

WMHI



Western Mental Health Institute

Josh Carter, Chief Executive Officer
11100 Old Highway 64 West
Bolivar, Tennessee 38008
731-228-2000



INFORMATION GUIDE

GENERAL INFORMATION.....	Page 1
TELEPHONE REFERENCE GUIDE.....	Page 2
IF YOU ARE ADMITTED	Page 3 - 4
HEALTHCARE PROFESSIONALS.....	Page 4
TREATMENT MALL	Page 4
YOUR RIGHTS AS A WMHI PATIENT.....	Page 6 - 8
YOUR RESPONSIBILITIES AS A WMHI PATIENT.....	Page 9 - 10
GRIEVANCE/COMPLAINT RESOLUTION PROCESS.....	Page 11
PROCEDURE AT DISCHARGE.....	Page 12



GENERAL INFORMATION

Western Mental Health Institute...
is a fully Joint Commission accredited facility,
serving the West Tennessee areas since 1889.

WMHI serves as a community resource for inpatient psychiatric services for the citizens of 25 counties in West Tennessee.

OUR MISSION

Service Excellence

OUR VISION

To Provide Personalized Care and Services that Support Recovery and Return to the Community

QUALITY

WMHI strives for excellence in all aspects of services provided. Any concerns or complaints regarding patient care and safety at WMHI should first be directed to:

Mr. Josh Carter, Chief Executive Officer

Telephone: 731-228-2016

Fax: 731-658-2783

If concerns or complaints cannot be resolved through WMHI management, please contact the TDMHSAS by either calling 1-800-560-5767 or by e-mailing oca.tdmhsas@tn.gov. If concerns or complaints are not adequately resolved by either WMHI management or TDMHSAS, you may contact the Joint Commission to report your concerns or register complaints by calling 1-800-994-6610 or by e-mailing complaint@jointcommission.org. or by accessing the Joint Commission's web site at

http://www.jointcommission.org/report_a_complaint.aspx and/or to the Medicare Quality Improvement Organization, (QIO), KEPRO by calling 1-844-430-9504.

WMHI TELEPHONE REFERENCE GUIDE

Switchboard	(731)-228-2000
Admissions	(731)-228-0784
Admissions Fax	(731)-658-0868
Administrative Services	(731)-228-0882
Program Services	(731)-228-0676
Clinical Services	(731)-228-0865
Nursing Services	(731)-228-0667
Social Services	(731)-228-0658
Quality Management	(731)-228-0681
Forensic Services	(731)-228-0677
Hospital Investigator	(731)-228-0622
Patient Rights Advocate	(731)-228-0698
Financial Services	(731)-228-0869
Legal Services	(731)-228-0623
Security Desk	(731)-228-0854

IF YOU ARE ADMITTED

You will be assigned to a treatment area and a Treatment Team... the members will work with you to design a plan based on your specific needs. A Treatment Team consists of a psychiatrist, nurse, social services staff, psychiatric technician, and adjunctive therapist.

Personal articles...we recommend that any valuables such as jewelry or important papers be left with your family and not brought in the hospital. Personal hygiene items such as toothbrush, toothpaste, comb, and shampoo will be provided in your treatment area. Any items brought by your family must be processed through Security.

Clothing...your needs will vary according to your length of stay and it may be best to have your family bring or mail what is needed. Casual clothing is needed for daytime wear, and pajamas are desirable for nighttime wear. Patient laundry facilities are available in each treatment area. Please limit clothing to 3 changes. All items brought into the hospital must be checked by staff to assure safety and appropriateness.

Meals...are served in each patient's treatment area. Though the schedule for your dining area may vary slightly, the schedule for all areas is generally:

Breakfast.....7:00am - 8:00am.

Lunch.....11:30am - 12:30pm

Dinner.....5:00pm - 6:00pm

Visiting Hours.....Monday through Friday - 3:00PM to 6:00PM

Saturday, Sunday, & Holidays - 1:00PM to 6:00PM

Telephone Services...are available in each treatment area. Each area has designated phone times for use by the patients to make personal calls in the evening on assigned days.

Tobacco...WMHI is a tobacco-free facility. Tobacco use is NOT allowed anywhere on campus by patients, staff, or visitors.

Televisions...are provided in the day room in each treatment area for all patients. Hours of TV operations are designated for use not to conflict with other therapeutic activities being offered.

HEALTH CARE PROFESSIONALS

Psychiatrist...Your doctor will direct and manage your treatment, including prescribing any medications you need.

Health Care Clinic Staff...are available to assess and treat any physical needs that should arise while you are a patient here. You may be transferred temporarily to a medical hospital if your condition warrants it.

Nursing Staff...will be working with you daily in your treatment area to carry out the plans defined for you by your Treatment Team.

Social Services Staff...will gather necessary information from you and your family that will assist with your treatment planning. They will assist you with community resources for outpatient treatment, housing, and other community support services, and be the primary contact person for family members.

Case Manager...If you have a community case manager, your case manager may come to talk with you and your treatment team while you are in the hospital. If you do not have a case manager, you may be referred for this service.

Patient Rights Advocate...The Patient Rights Advocate is here to represent your interests and to protect your rights. If you have a concern regarding your treatment and cannot get it resolved through the treatment team staff, you can take it to the Patient Rights Advocate.

TREATMENT MALL

The Treatment Mall provides a variety of treatment groups for all WMHI patients. Groups are designed to assist patients through education, awareness, and recovery, for overall fitness and a healthy lifestyle.

YOUR RIGHTS AS A WMHI PATIENT

1. You have the right to access services at this hospital, if you meet admission criteria, without regard to race, color, national origin, ethnic group, religion, sex, age, disability, military service, or financial resources. Room assignments and transfers are made based on clinical reasons and in a non-discriminatory manner.
2. Unless you have been determined by a court to be incompetent, you maintain the right to dispose of property, execute instruments, make purchases, enter into contractual relationship, give informed consent to treatment, and vote. These rights cannot be taken away from you based solely on your admission to this hospital.
3. You have the right to be treated with consideration, respect, and dignity.
4. You have the right to humane care and treatment including recognition and protection of your personal dignity, receiving medical care and other professional services.
5. You have the right to personal privacy. There may be times when staff will need to assist you with personal hygiene activities or during medical/nursing treatments.
6. You have the right to be accorded privacy and freedom for the use of bathrooms at all hours (with staff presence when there is a safety concern).
7. You have the right to safe care in a safe environment. If you identify any safety concerns, please notify staff immediately.
8. You have the right to be protected from neglect; from harassment; from physical, verbal, and emotional abuse; from corporal punishment; and from all forms of exploitation.
9. You have the right to refuse to work for or on behalf of the hospital.
10. You have the right to be free from seclusion and restraints imposed as a means of coercion, discipline, convenience, or retaliation by staff. Any use of seclusion or restraint will be determined by a physician, nurse practitioner, or physician assistant. Seclusion or restraint will be utilized only when necessary to protect your safety or the safety of others.
11. You have the right to confidentiality of information in your medical record and of communications by you to staff.
12. You have the right to limit the release or disclosure of information about you.
13. You have the right to access your medical record, unless access is restricted or prohibited by law or it is determined that your having access to it puts you or another person at substantial risk of serious harm.

14. You have the right to request that your medical record be amended. If the hospital does not agree with your request, you have a right to file a concise statement of the reasons for your disagreement with the record.
15. You have the right to participate in the development and review of your treatment plan.
16. You have the right to receive information about proposed and alternative treatment interventions and goals. You have the right to question and expect an answer regarding any concerns you have related to your treatment.
17. You have the right to be informed about your health status, diagnosis, prognosis, and the course of treatment.
18. You have the right to receive information needed for you to make informed decisions regarding your treatment.
19. You have the right to make informed decisions regarding your treatment unless you have been determined to lack the capacity to make these decisions. You also have the right to refuse treatment in accordance with applicable law and regulations.
20. You have the right to formulate, review, and revise your advance directives. Please note that you cannot formulate a Declaration for Mental Health Treatment while you are hospitalized.
21. You have the right for hospital staff to comply with your advance directives. Please note that a Treatment Review Committee (TRC) may authorize mental health treatment that is different from your Declaration for Mental Health Treatment and that a physician may authorize treatment that is different in an emergency situation.
22. You have the right to pain management. Please inform unit staff if you are experiencing pain. Work collaboratively with the physicians and nursing staff to evaluate options for managing your pain.
23. Right to have free use of common areas in the facility in accordance with your privilege level, with due regard for privacy, personal possessions, and the rights of others.
24. You have the right to receive visitors of your choice during regular visiting hours. You can also decide that you don't want visitors. Any limitation on your ability to have visitors must be approved by your psychiatrist and addressed in your treatment plan.
25. You have the right to have a family member or other person of your choice and your physician notified of your admission.
26. You have the right to communicate orally with your family, attorney, personal physician, minister, and the courts. You have the right to associate and communicate privately with persons of your choice, including receiving visitors at regular visiting hours.

27. You have the right to send and receive uncensored mail with your family, attorney, personal physician, minister, and the courts. All other incoming mail or parcels may be read or opened before being delivered, if the chief executive officer believes the action is necessary for your physical or mental health or may otherwise be harmful. Mail or other communication that is not delivered to you shall be returned immediately to the sender.
28. You have the right to effective communication, receiving information in a manner you understand.
29. You have the right to receive information about the staff responsible for and providing your care, treatment, and services.
30. You have the right to religious expression. If you need religious or other spiritual services, please inform your treatment team.
31. You have the right to give or withhold consent to produce or use recordings, films, or other images of yourself for purposes other than your care. Please note that this hospital utilizes cameras in public areas, including public areas on the patient care units. The use of these cameras is a part of our efforts to provide a safe environment for staff and patients. Access to the recordings from these cameras is limited to staff designated by the chief executive officer.
32. You have the right to request cessation of the production of the recordings, films, or other images and the right to rescind consent before the recording, film, or image is used.
33. You have the right to be fully informed and to give informed consent prior to participating in a research project or clinical trials. You also have the right to refuse to participate in research or clinical trials, without affecting your treatment in any way.
34. You have the right to privacy, confidentiality, and safety in regard to any participation in research or clinical trials.
35. You have the right to voice complaints to hospital staff. Hospital staff will review your complaints and attempt to resolve your issues in a timely manner. The process to follow to file a complaint is attached.
36. You have the right to voice complaints to outside agencies. You can contact the Joint Commission by calling 1-800-994-6610, e-mailing complaint@jointcommission.org or accessing the Joint Commission's web site at http://www.jointcommission.org/report_a_complaint.aspx. You can contact the Disability Law and Advocacy Center of Tennessee (DLAC) by calling 1-800-342-1660 or via e-mail at GetHelp@DLACTN.org. You may also file a complaint with the Department of Mental Health and Substance Abuse Services (the agency that licenses this hospital) by either calling 1-800-560-5767, by e-mailing OCA.TDMHSAS@tn.gov, or by writing the Department at 500 Deaderick Street, Nashville, TN 37243.
37. You have the right to access protective and advocacy services. Contact information is posted on each hospital unit.
38. You have the right to be assisted in the exercise of your civil rights. Please ask staff to notify the Patient Rights Advocate (PRA) if you need assistance.

YOUR RESPONSIBILITIES AS A WMHI PATIENT

1. Be direct, honest and provide accurate and complete information to the treatment team about your health history and treatment needs or concerns.
2. Provide information to your treatment team re: how to contact family or other persons in the community who have information or resources which will assist them in providing the best possible care for you.
3. Participate in treatment planning and work with your treatment team to adapt your treatment plan to meet your specific needs. Your input is very important in developing a treatment plan that will work for you.
4. Work cooperatively with your treatment team in their efforts to provide care, treatment, and services that will allow you to be discharged as soon as possible. You are responsible for your own actions if you refuse treatment or do not follow your treatment team's instructions.
5. Give us feedback about your treatment plan, services, unexpected changes in your condition, and any additional needs you may have.
6. Understand your health situation, both medical and psychiatric. Please ask questions if you do not understand your care or what you are expected to do.
7. Comply with the rules and policies of the hospital and abide by the laws and rules of the State of Tennessee.
8. Be considerate of other patients and respect their rights, including their right to privacy.
9. Respect the property of other patients, as well as the property of staff members and of the hospital.
10. Conduct your behavior in a safe manner. If you see a safety/health hazard in another person's behavior or in the environment, promptly report this to unit staff.
11. If you are afraid of anyone or any situation, it is your responsibility to ask for the charge nurse.
12. You and your family are urged to communicate concerns about safety issues that occur before, during, and after care is received at this hospital. Immediate safety issues should be reported to unit staff for intervention. Further concerns about safety issues may be reported to the Patient Rights Advocate or the treatment team.

13. This hospital seeks to recognize and respond as soon as a patient's condition appears to be worsening. Should you or your family member have concerns about your condition or another patient's condition, please inform a nurse. The nurse will assure that the patient's condition is assessed and provide appropriate care.
14. Refrain from making unreasonable demands upon the staff caring for you.
15. Communicate with staff and other patients in a respectful manner, maintaining civil language.
16. Provide information necessary for insurance processing and be prompt about asking questions you may have concerning your bill.
17. You are expected to provide adequate physical care for yourself (such as grooming, bathing, and dressing).
18. You are expected to carry out such normal housekeeping tasks as would be appropriate if you were at home (such as making your bed and keeping your belongings neat).
19. Inform the hospital as soon as possible if you believe any of your rights have been violated, if you believe you have been treated unfairly, or if there is any situation that causes you to feel unsafe or threatened in any manner. Talk to unit staff, your treatment team, or the Patient Rights Advocate (PRA). You may also file a complaint. (The process to follow to file a complaint is attached.)
20. If you believe you are a victim of neglect or abuse you may contact the Facility Investigator (see number posted on the unit). Or you may talk with unit staff, your treatment team, or the Patient Rights Advocate (PRA), who will then notify the Facility Investigator.

Western Mental Health Institute Grievance/Complaint Resolution Process

Western Mental Health Institute supports your right to submit expressions of dissatisfaction about your care and treatment and to seek resolution to your concerns.

You, your family member, or other representative may initiate a grievance/complaint. Each grievance/complaint will be reviewed, addressed, and a timely response will be provided.

It is preferred that your grievance/complaint be documented on a *Patient Grievance/Complaint Form* available to you in your assigned treatment area. You may ask any staff for a form. Staff will assist you with completing the form if requested.

If you file a grievance/complaint, we will not take any action against you or change our treatment of you in any way.

Handling Grievances/Complaints

- Most grievances/complaints are usually received at the treatment area level, and, when appropriate, they can be resolved at that level. Your treatment team will meet with you and review your concerns with you.
- If your treatment team cannot provide you a satisfactory resolution, your grievance/complaint will be sent to the Patient Rights Advocate (PRA), AT 731-228-0698 for investigation and resolution. The PRA will provide you a written response to your grievance/complaint within seven (7) work days of receiving it.
- If your grievance/complaint cannot be resolved by the PRA, the PRA will meet with the hospital's *Patient Rights Grievance Committee* for further review and resolution for your concerns. The grievance committee will provide you a written account of its decision and actions taken to resolve your concerns within 30 days.

If the grievance/complaint alleges abuse, neglect, or mistreatment, the assigned Facility Investigator shall be contacted within one hour of the initial receipt of your complaint to investigate your concern(s).

Western Mental Health Institute (WMHI) encourages every patient and/or patient representative to work to resolve grievances and complaints within the WMHI complaint resolution process. However, you and/or your representatives may voice complaints to outside agencies as listed in the Patient Rights document provided and as posted in patient and family areas throughout the facility.

PROCEDURE AT DISCHARGE

Social Services staff will meet with you and give you information about your aftercare, including your follow-up appointment. A nurse will meet with you to review your discharge instructions.

We hope you feel your stay has been a positive experience and would greatly appreciate you taking a few moments to tell us what you think of our services. The Social Services staff will provide a short Inpatient Consumer Survey for your comments and can also assist you with this form. Please return this form to the staff before you are discharged.