



the msh bulletin

Wednesday, October 3, 2007 Volume 10, Issue 38

Supt./ CEO & Medical Dir.- Dr. Peggy Stephens Is Featured

BIOGRAPHICAL INFORMATION

Peggy Stephens, MD
Superintendent/Chief Executive Officer and Medical Director
Madison State Hospital



Dr. Stephens has been nationally recognized throughout her medical career. During her twenty years in clinical and leadership roles, she has worked in the full spectrum of private and public sector mental health settings. She began her role here at Madison State Hospital as Medical Director on 10/27/03 and was appointed Superintendent/ Chief Executive Officer (CEO) and Medical Director on 8/12/05. Dr. Stephens is the **only** individual to serve in this **dual role** throughout the state system.

Dr. Stephens is a Distinguished Fellow in the American Psychiatric Association, maintains three specialty board certifications awarded by the American Board of Psychiatry and Neurology (Psychiatry, Addiction Psychiatry, and Geriatric Psychiatry) and is a Governor appointee to Indiana's Mental Health Transformation Work Group (2005). She is a past faculty member of Harvard University Medical School, President of the Kentucky Psychiatric Association and remains a clinical adjunct faculty member at the University of Louisville.

After receiving the national 2000-2001 "Quality Hospital of the Year Award" in her previous hospital, Dr. Stephens joined the MSH team and has been a strong proponent for change throughout the entire state system, as well as the key architect in the clinical transformation of Madison State Hospital.

Dr. Stephens brings a unique blend of administrative and clinical skills to our leadership team with a commitment to recovery-based patient care, performance improvement, and organizational change. She is currently leading the following initiatives here at Madison State Hospital:

- Medication management,
- Evidence-based psychoeducation and psychotherapy
- Revenue enhancement practice
- Staff fatigue reduction plan
- NASMHPD/NRI/The Joint Commission In-Patient Psychiatric Core Measures Pilot Hospital.

On September 11, before The Commission of Mental Health at the State Senate Chamber, Secretary Roob of FSSA applauded the efforts of Dr. Peggy Stephens for leadership and initiatives in modernizing a mental health care model.

MSH concluded The Joint Commission's tri-annual survey September 14th with few (four total) "Requirements for Improvements" and multiple positive surveyor comments ("This is a best Practice!", "Gold Standard", "Excellent", "You should teach other places"). It is this combination of clinical expertise, leadership, and commitment to the day-to-day operations that will continue to position Madison State Hospital as a premiere provider of psychiatric treatment well into the future.



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Special Edition

The Joint Commission - another success for Madison State Hospital

Congratulations on a tremendous Joint Commission Survey! The results surpassed our expectations.

Every staff member who had contact with the surveyors did an exceptional job. Yet, there is the bigger picture. All staff in every department had, and continues to have, a role in our success. It is the day-to-day operations and steadfastness to our Vision and Mission that make us who we are.

It was evident to both the Physician and Nurse surveyors that our patients are well cared for, and cared about. It was evident in our documentation that we strive to be on the cutting edge of new strategies.

More importantly, it was evident in our interactions with patients and with each other that we are



Above, a large number of Madison State Hospital staff turned out to hear what the survey team had to say. Below, Dr. Peggy Stephens, Carolyn Copeland and Debbie Woodfill listened closely to what the surveyors had to say, and they liked what they heard.



“walking the walk” of hope-based, respectful and contemporary standards of care.

The Nurse surveyor stated that many places she surveys talk about recovery, but it was nice to see a place not just “talking the talk,” but also “walking the walk.” She reported that this was the best score she had ever given.

The Physician surveyor was very complimentary with such comments as: “That is a Best Practice.” “Gold Standard.” “You are ahead of most places.” “Excellent.” “You should teach this at other places.” “You should publish this.”

We concluded with three Requirements for Improvement (RFI) for the Hospital Standards, one RFI for the Behavioral Standards, and three Supplemental Findings; all of which are easily corrected.

Dave Whittaker, our Joint Commission Consultant, commented that this result “is almost unheard of in these days and times. It is a tremendous accomplishment.”

Thank you for the dedication it has taken to continually improve our standard of care, and now reaching beyond that, to set the standard of care for other hospitals.

Bravo!!!

Peggy Stephens, M.D. Superintendent and Medical Director

Debora Woodfill, PI Director

Angie Lobb, Programmatic Service Line Manager
Executive Cabinet and Medical Staff