around you safe, by:

- Being honest in providing complete information about yourself during the admission process and being honest in telling staff about any changes in your condition during your stay

- Cooperating with searches of belongings and not accepting things that have not been searched, or that are on the contraband list
- Participating in the development and signing of your treatment plan
- Knowing and following your treatment plan
- Knowing and being able to discuss your treatment plan and daily goals
- Respecting WBI's rules and following instructions
- Understanding the Patient Bill of Rights and your responsibilities
- Reporting to staff or the patient's advocate by completing a grievance form any time you believe your rights or the rights of others have been violated
- Actively participating in scheduled activities in positive ways by paying attention, responding to group leaders' requests, taking turns, asking questions, and giving and accepting feedback
- Developing a "no harm" contract and a list of alternative ways of dealing with problems
- Honoring and respecting the confidentiality and safety of others
- Being respectful and considerate toward other patient's belongings, the staff and the facility
- Avoiding relationships exceeding friendship with fellow patients while you are here -- it is not recommended that friendships that are developed while in WBI be continued outside of WBI for confidentiality and safety reasons, and to keep you focused on YOUR recovery
- Maintaining a clean and orderly environment

### **Rules and Guidelines**

Patients are expected to abide by the rules, designed to keep you, others and the environment safe. The following are serious offenses against the expectation of safe behavior and will result in

consequences such as initiation of precautions, room confinement, or possibly discharge:

1. Unsafe behaviors
2. Self-harming behaviors
3. Intentional acts breaking the skin
4. Sexual contact with others
5. Physical aggression.
6. Verbal or physical threats of aggression
7. Possession of contraband
8. Property destruction or graffiti
9. Concealing knowledge of a plan dangerous to self or others including a plan to elope

### **Clothing**

Patients are limited to four (4) or five (5) changes of clothing due to limited space. Clothing is to be changed daily. All clothing must fit appropriately (no short shorts or sagging waist lines).

Socks and shoes are worn at all times. Steel-toed boots and cowboy boots are not allowed. Tank tops and tops revealing the midriff are not allowed. Emblems of alcohol, drugs, tobacco, violence, sex, gangs, death, or potentially addicting themes are unacceptable on clothing. Pajamas and robes are worn only in patient rooms. Strings and belts are not allowed. You may bring an electric razor to use (stored by nurses).

Patients are not permitted to give each other personal items. WBI is not responsible for loss of clothing or destruction of any personal items. Please do not bring items of value on the unit.

### **Laundry**

Patients launder their own clothing. One person washes at a time. Staff will unlock the laundry room and assist if needed.

### **Linens and Patient Rooms**

WBI provides and launders patient linens. Patients change linens every Wednesday morning and other times if needed. Patients are expected to make their own beds daily, using two (2)

sheets, one (1) blanket and one (1) spread. Towels and linens are kept off the floor and placed in white linen baskets if dirty. Gray baskets are for personal laundry. Sinks have soap and towels available for hand washing. Linens, blankets, pillows, etc., from home are **NOT** allowed due to the difficulty with effectively searching these items. Floors are to be kept clear of personal items, linens, and trash. Rooms are checked daily.

### **Contraband**

Some items are absolutely not allowed. These items are referred to as contraband, **and include but may not be limited to:**

- Alcoholic beverages, illegal drugs, drug paraphernalia
- Tobacco products
- Cigarette lighters, matches, candles, fireworks
- Guns, knives, mace, other weapons
- Straight or safety razors
- Glass bottles, aluminum cans
- Sharp objects
- Pencil sharpeners, balloons
- Magazines or posters with inappropriate content
- Anything with alcohol listed in the first two (2) ingredients (such as mouthwash or hair products)
- Cameras, cell phones, pagers
- Medications other than those given to you by WBI nurses

### **Peer Relationships**

Relationships beyond friendship and physical contact among patients are discouraged. Touching is a powerful statement; every person responds differently to touch. Ask before you touch anyone. We want you to be focused on **YOUR** issues. Patients are not allowed in other patients' rooms. Lending or borrowing clothing, money or other items is not allowed.

**Please ask questions at any time. WBI staff will assist you in every way possible to make your stay as pleasant as we can.**