

# THE SWVMHI NEWS

Southwestern Virginia Mental Health Institute

Volume XXX No. 3

⊕ Health

⊕ Healing

⊕ Hope

March 31, 2008

**Our Mission:** We promote mental health in Southwestern Virginia by assisting people in their recovery.

## FROM THE DIRECTOR

### Triennial Joint Commission Survey

I am writing this in the evening after our first full day of our 2008 triennial Joint Commission survey -- "The Big One." If you have been at work today, you know that Dr. Leo Kirven and Ms. Gracie Bumpas have spent most of the day conducting tracers on the wards. I have heard words of praise for the quality of staff with whom they have interacted, but also a few problems with documentation. There are still two days of survey remaining, and the Engineer, who was to have accompanied them, will schedule a visit within a month to survey the facility with the Life Safety Code and Statement of Conditions standards. Since the survey results will be "old news" to you by the date of this newsletter, I will just send my good thoughts, as I know you have been sending yours, for a successful survey!

### "Honorary Chef"

On Friday March 14, I had a fun and interesting experience that I want to share with you. I was privileged to participate in the morning work in the patient and staff cafeteria, from about 6:30 a.m. until after 11:00 a.m. Food Services Director John O'Keefe and his kind and capable staff planned a very full morning for me. As I came into the kitchen, the breakfast tray line was in full swing. With a reminder to put on my hairnet, I was assigned to place the divided tray tops squarely onto the loaded breakfast trays and load them on the metal carts. Quick now, no fumbling, or the trays start stacking up, like a sketch in "I Love Lucy!" I learned that, even though there a limited number of special diets (like low fat or low cholesterol), there are seemingly endless combinations of breakfast items based on the diet and stated food preferences. Liquid and food consistency also must be taken into account, as well as any short-term conditions or situations. There were french toast sticks and chopped french toast sticks, scrambled egg sandwiches, scrambled eggs, boiled eggs, oatmeal, two kinds of cold cereal, milk, 2% milk, or skim milk, several kinds of juice to choose from, syrup or diet syrup, a banana or not, toast or bread or not, and so on. Each individual tray ticket is read and the appropriate food items placed on the tray by the workers, with a final review by the a.m. manager and then on to me for stacking and loading. Quick, push the full cart into the hall where it will either wait for the folks to arrive for breakfast, or be pushed to the doors of the units, then get a new cart. I wonder how much those carts weigh, fully loaded? By the end of breakfast tray line, I was wondering how much each tray weighed!

Before I could marvel exactly how staff knew the number of french toast sticks to have ready for the tray line, it was time to move on to the next task. I soon learned bits and pieces of how the tray line functions so smoothly. Each person on duty has a summary list of duties, divided into manageable tasks. I helped make tea and other beverages so that they could be pulled from the refrigerator in exactly the correct quantities for the lunch tray line. This included thickening

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some beverages for persons with dysphagia so they could better swallow their drinks. Then onto compiling the snacks that are ordered for individuals on special diets - no two alike! Then to prepare special lunch diet consistencies and to make sure there are enough maroon spoons for persons with feeding difficulties. I learned to "clean as I go."

Then, it is time for the fun to really begin - I have a new slogan -- you haven't really worked until you assist in the dishwashing room. Carts are brought to the window of the room and unloaded. Food is dumped into the trough. Liquids are emptied from bottles and cartons, so the trash isn't weighted down by liquids. Plates and bowls are placed in soapy water, and cups are stacked in a plastic container. Trash is quickly thrown away, but please don't throw away the bowls, plates or maroon spoons! They are washed for reuse. As you need room, quick slide the stacks of trays down and load them in the dishwasher. Whew - am I splashed yet? Um, yes -

I also helped for a brief time in the Employee cafeteria. Yum, good looking food, attractive presentation, good prices, and great quality!

So what did I learn from my experience? Here are a few things:

Communication is essential in all areas of the hospital. As one of our core values, I saw good communication in action. Staff helped each other as needed, asked questions, and let each other know as needed where they were in the process. I also saw good communication from the wards, which called to let Food Services staff know they could not come to the cafeteria for that meal, and which called to update their patient rosters so less food was wasted.

I also saw a lot of trust. If anyone was worried that I was there, I didn't see that worry. You assumed the best intentions from me - that I really wanted to learn, and everyone in the kitchen seemed to genuinely care that I learned about their jobs and better understood their role in our mission of promoting recovery for individuals southwestern Virginia. How friendly and helpful everyone was to me that morning!

I saw leadership at all levels - staff took great initiative to be sure I knew proper food handling procedures, for instance, and they worked hard to head off problems in a proactive manner. They showed great teamwork, too, as well as individual initiative. Hard work was evident in each area of the kitchen. Everyone worked full speed until the job was done, took a quick break and then off again for the next meal. Just think - if our average daily census is, say, 150 individuals, then that's three meals a day for 150 people 365 days a year - that's 164,250 meals per year from our kitchen! And that's not counting meals for the residential youth center that are also provided by our staff. If you add into this that almost no two meals are exactly alike and individual and ward snacks and coffee are also provided and delivered, then the hard work and initiative can truly be appreciated. The Food Services staff work together like a well-trained and well-oiled machine.

At the end of the morning, staff presented me with an "Honorary Chef" hat signed by everyone present that day to commemorate my time in the kitchen. I am touched and honored that you were willing to share your important work with me. Thank you.

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## Director – Continued from Page 2

### **Communication Important**

By now, I hope you have returned your Communication Survey for review by the committee of HPO Change Agents, which is working to prioritize opportunities for improvement. From the focus groups that have already been held, we know that there are some areas where we can improve. The committee will be updating us regularly about their work and modeling good communication while they do so! Other updates from HPO Change Agents groups are found in this newsletter. I hope you will take the time to read about their work.

### **Thanks again for work to contain and repair the water leak on Ward A/B.**

As you may know, early on March 13, a chill water line in the A/B Penthouse blew apart. This action seems to be the result of the line not being properly installed and soldered when the building was constructed in 1988. The water from this line ran onto the floor of the Penthouse and then eventually drained onto Ward A/B through the ceiling.

Ward staff, Security, and the Staffing Nurse Coordinator's office immediately took action to notify maintenance and to contain the water. Staff from Physical Plant Services arrived and turned the water off in the Penthouse. Several fire alarms rang that morning. This is because the smoke detector got wet and the system thinks the sprinklers went off. The smoke detector has been replaced.

As of 11:45 a.m., the defective water line in the Penthouse had been replaced. Housekeeping and Physical Plant Services staff have removed defective (wet) tile, insulation, the piping, and other damaged products. Damaged ceiling tiles and insulation were replaced by 4:00 p.m., and, in the days following, the area will continue to be assessed for any additional leaks or dampness. Damaged carpeting in an office area will be replaced, and wall coverings will be repaired/replaced.

We are very sorry this has happened: for the inconvenience and the extra work it has caused. If you have any remaining concerns, please don't hesitate to contact Jim Lundy, Mike Jones, or Don Chisler.

I want to again compliment all staff involved in this situation who have responded in a very professional manner to the water leaks, extra fire alarms, patient acuity, and the entire situation. Thank you very much for all your hard work!

~Cynthia McClaskey, Ph.D., Director

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Registration is open for a new online training course to become certified as a mandated reporter of suspected child abuse and neglect.

Topics covered include:

- the role and responsibilities of a mandated reporter;
- types and definitions of child abuse and neglect recognized in Virginia;
- indicators of child abuse and neglect;
- procedures to report suspected abuse and neglect;
- what to expect from your local Department of Social Services after making a report.

Register at [www.vcu.edu/vissta/spotlight/cws5692spotlight.html](http://www.vcu.edu/vissta/spotlight/cws5692spotlight.html)


To learn more about reporting, go to [www.dss.virginia.gov/family/cps/mandated\\_reporters.cgi](http://www.dss.virginia.gov/family/cps/mandated_reporters.cgi)


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## The Director's Message at Employee Recognition February 14, 2008

On the Day of St. Valentine, let's talk about some things we love. The custom of sending Valentines dates back, in the U.S., to the 1940s, and many of you may remember grade school days when the rule was to give a Valentine to everyone in the class and maybe write what you appreciate about each person on the card.

There are lots of things we don't love, especially with recent events like the 2008 budget woes, but today is a day to focus on the positive.


We  our Mission, and the individuals we serve:  
"We promote mental health in Southwestern Virginia by assisting people in their recovery."


We  Recovery (not like from a cold, but a finding of new meaning in life in spite of a life changing event or illness). There are many Pathways to Recovery: HOPE, CHOICE, EMPOWERMENT, ENVIRONMENT, and SPIRITUALITY.


But Hope is the beginning. It is a thought that things can get better, a feeling of courage with a spark of new energy.

Hope creates a turning point. Hope means "I have dreams."

Hope is a vision of a better future. Someone else can hold hope for us.

We  our Vision: "Southwestern Virginia Mental Health Institute, in collaboration with the Community Services Boards, will always be the region's center of excellence in the treatment of serious mental illness."


We  our Employees: So many times staff tell me how much they feel supported by others in difficult times. We have provided more than \$70,000 per year for tuition reimbursement for staff who want to further their education. We support and have high hopes for the College of Direct Support, and, while we were disappointed that funding for the program and competencies was not included in the Governor's budget, what you have told us is that **NO ONE CAN TAKE AWAY THE KNOWLEDGE YOU HAVE GAINED THROUGH THESE ONLINE COURSES.**

We  Employee Recognition. From January to December, 2007, 62 SWVMHI employees earned service awards for a total of 915 years of service to the Commonwealth and the people of Southwestern Virginia. We have awarded many Making a Difference Awards, about a dozen Employees of the Quarter, and now today The 2007 Employee of the Year.

We  Healthy Hearts. (February is Heart Health Month, and there are numerous events to educate us.)

**Continued on Page 5**

## Employee Recognition – Continued from Page 4

Speaking of Health, we  CommonHealth. With quarterly challenges and events and online events, give CommonHealth a try this year. It's free!

We  our Values:

We best promote mental health in the people we serve by valuing:

Communication,  
Honesty,  
Trust,  
Teamwork,  
Self-initiative,  
Leadership, and  
Honoring day-to-day tasks.

We  Communication.

Wherever I look, I see evidence that, while not perfect, there are new avenues of communication opening up. Staff are giving constructive feedback to others without fear, “because how will we learn if we don't share feedback?” There are fewer anonymous letters and more open communication. I commend you for this and encourage you to do more.

**Communication:** Effective communication is an essential component of organizational success, particularly in a fast-paced, complex, healthcare environment. Effective communication flows across units and teams, up and down through the organization, and outside of the organization. We will have to pay special attention to potential communication barriers between groups and work to enhance them. Employees at all levels will be engaged in the communication process.


**Honesty:** Honesty with compassion characterizes our interactions with others and is an essential quality of a genuine, sincere, and respectable relationship. When there is a balance of respect and understanding between people, frank and open honesty is an expectation with all interactions. However, honesty alone can be cruel and not helpful in furthering the mission and values of the organization. At those times when truth presented by one to another may challenge a belief or understanding of another, it is necessary for honesty to be paired with compassion. Giving support or showing mercy in these situations without compromising honesty shows sympathetic concern for the perspective of another.


**Trust:** Trust lies at the heart of a functioning, cohesive team. Trust is the confidence among team members that their peers' intentions are good and that there is no reason to be protective or careful around the group. In essence, teammates must get comfortable being vulnerable with one another and begin to act without concern for protecting themselves or their turf. As a result, they can focus their energy and attention completely on the job at hand, rather than being worried that their motives might be misinterpreted. Leaders must encourage the building of trust by demonstrating vulnerability first.

~from Lencioni

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## Employee Recognition – Continued from Page 5

We  Teamwork: Remember that, in order for the work team to attain its goals and objectives, it is imperative that members work together as a cohesive unit. The team must share a common picture or vision of what each member is capable of accomplishing. Teams will function best if there is effective communication, honesty with compassion, and trust with accountability.

We  Leadership and Self-Initiative:  
I believe that the staff of SWVMHI are uniquely special in that there are so many of you who are willing and able to step up when needed – to stay late to assure care is given, to go out of your way to listen and explain, and to go beyond the call of duty to solve a problem. Your leadership will prove our belief that day to day interactions are key to recovery and to becoming a High Performance Organization, like an atom is to a molecule, and no universe can do without them. So many of you are leaders, and we will honor some of you today.

**Self-initiative:** We believe that there are multiple paths to recovery based on an individual's unique strengths and resiliencies as well as needs, preferences, and experiences. In addition to the value of teamwork and working toward team goals, we want to recognize and celebrate individual initiative that meets needs through hard work and creativity. All persons have the ability to demonstrate a recovery orientation and positive approach through creative thinking and hard work.

**Leadership:** SWVMHI believes that creativity and the ability to lead are not limited to a few, but reside within each of us. Given the opportunity, people at all levels can be leaders. Each member of our staff can seize the initiative to make creative changes that benefit the people that we serve, everyday.

**Honoring day-to-day tasks:** We want to honor those day-to-day tasks and interactions that collectively promote recovery. We all strive to treat everyone with decency, dignity, and directness. In a psychiatric hospital these qualities actually become the core of therapy and of change. These qualities must be more than just what we do; they must be what we are. When we live these qualities day to day, we model them as ways of being that others might follow our lead. In the most mundane or trivial interaction, we still transmit our way of being, even if in seemingly insignificant quantities. So day-to-day tasks are the building blocks of excellence at SWVMHI.

*I want to close with a quote you may have seen and heard before, but I hope you remember it when times are tough: This is why we are here, so we can hold the hope for others in their recovery.*

“It was once said that the moral test of government is how that government  
treats those who are in the dawn of life, the children;  
those who are in the twilight of life, the elderly;  
and those who are in the shadows of life—the sick, the needy and the handicapped.”  
~ Hubert Humphrey

Cynthia McClaskey, Ph.D., Director

## NEWS AND NOTES FROM THE SWVMHI LIBRARY.....

Whoops! Having missed, forgotten, a recent deadline, it occurred to me to think on and ask, “What does your library have to offer in the way of memory help(s)?”

Tickle files? Our Microsoft Outlook calendars will let us know if we remember to enter or make it routine to enter upcoming events, appointments, deadlines, etc. Routine jumped out at me when I reread the last sentence. Routine is something that does not come naturally to some people. I guess I am speaking for myself in that regard. If it’s not written down, I forget a routine I had set up to make a particular process work, unless it is something I have to do over and over. I’ve got the Dewey Decimal System down pat, but don’t ask me for a recipe, from my head, even if it is something I’ve cooked many times.

Poor memory skills may be a gift. I do not seem to carry resentments, or grudges, and maybe it’s because I don’t remember what upset me yesterday, or that I was upset. Each new day is a gift to a poor memory person, because you’ve forgotten what happened the day before.

A photographic memory is not mandatory for good librarianship. In finding my way through materials, to get at what you have asked for, I’ve learned to keep a visual, written, track of where I’ve been. There is a system in place that’s universal in library land; a logical classification system that I’ve used enough that it seems to be part of my memory. Plus I love treasure hunts.

In looking for materials for this piece, using the search term, memory, here are a few titles that came up in the collection:

Schwartz and Cohen. Sexual Abuse and Eating Disorders. One of the main subject headings in the book is memory. Think about it, or check the book out to see how the connection is made.

In Neisiers’s, Memory Observed: Remembering in Natural Context, “Ordinary language uses the word ‘remember’ in two different senses: We remember what we must do, as well as what we have done, our plans for the future, as well as events in our past.” (“Perspective” [future] remembering and “retrospective” [past events] remembering.) Think on your memory traits and consider your strengths, past or future? Both?

Brassard’s The Memory Jogger Plus+ (HD 66) expounds on Seven Management and Planning Tools for Continuous Quality and Productivity Improvement. Are you “frozen in your old thinking?”

Saving the best for last, your SWVMHI Library has Gary Small’s, The Memory Bible: an Innovative Strategy for Keeping Your Brain Young. It includes the two-minute test to rate your current memory; anti-brain-aging diet tips, the best exercises for brain fitness, and brain training without straining. I’m not sure at what age you should be considering this volume.

We do remember, with thankfulness, all the fine folks who have contributed to our library programming the last two months. They are:

Robyn Anderson, Angela Berry, Debbie Borders, Gail Campbell, LeSu Cole, Gaynelle Davis, Denise Deel, Joseph Dibble, Mary Dodson, Lori Goral, Christy Hall, Linda Havens, Bonnie Jessee, Cindy Jones, Ashley King, Jill McKinnon, Jim Moon, Doreen Nally, Lynn Robinson, Sharon Neitch, Leiann Smith, Linda Sturgill, Sherri Wheeler, Stephen Wiley, and Nancy Wood.

~Ann Mathews, Librarian  
“As for me, I forget to remember.”

## COMMENTS AND MISCELLANEOUS

### THANKS TO STAFF

Dear SWVMHI Friends,

Thank you all so much for the support, prayers, phone calls, emails, and cards during the recent illness and passing of my mother. The plant for the service was beautiful and very much appreciated; thanks to everyone who helped in sending it. I can't begin to express how much it meant to me to be able to spend the time at home with mom for that last month. My eternal gratitude to all of you for not only stepping in to cover my absence, but also for taking the time to reach out a comforting hand during this difficult time.

~MaryBeth Counts

We would like to thank everyone for all the kindness shown to us during the loss of our loved one, Helen Anderson. We were very touched by your thoughtfulness and generosity. We feel very fortunate to work with such caring people.

Sincerely,

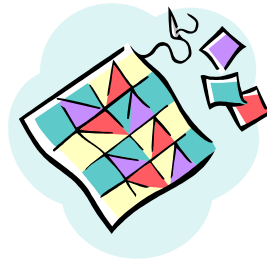
~Larry and Kathy Anderson  
and family

### NATIONAL MEDICAL LABORATORY PROFESSIONALS' WEEK APRIL 20 – 26, 2008

Celebrate the role medical laboratory professionals play in providing patient care during *National Medical Laboratory Professionals Week* April 20-26, 2008. SWVMHI lab techs are the people behind the results, whose educated minds and trained hands are committed to helping our patients one test at time.

~Rebecca M. Barker, Laboratory Supervisor

### PROJECT LINUS PROVIDES SECURITY BLANKETS FOR ADOLESCENT PATIENTS



Volunteer Services is partnering with Project Linus to provide "security blankets" for all new patients on the Adolescent Unit.

Since Project Linus began at SWVMHI in September, 2007, almost 90 blankets have been given to adolescent patients to help provide them with a sense of security and to let them know that someone loves and cares for them. Tina Graham is the local coordinator for Project Linus, a national organization based in Bloomington, Illinois. Through her efforts, and the efforts of several volunteer groups who make the blankets, these deserving patients each receive a blanket which they get to keep permanently.

So far, 350 chapters of Project Linus have delivered more than one million blankets worldwide. It is a non-profit, totally volunteer organization, and is named for the famous security-toting character, "Linus," in Charles Schulz's *Peanuts* comic strip.

Blankets are handmade with love by these caring volunteers.

**If you are interested in helping, please contact Doug Smith, Volunteer Services Director, at Ext. 855.**



## VOLUNTEER SERVICES REMINDERS

Bonanza is in need of men's and women's shoes in good condition in all sizes. Tennis shoes specifically are needed for both men and women.

At this time, we are also accepting spring and summer clothing in good condition for both men and women. Large sizes are especially needed.

Volunteer Services makes every effort to provide the very best clothing available for the patients here at SWVMHI. Donated clothing is sorted, and we retain the best for use here. After sorting clothing, it is offered to other agencies in the local area for use. If no other agency can use the excess clothing, it is then discarded.

**Please call Ext. 345 to donate clothing to Bonanza.**

~Douglas A. Smith, Jr.  
Volunteer Services Director

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## ADVANCE DIRECTIVES DAY SET FOR THURSDAY, APRIL 17, 2008....

Join citizens across Virginia in making future healthcare decisions known to family, friends and healthcare providers. Share your wishes and complete your advance directive, because... **YOUR DECISIONS MATTER.** A learning station will be set up at the front of the Bagley Building on Monday, April 14, 2008 to dispense information on Advance Directives and sample forms to consider. On April 17, 2008, staff will be in the library to assist patients and staff in witnessing or completing their advance directive. **For more information or to volunteer to help with this initiative, contact Jennifer Cregger, LCSW at extension 819.** You can also learn more about National Healthcare Decisions Day and get free information at [www.nationalhealthcaredecisionsday.org](http://www.nationalhealthcaredecisionsday.org).

~Jennifer Cregger, LCSW  
Clinical Social Worker

## A NURSING RESOURCE AT YOUR FINGERTIPS

Many nursing staff who work here are not fully aware of the resources we have. Our library employs two knowledgeable staff members, who are more than willing to help do more than check out books. Staff can utilize the library for both professional and personal reasons. If you are currently in school, I suggest you contact Ann Mathews or Greg Griffey about other services the library does offer.

Aside from the library, the hospital is now well equipped with computers. This is a useful tool for times when you are too busy to get to the library in person. But, as you know, surfing the internet for the answer to a clinical question can be time consuming and frustrating. In order to save time, and to relieve your anxiety about the reliability of a resource, a list of web links has been compiled for you. These links can be accessed on the hospital's intranet: <http://swvmhi02:1337>.

These links include information for both staff and patients. Several of the links can be used to obtain continuing education credits for those individuals who are holding a certification, or who are simply interested in expanding their knowledge base.

I encourage all nurses to utilize these links. When we base our own nursing practice on what has been documented as best practice guidelines, we can reduce our professional liability. Also known as evidence-based practice, nurses can improve patient outcomes, save time, and cut costs by changing the way things are done. We can also promote our level of professionalism by exploring why we do things and suggesting ways in which to improve. It is no longer feasible to believe that nursing professionals can rely on school knowledge alone. We must take on the responsibility to keep current about the knowledge needed to provide the best possible care for our patients.

~Lisa Taylor, R.N., AB, Day Shift

**CERTIFICATE OF EXCELLENCE  
FOR SERVICE TO THE ELDERLY  
GRANTED: FEBRUARY 15, 2008  
BY MIKE GUY,  
EXECUTIVE DIRECTOR**

AWARDED TO THE

SWVMHI GERIATRIC SERVICES UNIT

**FROM  
DISTRICT THREE  
GOVERNMENTAL COOPERATIVE**

The Geriatric Services Unit sponsored an individual at Christmas, 2007, through District Three.

**LEIANN SMITH  
ACHIEVES LICENSURE**

Please join me in congratulating Leiann Smith for having achieved licensure by the Commonwealth of Virginia, Department of Health Professions, Board of Long Term Administrators, as a Licensed Nursing Home Administrator. Her date of initial licensure is February 28, 2008. This accomplishment was achieved by completing an Administrator in Training Program and successfully passing the National and State examinations. Way to go Leiann!

~Debbie Boelte, LCSW  
Social Work Director

**RECOVERY MOMENTS**

“I needed to put two critical ideas together: that I could both be mentally ill and lead a rich and satisfying life. I needed to make peace with my demons so I could stop spending all my energy fighting them. . . .”

p. 333-334

“Recently, however, a good friend posed a question: If there were a pill that would instantly cure me, would I take it? The poet Ranier Maira Rilke was offered psychoanalysis. He declined, saying, ‘Don’t take my devils away because my angels may flee too.’ I can understand that. Mania in manic depression has been described as a sometimes pleasurable high that brings with it feelings of omnipotence. But that’s not the experience of schizophrenia, at least not for me. My psychosis is a waking nightmare, in which my demons are so terrifying that all my angels have already fled. So would I take the pill? In a heartbeat.

That said, I don’t wish to be seen as regretting that I missed the life I could have had if I’d not been ill. Nor am I asking anyone for it. What I rather wish to say is that the humanity we all share is more important than the mental illness we may not. With proper treatment, someone who is mentally ill can lead a full and rich life. What makes life wonderful – good friends, a satisfying job, loving relationships—is just as valuable for those of us who struggle with schizophrenia as for anyone else.

If you are a person with mental illness, the challenge is to find the life that’s right for you. But in truth, isn’t that the challenge for all of us, mentally ill or not? My good fortune is not that I’ve recovered from mental illness. I have not, nor will I ever. My good fortune lies in having found my life.”  
(emphasis mine)

p. 335-336

~From “The Center Cannot Hold”  
By Elyn R. Saks  
Hyperion, New York, 2007

## ARBOR DAY IS FRIDAY, APRIL 25, 2008 **TREES**

Healthy and mature trees can add about 10% to your property value. One forested acre removes six tons of carbon dioxide from the atmosphere and replaces it with four tons of oxygen, providing enough air for 18 people to breathe for one year. Research has shown that exposure to trees can decrease a person's blood pressure and muscle tension.

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## STOPPING JUNK MAIL – REDUCING WASTE

1. Log onto [www.dmchoice.org](http://www.dmchoice.org); go to the Mail Preference Service registry of the Direct Marketing Association. Click "remove my name from those lists." On line registration is free and good for three years.
2. Stop preapproved credit offers: register at [www.optoutprescreen.com](http://www.optoutprescreen.com) or call the toll-free number 888-567-8688. Both methods cover you for 5 years. You can also opt out permanently. You'll be reducing your chances of identity theft.
3. Don't fill out registration forms for new products, unless you want recall alerts. They're used for mailing lists. And never sign up for contests and sweepstakes.
4. Decline catalogs you don't want to receive: [www.catalogchoice.org](http://www.catalogchoice.org). A new, free, on line service gives you the power to decline catalogs you don't want to receive. Developed by the National Wildlife Federation, Natural Resources Defense Council and the Ecology Center, the aim is to reduce the number of repeated and unsolicited mailings, benefiting the environment in the process. It is estimated that some 53 million trees are harvested annually to produce the 19 billion catalogs currently mailed to Americans.

## SPRING YARD SALE

Volunteer Services will hold our annual Spring Yard Sale on Saturday, May 31, 2008, in front of Marion Baptist Church on East Main Street, Marion. The sale begins at 6:30 a.m. and will last until 2:30 p.m. Proceeds go to support activities for facility residents. Items in good condition may be donated for us to sell, or you may rent your own table for \$10 and sell for yourself.

Items that are needed include house wares, baby toys and equipment, children's toys, decorative items, dishes, etc. Donated items will be collected at the east end of the Rehab Building. Call for times to schedule a drop off.

Even if you can't donate, please help support this worthwhile fundraiser for our residents by telling others or stopping by the sale and making a purchase.

Please do not donate clothes or shoes for the yard sale. These items may be donated separately to Bonanza.

**Please call Doug Smith, Volunteer Services Director, at Ext. 855 for more information, to donate items, or to rent a table.**



☆ ☆ ☆ ☆ **HIGH PERFORMANCE ORGANIZATION** ☆ ☆ ☆ ☆  
**UPDATE FROM SWVMHI CHANGE AGENT GROUPS**

**Mission, Vision, Values Workgroup**

The members of the HPO Mission, Vision, Values (M,V,V,) Team are Jim Moon, Cheryl Veselik, MaryBeth Counts, Julie Stoots, Phil Jones, Mike Martin, and Anthony Gage. The M,V,V Workgroup is in the process of training new employees on the M,V,V (the next new employee orientation is 04-17). There is one new employee training per month, and this is the first training a new employee receives when hired to work at SWVMHI. We have also received requests to present the M,V,V material to departments/groups, such as Geriatric second and third shift nursing. Posters with the M,V,V have been disseminated to all Departments and work areas, and there are plans to have framed/laminated posters down the L-Hallway. There have been several articles from the M,V,V Team published in the SWVMHI newsletter, the Values have been incorporated into each employee EWP, values-based questions are being used in second level interviews, numerous policies have been updated to incorporate the M,V,V, and the Recognition Committee is in the process of updating its nomination form to include the Values as part of the nomination process.

**The Recovery Oriented Treatment Planning Workgroup**

This group has been working since September garnering input from treatment team members and patients regarding the best ways to involve patients in treatment planning and make the process more meaningful to patients and their teams. A new document and process called the Recovery Services Plan has been developed that emphasizes patient and significant other involvement in setting treatment goals that relate to the patient's life goals. It is currently being pilot tested on Wards D and I so that treatment team members can help the workgroup refine the process and document.

**Communication Workgroup**

The Communication Workgroup was developed to focus on the first of our seven SWVMHI values, the value of communication. We are chartered to find ways to improve reciprocal communication between employees and management. Our group currently consists of eight members - Rick Delp, Judi Goodman, Benita Johnson, Ann Mathews, Steve Perry, Cheryl Smith, Doug Smith, and Ruby Wells. We are in the process of conducting an employee survey to get input and opinions from all employees on how communication works or does not work here at SWVMHI. We have also conducted three focus groups to gain additional information. Once all of the data are compiled, we will use that information to make recommendations to the Executive Management Committee to facilitate improvements in our communication. We appreciate your participation in this process and will be sharing the results of the survey in the near future.

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☆ ☆ ☆ ☆ HIGH PERFORMANCE ORGANIZATION ☆ ☆ ☆ ☆  
UPDATE FROM SWVMHI CHANGE AGENT GROUPS

**Consultation Workgroup**

The Consultation Workgroup has been gathering financial and patient visit data. In the next few weeks, they plan to meet with a variety of persons who deal with Consultation/Fee Forms. The plan is to get as much input as possible into the consultation process. This group wants to find out the biggest challenges in the consultation process in an effort to resolve any problematic issues and streamline the process.

**Safety Workgroup**

The HPO Safety group has been working together since August, 2007.

Our mission is:

*We assist people providing and receiving services in better understanding aggression through the use of compassion, listening and trauma informed care. Our goal is to reduce negative and/or restrictive events and promote a coercion-free environment.*

The larger workgroup meets the second Wednesday of each month for coordination/oversight of three subcommittees. The subcommittees meet much more frequently than the oversight group.

(1) The Debriefing Subcommittee is looking at more meaningful ways to debrief and document after episodes of seclusion or restraint use.

(2) The Processing Subcommittee is studying the issues to implement changes for meaningful processing between staff after code responses and code alerts.

(3) The Training Subcommittee is developing “The Road Trip” training and making plans for providing classes for “Train-the-Trainers.” This pulls together several modules which combine trauma informed care, recovery, restraint reduction strategies, patient-centered care and involvement, and the get-give-merge-go concepts.

## HUMAN RESOURCES UPDATES

### EMPLOYEE HEALTH INSURANCE

COVA Care and COVA HDHP plan members have access to the Condition Care disease management program, which offers help to those with asthma, diabetes, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), congestive heart failure, hypertension, high cholesterol, obesity, and metabolic syndrome in better managing their chronic conditions. Specialists from Anthem's Health Management Corporation subsidiary may make outreach telephone calls to members based on claims that indicate a member is dealing with one or more of these conditions. The program is completely voluntary, and, if members are not interested, they should let the specialist know that they do not want to participate in the program. Members interested in the program may call 1-800-445-7922.

### COVA CARE OFFERS WORK/LIFE BALANCE RESOURCES

Balancing work and family, child care and parenting, and adult dependent care are just a few of the issues that may impact employees or their families. ValueOptions, the COVA Care third party administrator for behavioral health, can help. The ValueOptions Achieve Solutions Web site has a wealth of information, interactive tools and resources on balancing work and family, taking care of dependents, relationships and life skills. For example, a relocated employee can learn how to cope with the stress of moving and prepare her children for the change. In addition, she can research, through the same site, all the practical issues of relocating - finding child care or elder care, or obtaining financial information on mortgages or legal information about rental agreements.

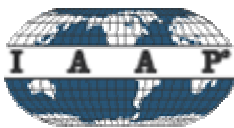
The online work/life tools include:

- Self-search for dependent care resources;
- Comprehensive library of educational materials on hundreds of topics, including child care and elder care; and
- Cool Minds™, a Web site where children can engage in educational and interactive activities.

For more information, visit [www.achievesolutions.net/covacare](http://www.achievesolutions.net/covacare)

or contact ValueOptions toll free at 1-(866)-725-0602.

~Annasue Cook, PHR, Human Resource Analyst I



International Association of Administrative Professionals  
**Administrative Professionals Week® – April 20-26, 2008**  
**Administrative Professionals Day® – Wednesday, April 23, 2008**

### **Administrative Professionals Week Observed By Millions Worldwide** **IAAP Chapters Hold Professional Education, Recognition Events**

Administrative professionals and workplaces around the world will join in recognizing the key contributions of administrative support staff during Administrative Professionals Week (April 20-26, 2008) and Administrative Professionals Day (Wednesday, April 23).

Many of the nearly 600 chapters of the International Association of Administrative Professionals (IAAP) mark the week with events promoting the professional development of office assistants. Typical activities include educational workshops with program topics such as effective communication, office technology trends, career development planning, and more. The theme for this year's IAAP events is "Forward Moving." A full listing of local IAAP chapter events is available on the IAAP Web site, [www.iaap-hq.org/APW/apwindex.htm](http://www.iaap-hq.org/APW/apwindex.htm).

Observed annually since 1952, Administrative Professionals Week was originated by and is sponsored by IAAP.

The secretarial and administrative assistant occupations are among the largest occupations in the U.S. economy, employing more than 4.2 million workers in 2006, according to the U.S. Department of Labor.

## **ELECTRICITY 24/7**

For the first time in the history of Southwestern Virginia Mental Health Institute, our three patient care buildings (Auditorium, Bagley, and Blalock) and the Henderson Building have emergency diesel generator service available. In the event American Electric Power (AEP) service is interrupted, the emergency diesel generators installed as part of the 4160 Project automatically start and generate electricity for these buildings until AEP power is restored. The Auditorium, Bagley, Blalock, and Henderson Buildings will have electrical service 24 hours per day, 7 days per week and:

- All lighting and electrical receptacles will be operational.
- Computer service will be available.
- Laundry service located in the Blalock Building will be available.
- Food Services will not be interrupted and refrigerators/freezers will be operational.

Staff's ability to provide quality care/accomplish their assigned work will not be impacted by a loss of AEP service.

Additionally, a safer and more secure environment of care will be provided for our patients, however, please remember all electrical receptacles in the Bagley Building will be operational, not just the RED receptacles.

~SWVMHI Safety Committee



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

### **Completers from October 1, 2007, through October 31, 2007 – Omitted from Previous Newsletter**

- **COMPLETED THROUGH DOCTORAL LEVEL 4**    **(Completed 124 Lessons)**  
     Lois Bordwine                      Karen Branson

### **Completers from January 1, 2008, through January 31, 2008**

- **COMPLETED THROUGH DOCTORAL LEVEL 4**    **(Completed 124 Lessons)**  
     Shirley A. Bise                      Cathy Huff                      Clifford Stamper  
     Connie Surber                      David Woodrum
- **COMPLETED THROUGH DOCTORAL LEVEL 3**    **(Completed 119 Lessons)**  
     Rhonda Cress
- **COMPLETED THROUGH DOCTORAL LEVEL 2**    **(Completed 113 Lessons)**  
     Wanda Harmon                      Barry Richardson                      Cheryl Smith  
     Thelma Wade                      Lori Wagner

### **Completers from February 1, 2008, through February 29, 2009**

- **COMPLETED THROUGH DOCTORAL LEVEL 4**    **(Completed 124 Lessons)**  
     Linda Aistrop                      Shirley Chatham                      Rhonda Cress  
     Amelia Henderson                      Josie Wade
- **COMPLETED THROUGH DOCTORAL LEVEL 2**    **(Completed 113 Lessons)**  
     Charlotte Ball                      April Wyatt
- **COMPLETED THROUGH MASTERS LEVEL 4**    **(Completed 92 Lessons)**  
     Jasper Lee                      Mary Ratliff

## PERSONNEL CHANGES

<b>NEW EMPLOYEES</b>	
Linda A. Lee, Psychiatrist	02/06/2008
Ellis B. Hundley, Food Service Manager I	02/25/2008
Lily H. Hodges, Psychiatrist	02/25/2008
Janet S. Simmerman, RN	02/25/2008
Amy B. Martin, RNCA	02/25/2008
Kimberly S. Berry, RN	02/25/2008
Peggie A. Roland, Spiritual Care Assistant (Hourly)	02/25/2008
Daryll R. Thacker, Security Officer Sr. (Hourly)	03/03/2008
Stephen G. Kiley, Materials Mgmt Supervisor	03/10/2008
Barbara L. Bartnik, RNCA	03/10/2008
Guido Spangher, Psychiatrist	03/17/2008
Mary Ann Stamper, Office Services Assistant/Unit Secretary	03/25/2008
Laurel A. Moore, Rehabilitation Specialist	03/25/2008

<b>PROMOTIONS &amp; ROLE CHANGES</b>	
Laurie A. Goral, Recreation Therapist to Recreation Therapist Senior	02/10/2008
Carol R. Cook, Housekeeping Worker (Hourly) to Housekeeping Worker (Full Time)	03/10/2008
Tammy C. Jackson, Psychiatric Aide to Psychiatric Lead Aide	03/10/2008
Robin S. Heldreth, Psychiatric Aide to Psychiatric Lead Aide	03/10/2008

<b>SEPARATIONS</b>	
Suzanne D. Jones, Psychiatric Aide	02/06/2008
Shirley C. Jupino, RN (Remains as a P14 Hourly)	02/07/2008
Tina O. Frye, Psychiatric Aide	02/15/2008
Teresa K. DeBord, RNCA	02/22/2008
Roy G. Layne, Assistant Director, Administrative	02/22/2008
Helen R. Gill, Psychiatric Lead Aide	02/24/2008
Lila D. Rutherford, Psychiatric Aide	02/24/2008
Amanda D. Compton, Psychiatric Aide	02/29/2008
Bonnie H. Jessee, Clinical Social Worker	02/29/2008
Jerry W. O'Dell, Security Officer Senior	03/09/2008
Thomas Olmsted, Psychiatrist	03/14/2008
Barbara Jewell Cardwell, Training Coordinator	03/14/2008
Ronald B. Powell, Psychiatric Aide	03/24/2008
Ruby S. Thomas, Psychiatric Aide	03/24/2008
Linda D. Francis, Psychiatrist	03/24/2008

<b>SWVMHI CENSUS</b>				
2008	<i>Admissions</i>	<i>Discharges</i>	<i>Passes</i>	<i>Avg. Daily Census</i>
Jan.	105	104	12	164
Feb.	101	107	9	162



## TORNADO BASICS

When it comes to tornadoes, there's no such thing as a "tornado season." Tornadoes can strike anywhere, anytime, and you need to know the drill.

### Know the Signs

- Strong, persistent rotation in the base of a cloud.
- Whirling dust or debris on the ground under a cloud base—tornadoes sometimes have no visible funnel.
- Hail or heavy rain followed by dead calm or a fast, intense wind shift. Many tornadoes, especially in Virginia, are wrapped in heavy precipitation and can't be seen.
- Loud, continuous roar or rumble, which doesn't fade in a few seconds like thunder.
- If it's night, look for small, bright, blue-green to white flashes at ground level (as opposed to silvery lightning up in the clouds). These lights are power lines being snapped by very strong wind.
- Persistent lowering of the cloud base.

### Tornado Watches and Warnings

It is important that businesses know the difference between a tornado watch and a tornado warning, and pay attention to weather announcements during severe thunderstorms.

## WATCHES AND WARNINGS

### **Tornado Watch**

A tornado watch means that conditions are favorable for a tornado and that tornadoes are possible.

### **Tornado Warning**

A tornado warning means that a tornado has been sighted or has been indicated by National Weather Service Doppler radar and might be headed your way. When a warning is issued, **take cover immediately.**

## PREPARING FOR TORNADOES

### **Prepare a Home Tornado Plan**

Develop a safety plan for you and your family for home, work, school, and when outdoors. Make sure you practice the plan. Review the plan on days when severe weather is forecast for your area.

- Pick a place where family members could gather if a tornado is headed your way. It could be your basement or, if there is no basement, a center hallway, bathroom, or closet on the lowest floor. Keep this place uncluttered.
- If you are in a high-rise building, you may not have enough time to go to the lowest floor. Pick a place in a hallway in the center of the building.
- Assemble a tornado safety kit containing:
  - First aid kit and essential medications
  - Battery-powered radio, flashlight, and extra batteries

**Continued on Page 18**

### Tornado Basics – Continued from Page 17

- Canned food and manual can opener
- Bottled water
- Sturdy shoes and work gloves
- Also include in the kit written instructions on how to turn off your home's utilities.
- Have a NOAA Weather Radio with a warning alarm tone and battery backup to receive updated forecasts and critical information such as watches and warnings.
- Keep a Virginia map handy to help you follow the movement of threatening storms from weather bulletins.

## RESPONDING TO TORNADOES

### Know What to Do

Stay tuned to your local radio or TV for weather reports, or listen to a NOAA weather radio for more detailed information when weather conditions are favorable for the formation of tornadoes.

#### When a tornado watch is issued:

- Tornadoes could develop in your area.
- Stay tuned to your local radio, TV, or NOAA weather radio for further information and possible warnings.
- Be prepared to take cover if necessary.

#### When a tornado warning is issued:

- A tornado has been sighted or has been indicated by NWS Doppler radar.
- Warnings are given to individual counties or cities and include the tornado's location, direction, and speed.
- If you are in or near its path, seek shelter immediately.

#### If a tornado is headed your way:

Seek shelter immediately in the nearest substantial building. Go to the building's basement. If there is no basement, move to a small, windowless interior room such as a closet, bathroom, or interior hall on the lowest level of the building. Protect your body from flying debris with a heavy blanket or pillows.

Take precautions if you cannot get to a substantial building. If you are in:

- **Open buildings** (shopping malls, gymnasiums, or civic centers): Try to get into the restroom or an interior hallway. If there is no time to go anywhere else, seek shelter right where you are. Try to get up against something that will support or deflect falling debris. Protect your head by covering it with your arms.
- **Automobiles:** Get out of your vehicle and try to find shelter inside a sturdy building. A culvert or ditch can provide shelter if a substantial building is not nearby—lie down flat and cover your head with your hands. **Do not** take shelter under a highway overpass or bridge, because debris could get blown under them or the structures themselves could be destroyed.
- **Outdoors:** Try to find shelter immediately in the nearest substantial building. If no buildings are close, lie down flat in a ditch or depression and cover your head with your hands.
- **Mobile homes:** Do not stay in mobile homes. You should leave immediately and seek shelter inside a nearby sturdy building or lie down in a ditch away from your home, covering your head with your hands. Mobile homes are extremely unsafe during tornadoes.

~ Submitted by Dickie Harrison, Security Manager, on behalf of the SWVMHI Safety Committee

APRIL DATES TO CELEBRATE	MAY DATES TO CELEBRATE
<ul style="list-style-type: none"> <li>• Prevention of Animal Cruelty Month <a href="http://www.asPCA.org">www.asPCA.org</a></li> <li>• National Poetry Month: Listen to poets read their works at <a href="http://www.poets.org">www.poets.org</a></li> <li>• Alcohol Awareness Month</li> <li>• Cancer Control Month</li> <li>• Dog Appreciation Month</li> <li>• Keep America Beautiful Month</li> <li>• Listening Awareness Month</li> <li>• National Car Care Month</li> <li>• National Decorating Month</li> <li>• National Garden Month</li> <li>• National Library Week (April 13-19)</li> <li>• Income Tax Pay Day (April 15)</li> </ul>	<ul style="list-style-type: none"> <li>• Be Kind to Animals Week – May 4 – 10 <a href="http://www.americanhumane.org">www.americanhumane.org</a></li> <li>• Better Sleep Month</li> <li>• Fibromyalgia Education and Awareness Month</li> <li>• Gifts from the Garden Month</li> <li>• Melanoma/Skin Cancer Prevention Month (Day 5)</li> <li>• Motorcycle Safety Month</li> <li>• National Allergy/Asthma Awareness Month</li> <li>• National Hepatitis Awareness Month</li> <li>• National High Blood Pressure Education Month</li> <li>• National Mental Health Month</li> <li>• Older Americans Month</li> </ul>

### APRIL IS NATIONAL POETRY MONTH

"The Centre Cannot Hold... "

"Mere anarchy is loosed upon the earth... " Yeats wrote these and many other lines in his poetry that speaks of Ireland, or mythology.

Turning and turning in the widening gyre  
 The falcon cannot hear the falconer;  
 Things fall apart; the centre cannot hold;  
 Mere anarchy is loosed upon the world,  
 The blood-dimmed tide is loosed, and everywhere  
 The ceremony of innocence is drowned;  
 The best lack all conviction, while the worst  
 Are full of passionate intensity.  
 Surely some revelation is at hand;  
 Surely the Second Coming is at hand.  
 The Second Coming! Hardly are those words out  
 When a vast image out of "Spiritus Mundi"  
 Troubles my sight: somewhere in sands of the desert  
 A shape with lion body and the head of a man,  
 A gaze blank and pitiless as the sun,  
 Is moving its slow thighs, while all about it  
 Reel shadows of the indignant desert birds.  
 The darkness drops again; but now I know  
 That twenty centuries of stony sleep  
 Were vexed to nightmare by a rocking cradle,  
 And what rough beast, its hour come round at last,  
 Slouches towards Bethlehem to be born?

-- William Butler Yeats, "The Second Coming"

**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 issue and welcomes your suggestions for improvement.  
We continue to seek volunteers to write articles and for the editorial board.

**2008 SWVMHI NEWSLETTER SCHEDULE**

<b>Deadline for Submission of Articles</b>	<b>Date of Publication/Distribution</b>
May 19, 2008	May 30, 2008
July 21, 2008	August 1, 2008
September 18, 2008	September 30, 2008
November 17, 2008	December 1, 2008

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.