

Here's What's Happening...

TEXAS PANHANDLE CENTERS

901 WALLACE BLVD. AMARILLO, TEXAS

www.texaspanhandlecenters.org

December 2017, Volume XIV, Issue 12

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and Wheeler counties



Merry Christmas and Happy New Year!



INTEGRATED (PRIMARY AND BEHAVIORAL) HEALTHCARE

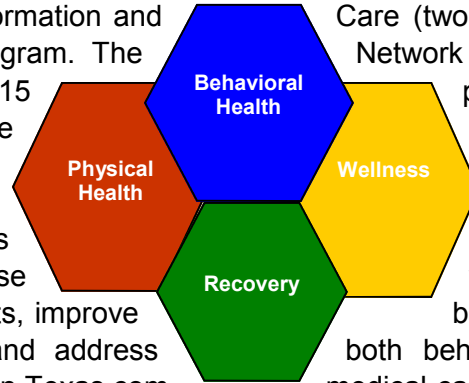
Submitted by: Donald Newsome, Director QM & Compliance

In December 2011, the state of Texas received approval for a new Medicaid section 1115(a) Demonstration, entitled Texas Healthcare Transformation and Quality Improvement Program. The major purposes of the 1115 Waiver is to promote health system transformation in a way that concurrently seeks to address population health, decrease per capita healthcare costs, improve the patient experience and address existing gaps in services in Texas communities.

Texas Panhandle Centers (TPC) chose to develop and implement projects which would have maximum impact within TPC's catchment area. We chose to build a Crisis Respite facility, provide prevention and early behavioral health intervention services in the Amarillo, Canyon, and Highland Park Independent School Districts, we collaborated with the Amarillo Recovery from Alcohol and Drugs (ARAD) to treat members of the community who are living with co-occurring psychiatric and behavioral health issues through an Intensive Outpatient Program, developed the Randall County Jail Diversion Program, began providing Whole Health Peer Support services and pioneered an Integrated Primary and Behavioral Healthcare Program.

The purpose of the Integrated Care Program is to address co-morbid behavioral health and chronic health issues which research demonstrates often decreases the life expectancy of an individual living with a behavioral health diagnosis by as many as 25 years when compared to individuals

without a behavioral health diagnosis. TPC currently operates four integrated care sites. They are located at Care Today Urgent Care (two locations), Regence Health Network in Amarillo, and on the campus of West Texas A&M University.



To be eligible for services at West Texas A&M University, an individual must be a registered student with both behavioral health and primary medical care needs. The program provides a holistic, collaborative approach for treatment to students by serving as a bridge between Student Counseling Services, Student Medical Services, and the community to provide support and resources to students experiencing primary and behavioral health problems. The goal is to promote early intervention within the diagnosis and treatment of illness, and to encourage overall health recovery.

To be eligible to receive Integrated Healthcare Services at the Care Today Urgent Clinics or Regence Health Network an individual must have both a behavioral health and primary care need. However, although the Care Today Clinics are currently limited to adult patients of TPC or those referred by Care Today providers, the Regence Health Network location also treats children and adolescents. While patients treated at the Care Today clinics must generally be uninsured to be eligible, the Regence clinic accepts patients with Medicaid benefits.

One of the significant benefits of integrated care is the elimination of antiquated silos of

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care which allows and encourages the behavioral health practitioner and primary care practitioner to have immediate access to the patients plans of care and permits consultation between disciplines which we feel and research confirms, leads to better overall health outcomes and care.

Integrated Healthcare facilitates communication between physical health, mental health, and social service providers, allows Behavioral Health Navigators/Consultants the opportunity to communicate prescriber recommendations with the patient to ensure understanding of the prescription(s) regimen and recovery plan, and encourages patient advocacy for individuals who have difficulty

expressing their needs with their care providers. Integrated primary and behavioral healthcare also provides an additional level of support which helps the patient work toward their whole health goals via brief educational and psychological interventions, allows for the development of Behavioral Activation and Integrated Recovery Plans to help the patient plan for success related to their health goals and adds an additional level of accountability to encourage progress related to the patient's own goals and objectives.

There are many success stories occurring daily and many more are sure to develop as Texas Panhandle Center's Integrated Healthcare Programs work with those we serve for the purpose of ***Making Lives Better!***



Germs



Getting rid of household germs can help you avoid colds. You can improve your chances to stay healthy this winter by thoroughly washing your hands and attacking germs where they hide.

In the kitchen: Sink handles, sinks, and counters are the biggest offenders. Clean sinks, sink drains, and counters with antibacterial soap at least once a day. Wash your sponge in the dishwasher to kill germs. Fresh vegetables

and fruits: They may carry salmonella, campylobacter, or E. coli, say microbiologists at New York University. Rinse them thoroughly.

In the laundry: Add bleach to a load of white clothes that includes underwear. It kills virtually all of the germs on underwear so they don't spread. Move the load immediately to the dryer and dry at a high temperature.

In the bathroom: Use a disinfecting cleaner on the bathtub weekly. If someone with a skin infection uses the tub, wash it with bleach right away so you don't pick up the germs. Shared devices: Use antibacterial cleaner frequently on telephones, TV remotes, door handles, and shared keyboards, especially if someone in the household has an illness. Stay well this winter.



Thank you Ashley Pickerill with **Cross Texas Transmissions** (transmission service provider that constructs, owns and operates transmission facilities and lines to help deliver energy to homes and businesses across Texas) for the **\$500** donation to the Shining Star Christmas Tree Project.

Left: Trisha Wilson, Ashley Pickerill, Janice Stoner



Holiday Weight Gain

It's not as bad as one would think. People gain weight during the holidays, but not as much as they think, according to dietitian Cynthia Sass. Sass points to a 2009 study from Texas Tech University that followed 48 men and 100 women for six weeks from Thanksgiving to Christmas.

On average the subjects gained one and a half to two pounds each. While this gain isn't terrible, it tends to stay on. Sass says weight creep is responsible for adults gaining 10 to 20 pounds during a lifetime. If you want to avoid that extra pound or two, Sass recommends drinking two cups of

water before meals.



One study found that adults who followed this prescription were able to shed 40 percent more weight during a 12-week diet period. Drinking water also makes us less hungry.

Finally, budget your carbs. Holidays are carbohydrate heavy with potatoes, cakes, pies, breads, and cookies. Try to choose just one carb item each day so you can indulge, but not

at every single meal. If banana bread is on the menu for lunch, skip the toast and potatoes at breakfast and dinner.



COMPLIANCE CORNER

Welcome back to Compliance Corner. Each month we will address a question that was received internally for education purposes. (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 Texas Panhandle Centers which you believe may be unethical, illegal, or fraudulent immediately 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 are some examples of Medicaid Fraud?

Answer: Medicaid Fraud is a legal determination made by the Centers for Medicare and Medicaid Services and may include, but is not limited to:

- Billing for medical services not actually performed;
- Providing unnecessary services;
- Billing for more expensive services;
- Billing for services separately that should legitimately be one billing;
- Billing more than once for the same medical service;
- Dispensing generic drugs but billing for brand-name drugs;
- Giving or accepting something of value (cash, gifts, services) in return for medical services, (i.e., falsifying cost reports.).

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

Welcome these New Employees...

Sarah Delgado	Utilization Management
Stacy Dennis	MCOT—Crisis Redesign
Kelly Eakins	Borger Behavioral Health
Kaitlyn King	IDD Service Coordination
Tammy Nolte	Westcliff Group Home
Pansy Sanchez	IDD Service Coordination
Mary Weber	Children's Behavioral Health



Poinsettia Facts

Red accounts for three-fourths of poinsettia sales today, but there are more than 100 varieties, including colors of cream, apricot, and white, according to Dr. Leonard Perry, Extension Professor at University of Vermont. According to the USDA Floriculture Crops report, 35 million pots of poinsettias were sold in 2014, accounting for 19 percent of all flowering potted plant sales. Total sales were \$146 million. California is the top US state to sell poinsettias, followed by North Carolina, Texas and Florida.

The Christmas flower is named after a South Carolina native, Joel Roberts Poinsett, who rejected the life of an aristocrat and, instead, traveled the world becoming an expert in foreign affairs and an amateur botanist, bringing to North America the lovely flower now known as the poinsettia.



Gaynelle Williams, Quality Management, 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.

White Hat Award

The IDD Service Coordination department would like to give this month's White Award to **Lupe Martinez, Day Habilitation staff in building 501 on the Wallace campus**. Lupe works very well with the clients and they are always busy with either games or crafts. She regularly takes her group on outings and provides an all around fun environment for them. Lupe has gone above and beyond her job duties and from all of us at the IDD Service Coordination Department, we thank you and appreciate all that you do.



Breanna Deakin
For IDD Service Coordination

Answer's to last months questions:

1) Carbon Monoxide 2) ANSA 3) November 27-November 30

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



1. Providing and billing for unnecessary services are examples of _____.
- 2 The purpose of the Integrated Care Program is to address _____, which research demonstrates, often decreases the life expectancy of an individual living with a behavioral health diagnosis by as many as 25 years.
3. When driving on snowy roads: slow down, beware of black ice, avoid tailgating and _____.

[Submit your answers to joyce.lopez@txpan.org](mailto: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.

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

WINTER DRIVING TIPS

Submitted by: Desire Winslow, Safety Director

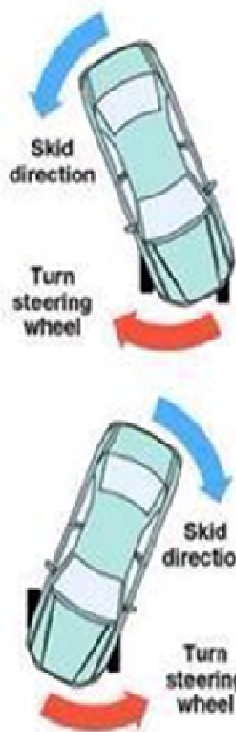
Prep Your Car for Bad Weather:

Inspect windshield wipers. Replace any that have cracked rubber. If your area gets a lot of snow and ice, invest in winter blades, which shed ice better.

Clean headlight covers. When they sit in the sun, they eventually turn yellow and cloudy, and that cuts the amount of light coming from your headlights.

Check tire treads. Try this classic *Real Simple* trick: Insert a penny into the tires' grooves in several spots. Make sure to slip the coin into the tread so that Abraham Lincoln goes in headfirst. If you can see the top of the president's head, the tires are worn down too much

and should be replaced. And if the place you live gets a lot of extreme weather, consider buying winter tires. "All-season tires" is a misnomer. These tires are made of a dense compound that turns hard as a rock in the cold and won't stand up to slippery streets. Winter tires are made from a softer compound, which stays pliable and sticks to the road better.



When Driving on Snowy or Icy Roads:

Slow down. Even if you have all-wheel drive, reduce your speed about 10 miles per hour below the speed limit. If it still feels iffy, cut back another five miles per hour until you're comfortable. If you are driving 10 or more miles below the speed limit, turn on your hazard lights. Vehicles traveling faster than you, may not know to slow down unless they see your hazard lights.

Beware of black ice. It tends to form on bridges, which trap the cold; in the shadows of tall buildings, where the sun can't hit it; and at intersections, due to drains. That's why, in bad weather, you should slow down a couple of hundred feet before stop signs and lights.

Avoid tailgating. On the highway, leave about 100 yards (about the length of a football field) between you and the car ahead of you to give you plenty of room to stop in case that person brakes suddenly.

Don't brake during a turn. To avoid a spin-out, you should always brake *before* a turn, not *during* a turn. Then, coast through the turn with your foot off the brake and off the gas, so as not to gain speed. Braking during a turn will cause centrifugal force to move forward. When you have your foot on the brake, the wheels stop turning. That's when the car loses control and goes in any direction that momentum decides to take it, like a toboggan.

Turn into a skid. Remain calm, take your foot off the brake and the gas pedals, and turn the car in the direction the car is skidding. For example, if you're sliding to the left, gently turn the steering wheel to the left. This cancels out the skid. The car corrects itself and goes straight. If all else fails and you have the option to do so safely, leave the road and drive the car into a snow bank.

Use the floor mats in a pinch. If your tires are stuck in the snow, you can use cat litter, sand, or the car's floor mats under tires to help gain traction. It's a good idea to also stow a shovel in trunk so you can dig out the wheels. If the car is buried in snow, it's crucial to first make sure that the exhaust pipe is exposed. If the pipe is blocked by snow, it can send dangerous carbon monoxide into your car.

Making Lives Better

\$260 and several canned goods were donated to TPC's ECI Program and Hillside Christian Church to assist families in need this holiday season.

Thank you for supporting our ECI families!



"Sock It" Jean Week

Many socks were collected during "sock it" jean week. These will be benefiting the clients of TPC.

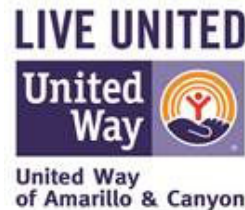
Thank you for participating!



United Way Amarillo & Canyon

Contributions to the United Way of Amarillo and Canyon including jeans weeks was just under \$4,000. Thank you for your generosity!

TPC is **Making Lives Better** in Amarillo & Canyon and the Texas Panhandle.



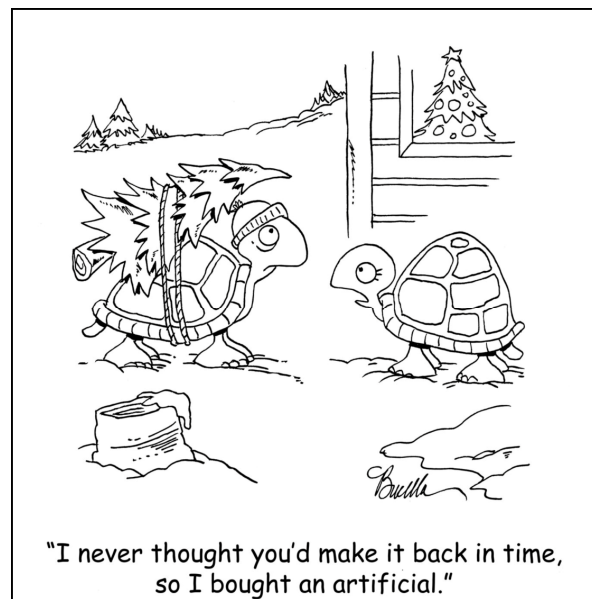
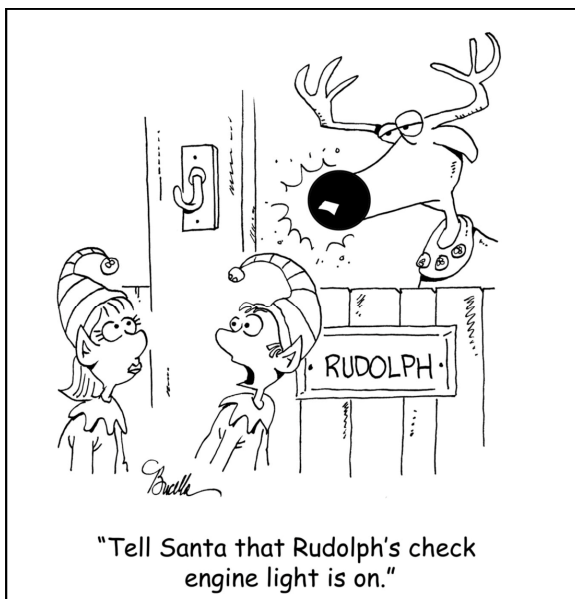
AMBUCS

A great big thank you to **Vance Hall with AMBUCS** for their generous donation of 156 turkeys to TPC clients for the Thanksgiving Holiday.



Dec. 21st First Day of Winter

In observance of the Christmas and New Years Holidays, TPC Offices will be closed Monday, December 26th, Tuesday, December 27 and Monday, January 1, 2018



Employee Recognition

At the November 16, Board of Trustees Meeting, Judge Willis Smith along with the Board, recognized Donald Newsome, Quality & Compliance Director, for fifteen (15) years of service with the Center. Donald was awarded a plaque, gift card and a day off.



Congratulations Donald!



2018 Holiday Calendar

Monday, January 1

New Years Day

Monday, January 15

Martin Luther King Jr. Day

Monday, May 28

Memorial Day

Wednesday, July 4

Independence Day

Monday, September 3

Labor Day

Thursday, November 22nd

Thanksgiving Day

Friday, November 23rd

Day After

Monday, December 24th

Christmas Eve

Tuesday, December 25th

Christmas Day

