Thank You

Thank you for the opportunity to serve you and your family. Our staff is committed to providing the highest quality of care for each patient. If you have a concern, complaint, or grievance, we want to know.

To make a complaint or grievance known, you may contact any Provider, Therapist, or Program Director. You may also register your complaint with our administrator. Your concern will be investigated and you will receive a written response within 30 days.

You may also contact the following agencies with your concerns:

- Disability Rights Montana (800) 245-4743 or (406) 449-2344
- Montana Mental Disabilities Board of Visitors (406) 444-3955
- Board of Visitors (800) 332-2272
- The Joint Commission (800) 994-6610

You will be given a satisfaction survey to complete at discharge. Please offer suggestions about how we might have improved upon your treatment experience at Shodair Children’s Hospital.
About Shodair:

Shodair Children’s Hospital has been caring for Montana families for over 116 years. We started as a home for orphaned and abandoned children in 1896. It is now a hospital that provides psychiatric care for children and genetic services for people of all ages.

Shodair provides psychiatric treatment for children and teens (ages 3-18) dealing with mental illness and other conditions that impact their health and well-being. Shodair is the only place in the state offering both acute and residential treatment in one location. This gives patients and their families the treatment options they need in one place.

Serving Montanans of all ages, Shodair’s medical genetics program is known across the country. Shodair is the only provider in the state to offer both clinical and lab services in one location. People living in rural areas can also make an appointment at one of 80 genetic outreach clinics held at locations around the state or get genetic services through the telemedicine network. Shodair Children’s Hospital is also proud to be Montana’s only Children’s Miracle Network Hospital. For more information, visit our website at www.shodair.org.

Explanation of Charges:

Hospital Inpatient Services:

Shodair provides intensive treatment for patients admitted to the Acute Inpatient unit, otherwise known as Grasslands Unit. Shodair charges $1,612 per day to cover room and board, evaluation and therapy, nursing and other staff services and education and recreational services. In addition, charges are incurred for lab tests and medications as well as for the provider’s time spent with the patient. When including all services provided to the patient, the average daily charge is approximately $1,800. Although the length of the patient’s stay may vary considerably, the average length of stay is around 7 days.

Residential Treatment Services:

Shodair provides less intensive but more prolonged services in its three residential programs. Shodair charges $496 per day to cover room and board, various therapies, nursing and other staff services as well as educational services. In addition charges are incurred for lab tests, medications and professional services. When including all services provided to the patients, the average daily charge is approximately $630. The average length of stay can vary but usually falls within a range of 2-4 months.

Please Note:

- Our clinical intake staff is available to work with you in determining your insurance coverage for these services. Please call (406) 444-7521.
- We also have staff available to answer any financial assistance questions you may have and help set up a reasonable payment plan, if applicable. Please call (406) 444-7527.
Lodging and Transportation:

To ensure that housing is not a barrier for families, Shodair has partnered with nearby hotels to provide discounted rates to our families. We can also provide details on the Medicaid Transportation Services Program that reimburses for lodging, meals, and mileage.

Criteria for Lodging Financial Assistance:

- Low-income is defined as meeting Medicaid eligible income levels
- Reservations must be made by Shodair’s treatment team only
- Must have be pre-approved 24 hours before arrival
- Family/Guardian must travel more than 150 miles one-way
- Visit due to patient discharge requires a therapeutic appointment
- Shodair will cover room and tax only for a maximum of 3 consecutive nights
- Discounted rates available at the following hotels: The Radisson, Super 8, Howard Johnson, Baymont Inn, Fairfield, and Shilo Inn

Transportation:

1. In-State Bus Greyhound Stations (the bus runs through Helena)
   - Butte (406) 723-3287
   - Bozeman (406) 587-3110
2. Helena Area Transportation Services (HATS): (406) 447-1580
3. Capital Taxi Service: (406) 449-5525

Confidentiality Number: _____________________________
Initial Meeting with your SOCIAL WORKER:__________
Date:________________________Time:__________________

Contact Information:
- GRASSLANDS UNIT: (406) 444-1093 Fax: (406) 444-1056

PSYCHIATRISTS / NURSE PRACTITIONERS:
- Dr. Keith Foster (406) 444-7578
- Dr. Heather Zaluski (406) 444-7528
- Dr. Lisa Ponfick (406) 444-7577
- Dr. Kimber Pezzoni (406) 444-7522
- Dr. Katherine Rappaport (406) 444-7596
- Nikki LaRue, PMHNP (406) 444-1140
- Allison Moon, DNP,PMHNP (406) 444-1059
- Meghan Erickson, PMHNP (406) 444-1139
- Jenifer Swigart, PMHNP (406) 444-1153

BACHELOR OF SOCIAL WORK:
- Heather Windley (406) 444-1137
- Brenda Burns (406) 444-1147

- THERAPISTS:
  - Laura Thomas (406) 444-1138
  - Nancy Waldrop (406) 444-1135

PROGRAM DIRECTOR:
- Carly Sell, RN (406) 444-7509

SHODAIR CHILDREN’S HOSPITAL: Toll Free: 1-800-447-6614
2755 Colonial Dr. Helena, MT 59601
P.O. Box 5539 Helena, MT 59604

ADMISSIONS DEPARTMENT:
Admissions Line: (406) 444-7521
Admissions Fax: (406) 884-2090
Introduction:

Welcome to acute psychiatric treatment at Shodair Children’s Hospital. We know that hospitalization of children can be stressful for all family members. This guide provides general information about psychiatric treatment at Shodair. Please feel free to ask us questions as you think of them. We’ll also be asking you questions about your child, because you are our most important source of information about your child and family.

About Sanctuary at Shodair:

Shodair has adopted the Sanctuary Model as our organizational treatment model. It is a model which provides trauma-informed care and which promotes healing for children, staff and organizations. The Sanctuary Model teaches individuals and organizations the skills for creating and sustaining non-violence, open communication, social learning, social responsibility, democracy, emotional intelligence, and growth and change.

Shodair Grasslands Acute Program Mission:

The Shodair Grasslands Program partners with adolescents and their families to provide comprehensive assessments and a therapeutic environment for short-term crisis interventions, with the goal of returning children safely to their communities as soon as possible.

Shodair Grasslands Acute Program Vision:

The Shodair Grasslands Program will be an innovative leader in comprehensive adolescent psychiatric services. We will provide a vital component in the continuum of care offered by Shodair Children’s Hospital. The Grasslands Program will provide a safe, collaborative, highly engaged, non-coercive community and utilize evidence based treatments, resources and clinical leadership with the goal of inspiring hope and healing.

Treatment Team Roles and Responsibilities: (cont.)

Recreation Therapist: Helps children improve their lives through structured group activities. These activities help children develop social skills, explore leisure interests, and improve their level of participation. Patients may also identify barriers to involvement and explore meaningful ways to make the best of their leisure time.

Activities Assistants: Provides structured recreational activities under the direction and supervision of a Rec. Therapist.

Registered Dietician: Assesses your child’s nutritional needs, monitors weight, and adjusts meal plans as necessary.
Treatment Team Roles and Responsibilities: (Continued):

**Primary Therapist:** Master's level clinical (MSW, MS or LCSW, LCPC) who conducts family and individual sessions. The therapist helps patients and families cope with psychiatric illness and its impact on their lives. The primary therapist also makes sure that the best discharge planning and aftercare arrangements are made for each patient. Also leads group therapy sessions daily.

**Bachelors Prepared Social Worker:** Serves as a point for contact for families and outpatient team members. The BSW can help arrange aftercare and follow-up appointments as well as other components of discharge planning. The BSW also leads a daily therapeutic group.

**Transition Coordinator RN and Admission Specialists:** Helps facilitate and performs admissions to the hospital and discharges.

**RN:** Organizes and carries out a program of patient care; carries out practitioner orders, dispenses medication, reviews effectiveness of medication given and leads educational support groups. Supervises all aspects of patient care.

**LPN:** Takes directions from RNs in providing care and supervision for patients. LPNs also give medications. Provides emotional support and behavioral support for patients. May supervise the MHTs and lead groups.

**Utilization Review:** Works with patient, family, and insurance carrier to provide the best service allowed under policy coverage. A clinical intake specialist also coordinates admissions and referrals.

**MHTs:** A nursing staff member who helps patients with daily life tasks such as hygiene. The MHTs go with children to activities. MHTs provide emotional and behavioral support around the clock. MHTs may lead educational and support groups at the direction of an RN.

**Unit Assistant:** Answers phones, organizes medical records and assists unit as needed.

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**The Grasslands Program:**

The Grasslands Acute Care Unit at Shodair cares for up to 20 adolescents, ages 12 through 18, who are in psychiatric crisis. Our goals are to partner with youth and their families to complete comprehensive assessments, provide short-term interventions for crisis stabilization and safety planning, with a goal of returning children safely to their communities as soon as possible.

Shodair serves patients from many cultures, including Native American. All staff receives special training in cultural diversity. The hospital offers a number of activities based on different cultures and their traditions.

**Expectations of Parents:**

As a parent, you play an important role in the treatment of your child. Your participation in your child’s care and treatment are a vital part in helping your child heal.

We encourage you to visit your child as often as you can during our visiting hours and call your child at least once daily.

Another important part of your involvement includes giving us feedback about how we are doing. We want to know how we can improve things and what we are doing well.

**Meetings you may be expected to attend:**

- Admission / Intake Meetings
- Family Therapy Sessions
- Care Conferences with outpatient team, school and providers.

*Your participation is important!* It helps us give the best possible care to your child. We welcome your feedback. If you live out of town and traveling is hard, you can participate in these meetings by phone.
**Length of Stay:**
A stay in the Grasslands Acute Program is typically 7 days or less. Since many behavioral health concerns require long-term interventions, even after the initial crisis has resolved, it is possible that your child will still experience symptoms after they leave the hospital.

Please be aware that your child may not show the same distressing behaviors while in our program that they do at home, school or in the community. It is sometimes difficult to address behaviors that we do not see. This is often frustrating to parents and caregivers.

Also, sometimes youth do not feel like their problems are as concerning as you and the outpatient providers feel they are. Due to this, adolescents sometimes refuse to participate in the treatment process. This can make it hard for us to accomplish as much as you or we would like.

Finally, some adolescents will continue to struggle at home or in the community. Our hope is that with the knowledge and tools gained while in the hospital, as well as the work done with your community providers, the struggles lessen over time.

**Referral Process:**
Whenever possible, we will work with you and your child to discharge directly home after their hospital stay. We will work with you to set up follow-up appointments in the community to continue addressing your child’s behavior health needs.

After working with you and your child, it may be recommended that your adolescent continue to receive a higher level of care before returning home. If this is the case, you will always be allowed to make the final decision about what you feel like is best for your child and your family.

Sometimes, pursuing longer-term placement at either a residential treatment center or a group-home can be a lengthy process. During this referral process, your child may need to go home with a safety plan in place to wait for placement, once the initial crisis has been addressed.

**Grasslands Program Treatment Team Members:**
Your child will be assigned a psychiatrist or a psychiatric nurse practitioner and a primary therapist who will meet with your child regularly. Many other staff at Shodair will be involved with your child’s care.

**Primary treatment team members:**
- Attending Psychiatrist / Psychiatric Nurse Practitioner
- Masters Prepared Primary Therapist
- Bachelor’s Prepared Social Worker
- Program Director

**Other treatment team members:**
- Admission Specialist and Transition Coordinator RN
- Utilization Review
- Music Therapist
- Recreation Therapist
- RNs (Registered Nurse)
- LPNs (Licensed Practical Nurse)
- MHTs (Mental Health Technicians)
- Unit Assistant

**Possible consultants:**
- Psychologist
- Speech/Language Pathologist
- Registered Dietician
- Licensed Addictions Counselor
- Spiritual Care

**Attending Psychiatrist/ Psychiatric Nurse Practitioner:**
Shodair’s Providers (LIP) are trained in Child and Adolescent Psychiatry. The LIP supervises the team and is responsible for final decisions about your child’s treatment, including prescribing medications. The attending LIP meets with patients individually, consults regularly with other treatment team members, and attends a daily meeting to review the patient’s progress.

**Program Director:** Supervises the Program Staff in all aspects of patient care. The Program Director also makes sure that the unit environment is safe and therapeutic.

“I couldn’t be more thankful to have my child’s therapist. She is a paradigm of talent, listening and helping.”
Grasslands Acute Therapeutic Groups: (cont.)

Reflection
• Provides a therapeutic, journaling and relaxation opportunity to promote healthy self-expression and creativity.

Empower
• Provides therapeutic educational projects and discussions covering a variety of real-life topics including: social skills, anger management, coping skills and trigger identification.

Engage
• Run by a variety of multi-disciplinary team members, Engage provides therapeutic activities where patients are able to explore creative outlets, develop self-advocacy, build a voice for themselves, & develop problem solving skills.

Awareness
• Provides therapeutic video media and discussion to talk about real-life topics.

Healthy Lifestyles
• Energizes and motivates children to learn life skills through real life based activities such as: hygiene, budgeting, wellness, and resume building.

Inspire
• Provides a therapeutic art experience that encourages healthy coping skills, creativity and self-expression.

Serenity
• Provides a structured, low-stimulation atmosphere that allows children time to end their day, to settle in and get ready to transition to bed.

Bedtime Needs & Check-In
• Allows children time to process their day and receive comfort items to help facilitate a restful nights sleep.

Patient Safety:
One of our most important responsibilities at Shodair Children’s Hospital is keeping your child safe. All children are checked on by a member of our nursing staff at least every 15 minutes (more often if needed), 24 hours a day.

Our staff has many other ways that we keep your child safe. For example, all direct care staff are trained in ways to help calm children. Our direct care staff are also trained in safe ways to manage violent or aggressive patients.

Our hospital also has many safety features that are part of the building. They include:
• Safety glass in all windows in patients rooms.
• Specially designed bathroom and shower fixtures.
• Night lights in all bedrooms.
• Cameras are in all patient care areas, except bathrooms.
• Specially designed “quiet rooms” to help children who get violent to calm safely in a private and secure area.
• All exit doors are locked and require staff to open them.
• All interior doors in the patient care areas are locked and require a staff member to open either with a key or badge.

Please be aware that our program serves youth who struggle with emotional and behavioral problems. During their stay, your child may see behaviors you might find distressing and would prefer they not see. This may include the use of curse words, aggression and psychiatric symptoms like self-harm, purging, mania and psychosis.

What Happens if My Child Gets Hurt or Sick?
Every direct care staff at Shodair Children’s Hospital is certified in CPR and First Aid. There are registered nurses working 24 hours a day, available to assess and give treatment as needed for your child. There is also a nurse administrator and physician on call every day around the clock. When needed, Shodair works with local health care providers, to give specialized care to your child.

If you as a parent or guardian have any concerns about your child’s condition at any time, please contact the nurse on duty.
Confidentiality and Patient Rights:
For your safety and that of everyone at Shodair Children’s Hospital, we will protect your confidentiality. Patient information may be released only when an “Authorization of Release of Health Care Information” form has been signed and/or the patient confidentiality number has been provided. A confidentiality agreement is to be signed by all adult visitors to Shodair. You will be given information about patient rights at the time of admission.

*It is also important for you to know that we are required by law to report any suspected child abuse and neglect, or child abuse alleged by anyone.* If you have questions about patient rights or safety at any time, please let us know right away.

Phone Calls:

Phone calls (in or out) are not allowed during scheduled blocks. Callers must be on the phone list and must supply the confidentiality number to speak with the child.

**Best Times to Call:**
- 7:30am-9:15am
- 7:30 pm-8:30 pm

You can also call Shodair Children’s Hospital toll-free at 1-800-447-6614, or our main Helena-area number by dialing (406) 444-7500.

The only people who can call and speak to your child are those who are on the Phone/Visitor Log **and** have the confidentiality number. The parent/guardian decides who is on the phone/visitor log. **Callers must be on the Phone/Visitor Log and must give their name and confidentiality number or they will not be given any information.**

“My child’s therapist is a very wonderful, caring, and kind therapist. He took the time to fully understand my child’s treatment and issues, and was very helpful towards myself and the situations in my family. I was extremely impressed with his knowledge and care.”

Grasslands Acute Therapeutic Program:
There are a variety of therapeutic groups for children on the Grasslands Unit at Shodair Children’s Hospital. We have two separate programming tracks. During the day, your child will participate in the following therapeutic groups and activities:

**Morning and Evening Community Meetings**
- Staff and patients come together to discuss ways to improve the unit, talk about concerns, and problem solve. The agenda includes introductions, good-byes, safety concerns, peer issues, accountability, and appreciations.

**Skill Builders**
- Focuses on building skills in crisis intervention, distress tolerance, emotion regulation, self-awareness, and interpersonal relationships.
- Patients are able to learn about and practice these skills both in and out of the group setting with the support of staff.

**Recreation Therapy**
- Offers patients an opportunity to express themselves in safe ways.
- Music, games, movement, art, and other activities are utilized in an effort to help patients learn coping skills and problem solving techniques.
- Group skills are emphasized.

**Activities Groups**
- Patients are given the opportunity to learn new games where social skills, team work, and physical fitness come together in a fun and safe environment.

**Strength**
- Provides structured activities to promote fitness and the development of gross motor skills.

**Create**
- Provides a structured time to promote the development of fine motor skills, as well as, offering the opportunity for grounding and calming activities.

**Inspired Thinking**
- Provides therapeutic, learning based activities centered around developing coping skills and healthy forms of self-expression.

**Fellowship**
- Provides a therapeutic, teambuilding experience that allows children and adults to come together and strengthens our sense of Community.
## Grasslands Unit Schedule — Group B

<table>
<thead>
<tr>
<th>Time</th>
<th>Program: Monday – Friday</th>
<th>Program: Weekends &amp; Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00</td>
<td>Wake up</td>
<td></td>
</tr>
<tr>
<td>7:30</td>
<td>Breakfast &amp; Hygiene</td>
<td></td>
</tr>
<tr>
<td>8:30</td>
<td>Strength vs. Create</td>
<td></td>
</tr>
<tr>
<td>9:15</td>
<td>Morning Community</td>
<td></td>
</tr>
<tr>
<td>10:00</td>
<td>Group Therapy</td>
<td>Fellowship - Saturday</td>
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<tr>
<td></td>
<td></td>
<td>Inspire - Sunday</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Group Therapy</td>
</tr>
<tr>
<td>11:00</td>
<td>Activities</td>
<td></td>
</tr>
<tr>
<td>12:00</td>
<td>Reflection</td>
<td></td>
</tr>
<tr>
<td>12:30</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>1:00</td>
<td>Inspired Thinking</td>
<td>Recreation Therapy</td>
</tr>
<tr>
<td>2:00</td>
<td>Engage</td>
<td>Empower</td>
</tr>
<tr>
<td>3:00</td>
<td>Recreation Therapy</td>
<td></td>
</tr>
<tr>
<td>4:00</td>
<td>Healthy Lifestyles</td>
<td>Awareness</td>
</tr>
<tr>
<td>5:00</td>
<td>Empower</td>
<td></td>
</tr>
<tr>
<td>6:00</td>
<td>Dinner</td>
<td></td>
</tr>
<tr>
<td>6:30</td>
<td>Activities</td>
<td></td>
</tr>
<tr>
<td>7:30</td>
<td>Evening Community</td>
<td></td>
</tr>
<tr>
<td>8:00</td>
<td>Serenity</td>
<td></td>
</tr>
<tr>
<td>9:15</td>
<td>Rooms &amp; Bedtime Needs</td>
<td></td>
</tr>
</tbody>
</table>

## Visiting Protocol for Grasslands Unit:
- No visitors under the age of 18 years old.
- No more than 3 visitors per child at a time.
- Visiting takes place in your child’s room or a conference room.
- Visiting is not allowed in the main living area.
- Visitors must be on the Phone/Visitor Log and must supply the confidentiality number.
- Upon arrival, we will ask that you secure all personal belongings (purses, cell phone, bags, cigarettes, lighters, etc.) either in your vehicle or in the locked storage lockers we provide.
- You may bring your child personal items (See Approved Items List) or outside food when visiting.
- If bringing outside food we ask that you **DO NOT** bring:
  * Food with Nuts
  * Glass Bottles or Metal Cans
- Please be aware that if we have a child on the unit with an airborne allergy—we may ask that certain foods not be brought onto the unit.
- Food must be eaten during the visit. We are unable to store any uneaten food.
- Outside food may not be shared among patients.

### Visiting Hours

**Monday through Friday**
- 12:00pm-1:00pm
- 6:30pm-7:30pm

**Weekends and Holidays**
- 3:00pm-5:00pm

## Mail:

Your child may get and send mail while at Shodair (patient postage is provided). You may send mail to the following address:

**Your Child's Name**
Shodair Children’s Hospital
P.O. Box. 5539
Helena, MT 59604

“*My wife and I wish to thank all who had a part in our son’s treatment. We appreciate all your efforts.*”
Personal Belongings On The Grasslands Unit:

The following are the ONLY items allowed for your child during their hospitalization on the Grasslands Acute Care Unit:

<table>
<thead>
<tr>
<th>Items Allowed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 3-7 tops (including tank tops, t-shirts, sweatshirts, and sweaters)</td>
</tr>
<tr>
<td>• 3-7 bottoms (jeans or sweats with no strings or belts, including pajamas)</td>
</tr>
<tr>
<td>• Undergarments (No Underwires in bras)</td>
</tr>
<tr>
<td>• Personal items (ie. Legos, stuffed animal, book)</td>
</tr>
<tr>
<td>• Shoes (gym shoes and/or slippers.)</td>
</tr>
<tr>
<td>• Family Pictures (no frame or glass)</td>
</tr>
<tr>
<td>• Personal Hygiene Products (Products may not list alcohol in the first three ingredients)</td>
</tr>
<tr>
<td>• Electric Razor (Can only be used with direct staff supervision)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Items Not Allowed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Glass, Metal, Sharp Objects, Weapons</td>
</tr>
<tr>
<td>• Razors, Lighters, Cigarettes</td>
</tr>
<tr>
<td>• Personal Electronics</td>
</tr>
<tr>
<td>• Aerosol Cans</td>
</tr>
<tr>
<td>• Chewing Gum Or Food Not Eaten During A Family Visit</td>
</tr>
<tr>
<td>• Valuable Objects</td>
</tr>
<tr>
<td>• Bras With Underwires</td>
</tr>
<tr>
<td>• Clothing With Stings That Can Not Be Removed</td>
</tr>
<tr>
<td>• Personal Toothbrushes And Combs/Brushes *The hospital will provide these for all kids</td>
</tr>
<tr>
<td>• Any other item deemed inappropriate by the treatment team.</td>
</tr>
</tbody>
</table>

Any extra items your child brings will be stored off the unit or sent home.

No strings over 6 inches allowed. This includes strings in sweatshirts, sweatpants, etc. *Shoes with laces are allowed for scheduled activities that require the use of shoes. They will be kept locked when not in use.*

If your child needs additional items during their stay, the treatment team will request it from the parent/guardian.