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and Wheeler counties



May is Mental Health Awareness Month

....Trauma Informed Care Time for Organizational Change (TICTOC) Mission Statement:
Texas Panhandle Centers embraces the perspective and life experiences of those we serve and employ. We strive to utilize strength-based language along with culturally sensitive practices, engaging others respectfully in light of possible traumas.

Texas Panhandle Centers has a formal partnership with the National Council for Behavioral Health as well as the Texas Council of Community Centers which provides training and support for becoming a Trauma Informed Care Organization.

....Mental Health First Aid - More than 1.4 million people across the United States have been trained in Mental Health First Aid by a dedicated base of more than 15,000 Instructors.

Texas Panhandle Centers has formal contracts with various organization's throughout the Texas Panhandle to provide MHFA training to eligible target audiences that include public school employees, public resource officers, college university employees, county extension agents and others to become certified trainers; to help others to identify individuals experiencing a mental health problem and provide first aid until professional help is accessed or the crisis is resolved.

....Okay to Say - Okay to Care - Okay to Share is a Texas-based movement initiated by the Meadows Mental Health Policy Institute to increase public awareness about mental health issues and services in Texas, and eliminate discrimination and stereotypes surrounding this treatable disease.

Texas Panhandle Centers has a formal partnership with Okay to Say as a call to action, encouraging people to talk openly about mental illness and to seek help for themselves or their loved ones when needed. Talking openly dispels biases and stereotypes and breaks down cultural barriers.

TPC's TICTOC Kickoff Event is set for Thursday, May 23rd at 1pm. Dr. Michael Gomez, The Center for Superhero's and Texas Tech in Lubbock is the featured speaker followed by Patricia Gill, Centene Corporation.

These are just a few examples of TPC's commitment to mental health awareness, education and reducing the stigma of mental illness. This month and the rest of the year, let us continue to Make Lives Better for those we serve and employ.

Information Technology Department

In April, the IT Department at Wallace had extensive water damage due to a broken sprinkler. Thanks to the quick reaction by the Maintenance Department and other IT staff, no equipment was lost. We have been able to change the layout of the department so that there is more space to work with agency staff on their computer needs. Please call the helpdesk at 806.351.3201 and Jaime, Martin or Connie will be able to assist you with your computer or connectivity needs.



Left: Staff from maintenance extracting water from hallway in front of IT department.

Pictured above: Martin Jurado, Jaime Levario and Connie Cunningham

TELADOC

What is Teladoc? Teladoc is FREE to those who carry insurance coverage through IMS. You (with dependent coverage) and your dependent's can talk to a U.S. board-certified doctor anytime, anywhere by phone or video. Teladoc doctors can treat many of your medical conditions. Teladoc gives you 24/7/365 access to a doctor through the convenience of phone or video consults. It's an affordable option to quality medical care. Get the care you need: Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Bronchitis
- Skin problems
- Respiratory infections
- Sinus problems
- And more!

Talk to a doctor anytime for FREE

MyDrConsult.com
Facebook.com/Teladoc

1.800.DOC-CONSULT (362.2667)
Teladoc.com/mobile

**In observance of Memorial Day, TPC offices
will be closed on Monday, May 27.**

Wishing everyone a safe and restful holiday!



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 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 was talking with a provider about one of my clients who lives independently and is capable of keeping her apartment clean, but doesn't. It is always very cluttered with clothes and dirty dishes everywhere. This client has a part time job and is able to take the bus to work. I know she is capable of doing a better job at cleaning her house. When I started venting to my co-worker and told her about the conversation I had with my client's external provider, she told me that I was violating TPC Policy and Procedures by discussing negative information about a client. Is this correct?

Answer:

Staff should not be discussing a client's case with another coworker who didn't have a clinical need to know. Our clients have a right to privacy regarding their treatment and this conversation violates that privacy. However, if two staff are working with the same client and another staff did have a clinical need to know, the answer is as follows:

Yes, according to TPC Policy and Procedure, Section 9.2 - Confidentiality regulations specifically prohibit implicit or negative disclosures. Rather than stating “this client's house is so trashy and dirty”, to a provider, say, “this client is having problems with her activities of daily living and we are working on solutions so that she can maintain a cleaner house”. This type of statement shows that you are invested in helping the client and is a much less negative statement.

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.

White Hat Award



The IDD Service Coordination Department would like to give this month's White Hat Award to the Pampa Day Habilitation staff; **Rosa Rivera, Allie Castro, McKinli Thomas, Pam Light, and Laurie Green.** The Pampa staff have gone above and beyond with making sure the day program in Dumas has had coverage, as well as providing excellent service for their own clients in Pampa. The Pampa Day Habilitation staff have gone above and beyond their 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) May 23rd @ 1pm 2) 10th 3) 3,500

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



1. More than _____ people across the U.S. have been trained in _____.
2. _____ provides 24/7/365 access to a doctor.
3. Three out of four people who suffer first _____ have high blood pressure.

[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)

2019 Leadercast Live

Leading Healthy Teams was this years focus of Leadercast Live. Leadercast is the largest leadership event in the world bringing together experts in leadership and organizational health. TPC staff from various departments attended this years event held on May 10th at Amarillo College.



Welcome these New Employees...

Lisa Bernal

Jacqueline Kennedy

Alexis Moore

Luella Rawlins

HB 13

ECI

ASCI Pampa

IDD Service Coordination



Trauma Informed Care Time for Organizational Change

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

BE ATTENTIVE — LANGUAGE MATTERS — YOUR WORDS HAVE POWER

Use Speech Free From Labels, Jargon and Judgements

- National Council for Behavioral Health



Congratulations!

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:

Carlos Arenivar, Purchasing
Maria Armijo, Children's Behavioral Health

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.



Jaime Levario, Network Administrator, 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

5 THINGS EVERY STROKE HERO SHOULD KNOW!

1 Even **SUPERHEROES** are in **DANGER**

STROKE RISK

increases with age, but young adults, children, and even unborn babies can suffer strokes. If one of your parents had an ischemic stroke before 65, you are at **3X THE RISK** of suffering one yourself.



2 **HIGH** blood pressure is stroke's public **ENEMY #1.**

3 OUT OF 4 PEOPLE who suffer first strokes have high blood pressure.



3 **STROKE** targets by **ETHNICITY**

AFRICAN-AMERICANS

have nearly **2x the risk** for a first-ever stroke as whites.



4 **STROKE** is largely **TREATABLE.**

Clot-busting drugs and medical devices have made stroke largely treatable, but every second counts. The faster you are treated, the more likely you are to **recover without permanent disability.**



5 **FRIENDS** usually **SAVE** friends from **STROKE**



Learn to recognize the warning signs of stroke.



Become a **STROKE HERO** and help save lives at StrokeAssociation.org/StrokeHero



WELLNESS
WORKS

www.imstpaonline.com

Source: Heart Disease and Stroke Statistics—2016 Update: A Report from the American Heart Association

Login to the IMS Wellness Works website from the IMS web portal today. Navigate to the Tools & Resources tab, and utilize the Stroke Risk Calculator to learn if you are at risk for a Stroke.



Together
to End Stroke®

Nationally sponsored by
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