



# MENTAL OUTLOOK

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## HOSPITAL ENGAGEMENT NETWORK MEETS GOALS IN FIRST YEAR AT MSH

Over the past year, Mississippi State Hospital has been participating in the Hospital Engagement Network, an opportunity that offers free training for MSH employees to develop knowledge and skills in quality improvement.

A partnership between the Mississippi Hospital Association, the American Hospital Association, and the Health Research & Educational Trust, the Hospital Engagement Network (HEN) has made available meetings, conference calls, and webinars that are used to develop a rapid cycle improvement program that encourages staff members to develop rapid interventions that address patient issues. The overall goal of 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 reducing readmissions by 20 percent by December 2013.

MSH addressed several areas in the first year of the project – reducing the occurrence of readmissions, falls, catheter-associated urinary tract infections (CAUTI), and adverse drug events (ADE). Data collected in the first year of the HEN and the development of rapid cycle improvement plans have aided Mississippi State Hospital employees in developing best practices in reducing preventable harm to patients.

“We’re taking this huge, huge amount of information and boiling it down to usable, workable pieces, and then breaking it down further into ways it can be applied,” said Michael Creager, HEN Fellow at MSH.

Throughout the year, Whitfield Medical/Surgical Hospital met its goal of maintaining zero CAUTI and zero ADE occurrences. The Inpatient Services Division projects over the year included reducing the rates of falls on Building 63 and readmissions on Building 203. Those areas did not always reach the 100 percent compliance rate for their measures of success, but they have improved and the lessons learned have proved valuable.

“Our whole goal from the beginning was to learn the best practices and get this education on the processes and then be able to apply it to what we

needed to apply it to,” said Karen Warner, Mississippi State Hospital’s other HEN Fellow.

That goal itself fits in with another project at the hospital, the implementation of Lean Methodology. Both the HEN and Lean focus on rapid-cycle, quick improvements that are put in place, swiftly measured, and changed as needed.



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“In the long run, when the HEN is over, we’ll be taking this education and the knowledge, tools, and processes, and breaking it down to work on whatever Mississippi State Hospital needs to work on to fit its improvements and goals,” Warner said.

Some of what’s learned has been applied quickly and with obvious results. For instance, on Building 63, there had been several falls in one specific exit to the building. Front line staff knew there was a problem there, reported it, and as a result, a handrail was installed and problem was corrected.

That emphasis on rapid changes and improvements is the main difference between quality improvement from years past and quality improvement today, Creager said.

“These small tests of change look at smaller time periods and they also look at smaller, pinpointed operations,” he said. “It’s a wonderful thing, it really is. We can use this rapid test of change to

narrow down the focus on what we’re doing in ways that really work.”

In looking at the reduction of falls, the process measure is to include Fall Assessment Scores on all Fall Occurrence Report forms. The Fall Assessment, a nationally-recognized instrument, should be included in each patient’s chart, and including scores on each Fall Occurrence Report helps determine whether the patient who fell was already at a high risk of falling or if they had a low risk of falling. Knowing that, in turn, helps further determine why patients are falling and what else can be done to prevent falls.

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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

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## A LETTER FROM THE DIRECTOR...

Welcome to the Summer 2013 edition of Mental Outlook. It has been a busy year at Mississippi State Hospital, and we are eager to share with you what has been happening in the first part of the year. First, let me say I am proud we have met some goals that you may have read about this time last year. Last summer, Mississippi State Hospital partnered with the Hospital Engagement Network, a network of hospitals across the country with

the ultimate goal of reducing preventable harm to patients. We have had success with the goals we set for ourselves, and you can read more about that and the conferences our employees have been able to participate in later in this issue.

Also in this issue is a story about Children's Mental Health Week, which is recognized each year in May. Our child and adolescent unit, Oak Circle Center, held activities throughout the week. One of the issues they discussed during the week was overcoming stigma, a constant struggle in the mental health field and something especially important for our young people to understand. Also in May, the Department of Mental Health certified several hospital employees in a Mental Health First Aid program. This training will help them to better educate our community leaders about mental health issues.

In upcoming news you can read a preview of our annual Serendipity art show and silent auction. As usual, Serendipity will be the first Thursday in September. We would love to have you visit the campus for the show, so please mark your calendars, and thanks for reading.

Sincerely,

James Chastain

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Before that process measure was put in place, Fall Assessment Scores were included in only 31 percent of Fall Occurrence Reports on B-63. Out of the past 10 months, that process measure was at 100 percent compliance for 7 months, and at least 86 percent compliance for the remaining three months. The outcome measure – the number of patients who fell – has been below the baseline measurement recorded last year for six of the past seven months.

Readmissions is another area where many lessons have been learned, including that the hospital needed to change some of its measures. The process measure used in this case was to provide information about the patient’s drug coverage benefits to their doctors here at the hospital as soon as they are admitted. This will provide doctors with a look at what medications an individual will have access to once they are discharged from the hospital. However, there are so many dynamics in place after an individual’s discharge that the effectiveness of this specific process has proved difficult to measure.

“Because it takes so long to get this data and there are so many things involved, we cannot point blank say providing the drug benefit information

has decreased readmissions, but it’s definitely a good practice,” Warner said. “So we don’t know the exact outcome, but we’ve learned some best practices that are intended to be spread.”

As they continue to track readmissions, they will be further looking at each individual readmission. If they can determine why an individual was readmitted, then they can better determine what interventions may be successful in requiring another hospital stay for that person.

“It’s just a guess, but I believe that if we can find out the percentage of readmissions that come back that are preventable, we’ll be way down to around five percent, which is very good,” Creager said.

He and Warner said they are looking forward to the expansion of the HEN project, not only to other areas of the Inpatient Services Division, but also to Jaquith Nursing Home where it is appropriate.

“We’ve learned a lot that will help us going forward,” Creager said.

## MSH EMPLOYEES TRAINED IN MENTAL HEALTH FIRST AID

In May, the Mississippi Department of Mental Health certified a cadre of trainers in both the adult and youth versions of Mental Health First Aid, and several MSH employees are among those who have since been certified in the Mental Health First Aid core curriculum and youth curriculum. These certified trainers will be available to provide education through workshops to community leaders such as pastors, teachers, and civic groups, along with families and friends interested in learning more about mental health issues. MSH employees who completed the core curriculum are Wes Pegues, Christina Torti, and Jenny Pittman, while Jill Breland and Andrew Strehlow completed the youth curriculum.

“As CPR training gives us a better understanding of what to do and how to respond to someone experiencing a heart attack, Mental Health First Aid gave me an understanding of responding to someone experiencing a mental health crisis” said Wes Pegues, MSH Safety Officer and Emergency Preparedness Coordinator.

“As a certified trainer, I look forward to offering this training to others at MSH and in our community. Offering Mental Health First Aid is a great tool to build partnerships between mental health professionals and the community.”

Mental Health First Aid is a public education program that helps the public identify, understand, and respond to signs of mental illness, substance use disorders and behavioral disorders. Mental Health First Aid is offered in the form of an interactive 12-hour course that presents an overview of mental illness and substance use disorders in the U.S. and introduces participants to risk factors and warning signs of mental health problems, builds understanding of their impact, and overviews common treatments.

Those who take the 12-hour course as Mental Health First Aiders learn a five-step action plan encompassing the skills, resources and knowledge to help an individual in crisis connect with appropriate professional, peer, social, and self-help care.



“The 5 point action plan was useful and I enjoyed the setup of the training and how versatile it can be for different audiences,” MSH psychologist Christina Torti said.



Both versions of MHFA includes content on how important it is to provide assistance to individuals with mental health problems such as depression, anxiety disorders, schizophrenia, bipolar disorder, eating disorders, self-injury, and substance use disorders.

In addition, participants learn to recognize and handle crisis situations such as suicidal behaviors, acute stress reaction following trauma, panic attack, acute psychotic behavior, and drug overdose.

“It will be very useful to MHTs, CNAs, recreation therapists and administrative personnel who do not have an extensive knowledge or understanding of mental illness and it will help them better treat our patients,” Torti said.

## MSH CELEBRATES INDEPENDENCE DAY WITH FIREWORKS SHOW



Laughter, cheers, and fireworks filled the air around Mississippi State Hospital on Thursday, June 27 as the hospital celebrated Independence Day with its annual fireworks show.

Almost 800 people came out to enjoy the celebration. With food, cold refreshments, and family-friendly games and activities available before the fireworks took off, there was a little bit of something for everyone. The crowd was an eclectic mix of employees, their families and friends, and others in the local community who joined in the fun. Some were coming for the first time while others were making return visits after having a blast at previous fireworks shows.

“I have a lot of friends who work out here,” said Trebis Hoard of Pelahatchie. “And I saw it on the news this morning and I said ‘I’m coming.’ I came out last year and I enjoyed the fireworks show. It was very good.”

What she enjoyed from last year’s show was also on display at this year’s – shortly before the show begins, all the lights in the MSH park are turned off, setting the stage for a bright and colorful show that lights up the sky over the picturesque pond, as well as the park and everyone below.

“When it gets dark and the fireworks start going, and it just makes such a pretty show, a real pretty show,” Hoard said. “You can’t shoot a lot of fireworks in the city limits nowadays, so this is as good as it gets,” she said.

She brought her daughter and her sister out to the show with her. Before the fireworks they were planning on getting some food and having fun with the games, like the slide and space jump. Other activities included face painting, a photo booth, and a trackless train giving rides to all the kids who wanted to hop on board.

Mississippi State Hospital employee Phillip Cothorn, also known as DJ 51-50, provided the music for the event, even setting up his lights to put on a show of his own before the fireworks got started.

Karen Holloway, who has worked at MSH for two years, came out to the show with her husband and daughter, Audrey. It was the first time they made it for the Independence Day celebration.

“We were just talking about how we missed the last one, so we’re out here for the first time,” she said. “Audrey likes to shoot fireworks, but

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I don't want to shoot them at home, so this will be good for both of us. We're very much looking forward to it."

David and Tori Dawley came out with their son Gabe and one of his friends. Brandon residents who had seen the fireworks from outside the campus before, they decided to come on in to enjoy the full show this year.

Gabe said he was waiting for the show to start and that he hoped to see some orange fireworks.

"I like the squiggly ones. The ones that go 'ssssshhhhhhhhh,'" he said, excitedly waving his arms around in the air.

"We love some fireworks, and it's something for the boys to do," David said. "They've played in the jump some and everybody's having a good time."



## CHILDREN'S MENTAL HEALTH AWARENESS WEEK



Mississippi State Hospital recognized Children's Mental Health Week with a series of activities for young people being served through Oak Circle Center, the hospital's child and adolescent unit.

There was an awareness walk that gave the children time for some fun and relaxation outside, a trip to the hospital's museum to learn about the history of mental health treatment, and several talks throughout the week, but they all had one thing in common – the message that no matter who you are or what your situation is, individuals living with mental illnesses have hope and can recover to live healthy, happy, and fulfilling lives.

Throughout the week, the staff of Oak Circle Center focused on overcoming stigma, an important message to get across to young people who often face social pressures adults may not worry about as much.

“Combating stigma often means educating others who simply do not know the truth about symptoms and widespread nature of these health issues,” OCC therapist Rodney Frothingham said.

“People tend to feel labeled as an illness when others use stigmatizing words and phrases such as ‘he is handicapped’ or ‘she is schizophrenic’ rather than focusing on the individual as ‘a person who is receiving treatment for symptoms of depression.’ We used this to

introduce the phrase/concept of ‘People First’ language.”

The “People First” language is an effort to remove outdated phrases and terminology from use, making sure to speak of someone as a person who has a diagnosis instead of referring to someone as if they actually are the diagnosis. Instead of saying “Bob is bipolar,” someone practicing people first language would say “Bob has a bipolar diagnosis and sometimes experiences mood swings.”

Such a change may seem small, but it can help individuals receiving treatment feel less like they are being labeled and more as if their illnesses are simply being described.

Education can hopefully make a big difference in how people perceive mental illnesses and those individuals who are recovering from them. Oak Circle teachers and social workers also did their best to provide a good overview of information that will be useful to the OCC patients and their families.

They taught that biological factors like hormones or substance abuse, environmental factors like traumatic events, and even genetic factors can all impact a person's mental health. But they also taught about the concepts of recovery.

One of the aspects of recovery that was focused on during the week was self-awareness. As individuals become familiar with their illness and their symptoms, they can recognize their behavior and seek treatment and care to prevent a relapse. Seeking proper follow-up care and therapy in the community, along with medication compliance, can also help individuals stay on the road to recovery.

The individuals being served through Oak Circle Center talked about stigma early in the week with social workers, and again when Frothingham gave a presentation to them on Thursday.

“The speech was interactive and at least a dozen of our clients, ranging from 10-years-old to 17-years-old, gave first-hand accounts about what they have learned about overcoming stigma this week and how focusing on them as people rather than problems was so important,” Frothingham said.

Also during the week, they took a look at the Mississippi State Hospital museum in Building 23. It gives an overview of the hospital’s history and how treatment methods have changed over time. First opened in 1935, hydrotherapy was the treatment of choice at the time. That included methods like wet wraps and spray showers. As science progressed, medications were added, and today treatment methods include therapy, medications, and a focus on education and recovery.

The kids also held a walk on Thursday morning to promote wellness and the idea that both mental health and physical health work go hand in hand in someone’s overall health and well-being. A healthy diet, exercise, enough sleep, and good connections to family and the community can help promote resiliency and keep individuals in recovery.





September is approaching fast, and art admirers across the state know what that means – Mississippi State Hospital’s annual Serendipity art show and silent auction is almost here.

Always held the first Thursday of September, this year’s Serendipity is set for Thursday, September 5 on the MSH campus. The art show and silent auction plays host to artwork created solely by patients and residents of the hospital’s Art Services program and has, through the decades, become a draw for people from all over the state who know they’ll find pieces there they won’t be able to get anywhere else.

“Serendipity has been described as one of Mississippi’s best kept secrets, and I think that’s definitely true.” Art Services Director Evelyn Bates said. “The state has a rich tradition in music, literature, and art, and the work on display in Serendipity continues that tradition.”

The art and ceramic work on display in the show 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 program 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.

“The act of creating the work has a real therapeutic value for many of our artists, and then seeing it on display during Serendipity gives the artists a real feeling of success and a boost to their self-esteem, know that other people place such a high value on it,” Bates said.

And people do place value on the work – all of the pieces on display are also available to own via silent auction. Interested visitors just need to write a bid down on the available forms, and if it is the highest offer when bidding closes at 6 p.m., they’ll get to take it home with them.

Bidding will be taking place from 11:30 a.m. until 6 p.m., but a visitor doesn’t need to be present to win – all they have to do is have the highest bid that was placed. Anyone really setting their sights on a specific piece will probably want to be there when bidding ends though, since the closing minutes have been known to see some people scrambling around trying to leave their competitors with no time to spare for a higher bid of their own.

Last year was a record for Serendipity, with every single piece that was available ending up with a bid on it. As in years past, this year’s selection will include including paintings, drawings, collages and ceramics.

“No two years are alike, and no two pieces are the same,” Bates said. “We’re looking forward to showcasing our artists’ skill and will be happy for everyone to come see the work they have created.”

The 24th Annual Serendipity Art Show and Silent Auction will be Thursday, September 5 at Mississippi State Hospital, and everyone is invited.