



OUR STAFF:

Cynthia McClaskey
Facility Director

Linda Bonham
Administrative Assistant

Cheryl Veselik
Human Resources Assistant

Mary Beth Counts
Office Services Assistant

Amanda Phipps
Executive Secretary

James Parks
Pest Control

Suzu Quillen
Vocational Rehabilitation Supervisor

INSIDE THIS ISSUE:

Chaplain Corner	2
Nurses' Week Events	5
History From The Hill	6
Personnel Changes	8
Open Enrollment	11
Meeting Room Etiquette	13
Employee Recognition Event	14

From The Director

Medical Professional Staff Recruitment Update

As U.S. physicians retire and the population of the United States increases, there is growing evidence that there will be a shortage of physicians. In fact, the Association of American Medical Colleges has called for a 30% increase in medical school enrollment to combat this need.

However, the problem is more than just numbers—there is an issue with how physicians, including psychiatrists, are distributed. Many choose to live and work near their site of graduate education, in primarily urban areas.

Rural health organizations note that more than 60% of rural Americans live in mental health professional shortage areas. This impacts the type of care provided to those in rural areas: most get their mental health care from their primary provider, and most enter care later in the course of their disorders, resulting in more intensive and expensive treatments.

SWVMHI has worked diligently to counter this trend and to provide positive incentives for medical professional staff to join our ranks. In spite of the love and appreciation that we share for the rural mountains of southwestern Virginia, we have a recruitment challenge. I have led weekly meetings with the Human Resources staff, Dr. Grubbs, and others to creatively and consistently address recruitment issues. It is significant to note that, in the last year, we have hired and brought on board two psychiatrists, a general medical physician,

and two nurse practitioners to fill full-time positions. Two more psychiatrists are slated to join us by July 1, and we have interviews scheduled for three additional psychiatrists. Our focus has been to identify those staff who are not only skilled in medicine and psychiatry, but who also share the commitment and passion we have for the mission, vision,



Cynthia McClaskey, Ph.D.

and values of SWVMHI. All those involved in recruitment and retention should be proud of the efforts which have brought us this far. We appreciate the work of those who help to orient and support the full-time staff, the locum tenens, and the physicians/nurse practitioners from other Virginia state facilities who have provided coverage on the units.

Adolescent Unit Update

Shortly after publishing the April edition of *A View From the Hill*, we were fortunate to learn, and to be able to inform staff via email, that the 16-bed SWVMHI Adolescent Unit was funded for ongoing operation through the next budget cycle. The budget bill signed by Governor Kaine included funding for our Adolescent Unit as well as for the Com-

monwealth Center for Children and Adolescents in Staunton.

As noted previously, a special statewide workgroup will be established to study Virginia's child and adolescent services needs, current resources, and operational structure, and report to the Governor with recommendations for any changes required to most effectively and efficiently meet the needs of this diverse group of children and their families.

I want to recognize and commend the extraordinary efforts that so many of you made throughout this challenging process on behalf of the adolescents and those who care about the adolescents in our region. We have much work to do as we continue to fill positions that were held vacant so that the Adolescent Unit staff could move into them. This process is proceeding as quickly as possible, and we appreciate your continued patience as we recruit, hire, and transition staff.

This is a challenge that we are very grateful to be able to face, and every day brings us a little closer to a "new normal" on the unit, close to, but slightly different from where we were before we received the instruction to close the unit.

Continued on Page 15

**SPREAD THE
WORD TO END
THE WORD**

Our language frames how we think about others. Help eliminate the use of the "R" word in everyday speech.

DMHMRSAS Commissioner Discourages Use of "R" Word

Richmond – March 31, 2009 marked a national day to bring an end to the use of the "R-word" in casual conversation. Led by the Special Olympics, "Spread the Word to End the Word" is meant to encourage people to stop using forms of the word "retarded" in a derogatory manner that is offensive to individuals with intellectual disabilities, their families, and others.

"People often use the word 'retarded' or 'retard' in casual conversation without realizing how hurtful it can be to individuals with intellectual disabilities," said DMHMRSAS Commissioner

James Reinhard, M.D. "The use of 'retarded' in a derogatory sense contradicts remarks of families who say their special needs family member lives a fulfilled life and is a source of joy and inspiration to others. I hope people will take this occasion to consider the prejudicial and inaccurate nature of this word."

In the 2009 Session, the General Assembly passed legislation to change the name of the Department of Mental Health, Mental Retardation and Substance Abuse Services to the Department of Behavioral Health and Developmental Services. The new name eliminates the term retardation,

more broadly reflects the department's mission, and allows flexibility to grow into other service areas, like autism. The name change will be effective on July 1, 2009.

"Although our department's name is not intended to be disparaging, the use of the term retarded is out of date and insensitive to individuals with intellectual disabilities," said Reinhard. "We are grateful to the General Assembly and the many advocates who supported this name change."

~James Reinhard, M.D.
DMHMRSAS Commissioner

Stop Telemarketer Calls



Do you receive telephone calls at all hours on your home phone, office phone, or even cell phone? Would you like to make them stop?

The National Call Registry gives you a choice about whether to receive telemarketing calls. Most telemarketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint at

the National Do Not Call Registry website. You can register up to three numbers FREE.

Go to <https://www.donotcall.gov/default.aspx> to add your phone number to the National Do Not Call Registry. Read and follow the simple instructions and you will soon be telemarketer free!

Chaplain Corner

Just In Case Your Hut Is Burning

The only survivor of a shipwreck was washed up on a small, uninhabited island. He prayed feverishly for God to rescue him. Every day he scanned the horizon for help, but none seemed forthcoming. Exhausted, he eventually managed to build a little hut out of driftwood to protect him-

self from the elements, and to store his few possessions. But then one day, after scavenging for food, he arrived home to find his little hut in flames, the smoke rolling up to the sky. The worst had happened, everything was lost. He was stunned with grief and anger. "God how could you do this to me?" He cried.

Early the next day, however, he was awakened by the sound of a ship that was approaching the

island. It had come to rescue him. "How did you know I was here?" asked the weary man of the rescuer. "We saw your smoke signal," they replied.

It is easy to get discouraged when things are going bad. But we shouldn't lose heart, because God is at work in our lives.

Author Unknown

~Peggie Roland
Spiritual Care Assistant



ATTENTION: New Procedure to Report Employee Incidents

To report a work-related incident, illness, or near miss, the employee completes Section 1 of the Employee Incident form, and the supervisor (or designee) completes Section 2 of the form.

To complete the reporting process, the employee must hand-deliver the form to the Staffing Nurse Coordinator (SNC) on duty before the end of the shift during which the event occurs. Do not mail the form via inter-department mail or fax it. If the employee finds the SNC office locked, call cell 780-2119 (SNC cell number) to determine the location of the SNC and how to get the form to him or her before the end of the shift.

The purpose of this change is to simplify / expedite the reporting process. If you get hurt, complete Page 1 of the



Take Note!

Employee Incident form with your supervisor and deliver it to the SNC that shift.

Human Resource (HR) staff will pick up all forms from the SNC office Monday through Friday and will distribute copies to Security, the Safety Director, Infection Control, or

the Department Head/designee for completion of Page 2 of the form.

You can find the updated version of the Employee Incident form (4-1-09) on the forms directory as well as part of the HR policy 6300 (user directory).

You are to recycle any blank forms you have of the current version and begin using the new form and process.

As always, in an emergency, the employee should notify the supervisor immediately to ensure timely medical treatment. In such case, if the employee cannot complete the form, the supervisor may do so and give it to the SNC during that shift.

~Annasue Cook, PHR
Human Resource Analyst I

Outdoor Chemicals and Poison Hazards

According to the State of Home Safety in America™ (2002), household chemicals caused more than 45,000 emergency room visits in a single year. Many families store chemicals and cleaning supplies in a garage or basement, and, while those may not be high traffic areas for family members, it is important to store and handle chemicals correctly, wherever they are. The Home Safety Council recommends the following guidelines when storing and handling dangerous products, including gasoline, pool chemicals, and pesticides:

- Use child-resistant caps on dangerous products, including those stored in the garage, such as pesticides, automotive fluids, charcoal lighter, paint thinner, anti-freeze, and turpentine. Ideally, hazardous products should be stored in a locked cabinet.
- When using harsh products, follow safety recommendations, such as wearing gloves and masks. Do not mix products together, because their contents could react together with dangerous results.
- Never transfer poisonous or caustic products to drinking glasses, pop bottles, or other food containers, which could be mistaken and the contents consumed.
- Make sure all chemicals are stored in their original containers according to manufacturer's recommendations.
- Store only a small amount of gasoline, in a garage or shed and always in an approved, vented container designed and labeled for gasoline. Because of its highly volatile flammable vapors, gasoline should never be brought indoors.
- Read the use and storage directions before using products. Original labels on product containers often give important first-aid information.
- Pesticides are extremely hazardous – consider substituting non-poisonous



insecticides whenever possible.

- Mix insect sprays outdoors, away from areas used by your family and pets.
- Store and use pool chemicals according to the manufacturer's directions, always in tightly covered original containers, in a dry place. Keep these away from other chemicals and products.

This article was taken from the Home Safety Council. Please visit www.homesafetycouncil.org for more home safety tips.

~The Safety Committee

HPORT MEETING

May 12, 2009. 1:30 PM—3:00 PM. C Building Conference Room

Anyone interested is welcome! Please bring your questions and ideas. If you are unable to attend, you may send any questions or ideas to Mary Beth Counts.



SWVMHI History Word Search

How many of the **bolded underlined** words you can find in this history of Southwestern Virginia Mental Health Institute puzzle?

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

Southwestern Lunatic Asylum
Southwestern State **Hospital**

Henderson Building

Harmon Building

Finley Gayle Building

Morison Building

Rehab Building

Bagley Building

Wright Building

Noon **Whistle**

Dr. Harvey **Black** (Our first Facility Director)

May 17, 1887 (Opening day of SWVMHI)

March 9, 1990 (Opening day of the Bagley Building)

Farm

Cemetery

Forget Me Nots

~Cheryl Veselik, CPS/CAP
Human Resource Assistant

(Answer Key on Page 16)

Meals In Minutes

Buffalo-Style Chicken Nuggets

Prep Time: 10 Minutes
 Start to Finish: 25 Minutes
 Servings: 4

- 1 ½ cups Corn Chex® cereal
- ½ cup Original Bisquick® mix
- 2 teaspoons paprika
- ¼ teaspoon seasoned salt
- ¼ teaspoon ground red pepper (cayenne)
- 1 tablespoon canola or soybean oil
- 1 teaspoon red pepper sauce
- 1 lb. boneless skinless chicken breasts, cut into 2-inch pieces
- ¼ cup fat-free sour cream
- ¼ cup reduced-fat ranch dressing

1. Heat oven to 425°F. In 1-gallon re-sealable food-storage plastic bag, place cereal; crush with rolling pin. Add Bisquick® mix, paprika, seasoned salt and red pepper; mix well.



- 2. In small bowl, stir together oil and pepper sauce. Coat the chicken pieces with the oil mixture.
- 3. Shake about 6 chicken pieces at a time in bag of cereal mixture until coated. Shake off any extra mixture. On un-greased cookie sheet, place chicken pieces in single layer.

4. Bake about 10 minutes or until chicken is no longer pink in center. Meanwhile, in small bowl, stir together sour cream and dressing. Serve sauce with chicken.

Nutrition Information:

1 Serving: Calories 320 (Calories from Fat 110); Total Fat 12g (Saturated Fat 2g); Cholesterol 75mg; Sodium 640mg; Total Carbohydrate 25g (Dietary Fiber 1g); Protein 28g

Taken from the *Betty Crocker Bisquick* magazine, Volume 17, Number 3.

Do you have a quick and delicious recipe that you would like to share? Email it to Amanda Phipps and we may place it in the newsletter!

~Amanda Phipps
 Executive Secretary, Nursing

Nurses' Week Events

Nurses' Week will be held May 3-9, 2009. The theme of the week will be **Caring Hearts, Healing Hands**. Each Nurse will receive a gift as well as be invited to participate in the following events for the week:

May 3

A Brag Board will be on display in the Employee Cafeteria for all staff to see.



May 4

Each unit will display posters that they have created to exhibit their thoughts and feelings on the theme of Nurses' Week.

May 5

Each unit may plan Pot Luck Meals.

May 6

Fresh popped popcorn will be made and given to each Nurse on each shift. Each Nurse will receive a special gift as well.

May 7

Each Nurse is encouraged to attend the Employee Recognition event

Each day, special prize drawings will be held for the Nurses of SWVMHI.

The Nurses' Week Committee is also planning to arrange some projects during Nurses' Week at the SWVMHI

Forget-Me-Not Cemetery.



A separate event for Direct Support Professionals will be held September 6-12, 2009. If you are interested in being a part of the planning committee for this event, please contact Amanda Phipps by email or by calling Ext. 360.

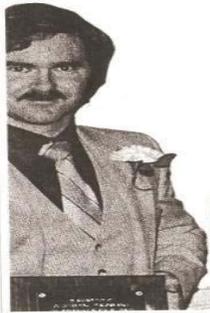
~Connie Tester, Head Nurse
 Adolescent Unit

~Stacey Horne, RNCA
 Geriatrics Unit

History From The Hill

Mumpower Named Employee of the Year October 18, 1982

In Recognition of a job well done! David E. Mumpower, a social worker, initiated the first sensory stimulation program for geriatric patients in Virginia. There was little material available, so



David Mumpower, 1982

Mental Health.

he developed his own, in the form of two storybooks: *A Time to Remember* and *Reminiscing*. Acting Director of Social Work in Porterfield Geriatric Treatment Center since 1981, Mr. Mumpower was named Employee of the Year, 1982, for Direct Care in

With two other social workers, he founded the Appalachian Trail District of the Virginia Organization of Health Care Social Workers, and was elected first president of the group. He has provided consultation and in-service training on reality orientation and sensory stimulation tech-



David Mumpower, 2009

Who Am I?

Did you ask a lot of questions and get to know your co-workers a little better when you were trying to find out who our first mystery person was? Well now it's time for our second SWVMHI mystery person. See if you recognize this person!

- Worked 14 years at one job. Virginia employee for 4 years
- Works in multiple buildings
- Has son, stepdaughter, 3 grandchildren, 2 grand-pups, same cockatiel for 22 years
- Was cross country semi truck driver, visited more than 40 states

niques to community nursing homes, local hospitals, and at an annual conference for social workers at VPI & SU. He was nominated not by one peer, but by a long list of co-workers, who said, "Among his many assets is his ability to intervene in different situations that usually result in a positive manner. He makes his clients feel special."

~Copied from "The 17th Statewide Conference Virginia Department of Mental Health and Mental Retardation – October 18 – 20, 1982," brochure.

SWVMHI History

The first two patients were admitted to what was then called "Southwestern Lunatic Asylum" on May 17, 1887. By 1906, there were 507 patients treated at an annual operating cost of \$71,693.96. Several improvements were made to the facility to alleviate over-crowding: In 1908, a tubercular building was erected and housed 50 patients. In 1930, a 100-bed building was erected (known as the Harmon Building). In 1935, a building for the criminally insane was added with an average annual population of 138 inmates. Additionally, twelve hundred acres were rented out for farming.

By 1935, the facility became known as "Southwestern State Hospital." The average patient population had also grown to 1,339. By 1964, there were 1,493 patients

-- staff numbered just 513. As deinstitutionalization took place, the patient population decreased to 1,266 in 1972 and by 1981, there were just 500 patients. In 1986, demolition commenced on the original Henderson complex, and construction of Southwestern Virginia Mental Health Institute (SWVMHI) began.

On March 9, 1990, all adult and geriatric patients were moved into the new SWVMHI. Sixteen adolescent beds remained in a separate building until January, 2002, at which time that unit moved into the main building.

SWVMHI has formally housed forensic patients since around 1935. In the late 1960's, the Finley Gayle Building was constructed for the criminally insane, a secure building similar in construction to that of Central State Hospital's Forensic Unit. In the early 1980's, the population was divided, and the Department of Corrections began receiving adjudicated patients/inmates, and SWVMHI kept the patients who had not been adjudicated (e.g. those in local jails awaiting trial, those sent here for restoration of competency, and those deemed "not guilty by reason of insanity," or NGRI.) The Department of Corrections eventually took over the maintenance of the Finley Gayle building and it is now known as Marion Correctional Treatment Center.

~Linda Bonham
Administrative Assistant



- Favorite thing about job – my supervisor, mentor and work area
- Favorite TV show – Lost, NCIS, CSI & Wrestling, lots of news
- Vivid memory – getting my first freckled face Midge doll
- Most desired vehicle – any color Corvette!
- Retirement plan – been there, done that, BACK to work!
- If could do ANYTHING – retire again to visit friends I've met and meet new ones!
- If you could have lunch with ANYONE – my sister, to learn what she was

trying to tell me just before she passed away

- Life Philosophy – I would rather be on the giving end than the receiving end.
- I want people to know this about me – I believe that many times Life is hard but GOD is ALWAYS good.

Do you know me?? The answer will be in the June newsletter.

~Mary Beth Counts
Office Services Assistant

Centralized Rehabilitation Services Activities

On Tuesday, March 31, 2009, a Karaoke event was held in the gym for the benefit of the patients and staff. The event was presented by *Absolute Entertainment*. Participants were given notebooks filled with song choices. They were able to seek out their favorite tunes and entertain each other for almost two hours with their renditions of these songs. The event was a smashing success!



Patient Comments:

"I have never done karaoke before. I was so nervous going up there, but I'm glad I did. It was so much fun!" ~Patient E.B.

"It was great watching people get up there and sing. It takes a lot of guts to do that. I could never do that, but it was a lot of fun watching those who did." ~Patient M.K.

"I get nervous in crowds, but I'm glad that I picked out a song to sing. It was really a lot of fun. When are we gonna do this again?" ~Patient J.S.

"I couldn't stop laughing...and singing!" ~Patient J.B.

The Patient Activity Council, supported by the Centralized Rehabilitation Services (CRS) department, hosted an Easter egg hunt for the patients. The geriatric and adolescent wards participated in their events on their wards on Tuesday, April 14, 2009. The ERS and Admission wards participated in theirs on Wednesday, April 15, 2009, in the gym. Patients hunted for hundreds of eggs and were treated to snacks as they opened their eggs to see if they won one of several prizes. The festive event was enjoyed by all participants.



Patient Comments:

"Thanks for hosting this for us. I feel like I did when I was a little kid... running around, hunting for eggs." ~Patient E.B.

"This was a lot of fun. I think you're never too old for a good old fashioned Easter egg hunt." ~Patient J.B.

"It was hard finding those eggs. You

guys really hid them well. I did win three prizes though...and the snacks were good." ~Patient M.K.

"I enjoyed looking for the eggs and winning prizes. I hope that we can do this again sometime." ~Patient W.H.



The horticulture groups continue to grow plants for future sales. Several varieties including Gladiolus, Tulip, Marigold, Pansy, Iris, Kalanchoe, various tropical plants, and various vegetable plants are being sewn. These plants will be available for sale during the employee recognition/Earth Day event being held on May 7, 2009. In addition to the plants, various patient woodshop projects will be available for purchase. Please be sure to stop by and check out the nice selection of items for sale.

~Suzy Quillen
Vocational Rehabilitation



**"HPO
Others As
You Would
Have Them
HPO Unto
You."**

Thank You

I wish to express my appreciation to all for the wonderful retirement reception, cards, gifts, and well-wishes. My parents both retired from SWVMHI with 30 years of service so this facility has been a part of my life and my second "home" for over 55 years. I will miss everyone that I have had the privilege

to work with in all departments. A special thanks to John, Betty, Coleen, and all the employees of the Food Service Department for being the most wonderful co-workers in the world. Your love and support through the years have been a great strength to me during the sad times as well as the joyous times. I am looking forward

to spending more time with my family and doing some "fun" things, but I know SWVMHI will always be a part of me. May God bless each and every one of you.

~Linda Sturgill
Retired Food Services Secretary

Personnel Changes

New Employees



Jamie Deresa Hall Nurse Practitioner	03/10/2009
Martha L. Larmer Nurse Practitioner	03/10/2009
Sean Cody Blake Food Service Technician (PI4 Hourly)	03/30/2009
Angel M. Evans Registered Nurse	03/30/2009
Peggy M. Olinger Psychiatric Aide	03/30/2009

Monthly Patient Census

March 2009

Admissions 106

Discharges 100

Passes 10

**Average Daily
Census 154**

Separations

Kathy Anderson Psychiatric Lead Aide	03/24/2009
Shirley Chatham Psychiatric Aide	03/24/2009
Pamelia Martin Psychiatric Aide	03/24/2009
Linda Sturgill Program Support Technician	03/24/2009

Promotions/Role Changes

Donald W. Mutter Storekeeper to Program Support Technician	03/25/2009
Amy A. Meadows Office Services Assistant/Admissions Clerk (PI4 Hourly) to Office Services Assistant/Admissions Clerk (Full-Time)	03/30/2009

Communication Skills— Frankly Speaking

The following is a list of “dos” and “don’ts” when communicating with your employees and co-workers:

DO

- **Be Honest** – honesty is always the best policy (and it is one of our values)
- **Be Open** – be open to ideas and suggestions and ask for feedback
- **Be Clear and Specific** – use words that clearly get your message across; say what you mean, and mean what you say
- **Ask Questions** – keep two-way communication open, and check for understanding; be careful not to monopolize the conversation or talk about yourself all of the time
- **Get Your Emotions Under Control** – don’t rush to confront someone in anger, because you will likely say things you don’t mean.

Instead, make sure your emotions are under control first, then speak in a professional manner

DON'T

- Blame
- Criticize
- Put Down
- Intimidate
- Insult
- Curse
- Interrogate
- Monopolize
- Complain
- Gossip
- Argue
- Judge
- Ramble
- Interrupt
- Antagonize
- Give Orders

Analyze your communication and how often you do some of these “dos” and “don’ts.” How are others responding to you? If you see signs of hurt feelings, resentment, broken relationships, and poor communication, identify how YOU are reacting and responding to the people with whom you are communicating. Only YOU can control what you say or what is conveyed by your body language, tone, or expression.



~HPO Communications Team

HPO Teams and Contact Information

Current Work Teams in progress or in the forming process; contact the person listed for additional information on becoming a part of this work team.

- **Communications** – Rick Delp, Ext. 144
- **Consults** – Amanda Currin, Ext. 270
- **Consumer Education & Recovery Awareness Project** (Recovery TV)– Tom Miller, Ext. 837

- **New Hire HPO Team Training** – Jim Moon, Ext. 829
- **Recovery Services Plan** – Colin Barrom, Ext. 836
- **Wellness Project** – Sharon Neitch, Ext. 108
- Come to the next HPORT meeting to add your own idea and work team here!

~HPO Resource Team



Pharmacy Inspection Report



On April 14, Board of Pharmacy Inspector, Donald Jackson, arrived at our facility to perform a regular biennial pharmacy inspection. Mr. Jackson reviewed licensing requirements and compliance. Record keeping requirements were also reviewed, as were our methods

of order receipt and fulfillment, the workflow and oversight of the pharmacy, storage and accountability of controlled and non-controlled pharmaceuticals, and Medication Regimen Review.

Mr. Jackson noted that he found it interesting to inspect our facility, due to the fact that we do not fit into a specific category of inspection. We are required to be compliant with varying conditions and regulations that cover several practice settings including hospital, long term care,

outpatient, etc.

I was very pleased to be told that **we were compliant with all reviewed areas and that there were no noted deficiencies.** Mr. Jackson congratulated us on a job very well done. I am very proud of the pharmacy staff and their dedication to fulfilling their responsibilities in such a professional and dedicated manner.

~Jim Suhrbier, R.Ph., FASCP
Pharmaceutical Services Director

Medical Services Highlights Dr. Jonathan Crisp



After several years of being part of a large single specialty medical practice owned by a hospital, Dr. Jonathan Crisp was ready for a change. He wanted a change in practice setting and he also wanted to find a more rural, friendly style of community life. Dr. Crisp believes that small communities are more natural and human, and more supportive of their residents. While Dr. Crisp took his time thinking about what he wanted and where he wanted to be, his wife saw an advertisement of an opening at SWVMHI for a psychiatrist. It seemed like the right change for Dr. Crisp and his family, a move back to the mountain air and rural life similar to where he grew up.



Dr. Crisp has enjoyed the transition from the private practice model to full-time inpatient work at SWVMHI. He has observed that he, like everyone else, sometimes has difficulty with change. While all systems tend to resist change, he has seen both private

and public hospital systems struggle with the process of change required by both internal and external forces. He has observed many changes here at SWVMHI. He has noted that knowing when and how to

He enjoys working with the patients and the staff at SWVMHI. He strongly believes that everyone is valuable and equally contributes to the successful care and recovery of our hospital's patients. In caring and doing a job, each person contributes. Dr. Crisp is a patient advocate. He strongly believes that the patients are our core reason for being here. If we can always remember this as our focus, then the work we do becomes a service to that end: the recovery of the patients.

change is a very important factor for success. He also has found in past experiences that sometimes regardless how much you resist change, the transition carries you along like a swift river current, and the outcome in the end is good. He feels that the changes we, as individuals serving our patients at SWVMHI, are going through have continued to bring about better care for our patients.

The staff and patients of SWVMHI are glad Dr. Crisp and his family came to Marion for a change. Perhaps, now that he has come back to roost among the mountain birds there never will be a need to change practice locations again.

~Amanda J. Currin
Assistant Director,
Administrative Services



Until We Meet Again

I just wanted to let you know that I am grateful and lucky to have worked with the Team A on the Admissions Unit. All of them including the ward staff from Ward C/D, from the first day I started working on the Admissions Unit on February 27, were very helpful, supportive, and accommodating. Working

with Team A has been a good, rewarding, satisfying, and a good learning experience for me. All the members of the Treatment Team were professional, good clinicians, had the patients' interests in mind, and were also supportive of each other. They all brought their own expertise to the Team, and it was really good

to see them helping and supporting each other. If, in the future, I have the chance to come back and work here, it would be my pleasure and desire to work with Team A again.

~Marylin Ordonez, MD
Psychiatrist



Open Enrollment

Open Enrollment began April 15, 2009, and will end May 15, 2009.

Please note that the premiums remain the same, but the co-pay and deductibles will increase beginning July 1, 2009.

If you wish to make no changes to your plan, you do not need to inform the Human Resources Department.

If you wish to make changes to your

plan and/or membership, you will need to complete an enrollment form and submit it to the Human Resources Department by May 15, 2009. Open Enrollment changes take effect July 1, 2009.

If you wish to participate in one or both of the Flexible Reimbursement Accounts (FRA) for the plan year of July 1, 2009 through June 30, 2010, you must re-enroll. Please submit the appropriate forms between now and

May 15, 2009, to re-enroll in one or both of the FRAs.

For additional information and access to Employee Direct (to make changes on-line), access www.dhrm.virginia.gov and follow the links to benefits and making changes.

~Annasue Cook, PHR
Human Resource Analyst I

How To Find An eVA Vendor

This article from the April newsletter is being reposted due to an error in the How to Find an eVA Vendor directions. The error has now been corrected.

One of our obligations as a Commonwealth of Virginia agency is to utilize the automated purchasing system commonly known as "eVA." In fact, we are actually graded on a monthly basis on whether we use this system appropriately. Vendors that register with eVA pay a small fee in order to become a business partner for the Commonwealth as well as a small percentage of each dollar spent on any purchase. When we purchase from a vendor that is not registered with eVA, guess who has to pay those fees? WE DO!

Sometimes when we make that purchase with a non-eVA vendor and think we are saving a few bucks, we could actually be paying a bit more after the fees are added. It pays to try and locate an eVA vendor prior to making any purchase. These simple steps can help you locate a vendor that is already an eVA member.

How to find an eVA vendor:

- Go to the SWVMHI intranet site
- Click on "Web Links"
- Click on "eVA"
- The eVA website will open
- Scroll down to the bottom right of the page and click on "Vendors"



- The "Registered and Pending eVA Vendors" screen will open
- Type the vendor name into the empty box at the top left of the screen
- Click search

Spending a little time doing this may find you a suitable supplier, as well as possibly save you money.

~Steve Kiley
Materials Management Supervisor

May Days to Celebrate

This month, we celebrate Nurses' Week May 6-12, National Computer Education Week May 10-16, and Medical Services Week May 10-16.

"Off the cuff" May holidays to celebrate:

May 6

International No Diet Day

May 10

Trust Your Intuition Day



May 11

Eat What You Want Day

May 14

National Dance Like a Chicken Day

May 15

National Chocolate Chip Day

May 24-30

National Pickle Week

May 26

Blueberry Cheesecake Day



PEST
CONTROL
SURVEY
RESULTS

The facility was recently surveyed by the Virginia Department of Agriculture and Consumer Services, Office of Pesticides.

The investigators found no objectionable conditions, and no violations were suspected. The investigators gave all positive comments about the facility's cleanliness. They also commented on the facility being well maintained, organized, and pest free!

~James Parks
Pest Control

Reduce, Reuse, Recycle, and Respond



With the celebration of Earth Day at our facility on May 7, 2009, it is the perfect time to meet the group that helps make our Earth Day celebrations possible. The SWVMHI Waste Minimization Committee (WMC) was chartered in 1997 to address legislative mandates from the House of Delegates, resolution regarding state agency compliance with recycling requirements. The rate of trash leaving the facility has dropped by almost two tons per week since we started recycling! Our top priority is to be very creative in finding new ways in which to reduce waste quantity and conserve utility energy, as well as educate staff



and get everyone interested in helping.

The newest item to be recycled at our facility is #1 and #2 plastics. The most common plastics to recycle are made of polyethylene terephthalate (PETE) and are known as #1 recyclables. Examples of #1 recyclables include soda and water bottles, medicine containers, and many other common consumer plastics. Once these plastics have been processed by a recycling facility, PETE can become fiberfill for winter coats,

sleeping bags, and life jackets. It can also be used to make bean bags, rope, car bumpers, tennis ball felt, combs, cassette tapes, sails for boats, furniture and, of course, other plastic bottles. Reserved for high-density polyethylene plastics are #2 plastics. These include heavier containers that hold laundry detergents and bleaches as well as milk, shampoo and motor oil. Plastics labeled with #2 are often recycled into toys, piping, plastic, lumber, and rope.

Recycling is everyone's job, so please help by doing your part. If you would like to recycle your plastics, you may take them to any of the three provided recycle centers here at our facility. Please place your recyclable plastics, by number, into the corresponding marked container (plastic bag) at the facility recycling centers.

For more information on what you can do to help recycle, contact any of the following committee members:

- Sharon Neitch, Occupational Therapy Supervisor, Chairperson
- Cindy Ferguson, Office Services Assistant
- Don Chisler, Physical Plant Services Director
- Nathan Shelton, Environmental Services Director
- John O'Keefe, Food and Nutrition Services Director
- Kim Sayers, HR Analyst
- Diann Marshall, Staffing Nurse Coordinator
- James Parks, Pest Control
- Joe Arp, Programmer
- Suzy Quillen, Vocational Rehabilitation Supervisor
- Marcella Kirk, RN, Admissions Unit A/B
- Janet Simmerman, RN, Admissions Unit C/D
- Martha Delp, LPN, Geriatric Unit
- Amanda Hamm, PA, ERS Unit
- Cathy Woodrum, LPN, ERS Unit
- Theresa Blevins, RN, Adolescent Unit
- Valerie Campbell, RN, Head Nurse, Admissions Unit C/D

Our three recycling centers are located:

- On the west side of the Henderson Building outside of the breezeway;
- At the side entrance of the Bagley Building near the House Supervisor's office;
- Near the cardboard bailer at the entrance of the Storeroom.



From Left to Right: Front Row— Joe Arp, Suzy Quillen, Kim Sayers, and Cindy Ferguson. Back Row— James Parks, Sharon Neitch, Don Chisler, Valerie Campbell, and Nathan Shelton

~James Parks
Pest Control

Meeting Room Etiquette

One thing you can be certain of on almost any given day is there will be a meeting of some kind! Even if just breaking for lunch down at the picnic shelter, it's important to think of those who will use the area after us.

Apply the Value of Honoring Day-to-Day Tasks when using meeting rooms and other work areas.

Remember that this value captures concepts such as politeness, neighborliness, optimism, good manners, and leading by example. Leave areas the way you would like to find them if you were to use them next.

Some helpful tips include:

- Throw away or remove empty bottles, tissues, wrappers, etc., when leaving the room.
- Leave the meeting room tidy; push in chairs, straighten furniture that may have been moved.
- Cancel the meeting room if you find that you will not be using it. Someone else may be trying to find a place to meet.
- Remove unused meeting materials and handouts, etc.
- Wipe up, or arrange to have cleaned up, any spills, drink rings, crumbs, etc.

- Turn off lights, close doors, put equipment away, clear boards, etc., when appropriate.

~Mary Beth Counts
Office Services Assistant



Internet Use

The internet connection at SWVMHI is provided for your use on work-related projects. Employees are also allowed to use the internet on break and lunch periods if the computer use does not impact normal operations. Some web sites and categories are blocked by our agency due to content. If an employee has a work-related need to access a blocked site, a request should be forwarded to the Assistant Director for Administrative Services (ADA) for submission to the Central Office IT Department.



puter in order to listen to a radio station, as that application uses a lot of band-width and slows the system down tremendously facility-wide. An employee also should not maintain any streaming site (sports scores, stock market, etc.) on a computer, as it also slows the system facility-wide as well. When you are done with your internet use, be sure you completely log off of all sites that are open.

An employee should not use the com-

puter in order to listen to a radio station, as that application uses a lot of band-width and slows the system down tremendously facility-wide. An employee also should not maintain any streaming site (sports scores, stock market, etc.) on a computer, as it also slows the system facility-wide as well. When you are done with your internet use, be sure you completely log off of all sites that are open.

puter in order to listen to a radio station, as that application uses a lot of band-width and slows the system down tremendously facility-wide. An employee also should not maintain any streaming site (sports scores, stock market, etc.) on a computer, as it also slows the system facility-wide as well. When you are done with your internet use, be sure you completely log off of all sites that are open.

If you have any questions about internet use, please speak to your supervisor or to Amanda Currin, ADA.

~Amanda J. Currin
Assistant Director,
Administrative Services

Certified Nurses' Day

Certified Nurses' Day was March 19, 2009. This certification credential is an important indicator to patients, employers, the public, and professional licensing bodies that the certified nurse is qualified, competent, and current in a nursing specialty. Certified nurses have met rigorous requirements to achieve this expert credential. Certified Nurses' Day is an opportunity to recognize and encourage nurses to pursue this important step in their careers. We salute the following nurses



for this accomplishment.

Psychiatric/Mental Health Specialty:

- Teresa Billings, RN, Adolescent Unit Head Nurse
- Valerie Campbell, RN, Admissions Unit C/D Head Nurse
- Shawn Chapman, RN, BSN, Ward I Head Nurse
- Cynthia Frye, RN, BSN, ERS Unit Nurse Coordinator
- Judi Goodman, RN, Ward I Head Nurse
- Sandy Harless, RN, Admissions Unit C/D
- Linda Lester, RN, Staffing Nurse Coordinator
- Jean Magnuson, RN, Adolescent Unit
- Diann Marshall, RN, MSN, Staffing Nurse Coordinator

- Jean Powers, RN, Staffing Nurse Coordinator
- Debbie Sadler, RN, Adolescent Unit

Gerontology Specialty:

- Sue Chapman, RN, Ward K
- Cheryl Smith, RN, BSN, Geriatric Unit Head Nurse

We appreciate each and every one of you for your accomplishments in nursing.

~Debbie Borders
Clinical Nurse Specialist



Leave Registers

Beginning July 1, leave registers will no longer be distributed by the Timekeepers.

Each employee has the ability to access Payline to obtain that information. Timekeepers will also have the ability to review the leave registers on-line.

This action is being taken to save some printing costs but also in recognition of the ability of the employees to be responsible for their own leave balances.

All employees should review their leave balances each pay period. Every attempt is made to key the information accurately, but it is

possible for an error to occur. If an employee thinks there is a mistake on his or her leave register, it should be discussed with the timekeeper as soon as possible.

Each employee should be aware of his or her leave balances and manage time accordingly. An employee should not wait until the end of the year to realize that they may lose hours and suddenly expect to have leave granted. Also, an employee should not request and/or take leave that they do not have. Taking leave without pay (time off without leave balance to cover the time) affects several things: accrual of annual and sick leave, pay increase,

months of service calculation, insurance benefits, leave anniversary date, and seniority.

If you have any questions about using Payline, please call Sharon Phibbs in the Fiscal Department at extension 155.

~Amanda J. Currin
Assistant Director,
Administrative Services



Save The Date!

NEWS FROM THE EMPLOYEE RECOGNITION COMMITTEE AND THE WASTE MINIMIZATION COMMITTEE

MARK YOUR CALENDARS FOR THURSDAY, MAY 7, 2009!

A combined Employee Recognition and Earth Day Celebration will be held on Thursday, May 7, 2009, at the picnic shelter beginning at 10:00 a.m. Some of the highlights of this program are:

- Guest speaker, Ms. Carrie Sparks, an Environmental Activist
- Announcement of Employees of the Quarter
- Mother Earth will join us

- Door prizes (must sign in to be eligible to receive)
- Hula-Hoop contest
- Jump-Rope Team contest (form your team of 3 people and show up)
- Best-Dressed Person award (70's theme)
- Bring your shirt to tie-dye
- Name that Song contest (70's music)
- Various booths, including a plant sale by patients
- Seed/bulb/plant/other exchange – bring what you have to share and get something in return
- Dedication of tree planted to honor contributions of staff in 2008
- Music provided by some of our talented staff – bring your guitar, fiddle,

banjo, mandolin, harmonica, etc., and join the fun. Please contact Diann Marshall if you would like to participate.

- Get your picture taken with Smokey the Bear

Food will be served beginning at 10:30 a.m. The menu consists of pizza, tossed salad, cookies, and a soft drink. Service on second shift will be from 5:00 PM to 6:30 PM and on third shift from 11:30 PM to 12:30 AM.



Stay tuned for additional information. This will be a fun-filled event and we have ordered a sunny day as well. Please plan to come as we honor those who are receiving service awards and recognition for performance.

~Ruby Wells
Human Resource Assistant



From The Director Continued



We also received word recently that Dr. Jim Nachbar, Child and Adolescent Psychiatrist, will be joining us on June 1, 2009. This is a little later than we had hoped, but we are happy to have him. You will hear more about him from Dr. Grubbs, Medical Director.

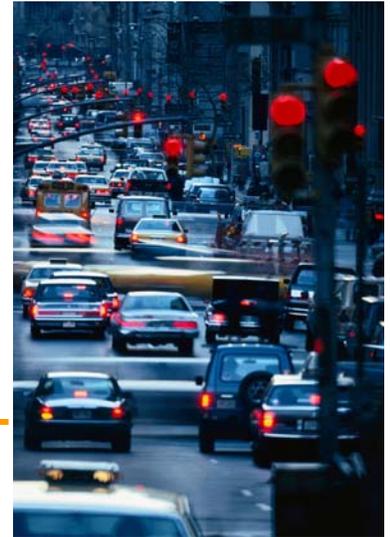
Thank you and I ask that you continue to provide both the assistance and the patience needed as we move toward full unit operations.

~Cynthia McClaskey, Ph.D.
Director

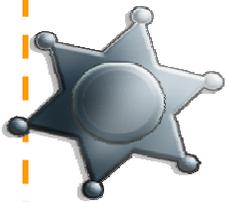
National Transportation Week

May 10-16, 2009, is National Transportation Week. The President each year is invited to issue a proclamation inviting people of the United States to observe National Transportation Week as a tribute to the men and women who, night and day, move goods and individuals throughout the United States.

SWVMHI thanks Robert Stump, Transportation Coordinator, the staff of the Physical Plant Services Department, our three official Drivers, Luke Armstrong, Jack Hawk, and Leslie Warden, and all those staff who actively support the mission of SWVMHI by assisting in transportation activities.



SWVMHI Security Staff Receive CIT



Mike Holt and Tim Sturgill, SWVMHI Security Officers Senior, attended Crisis Intervention Team training March 2-6, 2009. The training consists of 40

hours of information about mental illness, substance abuse, community resources,

and de-escalation techniques. It is taught by a combination of Mt. Rogers Community Services Board staff and SWVMHI staff. During the week, the officers also tour SWVMHI and hold a question and answer session with inpatient mental health consumers. The CIT model was developed in Memphis, Tennessee, after a tragic incident involving an individual with mental illness and

substance abuse issues. The Memphis Police Department worked closely with the National Alliance on Mental Illness, mental health providers, and local universities to develop a model for specialized training for law enforcement officers.

~Cynthia McClaskey, Ph.D.
Director



A BIG THANKS to Lisa Berry, who submitted the idea for the beautiful photo behind the newsletter name.

Mental Wellness

The sixth annual Mental Health Awareness Days, April 3 and 4, 2009, were deemed a resounding success! More than 200 guests had a delicious dinner on Friday night, followed by a presentation by Tommy Edwards, a former Virginia Tech running back also known as "Touchdown

Tommy," and his band. On Saturday, Pete Earley, best-selling author and former Washington Post reporter, spoke on the subject of his book "Crazy: A Father's Search Through America's Mental Health Madness." More than 400 attended the walk, presentation, and lunch. Mr. Earley received

lots of positive comments from those present. He took the time to have lunch with a group of Emory and Henry psychology students and then to tour SWVMHI. He stated that he appreciates those who give a voice to persons rarely seen or heard.



Southwestern Virginia Mental Health Institute

Address: 340 Bagley Circle
Marion, Virginia 24354

Phone: 276-783-1200

Fax: 276-783-1465

Comments, Suggestions or Ideas?

SHARE THEM!

Please place any comments, suggestions, or ideas you have regarding the newsletter in the Suggestion Box located outside of the copy room on the Clinical/Medical/Nursing Administrative Offices hallway.



SWVMHI History Word Search Answer Key

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

Please submit articles for the next newsletter to Amanda Phipps by May 18, 2009.

The next newsletter will be published June 1, 2009.