A Year In Review... 2010 Accomplishments

*Concluding the CF v Terhune Settlement Agreement in June 2010:
- For male inmates after only 2 1/2 years under University of Medicine and Dentistry of New Jersey (UMDNJ) mental health management
- For female inmates within 2 years after requirements were established

*Dramatically decreased medical, dental and mental health service grievances compared to 2007:
- 56% reduction for mental health
- 23% reduction for dental
- 32% reduction for medical services

* Controlled costs with below budget operating expenses:
- Kept annual mental health costs (excluding pharmacy) over a 4 year period to only a 2.3% increase (FY 2006-$38.3 million to FY 2010-$39.1 million) in spite of an 18% medical inflation rate
- Reduced annual mental health medication expenditures by 35.5% over a 4 year period (FY 2006-$6.11 million to FY 2010-$3.94 million)
- Reduced annual medical, dental and pharmaceutical service expenditures over a 3 year period by 3.9% (FY 2007-$104.5 million to FY 2010-$100.4 million)
- Reduced pharmacy expenses for Juvenile Justice Commission (JJC) secure care sites by approximately 60%

*Expanded the use of telemedicine for:
- Infectious disease consults statewide
- After hours emergency consults
- Pre and post specialty medical procedure consults

*Established a forensic psychiatric fellowship program

Like many sectors of government we had to reduce our workforce this past year. In response to the NJ Privatization Taskforce and current economic challenges faced by the State, the New Jersey Department of Corrections (NJDOC) and UMDNJ convened a taskforce to review health care services. Recommendations led to a plan to save approximately $5 million. Through judicious management of attrition and more efficient purchasing arrangements, only limited layoffs were necessary. These difficult changes have been implemented and should further strengthen our intra-government arrangement with NJDOC. In 2011, we look to continue our success through the provision of physical, dental, mental health and sex offender treatment services to some of New Jersey’s most underserved populations. Going forward, we will be actively expanding services as we take on the role of medical provider for the JJC effective January 2nd.

Thank you for your ongoing commitment to our mission, “We care, We heal, We teach.”

Jeff Dickert, PhD, Unit Vice President
Welcome Juvenile Justice Commission Medical Team!

On January 2, 2011 we welcomed 59 additional staff to UCHC. They have joined the mental health team at the Juvenile Justice Commission (JJC) and provide medical services at two secure care campuses and nursing services at 13 Residential Community Homes. These programs include:

- New Jersey Training School for Boys in Jamesburg
- Juvenile Medium Security Facility-North and South, Juvenile Female Secure Care and Intake Facility, Doves Residential Community Program in Bordentown on the Johnstone Campus
- Essex Transitional Program in Newark
- Albert Elias Residential Community Program in Hopewell
- Ocean Residential Community Program in Forked River
- Costello Prep Residential Community Program in Tabernacle
- Pinelands Residential Community Program in Chatsworth
- Voorhees Residential Community Program in Glen Gardner
- Fresh Start Residential Community Program in Farmingdale
- Green Residential Community Program in Ringwood
- Warren Residential Community Program in Oxford
- Southern Residential Community Program in Egg Harbor
- Campus Residential Community Program in Blackwood
- Camden Residential Community Program in Camden

Primarily, the JJC is responsible for the care, custody and rehabilitation of juvenile offenders committed to their agency by the courts. With strong emphasis on rehabilitation, the JJC refers to these young people as residents.

The JJC is looking to the University of Medicine and Dentistry of New Jersey (UMDNJ) to provide their residents with respectful, quality medical care in collaboration with custody, direct care staff and administration.

We are honored by the confidence that the JJC leadership has placed in UMDNJ and together we will further develop the health care system they have built and operated over the past five years. Our joint goal is to continue to provide excellent, cost-effective healthcare to the residents of these facilities. To learn more about the JJC visit their website at http://www.state.nj.us/lps/jjc.

Jeff Dickert, PhD, Unit Vice President

Introducing UCHC’s New Pharmacist!

Let’s give a hearty Welcome Aboard to Dr. Monique McCollough, our new pharmacist. Dr. McCullough started with UCHC on December 14, 2010. She comes to us with extensive experience in the pharmaceutical field and is quickly transitioning to a correctional mindset. While she’s been double locking with Mechele Morris in the Bates building, her good behavior has earned her a single lock in the same general area. If you find yourself in the vicinity, drop by and say hello.
Recently, I had the opportunity to work with David Chin from the Office of Ethics, Compliance and Corporate Integrity (OECCI). OECCI has the unenviable task of ensuring that we know and maintain ethical and professional standards as outlined in the UMDNJ Code of Conduct. Since UCHC employees work in environments unlike any other within the University, I decided it would be good to take Dave on a prison tour. Needless to say he was amazed at the extent to which our staff not only accomplished their tasks in a professional manner, but also managed to be pleasant despite the cramped, crowded office space that was hot as a sauna...even on that crisp October day. Not to mention the multiple codes and restricted movements we encountered that day.

However, no matter how good an organization may be, whenever people work together, interpersonal conflicts will occur (see this issue's Ask Mechele). That's just the way it is; which brings us to the real purpose of this article. From January, 2009 to December, 2010 UCHC had a total of 115 complaints to OECCI. Of these, 64% were categorized as workplace conduct issues. Unlike reports of potential ethical violations (e.g. misappropriation/ misuse of University resources, fraud, or falsification or destruction of business or financial records, etc.), many of these workplace conduct complaints involved interpersonal conflicts among staff. While these complaints are reviewed by OECCI and the UMDNJ Investigations Group, many of the cases are sent back to the applicable unit for investigation and resolution.

Recognizing this pattern, the UCHC leadership team began working toward addressing these internal conflicts in a variety of ways. First, it was decided to partner with OECCI to train all supervisors/managers on processes for handling workplace conduct issues. Next, there clearly is a need to focus on consistent staff supervision. Not only to improve hands-on skills, but to promote an atmosphere of confidence, trust and understanding among team members. It is with this in mind that Jeff Dickert, Vice President; UCHC has added staff supervision to the 2011 Strategic Plan. Finally, we need to more vigorously educate our staff through various mediums (newsletters, community meetings, site visits, Ask Mechele, contact cards) of the many avenues employees have at their disposal to discuss concerns and/or seek guidance on how to handle difficult workplace situations.

Our leadership team is committed to having open and direct lines of communication between our Central Office and all UCHC employees. At the same time, we encourage communication through the chain of command at the local level as a first step toward problem solving. Site supervisors will most likely need to be involved at some point and typically, they already have an appreciation for the issue at hand. If the concern is with a site supervisor, staff members can seek guidance through the next level manager.

This brings us full circle to our own responsibility within the workplace. While UMDNJ promotes an organizational culture that encourages ethical conduct and integrity, it is ultimately up to each individual staff member to practice the core values (see below) that bring about ultimate change. We are what we create and it is up to us to create an environment that not only respects the ethical behavior of the majority, but also reports the unethical behavior of the few. So feel free to ask yourself, “What can I or what have I done to improve the situation? Am I a participant for positive change, a passive observer of the process or an obstacle in the effort to improve?” I encourage you to utilize the tools we have given you and know that we value your feedback in making UCHC a unit of excellence within UMDNJ.

---Marci L. Masker, PhD, LCSW

The Seven Core Values of UMDNJ

1. Trustworthy conduct
2. Respectful behavior
3. Accountability
4. Fair and just actions
5. Compassion
6. Good citizenship
7. Responsible management

“There is perhaps no more important obligation that you and I have than to uphold the principles and standards included in this Code.”

—William F. Owen, Jr., MD, President of UMDNJ
For Your Information: Improving the Informed Consent Process for Psychotropic Medications

By Tony Tamburello, MD
Associate Director of Psychiatry, UCHC

From the 2010 American Academy of Psychiatry and the Law Self-Assessment Study Guide:

Informed consent must have all of the following components, except:

a. Consent forms
b. Voluntariness
c. Competence
d. Disclosure of information

—

Some answering this question may have hoped for a “none of the above” option. Providers are ethically responsible for obtaining informed consent before important clinical interventions. When a doctor recommends a treatment like a medicine or a surgery, there is a chance that it could cause new problems. Most people prefer to know these risks up front, especially if it turns out that the cure is worse than the disease. “Informed consent” is the process by which a patient learns the information required for a reasonable person to make an informed decision. Obviously, the individual must be willing and able to make this decision. What is most important here is a discussion between the provider and the patient, with the patient being given the opportunity to have their questions answered. A provider’s failure to show that this happened is cause for medical liability if things go wrong with the treatment. The best defense for this is good documentation of the informed consent process.

While regulations differ, health care systems have developed various policies and procedures to better insure that informed consent has been documented. After discussing the recommended treatment, the patient may be asked to sign a form, or the provider may describe the discussion in a progress note. Though it is the standard of care for surgical procedures and other high-risk treatments (such as ECT), a form is not necessarily required to show that informed consent happened. Until recently, UCHC psychiatrists used a duplicate system involving a form for the inmate to sign (the MR-072 for antipsychotic medicines and the MR-073 for other psychotropic medicines), as well as documentation in the electronic medical record (EMR).

A Department of Corrections (DOC) audit in the summer of 2010 showed that we were 83% compliant with EMR consent, but just 45% compliant with paper consents for mental health medications. Anything less than 100% for something this important is disappointing. However, we knew that the process was probably more complicated than it needed to be.

In response, we developed a series of new quick texts to improve the documentation of consent for psychotropics. Triggered by the commonly used names for formulary medications, the quick texts automatically list the most important side effects for each drug; while also reminding the psychiatrists of key discussion points to share with the inmate. In October 2010, the Health Services Unit (HSU) implemented this system in the EMR, and also agreed to simplify the process by retiring the MR-072 and MR-073 forms. This was accompanied by a campaign to educate the psychiatrists about the new procedure.

Two months after the implementation described above, a UCHC follow-up audit looking at a sample of newly prescribed psychotropic medications, showed that compliance with the documentation of informed consent had increased to approximately 95%. Even though there is still room for improvement, it appears that we are witnessing a rare administrative triple-play...increasing compliance, improving quality, and eliminating forms. It is hardly an “unassisted” triple-play. We are grateful to Dr. Kaldany, DOC Director of Psychiatry, for understanding the issue and collaborating with us toward a common goal, and to the UCHC psychiatrists for making this work...so far.

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Answer: a. Courts have described consent as a knowing (information/disclosure), voluntary, and competent process. A person must know what they are agreeing to and why they are agreeing to it. The person also must willfully make the decision in the absence of coercion. These criteria, which are described in Nathansan v. Kline 350 P.2d 1093, 1104, 1106 (1960), have been cited in several landmark cases and other forensic references.∗

∗Reproduced with permission
CTI In a Flash

Critical Time Intervention for Men with Mental Illness Leaving Prison
Principal Investigator: Jeffrey Draine

An estimated 100,000 people with mental illness are released to communities from prison each year. These individuals frequently have co-occurring substance abuse disorders. They enter an extreme life transition where there are few, if any, rehabilitative resources for ex-prisoners, much less those with mental illness or their families. What is done by, for, and with these individuals under such stress can make the difference between a new life; and a return to the conditions that contributed to the old life. We propose a randomized field trial of the Critical Time Intervention (CTI). CTI is a nine month, phased intervention of psychiatrically supervised time-limited case management to support transition from institutional settings to community life. It has an evidence base of efficacy for individuals with mental illness leaving homeless shelters, as well as cost effectiveness in those settings. It has been replicated for individuals leaving state psychiatric hospitals and in the Veterans Affairs medical system. A demonstration of effectiveness for homeless women with mental illness in shelters earned CTI a place among evidence based practices featured in the President’s New Freedom Commission report. CTI has never been tested for people leaving jail or prison. CTI, tested against an enhanced reentry planning intervention from prison, is expected to be more effective in reducing recidivism and increasing the chances for community integration for this population. Based on DOC data, we estimated for the proposal to NIMH a recruitment of 352 men leaving prison and returning to Camden during the grant period. Looking back, we realize that meeting this goal would have required an effort to catch every conceivably eligible man leaving the DOC for Camden. While we did not meet this goal, we do anticipate that the final recruitment will be about 220, which should provide sufficient data to test the effectiveness of CTI in this context.

Study Withdrawals:

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<td>EXP (CTI)</td>
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<tr>
<td>Moved to Puerto Rico</td>
<td>9/29/08</td>
<td>EXP (CTI)</td>
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<td>Death</td>
<td>2/21/09</td>
<td>EXP (CTI)</td>
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<tr>
<td>Subject’s request</td>
<td>9/24/09</td>
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<tr>
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<td>10/15/09</td>
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<td>Death</td>
<td>12/28/09</td>
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<td>Death</td>
<td>12/16/09</td>
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<tr>
<td>Subject’s Request</td>
<td>11/23/10</td>
<td>CON (ERP)</td>
</tr>
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Reincarceration:
29% of subjects reported reincarcerations (61/214)
Reincarceration, at this point, is based entirely on self-report. This means those subjects who are lost-to-follow up or choose not to disclose are not represented in this number.

Health Problems:
Of 172 charts reviewed, 167 were released with at least one physical medical problem.
Seeking Service Excellence Award Nominations

UCHC will be presenting Service Excellence Awards to outstanding employees who perform their jobs exceptionally well and are asking you to submit nominations. The criteria for nominating staff include the following:

- Reflect the values stated in the UCHC mission,
- Provide excellent customer service to clients, staff and vendors
- Make positive contributions to the overall success of the UCHC team
- Go above and beyond their stated position responsibilities and strive to improve their coworkers as well as clients

The nomination form is attached at the end of this newsletter. Please fax completed forms to Lisa DeBilio at 609-341-9380.

I’ve Been Served!?

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. Rather, supervisors should assist to arrange a meeting with the individual being served a summons or complaint.

If you receive notice that you are named in a lawsuit or other legal action do the following immediately:

1) Alert the UCHC Central Office by calling (609) 341-3093. Fax the legal papers, along with the letter template requesting legal representation (see newsletter attachment example), to the attention of Jeff Dickert at (609)-341-9380
2) Contact UMDNJ Risk and Claims at (973) 972-6277.

UCHC Central Office and/or Risk and Claims will forward the complaint to the UMDNJ Legal Department and inform you which attorney will represent you in the matter.

Call the assigned lawyer, explain the case and make sure you understand what you are directed to do. Denial or nonchalance will not serve you well in such a situation. Educate yourself about the case. Do not assume that the attorney knows the case as you do and don’t be afraid to suggest strategy to the attorney. If you have questions or wish to speak about ongoing litigation, you may contact Jeff Dickert by phone (609) 341-3093 or e-mail (dickerje@umdnj.edu).

Reimbursement for Continuing Education

The UMDNJ Tuition Assistance Program (TAP) reimburses employees for courses, seminars and workshops. UCHC employees are eligible if they:

1) Qualify for benefits
2) Have worked continuously for one year
3) Have satisfactory work performance

UMDNJ will reimburse all full-time staff members 100% for seminars and courses that are satisfactorily completed (C grade or better) up to a maximum of $3,000 annually. Part-time staff will be reimbursed at a rate of 50% up to a maximum of $1,500 annually. The rates for nurses attending the UMDNJ School of Nursing increased to $7,000 for those who are full-time and $3,500 for part-time employees with a year of service, benefits and satisfactory work performance.

To qualify, you need to complete a TAP Form which is available on the UMDNJ Web Site: http://www.umdnj.edu/hrweb/forms/tapapplication.pdf

Applications and specified documents for reimbursement for college credit courses, special non-college credit courses and seminars must be received in the Human Resources Office no later than 15 business days prior to the start of the course/ seminar. It is your personal responsibility to insure that the application arrives at HR. In order to receive reimbursement, the remainder of all required documents, including the original grade report, certificate or verifiable copy, must be received in the Campus Human Resources Office within 90 days of completing the course/seminar. Be sure to keep copies of all submitted documents.

Magie Conrad, DNP
Nursing Administrator
Ask Mechele...

Dear Mechele,

I think you may have dealt with this or something similar before, but I don’t know where else to turn with this problem. Throughout my career one of the things I’ve prided myself on is my ability to get along with people—especially my co-workers. I’m not saying we hang out outside the workplace, but over the years I’ve been able to handle even the folks that others describe as difficult. So, I guess it was bound to happen that I’m the person who’s now having to deal with someone who has been making my workplace a living hell! And before you start with the old, “sit down and talk” with this person routine…been there…done that. And the next thing I anticipate you’d advise would be to go to the next level…did that too. And while I’m not the only person having issues with this bully (and I don’t use that term loosely) I am the only one who went straight to him/her first. How did that go? This person completely ignored what I said, turned it around to be my fault and for the most part, just looked at me like I was crazy. When I finally worked up the nerve to go to the next level, that individual listened, offered up some fake empathy, but in essence did nothing…why because the bully can do no wrong in the eyes of their supervisor. I see no other options. It’s funny but when kids get bullied in school at least someone takes their frustrations seriously; here, it’s just business as usual. The saddest part is that other than this situation, I really enjoy my job and have no complaints. So, if there’s any other alternative, I’d love to hear it before I post my resume on Monster.com.

Out of Options

Dear Out of Options,

First let me say that I’m sorry you have to deal with all this drama. Your letter is proof positive that when it comes to bullying age doesn’t make us immune to hurt and frustration. Also, you’re absolutely right about my response. I live by the credo that we should seek solutions to our problems by first going to the source. Since you’ve done that and had the foresight to go to the next level I say…why stop there? Everyone reports to someone. If as you say this is a problem that’s impacting several staff, I think you need to keep moving forward with your concerns and encourage the others to join in. Issues like yours are best handled within your particular work environment. At a recent orientation Dr. Jeff Dickert (VP, UCHC) encouraged staff to call him with problems after they tried to address it with their supervisor. Since you’ve done that and more, go for it and give him a call. While you’re at it feel free to tell him that you were advised to do so in this column. But wherever you take your issues be sure to make them as specific and concrete as possible. Names, dates, topics of discussion, persons who were present, outcomes, etc. These things will help you and anyone else involved stay focused. Since lots of different feelings come into play in tense situations and you want to keep this professional, organization and specificity will help keep emotions at bay. Write down your top four concerns or issues related to your problem person and present them one by one. Also, be prepared to offer alternatives of how you think things could have been handled; and outline how you believe your suggestion would have been less problematic.

Please know that I recognize I have the easy job here; you tell me your problem and I offer you advice. I’m not walking in your shoes and don’t for a minute underestimate how stressful this must be for you. With that in mind, I also encourage you to find things outside of work that can help you blow off some steam. Exercise, eat well, get enough rest, listen to music, hang out with good friends and seek out the counsel of a valued mentor. At the end of the day do your best to leave all the drama behind and focus on decompressing. Come back the next day refreshed so that you can tackle the problem from a position of strength. Easy to say, not so easy to do, but try anyway. Good Luck!
Technology Corner…

By Leo Agrillo

"The more things change, the more they remain... insane."¹ As we move into 2011, changes in how we perform day to day operations are still insane. To bring some sanity to what has been a paper based organization aided by our proliferation of computers; we have begun to make small steps toward eliminating some of the paper. By choosing to use electronic resources, we can make our work easier and more efficient. However, for those who need to adapt to this transition…there will be some growing pains.

Our first foray into this realm will be with the Clinical Incident Form that must now be completed electronically. What was the driving force for this change… several things. While attempting to enter the form data manually, illegible handwriting meant having to make multiple phone calls in an attempt to decipher necessary information. Also, the costs of printing and faxing the form along with the need to store multiple printed copies became prohibitive.

Although the new process has not totally eliminated the need for paper copies, it has streamlined the handling and processing of the form. Now when the form is submitted it is directly entered into a database and printed to a Portable Document Format (PDF) which allows for easy storage and retrieval. In the coming year, we will be looking to improve this form and make other forms available for on line submittal. Please email me with your suggestions and comments on how we can make everyone’s job easier with the use of our various technological resources. The goal is to work smarter not harder. I will close with my own personal quote: “It’s only hard the first hundred times you do something new, after that it’s easy!”

If there is a topic you would like to have addressed in this column or have questions regarding technology you can email me at agrillle@umdnj.edu

¹Michael Fry and T. Lewis, Over the Hedge, 05-09-04

Back by popular demand:

Computing 101 Training
Thursday, March 3, 2011
Harris Building, Computer Training Room
UCHC Central Office
STUYVESANT AVENUE & WHITTLESEY ROAD
TRENTON, NJ 08625
8:30 AM – 3:30 PM
Email: agrillle@umdnj.edu for a course description and to register. Supervisor approval is required.

Who Do I Contact?

- For JJC computer systems (login, EMR) issues contact the JJC help desk
  Phone: (609) 341-3102  E-Mail: jjc.helpdesk.njjjc.org

- For NJDOC computer systems (Logician, LIVE Inmate Mgmt, DOC computer log-in) contact the NJDOC help desk
  Phone: (609) 984-8288

- For UMDNJ computer systems (my.umdnj.edu, Communications Express email and UMDNJ password reset issues) contact the UMDNJ - IST Service Center
  Phone: (732) 743-3200  E-Mail: isthelp@umdnj.edu
TO: All Faculty, Staff and Housestaff

FROM: Gerard Garcia, Acting Vice President for Human Resources

SUBJECT: YEAR 2011 HOLIDAY SCHEDULE

DATE: September 2010

The holiday schedule for all faculty, staff and housestaff for the calendar year 2011 is as follows:

1. December 31, 2010 Friday New Year’s Day Observance
2. January 17, 2011 Monday Martin Luther King, Jr. Birthday
3. April 22, 2011 Friday Good Friday
7. November 24, 2011 Thursday Thanksgiving Day
8. November 25, 2011 Friday Day after Thanksgiving

STAFF RECEIVE SIX (6) FLOAT HOLIDAYS AND FACULTY REPRESENTED BY THE AAUP OR NJEA, RECEIVE THREE (3) FLOAT HOLIDAYS

Only regular full and part-time staff who are in active payroll status as of January 1, 2011, and full-time temporary staff who have been continuously employed for six (6) months as of that date, are eligible for six (6) float holidays.

Regular staff hired between January 2, 2011 and July 1, 2011 will be credited with three (3) float holidays in July 2011. Staff who are on unpaid leave on January 1, 2011, but return from leave on or before July 1, 2011 will be credited with three (3) float holidays.

Float Holidays must be taken between January 1, 2011, and December 31, 2011, or they are forfeited.

Float Holidays shall be reported on the time sheets as “FH.”

Regular part-time staff shall be paid for Float Holidays on a prorated basis in accordance with the length of their workweek.

Float Holidays, except in the case of personal emergencies, must be requested at least one week in advance. Float Holidays may be used for religious holidays.

Supervisors shall only approve a Float Holiday if the staff member’s absence does not interfere with University operations.

For staff members on a seven-day workweek schedule, a holiday falling on a Saturday or Sunday is observed on that day. Premium pay will be given only to staff members working the actual holiday.

Premium pay is not given for work performed on Good Friday or on the Day after Thanksgiving for non-exempt staff.
## Revised Central Office Directory

**Updated 1/2011**

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<th><strong>Pager</strong></th>
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<tr>
<td>Jeff Dickert:</td>
<td>609-341-3093</td>
<td>732-580-1055</td>
<td>dickerje</td>
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<tr>
<td>Shirley Lee</td>
<td>609-633-2786</td>
<td></td>
<td>leesm</td>
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<tr>
<td>Melody Massa:</td>
<td>609-292-1247</td>
<td>201-407-3144</td>
<td>massamk</td>
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<td>Sharry Berzins</td>
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<td>Jennifer Storicks</td>
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<td><strong>Medical Administration</strong></td>
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<td>Arthur Brewer</td>
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<td>Rhonda Lyles</td>
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<td>William Briglia</td>
<td>856-459-7221</td>
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<td>Johnny Wu</td>
<td>609-777-3755</td>
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<td>Rich Cevasco</td>
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<td>Mitch Abrams</td>
<td>973-465-0068 x4383</td>
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<td>Marci Masker</td>
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<td>Harry Green</td>
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<td>732-512-8846</td>
<td>greenha</td>
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<td><strong>Psychiatry</strong></td>
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<td>Rusty Reeves</td>
<td>973-465-0068 x4382</td>
<td>973-632-3194</td>
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<tr>
<td>Anthony Tamburello</td>
<td>856-459-8239</td>
<td>609-410-0266</td>
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<td><strong>Nursing Administration</strong></td>
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<td>Magie Conrad</td>
<td>609-633-6573</td>
<td>908-930-4025</td>
<td>conradmm</td>
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<tr>
<td>Denise Rahaman</td>
<td>609-777-0440</td>
<td>609-923-1855</td>
<td>rahamade</td>
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<td><strong>Dental Administration</strong></td>
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<td>Man Lee</td>
<td>609-777-1366</td>
<td>609-218-0697</td>
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<td>Thomas Golden</td>
<td>908-638-6191 x7584</td>
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<td><strong>Utilization Review</strong></td>
<td><strong>Email</strong></td>
<td><strong>Training Team</strong></td>
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<td>Christine Bartolomei</td>
<td>609-292-2353</td>
<td>bartolch</td>
<td>Mechele Morris</td>
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<td>Eileen Hooven</td>
<td>609-943-4373</td>
<td>hoovenem</td>
<td>Cassandra Riggins</td>
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<td>609-484-4000 pager</td>
<td>609-828-5706 cell</td>
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<td>Dolcie Sawyer</td>
<td>609-292-3365</td>
<td>sawyerdo</td>
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<td>609-484-4001 pager</td>
<td>201-407-3119 cell</td>
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<td>Tamika Monique McCollough</td>
<td>609-292-9095</td>
<td>mccolltm</td>
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<td><strong>Medical Records</strong></td>
<td><strong>Infectious Disease</strong></td>
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<td>Cindy Romano</td>
<td>609-292-1393</td>
<td>romanoci</td>
<td>609-292-3365</td>
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<td><strong>Statewide Ombudsperson</strong></td>
<td><strong>Telemedicine</strong></td>
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<td>Elizabeth Topol</td>
<td>609-292-1385</td>
<td>topolel</td>
<td>Leo Agrillo</td>
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<td>609-413-6944 cell</td>
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<td><strong>Quality Improvement</strong></td>
<td><strong>Scheduler</strong></td>
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<td>Lisa DeBilio:</td>
<td>609-292-5707</td>
<td>debilila</td>
<td>Patti Ford</td>
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<td>Debra Crapella</td>
<td>609-984-5843</td>
<td>crapelda</td>
<td>Jose Torres</td>
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<td>Debbie Pavlovsky</td>
<td>609-292-6478</td>
<td>pavolsde</td>
<td>Patti Reed</td>
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<td>Rebecca Cozzens</td>
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<td>Samantha Pezzella</td>
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</tbody>
</table>
EMPLOYMENT INFORMATION:
Tiesha Brown, Human Resource Generalist
Phone: 732-235-9412
Email: 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 Beck, Human Resource Generalist
Phone: 732-235-9402
Email: 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:
JJC employees and anyone hired BEFORE October 2008, direct calls to the New Brunswick Benefits Team:

Nancy Kiernan, Benefits Associate
732-235-9416
Robin Hynes, Benefits Associate
732-235-9415
Tracey Bacskay, 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
Lola Vickers, Benefits Associate
973-972-6071
Krystyna Plonski, Benefits Associate
973-972-6085

Facility: Craf, NJSP, GSYCF, MSCF, ACW
Contact representatives on the New Brunswick campus:

Nancy Kiernan, Benefits Associate
732-235-9416
Robin Hynes, Benefits Associate
732-235-9415
Tracey Bacskay, Benefits Representative
732-235-9417

Facility: SWSP, BSP, SSCF
Contact representatives on the Stratford campus:

Celeste Rebardo, Benefits Associate
856-566-6162
Tamika Major, Benefits Representative
856-566-6168

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 Beck, PHR
Human Resources Generalist
UMDNJ - Department of Human Resources

(Benefits Info Continued) →
Ellen Timmreck, RN, from SSCF passed the Certified Correctional Health Professional (CCHP) exam. Congratulations! For those who may not be familiar with CCHP certification by the National Commission on Correctional Health Care (NCCHC), it is best described on their website, “The CCHP designation identifies you as one who has demonstrated mastery of national standards and the knowledge expected of leaders working in the field of correctional health care.”

Mileage — Effective January 1, 2011 the mileage rate is $.51 per mile

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

If you relocate, change your residence, go walkabout, move it on up… to the east side or simply decide to live in a different location; don’t forget to notify Central Office and also make the change online at my.umdnj.edu. And by the way, congratulations on your new digs!

Problem with your paycheck? The following workflow should be used to resolve payroll issues:
1) Contact your payroll timekeeper. In most departments this is support staff personnel. If unsure, ask your supervisor.
2) If your payroll timekeeper is unable to assist you, contact your department supervisor, or in their absence, the regional supervisor.
3) If neither your payroll timekeeper nor supervisor are able to assist you, please contact Melody Massa at the UCHC Central Office. Melody’s direct number is (609)292-1247 or you may call the main office number (609) 341-3093.

W-2 Information
W-2s will be mailed by January 31st. Please allow 2 weeks for delivery.

Don’t want to wait? You may also obtain a copy online at my.umdnj.edu. On the Welcome tab in the Banner Self Service box click “Employee Services.” On the next screen click “Tax and Payroll Forms,” then choose W-2 Year End Earnings Statement and follow the prompts.

W-2 Hotline
For questions regarding your W-2 call 732-235-9217
**University Correctional HealthCare**
**UMDNJ**

c/o NJ Department of Corrections
Bates Building, 2nd Floor
Whittlesey Road & Stuyvesant Avenue
P.O. Box 863
Trenton, NJ 08625
Phone: 609-341-3093
Fax: 609-341-9380
We Care, We Heal, We Teach

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**Employee Assistance Program**

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.

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**Don’t be shy!** If you have ideas for future publications, a one time article, or are interested in becoming a regular contributor to the UCHC Newsletter, please let us know!

**Do you have a ‘famous’ recipe or dish everyone asks you to make?** We would love to showcase employee culinary creations in future editions.

Please contact Shirley Lee (leesm@umdnj.edu) or Jennifer Storicks (storicjd@umdnj.edu) by email or via phone at (609) 341-3093. We’d love to hear from you!

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**EAP is just a phone call away…**

1-866-EAP-UBHC (1-866-327-8242)

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**Please submit articles by March 15th for the April Newsletter**

Send articles/suggestions to Shirley Lee, leesm@umdnj.edu

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UCHC Newsletter — January/February 2011
REQUEST FOR REPRESENTATION

[ Date ]

Legal Management
UMDNJ
Stanley S. Building
65 Bergen St
Floor 12 Room 1231
Newark, NJ 07102

RE: NAME OF CASE:

DOCKET NUMBER:
US District Court
Civil Action No.

DATE SERVED: [ Date ]
SERVED VIA: US District Court

To Whom It May Concern:

On my behalf, please represent me in the above captioned litigation. Please note that this civil action is based upon my employment with University Correctional HealthCare. I can be contacted at:

[ Name ]
[ Title ]
University Correctional HealthCare
[ Site ]
[ Address ]
[ contact number ]

Sincerely,

[ Name ]
UCHC Excellence Award
Nomination Form

Guidelines:
1. A University Correctional HealthCare (UCHC) employee may nominate any other employee. (Administrative Staff are not eligible for this award). Individual nominees must have at least met their probationary requirements.

2. Nominees should reflect the values stated in the UCHC mission, demonstrate exceptional customer service to clients, staff and/or vendors, volunteer for things above and beyond their job duties and/or make positive contributions to the overall success of the UCHC team.

3. Six staff will be selected annually for this award (3 every 6 months). One staff member from a supervisory position or higher will be selected annually.

Name of employee being nominated: _____________________________________

Title: _______________________
Facility/Unit: __________________
(Required)

( ) Excellence in Direct Care     ( ) Excellence in Support Service

Explain in detail why you are making this nomination:
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

Note: If additional space is needed, please attach another sheet or send an attachment via e-mail.

Signature of nominator: _______________ Date: ____/____/____

Please print your name: ___________________
REGISTRATION FORM

COMPUTING 101

Fax Completed Form to:
Leo Agrillo
(609) 943-5449 or email agrillle@umdnj.edu

Registration Closes: COB Thursday, February 24, 2011

DATE: Thursday March 3, 2011
TIME: 8:30 AM to 3:30 PM
LOCATION: NJDOC Central Office Grounds
Harris Building, Room 108
Whittlesey Road & Stuyvesant Ave
Trenton, NJ 08625

Name: ______________________________________________

Site: ________________________________________________

Job Title: ____________________________________________

Phone: ______________________________________________

Email: ______________________________________________

Supervisors Name: ___________________________________