ADULT PARTIAL HOSPITALIZATION PROGRAM (PHP)

2960 SLEEPY HOLLOW ROAD
FALLS CHURCH, VA 22044

703-531-6134
ADULT PARTIAL DIRECT LINE

703-538-2872
ASSESSMENT & REFERRAL

703-536-2000
HOSPITAL MAIN LINE
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.

A tip for navigating the handbook: The handbook is divided by topics and arranged alphabetically.
ARRIVAL/CHECK-IN

Individuals are expected to arrive between 8:30-9:00am. On arrival, please check into the front desk in the main lobby of the hospital. Individuals will be asked to check in on a sign in sheet. Individuals 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 (9:00am) 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

Verbally or physically assaulting a staff member or another individual will result in immediate discharge and/or 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 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

GROUP DESCRIPTIONS

Community Meeting: Community Meeting is an opportunity for nursing staff and individuals to meet as a group at the start of the day. 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 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.

Nursing Group: Daily nursing education session assists individuals in gaining critical skills, such as self-awareness, communication, and other coping skills.
**Group Descriptions (cont.)**

**Weekend Planning:** This group convenes on each Friday focuses on open expression about any anxieties or concerns individuals have about the upcoming weekend and also allows individuals to create a structured plan for Saturday and Sunday.

**Social Work Therapy Group:** The aim of this group is to help with solving emotional difficulties and to encourage the personal development of the participants in the group.

**Nutrition Group:** This group focuses on healthy living and making the necessary diet choices to maintain overall health. It is led by a registered dietitian.

**Expressive Therapy:** This group focuses on self-expression and self-awareness using alternative forms of the creative arts, such as movement, art, and music. It is led by a certified expressive therapist.

**Pharmacy Group:** This group provides education on psychiatric medications and is also a venue to ask the pharmacist any questions relating to medication. This group is led by a pharmacist.

**Wrap-Up:** Nursing staff facilitate a review of the day’s progress, sets goals and structure for the evening and address any safety issues, if necessary. During this group, you will also have a worksheet to fill out, so that you can communicate to staff any concerns or safety issues you may have prior to leaving the unit.

**Additional PHP Services**

**Self-Injurious Behavior (SIB) Group:** This group focuses on practicing positive coping skills and achieving support in overcoming self-injurious behavior.
Dual Diagnosis (DD) Group: This group explores substance abuse and offers support using the Twelve Steps. Participation in this group is specially ordered by a physician after consultation with the treatment team.

Family Meetings: The treatment team will determine the need for a family meeting during an individual’s tenure in the program. These meetings offer the individual the opportunity to meet with social workers and a family member or person identified by the individual as someone who might be of support.

Follow-Up Outpatient Planning: Individuals will work with their Social Worker to schedule follow-up appointments for continued treatment with both a psychiatrist and a therapist.

MEALS

While enrolled in PHP, lunch will be provided as a part of the program fee. Individuals will need to wear their red name badge to receive a meal in the cafeteria. For safety reasons, individuals may not bring any bags to the cafeteria. Individuals should not arrive to the cafeteria earlier than 12:45pm and should be back to the unit by 1:15pm. Afternoon group will start promptly at 1:15pm.

Individuals with allergies or a need for special menus will have designated trays that will either be delivered to the unit or handed out by staff in the cafeteria.

Meal times are for Monday-Friday are:

Lunch 12:45-1:15pm
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.
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 9:00a.m.-3:00p.m., with an arrival time from 8:30a.m.-9:00a.m.

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 individual attending.

Illness/Absence

Individuals are expected to notify staff if they 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.

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.
SAFETY LEVELS

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>
</tr>
</tbody>
</table>
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

In this program, there are scheduled “down time” periods throughout the day that may be used for a smoke break. Individuals may go outside, but must remain on hospital grounds. *Individuals may only smoke in the back of the building in the designated smoking area.*
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 review the treatment plan with the patient and incorporate patient preferences into the treatment plan.

The members of the Treatment Team include:

Psychiatrist: Directs the treatment team, 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. The Social Worker can provide family meetings focusing on discharge, conflict resolution, patient safety, ongoing emotional support, etc.

Nursing Staff: Monitors safety and behavior, coordinates treatment activities, 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.

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.