

125 YEARS OF DEDICATED SERVICE TO THE PEOPLE OF OKLAHOMA

ODMHSAS

GRIFFIN MEMORIAL HOSPITAL



RECOVERY STARTS HERE

ORIENTATION GUIDELINES FOR PEOPLE
AND FAMILIES RECEIVING SERVICES

Welcome

Welcome to Griffin Memorial Hospital. We are eager to assist you in meeting your recovery goals. The following guidelines have been developed to provide you maximum of care and safety. Please read and familiarize yourself with this information. If you need assistance or have questions regarding this information please let us know.

Our Mission Statement

- Griffin Memorial Hospital is dedicated to Hope, Safety, Respect, and Recovery.

Program Philosophy

- Individuals have the right to be:
 - Treated with Dignity
 - Treated with Respect
 - Given the Opportunity to be Empowered
 - Exercise Informed Choice in their Treatment

Our program offers:

- Medication
- Structured Activities
- Education
- Nutrition
- Exercise

Our Environment is Characterized by:

- Structure
- Consistency
- Clear Expectations
- Responsibility
- Encouraging Self-Empowerment

Video Surveillance

- For safety and security, this facility utilizes video surveillance in common day areas. Equipment is not located in bedrooms, bathrooms, or in showering areas.

Griffin Memorial Hospital

Address

- 900 East Main Street
P.O. Box 151
Norman, Oklahoma
73070

Phone Numbers

- (405) 321-4880
OR
• 1-877-580-5044

Friends and Family can also call directly to the unit

Each unit identifies and post times when the telephone is available for use. Telephone use outside of the identified times is at Charge Nurse's discretion. If someone is waiting to use the phone then calls are limited to 10 minutes per phone call.

Visitation Guidelines

Building 52

- By Appointment Only
 - Monday, Wednesday and Friday: 7pm-8pm
- Saturday, Sunday, and Holidays 3pm-5pm.

Building 53

- Tuesday and Thursday: 7pm-8pm
- Saturday, Sunday, and Holidays: 3pm-5pm

Accommodations

- In the event that you need to visit on a different day or at a different time, the person you are visiting can speak to their treatment team in order to make arrangements.

Requires Physician's Order

- Visitors Under 18 Years of Age
- Bringing Commercially Packaged Food

Visitor permits are obtained from the Information Center/Fire and Safety office located in building 54; (405) 573-6690. Visitation can be restricted with a Physician's order and restrictions are discussed with each consumer.

Be an active participant in YOUR recovery...

Speak up if you have questions or concerns. If you don't understand, please ask!

- Your healthcare is important; if you don't understand something, please ask for help.
- Don't hesitate to tell us if you think we have confused you with someone else.
- Tell a staff member, or ask to talk to a supervisor if something does not seem right.

Educate yourself about GMH's treatment services.

- Gather information about the reason you are receiving treatment.
- Ask people who have had similar experiences
- Write down information you receive from us so that you can look for additional information later.
- Thoroughly read all forms and make sure you understand them before signing anything.

A family member, friend or significant other can serve as your Treatment Advocate.

- You have the option to invite a friend or family member to be your Treatment Advocate.
- Your advocate can ask questions that you may not think of.
- Your advocate can help remember information and speak on your behalf.
- You can review aspects of your treatment and services with your advocate.
- Make sure your advocate knows the kind of treatment and services you will need when you go home.

What if I have an advanced directive? Or want to make one?

- Inform your physician, nurse, or social worker.
- Ask to speak to someone with a Consumer Advocate.

...SPEAK UP!

Know what medication you take and why you take the medication.

- Keep a list of your current medications the dosage and the reason you take them. Having a list will make it easier to discuss your medications with your doctor or other providers.
- Ask about the purpose of the medication and ask for written information about it.
- Ask about the side effects of the medication.
- If you do not recognize a medication, ask the nurse to verify that it is your medication
- Whenever you are going to receive a new medication, tell your doctor about allergies you have and any negative reactions in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together.
- If you have missed medication time please bring it to the attention of a staff member.
- Make sure the person giving you medication confirms your identity before they give you medication.

Participate in all decisions about your treatment. You are the center of your Treatment Team.

- Know your assigned physician and social worker.
- Speak up about your personal goals.
- You and your treatment team will work together to determine the goals of treatment.
- Know your treatment goals.
- Request copies of your treatment plan.
- Don't be afraid to request a second opinion.
- If you feel your condition is worsening report your concern to a staff member and ask to immediately speak to the nurse and/or your physician to further discuss your concerns.

Consumer Bill of Rights

Griffin Memorial Hospital supports and protects the fundamental human, civil, and constitutional rights of the individual consumer. Each consumer has the right to be treated with respect and dignity and is entitled to the rights listed below.

- *Each consumer shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law.*
- *Each consumer has the right to receive services suited to his or her condition in a safe, sanitary environment regardless of race, religion, sex, ethnicity, age, degree of disability, handicapping condition.*
- *Each consumer, on admission, shall have the absolute right to private uncensored communication with a relative, friend, clergy, or attorney by phone or mail, at the facility's expense if the consumer is indigent.*
- *Each consumer retains the right of confidential communication with his or her attorney, personal physician, or clergy.*
- *Each consumer retains the right to have his or her Primary Care Provider, a family member, and/or a friend notified.*
- *Each consumer is entitled to uncensored private communication (letter, telephone, personal visits); such letters or copies of letters shall not be kept in consumer treatment records.*
- *No consumer shall be neglected or sexually, physically, verbally, or otherwise abused.*
- *Each consumer shall receive treatment in the least restrictive environment and have the maximum freedom of movement consistent with his or her clinical condition and legal status.*
- *Each consumer shall have easy access to his or her personal funds deposited with the finance office, and shall be entitled to an accounting. A limitation on access to funds may be made when it is determined by the facility's director to be necessary and essential to prevent the consumer from unreasonably and significantly dissipating his or her assets.*
- *Each consumer may have his or her own clothing and other personal possessions. This right can be forfeited if the property is potentially dangerous to the consumer, others, or if the property is functionally unsafe.*
- *Each consumer shall have the right to practice his or her religious belief and be accorded the opportunity for religious worship. No consumer shall be*

coerced into engaging in or refraining from any religious activity, practice, or belief.

- *Each consumer legally entitled to vote shall be assisted to register and vote when they so request.*
- *Each consumer shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. A consumer shall participate in his or her treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged for those consumers adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. If the consumer permits, family shall be involved.*
- *Every consumer's record shall be treated in a confidential manner.*
- *No consumer shall be required to participate in any research project or medical experiment without his or her informed consent as defined by law. Refusal to participate shall not affect the services available to the consumer.*
- *A consumer may voluntarily participate in work therapy and must be paid fair compensation. However, each consumer is responsible for personal housekeeping tasks without compensation.*
- *A consumer shall have the right to assert grievances with respect to an alleged infringement on his or her rights.*
- *Consumer shall be permitted to establish and participate in a consumer committee or consumer government by unit or facility wide.*
- *A consumer being discharged shall have plans for outpatient treatment, sufficient medication, suitable clothing for the season, housing information and referral, and if consumer permits, family involvement in the plan.*
- *Each consumer has the right to request the opinion of an outside medical or psychiatric consultant at his or her own expense or a right to an internal consultation upon request at no expense.*
- *No consumer shall be retaliated against or subjected to any adverse change of conditions or treatment solely or partially because of his or her having asserted his or her rights.*

SOURCE: ODMHSAS TITLE 450, CHAPTER 15, SUBCHAPTER 3, CONSUMER RIGHTS, 450:15-3-27. SYNOPSIS OF THE BILL OF RIGHTS. EFFECTIVE 7/01/2013.

For questions or concerns call:

**• ODMHSAS Advocacy Division
Toll Free: 1-866-699-6605**

Admissions

Admission Criteria is met when a person has a mental illness or substance dependency and one (or more) of the following:

Risk of hurting themselves

Risk of hurting someone else

Risk of violent behavior

Severe risk of impairment

Unable to care for themselves

There are three ways of admission to the hospital.

Voluntary

A person is willing to receive treatment.

You can request discharge at any time, however

Your doctor can deny the request for discharge.

Emergency Detention

A person may not be willing to receive treatment.

You have been examined and determined to meet admission criteria.

Your physician has 120 hours to evaluate your need for further treatment or discharge.

Civil Court Commitment

A physician has petitioned the court requesting a court order for additional treatment.

You will receive treatment until you do not meet admission criteria.

You will have a hearing before a judge and if you choose, are entitled to a jury trial.

What to Expect

You will meet with several staff who will ask you questions related to your physical and emotional health. These staff are members of your treatment team and they are:

- **Physicians (Doctors):** They will complete a physical exam, discuss your reason for being here, and may order medications
- **Nurses:** They are on the unit 24 hours per day and coordinate your care with the physician and social worker
- **Social Worker:** They will complete a social history and then meet with you at least weekly to discuss discharge planning.
- **Patient Care Assistant (PCA) or Consumer Recovery Specialist (CRS):** They will be working closely with you on the units to assist you in being safe and ensure that your needs are being met.
- **Recreation Therapist:** They will talk to you about your recreational interests and then they provide recreational groups every day.

During acute inpatient hospitalization individuals deal with many emotional and behavioral difficulties. Because of this we discourage you from getting involved in romantic/sexual relationships and to focus on your recovery.

A schedule is posted on the unit that includes groups offered throughout the day. We strongly encourage you to be awake during the day and to sleep at night. We encourage you to be actively involved in all aspects of your own care and treatment.

Personal care: Everyone is encouraged to wear clean clothing appropriate to the weather and environment, to be neatly groomed, and to wear shoes. There is a washer and dryer on each unit with complete supplies for your supervised use.

To ensure confidentiality; cell phones, cameras and other recording devices are not allowed in the possession of consumers and visitors. Do not discuss information about other consumers with anyone in or outside the hospital.

This is a tobacco free facility. No tobacco products are allowed on the hospital property.

Safety

There are some personal belongings that you cannot have on the unit. You will be asked to send these things home or have them put away in the storage room until you leave. Treatment team may limit personal items.

Electronic devices

Glass or Metal

Any strings

Products with alcohol

Mirrors and compacts

Other unsafe items

It is highly recommended that you not bring valuable items to the hospital. Valuables will be secured and returned to you at the time of your discharge.

The hospital is not responsible for items that are not secured.

Staff will complete well-being checks every 15 minutes 24 hours a day. Staff will do their best to not interrupt sleep. In order to maintain safety, doors will be opened to monitor your wellbeing. Vital signs (blood pressure, pulse, temperature) are taken twice daily and more if needed.

We use security cameras to monitor for safety throughout the hospital.

We ask that you help to keep the unit safe for yourself and other patients.

Remove yourself from a situation when you feel threatened or are losing control.

Treat others with respect (no name-calling, yelling, threatening or vulgar language).

Follow the rules of the unit and staff.

Do not enter the room of another patient.

Safety is important to us!

Your Safety

Peer Safety

Staff Safety

Facility Safety

If there is a safety issue that staff are not aware of, please report it.

GMH's Philosophy on Emergency Interventions

We believe that persons served have the right to be treated with dignity and respect, to be given the opportunity to be empowered, to exercise informed choice in their treatment, and to be treated in a coercion and violence free environment. GMH supports an approach to treatment that protects the health, safety, personal rights, and enhances the well-being of all consumers served.

Treatment shall focus on early recognition of anxiety with implementation of less restrictive and non-physical interventions to prevent, reduce and eliminate the use of seclusion and restraint.

Our staff have been provided with resources that may help you through difficult circumstances. In the event that you or someone on your unit becomes upset, out of control, or otherwise puts themselves or you in a dangerous situation, we may use the following:

Development of a safety plan

Commitment to non-violence

Verbal prompting

Verbal de-escalation

Comfort room use

Seclusion

Restraint

Seclusion and restraint do not have therapeutic value, however may be necessary in the event of imminent danger. Seclusion and restraint may be used as a protective use of force when no other safe and effective intervention is possible, and only to protect the immediate physical safety of consumer, staff or others.

The hospital staff is trained using the intervention of Therapeutic Options which includes both verbal and physical intervention techniques. We believe in conversation instead of confrontation.

Complaints and Grievances

Who can make a complaint or grievance?

- Any person receiving services, family member(s) guardian, significant other, treatment advocate or any other individual involved in the care of a person receiving services may file a complaint or grievance with the hospital. Any person can freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services.

When can I make a complaint or grievance?

- The complaint may be filed anytime during or after treatment. You have a right to pursue any/all available options towards resolution of your complaint.

How can I make a complaint or grievance?

- You can make a complaint or grievance verbally, in writing, or by phone.
- While you are here, please attempt to resolve the issue with your unit nurse or treatment team first.
- If you have a concern that cannot or has not been resolved by talking to your unit Nurse then you may
 - 1. Notify a staff person that you want to speak to someone about a complaint.
 - 2. Request a grievance form
 - 3. Call 1-800-522-9054

What happens after make a complaint or grievance?

- All efforts will be made to resolve your grievance in a timely manner. You will receive a written response no more than 7 days from the time you submitted your grievance. This timeframe does not include the time needed if an issue requires appeal or referral to the Office of Consumer Advocacy.(OAC 450:15-3-45(2) (A)).

Contact Information

We do our best to provide you with the best care possible. We will ask you to complete a survey when you discharge where you can rate us on several items, provide us with the name of someone who made a difference in your life, and to make comments on how we can improve. We hope that you will let us know how we are doing while you are here, good or bad. However, we realize that you may want to contact someone else to let know that we have failed to meet that goal. Here is the information that you need to do so:

GMH
Executive
Director

- 900 East Main Street
PO BOX 151
Norman, OK 73070
- (405) 573-6600

ODMHSAS
Consumer
Advocate &
Inspector
General

- 2000 North Classen 10th Floor
Oklahoma City, OK 73107
- (405) 248-9037
- 1-866-699-6605

Oklahoma
Department
of Health

- 1000 NE 10th Street
Oklahoma City, OK 73117
- (405) 271-5600

The Joint
Commission

- Mail: One Renaissance Blvd
Oakbrook Terrace, IL 60181
- Fax: 630-792-5636
- Online: www.jointcommission.org

Oklahoma
Attorney
General

- 313 NE 21st Street
Oklahoma City, OK 73105
- (405) 521-3921 (OKC)
- (918) 581-2885 (Tulsa)

Map of Griffin Memorial Hospital

