

Essential Information

Adolescent Behavioral Health Unit at
Tacoma General Hospital



MultiCare 

Welcome

Thank you for allowing the *Adolescent Behavioral Health Unit at Tacoma General* serve and support your teen. We strive to deliver safe, confidential, and compassionate care for our patients and their families.

The path to recovery is not a solo journey, but rather a team effort. Our multidisciplinary team endeavors to provide opportunities for learning, growth, and development.

To meet our goals, safety must be our top priority. Your help and support in creating a culture of safety will directly impact the results of our program. Please use this booklet to understand our guidelines and expectations.

Again, thank you for allowing us to serve you and teen.

Your Treatment Team

Contents

Welcome.....	1
Goals of Hospitalization	2
Treatment	2
Patient Privacy.....	3
Unit Information.....	3
Bathrooms and Showers	3
Laundry	3
Phone Calls.....	3
Daily Schedule	5
Staff Roles	6
Who to Ask.....	6
Patient Rules and Guidelines	7
What to Bring	8
What's Provided	8
Prohibited Clothing	9
Other Prohibited Items	10
Location and Contact Information	11

Goals of Hospitalization

Our facility was designed for brief, acute stays of 7 – 10 days. Our goals focus on getting teens safely out of the hospital and into longer-term outpatient therapy as quickly as possible. They include:

1. To keep teens safe during a time of crisis and prevent suicide or harm to others.
2. To stabilize teens, prevent symptoms from worsening, and reduce suicidality or other potentially lethal behavior so that they can participate in outpatient therapy.
3. To rule-out co-occurring medical problems, evaluate if starting or changing psychotropic medication would be helpful, and monitor medication.
4. To make a safety plan and connect the teen and family with community resources.
5. To provide teens with the opportunity to learn coping skills.

Treatment

While here, each patient meets individually with their psychiatrist or psychiatric ARNP at least daily. They also have individual mental health assessments with a nurse twice a day.

Patients have 2 – 4 treatment groups each day. We offer creative arts therapy groups, activity groups, and educational groups.

Our staff is aware that it's difficult for patients to learn and practice new skills and information in the middle of a mental health crisis. We cover basic skills and offer information in different formats.

Groups cover the following topics:

- Recognizing emotions and expressing them appropriately
- Problem solving
- Healthy eating, sleeping, and exercise habits
- Coping skills
- Using art and music for self-expression

Patient Privacy

All patients are automatically listed as DND (Do Not Disclose) in the hospital directory. This means if someone calls the hospital and asks for information about them, or asks if they are a patient here, no information will be given. If a patient wants to be listed in the hospital directory and have their name and information given to outside callers, they can sign a consent form to have private information listed in the hospital directory.

Patients set up a HIPAA Privacy password for their stay in the hospital. Staff will not speak about or connect callers to a patient unless they can provide the HIPAA password.

Unit Information

Bathrooms and Showers

There are numerous bathrooms throughout the unit. They are designed to be used privately by one patient at a time. They can be used anytime, but staff must unlock them first.

Food

Food is available during meal and scheduled snack times only; no outside food or drinks are allowed. Water is always available on request. Food cannot be kept in patient rooms.

Each day of the week has a different menu. Patients can choose from two options for each meal. Meals are prepared in the hospital cafeteria and then delivered to ABHU.

Snacks are served between meals; patients can choose a food and drink item. Choices vary but usually include things like apples, chips, sandwiches, pudding, milk, cheese sticks, etc.

Our kitchen accommodates special dietary issues like diabetes, gluten intolerance, food allergies and sensitivities, vegetarianism, and veganism. No caffeinated drinks are allowed.

Laundry

The unit has a washing machine and dryer for laundering patient clothes. All patient clothes and fabric items must be washed before being given to patients. Patients can request that their clothes be washed as needed. Patients may also request clean bedding.

Phone Calls

- Parties phoning in must have the privacy password to be connected to a patient

- Patients can make and receive phone calls during pod time, snack, mealtimes, and a portion of reflection time. Calls are not available during scheduled groups.
- When patients request a phone call, staff dials the call and transfers it to a wireless handset.
- Phone calls may be limited to 10 minutes so others can use the phone. Patients may have to wait to make a call if staff is busy or other people are waiting
- Patients have the right to decline any phone call.

Daily Schedule

Schedules vary by day; below is an example of a daily schedule.

8:15	Wake up
9:15	Breakfast
10:00	Community Meeting
10:30	Psychoeducational Group
11:15	Snack
11:45	Gym
12:30	Reflection Time
1:30	Lunch
2:15	Creative Arts Group
3:30	Leisure Skills Group
4:30	Snack & Reflection
5:30	Psychoeducational Group
6:30	Dinner
7:00	Pod Time
8:00	Community Meeting
8:30	Snack
9:00	Pod Time
10:00	Lights Out

Each patient meets individually with their psychiatrist or psychiatric ARNP at least once a day. They also have individual mental health assessments with a nurse twice a day.

Scheduled Activity Descriptions

Group: Led by therapists or staff.

There are 3 types:

1. **Psychoeducational:** Patients learn about or discuss something related to coping skills or mental health. Usually 45-60 minutes.
2. **Music & Creative Arts:** Patients use music or art along with discussion to learn more about themselves, mental health, or a coping skill. Led by a therapist and lasts 45- 60 minutes.
3. **Leisure Skills:** Patients practice activities of interest to them that do not involve electronics. Options include art, games, word searches, journaling, and so on.

Gym: The group chooses a fun way to exercise. 45-60 min once or twice a day.

Pod Time: Supervised time with the other 4 - 6 patients whose rooms are in the same area. Patients might talk, make a phone call, listen to music, play a game, watch a movie, etc.

Reflection Time: Patients spend time in their rooms alone. They might choose to journal, read, nap, etc. Staff can provide educational or leisure materials.

The goal of reflection time is to help patients be comfortable being alone

with their thoughts and emotions. Many of our patients rely heavily on peers and electronics to distract them

from problems. During reflection time they can practice other strategies. Lasts 30-60 min.

Staff Roles

There are 4 staff members with whom parents and caregivers have the most contact:

Psychiatrist or Psychiatric Nurse Practitioner— They lead the treatment team and guide decisions about patients' care. Each day they meet with each patient individually to manage medication and monitor progress.

Social Worker —Communicates with families (and the court system if needed) and helps plan discharge. Arranges appointments (including therapy) for after your teen leaves the hospital.

Registered Nurse (RN)--They administer medications, give medication education, answer health care questions or concerns, conduct assessments, and provide 1-on-1 therapeutic interactions. They work closely with the psychiatrist or nurse practitioner to deliver appropriate care. On the unit 24 hours a day.

Health Unit Coordinator (HUC)—The unit administrative assistant. The HUC works behind-the-scenes to help ABHU function smoothly. They have limited contact with patients. The HUC answers calls coming into ABHU's main number, facilitates patient phone calls, schedules visits, and answers basic questions from parents.

Who to Ask

If you have a question about...

- *Diagnosis, medication, or overall treatment...*
 - Speak to the psychiatrist or psychiatric ARNP.
- *How your teen is doing; their mood, behavior, group participation, or health status...*
 - Speak to the assigned nurse.
- *Discharge, preparing for teen's return home, or outpatient services (including therapy)...*
 - Speak to the social worker
- *The best time to reach your teen, scheduling a visit, directions to the unit, which staff member to talk to, or whether an item is allowed...*
 - Speak to the HUC.

Other Staff:

(MHT)—Mental Health Technician-On the unit 24 hours a day and usually the staff who interacts most with patients. Supports and supervises teens, helps patients practice skills, leads educational groups, and has therapeutic interactions with patients. Keeps environment safe and therapeutic. Usually has a college degree or similar work experience related to mental health.

Creative Arts Therapist-Uses art, music, and creative activities along with discussion in group therapy to help patients explore emotions, practice skills, and express themselves.

Therapist—Leads groups & provides family meetings.

Patient Rules and Guidelines

Behavior

- No swearing or name-calling.
- No aggressive or threatening words or behavior
- Patients are asked to clean up after themselves.

Patient Contact

- Patients are not allowed in each other's rooms.
- Patients aren't allowed to share information that lets them be in contact outside the hospital. This includes phone numbers, email, IDs for social media, etc.

Conversation

- Patients often find it helpful to talk to each other about their lives. However, we ask that they don't discuss past traumas, self-harm, violence, sex, drugs, suicide, or other risky behavior with each other. They are welcome to discuss these topics with staff privately.
- When talking about other patients or staff, patients are expected to talk in a neutral, helpful, or positive way.
- Staff may request that patients stop any behavior or conversation that interferes with the therapeutic environment.

Patient Hygiene and Healthy Habits

While patients are at ABHU we work with them to build healthy routines to continue after they leave. These are some of the health & hygiene guidelines they're asked to follow every day:

- Shower
- Use deodorant
- Brush teeth
- Wear clothes that look and smell clean.
- Be out of bed, dressed, and ready for breakfast at 9:15.

- Be in bed and ready to sleep at 10pm

Keeping a Safe, Hygienic Space

- Items like clothes, paper, books, blankets, trash, art supplies, etc., can't be left on the floor, even in patient rooms.
- Single-use items, like Styrofoam cups and paper towels, must be thrown away immediately after use. Patients may keep one cup in their room for water.
- Parts of meals or snacks can't be saved to eat later.
- Items like blankets, stuffed animals, and journals must stay in the patient's room.
- Patients may not share personal items. This includes clothing, food, hygiene items, etc.
- At least twice a day staff checks patient rooms for unsafe things and other patients' contact information. These items are removed if found.
- Hygiene and grooming items cannot be kept in patient rooms. They are secured in small individual lockers. Patients can ask staff when they want to use an item.

What to Bring

Patients should bring

1. 3 sets of clothes (see below for list of prohibited clothing)
 - 3 pairs of pants (not skin-tight, no drawstrings)
 - 3 shirts (covering the entire torso, no untherapeutic themes)
 - Underpants
 - Sports bras (no underwires)
 2. Optional: comfort items:

<ul style="list-style-type: none"> • Slippers or shoes (no laces) with non-skid soles • Sweater or sweatshirt (no drawstrings) • Sleep clothes (scrubs also available for sleeping) • Hygiene or grooming products • A small stuffed animal, blanket, etc. (must be machine-washable). 	<ul style="list-style-type: none"> • 1 or 2 printed photos • Books • Small set of markers or crayons* • Printed schoolwork
---	--
- *must be approved by doctor

What's Provided:

- Clean scrubs are available at any time
- Non-skid hospital socks

- Generic personal hygiene items, including shampoo, conditioner, body wash, lotion, toothpaste, toothbrush, hairbrush/comb, deodorant, tampons, pads, etc.
- Medications

Prohibited Clothing

Teens are encouraged to focus on getting better and not on fashion, style, cosmetics, etc. Clothing is not allowed if...

- They interfere with a therapeutic environment.
- They have themes of substance use, death/gore, sex, etc.
- They can easily be looped, tied, or altered to make a ligature that may lead to loss of life or self-harm (e.g. leggings, bras, jeans with holes, clothes with drawstrings).
- They are skin-tight.
- They do not entirely cover the legs, back, chest, abdomen, or buttocks.

The following popular clothing items are not allowed:

- | | | |
|--------------------|-----------------------|--|
| • leggings | • sleeveless shirts | • clothes with drawstrings |
| • skinny jeans | • traditional bras | • shirts revealing the chest or back |
| • crop tops | • underwire bras | • more than 3 sets of clothes |
| • belts | • skin-tight clothing | • clothes with nontherapeutic themes (drugs, death, sex, etc.) |
| • jewelry, watches | • jeans with holes | |

Other Prohibited Items

- Electronic items including music players, computers, cell phones, and gaming devices
- Items with electrical cords, including heated hair styling devices
- Cosmetics
- Strap-like items and items with straps: shoelaces, belts, ties, suspenders, scarves, backpacks, gym bags, luggage or purses, and traditional bras
- Valuables (such as money, credit card, phone, jewelry, etc.),
- IDs such as driver's
- Any footwear that is not non-skid, has laces, elevated heels, or metal components
- Pencils, colored pencils, paintbrushes, pens
- Books or journals with metal in the binding or staples
- Flowers, perfume or body spray
- Scissors, nail clippers, sewing needles or hooks, or tweezers
- Aerosols and glass containers
- Glass, plastic picture frames, mirrors or ceramic objects
- Razors, including electric razors
- Cleaning supplies or liquids containing alcohol
- Plastic bags, items containing latex, rubber gloves
- Medications brought from home (unless indicated by RN)
- Knives, guns, or any other weapon including pepper spray
- Cigarettes, cigars, e-cigarettes, chewing tobacco, lighters

Location and Contact Information



253-403-0360

Main Hospital Address:

315 Martin Luther King Jr. Way,
Tacoma, WA 98405

ABHU Address:

316 South I St,
Tacoma, WA 98405

Departing from North:

I-5 South to Tacoma to
I-705 N to Stadium Way
Right on Stadium Way
Left on Division
Left onto South I St.

Departing from South:

I-5 North to Tacoma to
WA-16 (Gig Harbor/Bremerton)
Keep Right
Exit Sprague
Right on 9th Street
Left onto South I St.

Location

Our building is located on at approximately 316 South I Street. There is no number or name on the building, but it is the only entrance on I street between 3rd and 4th Street . On-street parking is usually available.

If you cannot find our facility, the Tacoma General main entrance on MLK Jr. will have courtesy services that can arrange a security escort to the unit.

Entering the Building

Use the intercom by the door facing I Street under the breezeway to be buzzed into the Adolescent Behavioral Health Unit. The intercom should read "BHU" when you press it.

Have the patient name and password ready. The Health Unit Coordinator (HUC) will buzz you in after you give the name and password.