DMH PROVIDES MORE THAN 10,000 TELEPSYCHIATRY CONSULTATIONS
Ed Spencer, MSW, M.Ed., DMH Telepsychiatry Consultation Program

Since March of 2009, the South Carolina Department of Mental Health (DMH) has completed more than 10,000 telepsychiatry consultations for persons in local hospital emergency departments. These consultations were provided to individuals presenting with psychiatric symptoms that required comprehensive behavioral health assessments and, in most cases, early treatment interventions.

To meet the critical shortage of psychiatrists in South Carolina’s underserved rural areas, DMH is utilizing real-time, state-of-the-art video-and-voice technology to connect DMH psychiatrists to hospital emergency departments throughout South Carolina 24 hours a day, seven days per week. “The medical staff and the nursing staff of Springs Memorial Hospital feel that this program is an asset to the care that is rendered to our patients,” said Doug Arbour, CEO.

This technology results in the distant DMH psychiatrist being present via telemedicine with the patient, thereby reducing the need to transfer patients to receive consultations or requiring doctors to travel long distances to see patients.

This innovative statewide program is made possible through a series of grants from The Duke Endowment, headquartered in Charlotte, NC. Access to healthcare, quality of healthcare and funding of services to vulnerable children in both North and South Carolina are some of the many issues The Duke Endowment champions. “We are excited about the results that we have seen from the telepsychiatry network thus far,” says Mary Piepenbring, vice president of The Duke Endowment. “It’s demonstrating the ability to increase access to mental health services, reduce costs and improve clinical outcomes for patients.”

In addition to the support of The Duke Endowment, DMH is assisted in the program by the SC Department of Health and Human Services (DHHS) and the USC School of Medicine. "One of Medicaid's primary objectives is to pay for services that keep kids in school, adults employed and families together. Behavioral health services are critical to that goal and the [Telepsychiatry] program is helping fill our ongoing need for psychiatrists in under-served areas. Expanding this program to reach more of our constituents in need is an important strategy for DHHS and we congratulate DMH and its partners in reaching this important milestone," stated Tony Keck, SC Department of Health and Human Services Director.

Goals for the program are simply stated as increasing quality care and access to behavioral health consultation services as soon as possible upon arrival in an emergency department, facilitating early treatment, reducing the length of stay where appropriate, assisting patients with access to community aftercare services for continued recovery, and to save the hospitals’ critical human and fiscal resources. As a value added service, participating hospitals are encouraged to utilize telepsychiatry’s secured open-platform system to arrange for
other medical specialty consultations among participating hospitals.

Telepsychiatry services offered through the DMH program currently provide comprehensive consultations to 23 urban and rural SC hospital emergency departments. Six additional hospitals will be added to the network in the next 60 days. "The telepsychiatry program developed with the South Carolina Department of Mental Health, with assistance from The Duke Endowment, has enhanced our hospital’s efforts to better serve our behavioral health patients. Our patients have experienced decreased lengths of stays in the emergency department as assessment and treatment can be prescribed by the appropriate professional in a timely manner," stated Phillip Clayton, CEO of Conway Medical Center.

The growth of the DMH telepsychiatry program has also resulted in the development of two other major projects: the SC Uniform Credentialing Application for Physicians (UCAP) - a statewide, standardized credentialing process, and an electronic medical record (EMR) - both designed for statewide use in support of the program.

In all cases, the DMH psychiatrists consult with hospital medical professionals, review requested hospital clinical information, consult with the patients using the telepsychiatry video system and summarizes their recommendations in the patient’s EMR which is transmitted to the hospital emergency department where the patient is being treated. A copy of the consultation is also sent to the aftercare discharge referral source, generally the local DMH community mental health center. Where necessary, the telepsychiatrist may also personally communicate with emergency department medical staff to further discuss particulars related the individual patient.

An ongoing research study of the DMH telepsychiatry program being conducted by the University of South Carolina (USC) School of Medicine pursuant to a grant from The National Institutes of Mental Health (NIMH) has found that the program results in a net medical cost savings of approximately $1,000 per patient per episode of care. This translates to nearly $10,000,000 in savings in just under three years of the program. Dr. Meera Narasimhan, Chair of the Department of Neuropsychiatry and Behavioral Science, is in charge of the study.

CENTRAL ADMINISTRATION CRCF NECESSITIES DRIVE A SUCCESS!
Tracy LaPointe, DMH Office of Public Affairs

Central Office DMH and DAODAS staff held a Necessities drive to benefit DMH clients in residential care throughout the month of April.

“Clients in CRCFs receive $57 per month allowance, which must pay for their medication co-pays, medical co-pays, clothing, snacks, and toiletries,” reports CRCF & PASARR Coordinator Vicki McGahee. “Many clients, after medication co-pays have $20 for an entire month.” The collected toiletries will be given to CRCF liaisons in several mental health centers and distributed to clients.

Generous employees donated full sized hygiene products for others in need, and the outcome was truly impressive. Staff donated a wealth of necessities, including 22 bottles of shampoo, 14 bottles of conditioner, 10 bottles of body wash, 18 bottles of lotion, 127 toothbrushes, 111 tubes of toothpaste (59 full-sized, 52 trial-sized), 5 cans of shaving cream, 15 boxes of denture cleanser, 14 tubes of denture adhesive, 56 sticks of deodorant (29 men’s/27 women’s), 114 bars of soap, 21 packs of dental floss, 36 wash cloths, 7 packs of feminine hygiene products, 230 trial sized products (shampoo, conditioner, bar soap, lotion, etc.), and many other miscellaneous items (e.g. shower caps, gift sets, hand soap, etc.).

Thank you so much for your generosity, everyone!

Pictured (left): supplies donated by Central DMH Admin & DAODAS staff
CELEBRATING ADMINISTRATIVE PROFESSIONALS

The annual Administrative Professional Workshop in honor of Administrative Professional Day was held on April 27 at the William S. Hall Psychiatric Hospital Forum and was video-conferenced to all DMH centers throughout the state. The theme of the conference was “Administrative Professionals – The Pulse of the Office.”

Sharon Williams, EdD, LIS W-CP/S, NCC presented on “Communicating for Results” and defined the steps to effective communication. She described many different types of communication, among them oral, written, personal presentation, non-verbal, and body language. Attendees were communicated tips on becoming better listeners.

A presentation on time management was presented by Jennifer Roberts, LPC, CPM. Roberts opened with the top 10 time management mistakes and how to avoid them. She offered tips to prioritizing tasks using the “ABC method” and discussed how to make each day count.

Debbie Floyd, administrative liaison at PDMHC, spoke to the group on “Leadership and the Administrative Professional.” The presentation celebrated the role of the administrative professional and illustrated numerous characteristics of good leaders. Floyd shared several styles of best practices and leadership philosophies to offer tools toward becoming good and effective leaders in the role of the administrative professional. Attendees were given a packet, The Administrative Survival Kit, to keep them mindful of the leadership skills discussed. Floyd reminded all administrative staff that the Administrative Focus is published quarterly on the PDMHC website, under “Newsletters” and is a valuable continuing resource for administrative and leadership skills growth.

The administrative staff of PDMHC attended the conference via video at the Florence Mental Health Center with around 30 staff in attendance. Evaluations showed that all presentations were well received, entertaining, and provided those attending with the knowledge to be more successful in the workplace. Following the conference, members of the Pee Dee Executive Management Team treated the administrative staff to a luncheon in appreciation for being the pulse of the Center.

COSIG WORKSHOP AT PDMHC

On April 26, PDMHC was the proud sponsor of a Co-Occurring State Incentive Grants (COSIG) workshop. COSIG seeks to help recipients provide services that are accessible, effective, comprehensive, coordinated, integrated and evidenced-based to help identify and treat those with co-occurring disorders.

Staff learned how the grant has been utilized in the state and it enhanced their knowledge of co-occurring disorders. This training was beneficial for the counselors and staff who are involved with providing services to those with co-occurring disorders. Presentations for this workshop were provided by SC Vocational Rehabilitation, DMH and The Department of Alcohol and Other Drug Abuse Services. PDMHC continues to build up strong partnerships within our area to assist those we serve.
WEAR YOUR COLORS DAY AT PDMHC

The PDMHC Cultural Competence Committee strives to have events at the Center that are educational, enlightening and enjoyable. One committee member, Gail Blue, had an idea of Wearing Your Colors Day. This was warmly received by the committee and we brought it to our staff members for feedback. Blue describes the event as “A day of pride.”

Initially, we thought of focusing on the Greek culture, but since PDMHC is inclusive, we wanted as much participation as possible. We asked that staff consider wearing their school colors or club colors, as we wanted to maximize employee involvement.

The day showed appreciation for each cultural group. With a sense of pride, we learned another side of our co-workers, saw each other in a different light, and had such an enjoyable time together. Sometimes at work we see only one side of a person; this provided an opportunity to see a different dimension of our coworkers. We shared some stories, learned each others’ histories and the meanings behind the colors.

I still remember how excited one employee was to wear her high school tee shirt to work. It brought back pleasant memories and provided an opportunity for conversation that might not have taken place. Another employee always wears “her colors.” Pee Dee Mental Health Center had such a positive experience with this event that we plan on making it an annual event and would like to challenge other centers to have Wear Your Colors Day.

PDMHC IS PROUD OF ITS DBT PROGRAM

The Dialectical Behavior Therapy Program is an evidenced-based practice that has been proven as the most effective treatment for Borderline Personality Disorder (BPDO). Those diagnosed with BPDO exhibit significant deficits in cognitive, affective, behavioral, interpersonal, and intrapersonal functioning.

The program was developed by Dr. Marsha Linehan and is use in various parts of the country today. Individuals participating in the DBT Program must attend both individual and group therapy sessions on a weekly basis. Treatment is very structured and intensive, and clients are closely monitored to ensure compliance, reduction in symptoms, and an increase in skillful behaviors. Clients participating in the program must sign a contract for a treatment period of two years. The first year of therapy is concentrated on skills training and the second year addresses many of the traumatic events clients may have experienced.

Once clients complete the program, they are graduated to a less intensive treatment program. At PDMHC, these are the Medication Management Only Program or Adult Outpatient Services.

Here at PDMHC, the DBT Program has been utilized to treat BPDO since 1999. The Program began with three DBT treatment team members, Jane H. Lewis, Dr. Philip Bowman, and Snow Donmoyer. These therapists were responsible for facilitating the program in both the Florence and Lake City areas. In the beginning years of the program, psychiatric hospitalizations of clients diagnosed with BPDO decreased by more than half.

Although there have been changes in the members of the DBT treatment team, the program has been consistent in its provision of services to those diagnosed with BPDO. This has led to a significant decrease in psychiatric hospitalizations, incidences of self-injury, and reductions in other problems of living clients diagnosed with BPDO face.
In October of 2011, PDMHC offered its first extensive training on Dialectical Behavior Therapy. Four therapists participated in this training over a six month period and have become members of the DBT treatment team.

Congratulations to Gail Blue, Kimberly K. McKnight, Martha K. Stewart, and Florence Uchendu. These therapists, in addition to the DBT Program Coordinator, Lavon C. Pinder and Co-Coordinator Susan K. Carter, will provide DBT services to all sites within PDMHC.

NEW PDMHC VOLUNTEER: MEET SUSAN!

My name is Susan Israel and I am one of the new volunteers at PDMHC. I volunteered for the Center several years ago, and it has been nice to see some familiar faces and also to meet some new ones.

I have a heart for helping others that have to live with a mental illness like I do. I want to share a little about myself with you.

The plans for my life changed dramatically during my sophomore year at Francis Marion University, formerly known as Francis Marion College (FMC). I started having trouble with fearful and anxious thoughts that interfered with my school and work. I had to drop out of school and work to get help from PDMHC. One year later, I returned to FMC to finish my degree, and received a bachelor’s degree in Psychology in 1980.

It was not until about 1989 that I found out the name of what had been tormenting my thoughts so. It was Obsessive Compulsive Disorder (OCD). I have been receiving mental health treatment since about 1977, as needed, to stay healthy and productive. I also keep myself informed on the advancements in treatment for OCD.

My Christian Faith has been the most important part of my recovery. I have been blessed with good counselors and doctors through the years, as well as with a loving and compassionate husband, good friends that have stuck by me, and an understanding family.

I have served as a volunteer in the mental health field since 1995. I have volunteered as well as held a staff position with Mental Health America in Florence. Helping with Operation Santa Claus was my favorite job.

I have also been very active with South Carolina SHARE, having served on the Board, received training to facilitate Recovery for Life Classes, and led several of these classes. I worked for a summer in Columbia at a company called Embroidery Connections, which was started by SC SHARE and Work in Progress.

Other organizations I have volunteered with are Protection and Advocacy for People with Disabilities, and The South Carolina Independent Living Council.

I received my certificate of completion as a Certified Peer Support Specialist from DMH in 2006. I very much look forward to volunteering for PDMHC.

PDMHC PARTICIPATES IN FLORENCE CO. STAFF APPRECIATION DAY

On May 11, I spoke at Staff Appreciation Day for 200 employees of Head Start of Florence County about Mental Health with an emphasis on stress management. The audience consisted of teachers, bus drivers, cooks, and administrative staff. I was open to audience participation and the feedback was very positive; after the presentation I stayed to talk privately with some staff who needed information on possible referrals for services.
MISS HARTSVILLE STRESSES DEPRESSION RECOVERY

Mika Friday, who is Miss Hartsville and will compete for Miss South Carolina on July 14, has chosen Depression Recovery as her platform. Friday was born and raised in Columbia, and is a 2012 graduate of Francis Marion University (FMU) with a major in English. She was very involved at FMU as an FMU Diplomat, and served as a member of student government, in Honor Society, as a resident assistant, as a cheerleader, and in the Alpha Kappa Alpha Sorority. Friday plans to pursue a master’s degree in English as a Second Language and Spanish Literature, with the goal of teaching Spanish Literature at the University level. She is an accomplished jazz singer and hopes to perform on Broadway.

As reigning queen of Hartsville, Friday has been spreading awareness about Depression Recovery. She hopes her message will help teens and young adults receive the treatment that they need. If she wins Miss South Carolina, she will compete for Miss America in 2013. As Miss South Carolina and Miss America she will continue to promote Mental Health Awareness.

Since she has been crowned, Friday has been very active with PDMHC in many community events. On March 6, she spoke at the Beck Center and to parents and their children about mental health. She appeared with me on the Tom Kinard radio program, as well, where she sang a live version of “Orange Colored Sky” by Nat King Cole. The radio host was greatly moved by her story.

Kinard asked me how it feels to see someone so accomplished tackle a topic like Depression Recovery. “Recovery is possible and we at Pee Dee Mental Health Center applaud her for choosing this as her platform,” I explained. “Pee Dee is so proud of Mika.”

PDMHC is confident Mika Friday will be a great Miss South Carolina and a great Miss America.

TUCKER CENTER CELEBRATES 860 YEARS OF SERVICE DURING NURSING HOME WEEK
Frances Corley, CM Tucker Nursing Care Center

Tucker Center celebrated National Nursing Home Week on May 13-19, 2012 with a variety of activities for the employees. On Wednesday, May 16th, Tucker Leadership hosted a reception for the Annual Service Awards recipients.

The dining room at Tucker Center was filled with laughter and gaiety as 48 employees celebrated their years of service and received their service pins and certificates. These awards were for 10, 20, 30 and 40 years of service. It is amazing that these 48 employees together have together given 860 years of service to DMH.

20 staff members earned 10 year service awards, 19 earned 20 year awards, 8 earned 30 year awards and one earned a 40 year service award.

Tucker Center is proud to be a contributing partner serving the mission of DMH.
FOLLOWING PREVIOUS SUCCESS, DMH CONTINUES COMMUNITY FORUMS
Melanie Ferretti, DMH Office of Network Information Technology

Patient care, services, technological advances, education, advocacy, partnerships, and brighter budgetary prospects are a few of the topics discussed during the South Carolina Department of Mental Health’s (DMH) community forums. The forums are being held statewide at DMH mental health centers, hospitals, and nursing homes. Facilitated by State Director John H. Magill, each forum opens with a brief history and a current overview of mental healthcare operations in SC. Two additional distinguished guests from the local area, each with a special interest or stake in mental healthcare, and the facility director also speak briefly before fielding questions from the audience. The primary goal of these forums is to enhance community relations and raise understanding of the far-reaching benefits of working together.

Typically, the forums are attended by the leaders of local hospitals, state agencies, schools, advocacy groups, law enforcement agencies, courts, legislative delegates, city and state government, to name a few. Action plans are developed as a result of each forum.

According to Magill, “These forums are an excellent venue to raise awareness of mental health issues and the services we provide. They provide an opportunity for local citizens to voice their concerns, and hopefully, through partnerships we will develop solutions to shared problems.”

2012 Forum Locations & Dates
Beckman MHC: April 19
Catawba CMHC: May 3
Charleston/Dorchester: May 24
Pee Dee MHC: June 7
Orangeburg Area MHC: June 21
Campbell Nursing Home: July 19
Berkeley CMHC: July 26
Tri-County MHC: August 9
Veterans Victory House: Aug. 30
Santee Wateree MHC: Sept. 6
Coastal Empire MHC: Sept. 27
Waccamaw MHC: Oct. 11
AOP MHC: Oct. 25
Spartanburg MHC: November 8
Piedmont MHC: November 15

VORIS RE-APPOINTED TO DMH INSTITUTIONAL REVIEW BOARD
Tracy LaPointe, DMH Office of Public Affairs

Effective June 1, John Voris, Pharm.D. will be re-appointed for a three-year term to the DMH Institutional Review Board (IRB). In keeping with its goal to advance treatment while protecting research subjects, the Department formed its own IRB, in accordance with Health and Human Services regulations, in order to safeguard the rights, welfare, and private health information of these subjects. Outside of the Educational system, DMH is one of the few state agencies with its own IRB.

DMH’s IRB has developed an online site providing researchers with tools and information necessary to ensure these obligations are met and help facilitate the research approval process. Currently, more than 20 research projects are being conducted in house and/or with research partners, including faculty and staff from USC, MUSC, and Clemson.
ART OF RECOVERY HOLDS SPRING GALLERY OPENING
Sue Perry, DMH Community Resource Development

All roads lead to Columbia, or at least they seemed to on May 8. A number of artists participating in the Art of Recovery and their guests were traveling to attend the gallery opening at the SC State Museum. To name just a few locations, artists traveled from Charleston, Beaufort, Denmark, McCormick, Tucker Nursing Care Center, Bryan Psychiatric Hospital, Harris Psychiatric Hospital, Columbia Area Mental Health Center, Lexington Mental Health Center, and other locations across the state.

The artists and guests gathered in the SC State Museum Auditorium to be welcomed by Chief Curator of Art Paul Matheny. DMH Director of Client Advocacy and Legislative Liaison Rochelle Caton recognized the artists with an inspirational presentation and certificates. Two artists, Robert Ashley and Tomara Moss, were presented with framed SC State Museum Images newsletters that had used their artwork in the article about the Art of Recovery. Vicki McGahee, a charter member of the Art of Recovery, was thanked and presented with flowers to wish her well on her retirement. At the closing of the program, the artists and guests were invited to have refreshments and then tour the Art of Recovery exhibit. Through the generosity of the SC State Museum, they were also invited to see all of the permanent exhibits at the Museum.

The Art of Recovery Exhibit reaches into the community to help promote and recognize Mental Health Month to increase awareness of mental health issues and combat stigma. It will be on exhibit at the SC State Museum in Columbia through June 17. For more information about the Art of Recovery, visit http://www.state.sc.us/dmh/aor/aor_home.htm or call (803) 898-8582.

25 pieces of client art are on exhibit at the SC State Museum, a few of which are shown above.

We Need YOU!

MENTAL HEALTH MONTH: Have you had or planned a Mental Health Month event at your Center, Facility, or component? Let us know!

We’d love to feature your activities in Mental Health Matters.

Email the details by clicking here: Mental Health Month Activities 2012.
DMH HOSTS WHOLE HEALTH RESILIENCY TRAINING
Katherine Roberts, DMH Office of Client Affairs

On May 1 and 2, DMH hosted a two-day Peer Support Whole Health and Resiliency (PSWHR) training. The National Association of State Mental Health Program Directors (NASMHPD) and the Transformation Transfer Initiative (TTI) provided funding for the training. Thirty-eight peer specialists from various agencies attended.

Sixteen represented DMH; Aiken-Barnwell, Charleston, Columbia Area, Deaf Services, Orangeburg, Pee Dee, Santee-Wateree, Spartanburg, Tri-County, and Waccamaw Mental Health Centers. We also had participation from the SC SHARE mentoring program, Anderson and Pickens Behavioral Health, Phoenix Center Greenville, Keystone Substance Abuse Services in Rock Hill, Spartanburg Substance Abuse Services, Lexington-Richland Alcohol Drug Abuse Center, Christ Ministries - Victorious Overcomers in West Columbia, Life Recovery Solutions at the J. Rubin Long Detention Center in Horry County, and the Ralph H. Johnson V.A. Medical Center in Charleston.

The trainers, Larry Fricks and Ike Powell, founded the Appalachian Consulting Group in Cleveland Georgia. Powell is the Director of Training for the Appalachian Consulting Group. He has over 45 years’ experience helping people get in touch with the mystery, depth, and greatness of their lives. For the last 20 years, he has worked developing and facilitating recovery curricula in the mental health field. He is a USPRA Certified Psychosocial Rehabilitation Practitioner (CPRP), certified by Mary Ellen Copeland to train in Wellness Recovery Action Plans, a member of the International Association of Facilitators, and a member of the United States Psychiatric Rehabilitation Association (USPRA).

Fricks is the director of the Appalachian Consulting Group and deputy director of the SAMHSA/HSRA Center for Integrated Health Solutions. For 13 years, Fricks served as Georgia’s director of the Office of Consumer Relations and Recovery in the Division of Mental Health, Developmental Disabilities, and Addictive Diseases. He is also the founder of the Georgia Mental Health Consumer Network, which now has some 4,000 members, and is a founder of Georgia’s Peer Specialist Training and Certification. He served on the Planning Board for the Surgeon General’s Report on Mental Health, and currently serves on the Advisory Board for the Carter Center Mental Health Journalism Fellowships.

For more information, follow the links!

Saturday, June 2

NAMI Greenville Walk, Greenville
BULL STREET WALL COLLAPSES

Last Wednesday night, at approximately 10:00 p.m., during the height of a large and violent thunderstorm, approximately 130 feet of the State hospital wall along Bull Street abruptly collapsed. Debris initially blocked two of the northbound lanes of Bull Street; no one was injured. DMH Public Safety discovered the collapse almost immediately and blocked the affected lanes of traffic, until relieved by officers from the City of Columbia. DMH Physical Plant Services personnel also arrived to assess the integrity of the remaining standing portions of the wall, and the City’s maintenance department sent workers and equipment to remove the bricks from Bull Street and clear the roadway. DMH Physical Plant Services continued throughout the week organizing the remaining clearing of the sidewalk, and the removal of the majority of the loose bricks and debris. The wall is of historic significance. It is believed the portion of the Wall which collapsed dates from the 1850s. Until plans are finalized for the repair or rebuilding of the wall, the bricks will be stored by DMH.

In Search of HISTORY…

The Lives They Left Behind & Bull Street: Life Behind the Wall

Who We Are: A local committee with representatives from Protection and Advocacy for People with Disabilities, Mental Health America-SC, NAMI Mid Carolina, SC SHARE, and the Department of Mental Health is working to create a museum exhibit on the history of mental health in the state of South Carolina, told from the perspective of the patients. The museum exhibit will be in two parts. First is the Suitcases Exhibit, “The Lives They Left Behind,” focusing on individuals who spent many years at the Willard Psychiatric Institute in New York State. You can find more information on that exhibit here: http://www.suitcaseexhibit.org/indexhasflash.html

What it is: It is very important that the other half of the exhibit shows a similar history of mental health in South Carolina. The working title for this segment is “Bull Street: Life Behind the Wall.” Both exhibits are set to open on September 1, 2012 at the South Carolina State Museum, and both will focus on the lives of those impacted by mental illness and their experience in the mental health system (as patients, family members, etc.).

What We Need: Do you have stories about life at the former SC State Hospital or Crafts Farrow State Hospital that you would like to share? We are in search of photos, artifacts, stories, and oral histories – anything that can help the public understand the uniqueness of mental health care in SC over the years, and of Bull Street in particular.

How You Can Help: If you have stories to share or artifacts you are willing to lend to the exhibit, contact Tracy LaPointe or Connie Mancari for more information about consideration in the show.