

# OSH RECOVERY TIMES

Volume 4, Issue 7

1

August 2008

## *the new* OREGON STATE HOSPITAL



*You are cordially  
invited to the groundbreaking  
ceremony for the  
new Oregon State Hospital.*

**WEDNESDAY, SEPTEMBER 3, 2008  
AT 10:30 A.M.  
2600 CENTER STREET NE  
SALEM, OREGON**

This event will take place outdoors on the Oregon State Hospital grounds south of Center Street. Guides will be available to help direct visitors to designated parking and viewing areas. Seating will be available, as well as tents in the event of rain. Visitors attending the groundbreaking are reminded to wear shoes and clothing appropriate for uneven ground and late summer weather.

RSVP by August 20 to Laura Segrest at 503-945-5935 or [laura.f.segrest@state.or.us](mailto:laura.f.segrest@state.or.us). Laura also is available to assist with requests for special accommodations.

 | Independent. Healthy. Safe.



**Save the Date: August 26, 2008**

6:00 am - 5:00 pm

**OSH Replacement Project  
Open House**

Building 50 - Visitor Center

(Please see page 4 for details)

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### OSH Recovery Times

is edited by Penny Vansanten. Contact her at 503-945-2892 with questions, comments or suggestions.

## OSH welcomes new security director

Navy law enforcement veteran Karen Garcia has joined Oregon State Hospital as security director. She brings more than 12 years of experience in the security field, including 11 years as a law enforcement specialist.

With her knowledge and background, Karen is ideally suited to manage the complex safety needs of OSH and she understands the critical nature of communicating and collaborating with our law enforcement partners.

Karen served in the U.S. Navy for more than 20 years. She completed the Navy's law enforcement and physical security specialist, corrections officer and anti-terrorism officer schools. Her main course of study at the University of Phoenix was criminal justice.

Karen says her understanding and appreciation for the health care field grew while she was manager of Salem Hospi-

tal's valet parking and shuttle services.

"A medical environment requires compassion, patience and a collaboration of efforts to provide the highest level of customer service possible," she said.

When relating her style of management, Karen's description embraces the core values of integrity, responsibility, respect and professionalism.

She describes herself as a results-driven manager who believes in using her leadership skills to motivate others, challenge them to perform professionally with integrity, and produce high-quality results.

"I am committed to this department and this hospital and with my staff I will work to ensure the highest level of security and safety for our patients, staff and community," she said.

## State of Oregon Employee Charitable Fund Drive

It's that time of year when all of us can make a difference. Get involved in the various events and volunteer opportunities across the state. Here are but a few.

The official Charitable Fund Drive kick off is on Sept. 10 at 11 a.m. - 1:30 p.m. Location will be in the Capitol Mall which is across from the Capitol building in Salem. There will be food, music and a lot of good information on how you can make a difference. Bring your co-workers and come join in on the fun.

The Community Health Charities:  
United Cerebral Palsy is having a

Walk'n Roll for UCP on Sept. 13 from noon - 3 p.m. on the Eastbank Esplanade and Waterfront Park in Portland.

Earth Share of Oregon is sponsoring the Portland paddle on Sept. 6 from 9 a.m. - 2 p.m. Location will be at the Portland Boat House at SE Clay and Water Ave. This event promotes the appreciation of the Willamette River as one of our greatest natural recourses.

United Way of Jackson County 2008 Day of Caring is Jackson County's

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## What's cooking in the kitchen?

By Patty J. Thompson

Word on the street is that FNS (Food and Nutrition Services) will be in its new kitchen sometime in the first half of 2010.



This means a lot of change for patients and staff. New procedure and policies must be developed, reviewed, and implemented so we can provide service from this new kitchen. A new organizational chart has been created to assist in the planning of new job assignments and helping employees envision what their future could hold.

Even though we will be in our shiny new kitchen, we will continue providing meals to the current buildings on the north side of Center Street. Access to the tunnels for delivery, bulk food for geriatric wards, and FNS staff serving meals in the 50 building are all issues, which must be reviewed and decided this next year.

There will be five satellite cafeterias serving different populations and offering at least three meals per day. These cafeterias will be staffed by FNS, which will do all food handling and serving, instead of ward staff. This will ensure safe and proper food handling, and allow direct care staff more time

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## Lessons from other sites help BHIP planners at OSH

In recent months members of BHIP have been learning about the Oregon State Hospital and how keeping electronic health records (EHR) can help. BHIP team members visited OSH departments and all wards during most shifts, held an open house, sought advice from hospitals in other states, and visited hospitals and health clinics in Oregon.

Before a conference call or site visit, BHIP sent out a list of questions, such as “Do you have any lessons learned to share with BHIP?” Our objective was to learn from others, rather than experiencing the pain and possible setbacks of learning things the hard way.

Here are some lessons we learned from our site visits. Some of these processes are already under way in the BHIP system:

- Make training mandatory. It doesn't matter if a user is opening view only, running reports, or updating a record, training is a crucial part of a successful implementation;
- When evaluating potential software vendors, set up both typical and atypical situations for them to demonstrate their products;
- Management of change is vital to any implementation process. All staff needs to be prepared for change;
- Do a readiness assessment to determine staff comfort levels using computers;
- Don't limit training; offer the same training more than once to allow all to attend;

- Be sure the training is done the right way the first time;
- Have training modules that are job specific;
- Just in time (JIT) training is helpful. If you train too early, staff members could forget what they've learned;
- Train away from the job to avoid distractions. (There will need to be exceptions);
- It is crucial to have strong executive support for any project;
- It is important to do process mapping. This shows the current processes and helps determine how these processes will look in a new system; and
- Have good documentation for users.

Your input is critical as we move forward through this project. Your suggestions, comments or questions are welcome at the GroupWise email address Project, BHIP, or on our Web site at <https://apps.dhs.state.or.us/cfmx/oshrp/pages/index.cfm?id=bhipcontact>

These are exciting times and we are working hard to ensure our success.



## N2K informational meetings

*To learn about possible:*

### Nursing education opportunities



There will be two N2K Informational Meetings Tuesday, September 9th on the Salem campus in the Education Department (40 Bldg):

1:30 to 2:30 p.m. and  
3 p.m. to 4 p.m.

If you have an interested in becoming a registered nurse and would like to know more about the exciting opportunities that may be possible with OSH and the N2K program, then please arrange with your supervisor to attend one of these meetings.

There will be a representative from Oregon Health Career Center (OHCC) and the project coordinator from Portland Community College (PCC) on-site to give general information and to answer any questions that you may have.

I look forward to seeing you there!

*Lori*

Lori Martin, Nurse Manager  
Oregon State Hospital  
503 945 9045

## Remembering safety: Stretch and flex exercises

Make stretching a part of your dialy routine *(First of a three part series)*

*Provided by the OSH Safety Department*

Stretching and warm up exercises before starting the workday can help you reduce the chance of getting a muscle sprain, strain or lifting injury. Take a little time in the morning to warm up your muscles and you'll be better able to respond to the demands of the work-place.

### Guidelines for stretching

If you have questions about your ability to perform any stretch, consult your physician. Here are some guidelines:

- Before each stretch, relax and stand with your feet shoulder-width apart and knees slightly bent. Keep your back straight by contracting your abdomen;
- Do the stretches at your own pace and ability;
- Stretch to the point of comfortable tension. Don't strain or bounce when stretching;
- Hold each stretch while slowly counting to three;
- Breathe in a relaxed manner; and
- Repeat each stretch or set of stretches three times.



### Upper back stretches

#### Shoulder shrug

- Look straight ahead with arms relaxed at your sides;
- Lift shoulders up toward your earlobes;
- Take a deep breath, count to three, and exhale; and
- Roll your shoulders back and forth as you return them to their position.

#### Neck stretch

- Look straight ahead, arms at your sides;
- Drop your left ear toward your left shoulder. Don't raise your shoulder;
- Take a deep breath, count to three, and exhale;
- Return your head to an upright position. Don't roll your head forward or backwards; and
- Repeat the exercise on your right.

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## What's cooking in the kitchen?

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to deal with different issues.

As excited as we are about having a new state-of-the-art kitchen with modern equipment, it will be sad to see our antique kitchen vacant and eventually demolished.

We would like to encourage staff and patients to tour the facility that is unlike anything most people can imagine or will see again – steam kettles as big as an eight-person hot tub, a pot washing machine that six people could stand in, and ovens that four people could walk into and comfortably stand.

Please telephone ahead for tours at 5-2915.



## OSH Open House

(continued from page 1)

Project information, updates and refreshments (coffee, donuts, cookies, fruit, etc.) will be provided.

Staff and residents are encouraged to bring ideas, concerns and questions.



## Credit Where Credit is due: Nursing, Nurse Education and Human Resources

Since May the OSH Nursing Department, EDD Nurse Education Department, and our Human Resources Department have done much work to ensure the success our Certified Nurse Assistant (CNA) Program. We should recognize everyone involved in this success.

The leadership of Nancy Frantz-Geddes, RNC, director of nursing; Cynthia Gregory, PHR, human resources manager; and Nancy Stephen, RN, EDD nurse education manager, should be recognized. Mountains have moved to meet all the required deadlines to fit with our CIP goals, Oregon Board of Nursing standards, hiring, orientation, training, and other aspects of the program. Without the hard work and leadership of these individuals, we would not be on the path to success.

No less of a contributing factor was our Nurse Education Team within EDD: Nancy Stephen, RN, manager and educator; Dawnielle Lorren-Roberts, RN, nurse educator; Norma Owen, RN, nurse educator during the spring CNA cohort; and Bernadette Murphy, RN, MBA. Bernadette is new to our organization and helped greatly to support the current certified instructors and filled in with other nurse education functions while the other nurse educators were teaching the CNA classes.

The EDD nurse educators worked tirelessly through several months of 12-hour days and weekends to do things such as rewriting curricula, participating in the hiring process,

preparing presentations, helping students make up clinical course work, teaching classes, and maintaining our nurse general orientation. And they were able to meet every requirement to maintain our OSH Education and Development Department daily activities. What our nurses did is amazing, given the complex requirements, aggressive deadlines, and the pressure of knowing anything less than success was not an option.

I must personally recognize the OSH Human Resources Department and those people that participated in the interview and recruitment process: Vince Boaz's role as the nurse recruiter, the HR analysts, the HR recruiters, and the OSH nursing employees who participated in the interview process. We had a huge number of applicants and a large interview process that had to be accomplished in a short period of time. Diligence was done to recruit the best applicants from the pool of candidates, thus fostering integrity and professionalism throughout the process.

Last, but certainly not least, I will recognize our EDD staff and other hospital departments that participated in this success. In June we had our first 50-person general orientation to accommodate increased levels of hiring, plus the 20 CNA students who were starting at OSH that month. Thankfully our EDD staff and subject matter experts stepped up and were totally flexible when delivering the accelerated orientation schedule. Also many of the hospital departments, especially every



one in the 34 building that participated in helping our new students learn the necessary nursing skills. And thanks to all of the ancillary departments at the Oregon State Hospital for helping our students learn other skills while they wait to finish the final testing phase of their training.

Again, I cannot thank enough, those who were and are currently involved with the CNA program at OSH. I believe this work is a reflection upon the Oregon State Hospital as an organization, our Nursing Department and Nurse Education Department, which have modeled such a high caliber of professionalism, and the quality of our employees within all departments.

Everyone involved has exhibited our organization's core values, which are transparent within the quality of work that was accomplished. This work and the excellent work that all OSH employees have accomplished in the past, present, and in the future only personifies pride in myself as an Oregon State Hospital employee and I hope the effect is the same for others. I know the true measure of this work is through the positive outcomes of the people we serve. Everyone involved in this work seems to be unified by our mission of helping the people we serve become as independent as possible, healthy, and safe. Thank you everyone.

Sincerely,  
**Christopher D. Wilson**  
 Director,  
 Education and Development Department  
 Oregon State Hospital

## Planning, Analysis, and Research

As you know, OSH is in an unprecedented time of growth and change.

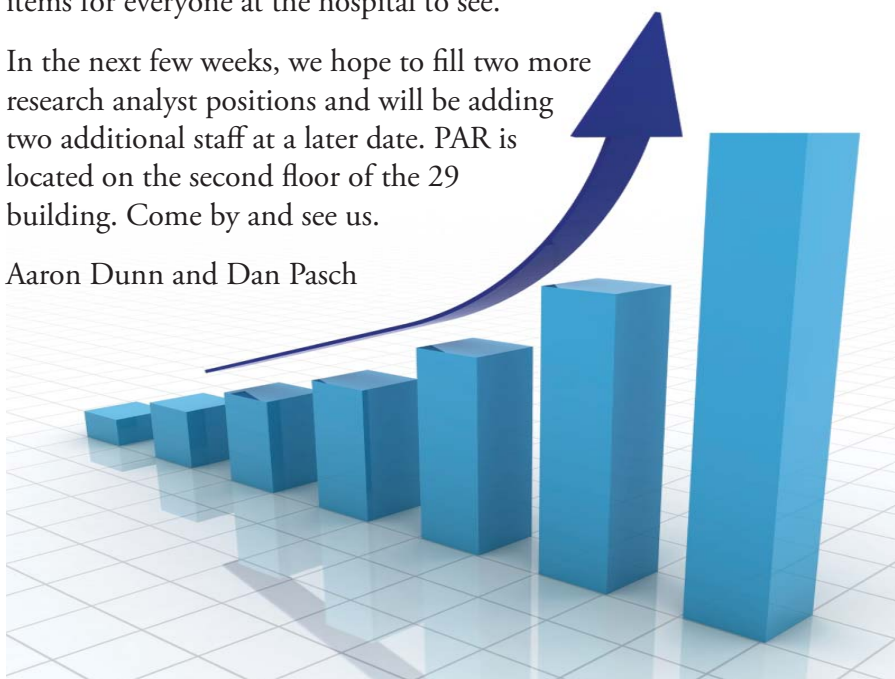
Roy Orr discussed our changing workplace culture in last month's *Recovery Times*. The new Planning, Analysis, and Research (PAR) Department will be a part of that change in culture. OSH has been criticized for not doing enough with hospital data and we hope to change that by helping to create a more data-driven culture. PAR's focus will be on providing feedback for our treatment teams and using data to help hospital leadership make better decisions. We will make use of external data sources such as that collected by AMH and other state hospitals to help us compare and measure our performance.

Organizationally, PAR is under the umbrella of the Health Information Group, which includes Risk, Quality Improvement, Management Information Services, and Medical Records. Rick Varnum, our new director of strategic planning, leads this group. So far, five positions have been filled within PAR. Aaron Dunn has been hired as chief analyst and manager of the department. Dan and Amanda Pasch joined us as Research Analyst 3s. Rosalie Pedroza has been added as an Administrative Specialist 2 and Carolyn Treat as an Administrative Specialist 1.

By the next *Recovery Times*, we will have our first data-driven project to share with you. In conjunction with hospital leadership, we are developing a data Dashboard that will display our highest-level data items for everyone at the hospital to see.

In the next few weeks, we hope to fill two more research analyst positions and will be adding two additional staff at a later date. PAR is located on the second floor of the 29 building. Come by and see us.

Aaron Dunn and Dan Pasch



## Remembering Safety: Stretch and flex exercises

Make stretching a part of your daily routine (*First of a three part series*)  
(continued from page 4)

### Mid body stretches

#### Reach high

- Stand up straight with your feet shoulder-width apart;
- Stretch your arms up over your head as high as you can;
- Spread your fingers; and
- Take a deep breath, count to three, and exhale.

#### Wrist curl stretch

- With your arms at your side and your knuckles forward, make loose fists;
- Curl fist in the direction of your elbows; and
- Take a deep breath, count to three, and relax.

### Lower body stretches

#### Hamstring

- Stand up straight, with your feet slightly apart. Slightly bend your left leg, putting hand on your left knee;
- Extend your right leg, keeping the heel on the floor. Look straight ahead;
- Increase the stretch by bending your left knee more and pointing the toes of your right foot towards your chin; and
- Take a deep breath, count to three, exhale, and repeat the exercise on the left side.

In the next newsletter, there will be additional exercises to incorporate into your stretching and flexing.

## 40 state agencies join Sept. 13 career fair roster in Salem

More than 40 state agencies will participate in a career fair in Salem Saturday, Sept. 13, to showcase the variety of job opportunities that are available in state government.

The event, [careerfairOregon](#), from 10 a.m. to 2 p.m. on the lawn of the Capitol Mall, is designed to reach Oregonians interested in state jobs and to encourage existing state employees to explore new job possibilities within state government.

With a third of state workers eligible to retire within the next five years, Oregon state government needs new people to step into the jobs retirees will leave behind. The career fair will enable Oregonians to meet state recruiters face-to-face, and find out about opportunities that await them.

“The fair will help job-seekers understand the progressive and innovative ways that state government serves the needs of the workers, consumers and citizens of Oregon,” said Scott Harra, director of the Oregon Department of Administrative Services (DAS). The event will include training sessions and on-the-spot informational interviews, with emphasis on how to land a state job.

For additional information about this event, contact [careerfairOregon](#) at 503-373-7677, or visit the Web site at: [www.oregonjobs.org](#) (click on [careerfairOregon](#)).

## State of Oregon Employee Charitable Fund Drive (continued from page 3)

largest single day volunteer effort and they need you to get involved. For more information visit [www.unitedwayofjacksoncounty.org](#).

For these and more volunteer activities please visit [www.oregoninvolved.org](#).



## OSH new hires

### Welcome to OSH

Nea Akayla	Mental Health Registered Nurse
James J Body	Mental Health Registered Nurse
Evonne E Christensen	Food Service Worker 2
Aaron G Dunn	Operations and Policy Analyst 4
Ruth Ellison	Custodian
Mitchell S Elovitz	Mental Health Specialist
Sara A Galbrith	Administrative Specialist 1
Ingred Green	Custodian
Shelly J Kelly	Office Assistant 2
Ben G Kessler	Clinical Psychologist 1
Tisha R Lee	Mental Health Therapy Tech
Denise Mann	Mental Health Registered Nurse
Patricia Ann Ott	Mental Health Registered Nurse
Daniel J Pasch	Research Analyst 3
Brian P Pastoor	Food Service Worker 2
Janet E Strauch	Food Service Worker 2
Carolyn M Treat	Administrative Specialist 1
Lauren R Vargas	Mental Health Therapy Tech
Janathan Wexler	Mental Health Registered Nurse
Stacey L Wilson	Clinical Psychologist 2



# EDD August 2008 events

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					<b>01</b> General Orientation-Week 2 40C Conf Room 1 ProACT Refresher Training 40C Conf Room 2 8a-12n Assertive Boundry Communication 40C Conf Room 3 1p-5p	<b>02</b>
<b>03</b>	<b>04</b> General Orientation-Week 1 40C Conf Room 1	<b>05</b> General Orientation-Week 1 40C Conf Room 1 ED Day 40C Conf Room 2	<b>06</b> General Orientation-Week 1 40C Conf Room 1 CADC Addictions Pharmacology and Physiology 40C Conf Room 3 8a-5p	<b>07</b> General Orientation-Week 1 40C Conf Room 1 OSH Drivers Training 40C Conf Room 2 2p-4p	<b>08</b> General Orientation-Week 1 40C Conf Room 1	<b>09</b>
<b>10</b>	<b>11</b> General Orientation-Week 2 40C Conf Room 1	<b>12</b> General Orientation-Week 1 (RN/LPN Only) 40C Conf Room 1 ProACT Refresher Training 40C Conf Room 2 8a-12p	<b>13</b> General Orientation-Week 2 (RN/LPN only) 40C Conf Room 1 CADC Addictions Pharmacology and Physiology - Part 2 40C Conf Room 3 8a-5p ProACT Refresher Training 40C Conf Room 2 8a-12n	<b>14</b> ProACT Refresher Training 40C Conf Room 2 8a-5p	<b>15</b> ProACT Refresher Training 40C Conf Room 2 8a-5p	<b>16</b>
<b>17</b>	<b>18</b> General Orientation-Week 2 40C Conf Room 1	<b>19</b> General Orientation-Week 2 40C Conf Room 1 ED Day 40C Conf Room 2	<b>20</b> General Orientation-Week 1 40C Conf Room 1 CADC Addictions Pharmacology and Physiology - Part 3 40C Conf Room 3 8a-5p	<b>21</b> General Orientation-Week 1 40C Conf Room 1 CMA Pharmacology 40C Conf Room 3 8a-12p	<b>22</b> General Orientation-Week 2 40C Conf Room 1	<b>23</b>
<b>24</b>	<b>25</b> General Orientation-Week 2 40C Conf Room 1	<b>26</b> General Orientation-Week 2 (RN/LPN only) 40C Conf Room 1 ProACT Refresher Training 40C Conf Room 2 8a-5p Observation/1:1 40A 1p-5p	<b>27</b> General Orientation-Week 2 (RN/LPN only) 40C Conf Room 1 OSH Drivers Training 40C Conf Room 2 2p-4p ProACT Refresher Training 40C Conf Room 2 8a-12n Assertive Boundary Communication 40C Conf Room 3 1p-5p	<b>28</b> ProACT Refresher Training 40C Conf Room 2 8a-5p CADC HIV/Infectious Disease 40C Conf Room 3 8a-5p Contraband and Search Training 40A 1p-5p	<b>29</b> ProACT Refresher Training 40C Conf Room 2 8a-12n	<b>30</b> <b>31</b>



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