



JULY 2014

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## From the Director

Why can't we get all the people together in the world that we really like and then just stay together? I guess that wouldn't work. Someone would leave. Someone always leaves. Then we would have to say good-bye. I hate good-byes. I know what I need. I need more hellos. ~Charles M. Schulz



Our SWVMHI work family has experienced some sad losses and transitions this month. We bid so long, farewell, and best wishes to Dickie Harrison, Director of the SWVMHI Security staff, who retired at the end of June to enjoy time with his family, outdoor sports, and hobbies. Dickie was honored at a reception on June 26 on the newly renovated Henderson Building second floor porch where many members of local law enforcement and the local Commonwealth Attorney attended, in addition to SWVMHI staff. I do not believe there is a SWVMHI employee who is more respected at SWVMHI than Dickie, and if you look up "forthright" in the dictionary, you will find his photo there. We honor Dickie for the quality of the officers he has hired and developed, for the trust that he inspires in all of us, including the individuals served at SWVMHI, and for the legacy that he leaves behind. We hope that he will return to visit us.

*May the road rise up to meet you,  
May the wind be ever at your back.  
May the sun shine warm upon your face  
And the rain fall softly on your fields.  
And until we meet again,  
May God hold you in the hollow of his hand.*

~ Irish Blessing

We were saddened by the sudden passing of two of our valued staff members, Eva Wagner and J.R. Darnell.



Eva Wagner

Eva served in the Housekeeping Department for 23 years. Our thoughts and prayers are with her husband Letcher, who retired as a psychiatric aide in 2004 and returned to work part-time in the Rehab Department.

**"A merry heart doeth good like a medicine" Proverbs 17:22**

People are often unreasonable, irrational, and self-centered. Forgive them anyway. If you are kind, people may accuse you of selfish, ulterior motives. Be kind anyway. If you are successful, you will win some unfaithful friends and some genuine enemies. Succeed anyway. If you are honest and sincere people may deceive you. Be honest and sincere anyway. What you spend years creating, others could destroy overnight. Create anyway. If you find serenity and happiness, some may be jealous. Be happy anyway. The good you do today, will often be forgotten. Do good anyway. Give the best you have, and it will never be enough. Give your best anyway.

In the final analysis, it is between you and God. It was never between you and them anyway.

~ this version is credited to Mother Teresa

*A sunbeam to warm you,  
A moonbeam to charm you,  
A sheltering angel, so nothing can harm you.  
~ Irish Blessing*



J.R. Darnell

We were stunned with the sudden loss of J.R. Darnell, a member since October, 2000, of our SWVMHI Security staff. J.R. had worked at SWVMHI since October, 2000, and he was known for his kindness, professionalism, and his caring for others. Many of you were blessed to hear his musical talent -- having played several instruments to include the mandolin and guitar. His supervisor describes him as "an extraordinary man of compassion, dedication, and excellence, who will be deeply missed, but not forgotten."

He is survived by his wife, Sharon Darnell, who has worked at SWVMHI since 1999 in the Food Services Department.

*Our human compassion binds us to one another – not in pity or patronizingly, but as human beings who have learnt how to turn our common suffering into hope for the future.*

~ Nelson Mandela

~ Cynthia McClaskey, Ph.D.

**Hidden**

There is a flag on every page in this edition, just like the one pictured here. Can you find all 15 of them?



# SWVMHI Values

## Why Three Hurricanes Were Better Than One: A Ten-Year Reflection



Where were you on August 13, 2004? It was a Friday. Friday the 13th. The staff of a small boarding school in central Florida will never forget that date. Their salaries were paid from the tuition paid by parents. There were no state or government subsidies. Without students, there were no jobs. School opened each year on the day after Labor Day. On August 13, 2004, the critical opening day of school was a bit over two weeks away. The staff of that small school remember where they were very clearly. On that day, the first of three hurricanes hit the boarding school in Lake Wales, Florida. In a span of 45 days, the eyes of two more hurricanes went directly over the school. In recorded history, there had never been a place where the eyes of three hurricanes intersected, let alone intersected in a 45-day period.

The school was devastated by Category-3 Hurricane Charley. And then Hurricane Frances, and then Hurricane Jeannie. One hurricane is bad. Strangely, three hurricanes were not. The staff realized they needed to pull together quickly because they served very needy individuals in ways that few other organizations could duplicate. The entire staff was on a mission. They were determined to rebuild the school. Labor Day was just around the corner, and the clock was ticking. They rebuilt the school. Then they did it again. And then they did it again for the third time in 45 days. The school opened 30 days late after sustaining a total of more than \$10 million in damages. Two of the build-

ings were destroyed by tornados on the 77-acre campus. It was a great school year because the staff became masters of change. They saw change as an opportunity to do things differently and better. They embraced change and made change work for themselves and their students. The staff and students actually printed up t-shirts that read: Us = 3, Hurricanes = 0. It was a celebration of change. They did it!

A little change can be difficult. When change is required in wave-after-wave, it can seem darn near impossible. It is not. Once we get over the first hurdle of change, each successive hurdle can actually get easier. And best of all, great things can come from great changes. Embracing change is one of the ways we demonstrate our SWVMHI Values. To change we say, "Bring it on."

~ James Moon, Ph.D.  
Psychology Supervisor

# Summer Safety



**1** Guard against sun-caused skin damage and cancer. Always apply sunscreen, wear sunglasses, a wide-brimmed hat, long sleeves, and long pants when you're heading out in the sun.

**2** Stay in the shade or indoors between the hours of 1000 and 1600 when the sun's rays are strongest.

**3** Never let children swim without an adult nearby.

**4** To keep bugs away, avoid using perfume or a scented lotion, and apply an insect repellent to exposed skin.



**5** At barbeques and picnics, promptly put leftovers in the refrigerator or on ice. Discard any food left out more than two hours (one hour if the thermometer hits 90° F).

**6** If you see lightning and then hear thunder before you can count to 30, get or stay inside.

**7** Keep a water bottle nearby and reach for it regularly on hot summer days.

**8** Cool down at the first signs of heat illness: extreme thirst, headache, dizziness, nausea, rapid pulse, and pale, clammy skin.

**9** Have everyone wear a life jacket when out in a boat or canoe.

**10** Learn to recognize poison ivy, poison oak, and poison sumac, and keep your distance. Remember, "leaves of three, let them be."

~ Positive Promotions



# Chaplain's Corner

As I write this article for our newsletter, I am deeply aware of the loss of one of our own, Eva Wagner, who passed away on June 18. Eva was a memorable and steady presence at our institution, one who embodied the value of hard work, dedication to family and friends, inner spiritual hope, and compassion for others. Over the past days, the individuals we serve and staff have spoken of Eva with a loving reverence that is befitting of her life; one filled with a sense of humor and strength of character that touched all of us who had the privilege of knowing her.

Kahlil Gibran, the Lebanese poet, artist, and philosopher once wrote: "that which you love most (in a friend) may be closer in their absence, as the mountain to the climber is clearer from the plain." (The Prophet)

It's often amazing how clear and focused our memories become when someone dear to us has

passed. Eva's presence and memory is felt in every hallway throughout our institution, and every friend who shared her work in housekeeping. In her final days, she acknowledged that whatever the outcome, she was ready. This acceptance of facing life and death with courage and assurance is a quality of strength each of us can admire. In the weeks ahead as life goes on, our service to the individuals we serve in need of mental health care continues, Eva's legacy of hard work, endurance and de-



pendability will be remembered. I can't help but recall the works of Randy Pausch, professor of

Computer Science at Carnegie-Mellon University and University of Virginia in his "Last Lecture." delivered before he died of cancer:

*"Brick walls are there for a reason. And once you get over them - even if someone has practically had to throw you over - it can be helpful to others to tell them how you did it."*

May we long remember the way Eva did it - her approach to work, her strength in hardships, her understanding of what really mattered, with an abiding faith that sustained her soul. These are life lessons from one we loved. Her gifts and graces continue in us as we honor our daily tasks and support each other in this important work of promoting health, healing, and hope.

~ Timothy Graham, D. Min. Chaplain



To employees and friends and SWVMHI,

There is no way that we could ever say thank you enough for everything that was done for our family during Eva's sickness and at her time of passing. Ellen, Letcher, myself, and my son-in-law James would like to extend a big thank you to everyone.

Thank you for the cards that were sent from various employees and departments, the monetary donations that were given to the family to help with expenses, the hospital visits, phone calls, and food that was sent to the house when Evan arrived home and at the time of her passing.

Again, we cannot thank everyone enough for everything that was done for our family during this difficult time.

Thank you,  
Letcher, Lil Letch, Ellen, and James



## Rehab Department News



Summer is officially here! Very warm temperatures have gardens growing and flowers are in abundance.

Groups are held outdoors when weather allows so that the individuals we serve can enjoy this beautiful weather.

The Rehab Department held a fundraising sale with a Father's Day theme on June 11, 2014. Items for sale were created by individuals we serve in groups with staff assistance, and included gift baskets, ceramic items, and many other items. Proceeds go into a fund to support special activities and other needed items for the individuals we serve. The event went well.

A big thanks to all for their continued patronage.

The June special activity for the individuals we serve will be an event on cultural awareness with Asia as the theme. There will be various activities, such as, paper fan and dog origami, painted tattoos, and also a skit offering information about Asia, given by members of the ERS units. A special Asian snack and drinks will also be served.

On June 27, 2014, the New Day Café will host a sample tasting of Blanchard's Coffee from 8:00-9:00 A.M. We hope everyone can come and try your new favorite blend!

~ Sheila Thomas,  
Rehab Specialist

## Did you Know?

- ★ An airplane mechanic invented the Slinky while he was playing with engine parts and realized the possible secondary use for the springs?
- ★ Sir Arthur Conan Doyle, author of the Sherlock Holmes stories, was an ophthalmologist by profession?
- ★ By recycling just one glass bottle, the amount of energy that is being saved is enough to light a 100 watt bulb for four hours?
- ★ Even Antarctica has an area code? It is 672.
- ★ The Mona Lisa has no eyebrows? It was the fashion in Renaissance Florence to shave them off.
- ★ A ball of glass will bounce higher than a ball of rubber?
- ★ In the early 1960's, Porsche commercially manufactured farm tractors?
- ★ Originally, Nintendo was a playing card manufacturer?

~ <http://www.funfunnyfacts.com/Fun-Did-You-Know-Facts.html>

## Preventing Workplace Violence

Many active shooter incidents are unpredictable, random acts of violence until after-the-fact investigations show what motivated the shooter and why persons or places were targeted.

But there are things you - as an employee - can do to reduce the risk of workplace violence:

- Foster a respectful workplace: treat all co-workers, clients, and visitors with dignity and respect, and use available counseling services to resolve disputes and issues.
- Know, understand, and implement workplace security measures ensuring all money and valuables are secure, doors are locked, and no one is any area where they are not authorized to be. Report security breaches or any security system failures (i.e. doors not locking).
- Report all suspicious activity, no matter how insignificant you think it might be. If it's enough to raise your suspicion, it's significant enough to be checked out.
- Report **ALL** acts or threats of violence including not just physical acts, but also acts of intimidation, threatening behaviors, and property damage.
- If you are being threatened or know of a co-worker being threatened outside of work, report it to security. That threat doesn't stop at the front door--threatens you and everyone around you.
- Do not bring firearms or other weapons to work, and report anyone you know or suspect of having firearms or weapons at work.
- Know your work environment including routes of exit, lockable doors, ground floor windows, etc., so that you can tell when something is out of place or be able to use that information to escape in an emergency.

- Use and control your fears. Don't let your fears control you.

### What NOT to do:

- If you think you've heard shots fired in your building, do NOT walk into the hallway to "see what is going on."
- If you know shots have been fired in your building, do NOT pull the fire alarm (it puts more people into the hallway and stairwells that can become targets).
- If you are in hiding and no longer hear shots being fired, do NOT call out or leave your hiding place until police arrive and secure the scene.

~ from the DBHDS Active Shooter Defense Guide for Employees



# New Kronos

All employees will now be able to view their own timecard in Kronos Workforce Central (Workforce or WFC). You will also be able to view your leave balances.

In order to access Workforce, you will need to be connected to a COV network computer (in other words, you must access your timecard from work — you will not be able to access Workforce from your home computer). Next, enter or click on the following link: <https://kronos.dbhds.virginia.gov/wfc/logon/logonWFC.html>. You will need your username (705 followed by your first initial and your last name. For example 705cveselik). NOTE: If you have a common name like Smith, Jones, or Blevins, you may need to add your middle initial. Your initial password is swvmhi. As soon as you hit enter you will be required to change your password, then establish three security questions. Once you do that, your timecard should appear on your screen.

## What Can I See?

- Your in and out punch times — if you see a red filled box, this indicates that you have a missed punch — you should see your supervisor and/or your timekeeper immediately to complete a Missed Punch Form.
- Your leave balances — these are located just below the timecard on the right. NOTE: Be sure you put your cursor on your timecard on the date on which you wish to see your current leave balances. If your cursor (indicated by the orange line on the timecard) is on the 10th, then the leave balances will be current as of the 10th.
- Your schedule — this is located just below the leave balances. NOTE: Nursing employees should consult with the Staffing Nurse Coordinator’s Office for the most accurate schedule. All other employees should notify your supervisor and/or timekeeper if you see any errors.
- Total hours — this is located below the timecard on the left side and will show hours worked, shift differential, call back hours, overtime, leave used, etc.

## What Else is New?

Effective June 25, 2014, leave hours will no longer be keyed into CIPPS. Therefore, you will not be able to access your leave balances through Payline any longer. Hours listed on Payline are a pay period behind, so you will still see them on Payline through July 10. After that, you will need to check Workforce in order to find out your current leave balances. Payline will still be used to check your paystub and W-2s.

You will be able to check your punches and your leave balances at the time clocks as well. However, we encourage you to do so while on break, lunch, or other non-peak times. In other words, please do not check your punches and leave balances during shift change when numerous employees need to use the clock.

In the coming weeks, we will be reviewing process and forms that may need to be updated and changed, such as leave forms, to make things easier and more efficient for everyone. In the meantime, please continue to swipe your badge in and out (or, if you key your ID number using keypad, be sure to leave off the leading zeroes). If you experience any issues with a clock, or you are not sure your punch took, be sure to check your punches on your desk computer or at the clock during non-peak times. You can also check in with your timekeeper.

We encourage you to check your leave balances and know what they are. It is your responsibility to keep up with your leave balances to and submit leave requests accordingly. If you feel there is an error on your timecard, or if you have any questions, you should first contact your timekeeper or supervisor.

Thank you for your patience as we implement these changes, and please continue to have patience with your timekeeper, as Workforce is still new.

~ Kronos Implementation Team



## July Lunar Phases



### July 5

First Quarter Moon

### July 12

Full Moon, also called “Buck Moon” by Native Americans of New England and the Great Lakes because at this time of the year, the new antlers of the buck deer begin to appear. It is also called the “Thunder Moon” due to all the summer storms.

### July 18

Last Quarter Moon

### July 26

New Moon





## Staff Development

### Take advantage of the training Opportunities in July

**When:** July 8, 1200 - 1300

**Where:** Dogwood Room

**Program:** Terrace Talks with Jason Von Kundra, Program Coordinator of Sprouting Hope

**When:** July 8, 1500 - 1630

**Where:** Dogwood Room

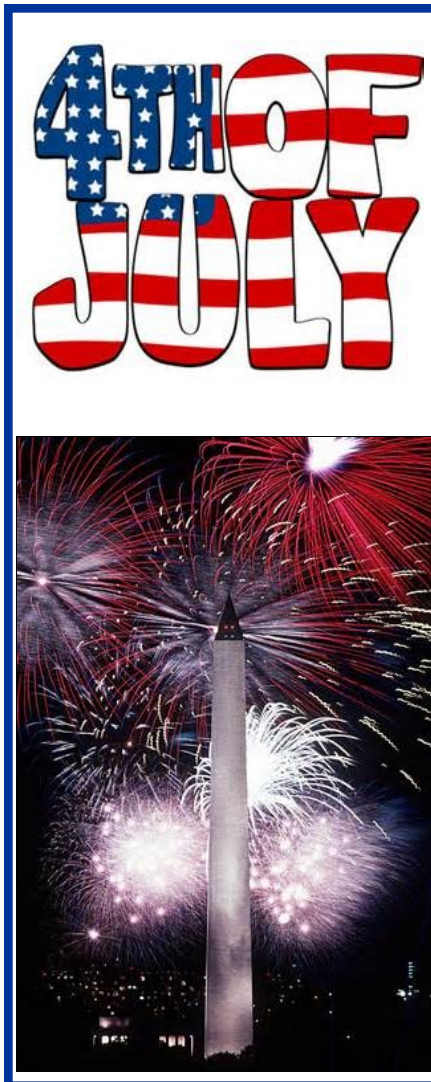
**Program:** DSM-5 Webinar

Call Patricia Evans at Extension 854 to register in advance.

### The Emergency Management CAI is due during the month of July.

Please log into the Knowledge Center today and take your required CAIs.

Questions should be directed to any member of the Training Department.



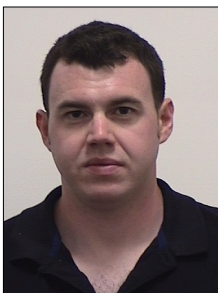
## Asian Traditions

On Thursday, June 26, 2014, an informative skit was held for the individuals we serve as well as staff, celebrating "Asian Traditions." The skit was presented by the individuals on ERS through an oral presentation and posers demonstrating the history, traditions, and culinary arts of this culture. Following the presentation, individuals were invited to create origami figures and enjoy the art of washable tattoos led by the staff of the Rehab Department. A delightful assortment of apple and vegetable dumplings as well as tea were enjoyed at the conclusion of the activities. As individuals were leaving the gym area, they were invited to pick up a traditional "well wish" to take with them as a positive reminder of their recovery. Forty-one individuals took part in this event.

~ Jan Barrom  
Direct Service Associate III,  
ERS

## Recovery Hero

### A Spotlight on Our Employees Using TOVA Skills and Assisting People with Their Recovery



Often, individuals become anxious during the admission process and do something impulsive that can potentially cause harm to self or others. This was evidenced last month when a new admission lunged toward the medical officer on duty, grabbed the ink pen out of the MOD's hand, then bit the ink pen. When staff tried to intervene, the individual became very aggressive. Casey Palmer, PA, was one of the staff members working with the individual. Casey quickly used approved TOVA techniques, maintaining the safety of the individual and others until more staff arrived.

Deresa Hall, MOD that night, said she had never seen an individual move as quickly as this individual and that Casey was there,

without hesitation. She said Casey's forward thinking and execution of the physical skills taught in TOVA secured the safety of the individual and other employees, herself included. Deresa said she was "quite impressed" with Casey's ability and wanted him to be recognized for the skill and professionalism he displayed that night.

Because he maintained the safety of the individual and other staff during a time of crisis, Casey is our Recovery Hero this month. Casey began working here as a psychiatric aide on August 10, 2013, while attending nursing school. On June 9, 2014, Casey passed his state boards and is now licensed as a Registered Nurse. When you see Casey, be sure to congratulate him for being our Recovery Hero and for passing his nursing boards. We are so fortunate to have employees such as Casey.

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



## PERSONNEL CHANGES

### New Employees

Savannah Edwards, Psychiatric Aide	May 10
Layla Sessoms, PI4 Food Service Technician	May 12
Zina Worley, Clinical Social Worker	May 25
Daniel "Lee" Osborne, Human Resources Analyst	May 25

### Separations

Nazrin Roberson, PI4 Recreation Rehabilitation Specialist	May 1
Charlene Wilson, Psychiatric Aide (Retirement)	May 1
Sandra Sheffield, PI4 Registered Nurse Clinician A	May 7
Roxanne Bowles, Psychiatric Aide (Retirement)	May 9
John Canter, Registered Nurse Clinician A	May 23
Jessica Wilkerson, Psychiatric Aide	May 23
Sarah Wymer, Food Service Technician	May 26
Deloris Gillespie, Registered Nurse Clinician A (Retirement)	May 30
Cheryl Smith, Registered Nurse Clinician B (Retirement)	May 30

### Promotions/Role Changes

Kayla Mullins, Full-time to PI4 Psychiatric Aide	May 13
Jennifer Waller, Psychiatric Aide to Registered Nurse	May 25

## MONTHLY PATIENT CENSUS

May  
2014

Admissions 85

Discharges 76

Passes 13

Average Daily

Census

146

**T**he secret of change is to focus all of your energy, not on fighting the old, but on building the new.

~ Socrates



# Special Gym/Game Room Activities

Consumer Empowerment  
Recovery Council (CERC)  
July 24, 2014  
1515 - 1545



Movie Nights  
July 7 & 8, 2014  
1830—2000



July Splash  
July 24, 2014  
1830—2000

Patient Activity Council (PAC)  
July 24, 2014  
1545 - 1615

Birthday Party  
July 23, 2014  
1800 - 2000  
No Cafe



Bingo  
July 2, 2014  
1830 - 2000



Hungry Mother Park Festival  
July 18-20, 2014

Church Services  
Church Services are held each  
Thursday from 1830 - 1930  
No Café

Please note that game room activities, in addition to those listed here, are held every weeknight, except Thursday, from 1830 - 2000. New Day Café hours are from 1800 - 1830 unless otherwise noted.



O beautiful for spacious skies,  
For amber waves of grain,  
For purple mountain majesties  
Above the fruited plain!  
America! America! God shed His grace on thee,  
And crown thy good with brotherhood  
From sea to shining sea!  
~ Katharine Lee Bates, 1904 version

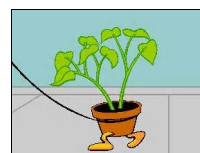
## July Days to Celebrate

“Off the cuff” July holidays to celebrate:

- July 3**  
Compliment Your Mirror Day
- July 10**  
Teddy Bears’ Picnic Day
- July 13**  
National French Fry Day
- July 15**  
Gummi Worm Day

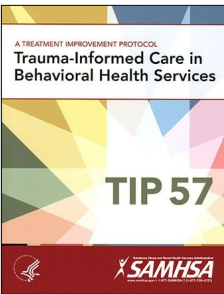


- July 20**  
National Lollipop Day
- July 26**  
National Dance Day
- July 27**  
Take Your Houseplants for a Walk Day
- July 29**  
Lasagna Day
- July 31**  
National Bratwurst Day





## Clinician's Corner



The Substance Abuse and Mental Health Services Administration (SAMHSA) regularly provides a Treatment Improvement Protocol (a guideline or manual) for professional care providers, program planners,

administrators, and project managers on current topics in the field.

The latest is **TIP 57 Trauma Informed Care in Behavioral Health Services**.

According to their news release, this TIP “offers behavioral health service providers and program administrators information and practices to assist people who have experienced repeated, chronic, or multiple traumas. People who experience trauma are more likely to exhibit pronounced symptoms and consequences, including substance misuse, mental illness, and other health problems.

Trauma results from an event or a series of events that subsequently causes intense physical and psychological stress reactions. The individual's functioning and emotional, physical, social, and spiritual health can be affected. Some of the most common traumatic experiences include violence, abuse,

neglect, disaster, terrorism, and war. People of all ages, ethnic backgrounds, sexual orientations, and economic conditions may experience trauma. Trauma can affect a person's functional ability - including interacting with others, performing at work, and sleeping - and contribute to responses - including isolation, anxiety, substance misuse, and overeating or under eating - that can increase health risks. Behavioral health service providers can benefit greatly from understanding the nature and impact of trauma and the benefits of a trauma-informed approach.

Adopting trauma-informed policies may require a fundamental cultural shift within organizations intended to promote a greater sense of equality and safety. This may lead to changes in governance and leadership; organizational policy; engagement and involvement of people in recovery, trauma survivors, consumers, and family members; cross-sector collaboration; services and interventions; training and workforce development; protocols and procedures; quality assurance; budgeting and financing; evaluation; and the physical environment of the organization.

The Trauma TIP endorses a trauma-informed care (TIC) model. This model emphasizes the need for behavioral health practitioners and organizations to recog-

nize the prevalence of trauma and its pervasive impact on the lives of the people they serve and to develop trauma-sensitive or trauma-responsive services. It provides key information to help behavioral health practitioners and program administrators become trauma aware and trauma informed, improve screening and assessment processes, and use science-informed intervention strategies across settings. Trauma-informed services may include trauma-specific services and may involve trauma specialists (individuals with advanced training and education to provide specific treatment interventions to address traumatic stress reactions). TIC anticipates the role that trauma can play across the continuum of care-actively establishing integrated and/or collaborative processes to address the needs of traumatized individuals and communities.”

For more information, to download a copy of this TIP, or to order a paper copy, please see this link: <http://store.samhsa.gov/product/TIP-57-Trauma-Informed-Care-in-Behavioral-Health-Services/SMA14-4816>

### Reference

Hopper, E. K., Bassuk, E. L., and Olivet, J. (2010). Shelter from the storm: Trauma-informed care in homelessness services settings. *The Open Health Services and Policy Journal*, 3, 80-100.

## First Aid Tips



Upon encountering a medical problem in the workplace, at home, or in a public area, you always first check to make sure the scene is safe. We do not want to become victims ourselves by rushing to help and failing to ensure our

own safety.

The next check is to find the problem. There are several ways to accomplish this, some concurrently and others consecutively.

Immediately look for life threatening problems. If those can be eliminated, explore the victim

for other problems. We can use our senses to look, listen, and feel.

If the problem can be resolved by simple first aid measures, perform what is needed. If the victim has a significant problem or you think it might be, call for help.

First see if the victim can respond. If the victim can respond, ask what the problem is or what they think the problem is. If the victim is not responding, determine if he or she is breathing and/or has a pulse. Remember gasping is not breathing and not normal and could be a sign of cardiac problems. Call for help. If you know how, perform CPR if

there is no pulse, no normal breathing, and the person is unresponsive.

Next look for obvious problems, bleeding, awkwardly positioned limbs (broken bones), burns, stings/bites, and treat according to first aid measures discussed in previous articles.

Additionally, always look for medical-alert jewelry or medical alert tattoos. This can help indicate the problem and/or help with a treatment.

~ Rebecca Sparger, RN, BSN  
Training Coordinator

## Fulfilling the SWVMHI Mission

**We promote mental health in southwest Virginia by assisting people in their recovery**

I recently received an email from an individual who received services from our facility more than ten years ago. He wanted to thank us and he gave me permission to pass his thanks on to you. This is a heartwarming reminder that what we do each day matters; remember that prevention works, people recover, and treatment is effective!

"I am the director for several outpatient clinics that provide psychiatric and medical services to about 3500 clients in another state. I just celebrated my 10 year wedding anniversary



The Smiling Picture of Recovery — Author and his daughter

SWVMHI a decade and a half ago. While a college student, I got clean and sober, but continued to suffer from crippling depression and obsessive compulsive routines that kept me trapped in my apartment. I struggled against delusions and hallucinations and likely had a first psychotic break around

sary to the love of my life and we have a wonderful, gregarious, brilliant daughter. I'm 17 years clean and sober – 18 in a couple months. I have a full, happy, productive life and I wanted to say thank you. I was a patient at

the time I made the first of my visits to Marion. I credit SWVMHI with helping save my life. You kept me safe and helped me find supports when I could not see past my own pain. That turned out to be a critical turning point in my life – thank you. I might have missed it all without you – and it has been pretty awesome.

I looked up your website recently and read about the New Day Café in your newsletter. I was hoping that you might be able to help me order some New Day Café mugs. There are a few other people I would like to thank with a wonderful memento from SWVMHI. Thank you so much."

~ Cynthia McClaskey  
Director

## Dogwood Discussions



Elizabeth Bruzzo, staff attorney at Legal Aid in Marion joined us on June 5, 2014, at noon to discuss Domestic Violence. Elizabeth brings a passionate desire to help all victims/survivors of Domestic Violence.

Elizabeth brought literature from the Family Resource Center (FRC) that serves the counties of Bland, Wythe, Smyth, Grayson, Carroll, and the city of Galax. The Family Resource Center is an independent, non-profit agency operating since 1983 with a volunteer board of up to 20 people.

There are no fees for services, and all services are confidential.

FRC is located in Wytheville, Virginia, and accessible via [www.FRCINC.org](http://www.FRCINC.org) and facebook at [www.facebook.com/FRNINC](http://www.facebook.com/FRNINC). The telephone numbers for Wythe/Bland are 276-288-3522; Smyth 276-782-1608; and Twin Counties 276-236-0364. There is a toll-free, 24-hour Helpline/Hotline which is 800-613-6145.

The mission of FRC encompasses dating violence, child abuse and neglect, sexual assault and stalking, as well as domestic violence. Services offered include therapy, supportive counseling, court and legal advocacy, crisis accompaniment (legal and medical), volunteer and internship opportunities, specialized services for children, pres-

entations to community groups, prevention education, and emergency shelter.

Don't forget domestic violence isn't just physical violence or abuse. It can also encompass emotional, psychological, environmental, and social abuse. And although most victims are female, male victims make up five percent of domestic and sexual abuse.

Elizabeth can be reached at Southwest Virginia Legal Aid Society, 227 West Cherry Street, Marion, VA 24354, Phone: 276-783-8300, ext. 2003. There are Family Resource Center pamphlets in the Training Department for anyone to obtain.

~ Rebecca Sparger, RN, BSN  
Training Coordinator





# Accepting Donations

## Back to School Backpack Program



**For:** All Smyth County Schools  
**Collecting:** May 12 – August 8  
**Drop Offs:** SNC Office, HIM Office, Bldg & Grounds Office, Cheryl Veselik’s office in Henderson Bldg.  
**Contact:** Cindy Blevins ext. 208, April Varney ext. 476  
**Monetary Donations:** Please contact Debbie Kiser ext. 360

### PLEASE CHECK EXPIRATION DATES ON FOOD PRODUCTS



- Graham and/or Animal Crackers
- Peanut Butter Crackers
- Peanut Butter
- Light Popcorn



- Whole Grain Cereal/Granola Bars
- Individual Cereal Boxes
- Canned Fruit/Fruit Cups in Light Syrup



- Dried Fruit
- Raisins, Plums, Cranberries
- Applesauce
- Spaghetti and Meatballs



- Ravioli
- Beefaroni
- Lasagna



- Crayons
- Colored Pencils
- Construction Pap
- Kleenex
- Hand Sanitizer
- Safety Scissors
- Pencils
- Paper



- Highlighters
- 2 Inch Binders
- Back Packs
- Pencil Boxes
- Regular Spiral Notebooks
- Journal Notebooks
- Glue Sticks







# Word Search



Just for fun, how many of the following words can you find related to July?

"It's difficult to think anything but pleasant thoughts while eating a homegrown tomato." ~ Lewis Grizzard

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

apple pie

Ben Franklin

Betsy Ross

blue

cookout

Declaration

fireworks

flag

freedom

George Washington

hot dogs

independence

John Adams

July

parade

patriotic

picnic

red

Statue of Liberty

summer

Thomas Jefferson

white



# Human Resources Corner



## Glossary of Health Coverage and Medical Terms

This glossary has many commonly used terms, but isn't a full list. These glossary terms and definitions are intended to be educational.

**Allowed Amount** Maximum amount on which payment is based for covered health care services. This may be called "eligible expense," "payment allowance" or "negotiated rate." If your provider charges more than the allowed amount, you may have to pay the difference. (See Balance Billing.)

**Appeal** A request for your health insurer or plan to review a decision or a grievance again.

**Balance Billing** When a provider bills you for the difference between the provider's charge and the allowed amount. For example, if the provider's charge is \$100 and the allowed amount is \$70, the provider may bill you for the remaining \$30. A preferred provider may not balance bill you for covered services.

**Co-insurance** Your share of the costs of a covered health care service, calculated as a percent (for example, 20%) of the allowed amount for the service. You pay co-insurance plus any deductibles you owe. For example, if the health insurance or plan's allowed amount for an office visit is \$100 and you've met your deductible, your co-insurance payment of 20% would be \$20. The health insurance or plan pays the rest of the allowed amount.

**Deductible** The amount you owe for health care services your health insurance or plan covers before your health insurance or plan begins to pay. For example, if your deductible is \$1000, your plan won't pay anything until you've met your \$1000 deductible for covered health care services subject to the deductible. The deductible may not apply to all services.

### Durable Medical Equipment (DME)

Equipment and supplies ordered by a health care provider for everyday or extended use. Coverage for DME may include: oxygen equipment, wheelchairs, crutches, or blood testing strips for diabetics.

**Emergency Medical Condition** An illness, injury, symptom, or condition so serious that a reasonable person would seek care right away to avoid severe harm.

### Emergency Medical Transportation

Ambulance services for an emergency medical condition.

**Emergency Services** Evaluation of an emergency medical condition and treatment to keep the condition from getting worse.

**Excluded Services** Health care services that your health insurance or plan doesn't pay for or cover.

**Habilitation Services** Health care services that help a person keep, learn, or improve skills and functioning for daily living. Examples include therapy for a child who isn't walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology, and other services for people with disabilities in a variety of inpatient and/or outpatient settings.

**In-network Co-insurance** The percent (for example, 20%) you pay of the allowed amount for covered health care services to providers who contract with your health insurance or plan. In-network co-insurance usually costs you less than out-of-network co-insurance.

**In-network Co-payment** A fixed amount (for example, \$15) you pay for covered health care services to providers who contract with your health insurance or plan. In-network co-payments usually are less than out-of-network co-payments.

**Network** The facilities, providers, and suppliers your health insurer or plan has contracted with to provide health care services.

**Non-Preferred Provider** A provider who doesn't have a contract with your health insurer or plan to provide services to you. You'll pay more to see a non-preferred provider. Check your policy to see if you can go to all providers who have contracted with your health insurance or plan, or if your health insurance or plan has a "tiered" network and you must pay extra to see some providers.

**Out-of-network Co-insurance** The percent (for example, 40%) you pay of the allowed amount for covered health care services to providers who do not contract with

your health insurance or plan. Out-of-network co-insurance usually costs you more than in-network co-insurance.

**Out-of-network Co-payment** A fixed amount (for example, \$30) you pay for covered health care services from providers who do not contract with your health insurance or plan. Out-of-network co-payments usually are more than in-network co-payments.

**Out-of-Pocket Limit** The most you pay during a policy period (usually a year) before your health insurance or plan begins to pay 100% of the allowed amount. This limit never includes your premium, balance-billed charges, or health care your health insurance or plan doesn't cover. Some health insurance or plans don't count all of your co-payments, deductibles, co-insurance payments, out-of-network payments, or other expenses toward this limit.

**Preauthorization** A decision by your health insurer or plan that a health care service, treatment plan, prescription drug, or durable medical equipment is medically necessary. Sometimes called prior authorization, prior approval, or precertification. Your health insurance or plan may require preauthorization for certain services before you receive them, except in an emergency. Preauthorization isn't a promise your health insurance or plan will cover the cost.

**Preferred Provider** A provider who has a contract with your health insurer or plan to provide services to you at a discount. Check your policy to see if you can see all preferred providers or if your health insurance or plan has a "tiered" network and you must pay extra to see some providers. Your health insurance or plan may have preferred providers who are also "participating" providers. **Participating providers** also contract with your health insurer or plan, but the discount may not be as great, and you may have to pay more.

**Specialist** A physician specialist focuses on a specific area of medicine or a group of patients to diagnose, manage, prevent, or treat certain types of symptoms and conditions. A non-physician specialist is a provider who has more training in a specific area of health care.

~ Rick Delp  
Human Resources Analyst



The Administrative Group is taking orders for a 16 month Calendar ~September 2014 to December 2015~ which features photos by an Administrative Group member with inspirational quotes and holidays



The cost of the calendar is \$12 each.

Proceeds from the sale of this calendar will go towards purchasing food for



The Backpack Program for Smyth County Schools



## One Mind Update



Preparations for the full implementation of OneMind, our electronic health record, are continuing. On June 18, 2014, the electronic medication administration system (MAK) went “live” on Ward K Hospital (WKH). Since there were no individuals on

WKH, the support team that was on-site provided extra training to medical and nursing staff. When an individual was admitted to WKH later in the month, the staff were ready!

On June 30, 2014, nursing and social work staff received training on the use of the patient’s OneMind Chart Portal. Staff are ready to meet the criteria for meaningful use on WKH.

The development of OneMind for full hospital use continues. Our projected go-live for the full hospital is mid-November. Prior to that go-live, there will be intensive training for all staff who will document in the record.

More about that in future newsletters!

~ Amanda Currin  
Assistant Director



SWVMHI  
Established in 1887



Honoring Our Past  
Celebrating Our Present  
Cultivating Our Future

### 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

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

Please submit articles for the next newsletter to Cheryl Veselik by July 21, 2014.

The next newsletter will be published August 1, 2014.