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Randall, Roberts, Sherman,
and Wheeler counties

Competition on the Court



The TPC Stars Basketball team against several TPC staff made for a very exciting and competitive game. Congratulations to all who participated!

Staff participants include: Trisha Wilson, Sylvia Martinez, David Mporwiki, Jalyann Garcia, Roderick Diggs (non-employee), Mellisa Talley, Jesse Greer, Jaime Levario, and Martin Jurado.



COMPLIANCE CORNER

Welcome back to *Compliance Corner*. In the 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 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 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 information is considered PHI? What should I do if I misplace my laptop or documents containing PHI?

Answer: PHI (Protected Health Information) includes demographic information, medical histories, test and laboratory results, mental health conditions and diagnoses, insurance information, Social Security, Medicare and/or Medicaid information and other data that a healthcare organization collects which **personally identifies** an individual. This information is regulated and federally protected through the Health Insurance Portability and Accountability Act (HIPAA).

Texas Panhandle Center’s employees are expected and required to protect PHI and keep it confidential unless there exists an exception to the rule. Legal exceptions include situations in which there exists an **emergent** need to know by another healthcare provider (e.g. an emergency room or psychiatric hospital) or representatives of law enforcement or Child or Adult Protective Services regarding an open investigation. Another exception is when the individual who is receiving services or their Legally Authorized Representative (LAR) signs and dates a Release of Information which is then included in their medical record. The release may allow **specific** information to be shared to the individual(s) who are listed on the release. In other situations, **continuity of care** allows the sharing of PHI there exists a Memorandum of Understanding (MOU), or certain types of contracts between providers. When in doubt, please speak to your supervisor or contact Quality Management.

If a TPC employee misplaces or loses a laptop, tablet or other electronic device containing PHI, immediate notification must be made to Steve Parker (Security Officer), Mellisa Talley, Donald Newsome (Privacy Officer) and the employee’s direct supervisor. Should an employee misplace or lose documents containing actual or potential PHI, the employee must notify Donald Newsome and their direct supervisor immediately.

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.

Trauma Informed Care Time for Organizational Change

On a regular basis, educational and informational tidbits will be provided on trauma and its impact.

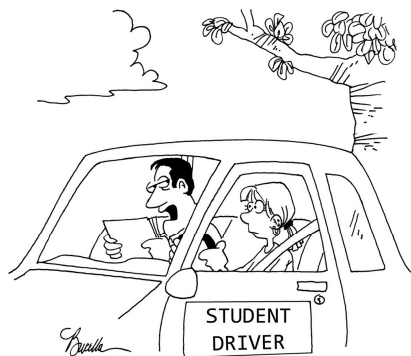
Trauma occurs when a person is overwhelmed by events or circumstances and responds with intense fear, horror, and helplessness. Extreme stress overwhelms the person's capacity to cope. There is a direct correlation between trauma and physical health conditions such as diabetes, COPD, heart disease, cancer, and high blood pressure.

— National Council for Behavioral Health

Welcome Spring March 20th!



"It's my Easter three bean salad, daddy.
Lima, kidney and jellybeans."



"Okay. Now, try to parallel park while talking
on your cell phone and changing songs
on your iPod."

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

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Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

Saying Please and Thank You is Always Necessary

Excerpts from: Rhonda Scharf, Blog, Huffpost Canada

"Please" and "thank you" are simple words, and yet it seems that most people don't use them enough. Basic etiquette is often missing in society, in both our personal lives as well as our professional ones. You can make yourself stand out in a rude society by remembering your manners, treating people as respected individuals and doing what others are unwilling to do.

I've heard it said that successful people do what the unsuccessful are unwilling to do. I didn't realize until recently how simple and how incredibly true that is.

So why are manners such a thing of the past? People today don't really intend to be rude, but they often come across that way. Many people are unaware of how their lackadaisical and self-involved attitude appears. You can't force them to be aware, but you can show them what to do. Action speak louder than words.

"Successful people make a habit of doing what unsuccessful people are unwilling to do."

Is there a sign at your office that says, "Your mother doesn't work here, clean up after yourself"? Why do we even need signs like that?

What makes some people think that leaving their used coffee mug on the counter ok? If you leave the coffee pot empty or the photocopier without paper, your displaying poor manners and it's a good idea to be aware of the impact your actions have on others.

Is sending handwritten thank you cards a thing of the past or even an electronic thank you note? Do you RSVP to events when asked to do so? Is holding the door open for another person old school?

"I don't think people intend to be rude; they are just unaware of how their actions (or lack thereof) affect other people."

If all it takes are basic manners to get ahead in life, are you well equipped to do that? Be aware of the impact you have on others around you. Let's spread the word on the importance of manners.

Thank
You!



Don't Forget to Spring Forward
on Sunday!

White Hat Award



The IDD Service Coordination Department would like to give this month's White Award to **Rodney Bailey, Director of Nursing for IDD**. Rodney always works hard to make sure that our client's medical needs are being met and is always willing to answer any questions that our department might have. Rodney is very knowledgeable and is always kind and helpful when offering his assistance. Rodney 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 Deakin
For IDD Service Coordination

Answer's to last months questions:

1) Heart 2) 24 Hours 3) Loneliness

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



1. Add balance to your meals by making _____ your plate fruits and vegetables.
2. PHI is information that _____ an individual.
- 3 TPC's Privacy Officer is _____.

[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.

Welcome these New Employees...

Taylor Cowell	SB 291 Program
Barbara Napier	Regional Behavioral Health
Melissa Sabin	MH Docket
Maria Tarango	Borger Behavioral Health
Mindy Tice	ASCI Borger
Crystal Campos	Adult Behavioral Health
Syndia Estrada	Children's Behavioral Health
Dekontee Goe	Westcliff Group Home
Lena Nickolson	Utilization Management
Rachel Tyler	While-A-Way Group Home



Birthday Breakfast!

The staff from maintenance and motor pool gathered to celebrate with Ricky Gaskill on his big day.

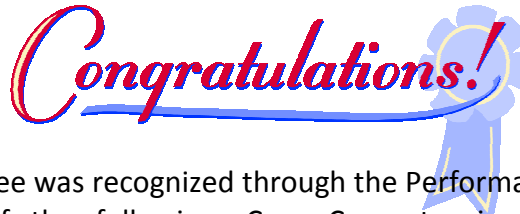
TPC's Special Olympic Athletes competed over the weekend in a tournament held at Amarillo High. There were four groups.

- ♦ **TPC Star Millions – 2nd place**
- ♦ **TPC Rising Stars – 4th place**
- ♦ **TPC Star Bandits – 2nd place**
- ♦ **TPC Shooting Stars (skills team) – individual medals given in this group.**



All TPC athletes won either gold or silver

Congratulations Athletes!



The following employee was 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:

Janice Stoner, Director ASCI Amarillo

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.



Dina Morris, 1115 Waiver –Integration, 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.

Community Corner

Submitted by: Lizabeth Gresham, Texas A&M AgriLife Extension Agent, Potter County

March is National Nutrition Month

While exercising is a key component in being healthy, failure to eat a well-balanced and nutritious diet is often the limiting factor that keeps people from becoming the healthiest version of themselves. For weight loss, or improving any chronic disease, eating 2-3 servings of vegetables a day can make a tremendous impact. Add balance to your meals by making half of your plate fruits and vegetables while decreasing the amount of protein and starches, such as meat and potatoes. To help keep your eating habits on track, follow these simple steps from the Academy of Nutrition and Dietetics:

Eat breakfast
Make half your plate fruits and vegetables
Fix healthy snacks
Drink more water
Reduce added sugars
Cook homemade meals
Explore new foods and flavors
Experience with plant-based meals
Eat slower

If you want to stay on the straight and narrow by eating healthy but are looking to mix up your mealtime routine with new recipes, visit <https://dinnertonight.tamu.edu> to choose from a variety of healthy meals like Margarita Chicken, and Brownie Batter Hummus!

