PHP PHILOSOPHY

The Partial Hospitalization Program (PHP) is a level of treatment provided by Dominion Hospital under the direction of a multi-disciplinary treatment team. The service is for individuals who are able to maintain themselves in the community, and who present no imminent potential for harm to themselves or others. PHP is a significant link in the continuum of care provided by the Dominion Hospital system.

The primary goal of PHP is to enable individuals to maintain themselves at home and in the community through participation in a comprehensive day treatment program. The treatment philosophy of the program holds that the individual is responsible to initiate changes in their lives in a positive direction. The program is voluntary and emphasizes the patient’s responsibility for attendance and active participation.

In order to assist the individual in identifying their strengths and areas of opportunity, needs and goals, PHP utilizes a variety of group situations. Individuals have the opportunity for discussion and exchange of feedback with peers, staff and significant others. Relationships with family and friends are an important component of the therapeutic process, and emphasis is placed on the skills essential for improved functioning in the individual’s daily life. Exploration of community resources may cultivate support and enhance and individual’s capacity to act responsibility in relation to their environment, and other individuals.
ARRIVAL/CHECK-IN

Individuals are expected to arrive between 8:00am-8:30am. On arrival, please check into the front desk in the main lobby of the hospital. You will be asked to check a sign in sheet and will be given a red name badge to wear throughout the day. You will then proceed to the Adult PHP unit. On arrival to the unit, please sign in at the Nurses’ station and give the nursing staff all medications that were brought. Lockers are available for storage of bags, backpacks, and purses. Individuals are expected to arrive to community meeting on time (8:30am) and to have already placed personal belongings in their locker.

BASIC EXPECTATIONS

In the PHP program, treatment is not solely for the individual but also for the group. Disruptiveness of one cannot infringe on the benefit of the whole. Each individual must be committed to their own treatment. This is where success begins. Although staff are committed to getting each individual back to leading a more fulfilling life, a big element of treatment is the individual’s willingness, open-mindedness, and commitment to getting better. Below are some of the basic expectations for PHP.

Respect

Perhaps the most important thing to remember is that everyone needs to show respect toward themselves and each other. If each individual is positive and encouraging, this will be a much better place for everyone to do the work that they are in this program to do.
Basic Expectations (cont.)

Refusing to Attend Groups or Cooperate

Individuals are expected to cooperate and attend groups as a part of their treatment. If an individual refuses to cooperate or attend groups, their parents/guardian will be called. If the individual is still unwilling to participate even after talking with staff, parents/guardians will be asked to pick up the individual for early dismissal. Upon returning to the program, individuals will need to communicate with their psychiatrist and reassess their placement in PHP.

Threatening or Assaulting Peers or Staff

Threatening behaviors will result in a call to the individual’s parents/guardians requesting that the individual be picked up for early dismissal. Upon returning to the program, the individual will need to sign a safety or behavior contract, talk with their psychiatrist, and reassess their placement or level of care. Assaulting a staff member or another individual will result in immediate discharge and level of care reassessment.

BILLING INQUIRIES

Individuals who are currently enrolled in Dominion Hospital’s inpatient program, Partial Hospitalization Program (PHP) or Intensive Outpatient Program (IOP) should contact the Billing Manager at 703-531-6103 with billing inquiries. For individuals who are no longer enrolled in any program, billing inquiries should be directed to RPAS at (866) 823-7612.
COMPLAINTS/CONCERNS

Program staff strive to provide high quality and safe care in a dignified fashion. Should a concern arise, the staff will attempt to solve the problem at the program level. If you feel your concern is not resolved or you would like to voice your concern directly please feel free to contact the Hospital Patient Advocate, Donald Kniffen at 703-538-2882. After hours, a nursing supervisor is on duty to assist with concerns and issues and can be reached by calling 703-538-2875. Individuals receive a copy of the Patient Rights form at admission. Please see the unit staff should another copy be needed.

Additionally, Dominion Hospital is accredited by The Joint Commission (TJC). If you have any concerns about individual care or safety which have not been addressed by the hospital, you may contact the TJC for general questions at 800-994-6610 or for complaints:

Via email at: complaint@jointcommission.org
Via fax at 630-792-5636
By mail at:
  Office of Quality Monitoring
  The Joint Commission
  One Renaissance Boulevard
  Oakbrook Terrace, Illinois 60181

DRESS CODE

It is important that individuals attend the program dressed in a conservative manner. Any clothing that interferes with the therapeutic environment is unacceptable. Clothing should fit, be neat and clean,
and conform to standards of safety and decency. The following clothing should not be worn while in the program:

- Clothing with language or images that are vulgar, discriminatory, culturally offensive, or obscene
- Clothing that promotes illegal or violent conduct such as the unlawful use of weapons, drugs, drug paraphernalia, alcohol, tobacco or gang symbols
- Clothing that exposes cleavage, private parts, the midriff, bare back, or undergarments, or that is sexually provocative

If an individual is dressed inappropriately, they will be provided a hospital gown to wear for the duration of the program day.

**GOOD GOVERNANCE GROUP**

The Good Governance Group consists of three (3) officers including:

- Attendant
- Snack Monitor
- Point Sheet Monitor

These officers are identified by the PHP Charge Nurse on Friday morning, with input from the treatment team. Officers will serve in their appointed role for one week. The Good Governance Group was created to help build leadership opportunities for patients, keep a treatment focused and structured environment, create a supportive community, and promote personal and group responsibility.
GROUP DESCRIPTIONS

Community Meeting: Individuals are asked to come prepared to community meeting with a goal for the day. Individuals will complete morning worksheets that will help staff understand individual concerns and also individualize their treatment. Individuals will be asked to review their evening and any challenges they encountered. Individuals may also praise themselves for accomplishing a treatment-focused goal, or overcoming an obstacle the previous day.

School: Individuals are in school for one hour a day (10-11am) all year round. School time consists of structured classroom time, skill-building, and expressive therapy. Individuals are expected to come prepared with work from their base school to complete.

Nutrition Education: Nutrition group is run by a registered dietitian and will address nutrition related topics that are relevant to daily adolescent life and treatment management.

Psychoed: An educational based group which addresses a variety of treatment related topics; including: daily structure, relapse prevention, safety planning, coping skills, relationships and communication.

Dual-Diagnosis: Dual-Diagnosis Groups (DD) meets twice during the week. *Ordered DD Group* is for individuals who have been identified by their treatment team to have issues with substance use, and have been ordered by their physician to participate in this group. *Open DD Group* is an educational substance abuse and mental health group for all individuals in the partial program.

Journaling: Journaling is an excellent coping skill and extremely useful to reflect on treatment progress. Journaling group may be a time for free journaling or structured journaling where a topic is provided for the individual. Journaling is also encouraged throughout the day and at home.
Group Descriptions (cont.)

High Five: Throughout the week, staff will encourage individuals, nurses, social workers, teachers, and psychiatrists to praise individuals in the program. Individuals and staff will be able to write praise for a specific individual on a hand cutout and place in the identified box. High Five times occur twice a week. During this time, staff will read aloud and present the “High Five” to the identified individual. This is a great way to encourage peers and recognize support from others.

Government Meeting: Each week, staff will appoint three (3) individuals to serve on Adolescent Partial Government. This time has been set aside for these individuals to discuss how the week is going and plan an “end of the week” celebration.

Lunch: Lunch is provided during each day in the Program. Individuals must remain in the cafeteria until the completion of lunchtime. Due to allergies, outside food is not permitted. While lunchtime is a relaxing part of the day, conversations are expected to be appropriate and behavior well mannered. Failure to comply with appropriate conversations and behavior may result in sitting with staff, writing assignments, and/or loss of privilege for music time or art.

Weekly Goals: Individuals will be expected to come to group with an identified weekly goal, which can be attained by daily goals set throughout the week. An individual’s weekly goal will be addressed each Monday during Weekly Goals Group and will be displayed on the unit as a helpful reminder. Goals will be reviewed on Friday to recognize accomplishments.

Nursing Group: Similar to Psychoed group, these groups are designed to help individuals move forward in their treatment, identify roadblocks, and gain support and feedback from peers.

Party: Individuals will work together throughout the week to earn an “end of the week” celebration planned by the Adolescent Partial Government. Possible parties may include an ice cream party, individuals versus staff
volleyball game, movie, games, etc. If however, the group has not earned the celebration, the designated time will be utilized for an additional nursing group.

Music Break: There will be a scheduled 15 minute music break each day. Individuals will turn in iPods, MP3 players, etc. at the beginning of the day. Your iOfficer will distribute your music player and will collect them promptly at 1:15pm. Headphones will be worn during music breaks and headphones may not be shared between individuals. If individuals do not turn in their music player on time, the group will lose music break for the following day as well as points towards the end of the week party.

Evening Sheet: The top portion of the evening worksheet must be completed by the end of the music break and turned back into staff.

Social Work Group: Social Work Group is an opportunity to address a variety of issues in relation to treatment while receiving feedback and validation from peers. Group topics are usually open but may be redirected by the social worker.

Self-Injury Group: Self Injurious Behavior (SIB) Group focuses on practicing positive coping skills and achieving support in overcoming self-injurious behavior. Individuals who were in the Self-Injury track as an inpatient will continue in the partial program. Individuals admitted directly to the partial program will be evaluated first before attending SIB group. Individuals are expected to adhere to their no-harm contract and inform staff immediately if the contract has been broken. Individuals are reminded to bring a spiral free notebook and only their SIB folders only to group.

Art: Individuals will have the opportunity to earn the privilege to go to art and enjoy using art as a coping skill. Individuals may only take completed art projects out of the art room. All art supplies are required to remain in the art room.
MEDICAL RECORDS/ RELEASE OF INFORMATION

Continuing care is important to us and we will be happy to provide an individual’s Healthcare Providers with copies of their medical record. Individuals may also need copies for insurance purposes, legal purposes, and for their own individual use. Unit staff will provide an “Authorization for Release of Written Protected Health Information.” This form must be completed in its entirety and signed by the individual (for ages 14 or older) and parent (unless patient is 18 or older).

The request will be processed by the Health Information Management (HIM) Department according to the instructions on the form. Under law, the HIM department has 15 days to comply with a request for records but we make every effort to have the requests completed within one week. If you have any questions about your records and obtaining copies, please call the HIM Department at 703-531-6105.

MEDICATIONS AND LABS

Individuals are responsible for taking daily medications at home, prior to coming to PHP. If an individual is supposed to take a medication during the day or have medications on an “as needed/PRN” basis, individuals will need to turn these medications in to staff at the beginning of each day. This includes all vitamins and “over the counter” (OTC) medications. Individuals must only bring the amount of medication needed for one day and in the original packaging. For safety reasons, staff will lock up medication and allow the individual to self-administer when the medications are due. It is the individual’s responsibility to see that medications are brought home at the end of each day. PHP staff cannot store medications overnight.
Medications/Labs (cont.)

Labs may be ordered by the physician. Prescriptions for lab work will be sent home to be completed at a lab approved by the individual’s insurance carrier.

PATIENT IDENTIFICATION PASSCODE

The privacy of patient information is second only in importance to patient care itself. All information about individuals is confidential. In order to better protect each individual’s privacy, a four (4) digit passcode will be assigned for individuals to provide to family members or friends with whom the Hospital can share personal health information (PHI). Family or friends seeking information will need to provide this passcode to the nurse or other hospital employee that they are speaking with, in order to receive any information. The passcode will serve as authorization to disclose PHI for purposes such as communication results, findings and care decisions to family or friends. The facility is not responsible for distribution of this passcode and will assume that the patient is taking reasonable measures to protect their passcode.

For more information, please contact the Facility Privacy Officer at 703-531-6106.

PATIENT SATISFACTION SURVEY

At the time of discharge, each individual will be provided an opportunity to complete the hospital’s Patient Satisfaction Survey. Individuals are encouraged to take a few moments to rate the services that they received at Dominion Hospital during their stay so that the hospital can continue to enhance and improve the care we provide. All responses are voluntary and confidential.
PROGRAM HOURS

The PHP Program’s hours are 8:30a.m.-3:00p.m., with an arrival time from 8:00am-8:30am. Individuals must be picked up promptly that 3:00pm. **It is not permitted that individuals share rides with each other.** However, parents/guardians may arrange for another family member to pick up the individual if they are unable to do so.

**Holidays**

The program will be closed on all major holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Years’ Day. The program will remain open for all other holidays.

**Inclement Weather**

During inclement weather, participation in that day’s program will be left to the discretion of the parent/guardian providing the transportation.

**Illness/Absence**

Parents/guardians are expected to notify staff if individuals will not be attending the program due to illness or any other reason. **Chronic tardiness will not be tolerated and may result in dismissal from the program and/or reevaluation of level of care.**

**RELATIONSHIPS**

Relationships formed in treatment are for the purpose of treatment. Outside communication may distract individuals from focusing on their treatment or detract from obtaining maximum benefits from treatment. No sexual activity, hugging or handholding is permitted on the units. Staff encourage individuals not to give out personal information to other patients, including telephone numbers.
Throughout the day, individuals will be asked to provide their safety level. A safety level is a number from 1 to 10 that is a self-assessment around how safe the individual feels at the time. Below is a guide to help individuals understand the safety level system. Honesty in reporting safety levels allow staff to better cater to individual treatment needs.

<table>
<thead>
<tr>
<th>Safety Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, intent to carry out the plan, not committed to safety, not agreeing to come to staff before acting on unsafe thoughts. Safety levels under 5 require individuals to complete a safety contract and may need additional staff interventions.</td>
</tr>
<tr>
<td>3-4</td>
<td>Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, no intent to carry out the plan, not committed to safety, but agreeing to come to staff before acting on unsafe thoughts. Safety levels under 5 require individuals to complete a safety contract and may need additional staff interventions.</td>
</tr>
<tr>
<td>5-6</td>
<td>Frequent suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts.</td>
</tr>
<tr>
<td>7-8</td>
<td>Some suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts.</td>
</tr>
<tr>
<td>9-10</td>
<td>No suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts. Considered completely safe.</td>
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</tbody>
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SERVICES FOR THE HEARING IMPAIRED

To ensure effective communication with individuals and their companions who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services free of charge, such as: sign language and oral interpreters, video remote interpreting services, TTYs, written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, and televisions with caption capability. Please ask your nurse or other hospital staff for assistance.

Should there be a concern or complaint about any services related to ensuring effective communication for individuals with special needs, please contact the Patient Advocate at 703-538-2882 during business hours or anytime to leave a message. After hours, a Nursing Supervisor is on duty to assist with concerns and issues and can be reached at 703-538-2875.

SMOKING/ALCOHOL

Smoking is not permitting on the unit. Smoking materials found will be confiscated by staff and NOT returned. Bringing alcohol or illegal drugs into the program or arriving at the program intoxicated or under the influence, will result in a level of care reassessment and/or immediate discharge.
TREATMENT TEAM

During an individual’s first days at Dominion Hospital, a team of professionals, including a psychiatrist, registered nurses, a licensed social worker, activity therapists, and other specialists will meet. Family members may be asked many questions at the beginning of an individual’s stay to assist the team in understanding an individual’s particular situation and the best way to help. The Treatment Team meets Monday through Friday. Social Workers will present the treatment plan to the individual to discuss and also allow for any questions or feedback.

The members of the Treatment Team include:

Psyciatrist: Directs the treatment team, provides individual therapy, prescribes medication, and develops a discharge plan.

Licensed Social Worker (Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC)): Provides individual, group and family therapy, case management and arranges for family meetings to address discharge planning goals. An individual’s social worker will normally be assigned the morning after an individual’s admission. If an individual is assigned at the end of the week, an individual will work with a weekend social worker. An individual’s assigned social worker will contact a family at the beginning of the following week.

Nursing Staff: Provides around the clock nursing care, monitors safety and behavior, coordinates treatment activities, administers medications and provides medication education, assists in the development of goals and achievement skills and individualizes the treatment plan within the guidelines established by the treatment team.

Art and Activity Therapists: Provides arts and crafts, fitness, and leisure education groups and activities.
Utilization Review Coordinators: Works with an individual’s insurance company or managed care company to ensure that each individual receives the maximum benefits from treatment.

Staff Nutritionist: Provides nutrition consults and nutrition education groups and conducts eating disorder groups.

Dual Diagnosis Counselor: Provides Dual Diagnosis assessments for individuals with substance abuse issues, conducts Dual Diagnosis and recovery groups, coordinates for Alcoholics & Narcotics Anonymous sessions and assists with follow-on chemical dependency/substance abuse treatment programs.

Self-Injurious Behavior Staff: Provides assessments for participation in SIB groups, conducts groups.

Education Staff: Provides individualized learning programs in consultation with an individual’s school, educational assessment, grade reporting, and recommendations pending a signed release of information permitting Dominion Hospital to communicate with the individual’s school.