



Here's What's Happening...

TEXAS PANHANDLE CENTERS
 901 WALLACE BLVD. AMARILLO, TEXAS
www.texaspanhandlecenters.org

April 2022 Volume XIX, Issue 4

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 and Wheeler counties

April is National Volunteer Month

April is a month dedicated to recognizing the importance of volunteering and honoring the significant contributions that volunteers make to TPC and other organizations by generously donating their time and talents to worthy causes.

Thank you Texas Panhandle Centers Board of Trustees, Planning & Network Advisory Committee and all the other volunteers that make our organization successful.

Thank you for all you do!



The Honorable Willis Smith, Chair



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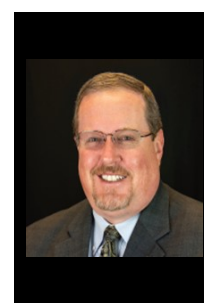
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Polk Street Clinic Medication Room

Brenda Cantu, Program Manager, BH Screening, Intake and Substance Use Services

In 2021 we revamped our entire medication process at TPC. We began receiving all medications that are funded through general revenue services from East Texas Behavioral Health Network (ETBHN). Since Sept 1, 2021 ETBHN has processed over 8,000 medications for over 900 individuals at the Polk St. Clinic. Due to the increased number of medications being processed and sent to this location we were running out of space to store these medications until they were picked up.



We are very excited to announce that with the help of Terry Zimmerman, Director of Support Services, and his crew we were able to renovate our medication room which now provides more adequate space as well as a more efficient flow for medications to be processed and picked up by the individuals we serve. The entire room was renovated. This includes the removing of old shelving, walls being repaired and painted, flooring replaced, and a new hanging rack system for the medications. Thank you to everyone who helped with this process!

If you have not already done so, please feel free to stop by the Polk St. Clinic to meet Kristie Thompson our pharmacy tech and Jennifer Lane, our Medication Supervisor and see our new improved medication room.



Save the Date!

May 13, 2022 ★ 11:30 a.m.—1:30 p.m.

1501 S. Polk Street Campus Parking Lot

MAY IS MENTAL HEALTH AWARENESS MONTH

Texas Panhandle Centers is hosting a community mental health awareness event!

Live music by the Band Monarch

Food Trucks: Joe Taco, Pizza Nomad, Tanks Burgers, Kobe's Grill

(Food vouchers will be issued to employees who attend!)

Debuting TPC's New Mobile Wellness Clinic ♦ Resource Booths ♦ Cookies ♦ Giveaways

♦ Networking ♦ MH Awareness Shirts available for purchase and more!

Special Guest: Representative Four Price

LIFE SAVING RECOGNITION

Congratulations to Sergeant Devin Cantwell with the Amarillo Police Department and Brianna Ray with TPC's Intercept Team. On Wednesday they were presented with the "Life Saving Award" for saving an individual after an attempted suicide.

Thank you both for your outstanding service to the community!





DIGNITY AND RESPECT

Larry Thompson, Rights Protection Officer

From November, 2021 through February, 2022, the Quality Management Department conducted satisfaction surveys for behavioral health telemedicine services. We received a good number of responses from the individuals that we serve. In looking at the data that we received, I found it very interesting, though not necessarily surprising, that there is a strong correlation between an individual being treated with dignity and respect and with that individual being satisfied with the overall services that are provided to them. As a matter of fact, how an individual rated being treated with courtesy and respect was a strong indicator of how they would answer all but one of the other questions on the survey, and that question dealt with audio and video quality of telemedicine services. Literally, treating individuals with dignity and respect affects how well individuals feel their time was spent, how they perceive services being received in a timely manner, whether they believe services provided to them are valuable and effective, whether they would recommend services to others, and how satisfied they are with services. The results of this most recent survey showed that 97% of individuals surveyed felt they were treated with courtesy and respect. This is something to be applauded!

Beyond the connections listed above, studies have reported that individuals who perceive that they are being treated respectfully may not only experience greater satisfaction with their care, but also improved clinical outcomes, adherence to therapy, and receipt of optimal preventative services. These studies lend to the belief that how we treat individuals will have a direct effect on their recovery. No matter how you look at it, treating those around us with dignity, courtesy, and respect will go a long way in *Making Lives Better*.

If you have any questions or concerns, call (806) 351-3400 or e-mail Larry Thompson, Rights Protection Officer, at larry.thompson@txpan.org.

Articles or suggestions for this publication may be submitted by the 1st of each month to:

Joyce Lopez-Enevoldsen • 901 Wallace Blvd., • Amarillo, Texas 79106
Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

COMPLIANCE CORNER

Welcome back to Compliance Corner. In Compliance Corner we will address a question that was received internally for the purpose of education. (All personal identifying information has been removed to protect the identity of the employee and/or individual).

IF YOU SEE SOMETHING, SAY SOMETHING.....

Employees are the “eyes and ears” of the organization to detect any violation of our Compliance Program. You are required to immediately report anything that you encounter at TPC that you believe may be unethical, illegal, or fraudulent to: Your supervisor or Donald Newsome, Director, Quality Management & Compliance, (Privacy Officer) Phone: (806) 351-3284 Email: Donald.newsome@txpan.org

Breach Prevention

Each employee, contractor, and associate provider is expected to diligently safeguard all records and information deemed confidential. It is best practice not to carry the Protected Health Information (PHI) of the individuals to whom Texas Panhandle Centers (TPC) provide services in your vehicle. If you have to carry PHI, it must be in a zippered or otherwise concealed notebook. If you leave your vehicle without the information, it should be locked inside the trunk of your car or locked and secured otherwise (e.g., locked glove compartment, lockbox). Any possible breach must be reported to the TPC Compliance Officer, Donald Newsome (806-351-3284).

Agency cell phones and laptops may also contain client information. Immediately report the loss of an agency cell phone/laptop to Donald Newsome and to Jesse Greer, Director of Business Development (806-351-3271).

Everyone is required to report any potential breach of PHI.

Examples include:

- Loss or theft of a laptop, external hard drive, thumb drive, or any papers containing PHI
- Access to PHI outside of an individual’s job responsibilities
- Improper disposal of PHI such as failure to shred paper documents or securely delete electronic records prior to device disposal or re-purposing
- Misdirected mailings, emails, or faxes
- Malware infection on PHI containing devices

TPC staff must not create, store, access, transmit or receive PHI on personally owned computers. Staff who require remote access to a database that holds PHI must use a TPC provided, fully managed and encrypted device, and must log-in via a Virtual Private Network connection (**VPN**).

If you have a question/scenario that you would like to be considered for inclusion in the newsletter, email the information to Compliance Corner@txpan.org.

April is Autism Awareness Month

Cindy Peters, Autism Program



The following is a testimonial printed with permission from an individual who attended the Social Skills Group Program in the Autism Department:

My Experience

I was asked what my experience in TPC group was like. I thought it was very edifying. Here I will explain how I feel about group.

I have a bad memory so I can't remember how it went to the last detail. However, I know there was socialization, games, and learning life skills. I met people who became my friends. I still have some of their names in my phone.

It was a lot of fun and very educational. I even went on outings with them. I highly recommend group.

- James Colt Wright

The following is the criteria for the social skills groups. Each person is placed at a level that adequately represents their abilities. The individual is moved to the next level as skills are learned. Once skills are acquired at level 3, the individual graduates and continues using learned skills in their personal life.

Level 1

- Appropriate greetings
- Make brief eye contact or look in the direction of person addressing
- Respond when spoken to
- Appropriate voice modulation
- Respect personal boundaries
- Smiling at people when engaging

Level 2

- Stay on topic
- Ask questions
- Add comments
- Take turns talking without interrupting
- Begin and end conversations appropriately
- Discuss topics other than personal interests
- Show interest in conversational partner

Level 3 - In Community Settings

- Make brief eye contact or look in the direction of person addressing
- Respond when spoken to
- Appropriate voice modulation
- Respect personal boundaries
- Smiling at people when engaging
- Stay on topic
- Ask questions
- Add comments
- Take turns talking without interrupting
- Begin and end conversations appropriately
- Discuss topics other than personal interests
- Show interest in conversational partner

Eight Dimensions of Wellness: Physical

Brittany Cotgreave, Wellness Committee Member

In an effort to bring awareness to overall health and wellness, members of the Wellness Committee will feature an article in the newsletter each month over the eight dimensions of health. The eight dimensions, in no particular order, include: Social, Physical, Emotional, Spiritual, Environmental, Intellectual, Financial and Occupational.

Physical wellness is about doing whatever you can to help strengthen and care for your body. This includes engaging in regular physical activities and making healthier choices when it comes to what we consume. Committing to improving your physical wellness can be a scary and overwhelming decision. However, the benefits of focusing on your physical well-being far outweigh the risks of not taking care of our bodies. Here are a few tips to get started:



- Exercise three times a week, 20-30 minutes per session.
- Join a Gym or download a Fitness App on your phone for quick and easy workouts.
- Get educated on a Healthy Diet that includes lean proteins, more fruits and vegetable, whole grains and healthy fats.
- Keep a food journal.
- Grab a friend to cook together and meal prep.
- Limit fast food intake.
- DON'T pay attention to the scale! Instead, focus on how your body feels and changes you recognize.
- Use the stairs instead of an elevator or escalator and walk whenever possible.
- Develop a healthy sleep routine and get an adequate amount of rest. (7 to 8 hours at least)
- Learn to recognize early signs of illness and follow up with a doctor.
- Listen to your body and allow time for your body to heal if you have been sick.
- Eat breakfast- it's the most important meal of the day!
- Limit your intake of sugar, salt, fat and alcohol.
- Try out a new activity like Bungee Fitness or a Self Defense course.
- Get some more Vitamin D "The Sunshine Vitamin" by doing more activities outdoors like hiking, biking or gardening.
- Drink LOTS of water!
-

"Those who think they have not time for bodily exercise will sooner or later have to find time for illness."-Edward Stanley (15th Earl of Derby)

For more information, tips and resources to improve your physical wellness please visit The National Institute of Health website at www.nih.gov/health-information/physical-wellness-toolkit-more-resources.

Welcome these New Employees...

Kayla Flores	ASCI Amarillo
Lisa Reyes	Med Clinic-Adult
Murray Sadegur Jr.	ASCI Amarillo
Juanita Solano	ASCI Dumas
Mary Jo Germeroth	1115 Peer Support
Bonnie Merino	ASCI Amarillo
Cassie Richards	1115 Peer Support



Zero Suicide Workforce Survey



To better understand the needs of our workforce, please take a few minutes (10-15 minutes) to complete the online survey at the link below about suicide and suicide prevention. The goal is to gain a general understanding of our organization's ability to address issues related to suicide. There are no right or wrong answers. The survey is designed to provide our organization with feedback so that we can improve our staff training and patient services. We'd like to have the entire staff answer the survey as everyone's input matters.

[<< Complete Survey Here >>](#)

Thank you for your time and attention to this important matter.

DIRECTED PAYMENT PROGRAMS TEXAS (DPP)

Nona Rivas: 1115 Waiver

Texas Health and Human Services Commission (HHSC) has recently approved or modified numerous DPPs in Texas. DPPs allow Medicaid Managed Care Organizations (MCOs) to make payments to healthcare providers at the specific direction of the Medicaid agency when the payments support overall Medicaid program goals and objectives.

Health Centers. The Certified Community Behavioral Health Clinic model provides a comprehensive range of evidence-based mental health and substance use disorder services with an emphasis on offering 24-hour crisis care, care coordination with local primary care and hospital providers and integration with physical health care.

Below are the new or modified DPPs and TPC is participating in the Directed Payment Program for Behavioral Health Services beginning 2021:

The DPP BHS is comprised of two payment components. Component 1 provides a monthly uniform dollar increase paid to all participating community mental health center providers in the program. Providers must report their progress towards gaining or maintaining certification for the Certified Community Behavioral Health Clinic model and other activities foundational to quality improvement, such as telehealth services, collaborative care, integration of physical and behavioral health, and improved data exchange. Component 2 is a uniform percent increase applied to certain Certified Community Behavioral Health Clinic services based on achieving quality metrics (measures) that align with its measures and goals.

<https://www.hhs.texas.gov/providers/medicaid-supplemental-payment-directed-payment-programs/directed-payment-programs>

Directed Payment Program for Behavioral Health Services (DPP: BHS)

HHSC created the Directed Payment Program for Behavioral Health Services to incentivize the Certified Community Behavioral Health Clinic model of care for persons enrolled in the STAR, STAR+PLUS and STAR Kids Medicaid programs. Eligible providers include Community Mental

Comprehensive Hospital Increase Reimbursement Program (CHIRP)	Quality Incentive Payment Program (QIPP)
Texas Incentives for Physicians and Professional (TIPPS)	Rural Access to Primary and Preventive Services (RAPPS)
Network Access Improvement Program (NAIP)	



White Hat Award



The IDD Service Coordination Department would like to recognize **Yolanda King, Respite Coordinator**, with this month's White Hat Award. Yolanda has gone above and beyond for the individuals we serve for 42 years. She works hard at coordinating the schedule for individuals that utilize Respite Services. Yolanda wears many hats at Texas Panhandle Centers is always willing to fill in where she is needed. Thank you, Yolanda, for all that you do.

Adrienne Sell on behalf of IDD Service Coordination



The following employees were recognized through the Performance Enhancement Program for one or more of the following: Core Competencies, Safety, Critical Thinking, Communication, Client Rights, Continuous Quality Improvement, Professional Behavior, Customer Service:

D'Ann Craddock , Children's BH Service Coordination

Reminder to supervisors: If you would like employees recognized through PEP in the newsletter, submit the PEP (or a copy) to the respective manager for approval.



Mother's Day, Sunday, May 8th



Jazmin Escamilla, ASCI Dumas, answered last month's questions correctly and was randomly selected to win a \$25 gift card.

To claim your card, contact Joyce Lopez-Enevoldsen at 806.351.3308 or email: joyce.lopez@txpan.org.

Events Around the Community

The Community Events Committee coordinates and attends events throughout the Texas Panhandle. In March and April, the Committee has participated in several events including at WT, the Smile Big Event and The Blue Man Dash. Several other events are planned during the month of April.



Walk Across Texas begins Friday, April 29th with a walk out on work at 10am!

Have you formed your team yet?

Captains: email your name to joyce.lopez@txpan.org and further instructions will be provided.

WAT will also include "What's Cooking" as a special feature. Don't miss out!



Compassion Fatigue

*“Love and compassion are necessities, not luxuries.
Without them humanity cannot survive.”*

– Dalai Lama

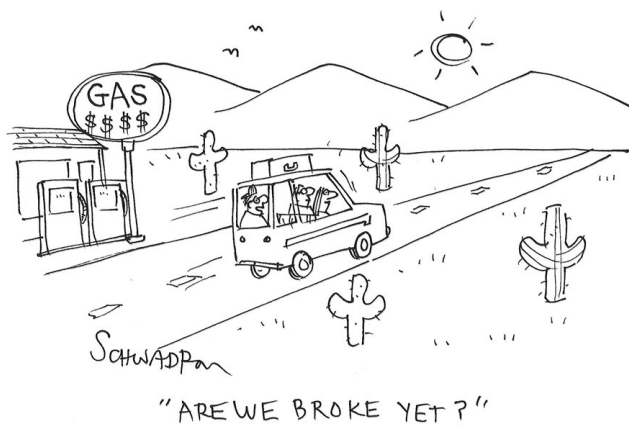
Welcome to the April 2022 edition of **TotalWellbeing**, your guide to the **8 dimensions of wellbeing**. This month looks at compassion and what happens when stress and burnout take their toll on your ability to care.

Being compassionate and empathetic takes a lot of work and can be very tough on our mental health. While helping and caring for others, it's very important to pay attention to your own wellbeing along the way. Stress and burnout along with vicarious trauma can take hits at us without us even knowing, and before long, we are the ones in need of help. We see this a lot in people who are in caregiving positions, but that doesn't mean that compassion fatigue can't happen to anyone. To help with this, check out the compassion fatigue and self-care tips below.

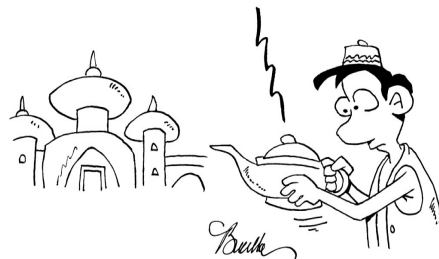
Please remember that your EAP is here for you if you need to address compassion fatigue, stress, burnout, or just want to talk to someone. You have access to free and confidential counseling, wellness coaching, trainings, unlimited work/life referrals to save you time, and more. Plus, an online resource library full of proactive self-help tools! Visit [PersonalAdvantage](#) for helpful articles, financial calculators, legal and financial forms, budget sheets, and more!

To your total wellbeing,

The MINES Team



ALL OF OUR GENIES ARE BUSY
AT THIS TIME. KEEP RUBBING
AND YOUR WISHES WILL BE GRANTED
IN THE ORDER THEY WERE RECEIVED.



Employee Assistance Program

Through MINES & Associates, you and your household members are entitled to a number of resources at no cost to you.

The use of your Employee Assistance Program is strictly confidential and available 24/7. They are there to help you with everyday issues that come up in your life including:

◆ Stress ◆ Depression ◆ Family Issues ◆ Financial ◆ Substance Abuse ◆ Work Related Issues and more...

800.873.7138

www.MINESandAssociates.com

Answer's to last months questions:

1) 120 2) Balloon Release 3) Zero Suicide Workforce Survey

Answer the questions correctly and your name will be entered in a random drawing to be eligible to win a \$25 gift card.



1. Since September 1, ETBHN has processed over _____ medications.
2. There is a strong correlation between an individual being treated with _____ and _____ with being satisfied with the overall services provided to them.
3. _____ is required to report any potential breach of PHI.

[Submit your answers to joyce.lopez@txpan.org. Deadline for responses is the 5th of the following month. You must type "Monthly Drawing" in the email subject line to be eligible. For those that do not have a computer, entries may be submitted via interoffice mail. The same requirements apply for hard copy submissions.](mailto:joyce.lopez@txpan.org)