

HENRY COUNTY MEDICAL CENTER

# LAKE HAVEN BEHAVIORAL CENTER

Patient Handbook

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## Mission Statement

Entering a psychiatric unit in a hospital can be an upsetting experience for a patient and family members. The admission itself may increase the discomfort which has led to entering the hospital. We will do our best to make the adjustment to hospitalization as easy as possible. We urge you to give yourself time to make these adjustments and to become comfortable with the program. Problems are not solved by leaving the hospital prematurely.

Our unit is staffed 24 hours each day by nursing staff. A multidisciplinary team, consisting of a medical doctor, nurses, social workers and an activity therapist will work with you daily under the direction of your psychiatrist.

This handbook contains information about the program and your responsibilities as a patient. We hope that it will help make your stay with us more comfortable and predictable. Any questions that you may have can be answered by the staff.

### The Lake Haven Staff

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*Lake Haven's philosophy is to work in a respectful way with, rather than for people affected by mental health issues so that they become empowered to be in control of their lives as much as possible.*

*Henry County Medical Center will not deny services, nor will we otherwise discriminate, based on your race, national origin, sex, age, religion or handicap.*

PSYCHIATRIST \_\_\_\_\_ ACCESS CODE \_\_\_\_\_

# Definitions

## **TREATMENT TEAM**

The team's purpose is to develop treatment goals and continuously assess your response to treatment. Treatment teams occur every Tuesday and Thursday.

## **TREATMENT PLAN**

A plan that identifies what problems you were having before you were admitted to Lake Haven. This plan consists of goals and interventions/plans that can help you reach your goals.

## **PERSONAL SPACE**

The therapeutic and individual space needed between you and others. For example, please do not get close enough to another patient or staff member to cause discomfort. DO NOT enter another patient's room.

## **PERSONAL TIME**

Quiet time which should be used for you to think about why you are in the hospital and what you would like to work on and change. This time allows you to write in your journal.

## **ACTIVITY THERAPY**

An activity coordinator will provide a coordinated program of daily activities for each patient. Activity therapy provides enjoyment, fun and personal satisfaction. The goal of activity therapy includes developing leisure skills and interests and creating opportunities for creative expression.

## **SOCIAL WORK GROUPS**

Consists of a group of your peers and a social worker during which you are provided education about diagnosis, treatment, coping skills, etc., and you are also encouraged to talk about your feelings, progress and to develop new ways of coping.

## **JOURNAL**

You have the opportunity to journal daily. The staff will encourage you to use this tool on a daily basis as a way of processing feelings and increasing self-awareness. The journal is your property and staff will not violate your privacy by reading the journal unless you ask them to read it. Journaling is an important part of the treatment program.

## **INDIVIDUAL THERAPY**

A counselor will provide individual counseling in order to address needs and assist in the treatment process by allowing for one-on-one interaction. Family sessions are also available to discuss treatment, progress, and to provide education and support.

***\*Participation in all groups is the core of your treatment  
and you will be expected to attend all groups.***

# Admission Information

**1.** At the time of your admission to the Lake Haven unit, a staff member will escort you to your room, give you a tour of the unit and familiarize you with the daily routine. We will check your belongings and ask you to send home any items that may be considered inappropriate or dangerous (e.g., shoe laces and clothing with strings or belts, weapons, wire clothes hangers, razors, cigarette lighters, necklaces and other jewelry, or any other object deemed a hazard). If you cannot send these items home, they will be held in a safe place until you are discharged. For safety reasons, items such as scissors, glass containers, mirrors and other sharp objects will be stored in a secured bin.

**2.** In order to provide the best and most appropriate care, please answer all questions honestly.

**3.** A treatment plan will be completed within 72-hours of your admission. A member of the multidisciplinary team will review this plan with you when it is completed.

**4.** You will be given an access code by your admitting nurse. You may give this code to anyone that you wish. Persons who wish to visit you or call for an update on your progress **must** know this code. You are responsible for giving out your code.

## Clothing & Personal Property

You will need approximately three sets of clothes that are comfortable and appropriate to casual living. Patients are expected to be out of their pajamas and robes by the time daily unit activities begin. Clothing worn on the unit should be appropriate to be worn in public without being offensive to others. Short-shorts, see-through clothing and tight clothing are not acceptable. Shoes or socks must be worn at all times for sanitary reasons.

# General Information

Personal items are your responsibility. It is suggested that this property be kept to a minimum and that valuables and/or cash, checks and credit cards be returned to your home. If valuables cannot be sent home, then they should be stored in the hospital safe until discharge. Money is not needed while you are a patient.

## Medications

Upon your admission to Lake Haven Behavioral Health unit at HCMC, the hospital assumes all responsibility for the dispensing of medications. If you have brought medications with you, they will be reviewed by the nurse who is admitting you. The medications must be given to your family (if available) to take home or they will be stored by the hospital's pharmacy and returned to you upon discharge. This includes birth control and over-the-counter medications. Your physician and psychiatrist or nurse practitioner will prescribe medications you require and the nursing staff will administer these. The pharmacist and nursing staff will review with you any medications that you will be taking during your hospital stay.

## Mail

Incoming mail may be picked up and outgoing mail may be deposited at the nurses' station. Patients must provide their own stamps to send mail. To ensure unit safety **ALL** packages received by patients are required to be opened in the presence of a staff member.

## Unit Safety

Room inspections are performed routinely to ensure safety for all patients and staff. You will be notified of any unsafe item or situation and measures to correct. If a complete room search is needed, specifically your personal items, you may request to be present for the search.

## Telephone Service

There is a telephone on the unit exclusively for the patients' use. This telephone is available for incoming and outgoing calls between the hours of 1:00 PM and 3:00 PM. Patient calls cannot be made from the nurses' station. Phone calls **ARE NOT** accepted during group times.

**The telephone number is (731) 644-8203.**

You may give out the patient number to whomever you choose. To ensure everyone's privacy, you should answer the phone by saying "hello" rather than identifying this as the 'Lake Haven unit.' You may call long distance either collect or with a calling card. If you cannot find the person receiving the call, just say that they are "unavailable" at the time. Please limit calls to 10 minutes.

Cell phones are not allowed during hospitalization. If you have a cell phone, you will be asked to send it home or to have it locked up either at the nurses' station or in the hospital safe. If you need assistance making a phone call, please notify the staff.

## Laundry Facilities

Upon admission, you will find clean sheets on your bed. You are in charge of changing your own bed linens. If assistance is needed for this task, please ask the nursing staff. Towels and washcloths are available upon request. Staff will give instructions about how to dispose of dirty laundry. A washer and dryer are provided on the unit for washing your clothes.

## Maintenance

If maintenance is needed in your room (clogged drain, broken furniture, etc.) please notify the nursing staff.

## Meals

All patients are expected to eat their meals in the activity room. Menus for patients are to be completed for the next day's meals. If you are unable to complete your menu, nursing staff can help you. The menus should be turned in at the nurses' desk after completion.

Nutritious snacks and drinks are available at scheduled times on the unit. Patients may only have food and/or beverages that are supplied and maintained by the hospital. Food and/or beverages brought in by visitors is not permissible.

## Gifts

Gifts, including balloons, floral arrangements and plants are not allowed.

## Sharps Policy

“Sharps” are materials and substances that are considered potentially harmful if used inappropriately.

“Sharps” include but are not limited to: razors, cigarette lighters, electrical appliances, aerosols, and substances packaged in glass, etc. To use your own electrical appliances, such as blow dryers, these items must first be inspected and tagged by HCMC Plant Operations and will be secured in your bin at the nurse’s station and may be used under direct staff supervision. Glass, ceramic or objects that can be broken and create a sharp edge are not allowed to be kept by patients. This includes CD’s, DVD’s, craft materials and supplies.

## Visitation Guidelines

Visiting hours are from 1:00 PM until 5:00 PM daily. Patients are limited to **ONE** visitor at a time. Visitors must be at least **18 years old**. When someone calls the unit to visit, they must give your access code to ensure the staff that they are a wanted guest of yours. Visitors must sign in immediately upon arrival to the unit. Visitors must check any packages and/or clothing at the nurses’ station before they are given to the patient. Any visitor who is under the influence of alcohol and/or are using mood-altering chemicals will be asked to immediately leave the unit. Any visitor not following unit rules will be asked to leave the unit. Visitors will be asked to stay in the Activity Room at all times. Visitors are provided lockers for their personal belongings and will be subject to a metal detector search to ensure no hazards are brought onto the unit.

## Patient Representative

Henry County Medical Center is committed to providing the best possible care during your stay. We encourage you and your family to ask questions or voice any concerns about patient care and safety to the staff on the unit where you are receiving treatment in order to address it as soon as possible. If you feel your concern has not been resolved or if you are more comfortable talking with someone else, we have a Patient Representative to assist you with questions, needs or concerns. You can contact your Patient Representative by calling 644-8256. You may request assistance from any staff member to contact the Patient Representative without being obligated to discuss your problem with staff or you may call 644-8297, the Patient Comment Line.

You may also contact the Program Director at Lake Haven at 644-8401. These persons will then follow the proper channels to rectify the problems. All complaints and concerns are given the utmost attention and courtesy. Your Patient Representative will also gladly receive compliments for any outstanding physician and staff members.

*If you believe your concern about the quality of care and/or patient safety has not been resolved through the Patient Representative or Hospital Administration, you may contact:*

<b>Organization</b>	<b>Address</b>	<b>Phone</b>	<b>Email</b>
Tennessee State Health Department Nashville, TN 37247	Cordell Hull Bldg 545 1st Floor	1-877-287-0010	
The Joint Commission	Office of Quality Monitoring One Renaissance Blvd Oakbrook Terrace, IL 60181	1-800-994-6610 weekdays 8:30 AM - 5:00 PM Central Time	complaint@jointcommission.org

## Family Involvement

Family involvement is an important part of the comprehensive treatment process. **WITH YOUR CONSENT**, the social worker will call family members to participate in the treatment process. If you would like for family members to be able to call the staff for an update on your progress, to schedule appointments or anything else, they must be able to give your access code for acknowledgment of your hospitalization and consent.

## Therapeutic Community Living Rules

The multidisciplinary team expects and encourages you to participate in all unit activities. The schedule of activities is posted in the activity room and the weekly schedule is in the admission packet. To maintain a community that is emotionally and physically safe, and supports growth and change, the following rules have been established:

- 1.** To protect confidentiality, you will not repeat things said in group or give out information about another patient at any time.
- 2.** Threatening or assaultive behavior is not tolerated. Ask staff for assistance when needing to deal with intense feelings of anger.
- 3.** You are expected to keep your bed made and room picked up. If you need assistance with this, please ask the staff.
- 4.** You are not to go into another patient's room. Relationships of a sexual nature between patients are non-therapeutic and not allowed.
- 5.** You are not allowed to borrow money, clothes, cigarettes, etc. from other patients.

## Patient and Family Restraint Information

### ***What is a restraint and when is it used?***

A restraint is a device or medication that involuntarily restricts a patient's freedom of movement, activity or access to his or her body. There are several different types of restraints that may be utilized, but staff will utilize the least restrictive type that will be effective.

Restraints are used when it has been determined that the patient may be in danger of harming himself or herself or others. Restraints may be used for non-emergency situations in acute medical care to improve the effectiveness of treatment and promote patient well-being. Restraints may also be used in emergency situations when a patient is severely aggressive and/or has behaviors that place the patient, staff and/or others at risk of injury. All types of restraints require a physician's order and they are never used as a form of discipline or convenience for the staff. Seclusion is considered restraint.

### **What alternatives are tried before using a physical restraint?**

Staff will try a number of alternatives in order to avoid the use of restraint. These options might include:

- Giving you clear instructions and directions about your behavior
- Encouraging you to talk about what's making you angry and/or frustrated
- Teaching you ways to manage your anger along with relaxation techniques
- Reducing negative stimuli in your environment; for example, loud noises, turning out lights, allowing you some solitude, restricting visitors
- Offering diversionary and physical activities, TV, music, exercise, reading
- Providing medications that your psychiatrist has ordered to help you relax and gain control of your emotions

### **How are physical and emotional needs met while a patient is in restraint?**

Patients who are in restraints are monitored on an ongoing basis to assure that physical and emotional needs are met and that they are safe.

- The restraints are checked routinely to make sure they are properly fitted and not causing problems with circulation, breathing or skin irritations.
- Personal needs are met including: toileting, bathing, oral care, snacking, fluids and meals

### **What behaviors will result in release from restraint?**

Patients are released from restraints when they demonstrate behavioral control, show improved ability to understand and follow directions and are no longer dangerous to themselves or others.

### **How can you help?**

If you are aware of events in the past that may be causing these behaviors, or if you are aware of techniques that have been used in the past that were helpful, please inform the staff. To the extent that it is possible, we will incorporate those techniques into the treatment plan.