

# Utah State Hospital Newsletter

Issue 34

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## SUPERINTENDENT'S CORNER

### Did You Know?



As I reflected on the many accomplishments for the past year, I wondered how many people really know or realize just how much happens each year at the hospital. At first I thought it might be unfair if I tried to highlight some of them because each area accomplishes so much that I feared offending or leaving someone out. Then I realized that if I didn't mention some of our accomplishments we cheat ourselves of the opportunity to truly celebrate our many successes. I can't imagine how someone could not feel proud of what we do here at the hospital. Individually you are each amazing!!! Collectively, we are AWESOME!!! So I hope you will take some time to read the many accomplishments listed throughout the Newsletter that have been reported this year. I'm sure there are many more individual achievements that haven't been captured or reported and many silent heroes that never get recognized. I take this moment to apologize to those of you not listed, and especially express gratitude for your many contributions and accomplishments, knowing your heart and soul is committed to the care of our patients and your efforts impact their lives, which is the real reason we are all here. I also want to take this opportunity to wish you and your families a Happy Holiday Season. On behalf of the Executive Staff I want to express our appreciation to all of you for being great USH Employees!

☞ Another successful year making progress with the recommendations listed in our 2007 Legislative Audit.

☞ Successful periodic performance review for continued JCAHO accreditation in March 2009

*Accomplishments continued throughout newsletter*

## THE ROCK PLANTER

*Over time nearly all of the remnants of the hospital's past have disappeared. New buildings have replaced old and today a modern campus stands in the shadow of a bygone time. However, each morning you may not know that you pass one of the last remaining pieces of that history. In the middle of the circle outside the Heninger Administration Building, stands the circular rock planter.*

*The unusual circular rock planter was built in 1912 and still stands as testament to the past. Built by patients and staff, which was the expectation of all hospital projects at the time, it reminds us of the hard work and craftsmanship that went into many hospital projects. The rock for the flower bed was donated from materials left over during the building of the historic Jessie Knight Home. That home, located on Center Street, is now a famous Provo landmark.*

*In the Report of the Board of Insanity and the Superintendent for the Biennial Period Ending November 30, 1912, Dr. Daniel Calder, noted that "Our florist has been a very busy man during the biennium. In addition to his indoor work, as an attendant in charge of Cottage One, he has had the entire supervision of the care, improvement, and beautifying of the grounds. In this connection, we have extended the lawns, put in fresh flower beds, and built a circular rockery which has been much admired."*

*Next time you pass by the planter you might want take time to notice a small piece of hospital history that patients, staff and the public have enjoyed for 97 years.*



## Character Counts



Over the past couple of years, the Consumer Council has been involved in activities to reinforce a positive culture at the hospital. Most remember the past two “Respect Weeks” that were sponsored by the committee and the fun everyone had participating in the Respect Week activities. 2010 will be a busy year for the Council as they begin sponsoring a year long program called “Character Counts”. It is modeled after the national program that is sometimes found in schools and treatment programs. The program focuses on Pillars of Character that build on a core set of values from which we can all work to become better people. These “pillars of character” include things such as: Trustworthiness, Respect, Responsibility, Fairness, Caring, Citizenship, etc. Throughout the year, the Council will highlight a Value for us all to focus on and plan activities to help learn more about that Pillar of Character. It should be a fun year filled with competitions, challenges and lots of fun.

- ☞ Successful completion of Federal CMS survey in June, 2009 with full certification status
- ☞ Continued full APA (American Psychological Association) accreditation
- ☞ Continued full Medical CME accreditation
- ☞ Successful Bureau of Internal Audits audit on Food Services, Laundry, and Housekeeping in Spring, 2009
- ☞ Successful results from the long term recruitment and retention plan for Nursing
  - Vacancies in nursing have remained consistently low
  - Best nursing coverage of holiday times i.e. Thanksgiving through New Years, in past 20 years
- ☞ Successful Hispanic Cultural Awareness Week
- ☞ Continued to be a tobacco free campus. Many agencies and program contacting us for consultation
- ☞ Held three luncheon cultural events for staff and patients: Western, Hispanic & Polynesian with food and region music & dancing.
- ☞ Participated in a region wide disaster exercise
- ☞ Developed protocols for pandemic infectious disease occurrence
- ☞ Began providing English classes five days a week for our Hispanic Food Service workers through the Daily Dose program
- ☞ Provided 338,520 meals including 131,040 special diet meals
- ☞ Expansion of treatment mall program
- ☞ 11,805 work orders were completed by the Facilities crew.
- ☞ Northeast unit implemented “All Mall” experience where all patients from the unit attend the treatment mall daily
- ☞ Worked closely with Utah Behavioral Health Committee (formerly UBHN) to develop a plan to improve the efficiency of the bed utilization at USH. Bed utilization rate increased from 90 percent to 96 percent with adult civil beds.



## GOVERNOR'S RECOGNITION – MARIA PENSON

*Maria received the Governor's Recognition Award in October. Maria began working at USH in 1996. As a very hard dedicated worker, she quietly worked her way into a Supervisor I position. Maria has a work ethic that is beyond reproach and helps others by encouraging words step up to the same standard. Maria is kind and compassionate, however, she is bold and works diligently to help other employees stay on task and improve their skills. Among others, Maria is one of our unsung heroes. She is always willing to fill in when and wherever she is needed. She is well trained and versatile throughout the food service department. It is not uncommon to find Maria participating in new employee interviews, while filling-in as the baker or finishing up in another area. Maria is an employee we can always count on. We have a deep respect for her opinion and feedback in every situation or decision. Maria always has the best interests of the hospital at heart as she goes about her daily tasks. She always has a sweet smile and makes everyone feel good when they are around her. She keeps the workplace positive and productive.*



*The Utah State Hospital welcomes Brandtley Henderson, our new music therapist. Brandtley has brought an immense amount of positive energy to all the units he has been working with, and we sure needed it. He works well with children, youth, adults and our elders. We are so stoked to have him. Brandtley, thanks for choosing the Utah State Hospital as your employer.*

*Best Regards!*

## MAKE A DIFFERENCE

The other day in the Canteen an employee's relative went over to a patient and visited for a minute. She asked if she had Huntington's Disease. The patient indicated yes. The visitor stroked her hair and held her hand and told her she did too. The look on the Psych Techs face was amazement...moments like that are what working here is all about. A moment of understanding and sincere care. When you care for someone who has the disease, it is hard to imagine them healthy. When someone has the disease and is not showing signs it is hard to imagine them sick. When you bridge the gap, those who provide care are more able to understand.

### *Patient Christmas Banquet*



The annual Patient Christmas Banquet was held on December 9<sup>th</sup>. Patients enjoyed an evening of delicious food and awesome entertainment from our very own Food Services Director Tim Morganson & brother Dennis Morganson also known as *The Dalton Brothers*. All in attendance were also surprised by our guest visiting from the North Pole, Mr. & Mrs. Claus who surprised all when they joined the Dalton Brothers on stage. It was a memorable evening for all in attendance!



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## RECOVERY – A WALK WORTH TAKING

We had 48 people participate in the walk on campus and 42 that walked in Salt Lake on September! Had we had all of those names registered on line we would have won the prize for the biggest walk team.

As it was, we won for having the best team name! Kudos to whomever submitted the name of **RECOVERY- A WALK WORTH TAKING**. Several people in Salt Lake commented on how they liked our shirts and our team name.

We won a CD pack of 5 different music CDs and these have been donated to the library so everyone can enjoy them.

Last but not least, thank-you to the hospital administration and the Consumer Council for their support and all those that helped make the walk(s) a success.



- ☞ Expanded the number and types of groups offered in the Adult Recovery Treatment Center (treatment mall) and on the Forensic Units
- ☞ A hospital-wide “dual diagnosis” treatment track was developed (based upon empirical evidence from SAMHSA and recognized experts in substance abuse and mental health integrated treatment); staff were trained, and the track was implemented to address this population.
- ☞ Continued use of extended audits to meet standards of Department of Health
  - USH was recognized at the National Association of Mental Health Program Directors (NASMHPD) conference in St. Louis, Missouri, for developing a best practice model for internal audit systems with great success meeting CMS standards compliance.
- ☞ Forensic Program successfully worked with counties and courts to eliminate waiting list and developed system-wide efficiencies.
- ☞ Developed a risk assessment for elopement. Elopements dropped from 23 in FY09 to only 4 thus far this year. Great job everyone!
- ☞ Business Office developed a “Flash Report” which is a financial management tool that monitors important budget indicators that has assisted the hospital tremendously in facing budget constraints providing important information for budget forecasting.
- ☞ Streamlined unit fund banking process.
- ☞ Continued development of a hospital campground for patients
- ☞ Opened a very successful museum in the old Superintendent’s Home

## 2009 H1N1 Flu: 10 Ways You Can Stay Healthy at Work

As we face this extraordinary flu season, consider these ten things you can do to protect yourself and others:

1. **Wash your hands** often with soap and water for 20 seconds, or use an alcohol-based hand sanitizer if soap and water are not available. Be sure to wash your hands after coughing, sneezing, or blowing your nose.
2. **Avoid touching your nose, mouth, and eyes.** Germs spread this way.
3. **Cover your coughs and sneezes with a tissue,** or cough and sneeze into your elbow. Dispose of tissues in no-touch trash receptacles.
4. **Keep frequently touched common surfaces clean,** such as telephones, computer keyboards, doorknobs, etc.
5. **Do not use other workers' phones, desks, offices, or other work tools and equipment.** If you need to use a coworker's phone, desk, or other equipment, clean it first.
6. **Don't spread the flu! If you are sick with flu-like illness, stay home.** Symptoms of flu can include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, tiredness, and sometimes vomiting and diarrhea. CDC recommends that people with flu-like illness stay home for at least 24 hours after they are free of fever without the use of fever-reducing medicines. If supervisors or employees have questions about use of leave for illness or to care for an ill family member, please contact your local Human Resources office or your office's leave administrator.
7. **Get vaccinated against seasonal flu.** It can protect you against seasonal influenza viruses, but not against 2009 H1N1.
8. **Ask your doctor if you should get the 2009 H1N1 flu vaccine.** People recommended to receive the 2009 H1N1 flu vaccine as soon as it becomes available in October are health care workers, children, pregnant women, and people with chronic medical conditions (such as asthma, heart disease, or diabetes). People living with or caring for infants under 6 months old should also be vaccinated to protect these children who are too young to be vaccinated. For more information about who should get vaccinated, visit <http://www.cdc.gov/h1n1flu/vaccination/acip.htm>.
9. **Maintain a healthy lifestyle** through rest, diet, and exercise.
10. **Learn more.** Visit <http://www.flu.gov> or contact CDC 24 hours a day, 7 days a week:
  - 1-800-CDC-INFO (232-4636)
  - TTY: (888) 232-6348
  - <mailto:cdcinfo@cdc.gov>



## NATIONAL HISPANIC HERITAGE MONTH

This year was the third year the Utah State Hospital celebrated National Hispanic Heritage Month during the week of October 5 – October 8, 2009. Celebration week kicked off with a workshop on cultural diversity with Manuel Romero, from DHS. There were delectable foods from Latin countries all over the world. The yearly favorites are: *tamales*, *flan*, and *chicha morada* which is a drink from Peru made out of Indian corn. We also had two dance groups who specialize in Latino dancing, perform in the Gym for staff & patients. Staff & patients commented on how much they enjoyed the entertainment as well as enjoyed participating.



## HIKE TO THE Y

On the morning of October 19<sup>th</sup> Utah State Hospital employees participated in the “Second Annual Walk/Run to the Y”. This challenging but fun 2.5 mile, 1484' vertical climb from Heninger Building to the Y was started last year as a fun way to help increase physical fitness awareness for our employees. Everyone had a great time and almost all of those who participated both years improved their time from last year.

Congratulations to the following participants, in alphabetical order.

*Kirk Jensen – 1<sup>st</sup> Place Male*  
*Jennifer Jones*  
*John Lamb*  
*Steve Phair*  
*Greg Porter*  
*Brad Saunders*  
*Tonya Smith*  
*Carrie Stevenson*  
*Charie Wilkenson – 1<sup>st</sup> Place Female*  
*Marissa Wright*



- ☞ Succeeded in finding efficiencies in the system to maintain the hospital budget within the legislated amount
- ☞ Implemented a Chaplaincy Internship program with 8 interns as a part of the program. First in the nation to have such a program at a State Hospital. This program allows provision of more spiritual groups for patients and more formal input on individual patients' ICTP's
- ☞ Upgraded Pediatric Learning and Enhancement Treatment Track
- ☞ Completed hospital wide training on new Psychiatric Patient Care which replaced the Verbal Safety Intervention Training
- ☞ Continued successful Consumer Council and involved the patients in completing service projects for others in the community
- ☞ Hosted a Forensic Conference for Forensic evaluators
- ☞ 120 patients worked industrial assignments on and off unit
- ☞ USH once again was by far the largest group participating in the NAMI walk and in the NAMI art contest
- ☞ 77 patients attended Adult Education programs provided by Provo School District
- ☞ Clinics staff now deliver central supply items directly to the units
- ☞ Clinics area had 2114 appointments for patients
- ☞ Began piloting a new discharge order/therapeutic leave order – a web-based application that will be the basis for all of e-chart in the future
- ☞ Units held several family days for their patients and families
- ☞ Continued to provide CIT training to police officers from the community agencies

## USH ENDS SUMMER WITH POLYNESIAN PICNIC CELEBRATION

It is hard to imagine 80° temperatures with the chilly temperature we are experiencing now in December. One might have supposed, however, they were on a tropical Island one warm summer day last September 17 as Utah State Hospital closed out the summer months with a Polynesian Picnic. When you have a day filled with warm sunshine, and a backdrop of tropical Banana trees, Palm trees, colorful flowers and music from the Islands it is easy to make believe one is in a tropical paradise, (even in the middle of our high mountain desert).

Patients and staff were not only treated to a great summer day and beauty for the eyes, but mouthwatering treats from the Islands as well. The menu included traditional Island recipes like; kalua pork, white rice, tossed green salad, fresh watermelon, cantaloupe and pineapple. And of course lunch would not be complete without dessert: coconut tapioca pudding topped off with whipped cream & caramelized pineapple chunk.

The festivities continued with a performance from the Boys Youth – the "Haka", a Maori war dance. The celebration ended with *Voice of Polynesia*, a dance company performing traditional Island dances from Hawaii, Tonga, Tahiti, New Zealand and Samoa. Once the group shared all of their own graceful moves they worked to teach special dances to some of the staff and patients. The outcome made it obvious that some are born with rhythm and flexibility and some of us are not. Either way it was evident that the event was enjoyed by all.

A special thank you to everyone who helped make this a wonderful day for all!



- ☞ Provided educational opportunities for 12 social work interns, 17 recreational therapy interns, 22 occupational therapy interns, 4 psychology interns, and 414 nursing students
- ☞ Volunteers provided 13,398 hours of service for the patients as well as 534 hours on Eagle projects
- ☞ Spiritual Support Volunteers provided 16,959 hours of service.
- ☞ Pediatrics continues to provide state of the art programming and be a national model for patient care
- ☞ We achieved an 80 percent immunization rate which is a "gold level" achievement with The Joint Commission
- ☞ Staff injury rates and patient assaults have dropped significantly 10 percent
- ☞ Patients continue to get excellent care on all the units!!!

### USH NEWSLETTER

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### Employee Halloween Carnival

The employee Halloween Carnival was a Spook-tacularly fun event!!!! The USH Employees Committee sponsored the night of games, treats and hotdogs for the staff and families that came for an evening of fun.

Families enjoyed all the carnival games that were manned mostly by administrative staff, their family members and volunteers. Kids ate hotdogs, cotton candy, pop corn, drank punch and won prizes at the ring toss, bean bag throw, bowling, shooting darts, using a mechanical arm to grab prizes, the hoop toss, the Tigers Eye and many other fun activities.

The best part of the whole evening was seeing all the children parading around in their costumes. Witches, goblins, princesses, hunchbacks, and a variety of animals made the evening thoroughly entertaining and enjoyable.

A BIG Thank You to Shawna of Volunteers services for all the hard work of making sure all the carnival games were there for the volunteers to run for the kids. Thanks to all those that served on the committee to bring the fun night together.

And thank you to all those who support the events hosted by the hospital activities committee - as that is what funded the night!

