Here’s What’s Happening…

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

October 2019 Volume XVI, Issue 10

Texas Panhandle Centers
Employee Health Fair

WIN PRIZES!!

Halloween Themed Event!

FOOD!
GAMES!
GIVEAWAYS!
COSTUME CONTEST!

Must complete labs, weight and blood pressure in order to receive the most discounts on your insurance.

Nothing to eat or drink (except H2O) 8 hours prior to testing!

Friday, Oct. 25th
7:30AM - 10:30AM
901 Wallace Blvd: Bldg. 501

Serving the citizens of:
Armstrong, Carson, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Potter, Randall, Roberts, Sherman, and Wheeler counties
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 client).

**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 which 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

**Here is the compliance question of the month:**

**Question:**

I heard that it’s okay to copy/paste my notes since so many of my appointments for the same client contain the same information. Is this ok?

**Answer:**

No. Progress notes must be individualized to be billable. Documentation is considered cloned if every entry in the record is worded the exact same way or it’s very similar to previous entries. When entries are copied and pasted without being edited, documentation isn’t specific enough to the patient and his or her experience. Such shortcuts could set in motion claim denials and potential fraud allegations.

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.
This month has brought more rain, and cooler weather, but that also means some increased mosquito problems. Did you know that there are around 3500 various species of mosquitoes? It is only the female mosquito that will actually bite you. If you happen to get bitten by a mosquito, things to watch out for that might warrant a trip to your primary care physician, would include swollen lymph nodes, large areas of swelling, low grade or higher fever, and/or hives, body aches, and any signs of infection according to the Mayo Clinic website.

It is quite common for a person who is bitten by a mosquito to have itchy bumps due to the mosquito puncturing your skin to feed on your blood. These tiny little insects do and can carry parasites and viruses that can be transmitted to humans. Children are more susceptible to stronger reactions from mosquito bites in general than adults due to many adults being desensitized from having been previously bitten throughout their life spans. According to the Mayo Clinic website, “Skeeter Syndrome” is where the area of the mosquito bite becomes swollen, sore, and red. This type of reaction will be more prevalent in children, and most generally as the child grows they too will become desensitized to mosquito bites; however, being desensitized won’t protect anyone from any type of virus or parasites that may be transmitted through a mosquito bite.

There are some things that can help reduce the chances of becoming infected with a virus or parasite through a mosquito bite. Using insect repellents are the most common form of protection, but nothing is full proof. Some of the most helpful insect repellents for mosquitoes would be using a DEET repellent, Icaridin or Picaridin, and for a plant based alternative you could use oil of lemon eucalyptus. Do note that DEET or DEET containing products are not to be used on infants younger than 2 months of age, and oil of lemon eucalyptus is not to be used on children younger than 3 years of age. Be sure if you are going to use an insect repellent that you do not apply to cuts, scraps, or open wounds, and always wash off the repellent when you are back inside away from insects.

Some other helpful options would be to drain any standing water around your household, avoiding being outside from dusk to dawn when mosquitoes are more active, making repairs on windows, siding, doors, and ensuring there are no openings that mosquitoes could get into your home if possible. Some ideas for small children is using mosquito netting to cover strollers, areas of sleeping when camping, and there are even insect netted hats or overlays for clothing for those who do like to be outdoors especially around lakes, rivers, or out in the woods.

# Social Work Ethics Conference 2019

**November 15, 2019 – 8:00am to 4:45 pm**

Location: WTAMU Amarillo Center, 720 S Tyler St, Amarillo, TX 79101

## Lights, Camera, Ethics!

REGISTRATION Link: (Coming soon! Check Facebook [https://www.facebook.com/WTAMUSocialWorkProgram/](https://www.facebook.com/WTAMUSocialWorkProgram/))

### Six Hours of Ethics CEU’s for LBSW, LMSW, & LPC provided by

**Amarillo College**

**Breakfast & lunch included**

(If you have a food allergy, please bring your own safe food.)

<table>
<thead>
<tr>
<th>Morning Schedule</th>
<th>Early registration: $45</th>
<th>Afternoon Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am-8:30 am</td>
<td>Day of event: $50</td>
<td>12:00 pm-1:15 pm</td>
</tr>
<tr>
<td>Registration and breakfast</td>
<td>$10 for WT students</td>
<td>Lunch and roundtable discussion</td>
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<tr>
<td>8:30 am-8:45 am</td>
<td>$15 day of event</td>
<td>1:15 pm-2:45 pm</td>
</tr>
<tr>
<td>Welcome</td>
<td>(Free for Students not eating)</td>
<td>Workshop C</td>
</tr>
<tr>
<td>8:45 am-10:15 am</td>
<td></td>
<td>2:45 pm – 3:00 pm</td>
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<tr>
<td>Workshop A</td>
<td></td>
<td>Break</td>
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<tr>
<td>10:15 am-10:30 am</td>
<td></td>
<td>3:00 pm-4:30 pm</td>
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<tr>
<td>Break</td>
<td></td>
<td>Workshop D</td>
</tr>
<tr>
<td>10:30 am-12:00 pm</td>
<td></td>
<td>4:30 pm-4:45pm</td>
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<tr>
<td>Workshop B</td>
<td></td>
<td>Certificates and evaluations</td>
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</tbody>
</table>

### Workshop Schedule

- **Workshop A**
  - Ethical Responsibilities as Professionals
  - Discuss various ethical issues that may arise within our workplace and devise plans for avoiding an ethical dilemma.
- **Workshop B**
  - Self Determination
  - Explore avoiding the cycle of power struggles, as well as the more complicated circumstances involuntary clients present, which require limited self-determination approaches.
- **Workshop C**
  - Conflicts of Interest
  - Educate yourself on how to recognize when a conflict of interest occurs and how to appropriately handle the situation.
- **Workshop D**
  - Self-Care
  - Gain innovative views of self-care practices to restore your well-being within a matter of minutes. Visit ten-minute trial sessions for each self-care station to try new self-care experiences that may easily be adopted to lifestyles of clients, friends, coworkers, and/or yourself.

### Workshop Details

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<td>Ethical Service of Immigrant Populations</td>
<td>Relationships in the Workplace</td>
<td>Privacy and Confidentiality</td>
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<tr>
<td>Expand your view on immigrants and refugees and reflect how you can serve these clients with justice and dignity in a manner that aligns with your professional ethical standards.</td>
<td>Review various types of unethical behavior and learn the importance of upholding ethical relationships within the workplace.</td>
<td>Learn how to maintain patient privacy and confidentiality, and work through possible ethical dilemmas that may occur.</td>
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For more information, contact Jennifer Potter at 806.420.8911 or Angela Cucullo at 806.340.2216.
White Hat Award

The IDD Service Coordination department would like to give this month’s White Hat Award to Pablo Duarte, lawn care maintenance for the Wallace Campus. Pablo has done an amazing job with making sure that our lawns look well-kept and giving us a sense of pride in our workplace environment. Pablo always comes to work with a positive attitude and is very considerate of employees and clients walking around the grounds while he is mowing. Pablo has gone above and beyond his job duties and from all of us at the IDD Service Coordination Department, we thank you and appreciate all that you do.

Breanna Miller for IDD Service Coordination Department

Answer’s to last month’s questions:

1) National Suicide Prevention Month  2) Oct. 4 & 5, 2019  3) Trauma Informed Care Time for Organizational Change

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

1. To receive electronic pay statements you’ll need to make the change in ______.

2. Is it an acceptable practice to copy/paste my notes if the client information is the same? _________

3. What does EAP stand for? ___________________

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.
2nd Walk to Wellness Fundraiser

Center City Shakes and Bakes hosted a second Walk to Wellness on event on Saturday, October 12th. Despite the cooler temperatures, many came out to show their support and walk/exercise.

Hamburgers were provided free of charge (donations accepted). The event was to raise awareness around physical and mental health.

A percentage of the proceeds from the sales of the shakes that day were donated to TPC!

Many thanks to Katecha Cook, Owner of CCS&B, and staff for hosting the event and Making Lives Better!
TPC’s Trauma Informed Care Time for Organizational Change Committee has been busy in September and October sharing their latest initiatives with the following departments:

IDD Service Coordination, ECI, Accounting/Payroll, Maintenance, Billing, Contracts & Credentialing, Purchasing, QM and IT/Data Management.

The committee also provided donuts, giveaways and shared a video on trauma. If your department is interested in hearing more about TICTOC 3.0 please contact Joyce at joyce.lopez@txpan.org or visit our table at the Employee Health Fair on Friday, October 25th.

TICTOC 3.0 Employee Recognition

At TPC there are many good deeds that happen every day and the TICTOC Committee wants to hear about the people behind those good deeds. If you observe a fellow employee doing a good deed as it relates to trauma (trauma sensitivity/education/training/etc.), send an email to the TICTOC Committee letting us know what you observed to TICTOC@txpan.org. The committee will review the submissions and select those demonstrating trauma principles and Making Lives Better for those we serve and employ. The Committee will reward those individuals with a gift card and/or other form of recognition! We look forward to hearing from you!

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
Community Corner

Texas A&M AgriLife Extension Service

Become a Master Wellness Volunteer!

The Master Wellness Volunteer program allows those who have a passion about health and wellness to share that passion with others via worksite wellness programs, community events and more. Obtain knowledge and skills to live a healthier lifestyle and encourage others to do the same. Receive 40 hours of training online with 2 face to face meetings and give back 40 hours of service! Come and train to be part of the Agrilife Master Wellness Team!

For more information or to register, contact:
Lizabeth Gresham - 806-373-0713

To register online beginning Nov 14th
http://agrilife.org/mwv/
November 14th 2019: Registration opens online for the MWV Training
75.00 for adults 25.00 for any college student
Face to Face Training Dates Jan 21 and March 3
at the Potter Extension Office

TPC’s United Way Rallies are scheduled for October 21 at
1500 S. Taylor and October 23 at the
Wallace Training Room both starting at 10am.

There will be snacks and prizes as well as the opportunity to support those in your community!
Texas Panhandle Centers is pleased to offer its employees and household members an employee assistance program. Each month we will feature a program from the EAP.

**Counseling**

Through MINES & Associates, you and your household members are entitled to counseling sessions at **no cost to you**. When you call in for a referral, you can choose to be scheduled for a face-to-face appointment in an area of your choosing (near your office, near your home, etc.) or you may choose to access your sessions telephonically. You may also choose from the MINES network which includes: Ph.D., LMFT, LPC, and LCSW.

The use of your Employee Assistance Program is **strictly confidential and available 24/7**. We are here to help with the everyday issues that come up in your life, including:

- Stress
- Depression
- Family Issues
- Financial Problems
- Substance Abuse
- Work Related Issues and More...

**800.873.7138**

[www.MINESandAssociates.com](http://www.MINESandAssociates.com)

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Daylight Saving Time ends November 3. Don’t forget to move your clocks back!
Did You Know?

All TPC staff have the option of receiving electronic pay statements instead of a paper stub. Electing to receive an electronic pay statement provides many benefits including:

- The ability to view any of your pay statements for up to three previous years in ADP
- Receiving an email reminder for when your pay statement is ready to view in ADP
- Reduced costs for TPC due to fewer mailing costs and less staff time spent distributing pay stubs
- Save trees/Less paper clutter

For detailed instructions on how to elect to receive electronic pay statements, navigate to Resources > Company Information > FAQs in ADP. If you have questions, please contact Ben Shaw in the Accounting/Payroll Services department at 351-3309.

Lupe Martinez, Specialized Services, answered last month’s questions correctly and was randomly selected to win a $25 gift card from Amarillo National Bank.

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

Photos taken by Krystyna Hartman, IDD Nursing
Making Lives Better

Sara is always making sure people are taking care of themselves, so to say thank you and give her a couple of minutes of self care, she was presented with a hoodie and a horse to ride. Many thanks to Frank and Becky Foster with Horse Play at Mesquite Ranch for providing the horses and petting time for the staff. Thank you Sara for all you do!

Welcome these New Employees...

K'Lynn Lafont McElhaney
Roger Speight
Sharon Sturgeon

HB 13
Financial Services
Financial Services
International Survivors of Suicide Loss Day
Sponsored by the Texas Panhandle Suicide Prevention Coalition

Saturday, November 23, 2019
10am - 2pm
Hope and Healing Place
1721 S. Tyler St
Amarillo, TX 79102