

OSH Recovery Times

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Bridge Over Troubled Water

By Marvin D. Fickle, MD

As most of you know, the Joint Commission on Accreditation of Hospitals (JCAHO) recently visited the hospital for an unannounced survey, one that was even sooner than they had suggested. The survey was essentially different from our previous ones, utilizing what JCAHO calls “tracer methodology.” This focuses on the experience and outcomes of actual patients.

Most people would agree that this style has a better chance of revealing the true nature of patient care than the previous focus on policy and procedure, administrative functions, and hospital protocol. I did feel a bit funny not having someone ask me questions about the hospital, but overall, seeing the real world of the patient is a lot more authentic.

The deficits that JCAHO has preliminarily indicated are of concern are primarily elements of the National Patient Safety Goals, which have been discussed and largely implemented, but clearly need further clarification and implementation. It is useful

to remember that these have been generated not for the sake of creating work, but to address specific problems that have generated patient injuries in health care settings. The goal is to reduce errors so as to decrease the number of iatrogenic problems, using methods that facilities can actually employ.

- First, surveyors noted a lack of hand washing associated with passing medications. Several nurses and CMAs were seen not washing prior to, during and after medication passes. The hospital has alcohol-based hand cleaners in most nooks and crannies — if you need it, just ask for it.

- The second issue was the use of unapproved abbreviations — the lists have been widely circulated, along with the approved one. The use in both notes and orders is a problem. We will be re-posting them again in the near future. “O.D.” and “qD” were two of the unapproved abbreviations.

- The third was the look-alike, sound-alike medications. The pharmacy practice of color-coding those drugs was appropriate, but the differential method is lost when medications are sent to the units. Their suggestions for a fix appear reasonably easy to accomplish.

- The fourth area of concern was that of determining the response to pain medication, especially the use of a quantitative scale to ascertain patient pain levels.

**“JCAHO SURVEY VISIT”
continued on page 2**

In this issue....

Recovery Inc. participation grows.....	2
Staff library recommended sites	3
Diversity spotlight.....	3
July milestones	3
AS400 migration update	4
Computer lab now open	4
Treatment mall experts to visit.....	5
New hires and promotions	5
Scam alert	5
OSH Foundation grants awarded	6
Congratulations and welcome.....	6
Diversity events for September	7
Invitation to complete OHR study.....	7
OSH diversity meal.....	8

OSH Recovery Times is edited by Jessica Loewen. Contact Jessica at 503-945-2892 with questions, comments or suggestions.

Recovery, Inc. Participation Grows at OSH

By Lani Wright

On Aug. 10, 2006, 15 OSH employees participated in a day-long training to become certified group leaders for Recovery, Inc., a 70-year-old international organization that offers non-medical resources for self-help mental health. Recovery, Inc. training specialists from New York and California conducted the training, with attendance and support from numerous community leaders of Recovery, Inc. meetings from Oregon and Montana.

Thanks to the efforts of Deb Lamp, 41B mental health specialist, the program began as a pilot at OSH this past April. It continues to grow by leaps and bounds not only here, but also is catching the attention of other state mental health facilities across the nation.

The first OSH meeting began in the transition wards in the 41 building, and expanded to meetings on medium security forensics wards as well as in recovery services units in Salem and Portland. We are indebted to numerous Salem and Portland community leaders for their support and mentoring. They also offer their support as patients are discharged from the hospital and get connected with Recovery, Inc. meetings in the community.

A patient on ward 50I said, "During my time with Recovery, Inc., I have been able to cope with my mental illness in a simpler way. Not only do I have the group as my support and friends, but I have my self-esteem back."

Recovery, Inc. uses a cognitive-behavioral approach developed by the late Abraham Low, M.D., psychiatry professor at the University of Illinois Medical School. Recovery does not offer diagnosis, treatment, or counseling. Group participants are expected to collaborate with their own physician or mental health professional.

The method consists of learning how to describe events of everyday life that result in a response of discomfort, and then to use "spotting tools" (short phrases and reminders) to handle the discomfort and control responses.

For more information go to www.recovery-inc.org or talk to some of the new leaders — there may be one on your ward!

"JCAHO SURVEY VISIT" continued from page 1...

• The final area that I want to mention is medication reconciliation. We have attempted to adopt the practices of other hospitals in this area, but it appears that our surveyors have a somewhat more elaborate process in mind. You'll be hearing more about this in the near future.

The JCAHO surveyors, like essentially everyone who has ever been to the hospital, was very complimentary about the hard-working employees whom they encountered, and they reflected on the many positive stories they heard from patients. It is indeed a testament to the quality of our

employees, who work quietly and often unappreciated in a hospital whose future remains an issue.

My thanks to all of you who contribute so much, especially those to whom I am unable to personally share my appreciation.

Sites Recommended by Staff Library

By Carol Snyder

The OSH Staff Library receives many calls requesting information for patients regarding mental illness and medications. The National Alliance on Mental Illness (NAMI) and MedlinePlus Web sites both provide reliable, readable information and are worth adding to your list of favorites.

The *NAMI Web site is located at www.nami.org*. For information on mental illness, choose “inform yourself” at the top of the page and drop down to “about mental illness.” At the bottom of the narrative, choose “by illness,” and then the subject of interest. Also under “inform yourself,” you’ll find a section titled “about medications.” Scroll down to “specific medications,” and find the medication you want. Note that most information is also available in Spanish.

The *MedlinePlus Web site, www.medlineplus.gov*, is provided by the National Library of Medicine and may be viewed in English or Spanish. Start by keying in a topic in the blank box at the top of the page and choosing “Search MedlinePlus.” For example, if you type in the term bipolar disorder, the site goes to a page with a short list of possible articles. If you choose the one by the American Academy of Family Physicians, you’ll find a printer-friendly button, which provides a good format to give to patients. By choosing the National Library of Medicine link, you are given several articles and brochures that can be viewed and printed. There is also a section called “Drugs and Supplements,” which leads to an alphabetical list of generic and brand names with printer-friendly options. MedlinePlus covers a wide range of medical conditions and medications, including those related to mental health. It also gives contact information for other resources and support.

Diversity Spotlight

By Rebecca Sweetland

Mesme Tomason, recently appointed Associate Director of Nursing for Forensics at OSH, originally hailed from Pakistan, growing up in its second largest city of approximately nine million people. As a Muslim attending a Catholic school, she remembers being both negatively targeted and favored at times because of her light skin. Her parents met at a UN camp in Germany during World War II. Her father was from Dagistan and her mother was half Austrian and half Pakistani.

“SPOTLIGHT” continued on page 4

July Milestones

•30 Years of Service•

Greg Dayton

Pharmacy

Charlotte Jeskey

50E

Patricia Thompson

Food Services

•25 Years of Service•

Todd Pommier

Food Services

Sally Carignan

Community Reintegration Pro.

•20 Years of Service•

Lori Skach

50D

Gary Woelfle

Food Services

•15 Years of Service•

Don Abel

Security

Mai Ninh

35B

Sonya Pierce

50J

Carol Snyder

Staff Library

•10 Years of Service•

Jessica Langsford

P1B

Sharon Landis

Operations

•5 Years of Service•

Tammy Steensma

Security

Amber Labox

P1B

Joseph McDonald

Physical Plant

AS400 Migration Project Update

By Chris Betts

As most of you know by now, a lot is happening around AS400 migration at the Hospital. We are excited about all that is going on and wish to extend our thanks to all OSH staff for helping make it happen.

The cutover for access to the Oregon Patient Residential Care System (OP/RCS) with the new Hummingbird emulation software is scheduled to be complete by Sept. 21. The "MCICS" icon is either on your desktop or will be appearing soon, and the 89 option on the AS400 will be removed. By the beginning of September, staff will have received instructions and a troubleshooting guide to go with it. Diana Marshall is leading the training effort on campus. Please see related story, *Computer Lab*

Is Now Open, below. Help is also available through the Service Desk.

We have been piloting and rolling out forms and documents including key requisitions, warehouse orders and nursing reports hospital-wide. Nancy Coddington is creating the GroupWise authorization lists to facilitate their use. Additionally, a solution for replacing the overtime calendar function on the AS400 is in its preliminary development stages. We have begun meeting with staff in their work units to identify their needs and concerns as the project moves ahead relating to AS400 usage for personal directories and other text functions. So far the feedback we have received has been thoughtful and constructive. Thank you for your continued support.

Computer Lab Is Now Open

By Diana Marshall

OSH staff - do you need help reading or sending e-mail via GroupWise? Are you having trouble accessing the DHS Mainframe, also known as MCICS? Do you need some one-on-one training?

You are in luck because the OSH computer lab is now open. It is located in the basement of the 40 building and is open Monday through Friday from 8:00 a.m. to 5:00 p.m. Please call Diana Marshall at (503) 945-9025 for more information or to schedule an appointment.

"SPOTLIGHT" cont. from page 3...

Mesme spoke German at home and at age six began learning Urdu, Pakistan's national language, and English in school.

Mesme came to Oregon State University to study graphic arts and married before she graduated. After her divorce in 1979, she came to work at OSH as a Mental Health Therapy Tech (MHTT), or PSAs back then. Encouraged by a couple of OSH nurses to go into nursing, Mesme earned her RN degree in 1986 while working night shift as an MHTT. Mesme enjoys working at OSH. She feels the majority of staff work hard for patients in spite of negative public attitudes toward the mentally ill. She likes that some OSH staff are, "more willing than others to think outside the box."

In 1991, Mesme began working with the Valuing Diversity Committee. She believes most people are not intentionally racist or mean-spirited, but ignorant about other cultures. She remembers when a fellow nursing student discovered that Mesme received a better grade and said, "I didn't realize people from your country were that intelligent."

Mesme was surprised by some similarities between the cultures of Oregon and Pakistan when she moved here in the '70s. Women had some of the same limited roles in business and traditionally were responsible for the home, even if working full-time. She

"SPOTLIGHT" continued on page 8

Treatment Mall Experts to Visit OSH

By Andrew Axer

As we continue to move toward more patient-centered care at OSH, we're fortunate to have the opportunity to learn from two treatment mall experts who will be visiting us from North Carolina. Our new hospital plan will include designing a centralized area where patients can receive a variety of treatments. This will be consistent with people going to work or school. We have a long way to go, but we will surely benefit from the experience of people who traveled this path before us.

On Sept. 19, at 4:00 p.m., Steven Webster and Susan Harmon, Director and Assistant Director of Psychosocial Rehabilitation, at Dorothea Dix Hospital in Raleigh, N.C., will meet with staff at Portland Campus. They will spend Sept. 20 in Salem making a ground rounds presentation at Salem Hospital at noon, and then they will spend the rest of that day visiting our wards talking to staff and patients. We are also planning a special meeting on treatment malls for all interested staff. Look for more information to come via GroupWise.

Scam Alert

By Theresa A. Masse, Chief Information Security Officer

Please be aware of an ongoing scheme involving jury service information. Individuals identifying themselves as U.S. court employees have been telephoning citizens and advising them that either they have been selected for jury duty, or that a warrant has been issued for their arrest because they failed to appear for jury duty. These individuals ask to verify names and Social Security numbers and then ask for credit card numbers. If the request is refused, citizens are then threatened with fines or advised they will be arrested.

The judicial system does not contact people by telephone and ask for personal information such as your Social Security number, date of birth or credit card numbers. If you receive one of these phone calls, do not provide any personal or confidential information to these individuals. This is an attempt to steal or to use your identity by obtaining your name and Social Security number to potentially apply for credit cards or other loans in your name.

If you have been contacted and have given out your personal information, please monitor your account statements and credit reports and contact your local FBI office.

Welcome

July New Hires

John Edelen

Mental Health Therapy Tech

Susan Gelberg

Clinical Psychologist 2

Andrew Gibbs

Teacher

Debra Granum

Director of Food & Nutrition

Services

Benjamin Hofilena

Medical Lab Technologist

Bruce Ives

Custodian

Claire Kiener

Psychiatric Social Worker

Yelena Kovalchuk

Pharmacy Technician 2

Andre Lavalay

Portland Unit Director

Ronald McNutt

Mental Health Therapy Tech

Eleanor Molnar

Psychiatric Social Worker

Holly Perez

Mental Health Therapy Tech

Wendy Swingle

Mental Health Specialist

George Thatcher

Fiscal Manager

Trena Webster

Word Processing Tech 2

Eric Young

Rehab Therapist

July Promotions

M Jamal Al Awaj

Mental Health Specialist

Elena Balduzzi

Clinical Psychologist 2

Anna Kolman

Mental Health Therapist 1

Dana Murphy

Mental Health Supervising RN

Congratulations and Welcome to OSH

New Director of Nursing

By *Marvin D. Fickle, MD*

It is my very great pleasure to announce that Ms. *Nancy Frantz-Geddes* accepted an appointment as Director of Nursing Services at OSH in August. Nancy comes to this position with a wealth of experience, having been a floor nurse, supervisor, nurse educator, and unit director during her 19 years at this hospital. Please join me in wishing Nancy a genuine welcome in her new role.

Three New Community Reintegration Program Staff Members

By *Vern Eggiman*

Elena Balduzzi began her employment at OSH in 2004. She's worked as a psychologist on 41C and in the Sex Offender Treatment Program (SOTP). In August she was promoted to Clinical Psychologist II with SOTP. Prior to coming to OSH, Elena worked as a therapist, unit director, crisis specialist and clinician in community mental health, corrections, and a state psychiatric hospital, all in Massachusetts.

Elena has an extensive background of working with sex offenders and a solid

understanding of sex offender treatment. She received her doctorate from Antioch University in New Hampshire, her master's in counseling psychology from Temple University in Pennsylvania, and her bachelor's in cultural studies from SUNY Empire State College in New York.

Thomas Sims joined the SOTP team as a mental health specialist on Aug. 7. For the past 25 years he worked as a youth service worker and case manager in Colorado, and a counselor, supervisor, and mental health therapist in Illinois. Thomas holds a certification from the Illinois Attorney General's Sex Offence Management Board to provide adolescent and adult sex offender treatment.

Thomas received his bachelor's in human services from Metropolitan State College

in Denver and his master's in counseling from St. Louis University in Missouri.

Claire Kiener started at OSH on July 24. She'll be working with the transition team and the Office of Patient Affairs. Claire lived and worked in Geneva, Switzerland, for 12 years and returned to the U.S. to pursue her education.

For the past 12 years Claire has worked in customer service for the Social Security Administration as executive director for the Idaho Federation of Families for Children's Mental Health, as a therapist, educator and trainer for Social Work Services and Consulting, and most recently as a psychotherapist for a developmental disabilities/mental health clinic. She received her bachelor's and master's in social work from Boise State University and Eastern Washington University, respectively.

OSH Foundation Grants Awarded

By *Jim Sellers*

From musical instruments to aquarium fish, newly awarded Oregon State Hospital Foundation grants will benefit patients on the hospital's Salem and Portland campuses. The awards bring to more than \$87,000 the amount the foundation has donated to benefit patients since 1993. This year's \$9,494, divided among 17 projects, is the largest ever.

"Our goal is to promote excellence in mental health services and to improve the quality of life for State Hospital patients," said foundation president Dorothy Haun of Salem, a registered nurse

"OSH AWARDS" continued on page 8

Invitation to Complete OHR Survey

By Joe Hesting, DHS Office of Human Resources (OHR)

In October 2003, OHR conducted a voluntary, confidential employee survey to update affirmative action records. Louise Melton-Breen, OHR administrator, has asked OHR staff to repeat the survey process and plan for updating records each even year of the biennium in order to have a more accurate measurement of our workforce diversity. OHR will be updating affirmative action records this fall and is asking for your assistance. DHS is committed to hiring, developing and retaining a diverse workforce, so it is important to have accurate information about the diversity status of our employees. This helps us develop sound recruitment and employment practices, making DHS a better place to work for all employees.

You can help by completing the self-identification questionnaire that will be sent electronically in late September or early October. This form allows you to update your race, ethnic designation and/or your disability status on your personnel record. Providing this information is voluntary. Individual responses will not be shared beyond OHR and will be used only to update personnel records and agency statistics. For more information, contact Joe Hesting, project sponsor, (503) 945-6610, or Nasreen Khan, project manager, (503) 945-5881.

Diversity Events

By Jessica Loewen

Attend the 2006 DHS-ODOT Diversity Conference or travel around the world without ever leaving campus at the OSH Diversity Walk. The OSH Valuing Diversity Committee (VDC) would like to ensure that everyone is aware of these great opportunities.

“From Awareness to Action — What You Bring to the Table” is the theme of the 2006 Diversity Conference. The event will be held Wednesday, Sept. 20, at the Salem Conference Center. The keynote speaker will be Dr. Robert Hayles, a consultant on diversity issues for national and international organizations. The conference will also feature a variety of workshops on topics including the intergenerational workforce, poverty, diversity in Oregon, disability etiquette and creating welcoming environments. This daylong event is free and open to the first 750 DHS employees who sign up, with manager approval. More information about the conference, including how to register, is available at www.oregon.gov/DHS/aboutdhs/diversity/06divconf/main.shtml

“EVENTS ” continued on page 8

September Calendar

4: Labor Day

11 — 10:00 a.m.

OSH Foundation Board

Callan Room

Contact Jessica Loewen:

(503) 945-2892

13 — 1:00 p.m.

Friends of Forensics

Brooks Conference Room

Contact Deb Howard:

(503) 945-7132

15 — 8:15 a.m.

Wellness Committee

Callan Room

Contact Sue Wimmer:

(503) 945-2886

17

Susan G. Komen Breast Cancer Foundation Race for the Cure 5K Run/Walk

Portland Waterfront Park

Contact Heidi Scott:

(503) 945-7149

20 — 8:00 a.m.

DHS Diversity Conference

Salem Conference Center

Contact Rebecca Sweetland:

(503) 945-2806

21 — 10:00 a.m.

OSH Diversity Walk

Comm. Center's front lawn

Contact Mesme Tomason:

(503) 945-9874 or Judy

Hanson: (503) 945-7106

27 — 2:30 p.m.

General Staff Meeting

30 Building Gym

Contact Pam Dickinson:

(503) 945-2852

“OSH AWARDS” cont. from page 6...

who was unit director on a forensic ward until her 1999 retirement. “We are supporting the good work we know goes on at the hospital and reassuring patients that people in the community care about them.” The grant money this year was distributed as follows:

Program	Unit	Reason for Grant	Amount
Diversity	All	Language Tapes and Videos	\$750.00
Diversity	Salem	Native American Drum Making	\$400.00
Diversity	Salem	Diversity Walk Supplies	\$300.00
RSD	All	Yarn Spinning Supplies	\$344.00
Forensic	All	Cultural Diversity Concerts	\$500.00
Forensic	41A	Cultural Diversity Groups	\$400.00
Forensic	41A	Community Reintegration	\$800.00
Forensic	41B	Greenhouse	\$650.00
Forensic	48B	Remo Djembe Drums	\$500.00
Forensic	48B	Cultural Diversity Projects	\$500.00
Forensic	50F	Aquarium Fish	\$100.00
Forensic	50F	Education Fund	\$400.00
Forensic	50G	Music Equipment	\$2,000.00
Recovery	All	Cultural Diversity Posters	\$150.00
Recovery	34A/35B	Cultural Diversity Activities	\$300.00
Recovery	GTS-RSD	Music Performances	\$650.00
Recovery	PDX	Diversity Celebrations	\$750.00

Dorothy said this year’s grants are supported by proceeds from a three-day-a-week store on the hospital’s Portland campus, a semi-annual four-day store on the Salem campus, dues and donations from foundation members, and fundraisers such as last November’s Elsinore Theatre event in Salem commemorating the 1975 filming of “One Flew Over the Cuckoo’s Nest.” The OSHF is a private, non-profit, charitable organization. For information, contact Jessica Loewen, (503) 945-2892.

“SPOTLIGHT” cont. from page 4...

enjoys living in the U.S. because women can voice their opinions openly. She has stayed partly due to the freedom for women in career choices, in choosing a partner (or not), and in dress styles. In rural Pakistan, arranged marriages still occur and a man, unlike a woman, can easily divorce his wife by putting his hand on the Koran and saying three times in front of two family members, “I divorce you.”

We still have a ways to go, Mesme believes, but people are more accepting these days. “It is not a bad thing to ask questions. Those that seem insensitive may only reflect a desire to learn.” Her credo is to “accept people for who they are.”

OSH Diversity Meal

By Heike Tash

On Sept. 27, OSH Food Services will be serving patients a Brazilian meal consisting of Picadinho (Brazilian beef), orange rice, collards, Maionese (Brazilian potato salad), Brazilian flan and plantains (bananas). To make Brazilian flan:

- 3 teaspoons butter*
- ¾ cup condensed sweetened milk*
- 1 cup 2% milk*
- 3 tablespoons + 1 teaspoon chocolate powder*
- 6 – 7 egg yolks*
- ¾ teaspoon vanilla extract*

Preheat oven to 325°. Melt butter and add all ingredients into a bowl. Mix on high speed for one or two minutes. Pour into a pan and bake 45 minutes to an hour, or until the mixture thickens and is not runny. It can be served hot or cold.

“EVENTS” cont. from page 7...

On Sept. 21, OSH staff and patients will be able to tour a variety of countries that will be represented at the fourth annual **OSH Diversity Walk**, from 10 a.m. to 1 p.m. on the front lawn of the Communication Center. OSH staff volunteers will represent a country they have ties to by setting up displays, answering questions, and stamping passports, which will go into a drawing for prizes.

The VDC members encourage you to take advantage of these September events and would like to remind everyone that Mexican Independence Day is Sept. 16.