



Parkside

Psychiatric Hospital & Clinic

COMMUNITY BENEFIT

2022





Parkside
Psychiatric Hospital & Clinic

ABOUT US

Adjacent to Benedict Park, just outside of downtown Tulsa is Parkside, 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: To provide outstanding mental health and support services. Now, after more than 60 years of service to the community, the organization provides 120 inpatient beds as well as 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.

Parkside's Services Include:

- Inpatient (acute) hospitalization
 - Adult, psychiatric stabilization and medical detox
 - Adolescents 13-17
 - Children 5-12
- Residential Psychiatric Treatment
 - Adolescents and Children
- Outpatient treatment services
 - Chemical Dependency Intensive Outpatient Program
 - Group Therapy
 - Chemical Dependency Aftercare Group
 - Individual Therapy
 - Family Therapy
 - Medication Management

**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 2023**

Brett Lessley, President
Angela Baker, Vice President
Ryan Lynch, Treasurer
Kirby Crowe, Assistant Secretary//Treasurer
Pamela McManus Goodwin
Rosemary Harris
Kathy LaFortune
Catherine Anderson
Hugh Robert
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What we mean by “Community Benefit.”

From the outside looking in, it would be easy to assume that the services that Parkside provides for its surrounding community take place almost entirely within the walls of the hospital. Our dedicated team of talented nurses, therapists and other mental health professionals do such a fantastic job helping members of the community when they are suffering, and as a result that is what we are most known for. Our inpatient team works around the clock, 7-days a week to ensure that all of our patients are being treated with the utmost care, and our team of outpatient therapists visit with and treat hundreds of individuals every year. There is much more to Parkside than just what we do inside our walls, however.


Parkside’s community involvement increases awareness of mental health providers and promotes greater access to treatment for all who reside in Northeastern Oklahoma and the surrounding areas. In 2022, Parkside was able to serve citizens of 77% of all Oklahoma counties with inpatient care. There is little doubt that we are able to reach patients from even distant counties as a result of the public outreach we perform. Last year in particular, we focused much of our outreach on improving access and are striving to allow every patient to get the treatment they need with as little wait and inconvenience as possible. While our focus continues towards a younger demographic, we will not turn away those in need of help without doing our absolute best to pair them with the help they need, regardless of age or ability to pay.

Through our 2022 Community Benefit Report, we hope to demonstrate the many ways that Parkside stays involved and impactful in our area by addressing issues of basic needs for the members of our community. This is through doing what we can to tackle food insecurity, hosting education events, and multitudes of community engagement events, all while embodying our core values. Our collaborative efforts in our community also serve as a bridge to our region, creating new relationships and creating new lines of referral between Parkside and other healthcare providers. As you read through this report, please know that we are exceedingly grateful to everyone who joins us in this work and we encourage your input on ways we can better serve you, the community, and our patients.

Best,



Jim Serratt
Chief Executive Officer



Brett Lesley
President of Board of Directors



OUTREACH AND COMMUNITY INVOLVMENT

- City of Pauls Valley - Allies for Better Living Community Meeting
- BCBS Utilization Pilot project
- Certified Medication Assistance Treatment (CMA) Advocacy Training
- Oklahoma Psychiatric Hospital Association Legislative Coffee Chat
- Delaware County Community Partnership Meeting
- Multicounty Coalition Community Meeting
- Nowata Resource Council Community Meeting
- Sallisaw Now Coalition Community Meeting
- Washington County Association for Mental Health Community Meeting
- Northern Tulsa County Coalition Community Meeting
- Ignite Recovery Network Community Meeting
- Mayes County Drug Reduction Outreach Project Community Meeting
- Claremore Healthy Partnerships Community Meeting
- Muskogee Inter-Agency council Community Meeting
- Wagoner County Substance Use Consortium Community Meeting
- Delaware County Community Partnership Community Meeting
- Addiction & Mental Health Networking Meeting (AMP) Community Meeting
- Partners for Ottawa County, Inc. (POCI Meeting) Community Meeting
- Haskell County Coalition Meeting
- Creek County Community Partnership(C3P) Meeting
- Coalition Against Prescription Substance Abuse of Tulsa Meeting
- Lincoln County Coalition Meeting
- Haskell County Coalition Meeting
- Oklahoma Psychiatric Hospital Association Meeting
- Sooner Success
- CREOKS McAlester Meeting
- ODMHSAS Roundtable
- Western Plains Youth and Family Services meeting
- Osage County Community Health Alliance Community Meeting
- Tulsa Partnership for Children's Behavioral Health Community Meeting
- Salina Drug Free Communities Coalition Community Meeting
- Oklahoma Coalition Against Human Trafficking (OCAT) Community Meeting

Events

- Parkside Career Fair
- TTC Career Fair
- OSU - Tulsa Career Fair
- ORU Career Fair
- Rogers County Health Department Family Fun Day
- Northeastern State University Career and Education Expo
- University of Tulsa Job Fair
- Tulsa World Career Fair
- Oklahoma Social Work Summit



OUTREACH AND COMMUNITY INVOLVMENT

- Sooner Success Blaine County Coalition
- Camp Bandage Coalition
- Oklahoma Psychiatric Hospital Association Coffee Chat
- Delaware County Community Partnership Meeting
- Cherokee County Resource Meeting
- Nowata Resource Council Community Meeting
- Delaware County Community Partnership Community Meeting
- Addiction & Mental Health Networking Meeting (AMP)
- MultiCounty Coalition Meeting
- Wagoner County Family Services Council Meeting
- Tulsa Partnership for Children's Behavioral Health Meeting
- Northern Tulsa County Coalition Meeting
- Mayes County Drug Reduction Outreach Project (DROP) Meeting
- Osage County Community Health Alliance Meeting
- Muskogee Inter-Agency Council Meeting
- Oklahoma Coalition Against Human Trafficking (OCAT) Meeting
- Delaware County Community Partnership Meeting
- Oologah Community Connections Meeting
- Sallisaw Now Coalition (New Opportunities Working) Meeting
- Tulsa Partnership for Children's Behavioral Health Meeting
- Muskogee Inter-Agency Council Meeting
- Wagoner County Substance Use Consortium
- Round Table Meeting - Sallisaw
- Tri County Resource Coalition Meeting
- Tulsa Regional Chamber of Commerce Advocacy Meeting
- Oklahoma Hospital Association Advocacy Day
- Mental Health Association Oklahoma Meeting
- Atoka/Coal Partnership Meeting
- Okmulgee Consortium
- Coalition Against Prescription Substance Abuse of Tulsa Meeting
- Le Flore County Coalition Meeting
- Turning Point Coalition Meeting
- Oklahoma Psychiatric Hospital Association Meeting
- Broken Arrow Mayor's Meeting of Veteran Affairs
- Sooner Success Meeting
- Blue Cross Blue Shield of Oklahoma Provider Advisory Meeting
- Salina Drug Free Communities Coalition Meeting
- Oklahoma Health Care Authority Rates Meeting
- ODMHSAS Roundtable

Events

- Child Abuse and Neglect Conference
- FC Tulsa Health and Wellness Night
- Lincoln Co Health Department Health Fair
- Multicounty Coalition MAT Training
- Oklahoma Counseling Institute Summer Summit Conference
- Oklahoma Drug & Alcohol Professional Counselors Assn. Conference
- Tulsa Police - Downtown Tulsa Training Presentation
- My Mind Matters Rally
- Tulsa Center for Behavioral Health (TCBH) Mental Health Walk
- Tulsa Technology Center - Lemley Campus Mock Interview Session



OUTREACH AND COMMUNITY INVOLVMENT

- CREOKS - Tulsa Advisory Board Meeting
- Addiction & Mental Health Networking Meeting (AMP)
- Wagoner County Substance Use Consortium Community Meeting
- Claremore Healthy Partnerships Community Meeting
- Washington County Association for Mental Health Community Meeting
- Northern Tulsa County Coalition Community Meeting
- Osage County Community Health Alliance Community Meeting
- Wagoner County Substance Use Consortium Community Meeting
- Delaware County Community Partnership Community Meeting
- Tulsa Partnership for Children's Behavioral Health Community Meeting
- Salina Drug Free Communities Coalition Community Meeting
- Broken Arrow Mayor's Meeting of Veteran Affairs
- Cherokee County Resource Meeting
- VFW Post 577 Tulsa Post Community Meeting
- Multicounty Coalition Community Meeting
- Creek County Community Partnership(C3P) Meeting
- Caring Hands Community Meeting
- Haskell County Coalition Community Meeting
- Mind Spa, LLC Presentation
- Atoka/Coal Partnership Community Meeting
- Oklahoma Psychiatric Hospital Association Meeting
- Tulsa County Sheriff's Department Quarterly Meeting
- Improving Lives Counseling Svcs INC Presentation
- Saint Francis Hospital Presentation
- Chris King Counseling Group Presentation
- Hewgley Terrace Presentation
- Pioneer Plaza Presentation
- ODMHSAS Roundtable
- Oklahoma Health Care Authority Town Hall
- Amplify Youth Health Collective Coalition
- Blue Cross Blue Shield of Oklahoma UR Pilot Project
- Mayes County Drug Reduction Outreach Project (DROP) Community Meeting
- HeartMatters Presentations
- Tulsa Regional Chamber of Commerce Health Care Task Force

Events

- Life Senior Services Senior Lifestyle and Wellness Expo
- OU School Of Community Medicine Resource Fair
- OK Alliance for Recovery Residences Conference
- Okmulgee Consortium
- Delaware County Community Partnership Back to School Bash
- Blackhawk Health Center Health Fair
- QuikTrip Corp. Health Fair
- East Central Oklahoma Family Health Clinic Health Fair
- Zarrow Conference
- Oologah Community Connections Back to School Bash
- Oral Roberts University Career Fair
- Earnest Childers VA Outpatient Clinic Resource Fair



OUTREACH AND COMMUNITY INVOLVMENT

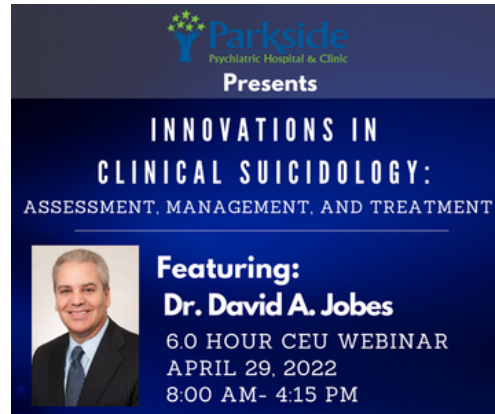
- Muskogee Inter-Agency Council Community Meeting
- Addiction & Mental Health Networking Meeting (AMP)
- Multicounty Coalition Community Meeting
- Sallisaw Now Coalition (New Opportunities Working) Meeting
- Claremore Healthy Partnerships Community Meeting
- Northern Tulsa County Coalition Community Meeting
- Tri County Resource Coalition Community Meeting
- Wagoner County Substance Use Consortium Community Meeting
- Cherokee County Resource Meeting
- Delaware County Community Partnership Meeting
- Washington County Association for Mental Health Community Meeting
- Cherokee County Health Services Council Meeting
- Integris Health Meeting
- Mental Health Association Oklahoma Meeting
- Okmulgee Consortium Meeting
- Grove High School MTSS Winter Conference
- Bryan County Turning Point Coalition Community Meeting
- Jay Chamber of Commerce Community Meeting
- Oklahoma Soul Shop for Leaders

Events

- City of Tulsa Benefits Fair
- Oral Roberts University Conference
- Tulsa Technology Center Conference
- Prevention and Recovery Conference
- Federation of Families Conference
- D&L Oil Tools Health and Benefits Fair
- KiBois Community Action-Stigler Health Fair
- Pryor Impact Council Helping Hands Mixer
- NAMI - Tulsa Christmas Party
- ODAPCA Fall Conference
- Sallisaw Round Table Community Health Fair
- Zarrow Symposium
- Tulsa Health and Education Coalition



For years, one of the many ways Parkside has benefitted the community is through exceptional professional training and development. These educational opportunities are attended by Social Workers, Councilors, Pharmacists, Nurses, and other professionals, and is open to the professional community at zero or little cost. Here are some of these trainings for 2022.



Building a Better Suicide Risk Assessment

Adam Lesser, LCSW

April 8, 2022

1.0 CEUs

Innovations In Clinical Suicidology: Assessment, Management and Treatment

David A. Jobes, Ph.D., ABPP

April 29, 2022

6.0 CEUs

Utilizing Emotional Freedom Technique (EFT) for Emotional Regulation

Mary NurrieStearns, LCSW, RYT

May 13, 2022

2.0 CEUs

Understanding Suicide to Prevent Suicide

David Klonsky, Ph.D.

April 29, 2022

4.0 CEUs

Case Conceptualization and Treatment Planning from Historical Trauma and Intergenerational Trauma Perspectives

Lisa Cromer, Ph.D.

June 16, 2022

2.0 CEUs

Suicide Assessment and Safety Planning: 2022 Refresher

Gail Flack, LCSW

October 21, 2022

2.0 CEUs

The Ethics of Cultural Humility, Diversity, and Inclusion in Clinical Practice

Lisa Cromer, Ph.D. - This workshop in coordination with OPHA and SSM St. Anthony

October 28, 2022

3.0 CEUs

Substance Use Disorders: Matching to the Right Level of Care

David Gastfriend, MD

November 10, 2022

2.0 CEUs

Motivating the Brain Reward Center for Addiction Recovery

David Gastfriend, MD

November 11, 2022

2.0 CEUs

On the morning of October 8, over 185 participants lined up and prepared to take part in Parkside's 12th Annual "By Your Side" 5k and 1-mile Fun Run. The weather couldn't have been nicer as so many members of the community came together to raise funds for Parkside's very own food pantry. When it was all said and done, over \$30,000 dollars were raised the allows us to assist our patients, both inpatient and outpatient, during times of need through our Patient Assistance Program.



Patient Assistance Programs

Parkside's "By Your Side" Program is funded by Parkside, its employees, the board of directors, and the community through donations and our annual "By Your Side" 5k and fun run.



If interested in contributing, some of the ways to help are by sponsoring or participating in our affirmation run, or by donating on our website. We also accept donations through the mail at 1620 E. Tulsa OK, 74120. Parkside is a 501(c)(3), not for profit organization

The "By your side" patient assistance program is our way of doing our part to support our patients, even while they are not within our walls.

Here are our numbers for 2022

- 1194 Parkside clients served through the food pantry patient assistance program
- 3950 family members of clients served
- 80 complete Easter dinner meal sets for families with hams and side dishes.
- 102 complete turkey dinner baskets provided a full meal to needy client families during the holidays
- 157 new books distributed
- 32 cases of Ensure Dietary Supplement, along with adult and child vitamins
- 98 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: clothing vouchers at up to \$10 each for a total of \$8,480
- Transportation assistance to ensure appointments, vital transportation needs at discharge and continued care totaling \$7,126.37.

Parkside's zero suicide initiative began with one goal in mind: Make suicide a "never event" for anyone under our care. As a result, our facility has adopted best practices from the suicide prevention resource center and the national action alliance for suicide prevention. Our initiative includes suicide prevention techniques when discharging patients, implementing routine screenings of patients, and extended community outreach our 2022 Zero Suicide Committee's work and activities are as follows.

1/11/22 - Training set for April for Dr. Jobs. Working on other educational opportunities and planning for 2022.

3/8/22 - Finalized the lockbox protocol and made lock boxes available to therapists for their patients who need them upon discharge. These are for patients to take home to secure their medications to help prevent suicide by overdose. These lockboxes were made possible by a grant from the Gaylord Foundation.

4/11/22 - Parkside hosted CEU event Building a Better Suicide Risk Assessment presented by Adam Lesser, LCSW. As a committee, we also started work planning our annual education event for National Suicide Prevention Day.

5/11/22 - Parkside hosted CEU event Innovations in Clinical Suicidology presented by David Jobs, Ph.D., ABPP.

6/9/22 - Dr. E. David Klonsky presented a CEU event "Understanding Suicide to Prevent Suicide". Ken Moore passed the Chair of this committee to Gail Flack when he left.

7/14/22 - Gail Flack took over as Chair of the Committee due to Ken Moore leaving Parkside. Discussions and planning about National Suicide Prevention Day events.

8/9/22 - Reviewed plans for September events and reviewed data on CSSR-S and safety planning as previously implemented by this committee. Made plans to refresh therapist training in these areas.

9/16/22 - The committee hosted education/activity event for Suicide Awareness Day. It was well attended by staff. We also held a candlelight vigil for staff & community members affected by suicide. News coverage came for this and interviewed Gail Flack.

11/9/22 - Working on our annual internal evaluation of zero suicide with policies and trainings and processes

Parkside has engaged in cooperative agreements with academic programs in the area, as well as institutions of higher education. These opportunities include internships and clinical rotations. A total of **340** Nursing and Paramedic students from the following schools came for clinical rotations in psych in 2022.

Nursing students from the following schools came for clinical rotations in psychiatry in 2022.

- University of Tulsa
- University of Oklahoma
- Tulsa Tech
- Tulsa Tech Paramedic
- Tulsa Community College
- Oral Roberts University
- Langston University
- Oklahoma Wesleyan University
- Oklahoma State University Institute of Technology
- Rogers State University

Advanced Practice Registered Nurse Psychiatry Specialty Training for the year 2022

- Rebekah Mackey
- Aimee Clark
- Ashley Totten-Gilbert
- Francisca Agbonze
- Valorie Jones
- Lori Turner

Parkside prides itself in its ability to provide care to everyone, regardless of ability to pay. We accept Medicare, Medicaid and most private insurances. While claims are prepared to collect for the services we provide, vital and emergency inpatient treatment services are provided, even if payment is not assured. Uninsured or underinsured patients are assisted in determining eligibility for subsidized health coverage or for Parkside's financial assistance or charity care program. This includes free or discounted health services, provided to those that meet the aforementioned guidelines.

Bad debt is a quantifiable, uncollectable amount that is the responsibility of, but not paid by patients. Bad debt is the cost we incur as a result of services provided to patients for which payment was expected but never received. This can happen for many reasons, such as an uninsured patient's income being above the guideline for financial assistance but still cannot afford the cost of services, or when insured patients cannot afford co-pays or deductibles. Parkside is, of course, willing and able to work with patients and their families when they may fall on hard times and are unable to pay. Our Business Office will attempt to connect patients with financial assistance programs and establish payment plans, for instance. A portion of bad debt, along with what was previously mentioned, could also be attributed to patients who qualified for financial assistance but failed to apply.

Here are the totals for these types of care:

UNCOMPENSATED CARE FOR 2022:

- Charity - \$156,869 = 1.25 % of Net Patient Revenues
- Bad Debt - \$457,122 = 3.64 % of Net Patient Revenues
- Total - \$613,991 = 4.89 % of Net Patient Revenues

Non-essential services and services that are not appropriate to a hospital setting may be excluded from this policy. 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.

Outside of the charity that Parkside demonstrates within its walls, we also work to give back to our community in many ways. This is done through volunteering, monetary donation, and tangible donations. Here are a few of the ways we helped in 2022.



- WCAMH Fentanyl Awareness 5k and Fun Run (Washington County Association for Mental Health) - \$100 Sponsorship
- OK Nursing Association Region 2 Spring Luncheon on March 2022 - \$200 Sponsorship
- Carnegie Elementary School PTA Color Run on April 2022 - \$200 Sponsorship
- Contribution to Lifeshare in May 2022 - \$250 Donation
- Copper Sponsorship Zarrow Symposium - \$1000 Sponsorship
- Contribution to Tulsa's Future (Economic Development) in May 2022 - \$1,500 Donation
- Mental Health Association Carnivale - \$5,000 Donation