Human Rights 2015

Inservice on abuse, guaranteed rights, conditional rights and staff responsibilities
PROTECTING THE RIGHTS OF PATIENTS IS EVERYONE’S RESPONSIBILITY

Richardson Hospital’s mission is to provide individualized quality holistic healthcare with respect, dignity and caring.
The Human Rights Committee is responsible for the oversight of patient complaints, concerns, and insuring that individuals’ rights are respected while they recover from mental illness and/or substance abuse or dependency
Because our patients are behind locked doors and staff are the keeper of the keys, our population is considered vulnerable... and RSH is NOT a prison!

No one wants to be a jailer
As a reminder....

• People recover from mental illness and substance abuse just like most other illnesses.
• We can help people recover starting with the way we act, speak, and nurture an environment that builds on their strengths.
• People with mental illnesses are no more violent than everyone else.
• Our patients have families and friends.
• People with mental illnesses can work, live, and love and may need some help learning those skills.

And now on to rights....
OUR PATIENTS HAVE THE RIGHT TO:

• Freedom from physical and verbal abuse
• Guaranteed Rights
• Conditional Rights
Abuse

- **Physical**: intentional or reckless acts or failure to act that places the patient at risk for injury, discomfort or pain

  Examples: hitting, punching, tripping, pinching, choking, shoving, shaking, dragging

any unwanted touching
**Verbal:** oral, gestures or written communication that intimidates, humiliates, degrades, causes emotional distress, ridicule or threats to harm which causes a negative reaction by the patient.

Examples: cussing, teasing, name calling, threats, “if you don’t do “X”, then…”, racial or ethnic slurs.
All cases of abuse—physical or verbal will be reported and investigated by security; includes staff-patient and patient-to-patient incidents.
ANY SEXUAL ACT BY STAFF WITH A PATIENT MAY BE REPORTED AS SEXUAL BATTERY OR RAPE...

DON'T HAVE SEX WITH PATIENTS...

AND STAY IN VIDEO MONITORING AS MUCH AS POSSIBLE...
Failure to stop abuse or intervene is **neglect**
TO REPORT ABUSE

*Notify your supervisor*

- Supervisor notifies Superintendent or Administrator on Duty and Security
- Investigation begins

*see policy 200.04 Alleged Patient Abuse/Neglect*
GUARANTEED PATIENT RIGHTS *CANNOT BE TAKEN AWAY BECAUSE OF BEING HOSPITALIZED*

• Treatment with dignity and respect
• Effective pain assessment and management
• Mental and physical examination
• Individualized Plan of Care
• Sanitary and humane living environment
Guaranteed rights con’d

- Freedom from abuse (harassment, verbal, mental, physical, and sexual)
- Freedom from unnecessary seclusion and restraint
- Notification of significant adverse events affecting pt’s care
- Right to Practice pt’s religion
- Right to request and receive a 2nd opinion at own expense
- Right to vote
Guaranteed rights con’d

• **Right to contact and consult with legal counsel at own expense**

• **Right to complain about care or treatment**

• **Right to refuse treatment unless committed — may petition court for exception for medication**
Respect = to feel or show deferential regard for;  
Dignity = to honor

In our interactions with each other and patients we show ....  
• esteem,  
• consideration  
• appreciation  
• politeness
“AN IMPORTANT SHIFT OCCURS WHEN WE BEGIN TO WORK WITH OUR CLIENTS AS PARTNERS IN THEIR TREATMENT INSTEAD OF WORKING ON THEM.”

CHERYL VILLINESS
DEVEREUX GEORGIA TREATMENT NETWORK
FOCAL POINT, FALL 2000
What Patients Want to Hear From Staff

You’ve come a long way

You’re’ a strong person

I admire your courage in dealing with this pain

I encourage you

Don’t give up

I can’t promise, but I’d do my best to help

I don’t understand. Please tell me what you mean
What Patients Want to Hear From Staff

You’re doing well

How can I help you?

I’m here for you

We can work together through this

It’s OK to feel like that

I accept you the way you are

What do you need at this time?
CONDITIONAL RIGHTS: MAY BE LIMITED BY COURT ORDER, POLICY OR PROGRAM, OR INDIVIDUALIZED PLAN OF CARE. SAFETY FOR ALL IS THE ISSUE. THESE CONDITIONAL RIGHTS INCLUDE:

- Right to keep and use personal items
- Have a job and receive payment (minimum wage)
- Keep and spend reasonable amounts of own money
Conditional rights con’d

• Receive progress reports
• Reasonable means of communication with persons outside the hospital
• Provisions made to place and receive telephone calls at own expense
• Access to reasonable amounts of writing material and postage
• Visitation at reasonable times
• Receive and send mail
Complaints

• Verbal -- come from patients’ concerns to staff—please take a moment to listen...everyone wants to be heard and acknowledged

• Complaint box: picked up on Tuesday at all locations, sorted and assigned to members of Human Rights Committee for resolution

• May call Indiana Protection and Advocacy at any time 1-800-622-4845
COMPLAINTS CON’D

• Call the DMHA Consumer Hotline 1.800.901.1133

• Visit with Tonya Patterson, Indiana Protection and Advocacy Representative
  • May call Indiana Protection and Advocacy at any time 1-800-622-4845

• Contact Dr. Judy Cole, Risk Manager, at ext. 9324

• Contact Members of Human Rights Committee
Members of Human Rights Committee
Spring 2014

- Dr. Judy Cole, Risk Manager/CNS Chair
- Kay Stephan, Director of Quality Management
- Dr. Gesler, Director of Psychology
- Mearl Hodges, Chaplain
- Lisa Blansett, Recovery Specialist
- Tonya Patterson, Indiana Protection and Advocacy
- David Ames, Rec Therapy
- Donna Ashcraft, Rec Therapy
- Bea Hammaker, Social Work
- Sheila Buckler, Social Work
- Dr. Starks, Psychiatrist
- Kathy Barker, Behavioral Clinician
Quiz

1. You notice that Libby, a patient on 422A, has a big bruise on her left arm. Your **first** action is to:

a. report bruise to your supervisor  
b. ask Libby what happened  
c. document in the chart  
d. call security for an investigation
Answer: B

Talking to Libby would provide more information for you; she may have fallen, been a victim, bumped into a doorway...who knows?
2. Mason, on 420B, has requested a stamp and some writing material and an envelope. Your best response is to

a. Give him the materials and offer to mail the letter for him
b. Tell him he’ll have to wait for the social worker tomorrow
c. Ask the nurse on the unit what to do.
d. Read his treatment plan to see if there are any issues
Answer: D

As a conditional right to reasonable amounts of writing materials and postage, there may be clinical issues involved that are in the treatment plan. If no problem is mentioned, then provide the materials.
3. In the cafeteria, one patient gets into an argument with a peer and hits the peer. The staff responds by:

a. Breaking up the fight, insure the safety of all and report to the supervisor
b. Removing all patients from the area and provide first aid.
c. Calling the unit for help, applying cool compresses to the bruises.
d. Having all the other patients back away and call the supervisor.
Staff need to intervene as best they can to break up the fight. *Remember the definition of neglect?* Failure to intervene and break up a fight is an example. There are usually several staff in the cafeteria when patients are dining. This situation also needs to be reported to your supervisor and on to the supt/AOD and security.
3. Crystal tells you she’s looking forward to voting for the next president. Which response is best?

a. “When you get out of the hospital you can vote for whoever you want.”
b. “Are you registered to vote?”
c. “Voting takes a lot of coordination. Let’s watch a movie.”
d. “I don’t know anything about that but I don’t think you can vote.”
Answer B

Voting is a guaranteed right but it does require that the person be registered; they can register here or in their home community and can vote by absentee ballot. Social workers are responsible for helping people register and vote.
PROTECTING THE RIGHTS OF OUR PATIENTS REFLECTS OUR VALUES OF RECOVERY, STRENGTH AND HOPE....
Congratulations!

You’ve completed the 2015 inservice on Human Rights

Please date and sign/print your name below. Then turn in to Carol Schnitzius In Staff Development.

_________________  ___________________  ___________
Print name          Signature                Date