



New hospital opening in 2019

- 114,500 square feet
- 24/7/365 Psychiatric Emergency Room
- 80 single-occupancy patient rooms
- Increased system capacity to 136 beds
- Family Therapy rooms
- Fitness, yoga, art and recreational therapy

## Parkside Psychiatric Hospital & Clinic Community Benefits Report – 2018

[www.parksideinc.org](http://www.parksideinc.org)



Where Healing Happens. **Every Day.**

## From the Board of Directors:

Thank you for taking the time to read this Community Benefit Report and learn about Parkside as a community resource. I am confident you will see a picture of an organization that is vital to our community and contributes greatly to our whole region.

Parkside's Board of Directors is comprised of community volunteers. Board members represent diverse interests and professions and as a group are committed 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.

The Board of Directors are excited to see the completion of new hospital construction in 2019 and are certain that the new facilities with expanded capacity will also bring expanded community benefit along with improved access to care.

In 2018, Parkside invested more than \$1,061,5250.00 in treatment services for vulnerable members of our community who needed essential care and lacked resources to pay. This alone is a contribution to be proud of, but we also recognize the other fine work by Parkside associates who help our patients to maintain adequate food and other basic needs and link them to community services to lead them to improved quality of life.

Please observe in your review the strong links Parkside has built and maintained with neighboring communities, other nonprofit organizations and the organization's commitment to excellence in care.

Parkside, and the Board of Directors, are committed to community benefit, and we hope that you will join with us in that commitment. Thank you for your continued support, and please let us know what else Parkside can do to be your provider of choice.

Robert Farris  
President, Board of Directors

## Parkside Psychiatric Hospital & Clinic Board of Directors, 2018

President: Robert S. Farris, J.D.

Vice President: Rosemary Harris

Treasurer: Phillip Sutterfield

Ast. Treasurer: Ron Raynolds, J.D.

Director: Angela Baker

Director: Kenneth L. Duncan, AIA, MBA

Director: Pamela M. Goodwin

Director: Kathy LaFortune, J.D., Ph.D.

Director: Brett Lessley

Director: Ryan Lynch

Director: Andy Marshall



Where Healing Happens. Every Day.

## What is Community Benefit?

Hospital Community Benefit refers to the *initiatives, activities, and investments* undertaken by tax-exempt hospitals to improve health in the communities they serve.

Parkside is available to  
serve the community 24/7  
every day of the year.

In 2018:



**9,721**

Telephonic screenings to assist callers and advance admissions or referrals to appropriate levels of care.

**4,656**

Assessments were completed.

**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
  - \* Dual Diagnosis Group
  - \* Chemical Dependency Aftercare Group
- Individual Therapy
- Family Therapy
- Medication Management



Left – "Topping Out" of the new Hospital construction June 20, 2018



Below – Construction entering final phases of exterior work June 20, 2019

**Parkside Admissions 2018**

Adult Inpatient Admissions	<b>597</b>
Adult Detox Admissions	<b>94</b>
Adolescent Acute Admissions	<b>662</b>
Adolescent Residential Admissions	<b>282</b>
Child Acute Admissions	<b>205</b>
Child Residential Admissions	<b>210</b>
Outpatient Admissions	<b>1,305</b>

## 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



2018 Thanksgiving Dinner Giveaway



2018 Thanksgiving Dinner Giveaway

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](http://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 2018 by the numbers:

- **1,298** Parkside clients served through the food pantry patient assistance program
- **3,628** family members of clients served
- 104 complete turkey dinner baskets provided a full meal to needy client families during the holidays
- **292** books distributed
- **39** cases of Ensure Dietary Supplement. Adult and child vitamins are also available to patients and their family.
- **88** packages of Adult Depends and other personal hygiene supplies.
- Clothing: **572** clothing vouchers at up to \$10 each for a total of **\$5,720**
- Transportation assistance to ensure appointments and continued care totaling **\$13,383**
- Countless school supplies, backpacks, coats, hats and gloves for those in need.

## Education for the Professional Community

For decades, Parkside has served the community through professional training and 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. In 2018, community professional education offerings totaling 22 class hours included:

- **ACEs, Injuries & Healing**  
Jeremy Elledge, LCSW (3 CEUs) March 2018
- **Play Therapy with Traumatized Children and Adolescents**  
Sharolyn Wallace, Ph.D., LCSW (3 CEUs) April 2018
- **ARC Treatment Model: Attachment, Regulation and Competency in the Treatment of Children and Adolescents With Complex Trauma**  
Sara Coffey, D.O. (3 CEUs) July 2018
- **Engaging with Youth & Families**  
Kenneth Moore, LCSW (3 CEUs) August 2018
- **Columbia Suicide Risk Severity Scale Assessment Tool in Clinical Practice**  
Kenneth Moore, LCSW (1 CEU) August 2018
- **Right vs. Wrong and Right vs. Right: Health Care Ethics and Not-Wrong Decisions**  
Bruce Hodson, Ph.D. (3 CEUs) September 2018
- **Addiction, Medical Illness and Trauma: Brain-Changing Techniques for Recovery**  
Jennifer Sweeton, Psy.D. (6 CEUs) November 2018

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 provided opportunities to interns from:

- Oral Roberts University— Music Therapy Students providing weekly groups
- East Central University—Master’s in Counseling Intern on the Adolescent Residential Treatment unit.

**Clinical Rotations** — Nursing students in groups from both fall and spring semester programs completed clinical rotations for psychiatry. Students from the following schools benefitted:

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



Where Healing Happens. Every Day.

## Direct Contributions to the Community 2018

Volunteer hours while on the organization's payroll, cash and in-kind contributions all represent direct community benefit. Some of the direct contributions in 2018 included:

- A four employee work team for the Tulsa Area United Way Day of Caring
- A twenty member volunteer work team for the Community Food Bank of Eastern Oklahoma
- A monetary donation to Tulsa Blue Zones Project
- Depression screenings at three Tulsa Community College Health Fairs
- Sponsorship of The Community Food Bank of Eastern Oklahoma's "Stamp out Hunger" drive
- A monetary donation to John 3:16 Mission
- Copper Sponsor of the Zarrow Mental Health Symposium
- Table Sponsor for the Tulsa Regional Chamber of Commerce Annual meeting
- Monetary donation for sponsorship of the Murrow Indian Children's home annual Powwow
- Volunteer leadership and participation in the Tulsa Mental Health Fashion and Talent show.



Community Food Bank Volunteer Work Crew

## 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
- Children's Medical Charities Association "The Market at Pearl" Thrift Shop
- Tulsa Regional Chamber of Commerce



## Charity Care, Subsidized Charity Care & Bad Debt – Significant Community Benefit

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 present as 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. Consistent with the Mission, Parkside provides charity care to patients who are unable to pay for all or a portion of their bill. Patients who complete an application for charity care on a timely basis will receive a prompt assessment and response.

A significant contribution is made to the community in the form of inpatient services.

In 2018, Parkside experienced:

- Charity Care \$588,498.00
- Bad Debt \$473,012.00

**Total FREE care provided:**

**\$1,061,525.00**

this represents 9.6% of net revenue.

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. Information is also available at the website, [www.parksideinc.org](http://www.parksideinc.org)



**Where Healing Happens. Every Day.**

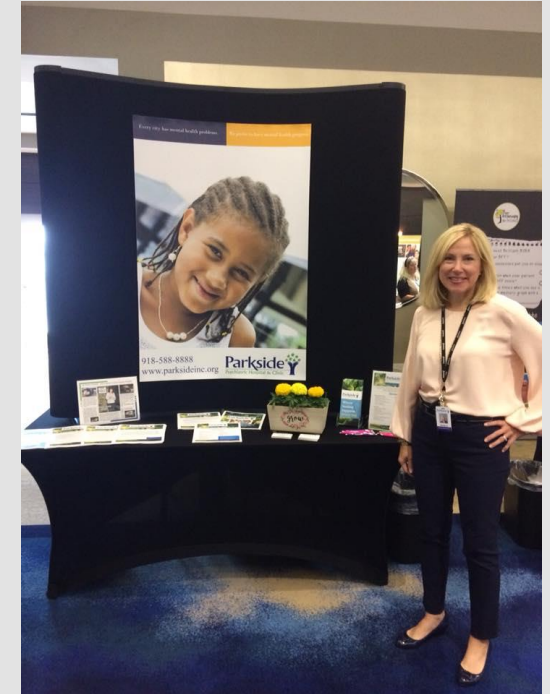


## Community Outreach

Parkside is also constantly 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 2018 opportunities included:

- Staff Presentation at CrisisCare Center (January)
- Presentation to Tulsa Public Schools Nurses and Health Aids (January)
- Oklahoma Counseling Association Conference (February)
- Oklahoma Suicide Prevention Conference (February)
- "Step– Up" Rally at the Capitol (February)
- Tulsa Regional Chamber of Commerce Capitol Lunch with Legislators (March)
- OKDHS Tulsa Downtown All Staff Meeting presentation (March)
- OKDHS Tulsa Skyline All Staff Meeting presentation (March)
- Oklahoma Nurses Association Opioid Epidemic Conference (March)
- OU- MSW Student Assn. Professional Development day (March)
- National Crime Victims' Rights Week event at the Tulsa Co. Courthouse (April)
- Oklahoma Child Abuse & Neglect Conference (April)
- Oklahoma Drug & Alcohol Professional Counselors Association Conference (April)
- Staff Presentations at the North Regional Health & Wellness Center (April)
- Professional Education Presentation by Ken Moore for F&CS Staff (April)
- By Your Side 5K Run (April)
- Wagoner County Family Fun Day (May)



National Association of Social Work  
Oklahoma Conference April 2018



Where Healing Happens. Every Day.

Some 2018 opportunities continued:

- Oklahoma Children's Behavioral Health Conference (May)
- Claremore Indian Hospital Kid's Health & Safety Fair (June)
- Staff Presentation Tulsa County Juvenile Bureau (July)
- Osage County Community Coalition CSSRS training (July)
- Partners for Ottawa Co County Back to School Bash (August)
- Indian Health Services Purchased and Referred Care Conference (August)
- OU School of Community Medicine Resource Fair (August)
- Oologah Back to School Fair (August)
- Rogers County Back to School Bash (August)
- Rogers State University Big Tent Day (August)
- Rudisill Library Back to School Fair
- Sapulpa Library Summer Reading Program Exhibit,
- Muskogee Creek Nation HOPE Conference (September)
- Staff Presentation Sapulpa High School (September)
- Muskogee Family Fun Fest (September)
- Oklahoma Public Health Association Conference (September)
- Tulsa Regional Chamber of Commerce One Voice Summit (October)
- Oklahoma Prevention & Recovery Conference (October)
- Zarrow Mental Health Symposium (October)
- Health fairs at Tulsa Community College West Campus, NE Campus and SE Campus (October)
- Pharmacology Presentation to Owasso Schools Staff (November)
- Oklahoma Psychological Association Convention (November)
- National Alliance for Mental Illness Tulsa Holiday Party (December)

Parkside routinely participates in and supports various community coalition efforts:

- Claremore Healthy Partnerships
- Rogers County Community Coalition
- North Tulsa Community Coalition
- Partners for Ottawa County (POCI)
- Oologah Community Connections
- Osage County Community Coalition
- Tulsa Partnership for Children's Behavioral Health
- Creek County Community Partnership (C3P)
- Wagoner Family Services Council
- AMP networking meeting
- Mayes County HOPE Coalitions
- Muskogee Interagency Council
- Nowata Resource Council
- Washington Co. Association
- Tulsa Indian Community Advisory Team (TICAT)



Where Healing Happens. Every Day.

## 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." Four participated in 2018.
- Parkside offers free flu shots in our outpatient clinic.
- Parkside gave away 104 Thanksgiving turkeys along with all the side dishes to provide for outpatient families.
- Parkside's Controller volunteered as an Assistant Scoutmaster for Troop 20 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 on the Board of Trustees of the Sherwin Miller Museum, is active with Christ Church Episcopal Church homeless outreach activity. In yet another community contribution, he does mock job interviews for participants of the TulsaWorks job training program 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. 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.

The values that guide our contributions to the Parkside mission include:

- Integrity
- Teamwork
- Excellence
- Innovation
- Respect and Dignity
- Patient Centered
- Passion
- Resilience
- Community Service
- Customer Service
- Leadership



**Where Healing Happens. Every Day.**

## Community Health Needs Assessment

Internal Revenue Code (IRC) Section 501(r) requires some health care organizations to assess the health needs of their communities and adopt implementation strategies to address identified needs. In compliance with this requirement, Parkside Psychiatric Hospital & Clinic has completed a community health needs assessment, most recently in 2016.

This needs assessment is used to determine how Parkside can contribute to the community in the form of health care, information and other community services to address identified community health needs. The assessment incorporates components of primary data collection and secondary data analysis focused on the health and social needs of the service area, in this case, the Tulsa county / metro area. Secondary data is obtained from a variety of governmental and other agency sources.

Throughout this report, you've seen evidence of treatment provision, community education and outreach. You've seen progress in construction of a new hospital, which will improve access to care for the entire region and you've seen Parkside's commitment to community benefit.

In the needs assessment process, Parkside identified four target areas. Parkside will soon take on a 2019 needs assessment and examine our progress and any changes in community needs.

### **CHNA 2016 target areas:**

Mental Health and  
Substance Abuse  
Treatment

Education

Community Outreach

Barriers to Access



**Where Healing Happens. Every Day.**