Current Challenges for UCHC

Our pro-active approach to managing healthcare costs averted recent threats to re-privatize inmate healthcare. I am grateful for the efforts of our medical, nursing and mental health staff in providing excellent care at a reasonable cost.

However, we have another challenge on the horizon. The state’s Correctional Ombudsman and Assistant Ombudsmen are reporting to the Commissioner a rise in medically related complaints. Though the data suggests the number of complaints they are receiving is relatively stable, we are at risk of it being perceived as a growing problem.

One of the challenges in providing medical treatment is to sort out whether or not the medical symptoms being reported are valid, or, medication seeking behavior in an attempt to compensate for a decrease in the availability of illicit drugs. For the medical providers, if you call it wrong, it often gets portrayed as depriving the inmates of adequate healthcare simply because they are prisoners. In reality, it is frequently a problem in differentially diagnosing the causes of inmates’ complaints.

Another state’s department of corrections and university-based healthcare system have recently been under attack, reportedly for depriving inmates of basic medical treatment. Purportedly, this resulted in more serious, more costly, medical complications. A recent newspaper article sites a case where an inmate with chronic colitis was not prescribed an anti-inflammatory drug, apparently to save money. His condition worsened requiring abdominal surgery at an added cost to the system. This is one of a few cases from which the generalization is being made that, although money is being spent for healthcare, inmates are being deprived of basic medical treatment.

However, many complaints are the result of primary care providers discontinuing medically unnecessary and possibly harmful treatments. I recently received a high priority complaint about a medical provider discontinuing an order for double portion meals, which reportedly, medically compromised an inmate/patient. The inmate in question added that all prior medical providers had ordered this for him…however, this inmate is obese. So while the medical provider did the right thing, we have yet another complaint.

It is often said where there’s smoke (many complaints), there’s fire (inmates being deprived of adequate healthcare). In this particular environment, it’s not quite that simple when attempting to determine whether or not these complaints are truly the result of being denied adequate healthcare.

As a healthcare system our challenge continues to be:

1. How best to address and document complaints within the healthcare encounter so if and/or when complaints are made through:
   A. UCHC Patient Advocate
   B. Remedy Form
   C. DOC Ombudsman
   D. UMDNJ Ethics & Compliance Office
   E. Family members
   F. Outside attorney
   …our response is already documented in the record
2. How best to decipher if reported pain relates only to the deprivation of illicit drugs or if pain reducing medications are medically necessary
3. How best to motivate inmates to take steps to improve their health through:
   A. Exercise
   B. Smoking reduction/cessation
   C. Better diet
   D. Getting help while clean/sober to address their addictions
   E. Complying with their treatment
4. Obtaining “collateral information” in completing a functional assessment to determine what is medically necessary
5. Gaining accurate information about inmates’ drug/alcohol history as part of our assessment and incorporating this information when treating pain

Continued on Page 2
It’s been a very long winter here in New Jersey. The snow and ice storms in the winter and the unseasonably cold weather in late March and April have us all wondering why spring has not yet sprung. While we all want it to come, many of us (35 million nation-wide) will suffer our happiness when spring finally arrives. Besides the warm weather, green grass and beautiful trees, spring also brings many of us itchy eyes & throat, runny noses, headaches, coughing, sneezing and general fatigue. Yes, with spring comes the onset of allergy symptoms.

You develop allergy symptoms when your body overreacts to allergens that don’t bother most people. Those that become widespread in the spring are due to tree, grass, and weed pollens. Our immune system sees pollen as invaders and reacts by releasing antibodies which normally attack bacteria, viruses and other illness causing organisms. These antibodies attack the allergens by releasing histamines into the blood system. Histamines are responsible for the itchy eyes, runny nose and other allergy symptoms. For most of us with allergies, the symptoms are a nuisance. However, for those with asthma or other pulmonary problems, allergy season can be potentially life threatening. If you have asthma or any other pulmonary problem you should consult your medical provider if you suffer from seasonal allergies.

Since pollen travels with the wind, breezy days create the most suffering for patients with allergies, particularly if the pollen count is high. The pollen count (usually discussed during the local weather forecast) measures the amount of allergens in the air in grains per cubic meter. Rainy days lower the pollen count as rain washes allergens away.

A number of things can be done to avoid or decrease the amount of allergen exposure:
- Shower before bedtime to wash pollen from the skin & hair
- Avoid going outdoors...especially on dry, windy days
- Keep doors and windows shut
- Use an air conditioner in your home & car

If the tips above are not sufficient to make your symptoms bearable, you can try over-the-counter (OTC) antihistamines and decongestants (discuss with your healthcare provider if you have hypertension). If the OTC medications are not effective, see your healthcare provider who may be able to prescribe something that helps.

While spring is the beginning of allergy season, unfortunately some symptoms are known to linger until the first frost. Late March and April bring tree pollen, late May thru mid July ushers in the pollen from grasses and weeds. And finally, August rounds out the summer with ragweed pollen.

Again, the long winter makes us crave warmer weather; however, those warm days do not come without a cost. Fortunately, most of us manage without much of a problem. However, please note that for our inmate/patients and those of us with asthma and other pulmonary problems, allergy season can be a very challenging time. So for right now, let’s just enjoy breathing easy.

Arthur Brewer, MD, Statewide Medical Director
**NCCHC Pocket Guide 2011**

**INMATE/PATIENT RIGHTS**

Important aspects are…
- Polite, helpful, respectful, professional care
- Speaking inmate/patient’s language or use of translation services
- Involvement in treatment/care plan
- Privacy and confidentiality
- Responsive to complaints
- Explain treatment and right to refuse treatment

For ethical concerns you may consult with…
- Your immediate supervisor or manager
- UCHC Leadership (609) 341-3093
- UCHC Ethics & Compliance Liaison (609) 341-3093
- UCHC Senior Compliance Officer (732) 235-4278
- UMDNJ Office of Ethics and Compliance Helpline: 800-215-9664
- https://www.umdnj-ethics-helpline.com

**SMOKING CESSION**

There is NO smoking in any NJDOC building. Inmates can obtain Nicorette Lozenges via Commissary.

**INMATE/PATIENT SAFETY**

- Inmate/patient safety is everyone’s responsibility
- Check MARS before & document after all meds are administered
- Check 2 forms of identification to confirm identity prior to med admin (Reported Name & ID card)

**GENERAL SAFETY**

If you see smoke or fire…
- **Immediately** notify Correction Officer
- Secure area and take appropriate direction from Correction Officers

Material Safety Data Sheets (MSDS):
- Provide information on chemical products in the workplace and on line at: www.msdso.com

Other Info: Interpreter Services:
- For Foreign Language use ‘Deaf Talk’ (All) or ‘Translation Plus’ (ADTC only) & Sign Language Interpreters through ‘ASL Interpreter Referral Service’ via posted instructions at your site; or see Data Control Clerk or Secretary.

Health Care Policies: [http://highpoint.state.nj.us/intranet/doc/](http://highpoint.state.nj.us/intranet/doc/)
- Click on Health Services Unit & local IMPS on the G Drive (G:\Medical\AllMed\General\Site Folder\IMPS 2011)

**PERFORMANCE**

**IMPROVEMENT**

*Quality Improvement Model*

- **Plan**
- **Do**
- **Check**
- **Act (ASQ)**

**Performance Improvement (PI):**
- Systematically monitoring, analyzing and improving performance in order to improve individual outcomes.

**Your Role in PI:**
- Contribute to continuously improving quality of services
- Provide suggestions
- Be aware of organization-wide improvement activities
- Serve on PI teams
- Participate in PI training

**Morbidity & Mortality Reviews:**
- A systematic evaluation of patient deaths, serious suicide attempts and other potentially fatal medical events

**Statewide PI Team Results:**
- Improve Patient Satisfaction & Reduce Grievances
- Objective Performance Indicators (Achieve 97% threshold 90% of the time)
- MH Briefing Booklets (Achieve 90% threshold 90% of the time)
- MH & Med Health Services Units Ad Hoc Audits

**Initiatives & Statewide PI Efforts**
- Annual PI Fair
- Reduce Grievances
- Chronic Disease Self Management Groups
- New Directions-CBT-for Mental Illness & Substance Abuse
- Roe v Fauer - Goal of full compliance
- HgA1C < or = 7.0 for Diabetics
- If Hyperlipidemia, LDL’s < 130
- If Hypertension, blood pressure <140/90
- Meet medical necessity for specialty consults & ER runs
- Reduce MH symptoms - Lower Basis 24 scores

**COMPETENCE**

Knowledge, skills, attitudes and abilities to complete job; special skills, knowledge, attitudes and abilities needed to deal with adult or geriatric populations

Assess Staff Competence by:
- Pre-employment checks
- UMDNJ and UCHC Orientation
- Supervisor and peer orientation at sites
- Credential checks
- Annual performance evaluations
- Continuing education
- Peer/supervisory chart/peer review

**INFECTION CONTROL**

- Follow standard precautions
- Perform hand hygiene before and after patient contact
- Know location of personal protective equipment
- Annual TB testing is required
- Practice safe needle use

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**University Correctional HealthCare**

**Our Mission…**

*We Care, We Teach, We Heal*

*Dedicated to excellence in healthcare providing medical, dental and mental health services to inmates of the NJDOC, residents of the JJC & parolees with the State Parole Board.*

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**IN CASE OF EMERGENCY**

(Security/Fire/Medical/Chemical)

Contact Centerkeeper at your facility

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**For needle sticks:** Call Statewide Medical Director for MD consult:
- Day (609) 292-6878
- After Hours/Weekends/Etc. (609) 313-4185

**For all staff medical emergencies:** Notify supervisor & fax staff incident reports to Central Office:
- (609) 341-9380

**Injuries requiring immediate medical attention**

Use local ER & contact Office of Risk & Claims:
- (973) 972-6172
- (973) 972-8219
- (732) 418-8466
- (732) 445-0123 ext. 600
- (609) 313-4185
- (609) 292-6878
- (856) 566-6825
- (732) 418-8466
- (856) 566-6825
- (973) 972-6172
- (973) 972-8219
- (732) 445-0123 ext. 600
- (609) 313-4185
- (609) 292-6878
- (856) 566-6825
- (973) 972-6172
- (973) 972-8219
- (732) 445-0123 ext. 600
- (609) 313-4185
- (609) 292-6878
- (856) 566-6825
- (973) 972-6172
- (973) 972-8219
- (732) 445-0123 ext. 600
- (609) 313-4185
- (609) 292-6878
- (856) 566-6825

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**Less emergent situations contact:**

Employee Health:
- Newark: (973) 972-8219
- New Brunswick: (732) 418-8466
- Piscataway: (732) 445-0123 ext. 600
- Stratford: (856) 566-6825
All University Correctional HealthCare (UCHC) and University Behavioral HealthCare (UBHC) staff are invited to join and support the Fourth Annual Susan G. Komen North Jersey Race for the Cure at the Essex County South Mountain Recreation Complex in West Orange, NJ on Sunday, May 15th, 2011.

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

As team members, we each play a huge part in helping Susan G. Komen for the Cure® end breast cancer forever. We have set a university wide goal of 500 participants this year, hoping to outperform our more than 350 participants in 2010. The Foundation of UMDNJ is fully committed to assisting in achieving this goal. We are counting on all of our friends and colleagues to help us raise as much as possible for this worthy cause.

Proceeds from this race are annually distributed to local community organizations that are making a difference in cancer prevention, treatment, and research.

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, which was launched in 2008 and the NJMS/UH Cancer Center clinical trials program. Other UMDNJ cancer programs throughout the state benefit from races held by other Komen affiliates.

Here is the web site to join our team or to donate ** to support the cause:

http://northjersey.info-komen.org/goto/TeamUMDNJ

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

Let's walk together for the cure. 
Let's build that UMDNJ/UCHC TEAM!!!!!!
Dear Mechele,

I've been having an ethical struggle at work over the past 6 months or so, and have not known what to do about it. Basically there have been a couple of officers that seem to have “pet” inmates, and go out of their way to help these inmates, in one case actively resisting the inmate’s transfer from the unit. This inmate was very helpful to the officers, ingratiating himself by assisting with unit organizational tasks. There were even rumors of contraband being brought in for him in return for personal services.

The inmate was successfully transferred off the unit, but the relationship with the officer seems to remain intact. I had been telling myself that this issue would improve once the transfer took place, but clearly that is not the case.

In the meantime, another similar situation has arisen, and I won’t get into the details, but suffice it to say that boundaries are definitely being crossed. So the dilemma is that there’s not enough concrete evidence to propel me to go to SID, and even with anti-retaliation laws, I still don’t trust that reporting something like this won’t ruin the tenuous relationship between custody and civilian staff. Still I feel that this type of behavior is inappropriate and potentially dangerous for everyone involved.

A Concerned Civilian

Dear Concerned Civilian,

First of all thank you for having the courage to speak out. You are absolutely right; the behavior you’ve described does have the potential to be very dangerous indeed. My first thought was that since you were able to find an anonymous way to get this letter to me, just use those same skills to contact SID. I wasn’t completely off base with that, but due to the serious nature of your concern, I decided to consult with the experts…SID. Of course their first question was to find out which institution was being referenced. After I explained the nature of this column and that the letter was completely anonymous, they were more than open to offering me some extremely helpful advice. And surprisingly, what they said was new to me…this after having worked within the New Jersey Department of Corrections for more than a decade.

I was first told to never assume that the information in question is too insignificant or insufficient to be reported. Why? Because the individuals causing you concern might already be the subject of an SID investigation. Your story, no matter how inconsequential to you, could help confirm that they’re on the right track or provide the catalyst to complete their investigation. Think about it…almost every day in the news there’s some big headline on illegal activity. Invariably the story states that the investigation has been ongoing for days, months, even years. As civilian staff we have no way of knowing the modus operandi of SID activities; but they, like most professional investigators, while good at what they do, appreciate the value of an inside tip. Many a case gets solved that way.

So, whether or not you’re on to something, how do you manage to get your concerns to SID without having to implicate yourself or do espionage? The solution is simple…just make one call. There is a number where you can confidentially give SID information called the Anonymous Tip Line (609-530-2500). I was told the number is on display at every facility but in all honesty, I don’t recall ever seeing it. But rest assured that as a result of your question, the Director of the New Jersey Department of Corrections Training Academy, John Cunningham, has assured me that he will be checking to see if this information is posted.

Please don’t delay in sharing your concerns with SID. If you’re mistaken…no harm, no foul. But if you’re right, the action you take has huge ramifications for the safety and security of everyone in your institution. And on a more personal note, you’ll rest better once you’ve put this in the hands of the professionals. Take care and be safe.
Big Brother Can Watch!

If the following article sounds a bit familiar give yourself kudos for recognizing that it’s actually a compilation of two previous articles. Why the repeat? Because some things are worth repeating. As we cautiously navigate through an era of economic challenges, I think everyone would agree that gainful employment is definitely a plus. What you’re about to read is an important reminder that bad judgment could not only cause damage to one’s personal integrity but could also earn someone a place in the unemployment line. So read and take heed…

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 PROPOSES ONLY. There is monitoring of all user activity and inappropriate actions can result in severe consequences if an investigation discovers the misuse of resources under a user’s login. See Secure Your Computer below, as someone could use your login and you would still be responsible.

Words to the wise:
- No personal business on DOC or JJC computers! If you need to do personal business DO NOT use a DOC or JJC computer. Information Services Technology staff can see what you have done and generate automated reports that are reviewed by management.
- The internet is for business purposes only. Online shopping, social networking (Facebook, etc.), and any site without a business purpose should never be accessed.
- Email is not private, any message you send can be read by the Information Services Technology staff.
- Do not share your login.
- Use common sense, if you do not have a legitimate business reason, do not do it.

Secure Your Computer  Windows logo + L

Scenario: You are working on a computer and need to step away but you will be right back and do not want to logoff and go through the login/startup procedure again. The agreement that all Department of Corrections users sign requires that computer resources be kept secure. Not securing a workstation can result in disciplinary action if someone else misuses your login. A word to the wise…never leave your workstation unlocked.

A quick method of locking the computer is to press the Windows logo + L. This will secure the workstation from unauthorized access to your account. This locks the computer without logging off and when you return, just enter your password and you will be right where you left off.

If you find a workstation you need to use is locked, a hard power down (press and hold the power button until the workstation shuts down) will log the user who locked the workstation off, and you can then power up and login to the workstation.

If there is a topic you would like this column to address or have questions regarding technology feel free to email me at: agrillle@umdnj.edu

Who Do I Contact?

- For JJC computer systems: (login, EMR) issues contact the JJC help desk Phone: (609) 341-3102 E-Mail: jjc.helpdesk.njjc.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
- For all other issues please contact the UBHC help desk Phone: (732) 235-4715 Email: ubhcattg@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.

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

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 in arranging 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).

Service Excellence Awards

UCHC will be presenting Service Excellence Awards to outstanding employees who perform their jobs exceptionally well. We 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 included at the end of this newsletter. Please fax completed forms to Lisa DeBilio at (609) 341-9380.
Served Your Country? This Public Health Scholarship is for You!

Those who have served our nation in such programs as AmeriCorps, the Peace Corps, Teach for America and the uniformed services, including the United States Public Health Service, are being offered a special $6,000 scholarship from the School of Public Health once they are accepted for Master’s or doctoral programs in any of the school’s eight concentrations. For more information, call campus offices at:

(973) 972-7212 in Newark
(732) 235-4646 in Piscataway
(856) 566-2790 in Stratford

Attention Public Employees’ Retirement System (PERS) Members

Effective April 1, 2011, applications to Purchase Service Credit or for Withdrawals will no longer be available as a printed form or through the Division of Pensions and Benefits’ Web site. Applications received by mail as of April 1, 2011, will be returned to the members.

Members who wish to purchase service credit or upon termination of employment, make a withdrawal, will be required to make the request online using the Purchase or a withdrawal application that will be accessible through a personal account with the Division of Pensions and Benefits’ Member Benefits Online System (MBOS).

Please refer to the Human Resources Benefits Web site at: [http://www.umdnj.edu/hrweb/benefits/index.htm](http://www.umdnj.edu/hrweb/benefits/index.htm) for detailed information or contact your campus Human Resources Benefits Services Office at one the following telephone numbers:

Camden/Stratford (856) 566-6168
Newark (973) 972-5314
Piscataway/New Brunswick (732) 235-9417

The UMDNJ Helpline is Here to Help You!

The UMDNJ Office of Ethics, Compliance and Corporate Integrity sponsors a toll free Helpline (800-215-9664) and website ([https://www.umdnj-ethics-helpline.com/](https://www.umdnj-ethics-helpline.com/)). Their function is to provide staff a mechanism to report ethics and compliance concerns—confidentially and anonymously.

**THIS IS THE NUMBER TO CALL FOR MATTERS SUCH AS:**
- Falsification of official documents or records
- Fraud
- Improper billing
- Infractions regarding privacy laws (e.g., HIPAA or FERPA)
- Sexual harassment or discrimination against protected classes
- Violation of federal or state laws and regulations

Responding to complaints falling outside of these general categories wastes precious time and resources.

**PLEASE DO NOT CALL THE HELPLINE TO REPORT:**
- Disagreements with co-workers or supervisors
- Complaints about performance evaluations
- Collective bargaining issues
- Changes in your work schedule
- General workplace conduct issues

Such matters are best handled through established management channels. Please do not call the Helpline to report a physical assault or threats to safety or property. Instead, call the Department of Public Safety at (973) 972-4490. If you are off campus and face a public safety issue dial 911. In prison/correctional facilities contact center control or the nearest custody officer.

Attention Public Employees’ Retirement System (PERS) Members

Effective April, 2011, a new option has been added to the MyNewJersey Portal to allow users who cannot remember their Logon ID to request that it be emailed to them. The MyNewJersey Portal is the access point through which state-administered retirement system members sign on to the Member Benefits Online System (MBOS) or the Employer Pensions and Benefits Information Connection (EPIC).

The Logon ID retrieval option, along with the option that allows registered users to reset their MyNewJersey Password, should eliminate many of the help desk calls from users who cannot remember their Logon ID. The Logon ID retrieval process is similar to the password reset feature.

For additional information about MyNewJersey, or to contact the MyNewJersey Support Staff visit the [myNewJersey! portal](http://www.nj.gov/mynj/myNJRestrHelp.html).

For questions about registering for or using the MBOS visit the [The Member Benefits Online System website](http://www.state.nj.us/treasury/pensions/mbosregister.shtml) or call the MBOS Help Desk at (609) 777-0534.
**Announcements...**

*New Jersey State Prison's Inpatient Mental Health Unit is abuzz with educational achievements...* Wanda Broach-Butts, MHA, RN & Anna Battle, RN were recently selected as part of Sigma Theta Tau International Honor Society of Nursing. Wanda is working towards a Doctor of Nursing Practice in Executive Leadership degree with expected completion later this year. Anna, who will graduate in May with her Bachelor of Science degree in Nursing, has also become a member of the Alpha Sigma Lambda Honor Society of Immaculata University and is now a Master Trainer after completing the Chronic Disease Self-Management course. **Congratulations!**

Problems with pagers and/or cell phones should now be reported to Jennifer Storicks at (609) 341-3093.

Remember to check your pager on a routine basis.

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**New Name-Same Great Staff**

If you haven't heard yet, UCHC has **Medical Patient Advocates** on staff. Actually, we've always had them. These staff members were better known as UCHC Ombudspersons. In order to help distinguish UCHC staff from Office of the Corrections Ombudsman staff, their names were changed. The Corrections Ombudsman and his staff fall under the NJ Department of the Treasury and are the recipients of inmate complaints in any correctional area such as classification and custody. In fact, in 2010 healthcare complaints were only 9% of complaints ending up in their office, just 1,165 of the total 13,294 complaints they received. We hope this name change will also help clear up some inmate confusion since memos reflecting this change were posted in housing and medical units.

Old habits die hard and the term "Medical Ombudsperson" has been used in our system since 2001, so we are challenging everyone to use the new name “Medical Patient Advocate” and feel free to correct your colleagues when they slip up!

-Marci Masker, PhD

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

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!

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**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 Central Office number (609) 341-3093.
HOW YOU CAN LIVE TO 100: SOME SURPRISING TIPS

The US already has over 90,000 centenarians, and numbers are steadily increasing. New research from Denmark has shown it is likely that most babies born in high income countries after 2000 will see their 100th birthday, living on average 20 more years than those born before.

**Drink Green Tea**
Those who drink 5+ cups of green tea a day had a significantly lower risk of dying from heart disease or stroke.

**Be Outgoing**
People who are outgoing are 50% less likely to develop dementia due to lower levels of the stress hormone cortisol, a recent study by the Karolinska Institute in Sweden found.

**Eat Nuts**
Those who frequently ate nuts gained on average an additional 2 years life expectancy due to their numerous cardiovascular benefits, according to an Archives of Internal Medicine publication.

**Floss**
Flossing regularly can add up to 6 years on to your life expectancy by removing bacteria that can cause inflammation, which in turn reduces the risk of strokes and heart disease.

**Do Not Smoke**
Smoking for the majority of your lifetime can cut up to 10 years off of your life expectancy. However, if you quit by age 50, you can gain 6 of those years back.

**Embrace New Technology**
Researchers from Evercare state that using and keeping up with the newest technology trends helps to keep brain cells young and healthy and ensures we are socially engaged.

**Have a Baby Later in Life**
Falling pregnant naturally after age 40 is a great sign showing that you have genes that help you live longer according to a lead researcher at the University of Utah. Findings show that those who have babies later in life are almost 15% less likely to die during any age after 50 than those who had babies before age 40.

**Take More Holidays**
According to Health.com cutting down on your leisure time can increase the risk of having heart disease eightfold, due to the lack of downtime away from the stress and strains of work.

**Lie In**
Getting 7-8 hours of sleep a night is imperative to the healing process and longevity of cells, however most do not get this, which severely hinders daily cell processes.

**Drink a Little Wine**
Drinking a small glass of wine each day could help protect your heart by raising levels of good cholesterol. A million person study revealed that light drinkers had an 18% lower death rate than those that didn't drink over the course of the study.

**Laugh**
How you respond to stress is a key factor in life expectancy. Reasearch from the New England Centenarian study revealed that those born with a sunny disposition deal better with stress, thereby increasing their chances of seeing their 100th birthday.

**Which Country Has the Highest Percentage of Centenarians?**

<table>
<thead>
<tr>
<th>Country</th>
<th>Ratio</th>
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</thead>
<tbody>
<tr>
<td>France</td>
<td>1 in 3,076</td>
</tr>
<tr>
<td>US</td>
<td>1 in 3,300</td>
</tr>
<tr>
<td>Japan</td>
<td>1 in 3,522</td>
</tr>
</tbody>
</table>

Sources:
Health.com
Forbes.com
MSNBC Health
New Scientist

Article retrieved from iHazInfos.com
There’s an App for that?

The **American Heart Association** Pocket First Aid & CPR Guide is available for the Apple iPhone. Designed for lay-persons, the Pocket First Aid & CPR Guide with Child & Infant CPR is available for download from the Internet. The App includes: Child & Infant CPR, Child & Infant Choking, and 12 quick reference guides for emergencies.

The American Heart Association’s Pocket First Aid & CPR application includes the most up-to-date emergency information from the American Heart Association.

### Features & Benefits
- Review first aid procedures:
  - Anytime
  - Anywhere
  - From your home
  - In your car
  - In the wilderness
- Illustrations
- Videos
- Storage of information on your iPhone
- Updates for recent information and AHA Guidelines

### Included Items

### Availability
- First aid can and does save lives.
- Be as prepared as possible with Pocket First Aid & CPR!

Also available on the Android Market, but app contains only the American Heart Association’s premier first aid information. Future capabilities including the ability to track loved ones medical information is coming soon.

What about my furry family friends? There is also a Pet First Aid app available ☺

For more info visit the American Heart Association [www.americanheart.org](http://www.americanheart.org) or JIVE Media [http://jive.me/apps/firstaid/](http://jive.me/apps/firstaid/)

---

### How to… Remember a Name

Do you have trouble remembering names after you meet people? If you do, you might want to try the following technique to aid your memory:

**Focus.** You want to send a positive message to the person you’re meeting. Pay attention to your pose. Are you leaning in, are you telling the person that this moment is important to you and that he or she has your undivided attention.

**Ask.** Repeat the name back to the person you’re meeting. Ask if you’ve got it right. This makes you an active participant in the meeting and shows that you’re paying attention.

**Repeat.** Repeat the person’s name in your mind, then cross reference it with something else—a celebrity’s name that you’re already familiar with, or some other association.

**Employ.** Once you have the name clarified, it’s very helpful to introduce your new acquaintance to someone else.

---

### Praise v. Effective Praise

It’s likely that you know the benefits of giving praise—whether it’s in a work situation, a personal relationship or even with your pet puppy. Praise makes the recipient feel valued and encourages the recipient to repeat the behavior you’re praising. It makes you feel good too!

However, giving **effective** praise can be tricky, so here are three tips to keep in mind the next time you’re praising a colleague, family member or friend (this doesn’t work with your puppy, but a doggie treat will).

- Show you understand the difficulty of what they did
- Show you understand how they succeeded—the decisions they made, the tools and/or techniques used, the resourcefulness they displayed
- Show you understand the value of what they did

In other words, giving praise can be work, but it’s truly worthwhile for both the receiver and the giver.
Earth Matters... Earth Day, April 22nd

Practice the 5 Rs:

Reduce—
- Cut back on the amount of 'stuff' that could later produce waste. Before your next purchase ask yourself, “Do I really need this?”
- Replace standard light bulbs with high efficiency ones as they burn out.
- Use energy saving appliances… Look for the Energy Star label.
- Call companies sending unwanted catalogues and cancel them.
- Reduce the amount of cleaning products in your house. Use the basic three: Baking Soda, Salt, Vinegar.
- Pass on gas! Carpool or take public transit. Plan your day to reduce trips & vehicle emissions.
- Use only necessary amounts of water… Run your dishwasher only when its full, turn off the water when brushing your teeth or take shorter showers.

Reuse—
- Before tossing items at home or at work ask yourself if they can be used again. In the office manila folders, envelopes and paper can be reused. Recycle bad copies as scrap paper (make sure it does not contain confidential information).
- Pack your lunch in reusable containers along with reusable utensils.
- Bring your own travel mug to your morning coffee spot.
- Take your own shopping bags to the market.
- Pass on or donate clothing that you no longer need, but is still in good condition.
- Upcycle! Take something that is disposable and transform it into something of greater use and value.
- Reuse water when possible. Learn how to collect rainwater in a rain barrel at: www.rainbarrelguide.com.
- Create your own power from the wind, sun, water or biofuels.

Recycle—
- Most towns provide a free bucket for recyclables, along with regular recycling pick-up days. It is as simple as placing the bucket next to your trash bin. Does your recycle bucket have a tendency to overflow? Check with your public works or town hall to find out how to obtain additional recycle buckets. They are usually free.
- E-cycle! Find out where to recycle your old electronics—cell phones, computers, MP3s—and set a date to do it.
- While you are at it, don’t forget to recycle old ink & toner cartridges too! Some office supply stores offer rewards and coupons when you bring in your old printer toner cartridges—yes, even the little ink cartridges from your home computer printer too.
- Contact your local municipal or county public works to find out how to recycle car batteries, tires and motor oil.

Replenish (aka Renew)—
- Plant a tree… or plant many trees! Re-vegetate degraded common lands to prevent erosion & replenish ground water.
- Buy locally or grow your own veggies.
- Always choose paper over plastic. Paper is a renewable resource!
- Use solar, wind or water generated power. These are viable energy sources.

Restore—
- Repair damaged goods instead of replacing them with something new.
- Buy used, not new.
- When purchasing goods opt for sustainable, recycled or reused resources. Choose items in less packaging.

The 6th— and sometimes forgotten ‘R’— RESPECT
There is only one earth and we all have to live on it together. Respect your environment and leave the smallest footprint possible.¹

Sources:
¹http://essentialkeystrokes.com/5-rs-for-a-greener-world/
http://www.epa.gov/earthday/
http://www.earthday.org/
http://www.greenfeet.net/newsletter/reduce-reuse-recycle.shtml
¹http://essentialkeystrokes.com/5-rs-for-a-greener-world/
http://raisinghealthyfamily.com/healthy-home-3-essential-ingredients-for-cleaning-green/
## Revised Central Office Directory

**Updated 4/2011**

### Central Administration

<table>
<thead>
<tr>
<th>Office</th>
<th>Cell</th>
<th>Pager</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeff Dickert:</td>
<td>609-341-3093</td>
<td>732-580-1055</td>
<td>dickerje</td>
</tr>
<tr>
<td>Shirley Lee</td>
<td>609-633-2786</td>
<td></td>
<td>leesm</td>
</tr>
<tr>
<td>Melody Massa:</td>
<td>609-292-1247</td>
<td>201-407-3144</td>
<td>massamk</td>
</tr>
<tr>
<td>Sharry Berzins</td>
<td>609-984-4599</td>
<td></td>
<td>berzinsh</td>
</tr>
<tr>
<td>Jennifer Storicks</td>
<td>609-341-3093</td>
<td></td>
<td>storicjdl</td>
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### Medical Administration

<table>
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<th>Office</th>
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<tbody>
<tr>
<td>Arthur Brewer</td>
<td>609-292-6878</td>
<td>609-313-4185</td>
<td>brewerar</td>
</tr>
<tr>
<td>Rhonda Lyles</td>
<td>609-777-1660</td>
<td></td>
<td>lylesrc</td>
</tr>
<tr>
<td>Yasser Soliman</td>
<td>609-943-4372</td>
<td>609-313-1980</td>
<td>solimays</td>
</tr>
<tr>
<td>Hesham Soliman</td>
<td>732-574-2250x8591</td>
<td>609-238-0513</td>
<td>solimahes</td>
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<tr>
<td>William Briglia</td>
<td>856-459-7221</td>
<td>732-570-5727</td>
<td>hershikje</td>
</tr>
<tr>
<td>Johnny Wu</td>
<td>609-777-3755</td>
<td>609-238-0993</td>
<td>wujo</td>
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### Mental Health Administration

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<tbody>
<tr>
<td>Rich Cevasco</td>
<td>609-984-6474</td>
<td>201-407-3114</td>
<td>cevascrp</td>
</tr>
<tr>
<td>Mitch Abrams</td>
<td>973-465-0068 x4383</td>
<td>917-887-5206</td>
<td>abramsami</td>
</tr>
<tr>
<td>Marci Masker</td>
<td>609-292-1385</td>
<td>201-407-3097</td>
<td>mackenma</td>
</tr>
<tr>
<td>Harry Green</td>
<td>609-298-0500 x1272</td>
<td>732-512-8846</td>
<td>greenha</td>
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### Psychiatry

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<th>Office</th>
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<tbody>
<tr>
<td>Rusty Reeves</td>
<td>973-465-0068 x4382</td>
<td>973-632-3194</td>
<td>reevesdo</td>
</tr>
<tr>
<td>Anthony Tamburello</td>
<td>856-459-8239</td>
<td>609-410-0266</td>
<td>tamburac</td>
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### Nursing Administration

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<tbody>
<tr>
<td>Magie Conrad</td>
<td>609-633-6573</td>
<td>908-930-4025</td>
<td>conradmm</td>
</tr>
<tr>
<td>Denise Rahaman</td>
<td>609-777-0440</td>
<td>609-923-1855</td>
<td>rahamade</td>
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### Dental Administration

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<tr>
<td>Man Lee</td>
<td>609-777-1366</td>
<td>609-218-0697</td>
<td>leemp</td>
</tr>
<tr>
<td>Thomas Golden</td>
<td>908-638-6191 x7584</td>
<td></td>
<td>goldenft</td>
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### Utilization Review

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<tbody>
<tr>
<td>Christine Bartolomei</td>
<td>609-292-2353</td>
<td>bartolch</td>
<td>morrisme</td>
</tr>
<tr>
<td>Eileen Hooven</td>
<td>609-943-4373</td>
<td>hoovenem</td>
<td>rigginca</td>
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<tr>
<td>Dolcie Sawyer</td>
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### Pharmacy

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### Medical Records

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<tr>
<td>Cindy Romano</td>
<td>609-292-1393</td>
<td>romanoci</td>
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### Statewide Ombudsperson

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<tbody>
<tr>
<td>Elizabeth Topol</td>
<td>609-292-1385</td>
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### Telemedicine

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<tr>
<td>Leo Agrillo</td>
<td>609-984-1725 (Harris Ofc)</td>
<td>agrillle</td>
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### Quality Improvement

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<tr>
<td>Lisa DeBilloc</td>
<td>609-292-5707</td>
<td>debilila</td>
<td>fordpas</td>
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<tr>
<td>Debra Crapella</td>
<td>609-984-5843</td>
<td>crapelda</td>
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### Infectious Disease

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<tr>
<td>Tamika Monique McCollough</td>
<td>609-292-9095</td>
<td>mccolltm</td>
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### Scheduler

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<tr>
<td>Patti Ford</td>
<td>609-984-1012</td>
<td>fordpa</td>
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<tr>
<td>Jose Torres</td>
<td>609-292-6953</td>
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<tr>
<td>Patti Reed</td>
<td>609-777-1510</td>
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<td></td>
</tr>
<tr>
<td>Rebecca Cozzens</td>
<td>856-459-8034</td>
<td>cozzensra</td>
<td></td>
</tr>
<tr>
<td>Samantha Pezzella</td>
<td>856-459-8453</td>
<td>pezzels</td>
<td></td>
</tr>
</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 Secretaries, 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 Technicians I & II, Medication Aides, Nurse Assistants, 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) →
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.
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: ______________________
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 ]