

Leadership Academy projects a success at OSH



At the Junction City Library

Five Oregon State Hospital employees took part in the 2014–15 DHS | OHA Leadership Academy. Each worked with a project team to improve functions in their respective work areas.

Can You Hear Me?

As students of the academy, registered nurse Micah Lewis and Dr. Jenna Heistand, both from OSH, formed a project group called “Can You Hear Me?” with Kerry Johnson, a civil rights investigator with the Office of Equity and Inclusion. The group designed a survey to evaluate the interpretive services program at OSH and make

recommendations for improvement. The team worked closely with hospital leadership to identify weaknesses in patient access to interpretive services.

“Our group was fortunate to gain support from former Deputy Superintendent Nena Strickland, who agreed to be our sponsor,” said Lewis. “She provided invaluable insight and direction.”

The team also received help developing the survey from Data and Analysis’s Kaleb Keaton, and from various staff around the hospital who participated in the questionnaire.

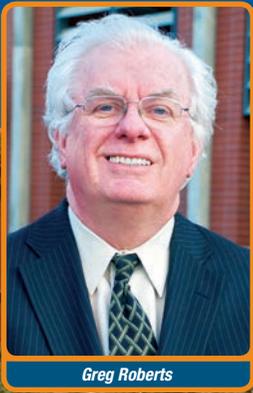
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OSH Recovery Times

is edited by Susan Stigers. Contact her at 503-947-9982 with questions, comments or suggestions.



Greg Roberts

Message from the Superintendent

Dear OSH Team:

Each day we are working hard to provide the best care and treatment for our patients. However, every once in a while it's important to take the time to celebrate our accomplishments – which is exactly what we did in May.

Last month, we held hospital-wide celebrations for both patients and staff, including all shifts on all schedules on both campuses. Hosted and funded by the Superintendent's Cabinet, the Employee Recognition Committee, the Wellness Committee and SEIU, these celebrations recognized everyone's efforts towards our recent successes:

- Opening the new campus in Junction City;
- Closing the Portland Campus and integrating patients and staff into the Salem Campus;
- Moving living units to different locations within the Salem Campus; and last but not least
- Passing the Joint Commission survey for both campuses with flying colors

None of this could have been possible without the concerted efforts of people throughout all parts of the hospital. That's why ALL of OSH was the winner for the March 2015 Team Recognition Award for the category of "inspiring hope."

If you think about where Oregon State Hospital was 10 years ago, or even five years ago, it's amazing to realize how far we have come. With all of us working together, we're beginning to see the transformation we desire. A true mark of success is when we answer the question, "Is OSH a place where I would want my loved one if he or she needed psychiatric care?" More and more, the answer is becoming "yes."

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Message from the Superintendent

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While I hope you all are proud of your accomplishments, we also need to realize that we're not finished. Now that we are settled into our new campuses, our focus will be on building a Culture of Recovery and expanding the roll out of Collaborative Problem Solving with the goal of eliminating seclusion and restraint. We will continue to use lean methodology through all parts of the hospital, not in addition to the work we do but as how we do the work. We will use data to make decisions and to identify and address the root causes of the challenges we face. Also, we will work toward becoming a national and regional learning center through research and student opportunities. I want Oregon State Hospital to be the place where people from around the country come to study and learn best practices for helping people recover from mental illness.

If we keep on our current trajectory, we will surely be recognized as the best psychiatric hospital in the country. Imagine that! We can get there, but only by working together. Thank you for all that you do.

Sincerely,



Greg Roberts
Superintendent

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Tri-County Chamber of Commerce

After reviewing the results, the team presented the findings to the Superintendent's Cabinet, and offered suggestions on how patients could more efficiently gain access to interpretive services.

Increasing awareness about OSH-Junction City

Leadership Academy students Dr. Laurie Burke, Jamal Alawaj and Jason Stringer from OSH, teamed up with Kelly Knight, a program analyst from Addictions and Mental Health, Kiran Jonnalagadda, an information systems specialist with Aging and People with Disabilities, and OSH resident Cody Elder to increase awareness about the Junction City campus.

The project team gave presentations about mental illness, recovery and OSH's community outings to nearly 20 different businesses in the community, the city library, chamber of commerce and hundreds of visitors during the

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Leadership Academy projects a success at OSH

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new campus's open house. Their sponsor was Public Affairs Officer Rebeka Gipson-King. They also received support to complete the project from OSH leadership and the Transition Planning Office.

Mr. Elder played a critical role in breaking down the stigma of mental illness and enlightening community members on the work at OSH. The team completed a pre- and post-survey, finding the presentation increased knowledge about OSH and the population the hospital serves. The survey also found concerns about residents of the hospital visiting businesses are now decreased.

“The project team members were wonderful ambassadors for Oregon State Hospital,” said Gipson-King. “They reached out to our new neighbors and started building the essential relationships the hospital needs within the

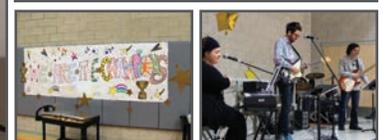


Open House

Junction City community. I am extremely pleased and impressed with the value they have brought to the hospital through this project. Thanks to their efforts, many people in Junction now have a better understanding of mental illness and the importance of recovery.”

OSH winning team celebration gallery

May was a time of celebration for everyone at the Oregon State Hospital. There was a series of events at both campuses to recognize both staff and patient efforts. The entire hospital was the winning team of the March 2015 Team Recognition Award, in the category of “inspiring hope.” Together, we had achieved historic events — we licensed and opened the Junction City campus, rearranged the Salem campus, closed the Portland campus and passed our Joint Commission survey with flying colors!



OHA Director, Lynne Saxton, attended the event.

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OSH winning team celebration gallery

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Staff Breakfast for Dinner, Salem



Staff Luncheon, Junction City



Staff Luncheon, Salem



LGBTQ Committee provides support and resources to sexual and gender identity minorities

By Sarah Mcmillan, occupational therapist



Our clients have likely all encountered some form of discrimination or rejection due to others' views and have probably

questioned their own identities around issues like mental illness or crimes committed. Those with minority status or identity also face increased barriers and stressors.

LGBTQQIAA stands for Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Asexual and Allies. Often we shorten this to LGBTQ to represent anyone who identifies as a sexual or gender identity minority. Biopsychosocial models of recovery emphasize the importance of treating the entire person in a client-centered approach. With this in mind, the Oregon State Hospital LGBTQ Committee formed in the summer of 2014 to provide support, resources, and to make sure we are meeting the LGBTQ population's needs on their road to recovery.

PLURAL support groups

The LGBTQ Committee has multiple projects, but our focus is supporting patients and staff working with the LGBTQ population through the PLURAL support group. PLURAL stands for Peace, Love, Unity, Respect, Autonomy and Liberty, which are things that all of our clients want in their lives.

PLURAL meets monthly outside of the treatment mall. Each month we send an Outlook appointment to Interdisciplinary Team (IDT) staff to add the meeting to their unit calendar. There are also flyers around the

hospital with our contact information. Any client who agrees to maintain confidentiality and safe behaviors is welcome, including Harbors and Archways clients. We have two support groups during treatment mall hours. There is also an LGBTQ health and culture education group. We ask teams to let us know about new support group attendees so we can do an initial meet and greet prior to attendance.

Safe Space training

Safe Space training takes place monthly. These LGBTQ 101 trainings explain terminology, health disparities and discuss basic ways staff and clients can be supportive here at OSH. Look for upcoming dates on the Learning Center. The Junction City campus also offers on-site Safe Space trainings and PLURAL support groups. Collaboration between the two campuses ensures needs at each campus are met.

Books

We have a small section of books in the client library available to check out, and we will continue to add to the collection.

Interdisciplinary Teams

When an IDT has questions or support needs, feel free to email the committee and we will get someone from an appropriate discipline to consult.

Policy

In collaboration with Dr. Brian Little and Dr. Rupert Goetz, we are in the process of reviewing

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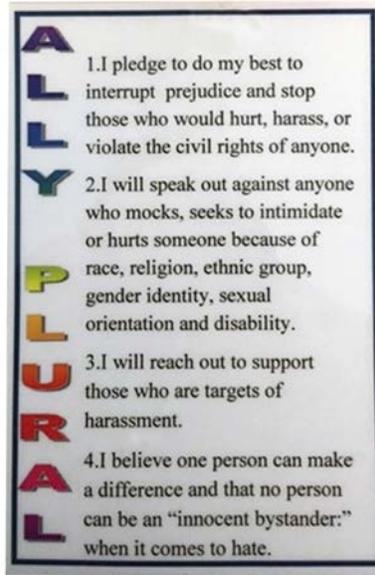
LGBTQ Committee provides support and resources to sexual and gender identity minorities

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hospital policies to make sure they are as inclusive and clear as possible on issues related to LGBTQ individuals' care and recovery processes.

Contact and badge information

A LGBTQ/PLURAL ALLY badge (pictured) identifies an LGBTQ ally as a safe and supportive person to talk to about LGBTQ issues and resources. Staff and clients who have completed the Safe Space training and signed a pledge to stand up against hate and discrimination



of all kinds receive a badge they may wear. Badge information includes contact information for the committee and for crisis lines. You can ask anyone with a LGBTQ/PLURAL ALLY badge for contact phone numbers or email addresses listed on their badge. The LGBTQ Committee voicemail number is 503-947-8083, or send an email to OSH.LGBTQcomm@state.or.us.

Watch for information in future emails about events and resources on LGBTQ issues.

Team Recognition

Team Recognition: January 2015

Category: Improving Quality
Recipient: Forensic Evaluation Services Team
Nominated by: Archways Program Executive Team

Forensic Evaluation Services Team

- | | |
|-----------------|------------------|
| Jonathan Barker | Kordell Kennemer |
| Wil Berry | Heather Knott |
| Daniel Brynolf | Ericia Leeper |
| Octavio Choi | Stephanie Lopez |
| Mandy Davies | Alex Millker |
| Alex Duncan | Tasha Phillips |
| Gary Field | Cynthia Stokes |
| Jerome Gordon | Andy Stover |



Forensic Evaluation Services Team

The Forensic Evaluation Services (FES) Team is responsible for providing timely competency evaluations to the courts. In just six months, Archways had 286 discharges across its seven units. FES implemented several new strategies to keep up with the escalating pace of admission and discharge needs of Archways, including:

- Hiring three new forensic psychologists;
- Instituting routine supervisory review of evaluation reports to ensure consistent high quality;

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Team Recognition

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- Decreasing the wait for early referrals for evaluation;
- Following metrics, such as:
 - » Early referrals by unit;
 - » Time to report completion by evaluator;
 - » Opinion/finding by evaluator.

When the influx of new .370* orders came, they responded with a positive attitude. The team also showed a commitment to providing rapid evaluations and reports as needed to assist Archways in responding to intermittent census and acuity crises. Their ongoing work on .365 evaluations (evaluations of mental competence before coming to the hospital) helps divert patients from OSH before admission, when appropriate. Drs. Lopez and Davies lead FES with clear direction and reliance upon data and communication with other departments.

Congratulations to the Forensic Evaluation Services team, winner of the January Team Recognition Award for Improving Quality.

Improving Quality!

*Often referred to as “.370” (Oregon Revised Statute (ORS) 161.370) is when a person is sent for mental health treatment, most often at the Oregon State Hospital, so he or she can become well enough to “aid and assist” in their own defense.



Dream Wall Team Photo

Team Recognition: February 2015

Category: Innovating

Recipient: Dream Wall Team

Nominated by: Michelle Swanger

Dream Wall Team

Dave Dahl (lead) Kat Gormley
Nancy Frantz-Geddes Luke Walters

Adapting an idea from a TED Talk, the Dream Wall team created a large chalkboard space where patients and staff can write in their dreams, both large and small. The Dream Wall is located in the Kirkbride Building near Sally Port 3. There are prompts in multiple languages. Chalk is always available and patients are encouraged to add new dreams often.

The Dream Wall has provided an innovative, creative and inspiring space for patient and staff participation.

Congratulations to the Dream Wall team, winner of the February Team Recognition Award for Innovating.

Innovating!



Nena Strickland

Former Deputy Superintendent Nena Strickland retired on May 31, after 30 years of outstanding service, first at Dammasch and then at OSH.