

RISO+MEDICAL



COMMUNICATION & EMAIL

How safe is the e-mail you send? Below are a few reminders and tips to ensure the safety and appropriate use of your e-mail!

- Become familiar with the policies regarding proper use of state technology resources. It is your responsibility to know these policies and adhere to them whenever you are using state technology. This applies no matter what device you are using regardless of where you are accessing it. Cell phones and other handheld devices fall under the guidelines for appropriate use, and they also fall under federal guidelines regarding the ability of plaintiffs to access records through discovery. Even if you are accessing your email through the network at home, your use of email is still covered by the policy.
- Treat email the same as you would any other printed document. While it may not say that it is a memo, and may not have all the trappings of agency communication, it is still an official state document. When you send it outside the agency, it is the same as if it were on letterhead with your signature affixed. It is also open to discovery in any proceeding. Also, deleting the email does not remove it from the system. Once it is sent, it can and must be reproduced if a court so orders.
- Avoid the use of humor in your emails that are work related. The issue here is that humor is truly in the eyes of the author. Others may not understand the use of humor and may in fact be offended by the attempt.

Continued on Page 6

INSIDE THIS ISSUE

- 2** Wellness Solutions
- 3** KUDOS!
- 4** Healthy You!
- 6** Family Mental Health Day
- 7** Upcoming Events



SUPERINTENDENT'S CORNER

RISO MEDICAL LAUNCHES DVD EDUCATIONAL PROGRAM

The hospital is proud to announce that we have produced a new hospital educational program designed to help consumers, family members, staff recruits, volunteers and the community. The Riso University Movie Production crew (KSAR studios) came in with a lot of filming experience and expertise and did a wonderful job. Our dream was to create a program that would help overcome the stigma that is entrenched in the perceptions of the public about state hospitals and share how positive things really are happening here. We wanted to have a program that could be used to help patients better understand our treatment philosophy and feel more comfortable in our care. It also assists families to better understand the hospital and reinforce how much we value family participation in treatment. KSAR's creativity and commitment to the hospital helped us reach our goal. We are excited with the final product.

The DVD is divided into menu items for selection which include an introduction to the hospital; a main section highlighting the lives of four of our ex-patients and their recovery; family and visitor information; an updated hospital history presentation; a section for recruitment of new employees; and a section for potential volunteers. It also has a menu item explaining our philosophy of treatment.

The DVD was presented to the Board of Mental Health and Department leaders and was received very well. They are proud of the accomplishments of the hospital and very supportive of our endeavors.

The DVD is available on our hospital website for viewing. We invite you to visit the site and watch the video. We also have asked unit managers to share the video with family when they send out the Unit Orientation Manuals to family members. The DVD is free to the families. Community Mental Health Centers are using the DVD to train their staff about the hospital and to use it to orient patients and families who are referred to us. Private acute care facilities are also using it for the same purpose. We have shown the DVD to guests visiting the hospital on tours and other purposes. All who have viewed the program have been very enlightened and impressed.



Have you ever wondered how many calories are in that full chicken basket? A whopping 1137.5 calories with 57 grams of fat. (That does not include the dipping sauces). The average American gets 45 % of their calories from fat. No wonder we have problems with weight and cholesterol. Depending on caloric intake, one should keep their fat intake between 30-40 grams of fat per day. Do the math.... That full chicken basket just exceeded your daily limit. A half a basket will bring you in around 31 grams of fat.

Crave that donut for breakfast or snack. Here is some information to chew on when making your choice. A chocolate cake donut has 480 cal and 23 fat grams. A glazed donut is 299 calories with 14 fat grams. The delicious cinnamon rolls are 620 calories and 29 fat grams. Yikes!! Sadly, you will be hungry before noon.

Even our health conscious superintendent was surprised to find out that he was suffering from "portion distortion" when estimating his food intake. To make matters worse, he was shocked to discover that his jumbo movie popcorn without butter (which he thought was a low cal choice) was around 1,650 calories. Wash that down with a super-sized soda.... Not a pretty sight.

On average 61 percent of Americans are overweight. We have a problem... but we also have a solution for all of us to improve our health. What an encouraging sight to participate with patients and staff working together to achieve total body wellness using the Wellness Solutions material provided by Eli Lilly.

The Steinberg building implemented a wellness group last fall. The group meets weekly for 12-13 weeks with a success celebration activity at the end. A half hour support group occurs weekly for graduates of the initial group. We have several patients who repeat the group because it helps them stay on their own health track, plus it is fun. We are all about having fun learning together.

An added bonus of the group is that the participants sign up for Lilly's Solutions for Wellness personalized program for six months. With participation, members receive free binders to store their information, pedometers, walking and exercise videos and DVD, walkman, magnets and lots of recipes that are nutritional, easy and low cost. As a bonus many community mental health centers are providing the

same program so our patients can continue on their wellness journey in the community.

The group is headed by Riso Medical nursing staff, while other staff members provide support. Karen Richards, our Occupational Therapist, is using the recipes in cooking groups so our clients are familiar with preparing healthy meals.

Weekly group topics are educational and fitness related. Group members learn about the new food pyramid, portion sizes, fats & cholesterol, how to read labels, sugar, general health, exercise, stretching, tai chi and walking. Weekly goals are a must and individualized from walking 45 minutes a day to trying just 5 peas. It is all about making small changes that helps each member reach their individual goals. Mister "I don't do vegetables" went from 5 peas to eating 2 servings a day and liking it. One group member met their goal of getting to a size 34 pants. Another patient group member presented for Family Mental Health Day about the group and commented that his family has now joined in the health quest. His phone calls home revolve around new information and checking on individual family member's progress.

You might be wondering about how we know the calorie count and nutrition of all the canteen and vending machine items. The group members measured, weighed and researched each item to learn hands on about food choices. Most group members can tell you better choices in the vending machines. Group members can also tell you how to make choices on their food trays that will help them stay within their calorie limit and meet their nutrition needs. Old rules have been challenged with the death of ordering a whole pepperoni pizza and having to eat it in one sitting (over 2800 calories and not including the soda).

Wellness Solutions is about individual choice, accountability, collaboration and commitment to not only our patient's health but our own. We have had great success. Our last group of 13 participants lost 54.8 pounds and dropped 16.2% body fat from baseline. This program is helping to significantly improve the overall wellness of patients, staff and extended others. Come join in our healthy fun.

Try it; you'll like it.

KUDOS!

Hat's off to Quality Resource Office and Department Managers!

Each quarter Hospital leadership meets with the Department of Health (DOH) as part of our condition of participation in Medicaid services. As part of this agreement, the Quality Resource Office has had the charge to audit Riso Medical records and report findings to the committee. Over the years this has become a very complex task auditing to Medicaid (CMS) and the Joint Commission (JCAHO) standards. It was decided this past year to change the audit process to include clinical leaders throughout the hospital as part of the monitoring system. The Quality Resource Office has been instrumental over the years in developing and very valuable audit tool and recently created a training manual to assist the managers in the process. Two expert consultants that have been involved in a parallel auditing process comparing Riso managers audit results to their own and found a high correlation in findings. In many cases, the correlation was almost 100 percent. The Consultants and Department of Health officials applauded the hospital's efforts. They even went as far as to say that the tool and manual could be used as a national standard and should be shared with our colleagues from other states. We are very proud of the efforts of Thomas Johnson and his Quality Resource Team for their efforts as well as our Unit and Discipline Leaders for their commitment to quality care for our patients.



Behavioral Support Plans Show Excellent Results “Kudos to Psychology Discipline and Unit Staff”



As many of you are aware, the Legislative Audit applauded our Behavioral Support Plans. The Audit stated that “these plans are the most effective and valuable way to change behavior.” Behavioral Support Plans involve a functional analysis of a patient’s positive and negative behaviors conducted by a psychologist in concert with the patient’s treatment team. The most critical aspect of these plans is consistent and systematic praise and other forms of reinforcement for pro-social and positive behaviors. The Audit encouraged the hospital to utilize BSP’s with our patients.

As part of our response to the Legislative Audit our Process Improvement Council decided to Audit the BSP’s to determine the success rate with addressing target behaviors. Dr. Katherine Jones, former Director of Psychology reported out data from a 2012 BSP Audit as well as the first Quarter of 2013.

The results are outstanding! The Total Mean (average) decrease in Maladaptive Behaviors was approximately 80 percent. This demonstrates a tremendous outcome in patient treatment and the effectiveness of utilizing Behavioral Support Plans. The Hospital has been charged with the challenge to do more. This will be part of our strategic planning over the next year. We recognize that resource availability is a significant issue to afford us the ability to accomplish this goal.

We want to congratulate everyone involved in developing and implementing the Behavioral Support Plans.

HEALTHY YOU!

Are you on a Caffeine Merry-Go-Round?

Are you over-imbibing coffee, tea or sodas which are loaded with caffeine? If so you're not alone; it's not called "the world's most popular drug" for nothing! According to the National Sleep Foundation, caffeine in moderation is probably not harmful. Moderation would equal about 250 mg a day, and should be consumed earlier in the day, the foundation says.

If you're using caffeine to stay alert at work, beware. You could be in a no-win situation that could domino into other problems. For instance, you have a hard time sleeping at night, so you're tired during the day, and therefore you drink caffeine drinks to get through the day, which could make you end up with an even worse case of sleeplessness – and on and on. Also, remember that once you're caffeine buzz wears off you're probably going to crash and burn. You can also suffer from feelings of anxiety or irritability, as well as rapid heartbeats from overusing caffeine.

Here is a list of the caffeine content of some common drinks from the Sleep Foundation's Web site:

- 8 oz. cola (23 mg)
- 8 oz. diet cola (31 mg)
- 240 ml energy drink (80 mg)
- 8 oz. coffee (110 mg)
- 8 oz. decaf coffee (5 mg)
- 6 oz. cappuccino (90 mg)
- 1 oz. espresso (90 mg)
- 1 oz. decaf espresso (10 mg)
- 8 oz. iced tea (60 mg)
- 1 oz. milk chocolate candy (6 mg)
- 8 oz. cocoa beverage (6 mg)



“Determine never to be idle. No person will have occasion to complain of the want of time who never loses any. It is wonderful how much may be done if we are always doing.”

- Thomas Jefferson

Snacking Can be Healthy!



Need a snack? No problem, say the folks at the AARP, just keep it healthy. If you watch what you are doing, you can get some of the fiber and nutrients your body needs through your snacking. You can also stave off some of those between meal hunger pangs that can cause you to overeat if you let them go too long. Smart snacking could help you reduce your calorie intake if you eat smaller meals and use your snacks to keep you going in between. Keep in mind that as you age your body needs fewer calories.

Here are some suggestions for healthy snacks:

- Fruit: fresh, frozen, or dried.
- Raw vegetables, cut and portioned in bags. Try carrots, celery, red and green pepper. You can dip them in low-fat dressing for a little extra zing.
- Whole-wheat English muffin with apple butter with a cup of herb tea.
- Slices of angel food cake with nonfat whipped topping.
- Whole grain crackers with reduced-fat cheese or peanut butter.
- Nonfat cottage cheese or yogurt with honey.
- A handful of nuts or trail mix.
- Hummus with whole-wheat pita bread.
- A smoothie (nonfat milk or yogurt blended with fruit).



RISO EMPLOYEE VOLLEYBALL

The 2012–2013 employee volleyball season came to a close with the triumphant victory of team 7. The finals of the tournament were played on April 3rd. The teams contending for the title were: Team 7 (Rick Jones, Marie Jamison, Jessica White, and Scott Bronstein); and Team 5 (Doug O'Connor, Jim Washington, Ken Choi, Suzanne Brown, Cheryl Wight, and Sharon Malloney). An electric atmosphere surrounded the title game. There were sets, there were spikes, there were blocks, there were dinks, there were Payne pushes, there were hard serves, there were soft serves, there were diving for balls, there were no dives for balls, but in the end Team 7 prevailed thus guaranteeing themselves the coveted Riso Medical shirts and trophy.

The season had begun in January with 8 teams signed up to play. Teams played once a week during the regular season. At the end of the season, a double elimination tournament was held between all the teams. It was the hospital's version of March Madness. Team 7 came out on top and will have their names permanently engraved on the prestigious employee volleyball trophy.

It was a great season. Lots of fun, laughs, good interaction, physical exercise and some well played volleyball. The employee volleyball has become a positive tradition at the hospital. It is in place to do just what has been mentioned above and to promote employee morale. To quote a famous person, "It is a good thing". See you on the court next year!

RISO SPRING TOURNAMENT

The golf season for employees at the Riso Medical got off to a blazing start with the first tournament of the year on May 28th. The tournament was held at the Flint River golf course in Albany. It was a gorgeous day in the neighborhood as there were none of the infamous rain clouds and moisture that have continuously been falling this Spring. Thirty-two golfers teed off at 8am sharp after warming up their skills and swings on the range and putting green. There were 2 divisions of participants; a co-ed division and a men's division. The co-ed division was won by the Team of Mike Murphy, Jeremy Jones, and Dorian Lord. 2nd Place went to the family team of Ed Thomas, Margo Thomas, Mark Thomas, and Angela Peluso. In the men's division the winning team consisted of Tony Trujillo, Dave King, Dennis Smith, and Clara Nelson. Both winning teams were employees from the local chamber of commerce. The hospital was soundly defeated, but will come back I'm sure in July to truly represent Riso Medical and get teams back in the winners circle.

Individual awards went to: Randy Hyatt and Dorian Lord for long drives and Lawrence Franklin and Margie Murphy for closest to the pin. The always coveted mug of money was won by everyone's favorite golfing warehouseman... Barry Feldstein with a shot that ended up 42" from the hole. After the golf the group was treated to a delicious Texas BBQ luncheon. Look for the next tournament on July 18th at Gordon Lakes Golf Course in Fort Gordon.

Remember to hit it long, straight and keep it in the short grass.

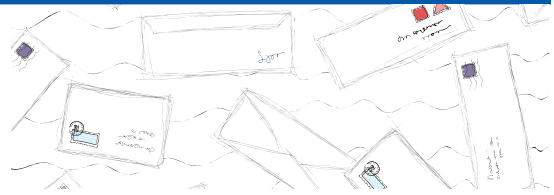


Family Mental Health Day

Riso Medical would like to thank all of those who participated on May 17th for the semiannual Family Mental Health Day and made it a raging success. About 60 family members and 22 patients attended the event, where families met the staff, patients showed off their skills and talents, and families and staff shared information to help in providing the very best care for their loved ones. We are fortunate to have so many family members invested in the care of their loved ones and willing to spend a Saturday morning learning about competency restoration, healthy lifestyles, community resources, medication management, psychological services, substance abuse therapies, recreation therapy, occupational therapy, vocational therapy, state and federal benefits, and psychiatric services provided at the hospital.

One of the mothers that attended stated she was so thankful for the care her son was receiving and “it is such a relief to have my son back after 5 years of living with a stranger. I never thought I would get him back.” Another mother stated, “I am so glad I came. Now I can finally sleep at night knowing he is in a place where he can get the treatment and medications he needs.” One parent thought, “If we had known about all of the community resources available to us before, my son would have never been in trouble with the law and we could have gotten help before now.”

We want to thank Food Services for the fantastic and artistic spread they laid out for the families. A special thanks to the secretarial staff as they are the hub of the planning and execution for an event of this size. We are also so fortunate to have a special partnership with the local NAMI chapter. We are looking forward to our next Family Day in November and hope we can replicate this past success.



COMMUNICATION & EMAIL

Continued from page 1 . . .

- Make sure that your email is respectful as it represents both you and the hospital. If you ask yourself the question, should I send this email, you probably ought not. If you think an email is controversial or has the potential to harm you and the hospital, show it to your supervisor before you send it. If the tone of the email is angry or antagonistic, or if you are really ticked when you write it, save it overnight and review it the next day before you hit the send button.
- Limit personal emails in the workplace. There is guidance in the acceptable use policy, so if you have questions about personal use of hospital technology resources consult with those policies or talk to your supervisor.
- The hospital can monitor your email without your prior permission. Even though this is not a routine practice, you should know that there is not statutory entitlement for you to keep your emails private. Another good reason to limit personal communications.
- When discussing sensitive, confidential or proprietary information, realize that your communications are not private. You should carefully consider the content and the place where you are communicating. It is inappropriate to be accessing confidential communications through a laptop on a free network. These connections are not secure.
- Limit the size and the number of attachments. Pictures and other attachments tax the system and reduce the overall efficiency of the network. Do not send video and other attachments that are not work related.

The bottom line, be thoughtful about your email usage. It is an incredible tool for efficiency and for ease of use. But with that also comes the responsibility to ensure that you are using the tool in a manner that protects you, the sender, and the recipient from the potential for misuse.

UPCOMING EVENTS

- Jun. 18** Patient Day at RAGOON
- Jul. 15** RISO Birthday Celebration! (Ice Cream Social, Games, Magician)
- Jul. 17** USH Employee Night at (6:00 – 11:00 p.m.)
- Jul. 18** Employee Anniversary Golf Tournament – BBQ/Raffle
- Aug. 5** USH Employee Blood Drive – American Red Cross
- Sep. 25** Employee String Scramble Golf Tournament



. . . And the Award Goes To

On April 8th Jonathan Woodward was the keynote speaker and was presented with the outstanding professional award at the 25th Annual Spring Awards Program for the Department of Recreation Management and Youth Leadership at Riso University. The award is given annually to a professional who: has graduated from Riso University, works in the field and has made a significant contribution to the profession of Recreation Management and leisure.

**CONGRATULATIONS
JONATHAN!!**



WELLNESS:

*A Little Change Makes
a Big Difference*

June 25, 26, and 27

Join us in the Foyer of the
Administration Building from
11:30 to 1:00 p.m. each day
for activities and food samples!

Learn how you can have a
longer, healthier life!

OH, THE PLACES WE HAVE BEEN



Identify the correct location of the above picture to have your name entered into a drawing for a prize!

E-mail the correct answer to cwashington@risomedical.com

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