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ASSESSMENT & REFERRAL

Parkside Psychiatric Hospital & Clinic
Community Benefits Report – 2019
www.parksideinc.org

Ready To Serve

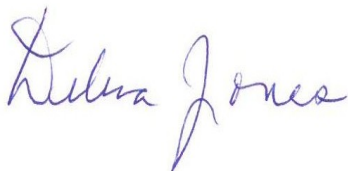
From the Chief Executive Officer

It is 2020, and it seems as though our world has been turned upside down. As the coronavirus (COVID-19) pandemic sweeps across the world, it is causing widespread concern, fear and stress, all of which are natural and normal reactions to the changing and uncertain situation that everyone finds themselves in. The issue facing every one of us is how we manage and react to the stressful situation unfolding so rapidly in our lives and communities. During challenging times, I like to remember Victor Frankl. He survived the concentration camps, but his pregnant wife, his father, and his mother all died. He wrote several books related to his experience, and despite everything he went through, he was a positive person. One of his quotes is particularly applicable now. It said, "Forces beyond your control can take away everything you possess except one thing, your freedom to choose how you will respond to the situation." At Parkside, we have drawn upon our core values of teamwork and resilience and have done everything we can to manage this crisis effectively as individuals, as friends and colleagues, and as family and community members.

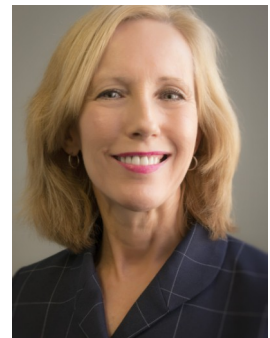
On February 5th, we opened our new hospital building. The new hospital has 114,500 square feet of state-of-the-art psychiatric treatment capacity to serve Tulsa. We knew this hospital would impact the community in so many ways, but we could never have imagined that our hospital would provide the very best option for those needing psychiatric inpatient care during a pandemic. Parkside's single occupancy rooms and expansive treatment areas help to help keep everyone safer. Parkside is pleased to have been able to maintain all our programming throughout this challenging time. For 60 years, Parkside has been serving the area. Our commitment to delivering exceptional care has grown from Parkside's fundamental mission — to provide outstanding mental health and support services. Our long-term presence in Tulsa, coupled with the strong, mutually beneficial relationships we have nurtured with surrounding communities over time, makes our organization a neighbor that's always there to help.

At Parkside, 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 continually strive to improve our offerings to you. In 2019, Parkside offered \$1,219,000 in uncompensated care and contributed professional training, community outreach and direct assistance to others. We hope as you review this document, you will see the valuable role and the benefits that Parkside provides to our community and we hope you see that we truly are Ready to Serve.

We welcome your comments and suggestions at any time and thank you for what you do to support mental health.



Debra Jones
Chief Executive Officer



From the Board of Directors:

The Board of Directors was elated to see the new hospital open in early 2020, and we are certain that the new facilities with expanded capacity will also bring expanded community benefit. Thank you for taking the time to read this report, and we are confident that you will get a glimpse of the organization that is vital to our community and is truly ready to serve our entire region.

In 2019, Parkside invested more than \$1,219,000 in treatment services for vulnerable members of our community who needed essential care and lacked resources to pay. This embodies Parkside's long history of working to improve the quality of life of the patients and communities we serve. We've been committed to ensuring all community members, including the most vulnerable among us, have access to the same high quality care.

We are asking now that the community again join in support of Parkside. As other providers have closed psychiatric beds in Tulsa, Parkside is looking to expand and assure the future needs of the area are secure. We remain committed to community benefit, and we hope that you will join with us in that commitment. We are continually looking for ways to improve and to provide better services to our community.

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



Robert Farris
President, Board of Directors



Parkside Psychiatric Hospital & Clinic Board of Directors, 2020

President:	Robert S. Farris, J.D.	Director:	Angela Baker
Vice President:	Rosemary Harris	Director:	Pamela M. Goodwin
Treasurer:	Ryan Lynch	Director:	Tony Ringold, J.D.
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Director:	Brett Lessley		



A new facility, ready to serve.

Parkside's new hospital is completed and now open with expanded capacity to meet the needs of the community and region. The new hospital brings 114,500 square feet of state-of-the-art psychiatric treatment capacity to Tulsa. The five-floor hospital provides separate treatment areas for outpatient services, assessment & referral services, children's acute treatment, adolescent acute treatment and adult hospitalization. The hospital also offers safe and secure fresh air balconies, and enhanced visitation and programs spaces, and a private state of the art kitchen serving health meals to patients and staff. Space is also included for planned expansion, possibly specialty substance use disorder treatment and detox services.

Parkside's expansion has had an immediate and substantial impact on meeting mental health needs in northeast Oklahoma. Too frequently, area residents encounter barriers when seeking psychiatric care. For example, in 2019, there were over 300 patients turned away because of gender block on shared rooms. With our new hospital, we now have 80 single occupancy rooms that provide a modern treatment environment and eliminate capacity limitations based on patient gender.



Take a look at some of the new spaces at Parkside (left to right: patient common area, lobby, and kitchen entrance)



Community service is one of 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 whenever possible. It is our goal to strengthen our referral partnerships and help our community in the promotion of health and mental wellness. We work to improve awareness of and access to health care services, enhance the health of the community, and support other community efforts.

2019 Outreach and Community Opportunities:

1st Quarter:

- Tulsa Good News Summit
- Oklahoma Counseling Association Conference
- Oklahoma Suicide Prevention Conference
- McClain School Resource Fair
- TCC Resource Fair
- Saint Francis Hospital Resource Fair
- Brookhaven Hospital CDIOP presentation
- Cedarhurst of Woodland Hills presentation
- CREOKS Advisory Board
- Muskogee Creek Nation Medical Center Staff meeting presentation

2nd Quarter:

- CREOKS Advisory Board
- Muskogee Creek Nation Spring Celebration
- Three C's Medical Women's Health Expo
- Rogers Co. Coalition First Responder Breakfast
- Rogers Co. Coalition Food Truck Thursday
- Tulsa Community College Resource Fair
- Parkview Terrace Resource Fair
- Tulsa Social Work Summit
- ODAPCA Spring Conference
- Emergency Nurse Association Conference
- Oklahoma Child Abuse & Neglect Conference
- Oklahoma Case Management Association Conference
- Oklahoma Association of School Resource Officer's Conference
- ODAPCA Southeast Oklahoma Conference
- Rebound Mental Health Staff Meeting
- Family Safety Center CSSRS Training
- Mvskoke Youth Services Presentation
- By Your Side 5K Run
- Oklahoma Children's Behavioral Health Conference

3rd Quarter:

- CREOKS Advisory Board
- Sapulpa Public Schools Professional Development —CSS-RS training
- Sapulpa Public Schools Professional Development —Pharmacology Training
- DHS —CSS-RS training
- Hewgley Terrace —CSS-RS training
- Tulsa Pubic Schools —Pharmacology Training
- Valley Hope—CD-IOP presentation
- Oologah Back to School Fair
- Rogers County Back to School Bash
- Rudisill Library Back to School Fair
- 2019 Hope Conference
- Indian Health Services Purchased and Referred Care Conference

4th Quarter:

- Apache Manor Resource Fair
- Hewgley Terrace presentation
- CREOKS Advisory Board
- Muskogee Creek Nation Pink Party
- Oklahoma Public Health Association Conference
- Oklahoma Prevention & Recovery Conference
- Zarrow Mental Health Symposium
- Indian Child Welfare Conference
- Health fairs at Tulsa Community College West Campus, NE Campus and Metro
- RSU Mental Wealth Day
- Tulsa Run And Expo
- National Alliance for Mental Illness Tulsa Holiday Party

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 an array of professional education opportunities attended by Licensed Counselors, Social Workers, Nurses, Pharmacists, Psychologists and other professionals. Training opportunities are open to the area's professional community at minimal cost. Many professionals have made the comment that our education programs are among the very best that they have ever experienced. In 2019, community professional education offerings totaling 22 class hours included:

- **Recognizing Pathology in the Higher Performing Individual**
January 11, 2019 Nicole Washington, DO, MPH
- **MAST, DAST, AUDIT & More; Evidence-based Screening & Assessment Tools**
March 22, 2019 Stevi Harper, LPC, LADC
- **Neuroscience, mindfulness and yoga applications as clinical Interventions**
April 26, 2019 Mary Nurrie-Stearns, LCSW
- **Safety Planning Intervention for Suicide Prevention**
May 1, 2019 Kenneth Moore, LCSW
- **Using Interpersonal Skills to Improve Emotional Regulation**
June 21, 2019 Stephen E. Grissom, Ph.D.
- **A Refresher in Cognitive Behavior Therapy (CBT): Using Case Conceptualization & Cultural Context to Guide Practice**
August 22, 2019 Lisa Cromer, Ph.D.
- **Ethical and Legal Concerns 2019- Brave New World or Same Old Same Old?**
September 13, 2019 Bruce Hodson, Ph.D
- **Substance Use Disorder: 50 yrs of Policy, Research, and Treatment**
November 14, 2019 John F. Kelly, PhD, ABPP

Training the Next Generation of Providers:

In addition to professional continuing educational opportunities, Parkside has engaged in cooperative agreements with area academic programs and institutions of higher education. These opportunities include internships and clinical rotations, along with similar activities.

Internships – Parkside opened to interns from:

- **Oral Roberts University**— Music Therapy Students providing weekly groups
- **East Central University**—Master's in Counseling Intern on the Adolescent Residential Treatment unit.

Clinical Rotations — Nursing students in groups from both fall and spring semester programs completed clinical rotations for psychiatry. Students were served from the following schools:

- **Langston University**
- **Rogers State University**
- **University of Tulsa**
- **University of Oklahoma**
- **Tulsa Community College**

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
- **Books** to our patients to encourage reading and healthy leisure pursuits



April's By your Side 5k and Fun Run in Mohawk Park contributed to Community Fun and over \$16,800 was raised for Parkside's food pantry for patients and families!

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. 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 2019 by the numbers:

- 1,266 Parkside clients served through the food pantry patient assistance program
- 3,804 family members of clients served
- 118 complete turkey dinner baskets provided a full meal to needy client families during the holidays
- 374 new books distributed
- 39 cases of Ensure Dietary Supplement, along with adult and child vitamins as required
- 109 packages of Adult Depends and other personal hygiene supplies



Volunteer hours, cash and in-kind contributions all represent direct community benefit. Some of the direct contributions in 2019 included:

- A four employee work team for the Tulsa Area United Way Day of Caring
- Depression screenings at three Tulsa Community College Health Fairs
- Monetary donation to John 3:16 Mission
- Copper Sponsor of the Zarrow Mental Health Symposium
- Table Sponsor for the Tulsa Regional Chamber of Commerce Annual meeting
- Murray Indian Children's Home Powwow Benefit Sponsor
- Zero Suicide Initiative with free training on suicide risk assessment at many area schools and organizations
- Online Yoga offered to the community at no charge thanks to a grant from the Hardesty Foundation
- Monetary donations to Boy Scouts of America, NAMI Tulsa, and the ALS Foundation



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



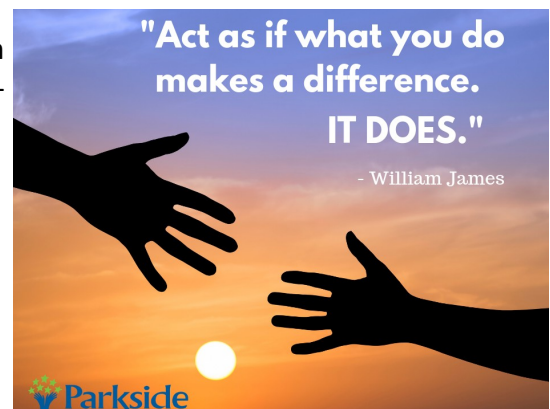
Parkside accepts Medicare, Medicaid and most private insurances. Claims are prepared and submitted to collect from these payers for services rendered; however, vital and emergency psychiatric inpatient treatment services are provided regardless of insurance or ability to pay. Parkside demonstrates respect 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. This 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 by establishing payment plans. Not all bad debt is associated with low income patients. A large 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.

A significant contribution is made to the community in the form of inpatient services. In 2019, Parkside experienced:

Uncompensated Care for 2019:

Charity	- \$710,233	= 6.2% of Net Patient Revenue
Bad Debt	- \$509,197	= 4.3% of Net Patient Revenue
Total	- \$1,219,430	= 10.5% of Net Patient Revenue



Consistent with Parkside's Mission, the organization provides charity care to 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. Emergency services are always provided without regard to the patient's ability to pay. No individual will be denied medically necessary hospital services based on an inability to pay for those services. 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.

Other ways Parkside benefits the community

- Parkside sends a team each year to work and support the Tulsa Area United Way's "Day of Caring."
- Parkside offers free flu shots in our outpatient clinic.
- Parkside gave away 118 Thanksgiving turkeys along with all the side dishes to provide for needy outpatient families.
- Parkside's Controller volunteered as an Assistant Scoutmaster for Troop 20 at Boston Avenue United Methodist Church in Tulsa and also serves as a Volunteer Naturalist at the Three Forks Nature Center in Sequoyah State Park.
- Parkside's Director of Human Resources served on the Board of Trustees of the Sherwin Miller Museum, is active with Christ Church Episcopal Church homeless outreach activity. In yet another community contribution, he does mock job interviews for participants of the Tulsa-Works job training program at Goodwill.
- Parkside's Business Development Director serves on the Tulsa Advisory Board for CREOKS Behavioral Health and the board secretary for the Oklahoma Hospital Association.
- Parkside's Board of Directors and staff serve the community in many other ways. Several serve on other community Boards. Parkside is committed to bringing ongoing benefit to the community. Parkside seeks to form community partnerships that align with our mission of service and encourages our staff to both fulfill this mission at work and through volunteer opportunities in the community. We strive daily to meet the health and psychiatric care needs of our patients and the community and are preparing now for the needs of the next generation. Parkside is, and will continue to be, by your side.

Parkside Admissions 2019

Adult Inpatient Admissions	604
Adult Detox Admissions	75
Adolescent Acute Admissions	722
Adolescent Residential Admissions	388
Child Acute Admissions	320
Child Residential Admissions	204
Total Inpatient Admissions	2,313
Outpatient Admissions	1,268

Parkside's continuum of services includes:

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