



PrairieCare

# PATIENT HANDBOOK

952-826-8475

[Prairie-Care.com](http://Prairie-Care.com)



# Welcome

*Welcome to the PrairieCare Child & Adolescent Inpatient Hospital Program. The inpatient hospital is part of the PrairieCare continuum of psychiatric care. The inpatient hospital program provides active and intensive therapeutic services in a coordinated and structured environment. This is an acute care setting focused on the stabilization of your child's psychiatric needs related to the crisis which preceded their need for inpatient hospitalization. Our average length of stay is 7-10 days. In addition to assessing and treating your child's presenting needs, we will also identify goals of treatment, identify discharge recommendations, and create a discharge plan.*

## Treatment Team

Patients and their parent(s)/guardian(s) collaborate with their treatment team to develop treatment goals and a treatment plan during the first three days of hospitalization. The treatment plan is reviewed weekly and modified as needed in collaboration with the patient and care givers.

### YOUR TREATMENT TEAM MAY INCLUDE:

- **Psychiatrists:** The psychiatrist's job is to provide direction for the patient's treatment. They will discuss the patient's symptoms, consider medication options, and oversee all medical care.
- **Therapists:** Therapists will provide individual and family therapy while the patient is at PrairieCare. The therapist will support the patient and family in understanding and navigating the areas of concern that have contributed to the patient being admitted to the hospital.
- **Social Workers:** Social workers work with the family and the rest of the treatment team to facilitate aftercare options for the patient. They arrange discharge plans, communicate with programs in the community, and help provide resources for you following the hospitalization. They also facilitate groups during the patient's stay.
- **Nurses:** Nurses oversee patient safety on the unit. Nurses will administer medications, check with the patient about their mental health symptoms, and also talk with the patient about any physical concerns they are experiencing.
- **Psych Techs:** Psych Techs will work with the nurses to support the unit and the patient's care. They will check with the patient regularly about their mental health symptoms and assist with daily activities.

### INPATIENT STAFF

- **Group Therapists:** Group therapists lead daily therapeutic groups to support the exploration of feelings and experiences.
- **Recreation Therapists:** Recreation therapists are trained in using systematic processes that utilize activities to facilitate healing and improvement.
- **Primary Care Consultants:** Primary care consultants are advanced practice nurses or certified physician assistants who address physical health concerns that a patient may have.

# Daily Schedule

Each day patients will receive a variety of treatment modalities provided by a multi-disciplinary treatment team. Patients are in programming with groups of similar aged peers. The following is an example of what a patient's daily schedule might look like. We are happy to provide you with a copy of your child's schedule, which does vary from day to day.

TIME	PROGRAMMING
7:30 am	Morning Routine
8:00 am	Breakfast
9:00 am	Movement Group
9:30 am	Psychoeducation Group
10:30 am	Break
11:00 am	Art Therapy
12:00 pm	Lunch
12:45 pm	Process Group
2:00 pm	School
4:00 pm	Break
4:15 pm	Community Meeting
5:00 pm	Recreation Therapy
5:45 pm	Dinner
6:30 pm	Recreation Therapy
8:00 pm	Relaxation
9:00 pm	Bedtime

# School

While participating in school at PrairieCare, your child will be able to examine school related stressors or perceptions which may relate to their mental health struggles. This model of integrated treatment has received commendation across the state from stakeholders which includes other school districts, psychiatrists, community providers, and of course the parents and patients who have seen this model of care work for them. The unique treatment aspects of our classrooms include, but are not limited to:

- A focus on Social Emotional Learning, which has transferrable benefits to the home school environment.
- Social Emotional Learning provides students the opportunity to practice stress tolerance and symptom management skills in smaller classroom settings.
- Teachers coach students around effective communication and self-advocacy within the classroom setting.
- There is individualized attention given to each student around motivation and engagement.
- Curriculum in content-area teachings (social studies, literacy and history) to enhance students' vocabulary and comprehension skills.
- Due to small class size, teachers can provide interventions that help build self-confidence in vulnerable areas specific to your child.

# General Information

## *Treatment Expectations*

The inpatient hospital program provides active and intensive therapeutic services in a coordinated and structured environment. This is an acute care setting focused on the stabilization of your child's psychiatric needs related to the crisis which preceded their need for inpatient hospitalization. Mental health stabilization provides short-term intensive mental health care to individuals experiencing an acute psychiatric crisis. The goal is to stabilize the mental health symptoms in a safe environment, while developing treatment goals and plans for care after discharge. Our average length of stay is 7–10 days. In addition to assessing and treating your child's presenting needs, we will also identify goals of treatment, identify discharge recommendations, and create a discharge plan.

Participation in daily programming and group activities is essential to your child's treatment. Patients are expected to participate in programming to the extent that they are able. Patients are encouraged to take breaks and ask for help as needed during treatment.

## *Process Group*

Process group is group therapy in which patients are invited to talk about how they are feeling and what they are experiencing. They are also able to ask for support and provide support to their peers. Patients have process group six days a week. Patients are expected to attend and participate in process group to the best of their ability. Parents are encouraged to visit at times outside of their child's process group.

## *Family Therapy*

Family therapy typically involves a patient and their parents/guardians and is facilitated by a therapist. Family therapy sessions focus on communication, family system dynamics, and safety planning to support the family and patient in navigating their present situation and preparing for discharge and transition from the hospital. Family therapy sessions are one hour and typically occur weekly, though this is dependent on clinical need.

## *Discharge Planning*

Following admission to the inpatient hospital, the inpatient treatment team will review the current mental health and health care services your child had in place prior to their admission. We may ask for the parent/guardian's consent to connect with the established providers working with your family to further coordinate care. The treatment team will provide a recommendation on the next level of care that will be most appropriate and effective in treating your child. The social worker will call the parent/guardian to discuss the recommended level of care, agencies that may provide the indicated treatment, and with your consent, offer referrals. It is our general recommendation that every child has a primary care appointment with their pediatrician following their hospitalization as a medical follow up.

Prior to discharge, it will be important to prepare the home for your child's return. We recommend locking up all sharp objects and medications (including over the counter medications), and removing access to weapons (including firearms and ammunition).

Your child will be medically ready for discharge based on their progress in treatment, having safety supports in place, and their risk assessed for a return home by the attending psychiatrist. The social worker will contact the parent/guardian to schedule the discharge time, which is typically scheduled between the hours of 9 am and 12 pm. On the day of discharge, the parent/guardian should check in at reception, please be sure to bring photo identification. The social worker will meet with the parent/guardian to review the safety plan, discharge plan, and answer any questions. Following, your child and their nurse will meet you in the discharge room to review medications and instructions for ongoing medical care. Your child will be packed up and their belongings will be safely returned. The discharge process is about 30 minutes. A copy of the safety plan with crisis phone numbers, discharge plan, appointments, medication list, and instructions will be provided.

## ***Preparing to Visit***

During the COVID-19 Pandemic, we have taken several precautions to keep our patients, visitors, and employees healthy and safe. We work directly with the Minnesota Department of Health (MDH) and Centers for Disease Control (CDC) to ensure we are implementing best practices and preventing the spread of COVID-19.

All visitors must be on the approved visit list and follow the below outline.

- Visiting hours are 9:00 am – 7:00 pm. In response to the continued reduction in local COVID-19 cases, inpatient hospital visitation is open to immediate family members and legal guardians. This includes parents, step-parents, and siblings.
  - Please note that on the day of admission, you can visit at any time, even if your child is admitted after visiting hours.
- As usual, all visitors must be on the call/visit list in order to visit. If you are planning to visit, we encourage you to contact our reception team in advance to verify if visitors are being allowed to your child's unit.
- A valid picture ID must be presented to the receptionist upon arrival for all visitors 16 and older. If a visitor does not have a picture ID, two forms of alternative identification is acceptable. Proof of ID must be shown upon each visit.
- Individuals under the age of 18 must be always accompanied by an adult when visiting with a patient. The accompanying adult must be on the approved visit list.
- To ensure safety, all visitors are subjected to a metal detecting wand or walk-through metal detector to identify potential contraband:
- Items such as car keys and cell phones will be secured in a locker prior to entering the unit.
- Purses, scarves, coats, cell phones, MP3 players, and any other electronic devices are prohibited from being brought onto the unit.
- Visitors are encouraged to leave personal items in their car.
- Following the visit, the visitor can retrieve these items.
- All items brought to the unit are subjected to search by a security officer.

## ***Communication***

Your first point of contact from PrairieCare will be with an Admissions and Intake Therapist. They will contact you to discuss program expectations, what items to bring, what items to leave at home, visitation, and can help answer any questions you may have. A therapist or a social worker will contact you within 24-48 hours of admission to schedule a family therapy session for you and your child. Your child's psychiatrists will generally contact parents/guardians within 72 hours of admission, though this varies based on the patient and day of admission. Treatment teams communicate daily about the needs of your child. If you are seeking an update from the treatment team, feel free to contact your child's social worker. If they do not answer, please leave a voice message as they are intermittently at their desks throughout the day. If you are seeking frequent updates, feel free to call the nurses station at any time to check in on your child.

## ***Personal Belongings***

- Patients are allowed to have personal items, stored in their room, such as: journals, sketchbooks, stuffed animals, and bedding. Personal items may not be shared between patients.
- Patients may have five outfits of clothing. These can be brought to the hospital by their guardian.
- Items with drawstrings (hooded sweatshirts, shoelaces, sweatpants) will require the drawstring to be removed.

### *Personal Belongings continued*

- Laundry machines are available for patients to wash clothing during their stay.
- Clothing items may not be swapped out during a hospital stay.
  - Hygiene items may be brought for patients by guardians. PrairieCare will also provide hygiene items, as needed. Hygiene items will be kept in an individual hygiene bin.

#### ***The following items are not allowed:***

- Unsafe objects are not allowed on the unit. Such as: sharp items, glass, strings, pencils, spiral notebooks, belts, shoestrings, etc.
- Electronics are not allowed on the unit. Such as: laptops, cell phones, smart watches, tablets, etc.

## Rules & Guidelines

### ***Dress Code***

- Patients are expected to adhere to the hospital dress code.
- Patients will wear scrubs, up to 36 hours, until belongings have been searched.
- If staff determine dress code is not being followed, patient will be asked to change or wear scrubs
- The following is not allowed:
  - Hats, bandanas, sunglasses, or non-religious scarves
  - Clothing displaying last names and school names
  - Clothing displaying violence, inappropriate references, drugs, or alcohol
  - Clothing which is revealing including low cut tops, crop tops, or tank tops
  - Jeans with rips/tears/destruction
  - Under garments showing
  - Dresses, skirts, and shorts shorter than knee length.
  - Most jewelry is not permitted. Stud earrings and other body piercings are allowed at staff discretion. If jewelry is used inappropriately, a patient may lose their privilege of having it.

### ***Conduct and Safety***

- Patients will maintain appropriate physical boundaries with peers and staff.
  - Patients are prohibited from hugging, touching, including styling hair, etc.
- Patients will be respectful toward others:
  - Verbal aggression, threats, racial and prejudicial comments or actions are not allowed.
  - Mocking or teasing others is not allowed.
  - Physical violence and property destruction is not allowed.
- Patients will use appropriate language.
- Patients will engage in appropriate conversations while in the milieu.
  - Talking about triggering topics such as: details about attempts, drugs, alcohol, sexual content, and abuse are not allowed in the milieu. These topics may be discussed with staff.
- Patient room doors should always remain closed.
  - Patients are not allowed to enter other patient's rooms at any time.
- Items may be restricted if they are used inappropriately or unsafely.

## **Confidentiality**

- Patients should maintain their personal confidentiality and information.
- Sharing contact information including last name, school, address, phone numbers, social media, and email are not allowed.
- PrairieCare discourages maintaining friendships with peers outside of the hospital. Maintaining healthy boundaries protects patient safety and privacy.

## **Medical Records**

### ***Release of Information Forms (ROIs)***

The ROI form will provide PrairieCare with a document for your consent to share information about you and your care.

Forms are available on our website and at all PrairieCare locations. Please complete the ROI form that best fits your needs. If you are unsure which form to use, please complete the standard form.

You can send an email to [medicalrecords@prairie-care.com](mailto:medicalrecords@prairie-care.com), and attach your completed form. You can also fax this form to **763-367-7599**. Otherwise, if you are in person, you can give the form to our front desk personnel.

Upon receipt, our PrairieCare team will review, and work to get back to you with a phone call. During this call, we will review your information and confirm what you need.

If you have additional questions, please leave a message at **952-567-6633**, and someone from our medical records team will return your call.

## **Contact Information**

### ***PrairieCare Brooklyn Park Inpatient Hospital***

9400 Zane Ave North, Brooklyn Park, MN 55443

**763-762-8800**

### ***Family and Patient Liaison***

The Patient and Family Liaison serves as a centralized resource for all patients and families when they have questions or concerns within the PrairieCare system. The Patient and Family Liaison helps communicate and navigate concerns to leadership, to ensure the patient's voice is heard.

The Patient and Family Liaison is utilized as a resource and support for leadership, clinicians, providers, and staff in establishing an environment of proactive service recovery efforts. The Patient and Family Liaison works closely with leadership to enhance the patient experience, while responding promptly and confidentially to provide feedback and or resolution to concerns. This process of review, documentation, and follow up complies with state guidelines

Patients and families are encouraged to contact the Patient and Family Liaison with any questions or concerns. We value your feedback and strive to work towards resolving any issues that may have occurred during your time at PrairieCare. We take great pride in delivering optimal treatment and enhancing the patient experience by following our mission, to provide every individual the psychiatric care they need.

#### ***Patient and Family Liaison***

[patientadvocate@prairie-care.com](mailto:patientadvocate@prairie-care.com)

**612-274-7500**