



MAY 2016

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**OneMind**



It is finally here — OneMind Go -Live begins on May 10 for Wards E, F, H, I, and J. The remaining wards will Go-Live on May 18. There are lots of activities and preparations going on, so get your Super Hero costumes ready, because here we go!!

One important thing to remember about OneMind is that help is just a phone call away 24 hours per day, 7 days per week via the OneMind Help Desk. This is a dedicated phone line just for OneMind assistance. Call **866-281-2837** with any issues concerning OneMind. Your call will be answered any time of the day any day of the week by a customer-friendly representative to help you with your problem.

Have a "how to" question? Be sure to consult your training manuals, tip sheets, or ask a OneMind Super User.

Need your password reset? Call the help desk.

Critical problems called in to the help desk will receive immediate attention by the on-call expert. Non-critical issues will be triaged and included in the queue for attention by an expert the next business day.

Non-critical request can also be submitted via detailed email addressed to [DBHDSOneMindtickets@dbhds.virginia.gov](mailto:DBHDSOneMindtickets@dbhds.virginia.gov). Your request will be answered during regular office hours. Please note that you should NOT email critical issues or password resets — always call!

You should also never include any Personal Health Information (PHI) in any correspondence, screenshots, reports, etc. Protecting PHI is more than just redacting a name, so know the guidelines when sending your email. Always contact your manager if you are uncertain about what you are submitting.

- User is locked out/needs password reset
- Medications cannot be administered
- Any issue relating directly to patient safety

**What are Non-Critical Items?**

- Issues not relating directly to patient safety
- Enhancement requests

**What not to Report to the Help Desk**

- How-to questions — these should be reported to a Super User in your discipline.

Look for more OneMind information throughout this edition.

~ Cynthia McClaskey, Ph.D.  
Director

**Hidden**

There are flowers on every page in this edition, just like the one pictured here. Can you find all of them?

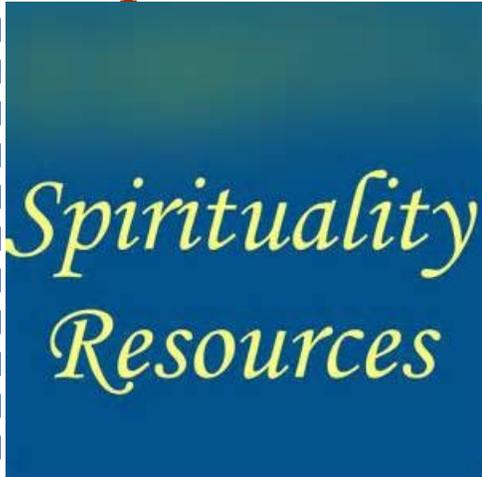


**What are Critical Items?**

- OneMind system is down.



# Chaplain's Corner



Spiritual resources that enrich our lives are all about connection with something that lessens our loneliness and gives our lives meaning. People have traditionally found these resources in sacred writings, spiritual teachers, religious traditions, inner reflection, and positive acts of humanitarian concern.

One recent online resource that caught my attention sponsored by the Healthcare Chaplaincy Network offers free chaplaincy services through an internet site called [www.chaplainsonhand.org](http://www.chaplainsonhand.org). This is a free service dedicated to helping people faced with suffering and the distress of illness to find a supportive avenue of comfort and hope.

Professionally trained chaplains are on hand to offer spiritual comfort and prayer through e-mail and phone conversations regardless of religion or beliefs. The web site offers support for people with cancer as well as veterans and military families. There are resources for caregivers and spiritual exercises to help us feel connected with age-old practices that have sustained people for

centuries. Every resource we can avail ourselves to may come in handy sometime, from trusted clergy to lifelong friends, favorite books, and maybe an online resource we didn't expect.

*May the One who brings comfort surround you with goodness and strength.*

*May your Spirit be calmed and renewed.*

*May you find wisdom to guide you in your journey.*

*May you and your loved ones know hope and peace.*

~ Timothy Graham, D. Min.  
Chaplain



# New Therapy Dogs

We tested four new dogs last month and are proud to announce that all four passed! These are four new therapy dogs: Comet, belonging to Lindsay Baciuska; Daisy, who belongs to Stacy Brown; Lily, Ginny Moorer's dog; and Walter, Sylvia Robbins' baby!

We will be using these dogs in some different roles. During Break Week later this month, we hope to plug them in with individuals we serve and staff in order to resume AAA/T visits on all wards, as well as look at ways dogs can be beneficial to more individuals here.



**Comet**, an Australian Shepherd cross, will be hanging out a lot in the Game

Room in the evenings, and hopefully visiting units. He is a very well trained, eager to please guy, and has a variety of tricks up



his sleeve. **Daisy** is a Yellow Lab mix with a sweet personality. She loves attention and is a very gentle presence. Her "Mom" will be a volunteer.



**Lily** is a Cavalier King Charles Spaniel and she is making her home away from home in the B Building, providing a calming and welcoming presence for those receiving training.

She may make some occasional visits to the Bagley Building, too.



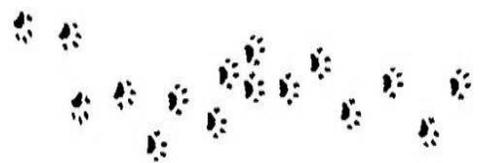
Last, but not least, is our big guy, **Walter**, a Golden-Doodle. He will be starting his visits when he turns one year old at the end of April. He is soft to the touch and loves to play, be

petted, and hugged. He looks and feels like a giant stuffed animal!

Our thanks go to Rebecca Beamer and Christy Boyd, DVMS, who helped test and screen these wonderful additions to our programs. We are grateful for their knowledge and assistance through the years!

If you see these new furry "new hires," be sure to stop and scratch their ears and welcome them aboard!

~ Lesu Cole, ADC  
Rehab Resource Coordinator



# Daily Planet

SPECIAL  OneMind EDITION

FREE

## CALLING ALL SUPERUSERS

You're invited to a **SUPERUSER CELEBRATION!!**

Cheat Sheet: Top 10 Frequently Asked Questions

Questions/Answers

One on One Support

*Create your own Yogurt Sundae with  
assorted toppings, brownies and coffee!*

**When:** Tuesday, May 3<sup>rd</sup>                      1300-1500 & 2000-  
2200

Wednesday, May 4<sup>th</sup>                      1200-0130

**\*\*Drop by anytime during the scheduled times\*\***

**Location:** H-106 Henderson Building

**\*\*A drawing will be held for a "SuperUser" Gift Basket (must be present to enter the drawing). There will also be a door prize for each shift!**





# Borderline Personality Disorder Awareness Month

Borderline Personality Disorder (BPD) is a serious psychiatric illness, but there is hope. With appropriate treatment many show improvement in one year. Over time, 80 percent of individuals with BPD reduce their symptoms.

People with BPD often have a history of trauma. They have extreme difficulties regulating their emotions. Common problems include anger, chaotic relationships, impulsivity, unstable sense of self, suicidal attempts and thoughts, self-harm, shame, fears of abandonment, and chronic feelings of emptiness.

People with BPD often have intense and stormy relationships. Attitudes toward family, friends and loved ones may shift suddenly. Relationship problems are common and the behaviors are difficult for loved ones to manage effectively. Additionally, stress in relationships can make for even more challenges.

## PREVALENCE

It is estimated that more than 14 million American adults, distributed equally between men and women, have BPD. It is as common as schizophrenia or bipolar disorder: an estimated 11 percent of outpatients, 20 percent of psychiatric inpatients, and 6 percent of primary care visits meet the criteria for

the disorder. Obtaining an accurate diagnosis can be difficult.

Research, treatment options, and family education are decades behind compared to other major psychiatric disorders. The costly personal, social, and economic toll of BPD makes it a significant national public health burden and issue. However, the impact of BPD remains largely unrecognized.

## CO-OCCURRING DISORDERS

BPD rarely stands alone. Individuals with borderline personality disorder often have other diagnoses. This is called comorbidity or having co-occurring disorders. Common co-occurring disorders include substance abuse, eating disorders, anxiety disorders, bipolar disorder, as well as other personality disorders. Over half the BPD population suffers from Major Depressive Disorder. When depression and BPD co-occur, the depression often does not lift with medication until the borderline personality disorder symptoms improve.

## TREATMENT

There has been considerable progress in the last 25 years both in understanding and treating BPD. Now there are treatments shown to be effective. The most researched and well known are Dialectical

Behavior Therapy (DBT) and Mentalization Therapy (MBT). Unfortunately, inpatient and outpatient treatment options for this disorder are limited. Fortunately, there is a new DBT group at SWVMHI, which is beginning to work one-on-one with individuals with BPD. We hope to show some progress in this area soon.

## MEDICATIONS

There is no specific medication approved to treat BPD. People with BPD are often prescribed medications to treat their symptoms. Research shows that medications can be moderately effective for anger, impulsivity, and depression. Both patients and doctors need to be aware that more often than not the response to medication is modest at best. Those with BPD can be quite sensitive to the side effects of the medications. It is important to discuss these side effects with a doctor before deciding that the medication is not good or too troublesome to continue to take. Clinicians trained to treat BPD use medication as an addition to, not a replacement for, talk therapy.

[~www.borderlinepersonalitydisorder.com/about-bpd/](http://www.borderlinepersonalitydisorder.com/about-bpd/)



And Spring arose on the garden fair,  
Like the Spirit of Love felt everywhere;  
And each flower and herb on Earth's dark breast  
rose from the dreams of its wintry rest.

~Percy Bysshe Shelley, "The Sensitive Plant"



# 2016 Mental Health Month

Each year millions of Americans face the reality of living with a mental health condition. During the month of May, NAMI and participants across the country are bringing awareness to mental health. Each year we fight stigma, provide support, educate the public and advocate for equal care. Each year, the movement grows stronger. We believe that these issues are important to address all year round, but highlighting these issues during May provides a time for people to come together and display the passion and strength of those working to improve the lives of all Americans whose lives are affected by mental health conditions. 1 in 5 Americans will be affected by a mental health condition in their lifetime and every American is affected or impacted through their friends and family and can do something to help others.

See more at: <http://www.nami.org/mhm-hb#sthash.FGUltREC.dpuf>

### Educate Yourself and Others

Everyone knows a little about mental health issues but knowing the facts about mental illness can help you educate others and reject stigmatizing stereotypes. They are not the result of personal weakness, lack of character or poor upbringing. Understanding mental health isn't only about being able to identify symptoms and having a name for these conditions but dispelling many false ideas about mental health conditions as well.

### See the Person and Not the Illness

1 in 5 Americans live with a mental health condition and each of them has their own story, path and journey that says more about them than their diagnosis. Whether you live with mental illness or are a friend, family member, caregiver, or medical professional getting to know a person and treating them with kindness and empathy

means far more than just knowing what they are going through.

See more at: <http://www.nami.org/stigmafree#sthash.mVWxiXXuj.dpuf>

### Take Action on Mental Health Issues

Our mental health care systems have been in crisis for far too long and often keep treatment and recovery out of the hands of many who need it. We can take action now as we push for better legislation and policies to improve lives for everyone. By lending your support you can show that this cause important to you and desperately needed for millions of Americans.

See more at: <http://www.nami.org/stigmafree#sthash.mVWxiXXuj.dpuf>

## Don Musser Retires

Don Musser, Director of Reimbursement, retired after over 40 years of service. On April 6, the Social Security Association (SSA) District Office presented Mr. Musser with a Public Service Award for his many years of service, not only to the individuals served by SWVMHI, but also to claimants with the SSA. He and his staff have worked in a cooperative manner with the SSA to ensure that individuals receive all the benefits that they are entitled to receive in a timely manner. Working hand in hand with the SSA Bristol Office, Mr. Musser helped many people over many years.

The SSA does not normally present public service awards to non-employees, but chose to present this award to Mr. Musser to honor his dedication.

Mr. Musser was very surprised and shocked by the award, and expressed his gratefulness for the honor. Trevor Drozdowski, SSA District Manager of the Bristol Office had nothing but praise for Mr. Musser and his staff in the Reimbursement Office.

Mr. Musser says that he misses the people at SWVMHI and was very honored to have had such caring staff, but he is enjoying retirement very much.

SWVMHI extends its best wishes to Mr. Musser on his retirement.



Trevor Drozdowski, Bristol District Manager (right) presents award to Don Musser. The award was signed by Terry Stradtman, SSA Regional Commissioner.

**Congratulations!**



## Welcome Aboard New Hires!

Please welcome the newest additions to the SWVMHI Team!

### March New Hires



Left to right: (Front row) Christie Cardwell, Mallory Jessee, Kendra Maddox, Kaitlyn Tickle; (middle row) Jennifer Moore, Tammy Miller, Kimberly Nickles, Donna Shelton (back row) Kevin Lotts, Cody Deel, Jeremy Lampkins, Vickie Minich

**Kimberly Nickles** has two dachshunds and a mutt, and enjoys gardening and painting. She is married with two boys and she and her family in is Bristol, Virginia. Kimberly graduated high school in Clintwood, Virginia, received her RN degree from Virginia Highlands Community College, and her BSN from King University. She has worked at Abingdon OB-GYN and at Jacobs Creek Job Corps. Kimberly will be working on Ward E/F evening shift.

**Kevin Lotts** comes to SWVMHI by way of Sam Houston State University in Huntsville, Texas, where he also graduated high school. Currently he lives in Abingdon, Virginia, and is a drummer. Previously, Kevin worked at Wyoming State Hospital as a CNA. He will be working on Ward C/D evening shift. Kevin's mother, Vivian Lotts, Ph.D., is a psychologist on Ward J.

**Vickie Minich** is a registered nurse who lives in Wytheville, Virginia. She has two children and graduated from Rich Valley High School as well as St. Margaret's School of Nursing in Pittsburgh, Pennsylvania. Previously, Vickie worked at Car-

ington Place and Golden Living. She will be working on Ward A/B night shift. **Christie Cardwell** is the new Nurse Informatics Specialist. Christie has a Masters in nursing and a Masters in business administration, both from King College. Christie loves the outdoors and gardening, has two daughters and one grandchild, and is engaged to be married. She has worked at Medical Services of America and Russell County Medical Center. Christie will be working in Nursing Administration.

**Mallory Jessee** loves rescue dogs, hiking, and yoga. She is married and lives with her husband in Glade Spring, Virginia. Mallory graduated from Chilhowie High School and Emory and Henry College and she received her Social Work degree from East Tennessee State University. She worked at Home-town Hospice and at SWVMHI for three years on Ward C/D, as well as Highlands CSB. Mallory is glad to be back at SWVMHI and will be working on Ward B as the Clinical Social Worker. Linda Keene, Administrative Assistant in Environmental Services, is her cousin.

**Cody Deel** lives in Meadowview, Virginia, and used to work at Food City as well as McDonalds. He is a graduate of Patrick Henry High School in Glad Spring, Virginia. Code will be a float Psychiatric Care Technician on night shift. His mother is Tangie Rose, an RN on Ward C/D.

**Jennifer Moore** has been a CNA for almost eight years and loves it. She received her Nurse Aide Certificate from Wytheville Community College and has worked at Carrington Place in Wytheville, Virginia, as well as Evansham Manor, also in Wytheville. Jennifer lives in Bastian, Virginia, and will be working on Ward E/F evening shift.

**Tammy Miller** likes to read and do crafts. She has two daughters and one son. She and her son live in Marion. Tammy graduated from Marion Senior High School in Marion, Virginia. Previously, she had a day care in her home through the Department of Social Services. Tammy will be working as a Psychiatric Care Technician on Ward A/B day shift.

**Kaitlyn Tickle** is soon to be married this June. She graduated from Chilhowie High School in Chilhowie and currently, she lives in Saltville, Virginia. For the last two years, she has worked in fast food. Kaitlyn will be working as a Psychiatric Care Technician on Ward E/F night shift.

**Jeremy Lampkins** comes to Nursing Services by way of the Housekeeping Department at SWVMHI. He enjoys fast cars, hunting, and fishing. Jeremy graduated from Chilhowie High School. He will be working as a Psychiatric Care Technician on Ward A/B evening shift. His mother is Candy Lampkins, an LPN on Ward E/F.

**Kendra Maddox** is a CNA and loves taking care of others. She recently obtained her CNA certificate. Currently, Kendra lives in in Abingdon, Virginia. She has previously worked at Jimmy Johns, Pizza Hut, Dominos, Food City, and Good Samaritan Nursing Home. She will be working as a Psychiatric Care Technician on Ward J day shift.

**Donna Shelton** is married and graduated from Garden High School. She received her RN degree from Southwest Virginia Community College, her BSN from Bluefield College, and her MSN from Chamberlain College of Nursing. She and her husband live in Richlands, Virginia. Previously, Donna worked at Bristol Regional Medical Center. She will be working on Ward J Baylor shift. Sheila Horn, an LPN on Ward A/B, is Donna's aunt.

### April New Hires

**Kaytlin Jonas** enjoys reading, cooking, and all outdoor activities. She also knows sign language but states she is not proficient at this point. She graduated from George Wythe High School and attended Wytheville Community College. Currently, Kaytlin resides in Wytheville, Virginia. Previously, she worked at the United States Post Office in Wytheville. Kaytlin will be working in Food Services.

Continued on page 7



# Welcome Aboard New Hires, *continued*

After a brief absence, **Betty Reynolds** has returned to work at SWVMHI. She loves caring for people and also loves cats and dogs. Betty currently lives in Tennessee and has one daughter. Previously, she worked at Maxim and Brookdale as an aide. Betty will be working as a Psychiatric Care Technician on Ward A/B evening shift.

**Pamela Cole Morin** enjoys music, playing the piano, volunteering, gardening, and flowers. She is married and has a son and a daughter, all of whom work in the mental health field. Pam graduated from Marion Senior High School and attended Virginia Intermont College majoring in Special Education. She and her husband live in Chilhowie. Previously, Pam worked for the Smyth County School Board and Avita Community Partners, a day program for special needs adults. She will be working on Ward H day shift.

nurse. Mechelle will be working on Ward I Baylor shift.

**Kathy Frye** has been a nurse since 2001 and just returned to Virginia from Florida — she loves nursing. She is married and has two children. Kathy graduated from Graham High School, Bluefield, Virginia, and from Wytheville Community College with an ASN. She and her family reside in Chilhowie. Previously, Kathy worked at Bluefield Regional Hospital in Bluefield, Virginia, and Smyth County Community Hospital in Marion. Kathy will be working as an RNCA on Ward E/F night shift.



Left to right, first row, seated: Pamela Morin, Aaron Brickey, Kaytlin Jonas; Second row, standing: Kathy Frye, Mechelle O'Neal, Betty Reynolds, Nina Hill

**Aaron Brickey** plays the guitar, sports, and states he is relatively fluent in Spanish. He graduated from Greenbrier High School in Augusta, Georgia, and attended Augusta State College. Currently, he lives in Glade Spring, Virginia. Previously, he worked at the Medical College of Georgia. He will be working on Ward J evening shift. He has been accepted to and plans to attend Virginia Highlands Community College in the fall for a degree in nursing. He also plans to continue his nursing education obtaining additional degrees. Aaron's aunt is Norma Brickey, former Assistant Nurse Executive and currently a P-14 Nurse Manager.

**Lori Couch** loves to travel and in her spare time paint. She is married with three children and she and her family live in Atkins, Virginia. Lori received her RN degree from Wytheville Community College in Wytheville, Virginia, and she has worked in nursing ever since. Previously, Lori worked at Blue Ridge Job Corps in Marion, Virginia, teaching students to become CNAs. However, at SWVMHI she has accepted a job in Rehab Services. It is her first non-nursing job and is very excited about her career.



**Nina Hill** loves cats. She is recently widowed and has a son and daughter-in-law. Nina (with a long i) lives in Sugar Grove, Virginia. Previously, she worked at Penrys, Mr. Casuals, TRW, and Food City. Nina graduated high school in Independence, Virginia, and attended Wytheville Community College, earning a certificate in Microcomputer Technologies. She will be working in Food Services.

**Mechelle O'Neal** has a small farm, two children, and two grandsons. She loves to teach and has taught for Wytheville Community College in the nursing program. Mechelle received her RN degree from Virginia Highlands Community College and her BSN from Radford University. She lives in Max Meadows, Virginia. Previously, Mechelle has worked in the ICU and ED in Lewis Gale Hospital in Salem, Virginia; at Pulaski Health and Rehab in nursing supervision; and has also worked as a traveling

**Please welcome the newest additions to the SWVMHI Team!**

~ Training Department



**ABILITY**  
is what you are capable of doing  
**MOTIVATION**  
determines what you do  
**ATTITUDE**  
determines how well you do it.



# Maintaining a Safe Work Environment

Providing and maintaining a safe work environment is a prime concern for every employer, including SWVMHI. In support of this goal, SWVMHI utilizes several surveys to help identify potential safety hazards and initiate timely action to correct identified hazards. Some of these surveys include:

- ▶ **Safety Assistant Surveys** — SWVMHI has been divided into “pieces” and a Safety Assistant conducts a monthly survey of their assigned area. Findings are recorded on the Safety Assistant checklist and forwarded to Tommy Cullop, Security Director, for review/action as warranted.
- ▶ **Monthly Unannounced Safety Tracers** — One or more members of the SWVMHI Safety Committee are appointed each month by the Safety Committee Chairperson to conduct a Safety Tracer of a specific area of the facility. Tracers include inspecting the area to ensure it is free of safety hazards and questioning staff regarding safety policy, procedure, and training. Findings are reported to the responsible Department Head/Unit Director for abatement and are reviewed by the Safety Committee.
- ▶ **Environmental Rounds** are conducted each month by a team led by the Infection Control Nurse. Findings are presented to the Unit Nurse coordi-

nator for abatement and are reviewed by the SWVMHI Safety Committee.

- ▶ **Security Officers** make routine rounds of the SWVMHI environment of care. Any unsafe act or condition noted while making rounds is corrected or noted on the shift report for review by the Security Director and corrective action.
- ▶ Each year, the SWVMHI Safety Committee completes a **Hazard Vulnerability Analysis** to determine the most likely emergency events (Code Orange) a facility in Southwest Virginia might face. The results of this survey are used to plan drills of our Emergency Operations Plan, to make action to mitigate the emergency event, and to develop a plan for dealing with an emergency event.
- ▶ The Safety Committee also conducts an annual **“Risk Assessment”** of our patient care environment. The findings of this assessment are reviewed by the Committee and action taken to correct the problem and/or request funding to ensure action is initiated.
- ▶ Safety information is routinely provided to staff via the monthly newsletter, **“A View From the Hill,”** the **“Porcelain Post,”** and important information is provided staff in a timely

manner via **“Code Echo”** announcements.

While the above actions are important components of our Safety Program, YOU are the most important component. You help maintain a safe work environment by:

- ▶ Working in accordance with safety policy and procedures;
- ▶ Using Personal Protective Equipment (PPE) as needed;
- ▶ Being alert for potential safety hazards and taking immediate action to correct the problem;
- ▶ Reporting safety concerns to your supervisor;
- ▶ Reporting all employee incidents and near misses; and
- ▶ Setting a SAFE WORK example for your peers.

~ Safety Committee



# One Mind Updates



As I write this, I am almost in disbelief that SWVMHI is really and truly going to Go-Live with OneMind. Over the past years, we have gotten ready, stopped; gotten ready, stopped; gotten ready, stopped. You remember that. But this time we are GOING LIVE with electronic health records!!!

May 5 will begin the pre-loading of the Geriatric and ERS individual information. Those five units will Go-Live on Tuesday, May 10.

The pre-load for Admissions will begin May 16 and the Admissions Units will Go-Live on Wednesday, May 18. After all the units are live, we will start fine-tuning our processes. We'll have regular get-togethers to share information,

best practices, short cuts, etc. And, if our co-workers, WSH, and SVMHI are telling the truth, in eight weeks we'll love OneMind and say we'd never go back to paper.

Looking forward to hearing those words!

~ Amanda Currin  
Accountable Executive



# 6<sup>TH</sup> Annual Employee Benefits Fair

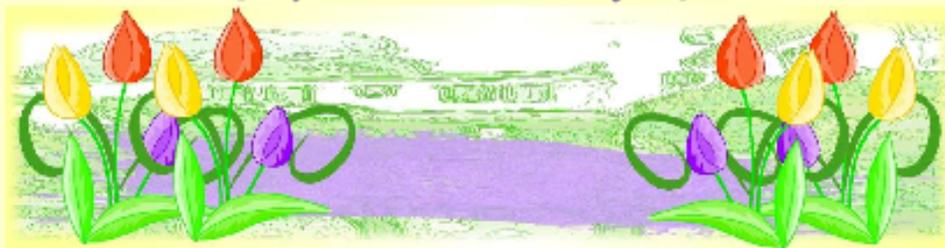
**Tuesday, May 3, 2016 10:00 am – 3:30 pm**  
**B-building, 1<sup>st</sup> and 2<sup>nd</sup> floor**

Vendors scheduled to attend:



- AFLAC
- BANK OF MARION
- BB&T
- BLUEFIELD COLLEGE
- HIGHLANDS UNION BANK
- ICMA-RC
- KING UNIVERSITY
- LIBERTY MUTUAL
- LIFETIME WELLNESS CENTER
- MOUNTAIN EMPIRE FEDERAL CREDIT UNION
- NEW YORK LIFE INSURANCE
- OLD DOMINION UNIVERSITY
- PREPAID LEGAL
- SAM'S CLUB
- SPRINT
- U. S. CELLULAR
- VERIZON WIRELESS
- VGEA
- VIRGINIA COLLEGE SAVINGS PLAN
- VIRGINIA HIGHLANDS COMMUNITY COLLEGE
- VRS
- WYTHEVILLE COMMUNITY COLLEGE

**ICE CREAM WILL BE PROVIDED**





# Occupational Therapy Month

EDITOR'S NOTE: April was Occupational Therapy Month. We didn't have a newsletter in April, but the SWVMHI OT staff have put together a little contest for your enjoyment. It might even help with all the stress of OneMind Go-Live!

*April is national*  
**OCCUPATIONAL**  
**THERAPY** *month!*

Have you thanked an OT today?

*"I think we live in a world where the most important thing is daily life: sharing a space with your family, making meals, being with your people. It's not only the idea of privacy, it's the beauty of the moment, at a time in the world when everything goes really fast - too fast."*

— Ana Tijoux

*"Tell me and I forget.  
Teach me and I remember.  
Involve me and I learn."*

— Chinese Proverb

*"Man, through the use of his hands, as they are energized by mind and will, can influence the state of his own health"*

— Mary Reily, OTR, EdD

*"You treat a disease: you win, you lose.  
You treat a person, I guarantee you win-no matter what the outcome."*

— Patch Adams

## 21-Day Occupational Therapy Wellness Challenge

### Day 1

Do an adult coloring page (see rules below. The coloring page can be found on the next page of this newsletter.)

### Day 2

Try breathing exercises

### Day 3

Listen to mood-boosting music

### Day 4

Try mindfulness

### Day 5

Go for a walk

### Day 6

Write in a journal

### Day 7

Work on an art project

### Day 8

Use a stress ball

### Day 9

Dance

### Day 10

Read a book

### Day 11

Try yoga

### Day 12

Learn a new skill

### Day 13

Remove caffeine from your life

### Day 14

Laugh

### Day 15

Volunteer

### Day 16

Take a hot bath

### Day 17

Go on a digital detox

### Day 18

Try a new food

### Day 19

Go for a run

### Day 20

Do a crossword puzzle

### Day 21

Pet an animal

## Occupational Therapy Defined

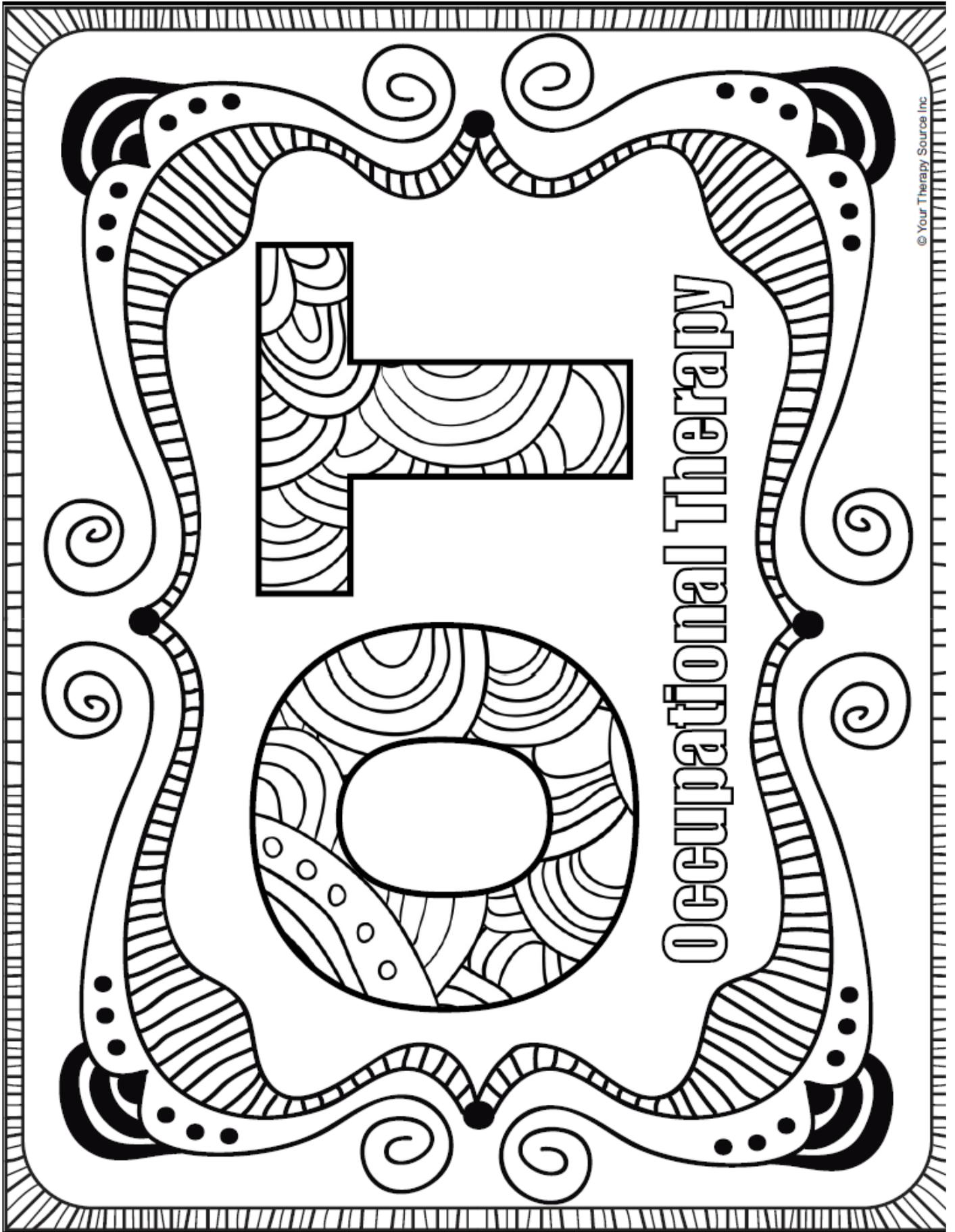
"The practice of occupational therapy means the therapeutic use of occupations, including everyday life activities with individuals, groups, populations, or organizations to support participation, performance, and function in roles and situations in home, school, workplace, community, and other settings. Occupational therapy services are provided for habilitation, rehabilitation, and the promotion of health and wellness to those who have or are at risk for developing an illness, injury, disease, disorder, condition, impairment, disability, activity limitation, or participation restriction. Occupational therapy addresses the physical, cognitive, psychosocial, sensory-perceptual, and other aspects of performance in a variety of contexts and environments to support engagement in occupations that affect physical and mental health, well-being, and quality of life."

- AOTA Practice Framework

### DAY 1 of Occupational Therapy Wellness Challenge Contest Guidelines:

- ▶ Please complete the OT coloring page (see the following page in this newsletter) by June 1, 2016.
- ▶ Turn in to the OT department to Sharon Neitch, Sarah Roe, or Beth Smith.
- ▶ Coloring pages will be judged by the department and three winners will be selected.
- ▶ Prizes will be given to the three winners.
- ▶ Have fun and Happy OT month!

~ Sharon Neitch, OTR/L  
Sarah Roe, OTR/L  
Beth Smith, OTR/L



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# UPLIFTING News from the Falls Prevention Committee

The SWVMHI interdisciplinary Falls Prevention Committee was not only active, but successful in 2015! We are sharing some data analysis to compare accomplishments during 2015 compared to 2014. SWVMHI staff made great strides in decreasing the incidents of patient falls, especially decreasing serious injuries related to falls. We are hoping for an even better 2016. Goals for 2016 are being shared with the Quality Management Committee and Falls Prevention Committee. Some of the data presented below is assisting in identification of new priority focal areas for this year.

## 2015 Accomplishments

- ▶ “Rising Stars” (modified Tai Chi) implemented on Geriatric Unit.
- ▶ Physical Therapy department located to larger space.
- ▶ Wheelchair assessment resulted in the purchase of 15 new chairs of various sizes.
- ▶ Purchase of an auto-braking device for individual wheelchairs which auto-locks upon rising from chair.
- ▶ Added Dr. McKinell as member of the committee, and changed the chair from Assistant Nurse Executive (retired) to Unit Nurse Coordinator for the Geriatric Unit.
- ▶ Started comparison between SWVMHI Fall Risk Assessment scoring to Edmonson Psychiatric Fall Risk Assessment scores.
- ▶ Improvements from Environmental Rounds Fall Risk Assessments included:
  - Decreased clutter in rooms, additional storage options for personal belongings.
  - Replaced inadequate “help” pull strings in some bathrooms.
  - Replaced non-functioning night lights.
  - Ensured consistency of fall risk “Upppppp!” signs where appropriate.
  - Recommendation submitted for Nurse Call System.
  - Fall Prevention training and competency assessment for all Nursing staff provided during summer.
  - Outside day-long professional Fall Workshops attended by Physical Therapist, Occupational Therapist, and Nurse Coordinator.

## 2014 & 2015 SWVMHI

Factor Assessed	2014	2015	# Change *
<i>Total No. Falls</i>	446	382	16% decrease
<i>Falls by Unit</i>			
Admissions	96	125	23% increase
Geriatrics	242	192	26% decrease
ERS	107	58	84% decrease
<i>Top Four Locations (all top four location same both years)</i>			
# 1 Bedroom	206	168	23% decrease
#2 Hallway	75	80	6% increase
#3 Dayroom	74	61	21% decrease
#4 Bathroom	48	37	23% decrease
<i>Falls by shift</i>			
Day	152	138	10% decrease
Evening	168	148	14% decrease
Night	126	96	31% decrease
<i>Times of the Day with highest number of falls</i>			
Day	1100-1400	1000-1200 1400-1500	
Evening	1500-1600 1700-1900 2000-2100	1900-2000 1500-1600	
Night	0100-0200	0500-0600	
<i>Serious Injuries (requiring treatment above first aide interventions or sent to ER)</i>			
Admissions	2	2*	*Both related to seizure
Geriatrics	8	6	33% decrease
ERS	0	0	
<i>Contributing Factors (similar results)</i>			
Found in Floor	158	125	
Balance/Coordination	157	147	
Client reported	42	36	
Reaching/sitting	21	17	
<i>Day of the Week (no significance noted)</i>			
Wed/Thurs (62)	Fri/Sun (61)	Mon (60)	Wed (58)

# Kronos Workforce Questions and Answers

On April 3, 2016, the Nursing Department “Went Live” with Kronos Workforce Scheduler. What does this mean? It means that nursing staff will be able to view not just their timecard and leave balances in real time, but will now be able to view their schedule in real time, up to six weeks into the future. Bringing timekeeping and scheduling into one system will be a benefit to all nursing staff.

Of course, there is a learning curve as the Nurse Managers and Schedulers become accustomed to the program, so staff are asked to have patience as they learn and we all work out the new processes.

Will schedules look different? Absolutely, but they should be much easier

to read and understand once everyone is used to the new look and feel.

What about schedules for non-nursing employees? Everyone at the facility has a schedule, and everyone’s schedule is entered into Kronos. The schedule is important because it determines when your grace period occurs. The grace period is that 11 minute window before and after your scheduled work hours. Remember, however, that a grace period does not excuse you from being at your work station on time.

Are you regularly checking your timecard, your leave balances, your worked hours, or your schedule? It is a good idea to check these items regularly, as it is your responsibility to

know and understand them. To help you, a CAI is being developed and should be ready in the next few weeks on the Knowledge Center. The CAI will help you get started in Kronos, navigate your timecard, and remind you of your responsibilities as an employee. An announcement will be made as soon as the CAI is available.

If you find errors on your timecard, they are much easier to fix if they are brought to your timekeeper’s attention soon after they occur. Therefore, please check your timecard on a regular basis and report any concerns to your timekeeper or supervisor as soon as you see them. Questions about your pay should be directed to the Payroll Office at Extension 533.

# Rehab Department News



weather has proven warm and inviting.

April’s special activity took place in the gymnasium on Thursday, April 21 to celebrate Earth Day. Planting flowers, a bean bag toss, and nerf gun excitement were all part of the festivities. After exhausting themselves in games, individuals then snacked on cheese-cake and homemade chips.

Preparations continue to be under way for the annual Mental Health Awareness Day, which takes place on Thursday, May 19. SWVMHI will be fully represented at the Higher Ed Center in Abingdon on this important occasion.

Group members are still hard at work creating items to be sold as this year’s annual Arts

Spring is in full bloom, and the Rehab Department is busy with many activities. More and more groups are utilizing the outside courtyards for group settings, as the

and Crafts Festival at Hungry Mother Park. It will be held July 15 through July 17, 2016. The Rehab department will be breaking in a new tent at the park to house our hand-crafted items for sale. Please mark your calendars for this exciting weekend.

Break week for Rehab services was held Monday, April 25 through Friday, April 29. During that last week of the month, preparations were made for the spring quarter program schedule. Some highlights include using music and lyrics as recovery tools, as well as creating unique sounds while utilizing various instruments. The learning of music, musical sequencing, and instrumentation will allow for the exploration and implementation of sensory development.

We have also added another vocational group that will give yet another real-world experience for group members to transfer out beyond their discharge.

Finally, mindfulness-based groups and additional exercise-centered groups have also been created to enhance individual’s path to

recovery by helping with concentration, goal completion, and stress reduction.

The Rehab Department would like to welcome our new Wellness Rehab Specialist, Lori Couch, who comes to us from Job Corps. We are very excited to have her.

Congratulations are also in order for Sue Riley, who has moved from Recreation Rehab Specialist to Vocational Rehab Specialist.

~ Emily Lockhart  
Wellness Rehab Coordinator





No matter how long the winter, spring is sure to follow. ~ Proverbs

## OneMind !!!!



If you feel stressed about our impending Go-Live with OneMind, please take a deep breath and let it out slowly. Everything will be OK. This is a huge change from the way we are documenting what we do, but we're still doing the same thing: taking care of the individuals we serve. When you first started working here, the whole chart thing was a mystery. If it weren't for colored pieces of paper, we probably wouldn't have been able to do a treatment plan! So now instead of colored pieces of paper, there are tabs in the electronic chart. Just relax and let your training take over.

During Go-Live, there will be LOTS of very knowledgeable folks hanging around. Some of these smart folks are in-house "Super-Users" and some are "the pros from Dover." There will be lots of these people doing "at the el-

bow support." And that is just what it sounds like: when you are working on OneMind, if you need them there will be people at your elbow offering tips, guidance, direction, and lots of encouragement.

Please don't stress about this. Sit back, relax, and enjoy the ride. Everything will be OK.

~ **Accountable Executives:**  
**Amanda Currin, Becky Barker, and Laura Campbell**



### Go-Live

Go-Live for Wards E, F, H, I, and J will be Tuesday, May 10, 2016.

Go-Live for Wards A, B, C, and D will be Wednesday, May 18, 2016.

OneMind

24/7 Help Desk

866-281-2837

## Medicaid Survey of the Geriatric Unit

On April 12 through April 14, 2016, the annual unannounced Medicaid Survey of the Geriatric Unit Ward E was conducted by Ms. Lisa Davis, RN BSN and Ms. Catherine Lockard, RN, Medical Facilities Inspectors, Office of Licensure and Certification, Virginia Department of Health.

Ms. Davis began the exit interview by thanking facility staff for their helpfulness during the survey visit. She expressed appreciation for the friendliness of all staff. She further noted that there were no complaints received

prior to her arrival. One Facility Reported Incident (FRI) that had been submitted last week was reviewed.

As usual, it was a very thorough review: it included nine active patient records, one closed patient record; observation of medication administration, **which evidenced a zero percent error rate;** the Admission policies/procedures; Human Rights and Patient Abuse Prevention policies; Infection Control practices; review of Pharmacy Medication Regimen Reviews; Quality Assurance Program; staff training, orientation, and credential-

ing; inspection of the kitchen, physical plant, and environment; Emergency Preparedness Plan which included disaster/fire drills, water service contracts, and emergency generator operation reports, and pest control services. One family member was interviewed.

Several findings will require a corrective action plan:

1. Two out of ten residents did not have timely completion of their MDS forms.

*Continued on page 19*

# Special Gym/Game Room Activities



Consumer Empowerment  
Recovery Council  
(CERC)  
NO MEETING



Movie Nights  
May 2, 4, 6, 9, 10, 16,  
and 17, 2016  
1830 to 2000



Patient Activity Council  
(PAC)  
NO MEETING

Birthday Party  
May 23, 2016  
1830 to 2000  
No Café



Church Services  
held each Thursday from 1830  
to 1930. New Day  
Café open prior to  
Church Services

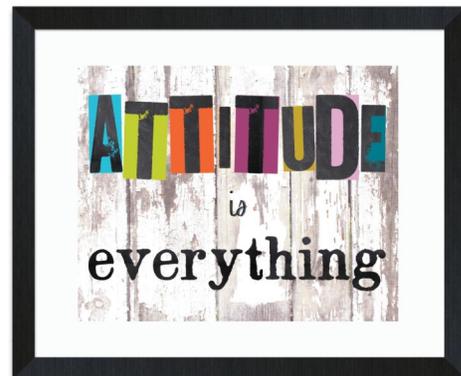
"From England to Appalachia"  
May 26, 2016  
1330 to 1500

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



People may HEAR your words,  
but they *feel* your attitude.

~ John C. Maxwell



## May Days to Celebrate

"Off the cuff" May holidays to  
celebrate:



**May 3**  
Hug Your Cat Day

**May 4**  
Intergalactic Star Wars Day (*May the Fourth  
Be with You!*)



**May 11**  
Frog Jumping Day

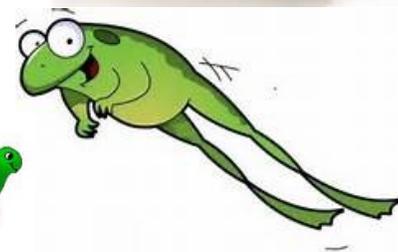
**May 14**  
National Chicken Dance Day

**May 15**  
National Chocolate Chip Cookie Day

**May 19**  
National Scooter Day

**May 23**  
World Turtle Day

**May 28**  
National Polka Day



## Staff Development

### Take advantage of Training Opportunities in May

**When:** May 4, 1030 to 1300  
**Where:** Human Resources  
**What:** VRS Retirement Seminar

**When:** May 12, 1515 to 1615  
**Where:** Dogwood Classroom  
**What:** EAP Presentation - Fostering Inclusion in the Workplace

**When:** May 19, 1330 to 1500  
**Where:** Dogwood Classroom  
**What:** Dr. Gillette, Ethics

**When:** May 26, 1530 to 1700  
**Where:** Dogwood Classroom  
**What:** ID/Aggressive Behavior

### The Human Rights CAI is due during the month of May.

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

## National Nurses Day/Week



**National Nurses Week** begins each year on May 6 and ends on May 12, Florence Nightingale's birthday. These permanent dates enhance planning and position National Nurses Week as an established recognition event. As of 1998, May 8 was designated as National Student Nurses Day, to be celebrated annually. And as of 2003, National School Nurse Day is celebrated on the Wednesday within National Nurses Week each year.

The nursing profession has been supported and promoted by the American Nurses Association (ANA) since 1896. Each of ANA's state and territorial nurses associations promotes the nursing profession at the state and regional levels. Each conducts cele-

brations on these dates to recognize the contributions that nurses and nursing make to the community.

The ANA supports and encourages National Nurses Week recognition programs through the state and district nurses associations, other specialty nursing organizations, educational facilities, and independent health care companies and institutions.

SWVMHI salutes and honors the over 315 staff members who work in the Nursing Department. They work hard 24 hours per day, seven days per week, taking care of the individuals we serve. Thank you for your hard work and dedication to not just the facility, but our individuals.

Thank you!

~ <http://nursingworld.org/NationalNursesWeek-2016>

### May Lunar Phases



**May 6**  
New Moon

**May 13**  
First Quarter Moon

**May 21**  
Full Moon, also called "Flower Moon" by Native Americans of New England and the Great Lakes because this time of year flowers are all over

**May 29**  
Last Quarter Moon





# PERSONNEL CHANGES\*

## New Employees

Jennifer Moore, Psychiatric Care Technician	Mar 10
Kaitlyn Tickle, Psychiatric Care Technician	Mar 10
Cody Deel, Psychiatric Care Technician	Mar 10
Mallory Jessee, Clinical Social Worker	Mar 10
Tammy Miller, Psychiatric Care Technician	Mar 10
Kevin Lotts, Psychiatric Care Technician	Mar 10
Christie Cardwell, Nurse Informatics Specialists	Mar 10
Kimberly Nickles, Registered Nurse	Mar 10
Donna Shelton, RNCA	Mar 10
Vickie Minich, RNCA	Mar 10
Kendra Maddox, Psychiatric Care Technician	Mar 10
Jeremy Lampkins, Psychiatric Care Technician	Mar 10
Betty Reynolds, Psychiatric Care Technician	Apr 10
Dawn "Mechelle" O'Neal, Registered Nurse	Apr 10
Nina Hill, Food Service Technician	Apr 10
Pamela Morin, Psychiatric Care Technician	Apr 10
Aaron Brickey, Psychiatric Care Technician	Apr 10
Kaytlin Jonas, Food Service Technician	Apr 10
Kathy Frye, RNCA	Apr 10
Lori Couch, Wellness Rehab Specialist	Apr 25

## MONTHLY PATIENT CENSUS

**March 2016**  
**Admissions 73**  
**Discharges 80**  
**Passes 8**  
**Average Daily**  
**Census**  
**163**

## Role Changes

David Peterson, P14 Security Officer to Full time Nurse Scheduler	Apr 25
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## Retirements

Ron Adkins, HVAC Technician	Apr 29
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# Word Search

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

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

Armed Forces Day

Birds

Cinco de Mayo

Emerald (birth stone)

Flowers

Fun

Gardening

Golf

Grass (mowing)

Kentucky Derby

Lily of the Valley (birth flower)

May

Memorial Day

Mother's Day

Spring

Sunshine

Warmth

Attitude is everything, so pick a good one!



# A Heartfelt Wish List from a Dementia Care Worker

By Rachael Wonderlin

Part of the Transforming Life as We Age  
Special Report

(This article appeared previously on *Alzheimers-ReadingRoom.com*.)

When you work in dementia care, people tend to ask you a lot of questions. Probably one of the most common questions that I hear is, “Are you afraid to get dementia when you’re older?”

Honestly, there are many things that scare me much more than dementia does. Don’t get me wrong: dementia is a terrible group of diseases. I’ve been fortunate, however, to see many of the beautiful moments that people with dementia can experience.

Just in case I do get dementia, I’ve written a list of 16 rules I’d like to live by. If I get dementia, I’d like my family to hang this wish list up on the wall where I live:

## Rules for a Good Life

- If I get dementia, I want my friends and family to embrace my reality. If I think

my spouse is still alive, or if I think we’re visiting my parents for dinner, let me believe those things. I’ll be much happier for it.

- If I get dementia, I don’t want to be treated like a child. Talk to me like the adult that I am.
- If I get dementia, I still want to enjoy the things that I’ve always enjoyed. Help me find a way to exercise, read, and visit with friends.
- If I get dementia, ask me to tell you a story from my past.
- If I get dementia, and I become agitated, take the time to figure out what is bothering me.
- If I get dementia, treat me the way that you would want to be treated.
- If I get dementia, make sure that there are plenty of snacks for me in the house. Even now, if I don’t eat I get angry, and if I have dementia, I may have trouble explaining what I need.
- If I get dementia, don’t talk about me as if I’m not in the room.
- If I get dementia, don’t feel guilty if you cannot care for me 24 hours a day, 7 days a week. It’s not your fault, and you’ve done your best. Find someone who can help you, or

choose a great new place for me to live.

- If I get dementia, and I live in a dementia care community, please visit me often.
- If I get dementia, don’t act frustrated if I mix up names, events, or places. Take a deep breath. It’s not my fault.
- If I get dementia, make sure I always have my favorite music playing within earshot.
- If I get dementia, and I like to pick up items and carry them around, help me return those items to their original places.
- If I get dementia, don’t exclude me from parties and family gatherings.
- If I get dementia, know that I still like receiving hugs or handshakes.
- If I get dementia, remember that I am still the person you know and love.

~ <http://www.nextavenue.org/special-report/transforming-life-as-we-age/>

## Geriatric Unit *continued*

2. Kitchen: Hard shell eggs must now be pasteurized; Vegetable stored on shelf (second level from top) without cover or date. And two small bowls were stored covered, but not dated.

3. One instance was noted of failure to follow proper hand hygiene.

Several additional positive comments were made including about staff-resident interactions, the appearance of the facility grounds, and it was noted that there was an excellent presentation of the Infection Control program. The family member who was interviewed was very complimentary of services and staff. In the kitchen, food temperatures were all within desired ranges and the dumpster area looked very good.

The surveyors were very complimentary of the Pharmacy reviews/recommendations which are completed after each fall.

Unit staff and others are working on our plan of correction which must be generated, accepted, and fully implemented for each of these deficiencies by May 27, 2016.

**Many, many kudos to the staff of the Geriatric Unit and the many other departments who work to support the Unit and SWVMHI. This is a very good survey!**

**Thank you!**

Cynthia L. McClaskey, Ph.D., Director

## Mental Health Awareness Day

**On May 19, 2016, individuals from the region’s CSBs and SWVMHI will celebrate our 15th annual mental health awareness and stigma-busting event at the Higher Education Center in Abingdon, Virginia. The theme this year is *Voices for Recovery* with two “In Our Own Voice” presentations. There will be lunch provided, free t-shirts, and a mental health walk. See you there!**

