

# OSH Recovery Times

Volume 2, Issue 8



August 2006

## Watching the River Run

*By Marvin D. Fickle, MD*

For many of us, the past several years have been marked by the tremendous participation by our employees in efforts to end the overcrowding that strained our ability to function.

We remain seriously overcrowded in many areas, but with the efforts of the Governor and the Legislature, we have at least established a process whereby we might greatly improve the conditions of our citizens with mental illness.

Into this moment of hope has come the previously reported announcement from the U.S. Department of Justice that they are going to investigate us and, most recently, the arrival of their document requests prior to their visit.

This appears worrisome to some of us, but has also unleashed an outpouring of assistance from the Office of Mental Health and Addiction Services and the Oregon DOJ, who are obviously deeply involved in this process.

We will be hiring outside experts to assist us in this process, one which many other states have experienced.

It is important to recognize that this process will be a very lengthy one, likely lasting at least three years prior to any resolution. The stipulated agreements have taken a minimum of two years, and some are much longer in coming to a conclusion.

Oregon has already begun a process to rectify the situation at the State Hospital, and it is continuing its development of appropriate community resources. We know we have a long way to go until we feel that the level of care is commensurate with the need, but the process is not a trivial or superficial one.

The synchronous arrival of outside experts with our own attempts to improve may well result in a win-win circumstance.

That said, in the short run the CRIPA (Civil Rights of Institutionalized Persons Act) will undoubtedly result in an increase in work for administrative managers and assistants, as well as many staff in other parts of the hospital.

We will schedule several meetings the week of Aug. 7 to discuss the details of the document requests and how they might affect the various parts of the hospital.

Please arrange your schedule and those whom you supervise so that most of you might attend (and ask questions!).

### In this issue....

New Teachers.....	2
June Milestones .....	2
AS400 Update .....	3
August Calendar .....	3
Dress Code Changes .....	3
Tracer Methodology Explained.....	4
Evidence-Based Practices Update .....	5
New Hires .....	5
OSH Diversity Meal.....	5
Cultural Competency and Diversity....	6
August EDD Schedule.....	6

## Welcome, New Teachers

By Vern Eggiman

Four new teachers have been selected over the past two months to be a part of the Supported Employment and Education Team.

For the past two years **Ashley Eason** was employed by Eddyville Charter School as a Language Arts Teacher. She worked with at-risk youth representing a wide variety of learners. She brings experience in grant writing and project management as well as computer expertise and a variety of teaching skills to our team. Ashley received her master's in teaching from Oregon State University.

**Eric Miller** has been employed for the past five years as an employment specialist for the Community Services Consortium in Lebanon, Oregon. He has also served in Director of Instruction, principal and teaching positions in Oregon and has extensive experience in education, training, grant writing, program development and counseling. Eric received his master's in education from Western Oregon University.

**Joe Quaal** has worked as a teacher for the Salem and Albany school districts for more than eight years. He also held positions as Adult Basic Education Instructor at Portland Community College, Special Education Instructor at Camosun College in Victoria, B.C., and Mental Health Specialist and Behavioral Specialist positions in Josephine and Jackson counties. Joe has teaching, program planning and development experience. Joe received his master's degree in special education from Oakland University in Rochester, Michigan.

This past year **Andrew Gibbs** worked as a language editor and stylist for Nauka/Interperiodica Publishing Company, and as an English and foreign language teacher, in Moscow, Russia. Andrew also worked at the Children's Farm Home in Corvallis and Edgefield Children's Services in Troutdale. His bilingual skills and mental health experience are a welcome addition to our team. Andrew received his master's in teaching from Oregon State University. ❖

*Recently, you may have noticed new artwork in the Communication Center or Admin Building 29 as part of the Valuing Diversity Committee project. Patients in the 48 Building created these paintings while learning about various cultures. These walls will exhibit patient artwork on a rotating basis, with a different display every few months. Other cultural patient artwork can be seen in the Business Office (wall mural) and the gazebo in the 34 Building yard (benches). Take a moment to enjoy these beautiful displays, if you haven't already! ❖*

## June Milestones

### •30 Years of Service•

*Roger Bollens*

41C

*Diana Newport*

34D

### •20 Years of Service•

*Laura Erwin*

41B

*Paul Martin*

35B

*James Morin*

34C

### •5 Years of Service•

*Terry Brenner*

Sex Offender Unit

*Theresa Kanig*

50J

*Sharon McClintock*

35B

*Marlin Wynia*

Housekeeping

### •Retirements•

*Sally Carignan*

Community Reintegration Pro.

*Rinaldo Fratangelo*

Mental Health Therapist 1

*Jacqueline Pierce*

Psychiatric Social Worker

*Loren Reynolds*

Manual Arts Instructor

*George Thatcher*

Fiscal Manager



## AS400 Migration Team Update

By Chris Betts

The AS400 Migration Project is making excellent progress and remains on schedule thanks in large part to the continued support we're receiving from OSH staff.

Our new training coordinator, Diana Marshall, will be hosting training for the new nursing reports as well as Hummingbird access to the DHS Mainframe, also known as MCICS, beginning in August. Our goal is to have everyone using the desktop icon to access OP/RCS, the Oregon Patient Resident Care System, by mid-September.

We have installed and tested the conversion software we will be using to convert AS400 documents and directories. Initial tests are showing excellent results, and we are continuing to meet with and form workgroups to gather requirements for migrating AS400 functions to the Novell network/PC environment.

Good progress is also being made on a PC-based replacement for the Hospital Visitor List. The Visitor List workgroup met in July and laid down the foundation for a product that will be much more robust than what is currently in use.

Please continue to feel free to GroupWise AS400 Migration-OSH with questions and concerns. ❖

## Dress Code Changes

By Cheryl Miller

As many of you aware, a recent change in the OSH Dress Code policy 5.017 allows, under certain circumstances, for employees to wear shorts while on duty. When local or national weather forecasts indicate temperatures will be exceeding 85 degrees, the superintendent may authorize the wearing of shorts while at work.

When approved, shorts will be at knee length and professional in appearance. Gym shorts and other sport type shorts will not be worn by either gender. Employees coming to work wearing shorts when not authorized to do so, or that do not meet the criteria described in the policy, will be sent home to change.

**"DRESS CODE" continued on page 4**

## August 2006 Calendar

14

### OSH Foundation Board Meeting

10:00 a.m.

Callan Room

Contact Jessica Loewen:  
(503) 945-2892

16

### Diversity Committee

1:30 p.m.

Treleaven Room

Contact Rebecca Sweetland:  
(503) 945-2806

18

### Wellness Committee

8:15 a.m.

Callan Room

Contact Sue Wimmer:  
(503) 945-2886

21

### OSH Foundation Funded Grants Announced

Contact Jessica Loewen:  
(503) 945-2892

23

### General Staff Meeting

2:30 p.m.

30 Building Gym

Contact Pam Dickinson:  
(503) 945-2852

# Tracer Methodology Explained

By Ted Ficken

When we have our unannounced Joint Commission for the Accreditation of Healthcare Organizations (JCAHO) survey later this year, surveyors will be using their new “tracer” methodology.

This means that they will spend less time reviewing policy manuals and meeting with managers, and more time talking to direct care staff and patients. Staff must be prepared to answer questions and to be observed by surveyors. There are two types of tracers: patient tracers and systems tracers.

For patient tracers, surveyors will use selection criteria to select individual patients. They will review those patients’ medical records and then trace the patients through various staff, disciplines, services and departments. For example, if the patient was receiving pain medications, the surveyor may talk to the physician and nurse or visit the pharmacy. If the patient had x-rays, the surveyor may visit radiology.

The survey will be extremely flexible and we will never know in advance where surveyors might go. For those staff members who are interviewed, the surveyor will usually visit Human Resources

and review personnel files, or visit discipline chiefs to review credentials and/or clinical privileging files. It is important that all employees ensure that their files are current. Systems tracers will look at the systems that we have in place for infection control, medication management, data management, management of the environment of care and leadership.

To conduct a system tracer, the surveyor may convene a multi-discipline group to discuss what role each person plays in the system that is being traced. Surveyors may also interview patients, so it is equally important that patients know they may be asked questions about their treatment and care.

For more information about tracer methodology, a staff training video is available for checkout from the Quality Improvement (QI) Department.



QI would also like to remind staff that complaints about the quality of patient care may be made directly to JCAHO. Complaints may be e-mailed to [complaint@jcaho.org](mailto:complaint@jcaho.org), faxed to Office of Quality Monitoring at (630) 792-5636, or mailed to Office of Quality Monitoring,

JCAHO, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

You may include your name, or make your complaint anonymously. JCAHO policy forbids accredited organizations from taking retaliatory actions against employees who have reported quality of care concerns to JCAHO.

For additional information, you may contact JCAHO at 1(800) 994-6610. ❖

## **“DRESS CODE” cont. from page 3**

In addition to the change allowing shorts, I would like to remind staff that we all need to be aware of and comply with the requirements of the dress code policy. Failure to dress appropriately in the workplace (i.e. inappropriate shoes, short skirts or dresses in patient care areas, tight clothing, etc.) will result in employees being sent home to change. Employees sent home due to policy violations would be in an unauthorized leave without pay status.

Direct questions regarding appropriateness of shorts or other attire to the Office of Human Resources, supervisors, or a member of the Superintendent’s Executive Council. ❖



## Evidence-Based Practices Update

By Ted Ficken

Over the past year, you may have read or heard about the efforts at the hospital to implement Evidence-Based Practices (EBPs). These efforts were driven by Senate Bill 267, which requires certain state agencies to demonstrate that a percentage of their services are evidence-based. Put simply, as much as possible, we want to use treatment approaches that have been proven to be effective.

Here at OSH, we have tried to identify EBPs that are already in use, and have submitted many to the Office of Mental Health and Addiction Services (OMHAS) to be reviewed and placed on their list of approved EBPs. Thanks to all employees who took the time to develop EBP submission packets. To date, two of our submitted EBPs (Prepare/Enrich and Music Therapy with Dementia) have been accepted for inclusion on the OMHAS list. Several others were returned with a request for additional information.

A few submissions were returned because the OMHAS review concluded they were not the type of EBP targeted by SB267. We continue to work on identifying and submitting EBPs. For a list of all submitted EBPs, contact Ted Ficken at (503) 945-0916, or by GroupWise email. You can access the full OMHAS list of approved EBPs at [www.oregon.gov/DHS/mentalhealth/ebp/main.shtml](http://www.oregon.gov/DHS/mentalhealth/ebp/main.shtml).

After meeting with representatives from OMHAS, the combined OSH Clinical Planning Group and IDT Sub-Committee established the goal of having each OSH unit adopt at least one EBP. We will continue to strive toward that goal. In addition, we will continue to facilitate staff training regarding EBPs, including the EBP overview and motivational interviewing trainings that were offered in July. ❖

## OSH Diversity Meal

By Heike Tash

On Aug. 15, OSH Food Services will be serving a Pakistani meal to patients consisting of masala shrimp, couscous, spicy lentil soup, Pakistani mixed vegetable salad, mandarin, and almond cake. Garam masala is the main spice in masala shrimp and is an essential seasoning in the cuisine of northern India. The spices in this blend include black pepper, coriander, cardamom, cumin, cinnamon, nutmeg, cloves and saffron, and are said by Indians to heat the body. For more information, contact Food and Nutrition Services: (503) 945-2915. ❖

## Welcome

June new hires and promotions

**Dagmar Amrein**

Mental Health Therapy Tech

**Brenda Blobaum-Aldan**

Exec Support Specialist 1

**Vincent Boaz**

Nurse Manager

**Holly Campbell**

Mental Health Reg. Nurse

**Tyler Case**

Mental Health Specialist

**Laurie Donahue**

Mental Health Therapy Tech

**Michael Downs**

Mental Health Therapist 1

**Ashley Eason**

Teacher

**Susana Flores**

Food Service Worker 2

**Benjamin Hackenbruck**

Painter

**Brandon Janes**

Mental Health Therapy Tech

**Sue Johnson**

Nurse Manager

**Lori Koff**

Word Processing Tech 2

**Petr Lokotkov**

Psychiatric Social Worker

**Melissa Luthe**

Mental Health Therapy Tech

**Trisha Mack**

Pharmacy Tech 2

**Eric Miller**

Teacher

**Joseph Quaal**

Teacher

**Amy Smith**

Clinical Psychologist 1

**Dondee Stone**

Word Processing Tech 2

**Casey Wenger**

Auto Shop Superintendent

**Deborah Yager**

Mental Health Therapy Tech

# Cultural Competency and Diversity

By Rebecca A. Sweetland

The diversity spotlight this month is on **Javad Farza**, Mental Health Therapist 2 in Portland, ward 1A. Javad and his wife, both natives of Iran, never dreamed their lives would instantly change as a result of the 1979 hostage crisis. However, their country was no longer the same; the Farzas refused to live under the conditions established by the controlling Islamic extremists. In hopes of American freedom, the Farzas gave up everything and left Iran with their infant daughter.

The U.S. refused Javad entry on a student Visa because of the hostage crisis, leading the family to England where they struggled financially before taking a 24-hour flight to Mexico City. The Farzas waited for the hostage crisis to end so they could cross the border to join family in the U.S., continue their education and begin their lives anew.

Meanwhile, they spoke no Spanish, knew no one, and at one point lived on bread and tea for three days because mailing difficulties hindered their family from wiring them money. Fortunately, Javad got a job teaching English to Mexican corporate executives, learning Spanish in exchange, and allowing his family to survive in Mexico for the next year and a half, the duration of the hostage crisis.

After finally getting permission to enter the U.S., the Farzas settled in Dallas, Texas, where Javad worked odd jobs delivering newspapers,

selling TV cable and pumping gas. After eight months, Javad's English skills had improved significantly and he landed his first job as a psychiatric attendant at a Dallas hospital and went on to work as a social worker.

In 1990, the Farzas moved to Oregon to be closer to family and Javad began working at OSH. In Oregon, Javad achieved many accomplishments in his professional and personal life, including receiving a "Best Mental Health Worker Award" in 2001, raising his daughter who is an RN and his son who attends law school.

Javad immediately said "yes," when asked if he would do it all over again, seeing a positive attitude as the best approach. ❖

**August EDD Schedule:** Following are classes being offered at the OSH Education and Development Department (EDD) during the remainder of August. Classes are located at EDD unless otherwise noted. Call (503) 945-2875 for more information.

**General Orientation:** 8/7-11, 8 am–5 pm; 8/14, 8 am–noon  
**Ed Day:** 8/8 & 8/22, 8 am–5 pm  
**Healthy Emotions I, Part I:** 8/9, 9:30 am–2:30 pm  
**Boundary Issues:** 8/11, 2–4 pm

**Nursing Leadership:** 8/14 & 28, 1–5 pm  
**MHT 101 Orientation:** 8/14 & 28, 1–5 pm  
**Nursing Orientation:** 8/15 & 29, 8 am–5 pm  
**Pro-ACT Refresher Training:** 8/16 & 30, 8 am–5 pm; and 8/17 & 31, 8 am–noon  
**Healthy Emotions I, Part II:** 8/16, 9:30 am–2:30 pm  
**Communication Principles:** 8/18, 1–4 pm  
**Roadcraft Drivers Safety:** 8/18, 8 am–noon

**General Orientation:** 8/21-25, 8 am–5 pm & 8/28, 8 am–noon  
**Strength-Based Practice:** 8/21, 8 am–5 pm  
**Stages of Change:** 8/22, 8 am–5 pm  
**Roadcraft Drivers Safety Training:** 8/23, 1–5 pm  
**Motivational Interviewing:** 8/23, 8 am–5 pm  
**Pharmacology:** 8/23, –5 pm  
**Solution Focused Therapy:** 8/24, 8 am–5 pm  
**Co-occurring Disorders:** 8/25, 8 am–5 pm  
**RN Skills:** 8/31, 8 am–5 pm