



**PATIENT AND
FAMILY
HANDBOOK
Acute Clinical Services**

To exceed the patients expectations with Care

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Table of Contents

Welcome	3
Program Description	4
Unit Program Coping Constructs.....	6
Program Staff	7
Unit Specific Information	9
Poplar Springs Unit Q & A	10
Patient General Rules/Responsibility	12
Patient Rights/Compliant Process	14

WELCOME

We, the staff of Poplar Springs Hospital, welcome you or your loved one to our Acute-inpatient units. While you or your loved one are here, we encourage our patients to participate in our program that offers a continuum of behavioral health services. At Poplar Springs Hospital, we work together with patients and their loved ones to assist patients to return to their community as healthier individuals. Our typical length of stay depends on the individual's engagement and stabilization. As one becomes involved in our program and starts achieving their goals and objectives, it is an indication to one's treatment team that our patients are nearing discharge and it will then be scheduled accordingly. Poplar Springs Hospital is an acute (short term), psychiatric facility and we strive for stability through therapeutic interventions and medication management, as needed.

DEDICATION TO OUR CLIENTS

Poplar Springs Hospital follows a thorough therapeutic structure and is designed to help stabilize the patient following a psychiatric crisis. A psychiatric inpatient visit may be unfamiliar at first; however, we have learned to view a crisis as an opportunity for growth of developmentally, emotionally and behaviorally. Our therapeutically, clinical trained staff value learning about your thoughts, feelings, and behaviors. Our goal is to motivate you through group therapy based programming to promote a healthy, effective level of functioning.

PROGRAM DESCRIPTION

Our programming offers a variety of treatment opportunities throughout the day to meet our patient's individual needs.

Psychiatric Care: Psychiatric care is provided to all patients. The admitting patient will meet with a psychiatrist daily for an assessment, treatment, and, if applicable, medication and medication monitoring. A patient's psychiatrist works closely with the treatment team of clinicians and nursing to determine together an appropriate, safe discharge plan.

Therapy: Participation in group therapy is provided to all patients at Poplar Springs Hospital and is primarily based on a Cognitive Behavioral Therapy (CBT) and Dialectical Behavior Therapy (DBT) approach. These therapist-led groups teach skills such as Mindfulness, Distress Tolerance, Interpersonal Effectiveness, and Emotional Regulation. Behavior management, Motivational Interviewing and Person Centered therapies are also practiced throughout our patients stay in group therapy and activities. Group therapies will address your individual needs such as self-esteem, healthy expression of feelings, anger management, peer pressure, depression, and anxiety.

Clinicians attempt to conduct family therapy sessions within the first 72 hours after admission, if clinically appropriate. Family sessions may take longer to be scheduled due to clinical presentation of our patients. More than one family session may occur due to observation of family dynamics

Evidenced-based Treatment: All clinical staff members are here to assist our patient's mental health, behavioral health and to support motivation for change. Various staff members also have expertise in treatment modalities such as Dialectical Behavior Therapy, Cognitive Behavioral Therapy, Motivational Interview, Trauma-focused Cognitive Behavior Therapy, and many others.

Social Services: These services are provided by the assigned clinician, who will manage treatment planning, plan for follow-up mental health resources, and works with the patient's support person(s) such as parents/legal guardian to arrange for outpatient services for continued care post discharge. Discharge planning begins immediately upon your admission. Your clinician will meet with you as soon as possible after admission and complete an initial assessment within 72 hours.

Medical Care: All those admitted are checked by a medical physician. On-site nursing staff will provide care around the clock. Continued medical care, pharmacy, dietary, and lab services are also provided, as needed.

Recreation/Activities: Everyone will participate in daily recreation groups on their perspective units. Certified recreational therapist provide, daily, therapeutic led activity groups on each unit to promote self-expression, self-esteem and social skills.

Pastoral Care: Everyone admitted may attend pastoral care services, and may request individual pastoral care consultations. On all units, the pastor is scheduled one day per week unless requested for individual pastoral care.

Other Groups: All those admitted will attend group activities based on goal setting and evaluation, nutrition groups, medication education groups, and other psycho-educational groups, as needed.

Other Programming: The acute inpatient unit schedule includes time for personal hygiene, laundry, therapy homework, meals, snacks, leisure activities, visits, and phone calls throughout the day. ***Visits are limited to legal guardians, immediate family and pastoral care. Visitation guidelines are subject to change as COVID-19 regulations allow.***

Statement of Purpose

Poplar Springs Hospital provides a supportive, safe and structured treatment environments for individuals in a psychiatric crisis. On Poplar Springs Hospital's child/adolescent units, it is required for the family to participate in treatment to improve mental health and behavioral health of their child while in the hospital and to continue safety after discharge. Family and support person(s) involvement for our adult population is highly encouraged to promote a safety, post discharge.

Unit Program Coping Constructs

At Poplar Springs Hospital our treatment focuses on different Coping Constructs each day through evidenced based treatment to address mental health symptoms and promote healthy coping strategies for when our patients leave the hospital and integrate back into the community. Each day there is a specific coping construct that all activities, clinical groups and other unit activities/groups focus on. Small group activities will help foster a learning environment where each individual can practice these skills and eventually form adequate self- soothing/coping options that they can use outside of the hospital. Below are the daily coping construct themes Monday through Sunday.

Communication: Focusing on healthy communication with self and others are important for individuals, especially during a crisis. Patients will explore past communication styles and their effects. Also, patients will learn new ways to healthier communicate their needs and wants.

Emotional Regulation: Emotional regulation is important for our patients to learn to identify emotions so they are able to regulate in healthier ways. Patients will explore emotions, behaviors and learn new skills by challenging to reduce anxiety, sadness, and anger to feel more calm and happier.

Safety: Focusing on safety throughout a crisis is vital for our patients throughout their inpatient stay. Safety will include learning new healthier boundaries, how to manage peer pressure, identifying stressors, emotional/physical warning signs and healthy coping mechanisms.

Stress Management: Stress management is an important tool for all individuals, however, especially those experiencing a psychiatric crisis. Learning ways to identify stressors will minimize self-destructive thoughts, emotions and behaviors post discharge.

Planning for Success: While in an inpatient psychiatric stay, planning for success is important for our patients. This will include exploring goals and setting short term/long term goals while inpatient and post discharge, for healthier behaviors and skills.

Boundaries: It is important for our patients to explore personal, physical and emotional boundaries while in a safe place. Learning about one's boundaries will increase a healthier lifestyle post discharge.

Personal Wellness: Self-care is important for all individuals and we provide our patients the opportunity to explore diverse areas of personal wellness. We allow our patients to participate in self-care assessments and to learn new personal wellness skills.

PROGRAM STAFF

Attending Psychiatrist

Patients will have a physician whose specialty is in psychiatry. This individual is in charge of medical and emotional diagnosis and treatment. Patients will speak with their physician about symptoms and medication.

Director of Clinical Services

There is a clinical director available to help answer any programming or therapy specific questions patients may have about your individualized treatment plan. The program director may assist patients with any case management needs that patients and the clinician are working towards.

Nursing Manager

Each shift, there is a nursing manager for the adult and child/adolescent populations to help answer any medical questions patients and support persons may have about a patient's individualized care.

Medical Physician Staff

Within 24 hours of admission, each patient will have a medical physician or physician assistant complete a medical history and physical. The medical staff will follow the patient for any medical management as requested by the patient's psychiatrist.

Nursing Staff

Nursing staff are involved in your care 24 hours a day and are here to answer any questions you may have about your medications. Nursing staff will provide the patient with education about your medications as well.

Group Therapist

The master-level group therapist provides daily processing groups for each unit. The group therapist provides emotional support to assist in the patient's symptomology and to reduce negative thoughts, emotions and behaviors. The master-level therapist begins, on admission, to help the patient focus on concrete goals and objectives related to our patient's mental health and emotional health treatment.

Clinician

Upon admission, each patient will be assigned a master-level clinical clinician that is either licensed or licensed eligible. They will oversee the patient's individual treatment plan, and coordinate patient discharges and follow up plans.

Recreational Therapist

Certified recreational therapist provide daily, therapeutic led activity groups on each unit. Scheduled recreational activities may be on the unit, in the recreation room, or in designated fresh air location.

Mental Health Technician (MHT)

The MHT will assist you with structured activities and monitor unit activity for safety. The MHT will also lead psychoeducational group activities and are available for support 24 hours a day.

UNIT SPECIFIC INFORMATION

Thank you for entrusting your loved one to us while they are here Poplar Springs Hospital. We strive to make each patient's experience a positive and supportive journey. In order to help you understand more about our program, please take the time to review this unit specific information. If you have any questions, feel free to ask any of our staff members for assistance.

VISITATION

To protect confidentiality, a patient ID number and written consent are **required** for visitation and phone calls. Staff members will not acknowledge a patient's presence without this ID number and a written consent available.

Visits are limited to legal guardians, attorney, juvenile parole officers, immediate family and pastoral care only. (Due to COVID-19, PSH is following federal and state guidelines to protect our patients, families and staff members). At this time, no in-person visits are allowed and we can supplement with zoom sessions, if requested.

Visiting hours:

Child/Adolescent: Tuesdays 7:30p-8:40p & Saturday/Sunday 9:20a-10:30a

Adults: Wednesdays 7:30p-8:40p & Saturday/Sunday 2:00p-3:10p

Visitation will occur in a designated area only

(No visitors are allowed on patient units for any reason due to HIPPA).

Outside Food and gum/candy are not permitted. Please do not discuss other patients with your loved one; we must respect their privacy rights as well.

TELEPHONE CALLS

Patients are able to make phone calls to support persons (immediate family members and outside therapists) only during the day up to 10 minutes. Child/adolescent units are allotted phone times, 3 times per day while adults can utilize the phone throughout the day, as needed. If a parent/legal guardian of a child calls and the patient is **not** in a clinical group, they will be allowed the call. You will receive a copy of the unit schedule, which will include these available time slots, when patients are **not** programming.

Phone calls may also occur outside of these scheduled times depending on the unit activity. Understand that we will not interrupt patient clinical therapeutic groups for telephone calls. You are also able to call our facility at any time to speak with clinician, director of clinical services and nursing supervisor. If you would like to speak with the psychiatrist, let staff members know so they can contact the physician for you. **Please be mindful the psychiatrist will call when their time allows, which sometimes may be in the evening.**

Cell phones are not permitted on the unit.

Child/adolescent patients will ONLY be able to communicate with parents/legal guardians, family members and community therapists. NO romantic partners, friends will be added to the phone list.

DAILY SCHEDULE

A daily schedule will always be posted on the unit. The schedule represents a structured, engaged program with daily coping constructs that address symptomology of our patient population during a mental health crisis. All patients are expected to adhere to the time schedule of planned activities. Unit schedules are subject to change to meet the needs of our patients.

BODY AND BELONGINGS SEARCH

Poplar Springs Hospital will perform a non-invasive body and belongings search on all admitted patients. This search will assist in identifying any issues that may need addressed, itemize patient belongings properly and remove any contraband that could pose a safety risk to our units. Contraband include such items as lighters, weapons, or drugs. **A search may also be repeated during the patients stay if a staff member suspects accessibility to contraband.**

JEWELRY: Jewelry of any type will **not** be permitted, *this includes piercings and gauges.*

MISCELLANEOUS ITEMS

All patient items brought by supports persons will be checked in by staff members. The following items are **prohibited**: hoodies, strings in shoe laces, drawstrings in pants, glass or aluminum, aerosol products, wire-bound notebooks, or underwire in bras. Revealing & offensive clothing may not be worn at our facility such as see-through tops, midriff tops or any shirts that reveal the stomach or back; shorts not at finger tips length, or anything advertising a negative message (i.e. drugs, alcohol, sexual references, profanity, etc.). Electronics are also not permitted.

Poplar Springs Hospital is not responsible for lost/ damaged clothing or valuable items – We recommend that you bring a limited amount of inexpensive clothing only (3-4 daytime outfits & 2 sets of pajamas).

Are the doors locked?

Yes. The main reason that the entrance door to the unit is locked is to protect the patient's confidentiality and safety. Additionally, the unit must be locked to meet certain licensure requirements. Staff members will also be locking bedroom doors when no one is in the room and when it is not designated room time.

Are there televisions or telephones in the rooms?

No. There are televisions available in the main common areas on the unit and a telephone at the nursing desk that you may use during scheduled phone times. Televisions will be turned on during designated times as the expectation is to have our patients engaged in unit groups, activities and therapeutic groups.

How long am I expected to be in the hospital?

Typically, acute patients are in treatment for about 7 -10 days. A patient's stay may be shorter, or longer, depending on the progress and patients individualized needs.

Can I leave anytime I want to?

A patient is admitted to Poplar Springs Hospital either voluntarily or involuntarily. If a patient is involuntarily, there will be a court order for a hearing 72 hours after an initiated temporary detention order. Those patients who are here on a voluntary basis may ask to be discharged. The patient's physician and treatment team will make a determination as to whether or not the patient's discharge is in their best interest and needs. If one wishes to leave, and are not dangerous to self or others, the patient will likely be asked to sign out AMA (which means Against Medical Advice) with the physician agreement. When this occurs, patients are not promised transportation and/or aftercare appointments. If the physician and treatment team believe that a patient is a danger to self or others, the attending physician can order that a patient be held for 96 hours, by initiating the civil commitment process.

Can I keep anything I want to in my room or on my person?

Patients will not be allowed to keep contraband items in their possession. Belongings will be searched both on admission, and at time of discharge from the unit. Also, belongings brought by visitors will also be searched. This is for patient safety, protection and as well as the protection of other patients. Absolutely no drugs or alcohol are allowed on the unit at any time. Valuable items and money should be sent home, or we will keep them in the hospital patient's safe.

What types of patients are on the unit?

Both male and female patients experiencing a psychiatric crisis are represented on the unit. Adult patient units are gender mixed while our child/adolescent units are usually gender separated. However, this may switch due to the acuity of our patients. Poplar Springs Hospital's patient population have psychiatric symptoms

that are related to depression, anxiety, family problems, and difficulty in managing stress effectively, the inability to function effectively outside of the hospital, and those persons who are having difficulty coping with a recent crisis.

What is expected of me while I am on the unit?

Patients will be expected to participate in all treatment, including groups, family therapy sessions, educational groups, activity therapy, relaxation training and other prescribed treatment to assist you in being able to function healthier in the community, post discharge. Individual sessions are not required by licensure but may be utilized to further explore one's symptoms. You will only be excused from a group if you have permission from the staff to do so, which is generally based on a medical issue or concern. You will also be expected to keep your room straight, and to assist in keeping the unit clean, as well as going to bed and getting up on time. The purpose of this type of structure is to give you a schedule that is consistent.

Can I have food in my room?

No. Allowing food in patient bedrooms is an infection control concern. You may have a cup of water in your bedroom only. There are provided meal and snack times throughout the unit schedule.

What happens to me after I leave the unit?

For post discharge, Poplar Springs Hospital will assist in scheduling aftercare appointments in the community. Patients may have private providers and/or will utilize community resources to obtain intake assessments for outpatient therapy, medication management, substance abuse, intensive in home counseling and other needed services based on the patient's individualized needs. These appointments are important to attend as they are addressing issues and symptoms that brought the patient to inpatient treatment. Patients and support persons will be asked to assist in the discharge planning process.

What happens if committed after my 72 hour hold?

Our patients at Poplar Springs Hospital are either admitted voluntarily or under a temporary detention order for 72 hours. After a patient's hearing, they may be recommitted up to a certain amount of days ordered by their physician (i.e. 3, 7, 10, 14, 30 days). These days do not mean you are held in our facility for that length of time. This time allows extra time for our patient and treatment team to assist our patients with stabilization and safe, appropriate discharge plans. A patient may be discharged before their commitment expires.

General Rules & Patient Responsibilities

You have the responsibility to...

1. Treat yourself, peers, and staff with respect. This includes using respectful language and respecting other's personal space. Respect others regardless of race, color, age, national origin, religion, gender identity, sexual orientation or disability;
2. Keep all clinical and personal information communicated to you personally or in groups confidential. We ask that you maintain a respectful distance from the nurses' unless meeting to discuss a private health concern. There is no waiting at the nurse's station;
3. You are responsible for getting what you need out of your treatment by:
 - a. Asking for help when you need it. Sharing your feelings with staff & peers.
 - b. Avoiding involvement in other's unhealthy behaviors.
 - c. Telling the truth and doing what you think is right.
 - d. Maintaining focus on your own issues, not others.
4. In providing for the upkeep of the environment, you are responsible for:
 - a. Keeping your room and common areas neat and clean.
 - b. Not taking food or drink to your rooms.
 - c. You are expected to be showered, dressed, bed made and room tidy prior to going to breakfast each morning;
5. You are expected to reported to staff immediately any information about another patient's plans to do harm to him/herself or others, or if he/she has already harmed themselves or others. This is not "snitching", but protecting community members and is an act of concern on your part;
6. Follow the treatment plan discussed by your treatment team. This includes medication and to not give your medication to another patient nor take medications that is not ordered for you;
7. Visiting with peers in bedrooms or waiting in doorways is not allowed. It is important to be supportive and respectful to each other. Romantic relationships are discouraged, because they interfere with your treatment;
8. Not bring illicit drugs, alcohol, weapons, or other hazardous materials into the hospital;
9. Peers must maintain appropriate boundaries. Touching, kissing, grooming, handholding or other forms of physical contact are **not** allowed. In addition, note passing between patients is not allowed;
10. Be familiar with the hospital's guidelines on patients' rights and responsibilities affecting patient care and conduct;
11. No writing utensils are permitted in bedrooms. This includes markers, crayons, pens and pencils. Patients are only permitted to utilize washable markers, colored pencils, crayons and gold golf pencils;
12. No borrowing, lending or gift giving is permitted between patients;

13. Jewelry is **not** permitted to be worn on the unit;
14. Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to physical and mental health, as well as any changes in condition while a patient is here;
15. Furniture is not to be moved and cushions from furniture are not to be removed. Please keep your feet on the floor and no sitting on the floor to reduce infections and spread of germs;
16. Meals are at designated times posted on the schedule. You are expected to clean up after yourself when your meal is completed. When allowed to eat in the cafeteria, sit together as a group and return to the unit together. While in the cafeteria:
 - a. Not to communicate with the patients from other units.
 - b. Leave all plastic ware, food and drink in the cafeteria.
 - c. Keep the noise level at a minimum.
 - d. Clean up after yourself.
 - e. Demonstrate appropriate manners.
17. Blankets and pillows are not permitted in the solariums. Blankets from home will only be allowed by a physician order; and
18. Follow the hospital rules for smoking (adult units)

The hospital cannot be responsible for personal items including glasses, hearing aids, jewelry or money unless given to us for placement in the safe at the time of admission.

Confidentiality

All of patient incoming calls will require the caller to identify him/herself, and to provide the patient identification number. Patients are not allowed to reveal other patients' names with callers and visitors. Clinicians share patient information with outside individuals, schools, or agencies only with patient, and patient's parent/legal guardians, permission. While patients are in the hospital, all unit staff will know some of the reasons why patients are in the hospital so that we can work with patients on their treatment goals as a team, with empathy and understanding. By law, your confidentiality will be broken if patients tell us you are thinking of or planning to hurt yourself or someone else, or when you report abuse or neglect as all employees at Poplar Springs Hospital are mandated reporters.

Patient Rights/Human Rights

As a patient at Poplar Springs Hospital, you have certain rights regarding your treatment. You have the right:

- To be treated with dignity and respect.
- To be told about your treatment.
- To have a say in your treatment.
- To speak to others in private.
- To have your complaints resolved.
- To say what you prefer.
- To ask questions about your rights.
- To get help with your rights.

If you have any problems, concerns, or complaints, we encourage you to speak to any unit staff or the Clinical Director. If you feel that you cannot speak to your unit staff or are not satisfied with the response to your concern, please feel free to contact the Patient Advocate located here at Poplar Springs Hospital. Under no circumstances will the presentation of a concern/issue in itself prevent access to care and services provided by the hospital.

The State of Virginia, through the Department of Behavioral Health and Developmental Services, has appointed persons to act on behalf of consumers of services licensed by this department. The Local Human Rights Advocate is available to assist you if your concerns or complaints are not resolved to your satisfaction by the hospital.

If you have attempted to resolve any issues or concerns with the unit staff, clinical director, administration, and/or the **Patient Advocate here at Poplar Springs Hospital (PSH) at extension 3344** and you have been unsuccessful, then you may contact the Local Human Rights Advocate for further assistance. You may contact the Regional Human Rights representative with the Division of Behavioral Health and Developmental Services (DBHDS) by calling Sharae Henderson, Patient Advocate with DBHDS at 804-524-7247.

Here at PSH, we are continually pursuing excellence in our healthcare service delivery. To assist us in maintaining the highest quality of care, PSH encourages all members of the general public, or the individual who has a concern regarding patient safety, to notify the PSH staff on duty, or any member of our management team. If you have discussed your concern with the staff on duty and you believe the issue has not been resolved, please leave a voice mail message with the hospital administrator at: 804-733-6874.

If your concerns cannot be resolved through the hospital administration, you may contact the Joint Commission's Office of Quality Monitoring. You may provide your name and contact information or you may report anonymously. You may contact the Joint Commission's Office of Quality Monitoring at 800-994-6610.

Poplar Springs Hospital Patient Advocate

Jeri Harlow

From inside the hospital, just call extension 3344
From outside the hospital, 804-733-6874, Ext: 3344