

**Malvern Behavioral Health
Patient Handbook**

Welcome to Malvern Behavioral Health

Our Philosophy

Malvern Behavioral Health Treatment Center believes in a person centered, trauma-informed treatment milieu. We believe in creating a safe environment where our patients feel respected and are empowered to drive their path to recovery. We strive to ensure that our customers have an active part in creating treatment goals and expectation for wellness. We believe in the importance of using evidence based practices, in addition, we understand that each individual comes to us with a unique set of needs. We emphasize individualized and specialized care from treatment planning to group curriculum. We believe that care given should be the quality we would expect for our loved ones. We understand and recognize that your decision to enter treatment may have been a difficult one. We appreciate the opportunity to walk this journey along side of you.

This handbook contains general information and guidelines that will orient you to the unit. Please refer to this handbook or feel free to talk to our staff about any questions you may have regarding your stay with us. We also ask that you wear your patient identification wristband at all times. Your cooperation will help ensure efficient and accurate medication administration, laboratory work, and special dietary needs.

Admission to the unit

You have taken a very important first step in the direction of your wellness. At the beginning of your stay you will be assigned a team of professionals to help support you in your treatment. The team will consist of your psychiatrist, nursing staff, social work, therapist and our mental health technicians (MHT).

You may choose to sign a release for a family member or loved one to participate in your treatment while you are here. We encourage you to invite the additional support. We also encourage family members and loved ones to attend our Family FIRST program. This group focuses on creating a supportive and educational forum for your family/ loved ones to learn how to better support you upon discharge.

Assessment and Treatment Planning

What you can expect after arriving on the unit:

- A member of the team will bring you up to the unit and assist you in logging your belongings and beginning the admission process.
- You will meet with a nurse within the first 8 hours to complete your initial nursing assessment. We understand the assessment process can be overwhelming. We are here to learn the most we can about you to provide the highest quality care.
- You will meet your social worker within the first 72 hours of your arrival to complete an assessment to help us better understand your strengths, challenges and your history. This is a very detailed assessment to ensure we capture as much about you as we can in order to help build a treatment plan that is specific to your needs.
- Treatment Team meets for one hour every morning Monday through Friday. It consists of your physician, therapist, social worker, nurse and MHT. You are invited to sit down with your treatment team after your admission to be a part of creating your treatment plan.

- Treatment plan updates are completed every 7 days, should your stay with us extend past 6 days, you will meet again with your treatment team to update your progress and discuss any barriers you may be experiencing regarding your movement forward.
- Laboratory testing may be necessary for your medical care. This is typically done at the beginning of your stay.

Treatment Program

The treatment schedule is posted on the unit. You will find a detailed description of program activities below.

Community meetings - Community meetings are held every morning and again every evening. This is a chance to sit with your community of peers and staff members and discuss your expectations for the day as well as any issues or concerns you may have about your treatment. The evening group is designed to allow an opportunity to discuss how you feel you did with your chosen goal for that day and to ask the group for support if you feel you did not reach it.

Group therapy - Our master's level clinician facilitates both process groups and recreational groups. These groups are individualized to the current needs of the unit. They will cover variety of areas of need to help support growth and healing as well as to offer skills that you may take with you when you leave. Group therapy is a time to share how you are feeling and is also a time to hear other's perspective on similar issues you may have experienced.

Discharge planning / Transition planning group - our social services team will provide opportunities each week for a discharge planning group. The purpose of these groups is to increase your awareness of triggers, stressors and high risk behaviors. These groups also help clarify questions you may have regarding details of your discharge.

Educational Groups - we have multiple groups provided weekly by our nurses and mental health technicians. Topics will include but are not exclusive to:

- Medication education
- Healthy choices with respect to diet, exercise and sleep hygiene
- Identifying triggers and relapse prevention planning
- Coping skills
- Substance use education
- Stress management
- Positive thinking
- Building self esteem
- Healthy relationships

Individual Therapy, Family Therapy, and Other Services

In consideration of the brief treatment focus of hospitalization, intensive individual psychotherapy is usually not provided. However, when there is clinical indication, individual psychotherapy or marital/family therapy may be prescribed and provided. Family sessions are provided by our social work team and when appropriate, are recommended as a part of the treatment plan. Individual therapy is offered and given at the request of the patient. There may be times that the team feels some individual work would be beneficial and would recommend that to you during team or while meeting with a member of the team.

Pain Management

Pain management is an integral part of the treatment process. As a patient on this unit you can expect the following:

- A pain assessment and information about pain and pain relief measures.
- Staff who are committed to pain prevention and management and respond quickly to reports of pain. Your reports of pain will be addressed and monitored by medical and nursing personnel.

Medications

Only medications ordered by your physician are to be taken while you are a patient. Medications will be dispensed by the nurse. Regular medication times will be posted on the unit.

If you brought any medications to the hospital, they must be checked at the nursing station. They will be stored until time of discharge, sent home with a family member, or upon special physician order, may be continued throughout your stay.

Confidentiality

The confidentiality of patient information is very important. Malvern Behavioral Health makes a sincere effort to guard the confidentiality of patient information. We follow all applicable laws and regulations regarding confidentiality. You are asked to never talk about other patients (i.e., who they are, what they are dealing with, etc.) The only exceptions to talking about other patients are in groups with those patients or to a staff member in case of an emergency. During your stay, you are also asked to respect the privacy of other patients by not going into their rooms.

Patient Rules and Guidelines

As you will be living in a community environment during your stay, we ask that you follow certain rules. These rules have been designed to help make every patient's stay a therapeutic and safe experience.

Smoking Policy

Malvern Behavioral Health is located in a Smoke Free facility. All patients encouraged to take advantage of available smoking cessation materials available to them.

Mail

Incoming mail is distributed daily. Letters and packages must be opened in front of staff to prevent the possibility of dangerous or restricted items getting onto the unit. Outgoing mail is picked up daily.

Telephones

There are no telephones in your room. There are phones for your use on the unit. We ask that telephone calls be made or accepted between 8:00 AM and 11:00 PM, but not during treatment activities. As a courtesy to other patients, please attempt to limit calls to 10 minutes.

Your family members may call the nurses' station during the day or evening to speak with staff regarding your condition, but only if you have given written consent to release information. Emergency telephone calls should be placed to the unit's main number - **610-480-5059**. If you require space to make a private call please discuss this with your social worker.

Dress Code

We ask that during your stay at Malvern Behavioral Health, you adhere to our patient dress code. Clothing endorsing substance abuse, violence, and/or persons or groups supporting the same is not appropriate. Clothing should not display provocative words, phrases, or pictures.

Valuables/Patient Belongings

Malvern Behavioral Health cannot be responsible for any lost or missing item that is not placed in the unit's belonging lockers. We request that no valuables, such as credit cards, checks, cash or jewelry, be brought to the unit. Please, when possible, send these items home with your family or staff will lock them in the unit safe. Only the patient signing his or her valuables into the safe will be allowed to sign them out. Exceptions to this policy must be approved by the unit's administration.

Meals

Three meals a day and snacks are provided for patients on the unit. Food may not be kept in your room. For safety, sanitation, and dietary management purposes, visitors are asked not to bring food items into the facility. Exceptions can be discussed with the unit leadership staff, and if you have specific dietary needs, please inform your treatment team and we will make every effort to accommodate you.

Housekeeping

You and other patients are asked to help clean up after yourselves. You will be responsible for doing your own laundry while on the unit. A laundry room is available for your use. You will be responsible for making your bed daily and keeping your bedroom and bathroom neat. Procedures for change of linens will be explained on the unit. The unit will provide laundry soap.

Patient Safety and Respect

Malvern Behavioral Health strives to provide a place of absolute safety and respect for the people we serve and for our employees. For your safety and the safety of others, certain behaviors and items are not allowed. The following are unsafe behaviors that are strictly prohibited:

- Violence, of any sort, from patients and/or staff is not tolerated. This includes verbal threats, physical aggression, or destruction of property. Please notify staff immediately of any violent threats or acts.
- Possession or use of alcohol or non-prescribed drugs is not permitted. Please notify staff immediately of any instances of alcohol or non-prescribed drug possession or use.

Malvern Behavioral Health uses surveillance equipment for monitoring of patient safety, surveillance equipment is located in common areas and for purposes of patient confidentiality these do not record sound. We strive to maintain a safe and therapeutic environment for all patients, visitors, and staff. In order to achieve this, we restrict access to potentially

hazardous items in the facility. These include, but are not limited to the following:

- Spray cans (aerosols)
- Glass containers or other glass items
- Razors (single edge, safety, or electric)
- Compacts with mirrors
- Sharp objects including scissors, knives, metal nail files, and knitting needles
- Metal combs and hair picks
- Any liquid containing alcohol
- All medications
- Sewing needles, safety pins, straight pins
- Wire coat hangers
- Cell phones, smart phones, tablets/computers/ apple watches, iPods/radios, recording devices, televisions, or other electrical devices
- Weapons or protection devices
- Scarves, belts, drawstrings in sweat pants, cords, straps, ties, and shoe laces (Staff have plastic ties that can be used in place of belts or shoe laces. We recommend, however, that patients ask their family, if possible, to bring shoes or slippers that do not require laces for your use in the hospital.)
- Plastic bags or sheeting
- Steel toe boots, high heeled shoes
- Batteries
- Nail clippers
- No blankets or pillows
- Under wire in bras - the unit will supply a sports bra upon admission

- Any other items deemed dangerous by staff.

Interpreter Services

Interpreter services are available.

Visitors

Patients have the right to receive or refuse visitors unless that right is specifically restricted by a physician's order. If visitation is restricted: The physician fully explains to the patient/family/guardian the clinical justification for limiting visitation. In no case may a patient's right to contact an attorney or an attorney's right to contact a patient be limited. In cases where there is a restraining order involved the decision of the Court will be upheld and visitation will not be granted. To ensure a positive visiting experience, we ask that each visitor secure a visitor's badge at the unit's security desk at the main building entrance. Visitors are required to have the patient's name, unit, and 4 digit code which is given to the patient upon admission. Please ensure you share that information with your loved ones.

Each patient is allowed only two visitors at a time. Please note that as visiting hours may change to meet a unit's immediate needs, patients and family members should check with the unit staff for current visiting hours and related information. Visitors are encouraged to secure personal items such as purses and backpacks prior to their arrival at the hospital. In those instances when this is not possible, lockers are available for the convenience of visitors. Also, outside food and beverages are not permitted on the units.

Discharge Planning

Discharge planning begins on the day of admission. For university and college students, with your permission, we can collaborate with your school regarding your care. Our social work team is dedicated to help support finding aftercare resources for you whether you are returning to

school or to your home town. There are times when a medical leave may be clinically indicated. Our treatment team members are prepared to support you in that process should it be necessary. Your plan is formalized under the direction of your attending psychiatrist and is part of your treatment plan. A well-designed discharge plan is key to your success after you leave the hospital. Your involvement in discharge planning is essential. The coordination of the discharge planning process is the general responsibility of your Social Worker, but involves other members of your treatment team. Before your discharge, you will receive a written discharge plan. With your signed permission, your discharge plan will be shared with your family, referral source, and other health care professionals involved in your aftercare.

Communicating patient concerns

Malvern Behavioral Health's goal is to provide a positive and valuable treatment experience for all patients. If you have a concern or problem, there is a procedure for allowing patients and others to register complaints. Patients with complaints should notify their physician, the charge nurse or any member of the Leadership team. These individuals will attempt to resolve the complaint. If complaints are not resolved, the Patient Advocate at the facility can be contacted for further assistance. You may do this by filling out a patient grievance and placing in the patient communication box located at the nursing station. Please give us the opportunity to resolve any concerns you or your family may have with our services.

Should you have a concern that is unresolved, you may also contact The Joint Commission Office of Quality Monitoring at: 630-792-5800

Email: complaint@jointcommission.org

Fax: 630-792-5636

Submit a Complaint Online: <https://jcwebnoc.jcaho.org/QMSInternet/IncidentEntry.aspx>

Address: One Renaissance Boulevard, Oakbrook Terrace, IL 60181

The Joint Commission home page: <http://www.jointcommission.org/>

Civil Rights Compliance

Patient/ Client Awareness

In accordance with applicable Federal and State civil rights laws and regulatory requirements, you as client/patient of this agency have the right:

1. To be provided services at this facility and to be referred for services at other facilities without regard to your age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap, or religion.
2. To file a complaint of discrimination if you feel you have been discriminated against on the basis of your age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap, or religion contact any of the following agencies.

Bureau of Civil Rights Compliance

Department of Public Welfare

Room 412, Health and Welfare Building

P.O. Box 2675

Harrisburg, PA 17105

Pennsylvania Human Relations Commission

Administrative Offices

101 S. Second Street, Suite 200

Harrisburg, PA 17105

717-787-4410

Philadelphia Human Relations Commission

1400 Spring Garden Street

Philadelphia, PA 19107

215-560-2496

Office for Civil Rights

U.S. Department of Health & Human Services

Region III

P.O. Box 13716

Philadelphia, PA 19101

215-596-6772

Fall prevention

Being mindful of your surroundings is key to fall prevention. Often falls can be avoided simply, by ensuring floors are free from clutter, clothing and/ or towels. Use caution when stepping in and out of the shower and make sure to dry bathroom floors to avoid slipping.

Medication can also cause some side effects which can lead to dizziness and/ or grogginess. It is important to speak to your physician/ nursing staff when starting a new medication to remain educated on possible side effects.

Hand Hygiene

How can washing your hands keep you healthy?

Germs can get into the body through our eyes, nose, and mouth and make us sick. Handwashing with soap removes germs from hands and helps prevent sickness. Studies have shown that handwashing can prevent 1 in 3 diarrhea-related illnesses and 1 in 5 respiratory infections, such as a cold or the flu.

What is the right way to wash your hands?

1. Wet your hands with clean running water (warm or cold) and apply soap.
2. Lather your hands by rubbing them together with the soap.

3. Scrub all surfaces of your hands, including the palms, backs, fingers, between your fingers, and under your nails. Keep scrubbing for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song twice.
4. Rinse your hands under clean, running water.
5. Dry your hands using a clean towel or air dry them

When should you wash your hands?

Handwashing at any time of the day can help get rid of germs, but there are key times when it's most important to wash your hands.

- Before, during, and after preparing food
- Before eating food
- Before and after treating a cut or wound
- After using the bathroom
- After blowing your nose, coughing, or sneezing
- If your hands are visibly dirty or greasy

What type of soap should you use?

You can use bar soap or liquid soap to wash your hands. Many public places provide liquid soap because it's easier and cleaner to share with others. Studies have not found any added health benefit from using soaps containing antibacterial ingredients when compared with plain soap. Both are equally effective in getting rid of germs. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.