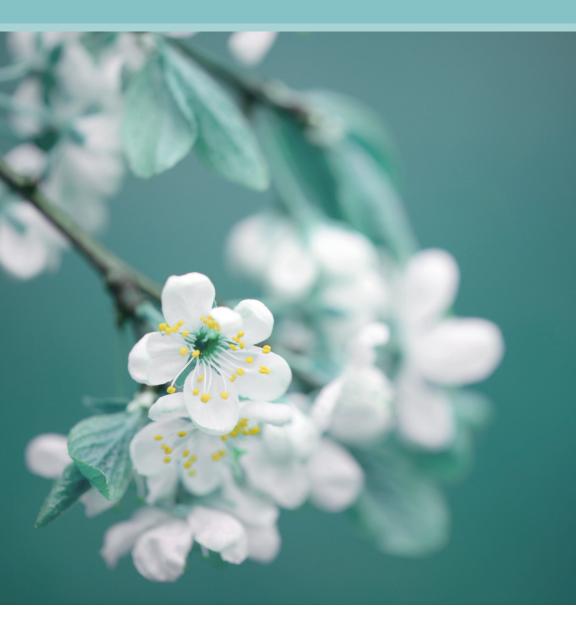
A Guide for Care Partners







Our Care Partner Program

At Sharp Mesa Vista Hospital, we are dedicated to helping individuals and their loved ones on their journey to recovery. We understand that a family member or friend can play a special role in the healing process. Our Care Partner Program offers recovery-focused, patient- and family-centered care. A care partner is someone who supports a loved one's recovery. We believe that patients and their care partners are key to personalized treatment and an essential part of the recovery journey.

This guide will help you, an identified care partner, understand the treatment and aftercare process.

You'll learn what questions to ask, what services to consider, and what actions might be necessary to ensure a safe and smooth transition for your loved one throughout all levels of care.

Our Approach

We believe in bringing the perspectives of patients and families directly into the planning, delivery and evaluation of health care to help improve outcomes. We follow the Recovery Model, an evidence-based approach to care, which supports the idea that family members and other supporters are crucial to recovery and should be included as partners whenever possible.

As a care partner, you are a vital part of your loved one's recovery. One of the tools used to prepare your loved one for a smooth transition to home is a Recovery Action Plan. This tool is designed to help your loved one focus on their recovery and reduce future crises. It will be developed by your loved one with the support of you, any other care partners and our treatment team. You and any additional care partners are encouraged to review the Recovery Action Plan with your loved one.



Inpatient Stays at Sharp Mesa Vista

We know you may feel anxious about your loved one's stay at Sharp Mesa Vista. The information below will give you more details about what to expect.

Hospital Treatment Team

Your loved one's treatment team will include nurses, social workers, a psychologist, a psychiatrist and other staff. We strive to go beyond expectations to provide a strong foundation for recovery. If your loved one is transferred to a different unit in the hospital, their psychiatrist typically remains the same, but other treatment team members may change.

Legal Considerations

While most individuals are hospitalized voluntarily, some will be here on a 3-day or 14-day involuntary hold (California legislative codes 5150 and 5250, respectively).

California law describes very limited circumstances that justify involuntary treatment. Individuals placed on a 14-day hold will have a confidential Certification Review Hearing at the hospital, with representation from the California Office of Patients' Rights. Many individuals who are hospitalized involuntarily later choose to extend their stay voluntarily. A special hearing called a Riese hearing is held with a judge or court when there are questions about a patient's capacity to refuse or consent to medication.

Under the law, adult patients can restrict us from providing information to you about their care. In those situations, we still encourage you to share any mental health history you may be aware of, as well as any concerns you may have about your loved one. That information may help inform their treatment plan.

Comfort Items

Please consider bringing your loved one some comfort items for their stay. All items must be checked in by staff upon arrival.

- Three changes of casual, comfortable clothing; two sets of pajamas;
 a sweater or sweatshirt; slippers or shoes; and personal hygiene items.
 Please note that locked units do not allow clothes or shoes with
 strings, shoelaces or belts. We also discourage clothing depicting
 images of drug or alcohol use.
- A small amount of money (about \$10) that can be spent in vending machines.
- Preferred or comfort food. Your loved one will have access to meals from our cafeteria as well as various snacks.
- Telephones are available on each unit. For the protection of all our patients, we are unable to accommodate cellphones. A list of important personal phone numbers is helpful.
- Consider leaving valuables (e.g., jewelry, electronic devices, credit cards and large amounts of cash) at home.
- Glass or objects that could be used to harm oneself or others are not allowed.

Intensive Outpatient Programs

We offer a range of health services and programs to help individuals of all ages reach their fullest potential. Our specialized outpatient services offer treatment that addresses depression, trauma, eating disorders, substance use, serious mental illness and other mental health concerns. We offer specialized programs for all ages, from children to older adults. These programs typically run multiple days a week to provide more intensive support and include medication management services.

Confidentiality

Psychiatric and chemical dependency patient records are confidential, and normally require a signed consent to release any information. Sharp Mesa Vista sends copies of aftercare plans to the next providers of outpatient treatment to support continuity of care. An exception to confidentiality occurs in a situation of suspected abuse, neglect or violence concerning any child, dependent adult or older adult. All hospital staff members are "mandated reporters" and must make reports to agencies who investigate these concerns.

"It is not easy to find happiness in ourselves, and it is not possible to find it elsewhere."

— Agnes Repplier



Care Partner Recovery Guide

Caring for the Individual

We recognize that the life of our patients and their care partners is not limited to the experience of illness, treatment and caregiving. We want to be aware of preferences specific to your loved one, so they feel comfortable and safe while in treatment. Please share any information that may help us provide better care, including:

Their preferred name and pronouns (he/him/his, she/her/hers,
they/them/their)
Dietary needs
Learning style or barriers
Communication needs
Medication history
Physical needs
Spiritual practice
Cultural practice
Other

Program Contact Information

Your loved one will have a designated psychiatrist and either a social worker or primary therapist, depending on the program they are in. Staff working on their inpatient unit or in their outpatient program can help relay important information to care partners.

If you would like to contact your loved one, please connect with their inpatient unit or program to find out the best times to call.

Patient location (outpatient program or inpatient unit)	
Phone number to reach patient	
Nursing station phone number	
Primary psychiatrist	

Recovery-Focused Components of Care

The Recovery Model is a process of change through which individuals improve their health and wellness, live a self-directed life and strive to reach their fullest potential. It is based on principles that can be remembered with a simple acronym.



Connection — Developing a supportive network because recovery is a social process.



Hope — The belief that things can and will get better. Recovery is possible.



A Meaningful Life — A way of living a satisfying, hopeful and contributing life with new meaning and purpose.

S

Self-Responsibility — The understanding that you are responsible for the direction of your life.



Empowerment — Developing confidence in your own capacities and having the power to make your own decisions.

Communication

As a care partner, you play an important role in the healing and recovery of your loved one. You serve as their advocate and as a potential spokesperson for other family members and friends in their support system. Communication is important because it leads to better health outcomes. Effective communication includes:

- Encouraging a two-way dialogue
- Establishing a partnership among your loved one, care partner(s) and treatment team
- · Creating an atmosphere of caring
- Demonstrating dignity and respect for one another's contributions
- Understanding the importance of each individual's background
- Identifying and discussing interpersonal boundaries (see Self Care on page 18)
- Assertive communication skills

Our goal is to effectively and compassionately communicate with you and your loved one.

Behavioral Health Indicators

It is important to recognize signs that your loved one is struggling and take actions to keep the situation from worsening. Please list your observations when things are breaking down, and any other barriers to the recovery of your loved one.

Triggers/stressors	
Early warning signs of a pending crisis	

Use the section below to help identify your loved one's strengths, give
input regarding treatment goals, and ask any questions you have for
the treatment team.
Personal strengths
Potential goals for treatment
Questions for the treatment team
Recovery Action Plan
Your loved one will be provided a Recovery Action Plan (RAP)
Workbook to assist with their recovery process. We encourage you,
as a care partner, to review the RAP Workbook and RAP Summary
(located near the end of the workbook) with your loved one and note
relevant information in the sections below.
Triggers
Coning of title
Coping skills

Early warning signs
What I'm like when I feel well
Daily maintenance to keep feeling well
Communication: Help From Others
Specific requests of care partner(s)
General requests of care partner(s)
Things my care partner(s) or others should avoid

Crisis Planning Contact Numbers

Psychiatrist
Phone
Preferred treatment facility
Phone
Therapist or Case Manager
Phone
Additional care partner
Phone

"Life isn't about waiting for the storm to pass.

It's about learning to dance in the rain."

Vivian Greene



5 Steps to Help Someone in Crisis

- 1. Ask. "Are you thinking about suicide?" Asking this question of someone you are concerned about communicates that you are open to discussing suicide in a nonjudgmental and supportive way. Make sure to take their answers seriously and do not ignore them, especially if they indicate they are experiencing thoughts of suicide.
- 2. Keep them safe. If someone is having suicidal thoughts, show support by putting time and distance between them and their chosen method of harm, especially highly lethal methods (e.g., firearms and medications). Studies indicate that when lethal means are less available or less deadly, suicide rates by that method decline.
- 3. Be there. This could mean being physically present for someone, speaking with them on the phone, or connecting with them in any way that offers support while they are in crisis. Increasing someone's connectedness to others and limiting their isolation is a protective factor against suicide. Research shows that connectedness acts as a buffer against hopelessness and psychological pain.
- **4. Help them connect.** Establishing ongoing support through the National Suicide Prevention Lifeline (1-800-273-8255) can help a person with suicidal thoughts establish a safety net for when they are in crisis. Additional safety nets could be support and resources in their own community (e.g., Sharp Mesa Vista).
- 5. Follow up. After your initial contact with a person experiencing suicidal thoughts, and after you've connected them with the immediate support systems they need, make sure to follow up and see how they're doing. Leave a message, send a text or give them a call. Studies show the number of deaths by suicide were reduced when following up was involved.

Communication With First Responders

Your completed Care Partner Guide is designed to support the recovery process of your loved one. However, we understand there may be a time when the situation is worsening. If you are unable to prevent a crisis, when should you call for help?

Call police or other emergency services if:

- Your loved one is feeling suicidal or at risk of attempting suicide or harming others
- Your loved one is exhibiting unusual or disorganized behavior, with major limitations in caring for themselves
- There is a medical emergency

In an emergency, call 911. Ask for a PERT Officer.

PERT is the Psychiatric Emergency Response Team, which consists of specially trained officers and deputies who are paired with licensed mental health professionals. Together, they respond to situations involving people who are experiencing a mental health-related crisis.

Things to remember when the police arrive:

- · Identify yourself, remain calm and be patient
- · Secure any knives or weapons in a safe place prior to the officers' arrival
- Keep your hands free and visible
- If possible, wait in front of the residence after securing any pets
- Turn on lights if it is dark outside
- Identify a primary contact person to communicate with arriving officers
- Be prepared to answer many of the same questions asked by dispatchers

In San Diego County, there is a helpful app called oscER (Organized Support Companion in an Emergency Situation). It provides clear guidance on what to do before, during and after a psychiatric crisis. Download to any iOS, Android or Windows device at namisandiego.org/oscer.

Tips on Medication Management

Medications are often a part of an individual's treatment plan and their medications may change.

For those who were cared for in an inpatient unit, the prescribed medications will be listed in the discharge paperwork and explained by a nurse (you may request a detailed medication information sheet).

Individuals in our outpatient programs will work with one of our psychiatrists to monitor and adjust medications as needed. We encourage you to talk with your loved one about current medications or ongoing changes. Some individuals may require more support with taking medications for various reasons, including safety, motivation and memory.

It is vital that you and your loved one understand:

- The purpose of the medication
- · How to obtain the medication and refills
- · What to do when medication is missed or forgotten
- Which foods or other medications (including over-the-counter drugs) to avoid
- The importance of taking medications as prescribed (there are numerous devices and apps that can assist in remembering to take scheduled doses)
- How to contact a physician or pharmacist if medication side effects occur when taking them as prescribed
- Whether medications need to be stored securely and, if so, where and for how long

Medication Assistance Resources

GoodRx goodrx.com

Medicine Assistance Tool medicineassistancetool.org

NeedyMeds needymeds.org

Preparing for When Your Loved One Leaves the Hospital

Your loved one will receive discharge paperwork prior to leaving the hospital. Make sure to review their discharge plan and individualized RAP Workbook. Speak with your loved one to get help completing the section below.

Safety

Outpatient Care Providers

The safety of your loved one's home is important. We suggest that firearms be secured so they are not accessible. We sometimes suggest that alcohol or old medications be removed, or that patients do not have access to large amounts of medication or other items that could be used in a lethal manner. The goal is to reduce opportunities for self-harm.

Self-Care

"In the event of an emergency, put on your oxygen mask first before assisting others."

Nearly two-thirds of those who care for people with mental illness say their caregiving role has made their own health worse (National Alliance for Caregiving, 2015). It can be challenging to be a care partner. To be effective, you need to take care of yourself. However, there are many barriers to caring for yourself, such as time, resources, crises, day-to-day responsibilities or the tendency to put yourself last.

As a care partner, it is crucial to turn some of the care and love toward yourself and commit to doing things you enjoy, find relaxing or offer a distraction from stress. Taking care of yourself includes recognizing when you need help, and finding ways to balance your physical, emotional, financial and social needs.

Resilience Techniques

If possible, establish a support team by reaching out to providers, family and friends. Keep in mind that not everyone will be a good fit or have the ability to contribute.

Learn about the various ways to navigate the mental health system. Getting well often takes time and patience is needed. If you are feeling overwhelmed, consider personal counseling, grief counseling, marital counseling or family counseling. Don't forget to check your own emotional needs on a regular basis.

"Real strength comes not from pretending to be strong all the time, but from acknowledging our weaknesses and vulnerabilities when we feel that way."

Unknown

Boundaries

Boundaries are guidelines, rules or limits a person creates to identify reasonable, safe and acceptable ways for other people to behave toward them, and how they will respond when someone crosses those limits. There are four aspects of boundaries:

- Physical distance, touch, space and intimacy
- Cognitive our own thoughts, opinions, values, beliefs and choices, and whether we permit others to push their own on us or vice versa
- Emotional feeling sympathy or empathy without taking on someone else's pain, overly focusing on an individual at our own expense, oversharing, or expecting others to resolve or "fix" our emotions
- Behavioral acceptable versus unacceptable actions or behaviors, enabling behaviors through lack of limit-setting, interfering with natural consequences of someone else's behavior

Set healthy boundaries by being assertive:

- Identify and express how you feel and describe your perspective using "I" statements
- Do not take on someone else's "problems" as yours to solve alone;
 help empower the person you're supporting
- Set up and agree to a clear set of expectations, including specific consequences for not meeting them, such as expectations for not harming self or others, reporting warning signs, taking medications, keeping a list of responsibilities to accomplish, asking for monetary help, etc.
- Give each other physical and emotional space and learn to recognize warning signs of conflict or boundary violations
- Learn to accept what you cannot change; let go of minor concerns but don't ignore threatening, violent or self-harming behavior
- Develop resiliency by taking care of your needs first (for example: get enough rest; eat healthy meals; exercise regularly; engage in scheduled leisure and social activities; share your concerns with the individual you are caring for, as well as with a support person in your life)

Taking Care of Yourself

There are several ways you can care for yourself as you continue your care partner journey. The National Alliance for Caregiving provides a Caregiver Health Self-Assessment Questionnaire on its website. This tool helps you examine your own circumstances and make decisions on how to take care of yourself. For more information and to access the questionnaire, visit caregiving.org/resources/caregiver-health.

Make a Commitment to Yourself

It's easy to allow yourself to become overly focused on supporting your loved one. Maintaining an identity apart from your role as care partner is healthy for you both. Treating yourself well every day and putting your own well-being first will ensure that your mental and physical health is protected, allowing you to be better equipped to cope with the care partner role.

Physical Health

Taking care of yourself includes physical activity, proper sleep and a healthy diet. Physical activity has many benefits, but it can be difficult to find time to fit in. Consider the following tips to engage in regular physical activity:

- Download an app such as Map My Walk (mapmywalk.com) to help provide motivation, or invest in a fitness tracker
- Plan your walking route ahead of time
- · Bring walking shoes with you or keep them in your car
- If leaving the house is a barrier to physical activity, look around your home for opportunities to exercise (there are many online programs that provide guidance for in-home exercises)
- Even if you don't have a long time to exercise, small amounts of activity can build up throughout the day or the week
- Eating a balanced diet is important for your overall health; stay hydrated by drinking plenty of water and minimize alcohol use during stressful times
- Sleep is important when you cannot sleep through the night, find times to nap, even for short periods
- Make time to see your doctor and ensure you have regular checkups

Spiritual Health

Spiritual self-care can take many forms, including prayer, mindfulness, meditation, yoga, connecting with nature, or attending worship services. Consider including these spiritual activities in your daily life:

- Take a walk in a place that is quiet or peaceful
- Practice yoga or meditation to develop mindfulness and stay in the present moment
- Garden or spend time in nature
- Take time to read books based on your religious or spiritual practices
- · Listen to relaxing or calming music

Emotional Health

Taking care of yourself emotionally will allow you to find the strength to continue your journey as a care partner.

- You are not alone in your struggles there are many types of caregiver support groups, either online or in person, where you can share your experiences in a safe environment
- Social support is critical to emotional health connect with friends or family on a regular basis, even if for a short time
- Find local groups on meetup.com, or through community or senior care centers
- Remember to put more emphasis on what's going well, rather than what's going wrong
- Be mindful of the positives and have compassion for yourself
- Take a break and allow yourself to stop and do nothing; consider the option to just be, without feeling guilty
- Take moments for yourself during your busy day spend a few extra minutes to drive the scenic route home from work, enjoy a light conversation with your co-worker, slow your pace and look around you, or stop to pet a dog
- No one is to blame for mental illness and no matter the circumstances, the situation is never hopeless
- Temporarily readjust your expectations; compare last month to this month, not last year to this year

Financial Health

Taking care of yourself means taking care of your finances. Caring for someone can often mean out-of-pocket expenses that add up quickly. Meeting with a financial advisor can help you feel more in control of your finances and help you make informed decisions. Financial advice can be found at your local bank or in local aging network groups such as senior centers or the county's Aging and Independence Services (sandiegocounty.gov).

See additional resources in the appendices.

Appendix 1: Financial Resources

California State Disability Insurance (SDI)

If a patient is an employee who pays into SDI, they may be eligible for disability payments for up to one year while out of work. Call 1-800-480-3287 or see the Disability Insurance section at edd.ca.gov/disability.

Disability Help Center

Your loved one may qualify for benefits through Social Security, such as Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI). For help applying for benefits, appealing a denial, and accessing other resources, call 619-282-1761 or visit disabilityhelpcenter.org.

Food Assistance

The Jacobs & Cushman San Diego Food Bank provides nutritious food to individuals and families in need in communities throughout San Diego County. 1-866-350-3663 • sandiegofoodbank.org

Health Insurance Counseling and Advocacy Program (HICAP)

This program provides free, confidential counseling and community education for California Medicare beneficiaries, their representatives and people who will soon be eligible for Medicare. Assistance is available related to all aspects of Medicare. **858-565-8772 • cchicap.org**

Housing and Community Development

Rental assistance and Section 8 housing resources.

858-694-4801 • sandiegocounty.gov/sdhcd

Medi-Cal

Step-by-step guide regarding eligibility, application and providers.

1-866-262-9881 • dhcs.ca.gov

Medicare

Information, application instructions, FAQs and providers.

1-800-633-4227 • medicare.gov

Paid Family Leave

You may be eligible for Paid Family Leave (PFL) while caring for your relative after they leave the hospital. Call 1-877-238-4373 or see the Paid Family Leave section at edd.ca.gov/disability.

Sharp HealthCare Public Resource Specialist

During and after hospitalization, our specialists can help you and your loved one apply for federal, state and county programs such as Medicare, Medi-Cal, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), State Disability Insurance (SDI), CalFresh, and Victims of Crime, 858-939-5525

Social Security Administration

Social Security benefits and resources. 1-800-772-1213 • ssa.gov

Unemployment Services

If you're out of work or had your hours or wages reduced, you may be eligible to receive unemployment benefits.

1-800-300-5616 • edd.ca.gov/unemployment

Appendix 2: Advance Care Planning

California's Physician Orders for Life-Sustaining Treatment (POLST)

A POLST form is used in conjunction with an advance health care directive and is a concrete way to ensure that your care wishes are adhered to by medical professionals. Ask the unit or program social worker for further information, or visit **capolst.org**.

Prepare for Your Care

A step-by-step program to help you talk with your doctors and have a voice concerning your medical care. A summary of your wishes and easy-to-read advance directives are available to print out. **prepareforyourcare.org**

Appendix 3: General Resources

One of the keys to adopting a healthier lifestyle is knowing how to access and use community resources. Support for you and your loved one is an integral part of sustained recovery. When looking for support and information, it's important to know it's reliable and accurate, especially when searching online.

For specific Sharp HealthCare mental health resources, visit sharp.com/mentalhealth. You can also ask to speak to your loved one's social worker or case manager.

For more information on Sharp Mesa Vista Hospital programs for children, teens, adults or older adults, visit **sharp.com/mesavista** or call **858-836-8434**.

There are many community recovery and support meetings hosted by Sharp Mesa Vista. Call **858-836-8434** first to verify the time and location.

For additional resources, see your loved one's Recovery Action Plan Workbook.

Emergency Resources

Adult Protective Services Hotline 1-800-339-4661

California Youth Crisis Line 1-800-843-5200

Child Abuse Hotline 1-800-344-6000

Emergency or Life-Threatening Situations 911

National Domestic Violence Hotline 1-800-799-7233

National Suicide Prevention Lifeline for LGBTQ+ Community 1-866-488-7386

National Suicide Prevention Lifeline 1-800-273-8255

National Suicide Prevention Lifeline en español 1-888-628-9454

San Diego Access & Crisis Line 1-888-724-7240

Community and Caregiver Resources

2-1-1 San Diego 211 • 211sandiego.org

AARP aarp.org/home-family/caregiving

Aging & Independence Services 1-800-339-4661

Alzheimer's Association Helpline 1-800-272-3900

Alzheimer's Association San Diego 619-678-8322

California Aging and Adult Information Line 858-560-2500

California Department of Rehabilitation 619-767-2100

California Smokers' Helpline 1-800-662-8887 • quit.nobutts.org

Caregiver Action Network caregiveraction.org

Caregiver Coalition of San Diego 858-505-6300 • caregivercoalitionsd.org

Consumer Center for Health Education & Advocacy 1-877-734-3258

ElderHelp of San Diego 619-284-9281 • elderhelpofsandiego.org

Family Caregiver Alliance caregiver.org

Military One Source 1-800-342-9647 • militaryonesource.mil

National Alliance for Caregiving caregiving.org

San Diego County Health & Human Services

619-515-6555 • sandiegocounty.gov/hhsa

San Diego Family Magazine 619-685-6970 • sandiegofamily.com

San Diego Food Bank 1-866-350-3663 • sandiegofoodbank.org

San Diego LGBT Community Center 619-692-2077 • thecentersd.org

San Diego Parks & Recreation Therapeutic Recreation Services 619-525-8247

Social Advocates for Youth San Diego 858-565-4148 • saysandiego.org

Southern Caregiver Resource Center 858-268-4432 • caregivercenter.org

Survivors of Suicide Loss 619-482-0297 • soslsd.org

Legal Resources

Legal Aid Society of San Diego 1-877-534-2524 • lassd.org
Patient Advocacy Program 1-800-479-2233

Behavioral Health Resources

Al-Anon San Diego 619-296-2666 • alanonsandiego.org

Alcoholics Anonymous San Diego County 619-265-8762 • aasandiego.org

Depression and Bipolar Support Alliance 858-444-6776 • dbsasandiego.org

Narcotics Anonymous San Diego 1-800-479-0062 • sandiegona.org

National Alliance on Mental Illness San Diego

1-800-523-5933 • namisandiego.org

National Institute of Mental Health 1-866-615-6464 • nimh.nih.gov

Recovery Innovations International San Diego 858-274-4650

San Diego County Behavioral Health Services 1-888-724-7240

San Diego In-Home Outreach Team 619-961-2120 • telecarecorp.com/ihot

San Diego Network of Care sandiego.networkofcare.org

Smart Recovery San Diego 619-750-4328 • smartrecoverysd.org

Substance Abuse and Mental Health Services Administration

1-800-662-4357 • samhsa.gov

Veterans Affairs San Diego 858-642-3391 • sandiego.va.gov

Warm Line — mental health peer support and information 1-800-930-9276

Medication Assistance Resources

GoodRx goodrx.com

Medicine Assistance Tool medicineassistancetool.org

NeedyMeds needymeds.org

Sharp Mesa Vista Hospital, Sharp McDonald Center and its affiliates do not endorse any of the above resources. They are provided for your convenience and are to be used solely at your own risk. All recommendations are made without guarantee and Sharp HealthCare disclaims any liability in connection with use of these resources. Remember to always check that the resource appears legitimate. If you are having a medical emergency, please call your doctor or 911.

Notes	

Sharp Mesa Vista Hospital

7850 Vista Hill Ave. San Diego, CA 92123 858-836-8434



A Health Care Organization Designed Not For Profit, But For People