



Senior Behavioral Health Unit- Patient Hand Book



Welcome to Watertown Regional Medical Center's Senior Behavior Health Unit!

Our Treatment Team has the specialized knowledge and skills to treat many conditions experienced by senior adults including depression, incapacitating anxiety, grief and loss, and the severe emotional aspects of physical illness. Our model of care is patient-centered to meet your individual needs.

The Senior Behavioral Health Unit's staff have a strong commitment in assisting you toward your recovery and are available to answer any questions you may have during your stay. We will do our best to understand your concerns, coordinate your care, and provide the services that will most benefit you at this difficult time.

This handbook has been developed by the staff to help answer questions about our services and the various ways we may assist in your recovery. We hope by reading through this handbook you will feel more comfortable during your time here.

About WRMC Senior Behavior Health Unit

The Senior Behavioral Health Unit was opened in 2018 after a need was identified within the community to serve the mental health needs of the aging population. The Senior Behavioral Health Unit, a 15-bed unit, has 3 private rooms and 6 semi-private rooms. Patients on the unit can be here on a voluntary or involuntary basis. Coordination of care to services within the community will assist you in continuing treatment beyond your inpatient stay.

Our goal as we assist in your recovery is for you to return to your home and community as quickly and safely as possible. Each patient's stay is individualized. Upon admission a specific treatment plan is developed that meets the individualized needs of each patient. The average stay for our patients is between 10-14 days.

Upon Your Admission to the Senior Behavioral Health Unit

When you arrive, a staff member will show you to your room and introduce you to the Senior Behavioral Health Unit staff and environment. You will be asked to sign various admission forms including a consent for release of information. Our staff will only release information with your written consent. This written permission allows our staff to tell your family, primary care doctor, out-patient psychiatrist, or other community agencies you may work with that you are at the hospital or may need their services upon discharge.

Our Treatment Team

During your stay with us a Treatment Team will work with you to develop and carry out an individualized treatment plan. Your participation in the treatment plan is an essential part of your recovery. Upon admission to the Senior Behavioral Health Unit, a medical doctor or nurse



practitioner will complete a medical examination within 24 hours. The Treatment Team on the Senior Behavioral Health Unit includes:

- A **Psychiatrist**, a medical doctor specializing in the diagnosis and treatment of mental health and emotional problems. The psychiatrist heads the team, directs and monitors treatment, and coordinates efforts with the other members of the Treatment Team. The psychiatrist will meet with you individually and provide a full psychiatric assessment. During this assessment, you will have the opportunity to share concerns or needs and discuss possible medication regimes.
- A **Psychiatric Nurse practitioner (NP)**, a nurse practitioner specializing in the diagnosis and treatment of mental health and emotional problems. The NP will meet with you the day after the psychiatrist completes their assessment. During this time you will have the opportunity to share concerns or needs and discuss medication.
- A **Social Worker** provides group therapy. The social worker will act as your advocate in planning your discharge from the hospital to home.
- A **Team of Nurses** to assess, implement, and evaluate your treatment plan and to communicate with the treatment team. S/he will provide you and your family with educational groups on topics such as nutrition and medication.
- A **Recreational Therapist** will provide patients with the opportunity to participate in various leisure and recreational activities that promote overall wellness and quality of life.
- A **Mental Health Technician** will provide for your basic care needs during your activities of daily living and will lend assistance as needed to the team effort. To ensure ongoing safety within the Senior Behavioral Health Unit, the MHT will perform rounds on the unit every 15 minutes, 24 hours per day, and 7 days per week.

The treatment team evaluates and reviews your needs throughout your stay and will update you frequently on your progress towards meeting your goals. If you should have any questions about which staff personnel are working with you, please ask the Charge Nurse or the Director of the Senior Behavioral Health Unit.

What Will I Be Doing While I'm Here?

During your stay at the Senior Behavioral Health Unit, you will be engaged in various daily activities. An Individualized Treatment Plan will be developed specifically for you. Your Treatment Plan will guide which therapeutic activities and/or medications are best for you. We expect that you will use your stay to focus on this plan. **It is very important that you understand and participate in every part of your treatment plan.** The services described below may be part of your treatment program.



Individual Counseling

At times you will be involved in private counseling sessions. In these sessions, we encourage you to try to define and resolve the things in your life that triggered or contributed to your current condition. Usually, it is important for you to talk both about your present situation and your past so that we can understand your journey and be helpful to you. These sessions are confidential; meaning only your treatment team and others you allow us to talk with will know about your concerns.

Group Activities, Group Therapy, and Education Groups

Many of our staff members also lead groups in which you and other patients learn from the group leader and from other patients in the group. Sometimes the group meetings are about certain topics, such as depression, stress management, grief and loss, and other topics. It is important that you share your ideas and feelings in these groups so we can better understand how you feel and can better help you. Also, your feelings or ideas may help someone else in the group feel better or solve a problem. You will also be involved in group activities that are designed to improve your day-to-day functioning and quality of life. When participating in group therapy we ask that you participate in each session that is planned for you, arrive on time and participate throughout the entirety of the group, and be respectful to other group members. We also ask that you not bring anything to group that would be distracting to other group members.

A wake up group will be facilitated each morning and will last for approximately 30 minutes. The purpose of this group is to introduce new patients and allow you to set goals for that day. Staff members may make special announcements that pertain to the day at this meeting. Please feel free to make suggestions to staff as this helps them understand how to improve your overall experience on the unit.

Medication

The psychiatrist or NP may prescribe medication as part of your treatment plan. Which will be individualized and specific for you and your illness. **Please tell your psychiatrist, NP, or nurse about any physical changes or side effects that you feel if you are taking medication.** The psychiatrist, NP and nursing staff will tell you about the benefits and risks of medications you are prescribed. Be sure and ask them any questions you have regarding your medications.

Typically, medications brought from outside WRMC will be sent home with a responsible adult or locked in the hospital safe. Multi-dose medications (inhalers, etc.) brought from home may be secured in the unit's medication room per hospital policy. Upon discharge, medications locked in the hospital safe will be returned to you. Use of home medications without staff knowledge is not permitted.



Patient Guidelines

Watertown Regional Medical Center is a smoke free campus. Patients are not permitted to have cigarettes, lighters, matches, e-cigarettes or any other form of tobacco on the premises. Smoking cessation aids can be provided to you.

Personal Items

While you are a patient of the Senior Behavioral Health Unit you will be encouraged to wear clean and casual clothes along with proper footwear. Staff on the unit will launder your clothing while you are here. It is important that you do not bring clothing with belts, strings, or metal decorations. Footwear needs to be in good repair and should not have shoe strings or metal toes. Please bring a minimal amount of belongings.

It will also be necessary to bring items such as hearing devices, glasses, dentures or mobility aids from home so you can participate in your treatment plan. You may bring personal toiletry items such as brushes, shampoo, toothbrush, and lotion from home as well. These items will be supplied to you if you choose not to bring them from home.

There are several items that will **NOT** be allowed on the unit:

- Weapons
- Razors
- Hairdryers
- Anything with a glass mirror
- Anything with a cord
- Any clothing with strings
- Electronic devices
- Sharp objects of any kind
- Metal objects of any kind
- Tobacco of any kind
- Lighters
- Matches
- Perfume, cologne, aftershave, mouthwash, or anything with alcohol as an ingredient
- Belts, scarves, shoelaces
- Cell phones, computers or tablets
- Personal medications
- Pillows, stuffed animals, mattress overlays or blankets
- Any street drugs, paraphernalia or sexually explicit materials



Nutrition

We care about your nutrition as part of your recovery. Harvest will supply all meals on the unit. Meals will be held at 8AM, 12AM, and 5PM. Meals will be held in the day room in a group setting. Patients will not be permitted to eat in their rooms. Snacks are available between meals and before bed upon request, please see your nurse.

If your physician has ordered a special diet for you, a registered dietician will work closely with you to ensure that you have appropriate food choices.

Telephone and Mail

The main number to the Senior Behavioral Health Unit is (920)262-4460. A patient phone is located across from the nurse's station for you to make outgoing calls on. If you receive a call, staff can transfer the call to the patient phone. We ask that you limit your phone calls to three 10 minutes calls per day. This ensures other patients may have the opportunity to use the phone as well. The main number for Watertown Regional Medical Center is (920) 261-4210. Callers will not be given information regarding your presence on the unit if they have not been previously identified by you as an individual that may receive information.

You may send and receive mail while on the Senior Behavioral Health Unit. The "outgoing" mail should be given to your nurse. The mailing address is:

Watertown Regional Medical Center
125 Hospital Dr.
Senior Behavioral Health Unit
Patient Name, Room #
Watertown, WI 53098

During Your Stay on the Unit

You will be engaged in a wide variety of activities that are offered to all patients. Patients may share confidential information regarding themselves in these activities. We ask that you not share any information you have learned regarding other patients with anyone outside of the Senior Behavioral Health Unit. We also expect that you will:

- Participate actively in your treatment plan
- Keep the facility environment safe for yourself and others by keeping dangerous objects off the unit, cleaning up after yourself and alerting staff to any safety concerns
- Treat others with respect, including other patients, visitors and staff
- Use proper language and refrain from being verbally abusive or physically threatening to other patients, staff or visitors



- We encourage you to talk to other patients and staff, however, we feel that it is best to limit physical contact in the form of hugging, kissing, handholding, massaging, etc. with other patients and staff. Sexual intimacy is not permitted.
- Physical violence towards staff, visitors or other patients is not permitted
- Do not enter another patient room that is not assigned to you

Visiting Hours

We encourage families to visit you while you are at the Senior Behavioral Health Unit. A maximum of 2 visitors 18 years of age and older are allowed at one time. Families may make a one hour appointment by calling the nurse at 920-262-4460. Visitors are not allowed before 9am and after 5pm. No visitors will be allowed during meal times. Patients do have the right to refuse visits if they are too upsetting. Please let your nurse know if you would like to restrict an individual's visitation. No family pets are allowed. Visiting may only occur in common areas and are not permitted in patient bedrooms.

Due to our strict adherence to patient confidentiality and Federal Laws, all visitors will sign the confidentiality log each visit with the time they enter the unit and the time they leave the unit. The log book is located at the nurse's station with a page for each patient.

For the safety of all patients, we prohibit all visitors from bringing personal items onto the unit such as: personal purses, cell phones, cameras/recording devices, and smoking supplies including e-cigarettes. Visitors will be requested to place their personal belongings in a secure area behind the nurses station. Watertown Regional Medical Center is a non-smoking hospital and campus. Weapons of any type are prohibited at all times.

What to Expect on Discharge

You will begin working with your treatment team early in your stay to plan for aftercare following your admission to the Senior Behavioral Health Unit. **It is important that you understand what your plan for continuing care once you are discharged from the hospital will be.** Your social worker will work with you to understand this plan as it will be important in you being successful in maintaining your health and goals towards recovery.

You Can Help Us

Prior to your discharge, you will be asked to complete a patient experience survey. It helps us serve other patients better in the future if you answer the questions in the survey. If you need help, please ask a family member or a staff member for assistance. Thank you for your trust and confidence in allowing the staff at the Senior Behavioral Health Unit to be of service to you.