Mississippi State Hospital
Established 1855

MENTAL OUTLOOK

A Publication of Mississippi State Hospital Summer 2012 Volume 21 Number 2

Highlights

Children's Mental Health Week
Page 5

Employee Training Classes
Page 6

Serendipity
Page 8

MISSISSIPPI STATE HOSPITAL PARTNERS
WITH HOSPITAL ENGAGEMENT NETWORK

Mississippi State Hospital is excited to announce it has joined the Hospital Engagement Network, a partnership of the Mississippi Hospital Association, the American Hospital Association and the Health Research & Educational Trust.

This opportunity offers free training for MSH employees to develop knowledge and skills in quality improvement. The knowledge obtained from meetings, conference calls, and webinars will be used to develop a rapid cycle improvement program that will encourage staff to develop rapid interventions that address patient issues.

In one recent meeting discussing the network, MSH Director James G. Chastain said staff will learn and build these concepts into the culture of the hospital. He noted that successfully implementing the program will lead to better patient care and cost reductions for MSH.

"We're responsible for improving the care our patients receive. That's no one else's responsibility," he said. "This will be a good thing for the hospitals that are taking part in the program across the country."

The network, made up of more than 2,000 hospitals in 33 states, has a goal of reducing harm to patients by 40 percent and readmissions by 20 percent by December 2013.

MSH will be addressing issues in the areas of readmissions, falls, catheter-associated urinary tract infections, and adverse drug events.

Reducing preventable readmissions is one goal that is obviously in the patients' best interests.

"Reducing re-admissions is important to patients mainly because they would rather be at home than in a hospital. The inconvenience and personal costs of hospitalization are significant," MSH Utilization Review Director Shonna Davis said.

Beyond that, reducing readmissions can have a significant impact on

continues on page 3

MENTAL OUTLOOK

MISSISSIPPI STATE HOSPITAL

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MISSION
Mississippi State Hospital facilitates improvement in the quality of life for Mississippians who are in need of mental health, chemical dependency or nursing home services by rehabilitating to the least restrictive environment utilizing a range of psychiatric and medical services which reflect the accepted standard of care and are in compliance with statutory and regulatory guidelines.

VISION
We will be a customer-driven organization.

CORE VALUES
Respect - Teamwork - Trust
Communication - Commitment

MEMBER OF
Mississippi Department of Mental Health
American Hospital Association
Mississippi Hospital Association
Southern States Psychiatric Hospital Association

ACCREDITED BY
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A LETTER FROM THE DIRECTOR...

Welcome to the Summer 2012 edition of Mental Outlook. We always want this publication to inform our readers about the hospital's programs and events that are underway, and in this issue we'll be sharing with you an initiative we're very excited about. Mississippi State Hospital has joined with a national network of healthcare organizations in the Hospital Engagement Network. As a part of this network, we will be gathering and analyzing the processes we use to provide services to patients. With the input from the other facilities participating across the state and the country, we're eager to learn about the ways we can improve our care, and also share our own insights with others.

Something else we're excited about are the recent supervisory training courses completed by several dozen employees. These employees are frontline shift supervisors who have proven themselves to be real leaders. The classes they took part in covered topics like safety and staffing coverage, but also included sections on leadership, motivation, and more. We're thankful to have such dedicated supervisors leading our direct care staff. Also in this issue is a story about Children's Mental Health Week, which was in May. The children and staff on Oak Circle Center recognized it for the second year in a row, and I know it was a great experience for everyone.

In upcoming news, you can read a bit about our annual Serendipity art show and silent auction. We would love to have you come out for that on September 6, so please mark the date on your calendars. We hope you enjoy reading, and please feel free to contact us if you would like to learn more about the hospital or our services.

Sincerely,

James Chastain

Friends of MSH, Inc. would like to say
Thank You to our
CORPORATE SPONSORS.

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Valley
Bringing Fresh Ideas to the Table

continued from page 1

hospitals. For hospitals, reducing preventable readmissions results in decreased operating costs, more efficient use of hospital resources, and the avoidance of penalties and unreimbursed care.

Meetings, conference calls, and webinars about the network have been held by some staff already, and will be ongoing as more employees are asked to join and help implement the network's goals at MSH.

Several individuals at the hospital have taken on "champion" roles to spread the word of the program and encourage others to embrace the ideals of the network, and topic leaders have been selected for the four areas MSH is focusing on. Team members will include staff members who work closely with the patients in the areas being addressed.

Interventions were implemented quickly. In late June, the MSH eligibility department began providing the attending physician with the prescription drug benefits information for each client admitted to Building 203.

"The purpose is to help guide the physician on the day of admission in prescribing medications that are covered under the client's prescription drug plan to help ensure affordability and compliance once discharged," Davis said.

Safety and Emergency Preparedness Coordinator Wes Pegues is the team leader for those working with the goal of reducing falls that occur on the MSH campus. He said he is excited about this project for a simple reason.

"I am excited about this initiative because it focuses on the front line workers in patient care and asks them the simple question, 'How can we prevent patient falls?'" he said. "I appreciate the emphasis and support being given to this initiative from management, and it just makes sense to do it this way.

"Some initiatives start with the upper levels of management, but here, it makes sense to start with those working with patients."

The falls team has set a goal of reducing falls by 40% during the first quarter of Fiscal Year 2013, which began July 1, 2012. It is working to develop a project to reduce falls in the dayrooms, one of the most common locations of patient falls. It will be conducting a weekly review of all fall reports and consider additional ways to reduce falls based on those reports.

In addition to the several teams taking part in the project, Karen Warner and Michael Creager will be Improvement Fellows who learn improvement methods and tools, teach, and facilitate for the topic leaders and their teams.

Warner said the quality improvement knowledge and skills will be spreading throughout the hospital.

"It is providing materials and guidelines for us to set expectations for all employees in orientation and in ongoing training related to quality improvement," she said.

"This will leave MSH with a structured quality improvement program built into daily operations of all hospital divisions."

MISSISSIPPI STATE HOSPITAL NAMES
DR. ROBERT MADDUX AS CLINICAL DIRECTOR

Mississippi State Hospital (MSH) has named Dr. Robert Maddux as clinical director, a role in which he will act as chief psychiatrist and administrator of psychiatric and medical care for the facility.

A native of Batesville, MS, Maddux has been serving as a psychiatrist at MSH since 2008. As clinical director, he is succeeding Dr. Lydia Weisser, who will continue to serve as a psychiatrist at the hospital in addition to her duties as medical director for the Mississippi Department of Mental Health.

"The thing that has always attracted me to psychiatry is that it, maybe more than any other specialty in medicine, demands that you understand your patient as a whole individual," Maddux said. "I was always interested in my patients as individuals when I was in medical school, and that's still an important part of medicine."

Dr. Maddux has experience in both the private and public sectors, having previously practiced at Mississippi State Hospital from 1984 to 1992. He began as a resident, spending three months out of the year practicing at the hospital, but when he finished his fellowship in child and adolescent psychology in 1988, he came to work full-time at MSH on the female receiving service.

He went into private practice in 1992. During that time, his career included practice at Millcreek Behavior Health Services, where he also served as medical and clinical director of their psychiatric program.

He returned to MSH in 2008, when he took a position on Oak Circle Center, the hospital's child and adolescent unit. He also served for a brief time as interim medical director at Specialized Treatment Facility, a Department of Mental Health facility in Gulfport that provides psychiatric residential services for adolescents.

Working with children and adolescents has been an interest of his throughout his career, but he admits he had been hoping to work with more adult patients after returning to MSH four years ago, even though he ended up working again with younger patients.

"I really fell in love with it though. I really enjoyed it," Maddux said. "I think we do some things there that are not done anywhere else in the state. I don't know any other inpatient facility in the state that is able to do what we are.

"It's real gratifying to me to see patients who may have been treated at different facilities by different psychiatrists, and we wind up making the accurate diagnosis, figuring out what's really going on and seeing them make progress.

"Making significant progress with challenging patients is extremely gratifying, and we're able to do a good bit of that out here," he said.

He is a 1974 graduate of Millsaps College, where he earned a bachelor's degree in biology, and a 1983 graduate of the University of Mississippi Medical Center. He has been married to Diane Petty Maddux for 29 years. The couple has two sons, Ford Reid Maddux, 25, and Samuel Lowry Maddux, 20.

Mississippi State Hospital Director James G. Chastain expressed his thanks to Dr. Weisser for her service, and said the hospital was fortunate to have someone succeeding her as experienced as Dr. Maddux, whose career has enabled him to develop relationships with members of hospital staff, stakeholders, and providers in the community.

"As Dr. Maddux assumes the duties of Clinical Director, I am confident we will continue to achieve many accomplishments and improvements in care under his leadership," Chastain said.

OAK CIRCLE CENTER CELEBRATES
CHILDREN'S MENTAL HEALTH WEEK

Oak Circle Center joined the rest of the country in celebrating National Children's Mental Health Week, May 6-12.

Patients on the child and adolescent unit celebrated the week with a variety of games and activities, but the ultimate goal was something much more than just entertainment. The week is dedicated to educating the public children's mental health and to raising awareness to the fact that serious emotional and mental health issues in young people are both real and treatable.

According to the National Federation of Families for Children's Mental Health, one in five young people have one or more mental, emotional, or behavioral challenges, and one in 10 youth have challenges that impair how they function at home, school, or other social settings.

This year's theme was "Children Overcoming Trauma," and OCC's activities and programs were geared to help the children there demonstrate resiliency and discover ways to deal with trauma. They had several programs throughout the week that helped bring home that message to the individuals on the unit.

In the opening program of the week, OCC Therapist Rodney Frothingham spoke a few words about trauma that resonated with those children and adults present.

"Trauma isn't something that happens," Frothingham said. "Trauma is how you respond to what happens. There's no right way and no wrong way. Everyone responds differently.

He also talked about some of the ways to get help when they are having problems. One thing he said to remember was that it may take some time to adjust after a significant event has happened in your life.

"There's no right amount of time for it to take to get over something that's happened to you," he said. "You have to give yourself plenty of time to get over whatever it was that has happened."

He also advised leaning on the support of your friends, teachers, counselors and others who are willing to help. Other forms of communication, like writing, can be a good outlet as well, he said.

"And you don't have to write about what's going on, you can just write about how you feel," Frothingham said.

The week continued with different, themed activities each day. Tuesday, the theme was "A Sign of Resiliency," which the children and staff recognized with a scavenger hunt. They also recognized the importance of self-expression with music and karaoke that afternoon.

Wednesday they recognized the theme "Youth Overcoming Trauma" with a poster and essay exhibit and a series of workshops for the children. The first workshop was on nursing and the danger and importance of properly taking medication. The second was on psychology, focusing on relaxation therapy and how to deal with stressful times. Another workshop was about recreation and appropriate activities that can help an individual deal with trauma they have experienced. The fourth workshop focused on other safe outlets for trauma, including how to be safe using Facebook and the Internet.

continues on page 6

continued from page 5

The final program of the week featured an awards and recognition program, a poetry reading, and several performances by a group of young girls who formed a gospel choir dubbed "The Angelettes." Several Oak Circle Center staff members also concluded the week with a few more thoughts about overcoming trauma.

Dr. Barbara Fishgrab reminded the children on OCC that beautiful butterflies come from caterpillars that have gone into a cocoon.

"Many people judge us by what they see on the outside, but they do not know what can come from the inside," Fishgrab said. "All of us have had to go through bad situations, but it's what you can't see on the inside that really counts."

OCC Nursing Director Billy Walton asked the children if they had learned the meaning of the word resiliency.

"It shows that you are survivors," he told them. "It shows you are working on making things better for yourself. That's what resiliency is. You are all courageous."

INPATIENT SERVICES EMPLOYEES COMPLETE TRAINING CLASSES

Two different groups of direct care staff members went through milestones in their employment this spring when they completed training classes on the Mississippi State Hospital campus.

A Direct Care Alternate Supervisor training class was held on April 10-12, followed a few weeks later by an Active Treatment Technician/ Direct Care Supervisor training program. Both programs are designed specifically for frontline shift supervisors. The DCAS group had a three-day training program while the ATT/Direct Care Supervisor training program was less than two days, but the curriculums were similar.

The classes included sections on communication, listening, conflict, staffing and coverage on patient buildings, and also sections on leadership, safety, and more.

In short, it was a brief course on everything they will need to continue their successful career at MSH. For some, their careers were just beginning, but others in the classes have already been at the hospital for more than 10 years. The ATT/DCS group of 18 primary shift supervisors had an impressive total of 328 years of experience within IPS

"MSH is very fortunate to have such a dedicated and experienced group of supervisors leading the services of our direct care staff. Their talents and caring attitudes contribute greatly to excellent patient care," MSH Director James G. Chastain said.

Regardless of their seniority, class members were chosen to participate because they have shown themselves to be leaders on their buildings and shifts.

"These are the people who have shown the initiative to be good organizers, to do the right thing, and to motivate others," IPS/SOD Director Paula Kleeb said. "These are the shining stars."

Those who attended the classes came from all three shifts and work on various buildings, but everyone said the classes were excellent learning experiences to go through.

"We got to hear from a lot of different areas of the hospital, like personnel, risk management, and strategic planning," Patrick Webb said.

Webb has worked at the hospital for 19 years, but his duties haven't always put him in much contact with those other departments, so it was informative to hear more about them, he said.

Sharon Crisler is another direct care worker who has been at the hospital for a long time – 21 years – and she said she learned something from each and every person who spoke to the group.

"There are a lot of things I learned that I can take back to the building and apply there," she said.

Many of those employees said they think they will especially benefit from the communication techniques they learned – how to become more attentive listeners and resolve conflicts more effectively. Those are things everyone can use, they said.

"They taught us things to be better shift leaders, and with that the hospital can grow, and hopefully we'll grow with it," Billie McCarty said.

He noted that whatever shift someone works, they learned things that will help. Conflict resolution is something everyone would need, even though A-shift employees may use it more often as more patients are active during the day. On the flip side, shift leaders on C-shift may look to some of the motivational skills they learned to help keep their coworkers moving and active during the night shift.

They also learned about the importance of good communication skills.

"Beforehand, I kind of looked at it like each shift was its own separate

continues on page 7

continued from page 6

entity," said Maurice Collins. "Now it's more like we're one unit, and we need to encourage communication between the shift leaders on all shifts, to help out the entire building and create a synergy."

An 11-year veteran, Collins said one of the things he enjoyed was discussing the different aspects of a good leader.

"And a lot of those things don't just apply here," he said. "They apply outside in the world as well, so they taught me how to be a leader in life, and I appreciated that."

Everyone also said they would like to extend their thanks to everyone in Inpatient Services for letting them have this opportunity.

"We got to meet new people, learn some new faces, get to know a little bit more about each other, and that really means a lot," William McNeil said.

Direct Care Alternate Supervisor class

Active Treatment Technician/Direct Care Supervisor class

23RD ANNUAL SERENDIPITY IS THURSDAY, SEPTEMBER 6

Art aficionados from across the state will have marked their calendars by now – the first Thursday in September is one that many look forward to every year.

That's because it always plays host to Mississippi State Hospital's "Serendipity," an art show and silent auction that introduces artwork created in the hospital's Art Services classes to the public. In its 23rd year, the show has also become a draw for people from across the state, who look forward to the unique art work they will not be able to find anywhere else.

"Someone once described Serendipity as one of Mississippi's best kept secrets," Art Services Director Evelyn Bates said. "People who don't know about the show are often surprised by the work they see, and that's why they keep coming back year after year."

The art they do see is all created by individuals served through the MSH Art Services Department. They are patients from across the hospital's services, including adults, children, and residents of Jaquith Nursing Home.

The show gives them a chance to express themselves through their artwork, whether they have any formal training in the arts or not. For many, it is an important part of the therapeutic process.

"It gives the artists a true feeling of self -worth and success to see their art on display and to know that others value it," Bates said. "My favorite part of the day is the awards ceremony before the show opens to the public."

When the show is open to the public on September 6, from 11:30 a.m.

until 6 p.m., there will be plenty to admire. The pieces on display and up for auction will be ceramics, pencil drawings, and paintings of various types. Repeat visitors will notice there are no two pieces alike, and no two years are the same.

Ceramics have impressed many people in the past couple of years, but the work in each show varies depending on what types of work patients and residents have made through the year. There are usually around 300 pieces on display, including paintings, drawings, collages and ceramics.

One thing is for sure though – each piece is unique, often representing the individual life experiences of the person who made it. Ceramics

continues on page 9

continued from page 8

Instructor Teresa Sheppard said a lot of joy comes when others can value the work made by the patients and residents participating in the show.

"Many of the sculptures are of things remembered from the individual's past," she said. "We all enjoy reminiscing as the sculptures take shape."

Going beyond just enjoyment, the show often gives participants a true sense of worth and value in their lives, feelings that can sometimes be lacking in individuals when they begin taking art classes. Many of those who participate in Sheppard's ceramics class have been robbed of their ability to carry on their normal productive lives. A stroke or a car accident may have suddenly changed their lives. She has had patients and residents who only have the use of one hand, and in some cases, a student has had to use a mouth brush.

"Some believe their years of productivity have come to an end, but when they put their last bit of ability to work and produce something of value, their confidence and self-worth are restored," she said.

That confidence is surely bolstered by the bidders aiming to take home their work. Since the show is a silent auction, bidders only need to write their name, number, and bid down next to a piece in which they are interested. The silent auction takes place throughout the day but serious bidders have learned to be there at closing time to be sure they have the highest bid on the artwork they really want.

Art Instructor Ron Lindsey emphasized that work created by untrained artists has become increasingly popular in recent years, and for good reason.

"Just because someone has not been taught to draw in the academic manner doesn't mean that what they produce is not the real deal," he said. "In fact, oftentimes it is more lively, heartfelt, unpredictable, and genuine than the work of artists who have trained all of their lives."

Lindsey also said it is a wonderful feeling to see the excitement on his students' faces when they see their own work framed, matted, and professionally presented.

"When I see our patients see their work framed, matted, and presented at our annual show I see a surprised smile, a recognition come across their face," he said. "They see that what they created is important, and that it is important to other people too.

"Frequently they will say 'I did that!' It's a wonderful feeling to see that smile."

MSH DAY 2012

FIREWORK SHOW 2012