



Mental Health Matters

News and Events at the South Carolina Department of Mental Health – November 7, 2013

INTRODUCING CLINICAL CARE COORDINATION

Susan Monogan, Office of Clinical Care Coordination

In November of last year, DMH began planning to create a new branch of service called Care Coordination, a patient-centered, assessment-based, multidisciplinary approach for individuals with high-risk, multiple, chronic, and complex conditions.

This January, the Agency launched the Office of Clinical Care Coordination with 19 internally transferred staff. The Care Coordinator (CC), available in each of the Agency's 17 community mental health centers, offers patients assistance with accessing various community resources, to include medical services that will support their recovery.

This professional serves as the patient's point of contact for navigating primary care and other medical providers, identifying social support needs (eligibility

for medical assistance, housing, employment) and connecting with the resources that will meet those needs.

Key features of the service include in-home visits and reporting and monitoring of patients' progress in collaboration with referral sources.

Within the first six months of operation, the DMH CCs had provided more than 8,000 services to 2,300 patients, 45% of whom had a diagnosis of Depression or other Mood Disorder, 31% of whom had a diagnosis of Schizophrenia, and 8% of whom had a diagnosis of Anxiety. Today, the Office of Care Coordination comprises 32 care coordinators and will continue to expand as necessary to meet patient needs.

GMHC EMPLOYMENT EVENT INSPIRES PATIENTS

Marie Young, Greenville MHC



Local business representatives prepare for job seekers at the Greenville employment event.

In September, Greenville MHC held its first employment event for patients. The event, hosted by the IPS supported employment team, targeted job seekers and those interested in returning to work.

The IPS program brought in many employers from the community including the TD Convention Center, IH Services, and Talent Management Solutions. In addition to employment opportunities, the event provided representatives from Greenville Technical College, SC Works, and United Ministries. These groups offered information about GED and educational programs, resume writing, and the application process.

The employment event was a huge success, with close to 40 patients in attendance. The patients were appreciative of the opportunities offered to them and felt inspired about returning to work. Christine M. was especially pleased saying, "I found out about going back for my GED and met people who were hiring—that made me get serious about going back to work. I feel encouraged."

The IPS supported employment program is designed to help patients obtain and maintain competitive employment in the community. The program provides skill building and support, with a focus on developing employer relationships. These relationships help patients incorporate employment into their recovery process. Greenville's IPS employment team members are Olivia Davis, Belinda Wilson, Holly Tucker, Shelley Hoppe, and Leslie Warren. We congratulate them on the success of their program and thank them for their hard work. The inspiration they give our patients should be an inspiration to us all.

AIKEN BARNWELL MHC NAMES DR. GREG SMITH MEDICAL DIRECTOR

Tamara Smith, Aiken Barnwell MHC

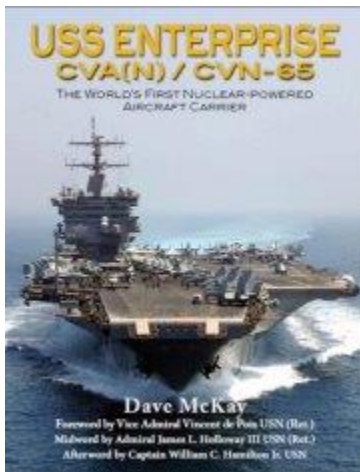
Aiken Barnwell Mental Health Center (ABMHC) is pleased to announce that Greg Smith, MD, has been named medical director, effective October 17. Within this role, Dr. Smith will oversee psychiatric services at ABMHC, including the assessment, diagnosis, and treatment of patients. In addition, he will provide consultation to clinical staff and the Executive Management Team to enhance the delivery of safe, effective and evidenced-based behavioral care.

A state employee for 20 years, Dr. Smith has a deep understanding of the state mental health system and the needs of the people that it serves. He is uniquely suited to anticipate trends and quickly respond to changes and opportunities created in behavioral health by the Affordable Care Act. “Dr. Smith’s depth of experience, leadership acumen and dedication will greatly support the recovery of families, adults and children living in Aiken and Barnwell counties,” said ABMHC Executive Director Rick Acton.

Dr. Smith completed his undergraduate degree at Berry College in Rome, Georgia, medical school at the Medical College of Georgia, and an internship, psychiatric residency and chief residency at that same institution. He is a member of the South Carolina Psychiatric Association, the American Medical Association, and the American Psychiatric Association, where he is a Distinguished Fellow. He is certified by the American Board of Psychiatry and Neurology.

STONE PAVILION LIBRARY RECEIVES AUTOGRAPHED BOOK

Frances Corley, Tucker Nursing Care Center



Stone Pavilion’s library was recently presented an autographed copy of USS Enterprise, a history and tribute to the world’s first nuclear-powered aircraft carrier, written by New Zealand author Dr. Dave McKay. Included with the book was a letter from the author to the residents of Stone.

Fred Mullis, who served in the US Navy and aboard the Enterprise, gifted the book to the facility. A Life Safety Surveyor with the SC Department of Health and Environmental Control, Mullis has always enjoyed visiting with Stone’s veterans when conducting his surveys and wanted to honor them by presenting the book.

Stone’s residents immediately began perusing the book and sharing memories of their time in the Armed Services. We are deeply grateful to Mr. Mullis for such a generous gift.

PEE DEE MHC WELCOMES NEW CLASS OF NURSES

Rosemary Barile, Pee Dee MHC

Pee Dee Mental Health Center was pleased to welcome its latest rotation of Francis Marion University student nurses in September, with the class of 34 juniors visiting the Florence and Hartsville clinics. For the vast majority of the students it is their first experience with Mental Health.

The group joins Pee Dee’s current interns from Francis Marion University’s Master and Bachelor-level programs, and students from the Advancing Rural Community Health (ARCH) program.

Photo: the new rotation of student nurses from Francis Marion University



REMEMBERING DR. SPINELLI

Sheila Arnold, Columbia Area MHC

We at Columbia Area were devastated to lose Dr. James Spinelli last fall, and would like to share our tribute to him with all of DMH.

Dr. James Spinelli was always aware of others' needs and feelings; he simply wanted to help others. He always put other people first. He was very unassuming, didn't have to be the center of attention...didn't see himself as "special."



A retired US Army Colonel and distinguished graduate of the US Military Academy at West Point, Dr. Spinelli joined Columbia Area Mental Health Center's medical staff in the summer of 2006. During his six-year tenure with the Center, he worked with patients and staff members at Adult Clinic Services, Forensics, Emergency Services, and the Fairfield County Clinic.

He really cared for his patients, showing great compassion, patience, and understanding. Dr. Spinelli viewed the patients and the Center's mission as being of primary importance; conflicts, problems, and outside issues didn't get in the way of what was important.

He was a gentleman...and a gentle man.

A true Army man, Dr. Spinelli was the ideal team player, both flexible and reliable to a fault. During a period when the Center was "short on doctor time" Executive Director Robert Bank, MD, could always count on him to willingly move into positions that were needed.

According to Center Medical Director Warren Garrison, MD, Dr. Spinelli worked until he just couldn't go anymore: "so dizzy he couldn't stand up," he explained, and would then apologize for going home. Dr. Spinelli's wife, Lucinda, said their family vacation plans changed at the last minute one time, but he refused to change his leave dates at the last minute, because of his commitment to his patients.

Dr. Spinelli was very devoted to his children and grandchildren. He was a man who came home from work every night and took care of bath time, who equally shared in child-rearing duties. He was the dad and granddad who got down on the floor and played with the kids, making up voices and stories and even playing dolls.

He was the epitome of a human being and a physician, excelling in all spheres.

The family received many cards from Dr. Spinelli's former patients, one of whom said, "If God gets sick, he has someone to take care of him." Amen to that.



HARRIS HOSPITAL RECOGNIZED AS TOP PERFORMER

Tracy LaPointe, Office of Public Affairs

The Joint Commission has recognized Patrick B. Harris Psychiatric Hospital (Harris) as a Top Performer on Key Quality Measures for 2012 in its Improving America's Hospitals annual report. This designation represents Harris as one of the top 33% of all Joint Commission-accredited hospitals providing accountability measure performance data for 2012.

Harris is licensed by the state of South Carolina as a Specialized Hospital. In addition to its accreditation by The Joint Commission, it is certified by The Centers for Medicare and Medicaid Services and licensed by the Department of Health and Environmental Control.

Harris provides intensive psychiatric diagnostic and treatment services for adults, and is the only public psychiatric inpatient facility in the Upstate, serving 13 counties. In addition, it is the only public psychiatric hospital to provide services to the state's adult deaf population. The 121-bed hospital's inpatient services utilize a team approach for treatment planning, implementation, coordination of total care, and continuity of aftercare.

"The Joint Commission has recognized Harris for assuring that evidence-based interventions are delivered in the right way and at the right time-because it's the right thing to do for our patients," said Harris Executive Director John Fletcher. "This honor is a wonderful confirmation of the staff's dedication to the care of public mental health patients."

GOVERNOR HALEY, DIRECTOR MAGILL THANK THE DUKE ENDOWMENT



Governor Nikki R. Haley and DMH State Director John H. Magill held a press conference Tuesday, October 1, at Mental Health's Columbia headquarters in Columbia, thanking the Trustees of The Duke Endowment for its support of the South Carolina Department of Mental Health's successful Telepsychiatry Emergency Department Consultation Program.

To meet the critical shortage of psychiatrists in South Carolina's underserved areas, and assist hospital emergency rooms provide appropriate treatment to persons in a behavioral crisis, DMH utilizes real-time, state-of-the-art video-and-voice technology that connects DMH psychiatrists to participating hospital emergency departments throughout South Carolina, 16 hours a day, seven days per week. Hospital emergency department consultations with SCDMH psychiatrists have increased the quality and timeliness of triage, assessment and initial treatment of patients; reduced many individuals length of stay in emergency departments; and allowed participating hospitals to direct critical personnel and financial resources to other needs; thus, realizing financial savings for hospitals.

An ongoing study of the Program's impact on medical costs by the University of South Carolina School of Medicine determined that there is an overall medical cost savings of over \$1,700 per episode of care for patients receiving a DMH telepsychiatry consultation. Another finding of the ongoing study is that patients discharged following a DMH telepsychiatry consultation had a significantly higher rate of accessing mental health aftercare in the community, thereby reducing their risk of readmission to an emergency department.

Since March 29, 2009, DMH has completed approximately 17,500 telepsychiatry consultations. The Program currently provides comprehensive consultations to 18 South Carolina hospital emergency departments. This innovative statewide program is made possible through a series of grants from The Duke Endowment, headquartered in Charlotte, NC. In addition to the support of The Duke Endowment, SCDMH is assisted in the program by the SC Department of Health and Human Services, and the USC School of Medicine. With the support of Governor Nikki R. Haley, SCDMH also received funding to support the Program from the South Carolina General Assembly. Participating hospitals also pay a modest user fee for the service.

DMH ACCREDITATIONS

Tracy LaPointe, Office of Public Affairs

The Commission on Accreditation of Rehabilitation Facilities (CARF) has accredited the Charleston-Dorchester Mental Health Center (CDMHC), for a period of three years, in the following areas: Outpatient Mental Health Treatment for Adults and Outpatient Mental Health Treatment for Children and Adolescents.

“We are very excited to have earned a three year accreditation from CARF,” said Executive Director Deborah Blalock. “We were honored when the CARF surveyors said in our exit interview that ‘the Charleston Dorchester Mental Health Center truly embodies its motto of ‘hope, healing, and recovery.’”

The survey also noted, “This achievement is an indication of your organization’s dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of practice excellence.”

In fiscal year 2013, CDMHC served 7,673 individuals, including 2,312 children and 283 individuals over the age of 65. It provides services to Charleston and Dorchester counties.

Each of the DMH’s 17 community mental health centers is accredited by CARF International, an independent, nonprofit accreditor of human service providers. CARF credentials more than 6,500 providers in over 22,000 locations, and its accredited providers serve more than 8 million people of all ages each year.

The Joint Commission recently re-accredited G. Werber Bryan Psychiatric Hospital (Bryan) for a period of three years, following an unannounced survey. Bryan is licensed by the state of South Carolina as a Specialized Hospital.

Bryan provides evaluation and treatment to acute and long-term inpatient psychiatric patients, who are admitted primarily from the 33 counties comprising the Midlands, Pee Dee, and the Low Country regions of South Carolina. The 337-bed hospital’s inpatient services feature treatment teams, composed of diverse health professionals, including licensed and board-certified psychiatrists, nurse practitioners, nurses, psychologists, social workers, activity

therapists, nutrition and dietary staff. Bryan offers a complete spectrum of inpatient psychiatric care, from intensive acute services designed for almost immediate appropriate return to community treatment to extended long-term treatment with referral to other community resources (e.g. community care homes, nursing homes, etc.).

“Bryan Hospital was initially accredited by the Joint Commission in 1982 and has been re-accredited at each three year cycle since,” said Adult Services Director Ralph Randolph. “This is an indication that the hospital has continuously improved services in order to meet increasingly rigorous quality and safety standards of care.”

The Joint Commission, an independent, non-profit organization, accredits and certifies more than 20,000 healthcare organizations and programs in the U.S. It aims to improve healthcare by evaluating healthcare providers and inspiring them to excel in the provision of safe, effective care of the highest quality and value.

HAPPENINGS



DMH State Director John H. Magill cuts the ribbon at the 2013 Out of the Darkness, Columbia Walk. More than 800 people took part in the event, held October 20 at Riverfront Park.



DON'T BE THAT PERSON!

Now more than ever, we know how important it is to use computers safely and responsibly. In the wake of the "Department of Revenue Hack" earlier this year, state agencies are revisiting their internet security policies and reminding users to be wary. To that end, we'll be sharing safety tips from time to time here in Mental Health Matters, in a new series called, Don't be That Person!

Today's Topic: Phishing

We've probably all received a desperate message from that unfairly deposed Nigerian prince, beseeching us to help him keep his millions from the clutches of invading meanies. Or, maybe you've been the target of a sneakier, less ridiculous scam, wherein a friend is stuck in a foreign country, robbed of his or her money and belongings, imploring you to send financial help immediately. These frauds are direct requests for access to your money and are generally sent via e-mail. But what about communication that simply asks you to update some contact information or contains a link to a web site you use all the time? Harmless? Not so fast.

Fern is a smart, professional, busy woman. As such, she gets dozens of e-mails every day. She's pretty web-savvy, and uses her computer to make purchases, pay bills, monitor bank accounts, and so forth.

So, when she sees an e-mail in her inbox from her bank, it is not unusual. The usual logo is there, as is the correct mailing address. The message alerts Fern that someone has accessed her account fraudulently, and urges her to log in to the URL provided to ensure her safety.

Alarmed, Fern clicks the link and provides the information the site asks for. She makes a point to quickly look at the URL of the site she is visiting: <http://onlinesecure.wachovia.com>. Her eye scans the address – sees "Wachovia," missing the typo, and she continues the task of updating her information to protect her account. Maybe she provides her user ID and password, account information, or maybe the site simply contains malware, which gives the villain a way into the network she is using, opening her entire agency's network and all of its users to attack.

Falling for a phishing scam does not mean that the victim is not intelligent; scammers prey on busy people's trust in messages that seem to come from a legitimate organization or just "look" official. The communication these scoundrels send out is often very realistic. Web addresses are easily manipulated by criminals, who can then hack victims' information.

What can you do to keep yourself and DMH safe from phishing messages? Check out sidebar for helpful tips from DMH's own George Johnson and avoid scammers' bait!

Protect Yourself from Phishing Attacks!

When it comes to phishing, the best line of defense is you. Here are some easy tips to protect yourself:

- Be cautious about all communications you receive, including those purported to be from "trusted entities" and be careful when clicking links contained within those messages. If in doubt, do not click.
- Don't respond to any spam-type emails.
- Don't send your personal information via email. Legitimate businesses will not ask users to send their sensitive personal information through this means.
- Don't provide your information in a pop-up window; if you are interested in an offer that you see advertised in a pop-up ad, contact the retailer directly through its homepage, retail outlet or other legitimate contact methods.

Keep an eye out for these simple signs of a phishing email:

- The email contains poor spelling or grammar.
- For secure transactions, look for a lock icon in the URL.
- The use of threats or incredible offers is a common tactic intended to elicit an emotional response to cloud the user's judgment.
- The URL does not match that of the legitimate site. Scammers cannot use the same URL associated with the legitimate websites, so they will tweak the address of their spoofed website so that at a quick glance it looks legitimate. The URL may use a different domain name (e.g., .com vs .net) or may use variations of the spelling of the actual address.

Don't trust an attached file based on its extension. There are a variety of tricks designed to hide the nature of the file. While the simplest solution is not to download a file from an unknown user, below are some additional things you can look for:

- Be wary of "container files", such as .zip files. Any number of files can be packaged inside, including malicious ones!
- Beware of attached files. Malicious code can also be embedded in commonly emailed files such as .doc and .pdf, giving you another reason why you should only open attachments from trusted sources!
- Do not open executable files. These are files which have an .exe extension.
- Lastly, make sure you have an up-to-date anti-virus software program installed. Enable the feature to scan attachments with the anti-virus program before downloading and saving them to your computer.

Mental Health Matters is a newsletter of the South Carolina Department of Mental Health (DMH). Produced by the Office of Public Affairs, it aims to bring items of interest within the DMH system to the attention of Agency personnel, the Mental Health Commission, mental health advocates, and other stakeholders.

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