



Parkside Psychiatric Hospital & Clinic

Community Benefits Report – 2020

www.parksideinc.org



Parkside
Psychiatric Hospital & Clinic



Parkside Psychiatric Hospital & Clinic

ABOUT US

Parkside is a private, nonprofit psychiatric hospital and clinic founded with a focus on providing community-based psychiatric services to area residents living with mental illness. Parkside employees are a caring, dedicated team of experienced health care professionals focused on Parkside's mission. Now, after more than a half century of service to the community, the organization provides hospitalization, residential treatment, and outpatient services to children, teens and adults. Parkside's Assessment & Referral department is staffed 24 hours a day, every day and is ready to assist with referrals, questions about benefits, and more.

Call us at 918-588-8888, anytime, day or night.

Mission: To provide outstanding mental health and support services.

Vision: Parkside will be the psychiatric care provider of choice for patients and professionals.

Values: Integrity, Teamwork, Passion, Resilience, Excellence, Innovation, Customer service, Respect and Dignity, Leadership, Patient Centered, Community Service



From the Chief Executive Officer

Parkside's mission statement and organization values play an active role in staff meetings and internal communications. We're proud to call ourselves mission-driven and in our "Shares" program, our staff call attention to one another for living up to or demonstrating the values in day-to-day work. The true strength of individuals, communities and organizations is often revealed in times of change, trial or test. Without a doubt, our country has not been put to a test quite like that of this past year. Social and political unrest, COVID-19 and the many measures required to mitigate the spread of the virus made for a true trial. Through it all, Parkside held true to its mission of service, and continues to be a critical healthcare resource for Oklahoma.

Steve Maraboli, author of *Life, the Truth and Being Free*, wrote "Life doesn't get easier or more forgiving, we get stronger and more resilient." Our 300 employees shared the greater community experience of mask-wearing, social isolation, loss of normal activities, food and supply interruptions, adverse economic events and all the trials of 2020. We were resilient. As an organization, we became stronger. Rapid changes were made to safely provide care to both our inpatient and outpatient populations. We masked-up, Zoomed, distanced and never missed a beat.

On February 5th 2020, we opened our new hospital building. The new hospital provided 114,500 square feet of state-of-the-art psychiatric treatment capacity. We knew this hospital would positively impact the community in so many ways, but we could never have imagined that our hospital would provide the very best option for those needing psychiatric inpatient care during a pandemic. Parkside's single occupancy rooms and expansive treatment areas helped to keep everyone safer.

We are proud to have been able to maintain all our programming throughout this challenging time. Our board of directors, physicians and employee associates are passionate about providing the very best care possible. They do it because they care about you, their friends, family and neighbors. It is our privilege to serve the community we live in and we will stay the course through whatever challenges arise. In 2020, Parkside provided substantial community benefit, and we thank you for taking time to review this report. In addition to providing \$1,635,695 in uncompensated care, we contributed professional training, and maintained community outreach activities supporting our patients and community partners. 2020 was a challenge for all, but we accomplished good work at Parkside.

We welcome your comments and suggestions and we appreciate the opportunity to serve you.



Debra Jones
Chief Executive Officer



From the Board of Directors

We are pleased to present Parkside Psychiatric Hospital & Clinic's 2020 Community Benefit Report. This year has brought many new challenges for our communities and our colleagues. Now more than ever, the Parkside team worked hard to serve our mission and continue providing the communities we serve with the care they needed, especially during the COVID-19 pandemic. Many events and routine practices had to be cancelled for the safety of our patients and associates, but we quickly adapted to virtual formats, and incorporated physical distancing and other interventions into the provision of care.

Parkside as an organization strives to be a leader in optimizing wellness. Throughout the public health emergency, we continued to provide food, hygiene and basic needs assistance to patients and their family members, plus clothing and transportation for appointments. All core inpatient and outpatient treatment services continued to be provided without interruption.

The Board of Directors joins all of Oklahoma in the hope that the pandemic is easing, and we can begin to enjoy an increased sense of normalcy in our lives. We are proud that Parkside demonstrated the ability to adapt and serve even in the most challenging of days. We hope, as you review this report, you will also find satisfaction in the benefit Parkside brings to our community and state.

On behalf of the Board of Directors, thank you for your continued support, and please let us know what else Parkside can do to be your provider of choice.



Brett L. Lessley
President, Board of Directors



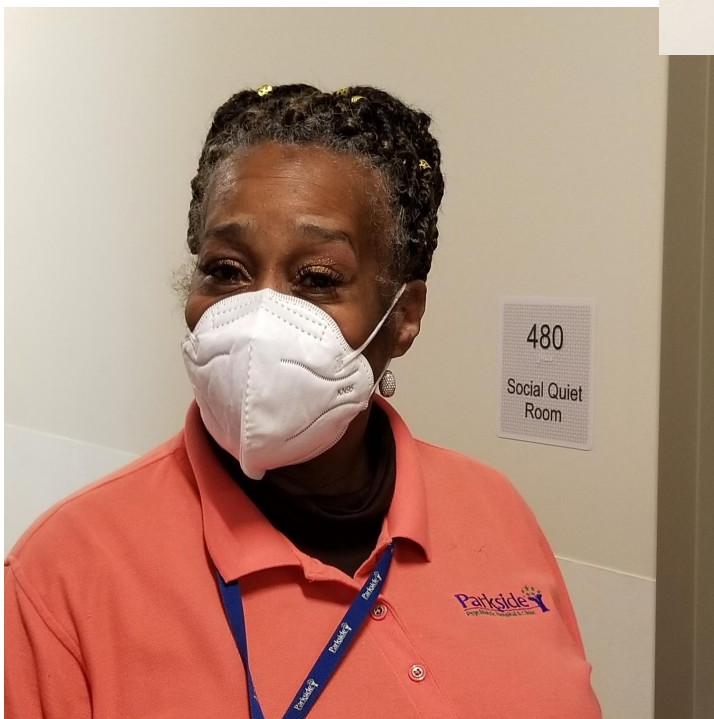
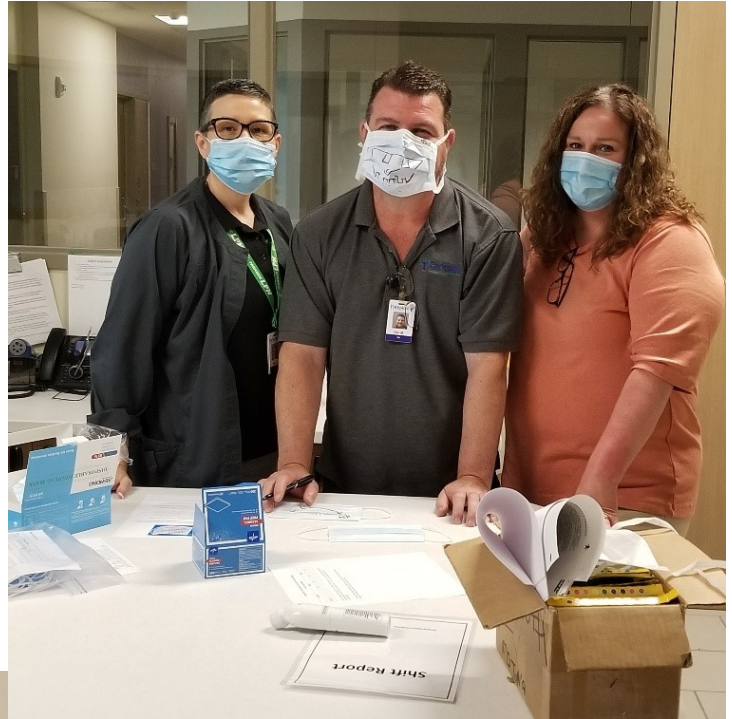
Parkside Psychiatric Hospital & Clinic Board of Directors

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Innovation and Excellence

COVID -19 rapidly emerged as a public health concern and Parkside took quick action for the protection of our patients, employee associates and the public. Parkside already had a robust infection control program in place and was well poised to respond quickly and efficiently.

Nursing administration and Parkside's Infection Control Committee closely monitored the situation, working with public health officials at the local, state and national levels to monitor the spread of the virus and respond to guidance as it became available. Outpatient services were converted to telehealth delivery in a matter of days and Parkside ended the year having provided 8,170 outpatient telehealth encounters. Parkside also provided 509 telehealth CD IOP encounters. Parkside actively monitored patients, staff and visitors to quickly identify those with travel-related risk factors or potential contact with infected people.



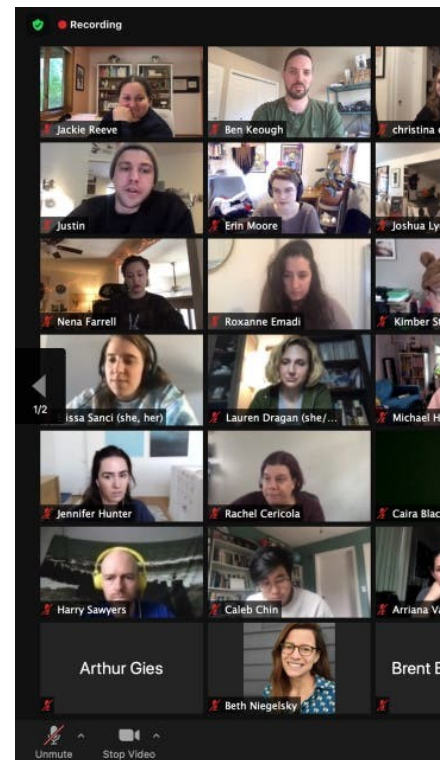
Mask, hand-washing and environmental sanitation protocols were updated and needed training was provided. Supplies were closely monitored and proactively ordered so that shortages were averted.

Tele-assessment capabilities were implemented in the Assessment and Referral department bringing multiple benefits and lessening risks for exposure. Visitation and family therapy also moved to telehealth platforms. Throughout the year, Parkside successfully delivered all inpatient and outpatient services while maintaining safety for patients, staff and the public.

Community service is one Parkside's core values. We are always seeking opportunities for community education and outreach and we join or host many events, health fairs, conferences and community organizations. Our goal is to strengthen our referral partnerships and help our communities through the promotion of health and mental wellness. We work to improve awareness of and access to health care services and support other community efforts. The pandemic impacted our outreach, but Parkside delivered.

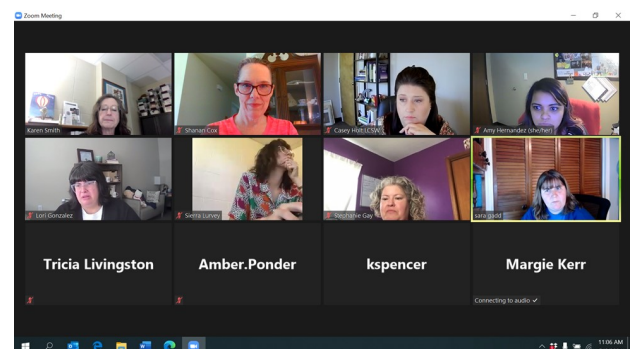
2020 Outreach and Community Engagement: 1st Quarter:

- TICAT (Tulsa Indian Community Advisory Team)
- C3P (Creek County Community Partnership)
- Turning Point Coalition
- Neighbors Along the Line
- Mayor's Challenge on Veteran's Mental Health
- Nowata Resource Council
- Delaware County Community Partnership
- Rogers County Community Coalition
- Washington County Mental Health Assn.
- North Tulsa County Community Coalition
- North Tulsa Community Coalition United
- Muskogee Inter-Agency Council
- Wagoner Family Services Council
- Oologah Community Connections
- Claremore Healthy Partnerships
- Tulsa Children's Behavioral Health Partnership
- Osage County Community Partnership Board
- Stilwell PALS (Provider Agencies Linking Services)
- Muskogee Housing Authority Program Committee
- AMP networking meeting



2nd Quarter:

- OHCA public comment hearing on SoonerCare 2.0 proposal
- MHAO Legislative Committee
- Pott (Pottawatomie) County Coalition
- Turning Point Coalition
- TICAT (Tulsa Indian Community Advisory Team)
- C3P (Creek County Community Partnership)
- Mayor's Challenge on Veteran's Mental Health
- Nowata Resource Council
- Delaware County Community Partnership
- Washington County Mental Health Assn.
- Washington County Wellness Initiative
- North Tulsa Community Coalition
- Muskogee Elder Resource Council (MERC)
- Wagoner Family Services Council
- Oologah Community Connections
- Claremore Healthy Community Partnerships
- Tulsa Children's Behavioral Health Partnership
- Osage County Community Partnerships
- AMP networking meetings
- Arkansas AMP

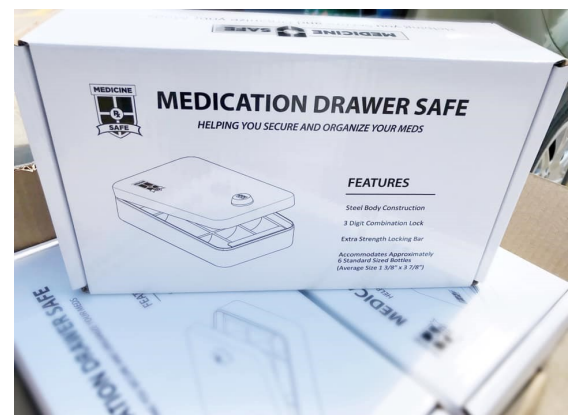


2020 Outreach and Community Engagement: 2nd Quarter continued:

- Sooner Success – On the Road Campaign
- Kids Source Network
- Lincoln County Community Coalition
- Partners for Ottawa County (POCI)
- LeFlore County Community Coalition

3rd Quarter:

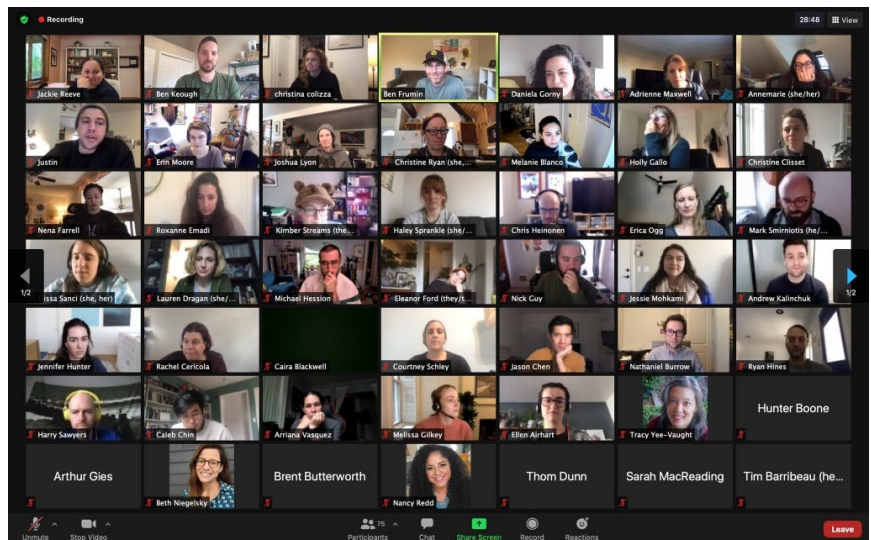
- Delaware County Drive-Through Narcan distribution
- Zarrow/OU Social Work Resource Conference
- Zarrow Mental Health Symposium
- One Voice Health Care Task Force Meetings
- One Voice Summit
- Pott (Pottawatomie) County Coalition
- TICAT (Tulsa Indian Community Advisory Team)
- C3P (Creek County Community Partnership)
- Mayor's Challenge on Veteran's Mental Health
- Nowata Resource Council
- Delaware County Community Partnership
- Washington County Mental Health Assn.
- Washington County Wellness Initiative
- North Tulsa Community Coalition
- Muskogee Elder Resource Council (MERC)
- Wagoner Family Services Council
- North Tulsa County Coalition United
- Oologah Community Connections
- Claremore Healthy Community Partnerships
- Tulsa Children's Behavioral Health Partnership
- Osage County Community Partnerships
- AMP networking meetings
- Arkansas AMP
- Haskell County Coalition
- Provider Agencies Linking Services (PALS)
- Lincoln County Community Coalition
- Partners for Ottawa County (POCI)
- LeFlore County Community Coalition
- IPS Steering Committee Bartlesville
- Sallisaw NOW Coalition
- Coalition against Prescription Drug Abuse in Tulsa
- Choctaw Nation Child & Family meeting
- Beaver County Hospital Authority
- Woodward Coalition
- Allies for Better Living in Pauls Valley
- Atoka/Coal Coalition
- Beaver County Coalition
- Blaine County Coalition
- Canadian County Coalition
- Okla. Coalition Against Human Trafficking



2020 Outreach and Community Engagement :

4th Quarter:

- Oklahoma Psychological Assn. Convention
- Prevention and Recovery Conf
- Tulsa Regional Chamber One Voice Summit
- Regional Epidemiological Outcome Workgroup (REOW)
- Provider Agencies Linking Services
- Oklahoma Coalition Against Human Trafficking
- Delaware County Community Partnership
- Healthy Community Partnerships
- Nowata Resource Council
- CAPSAT – Coalition Against Prescription and Substance Abuse of Tulsa
- Oologah Community Connections
- HOPE Coalition – Mayes County
- AMP- Addiction and Networking Professional Meeting
- POCI – Partnership for Ottawa County Inc
- Multicounty Coalition
- Allies for Better Living
- Osage County Community Health Alliance
- Tulsa Children's Behavioral Health Partnership
- Provider Agencies Linking Services (PALS) Community Meeting
- Cherokee County Resource Meeting
- Wagoner County Service Council
- Washington County Wellness Initiative (WCWI)
- Sallisaw Now Coalition
- Mayes County Community Coalition
- Muskogee Elder Resource Council (MERC)
- Washington County Mental Health Association
- North Tulsa County Community Coalition
- Lincoln County Coalition
- Pauls Valley Alliance for Better Living
- McAlester Resource and Support Team Meeting
- Atoka/Coal Coalition
- North Tulsa Community Coalition
- Tulsa Regional Chamber One Voice Subcommittee
- LeFlore Co Community Coalition
- Woodward Coalition
- TICAT Meeting
- MHAO Legislative Advocacy Meeting



Education for the Professional Community

Another of Parkside's core values is Excellence. For many years, Parkside has served the community through excellent professional training and development. Parkside continues to offer professional education opportunities attended by Licensed Counselors, Social Workers, Nurses, Pharmacists, Psychologists and other professionals. Training is always open to the professional community at a nominal cost. Continuing professional education was another area that shifted largely to virtual presentations, but Parkside still delivered 16 hours of training:

- **Substance Use Disorder: 50 yrs of Policy, Research, and Treatment**
November 14, 2019 John F. Kelly, PhD, ABPP
- **MAST, DAST AUDIT, CIWA and COWS? Evidence-based Screening Tools for Substance Use Disorders**
Stevi Harper, LPC, LADC & Sheelagh Tallman, RN January 31, 2020
- **Developing Multicultural Relationships and Competencies in a Changing Society**
Sandra K Richardson, Ed.D., LPC March 6, 2020
- **How Far is Too Far? Boundaries in Behavioral Health**
Bruce Hodson, Ph.D. September 25, 2020
- **Cognitive Behavior Therapy of Individuals with PTSD and Co-occurring Disorders**
Donald Meichenbaum, Ph.D. October 30, 2020
- **Suicide Assessment and Safety Planning: 2020 Refresher**
Ken Moore, LCSW November 19, 2020

Training the Next Generation of Providers:

Parkside has engaged in cooperative agreements with area academic programs and institutions of higher education. These opportunities include internships and clinical rotations.

- **Internships** – Parkside provided an internship experience for a Psychology Doctoral Candidate from the **University of Tulsa** who was assigned on the Adolescent Acute Unit.
- **Clinical Rotations** — Nursing students in groups from both fall and spring semester programs completed clinical rotations for psychiatry. Parkside served **202** Nursing Students from **Langston University, Rogers State University, University of Tulsa, University of Oklahoma, Tulsa Community College, Tulsa Technology Center, OSU Institute of Technology, Oklahoma Wesleyan University and Oral Roberts University.**

Patient Assistance Programs

Parkside delivers exceptional patient care as well as a number of other programs that further overall health and well being. Through the “By Your Side” program, Parkside provides at no cost: **Food and Personal Care Items** for patients and their family members, **Clothing** for patients and their family, **Transportation Assistance** including bus tokens and taxi vouchers for those without other means of transportation to and from Parkside, and finally, **Books** to encourage patients reading and healthy leisure pursuits.



The April **By your Side 5k and Fun Run** in Mohawk Park was postponed due to the pandemic and subsequently canceled as an in-person event. The reorganized “virtual” run still attracted runners who set their own course, sent in photos and reported run times for a virtual scoreboard. Participants, sponsors and individual contributors raised over \$20,000 for Parkside’s food pantry to support our patients and their families!

Parkside’s “By Your Side” patient assistance included distribution of **hams and all the side dishes for Easter dinner**, an especially generous outreach completed with the support of Lawyers Fighting Hunger. The program’s annual distributions of **Thanksgiving Turkey and side dishes** provided family meals for some of Parkside’s neediest families.



Patient Assistance Programs

The “By Your Side” program is funded by Parkside, Parkside employees and Board of Directors, with additional community support through donations and the annual “By Your Side” 5K and Fun Run. Options to support the patient assistance program are always available. You can help by sponsoring or participating in our run, or by clicking the “donate” link on Parkside’s home page at www.parksideinc.org. You can also mail a contribution to Parkside at 1620 E. 12th St., Tulsa OK 74120. Parkside is a 501(c)(3), not for profit organization

The *By Your Side* Patient Assistance Program helps us to advance our mission—to *provide outstanding mental health and support services*.

By Your Side 2020 by the numbers:

- 776 Parkside clients served through the food pantry patient assistance program
- 2,462 family members of clients served
- 74 complete turkey dinner baskets provided a full meal to needy client families during the holidays
- 99 new books distributed
- 27 cases of Ensure Dietary Supplement, along with adult and child vitamins
- 56 packages of Adult Depends and other personal hygiene supplies
- Countless school supplies, backpacks, baby care items, diapers, coats, hats and gloves for those in need.
- Clothing: 238 clothing vouchers at up to \$10 each for a total of \$2,380
- Transportation assistance to ensure appointments and continued care totaling \$8,128

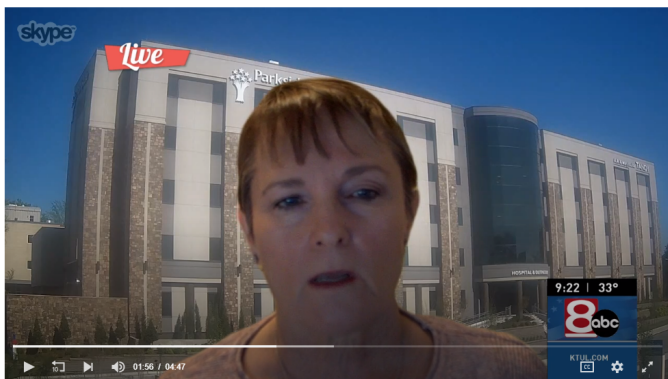


Direct Contributions to the Community 2020

Volunteer hours, cash and in-kind contributions all represent direct community benefit. Some of the direct contributions in 2020 included:

- Table Sponsor at the Tulsa Regional Chamber of Commerce Annual Meeting
- Copper Sponsor of the Zarrow Mental Health Symposium
- \$250 donation to T-Town Spay and Neuter
- \$5,000 Sponsor of the Mental Health Association's Carnival Fundraiser
- Zero Suicide Initiative with free training on suicide risk assessment at many area schools and organizations

Building Community Awareness



Community Partnerships

Parkside has membership or program affiliations with a number of community partners. These partnerships support programming and connect us to the community.

- Community Food Bank of Eastern Oklahoma
- Children's Medical Charities Association "The Market at Pearl" Thrift Shop
- Tulsa Regional Chamber of Commerce

**TULSA
REGIONAL
CHAMBER**

CMC

Fighting Hunger, Feeding Hope
FOOD BANK
Community **FOOD BANK** of Eastern Oklahoma

MEMBER OF
**FEEDING
AMERICA**



Charity Care, Subsidized Charity Care & Bad Debt

Parkside accepts Medicare, Medicaid and most private insurances. Claims are prepared and submitted to collect from these payers for services rendered; however, vital and emergency psychiatric inpatient treatment services are provided regardless of insurance or ability to pay. Parkside demonstrates respect and compassion by working closely and confidentially with patients and their families who appear to be uninsured or under-insured to determine if they qualify for either government assistance or for the hospital's financial assistance or charity care program. Financial assistance or charity care includes free or discounted health services, provided to persons who meet the organization's financial assistance guidelines when they are deemed unable to pay for all or a portion of the services.

Bad debt represents uncollectible amounts that are the responsibility of, but not paid by patients. Bad debt is the cost hospitals incur as a result of services provided to patients from whom payment was expected but not received, even after making attempts to collect the amount due. Bad debt occurs for many reasons (e.g., when uninsured patients have incomes above the guidelines for financial assistance, but still cannot afford the cost of their care, or when insured patients cannot afford co-pays and deductibles). Parkside is committed to working with patients and their families in negotiating difficult financial circumstances. Business Office staff work with patients to connect them with appropriate financial assistance and establish payment plans. Not all bad debt is associated with low income patients. A portion is attributable to those who may qualify for financial assistance yet fail to apply. Bad debt is a portion of the hospital's total cost of care to medically indigent and underinsured patients.

Every year, Parkside provides a significant contribution to the community in the form of unreimbursed inpatient services. In 2020, Parkside experienced:

Uncompensated Care for 2020:

Charity	- \$993,271	= 8.7% of Net Patient Revenue
Bad Debt	- \$642,424	= 5.7% of Net Patient Revenue
Total	- \$1,635,695	= 10.5% of Net Patient Revenue

Consistent with Parkside's Mission, the organization provides charity care to many patients who are unable to pay for all or a portion of their bill. Parkside's provision of charity care is not limited to the hospital's primary service area. Parkside will not deny medically necessary emergency hospital services to an individual based on an inability to pay. Patients who fully cooperate and complete an application for charity care on a timely basis will receive a prompt formal assessment and response. Non-essential services and services that are not appropriate to a hospital setting may be excluded from this policy.

Parkside has a financial assistance policy and can often help persons in need. Information can be obtained by calling our business office staff at 918-588-8850. Business office representatives can help determine if someone meets the specific income guidelines to qualify for financial assistance.



Parkside Saves Lives

In 2020, Parkside handled :

- 7,755 inquiry calls for inpatient services
- 1,821 inquiry calls for outpatient services



Parkside Admissions 2020

Adult Inpatient Admissions	665
Adult Detox Admissions	63
Adolescent Acute Admissions	851
Adolescent Residential Admissions	386
Child Acute Admissions	315
Child Residential Admissions	239

Total Inpatient Admissions 2,519

Total Outpatient Admissions 1,214



Where healing happens. Every day.