



**SOUTHWESTERN
VIRGINIA MENTAL
HEALTH INSTITUTE**

The News

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From The Director

Adolescent Services Update

The General Assembly conferees are negotiating their final Commonwealth of Virginia budget as I write these words in late February, 2009. A *Conferee* is the title given to select members of the Virginia House and Senate chosen to "conference" together to work out differences in the budget. They are scheduled to complete their work by the General Assembly's scheduled adjournment date of February 28. However, it is possible that the budget may not be final until lawmakers return for their veto session in April because of the federal economic stimulus money coming to Virginia.

We have experienced many emotions during the past two months, sometimes similar to a roller coaster, and sometimes similar to the stages of grieving, as we try to deal with the planned closure of the SWVMHI Adolescent Unit. Our community service board partners have stepped up and several have planned or implemented enhanced crisis response teams and programs for children or youth who present in the community in crisis. Staff at SWVMHI have worked very hard to maintain the focus on the adolescents who are in our care, or who may have need of inpatient care in southwest Virginia. This effort is in alignment with the DMHMRSAS Vision of assuring care closest to home, in the least restrictive setting possible. The

Department's Vision actually reads, "Our vision is of a community-based system of services that promotes self determina-



Cynthia McClaskey, Ph.D.
Facility Director

tion, empowerment, recovery, and the highest possible level of consumer participation in work, relationships, and all aspects of community life." This is what we all strive for.

SWVMHI has been able to hold to our commitment to assure that any staff member who wants to have a job at SWVMHI is able to keep a job. I know that it has been difficult for staff to plan moves to different shifts and units. I have heard from several of you, understandably frustrated with the process. I hope that the process of requesting another shift, if you did not get your preferred shift, is more clear now that we have had your feedback.

We believe that by our commitment to avoid layoffs we are sending an important message – that each of you is an important member of our team and we want you to stay! Layoffs, when factories and healthcare organizations all around us are having to downsize, lead to fear, uncertainty and more turnover, and we want to build our organization stronger and better.

I am struck by the words of Nancy Gibbs, columnist for *Time*, who wrote in the 2/16/09 issue, "A job, like a marriage has its honeymoon phase, its strengths and strains and things that make us crazy. But now as all our emotions are re-wired, we are grateful for what we once just assumed and frightened of things we once ignored."

Finally, I want to leave you with my thanks for the work you do each day. As you know, Honoring Day-to-Day Tasks is an important value for SWVMHI. Each positive interaction, whether with the individuals we serve or our co-workers, adds up.

Thank you.

~Cynthia McClaskey, Ph.D.
Facility Director

New Mental Health Parity Law

Mental Health Parity: What does the new law mean? In a word, Fairness.

After more than 10 years of attempts to pass mental health parity legislation, President Bush signed the "Paul Wellstone and Pete Domenici Mental Health Parity and Addiction Equity Act" on October 3, 2008. Advocates say that the passage of this act sends a strong message that mental health conditions are just as treatable as other medical conditions.

When this law takes effect on January 1, 2010, it is estimated that 113 million Americans will benefit. All health insurance plans for companies with more than 50 employees that currently offer mental health coverage will be required to provide coverage similar to coverage offered for other physical illnesses. There will not be different and unfair restrictions on mental health treatments: the number and cost of treatments, co-pays, deductibles, and out-of-pocket maximums will be required to be similar for mental health and other

medical treatments. The law also states that coverage for mental health and substance abuse services provided by out-of-network providers must be consistent with the coverage of out-of-network medical and surgical ser-

higher than for medical/surgical deductibles. Many states already have their own parity laws. The new federal law provides a minimum level of required parity, but does not preempt states that have richer benefits.

Supporters are hopeful that easier access to services will encourage more consumers to participate in treatment to achieve and maintain recovery. In addition, studies of state parity laws indicate that, while the number of people using services increases, the cost increase for the health plans was less than 1%. Similar low cost increases are expected as a result of the federal parity law.

For more information, here is reference summarizing the law:

http://www.apapractice.org/apo/in_the_news/parity_summary.GenericArticle.Single.article.Link.GenericArticle.Single.file.tmp/SummaryOfTheNewParityLaw.pdf

~Cynthia McClaskey, Ph.D.
Facility Director



vices. It is strongly hoped that insurance discrimination against treatment for mental health and substance use disorders will end!

One of the main benefits that consumers will see is the reduction of large co-payments and deductibles that are often currently required for mental health or substance abuse treatment. In a recent study, deductibles for substance abuse treatments were 46%

Leadership

The SWVMHI leadership philosophy promotes creativity, teamwork, and shared leadership by expecting all employees to learn, live and lead by the organizational

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.

~HPO Resource Team

SHAMROCK SEARCH

A shamrock has been hidden on every page of the newsletter.

Can you find them?



HIM Department Workstations Redesigned

The Health Information Management (HIM) Department recently underwent a total transformation through workstation redesign, performed to create a more efficient and organized space for employees. Redesign efforts allowed for meaningful placement of workstations and equipment while providing privacy for HIM staff. Although there were a few hair-pulling days of chaos, departmental layout and functionality are now streamlined.

Staff comments:

"I could not be more pleased with our new office. We all have our own more private spots. It is much more efficient and attractive."

~Betty Testerman, HIM Clerk

"I like my new work area. It gives me more room to perform my day to day job duties. I do not feel like I have my desk piled high anymore. Also the copier and fax machine seem to be in a more efficient area."

~Karen Arnold, HIM Clerk

"I am thankful for the medical record remodeling. I now have a great work space, plenty of room to spread out my charts!"

~Stephanie Warren, HIM Clerk

"Much more room with the new design. More work friendly and productive appearance. I really like the way it looks."

~Marla Money, Admissions Clerk

"I feel that the changes that have been made to the department are beneficial in several areas, especially in the transcription area. We are now able to concentrate much better. The flow of traffic through this area has decreased."

~Pat Frazier, Transcriptionist

PLEASE STOP BY AND VISIT THE NEW HIM DEPARTMENT!

~Kim Ratliff, RHIA
Health Information Management Director



Photograph by James Parks

Employee Achievements

Steve Kiley, Materials Management Supervisor, and Amanda Currin, Assistant Director, Administration, have successfully completed the requirements for certification as a Virginia Contracting Associate (VCA).

A letter from Ron Bell, Director, Division of Purchases and Supply, Department of General Services, states, "This certification requires a program of classroom instruction and a passing score on a comprehensive examination. VCAs have



Congratulations Steve and Amanda!

demonstrated their understanding of Virginia's procurement laws and policies governing small purchases and the ability to apply this. This achievement required a significant effort and indicates a commitment to professional excellence in public purchasing.

Please join me in congratulating Steve and Amanda!

~Cynthia McClaskey, Ph.D.
Facility Director

THANKS

"Thank you for taking care of me. You all have been a great help to me. I would like to thank Dr. Ingram and the D Team too. Keep up the good work. I am on the road to recovery. Everyone here has been very helpful in my recovery. Thank you so much."

~Former C/D Patient



Values Word Find

Can you find all the words that relate to the SWVMHI Values?

TREASURE

SEEKERS

The Treasure Seekers group will have a rummage sale from 1:30 PM to 3:30 PM twice a month. Watch for the announcement of the dates that will be coming soon! Please contact Doug Smith at x855 if you have any donations or questions.

~Doug Smith
Volunteer
Services
Director

H	A	C	D	F	H	J	L	N	P	R	L	E	A	D	E	R	S	H	I	P
N	O	I	S	S	A	P	M	O	C	H	T	I	W	Y	T	S	E	N	O	H
O	B	N	S	U	W	Y	B	D	F	H	J	M	O	Q	S	U	W	Y	A	T
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A	I	V	Z	A	I	C	S	E	G	I	K	M	O	I	P	Q	T	N	G	E
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E	O	V	O	D	F	J	L	M	K	R	O	W	M	A	E	T	F	E	D	K
G	C	G	P	X	F	T	Y	J	N	K	I	H	F	E	Y	U	A	E	O	Y
I	E	H	Q	N	E	V	I	T	A	I	T	I	N	I	F	L	E	S	C	A
P	R	O	M	O	T	E	F	D	C	G	H	J	Y	G	J	K	L	S	K	B
K	L	I	R	M	A	S	D	A	S	S	I	S	T	I	N	G	O	D	L	S

Mission
Self Initiative
Vision
Values
Communication
Recovery

Trust
Teamwork
Leadership
Virginia
Promote
Assisting

Excellence
Collaboration
Region
Honoring Day to Day Tasks
Honesty with Compassion
Mental Health

~Cheryl Veselik, CPS/CAP
Human Resources Assistant

(Answer Key on Page 14)





Happy Social Work Month!



Social workers support American families and communities by providing connections between the areas from which people draw their strength – home, health, family friends, and community. Social workers have the unique ability to look at the whole individual, family, or community to identify factors that can contrib-

ute to success. Throughout the year and during National Social Work Month, social workers encourage people to focus on the strengths and resources they have that will enable them to achieve their goals. This year's Social Work Month theme – "Building on Strengths: Help Starts Here" – highlights the unique education and training of the nation's 600,000 social workers who work with

families and communities to assist them during challenging times.

We are fortunate to have dedicated, highly skilled Social Workers at SWVMHI. Take a moment to acknowledge them for a job truly well done!

Information about social workers and strengths of individuals, families, and communities can be found at www.HelpStartsHere.org.

~Debbie Boelte, LCSW
Social Work Director

QUOTE

To think kindly
of each other is
good;
to speak kindly
of each other is
better;
to act kindly to
each other is
best of all.

~Anonymous

March is National Nutrition Month

National Nutrition Month is a nutrition education and information campaign created annually in March by the American Dietetic Association. It began in 1973 as Nutrition Week but quickly expanded in 1980 to a month long event. The campaign focuses attention on the importance of making informed food choices and developing sound eating and physical activity habits. The theme for 2009 is a simple "Eat

Right" slogan. To celebrate Nutrition Month at SWVMHI, we plan on having available a daily Nutrition Fact Sheet covering various nutrition topics such as heart disease, weight control, and maximizing nutrient intakes. The fact sheets will be available in the front lobby, employee cafeteria, and the Henderson lobby near the time clock. We plan to focus on healthy food choices in the em-

ployee cafeteria by providing comparisons of food choices that follow the volumetric meal plan for feeling full on fewer calories. I hope you take advantage of the information provided during Nutrition Month to improve your health and well being.

~Coleen Walls, MS/RD
Registered Dietitian



February Nurse Forums

Thirty one nursing employees attended evening shift Nurse Forums. Handouts with details of the issues discussed are available on the units and in the SNC office. The following are some highlights that may be of some interest to others in the facility:

Bath Mats: The pilot on CD Admissions indicates staff and patients like the bath mats, and a recommendation is made to purchase them for use throughout the facility.

Recommendation: Patients may benefit from periodic reminders by unit staff about

the difference between the mats and towels, as they have a similar appearance.

Movie Ratings: On occasion, staff members bring in movies for patients to watch on the units. Only movies with ratings of G, PG, and PG-13 should be shown. This led to a discussion about some of the cable channels patients watch, such as VH1 and Sci-Fi., as well as certain programs on many other channels.

Recommendation: Alicia Alvarado will share concerns with EMC. Hopefully the HPO Recovery TV workgroup will provide a healthy alternative, once the programming is up and going in a few months. Another creative idea from the

Forum is to develop a patient discussion group about how to

choose programs that have recovery values and socially appropriate messages for the viewers. Patients could benefit from developing skills in self awareness when watching something that causes undesirable internal emotional or physical reactions.

(Continued on Page 6– Nurse Forums)





History of the Whistle



Photograph by James Parks

The steam whistle played a major role in the American Industrial Revolution. For over a hundred years “steam was king.” The whistle on top of SWVMHI’s power plant, according to the recollection of several retired employees, has been in place

since the building was constructed in 1923. Steve Tilson, Power Plant Supervisor, ensures that each day at noon one of the Power Plant Operators manually pulls the lever to release the steam and activate the whistle. They use the Weather Channel’s time for their source of accuracy. During the early years, the facility was run as a very large farm, and patients did the work. The whistle was primarily blown at 8:00 AM, 12:00 PM and 4:00 PM to inform the residents when to report to work, take lunch, and quit work. It was also known to be blown when one of the residents deserted or went absent without leave (AWOL). With electrification and the use of gasoline and diesel mechanical power more commonplace, steam power and the sounds of the once familiar steam whistles were silenced and faded into his-

tory. Now, at noon each day, one of the last historic treasures located atop the Power Plant building makes me stop and appreciate all the changes that have taken place at this facility, and still the whistle remains the same. I love the sound the whistle makes, but I really appreciate having phones, intercom, and email to communicate with instead of blowing a whistle. Lots of people working other shifts may have never even noticed the whistle, so I felt it was worth mentioning and sharing a picture with co-workers. I’m sure there is so much more the whistle was used for, such as fires and disasters, over the many years of service, but I just wanted to touch on a few. If you get a chance, please stop by the Power Plant at noon for a visual and sound experience of the past.

~James Parks
Pest Control

Monthly

Patient Census

January 2009

Admissions 83

Discharges 79

Passes 7

Average Daily

Census

154

Nurse Forums

Temporary Velcro Restraint

Belt: All staff members are reminded not to use the term “TOVA belt” – the approved device is “Temporary Velcro Restraint Belt.” Documentation needs to be reflective of the approved term. Temporary Restraint Belt is acceptable as a shortened version.

Pain Management: Concerns were expressed about patients with histories of misuse or addiction to pain medication, but who may legitimately be experiencing pain in the hospital, or having problems with withdrawing especially from benzodiazepines and

opioid analgesics.

Recommendation: Alicia Alvarado will follow up with the Medical Director for continuing discussion. This may be referred to the Pharmacy, Therapeutics, and Diagnostics Committee as well as through the Staff Development Committee for a topic on a Grand Rounds or other type of learning opportunity.

Patient Snacks: Some patients who receive light snacks in the evening may benefit from something more substantial, like half a sandwich instead of a fruit bar.

Recommendation: Often the treatment team or dietician is not aware of how a patient’s evening snack

may be received. It is important for evening shift to have an established mechanism to relay information to the treatment team. A dietary request form can be filled out at any time and sent to Food Service for changes in a person’s preferences. It is important for staff to remind patients to put down everything, such as “mayonnaise” with a sandwich or “two packets of ketchup” with meatloaf.

~Alicia Alvarado, RN, MS
Chief Nurse Executive



Weight Watchers Partnership Continues in 2009



The Commonwealth's partnership with Weight Watchers has been a great success, and will continue in 2009. State employees who are eligible for health benefits may still be reimbursed for 50 percent of the cost of Weight Watchers services. The program had more than

5,600 participants at the end of last year.

As a reminder, only active state employees, their spouses, and family members may participate and receive the Commonwealth's Weight Watchers pricing. Retirees may not participate unless they are the spouse of an active state employee. Only active state employees eligible for health benefits may be reimbursed, provided they meet the minimum participation requirements. In an attempt to clarify the program participation options of online, at home, at work, and local community meetings, the Weight Watchers reimbursement form has been revised to be more user-

friendly for participants. You may find the new form on the Weight Watchers page at

http://www.dhrm.virginia.gov/genlbenefits/weightwatchers/DHRM_WeightWatchers_ReimbursementForm.pdf

Also note that the right sidebar on the page now includes a link called "Weight Watchers Proof of Payment" which describes the documentation needed to send in with the form depending on the participation option selected.

~Annasue Cook, PHR
Human Resources Analyst I

FREE Telephone Information

Please utilize toll-free numbers and the internet when you need directory assistance.

If you dial 1-800-FREE-411 for directory assistance, you can get telephone numbers for free (after listening to a short advertisement).

You may also access the following web sites on the internet in

order to find telephone numbers:

<http://www.whitepages.com>

<http://www.yellowpages.com>

<http://www.superpages.com>

These addresses have also been added to the SWVMHI intranet for easy access.



Thanks to Jennifer Cregar and Lisa Berry for their suggestions.

~Lonzo Lester
Financial Director

Tornado Drill

Last year, 39 tornadoes struck Virginia, the second highest number ever recorded in a single year. More than 220 people were injured, and property damage amounted to \$45 million. Many state employees responded to the emergencies and some were affected personally as well.

Knowing what to do and where to go is critical during a tornado. **Tornado Preparedness Day in Virginia is March 17. At 9:45 AM, the state-**

wide tornado drill will be held so that schools, businesses and families can practice their tornado emergency plans. State agencies will also participate in the drill.

Between now and March 17, you will be receiving information about SWVMHI's tornado emergency plan. Detailed steps about conducting a tornado drill are available on the Virginia Department of Emergency Management's website. The site includes an online form for schools, busi-

nesses, families, state agencies and local governments to register their participation.

Finally, please be sure that your family knows what to do and where to go at home during a tornado. Every family needs an emergency plan.

~Virginia Department of Emergency Management



MEETING

HPO Resource Team Meeting

March 10, 2009

1:30 PM

C Building
Conference Room

HPO Project Leaders are expected to attend but anyone who is curious is invited



DONATED BOOKS

The following books about leadership have been donated to the library in honor of Ruby Wells, Human Resource Manager, Retired:

The 21 Indispensable Qualities of a Leader: Becoming the Person Others Will Want to Follow by John C. Maxwell and In Extremis Leadership: Leading As If Your Life Depended on It by Col. Thomas A. Kolditz, PhD.

~Christina Quillen
Librarian

Personnel Changes

Separations

Amber McKinnon, Psychiatric Aide	1/21/2009
Mechelle Fahnestock, RN	1/31/2009
Belinda Mowl, RNCA (Will remain as a P-14 employee)	1/31/2009

Note: No new employees or promotions/role changes due to planning for the absorption of the Adolescent Unit staff.

Email Etiquette

E-mail has become quite the norm in the world of day-to-day communications. Even at SWVMHI, more and more employees have access to email than ever before. Email can be a powerful communications tool because of its ease of use and fast delivery, but it can also cause more communication problems than it solves if a few simple rules are not followed. So here are a few basic rules of email etiquette:

It is said that communication is 80 percent non-verbal, so when you communicate via email, you are losing some of the most effective means of getting your point across. Therefore, be careful what you say and how you say it.

Make sure you put something in the subject line that gives a description of what the email is about – with spam filters, it is very easy for messages to get sent to the junk mail box if there is no subject line, or if it

contains words like “hi,” or “hello.” Instead, try using subject lines such as “report you requested,” or “department head meeting agenda.”

Always use sentence case in your email – ALL CAPS GIVES THE IMPRESSION THAT YOU ARE SHOUTING, and all lowercase, especially when referring to proper names such as Shelly Jones or swvmhi gives the impression that your message does not have much importance.

Use the “reply to all” button cautiously – do you really want your reply to go to everyone?

Keep your emails short and to the point whenever possible. If you have a very long message to convey to someone, it may be better to talk on the phone or have a face-to-face meeting.

Avoid using multiple fonts and font colors in the same email. It can make your email hard to

read and your message may be misinterpreted by the receiver. Never open an attachment from someone you do not know – viruses are easily spread in just this fashion.

Always remember that emails, especially in the workplace are not private, and once you send your email, you have no control over who may receive it next.

If you are angry when replying to an email – STOP and walk away. When you have calmed down, reread your reply and edit it if necessary so that respect and courtesy are given before hitting the send button.

In many cases it is polite to acknowledge that you have received and read an e-mail, even with a short reply such as “thanks.”

~HPO Communications
Workgroup





2008 Employee of the Year Announced

Janet Barrom, Direct Service Associate III on the ERS Unit, has been named as the Employee of the Year. Jan "has a wonderful work ethic. As a matter of fact, she works all the time! She has groups, and she also works individually with patients. Every time you see Jan, she is working and working extremely hard. She is constantly in motion. Also, she offers to help others if she thinks they need help." Jan also uses her creativity to conceive, design, and deliver services and promote programs that are enjoyable as well as recovery ori-



**Congratulations
Jan Barrom!!**

ented for the people she serve. To be eligible for the Employee of the Year award, an employee must have been named Employee of the Quarter during the calendar year. For the being named as Employee of the Year, the employee also receives \$750.00 and a special parking space for the year, as well as having a photograph displayed in the front lobby.

~The Employee Recognition Committee

Employees of the Quarter Announced

Four employees have been named Employees of the Quarter for the period of October to December 2008. For being named Employees of the Quarter, they were awarded \$250.00 and a special parking space for the quarter, in addition to their photograph being displayed in the front lobby. All four were among those considered for the Employee of the Year. Those named Employees of the Quarter were:

Julie Stoots, a Unit Nurse Coordinator on Admissions CD Unit, was chosen for her extraordinary nursing and leadership skills, as well as her dedication to the recovery of our clients and the staff she leads. Julie is a strong motivator who recognizes the talent that each employee possesses, and she then facilitates and encourages each employee to utilize these skills with the clients. She is fair, consistent, but firm, and is always available for concerns or questions that staff may have.

Debbie Sadler, an RNCA on the Adolescent Unit, received two separate nominations for her exceptional patient follow-up care, her positive leadership, and for serving as a roll model for all nursing staff. Debbie

goes the extra mile to ensure patients receive all recommended and required care. She is professional in her leadership and coordination of codes and is always willing to do whatever it takes to get the job done in an efficient and organized manner. Debbie has a big heart and is very caring and kind to all patients and coworkers.

Ava Mitchell, an LPN on Admissions CD, was chosen because of the exceptional way in which she demonstrates the facility's values every day. Ava takes her job seriously and demonstrates honesty with compassion. She always jumps right in and takes initiative to assist her co-workers with day to day tasks. Ava also demonstrates excellent communication and leadership skills on a daily basis, and her teamwork is greatly appreciated by all of her co-workers.

Kennith King, a float RNCA, is a wonderful example of the SWVMHI Mission, and staff report that they always feel safe when he is present. He handles all situations in a calm and knowledgeable manner, and both staff and patients know that they can count on Ken

when help is needed. Ken is respected by both staff and patients, and they appreciate everything Ken does on a daily basis.

2008 Employees of the Quarter:

January– March:

-Jan Barrom, DSA II
-Wilma Blevins, PA, Admissions Unit

April– June:

-Valerie Campbell, Head Nurse, Admissions Unit
-Donna Dempsey, Housekeeping
-John Jones, PA, Adolescent Unit
-Betsi McGee, Social Worker, Admissions Unit

July– September:

-Laurie Goral, RT
-Tammy Jackson, PLA, Adolescent Unit
-Mary Ratliff, RNCA, Geriatric Unit
-Leslie Warden, Escort Driver
-Valerie Keene, RN, Admissions Unit

~The Employee Recognition Committee





Doctor Day is March 30

We appreciate all our physicians, full-time, locum tenens, and physicians from other DMHMRSAS facilities.

"I can no other answer make, but, thanks, and thanks."

~William Shakespeare

Medical Services Highlights Dr. Jeff Gordon

Jeff Gordon, MD, joined the medical staff at SWVMHI in July, 2006. He was drawn by the mountains, the peace and quiet, and the availability and affordability of land. With family nearby in his home town of Troutville, he thought Marion and SWVMHI could be a good fit for him. He purchased some land and settled in quickly. He left private practice in Richmond and, in doing so, left the noise, congestion, and rat race of the city. He did bring some of the city with him when a city cat adopted him and moved with him.

Dr. Gordon enjoys fitness activities in addition to several hobbies. He collects guns of all types, from assault rifles to hand guns. When he is not out on his land target shooting, his collection is safely and securely stored in several gun safes. He has a great stereo system he is installing in his home so that he can enjoy his music collection.

His interest in music is wide ranging and eclectic as evidenced by his collection of



Jeffrey Gordon, M.D.

CDs, albums, and tapes.

According to Dr. Gordon, the best part of working at SWVMHI is his co-workers.

"People who work here are just great. . . They look out for each other and for the patients. They work as a team and have a great attention to detail. . ."

Dr. Gordon is quite happy to be at SWVMHI. He has a job he enjoys, he has a home and land in a beautiful location, he is near his family, and he has a cat who is glad to see him every time he comes home. It can't get much better!

Dr. Gordon received his undergraduate degree from VCU. He completed medical school and a psychiatry residency at Medical College of Virginia followed by a fellowship in addiction psychiatry at the University of Louisville. He is board certified in psychiatry.

~Amanda J. Currin
Assistant Director,
Administrative Services

Chapel Corner

Bibles have been given to each ward for patient use.

A visit was made to see Rev. Neville Mozingo on February 10. He is doing well after having a stroke. His goal is to be back doing God's work at Smyth County Community Hospital soon.

The following is a note from an unidentified person. I thought it was very appropriate since the facility is going through trying times.

As I was walking along the busy streets of my home town today, I heard someone singing above the noise of the traffic. It wasn't noisy singing— almost like someone singing to himself— but I heard it.

Then I located the singer. He was pushing himself along through the crowd in a wheelchair by the power of his two arms, the only useful limbs he had left.

As I caught up with him, I said, "A man in a wheel chair singing gives everyone who hears him a lift."

He answered, "When I stopped looking at what I had lost, and began looking at all I had left, I could sing again."

~Peggie Roland
Spiritual Care Assistant



Photograph by James Parks



Service and Recognition Awards

Service and Recognition Awards were distributed during all three shifts on February 12, 2009, for the period of October through December, 2008. Those receiving Service Awards were as follows:

Forty Years: Paul Shepherd, Staffing Nurse Coordinator

Thirty Years: Shirley Chatham, Psychiatric Aide/Adolescents, and Joyce Lamie, Rehab Specialist

Twenty Years: Denise Mance, Psychologist

Fifteen Years: Deloris Gillespie, RNCA/Admissions

Ten Years: John O'Keefe, Food Service Director; Donald Mutter, Food Service Storekeeper; Cheryl Rhey, Director of Rehab Services; Tom Miller, Clinical Social Worker; Amanda McGrady, Psychologist; Robyn Anderson, Community Services Coordinator; Liddie White, Psychiatric Aide/ERS; Suzanne Lefler, Psychiatric Aide/ERS; Martha Delp, LPN/Geriatrics; and Rita Coe, Administrative Assistant/Risk Management

Five Years: Sherri Wheeler, Recreation Therapist Sr.; Phyllis Davidson, Unit Secretary/Adolescents; Glenda Woods, Psychiatric Aide/Geriatrics; Connie Surber, LPN/Geriatrics; Teresa Norman, RNCA/Nursing Float; Donna Kearney, Psychiatric Aide/Geriatrics; Philda Holman, Psychiatric Aide/ERS; Amanda Hamm, Psychiatric Aide/ERS; Marilyn Fields, Psychiatric Aide/Geriatrics; and Phyllis Miller, Compliance Coordinator.

Recognized for service upon retirement were the following employees: Wilma Overbay, RNCA/Admissions; Kay Thomas, Psychiatric Aide/Geriatrics; and Ronnie Heath, Psychiatric Aide/ERS.

Congratulations to all employees receiving service and retirement awards and thank you for your many years of dedicated service.

Also recognized during the ceremony were those employees who received a Making a Difference Award, Cash/Leave Award, or a Team Award. A total of 53 Making a Difference awards, 15 Cash/

Leave/Other awards, and 5 team awards were given out from October through December, 2008.

Winners of \$50.00 gift cards (drawing from among those who received a Making a Difference Award during the previous quarter) were: Ellen Tilson, Unit Nurse Coordinator/Geriatrics, First Shift; Todd Gillespie, Head Nurse/Admissions, First Shift; Tammy Lundy, LPN/Nursing Float, First Shift; Cheryl Smith, Head Nurse/Geriatrics, Second Shift; Jose Wade, RNCA/ERS, Third Shift

Thank you to all who attended and helped make our event a success:

First Shift: 118 attendees
Second Shift: 40 attendees
Third Shift: 29 attendees
Total of 187 attendees

~The Employee Recognition Committee



Information Security

All staff is reminded to adhere to facility and department regulations concerning use of computers and computer security. Each staff member has an individual sign-on for use of the computer, for accessing Payline, for reading e-mail, etc. Each staff member is responsible for the protection and security of his own sign-on. There is NO REASON for a staff member to ever share his password with another person. Doing so is a violation of SWVMHI policy and can lead to disciplinary action.

Your password should contain a combi-

nation of letters and characters or numbers so that it is more difficult for a hacker to replicate. Use of your spouse's name, family dates of birth, etc., is not recommended as those identifying items are fairly easy for a hacker to guess. Try to use something you can remember but also something that is not known to the community.

The internet is available at your workstation for work related purposes. Very limited personal use on

your break time is allowed. Please be responsible in your internet access. The Central Office performs random audits of internet access.

~Amanda J. Currin
Assistant Director,
Administrative Services





Do You Know Me?

We work with a lot of people; some we know and some we think we know, most we have no idea who they are. Take a moment and get to know our first SWVMHI mystery person. If you don't recognize them, ask questions and see if you can find out! Meet...

- Has worked here in the same department for 8 years
- Has work to do in all of the working buildings on the grounds
- Has 2 athletic children and a dog
- First vehicle was a Honda
- Is engaged and planning a

wedding – CONGRATS!

- Favorite thing about job – working in different areas of the hospital, meeting new people, making great new friends
- Favorite TV show – Are You Smarter Than a Fifth Grader?
- Enjoys reading novels, camping, fishing, country music and stage plays
- Never flown in an airplane, the farthest distance away from home is Mexico
- Most desired vehicle, ANY as long as it is chauffeur driven!
- Retirement plan – travel anywhere & everywhere!
- Most vivid childhood memory – 1st day of Kindergarten and

learning to tie shoes

- If could do ANYTHING – Australian Safari
- If could meet ANYONE of choosing – “my grandfathers - they both passed away before I was born. I'd like to know who they were and what they were like.”

Do you know me??

Let me know who you think this person is. The answer will be in the April newsletter.

~Mary Beth Counts
Office Services Assistant

Robyn Anderson, New Community Services Director

I am pleased to report that Robyn Anderson has been offered and has accepted our Community Services Director position here at the Institute.

Robyn completed her Bachelors of Social Work at Radford University, with a dual minor in Sociology and Psychology, in 1992. She went on to complete the MSW Program at Radford in 2001. She became licensed as a Clinical Social Worker in 2005.

Robyn has been on staff here at SWVMHI for more than 10 years. She began her tenure in 1993, serving as the Admissions Coordinator for our Acute Admissions Unit. She then served on a multi-disciplinary treatment team, beginning in 1996. In this role, Robyn obtained extensive experience in providing case management services and

discharge planning and facilitation. In May 1999, Robyn joined the staff of Washington County Department of Social Services, where



Photograph by James Parks

she provided ongoing education and supportive counseling to at-risk families. She also served as CRAFFT Coordinator at Radford University where she worked with twenty-one Department of Social Services agencies in the Southwest

region of Virginia, assisting with grant-writing and providing training in several topical areas to DSS staff, as well as foster and adoptive care families. Robyn returned to SWVMHI in August, 2004, as Clinical Social Work Supervisor on Acute Admissions.

The Community Services Director role has become increasingly integral to our clinical and administrative operations over the last several years. I have every confidence that Robyn's personal qualities and varied professional experience will serve her well in this new challenge. I am sure that we all will affirm and support Robyn as our new Community Services Director.

~Russ McGrady, MA, MBA
Clinical Services Director

Safe Notes



We all try every day to create a safe and home-like environment for our patients to facilitate the recovery process. In addition to the clinical treatment, creating a recovery environment takes different forms, from pictures, to paintings, to quilts, to seasonal decorations. Many staff participate in decorating the units for special occasions, frequently spending their own money for supplies.

There can be a downside to the seasonal decorations. Much of the paper products and fabric that is available locally is not fire retardant. In addition, sometimes the decorations are placed in a way that ob-

structs the use of a handrail, compromises an exit, partially blocks a sprinkler head, etc.

Staff, please read Policy 2034—Fire Prevention/Fire Response.

Only fire retardant decorations can be purchased for use in the facility. If non-fire retardant decorations are required, there are specific steps that must be taken prior to using. Everyone is responsible for safety, and everyone is accountable. Failure to abide by our safety policies could result in harm to patients and staff and to strict regulatory enforcement.

~The Safety Committee

The SWVMHI Library Thanks You!

I would like to thank the following for donating items to the SWVMHI Library:

Gail Campbell
Denise Blevins
Nancy Wood
Regina Griffiths
Kristina Burks
Gaynelle Davis
Mary Dotson
Valerie Robinson
Lesu Cole
Amanda Currin
Cynthia McClaskey

Karen Branson
Lori King
Colin Barrom
Jennie McAllister
Linda Sturgill
Mary Sue Chapman
Norma Marsh
Donnie Marsh
Susan Call
Robert Farmer
Russ McGrady
Alicia Alvarado

I would also like to thank those who gave

anonymously.

~Christina Quillen
Librarian



March Days to Celebrate

March is Mental Retardation Awareness Month, Nutrition Month, Women's History Month, and Professional Social Work Month.

"Off the cuff" March holidays to celebrate:

March 1

Peanut Butter Lover's Day

March 2

Dr. Seuss's 50th Birthday

March 5

Mother-in-Law's Day

March 14

National Potato Chip Day

March 15

Everything You Do Is Right Day



March 17

St. Patrick's Day

March 22

National Goof Off Day

March 28

Something on a Stick Day

A Wish For A Friend

*Wishing you a
rainbow*

*For sunlight after
showers—*

*Miles and miles of
Irish smiles*

*For golden happy
hours—*

*Shamrocks at your
doorway*

*For luck and
laughter too,*

*And a host of friends
that never ends*

*Each day your whole
life through!*

~Irish Blessing



Southwestern Virginia Mental Health Institute

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Comments, Suggestions or Ideas?

SHARE THEM!

Please place any comments, suggestions or ideas you have regarding the newsletter in the Suggestion Box located outside of the copier room on the Clinical/Medical/Nursing Administrative Offices hallway.



Values Word Find Answer Key

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Deadline for submission of articles for the next newsletter is March 18, 2009.