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TVBH

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TWIN VALLEY BEHAVIORAL HEALTHCARE

Winter 2014

Focus on Reaching Safety Together

Things are changing at TVBH! We are excited to share some recent developments around incorporating principles of Reaching Safety Together (RST) into our organization and culture, and we would like to have your participation in the next phase of these developments.

As you know, over the past five years, several programs and trainings have been presented here at TVBH to introduce the different aspects of what we call Reaching Safety Together (RST). The Recovery Model was the first component. Integrated Dual Disorder Treatment (IDDT), part of the Substance Abuse Mental Illness program, came next and then most recently, Trauma-Informed Care (TIC). This past October, TVBH had a refresher course on TIC. All seem to have been received well. Across these programs, several key principles stand out: Trust, Hope, Respect, Engagement, Empowerment and a focus on Strength. These principles are the foundation of RST care and help to create a culture of compassionate professional care for the entire hospital

– staff and patients alike. Even with the energy and interest generated by these trainings, there is still a need to incorporate these principles and viewpoints into the heart of our organization.

After the October TIC trainings, the RST Performance Improvement Team received a mandate to move forward and keep the momentum going regarding incorporating Trauma-Informed Care and more importantly, Reaching Safety Together, into our culture and our everyday work. The RST Performance Improvement Team has identified five goals, each with a designated champion, that are under development to do exactly that.

Here are the goals and their champions, and a brief description about each one:

- Establish an RST-informed disciplinary process (Champion – **Danielle Henry**): This goal is 100% about being supportive to our staff so that they can in turn provide a safe and supportive

Focus on Reaching Safety Together continued on page 3.

Computer Information Services Department Provides Vital Services

Twin Valley would like to recognize the Computer Information Services (CIS) Department for the excellent work they do in providing quality information services to our staff. The CIS staff is responsible for the technical support of the TVBH network, which consists of over 400 workstations, 500 VOIP phones, and 167 printers in use at the hospital and CSN. Additionally, they are also responsible for video conferencing, the development and support of the TVBH Intranet and in-house applications.

Our CIS Department consists of five members and is supervised by Missy McGarvey, TVBH Chief Information Officer. Randy Artrip, Information Technologist, is our Intranet Webmaster, develops Crystal Reports per request, administers the VOIP system, and provides technical support to both the hospital and CSN. Lisa Thompson, Information Technologist, provides technical support, creates new LAN accounts, conducts computer orientation and training, and is the backup Webmaster for the TVBH Intranet. Terri Peoples, Information Technologist, provides technical support, backup VOIP administration, and orientation and computer



Computer Information Services Staff: Seated (left to right) **Randy Artrip**, Information Technologist; **Lisa Thompson**, Information Technologist; and **Missy McGarvey**, Chief Information Officer. Standing (left to right) **Scott Sensenich**, Development Contractor; **Brian Carrico**, Information Technologist; and **Terri Peoples**, Information Technologist

training. Brian Carrico, Information Technologist ETA, started in August and has been heavily involved with the Active Directory migration project and provides technical support. Scott Sensenich is our development contractor provided by OhioMHAS Office of Information Services to support our in-house applications and develop web-based applications in the Microsoft.net environment.

Over the past several months, CIS staff has been very busy with several key information management projects. The active directory migration project has required CIS staff to touch every workstation in the hospital and CSN. The Wifi project is complete and CIS staff has deployed portable devices for the physicians and other clinical staff. A mobile computer training lab has been setup in the Staff Education and Training Department and now TVBH has the flexibility to setup training labs on demand in any area of the hospital. Congratulations to the CIS staff for their hard work and providing excellent customer support for TVBH! The Computer Information Services staff is on-site Monday through Friday 6:00 a.m. to 5:00 p.m.

New Faces & Leadership Appointments

Human Resources Department Welcomes



Raechell Dickinson

Raechell Dickinson, joined Human Resources Department in November, 2013 as the new Benefits Coordinator. She worked for Franklin County Children Services for 10 years prior to joining us at Twin Valley and brings with her a wealth of HR knowledge and experience. She looks forward to helping our employees with any HR needs, specifically focusing on health insurance, benefit programs, ePerformance and retirement. Raechell has an associate's degree in Business Administration and is working on her BA in the same field. Welcome Raechell!

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Toby Ferguson

Toby Ferguson joined the TVBH Human Resources Department as the Claims Manager in July, 2013. Toby previously worked eight years in county and state government. During that time she worked as a Workers Compensation Claims Specialist, FMLA Coordinator, and Business Specialist with a focus on training, workers compensation and FMLA. Toby will be working with worker's compensation claims, disability, childbirth leave and FMLA at TVBH. Toby has an associate's degree in Human Service Counseling and is pursuing her bachelor's degree in Human Resource Management. Welcome Toby!

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The Social Work Department Welcomes



Stephen Block,
MSW, LISW-S

Stephen's work experiences have taken him to several locations throughout the state including Community Mental Health of Warren County in Lebanon, Ohio; The Children's Home of Cincinnati in Cincinnati, Ohio; and Rosemont Center in Columbus, Ohio. Stephen received his Master of Social Work from the University of Cincinnati in 2005. He originally hails from the Washington, D.C. area and has lived in Ohio since 1996. He enjoys gardening and playing the clarinet in his spare time.

Stephen Block, MSW, LISW-S joined the social work department in June 2013 and is currently assigned to the K7 Unit. Stephen has been practicing as a licensed social worker for the past 13 years and has worked with diverse populations including adults, children and families. Prior to TVBH,



Chase Sullivan,
MSW, LSW

Chase Sullivan, MSW, LSW joined the social work department in September 2013 and is assigned as the weekend social worker and Acute Care Coverage. Chase earned his bachelor's degree from the Spring Arbor University and his Masters of Science in Social Work from The Ohio State University. Welcome Chase!



Kenyetta R. Travis, LSW

Kenyetta R. Travis, LSW recently transferred from central office to TVBH. Kenyetta grew up in Akron, Ohio. She moved to Columbus, Ohio in 2010 to take a position with OhioMHAS as a Community Linkage Social Worker. Kenyetta graduated from the University of Akron with a bachelor's degree in Social Work and an associate degree in Community Services. She is currently in the process of applying for graduate school. Kenyetta has over 10 years of experience working as a Social Worker in the areas of; Child Protective Services, Corrections, and Mental Health.

RST - Recovery Month Reaching Safety Together: Celebrating Recovery Month



*Recovery Experiences STAR Award honorees (left to right):
Joe Fields, Thomas Hayes, Kevin Butler, and Andrea Wharton.*

In recognition of September Recovery Month 2013, the TVBH Reaching Safety Together (RST) facilitation group sponsored a gathering of staff and patients on three Wednesdays, September 11, 18, and 25, to share recovery experiences. This interexchange of recovery experiences was led by the TVBH peer support staff. Each of the peer staff presented personal recovery events and engaged the attending patients to share similar recovery experiences. Dr. James Raia and Dr. Lisa Gordish composed STAR Award certificates/plagues, in conjunction with Human Resources Director Marcia McKeen, to recognize the peer support staff who participated in the recovery month activities. These plagues were presented to the peer support staff by their supervisor Susan Cross.

Focus on Reaching Safety Together continued from page 1.

environment for our patients. As the RST group looks at the different things going on in the hospital, this sub-group will be looking closely at how we manage our disciplinary issues. We all are expected to maintain high standards of care for our patients. We rely on each other, and we want to make sure that the process of holding each other accountable is reflective of the care and concern of not just the treatment we give to our patients, but the treatment and respect that should be given to one another.

- Create a system for values-based staff recognition (Champion – **Marcia McKeen**): Being recognized by others, and especially by our leaders, matters. This sub-group is working to develop a values-based recognition program/model for staff. It will provide guidelines developed from Twin Valley's Mission, Vision and Values, and also from examples gathered from the various disciplines and jobs at Twin Valley. Staff input will also help us identify when and how that recognition will occur.
- Support injured or affected staff's mental and physical needs (Champion - **Shawn Morland**): Our goal is to understand our current practices and policies as related to staff injury. We will be researching existing programs at other facilities and actively engaging TVBH staff in surveys and dialogue for input in order to develop the best model possible to support injured workers at TVBH. This will be achieved through an active workgroup made up of both exempt and non-exempt staff from a variety of disciplines with an expected full implementation date of July 2014.
- Incorporate RST into the TVBH culture utilizing staff, peers and patients (Champions – **Dr. James Raia** and **Dr. Lisa Gordish**): Our subgroup plans to develop ways to engage the direct care staff, the peer support staff and patients in the development and implementation of an RST training curriculum. We will also coordinate a training schedule for all hospital and CSN staff to introduce and reinforce RST principles.
- Develop coping skills toolkits for lifelong recovery (Champion – **Rosemary Standish**): We're looking at modifying the current Comfort Plans and their template, to make them more meaningful and useful in patients' everyday lives. We're going to incorporate the great feedback we got from staff; then include the best ideas from the current Comfort Plan and Recovery Journal in developing a new toolkit. It will be presented first to the peer supporter group and leadership for feedback. After that, we'd like to pilot it on two units, make any needed adjustments, after which we will roll it out to the other units.

Some of your colleagues were introduced to these goals at an interactive meeting on January 22. This was the first such meeting and they provided input and ideas to help us as we move forward. The RST Team will consolidate this input and refine the goals accordingly. By March 2014, we hope to present the next revision to a wider audience for additional input.

Over the next months, we will keep you informed and updated on these goals as they are developed. Look for articles in the *Focus* and on our e-News. We really need your input, ideas and suggestions, so please contact us as you think about these goals and how you would like to see them enacted. We want your feedback. You can send your thoughts and suggestions to any of the Champions listed above, or put your suggestions on paper in any of their mailboxes. Thank you for all that you do and all the ways you are making TVBH a great place to work.

**New Faces & Leadership Appointments
continued from page 2.**

Medical Department Welcomes



Ann Morrison, MD

Dr. Ann Morrison comes to TVBH from Wright State University/Boonshoft School of Medicine where she taught and practiced for 21 years. At WSU/BSOM, she developed the Community Psychiatry training program and has had a variety of clinical experiences both outpatient and inpatient at a number of community mental health clinics and hospitals. She completed medical school and residency at the University of Wisconsin. She has focused primarily on the care of people with severe mental illness. Additionally she has developed two programs for people with mental illness and developmental disabilities. She also served as Chief Clinical Officer for the Montgomery County ADAMHS Board for sixteen years. Please help us welcome Dr. Morrison to TVBH where she will be practicing on K-9 and also utilizing her great skills coordinating medical student/resident training activities with The Ohio State University Department of Psychiatry.



Rick Scarnati, MD

Dr. Rick Scarnati joined our medical staff on a part time basis in August. He comes to us after many years at North Central Mental Health Center. Dr. Scarnati graduated from the Chicago College of Osteopathic Medicine and completed psychiatric residency at the Virginia Commonwealth University Medical College of Virginia. He is on the clinical faculty of the Ohio University Heritage College of Osteopathic Medicine. Dr. Scarnati has a varied and rich background of experience in health care, having worked as a physical therapist before embarking on medical training and also having worked as a prison and forensic psychiatrist for the Ohio Department of Mental Health. He is a Distinguished Life Fellow of the American Psychiatric Association. Dr. Scarnati is providing psychiatric services in the Franklin County jails through our contract with the Franklin County Sheriff's Office, as well as assisting in our admissions department.

Safety Department Promotes Tina Shell

In July 2013, **Tina Shell** accepted a key leadership position as Safety Officer for Twin Valley. Tina brings valuable experience to her new role including 24 years of private sector experience in the area of Loss Prevention and Safety. In her new role, Tina inspects safety and health matters and promotes a culture of safety to all three facilities. Tina began her career with Twin Valley in 2011 in the Office of Human Resources as a Human Capital Management Analyst. Congratulations Tina!

The Adjunctive Therapy Holiday Show 2013–

It has become an annual tradition at Twin Valley. Once again, patients participating in a wide range of therapeutic music, art, and recreation groups collaborated on a performance like no other. Imagine a gym turned auditorium filled to capacity. Then picture center stage set with an image of planet earth, a thematic backdrop to the story yet to unfold. Before you, a distant landscape rests under a starry night sky. Silhouettes of a church, a mosque, a synagogue, and a pagoda offer hints about what's to come. The performers then huddle like athletes for their cheer – a reminder about one of the values guiding preparations for the show: teamwork. Moments later, patient and staff choirs sing the introductory music. The show is off and running!

A unique aspect of this year's presentation is soon revealed: this is an original play written by patients and adjunctive staff. Asked to re-imagine Dr. Seuss' Grinch, a character who experiences his own version of recovery in the original holiday tale, drama club members developed rhymes to describe what might happen if the Grinch shared his new found love of Christmas with all those he encountered. The writers were informed by one participant of Somali heritage who educated peers and staff about the solemn aspects of his practices during Ramadan. He also helped his fellow actors learn a Somali phrase or two incorporated into the Seuss-inspired narrative.

As the story unfolds, respect continues to intertwine with laughter as the Grinch proceeds to a Jewish family's home, arriving at their door as they sing prayers in preparation for lighting the Menorah. (Imagine a hairy green creature and his trusty dog Max standing at the family's doorstep and it's easy to see how a few misunderstandings might generate some laughs.) Reciting lines contributed by Chaplain Jack Schwarz, the family members help the Grinch broaden his perspective about the many ways of celebrating life and joining together in peace. Throughout it all, patient and staff choirs each sang traditional Jewish hymns.

Finally, before making his trek back to Who-ville, the Grinch encounters a community preparing for Chinese New Year. Ancient customs meet pop culture as the patient choir raps about the holiday traditions. The loud crash of a gong generates excitement as the red lanterns draped above the imaginary village suddenly light. A dragon emerges along with accompanying dancers from



"They witness positive risk taking, cognitive challenges, and camaraderie as cast members project their voices and coordinate lines."

the music and movement group. The Grinch is excited to learn about yet another celebration before he eventually heads home. The cast and choirs join once more in song before taking well-deserved bows.

Audience members then join the celebration as they clap along to some rockin' Christmas tunes performed by Twin Valley's patient band. The festivities conclude with yet another tradition; patients and staff gathered in the atrium to enjoy hot cocoa and homemade cookies thanks to the generous culinary donations of

Colorful set designs created during patient groups help create a visual narrative to "The Grinch's Big Adventure."



“The Grinch’s Big Adventure”



community supporters. The crowd is serenaded with a few more Christmas carols by the staff choir - yet another TVBH tradition.

Yes, this annual event generates a lot of good will for both performers and audience members despite there being no set traditions for preparations leading up to the show. Each year, adjunctive therapists identify new strategies for how to bring out the best efforts and talents of the many patients joining the cast and crew. Remembering the underlying goals of each participant is yet another value driving the process; the final production is mere evidence and celebration of the near daily efforts taking place for the twelve weeks leading up to the show. A passerby might glimpse patients singing a new tune, practicing lines, or even laughing as they sling paint with gusto in order to create a stary backdrop. The adjunctive therapists note how participants must listen to one another and consistently show up for practice in order to make music together. They witness positive risk taking, cognitive challenges, and camaraderie as cast members project their voices and coordinate lines. They see quiet engagement, meaningful play, and the experience of being part of a larger community as patient artists draw and paint designs donated to the show. The individual results of such recovery in action are as colorful and awesome as the countless stars that hung above this year’s production.

Those paper stars could perhaps shine as symbols of the people involved. Patient artists affixed words of recovery to their glittering stars – stars intended to communicate support and encouragement to those who would gaze at them. Participants making the stars experienced joy amidst some trying times. Others offered prayers or painted messages of peace. The resulting effect is best described by the response of one patient as she entered the gym and saw the stars hanging for the first time. Stopping in her tracks to look up, awestruck, she stood in silence before whispering “Wow – this is amazing.” We couldn’t agree more! Thanks to all who so generously contributed their time and talents.

— Laura Clevenger, MA, ATR-BC, LSW, K2 Art Therapist



Adjunctive Therapists and members of the staff choir take a moment after the event to celebrate their efforts! Front row, left to right: **Janetta Jones**, MA, ATR-BC; **Heidi Wagner**, MA, ATR-BC, LSW; **Amy Wysocki**, MA, ATR-BC; **Lindsey Holmes**, MT-BC and **Laura Hauser**, MT-BC. Middle row, left to right: **Laura Clevenger**, MA, ATR-BC, LSW; **Lindsay Cheek**, MT-BC; and **Jackie Holtzauer**, MT Intern. Standing, left to right: **Jen Book**, CTRS; **Lois VanFossen**, MA, ATR-BC; **Katy Capestrani**, MT-BC; **Chrissy Havach**, MA, CTRS; **Janice Lonsdale**, Dietitian; **Rhonda Compton**, Mail Clerk and **Dr. Lisa Foulk**, Psychology.

Volunteer Services – 2013 Holiday Program



Maggie Hallett (on the right), Director of Development and Marketing, from Mental Health America Franklin County presents **Maureen Fahy** with their 2013 Holiday Magic gift collection.

Each year we are blessed by the generosity of our donors and volunteers who support the many holiday events and programs we offer our patients and clients. This year was no exception. We received many quality homemade cookies, exceptional name brand gift items, monetary gifts, and we saw an increase of family/friends and organizations collecting gift items on behalf of Twin Valley patients. Our annual party givers also continued their holiday tradition of sponsorship and staffing of luncheons, unit, and facility wide events. The sum of these efforts translated to a wealth of joy and caring from the central Ohio community.

So what happens in the hospital once all the donations are received, sorted, and personalized selections are giftwrapped? On December 25, our Nursing, Corrections and Protective Services departments take on the role of holiday helpers and deliver the assortment of homemade cookies, fruit boxes, and personalized gifts to the hospital units for our patient's enjoyment. And did they ever enjoy the offerings! This year we received many emails and cards from our unit staff and patients thanking all the volunteers for making their holiday special. On the next page are examples of the impact our holiday program, volunteer interactions and efforts make in the recovery of our patients.

— Maureen Fahy, Volunteer Program Administrator

Holiday Magic Program

Thank you Mental Health America of Franklin County, who through their Holiday Magic program, collected individual monetary donations and individual gift items valued at \$2,300.

Holiday Hope

Our friends at NAMI of Franklin County, through their Holiday Hope program, collected individual monetary donations and gift items valued over \$1,400. Thank you!

Holiday Cookie Donations

This year, we collected close to 150 dozen cookies from caring individuals, families and organizations. Thank you for providing a wonderful variety of traditional holiday cookies as well as incorporating healthier ingredients when possible.

Wish lists and gift items were generously contributed by:

ADAMH CFAC
(Consumer and Family Advocacy Council)
Daughters of Scotland
Knights of Columbus Council #4603
Mental Health America of Franklin County
Millennium Pilot Club of Central Ohio
NAMI of Franklin County
St. Margaret of Cortona Church
Sts. Simon & Jude Church – Women's Club
Supreme Court of Ohio
TVBH Payroll Department
Wright State University – Social Work Department
Mildred Cushman
Karri Dosmann
Katie Feick
Dr. R. Alan Freeland

Pam Hartschuh
Jennifer Kulhwein
Mariam & Martin Linsey
Lisa Masters
Cindy McCracken
Marcia McKeen
Patti McLoughlin
Steve & Judi McLoughlin
Roberta Moore
Jamie Nichols
Jan Rond
Nadine Sietsma
Doris Toland
Dr. Justin Trevino
Katy Wissman

Gift items and monetary donations were provided from our Remembered Patient Program Sponsors:

Beverly Holmes
Marjorie Kropp
Cindy McCracken
Patti McLoughlin
Steve and Judi McLoughlin

Jeanne Teele

Rosetta Mertz
Theresa Nardone
Betty Nye
Ohio Tops Club #629
Elaine Overholt



Phil Hedden, ADAMH Consumer and Family Advocate is shown with gift items from the ADAMH CFAC Holiday Gala collection. The ADAMH CFAC membership also donated an afternoon of gift-wrapping.



The CSN Holiday Luncheons were well attended and sponsored by the Volunteer Service Council. (left to right) **Gary Carter, Phyllis Latham-Carpenter, Kristen Herrmann, Maureen Fahy, Patti Mettle and Heidi Mallory.**



Individual volunteers came out on December 23 to help wrap over 100 gifts!



The West Columbus Civitan Club assisted throughout the holidays helping with the CSN luncheons and sponsorship of the Kosar New Year's celebration!



The Telecom Pioneers: John D. Burlie Club kicked off the season by sponsoring the annual Kosar Christmas Party.

Leading up to the holidays and throughout the month of December, the following groups and individuals helped with the shopping, sorting of gift items and gift-wrapping of 380 gift packages.

ADAMH CFAC	Bill Cline	Kristen Herrmann	Cathy Llana
Home Depot	Michel Coconis	Vivian Hodges	Heidi Mallory
Postali, LLC	Mary Fahy	Peggy Lelux	Patti Mettle
Cossette Buchman	Patrick Fahy	Quitsie Lelux	Lisa Stackel
Emma Chadd	Katie Feick	Miriam Linsey	Katy Wissman
	The Ohio State University – Sociology Department		

Thank you to the groups who contributed to the numerous holiday celebrations held throughout the holidays. The facility wide parties, CSN dinners, unit parties and patient receptions were sponsored and/or assisted by the following volunteers.

The Diosa Club	St. Philip Lutheran Church
The Holiday Project People	St. Stephen's Episcopal Church
Immaculate Conception Church Women's Club	Telecom Pioneers – John D. Burlie Club
Parkview United Methodist Church	The West Columbus Civitan Club
The Volunteer Service Council of TVBH	

Organizations/individuals who generously contributed monetary donations were:

Daughters of Scotland	Lucinda H. Boster	Betty Hersch	James and Margie Sanfillipo
Dublin City Schools Transportation Department	Jill Clark	Jeff and Helen Hill	Prakalp Satvilkar
Mental Health America of Franklin County	Lisa and Thomas Courtice	Linda Hutchinson	Ingrid L. Silvan
NAMI of Franklin County	Leslye Creek	Diane Kelley	Shirley Sowards
Sanfillipo Produce Company	Charles and Judy Cupp	Dave and Ruth Kirkland	Rita and Steve Starr
Supreme Court of Ohio	Shivani Gopal Edwards	Jennifer Kulhwein	Connie Crim Syron
Surrendered Music Company	Katie Feick	Leann Mattes	Sally Truex
Walmart Foundation	Karen Fournier	Patti Mettle	Michelle Vinglas
Paula Adams	Judy Frye	Nancy Moore	Diane Weaver
Elizabeth Auge	Martha Gabriel	Jamie Nichols	Sally Weimer
Babatunde Ayeni	Reddy Garla	Kenneth Nguyen	Susan Williams
Lavonne Bailey	Mrs. Ardell Hayes	Sharon Parker	Da Xu
Jeanne Bonomo	Kristen Herrmann	Megan Real	Harshad R. Zambare

Tribute Gifts– In Memory of Jessica Howison – John and Nancy Howison • In Memory of Nancy J. Beran – Sally Ann Sikorski

Special Notes of Thanks!

From Beth Shiflet, K7 Unit Nurse:

I wanted you to know how thankful the staff and patients were on Christmas day thanks to the effort Volunteer Services put into the patients Christmas. The patients were all thankful, and surprised when the staff gave them presents. I personally got the honor of being Santa (more or less) and delivering presents to two male patients who were isolating to their bedroom while the festivities were going on. The look on their faces made me incredibly humble. A large portion of our patients have very little so the smallest gesture to the right person could mean everything. When I announced in that room that I had a gift to give them, they had a look of disbelief. One of the males even said, "you have a present for me?" They tore open those presents and sprawled out the contents, which included: a shirt, some underwear, and deodorant. It could have been a winning lottery ticket in their eyes. They were both smiling, smelling their new name brand deodorant, holding up the shirt to see how it would fit. One looked at me and said, "This is nice." It was an incredibly humbling experience, and I am so grateful to have been a part of it. The other patients on the unit were all appreciative towards their presents, and everyone bathed that day (thanks to the hygiene item included in everyone's gift.)

From Kelly A. Holly, Moritz RN:

I just wanted to let you know that the patients truly enjoyed the Christmas party. They said how good the snacks were and how much fun they had singing carols. I think most of all they enjoyed and appreciated the volunteers talking with them. The interactions with the volunteers were very therapeutic and really helped them feel better on Christmas. They really like to see new faces and have conversations about things outside of Moritz. Please send a huge thank you to all of them from us.

From David Crawford, Moritz RN:

Patients were very appreciative of receiving Christmas gifts. The shower gels and deodorants were the biggest hits. One patient made a really big deal about liking her hat and another one had a huge genuine smile regarding getting her shirts and undergarments.

Culturally Speaking

The TVBH Cultural Competency Council (CCC) is charged with a truly worthy mission: to enhance patient programming, improve staff education, and enrich our hospital community by helping to foster both tolerance and respect for dissimilar languages, lifestyles, traditions, customs, values, and rituals. In this pursuit, our objective is to infuse each calendar quarter with timely, culturally significant activities; for we believe that “cultural competency” – which we define as an acceptance of and respect for difference, as well as the ongoing development of cultural knowledge and its integration into specific clinical standards, service approaches, and treatment techniques – is absolutely imperative in the context of patient care.

During the months of July, August, and September of 2013, the CCC chose as its theme “**GLBTQ Culture.**” Bulletin boards at Kosar, Moritz, and CSN addressed, in a question and answer format, significant issues pertaining to those people who self-identify as Gay, Lesbian, Bi-sexual, Transgender, and Questioning – a frequently misunderstood, maligned, and victimized cultural group that has become increasingly visible, assertive, and outspoken not only in American life but all over the world. Our postings defined basic terms, summarized disparities in legal rights and access to health care, showcased the creative and artistic expressiveness of what has evolved into a political movement, and provided a helpful contact list of organizational resources. In this manner, we strove to educate, reduce fear, discourage violence, and to promote conversation among patients and staff members on all three campuses. We hope that people took some time to read, talk about, and learn from the information provided, for this was a good opportunity to acknowledge, explore, and even, at times, challenge our own feelings on a subject that is very much in today’s news. We also brought in trainers from BRAVO (Buckeye Region Anti-Violence Organization) for an enlightening staff workshop on the GLBTQ Culture.

During the subsequent quarter, the Council decided to concentrate on “**Intergenerational Connections.**” Our aim has been to introduce the four generations that now constitute the nation’s workforce - the Traditionalists; the Baby Boomers; Generation X; and the Millennials – and to examine the personal and professional relationships among them, shaped by their own frames of reference and life experiences. Without question, in a hospital setting, generation gaps in such areas as communication styles and attitudes towards authority can dramatically affect clinical care, patient satisfaction, staff performance, and employee retention. Accordingly, the CCC organized and sponsored

*A famous Talmudic adage reminds us that
“Every blade of grass has an angel bending over it saying ‘Grow, grow!’”*

a film festival that presents in thought-provoking ways a variety of interactions among characters from different generations. Three films were selected for screening on both the Kosar and Moritz campuses: “*Young@Heart*”; “*The Straight Story*”; and “*A Better Life*.” The Council also engaged the services of Beth Flynn, a speaker from the OSU Leadership Center, for a well-received staff workshop on “The Multigenerational Workforce.” The event was simulcast to the other state hospitals, and we hope to continue that practice in future sessions. Finally, the CCC is in the process of planning its next set of programs, driven by the theme “**Games and Sports around the World.**”

We invite hospital employees to contact us if they want the Council to cover any subjects of particular interest that would advance our collective mission.

A famous Talmudic adage reminds us that “Every blade of grass has an angel bending over it saying ‘Grow, grow!’” Let’s make this New Year a time for teaching and learning, aspiring and achieving, and growing, in all of the very best ways. — Chaplain Jack Schwarz