



Dominion Hospital

HCA Virginia Health System

TraumaSci: Complex Trauma Disorders Program

2960 SLEEPY HOLLOW ROAD
FALLS CHURCH, VIRGINIA 22044

703-531-6161

TraumaSci Direct Line

703-531-5253

Patient Phone Line

703-538-2872

Assessment & Referral

703-536-2000

Hospital Main Line

TELEPHONE TIMES

Monday - Friday 6:30-8:30pm

Saturday/ Sunday

1:00-2:00pm - 6:30-8:30pm

PROGRAM PHILOSOPHY

A healing, safe, and peaceful space/community in which patients create community connections and focus on therapy related to complex trauma.

Dominion Hospital's TraumaSci Program is rooted in a model of individualized, clinically-driven, and evidence-based care for adults who are suffering from the aftermath of traumatic experiences resulting in Posttraumatic and Dissociation Disorders.

As behavioral health professionals, we believe in the human capacity to change and are committed to partnering in the improvement of an individual's quality of life, free of self-injury. We are dedicated to competent, compassionate, and respectful care for our patients and their families. We are committed to providing the best, evidence-based care available to patients and strive to seek and learn about all avenues of appropriate care.

TRAUMASCI PROGRAM OVERVIEW

TraumaSci: Complex Trauma Disorders Program at Dominion Hospital offering a continuum of services for adults who are suffering from the aftermath of traumatic experiences resulting in Posttraumatic and Dissociation Disorders. This continuum includes a 10 bed inpatient unit providing a safe and nurturing environment for clients in crisis and a Partial Hospitalization Program (PHP), which can be a direct admission or step down from inpatient treatment. An Intensive Outpatient Program (IOP) for clients returning to work, school and regular daily activities will be added in the near future.

TraumaSci Programs integrate trauma and neuroscience-informed treatment within a therapeutic group framework.

TRAUMASCI PROGRAM GOALS

- Provide safe, interpersonal engagement to decrease fear-based reactions.
- Teach strategies and skills to increase resilience and buffer against the neurobiological effects of trauma.
- Decrease affect dysregulation, intrusion of traumatic experiences, and self-injurious/suicidal behaviors.
- Inspire curiosity and insight to create a narrative leading to integration and understanding of one's traumatic experiences.
- Hold hope for the future.

KEY PROGRAM COMPONENTS

- Twenty-four hour Nursing Care;
- Daily medication management with a Psychiatrist;
- Seven days per week trauma focused treatment;
- A healing program environment;
- Comprehensive intake assessment;
- Individual Psychotherapy three times per week;
- Trauma focused group Psychotherapy daily;
- Expressive group Psychotherapy daily;
- Resilience group work;
- Therapeutic community;
- Work with supportive others (family, friends); and
- Collaboration with outpatient providers.

TRAUMASCI INPATIENT GROUP SCHEDULE

- Good Morning TraumaSci
- Group Psychotherapy – 90 minute Process Group
- Expressive Group Psychotherapy – 90 minute Group
- Resilience Group – Psych-education
- Wrap up & Evening Planning
- Evening Activities Group
- Individual Therapy Sessions are held three times per week.

TRAUMASCI INPATIENT DAILY SCHEDULE

(Monday through Friday)

- 7-8:30 AM: Patients wake up, perform morning hygiene, get vitals done, and morning medications. Prepare for the day.
- 8-9 AM: Morning rounds and treatment planning (staff).
- 8:30 AM: Breakfast (either on the unit or in hospital cafeteria).
- 9-10 AM: Good Morning TraumaSci: First clinical group of the day facilitated by a Clinical Therapist and a Psych Tech. This group focuses on where the patients are and what they want to focus clinical work on for the day, thus providing a framework for the clinical day. Topics to be covered include: How did you sleep? How has your appetite been? How did the evening go for you? What is your goal for today?

- 10:15-11:45 AM: Group Psychotherapy: Led by a Clinical Therapist, this is a psychodynamic group that allows patients to begin to process the aftermath and ongoing impact of the trauma they carry. The group will be a time to focus on issues patients have identified as significant for exploration.
- 12-12:30 PM: Courtyard Time
- 12:30-1 PM: Lunch
- 1:15-2:15 PM: Resilience Group: A psycho-education group focusing on education around the human response to trauma. It is an opportunity to help patients normalize their feelings and reactions to past events and build skills in the present to manage symptoms through life enhancing skills and a shift in perspective. Topics covered include: Good Boundaries, Building Relationships, Self-Compassion, and Safe Self-Soothing.
- 2:30-4 PM: Expressive Therapy: Provides an opportunity to address the ongoing impact of past events through a non-verbal, psychodynamic approach. Art Therapy, Drama Therapy, Music Therapy and Movement Therapy will be mediums provided.
- 4-4:30 PM: Computer Lab is an opportunity for patients to go online to be in touch with loved ones, pay bills, and do research for homework.
- 4:30-5 PM: Fitness Activity in the Gym or in the Courtyard
- 5-5:45 PM: Wrap Up & Evening Planning: Take time to review the day's accomplishments and events with a Registered Nurse and Psych Tech. Being aware of the successes and challenges from the clinical day is essential in planning for an evening that will be restful and easily managed. This time can also be used to set up activities for the evening. Group activities are the healthiest way to plan an evening and support a "Sense of Community," which is essential to therapeutic gain.
- 6-6:30 PM: Dinner
- 6:30-6:45 PM: Quiet Time/Homework Time
- 6:45-9 PM: Activities Group: Provide organized relaxation and play for the community. This group can involve board games, movies, karaoke, craft projects, etc.
- 7-8 PM: Visiting Hours

Activities Group will continue during Visiting Hours for the benefit of those clients who do not have visitors.

PATIENT RIGHTS

Dominion Hospital complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.

Program staff strive to provide high quality and safe care. Should a concern arise, staff will always attempt to resolve the issue at the program level. If you feel your concern is not resolved, or you would like to voice your concern directly, please feel free to contact the Hospital Patient Advocate at 703-538-2882. Individuals receive a copy of the Patient Rights Form upon admission. Please see the unit staff should another copy be needed.

Additionally, the State Human Rights office may be reached at 877-600-7437.

Dominion Hospital is accredited by The Joint Commission (TJC). If you have any concerns about individual care or safety which have not been addressed by the hospital, you may contact the TJC for general questions at 800-994-6610 or for complaints, you can mail them to:

Office of Quality Monitoring
One Renaissance Boulevard Oakbrook Terrace,
Illinois 60181.

Email: complaint@jointcommission.org.

Fax: 630-792-5636

BILLING

Individuals currently enrolled in Dominion Hospital's Inpatient TraumaSci Program or Partial Hospitalization Program (PHP) should contact the Billing Manager at 703-531-6103 with billing inquiries.

For individuals who are no longer enrolled in any program, billing inquiries should be directed to RPAS at 866-823-7612.

WHAT TO BRING

Personal items and bags brought in, upon admission and during visiting hours, will be inspected by front desk and unit staff. Staff will take an inventory of everything that the individual has brought with them. Dominion

Hospital discourages bringing any personal valuables to the hospital such as wallets, credit cards, money, cellphones, etc. All jewelry must be removed at admission. If these items are brought to the hospital, the items will either be sent home with a family member or friend of the individual's choosing, or will be locked in the hospital safe. No valuables will be stored on the unit. Individuals will be allowed to keep all unrestricted items with them and those items will become their responsibility.

Individuals are encouraged to bring the following:

- 1) Three to four changes of casual, comfortable clothes (storage is limited);
- 2) Pajamas or nightgowns, without drawstrings; and
- 3) One pair of comfortable shoes or slippers, with no laces.

Permitted Items

At the TraumaSci Unit, it is important that our clients are safe and comfortable. We understand that it can be challenging to be in a space without comfort items. The follow is a list of items that are permitted on the TraumaSci Unit to aid in that safety and comfort.

- A bed pillow;
- A throw or blanket from home;
- One stuffed animal;
- Books for those who like to read;
- An adult coloring book;
- A journal that is not wire bound;
- A small amount of a helpful essential oil; and
- Photos of loved ones (not framed).

CONTRABAND

At Dominion Hospital, safety and comfort are important to us, as is the comfort and safety of the community within the unit. All items not permitted on the unit reflect items that are safety risks and/or items that could potentially cause a breach of patient's privacy rights.

Please note, the list below is not an all-inclusive list, and is subject to change at any time.

The following items are never allowed on the units:

- Musical instruments;
- Belts, necklaces or scarves;
- Thumbtacks, safety pins, sewing/knitting/crochet needles;
- Nail polish & nail polish remover;
- Lighters & matches;
- Toxic materials including spray paint and markers (non-toxic markers are permitted);
- Alcohol, narcotics, street drugs & drug paraphernalia;
- Weapons or potential weapons;
- Pornography;
- Reading material about substance abuse, sexual activity, Satanism, or violence (all books must be reviewed by staff);
- Pets;
- Valuables such as wallet or cell phone; and
- Any item deemed unsafe/hazardous by the Charge Nurse or the Unit Director.

SHARPS

Many items are restricted in the hospital because of safety concerns (see "Contraband" section above). A few "sharps" items may be stored on the unit and used by signing them out at the times stated below. All sharps must be returned by the end of each "sharps" time. Sharps cannot be checked out outside of the scheduled times.

Those items include:

- Use of the unit hair dryer;
- Nail clippers;
- Electric razor-battery operated only without a cord (Razors may not be shared with anyone else);
- Emery boards;
- Dental floss, which must be thrown away at the Nurses' Station; and
- Q-tips, which must be thrown away at the Nurses' Station.

If an individual is off of Sharps Restriction (SR), sharps may only be accessed during the following times:

6:30am-7:00am

7:30am-9:00am 5:30pm-6:30pm 8:30pm-9:30pm

DRESS CODE

Individuals should wear comfortable clothing while in the hospital. Shoes (without laces) or hospital socks must be worn outside of the individual's rooms. Nightgowns and robes are limited to the individual's room only.

The following are not permitted on the unit:

- Clothing that interferes with the therapeutic environment; including T-shirts or other pieces of clothing containing graphics, words or images, deemed inappropriate by hospital staff.
- Clothing that is low-cut/high-cut; including tops, shorts, skirts, etc.
- Nudity or partial nudity

Please see a staff member if you feel you are unable to comply with the dress code.

TREATMENT TEAM

The Treatment Team meets Monday through Friday to discuss individual Treatment/Recovery Plans and discuss multidisciplinary input for goals and interventions. An individual Treatment/Recovery Plan is developed just for you! This plan is reviewed daily by Clinical Therapists, Nurses, and Physicians. Your assigned Clinical Therapist or Nurse will review your Treatment/Recovery Plan with you, and together you will determine the goals for your treatment. Adjustments can be made, as needed, throughout your hospitalization.

The Treatment Team consists of:

Physician: Your Doctor is a board certified psychiatrist that specializes in the treatment of patients with your specific needs.

Registered Nurse (RN): Our RN's specialize in psychiatric care. For your information, our RN's wear navy blue uniforms. Our RN's are always available to assist you. Your RN is an important link to the many specialists that we have here at Dominion Hospital.

Mental Health Psych Technician (PT): The PT's are here for your safety and support. Our PT's wear black scrubs and they are here to make sure you are safe at all times. PT's check on all patients' safety every 15 minutes. Safety is our top priority!

Clinical Therapist: You will be assigned a clinical therapist in the first few days at Dominion. They are here to support you in every way, and to provide a link to the community. We want to make sure that when you leave Dominion, you have the full support that is needed to continue your success!

Registered Dietician: If you have specific dietary needs, the registered dietician will assist you with planning your diet appropriately.

Activity Therapists: Our activity therapists have a holistic approach to your recovery and are trained in music, art, dance, recreation, and drama therapies.

Your Support System: We, at Dominion Hospital, believe that your family and social support system is the cornerstone of your recovery. We encourage your support system to participate in your treatment.

VISITING

Please help us ensure unit safety and comfort by observing the following procedures:

Visitors must register at the front desk in the main lobby and obtain a Visitors' Pass, which they must wear during the visit. Our security staff will conduct a search of items to be taken to the Unit at this time. When arriving on the unit, visitors must sign in at the nursing station. All belongings brought onto the unit for individuals will be inspected by Unit Staff again. Staff will not accept any restricted items from visitors.

- Food is permitted, but only in the amount that can be consumed during visiting time, usually one meal.
- Non-alcoholic drinks are allowed, but only in sealed plastic containers and must be consumed during visiting time, as well. No food or drink storage is permitted on the unit.
- Due to the limited amount of space, two visitors per person will be permitted at one time (immediate family only). If more than two immediate family members come to visit, turns will need to be taken so all visitors can spend time with the individual.
- We ask that visitation take place in the lounge, not in the individual's room. This ensures that all individuals have a safe place to be during visiting.
- An approved adult visitor must accompany family members under the age of 18 and remain with them throughout the visit.
- Members of clergy may visit at any time. Dominion Hospital asks that a call be placed first, to the unit, to arrange the best time to visit for that day.
- Outside therapists or psychiatrists may call or visit, but only with written order from the attending psychiatrist.
- If the hospitalized individual requires intense supervision, visiting arrangements will be organized and monitored by nursing staff.
- Visitors and individuals must say goodbye on the unit. Individuals will not be permitted to accompany visitors to the lobby.
- Visitors may be asked to show their badge when exiting secure areas of the hospital and are asked to return the badge when exiting the hospital.

VISITOR CONDUCT

Please leave valuables and electronic devices (cellphones, pagers, etc...) in your vehicle. Our Security Staff will ask you to return these items to your car before leaving the Lobby area to the Units. Do not bring bulky coats or bags on to the unit and do not leave personal belongings unattended.

Any visitor appearing to be under the influence of alcohol or drugs will not be allowed to visit and may be directed off the premises.

LINENS AND LAUNDRY

Additional bed sheets, blankets, washcloths, and towels are kept in the nurse's station and will be provided upon request. Staff will assist individuals with laundry and provide detergent. Soiled hospital linens, such as bed sheets and towels, are to be placed in the hampers. Please see staff regarding the hampers located on the unit.

Individuals are responsible for making their own beds and keeping their areas organized.

MAIL/PACKAGES/FLOWERS

Individuals are free to send and receive mail. Stamps will not be provided by the hospital. Mail must be opened in front of a staff member, but can be read privately. Packages received during an individual's stay also must be opened in the presence of staff. Floral arrangements are not permitted on the unit. The mailing address is:

Dominion Hospital C/O TraumaSci Unit
Individual's Name, Patient ID # (4-Digit Code)
2960 Sleepy Hollow Road
Falls Church, VA 22044

Due to privacy concerns, Dominion Hospital will not forward individual mail after discharge. It is the individual's responsibility to provide family, friends, and business contacts their forwarding address.

MEALS

All meals will be eaten in the cafeteria, located on the 1st floor, unless the individual's Treatment/Recovery Plan indicates otherwise. In order to go to the cafeteria, individuals must be appropriately dressed, wear shoes, and be ready at the nurses' station at the designated times. On the weekends, a continental breakfast is served, on the unit, for all individuals.

If it is deemed best that an individual eat meals on the unit, a tray will be delivered to the unit and will be handed out by staff. Meals on the unit will be eaten in an area designated by staff. For safety purposes, use of plastic utensils will be monitored and turned in at the end of mealtime. No food is allowed in individual's rooms and will be disposed of if found by staff.

Individuals with allergies, or in need of a special menu, will have designated trays that will either be delivered to the unit, or be available in the cafeteria. Individuals should consult their doctor if they require further dietary needs.

Light snacks, ice, water, milk, and juice are available on the units

SMOKING

We care about the health of our patients, staff, and guests. Dominion Hospital is a tobacco-free environment as of April, 2014. This applies to all areas of the hospital campus, inside and outside. Please speak with your doctor or nurse if you smoke and you desire nicotine replacement options or if you are interested in smoking cessation counseling.

TELEVISION/MOVIES/BOOKS

The unit has a SMART television lounge area. The television will be turned off during scheduled groups, and at 11pm. Individuals may decide which television program to watch and courtesy is expected between individuals. Staff may intervene if inappropriate shows are selected.

The unit stocks books and games for use during non-scheduled group times. This is an example of utilizing leisure time. Movies are available via network providers through the SMART TV. All movies must be PG-13 or less, due to potential themes that are counterproductive to treatment.

TELEPHONE/COMPUTER TIMES

Cellphones are not permitted on the units at any time. Individuals will have access to the unit telephone at designated times. The purpose in designating specific telephone times is to reduce the number of interruptions during groups and activities. Additionally, limiting the time on the telephone allows other individuals to make and receive calls.

To make an outside call, dial "9" prior to the phone number. If you need assistance with making a call, please see a staff member.

Telephone Times are between 7:30am-11:00pm, except when a group or meeting is occurring (phones will be switched off). Please see the posted group schedules to determine availability.

There is a dedicated phone line for patient use. That number is: 703-531-5253.

A patient ID number is not needed when calling the two numbers above but will be needed if the caller calls the Nurses' Station.

If you are in the patient lounge and hear one of the phones ringing, please pick up the receiver and simply say "Hello." If you are unaware of whom the caller is trying to reach, please have a staff member assist.

At 5:30pm daily, individuals will have the option to visit the Computer Lab. After signing a "Responsible Use of Computing Agreement", individuals will have access to the internet and printing capabilities as needed.

CONTACT PERSON

Each individual is assigned a "contact person" on a daily basis. They will be assigned one contact person for the day shift (7:00 am – 7:00 pm) and one for the night shift (7:00 pm – 7:00 am). The name of your contact person is posted on a board across from the Nurses' station. Individuals meet with their contact person for a brief period during the day and night shifts to assess individual needs, provide support and discuss their treatment.

PATIENT SAFETY/OBSERVATION

One of Dominion Hospital's most important goals is to ensure that all individuals receive treatment in an environment that is safe and secure. Upon admission and during the course of hospitalization, there will be ongoing assessments of an individual's safety. All individuals require varying levels of structure and support in order to maintain safety. The following precautions are instituted for safety:

Unit Restriction (UR): See description below.

Sharps Restriction (SR): May not check out items on the sharps list. All individuals are on sharps restriction for at least 24 hours after admission but may require more time due to various treatment reasons.

Falls Risk (FR): The treatment team will determine if an individual is a falls risk. An individual may require a falls alarm at night or additional interventions as ordered by the treatment team.

15 Minute Checks

One of the main components of safety precautions on the inpatient units are 15 minute checks. A staff member must observe each individual every 15 minutes during their stay. This will require the staff member to open the door and look at the individual throughout the day and night.

More frequent monitoring may be instituted if an individual is assessed to have the potential to harm themselves or others or if their behavior is such that it may potentially be harmful or disruptive to others.

Unit Restriction

When a new individual arrives on an inpatient unit, they will remain on the unit until determined to be safe by their attending psychiatrist, the internist, clinical manager and other members of the treatment team. This is usually accomplished within the first 24 hours.

If an individual engages in self-injurious behaviors (cutting, scratching, burning, etc.), that individual will remain on the unit for the next 24 hours. To leave the unit again, the individual will need to demonstrate that they can remain safe by processing the event with staff and by demonstrating safe, effective coping skills in lieu of self-injury. If an individual engages in threatening or aggressive behavior, are unable to follow basic staff instruction, otherwise demonstrates that they are a danger to themselves or others, or poses a severe elopement risk, that individual will remain on the unit until the treatment team determines them safe again.

ROOM ASSIGNMENTS/UNIT LAYOUT

Individual Rooms

Individuals may share a room with one or two other individuals. Individuals cannot be guaranteed a private room. Each room has two or three single beds, built-in closets, and drawer space. Only members of the same sex will share a room. Toilet and bathing facilities are located in each individual room. Admissions and discharges may require reassignment of rooms.

Individuals are expected to keep their areas organized and their beds made. Self-care is the responsibility of each individual. Individuals will be responsible for attending to their own personal needs, such as hygiene, laundry, and storing their belongings in the drawers and closets provided. No items may be taped to the walls, doors, windows, or furniture in the room.

Common Rooms/Lounges

There are common areas/lounges on each unit. Individuals are responsible for straightening up the lounges after use. Tables and chairs must be neatly arranged. Papers, food containers, and other garbage must be disposed of properly. Individuals may be asked to stay in one common area or another for the purpose of group activities or safety concerns.

Environmental Rounds

Environmental rounds are completed daily by staff to check on cleanliness and overall room condition, including the need for maintenance repairs or attention from environmental services. Individuals are encouraged to report to staff any needed maintenance repairs they observe.

Room Checks

A room check is a more thorough check of individual's rooms and personal belongings. Room checks are done randomly or when staff have a reason to believe there may be restricted items or contraband present. Room checks include the search for food or beverages, as well as unsafe items. It is important to note that individuals may not store any food or beverages besides water for infection control purposes. Items found and deemed unsafe will be automatically returned to the Nurses Station or disposed of appropriately. This is done to maintain the safety of the unit.

Alcohol, Drugs, Drug Paraphernalia

Any alcohol, drugs, or drug paraphernalia found during a room or belongings search will be immediately confiscated and the individual's physician will be notified. Additionally, staff are required to notify local police if any illegal drugs are found on the unit.

Bed Times

Individuals are expected to be in their rooms preparing for bed by 11:00pm. We ask that individuals stay in their room until 6am the following morning. In some cases, other accommodations can be made.

SIGNING OUT FOR OFF-UNIT ACTIVITIES

Anytime an individual leaves the unit, they must sign out in the "sign out" book located at the Nurses Station. Clinical therapists and physicians will sign individuals out for meetings taking place off the unit.

RELATIONSHIPS

Relationships formed in treatment are for the purpose of treatment. Outside communication may distract individuals from focusing on their treatment or detract from obtaining maximum benefits from treatment. No sexual activity, hugging, or handholding is permitted on the units. Hospitalization is a vulnerable time and discretion is strongly advised in developing relationships. Individuals may not visit in another individual's room, even if they are of the same gender. Sexual relations are prohibited at all times and under all circumstances. Staff encourage individuals not to give out personal information to other individuals, including telephone numbers.

SAFETY LEVELS

Throughout the day, individuals will be asked to provide their safety level. A safety level is a number from 1 to 10 that is a self-assessment around how safe the individual feels at the time. Below is a guide to help individuals understand the safety level system. Honesty in reporting safety levels allow staff to better cater to individual treatment needs.

- 1-2 Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, intent to carry out the plan, not committed to safety, not agreeing to come to staff before acting on unsafe thoughts. Safety levels under 5 require individuals to complete a safety contract and may warrant additional staff interventions.
- 3-4 Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, no intent to carry out the plan, not committed to safety, but agreeing to come to staff before acting on unsafe thoughts. Safety levels under 5 require individuals to complete a safety contract and may warrant additional staff interventions.
- 5-6 Frequent suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts.
- 7-8 Some suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts.
- 9-10 No suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts. Considered completely safe.

MEDICAL RECORDS/ RELEASE OF INFORMATION

Continuing care is important to us and we will provide an individual's Healthcare Providers with copies of their medical record. Individuals may also request copies for insurance purposes, legal purposes or for their own individual use. Unit staff will provide an "Authorization for Release of Written Protected Health Information."

This form must be completed in its entirety and signed by the individual.

The request will be processed by the Health Information Management (HIM) Department according to the instructions on the form. Under law, the HIM department has 15 days to comply with a request for records but we make every effort to have the requests completed within one week. If you have any questions about your records and obtaining copies, please call the HIM Department at 703-531-6105.

PATIENT IDENTIFICATION PASSCODE

The privacy of individual's information is extremely important to us. All information regarding your inpatient stay is private and confidential. In order to best protect privacy, a 4-digit-passcode will be assigned, at the time of admission, to each individual. This passcode must be given to family members or friends, whom you wish to receive contact from, while in the hospital. The passcode will be required before they are able to reach an individual by phone, at visiting time and/or to drop off belongings to the receptionist in the hospital lobby.

Family or friends seeking to contact an individual in the hospital will need to provide this 4-digit- passcode to staff in order to proceed with their request. The passcode DOES NOT serve as authorization to disclose Protected Health Information (PHI). It is only used to be able to make contact with an individual during their inpatient hospital stay.

For more information, please contact the Facility Privacy Officer at 703-531-6106.

SERVICES FOR THE HEARING IMPAIRED

To ensure effective communication with individuals and their companions who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services free of charge, such as: sign language and oral interpreters, video remote interpreting services, TTYs, written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, and televisions with caption capability. Please ask a nurse or other hospital staff for assistance.

Should there be a concern or complaint about any services related to ensuring effective communication for individuals with special needs, please contact the Patient Advocate at 703-538-2882 during business hours or anytime to leave a message. After hours, a Nursing Supervisor is on duty to assist with concerns and may be reached at 703-538-2875.

PATIENT EXPERIENCE - PRESS GANEY SURVEY

Our mission is to provide our patients with the highest quality care we can. To accomplish this, we need to know what we are doing right and what needs improvement. We depend on our patients and families to keep us informed. By sharing your thoughts and feelings about your experience, you can help make our care better for future patients and families. Upon discharge, you will receive a brief survey to express your honest feedback. Your response is totally confidential. If issues or concerns should arise during your admission, please inform a staff member, so that we can make immediate efforts to address whatever may be going on.

POST DISCHARGE WELLNESS CALLS

To support each individual's discharge transition, Dominion Hospital offers a supportive telephone follow-up service after they leave the hospital. This service is offered to each individual with their consent (via a signature) at the time of discharge. With an individual's consent, a discharge coordinator will make telephone contact with them at the number provided, within three days after discharge. The purpose of the calls is to ensure that each individual understands the medications they are prescribed, when and where their follow-up appointments are and a general well-being check-in. Many individuals take advantage of this valuable service which is provided free of charge. To take advantage of this service, please let the nurse know at the time of discharge.

DISCHARGE

Prior to discharge, each individual will receive a discharge packet. This includes their Discharge Instructions, Discharge Summary, and a Press Ganey Satisfaction Survey. Outpatient follow-up appointments must be made prior to discharge. If an individual does not have an already established outpatient provider, his/her assigned Clinical Therapist can assist with securing these. The date and time of the appointment, along with the provider name and telephone number, will be included in the discharge packet. Should assistance be needed, staff members are available to help individuals complete their discharge packet.

On the day of discharge, staff will return any personal belongings, sharps, and valuables which were held during the hospital stay. Individuals will review these items and inform staff of any missing items. Individuals are responsible for packing up their rooms for departure. Staff may assist if needed. Individuals must arrange for transportation on the day of discharge and will remain on the unit until they arrive.

INPATIENT THERAPEUTIC AGREEMENT

Welcome to our inpatient program; we look forward to working with you! This is an intensive program focused on the treatment of Complex Posttraumatic and Dissociative Disorders. The program was created for trauma survivors who want to focus their recovery work within a specific trauma therapy framework.

We invite you to join a community of trauma survivors and a staff of psychiatrists, psychotherapists, social workers, expressive arts therapists, and skilled nursing staff. This is a therapeutic community committed to give each patient the opportunity to work on specific goals in a healing, safe and peaceful setting.

We ask you to agree to this therapeutic contract:

Goals – You are here to work on specific goals to allow you to stabilize and return to your outpatient work as soon as the strategic work here is completed. You want to understand what has brought you into the hospital, what may have precipitated an emotional crisis or unsafe behavior. It is important that you work with your treatment team to best define your goals and also listen to feedback. This is collaborative work.

Safety – Although you may be struggling with self-injurious or suicidal behaviors, we ask you to cope with these impulses in a responsible manner. Unsafe behaviors on the unit are distressing for the entire community. You will be given assistance from staff to help you to create a safety plan, which will be of value here and when you are back home.

Attendance – You will find a schedule board with the listing of groups for each day. It is essential that you attend these groups consistently. The schedule has been created to help you work through important issues. Please be actively involved to the best of your ability and work to communicate, even if uncomfortable. The groups are an appropriate place to learn a framework to do trauma therapy. Group psychotherapies are powerful agents for progress, so try to participate and make full use of the tools.

Individual Appointments – You will have individual appointments with your psychiatrist, psychotherapist, and case manager scheduled during the day. They will try not to interfere with your group therapies as much as possible, but please try to be flexible and understand time limitations and tight schedules.

Confidentiality and Privacy – These are obviously important issues. The work is dependent on confidentiality, that what is discussed here must stay within the program. Only then can members of the community trust each other. You have a responsibility to protect the privacy and identity of program members now and in the future. We would also advise caution on the use of texting, e-mails, and social media to give out information.

Boundaries – Physical touch is a sensitive and often very uncomfortable for trauma survivors, so please refrain from doing so. Intimate, sexual relationships are explicitly prohibited. And future relationships outside of the program context are discouraged. We have learned that these contacts initially made for social support often lead to difficult endings, which can interfere with your own recovery and those of others.

Conflict – All relationships have potential for disagreements and conflict. The important issue here is not to avoid conflict, but to courageously work through them to resolution. This is an important interpersonal skill.

Release of information – We need releases of information for your treatment providers at home, to both communicate with them and to ensure your continuity of care. We also need permission to talk with family members and friends, if appropriate.

Our commitment to you is to be the best professionals that we can be for you. We welcome the opportunity to work with you and you with us.