



Patient Handbook



**Inpatient Child
and Adolescent**

Welcome

Welcome to the PrairieCare Child, Adolescent, and Young Adult Inpatient Hospitalization Program. The inpatient hospital is part of the PrairieCare continuum of psychiatric care. It provides active and intensive therapeutic services in a coordinated and structured environment. This is an acute care setting focused on the stabilization of the patient's psychiatric needs related to the crisis that preceded their need for inpatient hospitalization. The average length of stay is 7-10 days. In addition to assessing and treating the patient'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.

Inpatient Staff

- **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.
- **Psychiatric Technicians:** Psychiatric Technicians 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.
- **Group Therapists:** Group therapists lead daily therapeutic groups to support the exploration of feelings, experiences, and skills to support their mental health and safety.



- **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.
- **Spiritual Care:** Spiritual care staff provide religious and spiritual resources and support to patients regardless of faith or spiritual tradition.
- **Cultural Liaisons:** Cultural liaisons bridge different cultures or aid in the communication between people and groups. Their goal is to foster understanding between individuals involved.



Daily Schedule

Each day patients will receive a variety of treatment modalities provided by a multidisciplinary 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 loved one’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 | Nursing Group |
| 10:30 am | Break |
| 11:00 am | Art Therapy |
| 12:00 pm | Lunch |
| 12:45 pm | Process Group |
| 2:00 pm | School (age dependent) |
| 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 that may relate to their mental health struggles. This model of integrated treatment has received commendation across the state from stakeholders, including 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 and emotional learning, which has transferrable benefits to students' home schools
- Opportunities to practice stress-tolerance and symptom-management skills
- Effective communication and self-advocacy within the classroom setting
- Individualized attention to strengthen motivation and engagement
- Curriculum across content areas (including Social Studies and English Language Arts) designed to enhance students' vocabulary and comprehension skills
- Interventions to build self-confidence in vulnerable areas specific to each student

General Information

Treatment Expectations

The inpatient hospitalization 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 that 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, make 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/caregivers are encouraged to visit at times outside of their child's process group.

Family Therapy

Family therapy typically involves a patient and their parents/caregivers 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. Creating a safety plan will be an important aspect of treatment and will be completed with your child and their parents/caregivers. 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, contact 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 9:00 am and 12:00 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 and discharge plans and answer any questions. Then 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 takes about 30 minutes. A copy of the safety plan with crisis phone numbers, discharge plan, appointments, medication list, and instructions will be provided.



Hospital Visitation

PrairieCare maintains a call and visit list for each patient to maintain their confidentiality and safety. There is no limit to the number of individuals on your child's call list. The visit list has a limit of four (4) individuals for the duration of your child's hospital stay, not including minor children. PrairieCare promotes family involvement in treatment, thus the four (4) individuals are encouraged to be primary caretakers, parents, or guardians. Each patient can have three (3) total visitors at one time. All visitors must be on the approved visit list and follow the below outline.

- Visiting hours are 9:00 am–7:00 pm.
- All visitors must be on the visitation list in order to visit. Modifications to the visit list can take up to 24 hours.
- A valid picture ID must be presented to the receptionist upon arrival for all visitors 18 and older. If a visitor does not have a picture ID, two forms of alternative identification are acceptable. Proof of ID must be shown upon each visit.
- Individuals under the age of 18 must always be 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.
- All items brought to the unit are subjected to search by a security officer.

Communication

Your first point of contact from PrairieCare will be from a member of our admissions team. They will review paperwork and discuss consent, registration, and hall visit list. You will also be contacted by a patient navigator who will discuss program expectations, what items to bring, what items to leave at home, and 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 psychiatrist 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 may have permitted personal items stored in their room, such as journals, sketchbooks, stuffed animals, and bedding. Personal items may not be shared between patients. See below for items that are not permitted.
- 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.
- 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:

- Sharp items, glass, strings, pencils, spiral notebooks, belts, shoestrings
- Electronics, including 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 items are 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 that is revealing, including low-cut tops, crop tops, and tank tops
- Jeans with rips/tears/destruction
- Undergarments showing
- Dresses, skirts, and shorts shorter than knee length
- Jewelry, other than stud earrings and other body piercings, which are allowed only at staff discretion. If jewelry is used inappropriately, it may be taken away.

Conduct and Safety

- Patients will maintain appropriate physical boundaries with peers and staff. Patients are prohibited from hugging, touching, styling each other's hair, etc.



- Patients will be respectful toward others. Verbal aggression, mocking or teasing, threats, and racial and prejudicial comments or actions are not allowed.
- Physical violence and property destruction are not allowed.
- Patients will use appropriate language and engage in appropriate conversations while in the milieu. Talking with other patients about triggering topics, such as details of suicide attempts, drugs, alcohol, sexual content, and abuse, is not allowed. 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 taken away from patients 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, 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

612-274-7500

