


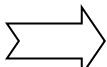
Patient and Family INFORMATION HANDBOOK

WALTER P. REUTHER PSYCHIATRIC HOSPITAL
Joint Commission Accredited and CMS Certified



**30901 Palmer Road
Westland, Michigan 48186-5389
Telephone: (734) 367-8400
Fax: (734) 722-5562**

**Administered through
The State of Michigan
Department of Health & Human Services**

Our Mission 	<i>To provide an appropriate range of active inpatient psychiatric treatment services to best meet the needs of adults with severe mental illness in collaboration with community mental health agencies/authorities.</i>
Our Vision 	<i>To be the leader that sets the community standard for the efficient, effective inpatient psychiatric treatment of adults with severe mental illness.</i>

GENERAL INFORMATION

Walter P. Reuther Psychiatric Hospital (WRPH) is a Michigan Department of Health & Human Services facility for the care of severely mentally ill adults. The hospital is Joint Commission accredited and Centers for Medicare and Medicaid Services (CMS) certified.

The hospital is fully accessible to persons with physical disabilities and limitations. It is completely air conditioned, with modern facilities for patient care. Every effort is made to provide a bright, cheerful, safe and therapeutic environment for patients.

The hospital receives patients from Michigan counties included in the catchment areas authorized by the Michigan Department of Health & Human Services. Admission to the hospital and receipt of inpatient mental health services is available to any resident of these designated catchment areas without regard to race, religion, sex, national origin, or any other discriminatory criteria prohibited by state or federal statutes.

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 the Individualized Plan of Service meetings.

NOTICE:
Public areas of the hospital are under
24-hour video surveillance

GRIEVANCE RESOLUTION PROCESS

At WRPH we make every attempt to provide patient care in an atmosphere of excellent service. It is recognized that there may be times when there is a complaint about patient care or that patient expectations are not met. This information describes the procedure to follow to ensure your concerns are heard and addressed in a timely, reasonable, and consistent manner.

Concerns about service/care should first be voiced to the employee responsible for providing the disputed service/care if possible. Our employees are instructed to attempt to resolve issues as quickly as possible.

Concerns that are not able to be resolved by the staff present, should be written and submitted on a Grievance Form. Forms are available at the Nursing Stations on each unit. Completed forms should be placed in boxes labeled "WRPH Grievances." We will also accept grievances that are written on something other than the Grievance Form.

You have the right to file a complaint with the Michigan Department of Licensing and Regulatory Affairs at any time during the process instead of using WRPH's Grievance process.

Michigan Department of Licensing and Regulatory Affairs
Bureau of Health Care Services
PO Box 30664
Lansing, MI 48909
or
Complaint Hotline: 800-882-6006

Additional Resources:

The Joint Commission
On-line:
www.jointcommission.org using the "Report a Patient Safety Event" link
By fax:
630-792-5636
By mail:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard, Oakbrook Terrace, IL 60181

For Medicare Eligible Patients:

KEPRO
5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
or
Toll Free: 855-408-8557

A written response will be issued by the hospital within seven business days of the hospital's Grievance Coordinator receiving the grievance. If a grievance cannot be resolved within seven business days, the hospital will inform you or your representative that the hospital is still working to resolve the grievance and will follow-up with a written response within a stated number of days.

Patients and patient representatives may make complaints/
grievances without fear of reprisal or discrimination.

PASSES AND HOME VISITS:

Passes for out-trips and home visits with family and friends are encouraged whenever the patient's clinical condition permits. However, it is necessary to obtain written permission from a physician prior to the patient leaving on a pass. As a patient's condition may change without warning, the person requesting the pass should contact the unit social worker or assigned physician prior to picking up a patient for an outing. Holiday or weekend passes must be requested well in advance of the date so the pass can be written and the proper medications obtained.

DEPOSITS AND WITHDRAWALS:

Money can be deposited into a patient's account by the patient, a family member, guardian, representative payee or others either in person or by mailing a check or money order to the Hospital Accounting Office, made payable to "State of Michigan." The hospital mailing address is listed on the front of this booklet. The patient's name should be included on the check or money order with a notation of the purpose, such as "for personal spending account" or "for clothing" etc. Cash should NEVER be sent via mail to the patient or to the Accounting Office. Cash deposits after normal business hours can be made through the Safety Department.

VALUABLES AND PERSONAL BELONGINGS:

All gifts and property shall be inspected by Safety. The property/gift is sent to House-keeping for inventory prior to being given to the patient. It is suggested to put gift items into gift bags or box so that the top can be removed.

Patients are allowed space on the unit and in storage for personal items, however both space on the unit and in storage is limited. Only a reasonable amount of property can be stored by the hospital.

Glass, razor blades, scissors, nail files or other sharps are not allowed in the hospital due to the potential hazards they pose. Cosmetics must be in plastic containers. Secure storage space is very limited, and the hospital cannot be responsible for valuable items the patients choose to retain in their possession.

Valuable personal items such as stocks, bonds, cash money, other financial instruments, expensive jewelry, legal papers, etc., should not be brought to the unit. Such items should be stored in a safe place outside the hospital. If this is not possible, the hospital will store them in the hospital safe. If they are taken onto the units, the hospital cannot assume responsibility if such items are lost or stolen.

REFERRALS

The Community Mental Health Program (CMHP) in the patient's "home" county (county of residence) is the ONLY means of referral to the hospital for inpatient admission. The county CMH screening program evaluates prospective patients, and MUST DETERMINE that WRPH is the most appropriate, least restrictive setting where the patient's needs could be met. Otherwise, the patient will NOT be referred to WRPH. Michigan law guarantees the right to a second opinion (if requested) when the CMH screening unit recommends against hospitalization.

COST OF CARE

You or the person responsible for your bills must pay for the care you receive at WRPH. The insurance benefits paid to the hospital, which may include Medicaid, Medicare, BC/BS, or other insurances are deducted from the actual cost of care. Michigan law requires that a determination be made of how much of this unpaid balance you are able to pay. Following a determination of your ability to pay, you may be billed for all, part, or none of this unpaid balance. *You are entitled to receive services from this hospital, even if you are completely unable to pay for them.* You must cooperate with the hospital in submitting timely applications for insurance benefits and in providing information required to determine your ability to pay for any cost of care balances. Should you fail to cooperate, our Reimbursement Department may bill you for the full cost of all services rendered.

As soon as possible, after you or another person for whom you are financially responsible is referred to the hospital for services, you should contact the hospital Reimbursement Office, making certain they are aware of all insurance information. This will help assure payment of all qualifying insurance benefits, and will also assist us in gathering information needed to determine your ability to pay for services. Later, when you receive notice of our financial determination, it will include a statement of your right to appeal (within 30 days). Should you disagree with our financial determination, be sure you file your appeal within the state time limit.

TREATMENT SERVICES

PERSON CENTERED APPROACH:

A treatment team is assigned to each patient admitted to WRPH. The team is comprised of professional staff representing clinical disciplines appropriate to the patient's individual needs, including a physician/psychiatrist, a registered nurse, and a social worker. Other disciplines represented are those indicated by the patient's presenting problems. One member of the team is designated Treatment Team Coordinator. He or she has responsibility for the overall coordination of activities necessary to develop and implement the Patient's Comprehensive Plan (PCP).

PSYCHOSOCIAL REHABILITATION:

Psychosocial Rehabilitation (PSR) is a structured program for individuals with chronic mental illness, designed to improve their level of functioning and independence through the provision of skill building modules, utilizing a patient centered approach. Various clinical staff including activity therapists, nursing, psychologists, and social workers conducts module groups.

PSYCHIATRIC SERVICES:

Evaluation, diagnostic and treatment services are provided by board eligible/certified psychiatrists.

MEDICAL SERVICES:

Medical care needs are provided by in-house medical physicians and, if needed, referred to specialty consultants.

NURSING SERVICES:

Psychiatric and medical nursing services are provided 24 hours a day, seven days a week by registered nurses, licensed practical nurses and resident care aides.

NUTRITION SERVICES:

Registered dietitians on staff provide nutritional assessments, arrange nutrition therapy and conduct nutrition/diet counseling/teaching as needed. Nutritionally individualized meals and snacks are prepared in-house and served in the unit dining areas and patient cafeteria.

PHARMACY SERVICES:

An important aspect of Mental Health Treatment is the patient's drug therapy routine. The Hospital Pharmacy is staffed by well-qualified pharmacists who assure the accuracy and timeliness of each patient's medication regimen.

Do not bring any drugs or medication to the hospital...not even "over the counter type." Our pharmacy will dispense all needed products which will prevent all possibility of unwanted and/or dangerous product interactions.

Patients who are admitted by order of a criminal court, or who are transferred to WRPH from a jail or prison are subject to security precautions, and are generally restricted to staff supervised ground access.

GROUNDS ACCESS SCHEDULE:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Unsupervised Ground Access						
9:15-9:45 am	10:45- 11:15 am	10:45- 11:15 am	10:45- 11:15 am	10:45- 11:15 am	10:45- 11:15 am	9:15-9:45 am
1:30-2:00 pm	--	--	--	--	--	1:30-2:00 pm
6:00-6:30 pm	6:00-6:30 pm	6:00-6:30 pm	6:00-6:30 pm	6:00-6:30 pm	6:00-6:30 pm	6:00-6:30 pm
Supervised Ground Access (Based on 15 minute intervals per unit)						
4:00-5:30 pm	4:00-5:30 pm	4:00-5:30 pm	4:00-5:30 pm	4:00-5:30 pm	4:00-5:30 pm	4:00-5:30 pm

SMOKING POLICY:

By Executive Order of the Governor and WRPH policy, WRPH is a tobacco-free campus. *This means that the possession and use of all tobacco products is prohibited in and on the grounds of the facility.* Tobacco products are defined as products that contain tobacco and are intended for human consumption, including but not limited to: cigars, cigarettes, non-cigarette smoking tobacco, or smokeless tobacco. Families, guardians and friends are required to comply with this order.

VISITING HOURS:

Visiting hours are necessary and designed for the safety of the patients. Visiting by family and friends is encouraged. Visiting hours are listed below and are also posted in the front lobby. Each patient is allowed a maximum of two visitors at one time. All patient visitors must register at the Safety Desk and obtain a visitor pass. *Cameras, audio and video recording devices are not allowed in the hospital unless authorized by the Hospital Director.*

(Effective March 14, 2016)

WRPH Visiting Hours for all units are:

Monday through Friday: 7:00–8:30 pm
Saturdays, Sundays & Holidays: 10:00–11:15am & 7:00–8:30pm

Holidays include: New Year's Day, Martin Luther King Jr Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day & the day after, Christmas Eve, Christmas Day, New Year's Eve. Also included are Mother's Day, Father's Day, and Easter.

Visitors should not bring food items to the hospital without checking with nursing staff as many patients are on special diets and food intake is monitored. In addition, food cannot be stored in patient rooms, for sanitation reasons. Therefore, any food items not consumed during the visit must be removed from the hospital at the conclusion of the visit. Only manufacturer sealed, pre-packaged, single serve food and beverage items are permitted. Fast food, restaurant carry-out, home cooked, and pre-cooked food items, such as those purchased at grocery store deli markets, are prohibited.

PATIENT RESPONSIBILITIES

YOU ARE RESPONSIBLE FOR:

- Following the hospital rules and regulations affecting your care.
- Providing a complete and accurate medical and psychiatric history.
- Asking questions when information provided to you about what you are to do or what care you are rendered is unclear.
- Informing staff when you are in pain or discomfort.
- Following the recommended medical and psychiatric advice prescribed in your course of treatment by your physicians.
- Accepting the consequences if you choose not to following the advice for the course of treatment.
- Informing the team if you are having difficulty following the recommended course of treatment.
- Being considerate of the rights of other patients, hospital personnel and property.
- Providing the hospital with accurate and timely information concerning your sources of payment and ability to meet financial obligations.
- Timely payment of the portion of the hospital bill.
- Being actively involved in every aspect of your treatment care plan.
- Asking questions when you don't understand what you've been told and what your responsibilities are.
- Sign in and out at the unit nursing station when entering or leaving the unit.
- Filing complaints with the Michigan State Police in the event an alleged criminal act occurs between patients.

RULES AND REGULATIONS

GROUND ACCESS:

There are designated areas both inside and outside the hospital to which patients have access. These include such areas as a snack bar, patient activity center, and recreational areas. Patients will be oriented by nursing staff as to the areas available for patient access. Nursing and Safety staff can be contacted for clarification of ground access.

While off the unit, patients are expected to have in their possession a signed and authorized ground card indicating supervised or unsupervised approved ground access.

The Michigan Mental Health Code guarantees each patient's right to freedom of movement, unless limited and documented for a good cause. This generally refers to the patient's right to leave the unit without staff supervision and move freely around the hospital and grounds.

DISCHARGE AND AFTERCARE PLANNING SERVICES:

Discharge planning is initiated from the moment of admission. When discharge is imminent, a pre-release plan is activated. Referring county CMH program staff, WRPH staff, patient and/or guardians and patient family members typically participates in such planning. The assigned social worker works closely with the patient/family to ensure that an appropriate discharge plan is formulated.

ADDITIONAL SERVICES

PATIENT AFFAIRS:

Patient Affairs staff is available to answer questions about guardianship proceedings and other legal proceedings involving patients. They notify patients of their rights concerning court hearings and ensure patient access to legal counsel in compliance with applicable regulations.

BEAUTY/BARBER SHOP:

Patients are encouraged to maintain a positive attitude toward themselves and their mental health treatment. Patient self-image is enhanced by encouraging patient interest in good grooming. A beauty/barber shop is conveniently located within the hospital to facilitate this aspect of treatment.

RELIGIOUS SERVICES:

For those patients wishing to express their spiritual faith, worship services are offered on a weekly basis. Provisions will be made for those with other religious requirements.

PATIENT LIBRARY:

Books, magazines and reference materials are available to patients, with staff supervision in the Patient Library. Six computers with educational software (i.e., tutorials) and publishing projects are also available.

WORK READINESS PROGRAM:

Recognizing the integral role of work in a person's life, a work program is available for patients on a referral basis. The program collaborates with many departments of the hospital in addition to operating a workshop to offer patients opportunities to participate in paid work experiences. Through their involvement, patients are placed within an environment that assists them in the development, enhancement of work skills and related work behavior.

SPECIAL EDUCATION PROGRAM:

The Special Education Program targets patients 18 through 26 who have not received their high school diploma. A student who has not obtained a GED is eligible to enroll in the program. The State of Michigan mandates that we offer this service, but participation is voluntary.

PHYSICAL ENVIRONMENT

PATIENT ROOMS:

Patient rooms at WRPH may be one-bed, two-bed or four-bed rooms, with its own bathroom. Most patients share rooms, therefore, space for personal belongings is limited. Patients are still encouraged to bring a small number of familiar items to personalize their living area.

Each patient is provided with a closet and drawer space in his or her room. It is not recommended that families or patients bring a large amount of clothing to the hospital. The hospital provides any needed clothing items that are not included among patient belongings. With few exceptions, our patients are permitted to wear any personal clothing items made available for their use. However, all clothing for the use of a patient, regardless of the source, must be (inconspicuously) marked with the patient's name. This assures the return of lost items to the correct patient. Be sure to notify us when bringing anything into the hospital for a patient, so it can be marked appropriately and recorded as personal properly.

COMMON AREAS WITHIN THE BUILDING:

Off the units, patients have access to a snack bar operated by the Michigan Services for the Blind and a patient activity center where recreational activities such as Bingo are provided. The patient activity center is also available for special holiday programs.

GROUNDS:

Patients have ample opportunity for exercise and fresh air with a picnic area, walking path and an area in which to play basketball .

PATIENT RIGHTS

When a person receives mental health services in the State of Michigan (or at WRPH) their rights are protected by Michigan's Mental Health Code and other provisions of law and the Constitutions of Michigan and the United States. Upon admission to WRPH, patients/guardians are provided with copies of a booklet titled "*Your Rights*," published by the Michigan Department of Health & Human Services. This booklet has the name, telephone number and location of the hospital Rights Advisor on the back cover. If you think your rights or the rights of a patient may have been violated, you should report this to the Rights Advisor.

CONFIDENTIALITY:

Information in the patient's clinical record and other information concerning service provided to the patient must be held confidential. Information may only be disclosed in accordance with Michigan Mental Health Code and HIPAA requirements. Generally speaking, disclosure of information from patient records is not permitted without a written authorization, signed by the patient or guardian.

PATIENT MAIL:

Unless limited by request of a guardian or other documented cause, patients have full access to their personal mail (excluding cost of care payment checks). Indigent patients are provided with non-letterhead stationary, envelopes, pencils and postage in a reasonable amount for their personal use.

If a personal check is received by the mailroom, a voucher will be sent notifying the patient that a check has been received and will indicate the amount being deposited into their account.

TELEPHONE CALLS:

Patients at WRPH have the right to receive and to make telephone calls in private and without censorship. Phone cards are available for purchase in the hospital vending machines. A telephone is available for patient use on each unit for outgoing calls. In-house phones are available on each unit for incoming calls for patients.

PERSONAL SPENDING:

WRPH utilizes a debit card system. A debit card with up to \$40 per week will be provided to patients for use in the hospital vending machines. Cash is considered contraband within the facility and patients are required to deposit all cash into their hospital account upon admission and return from outings.

Funds for outings or leaves of absence are to be requested the day prior to the planned outing or leave of absence. Amounts in excess of \$20 require the assigned Psychiatrist's authorization.

Patients have the right to spend money from their personal accounts as they choose, unless limited by the provider of the funds. Interest accrued on monies in a patient account is posted to the account on a daily basis.