

Patient Possessions and Storage

Patients and family are encouraged to leave at home all items not needed during their time at WSH, and to contact hospital staff regarding items that will be needed.

Western State Hospital has limited storage capacity for items not kept in each person's room. We can only store items that will fit securely in two bins; each bin is 35-7/8" x 23 7/8" x 17 1/2" in size. There is limited storage in each patient's room as well. We encourage family and friends to assist each patient in exploring storage options for personal items and possessions until discharge from Western State Hospital.

Western State Hospital Mission Statement

Our mission is to provide safe and effective individualized treatment in a recovery focused environment.

Western State Hospital values feedback regarding the services we provide. Please contact members of the treatment team or Quality Management with your comments.

Western State Hospital

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Patient and Family Brochure

Western State Hospital
Staunton, Virginia



Effective January 2014

Department of Behavioral Health and Developmental Services

Patient Rights and Responsibilities

Western State Hospital is dedicated to giving you the best mental health care and service possible. As a patient here, you may expect to receive considerate and respectful care. We will honor your right to be informed and will encourage you to be involved in making decisions about your care.

Healthcare is a complex system. Even though there are many checks and balances in place, healthcare errors can still occur. What can you do? What are your responsibilities?

- Provide information—give your team complete and accurate information about your illness and medical history;
- Ask questions—be involved in your care—tell your treatment team if you don't understand your diagnosis or treatment, advise them if you have any concerns, dissatisfactions or feel there are risks with regards to your care or environment;
- Follow instructions—cooperate with your physician's prescribed treatment and express any concerns you may have about your ability to comply with the proposed treatment plan;
- Accept consequences—you are responsible for the outcomes if you do not follow your treatment plan;
- Follow rules and regulations—you must follow the hospital and ward rules and regulations regarding your care and conduct;
- Show respect and considerations—be considerate of the hospital staff and property; and
- Meet financial commitments—should there be any financial obligations to which you agree, promptly meet these obligations.

Part of the responsibility for patient safety and your improvement is you!

Psychosocial Rehabilitation

The Psychiatric Rehabilitation Center programs called "treatment malls" were developed in response to a need to provide treatment to residents to better prepare them for discharge into the community where services are more fragmented than our more rigid hospital structure. It is designed to separate the pa-

tients' residence from their treatment and provide a wider array of treatment options. Patient involvement in the process is crucial for its success; input is solicited during the treatment planning process and at regular intervals in order to assess the residents' satisfaction with their treatment. The environment is designed to provide a variety of treatment settings consistent with the needs or the interventions and a "school-like" atmosphere to encourage learning. Staff members of all clinical disciplines are involved in planning and conducting the classes.

Discharge Planning and Community Based Recovery

It is expected that each individual will be discharged. This will occur when the discharge criteria in the treatment plan are achieved and the person no longer requires inpatient treatment. Everyone has a role to play in the discharge planning process.

Whenever possible, we seek the involvement of others that support the patient's recovery. This may include family, friends, peer support specialists, and / or volunteers, CSB providers, residential providers, etc. The treatment and support provided at Western State Hospital is designed to help patients live outside of the hospital and continue their recovery.

As part of the overall treatment team we are asking you, as our patient, or as a family member or authorized representative of our patient, to pay particular attention to the following items now and in the future:

- Access to a gun. (Remove them if possible.)
- Excessive, and / or outdated, medications in the residence. (Contact the patient's mental health provider or physician for directions on how to handle medications.)
- A suicide note or will. (Contact the patient's mental health provider.)
- Abusing alcohol or drugs. (Contact the patient's mental health provider.)
- Giving away possessions. (Contact the patient's mental health provider.)

We can provide professional care and treatment, but

Discharge Planning (continued)

your help and partnership is essential to reaching our common goal of providing the safest environment possible for you, or your family member, when it's time to return to the home or residence.

Medication Safety Begins With You

Medications contain powerful chemicals that cause changes in your body. It is essential to use them correctly.

*Your doctor, nurse and pharmacist are trained to help you use your medication safely. But you, as a patient or family member, are the most important member of the health care team. You share the responsibility for safe medication use. To help prevent health care errors, patients are urged to “**Speak Up**”.*

***S**peak up if you have questions or concerns, and if you don't understand, ask again.*

***P**ay attention to the care you are receiving. Make sure you are getting the right treatment and medications.*

***E**ducate yourself about your diagnosis and your treatment plan.*

***A**sk a trusted family member or friend to be your advocate.*

***K**now what medications you take and why you take them.*

***U**se a hospital, clinic or other health-care organization evaluated against established state-of-the-art quality and safety standards.*

***P**articipate in all decisions about your treatment.*

Pain Management

Patients have the right to appropriate assessment and management of their pain. Your team will work with you to find treatment options which allow you to be as pain-free as possible.

Understanding Seclusion and Restraint

While our goal is to avoid limiting the activity of individuals, it may be necessary in some situations to reduce the risk of self-injury or injury to others. Limiting activity may be necessary to give you the treatment you need when you are not capable of making decisions and cannot cooperate with your care. When a possible restraint situation arises, members of the treatment team will first try to use alternative methods or interventions to prevent harmful behavior. If alternative methods are not successful, the health care team may restrain patients in the least restrictive way for the shortest time possible.

If you have questions about seclusion or restraint events, please speak with the treatment team.

Family Participation & Issue Resolution

Staff are ready to help resolve any health care or patient rights concerns. If the individual staff member or the treatment team is unable to resolve your concern, the Facility Director and the Patient Advocate will work to remediate the issue.

With the patient's permission, family members are encouraged to participate in the care process. If family members have patient safety concerns, they are also encouraged to bring such concerns to the treatment team. As treatment progresses it may result in transfer to another unit at the hospital. Teams will make every effort to contact families prior to the transfer.

Family members are encouraged to communicate to the treatment team when what might be distressing information must be communicated with a loved one (e.g. serious illness, death of a family member or friend, break-up of a serious relationship, etc.) This allows us to provide additional support as necessary.

If you have concerns about patient care or safety which have not been addressed by the hospital, you may contact Joint Commission's Office of Quality Monitoring at complaint@jointcommission.org or 800-994-6610 or Centers for Medicaid/Medicare Services at 800-955-1819.

Infection Prevention

Hand hygiene is our patients' number one protection against infectious illnesses. Protect yourself and those around you by washing your hands or using a hand sanitizer often.

Smoking and Tobacco Use Policy

*Western State Hospital is a tobacco-free campus. **The use or possession of tobacco products by patients, staff, and visitors on facility grounds is prohibited.** We provide help with quitting. We hope you will be an additional support that encourages, supports, and rewards your family member/friend's commitment to better health.*

Visiting Hours

WSH recognizes the importance of patients having visitors. We strive to fulfill the needs of the patients while also maintaining a safe and secure environment for everyone. Our visiting hours are structured around patient participation in psychosocial rehabilitative treatment. The visiting policy is:

- *Visiting Hours are from 4 pm until 8 pm weekdays and 10 am until 8 pm on weekends, holidays and non-Mall days.*
- *All visitors must report to the Information Center in the lobby, present a valid picture ID, sign in and obtain a badge to wear during the visit (groups will be provided one badge). The badge provides access to the area of the hospital being visited. The picture ID will be held in the Information Center until the badge is returned.*
- *We ask that visitors do not venture beyond the area allowed by the badge provided.*
- *If you visit, please leave personal bags in your car and out of sight and do not smoke while on the grounds. See attached 'Visitor Guidelines' for more information on processes and procedures.*
- *Children under eighteen must have prior approval from the treatment team to visit and must be accompanied by an adult.*
- *Special exceptions to the visiting policy may be possible. Please consult your team.*

Interpreter Services

Interpreters are available to patients and families, free of charge, who speak a foreign language or are hearing impaired. WSH has staff members who provide Spanish and sign language interpretation. A telephone Language Line can assist in interpretation for patients who speak a language other than English or Spanish.

Mail

Mail is distributed daily, Monday through Friday, to each patient care area. Upon discharge, the hospital forwards mail to the address you give.

Address patient mail to:

*Patient's full legal name
Unit Name
Western State Hospital
Box 2500
Staunton, VA 24402*

Chaplaincy Services

The WSH Chaplain is available to all patients from time of admission to discharge. Non-denominational services are held on grounds each Sunday at 9 AM. Arrangements can be made with local clergy for individual religious needs.

Confidentiality

All patient information maintained by Western State Hospital is confidential and protected from unauthorized use and / or disclosure in accordance with state and federal laws. It is our responsibility to safeguard patient information against loss, tampering or unauthorized use. The [Notice of Privacy Practices](#) outlines the circumstances under which protected health information may be used and disclosed.