



Welcome to the Katmai & Susitna Units

3700 Piper Street, Anchorage, Alaska 99508

The Katmai and Susitna Units at Alaska Psychiatric Institute (API) are Adult Admission Units for patients with a wide variety of acute psychiatric problems. Our goal is for you to have an excellent treatment experience. If you have questions about your unit, programs, or other issues regarding your treatment, please ask a staff member for assistance.

Your Treatment Team and Personal Treatment Plan

Every patient at API has a Treatment Team and a Treatment Plan. Your Treatment Team includes a Psychologist, a Psychiatrist, a Social Worker, Registered Nurses, and Psychiatric Nursing Assistants (PNAs). Your Treatment Plan will focus on your specific treatment areas that need to be addressed during your hospital stay. You will work with your team to develop your plan. The Treatment Team meets weekly and you are encouraged to participate in the Team Meeting or else to let a member of the team know of any questions or concerns you have so they can be addressed.

If you take medication to manage pain, the type and/or dosage of medication may change while you are at API. API's policy is to ensure that pain is assessed appropriately to meet your needs. All patients are assessed for pain by an RN on admission, during a physical exam by Medical Doctor within 24 hours of admission and at other times, at your reasonable request. If you would like to learn non-pharmacological techniques to assist you manage pain, please talk to the Medical Doctor or nurse.

Treatment Program

The primary purpose of the Katmai and Susitna Units is to provide emergency and court-ordered inpatient psychiatric services in a safe environment. The Units have a structured schedule that includes multiple treatment activities throughout the day. You are expected to participate in your assigned groups, participate in assessments, and meet with your Treatment Team as assigned. Each morning during Community Meeting you will review the unit's schedule for the day.

Unit Safety

Everyone (you, other patients, and staff) must be safe while at API. All patients are regularly checked on for their safety. If there are concerns about your safety or the safety of others because of your behavior, you will be placed on "COSS" (Close Observation Status Scale).

There are different degrees of Observation:

- First Degree.....RN assessment and 15-minute checks
- Second Degree.....1:1 observation by staff, inline of sight within 6 feet at all times
- Third Degree.....2:1 observation by staff, within arm's length

To discontinue COSS, you must demonstrate through your behavior that you no longer want to hurt yourself or others and won't damage or break things on the unit.

Security Checks For your safety and the safety of the other patients and staff, every patient room is subject to a security check at least daily. You will be asked to leave your assigned room and wait in either the day room or dining room during the security check.



API Values Everyone's Safety. Physical Violence or Threats Are Unacceptable & May Be Reported To Police Please Be Safe & Thoughtful Of Others.

Your Rights and Responsibilities while in Treatment

You have received a copy of your rights and responsibilities. This is also posted in the dining room. If you have a question about your rights or have a concern or complaint, please speak with a staff member. Recovery Support Services is also available to talk with you.

We want to emphasize the following responsibilities:

- Provide accurate and complete information about yourself to your psychiatrist, psychologist, social worker, and the nursing staff.
- Cooperate with medical examinations and nursing care.
- If you agree or are court ordered to take medications, take them as prescribed. Talk with your psychiatrist about what is or is not working well with the medication. This will help you return to your normal behavior more quickly.
- Inform the staff whenever you feel your mental or physical condition has changed.
- Ask for an explanation when you do not understand what is happening to you.
- Attend assigned groups and actively participate.
- Respect other patients' privacy and individual treatment goals.
- Learn about your patient rights and, at the same time, respect the rights of the other patients and of the staff.

We want to emphasize the following unit **expectations** that will assure that you and your peers have a safe and helpful stay.

- When you first arrive on the unit the Psychiatric Provider overseeing your care must meet with you before attending groups on or off the unit or meals in the cafeteria. You'll be asked to remain on the unit until this is completed.
- Be respectful of other patients and staff members at all times. No violence!
- Appropriate clothing should be worn at all times when outside your bed area, including footwear such as shoes, slippers or socks.
- Please keep your body and your bed area neat and clean. This includes keeping clothing and other items off the floor and making your bed daily.
- Lending or giving away clothing, money, food or personal possessions to another patient, either directly or indirectly is not permitted.
- Sleeping is limited to your assigned bed area.
- Take care of your own things and keep them neatly stored in your assigned room.
- No food/drink is allowed in bedrooms.

Thank you for helping us provide a safe and comfortable environment during your stay at API.

Time Outs/ Use of the Oak Room

If you are disruptive, dangerous or threatening, you will be directed away from the unit common areas. The Oak Room or your bedroom is to be used as areas to calm down or have a time out. API staff will follow hospital procedures for your safety and the safety of others in the event that you become dangerous to yourself and/or others. This may include use of restraint or seclusion if-necessary to maintain safety.

Complaint/Grievance/Compliment/Suggestion Box

API values your feedback. We consistently work to improve the services at API. Patient feedback helps us to identify any areas for improvement and increase client satisfaction. There is a locked Complaint/Grievance/Compliment/Suggestion box on each unit. For non-urgent matters, please write your Complaint/Grievance/Compliment/Suggestion on a Complaint/Grievance/Suggestion Form and place it in the locked box.

You can expect an API staff person to respond either in person or in writing to your Complaint/Grievance/Compliment/Suggestion in a timely fashion. If you have an urgent safety issue that cannot be resolved with the Charge Nurse, please ask to speak with the Nursing Shift Supervisor.

API would like the opportunity to resolve your Complaint/Grievance/Suggestion to your satisfaction. You have the right to contact and seek assistance from any external Advocacy or Complaint Organization at any time

External Advocacy and Complaint Organizations

Disability Law Center of Alaska (DLC)	800-478-1234
Adult Protective Services	800-478-9996
Joint Commission	800-994-6610
Livanta (Medicare/Medicaid)	877-588-1123
Office of Children's Services	800-478-4444
State of AK, Facility Licensing & Certification	888-387-9387
AK State Ombudsman	907-269-5290
Public Defender's Office	907-334-4438
National Alliance on Mental Illness	907-277-1300

Frequently Asked Questions

What are the guidelines for visitors?

- **Hospital-wide Visiting Hours:**
Monday - Friday: 5:00 pm – 7:00 pm
Weekends/Holidays: 1:00 pm – 3:00 pm;
and 5:00 pm – 7:00 pm
- **Attorneys and Clergy are allowed to visit outside of these times and may visit on the unit.**
- **All other visitors are not allowed on the unit. Visiting occurs in the Winter Garden under staff supervision.**



What are the guidelines for visitors?

- **API does not permit visitors under age 18 unless there are exceptional circumstances and the visit is pre-approved by your Treatment Team.**
- **Visits usually last 30 minutes. On occasion, staff may limit the time your visitors are able to meet with you so everyone can have an opportunity to visit during visiting hours.**
- **Visits will be terminated immediately if the visitor or if you become upset or display inappropriate behavior.**
- **Unit staff must check all items brought in for you. Items such as clothing and personal gifts will need to be inventoried and listed on a property or valuables sheet.**

When do I eat?

- Each unit has set times for your meals and snacks posted by the Nursing Station.
- An order may be written for you to eat on the unit instead of eating in the cafeteria. Poor behavior (being loud, aggressive, or unstable) may also prevent you from eating in the cafeteria.
- Special Diets – These can be arranged after consultation with API's dietitian and/or your psychiatrist. Please tell the nursing staff as soon as possible if you need a special diet.
- Meal times are posted on each unit. You will be prompted to attend meals and it is your responsibility to attend meals. If you are unable to attend meals; a meal will be provided on the unit. It will remain covered and sealed and is available to you for 60 minutes after the meal cart arrives on the unit. After 60 minutes the meal is discarded due to quality and infection control issues.
- Snacks from the cafeteria are provided in the evening or you may have your own pre-packaged snacks at this time. Snacks brought to the unit will be stored in the kitchen until snack time. Food items cannot be in the bed or the patient storage areas for infection control reasons.
- Soda pop cans, plastic bottles, or glass containers are not allowed outside of the kitchen. The contents may be poured into paper cups at the nursing office or unit kitchen. Nursing staff will dispose of the containers. Personal snacks, sodas or caffeinated drinks will be served during afternoon snack. The consumption of caffeinated drinks after 6:00pm is not permitted. Personal snacks are limited to 2 items per patient.
- Treatment Team approval is necessary prior to receiving food from visitors. All food must be packaged, though special permission can be given for cultural or Native foods.
- Lending, borrowing, sharing or giving food to others directly or indirectly is not permitted.

Can I have money while I am at API?

- You may have \$40.00 stored in the locked box in the charting room, and \$5.00 on person. The hospital has a safe in the Business Office that can store larger amounts of money.
- For your safety, credit or debit cards are not permitted since they may get lost. Lending, borrowing, or giving money to others is not permitted.
- If you need money from your account in the Business Office, you can request it by having a money chit signed by your Charge Nurse. The money chit can only be processed by the Business Office during regular business hours (8 a.m. to 3:30 p.m. Monday – Friday).

Phone Calls

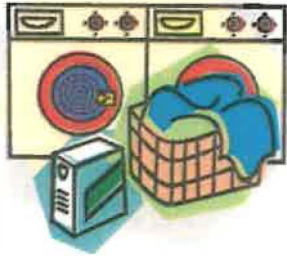
Each Unit has a specific schedule for the use of the patient's phone posted at the Nursing Station.

- The patient phone is located at the Nursing Station. All calls to you are routed to this phone. A hospital staff member will dial all outgoing calls for you.
- Because of the importance of treatment activities, no phone calls are made or received during treatment activities.
- Personal calls may be made from 8:30 am until 9:00 p.m. In-coming calls may be received until 10:00 PM. Outgoing calls after this time are at the discretion of the Charge Nurse.
- There are only four (4) telephones available for use. Phone calls will be limited to 10 minutes if there are others waiting for the phone.
- You may always make or receive calls with your attorney or other professionals, including case managers, payees and guardians, during phone use time.
- Callers who live outside of Anchorage but in Alaska may use the following toll free number when trying to reach you: 1-888-825-5274.



Caring for personal clothing and other items

- Once it has been laundered, you are encouraged to wear your personal clothing on the Unit. You may keep up to three changes of clothing in your room.
- Personal clothing must be modest, free from unkind or hurtful slogans, and not a safety risk. The Charge Nurse and/or Treatment Team makes the final decision regarding whether clothing meets these criteria.
- For your safety and the safety of other patients, all string ties or laces on personal clothing must be removed before you may wear the item on the unit.



- You are expected to launder your personal clothing in the washer and dryer on the unit. Please don't put your personal clothing in the hospital laundry basket as the items may get lost and not returned to you.
 - Washers and dryers are available daily on the unit from 6:30 am to 9:30 pm. Please ask staff to assist you with access to the machines and doing your personal laundry.
- Washing your shoes or coat will be at the discretion of the staff.
 - Unless there are specific safety concerns, eyeglasses, hearing aids, dentures or other prosthetic devices are kept on your person or in your room at night.

May I smoke cigarettes?

API is a tobacco-free campus. There are **no exceptions** to the tobacco-free policy. Similarly e-cigs and other non-medical nicotine dispensers are prohibited. You may request a nicotine patch from your nurse.

Personal Hygiene Items

Personal hygiene are placed in an assigned hygiene bag and stored in the nurses' station. They are available, by request, at set times during the day. While all patients will be provided with generic hygiene items, if pre-approved by the Treatment Team, you may have preferred brands of items such as:

- Toothbrush & toothpaste
- Alcohol-free mouthwash
- Shampoo & conditioner
- Hair moisturizer or ethnic hair grooming products
- Lotion
- Feminine hygiene products
- Make-up (that does not include mirrored cases)
-



When is quiet time?

Most scheduled activities end by 8:00 PM. We ask patients to be in their rooms by 10:00 PM. We encourage everyone to develop a sleep schedule and routine sleep time. At staff discretion, you may watch television or stay up later if you are unable to sleep and do not disturb others.

When can I watch television?

Requests concerning the TV may be made between 6:00 am to 11:00 pm.

- We encourage group participation, so no requests concerning the TV will be addressed during group times.



- TV programming is chosen on a first come basis. You may join someone watching TV and choose together what to watch next. If a group wishes to watch TV they will choose together by popular vote which programming to watch.
- Some programming is blocked due to inappropriate content, staff has the final say in determining the appropriateness of any requested TV program

How can I express my spiritual beliefs?

Chapel services are scheduled every Sunday from 1:30 to 2:30pm.

You may call your own religious provider. If you are unsure who to contact, the Recovery Support Services office has a list of religious providers of various denominations who have agreed to provide support for API patients. Unit staff can contact the Recovery Support Services office to help you set this up. The hospital will attempt to accommodate dietary needs of a religious nature.

Negative remarks about another patient's religious beliefs are a violation of unit rules and hospital policy. Such behavior will be addressed.

Can I get mail?

- Family and friends may send mail to you. The address to use is:

Alaska Psychiatric Institute
3700 Piper Road
Anchorage, Alaska 99508-4677

- You will be called individually to the Nursing Station to receive your mail.
 - You will be given your mail one piece at a time

Can I get mail?

- After you open a letter, you are required to hand it back to the staff member so it can be inspected for contraband.
- Metal pieces or clasps on any items will be removed
- Pictures or drawings of a violent or pornographic nature must be destroyed or returned to sender

What items are NOT PERMITTED to have on the unit?

- Cell phone
- Personal electronics (game player, I-pod, tablet computer, etc.), CDs and DVDs
- Personal care items with cords or batteries (blow dryer, curling iron, electric tooth brush, etc.)
- Sharp objects or glass items
- Knives, guns or other weapons
- Medication and supplements not prescribed by your API doctor
- Matches/lighters; Tobacco in any form
- Chewing gum
- Metal clasps, paper clips, twist ties, hair pins or clips
- Spiral bound notebooks
- Credit or debit cards
- Plastic 6-pack holders, plastic cassette cases
- Plastic bags in patient areas without direct staff supervision
- Non-dairy powdered creamer
- Aerosol cans
- Straws
- Ties (regular or bolo), belts, suspenders, nylons and tights, headbands, scarves, bandannas
- Shoe laces, string, twine, string ties in jackets, sweat pants, or hoodies
- Magazines or pictures of a violent, pornographic or sexually explicit nature. Pictures or magazines that demean a group of people due to their age, gender, ethnicity, religious beliefs
- Items the Treatment Team assesses as unsafe for you to have in your possession



Items from this list will be put in your personal property box or you may send them home with approved visitors.

Thank you for helping us provide a safe and comfortable environment during your stay at API.

