



Parkside Psychiatric Hospital & Clinic Community Benefits Report – 2013



Parkside Psychiatric Hospital & Clinic
www.parksideinc.org 1/24/2014



Parkside's mission:
*to provide outstanding mental health
and support services.*



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 the mentally ill who reside in Oklahoma. 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

From the Chief Executive Officer

For over 50 years, Parkside has been by your side, providing health and hope to families from all over eastern Oklahoma. Our greatest impact is on those in the Tulsa area, the same community we live in. To underscore our commitment to the community, we have prepared this overview of our activities, services and special initiatives that benefit our community and we thank you for taking the time to review our work.

The vision of Parkside Psychiatric Hospital & Clinic is clear and simple; Parkside will be the psychiatric care provider of choice for patients and professionals. We utilize our mission of providing exceptional mental health and support services to advance our vision. Every day, as we see our patients make gains in their health and recovery, we know the true benefits of our work. We also know those benefits extend well beyond our hospital walls. As you review this report, we hope you will agree that Parkside contributes to our community in many ways. You will see that we are working to provide essential care, even when there is no ability to pay. You will see that we work to facilitate family involvement in treatment; that we work to prevent suicide; that we work to ease access and provide free screening tools; that we support the greater community in volunteer outreach and that Parkside makes substantial contributions to our community.

We hope you will also agree, your investment in Parkside as a not for profit organization has a high return on investment. Parkside is looking to the future and planning now to provide the state of art psychiatric treatment facility for Tulsa's next 50 years, and we will look to the community for support. At Parkside, our 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 Moore
Chief Executive Officer



From the Board of Directors:

What is community benefit? Community benefits are programs, activities or tangible investments made to promote health and healing and to meet community needs. Parkside is committed to the improvement of our community, just as the work done in the hospital and clinic each day is directed toward improving the quality of life of our patients. Parkside has been a long standing fixture in Oklahoma's mental health treatment community and we are focused on the future. We are investing in technology, services and people, all with the goal of improved quality and service. As we look ahead to the challenges in mental health care, our commitment is only further strengthened, and we will go above and beyond to serve our community.

As a Tulsa not for profit organization, we take seriously our responsibility to invest our resources and energies into meeting the needs of our community, and to ensure that everyone, regardless of ability to pay, receives essential services. This community benefit report is our annual progress report. It is one of several ways we let you know what we are doing and how we are getting it done. You will see how services, partnerships and outreach help to improve community awareness and access. You will get a glimpse of how we touch and improve lives in our community. Parkside is an important piece of the health care makeup of Tulsa. We know that healthcare is an industry in flux, but Parkside is here, just as in past decades, your committed partner and a resource for your mental health and substance abuse treatment needs, anytime day or night. 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, 2013

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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 2013, Parkside staff served on the boards of: Tulsa Advocates for Protection of Children, 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 2013, Parkside routinely participated in the following community groups:

- Oklahoma Psychiatric Hospital Association
- Tulsa Building Community Bridges Meeting
- Sapulpa Area Providers Meeting
- Rogers County Community Coalition
- Partners for Ottawa County Meeting
- Skiatook Area Community Providers Meeting
- Tulsa Inpatient Providers Meeting
- Northeast Oklahoma Providers Meeting
- Nowata Resource Council Meeting
- Mayes County HOPE Coalition
- Washington County Association for Mental Health



Tulsa is a northeast Oklahoma hub for healthcare

Parkside seeks to provide community education and outreach and joins or hosts health fairs and outreach events.

- Community Outreach at Tulsa Housing Authority, Murdock Villa (June 2013)
- Tulsa's Day of Health, Community Fair at Promenade Mall (June 2013)
- Assembly Church Broken Arrow Health Fair (June 2013)
- Golden Rule Charities North Tulsa Health Fair (August 2013)
- Community Outreach and "Brown Bag" Medication Evaluation at Yale Apartments (September 2013)
- Community Outreach and "Brown Bag" Medication Evaluation at Altamont Apartments (September 2013)
- Tulsa Community College Disability Health Fair (October 2013)
- Tulsa Community College – National Depression Screening Day (October 2013)
- Tulsa Community College Health Fair – Southeast Campus (October 2013)
- Tulsa Community College Health Fair – Northeast Campus (October 2013)
- Tulsa Community College Health Fair – Metro Campus (October 2013)
- Mental Health Association Metro Apartment Program Health Fair (October 2013)

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.

Jana Bingman, MD

Professional Education doesn't stop there. Parkside offers regular continuing professional education opportunities, which are attended by Licensed Counselors, Social Workers, Nurses, Pharmacists, Psychologists and other professionals. In 2013, community professional education offerings totaling 24 class hours included:

- New Neuroscience of Behavior and Learning (March 2013, Robert J. Hudson, MD, FAAP)
- Helping Parents with Violent and Aggressive Children and Teens (April 2013, Dale R. Doty, MSW, PhD)
- Medical Management of Addiction (Michael Basso, PhD)
- Neuropsychological Deficits in Major Depressive Disorder: Implications for Treatment (May 2013, William Yarborough, MD, FACP)
- Future Treatments for Mental Illness and Addiction (June 2013, Scott Grantham, MD)
- The Art of Attitude – The Practice of Positivity (June 2013, Linda Reynolds, MA, ATR, LMFT)
- An Introduction to DSM-5 (August 2013, Shannon Hillier, MA, LPC)
- Transactional Analysis Is Still Alive (September 2013, Dale Doty, PhD)
- Self-Mutilation and Addictions (October 2013, Colin Ross, MD and Melissa Engle, MS, LPC, ATR)
- Boundary Issues in Counseling and Psychotherapy (November 2013, Al Carlozzi, EdD, LMFT, Licensed Psychologist)

Parkside Medical Director, Adolescent Acute Treatment Unit and Assistant Professor, Department of Psychiatry, University of Oklahoma School of Community Medicine



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. All proceeds from our Joy program benefit the "By Your Side" program that provides food, clothing, medication and transportation assistance to needy Parkside patients and their families. Due to space and storage limitations, we cannot accept: out of season clothes, furniture, and large appliances. We 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**

Inspiring the next Cohort of Professionals

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:

- University of Oklahoma College of Medicine – Pharmacy Interns
- Southern Nazarene University—Counseling Intern
- Northeastern State University—Counseling Intern
- University of Tulsa—Ph.D. Counseling Intern
- Oklahoma State University—Therapeutic Recreation Interns
- Tulsa Young Professionals – Board of Directors 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:

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

Parkside utilizes several innovative treatment modalities to compliment traditional therapies for our patients.



Support Groups

During 2013, Parkside hosted support groups, on site, to benefit both our patients and the recovering community. Groups meeting at Parkside included:

- Alcoholics Anonymous
- Dual Recovery Anonymous

Patient Assistance Programs

Parkside was founded in 1959 by Herman P. Taubman and other concerned community leaders with 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: 26 patients Wholesale Value of medications dispensed \$71,135

Food Pantry: 2,018 patients and 5,016 family members served in 2013

Clothing: 338 patients redeemed 1052 vouchers at up to \$10 each for a total of \$10,254

Transportation: Transportation to assure appointments and continued care totaling \$18,595

Want to help?

Parkside's "By Your Side" patient assistance programs are funded in part through contributions. Each spring, we host a fundraising 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.



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 2013, Parkside experienced:

- Charity Care \$262,257.00
- Bad Debt \$356,180.00

=5.2% of Parkside Net Revenue

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

Contributions to the Community

- Community Food Bank of Eastern Oklahoma “Feeding Oklahoma” Drive \$1000
- Tulsa Advocates for Protection of Children “Dancing for Little Stars” \$250
- Mental Health Association—Zarrow Mental Health Symposium Sponsor \$1000
- Mental Health Association—Carnivale Fundraiser \$2000

Parkside benefits the community-

Did you know Parkside has both Girl Scouts and Cub Scouts on campus?

The Girl Scouts have worked at picking up trash in Benedict Park and participate in annual cookie sales to support Girl Scouts area wide.

Parkside sends a team each year to work and support the Tulsa Area United Way “Day of Caring.”

Parkside staff and patients from the adolescent residential treatment unit routinely visit nursing home patients and make holiday greeting cards for nursing home patients.

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 provides free QPR, Suicide Prevention Training to interested groups.

Parkside's outreach activities have included depression screenings, blood pressure checks and suicide prevention activities.

Parkside's Pharmacy Director, Martha Stalcup, D.Ph., has conducted pharmacy “brown bag” medication reviews and consultation services on several occasions, including at two different MHAT housing locations in 2013.

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
- Emergency Infant Services, who help with emergency infant supplies distributed through Parkside's food pantry

Parkside Admissions 2013

Adult Inpatient Admissions	608
Adult Detox Admissions	135
Adolescent Acute Admissions	574
Adolescent Residential Admissions	402
Child Acute Admissions	142