

RPC: Information Guide for Patients, Families & Friends (Jan. '10)

Respect towards each other must be the priority. Respect patient's rights and their choices. When staff and patients respect one another it brings forth a sense of compassion and care. Respect and support from our families is also important. Take pride in your work which provides the sense of hope. Take pride in your environment which is a reflection of mental stability. Believe that patients and staff can and will make progress as we strive for excellence. Working together we can achieve and accomplish our goals.

Rochester Psychiatric Center

Adult Services Unit

Information Guide for Patients, their Families & their friends

Rochester Psychiatric Center

1111 Elmwood Avenue

Rochester, New York 14620-3005

Phone: (585) 241-1200

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List of Contacts

Psychiatrist	
Primary Therapist	
Nurse Manager/PA	
Social Worker	
Psychologist	

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Mission Statement

Rochester Psychiatric Center partners with people with serious mental health challenges by providing recovery-oriented services in a safe environment.

Core Values of our Mission

Patients come first

Respect patients and their right to make life choices

Respect families, staff and the environment

Take pride in your work and RPC

HOPE: Believe that patients and staff can make progress

Strive for excellence

Operating Principles

Eye on the whole person

View hospital stay as an event in the patient's life

Personalized directly involving the individual

Maintaining adaptability (or consistency) between hospital and community

Welcome to Rochester Psychiatric Center Adult Services Unit

Let me welcome you to the Rochester Psychiatric Center.

This booklet is designed to assist our patients and their families to become acquainted with this health care facility. We know that the necessity of an admission to RPC may be upsetting. It is most important for you to understand that mental illnesses are treatable and that people can work toward recovery and return to the community to live productive lives.

We recognize that you know yourself better than we do. We can provide professional care and treatment, but your help and partnership is essential to reaching our common goal -- that of providing the best treatment and returning you to home or the community as soon as possible.

Our staff is dedicated to giving you the information and support that you need. We are here to help you understand and cope with problems you may be experiencing. If you have any questions which are not answered by this booklet, please do not hesitate to ask your psychiatrist, social worker or nurse.

Sincerely,

Michael P. Zuber, PhD
Executive Director

General Information

Rochester Psychiatric Center (RPC) has been a provider of mental health services to the greater Rochester community for over 100 years. We are a state operated psychiatric facility operated under the auspices of the Office of Mental Health serving residents of, Monroe, Genesee, Livingston, Wyoming, Orleans and Wayne Counties. We are committed to providing specialized intermediate and extended inpatient care as well as a full range of supportive outpatient services. Rochester Psychiatric Center is a fully accredited by The Joint Commission (TJC), which provides services to all persons without regard to race, color, creed, ethnicity, religion, or ability to pay. The facility is ADA (American Disabilities Act) accessible.

Legal Status on Admission

The majority of patients are transferred to RPC from other hospitals. This is usually as an **Involuntary Admission** status, indicating that she or he can legally be retained in the hospital up to 60 days.

This is determined by the physician if the person is deemed to be at risk of harming him/herself or others **or** is unable to safely live in the community and does not voluntarily agree to hospitalization.

To be released prior to the 60 days, either:

The patient's team must determine that the patient can return home without being a danger to him/herself or others; or

The patient can arrange to go to court to have a judge determine whether she/he can be released. The procedure of going to court usually takes two to three weeks. A representative from **Mental Hygiene Legal Service (MHLS)** will speak with you (your friend or relative) within two weeks of their admission and explain their legal rights while they are an inpatient at this hospital. MHLS can be reached at **(585) 530-3050**.

Admission Information

Upon admission, you will receive many pieces of paper which contain a lot of information related to your rights as a patient. You may not be interested in reading them or learning about the topics right away, but the information is important. *Consumer hint: Keep all admission papers, along with these guidelines, in a safe place so that you can refer to them at a later date.*

The admission papers contain:

- Information about your rights as a patient at RPC
- Information about “advanced directives” which allows you to give staff directions about your care should you not be able to respond to them
- Information about accessing your Personal Health Information
- Information about your right to accept or refuse treatment
- Information about circumstances in which you might receive a bill/charge for which you will be responsible

Admission and Treatment

Upon admission to Rochester Psychiatric Center, the assessment and evaluation process begins to identify the physical, psychological, psychiatric, social, and rehabilitative needs of the individual we are serving. Information in the form of strengths, needs and recommendations are gathered in the assessment and evaluation process and are used to create the individualized treatment plan.

A team approach is used in the development and implementation of the treatment plan. The treatment team consists of the **patient, their loved ones, a psychiatrist, psychologist, social worker, psychiatric nurse, allied rehab therapist, dietician and mental hygiene therapy aides.**

Shortly after admission, a Primary Therapist is assigned to your loved one. This is a professional staff person such as a psychiatrist, psychologist, recreational therapist, occupational therapist, nurse or social worker who is the patient's primary contact with the Treatment Team.

Members of the treatment team meet with the patient on a regular basis, and strive to involve family whenever possible to evaluate the individual's progress. We will regularly be requesting your input into the treatment plan by asking you to complete a Family Questionnaire. The treatment plan is modified as needed to help the person achieve his/her individual goals.

We encourage the involvement of the family in meetings regarding treatment planning for their family member. However, because of laws regarding confidentiality, your loved one must consent to your involvement. You will be notified of any treatment meetings regarding your relative so that you have an opportunity to participate.

Every patient has the right to request the involvement of significant others to advocate for him/her in treatment and discharge planning. Many therapies are

used to help individuals manage their illness so that they may resume community living.

Medication is one of the therapies used to stabilize symptoms and increase receptiveness to other therapies such as individual counseling, group therapies, and the rehabilitation therapies such as vocational programs.

As an individual's condition improves, additional programs and planned movement back to the community will occur. The individual may be referred to the vocational programs on or off-grounds. They may begin to go home for visits and eventually extend those visits as they move toward their discharge. Each plan is different and is based upon the individual's needs. The treatment plan is reviewed regularly and modified as needed to help achieve individual goals.

If you have general questions about services provided for your loved one during their stay or information to share with us, please contact the Primary Therapist or Social Worker. Depending upon the nature of your questions, they may suggest your connecting with specific treatment team members for information that is requested within a specific discipline. Even though regular business hours are Monday through Friday from 8:00 am to 4:30 pm, appointments and calls can be scheduled outside those hours for your convenience. It is noted that nursing staff is available to you on the ward on a 24 hour, 7 day a week basis. All other treatment team members have voice mail so that messages can be left if you call outside the regular business hours.

Advance Directives

The hospital is required by its accrediting agencies to offer counseling about advanced directives, such as health care proxy, even though our patients may be in good physical health and may not appear to need these services. "Advance Directives" refer to your directions about how staff should handle medical emergencies, when you may not be able to express your preferences. Such requests might include your wishes to not be treated in certain serious situations, your choice of a health care proxy, your desire to donate organs after your death, or your desire to be resuscitated if you stop breathing or your heart stops. These directives are particularly important to discuss with your medical doctor if you have a serious medical condition in addition to your psychiatric condition being treated at RPC.

Please let nursing staff know how you wish staff to react/manage incidents of anger, violence or self harm that psychiatric patients sometimes experience. Advanced planning for these potential events will permit the staff to respond in ways that you have identified as being more helpful.

Advocacy, Peer

The Peer Advocacy Department is coordinated by Sue Sotack who both is a consumer of mental health services and a staff member at the Rochester Psychiatric Center (RPC). Peer Advocates are also consumers. Most are part of the Transitional Employment Program at RPC.

Peer Advocates provide a number of services. Advocates facilitate community meetings and see that community issues are addressed. They meet individually with consumers. Advocates provide consumers with help addressing the issues that affect them while at RPC. They provide consumers with information and a linkage to services.

Peer Advocates facilitate a variety of educational self-help groups on all wards. They facilitate the consumer council and represent the consumer voice on a number of committees. The Advocates run the bus buddy program and distribute the monthly consumer newsletter, The Advocate. To contact the Advocacy Department, call extension 1941 or 1735.

Treatment Planning

The initial treatment planning meeting is conducted on the 7th day of admission. The first treatment plan review for adults, those admitted after their 22nd birthday, is on the 40th day after admission. After the initial reviews, treatment planning occurs every 60 days. After one year, treatment plan reviews occur on a quarterly basis. If you are 21 or under, a treatment plan review is completed on a monthly basis.

Consumer and family treatment planning worksheets are filled out for each treatment plan whether initial or review. Your unit social worker will complete the family worksheet with you. Family is always welcome at treatment planning meetings. Please check with your primary therapist.

At your initial treatment planning meeting, the entire treatment team meets to discuss their evaluation findings with your loved one in a brief introduction, interview and to insure that his/her concerns are being addressed. When the treatment plan has been typed, the primary therapist will review it with your loved one and ask for his/her signature.

ASU STAFF

Unit Chief – Betty Suhre, extension 1300

A professional who may come from any of the disciplines listed, who is responsible for the overall functioning of a unit and all professionals in it. She is the highest administrative authority on the unit.

Program Administrator

A professional who may come from one of many human service disciplines and who serves as a coordinator and facilitator of professional services. The Treatment Team Leader oversees the implementation of treatment.

Psychiatrist

A licensed professional trained in the diagnosis and treatment of psychiatric disorders. Physicians use a variety of treatments including individual, group psychotherapy and the prescription of medication. The psychiatrist, psychiatric nurse practitioner, or physician is ultimately responsible for approving all treatment plans and writing and signing all orders, including patient privileges and home visits.

Registered Nurse

A licensed/professional nurse that is trained in planning, implementing, evaluating, and coordinating nursing care for a number of patients on a ward, as well as the responsibility to assign duties to nursing personnel based on patient's needs.

Social Worker

A certified professional who provides mental health services such as individual, group or family counseling to the patient and her/his family. The social worker also serves as a family liaison and advocate during the treatment and discharge processes.

Psychologist

A professional trained in the diagnosis and treatment of psychiatric disorders. Psychologists use a variety of treatments including individual and group psychotherapy but excluding the prescription of medication. Psychological testing may be utilized to assist in the diagnosis and treatment recommendations.

Medical Physician

A licensed doctor who is responsible for the patient's physical health.

Mental Hygiene Therapy Aide

A paraprofessional who is trained by the hospital to assist in the care and treatment of patients with mental illness. The therapy aides work under the supervision of a registered nurse.

Discharge Planning

Discharge planning begins as soon as an individual is admitted. The plan is developed with input from the patient and others with the patient's consent (e.g., family, friends, peer advocate, involved community resources).

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Among the areas covered in the discharge plan are service needs related to housing, finances, physical health care, psychiatric care and educational/vocational services. Psychiatric follow up care is generally recommended. The discharge plan is specific to the needs of the individual.

Referrals for aftercare may include follow-up at a clinic for therapy and/or medication, support groups, case management or other vocational or rehabilitative programs.

If you have any concerns that you feel are not being included in the discharge plan, please do not hesitate to ask your relative/friend's social worker or primary therapist.

Smoking Policy

Rochester Psychiatric Center is a tobacco-free hospital. This policy promotes and provides the highest health and safety standards for our patients, visitors and staff.

Tobacco use is not permitted for patients or visitors inside any part of the building or outside on the RPC campus. Patients with a history of tobacco use are encouraged to attend group's specific to smoking cessation education, wellness and alternatives to tobacco use.

RPC will no longer accept or store cigarettes or other tobacco products for our patients. We ask that you and your loved ones not bring any tobacco products to the hospital or any other programs located on our campus.

We appreciate your assistance in promoting healthy life choices for your loved one by acknowledging their smoking cessation milestones and encouraging **non-use of** tobacco while on home visits. Many people experience negative physical symptoms when ingesting nicotine after an extended period of non-use. These symptoms include light headedness and nausea.

Please note that instances of abuse of our tobacco-free policy by bringing contraband (tobacco or other smoking paraphernalia) could result in our requiring you to leave all bags/purses in your vehicle. You could be asked to turn out your pockets in the safety department and to not bring in anything for your loved one, including food, clothing or other items. In rare and extreme situations, your visits may be stopped due to safety reasons. In order to prevent these actions, please do not bring tobacco or other smoking paraphernalia into this facility. We thank you for this consideration.

Visitors are Welcome

Rochester Psychiatric Center recognizes the importance of family involvement in recovery. Visiting rooms are located on each ward. Visits are also possible in the Parkview Café in our first floor "Downtown" area. Visiting hours are usually from **6:00 p.m. to 8 p.m. each weekday** and from **1:00 p.m. to 4:30 p.m. and 6:00 p.m. to 8 p.m. on weekends and holidays**. If these hours conflict with your availability for visiting, please speak with the social worker; other arrangements can and will be made for your visits. Since most people are involved in a variety of clinical treatment services during 9:30-11:00 a.m., 1:15-3:00 p.m., and 5:45-7:00 p.m., families and friends are asked to arrange visits around scheduled treatment programs.

Visitors are issued an Identification (ID) tag in the lobby. The Safety Officer will ask you to sign in and out.

In the event that a visitor is an unaccompanied minor, expect that staff will remain present in the general area. Unaccompanied minors are permitted to visit only if they are a family member and must be at least 14 years of age.

Certain items may be brought in for your relative or loved one when you visit. To ensure a safe and therapeutic environment, please check with staff before bringing items to the ward.

Items NOT allowed include the following:

- Plastic bags; aerosol cans; medications (vitamins, over-the-counter meds, laxatives, etc)
- Craft, utility or other types of knives
- Glass containers, shaving razors with metal blades, sharp scissors or other sharp objects.
- Cigarettes/tobacco products; illicit drugs; alcoholic beverages/ products containing alcohol.
- Cameras or video equipment
- Rubber or latex gloves
- Weapons of any kind

Items that may be secured/ logged for patients by staff:

- Electric razors, clothing, knitting or other needlework
- Money (if you bring money please request a receipt)

Addressing a Letter

Each patient has an individual mailbox. When writing to your loved one, letters should be addressed as:

Name

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1111 Elmwood Avenue
Rochester, New York 14620

Telephones

Pay phones are available on each ward as well as in public areas. Use of these pay phones is restricted during groups, meal times and after 9 p.m.

Signatures/Legal Documents

Families seeking a patient's signature on a legal document should first contact the social worker. Service of legal documents to a patient must be cleared through the Clinical Director's office. Documents to be served must be accompanied by a court order.

A Note on Confidentiality

The New York State Mental Hygiene Law strictly controls the release of confidential information to persons who are not employees of the New York State Office of Mental Health. Generally, such information cannot be disclosed to families or significant others without the consent of both the patient and the Rochester Psychiatric Center; however, the law provides several exceptions.

Confidential information must be released upon the demand of:

- A judge of court of record
- The Mental Hygiene Legal Services
- Attorneys representing patients in the mental health legal proceedings
- The New York State Commission on Quality of Care for the Mentally Disabled

In addition, the Rochester Psychiatric Center may disclose certain confidential information without consent of the patient to:

- Family members in the event of a problem such as a medication error or a patient mishap
- Government agencies and insurance companies that make payment to or on behalf of patients
- Government agencies in connection with criminal justice investigations
- Child abuse reporting authorities when allegations of child abuse have been made
- Government agencies and other agencies needing information to locate missing persons or to prevent imminent serious physical harm to the patient or other persons
- Danger to third party

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- Mental Hygiene Law also allows for the best interest information sharing among Office of Mental Health facilities

If you have questions about confidentiality, the Mental Hygiene Legal Services telephone number is: (585) 530-3050.

Assisted Outpatient Treatment (Kendra's Law)

Background

New York State has passed legislation that provides for Assisted Outpatient Treatment (AOT) for certain persons with mental illness who, in view of their treatment history and present circumstances, would be unlikely to survive safely in the community without supervision. Should you be recommended for AOT at a point just prior to your discharge, you will meet with representatives of your counties AOT services. Some of the services which might be available through AOT include case management, medication, drug testing, educational and vocational training, group therapy, substance abuse treatment and counseling, and supervision of living arrangements. Before a court will order this level of treatment, it must be satisfied that this is the least restrictive alternative for you.

Beauty and Barber Shop Services

Located on the first floor, in the "Downtown" area is the Beauty and Barber Shop. Patients are able to obtain haircuts, shampoos, blow dry, curl, mustache and beard trims every four weeks. Relaxer treatments are available every six weeks. Just ask the charge nurse for a *Barber and Beautician Services Voucher*, and then have a MHTA sign off on this form. For an extra charge, extra services can be obtained. These currently include permanents and coloring. Each patient is required to pay from their own funds for these extra services. You should obtain a *cash/property withdrawal* form for this from either the charge nurse or MHTA. Just explain to them that you would like the extra services. The beautician comes to RPC every Tuesday. Listen for the overhead announcement that the Beauty/Barbershop is open. Let the charge nurse know that you would like to go for your haircut or whatever services you may need.

Boutique

The Boutique is a special shop where eligible consumers can get clothing. It is located by the Parkview Café on the main floor of RPC. The program is run by Desiree Bethman and consumers in the Transitional Employment Program. To be eligible for free clothing, a consumer must have less than \$300 in their account.

Consumers are allowed to come to the Boutique every 4 to 6 months. They can also come if they have lost or gained a significant amount of weight over a short period of time or when they show a need of some kind.

There is a pre-set amount of the number of each clothing item a consumer is allowed to get. Consumers are asked to try on the clothing to guarantee a good fit. The clothing at the Boutique is updated. Most will not wrinkle after washing and drying.

Bus Buddy Program

The Bus Buddy Program helps consumers learn to be comfortable using the public transportation/bus system. Any consumer with blue card privileges is eligible to participate. Consumers must have a referral from clinical staff.

Bus trips take place each Monday afternoon. There are monthly trips to downtown Rochester, Western Industries, Strong Ties and other sites.

The Bus Buddy Program is run by the Peer Advocacy Department and encourages consumer independence.

Café

The Parkview Café is located on the first floor in building 60. It is open from 6 a.m. to 1:30 p.m. Breakfast is served until 10:30 a.m. Lunch is served from 11 a.m. - 1 p.m. The Café is run by a transitional employment program. A menu is posted with menu offerings varying daily.

Camelot

You will at times hear an overhead page through the fire and safety speaker system which says: "Camelot" (followed by a location). The page is repeated three times and can be annoying. It is part of a patient and staff safety system designed to alert available staff that someone in the facility is in need of additional support of some type. (At times, individuals who are experiencing increased symptoms have difficulty controlling anger/rage reactions.) If a Camelot is called for your area, assist in your own safety by following the guidance and directions of staff. To protect patients, staff and visitors RPC has a "zero tolerance" for violence. Violence to self and others, destructive or disruptive behavior cannot be tolerated. Inability or unwillingness to control such behaviors could result in a wide array of consequences from loss of privileges (for the purposes of enhanced supervision, support and observation) to legal charges being filed.

Clinic

Every effort will be made to assess and address your medical needs on your ward by your Clinical Physician and treatment team. Some specialized needs may require provision of service in our central medical clinic located on the second floor of building 60. Dental, podiatry, physical therapy and optometry services are available at that site.

If you have an acute medical problem or are experiencing pain, please tell a nurse or doctor on your ward immediately.

(Consumer hint: Please make use of this! Take the opportunity to get your eyes and teeth

Communication

While you are here, you are encouraged to keep in contact with your support people in the community.

Telephone: Two telephones on each ward are designated for consumer use. Calls are not limited to any specific number. However, phones must be shared among 30 people receiving treatment on your ward, so calls should be limited to 10 minutes. Consumers may make one long distance call each week using the tie line (you will need assistance from nursing staff to do this). Any additional long distance calls may be arranged and approved by your treatment team. Family members can call using the patient phone numbers (or they can call the general number: 241-1200 and ask for the patient phones on your ward).

Mail: All consumers are allowed to send and receive mail. Paper envelopes and postage are available in reasonable amounts for any consumer wanting them. Ask the nursing staff on your unit for these supplies. While you are here, you have sealed unopened and uncensored mail and packages. For safety reasons, you may be required to open this mail in the presence of staff. Any restrictions on incoming or outgoing mail (based upon immediate safety concerns) will be determined by the treating psychiatrist in consultation with the team. Any restrictions in mail service will be temporary and be re-evaluated on a regular basis.

You may send up to 6 free (no postage) letters per week. You will be asked to pay for postage for letters exceeding the 6 per week limit or for any packages you mail.

Visitors: Visitors may come during visiting hours which are as follows:

Weekdays: from 6 p.m. to 8 p.m.

Weekends and holidays: from 1 pm to 4:30 pm and 6 pm to 8 pm

Other arrangements to accommodate the needs of your visitors may be worked out with your treatment team. You may visit in the visitor's room on your ward or in the café area. You will need red card privileges to visit in the café area. Visitors may bring food, however it must be eaten during the time of the visit. Unused food cannot be stored on the ward.

Community Meetings/Consumer Advisory Board

There will be at least one community meeting each week on your ward (typically on Friday morning). This meeting is attended by all available consumers and staff and is facilitated by a Peer who is a member of the Consumer Advisory Board. At this meeting, announcements are made and community issues are brought up and addressed. Consumers have a chance to share progress in recovery and other good news.

The Consumer Advisory Board meets the first and third Monday of each month from 9:15 a.m. to 10:30 a.m. in Room A206. One to three representatives from each ward talk over issues that affect the psychiatric center. Consumer Advisory Board issues are brought to administration to be addressed.

Patients Rights & Responsibilities

Patients, by law, have numerous rights as explained in the booklet "Rights of Inpatients" which each individual receives on admission. It emphasizes civil rights such as the right to fresh air, sending and receiving mail etc. For the patient's security and the security of others, all patients, employees and visitors in the building are issued an identification badge. Also, patients on admission and periodically throughout their stay are provided with information on how to execute Advanced Directives; such as a health care proxy.

Patients have the right to and are always encouraged to actively participate in their plan of treatment and in the discharge process. We promote asking questions and expressing ideas about treatment or the facility environment.

Employee/Patient Relationships

Patients have the right to be free from exploitation. To ensure this right, staff are trained to promote healthy, safe and therapeutic interactions with clients, as well as with employees; e.g. taking or giving gifts, lending money and "special favors" are prohibited as it may result in staff gaining an emotional influence over the patient and damaging the therapeutic relationship. In addition, education is provided to RPC adult inpatients concerning safety and relationships to recognize various forms of exploitation. If patients believe they are being exploited, they are encouraged to report it to the ward nurse or any other member of the team.

Complaint Process

Patients or families have numerous means to initiate a complaint. Handouts are provided on admission regarding the steps to take. We welcome your suggestions as opportunities to improve our services. It is our policy to encourage patients, families and visitors to register complaints regarding any aspect of care and treatment. Your concerns will be addressed in a timely manner by the RPC staff

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and you will be informed of the outcome. In addition, Mental Health Legal Service (MHLS) is an outside agency which is available with the complaint process.

Patient/Family Responsibilities

You are encouraged to inform the team of any concerns such as:

- Any special communication issues (adaptive devices, TDY, interpreter, reader, writer).
- Advance directives or preferences.
- Feeling uncomfortable or unsafe.
- Report any hazardous or unsanitary conditions.
- Advise your team of any allergies or medical conditions.
- Advise the doctor or nurse of any changes in physical condition and any pain.
- Report any dietary and food needs or preferences.
- Advise the social worker or nurse of any personal hygiene or clothing needs.
- Notify the treatment team of any special cultural and/or religious needs.
- Advise staff if items need secure storage.
- Inform the team of anyone that you do not wish to have visit or call.
- Provide changes in correspondence, address, and phone number.
- Patients have the right to refuse to see visitors, and this right will be honored at all times.

Right to Privacy of Personal Health Information

As of April 2003, a new federal law came into effect regarding changes in protection of a person's health information (PHI). These rules were established under the 1996 Health Insurance Portability and Accountability Act (HIPAA). Within these rules, it specifies that a patient (or someone a patient designates) has a guarantee of several privacy rights including the following:

- Ask to see their medical record
- Ask for an appeal if someone says they can not see their record.
- Request that amendments be made to the information in the record.
- Find out what information about them has been shared with others.
- Ask the Office of Mental Health (OMH) to restrict the information about them that can be shared with others.
- Get a Privacy Notice that explains the privacy practices in detail. The notice will tell them when we have to get their permission to share information and when the information can be shared without their permission.

The Office of Mental Health and Rochester Psychiatric Center understands that health information is very personal and we are committed to protecting its privacy.

Patient Needs

Safety: RPC participates in the TJC (The Joint Commission on Accreditation of Healthcare Organizations) National Patient Safety Goal program which states “Having all hospitals working on the same set of goals each year provides the hospitals opportunity to learn more from each other and more importantly, for patients to benefit from improved safety wherever they go”. Our goal is to maintain culturally and linguistically sensitive and safe environment where individuals can heal and recover. To ensure safety, we have a number of prevention measures such as:

- Group meetings
- Safety rounds
- Patient Council
- Community ward meetings
- Personal Alarms
- Safety Department
- Surveillance Cameras
- Complaint Process
- Risk Management
- Speak Up Program

Speak Up Program

Patients have a vital role in safety by becoming an active, involved and informed member of the treatment team. They are asked to “**Speak Up**”:

- Speak UP and know what medications they take and why they take them.
- Speak UP if they have a concern, question, or don’t understand.
- Speak UP, gather information and educate themselves about their medications, treatments and recovery.
- Speak UP and ask a trusted friend or family member to advocate for them.
- Speak UP and participate in all decisions about the care that is provided

If you, or your loved one, has a safety concern which involves immediate risk, please notify ward staff immediately. Staff can be contacted as follows:

Ward phone numbers:

G1

Chart Room – 241-1700

Program Administrator: Danielle Sprague - 241-1333

D3

Chart Room – 241-1525

Program Administrator: JoAnne Rupert - 241-1769

E2

Chart Room – 241-1843

Program Administrator: Erika Reinhardt - 241-1479

E3

Chart Room – 241-1973

Program Administrator: Michael Burget - 241-1263

G3

Chart Room – 241-1304

Program Administrator: Colin Scantlin - 241-1519

Chief of Adult Services Unit, Betty Suhre: 241-1300

Chief of Services' Secretary: 241-1317

Additional important numbers that you should have include:

RPC Safety Department: 241-1600

Satisfaction Surveys

To facilitate the hospital-wide goal of providing a safe and therapeutic environment, we ask patients to complete a ***Satisfaction*** survey upon discharge. Individuals are asked to comment on attitudes and perceptions associated with an individual's treatment, activities and services including safety

Patients are encouraged to make suggestions on their survey. We welcome comments in areas of treatment, safety, communication etc. The information gathered from these surveys is used to improve the treatment and recovery environment. We thank you ahead of time for completing the form and returning it!

Clothing

Patients are encouraged to bring their own clothing from home. Clothing is discretely marked and then logged on a personal property record. If clothing is brought in or taken home, please notify the ward staff so records remain current. Washable clothing is preferable since dry cleaning will be done at the individual's or family's expense. Routine laundering is done on the ward or in the building laundry area.

Personal Property

It is not wise to bring anything of value as the hospital facility cannot be responsible in the event of theft or loss. Items such as jewelry, keys, a driver's license or a social security card should be taken home by relatives or friends. If that is not possible, items will be taken to the hospital's Business Office for safekeeping. Patients have a right to keep money and other valuable possessions with them, but they must assume full responsibility for their safekeeping.

Your loved one is encouraged to bring their own personal care articles, such as a hairbrush, comb, toiletries, etc. Such items are also available at the hospital, and will be provided to anyone who needs them. Individual storage bins are available for small items that may need to be secured in the room. An individual may request a bin at any time.

Criminal Background

Upon your admission to RPC, an automatic computer check is made to determine whether you have a criminal history. Information from the Division of Criminal Justice Services can be summarized and included in your clinical record, although the report itself is to be destroyed within two weeks of receipt. You will be given written notice that your criminal history information will be obtained and that there is an opportunity to request correction of inaccurate information.

Discharge

Any person admitted under the Mental Hygiene Law will be discharged to the community after the person's treatment team or a judge has determined that the individual no longer requires inpatient care and treatment.

A service plan is developed for the person being discharged. You are encouraged to participate in the development of this plan. The plan will include:

- A statement of your need, if any, for supervision, medication, aftercare services or help finding work
- A specific recommendation for the type of living environment you would most benefit from and a list of services available at that residence.
- Staff will also consult with your local department of social services, and will process any applications for public assistance, Medicaid and Supplemental Security

Income (SSI) before you leave the hospital.

Individuals committed under the Criminal Procedure Law will be released or discharged under terms of those laws.

Downtown Music Festival

RPC's versions of Downtown Music Festivals are held approximately every 3 weeks after dinner in the Parkview Café. These events are open to all inpatient consumers and their family members. The events are sponsored by the Friends of RPC, which is a special organization that provides a variety of services for RPC.

Events include musical entertainment by outside performers and conclude with refreshments. Once a month all consumers with birthdays during the month receive a card and \$5. In order to attend, you will need to have red card privileges. If staff is available, they may escort those patients without red card privileges.

Gift Shop

The RPC Gift Shop is located on the first floor of Building 60. It is open from 9 a.m. to 3:30 p.m. Monday through Friday. The Gift Shop is run by the Friends of RPC. All proceeds go to the Friends who in turn use the money to fund special activities for consumers.

Three consumers are allowed in the Gift Shop at one time. Consumers can purchase items using cash or RPC money cards. There is no credit. The Gift Shop carries a number of items (clothing, jewelry, decorations, cards, food products, etc.) at affordable prices.

Groups

While you are in treatment you will be required to attend various groups each day. Some may be optional and others are required. You will be able to discuss with your primary therapist in more detail what this might involve. Examples of groups are: Understanding Mental Illness, Medication Management, Symptom Management, DBT, MICA, Anger/Stress Management, Individual and/or Family

Therapy, Leisure Skills Development, Vocational Rehabilitation and Community Meeting.

(Consumer Hint: Stay awake and pay attention. These groups are very helpful).

Honor Card/Privilege Levels

At RPC you will progress through a system of privilege levels. Upon admission to the RPC, you will typically start at Basic Level. This can vary from person to person, however, in order to progress from one level to the next, you will be expected to follow your treatment plan, attend groups, take prescribed medications, demonstrate good behavior and use your privileges responsibly. Expectations can vary from person to person, especially for those on behavior plans.

Spending Money

Individuals who are able to independently handle personal funds are encouraged to do so. An account in the person's name may be opened in the Cash Office located on the first floor in our Downtown area.

Pastoral Care Services/Cultural Needs

RPC is served by Catholic, Protestant, and Jewish chaplains who hold regular and holiday services. Every effort is made to accommodate an individual's religious beliefs and cultural needs. Patients are welcome to contact their clergy person or faith leader to arrange for a visit. If unable to locate somebody from their faith group, our pastoral liaison will assist.

Fall Reduction Program

RPC has a fall reduction program that includes evaluation and interventions to reduce a patient's fall risk factors. Please contact a staff member with any questions about this program.

Hygiene

Nursing staff can help answer your questions regarding personal hygiene.

Showers: There are 2 to 4 times each day when you can take a shower. These times are typically in the morning before you come to the day side, after lunch during the 12:30 to 1:30 break, during the late afternoon break (4 p.m. to 4:45 p.m.) and right before bed in the evening. Ask nursing staff for the supplies you require. During these shower times a rack of clean towels will be brought into the hallway. Beside it will be a place to put dirty towels.

(Consumer Hint: Bathroom supplies are usually given out between 4 pm and 4:45 pm. Be sure to ask staff, though.)

Razors/Nail Clippers/Tweezers:

There are a couple of times each day when these items can be signed out and used. Typically this happens during the later afternoon break (usually around 4 p.m.) and the evening break (usually around 8 p.m.).

Ask nursing staff if there are supplies you would like to provide for yourself (special shampoos, make up, etc.). If approved, they will be kept in a special area for you.

(Consumer Hint: Always report to staff before taking a shower to avoid restrictions.)

Laundry and Bed Linens

Laundry: There are laundry facilities on every ward. There will be a schedule posted showing you what times each week you will be able to do your laundry. If you need assistance, nursing staff is available to help.

Bed Linens: Ask nursing staff when you need new bed linens. You should plan to change bed linens at least once a week.

Meals

Three meals and a snack are provided each day. All meals are served in the dining room on the ward as follows:

- Breakfast arrives between 7 a.m. to 8:15 a.m.
- Lunch arrives between 11 a.m. to 12:15 p.m.
- Dinner arrives between 4 p.m. to 5 p.m.

Snack time may vary from ward to ward. Each person has an individual tray. Diets vary according to individual needs and preferences. Consumers will meet with a dietician soon after arriving at RPC. Consumers are not allowed to give away or trade food.

(Consumer Hint: Always maintain proper conduct in the dining room during meals towards staff and peers.)

Medications

You will receive medications to help in the treatment of your psychiatric illness. You may also receive medications to help you with any physical illnesses you may have. You are encouraged to report any problems/concerns regarding your medications to the nurse and your treating doctor.

Standard medication times are 8 a.m., 1 p.m., 5 p.m., and 9 p.m. Medications may be prescribed at other times as needed.

Administration of medications requires the nurse to pay close attention. For this reason, the area must be quiet. We request your assistance with maintaining a calm, quiet environment at these times.

Partnering with your Treatment Team

Developing a partnership with your treatment team and following ward routines will help you to recover as quickly as possible and strengthen your recovery after you leave the hospital. Assigned psychiatrists, primary therapists and other staff will assist you in identifying your treatment goals, dealing with expectations, and will encourage active participation in all suggested treatment options.

You can assist in your own treatment plan development by actively discussing your treatment goals and methods (including medication preferences, groups and family involvement) with your treatment team.

You will be asked about what you would like staff to do in the event that you become very upset, aggressive or violent. While the hospital has zero tolerance for violence, we are committed to providing support that will help you to regain control. Please be as specific as possible when asked about this issue.

Parkview Personal Improvement Room (B109)

The Parkview Personal Improvement Room is located in the Downtown area in building 60 next to the Beautician/Barber Shop. This supervised room is available to use for exercise. Included in the room are a rowing machine, treadmill, elliptical trainer, recumbent bike and weight machine. If you are interested, ask your ward's Recreation Therapist (RT) or doctor for permission to be medically cleared to use the room. You must have the proper privilege level to independently come and use the room. Hours of operation are: Monday through Friday from 12:30 p.m. to 1:30 p.m. and Monday, Tuesday, and Wednesday from 5:30 p.m. to 6:30 p.m.

Patient Rights

While a hospital or any group living situation must have more guidelines and limitations than people experience in independent living, the staff is committed to ensuring that all individuals receiving treatment at RPC have the basic rights helpful to their recover, as long as those rights do not pose a danger to the patient or others. Your rights include the ability to send and receive mail, voting, privacy, phone calls, religious practice and pastoral services, access to your spending money, personal clothing, visitors, a safe and sanitary environment and special consultations and treatments according to your assessed needs. You will have a lockable, small closet to safeguard your belongings. Like other hospitals, we cannot ensure that valuable belongings or papers kept on the unit are safe from theft or loss, so we recommend that these be sent to patient property for safekeeping, or returned to your family for safekeeping until you are discharged.

All patients have a right to a safe environment that enhances treatment. To enhance safety for all patients, staff and visitors, the hospital, at times, must limit access to privileges and activities you and your visitors would enjoy outside the hospital. The staff at RPC welcome patient and visitor input about how to enhance safety at the hospital. Please bring your concerns about such issues to the treatment team. **If, at any time you feel unsafe or threatened, please tell a staff member immediately.**

All patients have the right to confidential treatment for their psychiatric condition. However, please realize that in the event that your behavior harms others or yourself, confidentiality guidelines may not apply, as the police and courts do not follow confidentiality guidelines used in hospitals. Staff will not videotape or photograph you without your signed consent. However, patients who are restrained or secluded, with the staff

implementing these procedures, may be videotaped to guarantee their safety. You may be asked to participate in research projects while a patient here, or to participate in work programs to earn money. These programs and projects are completely voluntary and your participation or non-participation will not affect other treatment you receive here. If you wish to participate in work programs, you will be paid an hourly amount proportionate to the amount this work would pay outside the hospital. As part of your treatment, you are expected to maintain your own bedroom area and belongings without pay.

Patients with special needs (e.g., for interpreters, advocacy, guardianship) will have these needs addressed on their treatment plans. The hospital has several staff who function as patient advocates and visit each ward regularly. They can meet with you about your needs or concerns.

In addition, you may find that obtaining special services, such as a representative payee for your funds, case management, or guardianship, may help you live more successfully outside the hospital. Please consult your team if you feel you have such needs.

Your treatment here will be more successful if you alert the treatment team to special concerns you may have. Such concerns may include, but are not limited to, medical, religious or dietary concerns, substance abuse problems, chronic or periodic pain, special family needs or current or past physically or sexually abusive relationships. Please alert staff immediately if you are experiencing physical pain.

Patients have a right to have reports of pain believed and addressed. In addition, you will be able to concentrate on improving your psychiatric problems better if any physical pain you have is being treated. Your openness in providing the team with this type of information will help us provide better treatment for you.

Rights of Families

The Office of Mental Health (OMH) acknowledges its responsibility to inform, assist and support families with the care of their relative and also encourages families to participate as informed partners with mental health providers in the treatment and rehabilitation of their relative. However, in accordance with the patient's rights, he/she may or may not elect to have family or another significant individual represent him or her in the treatment and discharge planning process.

As family members, you have the right:

- to be informed about mental illness, especially the illness of your relative. This includes understanding the prospects for and process of recovery;

- to become full partners in the treatment and rehabilitation of your relative, if they so desire; and
- to receive support and assistance from the Office of Mental Health in the care of your loved one

We encourage your involvement in the treatment of your family member.

Family members are entitled to receive the following information pertaining to their relative's hospitalization:

- Rules and regulations of the Rochester Psychiatric Center
- Rights of patients
- Procedures for initiating a complaint and the review process

With a patient's consent, family members can receive:

- Names and telephone numbers of staff responsible for the treatment of the patient
- Information regarding the nature of the treatment the patient will receive, including risks, side effects, and benefits of all medications and treatment procedures
- Communications with staff regarding the condition and progress of the patient
- Participation in treatment and discharge conferences unless informed by the psychiatrist why such attendance and involvement is not in the patient's best interest
- Information regarding the results of treatment and the discharge conferences, including the course of treatment to be followed while the patient is hospitalized and the plans for meeting continued mental and physical needs following discharge
- Notification of the transfer of the patient either within the facility or to another facility and the reason for such transfers
- Visitation with the patient in an area that allows privacy unless informed by the psychiatrist why this is not in the patient's best interest
- Communication with the patient by telephone and letter unless informed by the psychiatrist why this is not in the patient's best interest

Jonathan's Law

Jonathan's Law requires that RPC provide information regarding incidents which might affect the health and safety of our patients to qualified individuals within 24 hours of the event. Qualified individuals are defined as:

- Parents or legal guardian of minors
- Parents, spouses or adult children with healthcare decision-making authority for adult patients
- Adult patient him/herself

RPC is further required to present to qualified individuals copies of incident documents upon request for same. Some restrictions may apply. For further information, discuss with the Program Administrator or the Chief of Service.

How Families Can Help

From admission through discharge and aftercare, families are one of the most important influences a person looks to for support and encouragement.

Treatment and discharge planning begin with the first day of hospitalization when the various team members interview the patient, his or her family, significant individuals and any other care providers to gain a broader understanding of the individual. This information is used by clinicians to develop a comprehensive plan that will facilitate treatment and successful community placement.

Family input into the treatment plan development is very important, since it is often the involved family member who knows the patient and his individual attitudes and ways of functioning far more intimately than other caregivers or clinic staff.

Family members are encouraged to actively participate in the treatment planning process by providing feedback via the family questionnaire, by asking questions, and by actively supporting their relative/friend to work with the family and Treatment Team toward stabilization. Your insight will be very helpful to the staff in understanding your loved one in developing an on-going course of action.

Many psychiatric patients experience depression. For these patients, suicide may be a significant risk. Families and friends are often more sensitive to behavioral changes in patients than staff. Families and friends should alert staff if they observe changes in behavior such as:

- Unusual mood changes
- Giving away belongings
- Talk about death, suicide, or feeling unworthy
- Disappointments or crying

Family should alert staff at any hour of the day to any of the above changes.

Patient and Family Support

The Family Support Program is available to families and friends of people with mental illness. It is designed to provide support and education on how to best cope with the different situations associated with the illness or symptoms as well as the services available for treatment.

NAMI is the National Alliance for the Mentally Ill (NAMI). It is a grassroots self-help advocacy group of families and friends of people with mental illness dedicated to improving the lives of these individuals. It offers emotional support, understanding and encouragement to its members, promotes community understanding through education, and helps to develop community and professional resources advocates for research funds and needed legislative programs.

NAMI Rochester is the local chapter and is dedicated to providing support, education and advocacy to individuals and families of all ethnic backgrounds who are affected by mental illness in Monroe County and surrounding counties.

NAMI Support and Educational Meetings are held the fourth Monday of each month (except April and December); from 6:30 P.M. to 9:00 P.M. Support groups for parents, siblings, spouses/partners, offspring and consumers are facilitated by trained NAMI members.

NAMI Rochester meetings occur at 320 North Goodman Street, Rochester, N.Y. Please feel free to contact Pat Sine, Program Director, at (585) 423-1593 or at their business address: 111 North Chestnut Street, Rochester, NY 14604.

For more information on NAMI Rochester go to www.namirochester.org 

The Peer Advocacy Program offers supportive services to both inpatients and outpatients, and assists individuals in speaking out to ensure that their wishes and choices are made clear and are respected. Advocates can help if someone has questions about his or her options or wants a witness during an evaluation.

Program staff are located in the Rehabilitation Building and can be reached at extension 1941.

The Mental Hygiene Legal Service (MHLS) is a comprehensive, independent advocacy agency for patients with Mental Illness and/or Mental Retardation/Developmental Disabilities. MHLS is an auxiliary agency of the judicial branch of the New York State government. MHLS offers legal representation, advice and assistance to persons residing in facilities concerning retention, release, care and treatment. We also accept requests for help or information from clients, their family or friends who contact MHLS by telephone, letter or personal visit. All patients at RPC have access to MHLS. They can be reached at (585) 530-3050.

Cost of Care

The cost of care at Rochester Psychiatric Center can often be paid by Medicare, Medicaid or other health insurance coverage. Shortly after admission, a representative from the Office of Patient Resources will gather information regarding financial arrangements. Questions may be asked about the individual's income and assets. Legally liable relatives may be contacted concerning the finances. Patients, their spouses, and parents of patients under 21 years of age are liable for charges, which are based on the ability to pay. It is the policy of the Office of Mental Health not to impose charges that will create a financial hardship for the family.

You may call the Office of Patient Resources at (800) 881-5439 if have any concerns. They are open Monday through Friday from 8:30 a.m. through 4:30 p.m., and are located at 620 Madison Avenue, Syracuse, NY 13210. If you have any general questions contact the ward social worker.

Quality of Care

Rochester Psychiatric Center is committed to providing the best mental health care for your friend or relative. The following organizations have the responsibility of monitoring the care we provide and work with us toward this goal.

Board of Visitors

The Board of Visitors is a citizen's advisory board appointed by the Governor. This group makes announced and unannounced visits to the center, and has the power to investigate complaints. Feel free to contact any of the members listed below if you have questions or concerns.

- Dorothy Wentland, President
- George Follet, Past President
- Barbara A. Bates
- Eileen W. Farlow
- Hilda E. Escher [*Yo Hablo Espanol*]
- Marcia J. Boyd
- John Owens

Commission on Quality of Care

The Commission on Quality of Care for the Mentally Disabled is another independent body established by the New York State Legislature to monitor the quality of care provided by the state mental hygiene system, and to advocate on behalf of individuals with mental illness. This body visits, inspects facilities, responds to complaints, investigates unusual incidents and conducts studies. They can be reached as follows:

RPC: Information Guide for Patients, Families & Friends (Jan. '10)

Address:
Commission on Quality of Care
99 Washington Ave
Suite 1002
Albany, NY 12210

CQC Phone Number:
(800) 624-4143

CQC Fax Number:
Fax # (518) 388-2860

The Joint Commission

The Joint Commission (TJC) on Accreditation of Hospitals is the national accreditation body which monitors the care, quality, environment and processes at Rochester Psychiatric Center. They can be reached at:

The Joint Commission Phone Number:

(630) 792-5636

Or

(800) 994-6610

Or

E-mail:

complaint@jointcommision.org.

Facility Administration

Rochester Psychiatric Center's administration is ultimately responsible for the operation of all units of the hospital. If you have a question or problem that can not be resolved at the unit level, feel free to contact any of the administrators listed below.

Michael Zuber, Executive Director
(585) 241-1593

Christopher Kirisits, Director of Nursing
(585) 241-1580

Geoffrey Porosoff,
Director of Operations & Treatment
(585) 241-1599

Laurence Guttmacher, M.D.,
Clinical Director
(585) 241-1597

Philip Griffin,
Director for Quality Improvement
(585) 241-1720

Joseph Coffey,
Deputy Director, Administration
(585) 241-1274

The State Office of Mental Health offers a toll-free customer relations Line:
1-800-597-8481

The number for Spanish-speaking callers (en Espanol) is:
1-800-210-6456

The TDD number for callers who are deaf or hearing impaired is:
1-800-421-1220

Learning About Mental Illness

Knowledge about a subject often reduces fear and anxiety. There are a number of resources available to assist in learning more about mental illness. The first and perhaps the best source of information are the Treatment Team members. The Alliance for the Mentally Ill is an educational resource in the community.

Information on the Internet

The following web sites provide information on mental illness and may be of interest to families and friends:

Alliance for the Mentally Ill Friends/ Advocates of the Mentally Ill

www.schizophrenia.com/ami/ 

Alliance for the Mentally Ill in New York State

www.crisny.org/not-for-profit/aminys 

Knowledge Exchange Network

www.mentalhealth.org 

Mental Health Association in New York State

www.mhanys.org 

Mental Health Information source

www.mhsource.com 

National Empowerment Center, Inc.

www.power2u.org 

National Institute of Mental Health

www.nimh.nih.gov 

National Mental Health Consumers' Self-Help Clearing House

www.mhselfhelp.org/ 

New York Treatment Advocacy Coalition

www.psychlaws.org/newyork/index.htm 

New York State Office of Mental Health

www.omh.ny.gov

Self-Help Source

www.selfhelpsource.org  or [www.selfhelp@nycap.rr.com](mailto:selfhelp@nycap.rr.com)

How to Find Us

Rochester Psychiatric Center is easily accessible from the New York State Thruway.

- 1) Exit Thruway at **Exit 46** and follow the signs to Route 390 North.
- 2) Follow Route 390 north past the 390/590 split.
- 3) Exit on **East and West Henrietta Road**, Turn right off of ramp.
- 4) Go past Westfall Road and turn right onto South Avenue.
- 5) Turn right onto Elmwood Avenue
- 6) Turn right into Rochester Psychiatric Center.