



The No Name News*

The Newsletter of the Oregon State Hospital

Volume 1, Issue 3

October 3, 2005

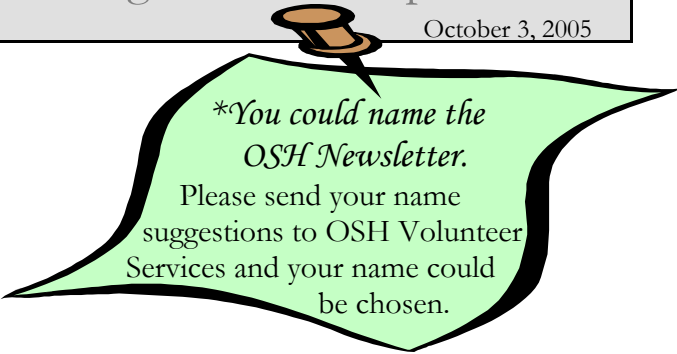
From the Desk of the Superintendent

Get Together--an Anthem for the Real World

By Marvin D. Fickle, MD

The experiences of former patients, who can readily articulate the hardships personal tragedy of hospitalization, can give us profound insight into having one's identity, privacy, and world-view shattered by being involuntarily hospitalized.. I've heard employees at OSH speak of having jobs that are frustrating and meaningless, but the truth is that so many people here at the hospital depend upon us in ways that we can scarcely appreciate. Patients actually live here. This may seem incomprehensible to people who can go home at the end of the day (if you aren't mandated). We must remember the importance of the perceptions of patients who receive our care.

Let us recall theA central fact about patients' lives at the hospital – is that they do not control what happens to them in the same way that most of us have come to expect in our livestake for granted. Each of us impacts the daily experience of many patients, far beyond the simple interaction that we may easily readily recall. It is essential to remember that the perceptions of patients who receive our



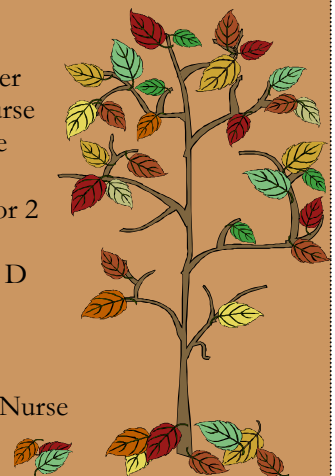
**You could name the OSH Newsletter.*

Please send your name suggestions to OSH Volunteer Services and your name could be chosen.

care may be far different that what we remember. We as staff have far moreIt is the difference of power in our relationships with our patients, a difference that makes that the issue of abuse becomes important and timely.

Welcome to all those who were newly hired to OSH in August

- Cher Chen, Physician Specialist
- Susan D Alessandro, Psychiatric Social Worker
- Dennis Filcher, Mental Health Registered Nurse
- Kathy Finke, Mental Health Registered Nurse
- Janice Hauge, Office Specialist 1
- Joseph McCarthy, Support Services Supervisor 2
- Mary Millard, Custodian
- Norman Miller, Principal Executive Manager D
- Dianna Northey, Medical Records Specialist
- Frank Seibel, Clinical Psychologist 1
- Robert Stone, Physician Specialist
- Wambui Thiongo, Mental Health Registered Nurse
- Karen Volker, Mental Health Therapist 2
- Julie Webb, Mental Health Registered Nurse



The structure of the abuse reporting and investigation will be changing in the next several months. In response to the Governor's Task Force "Review of Policy and Protocol Regarding Reports of Patient Abuse or Neglect at the Oregon State Hospital," a number of issues are being addressed. A core issueconcern has been the unique situation with the hospital's oversight of abuse

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Attention all Staff: PEBB Update

Information from the Public Employees' Benefit Board web site

During Open Enrollment, Oct. 1-31, 2005, the Benefit Board will offer new regional medical plans. Medical-plan-only enrollment will be mandatory for members in Multnomah, Clackamas, Washington, Yamhill, Columbia, Clark (WA), Marion, Polk, Linn, Benton and Lincoln counties, where new medical plan choices will be available. Members in these counties who fail to enroll will be enrolled in the plan selected by the board for their region. This will be the Kaiser Permanente Added Choice point of service (POS) plan, except for members in Linn, Benton and Lincoln counties where the plan will be the Samaritan Select PPO plan. And for the first time, members can enroll online. Find out what's new for 2006 benefits at www.oregon.gov/DAS/PEBB/september05.shtml.

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allegations, which is unique in the state. We have been the sole state or county agency to determine the final outcome of our own investigations. This is an unusual arrangement, outside the realm of most auditing functions.

We have nothing to hide. That has always been the best approach to situations in which one's integrity or ethics are questioned. I truly believe that the hospital should not shy away from shining the strongest possible light on what it does. This is not to say that we are perfect, but that under the circumstances, we are doing a tremendous job. We hope to greatly improve performance. Many employees constantly suggest ways for improvement. Even incremental progress, can result in profound changes in our patient's lives. And that is the outcome I believe we all strive to achieve.

The Office of Investigation and Training (OIT) reviews of our abuse allegations are not to be feared. They are trying doing their job in the best way that they can. We are part of the same team. The vast majority of their investigations result in employees being vindicated. They are not on a witch hunt; rather, they help keep the process honest. I would not suggest for a moment that our employees would endeavor to consciously harm the patients in their care, but rather, that the power differential is the essential element of which we need to be aware.

I do not believe, and the facts clearly support us, that hospital employees are part of some conspiracy to deprive our patients of their rights and humanity. I would not suggest that our employees would endeavor to consciously harm the patients in their care, but rather the power differential between patients and staff can create unhealthy responses if not monitored and understood. However, we need to be aware of how being involuntarily placed in the hospital is a profoundly disabling situation. Our ability to help people is contingent on navigating that inequality of power. Our patients' success in reestablishing independence is ultimately dependent on our ability to accept sensible risk, and to allow the emergence of self-reliance. The more support our patients have in this endeavor, whether in the form of protection investigations from OIT, or peer counseling from community resources, the better they can work toward recovery.

I would like to applaud the hospital for removing itself from the oversight of its own alleged failures in patient care. Like with our patients, we begin with forgiveness, and move forward to changing behaviors.

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OSH Foundation to Sponsor Benefit Eve

By Jessica Loewen

Mark your calendars for the Oregon State Hospital Foundation's (OSHF) event of the year at the historic Elsinore Theatre in Salem. Thursday, November 10 will be an evening of refreshments, entertainment, and education about OSH and its future.

Special guests will include Governor Ted Kulongoski, Senator Peter Courtney, DHS Interim Director Bryan Johnston, Superintendent Marvin Fickle, and others including people who were involved in the

making of *One Flew Over the Cuckoo's Nest*.

This year marks the 30th anniversary of the release of the famous Hollywood film *One Flew Over the Cuckoo's Nest*, which was filmed at OSH. The Foundation plans to use this event as an opportunity to educate the public about what the hospital is like today and plans for the future.



The event, titled "Building for the Future," will be on Thursday, November 10 from 7-9:00 pm. The evening will start off with refreshments in the lobby and a chance to view and even purchase some patient art and craft work. This will be followed by guest speakers and a showing of *The Making of One Flew Over the Cuckoo's Nest*. All proceeds will go to the OSHF who will use the money to help improve the quality of life for patients at OSH as well as contribute to the memorial for the remains of those patients who have passed away.

Admission is \$25 per person. To reserve a place on the guest list, please send a check to the OSH Foundation, PO Box 12706, Salem, OR 97309. Guests may wait and pay at the door as space permits. Donations are also welcome. For more information, please contact Jessica Loewen at (503) 945-2892.

Help for a Friend and Coworker

By Gary Woelfle

A few months ago one of the employees I supervise, Stacey Herrick, was diagnosed with cancer. The Food Services department has tried to show support in a lot of different ways over the last few months.

In early September Stacey wrote to the

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EMPLOYEE RECOGNITION
 Congratulations to all OSH employees who reached milestones in August

Retirements

- ✓ Marilyn Puccinelli, Mental Health RN
- ✓

20 Years of Service

- ✓ Gerald Robinson, Rehab Services
- ✓ Robert Headings, 41B

15 Years of Service

- ✓ Ted Ficken, Quality Improvement
- ✓ Johnnie Shattuck, Housekeeping
- ✓ Shaun Taylor, 41A

10 Years of Service

- ✓ Nancy Masters, P1B
- ✓ Kathleen McCann, Dental Clinic
- ✓ Stanley Campbell, Housekeeping
- ✓ Merle Dixon, Housekeeping

5 Years of Service

- ✓ Donna Neil, P1A

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Statesman Journal:

In June I was diagnosed with small-cell lung cancer that has spread to my lymph nodes and liver. My co-workers at the Oregon State Hospital have blessed me with gifts and cash from sales to help with medical expenses. They are continuing to show generosity and concern for my situation that is above and beyond anything that could be expected and they expect nothing in return for their efforts. They have earned the undying gratitude and respect of myself and my family. My greatest desire is to beat this illness so that I can return to work with these people who have shown me such kindness.

We miss having Stacey at work and continue to support and pray for her. We would like to also say thank you to employees from other areas of the hospital that donated items for our garage sale or purchased items from our bake sale and garage sale. Thank you for helping us take care of one of our employees and friends.

OSH Foundation Fall Sale

By Jessica Loewen

The OSH Foundation would like to invite patients and staff to their Fall Sale Fundraiser. Some of the items for sale will include scarves, hats, shirts, jewelry, wallets, hand-made blankets and tote bags, cards, books, and much more at great prices.



The sale will be located in the Gift Shop just inside the old Encore Cafe in building 35. All proceeds will go to OSH patients in the form of Foundation Grants. Hours of operation will be Monday, October 3 through Wednesday, October 5 from 8:30-3:00 and Thursday, October 6 from 8:30-4:00

The OSHF is a private, non-profit, charitable

organization dedicated to improving the quality of life for patients at OSH. If you have any questions, please contact Jessica in volunteer services at (503) 945-2892.

A Walk to Remember

By Sue Wimmer

The OSH Wellness Committee is sponsoring a team for the Walk to Remember, Alzheimer's Network Walk. It is on Saturday, October 8th at 10:00 at the Salem Riverfront Park. If you are interested in being part of the team, please contact Sue A Wimmer or Sara G Pickett. Thanks for participating and supporting an important cause.

Weight Watchers

By Linda Marshall

The Wellness Committee would like to start a work-site Weight Watchers group for OSH staff. The way it works is simple. You attend meetings once a week for less than an hour. There's no contract, so you pay as you go.

There are many benefits. Each week you have a confidential weigh-in to help you track your progress. You learn how to make wise choices, eat healthy, and enjoy food and exercise. Every week you get new tips and program materials to help you. You will also enjoy support from your meeting leader who lost weight with Weight Watchers, is a trained expert in the program, and is committed to your success. You'll benefit from the exchange of tips, recipes, and others' practical experiences.

We are looking at having a noon meeting, but would also offer a meeting at 2-3:00 pm possibly, for persons getting off days or coming before swing. We need at least 15 persons to sponsor a meeting. If you are

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interested, please send me a GroupWise or call me at (503)-945-9838.

WPSHA Conference

By Ted Ficken

I recently attended the annual conference of the Western Psychiatric State Hospital Association. The conference included attendees from approximately 15 of the 25 state hospitals in 15 western states.

Topics discussed at the conference included: freedom of information requests, medication use, emergency response preparation, seclusion and restraint reduction, changes in Part D, changes in ORYX core measures (a national database that OSH contributes to), culture changes at state hospitals, construction projects in various states, and progress toward implementing electronic medical records and information systems.



Many materials were distributed at the conference. A list of available materials can be requested from Ted Ficken at (503) 945-0916. Some of the items can be copied, and others must be borrowed.

Library Internet Training Available

By Carol Snyder

The State Library is offering a hands-on workshop to introduce OSH employees to the Internet services and databases available to us through the State Library web site. Through the Internet, staff have access to some amazing databases and to retrieval capabilities for materials held at other libraries. The

librarians from the State Library will guide us through their web site and into the databases most useful for our work.

The workshop will be held at the DHS Technical Training Center at 3414 Cherry Avenue NE in Keizer (next to Salem Parkway) on October 12 from 10:00-12:00 noon and 2:00-4:00 pm. Only 12 spaces are available per session, so it is important that you register early by calling EDD at (503) 945-2875. The two workshops are identical, so please register for only one.



It is also important that you register as a State Library user in advance so that you will have a password during the workshop. To get your State Library password, log on to <http://www.library.state.or.us>, or call (503) 378-8800.

If you cannot attend either workshop, you are still welcome to log on, get a password, and explore this helpful web site on your own. If you have questions, please call Carol Snyder at (503) 945-2880.

Training: Seclusion and Restraint Reduction

By Ted Ficken

The Centers for Medicare and Medicaid Services (CMS) have produced an excellent web-based course on the topic of reduction of the use of seclusion and restraints. The course is available for viewing at: <http://cms.internetstreaming.com/>

The title of the broadcast is "Reducing the Use of Seclusion and Restraints in Psychiatric Facilities." The broadcast lasts approximately two hours, and covers information regarding national efforts to promote recovery principles and decrease the use of seclusion

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October Calendar

Date	Event	Location	Time	Contact Person
3 - 6	OSH Foundation Fundraiser Sale	35 Building Gift Shop	9:00-3:00 pm	Jessica Loewen 945-2892
8	A Walk to Remember Alzheimer's Network Walk	Salem Riverfront Park	10:00 am	Sue Wimmer 945-2886
12	State Library Workshop	DHS Technical Training Center	10:00-12:00 noon 2:00-4:00 pm	Carol Snyder 945-2880
15	OSH Foundation Annual Meeting	Cottage 22	11:45-2:00 pm	Jessica Loewen 945-2892
19	Diversity Committee	Callan Room	1:30-2:30 pm	George Bachik 945-2860
21	Wellness Committee	Callan Room	8:15-9:15 am	Sue Wimmer 945-2886
26	General Staff Meeting	30 Building Gym	2:30-3:30 pm	Pam Dickinson 945-2852

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and restraints. It is an excellent overview of the issues, and contains strategies for improving both staff and patient safety. The broadcast will eventually be available on video, and we will purchase a copy.

This was put together from information received from OSH Staff who nominated him to receive the award. Extensive nomination materials were received from staff at OSH. The ceremony is scheduled to take place on Monday, October 3.

Superintendent to Receive Excellence Award

Information from the Office of Mental Health & Addiction Services

The following will be in the 2005 Mental Health Awards for Excellence brochure regarding Dr. Fickle:

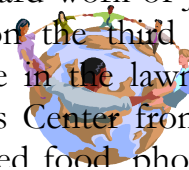
Described by staff as an intelligent, pragmatic and hard-working hospital superintendent, Dr. Fickle is credited with improving morale, elevating legislative and public understanding of the hospital's needs and contributing to reducing the hospital's crowded conditions. He has devoted numerous hours to legislative testimony and news interviews, has been willing to meet with employees, patients and others, and even worked as staff psychiatrist on one of the hospital's forensic units.

Diversity Walk a Success

By Jessica Loewen

On Wednesday, September 21 OSH staff and patients were able to enjoy a tour of Italy, Mexico, Vietnam, Honduras, Sweden, Switzerland, Greece, and the Philippines without ever leaving campus.

Thanks to the hard work of Judy Hanson and Mesme Tomason, the third annual Diversity Walk took place in the lawn in front of the Communications Center from 10:30-1:00 pm. Attendees enjoyed food photos and a wealth



*The No Name News is edited by Jessica Loewen. Please contact her at (503) 945-2892 with questions, comments, or suggestions. The deadline to submit stories or calendar items for the next issue is 12:00 noon on **Friday, October 21.***