

Rumor Hotline at FSH.....

Do you think you have heard something that may or may not be correct, or do you just have a general question about what's going on at the hospital? Then call the RUMOR HOTLINE AT 573-592-2328 or e-mail Rickie Gohring at: rickie.gohring@dmh.mo.gov

[GOV](mailto:rickie.gohring@dmh.mo.gov)

You may call anonymously by calling after hours or on weekends to leave your question. All questions will be answered to the best of our ability.

Your ideas for future Town Hall Meetings....

Do you have ideas that you would like discussed at upcoming Town Hall Meetings? If so, e-mail your ideas to Rickie Gohring at the above e-mail address or they may be submitted anonymously by mailing them to Mail Stop 010.



this issue

- Governor's Award **P.1**
- Capital Improvement Project **.2**
- Biggs receives Benches **P.2**
- FSH Honored at Chamber Annual Meeting **P.3**
- Staff/Client Satisfaction Results **P.4/5**
- What's Happening **P.6**

Psychiatric Inpatient Design Team Receives 2011 Governor's Award

The Department of Mental Health (DMH) recently announced the winners of the 2011 Governor's Awards for Quality and Productivity. The Psychiatric Inpatient Design Team was awarded the Innovation Award for making dramatic improvements to the DMH hospital system, reduced costs and improved the lives of those DMH patients affected by these changes. The team tackled four major challenges. First was the closing of state operated acute inpatient services because of federal regulations; other challenges were to downsize Fulton State Hospital, enhance community mental health services and collectively through all these changes avoided a new facility construction that would severely strained an already bare-bones budget during tough economic times. This year's ceremony marks the 23rd year the Office of Administration has recognized teams in four categories: customer service; efficiency/process improvement; innovation; and technology in government.



Members of the Inpatient Redesign team include Rebecca Carson, Rick Gowdy, Dick Gregory, Jan Heckemeyer, Julie Inman, Laurent Javois, Marty Martin-Forman, Brent McGinty, Patrick Murphy, Denise Norbury, Joseph Parks, Steve Reeves, Robert Reitz, Felix Vincenz and Rikki Wright.



Capital Improvement project will benefit FSH.....

Fulton State Hospital is in the early stages of planning renovations for each ward across campus. The renovations, which are scheduled to begin in July of 2012, are part of a \$2 million Capital Improvement project focusing on patient safety. The renovations will include installing suicide prevention and anti-ligature products on each of the wards throughout the hospital.



FSH Foundation secures benches for client use.....

Fulton State Hospital Foundation partnered with Pharmacy Systems, Inc., a vendor providing services to the hospital, to secure eight recycled plastic benches which were installed in the exercise areas at the Biggs Unit. These benches will provide seating for the clients when they are utilizing the exercise areas and enjoying the out of doors.

Biggs Forensic Center recipient of benches for courtyard



Pillows of Unrest on Display!

The much acclaimed "Pillows of Unrest" project is now being displayed in the main hallway of the Administration Building. If you are coming to the Administration Building, please make sure to take a look at the powerful messages these pillow cases convey.

T-shirts on Display.....



Work on the "If you could see inside of me", is continuing. The program focus, much like the pillow cases is aimed at educating the public and helping to reduce the stigma associated with mental illness.

Watch for more information on where the Tee Shirts will be displayed next.....

Quote of the Day.....

Great achievement is usually born of great sacrifice, and is never the result of selfishness.

-Napoleon Hill



Chamber of Commerce to Honor Fulton State Hospital

Fulton State Hospital will be among the honorees at the annual meeting of the Callaway County Chamber of Commerce to be held in January. The focus of the celebration will be on those businesses that have continuously been in operation for 50 to more than 150 years. Fulton State Hospital has the distinction of being the oldest, opening its doors in 1851.

In its early years, Fulton State Hospital encompassed over 460 acres and was self sufficient. Today, the hospital encompasses approximately 95 acres. Few of the original buildings are still in existence with the oldest being a rock building located behind the Administration Building. The dairy barn, along with the rock barn and meat shop which lies on the south side of State Route O, date back to the early 1900's.

The hospital has seen many changes in its 160 years of existence, and the staff of today well embodies the mission of the hospital, *"Fulton State Hospital is a community of caring, skilled people, partnering with individuals challenged by mental illness to inspire healing and recovery."*

The community is welcome to attend this event which will be held at Meadowlake Country Club on Friday, January 27, 2012. Tickets will be available for purchase shortly after the first of the year.

Town Hall Meetings

Town hall meetings were recently held all across campus at the hospital.

Meetings were held in each of the three units for staff there as well as the Plum Room for all other staff. The meetings were well attended at all locations, with a variety of topics discussed.

Staff is reminded that if there are questions they would like to have answered at upcoming meetings, submit these to the COO's office.

Employee Relations Committee sponsors Holiday Party

A holiday party for staff members and their families of Fulton State Hospital was held on Friday, December 2nd in the Main Canteen of the Administration Building. There were games, a cake walk and face painting for the kids as well as Bingo for the adults. Santa was on hand for photo opportunities and to help celebrate. The Facility Executive Team sponsored a turkey raffle giving away turkeys to 20 lucky staff members. The ERC committee also sponsored a raffle giving away such prizes as gift cards and monetary prizes to several lucky staff members. Over 200 staff members along with their families were on hand to celebrate the holidays.

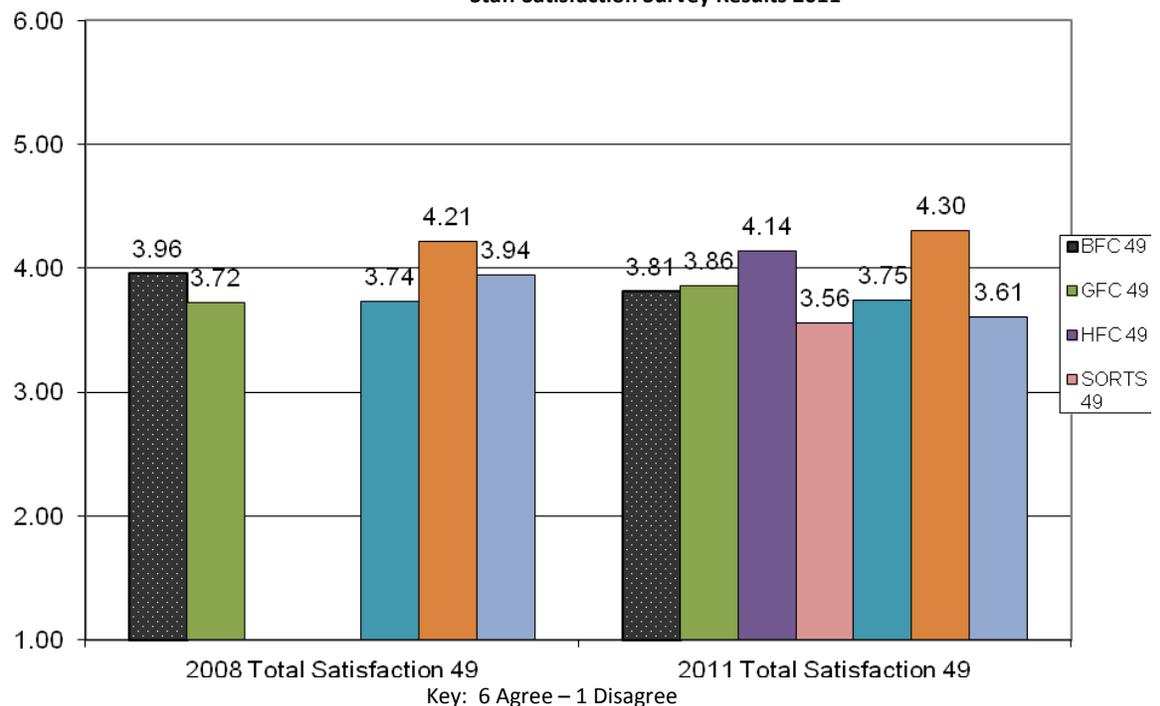
FET Turkey Raffle Winners:

Debra Morse	Beverly Bates
Sharon Doebelin	Duane Rothove
Thomas Gillespie	Brian Gayler
Tresa Hodges	Danny O'Rourke
Phyllis Schaefer	Sandi Houchins
Ellen Pendergras	John Hawkins
Don DeBrodie	Debra Bonine
Nikki Thomas	Kristen Moore
Chris Moser	Ian Linenfelser
Justin Wann	David Sczepanski

ERC Winners:

David Sczepanski	Dan Russell	Robby Morris
Sara Spencer	Eric Manley	Maggie Hawkins
Brenda Politte	Rickie Gohring	Eric Weiser
Deborah Rinehart	Donna Belew	John Souza
Marc Maddox	Katie Ezell	Sabrina Roemer
Tawny Pitts	Rhonda Strickland	Kim Curdt
Kitty Shirley	Pam Hodges	Jennifer Garriott
Becky Hughes	Debbie McDonald	
Christina Russell	Stephen Swartwood	
Pam Herndon	Dr. Doisy	
Jennifer Garriot	Marty Martin-Forman	
Stan Williams	Tara Tubbesing	
Gail Miller	Robin Mischnick	
Anna Moffatt	Amanda Atterberry	
LaiLin Wilson	Mary Pierson	
Sandi Houchins	Donna Laswell	
Patty Irby	Anthony Relford	
Richard Rinehart	William Quinlan	
Jordan Galbreath	Gretchen Walker	
Derek Weaver	Alice Gamet	
Darrell Shipley	Heather Davis	
Brandy Coffelt	Tina Strawn	
Phyllis Schaefer	Nicole Preston	
Shanna Yarbrow	Tabitha Borghardt	
Rachelle Birkner	Angie Strough	
Kay Birkner	Tresa Hodges	
Susan Gayler	James Hosenfelt	
Vicki Dye	Tonya Hayes-Martin	
Jon Clark	Tammy Risher	
Brian Crisp	Danny O'Rourke	
Ashley Durr	Cynthia Janneman	
Jamie Waller	James Shirley	
Jan Christian	Karen Staats	
Debi Bonine	Deb Overfelt	

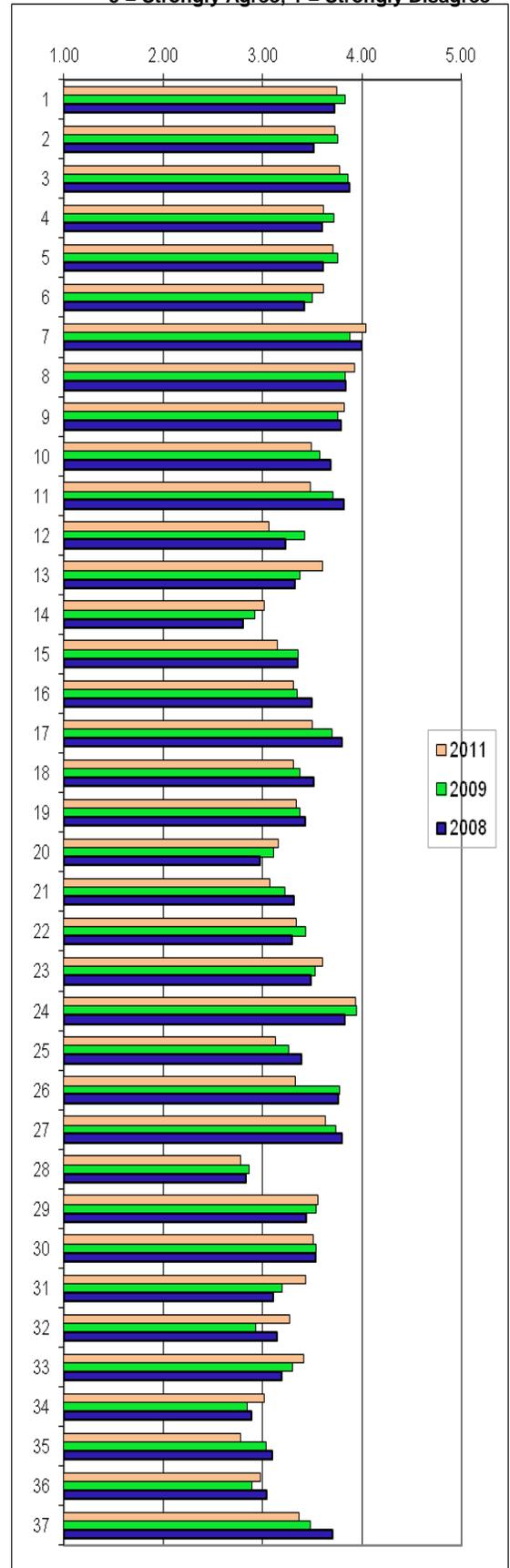
**Total Satisfaction 49 - FSH
2008 & 2011
Staff Satisfaction Survey Results 2011**



FSH Annual Consumer Satisfaction Survey 2011

5 = Strongly Agree; 1 = Strongly Disagree

- 1 Better able to deal with crisis.
- 2 Symptoms are improved.
- 3 Medications control symptoms.
- 4 Do better in social situations.
- 5 Deal effectively with daily problems.
- 6 Treated with dignity and respect.
- 7 Staff believed I could grow, change, recover.
Comfortable asking questions re:
treatment/meds.
- 8 Encouraged to use self-help/support groups.
- 10 Given info to manage medication side effects.
- 11 Other medical conditions were treated.
- 12 Felt hospital stay was necessary.
- 13 Felt free to complain w/o fear of retaliation.
- 14 Felt safe to refuse meds/treatment.
- 15 Complaints/grievances were addressed.
- 16 Participated in planning discharge.
- 17 I and doctor actively involved in treatment plan.
Opportunity to talk with doctor prior to
discharge.
- 19 Surroundings/atmosphere helped get better.
- 20 Had enough privacy in the hospital.
- 21 Felt safe while in the hospital.
- 22 Environment was clean/comfortable.
- 23 Staff were sensitive to cultural background.
- 24 My family/friends were able to visit me.
- 25 Had choice of treatment options.
- 26 Contact with doctor was helpful.
- 27 Contact with nurses/therapists was helpful.
- 28 Choice of hospitals, still choose this one.
- 29 Staff respected culture/ethnic background.
- 30 Staff fair regardless of culture/values.
- 31 Food in dining room tasted good.
- 32 Enough choices of food in dining room.
- 33 Noise level at night was satisfactory.
- 34 Noise level during day was satisfactory.
- 35 Temperature/ventilation were satisfactory.
- 36 Bathrooms were satisfactory.
- 37 Explained my rights after my admission.





• 6th Annual Bluegrass & BBQ 2012

The Fulton State Hospital Foundation will once again be sponsoring the Bluegrass & BBQ festival on the front lawn of the hospital on Sunday, September 9, 2012 beginning at noon. The Martin Family Band will again be headlining the event with local vendors providing the BBQ. Mark your calendars now!!!!

• FSH Employee of the Month

Fulton State Hospital has named David Lackey as its December Employee of the Month.

A co-worker states, "Dave's quiet and respectful manner has facilitated interactions between wards and programs. He is able to focus on what is important – client care. He is able to do this while respecting the stressful situations staff are in, which helps the staff deal with things more effectively." Another staff member describes Dave as "caring, fair, and respectful." He is always willing to go the extra mile and never complains. He treats staff and clients in a caring and respectful manner. Another staff member describes Dave as "Awesome!"

Dave truly exemplifies the Mission, Visions, and Values of Fulton State Hospital. Thanks David for all you do!

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