

A communication periodical for our clients, staff & the community at large

The Chronicle

A Paterson Counseling Center Newsletter

Special points of interest:

- Did you know that we have established a Bill of Rights governing treatment services for our clients
- Clients can lose privileges for inappropriate conduct in and around the facility
- The use of herbal supplements can interfere with prescription medication and should be discussed with a pharmacist/physician

Outcome Management Committee Established

In an effort to ensure that the appropriate level of governance is in place as it relates to outcome measures management, we have established an outcome measurement committee with the goal of promoting the following:

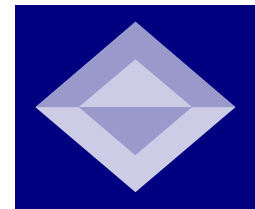
- A formal and sustainable process for measuring client satisfaction
- An enhanced process for measuring employee satisfaction
- A means for securing feedback at critical stages of treatment services
- A means for securing community feedback related to key services offered
- Inclusion of Outcome Measures into our performance management process

Committee members include representation from our counseling teams, human resources department, medical staff and executive management.

All members are assigned to the committee on a rotational basis for a term of 1 year with appointments served on a calendar year basis.

All positions are rotational with the exception of executive leadership whom shall maintain a permanent position on the committee.

For the record, outcomes refer to the end state of a client's progress at the center at a given point in time on an individual and collective basis. Analysis of that information is continuous and involves direct feedback from our clients to ensure effective results.



Client Surveys

The Center will be soliciting formal feedback from our clients via electronic surveys in the near term.

We will be asking approximately 20 key questions related to how we are performing as a treatment provider in the eyes of our clients.

The ultimate goal is to identify opportunities for improvement and best practices related to treatment services.

We will set up survey kiosks in the center to solicit feedback electronically and provide the option for respondents to complete the survey via the web or paper form.

Our overall goal is to secure a 20% response rate. We are asking our clients to provide candid and direct feedback to our staff.

Check for the results of the survey in future editions of the newsletter. Please contact Audrey Garris if you have any questions about the survey and how it will work.

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Don't Be Afraid To Ask For Help

If emotional or behavioral problems are significantly disrupting your life, it's important that you seek professional assistance early. The term 'mental health problem' describes a broad range of emotional and behavioral difficulties. Feelings listed below affect most people at some stage in their lives:

- Anxiety
- Irritability
- Sadness

- Loss of energy or motivation.

People experiencing these feelings may get through the crisis without needing professional help. When professional assistance is needed one should keep in mind that almost all mental health problems can be treated or at least lessened in their severity and - as with many physical health problems - it is better to receive treatment early. Please talk to one of our counselors if you believe you need help.

Self Fulfilling Prophecy

Do you ever think that nothing changes? Your life will be what it is because somehow its been pre determined to be that way. Maybe you think that forces beyond your control dealt you a certain hand and you can't change the cards. Living your life that way actually has a specific term that is taught in college and graduate school - self fulfilling prophecy. The reality however, is that someone else's history does not have to be yours.

At the Center, we believe that you can chart a different path, that your legacy is defined by what you stand up for today. One day at a time, stand up and decide that you will chart a different path. Yes, it won't be easy but if you make it to the end of this article then you can take the next step. Remember his history, her history, their history does not have to be your legacy. Leverage every resource at the Center to assist in achieving and sustain sobriety.

Profile: Heroin Usage

Heroin is a highly addictive drug derived from morphine, which is obtained from the opium poppy. It is a "downer" or depressant that affects the brain's pleasure systems and interferes with the brain's ability to perceive pain.

Heroin Street Names

Big H, Black Tar, Brown Sugar, Dope, Horse, Junk, Mud, Skag,

What does it look like?

White to dark brown powder or tar-like substance.



How is it used?

Heroin can be used in a variety of ways, depending on user preference and the purity of the drug. Heroin can be injected into a vein ("mainlining"), injected into a muscle, smoked in a water pipe or standard pipe, mixed in a marijuana joint or regular cigarette, inhaled as smoke through a straw, known as "chasing the dragon," snorted as powder via the nose.

What are its short-term effects?

The short-term effects of heroin abuse appear soon after a single dose and disappear in a few hours. After an injection of heroin, the user reports feeling a surge of euphoria ("rush") accompanied by a warm flushing of the skin, a dry mouth, and heavy extremities. Following this initial

euphoria, the user goes "on the nod," an alternately wakeful and drowsy state. Mental functioning becomes clouded due to the depression of the central nervous system. Other effects included slowed and slurred speech, slow gait, constricted pupils, droopy eyelids, impaired night vision, vomiting, constipation.

What are its long-term effects?

Long-term effects of heroin appear after repeated use for some period of time. Chronic users may develop collapsed veins, infection of the heart lining and valves, abscesses, cellulites, and liver disease. Pulmonary complications, including various types of pneumonia, may result from the poor health condition of the abuser, as well as from heroin's depressing effects on respiration.

In addition to the effects of the drug itself, street heroin may have additives that do not really dissolve and result in clogging the blood vessels that lead to the lungs, liver, kidneys, or brain. This can cause infection or even death of small patches of cells in vital organs. With regular heroin use, tolerance develops. This means the abuser must use more heroin to achieve the same intensity or effect.

As higher doses are used over time, physical dependence and addiction develop. With physical dependence,

the body has adapted to the presence of the drug and withdrawal symptoms may occur if use is reduced or stopped. Withdrawal, which in regular abusers may occur as early as a few hours after the last administration, produces drug craving, restlessness, muscle and bone pain, insomnia, diarrhea and vomiting, cold flashes with goose bumps ("cold turkey"), kicking movements ("kicking the habit"), and other symptoms. Major withdrawal symptoms peak between 48 and 72 hours after the last dose and subside after about a week. Sudden withdrawal by heavily dependent users who are in poor health can be fatal.

Thanks To Our Clients

Change can be stressful and we are certainly undergoing a lot of change these days. Whether its tweaking our policies or processes or redesigning the infrastructure of the facility, you can bet that something is always going on at the Center.

At the heart of our success in implementing change are our clients. Thanks to our clientele, we have been able to streamline and reengineer services. We wanted to let all of our clients know how sincerely appreciative we have been of a genuine partnership and effort to make the Center better.