

Parkside

Psychiatric Hospital & Clinic



2015 Community Benefit Report

This annual report provides a summary of some of the benefit to the community provided by Parkside Psychiatric Hospital & Clinic. Last year, Parkside contributed more than \$629,000 in uncompensated health-related services and care to our community friends in need. Parkside continued to provide support to patients in the form of food, clothing and other basic needs. Much of the support given our patients was made possible through generous donations to Parkside by people like you. We appreciate your support. We are honored to provide high-quality, compassionate care to those we serve. Thank you for entrusting us with the care of you and your families. We hope you will review this brief report and gain a more complete understanding of Parkside and our role in the community.



Parkside Psychiatric Hospital & Clinic

ABOUT US

Parkside is a private, not-for-profit psychiatric hospital and clinic founded with a focus on providing community-based psychiatric services to those dealing with mental health or substance use treatment needs who reside in Oklahoma. Parkside employees are a caring, dedicated team of experienced health care professionals focused on Parkside's mission. 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 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
- > Innovation
- > Customer Service
- > Respect and Dignity
- > Leadership
- > Patient Centered

From the Chief Executive Officer

Parkside's mission is to provide outstanding mental health and support services and help to improve quality of life through high-quality, compassionate care provided to all who need it. We are pleased to present our 2015 Community Benefit Report, which outlines some of the direct contributions to our community along with our programs and services that further our mission and benefit our patients and community.

We're proud that in 2015 we were able to provide \$629,324 in charity and uncompensated care and contribute professional training to area healthcare professionals, nursing students and resident physicians. We are proud of the direct assistance provided to patients and support we show for other charitable organizations. As a community not-for-profit 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. I hope as you review this report, you will understand the substantial and positive impact Parkside has in our community.

Parkside is working now to provide a state-of-the-art psychiatric treatment facility for Tulsa's next half-century or more. This organization originated with the support of the community to address 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 not-for-profit 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. 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 has a greater than fifty-year history of programs that support and give back to the community. Our commitment to community benefit is more than a strategic priority: it is simply who we are at Parkside. We are sensitive to the fact that there are disparities in health among different groups of people, both locally and throughout our country. Right here in our community, many people, often children, go without care. They face the prospect of a less healthy future because they cannot get the services and support they need. To the extent that the hospital can use some of its resources to address this need in our community, we go beyond fulfillment of our mission and provide community benefit. We have a continuing commitment to ensure that everyone has access to the same, high-quality care. In 2015, Parkside invested more than \$629,000 in community benefit related to patient care. Of course, we are proud of that figure, but more than that, we are proud of having had the opportunity to contribute to the quality of life of our neighbors, friends and family.

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, 2015

President:	Robert S. Farris, J.D.	Director:	Kenneth L. Duncan, AIA, MBA
Vice President:	Rosemary Harris	Director:	Pamela M. Goodwin
Treasurer:	Sharon Gould	Director:	Phillip Sutterfield
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Director:	Leta Bell, LPC		

Our Community Role

Parkside is a leader in behavioral health care and substance abuse treatment. 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 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 2015, Parkside staff served on the boards of: Tulsa Advocates for Protection of Children, the Oklahoma Psychiatric Hospital Association, 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. During the course of 2015, Parkside routinely participated in the following community groups:

- Oklahoma Psychiatric Hospital Association
- Tulsa Building Community Bridges Meeting
- Creek Co./Sapulpa Area Providers' Meeting
- Rogers County Community Coalition
- Partners for Ottawa County Meeting
- Skiatook Area Community Providers Meeting
- Tulsa Inpatient Providers' Meeting
- Addiction and Mental Health Resources of Oklahoma Meeting
- Nowata Resource Council Meeting
- Mayes County HOPE Coalition
- Washington County Association for Mental Health
- Wrap-around Tulsa Referral Team
- Tulsa Regional Chamber of Commerce



Parkside pet therapy rabbit, Henry, took a perch atop the Golden Driller's boot in his 2015 visit to the Tulsa State Fair.

Community Outreach

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

Some 2015 opportunities included:

- Tulsa Housing Authority Outreach event at Pioneer Plaza (Feb 2015)
- Oklahoma Counseling Association Conference (Feb 2015)
- DHS Partnership Conference (Mar 2015)
- Oklahoma Statewide Children's Conference (April 2015)
- National Association of Social Worker's Conference (April 2015)
- Creek County/Sapulpa Resource Fair (April 2015)
- 9th Annual "Make it Your Business" Conference (May 2015)
- National Hospital Week outreach at Latimer County General Hospital (May 2015)
- ODMHSAS "Action Forum" (June 2015)
- Oklahoma Suicide Prevention Conference (June 2015)
- Tulsa Back to School Expo at Expo Square (July 2015)
- Tulsa Housing Authority Outreach Murdock Villa (July 2015)
- Tulsa Housing Authority Outreach Hewgley Terrace (Aug 2015)
- Rogers County "Back to School Bash" (Aug 2015)
- Ottawa County Community Partnership Back to School Bash (Aug 2015)
- Zarrow Mental Health Symposium (Sept 2015)
- Tulsa Housing Authority Outreach LaFortune Tower (Sept 2015)
- Community Service Council "Community Baby Shower" (Sept 2015)
- Oklahoma "Kids Count" Conference (Sept 2015)
- Oklahoma Dept of Health Turning Point Conference (Sept 2015)
- Tulsa Community College Health Fair S.E. Campus (Oct 2015)
- Tulsa Community College Health Fair West Campus (Oct 2015)
- National Depression Screening Day at three locations (Oct 2015)
- World Homeless Action Day benefitting the Tulsa Day Center (Oct 2015)
- "Taste of North Tulsa" (Nov 2015)
- Oklahoma Psychological Association annual convention (Nov 2015)
- Oklahoma Hospital Association Convention (Nov 2015)



Education for the Professional Community

Countless 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. These resident physicians work daily on the Adolescent Inpatient Unit under the direction of Jana Bingman, MD. In 2015, Resident Physicians were also joined in their rounds at Parkside by physicians enrolled in OU's new Child Psychiatry Fellowship program.

Professional Education doesn't stop there. Parkside offers regular continuing professional education opportunities attended by Licensed Counselors, Social Workers, Nurses, Pharmacists, Psychologists and other professionals. The actual expense of employee time for training and professional development exceeded \$51,000 last year. In 2015, community professional education offerings included:

- **Shame Free Therapy**—Linda Darrah Reynolds, MA, LMFT, ATR
- **12 Core Functions of Chemical Dependency Treatment Skills** – Judith Adams, Ph.D.
- **How to Choose a Partner, Typical Conflicts in Relationships and Why They Occur** – Ann Taylor, Ph.D.
- **Disordered Gambling and Co-Occurring Disorders**—Wiley Harwell, D.Min., LPC, NCGC-II
- **Influence of Temperament and Attachment Issues in Residential Settings** – Stephen Grissom, Ph.D.
- **Medication Assisted Treatments, and the Collaboration with Mental Health Professionals**— William Yarborough, MD
- **Still Trying to Do Good Right: Ethical, Legal and Professional Practice in Behavioral Health**—Bruce Hodson, Ph.D.



Parkside Psychiatric Hospital and Clinic will host **Donald Meichenbaum, Ph.D.** on June 3, 2016 for professional education centered on treatment of trauma and building resilience. The event will take place at the OU-Tulsa Schusterman Center Perkins auditorium, and is now open for registration to attend. Dr. Meichenbaum's seminar titled, **Trauma, Comorbid Disorders and Recovery: Road to Resilience**, will provide six hours of education.

Dr. Meichenbaum is a Distinguished Visiting professor in the School of Education of the University of Miami, and is one of the founders of Cognitive Behavioral Therapy. As reported in the *American Psychologist*, Dr. Meichenbaum was voted "one of the 10 most influential psychotherapists of the 20th century", and he has received a Lifetime Achievement Award from the American Psychological Association.

Parkside regularly offers continuing education opportunities, with registration open to professionals from other providers and the public. Registration for this and other continuing education offerings are posted at: www.parksideinc.org/resources/newscurrentevents



Parkside has set aside space named Joy to collect and sell (at greatly discounted prices), new or gently used clothing items and basic needs items to our patients. Due to space and storage limitations we cannot accept: out of season clothes, furniture, and large appliances. We do welcome your donations of seasonal clothing, purses, shoes, kitchen utensils, sheets, bedspreads, decorative items, small electronics and knick knacks. All proceeds from Joy are used to purchase food for the Mike Mullis Food Pantry at Parkside.

To donate, call us at 918.588.8807 or e-mail joy@parksideinc.org

I slept and dreamt that life was joy
I awoke and saw it was service
I acted and behold, service was joy.
~ Rabindranath Tagore



WHD 2015

The purpose of World Homeless Day is to draw attention to homeless peoples' needs locally and provide opportunities for the community to get involved in responding to homelessness, while taking advantage of the stage that an 'international day' provides. Parkside has, for the past several years, contributed various relief items to homeless and impoverished Tulsans. In 2015, Parkside observed WHD with a collection of new socks to contribute to Iron Gate at Trinity annual sock drive and also collected several boxes of socks and hygiene supplies to re-stock the Tulsa Day Center for the homeless.



Training for the Future

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
- Oklahoma State University—Therapeutic Recreation Interns
- University of Tulsa — Clinical Psychology Interns
- Tulsa Community College—Health Information Technology Intern
- University of Oklahoma—Master of Human Relations Interns
- Oral Roberts University—Public Relations and marketing intern



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
 - * C.D. Aftercare Group
 - Individual Therapy
 - Family Therapy
 - Medication Management

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

Pharmacy students from the OU School of Community Medicine also completed clinical rotations at Parkside.

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:

- **Medications** for those without insurance benefits or other resources to cover costs
- **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

By Your Side, by the numbers:

- Medications: Medications assistance: 49 patients—Wholesale Value of medications dispensed \$35,602
- Food Pantry assistance: 1,783 patients and 4,278 family members served in 2015. \$35,213 in purchased foods distributed, hundreds of pounds of donated food was distributed.
- Clothing assistance: 240 patients redeemed 775 vouchers at up to \$10 each for a total of \$7,680
- Transportation assistance: Transportation to assure appointments and continued care totaling \$15,914



Want to help?

Parkside's "By Your Side" patient assistance programs are funded in part through contributions.

Donations are tax deductible and donations of gently used clothing and household items are accepted daily for the Joy store. Each spring, we host a fundraising 5K and Fun-run. You can help by sponsoring or participating in our run. You can also participate in our annual peanut butter drive, 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.

Charity Care, Subsidized Charity Care and Bad Debit

Parkside accepts Medicare, Medicaid and most private insurances. Claims are prepared 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. Some fees for services are not collected because the insurance carrier will not authorize the treatment. Parkside also writes off, as bad debt, unpaid and uncollectable balances. A significant contribution is made to the community in the form of inpatient services. In 2015, Parkside experienced:

- Charity Care \$470,351
- Bad Debt \$158,973
- Total FREE care \$629,324**

=6.1% of Parkside Net Revenue

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

Past 5 years
Community Benefit in
uncompensated care
\$2,937,086.

Parkside makes a meaningful and significant investment in the healthcare of the underserved or uninsured. 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. A financial assistance policy is publicly available.

Parkside recognizes that the need for charity care may be a sensitive and deeply personal issue for recipients. Maintenance of confidentiality of information and preservation of individual dignity is a priority for all who seek charitable services.

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.



Community Partnerships

Parkside partners with other area nonprofits to better provide for our patients and the whole community.

- 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



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

Other ways Parkside benefits the community-

Did you know Parkside has both Girl 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's Girl Scouts sold \$460 in cookies and the money raised was given back to the council to fund scholarships to summer camp.

Patient's on the Child and Adolescent Residential Treatment Units took the "Purple Pledge" in June to raise awareness for Alzheimer's and Brain Awareness Month, also making art projects that were donated to the Alzheimer's Association of Tulsa.

Parkside sends an employee team each year to work and support the Tulsa Area United Way "Day of Caring."

Parkside was a sponsor organization for the Zarrow Mental Health Symposium at \$1,600.

Parkside supported the Mental Health Association's annual fundraiser, Carnivale, \$2,000.

Parkside gave away 100 Thanksgiving turkeys along with all the side dishes to provide for needy outpatient families.

Parkside provided free QPR, Suicide Prevention Training to staff at McKinley Elementary School.

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.

Parkside's Director of Health Information Management serves as a volunteer Scout Leader with Asbury United Methodist's Pack 10 and Troop 10.

Both Parkside's Chief Financial Officer and Director of Business Development served on the Board of Directors for Tulsa Advocates for the Protection of Children, a 501 (c)(3) serving state custody children in Tulsa county.

Parkside's Director of Human Resources serves as Vice-Chair of the Board of Directors of the Sherwin Miller Museum.

Parkside maintains membership in the Forest Orchard Neighborhood Association.

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.



We welcome your questions, comments or suggestions on how Parkside can better benefit the community. Please contact:

Parkside Psychiatric Hospital & Clinic, Attn: Business Development
1620 E. 12th St., Tulsa OK 74120