## THE SWVMHI NEWS

### Southwestern Virginia Mental Health Institute

Volume XXIX, No. 4

▲ Health

**▲** Healing

**▲** Hope

July 2, 2007

OUR MISSION: We promote mental health in Southwestern Virginia by assisting people in their recovery.

### REPORT FROM THE WORKGROUP FOR TOBACCO-FREE CAMPUS

The Workgroup for a Tobacco-free Campus was formed in March of this year after the announcement to all employees and patients that the facility and campus would become tobacco-free on October 10, 2007. One of the first tasks the workgroup accomplished was to determine how many patients currently were using tobacco. Also, an employee survey was completed in April. This information helped identify what type of subcommittees were needed for prioritized goals, and who was willing to serve on these subcommittees.

The most recent meeting of the Workgroup for a Tobacco-free Campus was held on Thursday, June 14. Each of the six subcommittees gave a report on progress being made. This is a brief synopsis.

**Staff Related Policies and Practices** – An initial draft of a facility policy was presented regarding the campus being tobacco-free. It provides a definition of what the "campus" is, emphasizes education and notification meant to assist employees in complying with the policy, and refers to non-compliance of the policy as being handled through the normal corrective action/progressive disciplinary measures already in place. There was lengthy discussion about breaks and that there will be no tobacco use on paid time. Unpaid meal times are a separate issue. Where people can store tobacco products was also discussed. Recommendations for revisions and additions to the policy were made and will be taken back to the subcommittee for further review. There was also discussion that, although EAP services do not specifically identify tobacco cessation as a program, for those who suffer from nicotine addiction, EAP does offer assistance for addictions.

Patient and Staff Education – There was a discussion on June 13 at the SWVMHI CERC (Consumer Empowerment Recovery Council) about becoming tobacco-free, tobacco cessation, and nicotine replacement aids/activities. About 50 patients attended the physician-led discussion, which will continue at community meetings on the wards. Questions, concerns, and requests from the patients were shared with the workgroup, and there will be continuing involvement with the patients. Several issues we know that need further problem-solving are how to address tobacco use if it occurs while on pass, and if any of the CSBs and ALFs plan any changes in their philosophies about tobacco use. Information about the health risks of tobacco use, the benefits of cessation, and a variety of techniques to stop have been shared with patients in groups and written materials.

Regarding staff education, a review was given of the variety of information being made available to staff about tobacco cessation and/or how to deal with not using tobacco while at work. A resource "corner" has been established in the library, bulletin board information is posted, flyers distributed, newsletters and memos being attached to each upcoming paycheck, and notices circulated regarding CommonHealth "break free" programs. There was a low response from staff about interest in an on-site Weight Watchers program, even though some employees have expressed concern about gaining weight with tobacco cessation. At least 15 employees need to register, so further promotion of this will be attempted before it can be scheduled. Many inquiries have been made about the availability of Chantix through the state for employees, and this has been shared with Central Office. Arrangements for a facilitator to hold several groups for tobacco cessation support are being pursued.

#### Workgroup for Tobacco-free Campus - Continued from Page 1

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Two banners are being purchased to put outside the Henderson and Bagley buildings announcing to the public that the facility will be tobacco-free on October 10.

Ward Rules and Alternative Activities – Changing the ward rules needs to be timed closer to October 10 and will need approval through the Local Human Rights Committee. The recommendation is that the language be the same for the ward rules on all 4 units and be definitive, but not minutely detailed. Possible incentives for patients who want to stop tobacco use before October 10 were discussed and also the need to offer other items in the Canteen to replace tobacco. Discussion is underway about a "fitness trail" and the purchase of exercise equipment to replace the activity of smoke breaks. The kind of supervision and training needed is being considered. Promotion of physical fitness as a therapeutic benefit is a goal.

Success Stories and Creative Motivational Media – Just recently the SWVMHI Intranet has a page added to encourage staff members who use tobacco to decrease or quit. Interesting and relevant information is available at the site. Staff members have been identified who are willing to share their personal success stories with others who would appreciate the 1:1 support and inspiration. The subcommittee has discussed the importance of looking at all kinds of tobacco use and not just cigarettes. The discounted membership at the Wellness Center is an employee benefit that many are not aware of, and is important to remind people that physical activity helps with the stress of not using tobacco.

Admission Assessments and Interventions – How to assess and intervene with a patient on admission who uses tobacco is the emphasis for this group. The Initial Nursing Assessment will need revision, as well as the admitting physician considering what medical treatment may be ordered. Educating and collaborating with the CSBs and prescreeners will be important so that all people, before they become patients, are aware that once they are on the campus beginning October 10 they may not use tobacco. There are questions about what will be done with tobacco products the patients have on admission (where will they be stored/issues about returning items at discharge). Will nicotine replacement require informed consent? Answers to these questions will be worked out over the next several months will be worked out.

**Medical Alternatives to Tobacco** – Questions have been raised about why we are not tapering the smoke breaks from 4 to 3 and gradually 2 to 1 to none. The evidence based "best practices" does not support tapering off for patients – since many will use nicotine replacement therapy to cope, it is not recommended to mix using the replacement aids with continual use of tobacco. If an individual patient wants to taper off usage, their physician will consult with him or her about the best way to go about it. In addition to nicotine replacement therapy and medications that assist in tobacco cessation, other issues are being considered as well. Since we expect that many patients will use nicotine replacement therapy, the cost in the pharmacy budget is expected to increase by at least \$100,000 next year. Then there is a hazardous waste concern about disposal of nicotine patches which retain hazardous chemicals – the amount of disposal we will have of these products will increase, and what rules have to be followed?

In July the Workgroup plans to hold some focus groups with employees who use tobacco to discuss their questions and concerns, and to plan the next steps toward assisting employees in the transition. As well, more work continues to address the patients' concerns and provide assistance in preparing for October 10.

There will be another meeting in July for the Workgroup for Tobacco-free Campus. This is an open meeting, and employees who are not standing members of the Workgroup are invited to attend. Russ McGrady and Alicia Alvarado are the co-chairs and can be contacted for further information.

~Alicia Alvarado, R.N., M.S., Chief Nurse Executive

# **Tobacco Free Campus Subcommittees**







# Patient and Staff Education

Co-chairs: Norma Brickey, Cindy Jones

Staff Members: Anthony Gage, Steve Perry, Jewell Cardwell, Ann Mathews, Greg

Griffey, Nancy Wood, Larissa Powers, Patricia Evans, Jennifer Whitt

# Ward Rules, Alternative Activities

Chair: Russ McGrady

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Staff Members: Cynthia Frye, Angie Routh, Jim Lundy, Ellen Tilson, Mike Jones, Mike

Martin, Nancy Wood, Sue Akers, Cheryl Rhey, Steve O'Brien

## Admission Assessments and Interventions

Chair: Debbie Borders

Staff Members: Marlene Doyle, Wendy Marchant, Tom Miller, Dr. Gordon, Todd

Gillespie, Ken King

# Success Stories and Creative Motivational Media

Chair: Steve Perry

Staff Members: Sue Chapman, Vickie Keen, Angeline Saferight, Jim Moon, Doug Smith

# Staff-Related Policies and Practices

Chair: Anna Sue Cook

Staff Members: Julie Stoots, Connie Harris, Karol Shepard, Freddie Williams, Cindy

Blevins, Tom Cullop, Don Chisler

## Medical Alternatives to Tobacco

Dr. Gordon, Dr. Francis, Dr. Brady, Dr. Martin, Jim Suhrbier



Patient/Consumer Involvement Is Required

## **CHANTIX HAS BEEN APPROVED... AND MORE!**

Many of you have requested assistance with our smoking cessation initiative, specifically the ability for employees to purchase Chantix, a prescribed smoking cessation drug that has proven most effective in the effort to quit. A few days ago, Sara Wilson, Director of DHRM, sent a message to HHR Secretary Tavenner that, effective July 1, Chantix will be added as a tier 2 drug option under our health benefits plan. This means that there will be a copay, but it clearly beats the costs that have been reported by employees of up to \$130 for a month's prescription. This is very good news!

Check out the following web site: http://www.philipmorrisusa.com/en/quitassist/resource/quick.asp It has excellent material to post on bulletin boards and to share with employees to assist them in quitting smoking. It would be helpful to use this material in conjunction with CommonHealth materials and supplies. We will be sharing this information within CO as well.

~Neila Gunter, Office of Human Resources, DMHMRSAS

Please note that, even though approved to be added to the health plan on July 1, the new drugs such as Chantix will not be available for purchase until July 15.

### More Help to Quit Smoking Offered to State Health Plan Members

Smokers who have been unable to kick the tobacco habit can now find help at the drug store. Beginning July 15, the COVA Care and COVA HDHP state health plans will cover smoking cessation drugs under the outpatient prescription drug benefit. Drugs for smoking cessation such as *Chantix*, *Zyban* or *Nicotrol* may be purchased at either an outpatient retail pharmacy or through mail order.

COVA Care members will pay a copayment based on the applicable drug tier (generic/low cost brand/higher cost brand), and COVA HDHP members will pay 20 percent coinsurance after the deductible is met. The state health plans will not cover office visits related to smoking cessation, stop smoking aids such as nicotine gum and nicotine patches, over-the-counter therapies, or services provided at stop smoking clinics.

Contact the plans directly for a list of covered smoking cessation drugs and other plan information.

#### **COVA Care:**

- www.medco.com
- 1-800-355-8279

#### **COVA HDHP:**

- www.anthem.com/cova
- 1-800-552-2682

Additional resources to quit smoking also are available from CommonHealth's "Breaking Free from Tobacco" smoking cessation program at <a href="www.commonhealthva.com">www.commonhealthva.com</a> or 1-800-394-6380. Need even more support? State co-workers are yet another resource. See the "Diary of a Smoker" at <a href="www.commonhealthva.com/commonhealth/breaking">www.commonhealth/breaking</a> free.htm.

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# GOVERNOR KAINE LAUDS STATE WORKFORCE AT AWARDS EVENT HELD MAY 17, 2007

Governor Timothy M. Kaine honored state employees selected for outstanding service to the Commonwealth during an awards ceremony held in Richmond on May 17. Seven individuals or teams of state employees were honored during the ceremony.

The Governor noted that over 200 nominations were received for the Governor's Awards, a program in its sixth year. "This year's recipients rose to the top in what proved to be a very competitive selection process," Governor Kaine said. "These award recipients truly are the best of the best."

Southwestern Virginia Mental Health Institute is pleased to announce that Herbert Firestone, Power Plant Supervisor (now retired), was selected for a Governor's award in the category of Innovation.

Below are excerpts from Governor Kaine's May 17 press release regarding Herbert Firestone:

Visitors to the Southwestern VA Mental Health Institute Power Plant frequently remark regarding the cleanliness and maintenance of the plant equipment.

As they become more familiar with the plant operation via review of records, they are amazed by the efficiency of the plant and material condition of equipment, which has been in continued use for 30+ years.

The success of the SWVMHI Power Plant is dependent upon the dedication and teamwork of our Boiler Operators; however, much credit for this success is resultant from the dedication, perseverance, and hard work of the Power Plant Supervisor, Mr. Herb Firestone.

Mr. Firestone is diligent to ensure all equipment/systems are operating per design daily and is quick to determine excessive use of feed water chemicals, fuel and immediately notifies his supervisor and/or Physical Plant Services personnel to assist in determining the problem and corrective action.

These efforts save the facility several thousand dollars annually in reduced demand for water and chemicals/fuel to supply additional make-up water which would be lost were it not for Mr. Firestone's efforts.

Mr. Firestone brainstormed and determined that the former Laundry and Carpentry Shop Buildings could be heated much of the cold season with low pressure steam, which was being exhausted to the atmosphere. By expending approximately \$400 in materials and minimal labor, Mr. Firestone was able to modify piping servicing these buildings, which enables the facility to heat these buildings with throw away steam.

This modification saves the facility \$10 - \$12,000 annually. His 35+ years of dedicated service has helped ensure the safe and efficient operation of the Power Plant in producing steam in support of a comfortable environment of care.

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# JUDGE PHILIP TROMPETER PRAISES **STAFF**

**◆120 Years of Health – Healing – Hope** 

**Juvenile and Domestic Relations Court** Twenty-third Judicial District of Virginia

The Director's Office recently received the following letter from Judge Trompeter:

Dear Dr. McClaskey:

For many years now, I have referred a multitude of teens to your adolescent treatment teams for evaluations and treatment recommendations. I reviewed one of your assessments just today on a case that was before the court, and, as usual, it was so well done.

I feel that the time has come for me to use the good manners my parents taught me to express in writing my heartfelt appreciation to your wonderful staff for their outstanding service and work. I know that your staff is under a lot of pressure to complete this work under tough time constraints, and I always find the evaluations to be thoughtful and important. Also, I always make it a point to ask the kids how they liked their stay at your facility, and I always receive responses that they liked their stay.

I hope that you will let the staff on the adolescent unit know how grateful I am for all that they do, and I thank you all for your professionalism, dedication, and superb work.

Sincerely,

Philip Trompeter, Judge

I called to speak with Judge Trompeter and to thank him for his unsolicited letter of praise for the staff of the Adolescent Unit. He told me that his praise for the excellent evaluations and the treatment program was heartfelt.

Thanks to all who work on the Adolescent Unit and all those who support the work of the unit.

~Cynthia McClaskey, Ph.D., Director

## **COMMENTS AND MISCELLANEOUS**

#### THANK YOU

Dr. McClaskey:

I am deeply appreciative for all the kind words, prayers, cards, flowers, and personal sharing that you and your staff have shown for me and Bill during my continuing cancer treatments. I've enclosed a small saying that I hope exemplifies our HPO relationship together. Thank you from the bottom of my heart.

~Rosemarie Bonacum DMHMRSAS Office of Facility Operations

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#### THE ABC'S OF LIFE

Accept differences,
Be kind,
Count your blessings,
Dream,
Express thanks,
Forgive,
Give freely,
Harm no one,
Imagine more,
Jettison anger,
Keep confidences,
Love truly,
Master something,

Nurture hope,
Open your mind,
Practice patience,
Quell rumors,
Reciprocate,
Seek wisdom,
Touch hearts,
Understand,
Value truth,
Win graciously,
Xeriscape,
Yearn for peace,
Zealously support a worthy
cause.

## NATIONAL HEALTH AND FITNESS DAY

#### THANKS TO ALL WHO PARTICIPATED

June 6 in National Health and Fitness Day Walk. The weather was wonderful, and many employees got a great start to a healthier lifestyle!

The winners of the pedometers are: 7 – 8 a.m. Valerie Keene 11 – 1 p.m. Jewell Cardwell 4 – 6 p.m. Beth Lykins

~Cindy Jones, R.N., Employee Health Coordinator

### FLAG DAY

June 14 was officially "Flag Day," the anniversary of designation of a national flag by the 2nd Continental Congress, June 14, 1777. There is, however, an older anniversary that also bears noticing. Two years earlier, June 14, 1775, the Congress authorized the raising of ten companies of "expert riflemen" for the relief of Boston. It was the beginning of what became the Continental Army, and eventually the US Army. Therefore, the US Army also celebrates June 14 as its birthday. Though you know my bias in such matters, I think it is unlikely that without the events of 1775, the events of 1777 celebrated on June 14 could not have taken place. While to be sure we are grateful for the flag, we also need to be grateful to the 232 years of soldiers who made it possible.

~George Martin, M.D., Medical Director

# Good Managers Find Peaceful Solutions

Two people had adjoining farms. One raised wheat and had children and large dogs. The other raised sheep.

The sheep farmer was in a quandary because the dogs next door were running into his pastures and frightening the sheep. He spoke to his neighbor, but the forays continued. He thought about taking the neighbor to court. He even thought about poisoning the dogs. Then one day he found a solution.

Some new lambs were born, and the sheep farmer gave each of his neighbor's children a lamb as a pet. They were delighted! Because of the pet lambs, the father could no longer let the dogs run amok. He restrained them and taught them to leave the lambs and the sheep alone. . . and everyone lived happily ever after.

~Adapted from *The Best of Bits and Pieces* (The Economics Press)

## YARD SALE: SATURDAY, AUGUST 11, 7:00 A.M. – 2:00 P.M.

Everyone loves a sequel to a successful event right, so here we go...

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Volunteer Services will hold our last yard sale of this year Saturday, August 11, at Marion Baptist Church. The sale hours are 7:00 A.M. - 2:00 P.M. You can support this event by donating items to be sold (no clothing for this sale please), renting a table (\$10.00) and selling items yourself and keeping the profits, or by attending and making purchases. All profits made from this event are for patient activities here at the facility. Donations may be made or tables rented by contacting Doug Smith at Ext. 855.

<u>Reminder</u>...Bonanza accepts clothing in good clean condition throughout the year. Call Ext. 345 and leave a message to make arrangements to donate to this worthwhile program.

<u>And</u>...don't forget to unburden yourself of that bothersome change in the donation jar in the employee cafeteria, another way to support patient activities here at the facility.

Please publicize for those without e-mail.

~Douglas A. Smith, Jr., Volunteer Services Director

## **Community Services Board Implements Crisis Intervention Team Training**

In July, 2006, Mount Rogers Community Services Board received a special grant from the Department of Criminal Justice (DCJS) for developing a curriculum to train police officers in working with individuals with mental illness. Prior to finalizing the curriculum for local training, 18 police officers from the service area attended training with the Mental Health Association of the New River Valley. In May of this year, Mount Rogers CSB trained an additional 10 officers in the Crisis Intervention Team Model.

During the 40-hour training, the police officers learned about various services that are available in the area and visited public and private mental health facilities in the region. Mental health professionals, legal professionals, and individuals with mental illness and their families provided information and knowledge about specific obstacles that people with mental illness must overcome or live with on a day-to-day basis.

To date police officers trained in the Crisis Intervention Team Model make up a significant percentage of their respective departments as follows:

Marion Police Department: 11 percent Saltville Police Department: 28 percent Smyth County Sheriff's Department: 6 percent

Officers who completed the training attended a graduation exercise and received a certificate of completion and a pin to be worn on their uniforms identifying them to their community as graduates of the program.

~From Smyth County News & Messenger, June 9, 2007

Crisis Intervention Team Trainers and Faculty From SWVMHI are: Russ McGrady, Clinical Director, Mike Jones, Unit Programs Director, Anthony Gage, Community Services Director, and Karol Shepard, Admissions Coordinator.

## "I Care, I Really Do, But Sometimes It's So Hard"

## How to Deal with Difficult Behavior

You know, often the problem is not a lack of caring, but the lack of showing it. We are in the business of providing care and most, if not all, of us are here in the first place because we care. But the day-to-day grind, the demands, the paperwork, the long hours, the sheer volume of patients makes it hard to stay focused on the purpose of our existence: good, supportive, compassionate, quality patient care.

Does this sound familiar: You're three hours into the second shift of a double (because two fellow employees called in), your child is home sick, your supervisor just demanded that you perform a chore that anyone could do (including him/her), it's particularly loud on the ward, your head hurts, and, as you are walking down the hall, a patient (for the umpteenth time) asks you for a drink of juice. AND, this is the same patient that yesterday acted very aggressively toward you for no apparent reason. What do you think your reaction would be? Showing a caring, compassionate attitude may not be at the top of your list at the moment.

Let's look at the same scenario from the patient's point of view. He or she is three hours from home, has not heard from family in a week, and is in an unfamiliar environment surrounded by strangers. He or she did not ask to be placed here, thinks everyone is plotting against him/her, is made to attend classes he or she does not quite understand, and the medication being taken is drying out his/her mouth. He or she asks you for a drink of juice.

It is in that moment that the caregiver, you, have to make a decision; do I blow off this request, act less than professional in responding, or do I suck it up and perform my job, as a caregiver, in a good, supportive, compassionate, quality manner.

There is an up side to this situation. There are many things out of our control (never a good feeling); but one thing is totally within our control, and that is . . . how we react. We can do little or nothing about the demands on our time, overbearing supervisors, the heat, the noise, the long hours; however, we can control how we react to those situations.

We can explore ways in which we can enhance our "caring" skills, improve our ability to stay positive in negative circumstances, and at the same time make life less stressful for both ourselves and our patients.

Remember, if you decide to try a new behavioral response to a stressful situation, it will take time, practice, and effort. Studies have shown that changing a behavior (substitute "habit") takes 17-30 days.

#### TIP Self-talk.

When patients are demanding, frustrating, defiant, and/or insulting, remember to not take it personally. Change your "self-talk."

If you think: "There they go again!!" "Now what is it??" "When will they ever stop??"

Think instead: "I have a chance to make a difference right now." "Let's see if I can help them to relax."

If you think: "I didn't deserve that outburst." "Don't they know that I care?"

Think instead: "They are sick and very upset." "That outburst wasn't about me."

If you think: "Will this day ever end?" This is the longest day on record."

Think instead: "Only two more hours to go." "What can I do to make my patients more comfortable?"

~From The Exchange, the official news publication of Broughton Hospital

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CONGRATULATIONS to the Nursing Staff who have been working diligently to complete the lessons offered through the College of Direct Support.

Completers from May 1, 2007 through May 31, 2007.

COMPLETED THROUGH DOCTORAL LEVEL 3 (Completed 119 Lessons)

Herman Kirk Janice Morris Patricia Thomas Allen Tolbert

COMPLETED THROUGH DOCTORAL LEVEL 2 (Completed 113 Lessons)

Sue Allison Kathy Anderson Louetta Carnell

COMPLETED THROUGH DOCTORAL LEVEL 1 (Completed 103 Lessons)

Margaret Call Marilyn Fields Shirley Jupino

COMPLETED THROUGH MASTERS LEVEL 4 (Completed 92 Lessons)

Pamela Blake Wilma Blevins Judy Phillips Christine Woods

# KIMBERLY SAYERS EARNS CERTIFICATION AS A PROFESSIONAL IN HUMAN RESOURCES

Kimberly Sayers, Human Resource Analyst at Southwestern Virginia Mental Health Institute, recently earned certification as a Professional in Human Resources (PHR).

The certification, awarded by the Human Resource Certification Institute (HRCI), signifies that Ms. Sayers possesses the theoretical knowledge and practical experience in human resource management necessary to pass a rigorous examination demonstrating a mastery of the body of knowledge in the field.

HRCI is the credentialing body for human resource professionals and is affiliated with the Society for Human Resource Management (SHRM), the world's largest organization dedicated exclusively to the human resource profession. The Institute's purpose is to promote the establishment of professional standards and to recognize professionals who meet those standards.

~Ruby Wells, Human Resources Manager

## TRAGEDY AT VIRGINIA TECH STATEWIDE DAY OF MOURNING: FRIDAY, APRIL 20, 2007

While no SWVMHI staff or consumers were directly affected by the April 16 shootings, many of us have friends and family who are Hokies. Many staff volunteered to be of assistance to the community. SWVMHI participated in the day of mourning, with a brief service in our Memory Garden, as well as on each unit to remember the victims and express our support to the friends and family who were affected.

# <u>Transcript of Nikki Giovanni's Convocation Address</u> April 17, 2007

"We are sad today, and we will be sad for quite a while. We are not moving on, we are embracing our mourning.

We are Virginia Tech.

We are strong enough to stand tall tearlessly, we are brave enough to bend to cry, and we are sad enough to know that we must laugh again.

We are Virginia Tech.

We do not understand this tragedy. We know we did nothing to deserve it, but neither does a child in Africa dying of AIDS, neither do the invisible children walking the night away to avoid being captured by the rogue army, neither does the baby elephant watching his community being devastated for ivory, neither does the Mexican child looking for fresh water, neither does the Appalachian infant killed in the middle of the night in his crib in the home his father built with his own hands being run over by a boulder because the land was destabilized. No one deserves a tragedy.

We are Virginia Tech.

The Hokie Nation embraces our own and reaches out with open heart and hands to those who offer their hearts and minds. We are strong, and brave, and innocent, and unafraid. We are better than we think and not quite what we want to be. We are alive to the imaginations and the possibilities. We will continue to invent the future through our blood and tears and through all our sadness.



We are the Hokies.

We will prevail.

We will prevail.

We will prevail.

We are Virginia Tech. "

The SWVMHI NEWS is published by and for the employees of:

## **Southwestern Virginia Mental Institute**

340 Bagley Circle Marion, VA 24354 Cynthia L. McClaskey, Ph.D., Director

The editorial staff thanks all who contributed to this edition and welcomes your suggestions for improvement.

We continue to seek volunteers to write articles and for the editorial board.

REMAINING 2007 SWVMHI NEWSLETTER SCHEDULE	
Deadline for Submission of Articles	Date of Publication/Distribution
July 20, 2007	August 1, 2007
September 18, 2007	September 28, 2007
November 19, 2007	November 30, 2007
Please submit UNFORMATTED articles to Linda Bonham, Admin. Assistant, Office of the Director.	

As has been done in the past, when a large volume of information is submitted, extra newsletters will be issued during the year.