Contents:
- 10th Annual Quality Improvement Fair 1-3
- Comparison of Health Care Lawsuits: Corizon vs. University Correctional Health Care 4
- NJDOC Inmates at Rutgers 5
- In the News 5
- Mail Call: Letters of Appreciation 5
- Ask Mechele 6
- EAP Timely Topic 6
- Shout Outs 7-8
- CDC: Show Me the Science—How to Wash Your Hands 9
- Reminders 10
- UCHC Central Office Phone Directory 11

Attachments:
- Continuing Education Log Reporting Form

FactFinder

A Message from the Commissioner

Ever since it was first introduced a decade ago, the statewide Quality Improvement Fair has been among the most anticipated events on the calendar for Rutgers’ University Correctional Healthcare (UCHC), the New Jersey Department of Corrections healthcare provider.

I had the pleasure of joining UCHC President and CEO Chris Rosseff, Juvenile Justice Commission Executive Director Kevin Brown and many others during this year’s 10th annual gathering, which was held December 14 in the Harris Auditorium, located on the grounds of our Central Office headquarters.

The Quality Improvement Fair provides participants from NJDOC and Juvenile Justice Commission facilities with a forum to present their work, exchange ideas and learn what efforts are taking place at other institutions across the state. With more than three dozen projects in display, UCHC again demonstrated its commitment to improving the quality and delivery of medical, mental health and dental services to the offender population, while recognizing Governor Christie’s commitment to ensure that no life is disposable.

A distinguished panel of judges selected the award winners in two categories. In “Physical Health,” the winning project was the Central Reception and Assignment Facility’s “Timely Delivery of Transfer Medication to Patient.” Placing second was the Juvenile Justice Commission’s “Is There a Doctor in the House?” The third-place project was the Adult Diagnostic and Treatment Center’s “SBAR.” Among “Mental Health” entries, placing first was Albert C. Wagner Youth Correctional Facility’s “To Read or Not to Read...That Is the Question.” Second place went to the Central Reception and Assignment Facility’s “Improving the Use of Menus to Expedite Inmates with Serious Mental Health Problems Being Seen for Intake.” In third place was South Woods State Prison’s “Orientation to Improve Medication Compliance.”

Congratulations to the award recipients and to everyone who was responsible for organizing and presenting yet another outstanding Quality Improvement Fair.

I would like to conclude this, the final FactFinder of 2015, by wishing everyone in the NJDOC family, as well as your loved ones, a happy, healthy and prosperous New Year.

Sincerely,

Commissioner Gary M. Lanigan

Department of Corrections/Central Office * P. O. Box 863 * Trenton, New Jersey 08625

Send all newsletter correspondence to UCHCnews@ubhc.rutgers.edu
On Monday 12/14/15 University Correctional Health Care (UCHC) held its 10th Annual Statewide Performance Improvement (PI) Fair at the Harris Auditorium in Trenton. With 147 staff in attendance, over 248 UCHC, New Jersey Department of Corrections (NJDOC) and Juvenile Justice Commission (JJC) staff participated in the 39 registered projects with 38 on display.

Mchele Morris, PhD, UCHC Director of Training, acted as Master of Ceremony. The program began with a tribute for Christopher Kosseff, President and CEO of University Behavioral Health Care (UBHC), who had recently announced his retirement. Jeff Dickert, PhD, COO UCHC offered reflections of Chris’ work at UBHC and UCHC while Dr. Morris shared a PowerPoint highlighting Chris’ journey toward uniting the University with the NJDOC to provide inmate care. Opening remarks were offered by NJDOC Commissioner, Gary Lanigan, JJC Executive Director, Kevin M. Brown along with reflections by Chris Kosseff.

For the first time live music was introduced as part of the PI Fair. The featured artist was Karen Ann Melendez, LPC, NCC, MT-BC, creator of the music therapy program at Edna Mahan Correctional Facility for Women (EMCFW). She was joined by former intern Alyssa Gonzalez, MT-BC, and current intern Deborah Heagen, a Drexel University graduate student.

Additional program highlights included the video, “An Illustrated Look at QI in Health Care” (presented by Dr. Mike Evans from St. Michael’s Hospital and the Institute of Healthcare Improvement) and a brief synopsis of the judging criteria by Ellen Shelley, NJDOC Health Services Unit Assistant Director. After announcing the award recipients, representatives from both Mental Health and Medical 1st Place teams provided a brief overview of their projects. This was followed by the People’s Choice Awards and raffle drawings. Closing remarks were made by Arthur Brewer, MD, UCHC Statewide Medical Director.

### Mental Health Team Winners

**1st Place:** Albert C. Wagner Youth Correctional Facility (ACWYCF) for, “To Read or Not to Read... That is the Question.” Team members: Lauren Cuomo, Samarra Brodbeck, Dean Bullard, Wanda Edwards, Tara Lally, Marina Moshkovich, and Mark Perkins.

**2nd Place:** Central Reception and Assignment Facility (CRAF) for, “Improving the Use of Memos to Expedite Inmates with Serious Mental Health Problems Being Seen for Intake.” Team members: Virginia Attanasio, Michael Angelo, William Brehm, Jeanne Cantrell, Kristi Corcoran, Jennifer Door, Walter Frankel, Jeffrey Haber, Christine Holmes, Patricia King, Jeffrey Mandell, Jessica DiMarco, Beth Muhlert, Barbara Prontnicki, Norman Schaffer, Carolyn Segal, Layla Stires, and Lisa Taylor.

**3rd Place:** South Woods State Prison (SWSP) for, “Orientation to Improve Medication Compliance.” Team members: Anthony Tamburello,

### Physical Health Team Winners

**1st Place:** Central Reception and Assignment Facility (CRAF) for, “Timely Delivery of Transfer Medication to Patient.” Team members: Neo Castro, Ihuoma Nwachukwu, Christiana Ayeni, Angela Farmer, Yolanda Godbolt, Barbara Jordan, Shannon McComber, Tracy Stancombe, Amy Valla and Darrin Williams.

**2nd Place:** Juvenile Justice Commission Residential Community Homes (JJC-RCH) for, “Is There a Doctor in the House.” Team members: Carol Vannais, Judy Brilla, Cynthia Brown, Cecele McMillon, Harriet Mugwanya,

### People’s Choice

This year staff were asked to review the projects themselves and vote for a winner who would receive the “People’s Choice Award.”

**1st Place People’s Choice Award:**

**2nd Place People’s Choice Award:**
JJC-RCH team for, “Is There a Doctor in the House”, also the 2nd Place winner in the Physical Health Team category (See team members listing above).

### Attendee Feedback

With a 63% return rate 2015 PI Fair attendees rated the overall PI Fair 4.2 (Very Good)! Scores for all survey years since 2010 are provided below. Thank you all for your feedback.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall how would you rate today’s fair</td>
<td>3.9</td>
<td>4.0</td>
<td>4.0</td>
<td>4.2</td>
<td>4.0</td>
<td>4.2</td>
</tr>
<tr>
<td>2. Applicability to my work environment</td>
<td>4.0</td>
<td>4.1</td>
<td>4.0</td>
<td>4.3</td>
<td>4.2</td>
<td>4.1</td>
</tr>
<tr>
<td>3. Quality of PI projects</td>
<td>4.1</td>
<td>4.1</td>
<td>4.1</td>
<td>4.4</td>
<td>4.2</td>
<td>4.2</td>
</tr>
<tr>
<td>4. Presented in an interesting/easy to understand manner</td>
<td>4.0</td>
<td>4.1</td>
<td>4.0</td>
<td>4.3</td>
<td>4.5</td>
<td>4.1</td>
</tr>
<tr>
<td>5. Program/Handouts</td>
<td>3.6</td>
<td>3.8</td>
<td>3.9</td>
<td>4.3</td>
<td>4.1</td>
<td>4.2</td>
</tr>
<tr>
<td>6. Awards presentation ceremony</td>
<td>3.8</td>
<td>4.0</td>
<td>4.0</td>
<td>4.3</td>
<td>4.0</td>
<td>4.2</td>
</tr>
<tr>
<td>7. Venue and refreshments</td>
<td>3.9</td>
<td>3.8</td>
<td>3.9</td>
<td>4.1</td>
<td>4.1</td>
<td>4.3</td>
</tr>
</tbody>
</table>

Rating Scale: 1=Not Good, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

PI Project summaries are saved here: [G:\Medical\AllMed\General\PI Fair-Info\PI Fair 2015](http://www.ihi.org/resources/Pages/AudioandVideo/default.aspx).

To view the video “An Illustrated Look at QI in Health Care” see: [http://www.ihi.org/resources/Pages/AudioandVideo/default.aspx](http://www.ihi.org/resources/Pages/AudioandVideo/default.aspx).
First Place Mental Health
A.C. Wagner Youth Correctional Facility
“To Read or Not to Read…. That is the Question”

2nd Place MH
Central Reception Assignment Facility
“Improving Use of Metros to Expedite Inmates with Serious Mental Health Problems Being Seen for Intake”

3rd Place MH
Southwoods State Prison
“Orientation to Improve Medication Compliance”

First Place Physical Health
Central Reception Assignment Facility
“Timely Delivery of Transfer Medication to Patient”

2nd Place PH
Juvenile Justice Commission
“Is There a Doctor in the House”

3rd Place PH
Adult Diagnostic Treatment Center
“SBAR”

People’s Choice Award
Garden State Youth Correctional Facility
“Self Referrals Like Clockwork”

L to R: Jeff Dickert, COO (UCHC); Kevin Brown, Executive Director (JJC); Chris Kosseff, President and CEO (UBHC); Gary Lanigan, Commissioner (NJDOC)

Musical Entertainment Provided by Karen Anne Melendez (EMCF) (far right); Former Intern Alyssa Gonzalez (left); Current Intern Deborah Heagen (center)
Comparison of Health Care Lawsuits: 
Corizon vs. University Correctional Health Care

Rutgers, The State University of New Jersey (Rutgers) has an agreement to provide health care to inmates under the supervision of the New Jersey Department of Corrections (NJDOC). University Correctional Health Care (UCHC) is the entity within Rutgers that delivers this care.

During the course of this agreement, one of the many areas UCHC is tracking is the number of inmate initiated, health care related lawsuits. And while there has been little data available from other sources for purposes of comparison, a recent letter on the Corizon Health website from their CEO (3/18/15) provided some relative data. See: http://www.corizonhealth.com/downloads/Mendelson_Letter_031815.pdf http://www.corizonhealth.com/S=0/About-Corizon/Locations

However, such a comparison does have limitations. The direct comparison of national data between UCHC and Corizon should favor Corizon, as they serve both jails and prisons. Pursuant to a survey of lawsuits in jails and prisons (website reference below), jail lawsuits occur much less frequently. This survey noted the rate of inmate lawsuits in jail was approximately 26% compared to prisons (7:1,000 for jails vs. 27:1,000 for prisons). But even with this limitation, UCHC bests Corizon on the rate of health care lawsuits initiated by inmates. https://www.law.umich.edu/facultyhome/margoschlanger/Documents/Publications/Inmate_Litigation_Results_National_Survey.pdf.

In the letter referenced above, Corizon reported having 1,364 lawsuits filed against them over the past 5 years while serving an average of 400,000 inmates during the same timeframe. This translates to a rate of one (1) lawsuit for every 1,466 inmates served. Of these lawsuits, 942 (69%) are closed and 422 (31%) are open. Twelve percent (117) were settled. Per their website, Corizon now serves 335,000 inmates in 27 states. See: http://www.corizonhealth.com/S=0/About-Corizon/Locations.

The NJDOC inmate population over the past 5 years has dropped from 25,140 to 22,486, averaging approximately 23,940. For this time period through December 2014, UCHC reported a total of 60 lawsuits with 58% (35) closed and 42% (25) open. These 60 lawsuits translate into a rate of one (1) for every 1,995 inmates served over the 5 year time period. Also, UCHC settled only 3.3% (2) cases to date with a total payout of $6,000. Overall, the rate of NJDOC inmate health care lawsuits against UCHC are below those reported by Corizon.

The table below summarizes the comparison between Corizon and UCHC:

<table>
<thead>
<tr>
<th>Entities</th>
<th>Average Pop</th>
<th>Lawsuits</th>
<th>Rate</th>
<th>Settlements</th>
<th>Percent Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corizon</td>
<td>400,000</td>
<td>1,364</td>
<td>1:1,466 (0.068%)</td>
<td>117 (12%)</td>
<td>69% (942)</td>
</tr>
<tr>
<td>UCHC</td>
<td>23,939</td>
<td>60</td>
<td>1:1,995 (0.050%)</td>
<td>2 (3.3%)</td>
<td>58% (35)</td>
</tr>
</tbody>
</table>

The UCHC rate of lawsuits by NJDOC prison inmates is approximately 36% lower than that of Corizon Health Care prison and jail inmates.

The following table enumerates the number of closed and open lawsuits by year for UCHC between calendar years 2010 and 2014.

<table>
<thead>
<tr>
<th>Years</th>
<th>Closed</th>
<th>Open</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>12</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>2011</td>
<td>8</td>
<td>3</td>
<td>11</td>
</tr>
<tr>
<td>2012</td>
<td>5</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>2013</td>
<td>7</td>
<td>6</td>
<td>13</td>
</tr>
<tr>
<td>2014</td>
<td>3</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>35</td>
<td>26</td>
<td>60</td>
</tr>
</tbody>
</table>

To date, for CY 2015 just two (2) lawsuits have been filed. Note that there is approximately a six (6) month time-lag in reporting the filing of litigation by the UCHC Risk Management Department. Thus, the two (2) cases for 2015 represent the first quarter. However, even with these limitations, the number of health care related lawsuits within the NJDOC compare very favorably to the number reported by Corizon.

So clearly, our focus on patient satisfaction with regards to health care delivery, and diligence toward the resolution of remedies and inquiries, is paying off. Great work!

Jeff Dickert, PhD
Chief Operating Officer
NJDOC Inmates at Rutgers University

The Mountainview program comes to Newark
Monday, September 14, 2015

Since its inception in 2005, the Mountainview program has enrolled 100 former inmates at Rutgers University—New Brunswick. They have graduated at a rate of 73.3%—slightly below the university’s six-year graduation rate of 77% for students pursuing bachelor’s degrees. The program’s graduates have an overall 3.1 grade point average, with one former inmate having attained a perfect 4.0.

Twenty-five have earned bachelor’s degrees, five have earned master’s degrees and 49 remain active students.

After monitoring Mountainview’s success in New Brunswick, Rutgers University—Newark enrolled 10 former inmates in the program beginning this fall.

See full article at:
http://news.rutgers.edu/news/rutgers-expands-opportunities-former-inmates/20150913#.Vj0HZP6FOUl

In the News...

In the News...

Dr. Mechele Morris, Director of Training, had a mention in the Times of Trenton as an invited guest speaker at the annual Correctional Officers Ceremony held at the NJDOC Central Office Grounds in Trenton on July 30, 2015.

Mail Call: Letters of Appreciation to NJSP

To: (NJSP) Medical Staff

Thank you for all the work and support that you had provided to [Name Removed].

I know at times things were beyond your control and had no options despite the circumstances of confinement.

I appreciate all you tried to do concerning his help.

Respectfully yours,
[Name removed to ensure privacy]

The following is an excerpt from a letter to NJSP Regional Nurse Manager Mary Lee Lang:

“Thank you for all of your patients [sic] and assistance in trying to resolve the difficulties I had. I do appreciate [sic] your efforts.”

Have a letter to share?

Email: UCHCnews@ubhc.rutgers.edu with the subject “Letter of Appreciation”

OR

Fax: (609) 341-9380, attn. UCHCnews “Letter of Appreciation”

Tuesday
January 12, 2016

Dear Ms. Lang,

I am writing this letter on behalf of my husband and myself. We both wanted you to know how much we appreciate the care [Name Removed] has been given in the (NJSP) infirmary. Every time we see him he looks healthier and stronger. We can tell that his team of doctors and nurses strive to take care of all his needs and concerns.

We also wanted you to know that his team of doctors and nurses strive to take care of all his needs and concerns.

We also wanted you to know that [Name Removed] the entire staff does their best to make us feel comfortable. It makes our visit that much more enjoyable and relaxing.

Once again we would like to thank you and everyone involved in [Name Removed]’s recovery.

Sincerely,

[Names removed to ensure privacy]
What’s Phubbing?

Have you ever heard of phubbing? I didn’t until a couple of colleagues brought it to my attention. Phubbing aka “phone snubbing” is the practice of looking at your phone in a social situation instead of giving someone your full attention.

While we’ve probably all been guilty of this bad behavior to some degree, I find myself increasingly frustrated when in the company of friends who almost immediately feel the need to place their phone in a social situation instead of giving their full attention.

Phubbing is not exactly a new behavior to me. I’ve probably all been guilty of this. Many people are probably guilty of this behavior to some extent. I find it to be rude and disrespectful. At the least I find this vaguely more important calls that you just can’t miss... I mean those everyday plain run of the mill correspondences that have no real importance. At the least I find this vaguely irritating and at the most downright rude, and have said so on more than one occasion.

So consider this a warning... unless you’re on an organ transplant team or equally important...on the receiving end of said transplant, could you at least try to give whoever is sitting across from you your full attention? And even if it’s not a social situation... maybe just a colleague trying to engage you in some conversation (you know who you are 😊) could you just try to keep your cell phone tucked away and enjoy what comes from the experience of a non-interrupted face-to-face encounter? Consider it a trip down memory lane.

EAP Timely Topic: The Great Balancing Act

Most people are balancing family, significant others, social supports, hobbies, and jobs. According to the United States Department of Labor, Bureau of Labor Statistics1, in 60.2% of married-couple families both parents work, 69.4% of single mothers work, and 81.9% of single fathers work indicating that the majority of parents are juggling both work and family. You may also find that you are part of the “Sandwich Generation,” caring for both aging parents and children.

Whatever you are juggling, know that you are not alone in making efforts to balance IT ALL! Trying to hold it all together can be exhausting and incredibly stressful. Here are some tips to help you manage the many responsibilities on your plate:

✓ Let go of guilt – We can’t be EVERYTHING to everyone. Make an effort to challenge any feelings of guilt to avoid becoming paralyzed by these thoughts.

✓ Build a support network – Don’t be afraid to utilize your supports and ask for assistance when needed. Don’t feel like you have to do it all on your own, thinking this way is one of the quickest ways to burn out!

✓ Set good limits and boundaries – It’s ok to say “No” and have boundaries with what you are able to do.

✓ Organize – Set priorities and plan ahead: get bags, clothes, meals, etc. ready the night before to make it easier to get out the door in the morning.

✓ Be flexible – Recognize plans don’t always go the way we expect. Prepare for the unexpected and try to go with the flow.

✓ Enjoy time together – Try to be mindful during the times you are with family, friends, and supports to maximize the benefits.

✓ Make time for yourself – Even if it’s just five minutes a day or a good deep breath before walking in the house, try to be consistent in creating space for yourself.

1 http://www.bls.gov/news.release/famee.nr0.htm
2 http://www.mommd.com/10waysbalance.shtml

Tips For Self Care

• Get up a little earlier to allow some quiet time before the day starts.
• Exercise.
• Read a book or short article of interest.
• Listen to music.
• Get in the habit of taking a deep breath before any transition to center and ground yourself.
• Grab a bite to eat with family and friends.
• Unplug/Minimize Distractions – step away from the computer, put the phone, tablet, etc. down and just be present in the moment.

EAP SERVICES

Remember the EAP is available to you and any family member residing in your household, should you be experiencing any stress based events.

All services are free and confidential. Your employer has already provided this as another benefit to you. No information is shared with your employer without written consent from you.

Not only is the EAP available for concerns related to stress, we also work with individuals, couples and families for reasons such as personal difficulties, relationship concerns, grief, anxiety management, parenting issues, time management, and substance abuse. Whatever your concerns, we are here for you. Feel free to reach out to us by telephone if you have any questions, concerns or would like to schedule an appointment.
RE: Employee Recognition

Moving forward the UCHC Executive Leadership team encourages the use of "Shout Outs" in the newsletter as a form of Employee Recognition.

The Leadership Team understands there are many achievements and day-to-day activities that contribute to successful operations and deserve department recognition.

"Shout Out" criteria:
- The person being recognized must be a UCHC staff member
- The "Shout Out" must be directly related to their current work responsibilities; or
- Achievement in their current profession and/or educational area of study (i.e. promotions, conference presentations, licensure, advanced degrees, etc.); or
- A Rutgers University, NJDOC, JJC, Parole or other client related event; or
- An act of heroism or bravery; rendering life-saving aid as a Good Samaritan.

Send "Shout Out" via email to: UCHCnews@ubhc.rutgers.edu with the subject "Shout Out"

Newsletter editing staff are happy to provide assistance in drafting "Shout Out" wording. Please indicate such in your email request.

Jeff Dickert, PhD
Chief Operating Officer

Donna Collins, LPN & Francine Pasch, RN from GSCF/ACWCF successfully completed the NJDOC Methods of Instruction class on 10/27/15 and have been approved for certification as Police Training Commission Instructors who can teach at the NJDOC Training Academy. Congratulations Donna and Francine!

Special thanks to Maria Delgado, Sue Spingler and Dolores Guida for their work as Instructors at the NJDOC Training Academy. Having lost several certified instructors over the past year, they have gone above and beyond their regular site responsibilities traveling to the Training Academy in Sea Girt, NJ to teach Correctional Officer trainees. Thank you ladies!

Giovanna Lotenberg, Michael Jordan, Kim Bost and Marci Mackenzie have also made the Academy trek to instruct the officers in training. You’re the best!

-Michele Morris, Director of Training

UCHC “Presents”...

Dr. Tony Tamburello presented at MASCA on Suicide Assessment & Risk Reduction in Corrections

Dr. Marci MacKenzie, Florence Frances, LCWS, and Dr. Michele Morris presented as part of a panel at a correctional issues symposium sponsored by Communities in Corporation, Inc. Their presentation focused on mental health and post-traumatic stress disorder in incarcerated women.

Dr. Mechele Morris presented on the impact of stress management on correctional officers at the Middle Atlantic States Correctional Association Conference June 17, the NJ County Warden’s Conference October 7 in Atlantic City and the NCCHC Conference in Dallas, TX on October 21. All presentations were very well received.

Dr. Magie Conrad, Chief Nursing Administrator and Dr. Lorraine Steefel, Nurse Educator, gave the presentation "A Caring Project in Corrections" at the 14th Biennial Custody and Caring International Conference on the Nurse’s Role in the Criminal Justice System, Oct. 9th, at the University of Saskatchewan, Canada.
Toot your horn! Brag about your staff!! Congratulate a co-worker!!!

Send shout outs to UCHCnews@rbhs.rutgers.edu, subject “Shout Out”

Shout Out submissions should be:

- Directly related to current work responsibilities
- Achievement in current profession and/or educational area of study (i.e. promotions, conference presentations, licensure, advanced degrees, etc.)
- A Rutgers University, NJDOC, JJC, Parole or other client related event
- An act of heroism or bravery; rendering life-saving aid as a Good Samaritan

Dr. Lauren Cuomo is the Bibliotherapy team leader for the 2015 Qi Fair First Place project winner. Dr. Cuomo worked tirelessly on the project to ensure the ACSU inmates were able to read books and exercise their brains while in closed custody. Both the inmates and officers appreciated the project and had very positive feedback. Dr. Cuomo is worthy of recognition for all of the hard work she does at ACVYCF.

- Submitted by Dr. Wanda Edwards, Clinician Supervisor, ACVYCF, for Excellence Award Nomination

Diana Schmidt, MHCII, Outpatient Mental Health Department (NJSP) is deserving of recognition. Diana is responsible for the mental health needs of the labor intensive Management Control Unit at NJSP. This special housing is made up of three units and comprises inmates (many of whom are the most behaviorally challenging at NJSP) who are PC, MCU, Restrictive Housing status—or a combination of all three. Besides seeing all of the inmates twice a month, she must conduct quarterly evaluations for all who are on MCU status and SASRC evaluations for those on Restrictive Housing status.

Ms. Schmidt brings to her work top rate clinical skills. She has created therapeutic alliances with some notoriously difficult/dangerous patients. Ms. Schmidt has also covered in my absence, and has attended morning administration meetings in my stead. Ms. Schmidt remains professional and often provides the inmates services/assistance beyond her basic requirements—because she takes her role as a mental healthcare provider seriously. She has that talent of providing support/empathy and setting limits.

In short, Ms. Schmidt deserves recognition for her work ethic and clinical skills. However, as an added perk, she brings her wonderful sense of humor to the team—so necessary in this environment. I have observed many of Ms. Schmidt’s interactions with custody—with humor, consideration of their needs, and quick response to calls for help with an inmate—it is clear that she has developed positive relationships and is respected by the Blue Team. Ms. Schmidt is an all around asset to our team and is a positive representative of UCHC to the DOC.

- Submitted by Flora DeFilippo, PhD, NJSP OP MH Clinician Supervisor, for Excellence Award Nomination

I want to take this opportunity to publicly acknowledge the invaluable contribution and excellence in work ethic and product of one of the Data Control Clerks at South Wood State Prison, Sara Dunn.

Sara manages completion of Status Evaluations and Risk Assessments. This is an enormous task at SWSP where about 1600 evaluations are done in a year, including about 300 SVP assessments, and they’re done by up to 10 psychologists. Efficiently and effectively with virtually no need for oversight, she assigns the evaluations and monitors their progress directing them to their intended destination, interfacing with Classification, Release Unit, Parole and Minimum Unit staff. She also provides dependable support services for the psychologists who attend the very important IRC and CCRC meetings. Additionally Sara is conversant with policy and procedures in her areas of functioning.

Sara is an excellent writer, and incisive taker of minutes. She is organized, detail oriented, thorough and highly professional. She interacts well with other departments. At a meeting I attended recently, I heard her praised by representatives of Parole, the Release Unit and Medical for her pleasant manner, intelligence and willingness to help. She is bright, funny, interesting and personable.

She oversees attendance concerns with our large staff, and, perhaps, most importantly, she manages the payroll of our department of over 20 staff flawlessly, assuring that we are paid in a timely and accurate way. She is an invaluable resource at South Woods State Prison, and, truly, the department could not run without her.

- Submitted by Dr. Dave Wasser, Clinician Supervisor, SWSP, for Excellence Award Nomination
**CDC: Show Me the Science - How to Wash Your Hands**

For complete CDC article, along with references, visit:  
http://www.cdc.gov/handwashing/show-me-the-science-handwashing.html

Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water. CDC recommends cleaning hands in a specific way to avoid getting sick and spreading germs to others. The guidance for effective handwashing and use of hand sanitizer was developed based on data from a number of studies.

**Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.**

- **Why?** Because hands could become recontaminated if placed in a basin of standing water that has been contaminated through previous use, clean running water should be used 1. However, washing with non-potable water when necessary may still improve health 2, 3.

- **Why?** The temperature of the water does not appear to affect microbe removal; however, warmer water may cause more skin irritation and is more environmentally costly 4, 5.

- **Why?** Turning off the faucet after wetting hands saves water and there is little data to prove whether significant numbers of germs are transferred between hands and the faucet.

- **Why?** Using soap to wash hands is more effective than using water alone because the surfactants in soap lift soil and microbes from skin, and people tend to scrub hands more thoroughly when using soap, which further removes germs 6, 7, 8.

- **Why?** To date, studies have shown that there is no added health benefit for consumers (this does not include professionals in the healthcare setting) using soaps containing antibacterial ingredients compared with using plain soap 9, 10. As a result, FDA released a **proposed rule** in December 2013 to require manufacturers to submit data supporting the efficacy and safety of antibacterial soaps and body washes. This proposed rule does not affect hand sanitizers, wipes, or antibacterial products used in healthcare settings.

**Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.**

- **Why?** Lathering and scrubbing hands creates friction, which helps lift dirt, grease, and microbes from skin. Microbes are present on all surfaces of the hand, often in particularly high concentration under the nails, so the entire hand should be scrubbed 11, 12.

**Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.**

- **Why?** Determining the optimal length of time for handwashing is difficult because few studies about the health impacts of altering handwashing times have been done. Of those that exist, nearly all have measured reductions in overall numbers of microbes, only a small proportion of which can cause illness, and have not measured impacts on health. Solely reducing numbers of microbes on hands is not necessarily linked to better health 13. The optimal length of time for handwashing is also likely to depend on many factors, including the type and amount of soil on the hands and the setting of the person washing hands. For example, surgeons are likely to come into contact with disease-causing germs and risk spreading serious infections to vulnerable patients, so they may need to wash hands longer than a woman before she prepares her own lunch at home. Nonetheless, evidence suggests that washing hands for about 15-30 seconds removes more germs from hands than washing for shorter periods 14.

**Rinse your hands well under clean, running water.**

- **Why?** Soap and friction help lift dirt, grease, and microbes—including disease-causing germs—from skin so they can then be rinsed off of hands. Rinsing the soap away also minimizes skin irritation 1. Because hands could become recontaminated if rinsed in a basin of standing water that has been contaminated through previous use, clean running water should be used 2, 3. While some recommendations include using a paper towel to turn off the faucet after hands have been rinsed, this practice leads to increased use of water and paper towels, and there are no studies to show that it improves health.

**Dry your hands using a clean towel or air dry them.**

- **Why?** Germs can be transferred more easily to and from wet hands; therefore, hands should be dried after washing. 2, 3, 4 However, the best way to dry hands remains unclear because few studies about hand drying exist, and the results of these studies conflict. Additionally, most of these studies compare overall concentrations of microbes, not just disease-causing germs, on hands following different hand-drying methods. It has not been shown that removing microbes from hands is linked to better health 5. Nonetheless, studies suggest that using a clean towel or air drying hands are best 6, 7.

For complete CDC article, along with references, visit:  
http://www.cdc.gov/handwashing/show-me-the-science-handwashing.html
If your legal name changes, you must notify the UCHC Central Office as well as make the change online at http://my.rutgers.edu.

If you relocate, change your residence, go walkabout, move on up to the east side, or simply decide to live in a different location; you must notify the UCHC Central Office as well as make the change online at http://my.rutgers.edu. By the way, congratulations on your new digs!

Steps to Change Your Name/Address on the portal:
1. On the Welcome screen find the Banner Self-Service tab.
2. In the new window find “Personal Information” in the left menu.
3. Find and click on “Name Change Information” or “Update Addresses/Phones”.
4. Follow remaining prompts on website.

Note: You must notify both the UCHC Central Office AND complete the change online. Notifying one does not update the other.

Mileage

Mileage reimbursement rate for CY 2015 is 57.5 cents per mile (x .575)
Mileage reimbursement rate for CY 2016 is 54 cents per mile (x .54)

Problems with UCHC Pagers/Cell Phones

Report all problems to Lisa Chaszar, UCHC Central Office, (609) 292-4036 x5211 or email Lisa.Chaszar@rutgers.edu.

Remember to check your pager on a routine basis.

I’ve Been Served!? What should I do?

Litigation, unfortunately, is commonplace in prisons. Most litigation against staff comes to naught, however, all requires attention.

In such matters you would be directly served a summons or complaint. Supervisors, peers and support staff are not authorized to accept service/sign off on an Affidavit of Service on behalf of another employee. However, supervisors should assist to arrange a meeting with the individual being served a summons or complaint.

If you are asked to sign a litigation or claim against your organization, you must notify Lisa Chaszar, UCHC Central Office, (609) 292-4036 x5211 or email Lisa.Chaszar@rutgers.edu. You may not sign a summons or complaint unless you have been served.

To Resolve Payroll Issues...

1. Contact your payroll timekeeper. In most departments this is the unit support staff.
2. If your payroll timekeeper is unable to assist you, contact your supervisor, or in their absence, the regional manager/administrator.

Educational Assistance Program

The Educational Assistance Program application must be submitted to Campus Human Resources Benefits Services Office after the course is completed. Course pre-approval forms are no longer required.

The application and required documentation for reimbursement for college courses, non-college courses and seminars must be received in the Campus HR Benefits Services Office within 90 business days after the completion of the course(s), seminar(s) or conference(s).

Applications submitted without the required documents will not be accepted. See application for list of required documentation.

Eligibility Criteria: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program
Educational Assistance Application: http://uhr.rutgers.edu/sites/default/files/form_applications/EducationalAssistanceProgramApplication_0.pdf
Tuition Assistance Policy 60.9.46: http://policies.rutgers.edu/view-policies/human-resources-hr-%E2%80%93-section-60
Educational Assistance Program information: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program

Litigation, unfortunately, is commonplace in prisons. Most litigation against staff comes to naught, however, all requires attention.

In such matters you would be directly served a summons or complaint. Supervisors, peers and support staff are not authorized to accept service/sign off on an Affidavit of Service on behalf of another employee. However, supervisors should assist to arrange a meeting with the individual being served a summons or complaint.

If you are asked to sign a litigation or claim against your organization, you must notify Lisa Chaszar, UCHC Central Office, (609) 292-4036 x5211 or email Lisa.Chaszar@rutgers.edu. You may not sign a summons or complaint unless you have been served.

To Resolve Payroll Issues...

1. Contact your payroll timekeeper. In most departments this is the unit support staff.
2. If your payroll timekeeper is unable to assist you, contact your supervisor, or in their absence, the regional manager/administrator.

Educational Assistance Program

The Educational Assistance Program application must be submitted to Campus Human Resources Benefits Services Office after the course is completed. Course pre-approval forms are no longer required.

The application and required documentation for reimbursement for college courses, non-college courses and seminars must be received in the Campus HR Benefits Services Office within 90 business days after the completion of the course(s), seminar(s) or conference(s).

Applications submitted without the required documents will not be accepted. See application for list of required documentation.

Eligibility Criteria: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program
Educational Assistance Application: http://uhr.rutgers.edu/sites/default/files/form_applications/EducationalAssistanceProgramApplication_0.pdf
Tuition Assistance Policy 60.9.46: http://policies.rutgers.edu/view-policies/human-resources-hr-%E2%80%93-section-60
Educational Assistance Program information: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program

Litigation, unfortunately, is commonplace in prisons. Most litigation against staff comes to naught, however, all requires attention.

In such matters you would be directly served a summons or complaint. Supervisors, peers and support staff are not authorized to accept service/sign off on an Affidavit of Service on behalf of another employee. However, supervisors should assist to arrange a meeting with the individual being served a summons or complaint.

If you are asked to sign a litigation or claim against your organization, you must notify Lisa Chaszar, UCHC Central Office, (609) 292-4036 x5211 or email Lisa.Chaszar@rutgers.edu. You may not sign a summons or complaint unless you have been served.

To Resolve Payroll Issues...

1. Contact your payroll timekeeper. In most departments this is the unit support staff.
2. If your payroll timekeeper is unable to assist you, contact your supervisor, or in their absence, the regional manager/administrator.

Educational Assistance Program

The Educational Assistance Program application must be submitted to Campus Human Resources Benefits Services Office after the course is completed. Course pre-approval forms are no longer required.

The application and required documentation for reimbursement for college courses, non-college courses and seminars must be received in the Campus HR Benefits Services Office within 90 business days after the completion of the course(s), seminar(s) or conference(s).

Applications submitted without the required documents will not be accepted. See application for list of required documentation.

Eligibility Criteria: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program
Educational Assistance Application: http://uhr.rutgers.edu/sites/default/files/form_applications/EducationalAssistanceProgramApplication_0.pdf
Tuition Assistance Policy 60.9.46: http://policies.rutgers.edu/view-policies/human-resources-hr-%E2%80%93-section-60
Educational Assistance Program information: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program

Litigation, unfortunately, is commonplace in prisons. Most litigation against staff comes to naught, however, all requires attention.

In such matters you would be directly served a summons or complaint. Supervisors, peers and support staff are not authorized to accept service/sign off on an Affidavit of Service on behalf of another employee. However, supervisors should assist to arrange a meeting with the individual being served a summons or complaint.

If you are asked to sign a litigation or claim against your organization, you must notify Lisa Chaszar, UCHC Central Office, (609) 292-4036 x5211 or email Lisa.Chaszar@rutgers.edu. You may not sign a summons or complaint unless you have been served.

To Resolve Payroll Issues...

1. Contact your payroll timekeeper. In most departments this is the unit support staff.
2. If your payroll timekeeper is unable to assist you, contact your supervisor, or in their absence, the regional manager/administrator.

Educational Assistance Program

The Educational Assistance Program application must be submitted to Campus Human Resources Benefits Services Office after the course is completed. Course pre-approval forms are no longer required.

The application and required documentation for reimbursement for college courses, non-college courses and seminars must be received in the Campus HR Benefits Services Office within 90 business days after the completion of the course(s), seminar(s) or conference(s).

Applications submitted without the required documents will not be accepted. See application for list of required documentation.

Eligibility Criteria: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program
Educational Assistance Application: http://uhr.rutgers.edu/sites/default/files/form_applications/EducationalAssistanceProgramApplication_0.pdf
Tuition Assistance Policy 60.9.46: http://policies.rutgers.edu/view-policies/human-resources-hr-%E2%80%93-section-60
Educational Assistance Program information: http://uhr.rutgers.edu/benefits/non-state-benefits-legacy-umdnj-positions/educational-assistance-ea-program
<table>
<thead>
<tr>
<th>Executive Administration Staff:</th>
<th>Office</th>
<th>Cell</th>
<th>Pager</th>
<th>Email @ubhc.rutgers.edu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeff Dickert</td>
<td>x5242</td>
<td>732-580-1055</td>
<td></td>
<td>dickerje</td>
</tr>
<tr>
<td>Shirley Lee</td>
<td>x5228</td>
<td></td>
<td></td>
<td>leesm</td>
</tr>
<tr>
<td>Arthur Brewer</td>
<td>x5224</td>
<td>609-313-4185</td>
<td></td>
<td>brewerar</td>
</tr>
<tr>
<td>Rich Cevasco</td>
<td>x5241</td>
<td>201-407-3114</td>
<td>732-396-6768</td>
<td>cevascrp</td>
</tr>
<tr>
<td>Magie Conrad</td>
<td>x5229</td>
<td>908-930-4025</td>
<td></td>
<td>conradmm</td>
</tr>
<tr>
<td>Lisa DeBilio</td>
<td>x5223</td>
<td>732-235-3356</td>
<td></td>
<td>debillia</td>
</tr>
<tr>
<td>Tony Hawes</td>
<td>x5237</td>
<td>609-405-7450</td>
<td></td>
<td>hawersdo</td>
</tr>
<tr>
<td>Hal Moeller</td>
<td>x5210</td>
<td>609-503-1684</td>
<td></td>
<td>moellehc</td>
</tr>
<tr>
<td>Rusty Reeves</td>
<td>973-465-0068 x4241</td>
<td>973-632-3194</td>
<td></td>
<td>reevesdo</td>
</tr>
<tr>
<td>Andrew Youngblood</td>
<td>x5231</td>
<td>609-218-0697</td>
<td></td>
<td>youngbarn</td>
</tr>
</tbody>
</table>

| Support Staff:                |        |          |            |                         |
| Chaszar, Lisa                 | x5211  |          |            | lacs393                 |
| Golden, Mary “Pat”            | x5233  |          |            | mg1132                  |
| Lore, Veronica “Ronnie”       | x5223  |          |            | vsi20                   |
| Riggins, Cassandra            | x5219  |          |            | rigginca                |
| Sweet, Susan                  | x5620  |          |            | sweetst                 |
| VanEmburgh, Jennifer          | x5222  |          |            | storicjd                |

| Central Administration Staff: (alpha order) |        |          |            |                         |
| 3rd Floor, Overflow Office     | x5238  |          |            |                         |
| 3rd Floor, IT Office           | x5215  |          |            |                         |
| Bartolomei, Christine          | x5219  |          |            | bartolch                |
| Berzins, Sharry                | x5239  |          |            | berzish                 |
| Crapella, Debra                | x5220  |          |            | crapelda                |
| Dansbury (Reed), Pat           | x5232  |          |            | reedp1                  |
| Deduro, Sherifito “KC”         | x5213  |          |            | dedurosod               |
| Ford, Patti                    | x5218  |          |            | fordpa                  |
| LaPenta, Christina             | x5230  | 609-668-0892 | 973-281-3467 | presticm                |
| McCollough, (Tamika) Monique   | x5226  |          |            | mccoilttm               |
| McMichael, Joanne              | x5214  |          |            | jm1754                  |
| Morris, Mechele                | x5217  |          |            | morrisme                |
| Patient Advocate (Reed, Maggie) | x5227 |          |            | paterna                 |
| Romano, Cindy                  | x5236  |          |            | romanoci                |
| Sleavin, Tara                  | x5225  |          |            | tes98                   |
| Steefel, Lorraine              | x5221  |          |            | steefelo                |
| Telemedicine (Stokes Building) | x5503  |          |            |                         |
| Torres, Jose                   | x5240  |          |            | torresj9                |

**TRAVELLING / OFF-SITE CENTRAL ADMINISTRATION PERSONNEL**

**Psychiatry Administration**

Anthony Tamburello 856-459-7000 x8333 609-410-0266 609-324-3215 tamburac

**Mental Health Clinician Administrators**

Mitch Abrams 973-465-0068 x4242 917-887-5206 732-396-6920 abramsmsi

Harry Green 856-459-7224 732-512-8846 609-229-0688 greenha

Marci MacKenzie 856-459-7000 x7221 856-701-6362 856-223-2320 mackenna

Ellen Zupkus (JJC) 609-324-6296 201-407-3117 zupkusel

**Regional Medical Directors**

Hesham Soliman 201-201-20x1451 x5233 x5233 x5233 609-363-8051 x5233 609-223-2282 soslimah

William Briglia 856-459-7000 x7221 856-701-6362 856-223-2320 briglia

Sharmalie Perera 732-574-2250 x8305 609-238-0993 609-229-0675 pererash

**Regional Schedulers**

Rebecca Cozzens 856-459-8034 cozzensr

Samantha Pezzella 856-459-8753 pezzells

Rutgers, The State University of New Jersey—UCHC Newsletter: Winter 2016
EAP is just a phone call away...

Did you know that anyone in your household is eligible to use the EAP?

All services are provided by your employer and free to you and the members of your household.

All services are confidential.

No information is shared with anyone without a written release from you.

Individuals and couples are seen for a variety of reasons such as: personal difficulties, relationship concerns, anxiety, depression, grief, stress and substance abuse.

We can help with family issues such as: parenting, single parenting, blended families and elder care.

Whatever your concerns, we are here for you.

University Correctional Health Care

c/o NJ Department of Corrections
Bates Building, 2nd Floor
Whittlesey Road & Stuyvesant Avenue
P.O. Box 863
Trenton, NJ 08625

Phone: (609) 292-4036
Fax: (609) 341-9380

Employee Assistance Program
1-866-EAP-UBHC (1-866-327-8242)
http://ubhc.rutgers.edu/eap/

Please submit articles by March 15th for the Jan-March Newsletter
Ongoing UCHC Continuing Education Log

Year: _________

Name: _____________________________   Site: _____________________

Position: ___________________________

*** PLEASE PRINT CLEARLY***

<table>
<thead>
<tr>
<th>Date</th>
<th>Training Activity Description</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submit a copy of this form to your site/department Data Control Clerk/Secretary
for entry into the UCHC Database.

Keep a copy (along with attendance verification for each activity) for your personal records.

Note: Staff meetings can be included as continuing education activities provided a signed attendance log is maintained.