



Caring for our Community

1620 E. 12th St.
Tulsa OK 74120

www.parksideinc.org





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 care, and outpatient services to children, teens and adults. Parkside Assessment & Referral department is staffed 24 hours a day, every day and ready to assist with referrals, questions about benefits and more. Call 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
- > Passion
- > Teamwork
- > Resilience
- > Excellence
- > Community Service
- > Innovation
- > Customer Service
- > Respect and Dignity
- > Leadership
- > Patient Centered

Caring for our Community

From the Chief Executive Officer

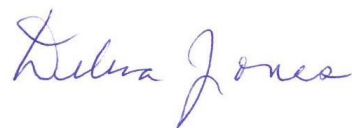
For more than 57 years, Parkside has been serving the region. Our commitment to delivering exceptional care has grown from Parkside's fundamental mission — to provide outstanding mental health and support services. Our long-term presence in Tulsa, coupled with the strong, mutually beneficial relationships we have nurtured with surrounding communities over time, makes our organization a neighbor that's always there to help. We deliver the highest-quality care to many of the most vulnerable members of our communities. As a community, nonprofit organization, we take seriously our responsibility to invest our resources and energies into understanding and meeting the health care needs of all, and ensure that everyone receives the care they need. As you review this report, you will see that we work to provide essential care, even when there is no ability to pay. You will see that Parkside's community impact extends well beyond the hospital walls.

We're proud that in 2016 we provided \$628,886.00 in uncompensated care and contributed professional training, community outreach and direct assistance to others. But that's only part of our community service and benefit story.

Parkside is planning new construction now to provide a state-of-the-art psychiatric treatment facility for Tulsa's next 50 years. By building new facilities and creating good jobs that are essential to many local economies, Parkside is a direct contributor to the stability and success of our area.

This organization originated with the support of the community to address unmet vital needs and today we are calling again for that community support. We hope as you review this document, you will see that your investment in Parkside as a nonprofit organization has a high return. 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. We are, Caring for Our Community. It is our privilege to serve the community we live in and we will continually strive to improve our offerings to you.

We welcome your comments and suggestions about our services at any time and thank you for choosing Parkside Psychiatric Hospital & Clinic.



Debra Jones
Chief Executive Officer



From the Board of Directors:

Parkside’s Board of Directors is pleased to provide you with this Community Benefit Report and we thank you for taking time to review this information. This past year, Parkside invested more than \$628,886.00 in care for vulnerable members of our community who needed essential care and lacked resources to pay. Of course, we are proud of that figure, but more than that, we are proud of having had the opportunity to make tangible, positive differences in the lives of thousands of patients and neighbors. Parkside staff work tirelessly to help people to attain healthier, more productive and fulfilling lives as they work toward mental wellness.

Our organization has been a vital healthcare provider in the area for over a half-century and we see the best years yet to come. Parkside is looking to expand and insure that the future needs of our area are provided for. 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

Robert Farris
President, Board of Directors



Parkside Psychiatric Hospital & Clinic Board of Directors, 2016

- | | | | |
|------------------|------------------------|-----------|-----------------------------|
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Our Community Role

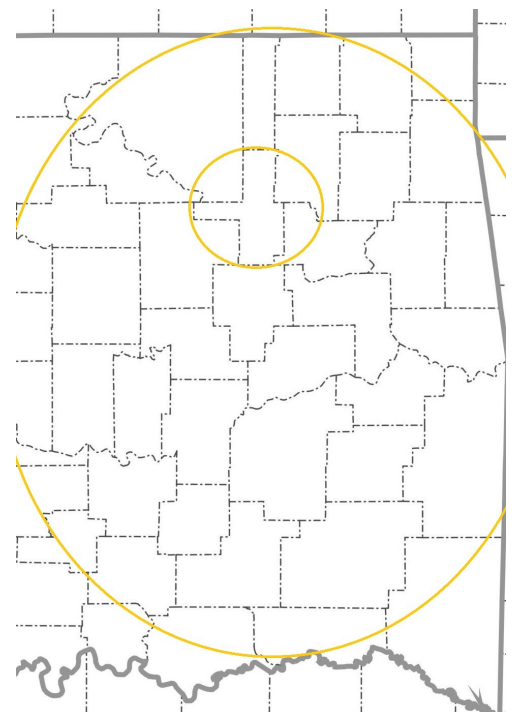
This report outlines some of the community benefit provided by Parkside Psychiatric Hospital & Clinic during 2016. Parkside makes a significant contribution to the community each year, both in provision of treatment services and through interaction with the community via outreach and work with other nonprofits. Each day, our associates give back to the community through the application of their skills, knowledge and training as they strive to meet community need and deliver exceptional care. Our staff call the Tulsa area home, and regularly seek opportunities to associate with other providers, community coalitions and professional organizations. We view these partnerships as essential to maintaining an awareness of community need and a means to facilitate access to care.

Community Affiliations and Partnerships

Parkside associates seeking to help other community organizations will at times do so by volunteering to serve on the boards of these organizations. In this role, Parkside staff can provide expert content, support and direction as community volunteers. In 2016, Parkside associates served on the boards of: National Alliance on Mental Illness (NAMI-Tulsa), the Tobacco Free Coalition of Tulsa County, CREOKS Behavioral Health Tulsa Advisory Board and the Sherwin Miller Museum of Jewish Art.

Parkside associates also routinely participate in community groups and coalitions designed to facilitate provider coordination, identify ways to serve the community and overcome access barriers in healthcare. This provider networking helps to extend vital resources to surrounding communities and areas lacking psychiatric inpatient services. During the course of 2016, Parkside routinely participated in the following community groups:

- Oklahoma Psychiatric Hospital Association
- Tulsa Regional Chamber of Commerce
- Tulsa Building Community Bridges Meeting
- Rogers County Community Coalition
- Partners for Ottawa County Meeting
- Creek County Community Providers Meeting
- Tulsa Inpatient Providers' Meeting
- Nowata Resource Council Meeting
- Mayes County HOPE Coalition
- Washington County Association for Mental Health
- Wrap-around Tulsa Referral Team
- Oologah Community Coalition
- Tulsa Children's Behavioral Health Team
- Okmulgee County Coalition
- Osage County Partnership meeting
- Okfuskee County Coalition
- Wagoner County Family Services Council
- Lincoln County Providers Meeting
- Indian Health Care Resource Center Advisory Team



Community Outreach

Parkside seeks to provide community education and outreach and joins or hosts events, health fairs, conferences and outreach activity whenever possible. The organization actively seeks to be involved in programs or activities that promote health and healing as a response to identified community needs, improve access to health care services, enhance the health of the community, advance medical or health knowledge, or support other community efforts.

Some 2016 opportunities included:

- Oklahoma Student Nurse Association Career Fair (Jan 2016)
- Oklahoma Counseling Association Mid-Winter Conference (Feb 2016)
- Phillips 66 Employees Health Fair (Feb 2016)
- Northeastern Oklahoma State University Health Fair (Feb 2016)
- 40th National Association of Social Worker's Conference (March 2016)
- Oklahoma School Psychologist's Conference (March 2016)
- Oklahoma Drug & Alcohol Professional Counselors Association Conference (April 2016)
- "Staying Healthy is a Family Affair" Mt. Zion Church Tulsa (April 2016)
- Oklahoma Suicide Prevention Conference (April 2016)
- Oklahoma Hospital Association Advocacy Day at the Capitol (April 2016)
- "Make it Your Business" Health & Wellness Conference (May 2016)
- Oklahoma Children's Behavioral Health Conference (May 2016)
- By Your Side 5K Run (May 2016)
- Okmulgee County Resource Fair (May 2016)
- Okmulgee County DHS "Back to Basics" Presentation (May 2016)
- Tulsa Mental Health Fashion Show (May 2016)
- Tulsa Family Safety Center presentation (June 2016)
- Trauma, Comorbid Disorders & Recovery: Road to Resilience - Meichenbaum (June 2016)
- Pet Therapy visit to New Haven Methodist Summer Day Camp (July 2016)
- OU Tulsa Health Fair (Aug 2016)
- Cox Tulsa "Back to School Expo" (Aug 2016)
- Connors State College Resource Fair (Aug 2016)
- Rogers County "Back to School Bash" (Aug 2016)
- 2016 Oklahoma Turning Point Conference (Aug 2016)
- Tulsa Housing Authority LaFortune Health Fair (Aug 2016)
- Washington County Suicide Prevention Summit (Sept 2016)
- Oklahoma Public Health Association Conference (Sept 2016)
- Zarrow Mental Health Symposium (Sept 2016)
- TCC Metro Campus Health & Wellness Fair (Sept 2016)
- TCC Southeast Campus Health & Wellness Fair (Sept 2016)
- TCC Northeast Campus Health & Wellness Fair (Oct 2016)
- TCC West Campus Health & Wellness Fair (Oct 2016)
- National Depression Screening Day Outreach (Oct 2016)
- Board and leadership support of World Homeless Action Day through Iron Gate (Oct 2016)
- Presentation to Sooner Health Access Network staff (Oct 2016)
- OU School of Community Medicine "Primary Care Learning" Conference (Oct 2016)
- 2016 Oklahoma Psychological Association Convention (Oct 2016)
- Empowering Oklahoma Women's Conference (Oct 2016)
- Presentation to Tulsa County Juvenile Bureau Staff (Nov 2016)
- 2016 Prevention and Recovery Conference (Nov 2016)
- Rogers State University Mental Wellness Day (Nov 2016)
- Legislative Breakfast with Children's Consortium of Tulsa (Dec 2016)

Education for the Professional Community

Parkside has long been a center for training and the organization offers regular continuing professional education opportunities which are attended by Licensed Counselors, Social Workers, Nurses, Pharmacists, Psychologists and other professionals. Trainings are open to the professional community at minimal cost. The actual expense of employee time for training and professional development exceeded \$41,700 last year. In 2016, community professional education offerings totaling 33 class hours included:

- **Borderline Personality Disorder: Diagnosis, Etiology and Treatment** - Dean Montgomery, Ph.D.
- **Calming the Waters: Helping Clients With Trauma Through Mindfulness & Self Regulation Techniques** - Missy Iski, LPC
- **Normal vs. Inappropriate Sexual Behavior and Responses** - Steve Grissom, Ph.D.
- **Detoxifications from Alcohol & Drugs - New Insights** - William Yarborough MD, FACP, FASAM
- **Why Do I Hurt Me? Perspectives on the Treatment of Self Injury** - Julie Dupell, Ph.D.
- **Trauma, Comorbid Disorders and Recovery: Road to Resilience** - Donald Meichenbaum, Ph.D.
- **Working with Difficult Clients** - Bart Trentham, Ph.D. and Paul Cooper, Ph.D.
- **Applications of Nonverbal Therapy** - Linda Darrah Reynolds, MA, ATR, LMFT
- **Remove the Desire; Remove the Addiction?** - Ann Taylor, Ph.D.
- **Ethical Decision Making in Everyday Practice** - Lisa Cromer, Ph.D. & Joanne Davis, Ph.D.
- **Antipsychotics: The Psychopharmacology Renaissance** - Andrew Hayes, PharmD

Training the Next Generation of Providers.

Parkside provides educational opportunities to the community, in cooperative agreements with area training programs and higher education. These opportunities include internships and clinical rotations, along with similar activities.

Internships – Parkside opened to interns from:

- Northeastern State University—Counseling Intern
- Oral Roberts University—Master’s level clinician Intern
- University of Oklahoma—Counseling / Human Relations Intern

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
- University of Tulsa
- University of Oklahoma
- Tulsa Community College

Numerous physicians have completed part or all of their residency training at Parkside. Currently, through an agreement with the University of Oklahoma, resident physicians complete child and adolescent rotations for psychiatry at Parkside. Physicians in the OU Child and Adolescent Psychiatry Fellowship program are also placed at Parkside. These physicians practice under the direction of Jana Bingman, MD, who is Board Certified in Psychiatry and Child and Adolescent Psychiatry.

Patient Assistance Programs

Parkside was founded in 1959 by Herman P. Taubman along with 34 other concerned community leaders who shared a vision for comprehensive mental health care delivered with excellence and compassion.

Committed to the founders' vision, Parkside delivers exceptional patient care as well as a number of other programs that further overall health and well being. Through Parkside's "By Your Side" program, patients in need can receive at no cost:

- **Food and Personal Care Items** for patients and their family members
- **Clothing** for patients and their family
- **Transportation Assistance** through bus tokens and taxi vouchers for those without other means of transportation to and from Parkside
- **Books** distributed to our patients to encourage reading and healthy leisure pursuits

The 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.

By Your Side, 2016 by the numbers:

- 1,666 Parkside clients served through the food pantry patient assistance program
- 4,121 family members of clients served
- 114 complete turkey dinner baskets provided a full meal to needy families during the holidays
- 415 new books distributed
- 31 cases of Ensure Dietary Supplement, along with adult and child vitamins as required.
- 86 packages of Adult Depends and other personal hygiene supplies.
- Countless school supplies, backpacks, baby care items, diapers, coats, hats and gloves
- Clothing: 1192 clothing vouchers at up to \$10 each for a total of \$11,920
- Transportation assistance to assure appointments and continued care totaling \$14,178



Direct Contributions to the Community 2016

Volunteer hours while on the organization's payroll, cash and in-kind contributions all represent direct community benefit. Some of the direct contributions in 2016 included:

- Furniture donation to Murrow Indian Children's Home
- Monetary donation to Street School
- Monetary donation to National Alliance for Mental Illness—Tulsa
- Donation of hygiene supplies to fulfill a needs request of Tulsa Women & Children's Center
- Donations to Emergency Infant Services Community Baby Shower
- Donations of socks and hygiene items for World Homeless Action Day
- Monetary donation to Meals on Wheels
- Donation of new crib sheets to fulfill a needs request of Tulsa Women & Children's Center



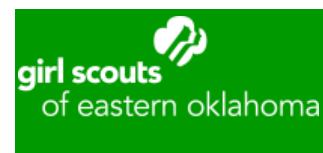
Community Partnerships

- Glad Wags Therapy Dogs
- Indian Nations Council—Boy Scouts of America
- Girl Scouts of Eastern Oklahoma
- Community Food Bank of Eastern Oklahoma
- University of Oklahoma School of Community Medicine
- Children's Medical Charities Association Thrift Avenue
- Tulsa Regional Chamber of Commerce



Indian Nations Council

BOY SCOUTS OF AMERICA, TULSA OKLAHOMA



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



The UNIVERSITY of OKLAHOMA - TULSA
SCHOOL of COMMUNITY MEDICINE

Charity Care, Subsidized Charity Care and Bad Debit

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 because 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 through difficult financial circumstances and assists patients by connecting them with the appropriate financial assistance or establishing payment plans. Not all bad debt is associated with low income patients, however, a large portion is attributable to low income persons and those who may qualify for financial assistance yet fail to apply. Bad debt is a portion of the hospitals' 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 2016, Parkside experienced:

• Charity Care	\$448,852.00
• Bad Debt	\$180,034.00
Total FREE care	\$628,886.00

=6.01% of Parkside Net 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.

Oklahoma 2012 state-wide average for hospital charity care is 2.7% (*Tulsa World*, 11/3/13)

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

Other ways Parkside benefits the community-

- Did you know Parkside has Girl Scouts, Boy Scouts and Cub Scouts on campus? Scout meetings and activities at Parkside support social development and teach citizenship and other important life skills. Youth can be transitioned to scouting units in their home communities after their treatment stay at Parkside.
- Parkside sends a team each year to work and support the Tulsa Area United Way “Day of Caring.” 5 participated in 2014.
- Parkside offers free flu shots in our outpatient clinic.
- Parkside gave away over 100 Thanksgiving turkeys along with all the side dishes to provide for needy outpatient families.
- Parkside’s outreach activities have included depression screenings, distribution of basic needs items to the homeless and suicide prevention activities.
- Parkside’s Controller volunteers as an Assistant Scoutmaster for Troop 20 at Boston Avenue United Methodist Church in Tulsa and also serves as a Volunteer Naturalist at Three Forks Nature Center in Sequoyah State Park.
- Parkside’s Director of Human Resources serves as Vice–Chair of the Board of Directors of the Sherwin Miller Museum and also is the Treasurer for the Tobacco Free Coalition of Tulsa County.
- Parkside’s Business Development Director serves on the Tulsa Advisory Board for CREOKS Behavioral Health.
- Parkside’s Board of Directors and staff serve the community in many other ways and the organization 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’s continuum of services includes:

- ⇒ Inpatient (acute) hospitalization
 - Adults, psychiatric and medical detox
 - Adolescents
- ⇒ Residential psychiatric treatment
 - Adolescents
 - Children
- ⇒ Outpatient treatment services
 - Chemical Dependency Intensive Outpatient Program
 - Group Therapy:
 - * Trauma Group
 - * Dual Diagnosis Group
 - * Thought Disorders Group
 - * Preparing for Adulthood Adolescent Group
 - * Positive Pathways Adult Group
 - * C.D. Aftercare Group
 - Individual Therapy
 - Family Therapy
 - Medication Management

Parkside Admissions 2016

Adult Inpatient Admissions	540
Adult Detox Admissions	139
Adolescent Acute Admissions	704
Adolescent Residential Admissions	274
Child Residential Admissions	171
Outpatient Admissions	1458