

KALAMAZOO PSYCHIATRIC HOSPITAL

PROGRAM RULES AND INFORMATION

Revised: August 2017

INTRODUCTION

Welcome to Kalamazoo Psychiatric Hospital. The programs here are designed to treat your mental illness and assist you in regaining independence in the community. Your unit staff consists of a psychiatrist, doctor, nurse, psychologist, social worker, activity therapist, dietician, and resident care aide (RCA). Staff are there to help you with your problems or concerns. We hope you will treat others respectfully, listen when others talk, speak calmly and refrain from hostile speech and behavior.

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.

PERSONAL PROPERTY

All personal property and valuables brought to or acquired while at the hospital must be inventoried and marked for identification and security. The hospital maintains responsibility for personal property and valuables which are placed under its control for safe keeping. Personal property and valuables kept by you are not the responsibility of the hospital. The hospital provides each patient with a wardrobe locker for safe keeping of your personal property. Due to the limited amount of storage space, you are encouraged to keep a two-week supply of clothing and send home excess property, including valuables, with family or a friend. Patients are not allowed to have personal electronic devices capable of recording or photography on the units.

Nursing staff, as appropriate, will oversee the use of hospital owned devices utilizing a check-in-check-out process. The following items are not allowed on the units: alcohol, street drugs, over-the-counter drugs, glass containers, scissors, sharp metal objects, lighters, matches, weapons, cell phones, patient-owned recording electronics, drivers licenses, charge cards, large amounts of cash, storage of personal food items, or any other items deemed as contraband by hospital policy and posted on the living units. Some personal property may require staff supervision when used. The registered nurse (RN) supervisor will inform you of those items that will require staff monitoring and supervision.

DAILY ROUTINE

You are expected to be up and dressed by 7:00 am, Monday through Friday, unless otherwise documented in your individual plan of service (IPOS). Nursing staff will assist you by giving one wake-up call at 6:30 am each day. On the weekends and holidays, the wake-up call will be at 7:00 am.

MEALTIMES

Breakfast	7:00 am – 8:00 am
Lunch	11:30 am – 12:30 pm
Supper	4:30 pm – 5:30 pm
Snack Time	Varies per unit

No personal snacks or drinks will be stored on the patient occupied units. Snack items found in any area of the units will be removed by nursing staff and destroyed. Caffeinated beverages are not provided by Nutritional Services Department (or Servateen operators as approved by KPH administration) as they may contribute to agitation, irritability, and interfere with medications and hospital treatment.

MEDICATIONS

All medication given to you is prescribed by a KPH doctor. The medication is to help control the symptoms of your illness and make you feel better. You are expected to report for your medication at the scheduled time and take the medication as ordered. The nurses may ask you to open your mouth and check under your tongue or have you monitored to ensure you have swallowed the medication. Notify the nurse if the medication makes you feel sick.

Routine medications are administered at the following times:

Morning	7:30 am – 8:30 am
Midday	11:30 am – 12:30 pm
Evening	3:30 pm – 4:30 pm
Night	7:30 pm – 8:30 pm

You will only receive nutritional supplements (such as Ensure) when the doctor orders it for you. On rare occasions, your doctor may order medication to be administered at times that are different from those listed above. The nurse on duty will inform you of those odd times.

SMOKING

Smoking is not allowed on grounds or in the hospital buildings. Asking for money is impolite, and you are encouraged not to engage in this activity. Lighters and/or tobacco products in your possession at the time of admission will be held as contraband for 30 days then disposed of. Tobacco products and lighters obtained by a patient during their stay at KPH shall be immediately destroyed.

VISITORS INFORMATION

Visiting Hours:	9:00 am – 11:00 am
	1:00 pm – 4:00 pm
	6:00 pm – 8:00 pm

Visitors must check in at the reception desk. All coats, purses, bags, and any other items brought in by visitors must be checked by staff and stored in lockers provided by KPH. Patients are asked not to enter the visitor's room when other patients have visitors. Please inform family and friends of visiting hours and your class schedule. Visitors arriving before the designated time will be required to wait until the start of visiting hours. Visitors arriving after the designated visiting hours will not be allowed to interact with the patient without psychiatrist's approval. Patients are only allowed to consume the food items brought by family and friends during the visitation. Please consider the patient's diet restrictions when bringing in food items. No food or beverage will be stored in the hospital or on the unit for the patient.

PERSONAL HYGIENE, DRESSING AND GROOMING

Hygiene products are available on the unit for your use. You are expected to keep yourself neat and clean and maintain your own personal hygiene. Part of that expectation includes bathing / showering at least every-other day and more frequently during the warm summer months. For good dental hygiene, you must brush your teeth at least two times daily, in the morning before breakfast and again in the evening before going to bed. Nursing staff will monitor your hygiene and assist you as needed. Shoes and clothing, appropriate for the season and weather, must be worn for off-unit activities. Pajamas, robes and slippers should be worn in sleeping areas and when going to and from the restroom during the night. You will be asked by nursing staff to change into sleeping attire before going to bed. The wearing of sleeping attire is discouraged to appointments, Psychosocial Rehabilitation (PSR) classes, activities and/or meetings. A barber/beautician is available for haircuts, beards, permanents, styling of hair etc., Monday through Friday. The RN shift supervisor will advise you of the date and time your unit will be provided with service and make appointments for you as needed.

COMMUNITY MEETINGS

Patient meetings are held each month. All patients are expected to attend. This meeting is for you to talk about issues and concerns that affect your residency on the unit. It is not a meeting to discuss your personal treatment while here at KPH. Treatment team members and other unit staff will be present to help you resolve these concerns for the benefit of all.

PSR CLASSES, GROUPS AND ACTIVITIES

PSR classes, groups and activities are a part of your treatment. The classes are held Monday through Thursday from 9:00 am to 9:45 am and again from 1:15 pm to 2:00 pm. All other interactive treatment shall be decided and provided by the unit treatment team. You are required to attend your assigned PSR classes and unit activities. Leisure and recreational activities will be offered after PSR class.

TREATMENT TEAM

Each unit has an interdisciplinary team comprised of professional and para-professional staff who will meet with you on a regular basis to discuss your progress. Your first treatment team meeting will be within seven calendar days from the date of your admission. At this meeting you will be asked to develop your plan of service in partnership with the team. You may request a review of your plan of service at any time, and the treatment team will schedule a meeting as soon as possible. You will be assigned a treatment team implementer who will meet with you prior to your treatment team meeting to discuss the date and time of the meeting and identify family and significant others you wish to have invited to assist you in developing your plan of service. A copy of your plan of service will be given to you for your personal use.

GROUND ACCESS

Your freedom of movement (FOM) may be held for up to seven days after your admission for evaluation of your clinical condition. Once the evaluation period is over, limitations may be placed on your freedom of movement based upon whether you are a danger to yourself or others, or in order to provide mental health services to you. Your treatment team will review limitations on freedom of movement on a weekly basis. Final approvals for ground access are determined by the Interdisciplinary Treatment Team (ITT) and some decisions may include the Chief of Clinical Affairs. Patients with ground access are required to be on unit for meals, PSR classes, appointments, medication and change of shift.

GROUND ACCESS HOURS

8:00 am – 11:00 am

Noon – 4:00 pm

EVENINGS (4/1 – 10/31) 5:00 pm – 8:00 pm

EVENINGS (11/1 – 3/31) 5:00 pm – 6:00 pm

Inclement weather may affect use of ground permits.

LEAVE OF ABSENCE (LOA)

You may submit a request for a Leave of Absence. Family or friends may submit a request for an off-ground visit or for you to go on an overnight visit with them by filling out an LOA request form. Please work with your social worker to implement this request. LOAs must be approved by a psychiatrist and social worker. Requests must be submitted at least two days prior to the date and time requested. Your medication for LOA will be available on your unit and should be picked up prior to leaving on your LOA. You are encouraged to take medication as ordered by the doctor. If you become ill while on LOA, please contact your unit and request to speak to the RNM1.

PATIENT JOBS

There are a limited amount of jobs that are available throughout the hospital for patients to earn money and build work skills. You may apply for one of these jobs through your unit activity therapist. Job applications will be reviewed by the treatment team for clinical suitability of the request. In addition, to be employed, you or your designee must be able to provide two pieces of valid identification as required by Federal Law. If you do not have valid forms of identification, efforts will be made by your treatment team to assist you in attaining these. Under no circumstances shall your discharge or privileges be conditioned upon your refusal to accept a job or your performance while working the job.

TELEPHONE INFORMATION

Immediately after your admission to KPH, you shall be allowed to make a reasonable amount of phone calls to persons of your choice. If you cannot afford these phone calls, the hospital will allow at least two phone calls at their expense. At all other times, the unit telephones for incoming and outgoing calls will be provided on each unit. Routine telephone hours are between the hours of 7:00 am and 10:00 pm., excluding the designated times for PSR. You are expected to make your calls between these hours, receiving assistance from the social worker and/or other hospital staff. A shift supervisor may approve the use of the phone in case of emergency or unusual situations outside of the assigned hours. Your calls will be limited to five minutes when other patients are waiting to use the telephone. Collect calls cannot be accepted on these phones, and making collect calls to others without their prior approval is discouraged and may lead to phone restrictions. You may purchase a phone card from the accounting office for your personal use.

MAIL INFORMATION

Mail is delivered to the unit once per day, Monday through Friday, excluding holidays. You may pick up your mail at the nursing office. For you to receive your mail without delay, please advise family and friends to address mail as follows:

Your Name
Unit Name
1312 Oakland Dr.
Kalamazoo, MI 49008

MAIL

The hospital will pay the postage for two out-going pieces of mail per week. You can buy postage stamps from the accounting office for your use. Out-going mail should have your name, unit name and address in the upper left-hand corner. Mail that is not properly addressed will not be sent out for delivery. Out-going mail is to be put in the mailbox in the office.

LISTENING DEVICES

All devices will be checked by the security department to ensure they meet the safety standards of KPH. If you choose to use headphones, you must use safety-approved headphones that have received a safety sticker. Should it be determined that your device or headphones do not meet the regulations of KPH, you will be assisted in obtaining an alternate listening device that meets the safety standards.

ACCESS TO FUNDS

Upon admission, an account will be created for you to deposit your funds. Money will not be needed on the unit. Fund Release forms can be used for all withdrawals from your account. Phone cards can be purchased from your account funds. Funds can be transferred to a hospital supplied debit card, for use in hospital vending machines. When you have an off-grounds activity, cash may be withdrawn from your account. The unit clerk will assist in these transactions.

TELEVISIONS

Televisions are available on the units for your viewing. Television viewing ends at 10:30 pm during the week and at 11:00 pm during the weekend and holidays. Television hours may be extended by the shift supervisor to enable a patient(s) to finish viewing a program that goes beyond the regularly assigned television hours. You may not turn the channel on the television when another patient(s) is viewing a program. Programming will be decided by a majority vote of those patients watching television or the unit may decide to utilize a sign-up sheet process.

LAUNDRY

Each unit has a free washer and dryer for your use. You are expected to care for your personal laundry. If you are unable to care for your personal laundry, it will be sent to another facility for service. The laundry room will be available for use until 10:00 pm.

The last load of laundry must be in the washer by 9:00 pm. A note with your name should be attached to the washer and/or dryer in the laundry room so others will know who is using the washer and/or dryer, or your information must be written on the dry-erase board in the laundry room. Remove your clothing from the machines as soon as they are done so others may use the laundry room. Do not remove other patients' clothing from the machines. Staff is available on the unit to unlock and lock the laundry doors and assist you.

REGISTERING A COMPLAINT

Kalamazoo Psychiatric Hospital is committed to safety and high-quality patient care. When the patient, family or others have any concerns about patient care or safety in the hospital, you are encouraged to directly contact the Registered Nurse Manager 1 on the unit. If unable, you are encouraged to complete a Patient Grievance Form and place it in the grievance box on the unit. If unable to complete a grievance form, you are also encouraged to access the KPH Grievance Hot Line at 1-844-757-4574.

The Grievance Coordinator, or designee will investigate the concern in a timely manner and report the findings back to you in a written letter. The grievance data is also tracked and analyzed for quality improvement measures. Another contact available is the KPH Hospital Director's Office at (269) 337-3309. If your concerns about quality or safety cannot be resolved through the hospital, you may also contact The Joint Commission at 1-800-994-6610 or complaint@jointcommission.org or call the Complaint Hotline for the Michigan Department of Health and Human Services, Department of Licensing and Regulatory Affairs (LARA) at 1-800-882-6006.