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A PUBLICATION OF MISSISSIPPI STATE HOSPITAL

MAY 2015

VOLUME 2

ISSUE 3

GOOD TIMES ROLL AT 33RD ANNUAL MSH DAY

BY MIKE CHRISTENSEN



Music filled the spring air and chicken nuggets, cheese nachos and funnel cakes filled the bellies of participants as the 33rd annual MSH Day, one of the hospital's signature events, was celebrated on May 1.

On a sun-splashed day at MSH Park, patients, residents, staff and visitors communed, consumed, danced and dabbled in a variety of games, including the football toss, cow roping, the golf competition and bingo.

Virtually everyone left with a prize and a smile.

"All in all, it was a pretty successful and fun day," Public Relations Director Kathy Denton said.

"We had outstanding community support through donations and volunteers, in particular from Southern Farm Bureau Casualty Insurance Co.

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MISSISSIPPI STATE HOSPITAL

James G. Chastain, FACHE,
Director

Kathy Denton
Director, Public Relations Department

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Editorial
Tim Durr, Editor

Design
Ken Patterson, Graphic Artist

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Mental wellness in every life, in every home,
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Aspire is published monthly by Mississippi State Hospital, PO Box 157-A, Whitfield, MS 39193, (601) 351-8000. ©2014.
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(601) 351-8018, Fax (601) 351-8364
info@msh.state.ms.us



“We provided all the activities and prizes free for our patients and residents, as well as a free lunch and dessert at the park. All profits will serve as start-up funds for next year’s event.”

Food was provided by T&J Concessions, and DJ51-50 (Phillip Cothorn) handled the music. Arts and crafts created by local vendors were available for purchase.

Bingo and the football toss were popular activities, as usual.

“At the Solo Cup Challenge, I’m not sure who had more fun – the staff (from the Psychology Department) working there or the players,” Denton said. “There was a lot of laughter from that corner.

“I saw a bunch of cowboy hats floating around, so I know the cow roping was a hit. I also saw a lot of camouflage hats, and pink ones for the ladies. That was a popular prize at the milk can toss. And there were also a lot of ‘adopted’ animals around from the Animal Pound.”

Jacquith Nursing Home staff operated the football toss; Nursing Services manned the milk can toss; Kinesiology and Speech Therapy did the ani-

mal pound; librarian Zann Nutt and Susan Anton of the Administration Department worked the cow roping stand; Public Relations staff handled the drinks tent and the golf competition; and Southern Farm Bureau donated \$500 and provided volunteers to run the bingo games.

The announcement of the grand prize raffle winner was the day’s crowning moment. The \$1,200 was claimed by Carlton Walton of the Chemical Dependency Unit-Building 84.

Chris Allen won \$100 as the seller of the winning ticket. Sarah Ballow sold the most tickets (800 +), and Angie Ware won a drawing from among people who sold 100 tickets or more.

Other winners, announced during the course of the day: Devonnta Mangum (gift basket), Kim Eubanks (Samsung 40-inch TV), Jake Hutchins (Galaxy tablet), Rosie Banks (Canon camera), Kenitra Walker (Fit bit), Millicent Vance (Toshiba 2-in-1 laptop), Kanada Brassell (I-pad Mini), Linda Brown (Fuji film camera) and Lillie Young (Samsung 40-inch TV).

Winners in the highly competitive closest-to-the-hole golf contest -- MSH Director James Chastain was

among the participants – were Steve Wilson from Maintenance, Chad Rommerdale (Information Management) and Ken Ryals (Maintenance).

A prize was also awarded to the patient who was closest to the hole.

The winner for most balls hit into the

lake – and there were many -- shall go unrecognized.

See more MSH Day photos on Page 12



PACT TEAMS PROVIDE SUPPORT ON ROAD TO RECOVERY

BY MIKE CHRISTENSEN

Patients discharged from Mississippi State Hospital aren't expected to go it alone as they assimilate back into society. In some cases, they may have an entire team behind them.

The Mississippi Department of Mental Health has established several Program of Assertive Community Treatment (PACT) teams that are connected to mental health centers around the state. MSH social workers refer discharged patients who qualify for the service to a PACT team in their area.

PACT is described on the DMH web site as "an individual-centered, recovery-oriented, mental health service delivery model for facilitating community living, psychological rehabilitation and recovery for persons who have the most severe and persistent mental illnesses and have not benefited from traditional outpatient services."

Financial problems, lack of trans-

portation and a variety of other issues can inhibit a patient's ability to comply with prescribed aftercare treatment. Patients with little or no support system, family or otherwise, also tend not to comply with aftercare treatment and exhibit high recidivism.

PACT teams, made up of individuals from multidisciplinary backgrounds who share responsibility for addressing the needs of the patient, are designed to help the patient overcome those obstacles to making a recovery and returning to life in the community.

"The goals are to have a smooth transition for the patient from an inpatient setting back into the community and to ensure that the patient has the resources and services needed to prevent readmission to the hospital," said Jackie Fleming, Social Services Director at MSH.

MSH social workers, of which there

are about 40 on campus, work in conjunction with other members of a patient's treatment team to determine whether the patient needs a PACT team.

Generally, Fleming said, patients qualify for PACT if they are:

- diagnosed with schizophrenia, schizoaffective disorder or bipolar disorder;
- identified as homeless, living in an unstable housing situation or having problems with self-care;
- known to have legal problems, substance abuse issues or to be frequently admitted to emergency room psych wards.

MSH social workers coordinate meetings between a patient and PACT team members before the patient's discharge.

"PACT teams are mobile. They go

where the patients are,” Fleming said. “Services are individualized and tailored to the needs of the patient.”

Life Help Community Mental Health Center based in Greenwood and Warren Yazoo Mental Health Center based out of Vicksburg have had PACT teams for several years. DMH recently expanded the service, adding four more teams. Pine Belt Mental Healthcare Resources operates the teams in the Hattiesburg area and several coastal counties, Timber Hills Mental Health Services operates the team in DeSoto County and Hinds Behavioral Health Services operates the team based in Jackson.

PACT teams are currently available in DeSoto, Forrest, Lamar, Hancock, Harrison, Jackson, Hinds, Leflore, Grenada, Holmes, Warren and Yazoo counties.

“We have developed a motto with our PACT teams, and that is ‘Whatever it takes,’” says Andrew Day, Director of

Adult Services in the DMH Bureau of Community Mental Health Services. “That’s what we do. It’s all about the individuals we’re serving. The teams figure out how to deliver services in the best way possible to each individual.”

Fleming said MSH has been collaborating with PACT teams for such a short period of time that it’s too soon to assess the service’s impact here.

Charles Stampley, Team Leader for the Warren-Yazoo PACT, says on the DMH web site that the service has made a significant difference for individuals it has worked with.

“I think there is a strong need for programs like PACT,” he said. “All of the services are individualized for each client, and are as hands-on as any program could get. I believe for the underserved and less responsive to traditional mental health clients, a program such as this that encompasses a holistic approach is what the

client would need. ...

“It has meant a lot to the individuals served, as it has meant for us to provide the service.”

Mental health is a serious public health problem in Mississippi. In 2013, more than 165,000 people needed treatment for a mental health issue, according to DMH.

“Recovery not only benefits the individual, it benefits the entire community,” says Diana Mikula, DMH Executive Director. “Evidence-based programs such as PACT teams are essential to keep individuals in the community and help them continue on their road to recovery. We must continue to expand Mississippi’s community-capacity for the individuals served by the public mental health system.”

SERVICE OUTCOME DIVISION GETS A MAKEOVER

BY MIKE CHRISTENSEN

The recent reorganization of the hospital’s Service Outcome Division already is showing positive results, Director Karen Warner said in early May.

“Quality and accuracy of work has improved,” she said. “We are still in the PDCA (Plan-Do-Check-Act) cycles of continuing to improve processes.”

As part of the reorganization, the former Quality Management Department functions are now a part of a department called Service Analytics. These are the data analysts.

Lean leaders are now the Performance Improvement Department.

The reason for the reorganization, Warner said, was “to better align department names with the actual functions of the departments and improve customer service. All SOD departments communicate and collaborate with each other for purposes of improvement and compliance actions needed, and to plan presentation of data to responsible committees or departments.”

Duties for the staff of 20 (three positions were vacant as of mid-May) remain essentially the same, Warner said, but the methods of accomplishing those duties changed.

Warner gave these examples:



Service Outcome Division Director Karen Warner and Administrative Assistant Dawn Smith

- “The Service Analytics Department includes most of the former Quality Management Department staff. They are streamlining processes to perform more efficiently by increasing sample sizes and frequency of data collection, adding training on inter-rater reliability, changing data collection methods and adding an educational component to these processes. In doing so, ways to get data to responsible people in a more timely fashion have been developed.
- “The Lean leaders, as the Performance Improvement Department, now include not only Lean methods of performance improvement but the use of PDCA and other quality improvement tools and techniques when coaching staff.”

Here is a breakdown of the division duties and staff members:



Service Analytics (from left): Michael Creager, Anita Green, Teresa Ryals, Shryl Leonard, Donnie Golliday, Laura Allen and Elizabeth Bain. Not pictured: Peter Soileau.

Service Analytics – Collect and enter data for medical staff and regulatory requirements; generate reports of data and preliminary analysis for responsible parties; assist with development of performance measures for PDCA projects. A designee from this department serves as the Patient Advocate who investigates patient/resident complaints and tracks valid complaints. The Patient Advocate also serves as the HIPAA privacy officer.

Michael Creager is the Service Analytics Director. The staff includes Laura Allen (Data Analyst), Peter Soileau (Patient Advocate), Anita Green, RN (Data Analyst), Donnie Golliday (Data Analyst/Study Coordinator), Shryl Leonard, LPN (Data Analyst), Teresa Ryals, RN (Data Analyst) and Elizabeth Bain (Data Analyst/Auditor).



Performance Improvement (from left): Karin Thurman, Rodgerick Bridges and Joey Crain. Not pictured: Amy Carruth.

Performance Improvement – Teach and coach on performance improvement techniques and tools (examples - Lean, PDCA) for all staff; serve as facilitators for performance improvement projects sanctioned by the MSH Executive Steering Committee; coach unit staff on use of data analysis in making decisions and tracking PDCA steps in projects.

Amy Carruth is the Performance Improvement Director. The staff: Joey Crain, Rodgerick Bridges and Karin Thurman.

Accreditation & Licensure – Educate all staff on regulatory requirements; organize self-assessment of compliance with regulations and standards; organize continuous survey readiness activities; serve as contact with regulatory agencies; organize and facilitate surveys.

Felicia Anderson was recently hired as Director of this department, which also includes Angele’ Massey.



Accreditation & Licensure: Felicia Anderson.
Not pictured: Angele’ Massey.



Employee Health/Infection Prevention (from left): Suzanne Pegues, Ann White, Misty Morgan and Diane Wheaton. Not pictured: Matthew Bounds.

Employee Health/Infection Prevention – Promote employee wellness, provide annual TB skin tests for employees along with other annual screenings; provide first aid and assessment of employee injuries with referral when needed to outside care; track patient/resident infections; report data to MS Health Department; educate all staff on infection prevention techniques; collect and report health care-acquired infections as required by regulatory agencies.

Ann White, RN, is the Infection Prevention Director, and Suzanne Pegues, RN, serves as Consultant/Co-Director. The staff includes Matthew Bounds, RN; Misty Morgan, LPN; and Dianne Wheaton, Administrative Assistant.

Warner noted that recruiting was ongoing for the vacant (as of mid-May) Quality Management Dietitian position now assigned to the Accreditation & Licensure Department.

Two Data Analyst positions in Service Analytics were also vacant.

“Service outcomes are concerned with overall health system performance and the impact of service provision on the users of services,” according to the International Consortium for Mental Health Policy and Service. “The focus here is on the efficiency and effectiveness of service provision in responding to the needs of people for whom mental health services are funded to serve, measured at the aggregate level rather than the individual consumer.”

ANDERSON JOINS MSH AS ACCREDITATION & LICENSURE DIRECTOR

BY MIKE CHRISTENSEN

An avid tennis player for many years, Felicia Anderson knows all about the importance of keeping the ball inside the lines on the court.

In her new job as director of Accreditation & Licensure at Mississippi State Hospital, Anderson is responsible for making sure all departments are staying within the regulatory lines as drawn by MSH policy and various accreditation and licensing agencies.

According to the job description, the A&L director “facilitates compliance with all required regulations and hospital policies and procedures (and) provides input for regulatory compliance for agency operations.”

Anderson, who started on May 4, said the job kept her pretty busy in her first couple of weeks but the friendly folks at MSH have helped her settle in.

“Everyone’s been very gracious and

very kind,” said Anderson, whose office is in Building 67, where the Service Outcome Division is housed.

A Chicago native, Anderson moved with her family to Jackson when she was 10 years old. She attended Provine High School, where she played on the tennis team, and she majored in history and education at Mississippi College.

“I taught school for a while and then decided I wanted to make a career change,” she said. “I was interested in getting into the health care industry.”

Anderson got a degree in hospital administration and then a Masters of Business Administration from Belhaven University. She is currently working on a doctorate through Walden University in Minnesota.

Before coming to MSH, she was senior director at a critical access hospital in Tallulah, La., and prior to that



worked as a department administrator at University of Mississippi Medical Center.

Anderson has three children, one about to start nursing school, one attending Mississippi College and another heading to the 11th grade.

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PASTORAL CARE DEPARTMENT FULFILLS NEED ON CAMPUS

BY TIM DURR



The MSH Pastoral Care Department includes: (left to right) Mark Kangar, Christina Frazier, B. J. McAlpin, Pat Sumlar, Jim Everett, and Gary Strehlow.

Although many Mississippi State Hospital (MSH) and Jaquith Nursing Home (JNH) patients and residents are not able to attend worship services with their hometown congregations, they still have the opportunity to worship right here on the MSH campus.

The MSH Pastoral Care Department conducts worship services each Sunday and Wednesday in the Building 38 Chapel. The department consists of five chaplains, with Gary Strehlow serving as director of Pastoral Care. Strehlow is also over Adjunct Therapeutic Services at MSH, which consist of Art Services, Music Services, the Community Integration Program and Beauty and Barber Services.

“In addition to the Sunday and Wednesday services, we conduct other services throughout the week on the patient and resident buildings,” Strehlow said.

Strehlow said the services on the building are particularly important for individuals who are non-ambu-

latory, and therefore are unable to leave their buildings.

“Since they cannot come to our weekly services in the Chapel, we take the services to them,” he said.

Strehlow, who has pastored several churches during his 40 plus years in the ministry, said he likes working at MSH because it gives him and the other chaplains an opportunity to serve a population that perhaps needs them the most.

“This job allows us to meet people at their most critical need,” he said. “One of the greatest blessings is to reassure patients that it is o.k. to have a mental illness. We can be physically ill and still be o.k., and it is the same with a mental illness. We are here to help people cope with their mental illness.”

Strehlow said while a denominational chaplain typically works within the parameters of their own faith, a clinical chaplain serves all people regardless of religion or beliefs.

“We have to accept people for who they are and what they are,” he said. “I don’t have the right to force my beliefs on the patients and residents. We try to find common ground, speaking about hope, love, faith, relationships, family and regrets.”

In addition, Strehlow said a clinical chaplain serves as a counselor who helps patients, family and staff find comfort and meaning from that person’s own source of spiritual strength.

“As Chaplains we walk into some dark places and help bring in light,” he said. “We are not afraid of their darkness. We don’t care who they are or who they’ve been. We want to be with them where they are.”

In addition to Strehlow, the Pastoral Care Department consists of Chaplains Mark Kangar, Christina Frazier, Jim Everett, and B. J. McAlpin, and Administrative Assistant Pat Sumlar.



The MSH Chapel is the site of worship services for patients and residents.

B. J. MCALPIN JOINS PASTORAL CARE

BY TIM DURR

B. J. McAlpin recently joined the Pastoral Care Department as a chaplain. McAlpin earned a Bachelor of Science degree in Business Administration from Mississippi College (MC) in 1991. During his junior year at MC, he answered God's call to the ministry. After graduating from MC, he earned two master degrees – a Master of Education from William Carey College in 1993, and a Master of Religious Education from Southwestern Baptist Theological Seminary in 1996.

McAlpin has worked bi-vocationally as a journalist and teacher while serving in churches. Since 2001, he has pastored churches in Mississippi, South Carolina and Texas, and he currently serves as Associate Pastor of Metro Grace Community Church

in Pearl.

“I like working at Mississippi State Hospital because I just feel like there is such a beautiful community of people here who need God's love in their life,” McAlpin said. “People usually only get appreciated and encouraged when they're on top of the world, but because of their circumstances, we have patients and residents here who need help and recovery, and I am here to let them know that there is a higher power that loves them and accepts them regardless of what is going on in their lives.”

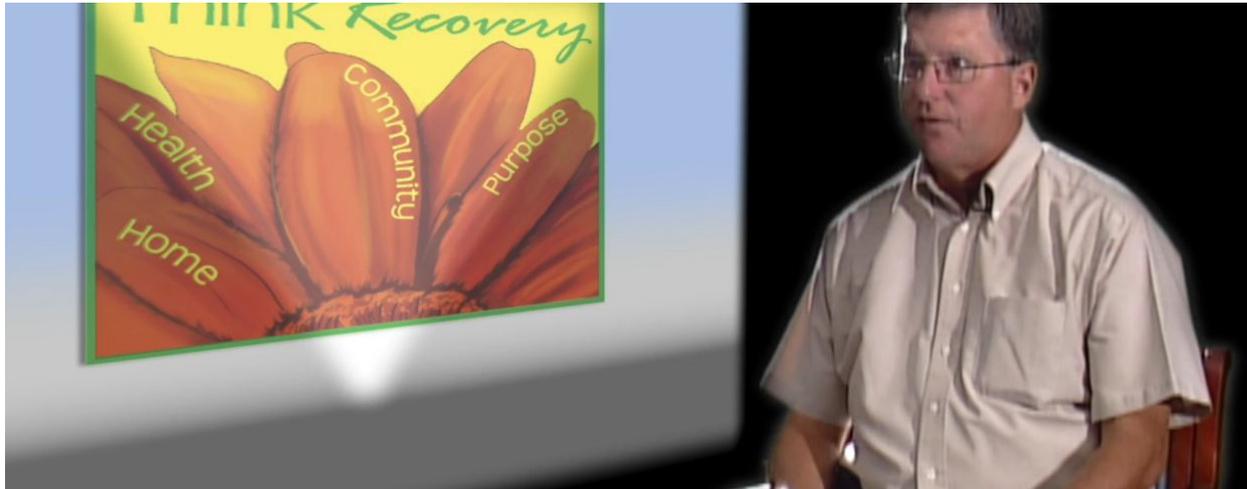
McAlpin, is a Magee, Miss. native, and currently lives in Magee with his wife, Marlana and their three sons, Reagan, Duncan, and Corban.



B. J. McAlpin

ACKNOWLEDGING MENTAL ILLNESS IS FIRST STEP TOWARD RECOVERY FROM MISSISSIPPI DMH AND U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

BY MIKE CHRISTENSEN



May is Mental Health Month, a tradition started by Mental Health America in 1949.

“The month-long recognition stands as a reminder that mental health concerns are no different from physical health concerns,” said Diana Mikula, Executive Director of the Mississippi Department of Mental Health. “People should feel free to talk about their mental health, encouraged to seek treatment when it is needed and to be free from judgment regardless of their health conditions.”

About half of Americans will meet the criteria for a diagnosable mental health disorder sometime in their life, with first onset usually in childhood or adolescence. Research shows that by ignoring mental health symptoms, someone could lose up to 10 years of his or her life during which intervention could be successful. During most of these years, most people still have supports that allow them to succeed —home, family, friends,

school and work. Intervening effectively during early stages of mental illness can save lives and change trajectories in the lives of individuals living with mental illnesses.

Mental Health America has chosen the theme “B4Stage4” for Mental Health Month 2015. This year they are encouraging people to address mental health concerns before they reach “Stage 4” when recovery is a longer process and symptoms are more severe.

Mental health is a serious public health problem in Mississippi. In 2013, more than 165,000 people needed treatment for a mental health issue.

Over the past year, the Mississippi Department of Mental Health has sought to share stories of recovery from individuals who have been living with mental illness, using their own words to show others that a happy, productive life is possible after a diagnosis of mental illness. Many of these personal sto-

ries, from written words to video testimonials, can be found on the Recovery page of the DMH web site at <http://www.dmh.ms.gov/think-recovery/>.

“My journey began in the summer of 1977 just before my senior year of high school,” says David Connell, of Greenwood, in one video.

“Later I was told that I had schizophrenia, which scared me, and I tried very hard to keep it a secret. Graduating from high school is supposed to be a springboard to better days ahead, but I felt like my life had crashed and burned.”

Connell shares how he went on to college but experienced difficulties with his illness and with the side effects of his medication. He worked through that to graduate, but his illness continued causing problems in life.

“My self-esteem was so low that I had a hard time holding a job, so during this time I began to save

my money while I was working, because struggling with a mental illness, I never knew what would come my way,” he said.

He had ups and downs over the years, before finally accepting his diagnosis and its place in his life. He now serves as chairman of the Mississippi State Mental Health Planning and Advisory Council.

“The final breakthrough began about two years ago, during a crisis period, when I finally decided to quit trying to keep my illness a secret from the world and accept myself as having something to contribute to others,” he said. “That

was probably one of the best steps I ever took. It removed a tremendous amount of stress from me and my family.

“What does recovery mean to me? It means being able to make a meaningful contribution.”

The Mississippi DMH has significantly expanded the availability of community-based services in order to help other Mississippians reach a place where they can make meaningful contributions as well, whether those contributions are to their own lives, to their families or to their broader communities as a whole.

Mobile Crisis Response Teams, Programs of Assertive Community Treatment Teams and Crisis Intervention Teams are multidisciplinary teams focused on bringing services to the locations where individuals need them.

As part of May is Mental Health Month, the U.S. Department of Health and Human Services is spotlighting stories of hope and recovery through several videos featuring celebrities. To view the videos, visit <http://www.mentalhealth.gov/talk/recovery/index.html>.

CONGRATULATIONS MAY EMPLOYEES OF THE MONTH



Donna Epps of Jackson was named MSH’s May Employee of the Month for Direct Care. Epps is a Mental Health Technician on the hospital’s Female Receiving Unit (Building 63). She has worked at MSH for nearly three years.

“Mrs. Epps exhibits the MSH core values everyday she is at work,” said Connie Dorsey, Administrative Assistant for Female Receiving. “She genuinely cares about her patients and gets along well with her coworkers. I feel that she is a valued asset and deserves to be commended for her dedication to the hospitals and the patients on Building 63.”

Dorsey said Epps is truly a team player.

“She never complains and is always willing to do her assigned duties,” Dorsey said. “She never hesitates to assist her other coworkers in completing a task, and she is very dependable and dedicated.”



June McCafferty of Braxton was named MSH’s May Employee of the Month for Clinical Service. McCafferty is a social worker for Jaquith Nursing Home’s Jaquith Inn (Buildings 69 and 78). She has been employed at Jaquith for nearly six years.

“June does an exceptional job for the men on our unit,” said Patsy Clark, DON for Jaquith Inn. “Anytime there is a need, she is quick to deliver.”

McCafferty even uses her two dogs as a form of therapy for the residents of Jaquith Inn.

“She is always willing to take up time with the men, and the men love her two dogs which we have adopted as building pets,” Clark said. “She goes above and beyond for our residents. No task is too small for June.”



Maria Craft of Magee was named MSH’s May Employee of the Month for Support Services. Craft is a Pantry Coordinator for Jaquith Nursing Home’s Jaquith Inn (Building 69). She has been employed at Jaquith for 23 years.

“If you are looking for a shining star, you will find it in Maria,” said Sarah Ballow, LPN for Jaquith Inn. “She embodies the core values of Respect, Relationships, Accountability, Teamwork and Diversity.”

“During her 20 plus year career at Jaquith, Maria has gained the respect of residents, staff and families alike,” Ballow said. “She is a friend to her coworkers, the residents and any visitors who come to Building 69. She is always willing to go above and beyond her job expectations, and you can count on her to help out in other areas if needed.”

