

THE SWVMHI NEWS

Southwestern Virginia Mental Health Institute

Volume XXX No. 6

~Health ~Healing ~Hope

September 30, 2008

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

From the Director

OIG Recovery Inspection. The Commonwealth of Virginia Office of the Inspector General inspected SWVMHI beginning on Sunday, June 22, 2008, as part of the second year of the OIG Review of the Recovery Experience of Persons Served. Specifically they measure the percentage of consumers whose experience at SWVMHI reflects recovery, self-determination, and participation. The inspection included interviews with a random sample of consumers, along with observation of hospital activities/groups and random staff interviews. A sample of health information records was reviewed, and treatment team staff and supervisors were invited to attend a brief meeting on Monday. The full OIG Report has not been received, but our Recovery Experience Scores show an increase. In 2007, only 3.1% of individuals were rated as having a Recovery Experience at SWVMHI. This percentage climbed to 30% in 2008, which is a great improvement. You are all to be congratulated.

Growing Our Own SWVMHI Leaders. The Southwestern Virginia Mental Health Institute leadership philosophy promotes creativity, teamwork, and shared leadership by expecting all employees to learn, live, and lead the Values. We believe leadership can and should be demonstrated by all staff in their individual and collective roles. This leadership philosophy enables SWVMHI to fulfill its Mission of assisting people in their Recovery.

You have been seeing a lot of the SWVMHI Leadership Philosophy: it was published in the May 30 issue of The NEWS, it is in the HPO brochure, and on the yellow, laminated MVV (Mission, Vision, Values) Cards, and here it is again. You may be thinking, what does this have to do with me?

Remember that leaders are not only those persons in supervisory or managerial positions, but everyone can be a leader. A person is a leader when he or she is functioning in the interest of values that are not local to the person, unit, department or shift, but consider greater organizational goals or higher-level values. These skills and abilities enable everyone to understand and own this consistency of purpose – so that all minds and hands can “play their own instrument in concert.”

When we face challenging situations, such as tough fiscal times (with Virginia’s troubling revenue outlook and high demand for mental health services), when we think of the 70% of consumers who are not judged to have a recovery-oriented experience with us, when we have an opportunity to take free online courses through CDS or MVP, when the HPO groups are looking for assistance, please step up. You, too, can be a leader at SWVMHI. Thank you,

~Cynthia McClaskey, Ph.D.

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Develop a passion for learning, and you will never cease to grow ---Anthony J. D'Angelo

Four SWVMHI Staff Named Employees of the Quarter on August 14, 2008



Valerie Campbell, a Head Nurse on the Admissions Unit, was chosen because of her customer service, teamwork, and exceptional performance. Valerie goes the extra mile on a consistent and sustained basis to ensure that staff are knowledgeable about policies and procedures. She handles difficult situations with calmness and ease and consistently makes sound decisions. She has been an active participant in bringing to the Unit a positive work environment that supports teamwork initiatives and demonstrates the facility's values in her everyday interactions. She participated in the Road Trip Training, and maintains her certification as a Psychiatric Mental Health Nurse with the ANCC. She is a valued, dedicated employee, and performs in an extraordinary manner.



Donna Dempsey, a Housekeeper on Ward G, was chosen because of her teamwork, exceptional performance, and initiative. Donna ensures that the area is always clean and the floors are shining. She promptly reports conditions that could be a potential hazard or an infection control issue. She portrays a positive attitude toward staff and shows each patient a great amount of consideration and dignity while performing her job duties. Donna is always eager to assist staff or perform any duty necessary to help achieve optimal environmental safety and cleanliness. Patients have often reported to ward staff about the exceptional job that Donna does in cleaning their rooms. Donna is considerate of others and checks with the ward staff before leaving to be sure that everything is done.



John Jones, a Psychiatric Aide on the Adolescent Unit, has great communication skills and often volunteers for trips, or to work overtime on short notice. He is a great team player, and always has a smile and kind word for everyone he meets. John consistently has excellent attendance, a good attitude, and gets along well with others. He has a good helping relationship with the patients and is skilled in managing a behavior crisis or emergency. He is very dedicated to the facility and to the patients, and lives the facility values daily.



Betsi McGee, a Social Worker on the C Team, was chosen because of her exceptional performance. Betsi has consistently demonstrated herself to be an invaluable asset to her team, the Social Work Department, and SWVMHI. She is an individual of quiet strength, good humor, and dedication who works hard to provide services to the individuals we serve. During the last quarter, when her own daunting workload was increasing, she repeatedly volunteered to do her job and that of others during periods of sickness and other absences. As a result of her selfless efforts, not only with her work, but the work of several others was consistently done on time and in the most professional manner. Her selfless dedication and quiet calmness in the face of a challenging workload sets a high standard to be emulated by every employee. Betsi lives the values stated in our Facility Leadership Philosophy. She is trustworthy, and she promotes positive communication, teamwork, and self-initiative.



Congratulations to these four employees for their extraordinary ability to live and promote SWVMHI's Mission, Vision, Values, and Leadership Philosophy. For being named Employees of the Quarter, they were each awarded \$250.00 and a special parking space for the quarter, as well as having their photographs hung in the front lobby. They are also eligible for Employee of the Year! Excellent work Valerie, Donna, John, and Betsi: you are stars!

Mental Illness Awareness Week October 5-11, 2008: Building Community, Taking Action

This fall, grassroots leaders in communities across the country will participate in the National Alliance on Mental Illness' premiere public awareness event, Mental Illness Awareness Week.

For over twenty years, NAMI leaders have worked to build a community of hope for individuals and families affected by mental illness. Mental Illness Awareness Week is set aside as the time each year that NAMI leaders work in tandem to raise awareness, promote understanding, and take action.

In 1990, the U.S. Congress established the first week of October as "Mental Illness Awareness Week" (MIAW) in recognition of NAMI's efforts to raise mental illness awareness. "[Bipolar Disorder Awareness Day](#)" (BDAD) is held each year on the Thursday of MIAW. MIAW and BDAD are NAMI's premiere public awareness and public education campaigns. They link the organization's over 1,100 local affiliates across the country. MIAW has become a tradition in NAMI. It presents an opportunity for all three levels of NAMI--national, state, and local--to work together in communities across the country to achieve the NAMI mission through outreach, education, and advocacy.

Real recovery from mental illness requires community action, understanding, and teamwork. Recovery is possible because of improved science, better community supports, and reduced stigma. But significant barriers still exist. Services are at risk, insurance can be insufficient, and stigma, though less today than when MIAW was founded, is still prevalent.

SWVMHI RECEIVES GOOD SAFETY REVIEW

Marchel Johnson, Loss Control Manager with Managed Care Innovations, arrived at SWVMHI on August 27 to update the SnapShot Safety Survey she conducted in April, 2003. She began by meeting with the Safety Committee at 8:30, then met with Annasue Cook, Dickie Harrison, Cindy Jones, and Don Chisler to review specific claims, policies, procedures, and tour the facility. Ms. Johnson indicated that she had no recommendations for improvement and was pleased with the enhancements we have made since her last visit. We will receive a copy of her findings as soon as it is reviewed by her supervisor. Thanks to the Safety Committee and all staff for participating in this survey and your daily efforts to make our facility a safe and secure environment.

LEAP Graduation 9/18/08

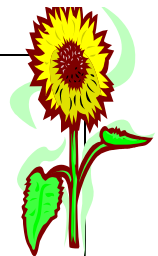
The region's Leadership, Empowerment and Advocacy Program (LEAP) graduation was held September 18, 2008, at Hemlock Haven Conference Center at Hungry Mother State Park, with Moe Armstrong giving the keynote address. Moe is a nationally known consumer advocate who has a special connection to the southwest Virginia region. Fifty-six persons completed the LEAP curriculum this year, for a total for 439 LEAP graduates in the years that LEAP has been active! LEAP classes are continuing at SWVMHI and various other clubhouses and other locations in the region. Please pass on our congratulations to the SWVMHI graduates!

Sunflower

*(In honor of the sunflowers
grown in the G Courtyard)*

You're expected to see
only the top, where sky
scrambles bloom, and not
the spindly leg, hairy, fending off
tall, green darkness beneath.
Like every flower, she has a little
theory, and what she thinks
is up. I imagine the long
climb out of the dark
beyond morning glories,
day lilies, four o'clocks
up there to the dream she keeps
lifting, where it's noon all day.

~Ted Kooser, U.S. Poet Laureate, 2004-2006





No ifs, Ands, or Butts: Let's Clear the Air!

Hairy tongue, head and neck cancers, lung cancer, tar, phlegm, bad breath, yellow teeth, wrinkled skin, people with laryngectomies and many other sights and sounds are presented in this definitive look at the ravages of tobacco.

For more information, see the Iowa Public TV Tobacco Prevention series where in this episode, teen viewers discover that they are prime targets of tobacco advertisers. Viewers meet victims such as twenty-year-old Michael Carmichael who lost half of his leg due to a tobacco-related disease. The program also alerts teens to the newest tobacco dangers of herbal cigarettes and bidis.

http://www.iptv.org/series.cfm/18164/tobacco_prevention_series/ep:101

On October 10, 2008, SWVMHI will be tobacco-free for one year. Thank you for your support of this policy. However, we are noticing an increase in cigarette butts at the margin of the facility grounds. Please dispose of your cigarette butts properly and not on the ground!

CIT Awards Luncheon Well Attended

The first Mt. Rogers Crisis Intervention Team (CIT) Awards luncheon was held on Thursday, August 20th. The CIT model, developed by the Memphis Police Department in 1988, is a well-documented and highly successful "pre-booking" jail diversion program. The goals of CIT are to improve interactions between law enforcement and people with mental illness; to prevent the inappropriate restraint, incarceration, and stigmatization of persons with mental illness; to reduce the risk of injury to officers, family members and individuals in crisis, and to link individuals with mental illness to appropriate treatment and resources in the community.

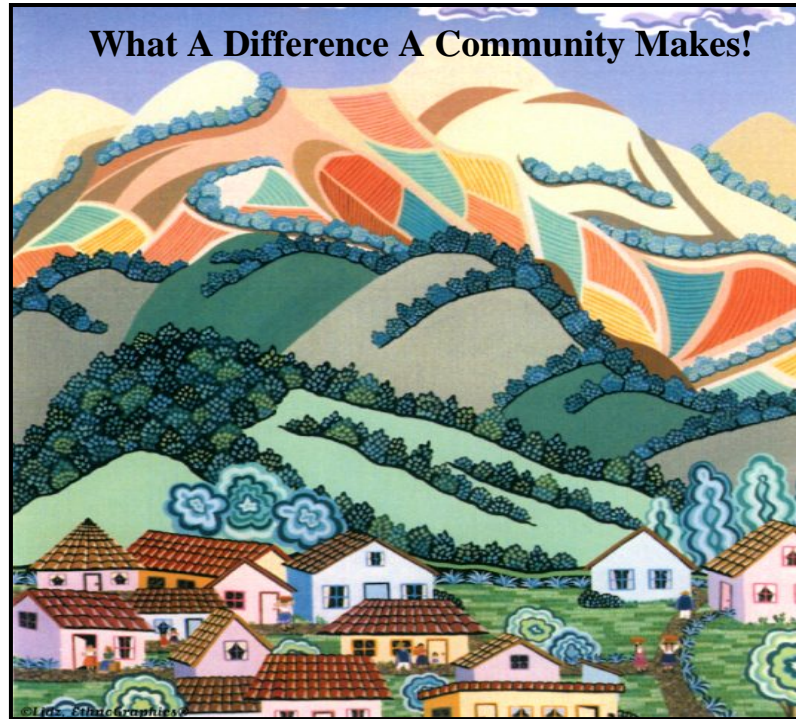
The Mt. Rogers Crisis Intervention Team project has provided training for 22 law enforcement officers thus far in calendar year 2008, with another class beginning the week of September 29, 2008. Representatives from numerous law enforcement agencies in the five-county area were on hand to receive awards. Speakers at the Thursday event included Delegate Bill Carrico, Cynthia McClaskey, PhD, Director of SWVMHI, and Victoria Huber Cochran, JD.

SWVMHI received an award for the integral participation of staff as instructors, and the involvement of patients in structured interviews with the officers who are undergoing the training. SWVMHI staff who serve as instructors include: Anthony Gage, LCSW; Russ McGrady, MA, MBA; Karol Shepard; Jeff Gordon, MD; Colin Barrom, PhD; Mike Jones, PhD; and Debbie Boelte, LCSW. (SWVMHI also participated in the training of 90 law enforcement officers from the New River Valley CIT project.)

Notice: DMHMRSAS and SWVMHI are required to meet certain goals in the purchase of items through Small, Women- and Minority-Owned Businesses (SWaM). Please work with the Storeroom to help us meet our goals. Thanks!

The Managing Virginia Program Supervisory/Management Training Courses is now available through the SWVMHI Intranet! 1st Quarter courses due 1/31/09!

Family & Friends Day: October 2, 2008, 9:30 a.m. - 2:00 p.m.



The sixteenth **Annual Family & Friends Day** will fall on Thursday, October 2, from 9:30 - 2:00 p.m. at the SWVMHI picnic shelter. The theme is "What A Difference A Community Makes." Janssen Pharmaceuticals will be sponsoring a one-hour presentation entitled "Choices in Recovery," which will be presented by Dr. Robert Gardella, a psychiatrist from Western State Hospital. The presentation is about Schizophrenia and is very recovery-focused. Various aspects of treatment, such as developing a treatment plan/goals, tips for reaching recovery, and the importance of medications, as well as advocacy and support groups, will be discussed.

In keeping with the theme of "What A Difference A Community Makes," Appalachian culture will be represented at Family Day. This includes a display of arts/crafts that patients have made, family heirlooms that represent Appalachian culture (quilts for example), and a bluegrass/old-time mountain band will play. Kathy's Kustom Katering will prepare the food which will be served in a buffet style. Volunteers will be preparing home-style biscuits and apple butter at the event, and please note that special diet needs will be accommodated.

We will also have on hand some of the Animal Assisted Therapy dogs, Ashley King's horse (Spaghetti), and hopefully some baby goats and pigs! We will also encourage patients, staff, and visitors to share short stories about growing up in Appalachia--we can do this during the 1:00-2:00 p.m. time.

- 8:30-9:30:** Registration at Front Desk of Bagley Building
- 9:30-10:00:** Introduction/Welcome to Family Day: Dr. Cynthia McClaskey
- 10:00-10:15:** "What does recovery mean to me?"
- 10:15-11:15:** Choices in Recovery Program on Schizophrenia: Dr. Robert Gardella, Psychiatrist, Western State Hospital
- 11:15-12:00:** Bluegrass Band (TBA)
- 12:00-1:00:** Lunch
- 1:00-2:00:** Appalachian Cultural Awareness & Appreciation



COMMENTS FROM GERIATRIC SERVICES

The Geriatric Unit would like to acknowledge and thank Peggie Roland for a generous financial contribution from her church, Grosses Creek Baptist Church. The money has been designated to the Geriatric Sensory Room. We appreciate Peggie for the activities on the unit and her seeking this donation. We love you, Peggie!

Also, I would like to include an excerpt from a discharged patient's daughter: "You all have been so wonderful. I have always thought of there (SWVMHI--Geriatrics) in bad ways, maybe from old tales of how it used to be, but I can tell you if I had to be somewhere of that nature I would not mind there at all. Mom looks better than she has in years. My husband could not believe how well she looked the last time we were up there. Thanks once again, and tell everyone else I said thanks for being so caring."

~Ellen Tilson, Unit Nurse Coordinator
Geriatric Services

UNANNOUNCED MEDICARE SURVEY

On August 12, 2008, a Medical Facilities Inspector from the Virginia Department of Health arrived at Southwestern VA Mental Health Institute to conduct a two-day unannounced Medicare survey. The survey resulted from a concern regarding ongoing quality of care which was communicated directly to the CMS Regional Office in either Philadelphia or Baltimore. We do not know where the concern originated. The surveyor met initially with the Southwestern VA Mental Health Institute Executive Committee and reviewed various data sets and reports. He also met with unit staff and reviewed medical records.

The result of the survey was a finding that the concern expressed regarding quality of care was not substantiated.

CONGRATULATIONS TO WARD AB



Congratulations to Ward AB on a job well done. As of September 13, Ward AB had 99 days without an episode of supine restraint. This is the longest period of time ever noted without restraint use. The

Accident Review Committee recently reported other significant facts related to employee injuries. Both on the AB unit and facility-wide, the facility had the lowest three months on the current chart, going back to August 2006. The monthly number of employee injuries for the last three months in a row has been: June (15), July (13), and August (13). The Admissions Unit specifically has not had an employee injury requiring medical treatment related to aggressive behavior by a patient in FIVE months. That also has never happened before. These statistics indicate that implementation of good recovery principles for patients is also beneficial to the safety of the Admissions staff and facility. These positive outcomes support the increased efforts toward implementing recovery principles, striving to be a high performing organization, living the facility values, and an incredible amount of interdisciplinary teamwork. Thank you to all the staff on Ward AB for your hard work and dedication to achieve these milestones.

~Jim Lundy, R.N., Unit Nurse Coordinator
Acute Admissions, Ward AB

DOA QUARTERLY COMPLIANCE

During Fiscal Year 2008, SWVMHI achieved some great financial milestones. According to the Department of Accounts in their Report on Statewide Financial Management and Compliance, SWVMHI's FY08 Prompt Payment was 99.75% in compliance with state regulations. This regulation requires that all vendor/contractor payments be verified, processed, completed, and approved by the due date or within 30 calendar days. SWVMHI's total payments consisted of over 3,000 vendor/contract payments transactions with a value of over \$6.9 million dollars.

~Lonzo Lester, Fiscal Officer

REVIEW OF USDA COMMODITY PROGRAM

Dear Dr. McClaskey,

This is to serve as confirmation of the administrative review of the USDA Commodity program that was completed on August 8, 2008. Please extend my appreciation to Ms. Linda Sturgill and Mr. John O’Keefe for their assistance during the review process.

I am pleased to report that all commodities are received, stored, and utilized in a satisfactory manner. All paperwork was well organized and readily available for review. Temperature charts and perpetual inventory were on-hand and up to date. Overall, it is a very well run USDA program.

Please be sure that the “Justice for All” posters are hung in a common area of your facility. This is a required posting to meet the civil rights requirements.

It was a pleasure to visit your facility, and I look forward to working there in the future.

Sincerely,

~Melanie W. Monroe
Regional Commodity Manager
Department of Agriculture
and Consumer Services

LIBRARY EXTENDS THANKS FOR DONATION IN MEMORY OF KATHERINE ADAMS JOHNSON, MOTHER OF JONATHAN JOHNSON

Dear Friends:

It is a privilege for the library to receive a donation that honors a family member or friend. The contribution by your staff given in memory of Katherine Adams Johnson has been used to purchase the following books for our collection:

- **A Good Woman** by Danielle Steel
- **Honor Thyself** by Danielle Steel
- **Impossible** by Danielle Steel

- **The Lucky One** by Nicholas Sparks
- **The Lucky One** (Large Print Edition) by Nicholas Sparks
- **Rogue** by Danielle Steel

The Lucky One and **A Good Woman** are on order and will be available later this fall; the others are already on our shelves. The first page of each book contains a bookplate explaining that it is a memorial given from the staff of Southwestern Virginia Mental Health Institute to honor Katherine Johnson. We appreciate the opportunity to purchase these books for our collection and hope that you will be pleased with the selection. We know that many people will enjoy these new additions to our library.

Sincerely,

~Ida R. Patton, Public Service Coordinator
Washington County Public Library

SWVMHI CENSUS

2008	Admissions	Discharges	Passes	Avg. Daily Census
JULY	96	87	22	147
AUG.	92	97	14	158

Everybody needs beauty. . . places to play and pray in, where Nature may heal and cheer and give strength to body and soul alike.



~John Muir

HUMAN RESOURCES UPDATES

WORKERS COMPENSATION BULLETIN

If injured while performing a job duty, you should complete an Employee Incident Report and submit it to Human Resources. Ensure that you write a detailed description of where you were and what happened as well as anyone who witnessed the event. Mark your selected doctor from the panel of physicians section of the form **just in case** you need medical treatment for the injury. You must sign and date the bottom of the form and give it to your supervisor. If not urgent and you need medical treatment, contact Human Resources to coordinate an appointment with the panel doctor. If urgent, your supervisor, Human Resources, or the Staffing Nurse Coordinator on duty may refer you to the Emergency Room.

Upon treatment, what happens if the doctor prescribes a procedure, device, prescription medication or reparations to prescription eyewear and you have to pay for the service and/or item(s)?

Retain the receipt and forward it to Human Resources for reimbursement. If the facility's Workers' Compensation insurance provider, Managed Care Innovations, accepts your claim, it will pay you. SWVMHI cannot pay for such expenses on your behalf and receive reimbursement from Workers' Compensation.

ELECTION VOLUNTEERS NEEDED

With the Presidential election in November, the Virginia State Board of Elections estimates it will need an additional 10,000 Election Officers to ensure efficiency at the polls. The Virginia State Board of Elections office in Richmond will also need volunteers to staff its call center.

Employees who are Certified Officers of Election are those individuals who have attended a required training program (Virginia State Board of Elections) to meet certification standards. Only certified Officers of Election work inside the polling place. Once certified, an employee may qualify for up to 8 hours of Civic Leave to work the polls on the day of election. Officers of Election receive pay for their services. Employees may keep the payment and use Annual Leave, or return the payment and use Civic Leave.

Employees who volunteer to work at the State Board of Elections headquarters office in the Richmond call center may also qualify for Civic Leave. Agencies may limit the number of hours or days that these volunteers work the call center, which will be open for six weeks.

For more information:

Call the State Board of Elections at 1-800-552-9745

E-mail State Board of Elections at electionofficers@sbe.virginia.gov

Visit its web site, <http://www.sbe.virginia.gov/cms/>

Contact the local Registrar's Office at 781-7450



As in any situation, employees must request the absence in advance. The supervisor may authorize, or deny the leave based on staffing and departmental needs.

~Annasue Cook, PHR, Human Resource Analyst I

2008 MBPs Available in myVRS

The Virginia Retirement System (VRS) has posted 2008 Member Benefit Profiles (MBPs) to your myVRS account. The MBP is your personalized annual benefit statement that includes service credit, contributions and projected retirement benefit amounts, based on your VRS record.

To access your MBP:

1. Go to the VRS Web site at www.varetire.org
2. Log into your *myVRS* for members account. Don't have an account yet? From the home page, click on the *myVRS* logo and follow the prompts to set up your secure online account.
3. After logging into your *myVRS* account, select the "Member Benefit Profile" link from the left navigation column.
4. From the MBP page, select the "View 2008 Member Benefit Profile" link to view your MBP in a PDF file.
5. Select the "About the 2008 MBP" to read more about the information included in your MBP.
6. To retain a copy for your records, select the print button from the PDF screen.
7. To view your 2006 and 2007 MBPs, go back to the MBP page and click on those links.

Review your MBP carefully and report any discrepancies to VRS, using the [Request for Review of Membership Records](#) (VRS-70). Enclose a copy of your MBP when submitting this form to VRS.

~Annasue Cook, PHR, Human Resource Analyst I

**The Center for Medicare and Medicaid
Services on
October 1, will stop reimbursing hospitals
for the treatment of pressure ulcers that
develop while a patient is hospitalized.**

On October 3, wound healing experts will be in Johnson City to provide information on the new ruling and to share new information on ways pressure ulcers can be prevented, diagnosed, and treated at a one-day continuing medical education conference from 7:30 a.m. to 4:30 p.m. at The Millennium Centre. For information, to register or request special accommodations, contact (423) 439-8027 or visit <http://com.etsu.edu/cme>.



Shingles Vaccine

The vaccine for herpes zoster, better known as shingles, has been on the market only since 2006. It is intended for adults 60 and up who have had chickenpox. That disease can reactivate later in life as shingles, with the hallmark painful rash. For many, it also has a nasty aftereffect—severe pain that can last for months. One expert estimates that, if used as recommended, the vaccine could eliminate 280,000 cases of shingles a year.

**EMPLOYEE SERVICE AND RECOGNITION AWARDS
AUGUST 14, 2008
DRAWING AND PRIZE WINNERS**

Winners of \$50.00 gift cards (drawing from among those who received a Making a Difference Award during the previous quarter):

- o Ellen Tilson – Unit Nurse Coordinator, Geriatrics – Day Shift
- o Susan McKenna -- Psychiatric Aide, Adolescents – Day Shift
- o Katherine Hogston – Psychiatric Aide, Adolescents – Day Shift
- o Amy Martin – RNCA, ERS – Second Shift
- o Melissa Pruitt – Psychiatric Aide, ERS – Third Shift

Winners of \$25.00 gift cards:

- o *Bean Bag Toss Team Winners:*
- o Jonathan Johnson – Pharmacist – Day Shift
- o Aaron Burnette – Pharmacist Intern – Day Shift
- o *Pick a Duck from the Duck Pond:*
- o Sheila Horn – LPN, Admissions – Second Shift
- o Michelle Clatterbuck – Psychiatric Aide, Geriatrics – Third

Shift



Winner of \$10.00 gift certificate to cafeteria:

- o Joe Woods, Psychiatric Aide – Watermelon Seed Spitting Contest Winner with 38 feet!

Winner of a watermelon:

- o Cliff Stamper, Psychiatric Lead Aide, ERS – Watermelon Seed Spitting Contest Runner-up with 23 feet!

Thank you to all those who attended:
(Numbers obtained from sign-in sheets)

Day	129
Second	50
Third	<u>34</u>
Total	213

Congratulations to all those receiving awards and prizes!

PSYCHIATRY UPDATES – WELCOME NEW STAFF

I am very pleased to be able to announce that Dr. Jim Grubbs has accepted the position of SWVMHI Medical Director, effective September 22, 2008.

Dr. Grubbs attended University of Texas Medical School in San Antonio and completed his psychiatric residency at UC-Davis. He completed an APA Falk Fellowship, an administrative psychiatry residency at NIMH (concurrent with his residency at UC-Davis), and a Child Psychiatry Fellowship at the Yale Child Study Center. He is Board Certified in Psychiatry and Child Psychiatry.

Dr. Grubbs has extensive experience in a variety of settings, including public mental health, outpatient, inpatient, adult, child/adolescent, and administration. He has served as Medical Director in several different settings. Those who interviewed and met with Dr. Grubbs were impressed with his ability to balance evidenced-based medicine while allowing for unique clinical dynamics, his orientation toward the recovery model of mental health care, and his values-oriented leadership skills. We look forward to the contributions we strongly believe he will be able to make toward the SWVMHI Mission and Vision.

Dr. Grubbs and his wife Patty are delighted to soon be calling Marion their home. They are familiar with the joys of small town living and attracted to our beautiful mountains. They both like to hike and kayak, among other outdoor activities.

Please join me in welcoming Dr. Grubbs and in assisting with his orientation!

I am also pleased to announce that Dr. Gail Ingram has accepted the Psychiatrist position on C-Team and will start her employment on October 27.

Dr. Ingram's childhood was spent in Midlothian, in central Virginia. She completed her undergraduate degree at the University of Tennessee in Anthropology and graduated medical school at Eastern Virginia Medical School. She completed her psychiatry residency training at the John Burns School of Medicine in Honolulu, HI, in 1993.

Since completing her residency, Dr. Ingram has lived and practiced in Hawaii, having served in inpatient, outpatient, correctional, and emergency room settings. For the past 15 years, Dr. Ingram has worked in private practice. Her interest in sailing originally brought her to the islands of Hawaii. To our good fortune, she has experienced a longing to return to her home state of Virginia, where she has family nearby. Dr. Ingram has a love of the outdoors and of animals. Her hope is to purchase a home with land and then buy a horse. We feel very fortunate that Dr. Ingram has chosen us as her employer. When she arrives in October, please join me in welcoming her to SWVMHI.

We continue our assertive recruitment efforts for fulltime, P-14, and Locum Tenens physicians and are very hopeful that we will soon have more good news to report!

~Cynthia McClaskey, Ph.D., Director

PERSONNEL CHANGES

NEW EMPLOYEES	
Hasmukh Vyas , Psychiatrist (P14 Hrly)	07/21/2008
Salim Dahlvani, Psychiatrist (P14 Hrly)	07/21/2008
Elena R. Jones, Registered Nurse (P14 Hrly)	07/25/2008
Linda D. Ombac, Psychiatrist (P14 Hrly)	07/28/2008
Brittney Muncy, Food Service Technician I (P14 Hrly)	08/06/2008
Gail M. Campbell, Fiscal Technician Senior (P14 Hrly)	08/07/2008
Josephine Tolbert, Psychiatric Aide	08/10/2008
Elizabeth E. Hall, Psychiatric Aide	08/10/2008
Penny C. Bise, Registered Nurse	08/10/2008
Lisa C. Alderman, Registered Nurse	08/10/2008
Joseph H. Woods, Psychiatric Aide	08/10/2008
Jeffery D. Wyatt, Psychiatric Aide	08/10/2008
Nellie F. Plummer, Psychiatric Aide	08/10/2008
Vicki R. Patton, Psychiatric Aide	08/10/2008
Wanda L. Hess, Psychiatric Aide	08/10/2008
Katherine L. Harris, Registered Nurse (P14 Hrly)	08/11/2008
Danielle R. Parks, Food Service Technician I (P14 Hrly)	08/11/2008
Bobbi L. Crum, Psychiatric Aide (P14 Hrly)	08/11/2008
Judy L. Powers, Psychiatric Aide (P14 Hrly)	08/11/2008
Cleve W. Ewell, III, Psychiatrist (P14 Hrly)	08/11/2008
Guillermo Schrader, Psychiatrist (P14 Hrly)	08/11/2008
Guyton S. Register, On-Call Physician (P14 Hrly)	08/25/2008
Harry Clark Bates, Psychiatrist (P14 Hrly)	08/25/2008
Mukesh M. Patel, Psychiatrist (P14 Hrly)	08/25/2008
Jessica D. Scott, Psychiatric Aide (P14 Hrly)	09/10/2008
Kelly L. Armstrong, Psychiatric Aide	09/10/2008
Cecilia R. Carrico, Psychiatric Aide	09/10/2008
James H. Grubbs, Medical Director	09/22/2008

PROMOTIONS/ROLE CHANGES	
Michael D. Anderson, Rehabilitation Relief Supervisor to Rehabilitation Specialist	07/10/2008
David Woodrum, Psychiatric Aide to Psychiatric Lead Aide	08/10/2008
Adam P. Anderson, Psychiatric Aide to Practical Nurse B	08/25/2008
Jessica N. Helton, OSA/Admissions Clerk (Hrly) to Psychiatric Aide (Full Time)	09/10/2008
Sharon A. Bullins, Executive Secretary to Payroll Officer	09/25/2008

SEPARATIONS	
Kimberly Denise Cheeks, Rehabilitation Specialist	08/04/2008
Nancy Hope Crigger, Food Service Technician II	08/07/2008
Gregory Griffey, Program Support Technician	08/08/2008
Malissa Yingling, OSA/Admissions Clerk	08/08/2008
James Keith Hagy, Security Officer Senior (*Remains as P14 Hrly)	08/09/2008
Susan Van Fleet, RN Clinician A	08/11/2008
Valerie Evans, Occupational Therapist	08/14/2008
Joseph Dibble, General Medical Physician	08/15/2008
Debra J. Ellis, Clinical Social Worker	08/18/2008
Mitchell DeBord, Social Worker	08/18/2008
Robin L.K. Dowell, Psychiatric Aide	08/22/2008
Jeffery D. Wyatt, Psychiatric Aide	08/22/2008
Stella Ndem, Psychiatrist (*Remains as a P14 Hrly)	08/24/2008
Virginia Self, Rehabilitation Specialist	08/28/2008
Katie R. Nault, Psychiatric Aide	09/02/2008

PSYCHIATRIC AIDE CAREER PATHWAY

Skilled psychiatric aides are essential to delivering high quality service to the individuals and families served by the Department of Mental Health Mental Retardation Substance Abuse Services (DMHMRSAS). Direct service work is physically and emotionally demanding. Annual turnover and vacancy rates for psychiatric aides are among the highest for any role at SWVMHI and at our sister facilities. To address these concerns, a state-wide work group was formed in 2006 to develop a competency-based career pathway and to request funding from the General Assembly to support a base pay increase for the psychiatric aides in 2007. Although funding was not provided to raise base pay, some monies were approved to fund the College of Direct Support and to apply to the career pathway for 2008. The state-wide work group agreed that monies for the pathway would be given as a bonus to direct care associates (3,733 statewide) who meet the career pathway criteria.

To further improve client service, reduce high vacancy and turnover rates, and create an enhanced learning environment for our psychiatric aides, a career pathway has been developed and will be implemented September 30, 2008. The pathway provides strategies for training, competency building, and advancement opportunities for psychiatric aides. The experience, training, and development opportunities are structured in three levels that provide increasing advancement opportunities based on attaining increased skill development, experience, and competencies as a psychiatric aide.

The career pathway includes partnerships involving DMHMRSAS, community colleges, College of Direct Support, and others that promote a rich learning and work environment for psychiatric aides. The career pathway will support a more motivated, experienced, and competent direct-care work staff providing higher quality care and service. It is envisioned that the career pathway will improve the overall competency level of psychiatric aides, lead to a more positive workplace environment, raise morale, and improve both recruitment and retention measures.

Meetings are currently being held with the psychiatric aides and nurses in preparation for the rollout of the pathway. Over the next several months, psychiatric aides who have enrolled in Level 1 of the career pathway will be assessed by validators to ensure they meet the competency requirements. Although there is no money attached this year for base salary increases, those who meet the Level 1 requirements by April 25, 2009, will be eligible for a one-time bonus to be paid in June, 2009. There are also plans to pay a bonus to the psychiatric aides who have completed the 15 modules of the College of Direct Support and who meet other eligibility requirements by October 25, 2008. This bonus will be paid on December 15, 2008, and will be the last planned bonus for completing modules on the College of Direct Support. Future funds that may become available will be allocated to those who complete the career pathway levels.

For more information or questions about the career pathway, please contact:

Norma Brickey, Assistant Nurse Executive, at ext 368, or
Rick Delp, Class and Compensation Analyst, at ext. 144.



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

Completers from July 1, 2008, to July 31, 2008.

- **COMPLETED THROUGH DOCTORAL LEVEL 5 (Completed 129 Lessons)**

Angie Anderson	Luke Armstrong	Elizabeth Atwell	Danielle Barker
Karleen Davidson	Angela Gentry	Wanda Harmon	Robin Heldreth
Tammy Jackson	Vicky Keen	Marcy Meadows	Barry Richardson
Joyce Rouse	Karol Shepard	Elizabeth Stamper	Thomas Terry
Donna White	Audrey Wilson	Christine Woods	
- **COMPLETED THROUGH DOCTORAL LEVEL 3 (Completed 119 Lessons)**
 April Wyatt
- **COMPLETED THROUGH DOCTORAL LEVEL 2 (Completed 113 Lessons)**

Roxanne Bowles	Erin Powers
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- **COMPLETED THROUGH DOCTORAL LEVEL 1 (completed 103 Lessons)**

Amy McMillan	Meilssa Paschal	Teresa Poe
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- **COMPLETED THROUGH MASTERS LEVEL 4 (Completed 92 Lessons)**

Jennifer Billings	Susan McKenna	Elizabeth Sturgill
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Completers from August 1, 2008, to August 30, 2008.

- **COMPLETED THROUGH DOCTORAL LEVEL 5 (Completed 129 Lessons)**

Lenney Arnold	Charlotte Ball	Roxanne Bowles	Terri Buchanan
Shirley Chatham	Brenda Hancock	Cynthia McCoy	Susan McKenna
Patricia Moore	Janice Morris	Shirley Olinger	Meilssa Paschal
Patsy Venable	David Woodrum	Glenda Woods	April Wyatt
- **COMPLETED THROUGH DOCTORAL LEVEL 4 (Completed 124 Lessons)**
 Teresa Poe
- **COMPLETED THROUGH DOCTORAL LEVEL 2 (Completed 113 Lessons)**

Katie Nault	Elizabeth Sturgill	Rochelle Wymer
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- **COMPLETED THROUGH MASTERS LEVEL 4 (Completed 92 Lessons)**
 Patsy Greatorex

The College of Direct Support (CDS) offers 129 modules only. We have had multiple telephone calls from staff requesting additional courses to be added to their accounts. Currently, however, there are no courses beyond the Doctoral Level 5. We will notify all staff when new modules become available.

Thank you for your continued use of the CDS: I am encouraged to see the eagerness of those employees who desire to reap the benefits of advanced learning.

~Debbie Pringle, R.N., Training and Development Coordinator

OCTOBER IS RECOGNITION MONTH FOR DOMESTIC VIOLENCE

Domestic violence is a daily fact in the lives of more than one million Americans every year. Statistics vary, but between 20 and 45% of women and 5-8% of men have reported being abused in the home or by an intimate partner. People with mental illness experience domestic abuse at even higher rates than the general population. Staff members who work with patients are encouraged during this month to focus on assessment skills and intervention for domestic abuse. Domestic violence also has an adverse effect on the workplace.

This is a critical area for increased awareness of all employees.

Education Opportunities on Domestic Violence at SWVMHI

The October SWVMHI Training Calendar will include a schedule of expert speakers for all three shifts from outside agencies. Referral resources in the community will be highlighted, and issues related to helping patients who have been abused will be emphasized. Throughout the month, informational emails will be sent to employees on selected topics. Several employees will attend a regional conference in Abingdon and will then bring back more information to share. Brochures and written materials will be provided in the lobby and on the units.

Domestic Abuse Affects the Workplace, Too

Domestic violence was a hidden concern that did not show up on employers' radar screen until relatively recently. There are significantly compelling reasons why employers need to address this. About a third of the workforce may have been victims of domestic abuse, and employers can make a difference. At SWVMHI, employees with state health benefits can access EAP services through ValueOptions for help in many kinds of relationship problems, including domestic abuse.

Domestic violence is a security and liability concern at the workplace. Ninety-four percent of corporate security directors surveyed ranked this as a high security problem at their company. Employers are expected to protect their employees from violence at work, and sometimes the perpetrator brings a safety threat into the victim's place of employment. In 2003, for example, homicide was the second leading cause of death on the job for women. Women are the victims in 80% of rapes and sexual assaults that take place at the workplace; there are at least 29,000 of these cases per year since 2001. Being stalked causes about 250,000 women a year to miss work on average of 11 days a year. Often, when a woman leaves an abusive relationship, the perpetrator transfers abusive behavior to workplace grounds, harasses her on the phone at work, or attempts to make trouble because that is the only place he can locate or attempt to control her.

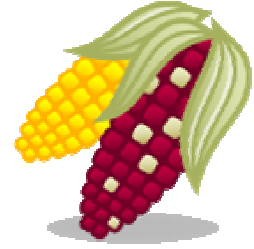
Performance and productivity are affected by domestic abuse. Studies have indicated that over 40% of the batterers have job performance problems, and even more have difficulty concentrating on the job as a result of their abusive behavior. Almost 40% of the victims of domestic violence report that the abuse had an impact on their attendance, ability to perform well, or adversely affected career promotions. The CDC estimates that the annual cost of lost productivity due to domestic violence equals \$727.8 million, with more than 7.9 million being paid workdays lost each year. One study of female domestic violence found that 44% were left without transportation when the abuser disabled the car or hid the car keys.

In a 2002 survey of senior corporate executives, 91% said that domestic violence affects both the private and working lives of their employees. More than half of these executives were personally aware of employees who had been affected by domestic violence. The good news is that, after participating in domestic violence awareness, some businesses have reported that the rate of employees asking for workplace counseling services for domestic abuse problems was 14 times what it had been prior to the training.

Domestic violence doesn't stay at home when people come to work. Besides the impact of performance, it has the potential for becoming workplace violence, too. It is crucial that domestic abuse be seen as serious, recognizable, and preventable like other kinds of workplace health and safety issues. [Help us achieve this by participating in domestic abuse recognition events during October.](#)

~Alicia Alvarado, RN, MS, Chief Nurse Executive

Good bye summer, hello fall! Some safety tips while you stay warm



- When buying a home or a heating system, make sure you receive the system's maintenance and operating manual. Read it and keep it for future reference.
- Have your home's heating system serviced by a qualified contractor at least one time a year.
- Routinely examine the heating system for signs of deterioration and/or damage. Change filters at least two times during the heating season. If you suspect deterioration or defects, check the electrical fuse, the switch, and thermostat, and then call a qualified heating contractor.
- Under no circumstances should unqualified people tamper with heating systems.
- Make sure warm-air outlets and cold-air returns are not covered by carpets, rugs, or blocked in any way. Make sure walls or other obstructions do not block the system's air supply.
- Keep areas around a furnace free from dust, lint, rags, paint, cleaners, and other chemicals that could ignite or explode if they become too hot.
- If using a fireplace or woodstove:
 - Routinely inspect and properly clean the chimney.
 - Check stovepipes and connections – ensure screws are located at every joint and each connection is a tight fit. Look for signs of dark staining or white powder (referred to as leeching). Rust is a clear sign to replace the stovepipe.
 - Check the walls of the chimney for creosote, which is the black gummy residue that builds up in the flue. Too much creosote can catch fire, so check it routinely and remove excess.
 - Before using fireplace or woodstove, make sure damper is open. A **damper** is a valve or plate that stops or regulates the flow of air inside a duct, chimney, VAV box, air handler, or other air handling equipment.
 - Check interior walls for excessive heat. If the wall above the fireplace or woodstove gets very hot, it could be a sign of an improper chimney installation and be a fire hazard.
 - Keep all combustibles away from fireplaces and woodstoves. If using a fireplace, always use a properly fitted screen to cover the opening.
 - Install a rain cap atop a metal or masonry chimney to prevent water damage. If the cap has a spark screen, inspect it regularly for blockage.
 - Look for corrosion or rust on a metal chimney.
 - Watch for loose bricks, crumbling mortar, dark stains, or white powder. All may indicate problems with a masonry chimney.
 - Always keep children and pets away from fireplaces and woodstoves. Place a barrier or other safe guard to prevent burns.
 - Carbon monoxide is a colorless, odorless, poisonous, and potentially fatal gas. If you have a gas water heater, an attached garage, a gas fireplace, a gas furnace, or gas cooking range, you should install carbon monoxide detectors in your home.

Submitted by:
~Annasue Cook and Kim Sayers
On behalf of the SWVMHI Safety Committee

Source: AutumnWatch07 www.safetyinfo.ca

PROTECT YOURSELF, YOUR FAMILY, AND YOUR PATIENTS

Influenza ("flu") is a contagious disease. It is caused by the influenza virus, which can be spread by coughing, sneezing, or nasal secretions. Anyone can get influenza, but the rates are highest for children, elderly, and the chronically ill. Influenza can lead to pneumonia and can be dangerous for people with heart or breathing conditions

The single best way to protect against the flu is to get vaccinated each year.

The "flu shot"— an inactivated vaccine (containing killed virus) that is given with a needle, usually in the arm. The flu shot is approved for use in people older than six months, including healthy people and people with chronic medical conditions.

About two weeks after vaccination, antibodies that provide protection against influenza virus infection develop in the body.

Who Should Get Vaccinated

Anyone who wants to reduce their chances of getting the flu can get vaccinated. People who should get vaccinated each year are:

- Children aged 6 months up to their 19th birthday
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic medical conditions
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from flu, including:
 - Health care workers
 - Household contacts of persons at high risk for complications from the flu
 - Household contacts and out of home caregivers of children less than 6 months of age (these children are too young to be vaccinated)

Vaccine Side Effects (What to Expect)

The flu shot: The viruses in the flu shot are killed (inactivated), **so you cannot get the flu from a flu shot.** Some minor side effects that could occur are

- Soreness, redness, or swelling where the shot was given
- Fever (low grade)
- Aches

After October 1, watch for announcements of dates, times, and places for the influenza vaccine which is offered at no cost to SWVMHI employees.

~Cindy Jones, R.N., Infection Control

NATIONAL ALCOHOL AND DRUG ADDICTION RECOVERY MONTH

September 2008

www.recoverymonth.gov/2008

Did you know:

- In 2006, there were 22.6 million people aged 12 and older who met the criteria for a substance abuse disorder in the U.S. within the previous year. . . and only 4 million of them received treatment.
- Up to 70% of patients in treatment for alcohol dependence are successful, cocaine treatment is 60% successful, and opiate treatment is successful for up to 80% of those in treatment.
- Two-thirds of the general public believe that a stigma exists toward people in recovery from a substance use disorder.
- Prescription drugs have become the second most abused drug among young people ages 12 to 17; for those aged 12 to 13, they are abused the most.
- Substance use can occur at any age and at any time.

OCTOBER DATES TO CELEBRATE

- American Pharmacists' Month
- Car Care Month
- Country Music Month
- National Bake and Decorate Month
- National Breast Cancer Awareness Month
- National Depression Education and Awareness Month
- Oct. 5 – 11: Fire Prevention Week
- Oct. 6 – 12: Health Food Service Workers' Week
- Oct. 12: U.S. Columbus Day (Traditional) – Observed as holiday on Oct. 13
- Oct. 31: Halloween

NOVEMBER DATES TO CELEBRATE

- Nov. 2: Daylight Saving Time Ends
- Nov. 4: U.S. General Election Day
- Nov. 11: Veterans Day
- Nov. 27: Thanksgiving Day
- American Diabetes Month
- Epilepsy Awareness Month
- Family Stories Month
- Lung Cancer Awareness Month
- National AIDS Awareness Month
- National Alzheimer's Disease Month

QUIT FOR LIFE – NEW SMOKING CESSATION PROGRAM

Quit For Life, a new smoking cessation program is available to state employees, their spouses, and dependents over the age of 18 who participate in the state health benefits program.

Quit For Life offers a proven path to becoming nicotine free. Nationally, nearly half of the smokers who have used the program are successful in quitting smoking. Whether you have smoked for six months or 30 years or longer, help is available.

Quitting smoking now offers immediate health benefits. No more "morning cough" or wheezing up the stairs. Your risk of cancer and heart disease is reduced. You will feel better and save money at the same time - over \$2,000 a year for a heavy smoker.

It is not easy to quit smoking. But if you are among the 70 percent of smokers who want to quit, Quit For Life "coaches" are ready to help you succeed.

Don't wait. Call Quit For Life today at 1-866-784-8454 or visit the CommonHealth Web site at www.commonhealth.virginia.gov for more information and to enroll.

If you smoke, you can change your life with one phone call or mouse click. I hope you choose to be healthier through this important benefit.

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.

<i>REMAINING 2008 SWVMHI NEWSLETTER SCHEDULE</i>	
Deadline for Submission of Articles	Date of Publication/Distribution
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.