

# Education and Development Department Oregon State Hospital

*Excellence through education*



## Message from the EDD Director

*"The great aim of education is not knowledge but action."*

*~Herbert Spencer, English philosopher  
(1820 – 1903)*

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As we embark on some of the most significant changes ever to affect our organization, your Education and Development Department is working to reinforce its mission and commitment to all Oregon State Hospital employees. Our commitment to provide the best staff education possible to complement the professionalism exhibited by all OSH employees is supported by the vision of the work we do: excellence in patient care through education. Our goal is to support, empower and provide tools to prepare OSH employees for the changes and the challenges we currently face and those that are ahead. We are working to provide classes that are applicable to our unique environment, and that support the OSH medical model of treatment and recovery.

The significant parts of this strategy are improving communications about the work we do, and increasing access to the information, tools and resources we offer. This education newsletter and our Web site are designed to offer as many avenues as possible to the services we provide.

EDD staff have stepped up to increase the number of classes, using evidence-based practices within the classes, and also investing more time and research in preparing the curricula. We are also working to provide more continuing education to those licensed disciplines within the hospital, to better serve those we have not

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*Message from the EDD Director — continued*

been able to serve in the past. This includes a significant investment of time and resources in increasing what we offer in nursing education by leveraging the talent of our nurse educators.

We have increased electronic access to our library resources, and are providing opportunities for OSH staff to learn how to use the state library system for greater access to expanded state resources.

We are committed to offering resources and training to increase our effectiveness as an organization that provides culturally competent care and services. As with many other health care organizations, our goal is to provide the best possible care to everyone we serve.

So please, take time to check out the classes and services we offer. We also want your input, so please let us know how

we can better serve you as an education department. And as always, if you have any questions, comments, or concerns regarding the education department, please do not hesitate to contact me directly and I will do my best to address any issue brought forward.

Again, thank you for your hard work and dedication to the health and recovery of the people we serve.

Sincerely,

**Christopher D. Wilson**

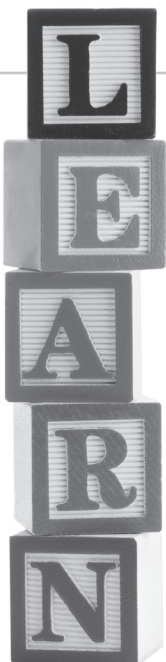
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## ***Nursing education overview***

The Nursing Education Division of the Education and Development Department provides educational opportunities for the nursing services staff at the Oregon State Hospital.

Registered nurses provide classes or coordinate classes, including the licensed nurse orientation, Professional Assault Crisis Training, nursing assistant training, medication aide classes and classes of professional development, for more than 750 members of the nursing services staff.

## **The EDD library**

The library is open whenever EDD is staffed Monday through Friday, from approximately 8 am to 5 pm. Please note that:

- Our librarian is part time 11 am to 3 pm, but is always available to assist you with your informational needs by appointment or through email.
- The collection of books, journals and videos is mainly self-service. However, that is just the “tip of the iceberg.” Vast amounts of materials are available to you for work related needs from library collections everywhere.
- Databases, for research and inter-library loans are available to all government employees through the Oregon State Library. This is a fabulous resource.
- The librarian would be please to act as your liaison, to support you in your research for the benefit of the clients.



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***Did you know?  
The EDD library has  
many materials available  
to help you help clients?  
We have current articles,  
research materials  
and information  
about evidence-based  
practices. Come and see  
how we can help you today!***

## ***The Addiction Counselor Program at Oregon State Hospital***

The Addiction Counselor Program at Oregon State Hospital was created to help staff work more effectively with patients with substance use disorders. The goal of the program is to educate staff about the facts of this devastating and potentially fatal social problem.

Everyone can take advantage of the addiction counseling classes offered through the Education and Development Department. Staff who demonstrate a sincere desire to help patients with substance use disorders will be “sponsored” through the education and experience prerequisites for certification as an alcohol and drug counselor.

There are minimum qualifications required in order to get into the program. To find out more about the program, and the minimum qualifications, visit the OSH EDD Web site: <http://www.dhs.state.or.us/amh/osh/edd/index.html>



### ***More about the Addiction Counselor Program***

Do you work with patients who have a history of abusing drugs like tobacco, alcohol, pot, cocaine, methamphetamines, heroin or prescription drugs? Has past drug use led to trouble with the law? Relationship problems? Health consequences? Financial difficulties? Unemployment or problems at work? Homelessness? Would they have a better life if they stopped using?

***Would you offer support if you knew you could help?***

### ***What training is included in the program?***

So far, the Education and Development Department (EDD) and the Co-occurring Disorders Treatment Program (CODTP) have both provided and sponsored addiction counseling classes in the following subjects:

- Psychopharmacology (drugs of abuse)
- Addiction counseling ethics
- Basic counseling skills
- Group counseling skills
- Motivational interviewing
- Assessment of substance abuse disorders
- Infectious disease risk assessment and reduction
- Clinical supervision of addiction counselors

Many staff have used their professional education and supervised experience to become certified addiction counselors. For more information about certification as a drug and alcohol counselor in Oregon, visit: <http://accbo.com/>

### ***But does counseling really work? Can people change?***

Decades of research in the field of substance abuse counseling demonstrates clearly that counseling works and people can change. Experts in the field emphasize that people change what they want to when they are ready. It has also been demonstrated that changing addictive habits (like quitting smoking) often requires practice. This means that relapse is a normal part of the recovery process where somebody is literally learning how to live a new life. Researchers have

also pointed out that the best predictor of sustained change is social support. This is why group counseling and self-help groups like AA are so effective.

### ***What's in it for me?***

Increasing your professional knowledge and skills. You wouldn't want someone performing open heart surgery on you if he never studied cardiac medicine. That would be very dangerous, not to mention illegal. The same goes for working with people with substance abuse disorders. To do your job effectively, you need the latest information and most up-to-date facts about how addiction affects a person, the body, the mind, the family, and the community. Skills you will gain include learning how to work successfully with "resistant" individuals who need your help. You will also learn how to help patients recognize substance abuse problems and co-create action plans for positive change. If you participate in the Addiction Counselor Program, you will have access to first-class education and clinical supervision that will help you move forward in your career.

### ***Who can participate in the Addiction Counselor Program?***

OSH staff can apply to participate in the program. Minimum qualifications to apply

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*Addiction Counselor Program — continued*

for the Addiction Counselor Program include:

- Completed trial services;
- Support of their direct managers;
- Strong communication skills (especially listening and writing skills);
- Ability to complete at least 150 hours of AOD education (about 25 full days of training in a 12-month period);
- Ability to lead or co-lead groups on their units or in their work areas;
- Commitment to meet with a clinical supervisor for one hour per week.

Think you've got what it takes? Applications will be available through the EDD Web site by March 1, 2010.

### ***What's the program plan?***

Currently, the Addiction Counselor Program is focused on providing substance abuse education to all staff at the hospital. Classes are offered in core addiction counseling and advanced competency areas. A module on cooccurring disorders was added to the new employee orientation in the past few months. Classes including Motivational Interviewing, Group Facilitation Skills,

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## ***A new centralized system of care***

Oregon State Hospital has shifted delivery of therapeutic services to a centralized model delivered primarily through several treatment malls. Previously, treatment was ward-based, delivered to groups of about 30 patients through the resources of the ward where they lived. With the new centralized system of care, we can combine the resources of all of the treatment staff to offer more choices to patients and increase the availability of staff to provide treatment.

Benefits of a centralized system of care:

- Increased active treatment;
- Better trained staff;
- Improved monitoring of treatment activities;
- More patient choices;
- More staff are available.

Outcomes include:

- Fewer patient and staff injuries;
- Fewer missed days of work from staff injuries;
- Less use of seclusion and restraint;
- Less use of PRN and stat medication;
- Lower rates of polypharmacy.

## **Meet your EDD staff**

**Dawnielle Lorren-Roberts, R.N.** nurse educator received her R.N. degree in August 1984. She began teaching nursing assistant classes as a primary instructor in 1998. She has been an instructor for nursing assistants and medication aide classes in a variety of settings, including the private sector, Chemeketa Community College and, currently, at Oregon State Hospital. She also teaches ProAct, General Orientation classes and various other nursing-related classes. She has worked at Oregon State Hospital since January 2003. She has worked as a floor nurse on 34A and 50J and was a nursing supervisor out of the staffing office before joining the EDD team.

**Wendell Page** has been a trainer in the EDD department for the past six years. He has worked at the hospital for 25 years, 19-plus as a mental health therapist in the geriatric program. Wendell has a bachelor's degree from Plymouth State College in New Hampshire and was a teacher for three years. He presents training to employees both in new employee orientation and staff in all areas of the hospital as updates, refreshers or professional enhancement. Wendell has been a ProAct trainer since 1995. Wendell's goal is to help equip staff, through education, to be their professional best.

**Christopher D. Wilson** is the Director of the Education and Development Department at the Oregon State Hospital. He has worked with DHS for more than six years for various programs including Children, Adults and Families (CAF) Self-Sufficiency and the Division of Medical Assistance Programs (DMAP). He holds a Bachelor of Science in Human Services and Master of Science in Leadership from the Ken Blanchard College of Business at Grand Canyon University.

**Nancy Stephen, R.N.** is the nurse manager of the education department at Oregon State Hospital. Nancy has more than 25 years experience in nursing and psychiatric mental health nursing. She has developed educational curriculum and presentations for national corporations and local organizations. Nancy was selected by the National State Boards of Nursing to develop the medication assistant competency examination. She originally obtained her diploma in nursing, obtained her B.S.N. in nursing and is currently seeking her master's degree in nursing education.

**Bernadette Murphy R.N., B.S.N., M.B.A.** is a nurse educator in the Education and Development Department. She has worked as a nurse for more than 20 years in a number of positions including director of nursing, nursing consultant, client care surveyor/supervisor and health educator. She has presented trainings statewide on health and regulatory issues to both the

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*Meet your EDD staff — continued*

public and private sectors with audiences of both professional and non-professional care givers. Bernadette was the director of nursing for a 116 bed locked psychiatric facility in California. Bernadette believes passionately about educating both staff and the public about the vulnerable population she serves.

**Faye Melius** taught at Linn-Benton Community College beginning in the fall of 1996. In 1998 she became the chair for the Emergency Medical Technician program and became the Nursing Department chair from fall 1999 to fall 2009. Prior to coming to LBCC she taught nursing at Southwestern Oregon Community College in Coos Bay and Chemeketa Community College in Salem. Faye has also served as the education consultant for the Board of Nursing in charge of school accreditation and licensure.

Faye earned a B.S. degree from Montana State University and graduated with a M.S. from the University of Portland in the Adult Health — Nurse Practitioner program.

**Jim Mills**, MA. LMFT. Jim began his career as a Licensed Marriage and Family Therapist. He was in private practice in Coos Bay for 17 years before coming to OSH. Jim worked on 50 C as a Mental Health Specialist for his first 4 years at the hospital. He has been a member of the Education Department since 2004. His areas of interest include Family Therapy, Substance Abuse, Sex Offenders, Solution Focused Brief Therapy, Strength-Based Practice and Healthy Emotions.

**Juli Shepard** BS, MLS is the hospital librarian. Juli has a Bachelors degree in history and a Masters degree in library science. Both degrees are from branches of the University of Wisconsin. Her career has focused on public service in a wide variety of libraries, big and small, academic, public and special. Juli worked as the patients' librarian at the State Hospital in Montana. She maintains memberships in both the American Library Association and the Medical Library Association.

*Addiction Counselor Program — continued*

and Curriculum Development have been provided to help staff prepare and/or improve services on the 40, 50, and POSH treatment malls. We expect 13 staff to pass written and oral counselor certification exams by March. Courses on substance abuse counseling will continue to be offered through the education department to help staff work more effectively with patients overcoming substance use disorders.

### ***Where can I get more information?***

For more information about the Addiction Counselor Program, visit the OSH EDD Web site: [www.dhs.state.or.us/amh/osh/edd/index.html](http://www.dhs.state.or.us/amh/osh/edd/index.html).