



Community Benefit 2021





Where Healing Happens. Every Day.

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 60 years 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

Parkside Psychiatric Hospital & Clinic Board of Directors 2022

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What is Community Benefit?

What is Community Benefit? If you ask our patients, they will likely tell you it is the mental health treatment services provided by Parkside every day. Our patients, both inpatient and outpatient levels of care, come because they are seeking relief. They seek relief from suicidal and self-destructive thoughts and behaviors. They seek relief from the ravage of addiction, and they find that help is here. The professionals at Parkside are committed to helping. Through provision of outstanding mental health and support services, we seek to improve the quality of life for our patients and see them thrive while living with mental illness. There is however much more to Community Benefit. Parkside plays a vital community role working in partnership with others to assess community health needs and improve population health through outreach, prevention and intervention efforts. Parkside works with community groups throughout the region to educate, communicate and improve access to care for those in need. Parkside has a long history of providing essential care, without regard to patient insurance or ability to pay, and continues to do so to this day.

While at times unnoticed, Parkside's community involvements support mental health and access to treatment services for all who work, play, learn, and make northeastern Oklahoma their home. During the COVID-19 pandemic, our patience and sense of hope has been challenged. Like most hospitals, we experience loss of revenue and workforce, but we are strong and resilient—never faltering in our mission. Parkside has struggled to meet demand at times, and in spite of those moments, the organization has taken steps to meet new community needs. Work toward opening an adolescent specialty unit, specifically designed to meet needs of Oklahoma youth who are being forced out of state for services has progressed and a 2022 opening is anticipated.

As you read our 2021 Community Benefit Report, you will see how Parkside has addressed issues of basic needs, including food insecurity, provided professional education and supported community engagement, all while holding true to our core services. You'll see how collaborations within our region and our community allow us bridge gaps, create lines of referral to and from Parkside and serve our friends, families, and neighbors while remaining committed to the provision of the best care for northeast Oklahoma. We extend sincere gratitude to all who join us in this work and we welcome your comments and suggestions.



Debra Jones
Chief Executive Officer



Brett Lessley
President, Board of Directors



Community Service is one Parkside's core values. We actively seek opportunities for community education and outreach. Throughout the year, we join or host many events, health fairs, conferences and community meetings. Our goal is to strengthen referral partnerships while helping our communities through the promotion of health and mental wellness. We work to improve awareness of and access to health care resources and services as well as support other such community efforts.

2021 Outreach and Community Engagement:

1st Quarter:

- Garvin County Allies for Better Living
- Atoka/Coal Counties Coalition
- Lincoln County Coalition
- North Tulsa Community Coalition
- Lincoln County Coalition
- Mental Health Association Legislative Advocacy Committee
- Addiction & Mental Health Professionals (AMP)
- Haskell County Coalition
- Creek County Community Partnership (C3P)
- Woodward Coalition
- Potts Family Foundation Meeting
- Coalition Against Prescription Drug Abuse (Tulsa)
- Oklahoma Coalition Against Human Trafficking
- Claremore Healthy Community Partnerships
- Nowata Resource Council
- Delaware County Community Partnership
- Wagoner County Family Services Council
- Oologah Community Connections
- Sallisaw NOW Coalition
- Tulsa Children's Behavioral Health Partnership
- North Tulsa County Community Coalition
- Osage County Community Health Alliance
- Washington County Association for Mental Health
- Muskogee Interagency Council
- Oklahoma Coalition Against Human Trafficking Services Committee
- Regional Epidemiological Outcome Work Group
- Mayes County Coalition
- United Community Action Program
- Muskogee Elder Resource Council Meeting (MERC)
- Creating Resilience & Self-Healing Community
- Sequoyah County Healthy Living Committee
- Adair County PALS (Provider Agencies Linking Services)
- Tahlequah Resource Support Group
- Multicounty Coalition
- Partnership for Ottawa County Inc

Events:

- Valentine collection for Rogers County Schools
- Delaware County Community Partnership COVID testing event
- Exhibit at the Tulsa Social Work Summit



2021 Outreach and Community Engagement:

2nd Quarter:

- Oklahoma Coalition Against Human Trafficking
- Delaware County Community Partnership
- Cherokee County Community Resource
- Muskogee Interagency Resource Meeting
- Delaware County Community Healthy Community Partnerships
- Sallisaw Round Table Resource Meeting
- Oologah Community Connections
- Addiction and Mental Health Professionals (AMP)
- Mayes County DROP (Drug Education Task Force)
- Sequoyah County Healthy Living Program Advisory Committee
- Tulsa Children's Behavioral Health Partnership
- Washington County Mental Health Association
- Northern Tulsa County Community Coalition
- Multi County Coalition
- Salina Drug Free Communities Coalition
- Nowata Resource Council
- Wagoner County Service Council
- Mayes County Coalition
- Rogers County Community Coalition
- Washington County Community Coalition
- Osage Community Health Alliance
- HOPE Coalition (Mayes County)
- Garvin County Allies for Better Living
- Coalition Against Prescription Drug Abuse (Tulsa)
- Atoka/Coal Coalition
- Creek County Community Partnership
- North Tulsa Community Coalition
- Tulsa Indian Community Advisory Team (TICAT) meeting
- Haskell County Coalition
- Lincoln County Coalition
- LeFlore County Coalition

Events:

- Jenks Schools Virtual Community Resource Fair
- Rogers State University Student Nurses Career Fair
- Parkside Career Fair
- Oklahoma Employment Security Commission Job Fair
- North Tulsa Community Coalition Joyful Movement Kickoff
- CareerTech Online Job Fair
- Community Day of Hope
- Oklahoma Hospital Association Rally at the Capitol
- Exhibit at the Oklahoma Drug & Alcohol Professional Counselors Association Southeastern Conference

Hogs and Hot Rods!

Sat. June 12th 9am-3pm

Downtown Collinsville



JOIN NORTHERN TULSA COUNTY COALITION

- COMMUNITY RESOURCES
- FREE NALOXONE TRAINING/KITS
- FREE COVID TESTING
- DRUG TAKE BACK (BRING UNNEEDED PRESCRIPTIONS FOR DISPOSAL)



(OKLAHOMA HARM REDUCTION) PROVIDING NALOXONE TRAINING AND KITS FROM 12 TO 3PM

COVID-19 TESTING

LOCAL COMMUNITY RESOURCES

*EMBRACE LIFE

*SOONER SUCCESS

*PARKSIDE PSYCHIATRIC HOSPITAL

*OKLAHOMA HARM REDUCTION

Embrace Life
Kimberly Potts, MS, LSC-3
Embrace Life Counseling, LLC
10310 N 138th East
Aurora, State 201 Deween, OK
74055 918 520 1203
www.embracelifecounseling.org

Sooner SUCCESS
Kimberly Wiles
918-712-4340

2021 Outreach and Community Engagement:

3rd Quarter:

- Addiction & Mental Health Networking Meeting (AMP)
- Oologah Community Connections
- City of Pauls Valley Community Meeting
- Wagoner County Family Services Council
- Coalition Against Prescription Substance Abuse of Tulsa
- Nowata Resource Council
- Wagoner County Substance Use Consortium
- Salina Drug Free Communities Coalition
- Wagoner County Substance Use Consortium
- Osage County Community Health Alliance
- Muskogee Inter-Agency Council
- Cherokee County Resource Meeting
- Oklahoma Coalition Against Human Trafficking (OCAT)
- Washington County Wellness Initiative (WCWI)
- Sallisaw Now Coalition (New Opportunities Working)
- Ignite Recovery Network
- Washington County Association for Mental Health
- Partners for Ottawa County, Inc. (POCI Meeting)
- Multicounty Coalition
- Delaware County Community Partnership
- Mayes County Drug Reduction Outreach Project (DROP)
- Tulsa Partnership for Children's Behavioral Health
- Claremore Healthy Partnerships
- Mental Health Association Oklahoma Legislative Advocacy meeting
- Muskogee Elder Resource Council
- Haskell County Coalition
- Atoka/Coal Partnership
- Lincoln County Coalition Meeting
- Creek County Community Partnership(C3P)
- North Tulsa Community Coalition United

Events:

- Quiktrip Corp. Health Fair
- Broken Arrow Back to School Bash
- Salina Back to School
- Oologah Back to School
- OU School of Community Medicine Resource Fair
- Presentation to COPES
- Tulsa World Career Fair
- Presentation to Tulsa Area Human Resources Association
- Panel Presentation at Okla. Public Health Association Conference
- ORU Career Fair
- Life Senior Services Lifestyle and Safety Conference
- Turning Point/Oklahoma Public Health Assn. Conference
- Zarrow Mental Health Symposium

COME ONE, COME ALL

**OAKS
BACK-TO-SCHOOL
BASH!**

School Physicals, Haircuts, Immunizations, and COVID antibody testing will be available at no charge! *First come first serve, so don't be late!*


Food / Games / Prizes
(while supplies last)

Vendors will be onsite sharing valuable family resources!

July 29th, 2021 • 4 PM - 8 PM
Oaks Public School
Admission: FREE

We would like to thank the 4-H Club for generously agreeing to prepare the food!

Sponsored by these supporting partners:



2021 Outreach and Community Engagement :

4th Quarter:

- Wagoner County Substance Use Consortium
- Muskogee Interagency Council
- Cherokee County Resource Meeting
- Catch-Up/Community Health Improvement Organizations Annual Meeting
- Oklahoma Coalition Against Human Trafficking Services Committee
- Delaware County Community Partnership (DCCP)
- Coalition Against Prescription Substance Abuse of Tulsa (CAPSAT)
- Addictions and Mental Health Professionals (AMP)
- Muskogee Eldercare Resource Council (MERC)
- Partnerships for Ottawa County Inc (POCI)
- Sallisaw NOW Coalition
- Tulsa Children's Behavioral Health Partnership
- Washington County Mental Health Association
- Salina Drug Free Communities Coalition
- Mayes County Drug Reduction Outreach Project
- Osage County Community Health Alliance
- Haskell County Coalition
- Garvin County Allies for Better Living
- Lincoln County Coalition
- Creek County Community Partnership
- MHAO Legislative Advocacy Meeting
- Northern Tulsa County Coalition
- Nowata Resource Council
- Mayes County Hope Meeting
- Rogers County Healthy Community Partnership
- North Tulsa Community Coalition
- Delaware County Opioid Response Project Collaborative
- Drug Free Communities Youth Coalition
- Muskogee Opioid Response Coalition
- Wagoner County Family Service Council
- Multicounty Coalition Meeting
- CREOKS McAlester Coalition Resource and Support meeting
- Woodward Coalition meeting



Events:

- Tulsa Tech- Graduating class mock interviews
- Tulsa Tech Employer Showcase
- Turning Point Coalition Community Presentation
- Sooner Success Family Caregiver Fall Festival
- Mental Health Day at the Gathering Place
- Grove H.S. Principals and Counselors Presentation
- Tulsa Public Schools - "Mental Health for Us" Live, Work, Laugh!
- Zarrow Symposium
- Oklahoma Psychological Association annual convention
- Oklahoma Alliance For Recovery Residences (OKARR) Conference

Excellence is another of Parkside's core values. 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 open to the professional community at a nominal cost. Continuing education was another area that shifted largely to virtual presentations, but Parkside still delivered 22 hours of training:

- **MAST, DAST AUDIT, CIWA and COWS? Evidence-based Screening Tools for Substance Use Disorders**
Stevi Harper, LPC, LADC & Sheelagh Tallman, RN 01/31/2020 2 CEUs
- **Overview of Obsessive-Compulsive Disorder: Diagnosis, Assessment, and Treatment**
Kenneth Moore, LCSW 04/02/2021 1.0 CEU
- **The Assessment and Treatment of OCD**
Jonathan Abramowitz, Ph.D. 05/26/2021 6.0 CEUs
- **Eating Disorders: Presentation 1 - Not Going Back: 5 Keys to Maintaining Change After Inpatient Treatment; Presentation 2 - Unstuck: Introductory Approach to Integrating EMDR Within Eating Disorder Treatment**
Hannah George, LMFT & Morgan Anderson, LPC 06/04/2021 2.0 CEUs
- **Keeping Current: Best Practices for Tele-video Therapy**
Lisa Cromer, Ph.D. 09/02/2021 1.0 CEU
- **Ethical Problems and Planning in Social Media Use for Health Care Professionals**
Lisa Cromer, Ph.D. 09/10/2021 3.0 CEUs
- **An Integrative Cognitive Behavioral Approach to Treatment-Interfering Behavior: Parts 1 and 2**
C. Alec Pollard, Ph.D. Part 1—10/22/2021 3.0 CEUs
Part 2—11/05/2021 3.0 CEUs
- **MAST, DAST, AUDIT & More; Evidence-based Screening & Assessment Tools for Substance Use Disorders**
Stevi Harper, LPC, LADC 10/29/2021 1.0 CEU

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 Master’s level Counseling student from **Northeastern State University** who was assigned on the Teen Unit.
Two Advanced Practice Nursing Students seeking Mental Health Certifications received clinical supervision from Dr. White and Dr. Surja.
- **Clinical Rotations** – Groups of nursing students, from both the fall and spring semesters completed their clinical rotations for psychiatry. Parkside served **250** 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**. Also completing clinical rotations were **30** Paramedic and LPN students from **Tulsa Tech**.



Patient Centered, along with **Customer Service** are also core values. Parkside delivers exceptional patient care as well as 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, **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 “**By your Side**” **5k and Fun Run** at Mohawk Park changed dates due to the pandemic and finally landed as a September event for the 11th running. The weather was perfect and the run may have found a new life as a fall event. 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 program included distribution of **hams and all the side dishes for Easter dinner**, as well as **Thanksgiving turkey and side dishes** through an especially generous outreach completed with the support of **Lawyers Fighting Hunger**.



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 advance our mission—to *provide outstanding mental health and support services.*

“*By Your Side*” 2021 by the numbers:

- 935 Parkside clients served through the food pantry patient assistance program
- 2,925 family members of clients served
- 41 complete Easter dinner meal sets for families with hams and side dishes.
- 79 complete turkey dinner baskets provided a full meal to needy client families during the holidays



- 297 new books distributed
- 35 cases of Ensure Dietary Supplement, along with adult and child vitamins
- 78 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: 493 clothing vouchers at up to \$10 each for a total of \$4,930
- Transportation assistance to ensure appointments, vital transportation needs at discharge and continued care totaling \$6,508

Zero Suicide Initiative

Parkside's Zero Suicide Initiative was launched with a goal to make suicide a "never event" for anyone receiving services. The facility has adopted best practices from the Suicide Prevention Resource Center and the National Action Alliance for Suicide Prevention. Activities included suicide prevention with discharging patients, implementation of routine screenings of patients, applications for grant support to be used in harm-reduction activities and community outreach. 2021 Zero Suicide Committee work and activities include:

- January – Bracelets are given out in all patient discharge packets that have an inspirational saying from grounding groups, "no feeling is final." Printed on the inside of the bracelet is the 24 hour phone number to Parkside Assessment and Referral and also the National Suicide Prevention Hotline.
- February— Goal setting and planning for 2021. The committee began formal auditing of CSSR-S and Lethal Means to make sure we are reaching our goals.
- April— We expanded the committee to include representatives from Fundraising, Business Development, and Outpatient departments. The committee is working on a video to present about Zero Suicide and looking at grant opportunities to provide medication lock boxes for patients & families.
- May— Committee worked to establish defined "risk levels" to the CSSR screeners and assessments per the Joint Commission's insistence.
- June— The committee continued with Joint Commission's recommendations and held several education opportunities to train staff on the risk levels and changes made to the forms in AVATAR for inpatient and outpatient. The Safe-T assessment, a form provided by The Joint Commission, was integrated in the A&R assessment.
- July – Planning for September and National Suicide Prevention Month. Received positive feedback on the caring card from one patient.
- September – Completed National Suicide Day Prevention educational fair with learning activities, snacks and conversations for all hospital staff including some nursing students on campus. Several community members including local TV personalities and family survivors of suicide were part of the video piece of the education. Two news stations filmed interviews with committee members during the education fair.
- October – The committee debriefed the educational fair and what can be done differently. We talked about plans for next year and how to take it beyond Parkside's walls. We received a grant to assist with purchasing medication lock boxes for patient families.
- November – Outpatient department is talking about lived experience referrals for our committee work. Work progressed to have David Jobes, Ph.D. to present community wide Collaborative Assessment and Management of Suicidality (CAMs) training for 2022.
- December – Continuing to work on education & speaker plans for 2022 and obtain the medication storage lock-boxes for families.

Direct Contributions to the Community 2020

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

- \$500 Sponsor of the Murrow Indian Children's Home Benefit Powwow
- Copper Sponsor of the Zarrow Mental Health Symposium
- Donations of unneeded or retired furniture to: Excel Academy Girl's Group Home in Kansas, Oklahoma; Lincoln Enrichment Center, Wagoner, Oklahoma; HOW Foundation, Tulsa, Oklahoma; Habitat for Humanity, Tulsa, Oklahoma
- \$5,000 Sponsor of the Mental Health Association's Carnival Fundraiser
- Zero Suicide Initiative Committee providing free training on suicide risk assessment at many area schools and organizations
- Parkside supported the Tulsa Area United Way annual funding with solicitation, collection and forwarding of employee donations



Parkside Team,

This is Chris Frisillo from Excel Academy. We are a Level E enhanced Residential Treatment Program for girls between the ages of 13-18. Our residents are in permanent custody of the state of Oklahoma... We thank you all again for what you have provided for us at Excel Academy and commend everyone for the standard of excellence you clearly have instilled in your staff, directors, physicians, therapists, programming and milieu management.

Keep up the good work!
Chris Frisillo M.S. LPC
Excel Academy Owner/Chief Executive Officer

**TULSA
REGIONAL
CHAMBER**

Community Partnerships

Parkside has membership or program affiliations with a number of community partners.

These partnerships support programming and help 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



the *Market*
at Pearl Thrift Shop

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



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 underinsured 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 2021, Parkside experienced:

Uncompensated Care for 2021:

Charity	\$564,015	=4.8% of Net Patient Revenues
Bad Debt	\$638,867	=5.5% of Net Patient Revenues
Total	\$1,202,882	=10.3% of Net Patient Revenues

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



Parkside's continuum of services includes:

- ⇒ Inpatient (acute) hospitalization
 - Adults, psychiatric stabilization and medical detox
 - Adolescents 13-17
 - Children 6-12
- ⇒ Residential psychiatric treatment
 - Adolescents
 - Children
- ⇒ Outpatient treatment services
 - Chemical Dependency Intensive Outpatient Program
 - Group Therapy:
 - * Chemical Dependency Aftercare Group
 - Individual Therapy
 - Family Therapy
 - Medication Management

In 2021, Parkside handled :

- 8,167 inquiry calls for inpatient services
- 1,729 inquiry calls for outpatient services

Parkside Admissions 2021

Adult Inpatient Admissions	631
Adult Detox Admissions	133
Adolescent Acute Admissions	848
Adolescent Residential Admissions	263
Child Acute Admissions	274
Child Residential Admissions	162

Total Inpatient Admissions 2,311

Total Outpatient Admissions 678

