

Parkside Psychiatric Hospital & Clinic Community Benefits Report – 2014

www.parksideinc.org



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

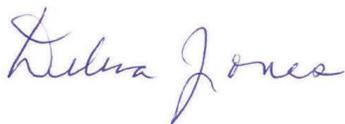
The mission of Parkside is to provide outstanding mental health and support services and help to improve quality of life through high-quality, compassionate care provided to all who need it. We are pleased to present our 2014 Community Benefit Report, which reports some of the direct contributions to our community and outlines some of the programs and services that enable us to achieve our mission and improve the health of our community.

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. As you review this report, 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 and that our impact extends well beyond our hospital walls.

Our team of passionate and dedicated health care professionals, along with many partners throughout the region, helped us contribute significantly to the health and well-being of our community.

We're proud that in 2014 we were able to provide \$304,113 in charity care and contribute professional training, suicide prevention training 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 art psychiatric treatment facility for Tulsa's next 50 years. 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:

Community benefit. More than just the title of this report, those two words embody Parkside’s more than 50 year tradition 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. In the pages that follow you will glimpse the role and benefit of Parkside in our community. You will see that even with the advent of the Affordable Care Act, many remain uninsured, without adequate funds to keep themselves and their family healthy and that Parkside provides an essential safety-net, fulfilling vital service needs.

Contributing to the health and wellbeing of our neighbors isn’t just something we do; it’s who we are. This year, Parkside invested more than \$593,135 in community benefit activities 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 make tangible, positive differences in the lives of thousands of patients and neighbors. Our work to advance health and wellness in the community, provide opportunities for learning and provide essential services regardless of reimbursement are interwoven in the daily operations of Parkside and have been since the community joined to fund and create this organization in 1959.

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, 2014

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|------------------|---------------------------|-----------|-----------------------------|
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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 2014, 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 2014, 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
- Wrap-around Tulsa Referral Team
- Cherokee Co. Systems of Care meeting

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, improve access to health care services, enhance the health of the community, advance medical or health knowledge, or support other community efforts.

Some 2014 opportunities included:

- QPR Suicide Prevention Training— Coweta Schools (Feb 2014)
- Oklahoma Counselor’s Association Conference (Feb 2014)
- National Association of Social Workers Oklahoma Conference (Mar 2014)
- QPR Suicide Prevention Training—Berryhill Schools (Mar 2014)
- Little Lighthouse Parents Resource Fair (Apr 2014)
- Union Schools Health Fair (Apr 2014)
- Restoring Harmony Powwow (May 2014)
- Oklahoma Suicide Prevention Conference (May 2014)
- Roger’s County Wellness Day (May 2014)
- Catholic Charities World Refugee Day Outreach (June 2014)
- 21st Annual Children’s Behavioral Health Conference (June 2014)
- Buried Treasures Hoarding Conference (Aug 2014)
- Turning Point Conference (Sept 2014)
- Zarrow Mental Health Symposium (Sept 2014)
- Oklahoma Specialty Courts Conference
- Oklahoma Association of Marriage and Family Therapists Conference (Sept 2014)
- DHS Residential Licensing Child Placing Agencies Conference
- Golden Rule Charities North Tulsa Health Fair
- Tulsa Community College Resource Fair
- Tulsa Community College Health Fair – Southeast Campus (Sept 2014)
- Tulsa Community College Health Fair – Northeast Campus (Oct 2014)
- Tulsa Community College Health Fair – Metro Campus (Oct 2014)
- National Depression Screening Day Outreach—TCC Metro campus (Oct 2014)
- National Depression Screening Day Outreach—TCC Northeast campus (Oct 2014)
- World Homeless Action Day, Downtown Tulsa (Oct 2014)
- “Taste of North Tulsa” (Oct 2014)
- Mental Health Association Metro Apartment Program Health Fair (Oct 2014)
- QPR Suicide Prevention Training—TCC Northeast campus (Nov 2014)
- Prevention and Recovery Conference (Nov 2014)
- Oklahoma Psychological Association State Conference (Nov 2014)



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

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



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. Parkside provided, at no cost, one session of DSM-5 training to 50 counselors and psychologists from Tulsa Public Schools as well as a second training focused on psychiatric medications used in children and adolescents. The actual expense of employee time for training and professional development exceeded \$67,785 last year. In 2014, community professional education offerings totaling 24 class hours included:

- EMDR and Addiction, Ann Taylor Ph.D.
- Bridging the Gap Between Domestic, Natural Disaster & Military Trauma: Identification and Treatment of PTSD, Judith Adams, Ph.D.
- The Digital Therapist – Evolution and Behavioral Health Ethics, Bruce Hodson, Ph.D.
- Including Mind and Body in Treating Emotional Trauma, Mary Nurrie Stearns, LCSW
- Posttraumatic Response – From Trauma to Resilience, Bart Trentham, Ph.D.
- Emotional Intelligence, Carol Dillard, Ph.D.
- Intro to DSM 5, Shannon Hillier, LPC & Jana Bingman, MD
- Motivational Interviewing and Readiness to Change Model, Judith Adams, Ph.D.
- These Are a Few of My Favorite Things (specific interventions), Carol Dillard, Ph.D.
- Breaking Up is Hard to Do (separation and relationships), Linda Reynolds, LMFT
- Cognitive Behavioral Treatment, Lisa Cromer , Ph.D. & Joanne Davis, Ph.D.



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 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:

- Northeastern State University—Counseling Intern
- Oklahoma State University—Therapeutic Recreation Interns
- Southern Nazarene University—Counseling Intern
- Tulsa Community College—Health Information Technology Interns
- Tulsa Community College—Transcription Intern
- Tulsa Young Professionals – Board of Directors Intern
- University of Oklahoma— Pharmacy 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



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

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: 49 patients—Wholesale Value of medications dispensed \$63,568

Food Pantry: 1,864 patients and 4,475 family members served in 2014

Clothing: 281 patients redeemed 907 vouchers at up to \$10 each for a total of \$8,892

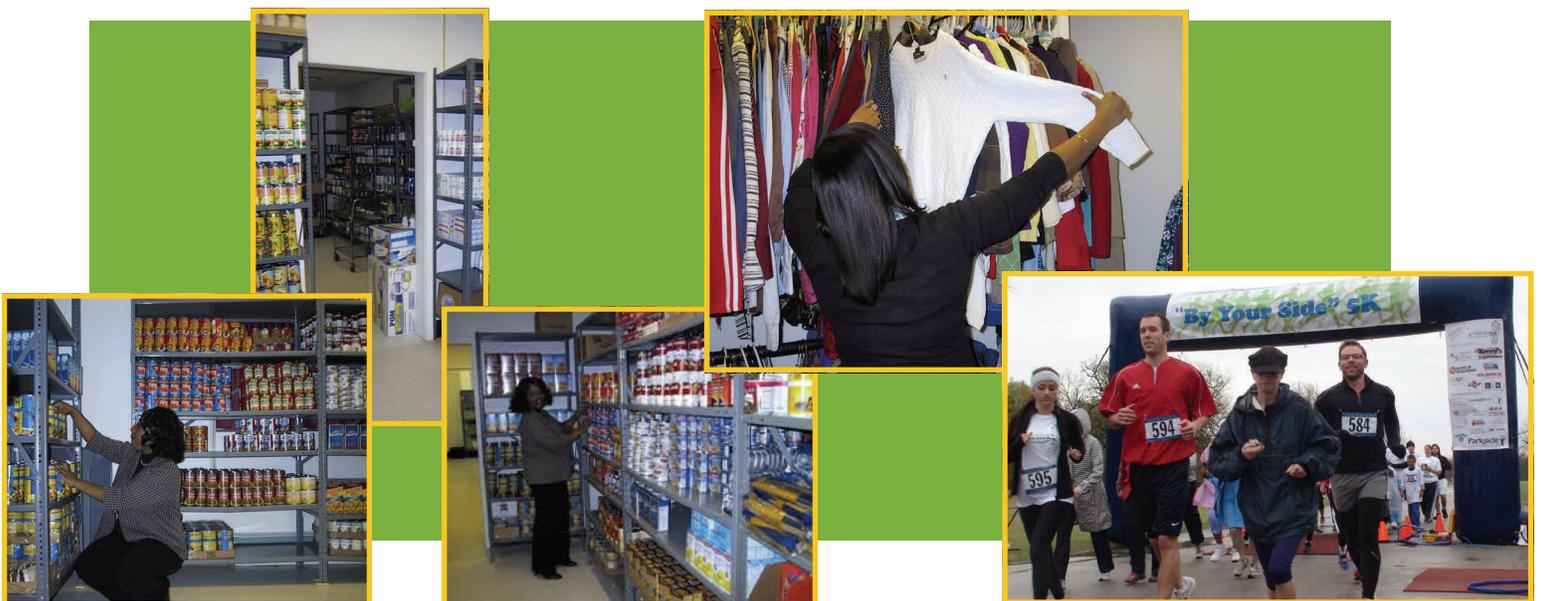
Transportation: Transportation to assure appointments and continued care totaling \$18,356

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, 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	\$304,113.00	
• Bad Debt	\$289,022.00	
Total FREE care	\$593,135.00	=5.7% of Parkside Net Revenue

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

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 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.

Parkside Admissions 2014

Adult Inpatient Admissions	603
Adult Detox Admissions	103
Adolescent Acute Admissions	723
Adolescent Residential Admissions	240
Child Residential Admissions	181
Outpatient Admissions	4,739

Direct Contributions to the Community 2014

- Mental Health Association—Carnivale Fundraiser \$2000
- Mental Health Association—Zarrow Mental Health Symposium Sponsor \$1000
- OU School of Social Work Scholarship fund \$700
- Glad Wags Therapy Dogs \$500
- National Alliance on Mental Illness (NAMI Tulsa) \$300
- Tulsa Advocates for Protection of Children \$200
- Jenks Veterinary Hospital - care for injured dog, “Pretty” \$50
- Parkside made building fixtures and materials donations to Habitat for Humanity

Parkside was pleased in August 2014, to send a cash contribution to help cover the costs of care for Pretty. Pretty was in need of extensive veterinary care after being seriously abused. We value our pet therapy pets here at Parkside and we value the special relationship between pets and their people.

Amore Pit Bull Rescue has maintained Pretty in a foster home, and she is fully rehabilitated. Sadly, Pretty is still awaiting adoption even now, over six months later.

You can help, or find more information at www.amorepitbullrescue.com



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



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



Other ways Parkside benefits the community-

Dual Recovery Anonymous and Alcoholics Anonymous both conducted meetings at Parkside, which both served to support the needs of group participants and helped to introduce Parkside patients to resources available in their home communities.

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 sends a team each year to work and support the Tulsa Area United Way “Day of Caring.” 5 participated in 2014.

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

Parkside offers free flu shots in our outpatient clinic.

Parkside gave away 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, distribution of basic needs items to the homeless and suicide prevention activities.

Parkside’s Pharmacy Director, Martha Stalcup, D.Ph., has conducted free training for Tulsa Public Schools and Union Public Schools personnel, sharing professional expertise with counselors, psychologists and staff working with children who are often prescribed psychotropic medications during the school day. Parkside’s Director of Inpatient Services provided training to Tulsa Public Schools counselors and school psychologists on the new DSM-5 diagnostic manual.

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.

Parkside’s staff volunteered for the United Way “Day of Caring” and also volunteered at the Community Food Bank of Eastern Oklahoma during 2014.

Parkside’s Fundraising Director volunteered to serve Christmas dinner at the Day Center for the Homeless.

A team of employee associates volunteered in June to package food at the Community Food Bank of Eastern Oklahoma.

Both Parkside’s Chief Financial Officer and Director of Business Development serve 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.