



# University Correctional HealthCare

April 2010



## Susan G. Komen Race for the Cure



I would like to invite you to join and support us at the Third Annual Susan G. Komen North Jersey Race for the Cure in Essex County's Branch Brook Park on April 25, 2010

The Susan G. Komen Race for the Cure is the largest series of athletic and educational fundraising events in the world. More than 20,000 participants are expected, and the goal is to raise at least \$2.5 million.

Seventy-five percent of the net income raised from this event stays in New Jersey to support community-based programs offering education, screening and treatment services. Among the benefactors is the New Jersey Medical School/University Hospital mobile cancer screening vehicle (launched in 2008) and Cancer Center Clinical Trials Program. Additional UMDNJ cancer programs throughout the state benefit from races held by other Komen affiliates.

Here's the web site to join our team or to \*\*donate to support the cause:

<http://northjersey.info-komen.org/goto/UMDNJ>

*\*\*You can support our team by clicking the **Donate** button at the top, or, if you would like to make your gift to one of the team members, just click on their name.*

There's a 5k walk or run, a 1.5 K fun walk, or, the very popular "Sleep In for the Cure," which offers those who prefer sleeping to running/walking a less strenuous way to support the team. With this option you can offer your support from the comfort of home and get a T shirt. But if you're interested in the "Sleep in for the Cure" option, you still need to sign up (website above). Select. *Make a Donation*, then *Race for the Cure* from the dropdown list. Under *Race Registration* you'll see *Sleep in for the Cure*.

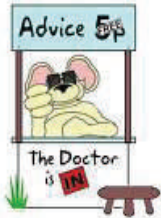
For the walkers and runners, there will be transportation from University Hospital and we can car pool from the sites.

We're expecting to have a lot of fun and since everyone knows someone who has been affected by this disease, come join us as we walk together for the cure. Please sign up today.

**Help us build the UMDNJ/UHC TEAM!!!!!!**

Thanks for your help.

Magie Conrad  
Nurse Administrator



Dear Mechele,

## ***Ask Mechele***

*I work in an area that has a lot of inmates coming and going. I don't have a problem doing my work, but there's this one particular inmate who really makes me feel uncomfortable. He hasn't done anything or said anything but at times I've caught him looking at me and it just makes my skin crawl. I don't want to overreact but I'm getting more and more tense and nervous. When he's not there I'm worried he might just show up; and when he's around, I'm unable to concentrate and as a result don't get much work done. Is it me, am I paranoid or what? Please help me.*

*Is it Me?*

Dear Is It Me?

As a firm believer in the power of instinct, let me first say...No, it's not you! While I don't buy into psychics charging by the hour, I do believe that we have something inherently wired into our DNA that allows us to perceive when things just aren't right. That's what I believe is happening with you. Now don't quit your job, buy a crystal ball and think that you can predict the future, but by all means listen to your inner voice. You said you've caught this inmate looking at you and it makes you uncomfortable. That's not intuition...that's fact.

Now some might say that you should just look the inmate in the eye and say with the quickness (plus a little attitude), "Is there a problem," but not everyone is comfortable with such direct confrontation, and your situation is different. When you work in prison, game playing is at a much higher level. On the street you might wonder if someone is dangerous or prone to violence. Here, it's probably better to use those feelings as a baseline. That will keep you cautious and on point.

The bottom line is that this inmate is being inappropriate and there's a good chance he'll continue to stare at you unless he's confronted about his inappropriate behavior. It's at times like this that you should really appreciate where you work. Prison is a great place to have such matters handled without delay.

As a professional courtesy, I recommend you notify your supervisor of your concerns and immediately speak with someone in the custody staff. We once had a physician who was asked by one of the porters for an extra mattress. She told him to drop a medical slip so that whatever medical condition he felt warranted such an accommodation could be assessed. The inmate then made it clear that he expected the doctor to grant his request as a "favor;" after all, he cleaned her office better than anyone else's and held the door open for her everyday.

When she declined his request, his polite and conscientious demeanor changed. Now, he glowered at her when he felt he wasn't being observed. When she shared this information with me, I immediately involved the floor officer. He told the doctor he had no problem immediately terminating the inmate, but she wasn't completely comfortable with that course of action. So the officer agreed to watch for the behavior she described. Once he saw the inmate staring at the doctor in a threatening manner he called him over, confronted him and fired him on the spot.

So what is the morale of this story? First and foremost, trust your instincts. Second, never hesitate to confer with the officers. As security professionals they know how to handle such situations and take great pride in their work. Be safe.





## Caped Crusader Cunningly Confines Creature Calming Corrections

March 8, 2010, was a day like the other 364 days inside NJSP – grey and dank. The outpatient office suite, complete with the Pie Room, foyer, Medical Consultation Office, Dialysis Treatment Center, and executive Cell 3, is nestled among inmate cells. As testimony to this upper class neighborhood, there are also two inmate suites within 50 feet of one another, i.e., these residences are framed by a second cyclone fence that provides the inmate with privacy and security. Visitors need escorts to enter these restricted communities.

The artistic community of NJSP gifted this suite with a pastoral wall mural in the foyer. Not only are there 2D images of flora and fauna in the mural, but the artists have provided the occasional presence of living fauna that scamper across the forest floor of the foyer. It allows the observer to actually experience the art. These artisans are truly gifted. To the untrained eye, the interpretive sculpture in the ceiling tiles might simply look like holes that are the product of rot, rather than symbols of the emptiness inmates experience within the prison environment. I have seen multiple professional staff well up with emotion when they take the time to scan their surroundings and appreciate their good fortune to work here. Some have actually loudly gasped, dare I say screamed, in appreciation of the spontaneous appearance of living nature. I get goose bumps just thinking about it.

But I digress; back to March 8<sup>th</sup>, 2010. It struck with no warning – seemingly from nowhere. Frantic fluttering, something moving rapidly through the air in the foyer! People stopped in their tracks – what was happening? What was in that space with them? Quickly, the fluttering moved to Cell 3 and staff realized, with new panic, that it was a bat! Was it rabid? Was it confused? Why was a nocturnal animal romping about in the daytime? Was it an escape attempt? Actually, none of these questions were considered by the overly educated professionals in the suite. “Eek!” from one of the protectors dressed in blue. “Get it out!” from staff who stood plastered against the wall farthest from the now infamous Cell 3.



Just as the hysteria was reaching its peak, HE came forward. “I’m Batman!” Armed with his cardboard box, he confidently, slowly walked into Cell 3. Man (well, Batman) against nature! It was on! As Batman reached to cover the bat on the wall with the box, the bat flew off. Batman’s superior reflexes were there for all to see – he quickly ducked and covered his head. “Take

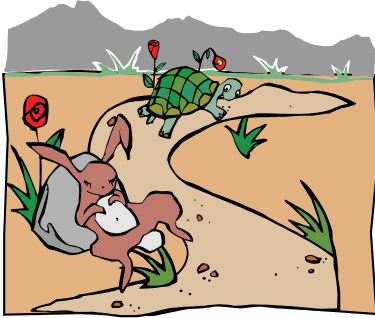
that you flying rodent – I’m too quick for you!” Batman’s genius plan – tire the bat out – proved to be successful when the creature simply, suddenly dropped into the office executive’s coat. A loud sigh of relief arose from the crowd – that he was not injured in his fall! Batman quickly contained the beast in a closed box. “Get it out” changed to “Don’t hurt him.” Gallantly, Batman took the heathen creature to the loading dock – and set him free. (We all truly hope that this was not a clever escape plan after all.)



We turned to thank him, but he was gone. He has retreated to his Bat Cave, but we know he’s there. All is right with the world.

*Flora De Filippo, PhD*  
*OP Clinician Supervisor*  
*NJSP*

## The Tortoise And The Hare: Competition vs. Team Work



Remember the old story about the tortoise and the hare? The tortoise and the hare had an argument about who was faster. They decided to settle the argument with a race. They agreed on a route, began the race, and the hare shot ahead and ran briskly for some time. Then, seeing that he was far ahead of the tortoise, he decided to sit under a tree and relax before continuing the race. He sat—and soon fell asleep, the tortoise kept plodding along, overtook the hare and finished the race, emerging as the winner.

Here's where the story gets updated: The hare was disappointed at losing and he did some soul-searching. He realized that he'd lost the race because he'd been overconfident and careless. So he challenged the tortoise to another race. The tortoise agreed. This time, the hare ran without stopping from start to finish.

Now the tortoise did some thinking, and realized there was no way he could beat the hare in a race as it was currently formatted. He thought for awhile, and then challenged the hare to another race, but on a slightly different route. The hare agreed. They started off, the hare running at top speed until he came to a broad river, with the finish line 10 yards on the other side. As the hare sat there wondering what to do, the tortoise plodded up to the riverbank, slid into the water, swam to the opposite bank, and continued across the finish line.

That's when the hare and the tortoise realized that the last race could have been run much better—if they ran **as a team**. They started off again, and this time the hare carried the tortoise till they reached the river. Then, the tortoise swam across with the hare on his back. On the opposite side, the hare again carried the tortoise and they reached the finish line together.



**Team Work makes the Dream Work!**

Excerpt fro Karen's Home Newsletter, march 2010 Edition

## APRIL IS OCCUPATIONAL THERAPY MONTH!!

### CRYPTOGRAM:

EZOGRNEW HNNMIEXRHWE L XYOGEIC EBBHNREXRHW

LRKRWW LRQO XH RXB QMLLOBX

NOGXRQROD HNNMIEXRHWE L XYOGEIC EBBRBXEWX

HNNMIEXRHWE

ENXRKRXROB HQ DERLC LRKRWW

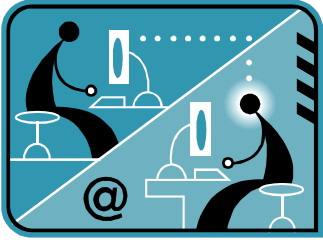
HNNMIEXRHWE L XYOGEIRBX GOVRBXOGOD LRNOWBOD

*Susan Connor*

*Occupational Therapist - EMCFW*



Answers: American Occupational Therapy Association (AOTA, national professional organization), Living Life to Its Fullest (AOTA slogan), Certified Occupational Therapy Assistant (COTA), occupation (task or activity utilized to promote health and wellness), activities of daily living, Occupational Therapist Registered Licensed (OTR/L)



# Technology Corner

with Leo Agrillo



## Big Brother Can Watch

Question: Is what I do on my work computer private?



Answer: **NO!**

Policies set forth by the State of New Jersey and the Department of Corrections are very specific regarding computer use. **Computers are for business purposes only.** All user activity is subject to monitoring. Inappropriate actions can result in severe consequences if a misuse of resources is discovered under your user login. So, word to the wise...

**Absolutely no personal business can be conducted on a DOC computer; they are not secure and others can see what you have done.**

The internet is to be used for business purposes only. On line shopping, social networking (Facebook, Twitter etc.), and any site without a business purpose should never be accessed. Email is not private, any message you send can be read by others.

Also, **NEVER** share your login. Use common sense, think before you act and if you don't have a legitimate, work related reason, err on the side of caution and don't do it.

Be advised that any email left in your Inbox or Sent Folder is deleted after 45 days and cannot be retrieved. If you want to save email it should be placed in a Personal Folder. To create a Personal Folder, click your email address on the left side of the page. This will bring you to the Folders page. Click the New button and enter a Folder name where you will store your files. You can create many different Folders; the number of files is your choice. Once you've created your Folders go back to your Inbox and select the messages (email) you wish to save by checking them. The Action will be to move those items you checked into the selected Folder.





# Revised Central Office Staff Directory

Updated 4/10



	Office	Cell	Pager	Email	
<b>Central Administration</b>					
Jeff Dickert:	609-341-3093	732-580-1055		dickerje	
Shirley Lee	609-633-2786			leesm	
Melody Massa:	609-292-1247	201-407-3144		massamk	
Sharry Berzins	609-984-4599			berzinsh	
Jennifer Storicks	609-341-3093			storicjd	
<b>Medical Administration</b>					
Arthur Brewer:	609-292-6878	609-313-4185	609-229-0689	brewerar	
Rhonda Lyles	609-777-1660			lylesrc	
Yasser Soliman:	609-943-4372	609-313-1980	609-229-0690	solimays	
Hesham Soliman:	609-723-4221 x8229	609-238-0513	856-223-2262	solimahe	
Jon Hershkowitz:	973-465-0068 x4677	732-570-5727	732-206-3157	hershkje	
Johnny Wu	609-777-3755	609-238-0993	609-229-0675	wujo	
<b>Mental Health Administration</b>					
Rich Cevasco:	609-984-6474	201-407-3114	732-396-6768	cevascrp	
Mitch Abrams	973-465-0068 x4383	917-887-5206	732-396-6920	abramsmi	
Marci Masker	856-459-7223	201-407-3097	732-396-6767	mackenma	
Harry Green	609-298-0500 x1272	732-512-8846	609-229-0688	greenha	
<b>Psychiatry</b>					
Rusty Reeves	973-465-0068 x4382	973-632-3194		reevesdo	
Anthony Tamburello	856-459-8239	609-410-0266	609-324-3215	tamburac	
<b>Nursing Administration</b>					
Magie Conrad:	609-633-6573	908-930-4025	732-302-6694	conradmm	
Denise Rahaman	609-777-0440	609-923-1855	609-229-0694	rahamade	
<b>Dental Administration</b>					
Man Lee:	609-777-1366	609-218-0697		leemp	
Thomas Golden	908-638-6191 x7584			goldentf	
<b>Utilization Review</b>		<b>Email</b>		<b>Training Team</b>	
Christine Bartolomei	609-292-2353	bartolch	Mechele Morris:	609-292-2252	morrisme
Eileen Hooven	609-984-5848	hoovenem	Stephanie Turner-Jones	609-292-2226	turnerst
	609-484-4000 pager		Denise Gould	609-292-1340	goulddj
Dolcie Sawyer	609-292-2352	sawyerdo			
	609-484-4001 pager				
<b>Medical Records</b>			<b>Infectious Disease</b>		
Cindy Romano	609-292-1393	romanoci	Elliot Famutimi	609-292-3365	famutiel
<b>Statewide Ombudsperson</b>			<b>Telemedicine</b>		
Elizabeth Topol	609-292-9095	topolcl	Leo Agrillo	609-984-1725	agrille
				609-413-6944 cell	
<b>Quality Improvement</b>			<b>Scheduler</b>		
Lisa DeBilio:	609-292-5707	debilila	Patti Ford	609-984-1012	fordpa
Debra Crapella	609-984-5843	crapelda	Jose Torres	609-292-6953	torresj9
Debbie Pavlovsky	609-292-6478	pavolsde	Patti Reed	609-777-1510	reedp1
<b>CTI</b>			Rebecca Cozzens	856-459-8034	cozzenna
Megan Price	609-292-1385	pricemb	Samantha Pezzella	856-459-8453	pezzelss

## Partnering with Our Patients for Better Health Outcomes

Sometimes our patients don't comply with their treatment plans simply because they don't understand them or they don't understand the implications for non-adherence. The Institute of Medicine's 2004 report on "Health Literacy: A Prescription to End Confusion" estimated that poor health care literacy cost the health care system more than **\$58 billion** a year.

In our practice we should be making sure our patients understand their treatment plans. A few pointers adapted from the "Case Management Advisor" follows:

- ✓ Make it a point to **talk in plain language** and avoid medical jargon that is beyond the comprehension level of many of our patients
- ✓ **Reduce use of medical jargon**
- ✓ Remember that most patients can **absorb only two or three things at a time**
- ✓ **Confirm understanding** is an essential step in communicating and is often left out
- ✓ When you provide instructions to your patients, **have them describe to you their understanding of** what you have said in their own words
- ✓ Try the **teach-back method** where the patient tells you how and when they are going to take their pills, care for a wound, exercise, etc.
- ✓ When you talk to a patient, **focus on two or three important facts**
- ✓ Provide **simple written instructions** to accompany your instructions



Jeff Dickert, PhD

Unit Vice President - UCHC



### THE FISH POND

UCHC Nursing Management staff were recently asked to read and review the book "Fish" by Stephen C. Lundin, PhD. A discussion of the book, planned for the January staff meeting, would hopefully serve as a way to boost morale and improve outcomes with the line staff.

The Fish Philosophy originated from observing the enthusiasm and happiness of the employees at Seattle's Pike Place Fish Market while they worked. At the market, customers constantly laughed and complimented the employees about their skill throwing and catching the fish, and conversely, commiserated if/when they missed.

The basic premise was being able to see how each and every worker was able to make a routine day fun for themselves and their customers, while also selling tons of fish. The Fish Philosophy revolves around four key concepts:

- **Play**
- **Make Their Day**
- **Be There**

### Choose Your Attitude

Our Nurse managers discussed at length not only their current efforts, but also what they could do at each site to help further build team spirit and morale. It was decided that these efforts would be highlighted in a new byline in the UCHC Newsletter to be called, "The Fish Pond." This month, the mental health stabilization unit (SU) at Northern State Prison (NSP) is being spotlighted.

At NSP, Maria Delgado RN and Bernice French, MSW, took the lead (along with other SU staff) in recognizing staff and officers who exemplify the concept of true team players. About three years ago they created the "SU Star Board," a committee of RN's, SW's and Officers who would nominate staff members for this special honor. To become an SU Star you had to work on the SU for at least six months and demonstrate true team spirit. Once selected, your name would be emblazoned on a Star or Trophy that is placed on the Board for all to see. When a SU Star retires, their star is retired as indicated by a color change, and their status then becomes "honorary." According to Ms. Delgado, becoming an SU Star has become a coveted honor which has generated real competition. So congratulations NSP SU! You get the UCHC "Star" this month for Team Building!

Magie Conrad, DNP

Nurse Administrator - UCHC



## Take Control of Your Health: A Chronic Disease Self-Management Program



The Chronic Disease Self-Management Program (CDSMP) developed at Stanford University, is an evidence-based program presented two and a half hours, once a week, for six weeks. People with different chronic health problems attend together.

The six-week workshop offers techniques to deal with problems such as frustration, fatigue, pain and isolation. Exercise for maintaining and improving strength, flexibility, and endurance, the appropriate use of medications, how to communicate effectively with health professionals, nutrition and how to evaluate new treatments are also topics of discussion.

The CDSMP, having undergone extensive evaluation in several countries, has been found effective across socioeconomic and education levels. Health benefits have been shown to persist over a two-year period, even when disability worsens. The program has demonstrated reductions in health care expenditures including fewer emergency room visits, hospitalizations and days in the hospital.

CDSMP is offered in 40 states, 19 countries and now by University Correctional Healthcare here in New Jersey.

Thanks to a grant from the New Jersey Department of Health and Senior Services Office of Minority and Multicultural Health, CDSMP was successfully piloted at Edna Mahan Correctional Facility for Women (EMCFW) in December 2009. The program is being lead by Master Trainers: Magie Conrad, DNP, Maria Delgado RN and Denise Rahaman, MA.

Among the eight inmates completing the EMCFW pilot program, immediate increases in medication and diet compliance were noted and maintained. Several of the inmates started an exercise regime that has continued over the last few months. Other positive outcomes noted by the participants included: Improved self-reported health, weight loss, decreased inches, decreased smoking and even a reduction in cursing! The results were so positive that the DOC Administration EMCFW has requested the program be repeated, however, CDSMP is currently being piloted at Northern State Prison (NSP) with 14 active participants.

A four day "Peer Leader" certification training for staff will be held over the next few months. This will enable UCHC to implement ongoing CDSMP sessions throughout the state within the next year.

*Magie Conrad, DNP*  
Nurse Administrator - UCHC



UCHC Staff that Work in NJDOC Facilities,

Recently, the question of how to address staff exposure to second hand smoke within the prisons was raised. As mentioned at our recent "Tele-Community Meeting," please be advised that all New Jersey Department of Corrections buildings are smoke free. Staff members exposed to employees or inmates smoking within any prison facility are to bring this to the attention of the prison administrator through their supervisor. Also, staff can write charges on inmates who do not comply with the state's smoking restrictions.

Jeff Dickert, PhD  
Unit Vice President





## UMDNJ Human Resources

### Employment Information:

#### **Tiesha Brown, HR Generalist**

Phone: 732-235-9412

Email: [browntj@umdnj.edu](mailto:browntj@umdnj.edu)

**Handles all non-nursing titles** (includes Physician Specialists, Physician Assistants, Dentists, Optometrists, UCHC Secretary, Mental Health Clinicians, Occupational/Recreational Therapists)

#### **Christine Tsirikos, HR Generalist**

Phone: 732-235-9402

Email: [tsirikch@umdnj.edu](mailto:tsirikch@umdnj.edu)

**Handles all nursing related titles** (includes RN's, LPN's, UCHC Technician I, II, Medication Aides, Nurse Assts., APN's and Nurse Managers)

### Benefits Information:

**For employees hired BEFORE October 2008, direct calls to the New Brunswick Benefits Team:**

#### **Nancy Kiernan, Benefits Associate**

732-235-9416

#### **Charles Collard, Benefits Associate**

732-235-9415

#### **Lola Vickers, Benefits Representative**

732-235-9417

**For employees hired AFTER October 2008, Benefits processing is split between campuses:**

### Facility: EMCF, MYCF, NSP, EJSP, ADTC

Contact representatives on the Newark campus:

#### **Takesha Ellerbie, Benefits Associate**

973-972-1868

#### **Robin Hynes, Benefits Associate**

973-972-6071

#### **Krystyna Plonski, Benefits Associate**

973-972-6085

#### **Seiichi Mano, Benefits Representative**

973-972-5314

### Facility: CRAF, NJSP, GSYCF, MSCF, ACW

Contact representatives on the New Brunswick campus:

#### **Nancy Kiernan, Benefits Associate**

732-235-9416

#### **Charles Collard, Benefits Associate**

732-235-9415

#### **Lola Vickers, Benefits Representative**

732-235-9417

### Facility: SWSP, BSP, SSCF

Contact representatives on the Stratford campus:

#### **Celeste Rebarido, Benefits Associate**

856-566-6162

#### **Tamika Major, Benefits Representative**

856-566-6168

### For Employment Verifications, Name Changes, Time Accrual Questions:

#### **Dorothy Copeland, HR Information Systems Specialist**

732-235-9418

#### **Mary Martin, HR Information Systems Specialist**

732-235-9419

\*\*All payroll questions should first be directed to the person who handles time-keeping at your site.

**Visit the HR website for updated news, forms, policies and employment opportunities:**

<http://www.umdnj.edu/hrweb/>

*Christine Tsirikos, PHR*

*Human Generalist*

*UMDNJ - Human Resource*

# General Information



Test your pager on a routine basis - any problems should be reported to Melody Massa at 609-292-1247



ADDRESS

University Correctional HealthCare  
c/o NJ Department of Corrections  
Bates Building  
P.O. Box 863  
Whittlesey Road  
Trenton, NJ 08625



609-341-3093  
609-341-9380 - fax



Effective January 1, 2010 the mileage rate is \$.50 a mile



Dear UMDNJ faculty and staff:



Thank you to everyone who has submitted a suggestion to the roadmap mailbox. It's been four weeks since we launched [roadmap@umdnj.edu](mailto:roadmap@umdnj.edu) and urged you to email us your ideas for ways the University can be more cost-efficient. So far you have submitted more than 300 suggestions. Additional ideas have come from

the listening sessions we've been holding on the Newark and Stratford campuses (New Brunswick's will be held on March 25), where you can present your ideas directly to leaders of our Roadmap Teams.

The ideas range from those that could affect entire operations to efficiencies that might have a more localized impact. Some involve practices and policies regulated by the state and which may not be within our control to change. Every suggestion is valuable, important to hear,

and appreciated.

Rest assured that all of your suggestions are being forwarded - no names attached - to the appropriate track teams for review. Please remember that [roadmap@umdnj.edu](mailto:roadmap@umdnj.edu) is the place for suggestions related to specific cost efficiencies - not for back and forth conversation. For the process to work as smoothly as possible, we urge to you save lengthier discussions for an upcoming listening session or a letter directly to the President.

As the teams continue to evaluate your suggestions, we will be sure to update you on more specific measures as they are put in place. In the meantime, please continue to keep those ideas flowing. Thanks again to all who have already engaged in the process.

Diane Weathers  
Senior Vice President  
Advancement and Communications

## CONGRATULATIONS!!!!



Who's that parked right outside the front house at Southern State Correctional Facility? It's our own Janet Iannucci, Data Control Clerk I who was recently named April Employee of the Month! When the news reached Central Office someone was overheard saying, "I'm not surprised, Janet has consistently provided exemplary customer service." So kudos Janet, and continue to enjoy that parking spot for the rest of the month. We hear that there was also a certificate authenticating the honor so even when you have to go back to regular staff parking, you'll have a tangible reminder of appreciation for all your hard work. We're proud of you!



Submit your articles by May 28th for the June newsletter

