



### NURSE SPOTLIGHT



Featuring  
**NANCY HOCK-LIEN, RN, C**

Nancy has been a nurse “forever!!!” She became an LPN in 1979, an RN in 1990, and obtained her psychiatric certification in 1992. She worked at the Grand Rapids Hospital Psychiatric unit until it closed in 1997, and has been with Access Healthcare since the year 2000. She chose to go into the field of mental health because she has always wanted to be an advocate for the underprivileged. Her hobbies include quilting, reading, traveling, and raising dogs.

#### **What do you like the most about being a homecare psychiatric nurse?**

I really enjoy the ability to help people in their homes. It gives me a better idea of how my patients live...I enjoy being an advocate for the mentally ill.

#### **What is your greatest accomplishment?**

Successfully raising my blended family and seeing my children and stepchildren succeed as adults.

#### **What is the most fun thing you've ever done?**

A yearly reunion with my three sisters. We all revert to our teenage years, giggle and carry on about our childhoods. It's not exciting, but ooh ... so very much fun!

### A Letter From Lisa ...

Congratulations to our award-winning psychiatric nurses! This past winter we received an Innovation Award from Medica. The award was given because of our positive outcome-based quality indicators. For instance, we have a low number of emergency room visits and patients who are hospitalized. I am very proud of all the nurses and the hard work they do.

I would also like to acknowledge Darlene Collins, RN, MA, the owner of Access Healthcare, for choosing to take care of a patient while losing thousands of dollars as a result. This patient's insurance denied payment and we had to go through a rather lengthy process lasting several months before the insurance would pay for the skilled nursing services. We knew this patient would end up in a nursing home if we discontinued services, so she made the decision to continue to serve this patient even though it meant a significant loss of income. We are a for-profit organization, so we do not receive grants and other funding to support us. However, Darlene's mindset is of a non-profit perspective. The patient always comes first and she truly cares about the patients. It is a demonstration of high ethics and humanity.

*Lisa K. Carsrud, RN, BSN*

### ACCESS FAQ'S

*Q: Does a patient need to have a medical diagnosis to be referred to you?*

*A: No. Many of our patients have only mental health diagnoses, but a lot of patients also have medical and mental health issues. Some people think that just because we are a homecare agency we only see elderly people. However, our psychiatric nurses see adults from 18 years of age on up.*

### PRIZE WINNERS

You may recall that in the previous newsletter we gave a prize away to the first and the fifth person to email me. Congratulations to Dr. Delesante from the Central Lakes Clinic in Crosby and Gayle Potter, RN,C from St. Luke's Mental Health Services in Duluth. They received a gift card to Subway.

This time, we will give a prize to the third and the tenth person to email me at [lisac@accesspsychiatric.com](mailto:lisac@accesspsychiatric.com).

### NAMI NEWS

People with chronic conditions do better when they have information about their illness and treatment options. The same is true in mental health. NAMI Minnesota strongly believes in education and support as a necessary and important step on the road to recovery.

NAMI offers five different free classes: Family-to-Family, an intensive 12 week educational program; Hope for Recovery, a one day overview of mental illness, strategies, treatment options; How to Deal with A Crisis, a one and a half hour class on how to recognize, plan and deal with a mental health crisis; and three other classes specifically geared to families of children with a mental illness. There are also support groups for individuals with mental illnesses, for family members and starting later this spring for veterans.

Believing in the peer-to-peer approach, NAMI relies on individuals and family members to teach the classes and run the support groups. They do receive special training. For information on the dates and locations of classes, visit the NAMI website at [www.namihelps.org](http://www.namihelps.org)

*Sue Abderholden, Exec. Dir., NAMI Minnesota*

## MEET GAYLE POTTER

**Gayle is a Registered Nurse board certified as a psychiatric and mental health nurse and the manager of clinic operations at St. Luke's Mental Health Services. She has previously worked as a mental health and chemical dependency case manager, outpatient therapy, and inpatient mental health. She has worked for St. Luke's Mental Health Services for 20 years.**

### **What is the best part about your job?**

The best part of my job is working as a team with a group of great professionals.

### **What kind of services does the clinic provide?**

We provide outpatient child, adolescent, family, and adult therapy. We also have group therapy that includes a women's group, a men's group, and depression groups. We provide biofeedback/neurofeedback and psychiatric evaluations and medication management.

### **What makes St. Luke's unique?**

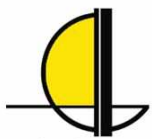
We have 18 providers with a broad base of competencies. We also use a multidisciplinary approach. I really like our intake program. We assess and triage patient needs and provide the best match for the patient. We always do what is best for the patient even if their needs are not best met here at St. Luke's.

### **What is the worst part of your job?**

Nothing! I love my job and the people I work with. St. Luke's is a great facility.



*Gayle Potter, RN, C*



**ACCESS PSYCHIATRIC**  
**HOME HEALTH NURSING**

**1506 SW Third Avenue**  
**Grand Rapids, MN 55744**