

DoorWays

A Discovery House Newsletter

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On February 20, Taylorsville, UT opened as Discovery House's sixteenth clinic. On that day 114 patients were medicated and thrilled to be receiving services at the new facility located at 5983 South Redwood Road.

The Taylorsville Team (Toni Taliauli, Director; Jared Sanford, Clinical Supervisor; Counselors Amber Becker, Selma Hercinovic, and Carla Hancock; Ray Patton, Security; Amy Galvez and Thomas Haseth, Nursing; Sue Carlile, Administration; Deb Hobbins, CNP; Dawn Niemann; CNP and Dr. Walton) did an amazing job preparing; and all deserve to be highly commended.

Additionally, associates from Orem and SLC, were all instrumental in making this a fantastic experience. Their support in creating a strong Discovery House presence in Utah is invaluable. Special thanks

to Mark Morgan, Kerri Smyer, Drew Fakaosi, Chris Curran, Joe Renzi, Rob Kornacki, Pat Jakabek, Shelly Faria, Cheryl Smith, Smart Support as well as every other associate in the organization for making this a success.

The support of all our Utah associates, their families, past patients, neighbors, the police, building owners and our State OTP Authority in preparation for our Planning Commission Hearing was particularly impressive.



“Patients First” are Not Empty Words

Discovery House experienced its own holiday story which demonstrates the real meaning of Christmas...people caring for other people. When a pregnant patient from the Pittsburgh area missed the early closing on December 24 because her car broke down, the Discovery House network went into action to get her medication supply for the weekend.

Nancy Murray in Providence and Robin Shultz in Gary were on Emergency Call for the Christmas holiday. When Nancy received the distressed woman's call, she called Jen McMurtrie to see if she could be dosed at Butler. Jen received the call while at the Steelers game and recommended that Nancy call Karen

DeLeone whose daughter, Stacey, works at Butler to determine if she could return to Butler and provide medication for Christmas Day.

In the meantime, Robin and Nancy coordinated efforts with the local hospital to get the woman dosed for Christmas Eve. However, the hospital would not give her the take-home for Christmas Day so the team still had work to do.

Karen and Stacey agreed to go to Butler and provide the patient with the medication for December 25 so Nancy called the patient back and gave her directions from Mapquest to get from Pittsburgh to Hermitage. On her way, the patient

called. She was unsure of her surroundings and somewhat lost. Nancy then called Ken Tressler, at home with his family, and asked if he could call this patient in her car and get her to Butler where Karen and Stacey were waiting.

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President's Dashboard



Our Leadership University has an extremely busy syllabus these days. The directors are engaged in the challenging job of implementing the strategic plan

which was developed and refined throughout 2006. They will be bringing the areas discussed back to their respective clinics for on-site implementation.

We are experimenting with a limit of three major goals in order to

refine our focus and better utilize existing resources. While there is no established “rule of 3” in effect, we have encouraged everyone to adopt this progress.

Each of our “Vital Few” has associated areas of strategic focus, which give clearer direction to each of the Vital Few. Our Vital Few are *Customers*, *Associate Development*, and *Performance Excellence*. These categories and the foci within each involve every associate at Discovery House and will, in time, become a natural part of your daily practice.

I am using our Strategic Plan to guide us into a new level for our company, and I anticipate exciting advances over the next couple of

years. This Strategic Plan has a life of three years, and you can become full participants in where we are going and how we are doing it. A tremendous effort is put into these Leadership Universities in terms of preparation, execution and the act of learning. I have full confidence that your leadership ladies and gentlemen can teach you what they are learning.

Open yourself to the process, and you will see great things.

David L. Piccoli, II

Lessons From Leadership U

With a focus on customer service, participants at the January Leadership University shared the steps each of them is taking to make patients feel like guests.

Harrisburg

Juan Deas, Clinical Supervisor, and Mark Besden, Director

Patients are greeted in the lobby and addressed by their first names. There is also a banner that states, “We aim to delight our customers.” Juan Deas created a Measurement Man that includes a notch for each level of success achieved.

Orem

Mark Morgan, Director

At Orem, one of the newest facilities, they recently successfully completed their first CARF audit. The facility has an open door policy and conducts tours and interviews with families. A Patient Bulletin Board has been created giving patients a sense of ownership, and a new arts and crafts recovery class has been very successful.

Winslow

Nancy Moore, Director

Both patients and associates are recognized for their efforts. Associates are rewarded with monthly drawings; and patients participate in drawings for attending counseling sessions and call backs.

Smart

Denise Howard, Executive Director

Denise described how hiring and training interviews include the question: How do you feel about treating patients as customers? Hiring policies and procedures focus on the importance of positive reinforcement and consistency of language. She suggests giving out learning goals and reorienting existing associates. She said that she believes strongly that character and integrity are more important criteria than winning awards – attitude is 90% of success.

A Promotion for Peter Morris

Peter "Pete" Morris has been appointed to the position of Chief Operating Officer for both Discovery House and Smart Management. Pete was formerly Vice President of Finance.



A resident of North Providence, RI, Morris holds a Bachelor's Degree in Accounting from Bryant College. When he is not deep into his work, he enjoys golf, traveling, scrambling the countryside on his ATV, and he's a big fan of the NE Patriots and the Boston Red Sox, attending many of

their games. It seems that Pete is also somewhat of a Renaissance Man as he belongs to a wine club as well. His philosophy: live life to the fullest and spend time with the people most important to me in my life.

According to David L. Piccoli, II, President of Discovery House and Smart Management, "Pete was one of our first employees and has proven himself to be an extraordinarily important member of the Smart team. He not only has the professional skills of finance and management, but he also thoroughly understands and embraces our corporate culture of customers-first in everything we do."

HOME... *at last!*

A fire at the Curwensville clinic necessitated that we set up a temporary clinic for the past year. We have now moved to a permanent location at 214 Airport Road in Clearfield, PA and have expanded our facility.

According to Kris Canfield, Program Director, "It took a great deal of effort by everyone involved to get us moved and moved in a hurry when our agreement on the previous site met its deadline. Smart and David Piccoli were invaluable in the transition, and many local people helped us too, including Hess & Fisher and Kevin Bloom, local engineers."

The Curwensville DH currently serves more than 200 individuals and is able to do more now that everything is up and running at the new facility.

Bulletin Board

From Discovery to Recovery: The Neuroscience of Recovery

The Woonsocket DH is hosting a statewide conference featuring, Cardwell C. Nickols, PhD, an internationally recognized expert in such areas as behavioral medicine and addiction treatment.

During the one-day conference, Dr. Nickols will address an explanation of neuroscience of the brain; evidenced bases treatment of co-occurring disorders; motivational interviewing; and medical management for addictive disorders.

The conference is being held on May 11 and helps to put Discovery House in the forefront of substance abuse treatment in RI.

Congratulations to everyone involved in coordinating this important opportunity for professionals in the field of behavioral health to learn from this extraordinary author and consultant in our field.

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Ken did just that and remained on the phone until the patient actually got into the building and met Karen.

Yet, this was not the end of the story. The patient had been directed onto a toll road, had used all her money and had none to get back home. Karen then gave the patient a few dollars to get her back home.

The only people on call were Robin and Nancy. Everyone else gave up their time on Christmas Eve so this patient would not suffer without her medication for two days. Good patient care is teamwork, and there is no better team than that which makes up Discovery House.

Sincere thanks to all involved.

You don't say...

- In the 1400's a law was set forth in England that a man was allowed to beat his wife with a stick no thicker than his thumb. Hence we have "the rule of thumb."
- Many years ago in Scotland, a new game was invented. It was ruled "Gentlemen Only...Ladies Forbidden." And thus the word GOLF entered into the English language.
- The first couple to be shown in bed together on prime time TV were Fred and Wilma Flintstone.
- Every day more money is printed for Monopoly than the U. S. Treasury.
- Men can read small print better than women can; women can hear better (no kidding!)
- It is impossible to lick your elbow.
- The state with the highest percentage of people who walk to work: Alaska.
- The percentage of Africa that is wilderness: 28%. Now get this...The percentage of North America that is wilderness: 38%.
- The cost of raising a medium-size dog to the age of 11: \$16,400.
- $111, 111, 111 \times 111, 111, 111 = 12, 345, 678, 987, 654, 321$
- What do bulletproof vests, fire escapes, windshield wipers and laser printers all have in common? All were invented by women.



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