



OUR STAFF:

Cynthia McClaskey
Facility Director

Linda Bonham
Administrative
Assistant

Cheryl Veselik
Human Resources
Assistant

Mary Beth Counts
Secretary Senior

Amanda Phipps
Executive Secretary

James Parks
Pest Control

Suzu Quillen
Vocational
Rehabilitation
Supervisor

INSIDE THIS ISSUE:

Chaplain Corner	2
"Mock" Joint Commission Surveys	3
Meals In Minutes	5
History from The Hill	6
Personnel Changes	8
Who Am I? Revealed!	9
Employee Service and Recognition	13

From The Director

QUARTERLY COMMUNICATION MEETING

Much interest was expressed as the date approached for the Quarterly Communication meeting with the SWVMHI Executive staff and Director.

The SWVMHI Executive Committee met with 15 randomly selected staff members on April 24, 2009, 1:30 p.m. – 3:00 p.m. We opened the meeting with introductions and a few updates on recent facility issues, such as the Adolescent Unit, Medical Professional staff recruitment, and the budget.

Then the meeting was opened for an employee roundtable, and it didn't take long to get the conversation rolling! It was very impressive that those who attended had talked with others on their unit, ward, shift, and/or in their department and brought questions, issues, and concerns to share. Those present shared information, and there was a good exchange of ideas, suggestions, and opportunities for improvements. After the meeting, Executive staff talked with others and did further research about questions raised. The following are several of the issues addressed. You can find the complete list of topics and more comments on the SWVMHI Intranet.

The next Communication Meeting will be held in July. Employees who are randomly selected to attend will be notified to request their participation. We look forward to seeing you there! As always, if you have a question, you are welcome to contact an Executive Committee member or me.

Summary of Issues Raised and Additional Information:

Issues regarding benefits: Why does northern Virginia have a lower co-pay on their health insurance plan? The prescription drug plan, Medco, was described as very problematic



Cynthia McClaskey, Ph.D.

and not user-friendly.

After the meeting, this issue was discussed with Brian Warner, the Senior Health Benefits Specialist in the Department of Human Resource Management (DHRM). The northern Virginia plan that was referenced is Kaiser. Unfortunately, Kaiser does not have a network of providers anywhere in Virginia except for Northern Virginia, south to the Fredericksburg area.

Regarding complaints about Medco, according to DHRM, if the pre-authorization is done with all the correct forms, etc., approval should be received within 24 to 48 hours. If Medco has to request additional information from the doctor, it can take longer to get approval. If you encounter difficulty and believe that pre-authorization was done as required, please contact the SWVMHI

Human Resource office with the name and ID number of the member and the date of service. We will look into it!

A request was made for an awning for the courtyard of Ward I, as it is the only courtyard without an awning. Unfortunately, there are no Central Office funds to assist us in this project, as it is not considered a threat to Life Safety. However, as of this writing, we are moving ahead with the installation of an awning.

Computer Issues: Staff from Food Services are concerned that they do not have access to computers to do their required training. In addition, questions have been raised about the possibility of the facility providing basic computer classes and about whether there are any tutorials available for staff use.

Food Services staff who need access to a computer can use any of the computers in the department. In addition, there are two computers in the basement for use by Food Services, Housekeeping, and Laundry staff, as well as the computers in the Appal-Link room, which are available for all staff. Food Services staff have been informed of the location of the additional computers and will be reminded again. Supervisors will work to schedule time for employees to complete their training.

Continued on Page 15

She is Nobody's Fool

Sandra Mathena began employment on April 1, 1976 (April Fool's Day) in the Food Services Department as the Secretary for the Dietitian. On July 1, 1985, she transferred to the position

of Secretary for the Environmental Services and Purchasing Departments. In the summer of 1986, secretarial services for the Security Department were added to her job duties, which in turn gave her a new title, Program Support Technician. Currently, Sandy has three supervisors: Nathan Shelton, Environmental Services Director; Dickie Harrison, Security Director; and Steve Kiley, Materials Management Supervisor.

Sandy spends most of her day issuing purchase order numbers, petty cash numbers, and local petty cash numbers for the entire facility, as well as performing timekeeping duties for numerous employees. She is also helpful if you want to know anything about eVA or are trying to find a SWAM vendor. Ever wonder

why you never see her out of her office? It is because she is usually tied to the phone! Last year, Sandy issued around 5,000 numbers for purchase requests. Much organization and multi-tasking are needed for handling so many purchase order numbers as well. Most of her purchasing skills were passed down to her from her predecessor, co-worker, and friend, the late Dolores Morefield.

A picture of Sandy is posted along with this information, so you can put a face with the voice you hear over the phone.

Be sure and thank Sandy for the wonderful job she does!

~James Parks
Pest Control



Sandy Mathena, Programs Support Technician

***Excellence
isn't an act.
It's a habit.***



Passwords are like bubble gum:

Strongest when fresh.

Should be used by an individual, not a group.
If left laying around, will create a sticky mess.

**SEC-U-RITY is not complete
without U!**

~Safety Committee

Chaplain Corner

Quiet Time with God

Did you ever think about how much time we spend talking with God? In what we like to call our "quiet time" with God, we usually fill in any silence with our prayers. But do we ever practice just being "still?" God said, "Be still, and know that I am God." ~ Psalms 46:10.

~Cindy Jess Kasper

Two-Line Party

Avery, my four year old granddaughter, was overheard talking to God on her toy cell phone. She had a lengthy conversation, telling Him where she was and what she was doing, and responding to His questions. Apparently, she has call-waiting because in the middle of the conversation, Avery said "God, can

you hold on a second?
Jesus is calling."

~Mary Earp

~Peggie Roland
Spiritual Care Assistant





“Mock” Joint Commission Surveys

Joint Commission now conducts unannounced accreditation surveys at any time and day of the week. To help ensure we are prepared for a survey by Joint Commission or any other regulatory agency, SWVMHI leadership has appointed several staff members to conduct unannounced tracer surveys throughout our facility. These “mock” survey teams will announce the purpose of their visit when entering a patient care ward and will present a “mock” survey badge issued by the SWVMHI Human Resources Department. We re-

quest that all survey teams be afforded the same respect and cooperation afforded to Joint Commission staff when they visit our facility.

Please encourage all staff to answer questions presented by the team, explain policy/procedure as requested, make charts/files available for review as requested, provide

tours of the ward, etc. We anticipate these surveys will be a learning experience for all, and please feel free to express concerns or ask questions of the survey team members. We may not be able to immediately answer all questions; however, we will get you an answer in a timely manner. Remember, the purpose of these surveys is to help all staff be better prepared and more comfortable with the survey process.

Thank you for your assistance.

~Don Chisler
Physical Plant Services Director

June 25 and 26
The Joint Commission
Periodic Performance Review
will be onsite at SWVMHI.

Stories from the Library Shelves

The Library would like to thank the following for their donations:

Nancy Wood
Kristina Burks
Cynthia McClaskey
Robert Farmer
Jeanette Heath
Debbie Borders
Pat Frazier
Karen Branson
Eva Wagner
Amanda Currin
Amanda Phipps
Sharon Neitch
Jan Barrom
Gaynelle Davis
Ashley King

I would like to thank those who also donated anonymous cards, magazines, and books, as well as anyone that I may have left off of my list above.

The Library has also received some new books: **Fiction:**

- *Ride the River* by Louis L'Amour
- *My Brother Michael* by Mary Stewart
- *Brave New World* by Aldous Huxley
- *Needful Things* by Stephen King
- *Kingsblood Royal* by Sinclair Lewis
- *Good Omens* by Terry Pratchett & Neil Gaiman
- *American Gods* by Neil Gaiman
- *I Heard that Song Before* by Mary Higgins Clark
- *White Hot* by Sandra Brown
- *Before I Say Goodbye* by Mary Higgins Clark
- *The Witness* by Dee Henderson
- *Colorado* by Rosey Dow
- *Minnesota Brothers* by Lena Nelson Dooley
- *Alabama* by Kay Cornelius
- *Brides of the Empire* by Darlene Mindrup

Nonfiction:

- Small Webster's Dictionaries and Roget's Thesaurus
- Norton Anthology of English Literature

- *The 21 Indispensable Qualities of a Leader* by John C. Maxwell
- *In Extremis Leadership* by Col. Thomas A. Kolditz
- *The Shepherd of the Hills* by Harold Bell Wright
- *An Introduction to the U.S. Healthcare System* by Steven Jonas, M.D.
- *Understanding Basic Statistics* by Charles Henry Brase
- *Clapton's Guitar* by Allen St. John
- *Printmaking* by Donald Saff & Deli Sacilotto

~Christina Quillen
Librarian



HPORT MEETING

HPO isn't just a process, it's an attitude. Get an attitude!

Attend the HPORT meeting June 9 at 1:30 PM in the C Building Conference Room.



SWVMHI History Word Search

June is National Family Month. See how many of the bolded, underlined words you can find that relate to Family.

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

Family— someone who has a strong emotional attachment to another

Mother

Father

Children

Grandparents

Relatives

Caregivers

Work Family

Church Family

Encourage Each Other

Close **Friends**

Spend **Meaningful** Time Together

Create **Rules** Together

Learn Something New Together

Keep Your **Promises**

Give Three **Compliments** for Every Correction

Celebrate **Success**

Accept **Responsibility**

Listen to Each Other

Be **Positive**

Tell the **Truth**

Share **Memories**

~Cheryl Veselik, CPS/CAP
Human Resource Assistant

(Answer Key on Page 16)

Meals In Minutes

- 1 ½ cups barbecue-flavored potato chips (1 ¼ oz.)
- ½ cup Original Bisquick® mix
- 1 egg, beaten
- 2 tablespoons barbecue sauce
- 6 pork boneless loin chops, ½ inch thick (about 1 ½ lb.)
- 1 tablespoon vegetable oil
- ¾ cup barbecue sauce

Place potato chips in a one-gallon resealable plastic storage bag; crush with rolling pin. Add Bisquick® mix to chips; mix well.

In small shallow dish, mix egg and two tablespoons barbeque sauce. Dip pork



chops into egg mixture, then shake in bag to coat with Bisquick® mixture.

In 12-inch nonstick skillet, heat oil over

medium-low heat. Add pork chops; cook 15 to 18 minutes, turning once, until golden brown and pork is no longer pink in the center. Serve with ¾ cup barbeque sauce.

Taken from the *Betty Crocker Bisquick* magazine, Volume 17, Number 3.

Do you have a quick and delicious recipe that you would like to share? Email it to Amanda Phipps, and we may place it in the newsletter!

~Amanda Phipps
Executive Secretary, Nursing

CommonHealth: Block Those Rays

The sun's rays can damage skin and lead to wrinkles, premature aging, painful sunburn, cataracts, basal cell and squamous cell cancer, and, of course, the deadly form of cancer called melanoma. The good news is that 80% of skin damage and skin cancer can be prevented.

Program participants of **Block Those Rays**, will learn how to protect themselves from the



sun and reduce their risk of skin cancer.

Look for the Block Those Rays program at SWVMHI on June 11, 2009.

~Cindy Jones, RN, CIC
Nurse Coordinator for Infection Control and Employee Health

Nurses' Week Celebration

National Nurses' Week was celebrated May 3-9 with the theme of "Caring Hearts, Healing Hands."

A workgroup of nurses, chaired by Connie Tester, Head Nurse, Adolescent Unit, and Stacey Horne, RNCA, Geriatric Unit, planned the events. Nurse Managers who facilitated the planning were Norma Brickey, Assistant Nurse Executive, and Cindy Jones, Coordinator for Infection Control and Employee Health. A special thank you is extended to Amanda Phipps, Nursing Executive Secretary, and Sarah Parris, Office Service Assistant, who handled a great deal of the arrangements for the event.

With the employee recognition monies, t-shirts with a special designed SWVMHI logo were ordered and given to each nurse. A "Brag Board" of nurses' special family members

or pets was on display in the employee cafeteria. A poster competition between units based on the week's theme or facility mission was held. After much deliberation by a panel of judges, ribbons were awarded to:

- First Place, C/D Admission Unit Staff
- Second Place, Infirmary Unit Staff
- Third Place, E/F Geriatric Unit Staff



Fresh popped popcorn was provided on each shift for the nurses. A visit to the patient cemetery led to plans for further enhancements of the area with more plants, mulching, and other gardening needs. Drawings for three gift bags a day were held during the week, and units sponsored their own special meal events. With the facility-wide quarterly Employee Recognition event held on Thursday, the week provided opportunity to say a special "thank you" to the Registered Nurses and Licensed Practical Nurses who contribute so much to the mission of the facility and to the profession of nursing.

~Alicia Alvarado, RN, MS
Chief Nurse Executive

History From The Hill

From the SWVMHI newsletter March 4, 1966:

Capital Outlay

Authorization has been received from the Governor's Office to prepare working drawings for one 148 bed geriatric building at an estimated cost of \$500,500.



From the SWVMHI newsletter May 13, 1966:

Thomas L. Porterfield Building

The State Hospital Board on Wednesday, April 27, 1966, approved the naming of the new geriatric building the Porterfield Building. Mr. Porterfield was the former Chairman of the State Hospital Board and served as a Member and Chairman for a total of eight years. It is a distinct honor to have this building named after a person who has done so much for the State Hospital in general and Southwestern State Hospital in par-

ticular. Preliminary plans for this building were approved at the State Hospital Board Meeting on April 27, 1966.

Note: This "new" building now belongs to the Department of Corrections, which is renovating it to be used as training/office space.

From the SWVMHI newsletter June 3, 1966:

Patients – 1,535 Employees – 553

Cumulative Expenditures Per Patient Day as of April 30, 1966:

Eastern State Hospital, \$4.91
Southwestern State Hospital, \$4.86
Western State Hospital, \$4.83
Lynchburg Training School & Hospital, \$4.54
Central State Hospital, \$4.52

Thought for the Month

The art of medicine consists of three things: The disease, the patient, and the physician. The patient must combat the disease along with the doctor. ~Hippocrates

Note: Who knew that Hippocrates was recovery-oriented?

From the SWVMHI newsletter August 6, 1966:

Superintendent's Message

I feel certain that all employees are aware of the sudden increase in the past six months in the total and monthly average number of patients. Since three years ago, the number of patients estimated and budgeted for was



1,500 patients, a problem of financing an additional 54 patients must be taken into consideration. Fifty-four additional patients in terms of dollars represents \$96,714, unbudgeted and unappropriated funds. We can only stay within funds appropriated by the wholehearted support of each and every employee. Conservation then is the watchword if we are to continue to operate within funds appropriated and still maintain the highest standards of patient care we have in the past. As "great oaks from little acorns grow" so can small savings in supplies, materials and services become big savings to meet our commitments. I am sure all of our employees will become "Cost Conscious" in order that we can meet our goals.

Note: This sounds familiar!

~Compiled by Cynthia McClaskey, Director, and Linda Bonham, Administrative Assistant

Treasure Seekers

Treasure Seekers will be open June 5 and June 19 from 1:30 p.m. to 3:30 p.m., but we will stay open as long as people are shopping!

This program was created because of the great response we received from past yard sales held at the facility. During these past sales, we strictly made money for the Volunteer Services Department in order to support patient activities. Last year, the idea of setting up a patient-operated store was born and named Treasure Seekers. Treasure Seekers has been a success as a patient activity and a fundraiser for the

Volunteer Services Department

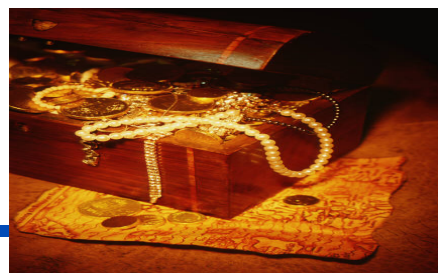
In the future, we hope to open Treasure Seekers to the public and increase our operating hours and days. We also plan to open a small store in town and operate a thrift store/book exchange, with patients managing the entire operation. This idea may occur in the distant future, but I feel it will work well with our emphasis on recovery.

We accept donations of most anything from employees, as well as from the public; but we do not accept clothing. Please call

783-0855 or Ext. 855 to make an appointment to drop off donations.

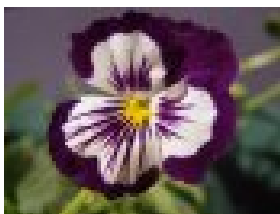
Thank you for your support!

~Doug Smith
Volunteer Services Director



Centralized Rehabilitation Services Activities

On April 24, 2009, the Vocational Horticulture Group hosted a plant sale. Available were large marigolds, candy tuft, forget-me-nots, bachelor buttons, Shasta daisies, zinnias, dianthis, mixed plants in spring tins, petunias, and spider plants. There was an excellent turnout, and dozens of beautiful plants were sold!



The Vocational Horticulture Group also cultivated and provided plants for sale at the Employee Recognition/Earth Day event held on May 7, 2009, in the Rehab. Building. The sale featured several varieties of tomato plants, as well as petunias, snap dragons, geraniums, bachelor buttons, and impatiens. The event was a smashing success, and almost all of the plants were sold!

The Vocational Woodshop and Vocational Ceramics Groups also provided a wide variety of projects for sale at the Employee Recognition/Earth



Day event held on May 7, 2009. Items included bird-houses, plaques, bowls, coat racks, wreaths, paintings, and more. Several beautiful items were sold. Additional items are being sold in the canteen. Please contact Suzy Quillen at Ext. 354 to view and purchase items for you or your loved ones.



On May 2, 2009, individuals participated in an outing to the Abingdon Flea Market. All were able to browse through all of the booths and make various purchases. They stopped at Ma and Pa's Restaurant on the way home for a bite to eat. A great time was had by all!



The Patient Activity Council, with the assistance of the CRS Department, planned the following activities May:

- May 13 – Bingo in the SWVMHI Gym
- May 16– Trip to Hungry Mother Park
- May 23 – Volleyball Tournament in the SWVMHI Gym
- May 26 – Garden Party Social and Dance
- May 30 – Abingdon Cinemall

In June, the following activities are planned:

- June 13 – Dining trip to Los Arcos in Bristol, VA
- June 27 – Galewinds Amusement Park in Wytheville, VA

~Suzy Quillen
Vocational Rehabilitation
Supervisor



Excitement!
Influence!
Direction!
HPO!

THANK YOU

Dear Admissions A/B Staff,

I am writing this letter to thank you for all that you have done to help me over the past few days.

I arrived here during 3rd shift, and the staff kept me calm through the first

hours that I was here. On my first full day here, I was really scared, and Ist shift comforted me, listened to me, and gave me advice on what I should do. During 2nd shift, one staff member actually talked to me for a long time about old TV shows, video games, and things that a young person would like to talk about. Thank you!

I would like to wish the best to all of you and your families. May God bless you all.

"It is written, that man shall not live by bread alone, but by every word of God."
~Luke 4:4

~Admissions A/B Consumer

PERSONNEL CHANGES

New Employees



Ned B. Bane Peer Support Specialist	04/10/2009
Jennifer LeAnn Barbrow Registered Nurse P-14 to Registered Nurse full-time	04/10/2009
Tanya D. Bise Psychiatric Aide	04/10/2009
Stacy S. Greer Psychiatric Aide	04/10/2009
Monica N. Hagee Psychiatric Aide	04/25/2009
Glenda Beth Lykins Psychiatric Aide P-14 to Psychiatric Aide full-time	04/25/2009
Sarah B. Reeves Psychiatric Aide	04/25/2009

MONTHLY PATIENT CENSUS

April 2009

Admissions 93
Discharges 92
Passes 3

**Average Daily
Census
149**

Promotions/Role Changes

Penny C. Bise Registered Nurse to Registered Nurse Clinician A	04/25/2009
Helen Denise Blevins Psychiatric Aide to Psychiatric Lead Aide	04/25/2009
Mary Beth Counts Office Services Assistant to Secretary Senior	04/25/2009
Eugene Hayden Psychiatric Aide to Psychiatric Lead Aide	04/25/2009

Separations

Susan D. Blevins Registered Nurse Clinician A	04/02/2009
Kristina N. Burks Recreation Therapist	04/17/2009
Keeb B. Compton Registered Nurse	04/22/2009
Margaret Ann Call Psychiatric Aide	04/24/2009
Shirley M. Olinger Psychiatric Lead Aide	04/24/2009

Fire Safety Reminder

To ensure that we maintain a fire safe environment and are prepared for a survey by a regulatory agency at any time, all SWVMHI staff are reminded of the following standards.

- A clear, eight foot corridor must be maintained at all times. Please ensure chairs, Geri-chairs, laundry carts, food service carts, etc., are monitored and immediately removed from the corridor upon fire alarm or when a task is complete.
- A clear three (3) foot access to all doors, fire extinguishers, and electrical panels must be maintained at all times.
- All doors must positively latch when closed.
- Items are not permitted to be attached to rated doors: fire and smoke doors.
- Extension cords are prohibited by SWVMHI Policy 2077 except for temporary use, such as to drill a hole, polish the floor, etc.
- Power strips utilized at SWVMHI must be equipped with an overload breaker. These can be procured from the Materials Management Department.
- Doors cannot be held open by door chocks.
- Portable oxygen cylinders must be stored in the upright position and secured to prevent the cylinder from being knocked over or falling.
- Items must be stored a minimum of 18 inches below the bottom of sprinkler heads.
- Seasonal decorations must be fire retardant when procured or treated on all surfaces with a fire retardant chemical. Treatment must be documented for review.
- Portable fire extinguishers must be inspected each month and the inspection documented.



Your continued support is appreciated, and we are available should you have questions.

~Don Chisler
Physical Plant Services

Who Am I? Revealed!

Meet Mary Ann Stamper!

Mary Ann is the Admission Unit Secretary. She replaced Brenda Blankenbeckler when she retired. Her office is currently in the C Building, but she will soon be moving to an office on the D Hallway in the Bagley Building. Go back to the May newsletter to recap her information and ask her about all those interesting facts when you see her!



I didn't have any correct guesses on this one. You can try again next month for the July *Who Am I?* person. **It could be you!**

~Mary Beth Counts
Secretary Senior



MSDS on SWVMHI Intranet

We are currently in the process of updating our Material Safety Data Sheets (MSDS) and making them available online. A folder named MSDS Sheets has been placed on the SWVMHI Intranet which has the MSDS for the patient care areas. We will be adding other areas, such as Food Services, Maintenance, and the Rehab departments as soon as possible



until each department's MSDS are available online. Revised copies of the updated MSDS books are being placed on the patient care units. Other departmental copies will be updated at a later date. Changes will be made

to Policy 2075, Hazardous Material, Handling, Storage and Disposal/Training to reflect the new process as the system is developed.

This is a work in progress, so keep checking the SWVMHI intranet for updates. If you have trouble accessing the folder or have any suggestions, please let me know.

~Nathan Shelton
Hazardous Material Coordinator

Summer Safety



The National Fire Protection Association (NFPA) offers the following safety tips to help ensure a safe and enjoyable summer for all.

Scooter, Bike, and Pedestrian Safety

Scooters, bikes, in-line skates, and skateboards are associated with numerous injuries yearly.

- Wear a comfortable, properly fitted helmet bearing the label of an independent testing lab. Be sure that the helmet sits level on top of the head (not rocking in any direction) and always fasten the safety strap.
- Be sure that safety gear (wrist, elbow, and kneepads) fits properly and does not interfere with the rider's movement, vision, or hearing. Wrist pads are not recommended for scooter riders, as they may affect their ability to maneuver.
- Ride scooters and bikes only on a smooth, paved surface, and only ride during daylight hours.
- Learn the proper hand signals, and use them when you turn or stop.

Barbeque Safety

In 1999 alone, gas and charcoal grills caused 1,500 structure fires and 4,200 outdoor fires in or on home properties, resulting in a combined direct property loss of \$29.8 million.

- When using barbeque grills on

decks or patios, be sure to leave sufficient space from siding and eaves.

- Always supervise a barbeque grill when in use.
- Keep children and pets far away from grills.
- With charcoal grills, only use charcoal starter fluids designed for barbeque grills and do not add fluid after coals have been lit.

Water Safety

Extra caution should be used when around water for children and adults.

- Only swim in approved areas.
- Always supervise children near water, and make sure that children learn to swim.
- Check the depth of the water with a lifeguard before jumping in.
- Always wear a U.S. Coast Guard approved PFD (personal floatation device) when boating, jet skiing, tubing, or water skiing. Air-filled swimming aids, like water wings or inner tubes, are not substitutes for approved PFDs. An adult should always supervise the children using these devices.

Camping Safety

- Always use a flame retardant tent, and set up camp far away from the campfire.
- Only use flashlights or battery-powered lanterns inside the tent or any other closed space,

not liquid-filled heaters or lanterns.

- Always build your campfire down wind and away from your tent. Clear all vegetation and dig a pit surrounded by rocks before building your campfire.
- Store liquid fire starter (not gasoline) away from your tent and campfire, and only use dry kindling to freshen a campfire.

Fireworks Safety

Fireworks lead to thousands of injuries requiring emergency room treatment, according to NFPA. These dazzling, but dangerous devices, can burn up to 1200°F and can cause burns, lacerations, amputations, and blindness. Stay safe by always leaving fireworks to professionals.

- Stay back at least 500 feet from professional fireworks displays.
- Treat all fireworks, whether legal or illegal for consumers, as suitable only for use by trained professionals.
- If you find fireworks, do not touch them, but instead direct authorities to them.
- Leave any area where amateurs are using fireworks.

The NFPA is an excellent source for information on a wide variety of safety topics. Information can be found at www.nfpa.org.

~The Safety Committee

National Healthcare Risk Management Week

June 15-19 is **National Healthcare Risk Management Week**.

The American Society of Healthcare Risk Management (ASHRM) has selected as this year's theme- "***Thinking***

Safety Earning Trust." The focus of this year's theme is that hard work by all in identifying and reducing risks will not only ensure a safer environment for everyone, but will also serve to ensure that we earn the trust of our patients, visitors, and fellow staff members.

Thank you for assisting in creating a safe and secure environment for our staff and patients!

~Phil Jones
Director of Risk and Quality Management

Healthcare Risk Management
Thinking Safety
Earning Trust
www.ashrm.org/riskweek

HPO Value: Teamwork

Teamwork is a very important part of the SWVMHI values and is essential to everyday work life at our facility. Remember that the SWVMHI Values were developed to help us describe how we will treat each other, and our underlying ethical standards. Explicitly stated Values also help guide the decisions, actions, and behaviors of our organization.

Here is the SWVMHI Values Statement -- We best promote mental health in the people we serve by valuing: Communication, Honesty, Trust, Teamwork, Self-initiative, Leadership, and Honoring

day-to-day tasks.

TEAMWORK: In order for the work team to attain its goals and objectives, it is very important that members work together as a cohesive unit, creating opportunities for partnerships and collaboration. The team must share a common picture or vision of what each member is capable of accomplishing. We know that the best teams consist of a variety of individual with unique expertise who are united for the common purpose of promoting mental health. Teams will function most effectively if there is effective communication, honesty with compas-

sion, and trust with accountability. In addition, teamwork means: accepting shared ownership and seeking win-win (mutually acceptable) solutions, encouraging and supporting each other to succeed, looking for creative solutions and new ways of solving problems, and making decisions and resolving problems at the level closest to the issue.

~HPO Resource Team
(with thanks to the DMHMRSAS Value of Partnership and Collaboration).



Administrative Professionals' Week Celebration

Happy Administrative Professionals' Week! April 20-24, 2009.

The New River Valley (NRV) Chapter of IAAP (*International Association of Administrative Professionals*) held their 35th Annual "Excellence in Action" Conference on Wednesday, April 22, 2009, at the Hotel Roanoke. The award-winning international guest speaker was Fran Berman, MBA, and the topic was "Championship Customer Service.." Everyone enjoyed the educational opportunity to enhance their skills and become more effective contributors to SWVMHI.

The staff members in attendance were Lisa Berry, CPS (Certified Professional



Secretary); MaryAnn Stamper, CPS; Patricia Evans, CPS; Wendy O'Brien; Marlene Doyle; Krista Jones; Cindy Blevins; Jean Elmore; Christy Hall; and Mary Beth Counts. Cheryl Veselik, CPS/CAP (Certified Professional Secretary/Certified Administrative Professional) serves as a member of the NRV IAAP

Chapter and was busy working at a booth during the event.

There were approximately 200 total attendees. Prizes won from our group were: *Patrick Dempsey* men's cologne from Avon, won by Krista Jones; an overnight stay at the Hotel Roanoke, won by Mary Ann Stamper; a book, *Underneath It All*, won by Patricia Evans; a gift card to Michael's Craft Stores, won by Jean Elmore; and a Xerox All-in-One Printer/Scanner/Fax/Copier (valued at \$684.79), won by Wendy O'Brien!

Congratulations to all the winners!!

~Patricia Evans
Executive Secretary, Training

June Days to Celebrate

This month, we celebrate Healthcare Risk Management Week June 15-19, National Family Day on June 6, and Healthcare Executives' Appreciation Day on June 1. This month is also Children's Awareness Month and National Safety Month.



"Off the cuff" June holidays to celebrate:

June 1

Donut Day

June 15

Power of a Smile Day

June 18

National Splurge Day

June 23

National Pink Day

June 26

National Chocolate Pudding Day

June 9 is
Donald Duck's
Birthday!



Educational Assistance Available— Summer Semester 2009

EDUCATIONAL ASSISTANCE

APPLICATIONS DUE JUNE 5, 2009.

SWVMHI is pleased to offer education/ tuition reimbursement funds for the 2009 summer semester. Many of you have shown your dedication through your achievements with the College of Direct Support and through the Knowledge Center curriculums.

At SWVMHI, we believe that trained and competent staff will enable us to realize our vision to be a high performance organization as well as a center of expertise in the mental health field. Assisting and supporting staff to learn and grow also flows from our Value of Leadership. We believe that creativity and the ability to lead are not limited to a few, but reside within each of us. Given the opportunity, people at all levels can be leaders and take the initiative to make creative changes that benefit the people that we serve, everyday.

In spite of budget issues in the Commonwealth, SWVMHI continues to believe very strongly in our vision and values for a better educated workforce and will continue to offer educational assistance.

Classified employees of SWVMHI who have completed their probationary period with the facility are eligible to apply for educational assistance funds which are available for summer semester 2009.

If you are enrolled in a course of study this summer, please consider requesting educational assistance. Please complete the appropriate form in order to be considered, and it must be routed as indicated on the form to the Director's Office by June 5, 2009.

Policy 6700, Educational Aid, can be found on the facility Intranet and in the Library section of the Knowledge Center (go to the Library section of the intranet and type in "policies"). If you have questions, please discuss them with your EMC member, Department Manager, or Nurse Coordinator. Reimbursement will be based upon the number and amount of requests we receive, but will not exceed 75% of the in-state tuition at a state-supported college or university.

Please note that we do not know how our

budget will position us for continued education/tuition reimbursement for the 2009 fall semester and beyond. *It is our intention to continue with assistance; however, circumstances outside our control may affect the funding. We will let you know as soon as possible.*

Thank you once again for your continued dedication toward fulfilling SWVMHI's mission to promote mental health in Southwestern Virginia by assisting people in their recovery.

Definitions and Instructions:

Educational Assistance: Assistance pro-



vided by SWVMHI that supports employees' pursuit of approved educational courses or the acquisition of job-related degrees, professional certifications, or licenses. Educational assistance may include financial assistance or leave from work, or both, depending on the availability of funding and the critical need of the facility.

This policy does not apply to academic-credit training activities that are job-related and paid for by other available Department funds. It does not apply to conferences or meetings held by professional associations, the Department, or other agencies and organizations; nor does it apply to short-term Continuing Medical Education or Continuing Education Unit courses, or business directed workshops and seminars, regardless of sponsoring organization, that are paid for by other available Department funds.

Application Process: Applications for educational assistance (tuition reimbursement or educational leave or both) shall be submitted on SWVMHI Form 705-05-053, Application for Educational Assistance, prior to registering for any course. The employee may request such assistance for academic courses, occupational training, or to meet specific requirements as listed below:

- To qualify for a job classification with a current or anticipated critical staffing shortage, as evidenced by a documented history of recruitment or retention difficulties, or both;
- To meet a current or anticipated staffing requirement for the facility;
- To improve or expand the employee's ability to perform assigned duties;
- To improve or expand the employee's knowledge or professional capabilities when there is a clear and direct benefit to the facility; or
- To meet prerequisite courses for entry into a training or education program for the above-listed reasons.

The employee shall clearly state the reason or reasons for taking the educational course on the application form and submit the form to obtain approval by your Supervisor, Nurse Coordinator or Department Manager, Executive Manager, Fiscal Director, and Facility Director by June 5 in order to be considered.

Educational Leave: Up to three (3) hours per week for approved courses is encouraged but not guaranteed.

Approvals: Granting of approval for the 2009 summer semester, does not guarantee continued support; support is based upon number of applications received and funds available.

After Completing the Course: Within 30 days following completion of a course, the employee must forward a copy of the official grade or academic record to the Human Resource Office. If reimbursement for tuition or other expenses has been approved, an itemized statement of expenses from the educational source and a receipt for tuition payment or a cancelled check is also required. The facility shall not make any payments to an employee unless satisfactory academic performance and work performance are demonstrated.

~Cynthia McClaskey, Ph.D.
Director

Employee Service and Recognition Awards

Employee Service and Recognition Awards were distributed during all three shifts on May 7, 2009, for the period of January to March, 2009. **Those receiving Service Awards were:**

- **Forty Years-** Kenny Blevins, Psychiatric Aide, ERS Unit
- **Thirty-Five Years-** Betty Clapp, Laundry Worker
- **Twenty Years-** Pat Martin, RNCA, Admissions Unit
- **Fifteen Years-** Ron Adkins, Trades Technician, and Denise Blevins, Psychiatric Aide, ERS Unit
- **Ten Years-** Sharon Darnell, Food Service Technician; Stanley Frye, Trades Technician; Michelle Roberts, Pharmacy Assistant; Rachel Evans, Psychiatric Aide, ERS Unit; Joyce Hanshew, LPN, Geriatric Unit; Cathy Huff, Psychiatric Aide, Adolescent Unit; and Irma Osborne, Psychiatric Aide, ERS Unit
- **Five Years-** Teresa Blevins, Psychiatric Aide, Geriatric Unit; Lesa Frye, LPN, Admissions Unit; Wanda Harmon, RNCA, Geriatric Unit; Judith Harris, Psychiatric Aide, Geriatric Unit; Sandra Herndon,

Psychiatric Aide, ERS Unit; Donna Jackson, Psychiatric Aide, Geriatric Unit; Ben Johnson, RN, Admissions; and Patsy Venable, Psychiatric Aide, Admissions Unit.

Recognized for service upon retirement were: Ruby Wells, Human Resources Manager, and Lenney Arnold, RNCA, Geriatric Unit.



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 108 Making a Difference awards, nine Cash/Leave/Other awards, and six team awards were given out from January through March 2009.

Winners of \$50.00 gift cards (drawing from among those who received a

Making a Difference Award during the previous quarter) were:

- Mary Beth Counts, Secretary Senior
- John O'Keefe, Food Service Director
- Christy Barbrow, Float Psychiatric Aide
- Jennifer Snow, Psychiatric Aide, Admissions Unit
- Vickie Patton, Psychiatric Aide, Geriatric Unit

Many door prizes and contest prizes were also awarded, and fun was had by all! Thank you to all who attended and helped make our event a success.

During First Shift, 200 employees attended the event. During Second Shift, 60 employees attended the event. During Third Shift, 45 employees attended the event. **A total of 305 attendees were at the Employee Recognition Event!**



The Employee Recognition Committee History

The Employee Recognition Committee has been hard at work since it began in 2006.

During the three years that followed, the Employee Recognition Committee has approved and given out 784 Making a Difference Awards, 106 Cash/Leave/Other Awards, 30 Team Awards, 46 Employee of the Quarter Awards, and 3 Employee of the Year awards, for a total of 969 awards. Of the 969 awards given, 63 percent went to Nursing Services, 25 percent went to Administrative Services,* 14 percent went to

Clinical Services, and 8 percent went to Medical Services.

During this same time frame, the Employee Recognition Committee also recognized and gave out a total of 251 service awards, including three 45-years of service awards, seven 35-years of service awards, twenty-eight 30-years of service awards, three 25-years of service awards, fifteen 20-years of service awards, forty-one 15-years of service awards, sixty-three 10-years of service awards, and ninety-one 5-years of service awards, for a total, combined years of

service of 2,851 years.

Congratulations to all those employees who received any of these awards!

**Includes Administration, Environmental Services, Fiscal, Food Service, Human Resources, Materials Management, Physical Plant, Risk/Quality Management, Security, and Training Departments.*

~Employee Recognition Committee

Employees of the Quarter

On May 7, 2009, five employees were named Employees of the Quarter for the period of January to March, 2009.

For being named Employees of the Quarter, each was awarded \$250.00 and a special parking space for the quarter, in addition to their photograph being displayed in the front lobby. All five will be among those considered for the Employee of the Year. Those named Employees of the Quarter were:

Regina Osborne, Patient Registrar, was chosen for motivation and friendliness. She is never heard to complain, despite working long hours because of staff shortages, never heard saying, "that is not my job," and she always has a smile on her face. She is an exemplary employee who is always going the extra mile to ensure efficient operations in the Admitting Office.

Fred Cress, Security Officer, was chosen for his compassion, open friendliness, and great care he brings to his job. Fred will go out of his way to complete any request

made of him and, is always available to visitors, answering their questions and alleviating some of their fears. He is a true ambassador of SWVMHI's value of honesty with compassion.

Angela Berry, Clinical Social Work Supervisor on the ERS and the Adolescent Units, was chosen for her positive attitude despite a very difficult year. She has enhanced communication with all of the disciplines on the teams and acts as somewhat of a "cheerleader" for staff and patients alike, contributing to an increase in confidence and treatment progression, collaboration, and a sense of camaraderie with a little bit of humor as well.

Paul Shepherd, Staffing Nurse Coordinator, was chosen because he consistently makes work enjoyable, keeps staff focused on our reasons for being employees at SWVMHI, and places the best interests of our patients and staff first and foremost. Paul is not only collaborative with the nursing, medical, and other staff, but each discipline is equally important to him.

Kim Ratliff, Director of Health Information Management, was chosen for her excellent leadership and sensitivity in the physical reorganization of the HIM space, making it more user friendly for not only departmental staff but all staff to utilize the space as well. She doesn't hesitate to jump in and help out with any task that needs to be done, from helping to streamline processes to moving files and charts to storage.

CONGRATULATIONS to Regina, Fred, Angela, Paul, and Kim, for their extraordinary ability to live and promote SWVMHI's Mission, Vision, Values, and Leadership Philosophy. Excellent Work!!

~Employee Recognition Committee



Regina Osborne, Patient Registrar



Fred Cress, Security Officer



Paul Shepherd, Staffing Nurse Coordinator



Kim Ratliff, Director of Health Information Management



Angela Berry, Clinical Social Work Supervisor



From The Director Continued from Page 1

Soon, the Staff Development and Training Department will introduce all new hires on their first day of employment to the use of the computer to take Knowledge Center classes.

Questions were raised about the College of Direct Support Level 1 achievement and about the Level 2 payout. SWVMHI Psychiatric Aide staff deserve a round of applause for their interest in and dedication to learning! In the entire DMHMRSAS, a total of 521 psychiatric aides completed all 15 modules of the College of Direct Support, met all of the eligibility requirements, and passed Level 1 competency evaluations. We are very proud to announce that SWVMHI had 128 employees who met these criteria, the highest number of any DMHMRSAS facility! This is 24.6 % of the total DMHMRSAS staff who achieved this accomplishment! With the funds available to the Department, these staff are eligible to receive a bonus of \$680.00, less income tax, on June 16, 2009. Certificates of achievement for Level 1 are being prepared and will be mailed to each facility shortly for distribution.

There was also a question about the Level II payout – we do not know the answer to this question at this time.

Staff present had the suggestion to add an Employee Cafeteria meal voucher for one of the prizes that can be selected by those who earn a Making a Difference Award. Actually, the Recognition Committee has awarded meal tickets in the past for team awards, but never offered a meal ticket as a regular Making a Difference Award, so this is a great idea!

The Recognition Committee is adding a \$6.00 Employee Cafeteria voucher to the "Making a Difference" award choices. These vouchers may be redeemed for items purchased at the Employee Cafeteria. Concerns had been raised previously with

Dr. Grubbs about the effectiveness and efficiency of the use of telemedicine to help provide psychiatry coverage on Ward J, and, as a result of the comments made during the Quarterly Communication meeting, Dr. Grubbs held a follow-up meeting with the Ward J nurses. All of the nurses were in agreement that there were real problems with telemedicine.

Dr. Grubbs made the commitment that he would endeavor to recruit Locums who are competent and willing to stay a longer period of time. He also mentioned that this may become somewhat easier as we bring on additional full-time Medical Staff to the admission units and to the adolescent unit (Dr. Monika Pelly and Dr. James Nachbar join the Medical Professional Staff in June).

In summary, we are in agreement that telemedicine is not functioning the way that it was intended, because the services are divided among too many doctors, and access to the telemedicine doctors (and their orders) is less than optimal. Once the two new doctors join us, we will be able to step up recruitment of Locums Tenens physicians for Ward J and phase out the use of telemedicine.

In addition, the recruitment of full-time psychiatrists always remains a priority.

Tobacco Cessation Issue: A question was raised that, since Smyth County Community Hospital reportedly lets employees smoke in their cars in the parking lots, why can't SWVMHI?

In a February 19, 2007, communication from Dr. Reinhard, DMHMRSAS Commissioner, it was announced that beginning October 10, 2007, all DMHMRSAS facilities will no longer permit the use of tobacco products on facility grounds, for either consumers or staff. It was later clarified that facility grounds includes parking lots that are owned and maintained by DMHMRSAS facilities. SCCH has different rules and directives and, of course, is

not DMHMRSAS.

operated by

We recognize that tobacco use is a personal choice and also a very addictive habit. Several tobacco cessation aids were made available, and some staff benefited. The bottom line is that, because we are employed here, we need to follow the rules of the Department and the facility. Each employee's leadership in this regard is appreciated. Thanks for being a role model.

Non-nursing staff members raised the issue of additional pay (weekend differential) for all staff who work weekends. The issue of adding a weekend differential for all staff, including Food Service, Housekeeping, Security, and others who routinely work weekends, is certainly not a new issue. Currently, the facility has approval from Central Office and the Department of Human Resource Management to pay an additional \$1.00 per hour to Psychiatric Aides and Nurses in the Nursing Department who work designated weekend hours. The rationale for approving differentials involves many factors, including conditions in the labor market, overtime issues, recruitment and retention issues, and of course, budgetary issues. We are required by DHRM to review our use of differentials each year to ensure that the differentials are meeting the facility's needs in a cost-effective manner. We recognize that all employees who are scheduled to work on weekends are essential to our operations, and it would seem equitable to offer the differential to all who work on weekends, regardless of their role. However, at this time we can only promise that we will continue to review the weekend differential and make adjustments as our facility needs and circumstances allow.

~Cynthia McClaskey, Ph.D.



**Beauty before me
Beauty behind me
Beauty all around me
Everywhere I go,
I walk in beauty.**

~Navajo Prayer





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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 copy room on the Clinical/Medical/Nursing Administrative Offices hallway.



SWVMHI History Word Search Answer Key

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Please submit articles for the next newsletter to Amanda Phipps by June 17, 2009.

The next newsletter will be published July 1, 2009.