

## YOUTH ACUTE ADOLESCENT PROGRAM FAMILY INFORMATION



**PATIENT ID #:**

**PHONE: 208.625.4800 OR 1.800.221.5008**

**PATIENT PHONE CALLS: 7:00PM-9:00PM ~208.625.4829**

**VIRTUAL VISITING: M-F Evenings between 6:00PM-7:00PM,**

**WEEKENDS: 1:00PM-2:00PM and 6:00PM-7:00PM**

**\*\*\*Due to COVID- All visits and family sessions are done via remote virtual options (FaceTime and Skype format). Virtual Visits will last 15 min in length to accommodate all patients.\*\*\***

Face Masks must be worn by patients, parents and staff at all times while out on the unit. Patients are allowed to remove their masks while eating and in their room.

**MY CHILDS CARE PROVIDERS:**

**PROVIDER:**

**THERAPIST:**

**CASE MANAGER:**

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## Welcome

Dear Parent:

We would like to welcome you to our program. We know your journey may have been a stressful and difficult one and hope your loved one's admission to Kootenai Behavioral Health Center will be a milestone for many positive days ahead.

All our staff members are here to ensure this is a safe haven for you and your child. Your rights to receive effective, safe, and compassionate care are foremost in our intentions. We have developed a therapeutic program that permits us to tailor our treatments to your child's specific needs in a rich program of multidisciplinary interventions. In addition, we also provide ample opportunities for our patients to develop healthy personal habits, through diet, exercise, and stress management, which can form the foundation for a sustained recovery.

Your primary source of support in your child's treatment will be your family's hospital therapist. They will be working with your child individually and as a family to establish healthy relations for your child's safe reintegration home. Your family's Case Manager will provide you with updates on course of treatment as well as work with you and your insurance company for financial and discharge planning. You may also call the unit and speak with a member of nursing staff to get an update on how your child is doing in program groups and their behaviors on the unit. In addition, our Charge Nurses will offer a short 30 min information session designed to give you education and answer frequently asked questions related to admission/hospitalization and preparing for discharge. These days and times are listed on the front cover page of this packet.

We constantly strive to provide service excellence and improve our performance. If at any time you have questions or concerns that come up during your child's care, please let a member of our treatment team know so that we may receive feedback and help address any areas for improvement.

Most sincerely,

Youth Acute Treatment Team

Brandee Lawhead, BSN, RNC  
Youth Service Program Manager

## **INTRODUCTION TO KBHC YOUTH ACUTE TREATMENT PROGRAM**

We would like to welcome you to Kootenai Health. This information packet is designed to help you become more familiar with the Youth Acute Treatment Program and admission procedures. Staff members will be glad to answer your questions or try to help you and your child feel more comfortable. Please let them know if you have any questions or concerns.

There is some important information that you need to know upon placing your child in our treatment program. The family information packet includes many of the details of the program rules and expectations, so please read it thoroughly.

### **WHAT WILL YOUR CHILD BE DOING?**

Your child will be involved in various groups and activities, including school, individual, family and group therapy, recreational therapy, health education, and various leisure and social skills building groups. An individualized treatment plan will be developed to address specific needs.

### **WHO WILL BE CARING FOR MY CHILD?**

Your child's care at Kootenai Health incorporates a full range of professionals, including Psychiatric Providers, Psychologists, Case Managers, Therapists, and Recreational Therapists. Nursing staff is in the hospital twenty-four hours a day and Mental Health Specialists along with Certified Nursing Assistants will assist with skills teaching and behavioral interventions. Case Managers will also be in contact with you and are able to provide you with information about insurance concerns, discharge planning, and will notify you of your child's progress in treatment on a weekly basis.

Kootenai Behavioral Health Center's Acute Youth Unit includes the Adolescent Program, which serves youth from 14 – 17, and the Children's Program which serves children from 5 to 13 years of age who are in need of an acute care psychiatric program. The populations on the Acute Unit are in the same physical location but are participating in separate programming throughout their treatment day. Everyone in our Youth Acute Treatment Program is unique and has different needs. Our staff is specifically trained to provide the individualized care your child requires.

### **WHO WILL TALK WITH ME?**

Your child's treatment team will be multidisciplinary. Some of these members include a primarily attending provider, a therapist and a case manager. You will be able to speak to these team members' once they have been assigned. Your case manager will provide this information to you upon admission or shortly thereafter if your child is admitted after hours (after 4p). You may also speak directly with the nursing staff on the unit at any time for an update on your child (208) 625-4820. Staff understand that you may have some anxiety from being away from your child and will be considerate of your need to call and get frequent updates if desired.

## **WILL MY CHILD BE IN SCHOOL?**

Kootenai Behavioral Health Center offers an on-site school program. Its mission is to provide a safe, structured environment where students will develop self-worth and a desire for life-long learning through individual education plans, supporting the academic, emotional, and physical needs of each student.

School sessions are geared towards helping your child discover his/her learning strengths. Our specially trained staff will develop an individualized program, based on your child's unique learning style. Every effort is made to work closely with your child's home school along with ongoing communication during their stay and after discharge to assure the progress that was made in treatment will continue in the community.

Your child will be attending school Monday through Friday while he/she is in treatment. You may be asked to bring in your child's schoolwork and textbooks. The classroom staff will be contacting you regarding this. Your child will also be participating in recreation therapy two times per day for large muscle gym groups. They will need a pair of soft-soled tennis shoes to participate in the gym activities.

## **WHAT IF MY CHILD STARTS TO CRY OR EXPRESSES ANGRY FEELINGS WHEN I LEAVE?**

The decision to place your child in treatment was a difficult one. You have probably tried other solutions to your problems before contacting us. Rest assured your child is in good hands. Our treatment team knows what to do. We have admission criteria, which must be met before we can have your child in the program. If your child is admitted, it is because he/she has met these criteria. He/she is in the right place and we are the professionals who can help. We will make every effort to answer any questions to help relieve anxieties of both you and your child during the admission process and beyond.

## **ADMISSION**

Upon admission and during the first few days in the Youth Acute Program, your child will be introduced to the unit program and staff, and the following things will be occurring:

- A) Height and weight will be measured on admission and weekly. Temperature, pulse, respiration rate, and blood pressure will be taken on admission and daily after admission.
- B) Laboratory work (blood levels and urinalysis) will be done.
- C) Your child may be asked to take some tests and complete various questionnaires to assist us in determining how to best help your child.
- D) You and your child will be interviewed by various staff members, including psychiatric providers, nurses, and therapists. These interviews, along with the tests and questionnaires, will enable us to get to know him/her better so we can determine the most effective treatment.

### **Admission Continued:**

- E) We will need your child's immunization history and you will be asked to complete a medical history questionnaire to assist our medical staff in understanding your child's physical history.
- F) We will need legal documents regarding custody.
- G) Someone will search your child's clothing and belongings as a routine part of the admission procedure. This is to ensure that there are no items that could be used to harm him/herself. Your child's personal items, including the clothes he/she is wearing, will be searched. This is not a strip search, but is designed to ensure that items are not brought onto the unit that could be potentially dangerous. She/he will be asked to change into hospital scrubs during this search. Many items considered dangerous by hospital staff may seem harmless everyday things, such as paperclips, drawstrings, etc. For safety reasons, they are not allowed on the unit. Random searches may be done throughout the hospital stay to ensure the continued safety and integrity of the unit. Items found to be purposely withheld will be viewed as being non-compliant/resistant to treatment. It is recommended that any valuable items such as money or jewelry should be sent home with family, or it can be placed in a valuables envelope for safekeeping until discharge. Jewelry of any kind, including body piercings, is not allowed. If you wish to allow a new piercing to stay open you will be asked to bring in a silicone/rubber piercing retainer (clear stud/earring meant to hold a piercing open).

### **MEDICATIONS**

During the course of treatment; your child's Provider may recommend routine medications. These recommendations will be communicated and your authorization will be obtained. Dosage adjustments will be done at the provider's discretion during assessment and titration and would not be communicated at each change. There may be times when emergent medications are needed in crisis situations without authorization and in those situations the provider will utilize their clinical judgement and order such medication as deemed medically appropriate.

### **DESTRUCTION TO PROPERTY**

Destruction of hospital property is unacceptable and will have financial, as well as behavioral, consequences if done intentionally. You will receive separate bills for intentional damage to hospital property.

## **PATIENT'S RIGHTS**

As a patient placed in Kootenai Behavioral Health Center's Youth Acute Program, your child has certain rights that are important for you to understand. These rights are not unlike those your child has outside the hospital, in school, at home or other places they might go. A copy of those rights has been provided to you in this packet. If you do not understand your rights, please talk with your child's therapist, or unit staff.

## **MEDICAL APPOINTMENT CONSULTATION**

Your child may be transported by program staff to medical appointments and/or consultations that we do not provide on-site as necessary. You will be informed of the appointment prior to it occurring and have the option to attend that appointment if desired and appropriate.

## **EMERGENCY SERVICES**

Unit staff is trained in First Aid and Basic Life Support. If at any time during your child's stay they require emergency medical intervention, they may be transferred to the main hospital (Kootenai Medical Center) via unit staff or ambulance. For any medical crisis considered life-threatening, staff will activate the EMS system via "911." Nursing staff will notify you, as well as your child's provider, in these events.

## **BEHAVIOR MANAGEMENT SYSTEM**

The Behavior Management System will be explained to you and your child by one of the members of the staff. Here is a brief description of the different types of interventions used:

- **Problem-solving steps** - These are taught and reinforced by staff to assist your child with becoming aware of the connection between his/her behavior and the larger issues that he/she is in treatment for. The five steps are: 1) stop and think; 2) list your options; 3) pick an option; 4) do it; and 5) get feedback.
- **Limit Setting** - Staff will explain what the boundaries are for the given situation.
- **Refocus Times** – Allows your child to be given the opportunity to take time in their room out of groups to utilize their coping skills to calm down and or re-group when their behaviors are escalating in a group or situation. This time is then followed by verbal processing with staff on the events leading up to the refocus time and how their coping skills worked.
- **Focused Therapeutic Interventions (FTI)** – Patients progress and function at different levels and pace throughout their treatment. Your child may encounter the need to have individual modifications made to our basic program structure in order to better meet their needs. Examples include if your child's behaviors escalate to the point that he/she is unable to safely participate in the full schedule of unit activities, a patient who needs a decrease in stimulus in order to continue progress on their treatment issues, or a patient who needs more time to

work on specifics of their treatment plan. This may include altering the group activities he/she attends, providing writing or drawing assignments related to issues that need to be resolved or skills built to assist the patient in returning to regular programming and/or making progress on their treatment goals. This status is evaluated routinely by the treatment team. Your child is informed of the rationale for the modification, specific program routine and assignments as well as behaviors that are needed to progress back to the main program.

- **Observing Program** – If a child has been repeatedly intrusive and disruptive in groups and class, the treatment team may feel that it is necessary for the child to be an observer of the group rather than an active participant. This will provide them with an opportunity to observe more appropriate ways to interact with their peers and the staff on the unit. They may be asked to complete some assignments in the groups or for their therapist prior to getting off the observing program

## **ENSURING A SAFE ENVIRONMENT**

While in treatment, if your child becomes aggressive or dangerous to him/herself or another, our specially trained staff will take the necessary steps, up to and including, the use of medical and/or physical restraint, to ensure it is a safe environment for everyone. These steps can include:

- ❖ **Observation Room** – If a child demonstrates behaviors that are violent or disruptive to the point that they present a high risk of physical and emotional harm to themselves or others, and less restrictive interventions have been applied without success, they may be required to go to an observation room where they must stay for a designated amount of time demonstrating safe behavior before being able to integrate back into main programming.
- ❖ **Physical Holds/Escort** – If all other interventions have failed and a child is demonstrating behaviors that are dangerous to themselves or others, he/she may require a physical hold to temporarily take control of their behavior until they can regain rational thought or a physical escort to move them out of an area to a safe room for the safety of themselves or the other patients. Continued attempts to de-escalate and move the child into rationale thought and safe behavior are made throughout the hold for safe release.
- ❖ **Seclusion/Restraint** - If all other interventions have failed to return your child to a more rational state, he or she may need to be placed in locked seclusion or restrained in order to protect his/her safety, or the safety of others. This intervention is used only as a last resort, and staff will be continuously observing your child. All efforts will be made to quickly release your child. Staff will process the incident with your child in an effort to assist him/her in developing skills to prevent another incident. Staff members will also notify you as soon as possible of any instances of seclusion and/or restraint and will be able to answer any questions you may have.
- ❖ **Video Surveillance** – For the safety of patients on the Youth Acute unit, all of our hallways, group rooms, and patient's rooms (1806 and 1808) are under continuous video surveillance.



## **STAMP CARD**

The Stamp Card is a reinforcement program that provides your child with feedback on his/her positive behavior throughout the day. The stamp card is set up to reinforce appropriate behavior and progress in your child's treatment by offering real time way for feedback from staff in the form of giving a stamp and verbal explanation when they see your child doing positive things throughout their day/groups. Your child has a visual and verbal reminder that he/she is on track and progressing in treatment and the stamps can be cashed in towards a daily goal.

## **ABUSE AND NEGLECT:**

KBHC complies with Idaho State laws that require health care professionals to report suspected child abuse, neglect, or exploitation to Child Protective Services and / or local law enforcement agencies. All KBHC staff is trained in child abuse prevention.

## **RELIGIOUS/CULTURAL PREFERENCES:**

KBHC makes reasonable efforts to accommodate the religious and cultural preferences of patients and parents in the program. Clinical Pastoral services are available to meet the spiritual needs of the patients. Your child will be asked about their religious preference and if they desire contact with a spiritual leader. The hospitals Chaplin will be notified to consult if your child wishes to receive visits. In addition, a Chaplin may provide religious literature your child requests, and/or arrange for approved local spiritual leaders to visit. You may also list any spiritual leader that you wish to remain in contact with your child through their communication list.

## **UNIT LIVING:**

### **ACTIVITIES OF DAILY LIVING:**

Your child will be expected to make his/her bed and clean his/her room, sharing the last responsibility with his/her roommate. Linens are changed once a week.

Your child is always expected to clean up after himself/herself.

Outside of scheduled movie times on the weekend, general television viewing is only used on special occasions. Educational videos are utilized for structured group enhancement.

Your child will be expected to attend all meals. His/her nutritional intake will be carefully monitored by staff. Morning, afternoon and evening snacks are served daily. Efforts will be made to respect the child's food preferences as well. If your child has a food sensory issue or is a very picky eater etc. it would be helpful to give staff a list of foods your child will eat.

### **DRESS:**

Dress on the unit is informal. Please be sure that your child has gym shoes and proper sleeping attire. Due to limited storage and safety on the unit, please limit the number of personal items you bring in for your child. There is a washer and dryer on the unit for your child to utilize

throughout their stay. Kootenai Behavioral Health Center is not responsible for lost or stolen items and limiting the amount of personal belongings brought into the hospital, helps ensure that your child receives everything back along with making the discharge process more efficient.

### **CLOTHING LIST GUIDELINES:**

Due to safety on the unit and limited storage, all patients will be limited to the following items:

(These are the maximum number of each item. Bring at least 3 days' worth of clothing.)

5 Tops (sweat shirts, T-shirts, sweaters, etc.)

5 bottoms (jeans, shorts, sweat pants, etc.)

5 pairs of socks

5 pairs of undergarments (note: for female patients we encourage sports bras, (support Bras will need the underwire cut out in order to be safe for the unit.)

3 pairs of pajamas (T-shirt and shorts or sweats can work as pajamas if you don't have any)

1 pair of tennis shoes (must be non-marking with good tread for gym/recreational activities. No skate/Felt type soles due to Fall risk)

### **OPTIONAL:**

1 stuffed animal

1 blanket for a touch of home, i.e., comforter (the hospital provides blankets otherwise)

### **PERSONAL HYGIENE ITEMS: (Due to space, no jumbo size please)**

\* Unit has travel size items but most patients like to use their own- No aerosol or pumps

Shampoo/Conditioner

Toothbrush/Toothpaste

Feminine Protection

Soap/Deodorant

Brush/Comb

Make-up (limited to 3 items – No metal or glass in containers)

Non-metal hair ties (no scrunchies)

### **ITEMS NOT ALLOWED:**

Hair spray, nail polish, cologne, perfume/body spray,

Hats

Nothing too tight, too loose, too short, or see-through

No clothing depicting drugs, alcohol, tobacco, sexual acts, acts of violence (including cartoons), or other items deemed inappropriate for the treatment setting.

Clothing must be in good repair (no holes above the knees)

Drawstrings (drawstrings can be removed or cut out to allow clothing to be used)

No strapless, sleeveless or backless clothes

No items with band/performer names

Jewelry: i.e. rings, watches, necklaces, earrings etc.

Belts

Eyeglass case with metal hinges (soft fabric ones allowed)

Spiral notebooks  
No items with staples in them (books, magazines etc.)

Items not allowed or items that exceed the maximum number will be sent home. We require that families make arrangements to pay for shipping of additional items brought onto or shipped to the unit. We are not equipped to store a large amount of belongings. Any items left and not claimed in 30 days will be donated to a charity.

### **SMOKING:**

KBHC is a smoke free campus. Smoking is not allowed on any portion of the hospital campus by patients, families or visitors. Your child will be encouraged to talk with their provider if they are experiencing withdrawal symptoms from previous nicotine use for treatment options.

**VISITATION: (\*\* Please note that due to Covid – only virtual visits are allowed at this time- no in person visiting is permitted for the safety of all. The virtual visiting times are the same as those listed below but patients utilize an iPad to either skype or face time people listed on their communication list. These visits last 15 min due to the large number of patients to accommodate.)**

We encourage you to visit your child often. Visiting times are Monday - Friday from 6:00 pm – 7:00 pm. On Saturday and Sunday, visiting times are from 1:00pm –2:00 pm and 6:00pm – 7:00pm. If there is a conflict with the above times, please communicate with your child's therapist so that reasonable accommodations can be made to fit the needs of your child and his/her visitors. The hours during which your child receives visitors shall be limited only if it interferes with effective treatment and efficiency of the facility.

The treatment team strongly recommends postponing your first visit until after you have a family session for therapeutic reasons. Please make sure that visitors are appropriately attired. Failure to meet these expectations may lead to your visit being terminated. Visitors under the influence of drugs or alcohol are not allowed to visit. Visitors must be listed on the communication list that the legal guardian fills out on admission or updates throughout your child's stay. We ask that only immediate family members be added to allow for your child to focus on their treatment as well as respect the confidentiality of other youth in our care.

You will be asked to show picture identification upon checking in with our receptionist. If you are early, please wait in the lobby since your child will still be in a group and unavailable until visiting hours start. If you are bringing in items for your child, please label them with your child's name and leave them with the front desk receptionist. Staff will bring the items back onto the unit once visits are finished to ensure they can be properly checked and added to your child's belongings list without taking time out of your visit.

Please lock all personal belongings in your car or the lockers provided in the front lobby, as we do not allow purses, bags, cell phone or valuables on the unit for safety reasons. Glass items (including bottles) are considered dangerous items and restricted from the unit for the safety of all our patients and staff. Cameras and tape recording equipment may not be used on the unit or on grounds anywhere. If you wish to bring in food for your child due to a special occasion

(Birthday or Holiday), please arrange this with their therapist ahead of time. All food items must be commercially prepared and consumed during the visit or they will be disposed of.

Due to space limitations, we ask that no more than 3-5 people visit at a time. Minors under the age of 18 yrs. of age must be accompanied by their adult guardian. Young children must be monitored by their parents/guardian at all times and are not to be left unattended in the lobby or on the unit. If you make plans to visit, be sure to follow through with our plans. Consistency and predictability is important to your child. If you are traveling a great distance to see your child, you may wish to call ahead to get an update on the emotional and behavioral status of your child to ensure that they are in good space to receive a visit.

Your child will have the right to receive visitors with reasonable privacy as is consistent with his/her treatment plan. It is very important that both patients and their families respect the privacy and honor the confidentiality of other patients. Please limit any communication with other patients and their families during visits and remain in the visiting area. If you would like a tour or to see your child's room, please ask for assistance from your child's therapist during a family session.

Your child has the right to receive visits, phone calls, or correspondence from his/her provider, psychologist, clergyman, social worker, attorney or any employee of his/her attorney's firm, or a representative of the state protection and advocacy system, in private, irrespective of visiting hours or parental approval, provided that the visitor shows reasonable cause for visiting at times other than the normal visiting hours. Staff may impose conditions on your child's visits and privacy of visits if there is reason to believe that a visitor poses a substantial risk of harm to your child or others in the facility. You, the parent/guardian/legal custodian, must approve all other visitors. You will be asked to complete a communication list and releases of information to allow others to visit whom would be a benefit and support to your child while in treatment.

**I**  
**LIMITING VISITS DUE TO ILLNESS: (\*\* due to Covid – No in person visiting is allowed at this time)**

We strongly encourage you not to visit if you are ill as it places our patients at risk. We want to prevent the spread of infection or communicable diseases and illnesses to our residents and staff. If you have any questions as to whether or not you or someone with you should or should not visit, feel free to call the nurse on the unit before coming to the program.

**MAIL:**

Having frequent letters or cards from home can be reassuring to a child and will help him/her feel more comforted and secure. Please write to your child often unless the treatment team advises you otherwise. Your child may receive mail from those listed on his/her communication list, as well as from those enumerated in the patient's rights.

If your child receives letters or a package, they will be asked to open it in the presence of a staff member to ensure that no contraband is contained. Mail may be inspected, but not read, by staff members with care taken to preserve your child's rights or privacy to the extent compatible with his/her clinical status. We will encourage your child to write to you. Please supply them with postage stamps as needed.

## **PHONE CALLS:**

Please feel free to contact your child by phone in the evening Monday - Sunday 7:00p.m. - 9:00p.m. The patient's phone line number is (208) 625-4829. Please keep your phone calls limited to 5 minutes and be reassuring and supportive towards your child's treatment during these phone calls. Your child's treatment team recommends that you have a family therapy session before you have phone calls to provide you and your child with the most supportive environment, however you may choose to bypass this recommendation. Your child may put pressure on you to "take me home" and make many promises to change and "be good." This is expected. Again, be reassuring and try not to continually explain to your child why they need to be here. If they continue to pressure you, it is best to cut the conversation short and hang up. Telephone conversations are to be light, not confrontational or issue-oriented. Those interactions should be saved for family therapy.

In an effort to be respectful of your privacy as well as your child's, they will be given reasonable private access to phones. Your child may place or receive one telephone call daily to those designated on his/her communication list, approved by you. Other calls protected under their rights are calls from his/her physician, psychologist, clergyman, social worker, attorney or any employee of his/her attorney's firm, or a representative of the state protection and advocacy system. If there are special circumstances i.e. divorce, separation etc., please let a member of the treatment team know so that accommodations can be made.

The treatment team may restrict your child's phone calls if there is a safety risk. If this occurs, it will be communicated to you along with the rationale (i.e. dangerous behavior toward self or others)

## **A TOUCH OF HOME**

We want to be compassionate to your child's needs and understand that having a few personal items from home can be comforting for a child away from home. A stuffed animal or a picture (not in a frame) of family can be settling. You may wish to bring in an item for your child's room. Please use good judgment and don't bring in too many things that could be distractions or considered dangerous.

## **TREATS:**

It is the Youth Acute treatment program's policy that food not be brought in except on holidays/birthdays. Because of Health Code Regulations, all food brought on to the unit must be commercially prepared and sealed, and approved by the treatment team. Please speak with your child's Therapist to arrange for such occasions.

## **DANGEROUS ITEMS:**

Any items you bring in for your child will be left with the front receptionist. Please do not bring items into visits with you as they need to be checked and inventoried. Please do not bring/give

your child any items considered sharp or dangerous. Items made of glass or hard plastic and items made of metal or having sharp points are considered dangerous (i.e. staples, paperclips). If you have any questions about the appropriateness of an item, please call first and ask one of our staff.

### **MONEY/VALUABLES:**

No money is needed while at the hospital. To reduce the risk of damage, loss, or theft, children are not allowed to keep money or valuables on their person or in their rooms. Any checks or money sent to your child in the mail are to be placed in the valuables cabinet for safekeeping, and will be retrieved upon discharge, or sent home with family. We encourage you not to send any money/valuables if possible. Kootenai Behavioral Health Center will not assume responsibility for items you choose to let your child keep in his/her possession.

Federal regulations require that cameras and tape recording equipment not be used on the unit or on the grounds anywhere. This includes cellular phones that have photo and recording capabilities.

### **HOUSEKEEPING:**

Housekeeping staff will sanitize the bathroom and provide clean towels every day. They clean the unit community areas daily and the patient rooms at discharge.

### **STAFF SIGNS:**

Your child will be given or may choose to make their own sign that says "STAFF". These are used like a call light and alert staff that your child needs assistance when it is placed outside his/her bedroom door. They serve to address needs outside of scheduled activities.

### **GRIEVANCES:**

It is the policy of Kootenai Health to implement practices consistent with regulatory standards to manage patient concerns related to the care and services they receive. It is also organization policy to assure that patient or family member grievances or complaints are communicated in a timely, reasonable and consistent manner to the appropriate departments for investigation, problem resolution and follow up.

Should you have a concern at any point in your child's treatment that his/her rights have been violated, you can address this issue with any member of the Treatment Team working with your family, or the Program Manager. If you continue to feel that you are not getting the results you desire, you may choose to address the issue through a formal or informal written grievance or escalate your verbal concern.

## ❖ How do I communicate a complaint or grievance?

- Kootenai Health Patient Advocacy
  - Phone: 208.625.4298 or 208.755.3534
  - Mail: Kootenai Health  
Attn: Patient Advocacy  
2003 Kootenai Health Way  
Coeur d'Alene, ID 83814
- Det Norske Veritas Healthcare Hospital Accreditation (DNVHC)
  - Online: [www.hospitalcomplaint@dnv.com](mailto:www.hospitalcomplaint@dnv.com)
  - Toll free: 866.523.6842
  - Mail: DNV Healthcare  
Attn: Hospital Complain DNV  
Healthcare Inc.  
400 Techne Center Drive, Suite 100  
Milford, OH 45150
- Idaho Bureau of Facility Standards
  - Phone: 208.334.6626
  - Mail: Idaho Bureau of Facility Standards  
P.O. Box 83720  
Boise, ID 83720

## Patient Rights

At Kootenai Health our primary commitment is to provide professional care at the highest standard in collaboration with the families we serve. Our patients may exercise these rights without regard to race, sex, culture, economic, educational or religious backgrounds, gender identity, sexual orientation, disability or their source of payment for their care.

Kootenai Health respects the right of patients to formulate Advance Directives and follows the wishes of patients, when these are known, in accordance with federal and State law. When requested, Kootenai Health will provide Advance Directive information to all adult patients.

### **As A Patient, You Are Entitled to:**

- The right to receive important messages from Medicare if you are a Medicare patient.
- Receive information in a manner in which you understand and best fits your personal learning needs.
- Receive sufficient information to give consent prior to treatment except in life threatening situations.
  - Be informed concerning your diagnosis, treatment, and prognosis as well as the names of those responsible for your care. (The primary provider responsible for coordination of your care and relationships of other professionals involved in your care).
  - Participate in decisions about your care, treatment, and services provided to you.

- Refuse treatment to the extent permitted by law and/or obtain a second opinion regarding your treatment.
  - Examine and receive explanations of your bill regardless of the source of payment.
  - Be assured your physician and your family (a family member or other representative) will be promptly notified when you are admitted.
  - Express a complaint of concern to the appropriate personnel without fear of jeopardizing continuing services and expect appropriate action within a reasonable period of time. You have the right to know with whom you can file a complaint.
- Receive considerate and respectful care, being assured of personal privacy and confidentiality concerning your medical care.
  - Care provided with staff following current standards of practice for patient's environmental safety, infection control, and security.
  - Receive care in a safe setting without any abuse or harassment.
  - Be assured of confidentiality of your medical record as well as your ability to access information contained in your medical record.
  - Assured privacy except for medical and safety reasons.
  - Appropriate pain management through cooperative planning involving you, your provider and your nursing staff.
  - Enjoy full and equal visitation privileges consistent with your preferences.
    - Be informed of your visitation rights, including any clinical restrictions or limitation to those rights.
    - Receive visitors that you designate, and have the right to withdraw or deny visitation consent at any time.

### **Patient's Responsibilities**

#### **As A Patient, Your Responsibilities Are:**

- Provide accurate and complete information concerning your complaints, past medical history, or other matters related to your health.
- Ask questions and seek any information you need to understand your illness and/or treatment.
- Obtain and carefully consider all information you may need to be able to give informed consent for a procedure or treatment.
- Understand and weigh the potential consequences of your refusal.



- Follow your provider's instructions or recommendations as well as following Kootenai Health policies and procedures.
- Promptly fulfill your financial obligations.
- Request assistance as needed with appropriate financial awareness.
  - Assist third party payers in compiling a complete medical record by authorizing release of necessary medical information to them.
- Express opinions, concerns, or complaints in a constructive manner so Kootenai Health can improve services.
- Be considerate of the rights of other patients and facility personnel.

### **Parent's Rights and Responsibilities**

#### **As a parent, you are entitled to:**

- Receive considerate and respectful care for your child.
- Receive information in a manner in which you understand and best fits your personal learning needs.
- Be informed concerning your child's diagnosis, treatment and prognosis and the names of those responsible for your child's care.
- Receive sufficient information to give consent prior to treatment except in life-threatening emergencies.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences.
- Be assured of privacy concerning your child's medical care.
- Expect that a transfer to another facility be carefully evaluated based on the hospital's capacity to serve your child's needs and on the urgency of the situation.
- Examine and receive an explanation of your bill regardless of the source of payment.
- Express a complaint or concern to the appropriate personnel (immediate caregiver, nurse manager, Director of Risk Management, or Administrative office) without fear of jeopardizing continuing services and expect appropriate action within a reasonable period of time.
- Be informed of our visitation rights, including any clinical restrictions or limitation to those rights.
- Receive visitors that you designate, and have the right to withdraw or deny visitation consent at any time.

- Not be restricted, limited, or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Enjoy full and equal visitation privileges consistent with your preferences.

### **Parent's Responsibilities**

#### **As a parent, you have a responsibility to:**

- Take part in decisions concerning your child's diagnosis care and treatment and play an active role in your child's healthcare.
- Ask questions about treatment and procedures you don't understand.
- Provide a complete and accurate medical history to those involved in caring for your child, as well as assisting in identifying any pain your child is experiencing.
- Weigh the potential consequences of any refusal to comply with the provider's instructions or recommendations.
- Request assistance as needed with appropriate financial arrangements regarding hospitalization.



Kootenai Health  
2003 Kootenai Health Way  
Coeur d'Alene, Idaho 83814  
[www.kootenaihealth.org](http://www.kootenaihealth.org)

## ADOLESCENT PROGRAM SCHEDULE

TIME	MONDAY Emotional Reg	TUESDAY Mental Inflexibility	WED. Communication	THURSDAY Boundaries and assertiveness	FRIDAY Values	TIME	SATURDAY Social Skills	SUNDAY Goal Setting
7:15	WAKE UP/ CLEAN	WAKE UP/ CLEAN	WAKE UP/ CLEAN	WAKE UP/ CLEAN	WAKE UP/ CLEAN	7:45	WAKE UP/ CLEAN	WAKE UP/ CLEAN
7:45	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	8:15	BREAKFAST	BREAKFAST
8:30	AM COMM	AM COMM	AM COMM	AM COMM	AM COMM	9:00	AM Comm.	AM Comm
9:30	SCHOOL	SCHOOL	SCHOOL	SCHOOL	SCHOOL	10:00	RT	RT
10:20	SNACK	SNACK	SNACK	SNACK	SNACK	11:00	THERAPY	THERAPY
1030	RT	RT	RT	RT	RT	12:00	LUNCH/REST	LUNCH/REST
1130	SCHOOL	SCHOOL	SCHOOL	SCHOOL	SCHOOL	1:00	SOC. INTERACT. /VISITS	SOC. INTERACT./ VISITS
12:30	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH	2:00	LEISURE ED	LEISURE ED
1:15	SCHOOL	SCHOOL	SCHOOL	SCHOOL	SCHOOL	3:00	SNACK	SNACK
2:15	THERAPY	THERAPY	THERAPY	THERAPY	THERAPY	3:15	JOURNALING	JOURNALING
3:05	SNACK	SNACK	SNACK	SNACK	SNACK	4:00	RT	RT
3:15	SOCIAL SKILLS	SOCIAL SKILLS	SOCIAL SKILLS	SOCIAL SKILLS	SOCIAL SKILLS			
4:15	RT	RT	RT	RT	RT	5:00	PM CHECK IN	PM CHECK IN
5:15	DINNER	DINNER	DINNER	DINNER	DINNER	5:15	DINNER	DINNER
6:00	LEISURE ED./ VISITS	LEISURE ED./ VISITS	LEISURE ED./ VISITS	LEISURE ED./ VISITS	LEISURE ED./ VISITS	6:00	LIFESKILLS/ VISITS	LIFESKILLS/ VISITS
6:45	ROOM TIME	ROOM TIME	ROOM TIME	ROOM TIME	ROOM TIME	7:00	HYGIENE	HYGIENE
7:00	HYGIENE	HYGIENE	HYGIENE	HYGIENE	HYGIENE	7:30	GOALS/ROOM	GOALS/ROOM
7:30	GOALS	GOALS	GOALS	GOALS	GOALS	0800	MOVIE/SNACK	MOVIE/SNACK
8:00	LIFESKILLS/SNACK	LIFESKILLS/SNACK	LIFESKILLS/SNACK	LIFESKILLS/SNACK	MOVIE/SNACK			
9:00	WRAP UP	WRAP UP	WRAP UP	WRAP UP	9:15- WRAP UP	9:15	WRAP -UP	WRAP-UP
9:15	RELAXATION	RELAXATION	RELAXATION	RELAXATION	9:30 - RELAXATION	9:30	RELAXATION	RELAXATION
10:00	LIGHTS OUT	LIGHTS OUT	LIGHTS OUT	LIGHTS OUT	LIGHTS OUT	10:00	LIGHTS OUT	LIGHTS OUT

polpro/youth/yacute/prosch.doc

- Visiting hours are Monday– Friday 6:00pm-7:00pm and Saturday and Sunday of 1pm-2pm and 6p-7p.
- Phone times are daily from 7pm- 9pm.
- Family Education Group – Admission Topic Tues and Thurs 5:30p-6p, Discharge Topic Wed. and Friday 5:30p-6p