

FACTS
for Patients
and Families



Kalamazoo Psychiatric Hospital

We hope this booklet helps answer some of your questions. This booklet does not include information on all of the services available at KPH. If you have any more questions, please feel free to contact any member from your treatment team. We want to help you any way we can.

MISSION STATEMENT

Kalamazoo Psychiatric Hospital will provide person-centered inpatient psychiatric service and support, respecting the dignity, individuality and cultural diversity of its patients, employees, volunteers and the communities it serves.

HOSPITAL DIRECTOR

Jill Krause

(269) 337-3309

MAILING ADDRESS

Kalamazoo Psychiatric Hospital
1312 Oakland Drive
Kalamazoo, MI 49008

Personal mail may be addressed to the patient on his or her unit, if known, at the above hospital address.

HOSPITAL TELEPHONE

(269) 337-3000

Patients may receive calls on the patient unit telephone only. Our hospital operator can provide the telephone number which can be given out for future calls. Patients may also make calls from the unit telephone using their purchased phone card.

VISITING HOURS

Daily 9 – 11am, 1 – 4pm, and 6 – 8pm.

Visitors must check in at our Reception Desk. A Visitor's Pass must be filled out at every visit. Since many treatment programs take place throughout the day, patients should let visitors know when they are available for visits outside the regularly scheduled treatment programs.

VIDEO TECHNOLOGY

KPH uses Video Technology to enhance patient safety on the units. Video surveillance cameras are installed in public use areas of the units (hallways and dayrooms, not bedrooms or personal care areas), that run 24 hours a day. They are monitored and used to spot issues and areas of concerns so that hospital staff can address the concerns and ensure the safety of all. Access to videos is limited to a few authorized individuals only.

UNIT ASSIGNMENTS

After you are admitted to the hospital, staff workers will take you to your hospital unit. Your hospital unit is suited to your individual treatment needs. When you get there, staff will go over unit rules with you. They will also make a list of your personal belongings. Precious items and important papers may be placed in locked storage in the Accounting

Department or sent home with a family member or friend (see section on Personal Property). Dangerous items are not allowed; these would include, among other things, weapons and explosives, tobacco products, matches, lighters, aerosols, volatile fluids and alcoholic beverages; also, all medications, poisons and illegal drugs. After a period of time, you may be transferred to another unit to continue your treatment. Patients may also initiate a "Request to Transfer" form through any member of the treatment team.

LENGTH OF STAY

The length of time you stay at the hospital will depend on your recovery progress and legal status. You and your treatment team may agree that you are ready to be released from the hospital at which time you can continue treatment in the community. You may also be released at a scheduled court hearing if the court decides that you no longer need hospital treatment.

COST OF STAY

Your cost for treatment at KPH is based on your ability to pay. After you are admitted, the Reimbursement Office at KPH will contact you. A Reimbursement Officer will determine what you can expect to pay for your treatment. If you disagree with the Department's finding, you must file an appeal to the Reimbursement Office Representative within 30 days.

DISCHARGE FROM THE HOSPITAL

When either you, your treatment team, Community Mental Health or the court decides that you are ready to leave, several things may happen. You may return to your home, you may have to find a new living arrangement or Community Mental Health may find one for you. You may have to live in a supervised setting or be returned to jail if facing legal charges. Your CMH worker will meet with you and your treatment team before you are released from the hospital. It is very important that you work closely with staff and attend programs that are part of your release plan to prepare for your return to the community.

EVALUATIONS FOR TREATMENT

You will meet with each member of your treatment team during your first week here. The team includes staff from the Medical, Psychiatry, Nursing, Psychology, Social Work, Dietary (if needed) and Activity Therapy Departments. Together, you will develop a plan of treatment which will be regularly updated and reviewed. We hope that you will actively participate in your therapy. We want to assist you in returning to your community. This is more likely to happen when you get involved in the planning of your own treatment.

PSYCHIATRIC AND MEDICAL SERVICES

A Psychiatrist will evaluate and prescribe treatment for your mental illness. A Psychiatrist will oversee your psychiatric care. Psychiatrists are available 24 hours a day. A medical doctor will conduct a physical exam upon admission, and annually thereafter, and oversee treatment for any physical problems. We also have a large staff of consulting doctors who represent medical specialties. Local hospitals are used in the event of a medical emergency. Please let nursing staff on the unit know when you have any physical problems. You can also contact them or any other members of your treatment team if you have any other problems.

EMERGENCY MEDICAL CARE

It is the policy of KPH to provide prompt and necessary emergency medical care to all patients at the hospital and transfer any patient requiring further care to an acute general hospital. Emergency medical care is provided to the patients on a 24-hour basis. During regular working hours, emergency medical care is provided by the Medical Physicians or staff psychiatrists. After regular work hours and on weekends and holidays, the on-call psychiatrist is available by telephone to provide consultation to the staff on medical emergencies.

FAMILY PLANNING INFORMATION

Information regarding family planning services is available. The hospital is required to contact the legal guardian to obtain consent for all medical procedures. Mental health services do not depend in any way on requesting or not requesting reproductive health and/or family planning information services. Contact your Social Worker.

NURSING SERVICES

Each unit has a Registered Nurse who is in charge of the nursing staff. Resident Care Aides and nursing staff will help carry out the care described in your Individual Plan of Service. Nursing staff are on duty 24 hours a day, seven days a week, to help you. If you have any concerns, please ask them for assistance. They will be inviting you to participate in a variety of educational, therapeutic and social activities to aid in your recovery.

SOCIAL WORK SERVICES

If you have a legal guardian, that person will be contacted to obtain permission for any medical or dental treatment. You will be assigned a Social Worker after you are admitted. This person will meet with you and discuss problems and concerns. With your consent, information will be gathered about you. This information will be collected from you, your family and/or other persons and places where you have received treatment or other services. Community Mental Health Representatives will share their knowledge about your needs with the Social Worker. The Social Worker will advise the treatment team about your needs. Your Social Worker is often a main source of your continuing contact with members of your family and community and can help you stay in touch with them. A Social Worker may provide individual or group therapy or teach your Psychosocial Rehabilitation (PSR) class. When you are ready to leave the hospital, the Social Worker will coordinate your discharge with the treatment team, Community Mental Health, court or other agency responsible for your care.

PSYCHOLOGY SERVICES

The Psychology Department provides a variety of services to you upon admission to KPH. Soon after admission, a Psychologist will talk with you to gather information about you, your problem issues and what you want to accomplish while in the hospital. The Psychologist may also meet with you individually and/or in group sessions to help you achieve your goals. You may be asked to complete psychological tests to assist in planning your treatment and achieving your desired outcome.

ACTIVITY THERAPY SERVICES

The Activity Therapy Department provides Music, Occupational, and Recreational Therapy Services. A therapist from the AT Department will meet with you soon after your admission and will help you identify your needs, interests and skills. The treatment team will use the information to help you develop your Individual Plan of Service. Staff persons use vocational training, work assignments, recreational activities and treatment

groups to achieve a comfortable balance of self-care, work, interpersonal relationships, leisure activities and community involvement. It is the aim of the AT Department to restore or improve your independent living skills through many different treatments.

INTERPRETER SERVICES

Persons who are deaf or hard of hearing, or speak a language other than English, may request assistance from their Social Worker to obtain translation services for treatment services and Individualized Plan of Service meetings.

SERVICIOS DE INTÉRPRETE

Las personas que son sordos o duros de oído, o hablar un idioma distinto del Inglés, podrá solicitar asistencia de su trabajador social para obtener servicios de traducción para los servicios de tratamiento individualizado y el Plan de Servicio de las reuniones.

CENTRALIZED AND UNIT-BASED PSR

Following your initial Individual Plan of Service (IPOS) meeting, you will meet with your Implementer to complete a Centralized PSR Referral form for selection of your treatment classes. Your assignment to these classes will be based on your own needs and choices. The majority of these classes are held at Centralized PSR as well as other areas of the hospital, as appropriate. There are morning and afternoon sessions daily, Monday through Thursday. All hospital departments share in leadership of these classes. Individual unit programming can also occur after Centralized PSR in the am, pm, evenings and weekends.

VISITORS, VISITING HOURS, AND LEAVES OF ABSENCE

Visitors are welcome during daily visiting hours: 9 – 11 am, 1 – 4 pm, and 6 – 8 pm. You should avoid having your guests visit during one of your treatment activities. Snacks brought by your visitors should be healthy and eaten during your visit time. Children under the age of twelve are not allowed to visit on hospital units; however, in some cases, children may visit with you on hospital grounds or in other areas of the hospital depending on your progress and with approval from the doctor. An adult must escort the children.

A request must be made in advance to visit off the hospital unit (on-grounds) or off the hospital premises (off-grounds). These requests can be made in writing or your visitor may choose to phone the Unit Staff or Social Worker. Requests for day or overnight visits are known as Leaves of Absence or LOAs. The LOA request should be presented three working days before the visit. This will allow the Psychiatrist time to review your request. Families may call the unit to find out if their request has been approved.

You may request that certain persons not be allowed to visit you. The treatment team may also limit visits. If your visits are limited, the reasons will be discussed with you.

Visitors are limited to areas marked for visiting. This rule protects the privacy of all patients. State law bans smoking in or within 100 feet of all state buildings.

MAIL

You may receive mail while at KPH. Letters should be sent to you at your unit:

1312 Oakland Drive
Kalamazoo, MI 49008

Mail is delivered each weekday. You may write to anyone as often as you like, if you have the stamps. If you do not have enough money for stamps, the hospital will give you enough postage for two letters a week. Paper and envelopes are also available on the units.

TELEPHONES

Two types of phones are available on every hospital unit.

- Phone-card-accessible telephones for all outgoing calls. Phone cards cost \$10 and are available in the accounting department.
- Incoming-call-only telephones are available to receive calls.

Hours are 7 am to 9 pm.

Your telephone privileges may be restricted if you are violating the law. This includes harassment.

NEWSPAPERS, TELEVISION, AND RADIOS

Every unit receives a newspaper for you to read three times weekly. You may also have a subscription of your own choice at your own cost. Televisions, radios and some electronic devices are available on each hospital unit for everyone's use.

RELIGIOUS SERVICES

Religious services are provided on Sunday afternoons and Tuesday mornings. A sign-up list is available on each unit if you wish to attend services. A staff person can escort you to and from services when your freedom of movement level is to be on hospital grounds. Your unit staff can notify the AT Department to arrange visits on the unit. Our chaplain provides Bible study for each unit in the evenings. Other materials for religious studies, such as a Bible, may be requested.

PERSONAL PROPERTY, CLOTHING, LAUNDRY AND STORAGE

You may keep your personal items with you unless they are forbidden by hospital policy. Cameras, recording devices, drugs, alcoholic beverages, all tobacco products, weapons, sharp instruments, glass objects and plastic bags, for example, are not allowed at the hospital. You will be given a receipt for items that are stored in the Property Room or locked storage in the Accounting Department. Items such as your driver's license, other forms of ID and valuables are placed in the hospital's locked storage in the Accounting Department. They will be returned to you when you leave KPH. You are encouraged to send your jewelry and other valuable property items home with a friend or relative. These items can be placed in the hospital's locked storage in the Accounting Department for safekeeping until you allow family or friends to take them. If you wish, you may hold on to your wedding ring, watch and other jewelry. Please remember the hospital cannot promise that your items will be safe and secure.

Clothing brought to the hospital should be taken to the nursing staff for marking. The hospital does not take responsibility for lost or damaged clothing or other personal items. The clothing you can keep is limited to what is necessary for the particular season. There is a lack of storage space on the units. Suitcases and extra personal property are required to be taken home by a family member or friend as soon as possible. You will have a wardrobe locker to keep your clothes safe. Items left at KPH

after 30 days following your discharge will be disposed of. KPH takes no responsibility for the storing or shipping of personal items at the time of your discharge.

All units have a washing machine and dryer. You may use these free of charge at the scheduled times. We encourage you to do your own laundry in order to avoid clothing loss or damage. The hospital staff can also assist with laundry.

MEDICATION

You may not keep any medication with you when you come to KPH. You may give your medication to your family or friends to take home. Medication brought in at time of admission will be stored in the hospital Pharmacy for 30 days then discarded. After that time frame KPH takes no responsibility for medication left beyond 30 days. Any medications taken at KPH require a prescription by one of our doctors. Doctors will advise you of benefits and side effects from medications they prescribe for you.

MONEY, BANKBOOKS, VALUABLE PAPERS AND ITEMS

The hospital has a patient deposit account system. Money you bring to KPH will be deposited in your account. Money sent by relatives and friends will also be deposited in your account. You can request your money by contacting your unit staff. The Accounting Office can prepare checks for you and load money onto your debit card from your account. However, access to your money may be limited by a guardian or an authorized family member. The hospital cannot take responsibility for any money or valuables you choose to keep. Valuable papers or items should be kept for you by a close relative or a legal guardian. Valuable papers or items at KPH may also be placed in locked storage in the Accounting Department for safekeeping. All property and money held for you will be given to you at the time of your discharge. Please do not borrow, trade or sell personal items to other patients. The hospital cannot take responsibility when loss occurs due to this behavior. Staff members are not allowed to loan money to, nor borrow money from patients.

FOOD ON UNITS

Families and visitors are allowed to bring food in for immediate consumption while visiting (as approved by the nursing staff to ensure compliance with prescribed diets); however, food/beverages cannot be stored on the units.

HOSPITAL TREATMENT DECLARATION

Evaluation and treatment at KPH follow the guidelines of Person-Centered Planning. Person-Centered Planning means the treatment you receive will be made up of activities you think will help you achieve your goals. It is very important that you are active in the planning of your treatment. Your thoughts, choices, preferences and participation are used to develop the best treatment for you.

Treatment planning meetings are held to assist you in developing your Individual Plan of Service (IPOS). You may choose who is invited to the meetings to help you with your Plan. People who attend the meetings may be family, friends, and representatives from Community Mental Health as well as KPH staff. The goal of this meeting is to help you identify your concerns and use your strengths and support system to achieve your goals. You may also request a review or revision of your Plan at any time. Together, we will develop a Plan that may include medication, individual and group treatment, as well as educational and vocational activities.

PERSONAL HYGIENE AND GROOMING

You are responsible for keeping yourself clean, well-groomed and dressed. The nursing staff will help you if needed. Bathing and showering facilities, soap, shampoo and towels are available on each unit. Toothbrushes and toothpaste, hair brushes, combs and deodorant are also provided unless you prefer to use your own. Electric shavers are available for your use at certain times during the day. Shower rooms are opened daily. We encourage patients to bathe at least every other day. A beautician/barber is available for hair care on each unit at regularly scheduled times. Special arrangements can be made for an appointment at the Beauty Shop by contacting nursing staff.

BEDROOM AREA USE

Your sleeping area is your space for personal items and clothing. We encourage you to keep your area clean and neat every day. The staff may limit your access to sleeping areas during treatment activities to promote proper rest at night.

LOUNGE AREA

The lounge areas are available on the unit between 7:00 am and 11:00 pm. Other lounge areas are also located off the unit where you may relax and play games.

SERVATEEN

There is a Servateen located within the hospital. The Servateen is a place where you can sit and chat with other patients and purchase snacks with the use of your preloaded debit card.

ATTENDING MEALS

Three healthy meals plus a snack will be served each day. Your meals will be based on the diet that your KPH medical doctor prescribes. Dietary and nutritional counseling are available through Dietary Services by a registered dietician.

BREAKS AND SNACK TIMES

Juice is provided each morning during Centralized PSR. Your snacks may differ from the snacks of other patients because of your specific dietary needs and treatment plan. The use of decaffeinated beverages is encouraged at KPH.

SMOKING

KPH is a smoke-free/tobacco-free environment. No tobacco products are allowed on KPH property. Medical and counseling assistance are available to aid you in not smoking. Patients are not permitted to have matches or cigarette lighters. No cigarettes or tobacco products will be allowed on the unit.

QUIET ROOM

You may ask to use a Quiet Room if you feel you may be unable to control your behavior or if you feel that things are becoming too stressful for you. A Quiet Room is an unlocked room where you can relax. When you feel better, you may leave the room.

USE OF SECLUSION OR PHYSICAL RESTRAINT

Your safety and that of other patients is important to us. Seclusion or physical restraint is used as a last resort to keep you from harming yourself or others. We will talk with you and give you suggestions on how to handle your feelings and behavior more appropriately. We may offer you various activities to focus on or give you medication to help you calm down before seclusion and restraint are used. We may also offer you the

use of a Quiet Room. If none of these methods help, we may physically restrain you or place you in a locked Seclusion Room. A Nurse and a Psychiatrist will review and approve these methods before they are used. Staff will be available while you are in seclusion or restraint. You may come out of restraint or seclusion for a trial period of 30 minutes when you show you are in control of your behavior. You will not have to be restrained or secluded if you remain calm. You will continue to have regular meals, beverages and restroom access. If you should go into seclusion or must be restrained, you may consult with your clergy and attorney if they are available.

ACCESS TO HOSPITAL GROUNDS

Your progress is reviewed with you weekly, or, as the need arises, with members of your treatment team. This is done in order to determine your access to hospital grounds. Members of your treatment team determine with you whether or not you can conduct yourself safely and in a responsible manner.

FAMILY EDUCATION RESOURCE AREA

Families are encouraged to take advantage of the many educational materials that we have gathered in our Family Education Resource area. The Family Education Resource area is next to the Court Room on the Second Floor. Pamphlets, videos and guidebooks to Community Mental Health and the Alliance for the Mentally Ill Community Resources are available. Information is also posted in other visible areas of the hospital.

VISITOR ACCESS TO UNITS

Visitors may access units by entering through the front lobby. Visitors must fill out a visitor pass and will be given a name-badge sticker containing date, time and unit being visited. Visitors must wear name badge sticker at all times while in the building. This will allow us to know who is in the building in case of emergency.

Personal property (i.e. purses, coats, wallets, phones, etc.) will be checked into a locker in the lobby. The visitor will be in control of their locker key and must turn in the key when collecting their belongings and exiting.

Unit staff will monitor all items being brought in for patients prior to the visitor meeting with the patient. Staff will verify that food/gift items are appropriate to the patient's health and safety (i.e. diet compliance, safety risk, etc.) prior to allowing the visitor to give the items to the patient.

PATIENT EDUCATION

KPH is required by law to provide Special Education services to any patient who is age 18 to 26 and has not yet completed high school. Our staff includes a certified Special Education Teacher. In addition, KPH is committed to assisting all patients whose treatment goals include furthering their education. KPH works cooperatively with The Kalamazoo Regional Educational Service Agency (KRESA), Kalamazoo Public Schools Adult Education Program and Kalamazoo Valley Community College (KVCC).

Educational opportunities for patients include assistance with obtaining a GED. Patients who are interested in furthering their education should discuss their goals with their treatment team.