Recovery Times

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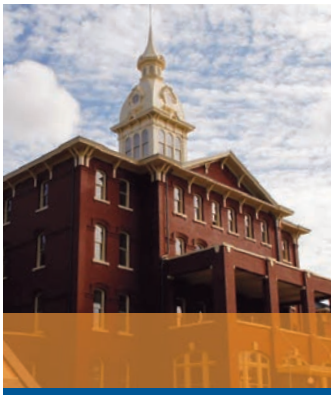
OREGON STATE HOSPITAL

OSH launches new service dog training program for patients

> *The ultimate goal is to help recipients lead fuller, more well-rounded lives... but along the way, all of our lives are touched.*

Roy, a service dog in training, looks to Travis Anderson for instructions during a training session in the gym on the hospital's Salem Campus.

(Read the full story on page 3)



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Oregon Health Authority

OREGON STATE HOSPITAL
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OHA 8880 (02/2019)

Message from the Superintendent

Dolly Matteucci

Dear OSH team,

As you know, our state has experienced a sharp increase in the number of people under .370 commitments since 2013. Over the years, the hospital has gradually converted more and more capacity to serve this population, most recently converting a 26-bed unit on the Salem Campus from Civil to Aid and Assist. This issue impacts us all, and I want to give you an update on the efforts happening at the state level to help address it.

For months, the Oregon Health Authority (OHA), including the hospital, has been working with stakeholders across the behavioral health continuum to develop strategies to stem the flow of .370 orders. Together with these stakeholders, we developed two legislative concepts that would help address this issue in the long run. These are now Senate Bills 24 and 25.

SB 24 seeks to reduce the .370 population in two ways. The first strategy is to encourage community restoration when appropriate. It requires community mental health programs (CMHPs) to consult and provide information to the courts about possible community restoration for people under .370 orders. It also requires community treatment for defendants whose highest charge is a municipal violation or misdemeanor, except for those who actually need hospital-level care.

The second strategy is to increase efficiencies for .365 evaluations by requiring initial fitness evaluations be only one-day. The bill then allows the hospital to decide if individuals should return to jail or be admitted up to 30 days, depending on clinical need. The bill also explicitly authorizes treatment if someone is admitted to OSH, requires courts to share evaluation reports with the CMHP, and gives misdemeanants credit for days spent in jail toward maximum time allowable.

SB 25, "Forensic Evaluation Efficiencies" streamlines the .370 evaluation process by requiring courts to send .370 orders to OSH within one judicial day. It also requires organizations (e.g. health providers) to release records to OSH so evaluators can use them for evaluations without needing the defendant to sign a release.

As we move through the 2019 Legislative session, OHA is striving to demonstrate that influx of .370 orders is a system issue, not just an OSH issue. We will only solve this problem by bringing together stakeholders in each community – law enforcement, judges, district attorneys and defense attorneys, city and county governments and CMHPs – to offer treatment where it is most needed and divert people away from the hospital who don't need hospital level of care. I will keep you informed as the bills progress.

Sincerely,

Dolly Matteucci
Superintendent

OSH launches new service dog training program for patients

Travis Anderson leads Rose to an aisle of folding chairs and drops her leash.

“Back,” he says, nodding as she takes a few steps backward. “That’s it.”

Seconds later, Rose, a 1-year-old Labrador mix, reaches the end of the aisle and weaves around a chair– earning a treat.

“Dogs are so happy and innocent,” Anderson says, smiling as he prepares for the next task. “I’m always excited to work.”

When he lived on Bird 2, Anderson was part of Oregon State Hospital’s new Service Dog Training Program. The only one of its kind among state psychiatric hospitals, the program enables OSH patients to train service animals before people in the community receive them.

So far, patients have helped train a few dogs. In coming years, the hospital hopes to expand the offering to include six dogs and 12 patient handlers at a time.

For Tom Anhalt, director of the Vocational & Educational Services Department (VESD), the program is a dream come true.

“I hope it helps patients gain confidence in what they can do,” he said. “I want them to know they can gain the skills they need to make their lives better.”

“What service dogs do for people is provide opportunities for independence,” said Catherine Comden, who trains patient handlers like Travis Anderson, pictured above. “Training these dogs is like giving someone the keys to unlock potential in their own life.”

Service dog training program

(continued from page 3)

An idea is born

Before coming to the hospital in 2014, Anhalt managed "Project POOCH," a dog training program for incarcerated youths in Woodburn, Ore. Amazed by its success, Anhalt aspired to launch a similar program at OSH.

Three years later, he found his match when he met Joy St. Peter, founder and director of Joys of Living Assistance Dogs (JLAD).

Roy, a service dog in training, stays alert for instructions from his trainer.

A Salem-based nonprofit organization, JLAD pairs dogs with people who have disabilities. St. Peter relies upon volunteers to follow her service dog training regimen for two years with young dogs. Afterward, the dogs graduate and are placed with people who need them.

Besides providing companionship and affection, the dogs are trained to be obedient and useful. They master nearly 100 commands, learning how to do everything from retrieve items to open automatic doors.

To date, JLAD has successfully trained and placed more than 60 dogs with new owners living across the country – including Oregon, Washington, California and Alaska. St. Peter credits much of her success to her handlers, including inmates at Shutter Creek Correctional Institution and Eastern Oregon Correctional Institution – and now patients at OSH.

"The ultimate goal is to help recipients lead fuller, more well-rounded lives," she said. "But along the way, all of our lives are touched."

Gaining momentum

Once St. Peter agreed to partner with OSH, the real work began. Anhalt and his staff began to develop policies, talk with the Infection Prevention Department, and educate OSH employees and patients about the proposed program.

Anhalt also received guidance from a Lean leader and Leadership Academy, of which he was a member. The nine-month leadership program is available to select employees from the Oregon Health Authority and Oregon Department of Human Services.

"I'm more of a pie in the sky kind of guy," Anhalt said, but Leadership Academy helped him to "think everything through."

Luckily, all the work paid off when OSH leadership approved the project last summer. Afterward, Anhalt wasted no time. He quickly hired a specialist to train patient workers and recruited patients to work with the dogs.

Anderson trained the dogs for about 12 hours a week. During that time, he learned how to groom them and give them numerous commands. He's become more patient, and he's improved his communication abilities.

Anderson intends to use these skills when he's discharged from the hospital. He wants to get a dog of his own – and he wants to volunteer with a local animal shelter.

"This has been the most beneficial program for me at the hospital," he said. "It makes me feel connected with the community."

For more information about the OSH Service Dog Training Program, please contact Tom Anhalt at 503-945-9978 or Doug Anderson, VESD program coordinator, at 503-947-2858.

Service dogs live on campus Monday through Friday, and train for about six hours a day. They sleep on Bridge 1 and leave campus on the weekends. Unlike therapy dogs, service dogs, like Rose (pictured above), are trained to ignore everyone but the person holding their leash.

Catherine Comden (right), encourages Roy, a service dog in training, to complete one of the nearly 100 commands he will learn before receiving his final, specialized training.

Making a difference

Catherine Comden, the person who trains the trainers, is awed by how well the patients and dogs work together.

"My heart sings when I see the handler really connecting with the dog," she said. "I get really emotional because it's just this fantastic magic that happens."

Already, Rose and Roy – the first two dogs trained at the hospital – have left to receive their final, specialized training. Now, patients are training Trixie, a 7-month-old yellow lab.

Although seeing the dogs leave the hospital is difficult, Comden said the occasions also mark a time of celebration.

"This program provides an incredible opportunity to break down the barriers about what mental illness is and what people who are mentally ill can do," she said. "I'm so thrilled to be a part of this project for that reason."

To see a video of the training dogs in action, go to osh.oregon.gov.

Celebrating the successes of CPS

By Nikki Mobley, Chief Nursing Officer

Collaborative Problem Solving (CPS) first arrived at Oregon State Hospital in early 2014. As we approach the five-year mark, it's worthwhile to reflect on the hospital's history and accomplishments during that time and to continue to look to the future.

When CPS arrived, the intent was to help transform the hospital's culture of care to be the best in the nation. CPS was one of many different innovations intended to equip staff with a set of tools. These tools would enable them to work together to create a more trauma-informed culture that emphasized safety, trustworthiness, collaboration and empowerment.

Since that time, the CPS Department has accomplished the following:

- The team has grown from 10 coaches to 18. Most of the coaches have either completed or are on pace to complete their CPS certification, and one coach has now become a CPS Certified Trainer who leads Tier 1, "flagship" trainings.
- Of the official 19 CPS units, 15 have met their goal to have more than 80 percent of their staff trained in CPS. Altogether, several hundred staff have been trained throughout the hospital in CPS principles and techniques.
- The Archways and Junction City programs have instituted standard work to incorporate CPS into their day-to-day functioning, and there are plans to do something similar in every program.
- The department continues to work with leaders throughout the hospital on how to use CPS in their work. This is a direct result of leaders and managers completing a pilot leadership training program.

Nikki Mobley, Chief Nursing Officer

We've learned a lot about how CPS can and should inform our practices at OSH. There is still much work to do.

Moving forward, I hope to see continued use of CPS at all levels – which is needed for CPS to be integrated into the excellent work we already do. This includes practicing the CPS philosophy, not just for patient-care discussions but for Cabinet-level conversations about the mission and vision of OSH.

We've come a long way, and still have a ways to go. I'm excited to see how CPS continues to benefit the staff and patients here at the hospital.

OSH HEART Team revamps services to better serve staff

When Andrew Mills volunteered with the Hospital Employees' Assistance Response Team (HEART), he brainstormed ways to improve services for staff. Now that he's coordinator, he's bringing his ideas to life.

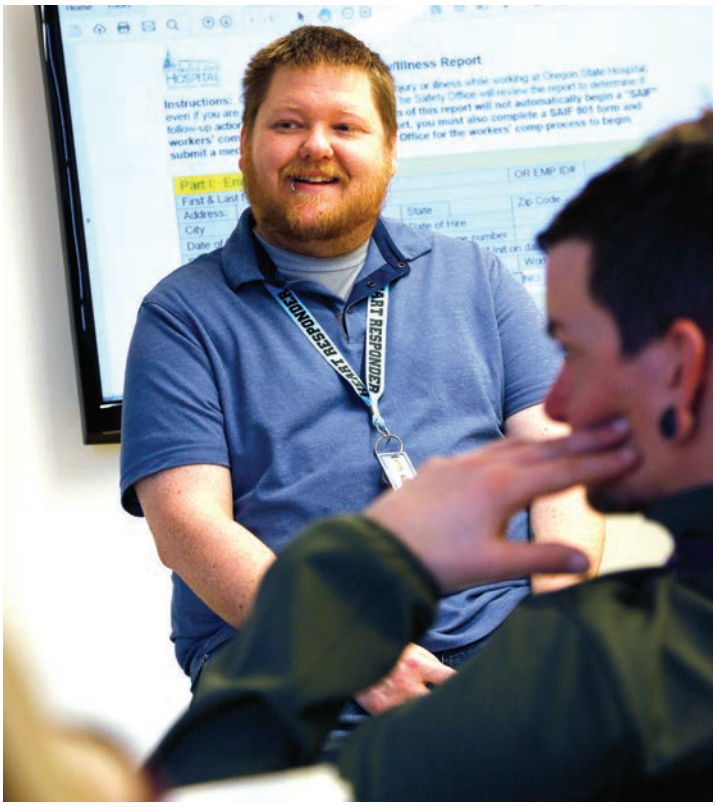
"I've been given the reins to help shape HEART to be better for the hospital," said Mills, who had volunteered with HEART for seven years. "My full-time job is to care about and help people. I'm passionate about that."

HEART is a staff peer support program made up of volunteers throughout the hospital. Its role is to provide encouragement and moral support to staff affected by compassion fatigue, stress, burnout, grief, loss and other traumatic events. The confidential services are available at any time to any staff member in need.

"Stress management and self-care are huge components of resilience," Mills said. "With HEART support, staff have an outlet to talk about things so they can keep themselves centered."

As coordinator, Mills' mission is to make HEART sustainable – which is why he's determined to grow the program's volunteer base. Up until recently, there were 40 responders for 2,600 staff. But by going across the hospital to solicit support, that number has since grown to nearly 80. Ultimately, Mills wants to have 120 to 200 HEART volunteers across both campuses.

Starting with Nursing, Mills wants to have a volunteer available during all shifts on each unit. His long-term goal is to build a peer-to-peer volunteer base to support all disciplines – including nurses, doctors, mental health technicians and others.



Andrew Mills leads a training group for HEART responders.

To better know what HEART services are wanted and needed, Mills is tracking responses to staff injuries, bereavement, illness and other traumas. He's revamping the HEART volunteer trainings, and he's working to standardize response times so staff get help when they need it most.

These actions are in keeping with the hospital's efforts to be trauma informed, which involves understanding – and recognizing – the effects of all types of trauma.

"We're creating an awareness about trauma, and we're helping people in real ways," Mills said about HEART. "That feels good to me."

If you are a staff member interested in volunteering with HEART, contact Andrew Mills at andrew.m.mills@dhsoha.state.or.us.

OSH patients and staff find camaraderie, healing in veterans group

Veteran Daniel Kouns will readily tell you that the support of fellow veterans at Oregon State Hospital (OSH) helped save his life.

Kouns, a patient on Bridge 1, served in the U.S. Army's 10th Mountain Division as an infantryman in Afghanistan. "When I first got here, I felt like I was from another planet," he said. "My providers didn't know what to do with a combat veteran."

He credits staff – who were combat veterans themselves – for recognizing that his behavior was related to his military experiences. "I was going down a really dark spiral, but these two guys, both of whom have now retired, they had walked in my shoes," he said. "Had it not been for them, I would not be here today."

This support from fellow veterans drove Kouns to push for similar experiences for all veterans at the hospital, which, after five years, led him to co-found Veterans for Progress.

"The beauty of Veterans for Progress is that it's truly peer-driven treatment based on the connection between service members."

The new OSH committee helped unite several, similar resources on campus – including treatment groups on the Bridges Treatment Mall and in the Harbors Program. Realizing they were all working toward the same purpose – Kouns, Peer Recovery Specialist Jerry Weller and Behavioral Health Specialist Jeremy Hetland – decided that pooling their resources made the most sense.

"I'd found brothers who had a passion about bringing change," Hetland said.

Helping to make Veterans for Progress into a reality, the three approached Diversity Liaison Nina Perard with their idea, which came to fruition in 2018. Veterans for Progress is co-chaired by Kouns and Hetland, with advocacy and support from Weller.

"Veterans are an underprivileged population at OSH," said Hetland, who served more than 14 years as a U.S. Army staff sergeant in both Iraq and Afghanistan during the "War on Terror."

"Our motto is 'leave no brother or sister behind.' This gives us the opportunity to raise awareness about the unique needs that veterans have and that some of us need a little more help."

Weller, who was a sergeant in the U.S. Army 82nd Airborne Division, emphasized the importance of providing veterans with the opportunity to help other veterans.

"This is a way for us to continue to serve" said Weller, a combat veteran who served during Desert Shield and Desert Storm. "For veterans coming into the hospital, we already have shared experiences and common ground, it's an instant connection based on mutual respect that goes beyond the traditional staff-patient dynamics."

Clark Jennings of Butterfly 2 is one of the original members of Veterans for Progress. A Vietnam veteran who served in the U.S. Army Special Forces, he is grateful for the opportunity to be in a group supporting veterans.

"It's a wonderful camaraderie that only veterans can have with veterans," he said.

Members of the Veterans for Progress group gathered together during the Veteran's Day celebration at OSH last November.

For Kouns, his work with veterans within the hospital is about both healing and his continued sense of duty to his fellow service members. To that end, Veterans for Progress has worked with the Admissions Department, the Office of Equity and Inclusion, the Benefits Coordinator Unit and the Oregon Department of Veterans Affairs to collect verification documents from veterans and connect them with benefits and resources.

"The beauty of Veterans for Progress is that it's truly peer-driven treatment based on the connection between service members," Kouns said. "We still have that sense of duty. We swore an oath. We might have fallen on hard times, but we still have brothers and sisters in here to help us."

For more information about Veterans for Progress, please contact Jeremy Hetland at 503-562-0624 or jeremy.d.hetland@dhsoha.state.or.us.

Friends and Family Day set for March 16

Consumer and Family Services will host a Friends and Family Day on Saturday, March 16, from 9 a.m. to 2 p.m. on the Salem Campus. Guests will have an opportunity to meet OSH leadership, tour the hospital, learn about resources and join their loved ones for lunch.

The first Friends and Family event took place in September 2018. More than 100 visitors came to the hospital to learn about the variety of activities and treatments available to their loved ones, who are here as patients.

Having the ability to see, first-hand, the activity and treatment rooms, dining room and hospital grounds helped guests "place" patients and get a glimpse into their daily lives at the hospital. That event was so successful that OSH decided to hold two more similar events in 2019: one on March 16 and another on Sept. 28.

The schedule for Saturday, March 16, is as follows:

- 9-9:30 a.m.: Guests arrive, check in and meet each other
- 9:30-10:30 a.m.: Townhall with OSH leadership
- 10:45 a.m. to noon: Hospital tours, information tables and activities
- Noon to 2 p.m.: Buffet lunch, information tables and activities

Guests must be 18 or older to attend. They were asked to RSVP by March 2, so the hospital could plan for their arrival.

To RSVP, or for more information, please call 503-947-8109 or email OSH.ConsumerFamilyServices@state.or.us.

New intranet site coming to OSH

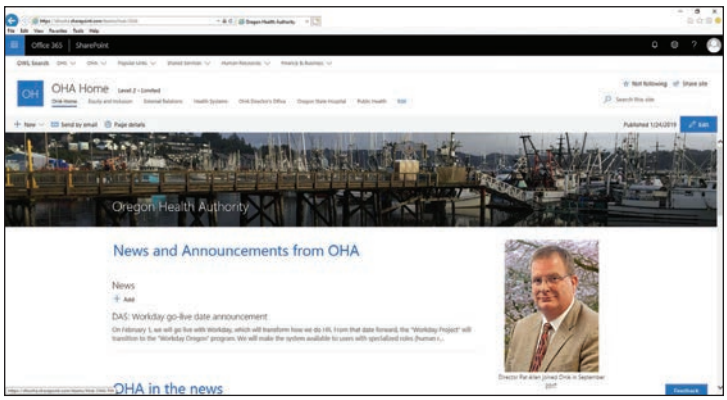
We will soon replace the outdated "Inside DHS/OHA" intranet site with a new and improved intranet to better serve Oregon State Hospital (OSH) employees.

Employees can expect these improvements:

- A homepage with regular, timely news and information.
- Better labeling of administrative services shared by DHS and OHA.
- Easier access to forms and policies.
- A better search function.
- A platform that requires fewer technical skills and is easier for all staff to maintain and update.

OSH Communications has been working with staff responsible for the content on intranet pages and will work with OIS to provide training on intranet page maintenance.

We will keep you updated as we get closer to the launch of our improved intranet.



A preview of the new Oregon Health Authority home page

Questions?
Contact Communications Coordinator Aria Seligmann at ari.l.seligmann@dhsoha.state.or.us.

New patient handbooks are here!

In February, all Oregon State Hospital patients received new and updated handbooks and program guides.

These guides contain valuable information for newly admitted patients about their hospital stay – including their rights, their responsibilities and their medical treatment.

Broad, high-level information is included in three handbooks, which are customized based on a patient's legal status. Additional program-specific information is included in each of the hospital's seven program guides.

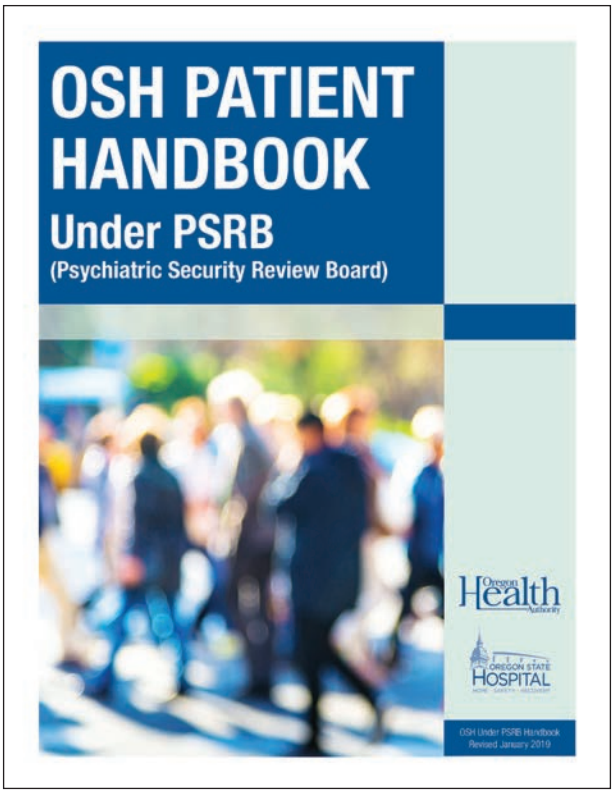
All patients receive both a handbook and a program guide. They'll get a new program guide if they change programs.

Oregon State Hospital's communication team spent two years creating the materials with input from patients, clinicians, administrators, consumer advocates, peer recovery specialists and other subject-matter experts.

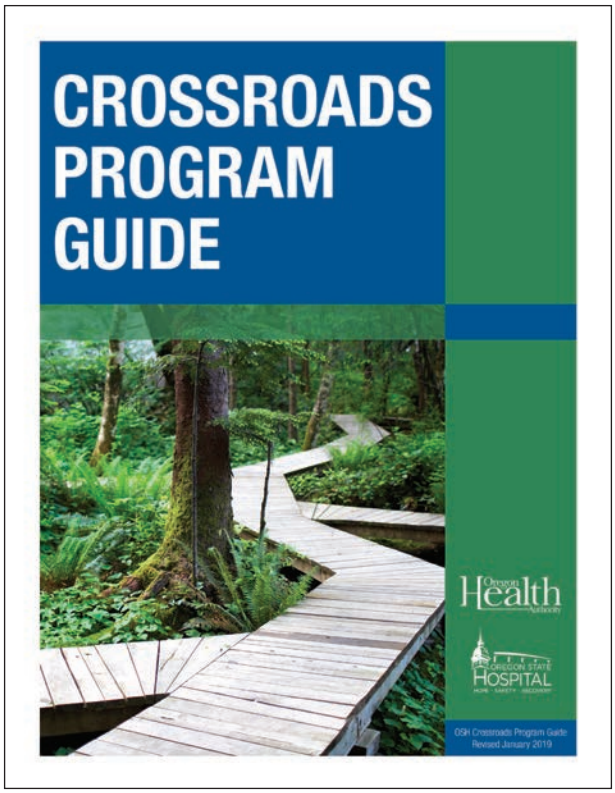
The goals of this project were to create materials that are standard, consistent and easy to understand. The handbooks and program guides use person-centered and recovery-oriented language, and they're updated regularly – ensuring patients continue to receive current and correct information.

The hospital will update the manuals – both online and in print – at least once a year. Staff and patients are also encouraged to share their suggestions for how to improve the manuals for future editions.

More information on the handbook project can be found online at OSHfriends.org.



The cover of the handbook for patients under Psychiatric Security Review Board commitment



The cover of the program guide for patients in the Crossroads Program

Junction City patients find hope in Welcome Center

Patients and staff welcome the camaraderie they find in the Welcome Center.

"I may be a client here, but I'm still 100 percent human."

This statement is one of many painted on the walls of the Welcome Center, which opened on the Junction City campus last spring. Designed as a creative and comfortable space, the room is where many patients go to find understanding and camaraderie.

"It has made a difference in my life," said Kathleen R., a patient on Mountain 2. "I feel this is a safe place."

Much like the Breaking Bread groups offered on the Salem campus, the Welcome Center is where patients go to draw, drink tea and listen to music. They play cards and board games, and they talk to one another about what's on their minds.

Peer Recovery Specialist Delilah Kennedy proposed creating the Welcome Center last year. She said Junction City leadership quickly approved the idea and gave her a room on the treatment mall for patients to call their own.

Already, patients have adorned the walls with inspirational messages and drawings, and they've shared news of the room with their peers. On a typical day, as many as 25 people crowd into the Welcome Center during its open hours.

"We use this space to create community," Kennedy said. "Folks come here to listen and to share. They need to have a space to do that."

Desiree, a patient on Mountain 2, serves as the hostess for the Welcome Center. Describing her role as "difficult but entertaining," she said the room exudes a positive atmosphere where people can let out some steam and learn more about the treatment mall.

Coffee, newspapers and conversation are a regular part of the Welcome Center routine.

Going forward, Kennedy and patients want to expand the center's hours and to relocate it off the treatment mall. Kennedy also wants patients to run the center.

"I'm hoping the Welcome Center can be truly peer run," she said. "Healing comes here."

Welcome Center Hours

Monday – 9 to 10:30 a.m.

Tuesday through Thursday – 1 to 3 p.m.

Friday through Sunday – closed

Note: The hours of the Welcome Center change periodically.