

A Joint Commission Accredited Children's Psychiatric Hospital

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES

HAWTHORN CENTER

GENERAL INFORMATION

Hawthorn Center, located in Northville, Michigan, provides intensive inpatient psychiatric services to children and adolescents. An agency of the Michigan Department of Community Health, Hawthorn Center has been one of the Midwest's finest psychiatric treatment facilities for children for over fifty years. More than 35,000 children and their families have received services since the hospital opened in 1956.

Hawthorn Center is also an important training site for child psychiatric residents, psychology interns and practicum trainees, and students in social work, and nursing.

Mission Statement

The mission of Hawthorn Center is to provide emotionally disturbed children and adolescents with evidence based/supported and trauma-informed inpatient mental health services that meet the highest standards of quality in the context of an integrated, patient centered, pro-active safety culture.

Hawthorn Center is a Teaching Hospital

Hawthorn Center is an education and training site for several universities in the area. Trainees in psychiatry, psychology, social work, nursing, and education rotate to Hawthorn Center for their clinical experience. A trainee may be involved in treatment. All trainees work under the close supervision of Hawthorn Center staff.

Safety Culture

Hawthorn Center strives to create a safety culture integrated with activated patients and families. Activated patients and families are more likely to have good outcomes. As individuals and teams, we are committed to making sure our values, attitudes, competencies, patterns of behavior, and careful collection/analysis of data support clear and transparent communication, respect, and dedication to learning, safety, and prevention.

Safety in the Environment of Care

In order to make sure we are all safe, the following measures are taken:

Select hospital doors are locked in order to enhance security. All visitors to the hospital are screened and identified by visitors' badges. Fire, tornado, and disaster drills are conducted on a regular basis. The hospital Safety Committee evaluates safety concerns and safety-related incidents, and recommends necessary changes. All our policies and procedures are reviewed

every three years, and appropriate training is provided, to address safety issues.

If in the hospital during a safety drill, follow directions of the hospital staff. If concerns related to the safety of the environment are noticed, please notify the nurse on the living area or the hospital receptionist.

The grounds and buildings of Hawthorn Center are tobacco, drug and alcohol free environments. Smoking and vaping are prohibited.

Interpretation Services

In order to participate actively in treatment, patients must be able to communicate effectively, and in a manner preferred by them. Hawthorn Center assesses the need for interpretation services at the time of admission. Patients and families are provided with an interpreter based on that assessment, and communication preferences. Interpretation is provided for both spoken language and American Sign. If at any time during the course of hospitalization an interpreter is needed, appropriate arrangements are made.

Comprehensive Treatment Services

Hawthorn Center provides the following comprehensive services:

Psychiatric
Nursing
Psychological
Social Work
Educational
Recreational Therapy
Pediatric
Pharmaceutical
Nutritional
Occupational Therapy
Transition Support

Admission Criteria

Children are admitted according to Michigan Mental Health Code (Chapter 4a) Hospitalization Criteria for Emotionally Disturbed Minors.

“Minor requiring treatment” means either of the following:

A minor with a substantial disorder of thought or mood that significantly impairs judgment, behavior, capacity to recognize reality, or ability to cope with the ordinary demands of life.

A minor having a severe or persistent emotional condition characterized by seriously impaired

personality development, individual adjustment, social adjustment, or emotional growth, which is demonstrated in behavior symptomatic of that impairment.

Youth who have an intellectual disability and/or autism spectrum disorder and who also fit the above statutory criteria, may be admitted to Hawthorn Center for appropriate treatment, care and services.

Length of stay varies from a few days to a few months.

Admissions

Children four to seventeen are admitted 24 hours a day, seven days a week. Children are referred for treatment by Community Mental Health agencies. Hawthorn Center's Admission Committee/designee reviews referral information for suitability of care. Once a child is approved for admission, the most appropriate living area and treatment team assignment is made.

Admission Process

Formal voluntary admission and consent documents are processed/signed, and the following assessments are completed:

- Psychiatric
- Social Work
- Nursing
- Physical
- Nutritional
- Person-Centered Pre-Plan
- Crisis Management
- Admission Treatment Plan
- Psychological Evaluation
- Educational Assessment

Individualized Plan of Service (IPOS)

Following the development of the Admission Treatment Plan and the Person Centered Pre-Plan, the IPOS is developed within 7 days, and updated monthly for the first 3 months and then every 60 days and as needed. The IPOS is developed and maintained with the participation of the child, parents/guardian, and CMH representative using a Person Centered Planning approach.

The IPOS focuses on the following:

- DSM-5 Diagnoses with formulation
- Prognoses
- Problem Areas
- Strengths and Barriers
- Goals
- Objectives
- Treatments
- Discharge Criteria
- Discharge Plan

Therapeutic Treatments

Hawthorn Center is dedicated to using evidence based and evidence supported treatments.

Hawthorn Center uses a variety of treatment modalities, including:

Psychiatric Review

Psychiatric assessment and monitoring are performed by a full time, on-site, board certified or eligible Child Psychiatrist. Children are seen regularly for assessment and medication reviews. Medications are prescribed as needed, with a strong focus on medication education and compliance.

Individual Therapy

Individual Psychotherapy is typically conducted three to four times per week for 30 to 60 minutes per session by Clinical Social Workers (MSW) or Psychologists (M.A./M.S. or Ph.D.) Various treatment approaches are used, including behavior management, cognitive-behavioral, trauma focused C. B. T., psychodynamic, supportive, and relationship building. Therapy frequency, time and type depend on clinical needs.

Group Therapy

Group Therapy is provided twice weekly for one hour sessions. The types of group therapy include:

- Psycho-educational
- Cognitive Behavior Therapy
- Dialectical Behavior Therapy
- Motivational Therapy
- Substance Abuse Issues
- Problem-Solving
- Anger Management
- Team Building
- Relationship Issues
- Health & Wellness
- Self-Esteem Building
- Trauma Focused Therapy

Milieu Therapy

Hawthorn Center promotes the use of trauma informed, structured programming which is supervised by Registered Nurses 24 hours a day. This includes:

- Ongoing support and monitoring
- Nursing Groups
- Physical Fitness
- Child Care Groups/Activities
- Swimming
- Field Trips

Family Therapy

Family therapy is provided by the child's therapist. Families are strongly encouraged to actively participate in family therapy, treatment planning, discharge planning, and visits.

Nutritional Services

All children admitted to Hawthorn Center are evaluated at the time of admission concerning their dietary needs. Meals at the Center are prepared per the United States Department of Agriculture's *Dietary Guidelines for Americans* with age specific menu planning. Special dietary needs are addressed on an individualized basis.

Medical Services

Pediatric care is provided on-site by Hawthorn Center's pediatrician/physician designee. When necessary, off-site specialty consultations are arranged at the request of the Hawthorn Center medical staff.

A dental assessment is done at the time of admission. If a patient has not been evaluated by a dentist in the past 6 months and/or is in need of dental services at any time during hospitalization, arrangements are made for off-site specialty consultation.

In the case of medical and/or dental emergency, children may be referred to a local emergency room for treatment. Parents/guardians will be notified in the case of emergency so that they can come to emergency room.

Parents/guardians are encouraged to attend any off-site specialty consultations. They may also arrange for any such consultations if desired.

Medications

At the time of admission, you will be asked about the child's current and past medications. Give the child's current medications to the admitting nurse. Home medications will be reconciled with the medications that are prescribed by Hawthorn Center physicians. The child's psychiatrist will provide families with information about psychiatric medications, and will obtain informed consent, prior to prescription. Please do not give any medications to the child during visits. Discharge medications will be reconciled with home medications at the time of discharge.

Dietary Services

Food Service staff provide all meals and snacks, following nutritional guidelines. The physician may order a special diet based on the child's nutritional needs, likes, and dislikes. All food brought to lobby visits must be eaten during the visit and may not be taken back to the living area.

Special Events and Field Trips

As part of programming at Hawthorn Center, the hospital sometimes has special events where outside resources are used, such as magicians, sports figures, entertainers, community leaders, pet therapy specialists with pets, etc. These individuals are under the direct supervision of Hawthorn Center staff and are expected to comply with hospital policies and procedures, particularly confidentiality. During these events, no photos, recording, and/or media participation are allowed.

Based on behavior, the child may go on off-grounds field trips (such as bowling, skating, trips to the waterpark, museum, etc.). Permission for the child to participate in field trips is obtained at the time of admission.

Occupational Services

Comprehensive OT services are provided at Hawthorn Center.

Transition Program

The mission of the Transition Program is to actively prepare adolescent youth for going back home. Youth are transferred internally from Hawthorn Center to the Transition Program. These youth typically have a history of serious emotional and behavioral disturbances, and who are now well enough that they can engage in learning skills that will make a successful return home more likely. Programming includes but is not limited to:

- Work Therapy program
- Daily living skills development
- Social skills development
- Peer support

Educational Services

Hawthorn Center offers on-site education services through a school program where children are provided up to 25 hours of individualized educational programming each week. All teachers are certified in teaching children with emotional impairments and are highly qualified in the subjects they teach. Programming includes:

- Academics
- Physical Education
- Dance Therapy
- Music Therapy
- Art Therapy
- Computer Classes
- Children's Library
- Referral to Michigan Rehabilitation Services for children 16 and older
- Speech and Language Services as needed

If a child is unable to participate in classroom based education services, homeschool services, as defined by the Individual with Disabilities Education Act (IDEA), are provided.

Discharge Planning

Discharge planning starts at the time of admission. The Treatment Team works closely with the CMH Liaison and the parent/guardian to develop and facilitate the discharge plan.

Technical assistance regarding discharge planning may be provided by Children's Transition Support Team during hospitalization, and for up to a year after discharge for youth who have had repeated inpatient stays and/or have special needs in the community. Some children may be assigned to the Transition Program in order to help prepare for return home.

Treatment by Spiritual Means

Hawthorn Center offers non-denominational services. Both group sessions and private services are available to all patients. The services will be geared toward the kinds of issues the children here need assistance with, such as anger control, responsibility for actions, reparations to others, and self-esteem. It is expected that the services will be held at least once a month. If you wish to know the times of the services, or to attend yourself, please call your child's therapist for more information. Hawthorn Center can also arrange for clergy to be called if the patient or the family requests it.

Fees and Reimbursement

Care at Hawthorn Center is eligible for reimbursement by many health insurance companies. The Administrative Rules for the Michigan Mental Health Code set the payment schedule for those services not covered by insurance. The family's financial obligation is determined by the Hawthorn Center Reimbursement Department based upon information provided by the family. Admission is never denied for financial reasons.

Visiting, Mail/Communication, Leaves of Absence, Electronic Entertainment, Personal Property, Clothing, Spending Money

Visiting

Visiting hours at Hawthorn Center are:

Monday through Friday: 4:30 - 7:00 P.M.

Saturday and Sunday: 1:00 - 7:00 P.M.

Holidays (New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas): 1:00 P.M. to 7:00 P.M.

Visits take place in the hospital lobby or some other designated area. Visitors sign the Record of Patient Visits/Hospital Contacts and must show picture identification. Visits must take place inside the building. All visitors must be on the Authorized Visitors Log as directed by the parents/guardians. The hospital can limit visitors or place conditions on visits for treatment or safety reasons. If families are not able to visit during visiting hours, arrangements are made to set up special visiting times. There is no age limit for visitors, however visitors younger than 18 years old must be accompanied by an adult. All visitors are expected to abide by the "Expectations for Visitors" as described in the attached document. For convenience, the "Expectations for Visitors" document is also posted in the hospital lobby. Please inform all visitors who are authorized to visit that they must familiarize themselves with these expectations and follow them during the visit.

To protect our patients from exposure to an infection, please do not visit or bring children to visit if there are any of the following symptoms: fever, runny nose, new or increased cough, rash, diarrhea, recent vomiting or stomach ache. Also, if the visiting child has had a known exposure

to chicken pox, measles, or any other childhood infection within the past two weeks, the child should not visit.

Telephone Calls

Children may receive telephone calls from family or friends after school hours (3:00 P.M.-9:00 P.M.) They may make outgoing calls from 9:00A.M.-9:00 P.M. Telephones are available on the living areas for the children to use without cost. Long distance calls must be approved ahead of time by the therapist. Phone calls may be limited under certain conditions.

Mail

Children may receive and send paper mail. Discussion regarding contents of any mail is encouraged between parent/guardian, patient, and therapist. Both incoming and outgoing mail can be limited by the hospital for treatment or safety reasons.

Electronic Communication

Children are not permitted to send or receive electronic communication in any format including but not limited to email, social media, video formats, etc.

Passes and Leaves of Absence

Ride passes for a few hours or day passes from 9:00 A.M. to 9:00 P.M. may be allowed as part of a child's treatment. Overnight visits may be approved for special circumstances by the clinical director/designee. If someone other than the parent(s) or guardian is going to take the child on a pass, authorization from Parent/Guardian must be obtained. Whenever a child goes on a pass, the person taking the child must sign the Record of Leaves of Absence at the time child is picked up, and must show picture identification. The person returning the child must also sign in. If a child will be going out of the State of Michigan on a pass, the parent or guardian must notify the therapist of the plan in advance.

Electronic Entertainment

The Mental Health Code prohibits taping or recording a patient's voice and/or image without written consent from the parent/guardian. In order to enforce this rule fairly, children are not permitted to bring recording devices to Hawthorn Center.

Personal Property

Children are encouraged to bring a small number of personal items to the hospital in addition to their own clothing. Storage space limits the amount and size of personal items. Please limit the value of personal items. A maximum value of fifty dollars (\$50.00) for any one item is suggested. Personal items must be given to staff on the living area to be checked before the child is allowed to take them into his or her room. Children are encouraged to be responsible for their own items. Children may ask the staff to lock some items in the small storage compartment that is assigned to each child. For safety and to deter theft, borrowing and/or lending is not permitted.

Hawthorn Center provides all bed linens, towels, and personal hygiene items, but children may use their own items if they wish. Aerosol cans, non-electric razors, glass items and containers and flammable items are not permitted for safety reasons.

Clothing

We request that clothing be provided by the family. Since closet and dresser space is limited, out-of-season clothing will be sent home. Clothing is machine washed and dried as arranged by the hospital. On some living areas, the children may do their own laundry with staff supervision. Clothing should be washable, colorfast, and shrink-proof. If clothing is damaged or destroyed, it should be reported to the staff. Whenever clothing is brought in, it must be given to the living area staff to be marked with the child's name. Basic clothing for boys and girls includes a week's supply of underwear and socks; 3 or 4 changes of school clothing; shoes; seasonal outdoor wear; at least 2 pairs of pajamas and a bathrobe; a swimsuit; and soft-soled gym shoes.

Spending Money

The Accounting Office will open an account to keep any money left in a patient's name. The child's therapist must approve withdrawing money from the account. If possible, parents should take any money they want the child to have directly to the Accounting Office. The office is open from 8:00 A.M. to 4:00 P.M. on weekdays. If it is wished to leave money when the Accounting Office is not open, leave it with the receptionist, who will write a receipt. The money will be deposited in the Accounting Office the next time it opens. Four to five dollars per week is a suggested amount for spending money.

Patient Rights and Responsibilities

Confidentiality and Privacy Practices

Information in the record of a patient and other information acquired in the course of providing mental health services to the patient is kept confidential, is not open to public inspection, and is disclosed only in the circumstances delineated in "Your Rights" booklet and the Notice of Privacy Practices in your admission packet. Ordinarily, PHI will not be released by Hawthorn Center without the parent/guardian's written Authorization to Release Information. If there are questions or complaints about confidentiality or privacy practices, or if a complaint should be filed with the Office of Civil Rights of the United States Department of Health and Human Services, contact the facility Privacy Officer at (248) 735-5936.

Security of Protected Health Information

Hawthorn Center will safeguard protected health information from any intentional or unintentional use or disclosure that is in violation of the Michigan Department of Health and Human Services (MDHHS) Privacy Policies and/or the Privacy Regulations:

MDHHS Policy APL 680 HIPAA and Procedures Definition Glossary

MDHHS HIPAA Policies and Procedures APL 68A-10, thru APL 68A-17.

MDHHS Health Insurance Portability Act, 1996, 42, CFR Parts 106 and 164

Recipient Rights

All allegations Michigan Mental Health Code Chapter 7 Recipient Rights violations are reported and/or forwarded to the Office of Recipient Rights. A Rights Advisor is available at (248) 735-5999. Allegations of rights violations may be reported verbally and/or in writing. Forms are

available from staff.

Advocacy

In the State of Michigan, Michigan Protection and Advocacy (MPAS) represents the rights of people with disabilities. If there are questions regarding advocacy, MPAS may be contacted at (517) 487-1755.

Ethics

Concerns regarding medical ethics are investigated and resolved. The Medical Ethics Committee chairperson is available at (248) 735-6771. Medical ethics concerns may be reported verbally and/or in writing. Forms are available from staff.

Concerns regarding business ethics are investigated and resolved. The Hospital Director/governing body is available at (248) 735-6771. Business ethics concerns may be reported verbally and/or in writing. Forms are available from staff.

Child Protection

The staff of Hawthorn Center follow the "Child Protection Law" which requires that any indication or suspicion of child abuse or neglect must be reported to Protective Services.

Patient and Family Responsibilities

Patients and families have a responsibility to inform the staff of Hawthorn Center, to the best of their abilities about present emotional, mental, behavioral and physical complaints and any past illnesses, hospitalizations, medications, and other health related issues. Hawthorn Center encourages patients and families to be active in treatment, care, services, and any other pertinent hospital matter such as environment of care concerns. In addition, we encourage participation in the Patient Advisory Council (PAC), and Community Advisory Council (CAC). Information about PAC and CAC are available from staff. Patients and families also have the responsibility to follow treatment recommendations and other pertinent instructions, to show safe, respectful and considerate behavior, and to meet financial commitments in regard to hospital services.

Early Intervention

If any parent/guardian or Hawthorn Center staff become concerned about a change in the emotional, mental, behavioral or physical condition of a child, it is reported to a member of the clinical team who then reports it to the Chief of Clinical Affairs/designee. The Chief of Clinical Affairs/designee makes a decision about whether to activate the Early Intervention process. Through that process, a team of Hawthorn Center healthcare professionals immediately assesses the situation and puts into action a plan to treat and improve the condition. The team may also decide to refer the child to an outside consultant for evaluation and treatment. You will be kept informed of progress.

Patient Care and Safety

We encourage individuals to communicate their concerns about patient care and safety by informing the treatment team and/or by contacting the hospital director at (248) 735-6771. If concerns cannot be resolved through the hospital, we encourage individuals to report concerns to the Joint Commission's Office of Quality and Patient Safety by calling 1-800-994-6610, or by

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accessing https://www.jointcommission.org/report_a_complaint.aspx.

Hawthorn Center
http://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4896-70281--,00.html
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