



Leland Butler (left), Jordan Mercier (middle) and Washie Squetimkin (right) perform powwow-style drumming and song.

Native American Celebration provides new experience for patients

November is a month that many people associate with Thanksgiving, Black Friday or “cyber Monday,” but since 1990 November also has been observed as Native American Heritage Month.

At OSH, Native American Services provides opportunities for natives and non-natives alike to participate in weekly smudges and bimonthly sweat lodges. This year for the first time, OSH staff and members of The Confederated Tribes of Grand Ronde joined forces to organize a Native American Celebration at the hospital. The event, which was held November 5, provided patients and staff with an opportunity to learn about some of Oregon’s first inhabitants.

The celebration began with a presentation about the history of The Confederated Tribes of Grand Ronde Community of Oregon by Bobby Mercier, language and cultural specialist.

Mercier explained that the community dates back to 1856, and was originally composed of 27 tribes from Western Oregon, Southern Washington and Northern California.

Douglas Styles, a Bridge 1 patient, shares a similar history, so having this celebration was especially meaningful.

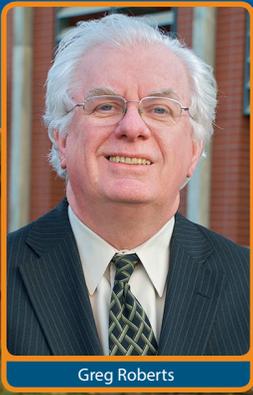
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OSH Recovery Times

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Message from the superintendent

Dear OSH team:

As we near the end of the year, I think it's appropriate to take some time to look back at all we've accomplished over the past 12 months. We still have a long way to go before we are the hospital that we're striving to be, but it's important to pause and celebrate how far we have come.

One of the most important changes of the year has been the introduction of collaborative problem solving (CPS), which offers a whole new approach for interactions between staff and patients. OSH held three separate CPS conferences in 2014, training approximately 450 staff. The CPS Breakthrough Initiative has been focusing on four target units with the highest occurrence of behavioral emergencies, and in November, we hired 10 CPS coaches to work on those target units with direct-care staff.

In addition, we have continued the rollout of Safe Containment training, which has been fully integrated into ProACT. We have already seen a positive difference with a reduction in staff injuries that result in SAIF claims.

In 2014, we completed pilot testing of the API Time and Attendance system. Currently, we are nearly done with the rollout for all of OSH nursing, and we expect

to finish by early 2015. As part of this process, OSH established the Centralized Timekeeping Office.

Early in the year, we successfully absorbed patients transitioning from the closure of Blue Mountain Recovery Center in Pendleton. We also welcomed staff from that facility into the OSH team, most notably former BMRC superintendent Kerry Kelly, who has been instrumental in the planning for Junction City and who will be the Program Services Director when the new campus opens in March.

Another important achievement of 2014 was the reduction in mandatory overtime, meaning fewer callouts, fewer vacated positions and less hardship on staff and their families. This reduction is due in part to the significant improvements we made in the lateral transfer process. It now takes us much less time to fill vacant positions.

OSH began the Engagement Treatment Mall to provide on-unit services to patients with significant barriers to mall attendance. This led to the end of the "South Hall" program and helped many patients back onto their path of recovery.

The hospital developed two educational opportunities for new professionals, one in Clinical Pastor Education

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(CPE) through the OSH Spiritual Care department, and the other in the Psychology Internship Program. The latter, which operates in consultation with the Western Interstate Commission for Higher Education, has been awarded a \$20,000 grant from American Psychological Association.

OSH also hosted the 26th annual meeting of the Western Psychiatric State Hospital Association. The group of 60 members toured our hospital, and they were in awe of our facility and positively impressed by the services we provide to our patients.

On a different note, this year we also said goodbye to some dear friends and colleagues – Carol Abbot, Jenna Boswell, Suzanne Deane, Boni Drago, Cary Fairchild, Dr. Steven Fritz, Christie Gallegos, Dr. Kathleen McCann, Dana Murphy, and Sara Slack. They are no longer with us, but they will never be forgotten.

Looking ahead, 2015 is going to be a monumental year. We will open the new campus in Junction City and close the Portland campus in March. We will fully implement important initiatives that improve patient care, such as

collaborative problem solving, and we will introduce more. We will carry on in the vein of continuous improvement. We will keep striving until we reach our vision of becoming a psychiatric hospital that inspires hope, promotes safety and supports recovery for all.

I continue to be extremely proud to be the superintendent of Oregon State Hospital. Together, we have achieved significant change for the better in a relatively short period of time, and I look forward to working with you all as we continue these efforts in 2015!

As always, if you have questions or concerns, please feel free to contact me anytime at:

greg.roberts@state.or.us.

Sincerely



Greg Roberts,
Superintendent

(Native American Celebration continued from page 1)

“It’s been a long time coming for this cultural event,” said Styles. “I think it was a good beginning. I’m hoping that it brings some sense of culture and identity and shows that people are more diverse than what is represented in the hospital.”

Along with a history of the people and key events that led to the creation of Grand Ronde, patients and staff in attendance received a powwow-style drum performance, and were invited to join a traditional round dance.

Kathy Cole, Confederated Tribes’ cultural education and outreach program manager, said that opportunities like this celebration are exactly what they’re looking for.

“We hope these events make a positive impact by bringing culture into the hospital for the native patients,” said Cole. “Maybe a chance to learn for some or a chance to heal for others.”

Later in the month, members from Spiritual Care and Food and Nutrition Services planned a feast of traditional Native American foods that was delivered to all living units at the hospital. The feast consisted of wild king salmon, different types of squash and savory baked bannock, a traditional Native American flatbread.

If you have any questions or want any information about OSH Native American Services, please contact interim Native American coordinator Lani Lee-Wright, at lee-lani.wright@state.or.us.

For more information about The Confederated Tribes of Grand Ronde, visit their website at www.grandronde.org.

API Time and Attendance Summary for 2014, plans for 2015

By Kristy Bouchie, Application Administrator

2014

In early 2014 we completed our pilot testing of API Time and Attendance, paving the way for the implementation of the largest group of staff to begin using the new system – nursing. Springs was the first treatment program to fully implement API Time and Attendance, and other programs followed shortly after. Pathways is the final program to transition to Time and Attendance, which will complete the rollout of nursing. In the beginning of 2015, we expect to have about 1,250 staff using API Time and Attendance.

Along the way, we transitioned Operations to API Staffing and Scheduling, established the Centralized Timekeeping Office, and all staff started badging July 1. The Centralized Timekeeping Office developed a new process for timekeeping and API. They have been key to helping us standardize pay practices within OSH, increasing the consistency and accuracy of employee pay.

So what's next?

2015

Currently, we are focusing on preparing API for the transition to Junction City in March.

Starting in the summer, we'll focus on configuring the API process to support our timekeeping practices, before diving into the Time and Attendance rollout for the rest of OSH staff.

Keep your eyes peeled for more updates, and if you have any questions, please contact the API workgroup at api.communication@state.or.us.

Programs/Projects	2014			2015				
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Time & Attendance Rollout for Nursing	Time & Attendance Rollout for Nursing							
Archways	TA Train & Practice	TA Train & Practice	TA Parallel Month	Transition to CTO				
Pathways		TA Initial & Final Prep	TA Train & Practice	TA Train & Practice	TA Parallel Month	Transition to CTO		
2014.1 Version Upgrade			Programming	Testing & Training	Testing & Training	LIVE install		
Junction City Transition	Junction City Facility Build			Facility Prep	OSH Staff Training	Physical Unit Moves	POSH Closes	
JC Badge Reader Installation				JC Reader Installation				
OPS, TXM, TXS		Transition planning	Transition planning	New JC units created				
Nursing	Transition planning	Transition planning	Testing & Communications	New JC units created	Staff Moved into new units			

The API workgroup expects to finalize Time and Attendance for all of nursing by March 2015.

Holiday Cheer!

An OSH Christmas is grander than you might expect. In past years, patient and staff parties and events have been plenty in the weeks leading up to the day. This year was no exception. Many fun events gave patients and their families a chance to connect and enjoy the holidays.

Greeting cards

Patients use greeting cards to give to family, friends, and staff members. Any patient requesting greeting cards can receive them.

The greeting card program accepts donations from staff year-round. Greeting cards can be of any type, although needs for greeting cards increase around the holidays. OSH receives about 2,000 cards annually.

Consider picking up gift cards, as well as always-popular gift tags, when after-Christmas sales abound. You can drop items off with the Communication Center or Volunteer Services and they will store them for future needs.

Caring Tree

The Caring Tree Project has been a holiday tradition since 1986. Donated gifts provide for hundreds of patients.

OSH staff and others combine to make this project a success each year. For example, students in the Salem-Keizer School District Life Skills work experience program help build boxes and gather bows for units for presents for the patients, as well as help staff and visitors with the wrapping.



The caring tree greets visitors at the Communication Center.

Annually, more than 500 volunteer hours go into the project. The assembly team, which consists of staff and outside volunteers, checks the gifts for safety and makes sure that every gift is safe, appropriate, and of the same approximate value for each patient. The team also helps by separating, sorting, assembling gifts, and checking for contraband.

Gift coordinators are on every ward to ensure that each patient receives a gift request form. Seven hundred tags ensure that every patient who wants a gift receives one during the holidays. Patients choose from a variety of items. Some of the more popular gifts chosen are games, clothing, books, magazines, DVDs, CDs, and puzzles. The Volunteer Services Department coordinates the delivery of gifts to patients on December 25.

On December 17 in Bridges, Trails, and Harbors, Santa came to see the children who visit family members. There were free family photos provided.

For more information about OSH Volunteer Services, please contact director of volunteer services Jeffrey Jessel, at jeffrey.m.jessel@state.or.us.



Members of Vounteer Services, staff and friends.

Top Questions Often Asked by Joint Commission Surveyors

By James “Doc” Campbell, Associated Director Standards and Compliance

We are currently in the window for a series of surveys by external agencies, including the Joint Commission.

We never know in advance what surveyors will look at or ask about. However, some questions are consistently asked at most surveys. Here are few of those top questions, and their answers:

1. Where are patients notified of their rights?

- During admission, patients are given a copy of their rights, which they sign to show they understand.
- Patients are given information about informed consent during admission.
- Each unit has a patient rights board in the common area. Each board includes the Joint Commission’s toll-free phone number and contact information for other advocacy groups and services.

2. What can a staff member do if they have a safety concern?

- Go to their supervisor;
- Contact the Superintendent directly;
- Fill out a work order or request that a work order be completed;
- Contact Joint Commission directly via the toll-free number or email. This can be done anonymously.

3. What are the National Patient Safety Goals?

- Identify patients correctly via two patient identifiers.
- Prevent infection with methodical hand hygiene.
- Know which patients you care for are at risk for self-harm.
- Ensure that important test results are delivered to the right people on time.

- The right medications, right patient, right time, right dose, right route and right documentation.

4. What performance improvement activities do we have at OSH?

- We use Lean methodology and tools to continuously improve all aspects of care.
- We have a hybrid health record, both electronic and paper formats, and we are continuously improving it.

5. How is information communicated at OSH? How do you learn about policies?

- There are many methods by which information is communicated at OSH. They include:
 - Shift reports, huddles and other unit meetings;
 - Emails, newsletters and the Recovery Times;
 - Interdisciplinary treatment teams (IDTs);
 - General Staff Meetings, including video coverage of the meetings on the intranet;
 - Discipline-specific meetings;
 - Program executive team meetings;
 - Patient Kardex; and
 - Avatar.
- Policies can be found in the *OSH Policies and Procedures* folder on the I-drive. Policies can also be found on the intranet, in the Policies tab in the left-hand sidebar.

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(Top Questions continued from page 6)

6. What do you do if there is a fire?

- We use the RACER (Rescue, Alarm, Contain, Extinguish and Relocate) system in case of fire. Based on the location of the fire, staff would stage and account for all individuals, mark rooms that are evacuated and potentially relocate if directed to do so.

For more information about preparing for upcoming surveys, please contact James “Doc” Campbell, associate director of standards and compliance, at james.campbell@state.or.us.



Transition Updates

By Sera Miller, Lean Leader

On Tuesday, March 31, 2015, the Portland campus of Oregon State Hospital is officially closing. The following units are moving from Portland to the Salem campus:

- P1A to Flower 2
- P5A to Leaf 2
- P6A to Leaf 3

Portland staff will transfer to Salem along with their unit, providing the best continuity of care for the patients.

To prepare for the move, a transition team for Crossroads, made up of Salem and Portland staff, meets every other week. The team discusses topics including preparations for patients and staff, applicable policy reviews and communication with the community.

Leadership from Salem and Portland will be working with teams over the next few months to prepare for the move. The executive planning team needs assistance in staffing sub-groups to assist in developing and carrying out plans as we draw nearer to the move date. If you have interest in assisting in one of these sub-groups, please let your manager know.



Oregon State Hospital - Portland campus prepares for the upcoming move.

If you have any questions about the transition process, please contact Nichole Bathke, transition manager, at nicole.bathke@state.or.us, or lean leader Sera Miller, at sera.miller@state.or.us.

Junction City Sneak Peek - Part 2

January marks the date when Oregon State Hospital officially takes ownership of the new Junction City facility. With less than a month to go, final preparations are taking place and many staff are excited to start working in the new facility.

In our second installment of the Junction City Sneak Peek, we'll show you some of the finished areas.



The front lobby is large and welcoming.



Patients and staff will be able to purchase food at the Valley Café (above). The Valley Coffee Shop (right) will have work positions for eligible patients through the vocational rehabilitation program.



"Wish," another art installment from the one percent for art project, hangs above the front lobby.

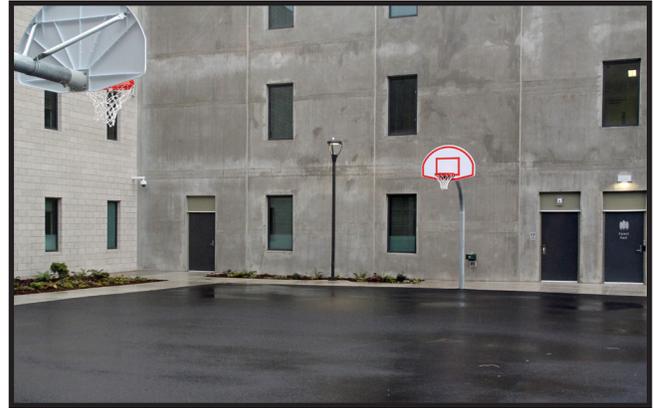


EDD classrooms (above) have a projector that can use DVD, Blu-ray or a laptop.





The second floor office area (above) will house most of the administrative staff.



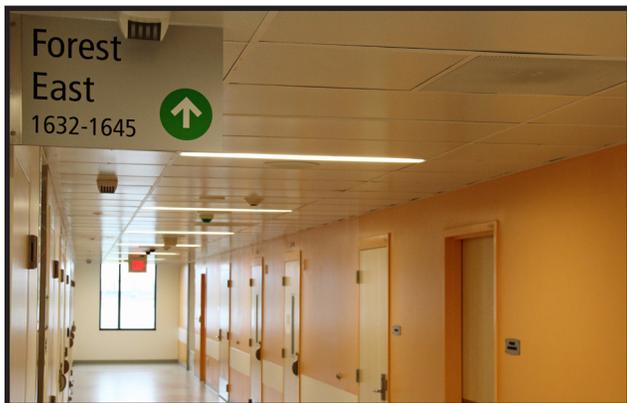
Recreation quads (above) in the new facility have full-length basketball courts. The greenhouse (below) is located next to a recreation quad but enclosed in its own fence so that treatment groups can use each area independently.



Treatment teams and other workgroups will be seated together (above) to increase teamwork and communication. Living units have bright colors on the walls and floors (below) which will be specific to each location. This creates a brighter environment and makes it easier to tell what unit you are on.



The Junction City facility will have its own court room (below) for patient hearings, and will be able to connect to Salem via video conferencing.



For more information about the Junction City Hospital, please contact Nichole Bathke, at: nichole.m.bathke@dhsosha.state.or.us.

Staff Showcase - Fidel Romero

Custodians at the Oregon State Hospital help keep it clean, and help with repairs, security, and supplies. They also help with hospital moves and arrangements for special functions.

Fidel Romero is a lead custodian at OSH. It does not take long to find out why his supervisor, Clayton Creasey, environmental services director, says, “Fidel has the respect of the 19 custodians he leads, as well as his supervisors — both day and night.”

Fidel works swing shift, often putting in additional hours, and covering for supervisors on weekends when they cannot be here. Fidel says, “If you cannot do it, then somebody has to do it.”

Creasey says, “Fidel works just as hard as the team he leads. Fidel works alongside the crew, but will take on the work himself if it is too much for them. He never complains and always responds to a request with ‘we’ll get it done.’” When a unit moves, Creasey says, “Fidel will run the project start to finish.” This ensures the vacated unit gets a deep cleaning, scrubbing and waxing. “When you ask Fidel to do something, you know that it will be done,” Creasey says.

“Fidel sets the bar, and goes above and beyond every day,” said Creasey. “Often, you will find Fidel doing tear down work after special events with just one or two others.”

When there was major water damage due to a broken sprinkler head, Creasey said, “I asked Fidel what he did the previous day, and he just said, ‘we cleaned up a flood.’”

Fidel originally worked at Fairview Training Center for five years before transferring to Oregon State Hospital, and he has been here for 15 years. He says the reason he works at the hospital is “I like all of my co-workers and I like knowing that patients will have a safe place to live.” He says, “If we clean it; it will be safe.”



Fidel Romero (above), lead custodian, has a “can do attitude” says his supervisors and peers.

We salute Fidel and his contributions to making OSH a psychiatric hospital that inspires hope, promotes safety and supports recovery for all.

If you would like to nominate an OSH staff for next Staff Showcase, please email their name and a brief summary to public-affairs.osh@state.or.us.

Team Recognition: September 2014

Category: Inspiring Hope

Recipient: Art Festival Planning Team

Nominated by: Dena Al-Awaj

Michelle Swanger

Art Festival Planning Team

Stacey Castor

Jonathan Dennett

Nikki Espeland

Brendan McLean

Jason Stringer

Glenn Stanley

Felix Ornelas

Eric Richey

John Herring

Kim Williams

Guy Forson

Christy Hey

Gary Woelfle

Jeff Jessel

Bill Relyea

Clayton Creasey

Ron Brinlee

Every August for the past three years, a group of staff get together to plan and run one of OSH's best summer events for patients – the annual art festival.

While the art festival appears to run seamlessly, the preparation and team work needed to manage an event of this scale is more difficult than you would think.

The Art Festival Planning Team owes much of its success to the diversity of members, which includes staff from operations, rehabilitation services, the treatment mall, food and nutrition services, security and volunteer services. Because of the team, this year's art festival provided a break from the typical routine, and reminded everyone that having fun is an important part of the recovery process.

Congratulations Art Festival Planning Team, you're the winner of the September 2014 Team Recognition Award for inspiring hope.



Members of the Art Festival Planning Team, the Employee Recognition Committee, and the Superintendent's Cabinet.

Inspiring Hope!

Team Recognition: October 2014

Category: Promoting Safety

Recipient: Antipsychotic Polypharmacy
Implementation Team

Nominated by: Bill Beck

Antipsychotic Polypharmacy Implementation Team

Mike Duran	Jeanne Dalton
Andy Nanton	Erum Khaleeq
Robert Stone	Kat Tacker,
Homayoun Shirazi	Daniel Dick
Vitaly Chikrizov	Rick Mead
Sarah Roff	Michele Sharp
Jonathan Barker	George Fussell
David Novosad	Kathryn Murphy
Joseph Chien	Rubina Gundroo
Sunny Kim	Mukesh Mittal
Poornima Ranganathan	Beverly Matthews-Brylski
Karl Mobbs	Mario Chen
Lori Linder-Skach	Chris Lockey
Dawn van Wesenbeck	Heather Knott
James Peykanu	Solomon Wolf
Ben Goldstein	Massoud Stephane
Patty Zurflieh	Vanessa McDonald

Over the past year, a team of psychiatrists and pharmacists worked together to develop a new policy that ensures two or more antipsychotic medications are not prescribed without clear medical evidence that they are needed.

This is a great safety improvement for patients, who face a greater risk of side effects and potential drug reactions when two or more antipsychotic medications are prescribed to them. Ensuring that this only happens when truly needed reduces the risk of medication errors. It also reduces overall treatment costs.

Since implementing the new policy in November 2014, the use of multiple antipsychotics in the treatment of our patients has dropped dramatically.

Congratulations to the Antipsychotic Polypharmacy Implementation Team, winner of the October Team Recognition Award for Promoting Safety.

Promoting Safety!



Members of the Antipsychotic Polypharmacy Implementation Team, the Employee Recognition Committee and the Superintendent's Cabinet.