

# OSH Recovery Times

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April 2008

## Staff and Patient Suggestions Welcome

by *Ted Ficken*

In November 2006 Oregon State Hospital began a staff and patient suggestion program. A form was designed to solicit input and suggestions in the categories of patient assessments, treatment care planning, treatment services, medication management, paperwork/record keeping, medical and physical care, discharge planning and community transition, protection from harm, program structure, staffing, and quality improvement. The form is distributed electronically to all work areas each month, and completed forms are returned to the Quality Improvement Department. What happens to those suggestions?

First, suggestions are reviewed in the Quality Improvement Department, and are entered into a tracker. Many of the suggestions are anonymous, but if the person includes his/her name with the suggestions, an acknowledgement of receipt of the suggestion form is sent. Suggestions are compiled by category, and copies of suggestions have been sent to hospital committees and workgroups for consideration. In addition, a summary report of all suggestions is reviewed in the Quality Improvement Committee.

All suggestions are welcome. Some suggestions can be implemented very quickly. Others may require additional staff, resources, or technology. As we plan for the new hospital, a full set of staff and patient suggestions was provided to the OSH Hospital Replacement Team. Occasionally, we receive suggestions that cannot be implemented. Reasons for not implementing some suggestions might include lack of resources, lack of staff, a conflict with external regulations or standards, difficulty in maintaining the suggestion, conflicts with bargaining contracts, or costs.

**“Suggestions” continued page 7...**

## Volunteer Appreciation

By *Jeff Jessel*

National Volunteer Week is April 27th through May 3rd. Volunteers are valuable assets to every community and countless organizations. They respond to the needs of people locally, nationally and internationally. There are more than 60 million of them in the United States and the work they do is worth billions of dollars. For more than 30 years, National Volunteer Week has provided a time to

**“Volunteer” continued page 3...**

## In this issue....

Staff & Patient Suggestions .....	1
Volunteer Appreciation .....	1
Wellness Program News .....	2
A Special Thanks .....	2
OHS’s Spring Sale Successful .....	3
Celebrating Cultural Diversity .....	4
What’s Cooking in the Kitchen? .....	4
B-What? .....	5
BHIP Update .....	6
EDD calendar .....	8

*OSH Recovery Times* is edited by Jeffrey Jessel. You can contact Jeffrey at 503-945-2892 with questions, comments or suggestions.

# WELLNESS PROGRAM NEWS

By Toby Keady

The OSH Wellness Program was abuzz with new ideas, and welcomed new volunteers, at the Friday, March 21st meeting in the Administration Building. The official count of meeting attendees was 10, which is a marked improvement in interest in what has been a smaller core group of folks volunteering to promote wellness activities at the hospital.

The biggest issues with regards to increasing the size and scope of the wellness initiative on this campus, are 1) maintaining a larger network of volunteers to assist with all wellness activity and information dissemination, (the committee meets the third Friday of each month in the Administration building basement) and 2) increasing employee monetary contributions through payroll deductions, which is a simple process similar to establishing automatic deposit with your paycheck. The forms will be made more readily available in the future, but the key, of course, is to have folks make an effort to contribute. Contact Linda Marshall in RSD for more details. The maintenance of a viable budget to fund activities is paramount to conducting and sponsoring wellness events.

The group revisited the mission of the wellness program and committee, and plans were made to look at possible changes in program goals and methods of meeting those

goals. The main goal of the wellness program is to help OSH employees achieve and maintain optimum health and well-being. Of concern is how best to accomplish this.

One of the outcomes of group discussion was to increase the visibility of wellness activities on campus by putting out a quarterly newsletter, a past practice of the committee. The publication will contain some features on wellness issues, as well as healthy recipes. The hope is to distribute the newsletter campus-wide, which will supplement information made available in Groupwise and on the Internet, especially things specific to OSH. Look for the inaugural edition in May 2008.

The Wellness Program will help sponsor the Multiple Sclerosis Walk, scheduled for Saturday April 21st (sign in time is 8:30am at the Salem Riverfront Park). Contact Linda

Marshall in RSD for details.

The committee also voted to sponsor participants in this year's American Lung Association fund-raising bike event, "Reach the Beach," held on Saturday, May 17. This sponsorship will help defray the entry costs for any OSH riders participating in this fun, well organized event, which entails bike rides from varying starting points, ending in Pacific City, Oregon. For details on the event, contact Matt Pebley, unit 50D dayshift. There will be flyers available in the RSD area, 2nd floor of the Administration Building.

Scheduled for September 20 is a 5k run/walk event, to be held on the OSH campus, the details of which are not yet solidified, partly due to scheduling with the campus rebuilding project. Contact Derek

**"Wellness" continued page 3...**

## A Special Thanks

I wanted to extend a heartfelt thank you to my previous supervisor in the laboratory, Jan Rutherford. "She was a great boss and a pleasure to know as a person. She has a big heart and was always trying to please her team." She went above and beyond for what she has done for me in my job search and I have now come to call the Community Reintegration Team my new home. Thank you Jan, I will not forget all that you have done for me.

Best Wishes,  
Melissa Poteet  
Executive Support Specialist-CRP

**“Wellness Program News” continued from page 2...**

Wehr, on unit 50F, for more details. Wellness is a commonly used word in nearly all workplaces. DHS and the State of Oregon

have been increasingly involved in assisting their employees in all areas of development. But it takes networking among all employees

to actually build a working model that will serve the most people effectively. Please become a part of our OSH Wellness network.

**“Volunteer Appreciation” continued from page 1...**

celebrate these individuals and their important efforts. For many years, the Oregon State Hospital has operated a very successful volunteer program with hundreds of volunteers and students.

Our dedicated OSH volunteers give the gift of their time and talents to directly benefit our patients. Whether offering

direct service to those in need or assisting behind the scenes, they're indispensable and a unique asset, always ready to lend a hand with compassion, commitment and care. Not all volunteers are retired with lots of time to do good deeds. Some hold down full-time jobs, have families or travel a great distance to get here, so they are not able to volunteer

on a regular basis – yet, they make it happen. OSH volunteers and students/interns network and support almost every department and program across the campus. Their positive attitudes, efforts and talents truly make a difference and reward all of us with quality service and kindness.

National Volunteer Week is your chance to let all these generous and caring individuals know how much you value their efforts. Volunteers make many sacrifices in their lives to benefit the lives of others. Take this opportunity to show your sincere appreciation for their invaluable contributions to OSH and our patients. I encourage you to take a moment during the week of April 27th and “appreciate” the volunteer or student in your area.

On behalf of the OSH Staff, Patients and the Volunteer Services Program, I would like to thank all volunteers and students who support the Oregon State Hospital and its mission. You are an asset and we APPRECIATE all that you do. It's All Good!

**OSH Foundation's Spring Sale a SUCCESS**

*By Jeff Jessel*

The OSH Foundation held its Annual Spring Sale April 1-4. The sale was held in the Sip-N-Safari Café in building 35. The sale opened its doors to OSH staff and patients for four full days. The OSH Foundation members and volunteers operated the fundraiser and were available to answer questions regarding the Foundation and its purpose. The sale proceeds of \$650 will go toward the direct benefit of OSH patients and programs through the Foundation's grant process.

This year's sale included; hats, shirts, sweat shirts, tote bags, quilts, greeting cards, jewelry, watches, stuffed animals, books, bibs, scarves, clocks, radios, CD players, cosmetics and more. The sale items were new, used and handcrafted. The hottest items at the sale were the hand crafted quilts. The members of the OSH Foundation would like to thank the staff and patients that supported the Spring Sale and look forward to your return visit at the next OSH Foundation fundraiser. For more information about the OSH Foundation and membership, contact Volunteer Services @ 503-945-2892.

## Celebrating Cultural Diversity

*By Jennifer Rogers and Trish Sells*

On March 13, a celebration in honor of “Women in History” was held in the 50 building gym and visitor’s center at OSH. Beautiful artwork created and handcrafted by both patients and staff were on display. Entertainment was provided in recognition of women who have made changes and contributions to our history. There is so much talent on the OSH campus and the diversity of cultures is finally emerging to the surface. We hope that those who attended the Women in History event enjoyed it and we are looking forward to your participation in the next event.

We are having so much fun with our patient involved cultural

diversity events. These events serve a greater purpose than just the fun we have; they remind us of the vast and colorful diversity in our American culture! It’s been said “It’s better that all of us be the same and those who are different are wrong and weird.” But we don’t believe that. If we were all the same, then only one of us is necessary. Think about the people in your life. Do they all look like you? Dress like you? Talk like you? Probably not, right? That’s great! We can enjoy each other’s uniqueness.

Our next event will be in May, a celebration of the Asian/Islander culture. We are looking for your heritage, cultural experiences

and travels. Keep a look out for fliers and e-mail’s announcing the event date and time. Volunteers, patients and staff are welcome to participate. If you have a special gift or talent that you would like to share, that’s exactly the kind of participation that makes these celebrations awesome! Please let Jennifer Rogers (48b), chairwoman – Cultural Activities, know if you are interested in being a part of any of our events. Planning meetings will begin in April. Thank you again to all of the staff and patients who helped make the last Cultural Diversity activity another wonderful event for the patients and staff of OSH.



### What’s Cooking In the Kitchen ?

*By Patty J. Thompson*

Approximately five years ago, what was once referred to as Food Service adopted a new name – Food & Nutrition Services (FNS). This was in reference to the fact that not only do we serve meals, but provide nutritional support to the patients at OSH.

There are 45 line staff, six managers and two dietitians on the FNS team. There are also two patient pay positions and 14 inmates from DOC that work in the department. Meals are provided to 21 different sites, including Portland in two different forms. Some wards are totally on the Aladdin tray system, but most are receiving what we refer to as “bulk food.”

Because of the layout of the hospital, we rely on ward staff for significant support of our program. This creates obstacles for all involved, but will be resolved at the new hospital. Currently, the ward staff serves the food after it is delivered to the ward. In the “new hospital,” FNS staff will be serving patient meals. These meals will have multiple offerings and will be served in bright cheery cafeterias.

In future issues, we will further discuss our planned changes for FNS and begin to introduce to you some of the staff and their job assignments.

## B-What?

The Behavioral Health Integration Project, BHIP, is the new state of the art information management system planned for use by the entire spectrum of behavioral health service providers, including the Oregon State Hospital (OSH). The Web-accessible system will have an electronic health record and support the hospital by tracking services, lab results, medications, dietary requirements and other items. OSH employees will receive training on the new system and have time to use it before the new hospital in Salem opens.

## Who's on the BHIP team?

The BHIP team needs to know your hopes, dreams and fears about a new computer system. You will most likely see the following folks in the next few months around campus:

Angel Bringelson and Janelle Jegglie are going to be getting to know you and your jobs with the goal of making sure that the new computer system helps you to do your work more efficiently. If you have ideas or concerns about a new information system, let them know!

Leilani Tucker is responsible for making sure the computer system we choose does what we want, plays nice with other systems and won't hold you back. She has a big job, please be nice to her. If you're concerned with OP/RCS sun setting, or any other high level technical issues, Leilani is your contact.

Nancy Coddington will be making sure that we get the most out of the vendors we hire to help us on the project. She'll ensure that we have the leverage to get what we need from the software contractors. She is the project's representative for our business partners and so is the person to talk to about our dealings with them.

Shawn Smith is our data wizard. She's finding out what data (paper and electronic) we have at OSH, where it's stored, how long we keep it, what systems currently support it, and how all of this is going to work with the new system and the new hospital. She accepts donations of aspirin and Tylenol if you see her around campus, and you will see her around campus. If you have some piece of data you can't live without, make sure to tell her.

Pete Wallace and Eric Jorgenson are here to make your lives easier over the next few hectic years. They are responsible for helping to make the transition to the new computer system as smooth as possible. They're going to try and do this by making the rounds, trying to understand how you do your job now and how it might change with a new computer system. They want to make sure the change happens with as little stress as possible.

**"BHIP" continued on page 6**



**“BHIP ” continued from page 5...**

Ben Kahn is the BHIP project manager and he has the daunting position of being responsible for everything related to BHIP. If you can't get an answer from the rest of the team, Ben is the person to talk to.

**Contact The BHIP team!**

Please contact the team by email (under Project, BHIP in the GroupWise address book) or add a suggestion or concern to the comment boxes that will be showing up soon. Look for regular updates about the BHIP solution: articles in the Recovery Times, a BHIP Beat newsletter, and posters. In addition, check out the BHIP Web site: (<http://www.oregon.gov/DHS/HRP/b-hip.shtml>).

**Thank you!**

Thank you for your ideas and support! We couldn't have come this far without you. It is the goal of BHIP to provide every employee at OSH with the opportunity to succeed, by providing training on, of, and about, the new computer system. The BHIP solution is only a success if it works for you.

The BHIP Team  
[bhip.project@state.or.us](mailto:bhip.project@state.or.us)

**BHIP Update: Hold On Just a Little Bit Longer**

**A**fter meeting and talking with some of you, we can see the real and urgent need for a modern computer system throughout the hospital. Integration of services in one system rather than many small, unconnected systems is a major goal of the Behavioral Health Integration Project (BHIP).

BHIP is currently smack in the middle of the Planning phase of the project. We are working hard to make sure that we identify all our needs up front, rather than have costly changes down the road.

With the help of many around OSH and Blue Mountain Recovery Center we have identified the high-level hospital functional requirements. In addition, the BHIP team is meeting and talking with people to understand the hospital processes and fine-tune the requirements.

Once we have gathered this information, we will prioritize the requirements, then purchase and customize one single, integrated system, rather than continue to support many smaller systems.

By following this approach, we'll be able to ensure that the BHIP Solution will be in place, with staff trained on how to use it, well before the new hospital is open for business.



## NEW HIRES

Tamara Applegate	<i>Medical Transcriptionist 2</i>
Patricia Boehly	<i>Mental Health RN</i>
Amanda Boespflug	<i>Mental Health Therapy Tech</i>
Jamie Broussard	<i>Medical Lab Technologist</i>
James Carlstrom	<i>Occupational Therapist</i>
Kathleen Forrest	<i>Executive Support Specialist 1</i>
Ann Hale	<i>Office Specialist 2</i>
Shawn Koehring	<i>Mental Health RN</i>
Dianna Larsen	<i>Laborer/Student Worker</i>
Marina Lokotkov	<i>Food Service Worker 2</i>
Brenda Manning	<i>Medical Transcriptionist</i>
Cheryl Meyers	<i>Psychiatric Social Worker</i>
Dianne Oliver	<i>Mental Health RN</i>
Roy Orr	<i>PEM-H Superintendent</i>
Brian Pastoor	<i>Food Service Worker 2</i>
Michelle Pendergrass	<i>Food Service Worker 2</i>
Daniel Petre-Miller	<i>PEM-D (Temp UD)</i>
Peter Ryan	<i>Mental Health Therapy Tech</i>
Jenny Slepka	<i>Mental Health RN</i>
Eucharía Ughamba	<i>Mental Health Therapy Tech</i>

## RETIREEES

Sherry Schnell	<i>Food Service Worker 2 (18 years of service)</i>
John Meyer	<i>Physician on 48B (31 years of service) Continues as a Temp.</i>






### **“Suggestions ” continued from page 1...**

Suggestions may be anonymous, but it is always better if there is a name on the suggestion form. This allows the person to receive a personal response, or for additional information to

be provided. When we hear, “I submitted a suggestion, but I never heard anything back,” it is usually because there was no name on the form.

Keep those suggestions coming. They are appreciated, reviewed, and used.

# Education and Development Department Calendar

 <div style="text-align: center; background-color: black; color: white; padding: 5px; font-weight: bold; font-size: 1.2em;">                     EDD APRIL 2008 EVENTS                 </div> 						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-5p  Computer Basics 40 Computer Lab 1p-5p	2 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-12n	3 General Orientation-Week 2 40C Conf Room 1  OSH Drivers Training 40C Conf Room 2 8a-10a or 2p-4p  Computer Basics 40 Computer Lab 1p-5p	4 General Orientation-Week 2 40C Conf Room 1	
6	7 General Orientation-Week 1 40C Conf Room 1  OSH Drivers Training 40C Conf Room 2 8a-10a	8 General Orientation-Week 1 40C Conf Room 1  ED Day 40C Conf Room 2  Computer Basics 40 Computer Lab 1p-5p	9 General Orientation-Week 1 40C Conf Room 1  Computer Basics 40 Computer Lab 1p-5p	10 General Orientation-Week 1 40C Conf Room 1  OSH Drivers Training 40C Conf Room 2 8a-10a  CMA Pharmacology Class 40C Conf Room 3 1p-5p	11 General Orientation-Week 1 40C Conf Room 1  OSH Drivers Training 40C Conf Room 2 2p-4p	1
13	 14 General Orientation-Week 2 40C Conf Room 1  Computer Basics 40 Computer Lab 1p-5p	15 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-5p	16 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-12n  Computer Basics 40 Computer Lab 1p-5p	17 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-5p	18 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-12n	1
20	21 General Orientation-Week 1 40C Conf Room 1  OSH Drivers Training 40C Conf Room 2 8a-10a or 2p-4p  Computer Basics 40 Computer Lab 1p-5p	22 General Orientation-Week 1 40C Conf Room 1  ED Day 40C Conf Room 2	23 General Orientation-Week 1 40C Conf Room 1	24 General Orientation-Week 1 40C Conf Room 1  OSH Drivers Training 40C Conf Room 2 8a-10a  Computer Basics 40 Computer Lab 1p-5p	25 General Orientation-Week 1 40C Conf Room 1 	2
27	28 General Orientation-Week 2 40C Conf Room 1  OSH Drivers Training 40C Conf Room 2 8a-10a	29 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-5p	30 General Orientation-Week 2 40C Conf Room 1  ProACT Refresher Training 40C Conf Room 2 8a-12n	