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 physician, 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 pr (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 3-17) 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, close to home.

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 High Desert Acute Program. 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 psychiatrist’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.

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. Ask your child’s therapist for more information.

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:__________________
Anticipated Discharge Date_________________________

Contact Information:

HIGH DESERT UNIT: (406) 444-7510 Fax: (406) 444-1089

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

THERAPISTS:
- Sarah Bigley (406) 444-1085
- Lauren Leslie (406) 444-1066

SW
- Lisa Morley (406) 444-1134

LICENSED ADDICTION COUNSELOR
- Cindy Oliver (406) 444-7595

PROGRAM DIRECTOR:
- Michelle Herron (406) 444-1101

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

Admissions Department
Admissions Line: (406) 444-7521
Admissions Fax: (406) 884-2090

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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 High Desert Acute Program Mission:
The High Desert Acute Program provides comprehensive, Trauma-informed care, in order to improve health, resiliency, and hope for Montana’s children and their families.

Shodair High Desert Acute Program Vision:
The High Desert Acute Program is committed to a culture of compassion and safety in a non-coercive environment, to promote healing in children who have experienced trauma and psychiatric illness.
Treatment Team Roles and Responsibilities: (Continued):

**Unit Assistants:** Arranges patient appointments and organizes medical records. Also functions as a MHT when needed.

**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.

**Recreation Aide:** 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.

**Clinical Intake Specialist:** 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.

The High Desert Program:

The High Desert Acute Care Unit at Shodair cares for up to 10 children, ages 3 through 11, 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 High Desert Acute Program is typically 7–10 days. 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, children 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 children 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 child continues 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.

Treatment Team Roles and Responsibilities: (Continued):

Program Director: Supervises the delivery of mental health services within the program. The Program Director also makes sure that the unit environment is safe and therapeutic.

RN: Organizes and carries out a program of patient care; cooperates with doctor’s orders, dispenses medication, reviews effectiveness of medication given and leads educational support groups. Supervises all aspects of patient care.

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

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

Primary Therapist: Master’s level clinical (MSW, MS or LCSW, LCPC) who conducts weekly 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.

BSW: Bachelor prepared social worker, who conducts meetings with families regarding case management, discharge planning, and safety planning.

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

Your child will be assigned a psychiatrist or psychiatric mental health 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 Child & Adolescent Psychiatrist
- Psychiatric Mental Health Nurse Practitioner
- Master's Prepared Primary Therapist
- Bachelor’s Prepared Social Worker
- Program Director

Other treatment team members:
- Clinical Intake Specialist
- 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 Addiction Counselor

“*I couldn’t be more thankful to have my child’s therapist. She is a paradigm of talent, listening and helping.*”

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.

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.
- 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 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:**

- 7:00am-8:00am
- 6:00pm-7:15pm

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.”

**High Desert Acute Therapeutic Program:**

*(cont.)*

**Quiet Time**

- This is a built in, low stimulation activity. Patients are allowed to lay on their blankets/pillow, while looking & reading books. During this time, soft music is played and the lights are down low. Some patients may take a short nap during this time of day.

**Music Therapy**

- Uses music based interventions to help patients reach their treatment goals.
- Groups are designed by a certified music therapist to promote wellness, stress management, expression of feelings, enhance self esteem, and improve communication skills.

**Recreation Therapy**

- 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.

“My wife and I wish to thank all who had a part in our son’s treatment. We appreciate all your efforts.”
High Desert Acute Therapeutic Program:

There are a variety of therapeutic groups for children in residential treatment at Shodair Children’s Hospital. Depending on your child’s age he/she will participate in many of the following:

Community Meeting & Problem Solvers
- 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.
- Problem Solvers is a group that helps patients feel supported and successful every day. Patients are encouraged to make a goal for the day and identify a “Go To” staff to support them. In the evening they report on how they did and are given positive feedback.

Group Therapy
- 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.

Get Up & Go
- From yoga and meditation to aerobic fitness, patients experience new ways to stay active and release frustrations. Patients participate in a structured group that focuses on large muscle groups and team work.

Eye Spy
- Utilizes cinema to teach life lessons with staff guidance and peer support. Includes specific discussion questions following the film or music selection.

Strong Start
- This group is a social and emotional learning curriculum. This group focuses on teaching social and emotional skills, promoting resilience, strengthening assets, and increasing coping skills in children.

Nursing Education
- This is a Nursing led group that includes lessons on positive social skills and appropriate hygiene.

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 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.”

Visiting Protocol for High Desert Program:
- No visitors under the age of 18 years old.
- No more than 3 visitors at a time.
- Entrance for visiting is located on the west breezeway entrance, see map for Yellow Star.
- Visiting takes place in your child’s room (If in a single room) or a conference room/other visiting space within the hospital.
- Visiting is not allowed in the main living area.
- Visitors must be on the Phone/Visitor Log and must supply the confidentiality number.
- Every visitor will be asked to show proof of identification.
- Every visitor must sign in on arrival and out on departure.
- Every visitor wears a visitor identification badge.
- Nothing from outside the hospital may be brought onto the unit unless specifically requested or approved by the treatment team.
- Personal belongings (purses, cell phone, bags, cigarettes, lighters, etc.) are not allowed and you will not be able to enter the unit with them.
- Lockers are provided to store items while you visit.

Visiting Hours will be restricted to the following times:
- 11:30am-12:30pm
- 400pm-5:30pm
Belongings—High Desert Acute Program:

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

**Items Allowed:**
- 7 tops (including tank tops, t-shirts, sweatshirts, and sweaters)
- 7 bottoms (jeans or sweatpants with no strings or belts, including pajamas)
- 2 Personal items (stuffed animal, book, blanket, pillow)
- 2 Pajamas
- 7 underwear
- 2 sports bras (no underwire)
- 1 Jacket
- 1 Sweatshirt/Hoodie
- 2 Shoes (gym shoes and slippers* for the unit. *Slippers may not have strings.)
- Family Pictures (no frame or glass)

**Items Not Allowed:**
- Personal toothbrushes and combs/brushes
- *The hospital will provide these for all kids
- Glass, metal, sharp objects, weapons
- Razors
- Personal electronics
- Aerosol Cans
- Chewing gum
- Valuable objects
- Bras with under-wires
- Necklaces
- Belts
- Scarves
- Strings longer than 6 inches
- Any other item deemed inappropriate by the treatment team.

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 a child needs anything else during their hospitalization other than the items listed above, the treatment team will request it from the parent/guardian.

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### High Desert Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Weekdays</th>
<th>Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>06:30-07:30</td>
<td>Wake up, Meds, Hygiene</td>
<td></td>
</tr>
<tr>
<td>07:30-08:00</td>
<td>Breakfast</td>
<td></td>
</tr>
<tr>
<td>08:00-08:30</td>
<td>Community &amp; Problem Solvers</td>
<td></td>
</tr>
<tr>
<td>08:30-09:30</td>
<td>Rise to Shine</td>
<td>Get Up and Go</td>
</tr>
<tr>
<td>09:30-09:45</td>
<td>Snack</td>
<td></td>
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<tr>
<td>09:45-10:30</td>
<td>Recreation Therapy</td>
<td></td>
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<tr>
<td>10:30-11:00</td>
<td>Playtime</td>
<td></td>
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<tr>
<td>11:00-11:30</td>
<td>Group Therapy</td>
<td></td>
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<tr>
<td>11:30-12:00</td>
<td>Lunch</td>
<td></td>
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<tr>
<td>12:00-12:30</td>
<td>Quiet Time</td>
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<tr>
<td>12:30-1:00</td>
<td>Strong Start</td>
<td>Nursing Ed</td>
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<tr>
<td>1:00-1:15</td>
<td>Snack</td>
<td></td>
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<tr>
<td>1:15-2:00</td>
<td>Playtime</td>
<td></td>
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<tr>
<td>2:15-3:00</td>
<td>Recreation Activities</td>
<td></td>
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<tr>
<td>3:00-4:00</td>
<td>Discover</td>
<td>Eye Spy</td>
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<tr>
<td>4:00-4:30</td>
<td>Dinner</td>
<td></td>
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<tr>
<td>4:30-5:30</td>
<td>Recreation Activity</td>
<td></td>
</tr>
<tr>
<td>5:30-6:00</td>
<td>Community &amp; Problem Solvers</td>
<td></td>
</tr>
<tr>
<td>6:00-6:15</td>
<td>Meds, Snack, Hygiene</td>
<td></td>
</tr>
<tr>
<td>6:15-7:30</td>
<td>Movie &amp; Phone Calls</td>
<td></td>
</tr>
<tr>
<td>7:30-8:00</td>
<td>In Rooms &amp; Bedtime Needs</td>
<td></td>
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</table>