



Here's What's Happening...

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

July 2020 Volume XVII, Issue 7

Board of Trustees

Chair
The Honorable Willis Smith
Higgins, Texas

Vice Chair
Patty Ladd
Amarillo, Texas

Secretary/Treasurer
Janis Robinson
Hereford, Texas

Larry Adams
Amarillo, Texas

Linda Brian
Amarillo, Texas

Amy Hord
Canyon, Texas

Charles Gill
Panhandle, Texas

Sharon Braddock
Clarendon, Texas

Jerry Don Williams
Amarillo, Texas

Sheriff J. Dale Butler
Deaf Smith County

Sheriff Terry Bouchard
Ochiltree County

Cheryl Cano
Hemphill County

Legal Counsel
Don L. Patterson

Executive Director
Mellisa Talley

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

The CCBHC Initiative – Case Coordination!

You may have read about the CCBHC Initiative at Texas Panhandle Centers in the June 2020 version of "Here's What's Happening". CCBHC is a provider type which encompasses the use of high-quality, integrated person-centered and family-centered approaches for the delivery of mental health and substance use disorder services (behavioral health). This person-centered and family-centered approach to service delivery will address the particular cultural needs of the individual served and their family. Last month's article listed the general goals of CCBHCs. This month we will look, briefly, into "Case Coordination", one of six CCBHC Program Requirements.

Case Coordination is a practice that integrates and synchronizes the delivery of health care services from multiple providers and specialists. The goals of care coordination are to integrate and provide better care, improve health outcomes, and reduce the overall cost of care.

Care Coordinators will focus upon the total health of individuals served in behavioral health programs, coordinate access to a range of health care services, and develop and facilitate a care coordination treatment plan which transitions between both TPC providers and external referrals.

TPC will amend our infrastructure, resources, and culture to support our efforts. Effective communication and effective collaboration among providers of various backgrounds, skill-sets and disciplines will be required to deliver high-quality and integrated services to those we serve to *Make Lives Better*.



"Darkness cannot drive out darkness, only light can do that. Hate cannot drive out hate; only love can do that."

~ Martin Luther King, Jr.



BEHAVIORAL HEALTH MEDICAL UNIT

Libby Moore, Chief Clinical Officer

The Behavioral Health Medical Unit is comprised of nurses, nurse practitioners, physicians and medical assistants. This team works together to provide services for people with behavioral health conditions.

Traditionally these services have been provided in the outpatient clinics face to face or through telemedicine connections. Our nurses and medical assistants work in the clinics to ensure that orders are carried out for medications and treatments. This requires the team to concentrate on detail, accuracy and communication. Our nurses work closely with our case managers to get a clear picture of what is going on with a person. Learning about what symptoms and/or side effects a person is experiencing is critical in understanding what type of response is indicated, but it is only a part of the equation for successful care to happen.

The nurses at TPC have to specialize in behavioral health conditions. This education begins in nursing school however the refining and continued education comes from being a part of the overall behavioral health care of people in our outpatient services. The team approach to **Recovery** is crucial in understanding the whole

person. Nurses must learn peoples “life stories” and understand how a person’s day to day life impacts their overall health and wellness.

Health encompasses more than a person’s physical condition. We know that physical, emotional, spiritual, environmental, intellectual, financial, sense of meaning and purpose and social

connections all play a part in how we cope and manage our lives. Nursing in behavioral health settings requires a nurse to move from the clinic into the homes and lives of the people we serve.

TPC is fortunate to have a dedicated group of nurses on our medical teams who have moved from the clinic into homes and alternative locations during this time of transition because of COVID 19. Their willingness to adapt quickly has been remarkable and appre-

ciated.

Looking to future practices in treating people with behavioral health conditions will require all of us to practice differently. Thankfully we have a team of professionals at TPC that are creating solutions for better care and advancing our mission.

American Nurses Association Code of Ethics for Nurses	
Provision 1	The nurse practices with compassion and respect for the inherent dignity, worth, and unique attributes of every person.
Provision 2	The nurse’s primary commitment is to the patient, whether an individual, family, group, community, or population.
Provision 3	The nurse promotes, advocates for, and protects the rights, health, and safety of the patient.
Provision 4	The nurse has authority, accountability and responsibility for nursing practice; makes decisions; and takes action consistent with the obligation to provide optimal patient care.
Provision 5	The nurse owes the same duties to self as to others, including the responsibility to promote health and safety, preserve wholeness of character and integrity, maintain competence, and continue personal and professional growth.
Provision 6	The nurse, through individual and collective effort, establishes, maintains, and improves the ethical environment of the work setting and conditions of employment that are conducive to safe, quality health care.
Provision 7	The nurse, in all roles and settings, advances the profession through research and scholarly inquiry, professional standards development, and the generation of both nursing and health policy.
Provision 8	The nurse collaborates with other health professionals and the public to protect human rights, promote health diplomacy, and reduce health disparities.
Provision 9	The profession of nursing, collectively through its professional organizations, must articulate nursing values, maintain the integrity of the profession, and integrate principles of social justice into nursing and health policy.

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 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:

What is a false claim?

Answer:

A “False Claim” relates to the Federal False Claims Act (FCA) which prohibits the making of a false or fraudulent claim(s) to any federal employee, officer, or payer source (such as Medicaid, Medicare, etc.) to obtain money. This includes false documentation related coding, documentation and billing of claims for reimbursement.

For the most part, a billing error or honest mistake in isolation, does not constitute a false claim under the FCA. Usually, a false claim requires actual “knowledge” that the claim is false. However, if the claim is made with reckless disregard or deliberate ignorance related to the claim’s veracity or falsehood, the definition of “knowledge” is met.

If a provider organization fails to train its staff regarding appropriate coding/billing practices, the organization can be found to operate with “reckless disregard” and can be fined up to \$11,000 per false claim and may be temporarily or permanently excluded from participating in federal health programs.

Honest and accurate documentation, billing, coding, and regular coding and billing audits can decrease the risk that staff will violate the Federal False Claims Act.

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.

Welcome these New Employees...

Brittini Cox	Alternate Living
Stephanie James	ECI
Alaura Johnson	Alternate Living
Madina Mohamed	Alternate Living
Lorne Mote	Alternate Living
Madison West	ECI
Ahmed Abdi	Atkinson Group Home
Howard Cocroft	IDD Crisis Respite
Omar Mohamed	Carlton Group Home



Jesse and Michael sporting the same shirt and mask.
Staying safe!



Photo submitted by Bob Yung



Martin Jurado, IT, 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.

TICTOC 3.0

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee recognized the following individuals, who were nominated by their peers, for demonstrating one or more of the following as it relates to trauma (empathy, cultural sensitivity, self-awareness, self-care promoting/building resilience, flexibility toward others, collaboration, willing to learn from others, creating a safe space, trustworthiness, respect and courage):



➤ **Judy Leis, , IDD Service Coordination Clerk/Receptionist** for creating a safe space for staff and clients during COVID-19. Judy was nominated by more than one individual for this recognition. She was described as being dedicated especially during the pandemic. She has been taking temperatures at the front desk as well as monitoring who comes and goes. She shows respect and by doing so is able to gain trust. She is calm and is able to effectively de-escalate behaviors that may become problematic. She is welcoming and puts people at ease. She's soft-spoken, patient and has a sense of humor.

Congratulations!

She was awarded a \$25 gift card. Thank you for *Making Lives Better!*

If your department is interested in hearing more about TICTOC 3.0 please contact the TICTOC Committee at TICTOC@txpan.org or Joyce at joyce.lopez@txpan.org.

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 are 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!*

White Hat Award



The IDD Service Coordination Department would like to present **Susan McQuaig, Clerk III**, with this month's White Hat Award. Susan assists our individuals with keeping track of medical appointments, communicating with physician offices, nurses, and the services coordination department to help ensure all medical needs are met. Susan is organized and always willing to help answer any questions or help in any way she can. Thank you Susan for helping our individuals get the medical care they need and deserve.

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

- 1) **Certified Community Behavioral Health Clinic**
- 2) **July 20—July 31**
- 3) **two; the signature and credentials**

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



1. _____ is a practice that integrates and synchronizes the delivery of healthcare services from multiple providers and specialists.
2. The team approach to recovery is crucial in understanding the _____.
3. It is important that the individuals we serve have a _____ about any situation they may believe is unfair.

[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)

Points to Ponder

Jana Campbell, Rights Protection Officer



As an employee of TPC, what should I do if an individual I serve has a complaint against me, my supervisor, or my coworker?

If an individual we serve has a complaint, they should always be directed to call the Rights Protection Officer at 806.351.3400. They also have the right to call the HHSC Ombudsman if the complaint cannot be resolved at a local level. The Ombudsman can be reached at 1-800-252-8154 this number will reach IDD and BH Ombudsmen. Please never discourage the individual from reporting complaints. It is important that the individuals we serve have a voice about a situation they believe is unfair.

If you have any comments or concerns please feel free to email me at jana.campbell@tpc.org, or call me at 806.351.3400.



"Your cubicle is on back order, so for the time being, work within these chalked lines."



"I'll say it was good. There were times I even stopped looking at my phone."

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

Parking Lot Traffic Safety

Submitted by Christy Schroeder, QM Coordinator/Safety Director

Parking lots can give a false sense of security due to slower moving traffic; however, according to driversed.com, one in five car accidents, including incidents involving pedestrians, happen annually within parking lot areas. It is easy to become distracted by focusing on looking for a good parking

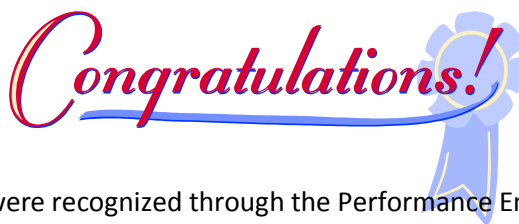


spot, programming the GPS, using a cell phone or walking and talking to someone; conversely, staying focused, paying extra attention, and staying aware of designated traffic signs will help you avoid mishaps while maneuvering through parking lots.

Here are a few helpful tips on maintaining parking lot safety according to driversed.com:

- pay attention
- drive defensively
- follow the law
- park in the center of the parking spot
- ensure that you have enough space to get in and out of your vehicle safely
- know where the entrance and exits are
- use caution

Also, follow the right of way rules to make sure that you are not going the wrong way as many parking lots have an assigned flow of traffic. Remember to use common courtesy and be considerate of others while driving. For more detailed information, click on the link provided above.



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:

Judy Leis, Clerk, IDD Service Coordination
Laura Ratheal, IDD Services

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

COVID-19 Mental Health Support Line

If you
is fee
the

Call t
Mental H

83

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

★ ★



TEXAS
Health and Human
Services