



Youth & Adolescent Unit Handbook

Information Booklet for Patients and Families

Visiting Hours: Monday - Friday
11:30 P.M. to 1:00 P.M.
4:30 P.M. to 6:00 P.M.

Saturday and Sunday
11:30 P.M. – 1:00 P.M.
4:00 P.M. to 6:00 P.M.

Fairfax Hospital
10200 NE 132nd St
Kirkland, WA 98034
Tel: 425-821-2000



Mission Statement

The mission of Fairfax Hospital is to provide the highest quality of patient care in response to the behavioral health care needs of our community, by focusing on the experience of our patients and families while remaining accountable to our stakeholders.

Vision Statement

Fairfax Hospital will be recognized as the premier regional provider of innovative, compassionate behavioral health services, which enhance the health of our community. We will exceed the expectations of those served, maintain the highest standards, and promote a rewarding work environment

NAME _____

UNIT _____

Treatment Team

Psychiatrist _____

Clinical Therapist _____

Discharge Planner _____

Charge Nurse _____

Registered Nurses are an essential part of the treatment team and are assigned on a daily basis.

Nurse Manager _____

Phones

Patient's Phone _____

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Introduction

Welcome to Fairfax Hospital. This pamphlet is designed to acquaint you with the treatment program and daily routine of the Youth & Adolescent Inpatient Unit at Fairfax Hospital.

Throughout your stay in the hospital you will meet a variety of mental health professionals who will help you in achieving your recovery goals. Therefore it is important that you take an active and informed role in determining your treatment goals. Please feel free to ask questions.

We recognize all people as individuals with unique concerns and difficulties, so your treatment should reflect your particular needs. Our patients generally dress in street clothes and are active all day. The treatment program includes a combination of one to one time with the treatment team as well as scheduled group activities. The group programs are an important part of your therapy, and you are encouraged to attend all groups at their specified times. Staff will encourage you to take advantage of all learning opportunities while on the unit so that you can work toward a healthy and stable future.

Please remember that even though the staff have specialized training, we do not have all the answers. We can provide guidelines for change, but ultimately it is your decision and responsibility to make the changes.

You may not remember all of the information in this booklet at first, so please review it from time to time. If you do not find the information you are looking for, please feel free to ask the staff.

Members of the Treatment Team

Psychiatrist

A Psychiatrist works closely with the treatment team in providing quality care for you as he or she directs your medical management. You will be seen by a psychiatrist within the first 24 hours after admission. A Fairfax psychiatrist will see you several times a week. You must be seen by your psychiatrist prior to discharge.

Nurse Managers

The Nurse Manager is responsible for managing and directing activities related to patient care in accordance with Standards of Care, mental health practice and Fairfax Hospital policy, goals and objectives. They are a resource for medication related issues and facilitate communication with the treatment team in regards to medical issues and overall patient care.

Clinical Therapist

Your Clinical Therapist works with you, your psychiatrist, your entire treatment team, your family, and your outpatient providers to coordinate your care. They lead groups as well as work with you individually.

Chemical Dependency Professionals

Chemical Dependency Professionals provide education and lead groups focused on chemical dependency issues for mental health, co-occurring disorders and CD patients. They also complete chemical dependency assessments.

Discharge Planner

Your Discharge Planner organizes your discharge plan with you, your family, your treatment team and your community providers, arranging for appointments with outpatient providers to assure the continuity of your treatment.

Certified Therapeutic Recreation Specialist (CTRS)

The Recreational Specialist works with you to develop skills, knowledge and behaviors that help you with daily living and community involvement. Structured recreational activities are designed to increase psychosocial health and well-being.

Program Specialists

Program Specialists assist you with your daily activities. They supervise groups and activities, including activity groups and skill building.

Nursing Staff

Registered Nurses are responsible for your daily activities and medical/emotional needs. The Nurses supervise the Unit and participate in the management of the environment on the unit. They also administer medications as ordered by the psychiatrists.

Pharmacist

Fairfax Hospital has its own on-site pharmacy with licensed pharmacists who work with the Treatment Team to determine the most appropriate medications.

Students

Fairfax Hospital is a teaching hospital. Therefore, all Health Care Professionals may have clinical students present and they may be involved in your care.

Dietitian

A Dietitian is available to discuss any dietary concerns or needs you may have with the Treatment Team.

You, the Patient

You are the most important member of the treatment team. The goal of all members of the team is to assist you to work through the difficulties that brought you into the hospital. You will be asked to work with other members of the team to develop a treatment plan designed to help you meet your goals.



General Information

Treatment Plan

When you are admitted your Treatment Team creates a Treatment Plan with you. It is based on your individual needs and provides the framework for what you need to accomplish prior to discharge. Your progress is reviewed daily and changes to the Plan are made as needed.

Valuables



The hospital is not responsible for money or valuables. Please send home large amounts of money or ask us to keep it in the hospital safe. (No more than \$10 cash should be kept by you on the Unit). If visitors bring something to you, they must check it in at the nursing station first.

What to Bring

We encourage you to bring the following items to make your stay at Fairfax more comfortable.

- Comfortable clothes, slippers and nightclothes. 3-4 days worth of clothes is adequate since laundry is available at no charge
- Safe items that will help you feel comfortable such as a favorite pillow or blanket, pictures of loved ones (no glass in the frames, please).
- Your own toothbrush and comb/brush.

Things not to bring



Safety is our number one priority. Therefore, there are certain items not allowed at Fairfax. They include but are not limited to:

- Clothing containing strings, shoelaces, scarves, and other rope-like material.
- Glass, metal, and other materials that can be made into sharp edges.
- Alcohol and non-prescription drugs.

We ask that you leave laptops and expensive music devices at home.

If you have any questions, or are unsure about a certain item, staff can let you know whether or not it is an acceptable choice.

Phone



There are two phones available for your use on each unit. Please limit calls to 10 minutes. These phones are turned off during group time and each evening at 10 p.m. We do not interrupt groups when you get a call.

To encourage good sleep habits, unit phones may not be used between 10:00 p.m. and 7:00 a.m.

Access Code

Access codes are provided for all patients. Family and friends must provide the access code before a call is transferred to you. Patients need to give their access code to anyone from whom they wish to receive calls or wish to allow to visit.

When Family can call you

With the Access Code, family members are welcome to call to provide staff with important information and to speak to you. Calls to you should not be made during scheduled group activities.

Cell Phones

Many of today's cell phones are camera equipped. In order to protect the confidentiality of all patients Fairfax does not allow cell phones on the unit. Public phones are available to make and receive calls on the unit.

Room Assignments



All rooms are shared with another patient. You may be asked to change rooms during your stay. This is done in the best interest of the unit as a whole and we ask for your cooperation.

Laundry Facilities



A washer and dryer are available on each unit free of charge. You are expected to launder your own clothing.

Meals



Breakfast, lunch and dinner are served in the dining room. Meals are served cafeteria style. Snacks are provided on the units throughout the day. Please bus your trays after you are done eating. You are expected to be respectful to the cafeteria staff. If you are unable to go to the cafeteria, meal trays will be brought to you on the unit.

No outside food, (packaged or unpackaged) may be brought into the hospital for patients during their stay.

Rounds

Staff makes room checks (or rounds) and check on all patients every 15 minutes throughout the day and night.

If your vital signs (i.e., blood pressure and temperature) need to be monitored for any reason, they may be taken throughout the night.

Safety on the Unit

Patient safety is a hallmark of care at Fairfax. The surveillance cameras located throughout the hospital are for your safety and protection. As an added safety measure, all rooms are inspected on a daily basis.

Electrical Appliances

For safety reasons, no personal electrical appliances are allowed in the rooms at Fairfax.

Medication



All medication (including vitamins and ointments) must be handed in when you are admitted. Your doctor must approve their usage while you are in the hospital. Your nurse will dispense those medications required while you are hospitalized.

Smoking



Patients in the Youth and Adolescent Unit are not permitted to smoke while at the Hospital.

Fire Alarm



Practice drills may be held on occasion. Please follow the directions of hospital staff if the fire alarm sounds.

Parking

Parking is available for visitors while visiting you.

Safety Levels

Safety Level is a term to identify a physical limitation of movement of patients.

- Unit Restriction – You are to remain on the assigned unit, unless urgent medical needs require transport to another site or facility for care.
- Unit Restriction with Therapeutic Activities – You are to remain on the unit but may leave the unit to go to other secure areas accompanied by staff to therapeutic activities such as groups and recreation therapy.
- Café Privileges – You are allowed to leave the unit to go to groups, Recreational Therapy and the Cafeteria while accompanied by staff. You may be in the Cafeteria and other secured spaces with adult visitors without constant staff supervision.
- Off Unit Privileges – You may be off unit in non-secure areas with Staff, such as walks. May also be in Psychiatric Assessment Team (PAT) rooms with adult visitors without direct staff supervision.

What is expected of you

- Not to harm yourself or others. To seek out and speak to staff if I feel you cannot abide by this.
- To use respectful language to both patients and staff. Violence directed toward other patients or staff is not acceptable.
- To allow your luggage and packages to be searched by staff at the time of admission. Please understand that for safety purposes, sharp objects, cords, belts, shoestrings, glass, medications (vitamins included), lighter and matches, or other potentially dangerous items are not allowed in your room. Further, gang related, drug related, sexually provocative or other clothing judged unacceptable must be put away or sent home.
- To take responsibility for personal items kept on the unit. Valuable objects and medications need to be sent home and you will keep no more than 10 dollars cash on the unit.
- Not to use alcohol or drugs.
- To take only medications prescribed by your physician.
- Not to touch other patients.
- To talk to staff if you am having difficulty on the unit for any reason.
- Not to enter another patient's room.
- To abide by the smoking policy, visitor policy, cell phones policy.
- To be respectful while in group activities, raise your hand when you wish to speak, and follow all directions.

- To attend all scheduled activities and groups. This includes meal times in the cafeteria. Exceptions only with a nurse's excuse, if you attend chemical dependency education groups, or if you are held back from an activity for behavioral reasons.
- To speak and share to the extent that you feel comfortable.
- Not to gossip about what is said in group—what is said in group stays in group.
- To leave all belongings in your room when you attend group activities. This includes toys, stuffed animals, etc. Food items will not be allowed in groups.

Boundaries

You are asked to respect other's physical and emotional space. Therefore, patients will be asked to sit an appropriate distance away from each other during groups. When giving feedback to a peer, please do so respectfully.

Emotional boundaries: it is not okay to tease another person because of a disagreement with their lifestyle including religious beliefs or personal tastes and styles. Everyone is different: that is what makes each person unique.

Confidentiality

It is essential that patients and visitors respect everyone's right to privacy. For that reason, we ask patients and their visitors to not talk about anyone in such a manner that he or she could be identified if the discussion were to be overheard by someone who knows the individual. The identity of patients at Fairfax Hospital should never be disclosed to anyone outside the hospital. Please honor the privacy of others.

Group Programs

Collaborative Problem Solving is a model that says “kids do well when they can”. Under this premise we work to identify lagging skills in each patient and teach to those deficits by collaborating when conflicts arise. This approach allows kids to learn new skills and avenues to meet their needs.

Adolescents

There are many of different kinds of groups that you are invited to attend such as Process Group, Social Skills, Coping Skills, Recreation Group, Drama Group, and Pet Therapy.

The groups we offer teach you ways to deal with your feelings and social or relationship problems. Adolescents often find themselves in situations that overwhelm them. Knowing how to survive an emotional crisis is important to your treatment and future life. Knowing how to handle tricky social moments is key to growing into a responsible young adult.

Youth

If you are 12 or under we have groups specially designed for you. We help you to learn what to do when you are really angry or really sad or when you want to hit or say mean things.

We help you practice your listening skills and help you learn to play with others. Going to the gym twice a day and playing lots of games gives you practice.

We also help you share your feelings in an appropriate way with our staff and with your family, friends and teachers. Our goal is to help you learn to be safe around other people.

Family Support and Education Group

The Family Support & Education Group provides a structured environment where families can gain knowledge about mental health treatment in a supportive environment (safe and confidential), and where families have the opportunity to meet other families who are experiencing similar issues so that they do not feel alone. Facilitated by Psychiatrists and Nurse Managers, these family group meetings will perform the following functions:

- Provide an overview of the level of care provided on the unit.
- Provide a brief overview of the purpose of hospitalization.
- Cover treatment options.
- List the expectations of the patient and visitor.
- Give family members an opportunity to ask questions.

Any specific questions about your care will be redirected to your Clinical Therapist and addressed in individual family meetings facilitated by the therapist.

The facilitators will also be able to make recommendations and encourage the use of outside resources (e.g., NAMI) for further support.

Your family will need to connect with your Clinical Therapist to set up an appointment to attend this group.

Visitor Policy

The patient has the right to consent to receive the visitors the patient designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and to withdraw or deny such consent at any time. Before the patient is furnished patient care, if possible, the patient shall also have the right to designate a Support Person who can exercise the patient's visitation rights in the event the patient is incapacitated or otherwise unable to do so (in accordance with Washington State Law). Patient Visitation Rights shall not be restricted, limited, or otherwise denied by the hospital on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. All visitors shall enjoy full and equal visitation privileges consistent with this policy. The Hospital may impose clinically appropriate limitations on patient visitation when visitation would interfere with the patient's care, whether the reason for limiting or restricting visitation is infection control, disruptive behavior of visitors, or the patient's or patient's roommate's need for rest or privacy. These are outlined in the procedures below.

DEFINITIONS: "Patient Visitors": Family members and significant others who have a pre-existing and ongoing relationship with an individual patient; "Support Person": may or may not be the same person who would make decisions regarding medical treatment in the event of the Patient's incapacity. "Patient Representative": includes guardians, advance directive agents, and patient attorneys. All three are included when the terminology "all visitors" or "visitors" in general is used.

1. Patient Visitors, Patient Representative and Support Person must provide Fairfax Hospital front desk with their access code and ID.

2. Patient Visitors, Patient Representatives and Support Person must sign-in, get a visitors tag and be escorted onto the unit or other meeting place.
3. Potential patients and their significant others must sign-in and get a visitors tag.
4. While waiting to be escorted to meet the patient, the visitors must wait in the front lobby.
5. All visitors will be asked to identify any potentially contraband materials that may be on their persons or contained in items which they have brought for patients. The RN manager, RN, or house charge must approve any items which visitors propose give to a patient.
6. Fairfax Hospital reserves the right to prohibit visitors from bringing any item into the unit that, in the discretion of the RN manager, RN, or house charge, poses a potential threat to the safety and security of patients.
7. All visitors and potential patients will be asked to keep personal belongings in their car. They may place personal belongings in a locked locker, example: purses, briefcases, bags/backpacks, phones etc. . . .
8. If a patient's visitor refuses to lock their belongings, the visitation will be refused.

9. Patients are free to receive visits from anyone unless the attending physician has documented in the medical record that a visit from a particular individual or visits in general present a likelihood of harm to the patient or others.
10. The House Charge may decide that visitation is unsafe due to the acuity on the units and/or operational needs. Due to this reason visitation may be cancelled at the House Charges discretion.
11. Children under the age of 16 will not be allowed to visit for the first 24 hours after admission.
12. Patients (aged 13 and above) have the right to refuse visitors.
13. Custodial/Guardian of children 12 and under, will define the visitors list. This will be documented on the patients chart.
14. All patients aged 13 and over may define their own visitors list.
15. If a visitor is under the age of 13, the visitor must be accompanied and supervised at all times by an adult visitor. Adolescents between the ages of 13 and 17, who are visiting alone, will require a written order from the doctor and must obtain the permission of a parent or guardian before they will be allowed to visit. Fairfax will not be responsible for supervising visiting children.
16. Children 16 and under (even if supervised by an adult) are not allowed to visit on the Adult units. Visitation may occur in the front interview rooms or cafeteria.
17. Visitors aged 17 and over will be permitted to visit on the Adult units if requested by the patient (do not require a Dr's order).
18. Visitors aged 18 and over will be permitted to visit on the Youth and Adolescent unit, if requested by the patient, without parental or staff supervision.

19. Adolescents between the ages of 13 and 17 may visit a youth or adolescent patient and must be accompanied by the patient's parent or guardian (This visit will be held in either the cafeteria or one of the interview rooms unless staff warrants the need for this to occur on the unit).
20. Children under the age of 13 are not allowed to visit without supervision. Fairfax will not be responsible for supervising visiting children.
21. All patients shall be given an opportunity to identify a "Support Person" (in accordance with Washington State Law) who may be a family members, friend, or other individual who supports the patient during his or her hospital stay, and may exercise the "patient's visitation" rights in the event the patient is incapacitated or otherwise unable to do so. A Support Person may be identified by the Patient in writing be on the ROI.

22. Individuals who appear to be under influence of alcohol or other substances, or who are using loud, abusive, or vulgar language will be denied permission to enter the unit. Individuals who engage in inappropriate behavior or who use loud, abusive, or vulgar language during a patient visit will be asked to leave. Where an individual has been denied permission to enter the unit or where a visit has been terminated based on that individual's conduct, staff shall notify RN manager, or house charge and documents the reason the individual was turned away or asked to leave.
23. No more than four visitors per patient at the same time are allowed. Exceptions to the visitor number may be made by the RN manager, RN, or house charge.
24. Visitors who are not visiting an identified patient ("Hospital Visitors") must also check in at the front desk. The front desk will alert the responsible staff member during the day or house charge on the evenings, and weekends.
25. Patients are free to receive visits from anyone meeting the criteria set in this policy unless the attending physician has documented in the medical record that a visit from a particular individual or visits in general present a likelihood of harm to the patient or others
26. The patient and the family will be made aware of this policy by the admissions office; a summary will be provided and then will be followed-up on the unit with the patient and family by the Clinical Therapist and other Staff members.

Filing a Complaint or Grievance

The Staff of Fairfax Hospital is committed to quality care and treatment. We welcome comments, both positive and negative, from patients and visitors.

To file a complaint or grievance, please contact staff to complete a Complaint and Grievance Reporting Form or contact the Patient Advocate at ext. 1717. Also, any patient, or family member, may submit a formal grievance, at any time, to any of the following agencies:

- Mental Health Ombuds Service for King County
Yesler Building, Room 402, 400 Yesler Way, Seattle, Washington 98104
206 205-5329 Toll Free: 1-800-790-8049 # 3
Email: ombuds.mhd@kingcounty.gov
- North Sound Mental Health Administration (NSMHA) Ombuds:
330 Pacific Place, PO Box 1507, Mount Vernon, WA 98273
Toll-free 1-888-336-6164
- Pierce County Ombuds
3580 Pacific Ave., Tacoma, WA 98418-7915
Phone: (253) 902-0820; Toll Free: 1-800-531-0508
Email: skeck@co.pierce.wa.us or cglover@co.pierce.wa.us
- Mental Health Division Ombuds
State of Washington Division of Social and Health Services (DSHS)
PO Box 45320, Olympia, WA 98504-5320
Phone: 1-360-902-0820
Email: baldech@dshs.wa.gov
- Department of Health
Facilities and Services Licensing
ATTN Office of Health Care Survey

PO Box 47852
Olympia WA 98504-7852
Hotline number: 1-800-633-6828
E-mail: hhhacs@doh.wa.gov

- Office of Quality Monitoring, the Joint Commission
One Renaissance Blvd. Oakbrook Terrace, IL, 60181
Phone: (800) 994-6610
On-line: www.jointcommission.org/GeneralPublic/Complaint.
E-mail: complaint@jointcommission.org
Fax: Office of Quality Monitoring, (630) 792-5636
- Office for Civil Rights (Region X - AK, ID, OR, WA)
U.S. Department of Health & Human Services
2201 Sixth Avenue - Mail Stop RX-11, Seattle, WA 98121
(206) 615-2290; (206) 615-2296 (TDD); (206) 615-2297 FAX

Patients who are covered by Medicare may forward their grievances to the following Review Organization:

Mutual of Omaha – Plaza
8-Medicare
Omaha, Nebraska 68175

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