

<b>Vermont Psychiatric Care Hospital Policy and Procedure</b>		
<b>VPCH Scope of Services</b>		
Effective: June 2023	Revised:	Due to Review: June 2025

## **POLICY**

The Vermont Psychiatric Care Hospital (VPCH) is a physically secure acute care psychiatric hospital designed to serve individuals involuntarily placed in the custody of the Commissioner of Mental Health. It is state-licensed, federally certified, and Joint Commission (JC) accredited to operate as a 25-bed facility. It is governed by the State of Vermont's Department of Mental Health Commissioner. VPCH serves involuntarily hospitalized adults whose psychiatric, medical, and therapeutic needs can be met within the capability of the hospital's staff and facilities.

VPCH provides state-of-the-art psychiatric services to hospitalized individuals with a commitment to clinical excellence. Services are individualized in accordance with each hospitalized person's unique needs and are delivered in an environment that inspires teamwork and coordination between professionals, in collaboration with one's community-based natural and professional support systems. Healthcare services are designed according to each discipline's best practices and delivered as part of a coordinated, multidisciplinary approach to healing and recovery. This scope of services policy describes the individual clinical departments' scope of services, as well as the integration of services in the implementation of all care interventions and activities.

## **PROCEDURE**

### **SERVICES PROVIDED**

#### **Dietary Services**

Dietary services consist of personnel who operate under the guidance and direction of a Registered Dietitian to ensure the provision of dietary services is in accordance with policies, procedures, and hospital regulations. Dietary staff manages kitchen operations and clinical nutrition services, including special dietary requirements for hospitalized individuals.

#### **Environment of Care Services**

VPCH environment of care (EOC) services consist of compliance efforts in accordance with Centers for Medicare Services (CMS) and JC. EOC addresses life safety, repair and maintenance, infection control, supplies management, and custodial services. Collectively, these service lines are responsible for keeping the facility grounds clean, safe, and operational.

#### **Medical Services**

The medical staff consists of board-certified or board-eligible psychiatrists, advanced practice psychiatric providers (physician assistants and nurse practitioners), and medical consultants.

Hospitalized persons receive care under the direction of a psychiatric provider, who is responsible for diagnosing and treating psychiatric illness requiring inpatient care. The medical staff provide psychopharmacologic management, counsel hospitalized persons, and coordinate the multidisciplinary treatment team for hospitalized persons.

VPCH medical staff also monitor common medical conditions and refer hospitalized persons for specialized medical treatment when needed. Medical consultants, with the approval of the attending psychiatrist and VPCH Medical Director, and with informed consent by the hospitalized person or guardian, may perform indicated minor surgical procedures as directed by the Minor Surgical Procedures Policy.

For further details about Medical Services, please reference the VPCH Medical Staff Rules and Regulations and VPCH Medical Staff Bylaws.

### **Nursing**

The nursing staff consists of registered nurses (RN), licensed to practice in the State of Vermont, and mental health specialists (MHS) of sufficient number and mix appropriate to the scope and complexity of current services offered. RNs are responsible for and oversee the provision of nursing care continuously from admission to discharge. Nursing personnel provide milieu management and safety, complete and document routine physical and psychiatric assessment (including pain assessment and intervention), venipuncture blood collection, medication administration, assessment of medication effectiveness, education in the areas of mental/physical health and medication, and identification of and assistance with the coordination of additional care and services as indicated.

### **Pharmacy**

VPCH's Pharmacy services shall operate within all applicable state and federal laws, regulations, and licensure requirements. In matters of professional judgement or practice standards, the American Society of Health-Care Pharmacists, Conditions of participation for CMS, JC standards and recommendations will be followed.

The Pharmacy Department ensures high quality care is provided to hospitalized persons through medication safety. Examples of Services provided to accomplish this goal include daily medication distribution, daily clinical activities and performance improvement and regulatory compliance.

### **Psychology**

Psychological services at VPCH shall be provided by licensed psychologists. Psychologists at VPCH conduct individual and group psychotherapy, complete psychometric assessments, and create behavior plans and staff guidelines to help reshape behaviors that interfere with recovery and discharge to the community. Psychologists also provide training and education for VPCH staff on therapeutic approaches to working with hospitalized persons, as well as clinical supervision with a focus on maintaining healthy interpersonal boundaries and working through countertransference and other affective reactions that have the potential to impact clinical work.

In conducting their duties, VPCH psychologists adhere to a person-centered, recovery-oriented treatment approach focused on identifying individuals' strengths, talents, and other positive attributes, as opposed to focusing on problems or deficiencies. Psychologists promote the philosophy that recovery from a mental health crisis is the expected outcome of admission to VPCH. For all treatment planning processes, psychologists' base interventions on positive (as opposed to aversive) contingencies and ensure interventions do not involve limiting a person's choices or freedom of movement beyond what is otherwise encountered in the hospital.

### **Recovery Services**

Recovery Services clinicians provide a variety of educational and rehabilitative activities and therapeutic groups aimed to address a broad range of psychosocial needs and goals. When indicated, Recovery Services clinicians work with hospitalized persons to address how alcohol, tobacco, and other substance use may impact one's mental health and quality of life, and work with hospitalized persons to create a plan to quit or reduce problematic substance use.

Participation in groups and activities offered by the Recovery Services department is recognized as an essential component of holistic mental health treatment. Access to and participation in all therapeutic activities, as well as access to off-unit spaces including outdoor areas, shall be granted solely based on safety considerations. Access to therapeutic services that occur off unit shall not be used to incentivize hospitalized persons. In the spirit of person-centered care, participation in therapeutic groups and activities shall be encouraged but not considered mandatory. Neither coercion nor bribery shall be used to facilitate participation in RS activities.

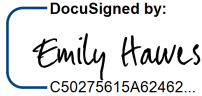
### **Social Services**

Social work clinicians provide a wide variety of services. Upon admission the social worker begins by creating a Comprehensive Social Assessment and a historical records collection. Shortly after admission the social worker joins the multidisciplinary team to develop a Comprehensive Interdisciplinary Treatment Plan. The social work team makes every attempt to engage patients, family members, and others with whom the person has a personal relationship whenever possible. Connecting with the patient's designated agency for continuity of care or referring to a designated agency is included in our services to ensure thorough community care. The social work department participates in discharge planning. Follow-up care and appointments are arranged in addition to safe and secure placements. Upon discharge an Aftercare Referral Form is completed and the social worker ensures that copies are distributed in a timely manner to those individuals and organizations that will provide care, treatment and other services for the hospitalized individual following hospitalization.

### **Additional Services**

Additional services are coordinated and/or contracted to ensure that needed services are maintained in an uninterrupted and continuous manner. Such services may include lab,

radiology, respiratory, occupational therapy, physical therapy, specialty consultation, dentistry, ophthalmology, language translation, etc.

<b>Approved by</b>	<b>Signature</b>	<b>Date</b>
Emily Hawes Commissioner Vermont Department of Mental Health	 A blue DocuSign signature stamp for Emily Hawes, including a handwritten signature and a unique ID number.	6/5/2023