





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'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 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

Building For The Future

From the Chief Executive Officer

Most of mid-town Tulsa has already noticed the construction taking place at the corner of 13th Street and Trenton Avenue. Parkside has broken ground and is now well on the way toward providing a state-of-the-art psychiatric treatment facility for Tulsa's next 50 years. We are thrilled to witness the progress each day and take great comfort in the fact that Parkside is preparing for growing demand for inpatient psychiatric services and is positioning to meet foreseeable community need for many years. We are sincerely grateful for the support of the community and area foundations who have made this project possible. We are similarly thankful to have a role in the creation of good, skilled jobs for the many workers and technicians responsible for giving life to this remarkable project.

The new hospital, a \$38 million-dollar project, will bring 114,500 square feet of state-of-the-art psychiatric treatment capacity to Tulsa. Programming in the five-floor hospital will provide separate treatment areas for outpatient services, assessment & referral services, children's acute treatment, adolescent acute treatment, adult hospitalization and planned expansion for specialty substance use disorder treatment and detox services.

Once completed, Parkside will have 120 hospital beds and a planned 16 rehab beds available for inpatient treatment. With 80 new single occupancy rooms, Parkside will provide a modern treatment environment and eliminate capacity limitations based on patient gender. This will immediately eliminate barriers to access currently encountered by many families that lead them to hospitals out of the immediate area for treatment. The pre-existing hospital building will be repurposed for substance use treatment. These much-needed substance abuse rehab beds will improve access to care, address identified needs in the treatment continuum and positively impact the community.

This demonstrates progress for Parkside in our efforts to address needs identified in community assessments. All of this is Building for the Future of our community. Parkside's commitment to providing quality care and meeting community need spans more than five decades. This commitment to delivering exceptional care has grown from Parkside's fundamental mission — to provide outstanding mental health and support services. Parkside strives to serve the whole community, including our most vulnerable members. 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.

In 2017, Parkside provided \$974,013.00 in uncompensated care and contributed professional training, community outreach and direct assistance to others. That is substantial community benefit. We hope as you review this document, you will see the valuable role and the benefits Parkside provides to our community. 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 hope you will join us as we Build Now for the Future.

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:

On behalf of Parkside's Board of Directors, thank you for taking the time to read this Community Benefit Report and learn a bit more about Parkside as a community resource.

Parkside's Board of Directors is composed of community volunteers, representative of diverse interests and professions. The Board is entirely in agreement that Parkside's primary responsibility is to serve the public interest, to provide the highest quality care to all patients and to provide essential hospital services to those in need, regardless of ability to pay. We know that the staff at Parkside work untiringly toward that end. We have enjoyed joining Parkside's staff and a large group of the area's most generous private foundations and funders in seeing the initiation of construction for a new hospital and expanded services. This is a great time for Parkside, and a great time for our entire community as we see this construction Building for the Future.

In this past year, Parkside invested more than \$974,013.00 in treatment services 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 help our neighbors to regain mental wellness and return to more fulfilling and productive lives. This is only a portion of the benefit the organization provides. As you read this report, take note of the enrichment opportunities built into the treatment programs. Take note of the organization's efforts to connect with other not-for-profit organizations and community coalitions in surrounding counties. We are 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, 2017

President:	Robert S. Farris, J.D.	Director:	Angela Baker
Vice President:	Rosemary Harris	Director:	Pamela M. Goodwin
Treasurer:	Phillip Sutterfield	Director:	Phillip Sutterfield
Asst. Treasurer:	Ron Raynolds, J.D.	Director:	Kathy LaFortune, J.D., Ph.D.
Director:	Brett Lessley	Director:	Kenneth L. Duncan, AIA, MBA

Building for the Future

Parkside has embarked on an expansion to meet immediate facility and community needs. Too frequently, area residents encounter barriers when seeking psychiatric help. Beds are full, and transportation out of the area to an available bed is difficult or impossible. Parkside is working now to build a new hospital, with single occupancy rooms, that will provide a modern treatment environment and eliminate capacity limitations based on patient gender.

The new hospital, a \$38 million dollar project, will bring 114,500 square feet of state-of-the-art psychiatric treatment capacity to Tulsa. The five-floor hospital will provide separate treatment areas for outpatient services, assessment & referral services, children's acute treatment, adolescent acute treatment and adult hospitalization. Space is also included for planned expansion, possibly specialty substance use disorder treatment and detox services.

We believe an expanded Parkside will have an immediate and substantial impact on meeting mental health needs in northeast Oklahoma.



Patients will be served who otherwise would be referred out of the area. Already, the area is benefitting through substantial investment and job creation!



As Parkside builds a new hospital building, we are also working to build community awareness and relationships. We actively provide community education and outreach and join or host events, health fairs, conferences and outreach activity whenever possible. We are interested in the promotion of health and mental wellness while maintaining our awareness of community needs. We work to improve awareness of and access to health care services, enhance the health of the community, and support other community efforts.

Some 2017 opportunities included:

- Presentation to OKDHS Cherokee County Staff (January 2017)
- Oklahoma Counseling Association Mid-Winter Conference (February 2017)
- NEO A&M College Health and Wellness Fair (February 2017)
- One Voice Day at the Capitol (February 2017)
- Presentation to grade 6 to 12 students of Porter Consolidated Schools (February 2017)
- 10th annual Joining Forces Conference (March 2017)
- Presentation to Behavioral Health Staff of seven Health & Wellness FQHCs (March 2017)
- 41st annual National Association of Social Workers Oklahoma Conference (April 2017)
- 24th annual Oklahoma Child Abuse & Neglect Conference (April 2017)
- Oklahoma Hospital Association Advocacy Day at the Capital (April 2017)
- Oklahoma Suicide Prevention Conference (April 2017)
- By Your Side 5K Run (April 2017)
- 24th annual Children's Behavioral Health Conference (May 2017)
- Presentation to OK Office of Juvenile Affairs Osage County Staff (May 2017)
- Tulsa Mental Health Fashion Show and Talent Showcase (May 2017)
- Presentation to DaySprings Community Services of Oklahoma Staff (June 2017)
- Presentation to Youth Care of Oklahoma staff (June 2017)
- Mayes County Back to School (July 2017)
- Saint Francis Hospital 2nd annual Health Care Providers Resource Fair (July 2017)
- Presentation to Tulsa County Juvenile Bureau Staff (July 2017)
- Oklahoma Turning Point Council Conference (August 2017)
- Cox "Back to School" Expo (August 2017)
- OU School of Community Medicine Resource Fair (August 2017)
- Back to School Bash, Art Goad Elementary School in Chelsea (August 2017)
- Recognizing Ottawa County Educators and Teachers Meeting (August 2017)
- Rogers State University "Big Tent Day" (August 2017)
- Presentation to OKDHS Rogers County Staff (August 2017)
- Presentation to OKDHS Muskogee County Staff (August 2017)
- Foyil Community Block Party (September 2017)
- Tulsa Community College West Campus Health Fair (September 2017)
- 8th annual Rogers County Counselor & Principal Luncheon (September 2017)
- Oklahoma Specialty Courts Conference (September 2017)
- 2017 Zarrow Mental Health Symposium (October 2017)
- Tulsa Community College Metro Campus Health Fair (October 2017)
- Tulsa Community College Northeast Campus Health Fair (October 2017)
- Tulsa Community College Southeast Campus Health Fair (October 2017)
- Okla. Drug & Alcohol Professional Counselor's Association Fall Conference (October 2017)
- 2017 Creek Nation HOPE Conference (November 2017)
- Oklahoma Psychological Association Convention (November 2017)
- 2017 Oklahoma Prevention and Recovery Conference (November 2017)

Long a hub for training and professional 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 professional community at minimal cost. The actual expense of employee time for training and professional development exceeded \$37,700 last year. In 2017, community professional education offerings totaling 33 class hours included:

- **Addiction Treatment in the Age of Science, Healthcare Reform and Epidemics**
David R. Gastfriend, MD (6 CEUs) March 2017
- **Why People Die By Suicide**
Thomas Joiner, Ph.D. (6 CEUs) May 2017
- **Strengths-based Family Therapy**
Kenneth Moore, LCSW (3 CEUs) June 2017
- **Working with Transgender Individuals**
Laura Arrowsmith, DO & Taylor Burns, LCSW (4 CEUs) August 2017
- **Being Good While Doing Good: Ethical, Legal and Professional Behavioral Health Practice**
Bruce Hodson, Ph.D. (3CEUs) September 2017
- **Columbia Suicide Risk Severity Scale Screen in Clinical Practice**
Ken Moore, LCSW (1 CEU) November 2017
- **Strategies for Helping Children Heal**
Dr. Barbara Sorrels (2 CEUs) December 2017

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:

- Tulsa Community College — two Bachelors' level interns working in Assessment & Referral Department
- Tulsa Community College— two interns in Health Information Management
- University of Tulsa— Ph.D. intern working on the Adolescent Acute Unit
- University of Oklahoma—MSW intern working on the Adolescent Acute Unit
- University of Oklahoma School of Community Medicine— two Fellowship physicians were assigned the Adolescent Residential 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



Business office staff collected the most peanut butter in the annual employee drive to stock the shelves in recognition of Hunger Action Month



April's “By Your Side” 5K and Fun Run in Mohawk park contributed community fun and \$8,764 for food purchasing.



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 2017 by the numbers:

- 1,567 Parkside clients served through the food pantry patient assistance program
- 3,906 family members of clients served
- 116 complete turkey dinner baskets provided a full meal to needy client families during the holidays
- 378 new books distributed
- 40 cases of Ensure Dietary Supplement, along with adult and child vitamins as required.
- 96 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: 1,016 clothing vouchers at up to \$10 each for a total of \$10,160
- Transportation assistance to ensure appointments and continued care totaling \$14,320

Parkside staff and Board of Directors members prepare to hand out Thanksgiving Dinner turkeys and sides to ensure patients and their families a full holiday meal.



Volunteer hours while on the organization's payroll, cash and in-kind contributions all represent direct community benefit. Some of the direct contributions in 2017 included:

- A five employee work team for the Tulsa Area United Way Day of Caring
- Monetary donation to National Alliance for Mental Illness—Tulsa
- Depression screenings at three Tulsa Community College Health Fairs
- Donation of socks for the homeless to Iron Gate
- Monetary donation to Tulsa Advocates for Protection of Children's "Christmas for Kids" drive
- Copper Sponsor of the Zarrow Mental Health Symposium
- Monetary donation for sponsorship of the Murrow Indian Children's home annual Powwow
- Volunteer team of 10 for work at the Community Food Bank of Eastern Oklahoma
- Table Sponsor at the Community Food Bank of Eastern Oklahoma's "Empty Bowls" fundraising dinner
- Volunteer leadership and participation in the Tulsa Mental Health Fashion and Talent show.

*Iron Gate's Amanda Swope
accepts donations of socks and
toiletries from Parkside Board of
Directors and Leadership staff*



Community Partnerships

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

- 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 "The Market at Pearl" Thrift Shop
- Tulsa Regional Chamber of Commerce

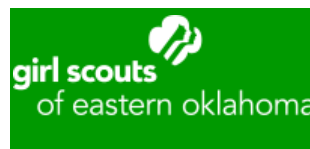


The UNIVERSITY of OKLAHOMA-TULSA
SCHOOL of COMMUNITY MEDICINE



**Indian Nations
Council**

BOY SCOUTS OF AMERICA, TULSA 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 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 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 2017, Parkside experienced:

• Charity Care	\$533,777.00
• Bad Debt	\$440,236.00
Total FREE care	\$974,013.00 this represents 8.8% of 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.

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's "Day of Caring." Five participated in 2017.
- Parkside offers free flu shots in our outpatient clinic.
- Parkside gave away 116 Thanksgiving turkeys along with all the side dishes to provide for needy outpatient families.
- Parkside's Director of Outpatient Services served on the NAMI—Tulsa Board in 2017
- 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 the 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, serves on the Platt College Nursing Program Advisory Council and also is the Treasurer for the Tobacco Free Coalition of Tulsa County. In yet another community contribution, he does mock job interviews for participants of programs at Goodwill.
- 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. 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 2017

Adult Inpatient Admissions	566
Adult Detox Admissions	185
Adolescent Acute Admissions	713
Adolescent Residential Admissions	271
Child Residential Admissions	173
Outpatient Admissions	860

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
 - * Preparing for Adulthood Adolescent Group
 - * Positive Pathways Adult Group
 - * Chemical Dependency Aftercare Group
 - Individual Therapy
 - Family Therapy
 - Medication Management