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## From The Director

The Employee Recognition Committee had another very difficult task this quarter in narrowing down the five Employee of the Quarter winners from the excellent nominations that were received. While the contributions of many employees of SWVMHI support the mission, vision, and values of our hospital, and we are grateful for all of them, the contributions of these five individuals were judged by the Committee to be exceptional. Their work in support of the people we serve and their ability to embrace Recovery values and actions is a credit to the heart and the commitment they bring to their work.

**Tommy Cullop**, Facility Investigator/ Security Supervisor, goes above and beyond the call of duty and works closely with nursing and clinical staff to ensure the safety of patients and staff at all times. He works tirelessly to complete all investigations he is called up on to do, coming in early or late and on his days off if needed. When there are difficult situations, he is able to use his verbal de-escalation skills, explaining and reassuring. Several specific examples were given where he responded to Code Alerts and was able to spend time helping individuals to become calm and take medication if needed. He demonstrates our facility values every day. He takes initiative to help out and often you can hear him say, "Call me if you need me." He is an asset to our facility.



**Linda Havens** is a Lead Housekeeper and she is recognized by her co-workers for her extraordinary attitude. She is always there to help when needed, jumping in when short of staff, even moving furniture. Her nominators write that she is a "Computer Helper, Counselor, Leader, and Ward Helper, and most of all Friend to make you laugh when you are down and out." Linda helps anyone who needs help and makes a difference in our Housekeeping Department!



**Lynn Henderson**, Psychiatric Aide, ERS, shows exceptional performance on a daily basis. She presents at work every day with a positive attitude, willing to help in any way that she can. She has developed therapeutic relationships with most of the patients on ERS and is able to assist successfully in most crisis situations using her soothing calm voice. Lynn's sincere compassion for the individuals we serve shines on the unit in so many ways. She is quick to bring great ideas to program management meetings, such as ways to involve patients in redecorating the visitor's room so that they will feel more welcoming to the families. Recently, she suffered destruction and loss from the Glade Springs tornado, but you never

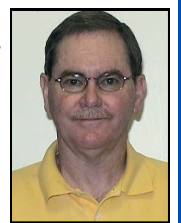


heard her complain and it did not affect her work in any way. In addition, she is active in the College of Direct Support career ladder, at Level II. Lynn demonstrates the core SWVMHI values including communication, teamwork, honesty with compassion, and honoring day to day tasks.



**Cindy Jones**, concurrently won a Governor's Award, while also being nominated and selected as an Employee of the Quarter for her exceptional and energetic work in Infection Control and Prevention. Please see the July, 2011, newsletter for more information.

And last, but not least, we recognize **David Mumpower**, MSW, Geriatrics, for his exceptional and tireless efforts to provide quality treatment and discharge planning for individuals on the unit. He is able to discuss difficult issues with patients and their families in empathetic ways. He is always a team player and is quick to seek team feedback and opinions and engage in discussions with the treat-



(Continued on page 2)

*And as we let our own light shine, we unconsciously give other people permission to do the same.*

~Nelson Mandela

## From the Director, continued

ment team. He is an excellent communicator and has an open door policy, such that patients and staff feel welcome in his presence. During one recent time period, he was the only social worker for 35 individuals. He was able to juggle the demands of seeming mountains of paperwork, assessments, day-to-day case management, and clinical duties. David is always working quietly behind the scenes to serve the geriatric patients and their families and never complains – and never seeks recognition for his many contributions. David fully embodies both the facility and social work values.

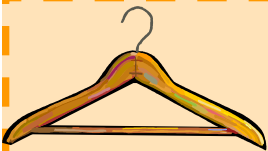


~ Cynthia McClaskey, Ph.D.  
With Tipi & Chief

Please join me in congratulating these SWVMHI employees for their hard work and dedication!

*If your actions  
inspire others to  
dream more,  
learn more, do  
more, and be-  
come more, you  
are a leader.*

*~ John Quincy  
Adams*



**Bonanza** is in need of men's pants sizes 36-42 as well as clothes hangers. If you have any of these items you would like to donate, please contact Sue Saltz at Ext. 118.



## Back-to-School Transition Tips for Parents

Getting a new school year off to a good start can influence children's attitude, confidence, and performance both socially and academically. The transition from August to September can be difficult for both children and parents. Even children who are eager to return to class must adjust to the greater levels of activity, structure, and for some, pressures associated with school life.

### Before School Starts:

- **Good physical and mental health.** Be sure your child is in good physical and mental health. Schedule doctor and dental checkups early.
- **Review all of the information.** Review the material sent by the school as soon as it arrives. These packets include important information about your child's teacher, room number, school supply requirements,

sign-ups for after-school sports and activities, school calendar dates, bus transportation, health and emergency forms, and volunteer opportunities.

- **Mark your calendar.** Make a note of important dates, especially back-to-school nights. Arrange for a babysitter now, if necessary.
- **Make copies.** Make copies of all your child's health and emergency information for reference.
- **Buy school supplies early.** Try to get supplies as early as possible, and fill the backpacks a week or two before school starts.
- **Re-establish the bedtime and mealtime routine.** Plan to re-establish routines at least one week before school starts. Include pre-bedtime reading and household chores if these were suspended during summer.

- **Turn off the TV.** Encourage your child to play quiet games, puzzles, flash cards, color, or read as early morning activities instead of watching television. This will help ease your child into the learning process and school routine.
- **Visit school with your child.** If your child is young or in a new school, visit the school with your child. Meet the teacher, locate their classroom, locker, lunchroom, etc. to help ease pre-school anxieties and allow your child to ask questions about the new environment.
- **Designate and clear a place to do homework.** Older children should have the option of studying in their room or a quiet area of the house. Younger children usually need an area set aside in the family room or kitchen to facilitate adult monitoring, supervision, and encouragement.

## Leadership Power

The SWVMHI Values include the Value of Leadership. Leadership is a powerful Value. How is Leadership expressed and what is to be gained by expressing the SWVMHI of Leadership? While it is true that some of the power of Leadership comes from one's organizational position, Leadership and the power that comes with it can be demonstrated in other ways as well.

Terry R. Bacon, Ph.D., a scholar in residence at the Korn/Ferry Institute, tells us that leaders have **knowledge power**. One's **knowledge power**

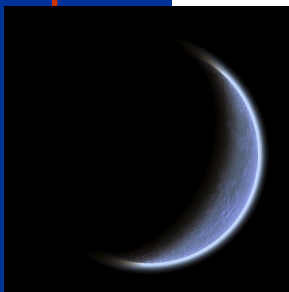
represents one's talents, skills, abilities, and accomplishments. Leaders also have **expressiveness power**, and this is closely tied to the Value of Communication. Leaders communicate powerfully, expressively, and poetically in written and oral forms. Leaders have great **willpower**. People who can lead themselves are more likely to be able to lead others. Leaders move forward and master their fear of failure in themselves. Leaders have **attraction power**. This means that leaders draw others to them through their warmth, wisdom, and general likability. Finally, leaders have **reputation power**.

**Reputation power** comes from how we are perceived in our various communities and circles. One's reputation, like the SWVMHI Value of Trust, is slow to build and quick to destroy. However, **reputation power** is essential since it enhances all other sources of leadership power.

*Leadership -- what a powerful SWVMHI Value!*

~ James Moon, Ph.D.  
Psychology Supervisor

### September Lunar Phases



**September 4**

First Quarter Moon

**September 12**

Full Moon (Corn Moon -- name attributed to Native Americans because it marked when corn was supposed to be harvested. Most often, the September full moon is actually the Harvest Moon)

**September 20**

Last Quarter Moon

**September 27**

New Moon



## Recognition Event held August 4



Life isn't about waiting for the storm to pass. Its about learning to dance in the rain.

The "Summer of Fun – 70's Theme" celebration as part of the quarterly Employee Recognition Program was held on August 4, 2011. We celebrated the recognition of five new Employees of the Quarter—Cindy Jones, Infection Control Nurse Coordinator; Tommy Cullop, Security Supervisor/Investigator; Lynn Henderson, PA from ERS; Linda Havens, Housekeeping Leadworker; and David Mumpower, Clinical Social Worker/ Geriatrics. Many others were recognized for their contributions to the persons we serve, and also for their own service to the Commonwealth.

Winning the best dressed contest were: Cindy Ferguson, Rehab Services, day shift; Frankie Heath, Food Service, evening shift; and Cecilia Holman, PA on C/D, night shift. Each of these winners received a complimentary gift certificate to the River House Café located in Chilhowie.

The department/unit with the highest percentage of staff attending the Recognition Program on all three shifts, and winning a pizza party, was: Geriatrics/Infirmary, day shift; Food Service, evening shift; and Geriatrics/Infirmary, night shift. Congratulations to all of those units/departments who "rallied" their employees to compete for the award of a pizza party.

Additionally, we all had a great time tie-dyeing our shirts. I can't wait to have a special "wear your tie-dye shirt" day so we can all enjoy the beautiful colors and designs that were made.

Thanks to each of you for making this program a success.

~ Ruby Wells  
Recognition Committee



## National Suicide Prevention Week

National Suicide Prevention Week is the Sunday through Saturday surrounding World Suicide Prevention Day, September 10. The World Health Organization (WHO) estimates that about one million people die by suicide every year; this represents a "global" mortality rate of 16 per 100,000, or one death every 40 seconds. Suicide rates in many developing countries have been steadily rising in recent years.

Suicide Prevention Week, the second week of September, celebrates all those who are working to prevent suicide and raises awareness about suicidal behaviors. Suicide is a complex and multi-dimensional problem that encompasses numerous people throughout the world. The World Health Organization notes that over 1 million people commit suicide every year and that it is the leading cause of death among teenagers and adults under the age of 35.

With our younger generation growing, it's more important now than ever to take part

in preventing suicide and encouraging people to become informed about its warning signs. What are the signs and symptoms for suicide?

Warning signs that an individual is imminently planning to kill themselves may include the person making a will; getting his or her affairs in order; suddenly visiting friends or family members (one last time); buying instruments of suicide like a gun, hose, rope, or medications; a sudden and significant decline or improvement in mood; or writing a suicide note. Contrary to popular belief, many people who complete suicide do not tell their therapist or any other mental-health professional they plan to kill themselves in the months before they do so. If they communicate their plan to anyone, it is more likely to be someone with whom they are personally close, like a friend or family member.

Individuals who take their lives tend to suffer from severe anxiety, symptoms of which

may include moderate alcohol abuse, insomnia, severe agitation, loss of interest in activities they used to enjoy (anhedonia), hopelessness, and persistent thoughts about the possibility of something bad happening. Since suicidal behaviors are often quite impulsive, removing firearms, medications, knives, and other instruments people often use to kill themselves can allow the individual time to think more clearly and perhaps choose a more rational way of coping with their pain.

If you think someone might be in trouble **DO SOMETHING.**



### Gone Green!



Did you know that the majority of the 500 or so SWVMHI staff read this newsletter in full color on line, on the Intranet, or on the Knowledge Center? Several years ago, we started making only 165 "hard copies" of the newsletter, which are photocopied in black and white, and distributed. A few go to each department, others are for the Employee Café, and in visitor waiting areas. The copies cost less than \$13.00 to make each month: less than 8 cents per copy. If you receive or pick up a hard copy, please remember to recycle it when you are done. Thanks!

## Upcoming Special Gym/Gameroom Activities



- Sept. 7, 1800 - 2000 -- Spades Tournament
- Sept 8, 0930 - 1100 and 1330 - 1500 -- Apple Butter Making Day **at the Shelter**
- Sept 12, all day -- "Wear Your Clothes Inside Out Day"
- Sept 13, all day -- "Hillbilly Day"
- Sept 14, all day -- "Silly Hat Day"
- **Sept 15, 1330 - 1600 -- Family Day at the Shelter**
- Sept 16, 1800 - 2000 --BINGO
- Sept 20, 1800 - 2000 -- Movie Night
- Sept 21, 1800 - 2000 -- Movie Night
- Sept 26, 1800 - 2000 -- September Birthday Celebration
- Sept 27, 1330 - 1530 -- Autumn Social in Woodshop Courtyard



## Chaplain's Corner

This month we observe the tenth anniversary of the terrorist attacks on the World Trade Center in New York, and the Pentagon in Washington D.C. There was also the crash of another airplane in Pennsylvania, brought down by brave passengers determined to avert further destruction to our nation's capitol. Nine-eleven, as we have come to call it, is one of those staggering national events where everyone remembers where they were when they heard the news of the attacks. I clearly remember that day as well because I was here at SWVMHI with you.

Many of us that day had close connections to the events that we saw unfolding before us. We had family members and friends in New York and the capitol. We had sons, daughters and neighbors connected to the military or in other "public servant" positions. Throughout the day, the reports, the rumors, the terrible images on television brought us together as a national family to stand together as one. Aside from my own concerns regarding my family in the D.C. area, I distinctly remember the solidarity of purpose and professional response of the staff at SWVMHI. The care of those individuals entrusted to our facility remained a priority in spite of our personal reactions to the events unfolding before us. I will always

recall the many images I have of our staff members on every ward taking special care to comfort the fears and anxieties of our patients. I witnessed many quiet conversations with distressed individuals we serve and staff who assured one another that in this place of "Health, Healing, and Hope," we would get through those days supporting each other. September 11, 2001, was a day when our institute was a sacred space of safety and support. We did some good work that day that we can all be proud of.

It is because of memories like this and many others that I consider it such a privilege to be part of this institution once again. It has been a great joy to become reacquainted with many of you who remember me from the past. I have certainly appreciated the generous welcome extended to me from everyone. Through the excellent training and orientation I have experienced over the past several weeks, it does not take a long stretch of imagination to see our work as a collective spiritual endeavor. The enrichment and Recovery support we provide for the individuals we serve blesses us with a deeper empathy and compassionate response for the ills of all humanity. This awareness helps tap into our inner reservoir of creativity and spiritual strengths, which brings out the best in each of us.

Richard Foster, the Quaker theologian/writer on spiritual practices and traditions once observed, "Each activity of daily life in which we stretch ourselves on behalf of others is a prayer of action." It is in the small acts of paying attention to our daily tasks that we enrich the lives of others and deepen our own souls. By observing the small details of our work on average days, we are efficient and prepared when the major challenges come our way.

I am grateful to be your chaplain and look forward to working with you in the years ahead. If I can be of assistance, please contact me at Extension 522 or e-mail me at [Timothy.Graham@dbhds.virginia.gov](mailto:Timothy.Graham@dbhds.virginia.gov).

Blessings and Grace to Everyone!



Any time you need to use a state motor vehicle, you should complete the Request for Use of Motor Vehicle Form (Form Number 705-29-006) at least three days in advance whenever possible. This form can be located on the intranet departmental pages under "Travel Forms." Once you submit your request, you should receive an e-mail confirmation from Physical Plant Services. If you do not receive a confirmation within 24 hours, you should contact Christina Lishen at Extension 221. Your confirmation should then be attached to your Travel Expense Reimbursement Voucher (Form Number 705-07-116). Please see the August, 2011, edition of "A View From the Hill" for more information on completing the Travel Expense Reimbursement Voucher.

Effective July 1, 2011, whenever a state motor vehicle is **unavailable**, the mileage reimbursement rate was increased to 55.5 cents per mile. NOTE: If a state motor vehicle is available, and you choose to take your personal vehicle, the reimbursement rate is still 24.6 cents per mile.



For questions about mileage rates, use of a state motor vehicle, or any other travel-related question, please contact Missy Allison Wiles in the Fiscal Department at Extension 205.

~ Missy Allison Wiles  
Accounts Payable Coordinator

# Word Search



How many of the underlined words can you find related to Grandparents Day.

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

National Grandparents Day is celebrated in the United States, and this year, falls on September 11, 2011. The day was founded by Marian McQuade of Oak Hill, West Virginia, a housewife who worked with senior citizens for many years. Her idea was to not only recognize grandparents, but also bring attention to the needs of people living in nursing homes. Grandparents Day was established as a statewide day in 1973 in West Virginia. The day was officially proclaimed a national day of celebration by President Jimmy Carter in September, 1979, after Congress passed legislation declaring the First Sunday after Labor Day as the official holiday. In 1989, the U.S. Postal Service honored McQuade, mother of 15, grandmother of 43, and great-grandmother of 15, with a commemorative envelope bearing her likeness to acknowledge the tenth anniversary of the holiday. This year marks the 32nd anniversary of the holiday, and is a chance for us to honor the important role grandparents play in children's lives.

If nothing ever changed, there'd be no butterflies.

# Central Rehab News

The Rehab department has several projects in the works. Splash Day was held on August 18 that included a lot of water games and good food (watermelon, of course). There were many different events for everyone to take part in.

Our local Consumer Empowerment Recovery Council (CERC) representatives attended the Regional CERC/CERC retreat at Hemlock Haven in Hungry Mother Park. They enjoyed good food, blowing bubbles (deep breathing exercise), and an auction with play money and real nice prizes. Our very own Cheryl Rhey won a door prize, a brand new WRAP book signed by the author, Mary Ellen Copeland.

Lori and Nazrin's group, Trusting Relationships, is working on a "recovery quilt." Each square represents the individuals we serve, and is a way for each to express themselves in their recovery. The hope is to finish the quilt and put it on display for everyone to see and enjoy.

We had to postpone our Dog Show, but this will give us a little extra time to get the Pet Photo Album ready. Anyone who wants to contribute a picture(s) of a pet(s) can email it to [ellersuzanne@yahoo.com](mailto:ellersuzanne@yahoo.com). This is open to anyone who works at SWVMHI. So far



we have one bird and a horse. We probably need someone to try and take a picture of our one lonely fish in the Sunshine Room. Does anybody know what the fish's name is? It has become a great topic of conversation in our groups, and no one knows its name.

Individuals thoroughly enjoyed Bingo Night with Joyce Hanshew calling.

The August birthday celebration included 50's parlor music. Staff dressed in themed attire and made banana split sundaes. So, the individuals we serve not only celebrated the August birthdays but also National Banana Split Day and danced to the 50's themed music.

Church services are held every Thursday night, with the majority of the services led by our very own Rev. Timothy Graham including singing and a sermon followed by a question and answer session.

Other activities during the month included a Slopes Tournament and Movie Night. Next month a Spades Tournament is scheduled.

Treasure Seekers had an Open House on August 25, thanks to the hard work of Sue Saltz, Donna Johnson, and several of the individuals we serve. It is now open, so check with Sue Saltz for hours of operation. All the money earned goes towards events planned for the individuals we serve. Donations are also accepted and greatly appreciated.

Staff attended Motivational Interviewing training on August 23, 25, 30 and September 1, 2011.



Family Day is scheduled for September 15 with a week of fun activities leading up to the big day. Monday - Wear your Clothes Inside

Out Day; Tuesday - HillBilly Day; Wednesday - Silly Hat Day. Anyone else in the facility who wants to dress up is encouraged to do so, if is okay with your supervisor.

~ Sue Eller  
Peer Support Specialist

Whether you think you can or think you can't -- you're right.  
~ Henry Ford



**All staff are reminded that the CAI on Hazardous Communication must be completed between September 1 and September 30, 2011.**

## Joint Commission -- Hot Tips

Deficiencies in hospital standard **RC.01.01.01** are one of the top findings during Joint Commission surveys. This standard states that "The hospital maintains complete and accurate medical records for each individual patient."

To comply with this standard, and with federal CMS regulations, **each entry in the health information record must be dated and timed.** This is helpful to ensure patient safety and quality. "Dating and timing records establishes a time line for when patient activities occur and when it is time for follow-up," according to *The Source*, a publication of the Joint Commission. If you see an entry that is not dated or timed, it is okay to approach the practitioner with a reminder. We are accountable to each other and to be respectful as we improve together.

~ The Joint Commission: *The Source*, August, 2011, Vol. 9, Issue 8.

# The Joint Commission Hospital Breakfast Briefings

The 2011 Joint Commission Hospital Breakfast Briefings will be held once again this year, beginning on Thursday, September 8, 2011. The weekly series is a great opportunity to learn about The Joint Commission Standards, including a complete overview of the standards by chapter. This year's series will focus on updates and revisions for 2012, National Patient Safety Goals, best practices and strategies for meeting the most challenging standards, and more.

Each weekly session will be in the **A/B Classroom** on Thursdays from 1000 to 1115, and will cover the following topics:

<u>Dates</u>	<u>Standard</u>
September 8	Environment of Care; Life Safety
September 15	Human Resources; Nursing
September 22	Infection Prevention and Control
September 29	Management of Information; Record of Care
October 6	Provision of Care
October 13	Medication Management
October 20	Emergency Management
October 27	Medical Staff
November 3	Rights and Responsibilities; Transplant Safety; Waived Testing
November 10	Leadership; Performance Management



**Miss a session:** No problem! Each briefing will be replayed on the Tuesday following the original web conference from 1400 - 1515 in the A/B Classroom.

So mark your calendars, and plan to join us each Thursday as we focus on survey readiness.

## Family and Friends Day

# BLUEGRASS HARVEST

The Annual Family & Friends Day at Southwestern Virginia Mental Health Institute will be held on **September 15, 2011, from 1330 to 1600** at the SWVMHI picnic shelter. Registration will take place on site at the picnic area, beginning at 1230. \*

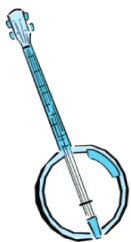
For refreshments, we will enjoy our “famous” homemade chips and dip, apple fritters, and a no sugar added apple crisp. All this, along with various drinks.

Cake Walk, and much more!  
**1600:** Closing and Thank you!

\* *In the event of inclement weather, we will move the event to the Auditorium, with registration at the front of the Bagley Building.*

### Preliminary Agenda

- 1230 – 1330:** Registration at the SWVMHI Picnic area,
- 1330- 1345 :** Introduction/Welcome to Family Day by Dr. Cynthia McClaskey
- 1345 – 1400:** Ms. Sue Eller, on her own Recovery
- 1400 – 1430:** Bluegrass Music (group TBA)
- 1430 – 1600:** Karaoke contest, a Slopes (Cornhole) Contest, our version of an old-fashioned



In addition to hearing a recovery story from one of our own Peer Support Specialists, we will have a variety of events, including music from a local Bluegrass band, a karaoke competition, a Cornhole (also known as Slopes) tournament, our own version of a cakewalk, and much more.







# PERSONNEL CHANGES

## New Employees

Tyler Delp, PI4 Housekeeping Worker	Jul 7
Aaron Deel, PI4 Housekeeping Worker	Jul 7
Evan Cole, PI4 Housekeeping Worker	Jul 7
Leah Braswell, Registered Nurse	Jul 10
Paula Jackson, Registered Nurse	Jul 10
Mindy Grubb, Psychiatric Aide	Jul 10
Maggie Simons, Psychiatric Aide	Jul 10
Eugene Owsley, Psychiatric Aide	Jul 10
Megan Jones, Psychiatric Aide	Jul 10
Rebha Pennington, Psychiatric Aide	Jul 10
Regina Hawkins, Psychiatric Aide	Jul 10
Constance South, Psychiatric Aide	Jul 10
Alicia Stables, Psychiatric Aide	Jul 10
Timothy Graham, Chaplain	Jul 10
Pamela McGrady, PI4 Psychiatric Aide	Jul 11
Sabrina Wyatt, PI4 Registered Nurse Clinician A	Jul 11
Carolyn Sheets, PI4 Housekeeping Worker	Jul 11
Stephen Long, PI4 Housekeeping Worker	Jul 18
Michael Wood, Boiler Operator	Jul 25
Robin Blackwell, Clinical Social Worker	Jul 25
Lori Blevins, Medical Records Clerk	Jul 25

## MONTHLY PATIENT CENSUS

July  
2011

Admissions 61

Discharges 60

Passes 9

Average Daily

Census

151

## Separations

Tisha Thomas, Registered Nurse Clinician A	Jul 13
Tanya Bise, Psychiatric Aide	Jul 19
Jessica Doane, Registered Nurse	Jul 21
Patricia Daugherty, Psychiatric Aide	Jul 29

## Promotions/Role Changes

Stephanie Trivett, Registered Nurse to RN Clinician A	Jul 25
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# Meals in Minutes -- Apple-Pecan Crisp

With fall comes apple harvest time. But what to do with all those apples? Here is a simple yet delicious recipe that will also fill the house with sweet smells.

**Ingredients:**

- 2/3 cup maple-flavored syrup
- 1/4 cup Gold Medal® all-purpose flour
- 1 teaspoon ground cinnamon
- 8 large baking apples (about 5 1/2 lb), peeled, cut into 1/2-inch slices (about 12 cups)
- 1/2 cup cold butter or margarine, cut into pieces
- 1 pouch (1 lb 1.5 oz) Betty Crocker® oatmeal cookie mix
- 3/4 cup chopped pecans



1. Heat oven to 375°F.
2. In large bowl, stir together syrup, flour and cinnamon until blended. Add apples; toss until evenly coated. Spread in ungreased 13x9-inch (3-quart) glass baking dish.
3. In same bowl, with pastry blender (or pulling 2 table knives in opposite direc-

tions), cut butter into cookie mix until mixture looks like coarse crumbs. Stir in pecans. Crumble mixture over apples in baking dish.

4. Bake 30 minutes. Very loosely cover with foil; bake 10 to 15 minutes longer or until apples are tender.

**TIPS:**

Delicious served with ice cream or whipped cream.

Pop it into the oven as you start dinner. It'll be ready to serve warm from the oven for dessert!

~ [www.bettycrocker.com](http://www.bettycrocker.com)

# National Payroll Week

National Payroll Week is September 5 through 9, 2011. National Payroll Week celebrates the hard work by America's 156 million wage earners and the payroll professionals who pay them. Together, through the payroll withholding system, they contribute, collect, report, and deposit approximately \$1.7 trillion, or 71.9 percent, of the annual revenue of the U.S. Treasury.

Payroll professionals are responsible for the lifeblood of America's workers -- their paychecks.

In addition to withholding for child support payments, Social Security, health insurance premiums, and retirement plans, payroll professionals, to put it plainly, put money in people's pockets every payday. Whether it's cash in an envelope, an electronic deposit, or a paycheck, this is where the buck stops, or from a worker's perspective, where it begins.

America's workers rely on and trust the nation's payroll system and the people who administer it. In addition to paying workers accurately and on time, these men and women work tirelessly to maintain compliance with ever-changing federal, state, and local regulations, helping their employers

avoid costly penalties. ([www.nationalpayrollweek.com](http://www.nationalpayrollweek.com).)



On average, the SWVMHI payroll department pays approximately 550 staff members resulting in approximately 660 direct deposits every payday, and requiring over 600

manual transactions that include shift pay, overtime, and short-term disability payments. The payroll department works to ensure accurate and timely payments and deductions.

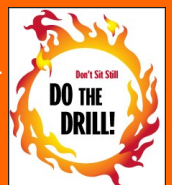
95 percent of all employees enjoy the benefits of Payline, a secure website, with state of the art security for strict confidentiality of your personal payroll information, which allows you to see current and year-to-date earnings information. It also allows you to view your current payday information at least four days prior to payday. If you have not activated your account, please do so today by visiting [www.payline.doa.virginia.gov](http://www.payline.doa.virginia.gov).

~ Sharon Bullins,  
Payroll Officer

## Be Prepared

In August, you took the CAI for Emergency Management so you are knowledgeable of the Emergency Operations Plan (the facility's plan for responding to emergency operations can be found in the Knowledge Center, in the Library section, select "policies," and search "Emergency Operations Plan.") Since you passed the CAI, you probably know your role when each class of CODE ORANGE is announced. You also know that just to be sure everyone is continually prepared and able to protect the safety of the patients and themselves, **drills** are held to test response. **Drills** are unannounced and intended to simulate a possible event in order to test staff response and resources.

Since an emergency event can happen on any shift on any day of the week, a **drill** can also occur on any shift on any day of the week.



# We've Got Your Back

On Thursday, September 22, 2011, an interdisciplinary workgroup from the Accident Review Committee is sponsoring an Open House event for all employees to drop in and participate in learning and applying techniques to promote a SAFETY CULTURE at work and related to patient care. Throughout the day, employees may drop by and participate in any one of a variety of demonstration stations including:

- **Tai Chi** demonstrations throughout the day from certified Tai Chi instructors.
- **Massage Therapy** demonstrations from 1100 to 1600 from a Booth Chiropractic therapist, who will be present to provide chair massage.
- **Booth Chiropractic**
- **Acupuncture** by a licensed acupuncturist serving SW Virginia will be available, who has practiced acu-



puncture in a variety of settings for the past ten years.

- **Lifting, transfers, and use of gait belt** demonstrations by Heartland Rehabilitation Services.
- **Equipment and techniques to reduce pressure ulcers** demonstrations by SWVMHI Occupational Therapist
- **Broda Chair and positioning**
- **Biofeedback, aroma therapy, stress management** demonstrations by Stargate Spa.
- **Nutrition with emphasis on portion control** demonstrations by a SWVMHI Registered Dietician.
- **Stress management, back strengthening exercise** demonstrations by the Wellness Center
- **Sara Lift** demonstration by SWVMHI Lead Aides

- **“Make your own” sundaes with lowfat yogurt** and open-house evaluations.

Throughout the Open House, employees from all departments may drop in -- door prize drawings will be held for \$5 gift certificates to the SWVMHI Employee Café.

A more specific schedule of the day's events will be posted about a week prior to the Open House with special presentations and times, so please come out and find a station that you enjoy.

~ Alicia Alvarado, MSN  
Chief Nurse Executive

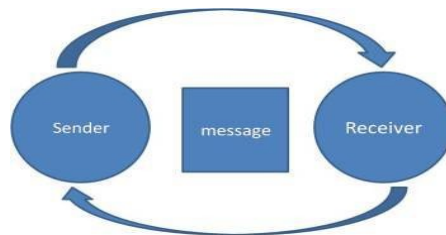


## Using Reflective Listening to Enhance Communication

Reflective Listening is a motivational interviewing technique in which the “interviewer,” or staff member, listens respectfully and actively to what the individual says in order to genuinely understand what he or she is trying to communicate. The interviewer can demonstrate that he or she hears and understands the individual by making Reflective Statements also known as “reflections.”

There are four levels of Reflection:

1. **Repeating** -- At this level, the interviewer simply repeats what the individual has said.
2. **Rephrasing** -- This level includes rephrasing what the individual has said with only minor word substitutions that may slightly change the emphasis of what has been said.



3. **Paraphrasing** -- This level involves a fairly major restatement of what the individual has said. It may include inferring the meaning of what was said and then stating that meaning back to the individual. Paraphrasing can be viewed as stating the next sentence that the individual is likely to say (which is not the same as finishing his or her sentence).
4. **Reflective feeling** -- This type of paraphrasing achieves the deepest level of

reflection because the interviewer reflects the feeling or emotion behind what the individual is saying and does not reflect just content.

While questions have their role in therapeutic interviewing, reflective statements can be used strategically to convey empathy and to increase how much an individual talks. A question requires a response and might have the effect to make the individual less engaged and involved. However, a statement or “reflection” does not require the individual to respond. The individual has the option of continuing, or he or she can choose to think about what has just been reflected to him/her.

~ Communications Workgroup

## Money-Saving Green Tip

Are weeds taking over a pathway or growing between crevices in a driveway or walkway? Put the kettle on. Pour boiling water on weeds to kill them without chemicals. Be careful not to spill hot water on yourself or desirable plants nearby.

~ The New Yorker  
"Daily Extra"



## Winterize Your Car

If the old adage is true (number of fogs in August equate to number of snows), we are in for another snowy winter. So even though we are



officially still enjoying summer, it is time to winterize your car. Here are tips from the experts to help you and your car be safe this winter.

- ✓ You should have a full service every 30,000; if you are due, don't put it off.
- ✓ Flush the cooling system and replace the coolant.
- ✓ Replace the windshield wiper blades; put windshield washer fluid in the reservoir (plain water will freeze).
- ✓ Have the battery serviced (clean the battery terminal ends and add water) and load-tested to check its ability to hold a charge.
- ✓ Use a tire gauge to check the tire pressure.

✓ Make sure there is air in the spare tire and that all the proper tire-changing equipment is in the trunk.

- ✓ Make sure the tires are in good condition.
- ✓ Check the lights, heater, and defroster.
- ✓ Keep the gas tank as full as possible to prevent moisture from freezing in the gas lines.
- ✓ Get a brake check if you have not had one in the last six months.
- ✓ Put together an emergency winter kit for the trunk of your car: blanket, extra boots and gloves, ice scraper, small snow shovel, flashlight, and kitty litter (for traction when stuck).

~ The Safety Committee

## September Days to Celebrate

"Off the cuff" September holidays to celebrate:

**September 1**

National No Rhyme Nor Reason Day

**September 7**

Salami Day

**September 10**

Swap Ideas Day

**September 13**

International Chocolate Day



**September 15**

Felt Hat Day

**September 19**

Talk Like a Pirate Day (Arrrgg)

**September 22**

Elephant Appreciation Day

**September 23**

Hug a Vegetarian Day

**September 24**

Punctuation Day

**September 29**

National Coffee Day





# National Clean Hands Week -- Sept. 18-24

In recognition of National Clean Hands Week, which is scheduled for September 18-24, 2011, we'd like you to know more about antibacterial soaps.

**How do antibacterial soaps work?** Antibacterial soaps contain a special ingredient to kill or control the growth of germs. When washing with an antibacterial soap, more than 99 percent of the germs that have been picked up on the hands are typically eliminated. In contrast, washing with plain soap initially removes fewer germs through friction, but the germs left on the hands can quickly regrow, increase in number, and spread from person to person.

**What kinds of germs do antibacterial soaps kill?** Antibacterial soaps kill or inhibit bacteria that cause skin infections, food poisoning, intestinal illnesses, and other commonly transmitted diseases, such as E. coli, Staphylococci, Salmonella, etc. Their effectiveness can depend on the antibacterial ingredient concentration, the product formulation, and its contact time on the skin. It is also important to follow the product label directions.

**How do I know antibacterial soaps work?** Antibacterial soaps are categorized as over-the-counter (OTC) drugs by the Food and Drug Administration (FDA), and they are regulated in accordance with the provisions of the Federal Food, Drug, and Cosmetic Act (FFDCA). This requires that they demonstrate their safety and effectiveness. Antibacterial hand washes have been shown to reduce the numbers of germs on the skin to a greater extent than washing with plain soap. The use of antibacterial hand wash products to control infections in both home and healthcare settings has been documented in scientific journals.



**Laboratory Tests.** Laboratory tests measure the ability of the antibacterial ingredient, alone or in a formulated product, to kill a wide variety of microorganisms. In a typical test, millions of microorganisms are exposed to the test sample for a period of time, after which the reaction is stopped and the number of surviving organisms determined. Effectiveness is measured by the number of organisms killed. Only soaps demonstrating improved effectiveness in reducing bacteria due to an antibacterial action are put into the marketplace with an antibacterial claim.

**Clinical Tests.** Controlled studies are also conducted that simulate various handwashing experiences. Studies indicate that the average level of germs left on skin after use of an antibacterial soap is significantly lower than when washing with plain soap.

**Who currently uses them?** Consumers looking for additional protection before preparing and eating meals, after using the bathroom or diapering a child, after playing with a pet or when caring for the sick may want to use an antibacterial soap. Because of the extra protection that antibacterial soaps provide, many restaurants and hospitals require their employees to wash with antibacterial soap.

**What's the difference between deodorant soaps and antibacterial soaps?** Antibacterial soaps kill or inhibit bacteria that can cause

illness or infection. However, a deodorant soap is a cosmetic product intended for washing the body to eliminate and/or mask odors. As a result, they often have a "deodorizing" effect, but may not contain an ingredient to kill the bacteria.

**When should I purchase antibacterial soaps?**

Control of microorganisms found on the skin is important to public health. The potential for the transmission of germs to oneself or to others is significant, in the home, in institutional and commercial settings, as well as in healthcare settings. The risk of infection or disease from the spread of microorganisms can be significant.

Everyday consumers are exposed to a variety of bacteria and situations that have the potential to cause infection. The acquisition and transfer of bacteria via the hands is recognized as a major factor in the spread of disease. Antibacterial products for handwashing are formulated to reduce the number of bacteria on the hands better than plain soap and thus reduce the potential for spreading disease.

When consumers want added germ-fighting protection, antibacterial products are the best option. According to the Centers for Disease Control and Prevention, **the single most important thing we can do to keep from getting sick and spreading illness to others is to wash our hands.**

~ Cindy Jones, RN/CIC  
Infection Control/Employee  
Health Coordinator

A Time to Remember.  
A Time to Prepare.

NATIONAL  
PREPAREDNESS  
MONTH

September is National  
Preparedness Month -- Are  
you Ready?

To learn more about how you, your family, your business, and your community can prepare for emergencies and get involved, please visit [www.ready.gov](http://www.ready.gov) or call **1-800-BE-READY.**

# History From The Hill - David Rosenquist, Director

Mr. Rosenquist served as the eleventh head of Southwestern State Hospital (SWSH), and the second non-physician Director of the facility.

David Rosenquist, MRA, a native of Tiskilwa, Illinois, was named Director of Southwestern State Hospital on September 1, 1980. He received his Bachelor's Degree in Psychology from Bradley University, Peoria, Illinois, in 1968; his Master's Degree in Psychology from Bradley University in 1970; and his Master's Degree in Hospital Administration from the University of Minnesota in 1980. He married his wife Patricia in 1968 and has two sons.

Prior to being named Director at SWSH, Mr. Rosenquist served four years in the U.S. Air Force Regional Hospital at Westover AFB in Massachusetts, receiving an honorable discharge in 1973, five years at Oaklawn Community Mental Health Center in Elkhart, Indiana in various roles, and



as Administrator at Northern Virginia Mental Health Institute in Falls Church, Virginia, for one year.

During Mr. Rosenquist's administration, several significant events took place:

- In May 1980, Marion Correctional Treatment Center opened its doors and took over the Finley Gayle Building. Out of the 156 employees that opened the Correctional Center, 104 transferred from SWSH.
- In 1986, demolition commenced on the original Henderson Complex and construction of Southwestern Virginia Mental Health Institute (SWVMHI) began.

Mr. Rosenquist left SWVMHI in 1990, to become the Director of Hiram Davis Medical Center in Petersburg, Virginia, where he retired from last year. He and his wife make home in Chester, Virginia.

**References:** *Smyth County News, May 15, 1980; Smyth County News, August 26, 1980; Smyth County News, September 9, 1980, Kathleen Austin, Retired HR Director, Hiram Davis Medical Center.*

## Recovery Heroes

### A Spotlight on Employees using TOVA Skills and Assisting People with their Recovery

Recently, an individual we serve became very upset when he learned about the court process and realized that he would have to spend the weekend in the facility before his court hearing could take place the following Monday.

The individual became very loud and threatening, and he demanded his boots back so he could escape the facility. A code alert was called and staff assisted the individual using verbal de-escalation skills. Thelma Rouse, LPN, utilized excellent thera-



peutic skills working with this individual. She gave him his PRN medication and followed up with him after the code was called. Thelma was made aware that the individual used tobacco products and contacted the physician to get an order for a nicotine replacement patch to help calm the individual and meet his needs.

By talking with the individual, Thelma realized part of the reason for his

agitation was his nicotine withdrawal. Once the individual received the nicotine patch he was able to remain calm throughout the weekend and was discharged on Monday. Thanks to Thelma Rouse, an employee at SWVMHI since May 6, 1981, for her excellent demonstration of TOVA skills. Thelma was able to use verbal communication skills and non-physical interventions to de-escalate an individual we serve, and possibly prevent the use of seclusion and restraint.

~ **Robin Poe, MSN, RN-BC**  
**Coordinator of Nursing Staff Development**

## 2011 Member Benefit Profiles available



Helping Members Plan  
for Tomorrow, Today

Take a look at your future Virginia Retirement Service (VRS) pension by looking up your 2011 Member Benefit Profile (MBP) through myVRS.

The MBP is your annual retirement benefits statement as of June 30, 2011. It shows your member contribution account balance, earliest unreduced and reduced retirement eligibility dates, and estimated benefit amounts, as well as other information about your retirement benefits.

The MBP also provides an analysis combining an estimated Social Security pension and an estimated annuity from your Commonwealth of Virginia 457 Deferred Compensation Plan, if applicable. Most financial experts recommend using 80 percent of one's current earnings as a benchmark for what he or she will need during retirement to maintain a reasonable standard of living. The MBP analysis includes tips for closing any gap between your estimated retirement income and your 80 percent benchmark.

View your MBP now by accessing the following link to log in or create a secure online account:

<http://www.varetire.org/myVRS>

Please call the Virginia Retirement System at 888-827-3847 or any member of Human Resources (ext. 142, 144, 145, 148, 204, or 255) if you have any questions about your MBP or your retirement benefits.

~ Annasue Cook, PHR  
Human Resources Analyst

## National Healthcare Environmental Services Week

September 11 through 17, 2011, is National Healthcare Environmental Services Week. This is a time for us to recognize and thank our Housekeeping and Laundry Team.

Housekeeping and Laundry personnel fill a large role in infection control, patient safety, and customer satisfaction. These workers certainly deserve a hearty dose of respect for the job they do.

Not only must staff work hard to clean the facility and maintain an environment that meets the needs and stringent demands of regulatory agencies, hospital personnel, patients, and visitors, they also bear the burden of knowing the health of others often relies on the effectiveness of their practices.

The environment is everything people see when they walk through our doors and everything the individuals we serve see during their stay, from the floors to the walls to the tables and everything in between, including the beds, linen, towels, and the washcloths they use. Not only does the environment have to have a clean appearance, but also must be maintained as germ free as possible.

Some facts about your Environmental Services staff:

- Staffing
  - ♦ 16 full-time and 1 P-14 housekeeping employees
  - ♦ 1 full-time and 3 P-14 laundry workers
  - ♦ 2 full-time Team Leaders
  - ♦ 1 Administrative Assistant whom we share with the Security and Materials Management Departments
  - ♦ 1 Environmental Services Manager/Director
- All Housekeeping and Laundry employees are cross trained and able to work all units and the Laundry.
- Each team member receives detailed department specific training and completes competencies on: Infection Control, Isolation cleaning, cleaning procedures for patient rooms and offices, using various housekeeping equipment, chemical selection and use, and project-related skills.
- All team members also are required to complete a certification program (D.O.T. training CFR 172H) on how to handle, store, package for shipment, and label Regulated Medical Waste (RMW).
- Housekeeping employees are responsible for the daily cleaning of all pa-

tient units and weekly cleaning of offices areas in six separate buildings, as well as project-related cleaning such as refinishing of floors, washing walls and windows, etc.

- The Housekeeping staff clean 108 bathrooms daily in the Bagley building alone.
- Housekeeping staff wash approximately 140 beds each week.
- The Laundry staff sort, wash, dry, and fold approximately 28,000 pounds of laundry per month, with 4,000 pounds of that being patient clothing.

These facts are only a portion of the duties for which your Environmental Services Staff are responsible. They are very dedicated to their jobs and take pride in their areas and the facility. I am very happy to be able to work with such a great crew and to recognize them for the hard work they do. We need to continue to recognize and show them they are appreciated not only throughout National Healthcare Environmental Services week, but throughout the year.

~ Nathan Shelton, Environmental Services Director

# News from the Geriatric Unit

Summer has been an active time on Geriatrics, which goes to show that just because you're older, doesn't mean you can't enjoy life and what it has to offer! Here are a few things the folks on Geriatrics have been involved in:

When a call was put out to ask for donations of fresh garden green beans, Martha Delp, LPN, brought in a laundry basket full of beautiful beans. We filled the dayroom with folks who helped break and string the beans, all the while reminiscing, talking, singing, and laughing. This very Appalachian tradition was familiar to all and brought out some who haven't participated in any scheduled activities at all! Food Services even cooked the beans and seasoned them the "old timey way" and everyone seemed to enjoy eating them.

After several years of a double-decker birdhouse being situated in front of the Day Room window, we all watched a family of Bluebirds scope out the house, build their nest, chase other birds away, and hatch three babies, who fledged very quickly. It was fun seeing the babies' faces sticking out of the hole with their little mouths wide open, and heartwarming to see the care both mother and father bird gave the

young ones. We hope another family will come again.

On the same note, we placed a hummingbird feeder on the Day room window and have been tickled to see the tiny birds frequent this feeder – hovering, chasing wasps (and each other), and sitting in the nearby tree branches to "guard" their source. Many were surprised at the tenacity of these little guys, and it was fun trying to see them closely and look for the colorful ruby throats of the males.

In July, we made homemade ice cream. We had three electric ice cream makers and one hand crank. We had no difficulty getting volunteers to help with the cranking, and it made ice cream before we knew it. Again, we had individuals cranking the ice cream who had not previously participated in any scheduled activities. We made peach, chocolate, vanilla, and strawberry ice cream. This was probably the favorite activity of the season and we plan to get cranked up again before the Summer is gone.

We have also had a couple of unit picnic lunches that, due to extremely hot weather, had to be held indoors. The Activity Council did a great job of planning the menus, and many satisfied diners were quite happy after the meals were finished. Individuals we serve on

Geriatrics also enjoyed a monthly "Breakfast for Supper," at which Food Services sends breakfast foods to be served Family Style. This is requested each month during Activity Council meetings.

We have a wonderful volunteer, Robert Farmer, who donates his time and talents to better the lives of the individuals we serve as well as the staff on the Geriatric Unit. He has even been known to call a few Bingo games, which the patients love. Thanks, Robert -- we appreciate you! We accept donations for Bingo prizes, such as old (gently used) pocketbooks, wallets, ball caps, scarves, puzzle books, stuffed animals, toiletries in plastic bottles, etc., that can be used as Bingo prizes. If you have some items to donate, please contact Lesu Cole at extension 515.

Thanks to all the Geriatric unit staff, from all disciplines, who pitch in when they see the need, and for their support in helping the individuals we serve have the best quality of life possible!

~ Lesu Cole  
Recreation Therapist



## Operation Santa Claus

*is raffling off a complete, custom-made Corn Hole bag toss game. Raffle tickets are \$2.00 each and are on sale now until September 14, 2011. Tickets are available as follows:*

*Debbie Kiser, Nursing Services -- Ext 360  
Jennie McAllister, Clinical Services -- Ext 213  
Sue Saltz, Central Rehab Services -- Ext 118*

**HURRY -- LIMITED NUMBER OF  
TICKETS AVAILABLE!**





**Southwestern Virginia  
Mental Health Institute**

**Address: 340 Bagley Circle  
Marion, Virginia 24354**  
**Phone: 276-783-1200**  
**Fax: 276-783-9712**

**Comments, Suggestions or Ideas?**  
**SHARE THEM!**

Please send any comments, suggestions, or ideas you have regarding the newsletter to the **Office of the Director.**



**This Month's Word Search Answer Key**

	I	M	P	O	R	T	A	N	T								A
			T	N	E	D	I	S	E	R	P						N
L		A	M	C	Q	U	A	D	E						D		N
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B		K					O	G				D	R	O	H		V
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**Please submit articles for the next newsletter to Cheryl Veselik by September 20, 2011.**

**The next newsletter will be published October 1, 2011.**