



Here's What's Happening...

TEXAS PANHANDLE CENTERS

901 WALLACE BLVD. AMARILLO, TEXAS

www.texaspanhandlecenters.org

October 2016, Volume XIII, Issue 10

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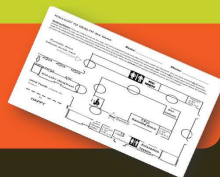
Serving the citizens of:

Armstrong, Carson,
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Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

Texas Panhandle Centers

EMPLOYEE HEALTH FAIR

Don't Forget to
pick up a Game
Board!



Friday, October 28th

7:30 AM – 10:30 AM

901 Wallace Blvd: Bldg 501

Labs and Weight/B.P. Stations

In order to receive the most discounts on your insurance please complete labs and blood pressure checks at your designated station. Remember nothing to eat or drink (besides H2O) for 8 hours prior to testing.



SNACKS WILL BE PROVIDED



Behavioral Health Medication Clinic

This is the first in a series of articles highlighting various TPC Programs in an effort to inform and educate.

The Behavioral Health Medication Team is a team of staff dedicated to providing pharmacological management, education and support to the people receiving services through TPC in the 21 counties of the Texas Panhandle. This team consists of 5 full time nurses, 1 PRN nurse, 1 medical assistant, 5 contracted psychiatrist's, 4 advanced nurse practitioners, 1 peer supporter and 7 office managers in the regional clinics. We also contract with nurses for our injection services in our rural locations.

How their work benefits the person in treatment goes well beyond the description of the services they provide. When a person comes in for their first meeting with the psychiatrist or advanced nurse practitioner, the first people they meet are Lillian Wheeler and Cindy Rue in Amarillo, Debbie Martin in Clarendon, Gloria Bugg in Borger, Debra Cooksey in Dumas, Hopie Reyes in Hereford, Rachel Hill in Pampa, Vanessa Gonzales in Perryton and Eunice Moreno, PRN. These individuals take blood pressure, height, weight and BMI, but more importantly educate the patients about the steps they will go through while seeing the prescriber for the first time. They reassure the person that they are a part of their treatment team. These individuals are known for offering coffee (after the blood pressure check) and water. In Amarillo, Lillian keeps a supply of personal items such as lotions, soaps and shampoos and offers these items to help them realize they are in a place that cares and is equipped to give them quality services.

The newest member of this team is Peer supporter, Desiree Milligan. She assists Lillian in Amarillo with client care at the initial

visit and provides hope, education about our services, and reassurance to people seeking services that are new to the agency.

The prescribers make it possible for the person to receive an accurate diagnosis and medications that can start treating some of their symptoms. The nurses then begin to educate the person about what to expect from the medications through the medication

consent process. The nurses are also getting medication authorizations and working behind the scenes to ensure the right medication is ordered and started.

For people receiving ongoing treatment the Medical Unit works closely with our

case managers to continue the medication education process throughout their treatment. This education includes learning how to identify and name the medications they take, calling in refills, reading prescription bottles, filling their medication boxes and communicating their symptoms to prescribers during office visits. The nurses also educate family members and administer injections. We have over 100 individuals currently taking injectable medication. The nurses have excellent listening skills in order to understand what the person is experiencing with their medication therapy. They communicate this information to the prescribers and case managers. Above all, the medication unit is seen as a competent group of dedicated caring professionals that have the best interest of the people we serve at the heart of their mission. They truly are **Making Lives Better** and are essential in the Recovery approach to the quality treatment we all strive to deliver.



Texas Panhandle Centers is pleased to partner with and sponsor *Out of the Darkness* Community Walk to bring awareness and raise funds for the prevention of suicide. The event will take place:

OCTOBER 29, 2016
MEDI PARK (WALLACE DRIVE) AMARILLO, TX
REGISTRATION TIME: 9:00 A.M.
WALK: 10:00 A.M.–12:00 P.M.

For more information please contact Amanda Long 806.282.1465 or email:
longfamilyfive@gmail.com

Online registration closes at noon the Friday before the walk; however, anyone who wants to participate can register in person at check-in the day of the event.

November 6, 2016



Daylight Saving
Ends



"I swear, you won't be able to tell the difference, plus, turkey eye of newt is much healthier for you."



"This plan gives you unlimited talk, hex and data."

Jeans Weeks!



TPC will have two Jeans Weeks in support of the United Way of Amarillo & Canyon! By wearing jeans, you will be helping people in need right here in Amarillo and Canyon. All of the money collected will be pooled and given as a United Way Campaign donation.

The first jeans week starts Monday, October 17th - October 21st. For only \$2 a day (\$8 per week), you can wear jeans to work!

The second jeans week will be the week of October 31st – November 4th.

Please give your jean money to your supervisors during the weeks that you wear jeans. Supervisors are then responsible for submitting the money to Carol Cobb in Financial Services. Checks should be made payable to “United Way of Amarillo & Canyon.”



United Way Rally's

Please join us for a brief program presentation, video, **snacks**, **door prizes** and the chance to **win a grand prize** (with your donation).

Two United Way Rally's will be held for your convenience:

3:30 p.m. Wednesday, November 2nd in the Training Room of the Taylor location.

9:00 a.m. Thursday, November 3rd in the HRD training room of the Wallace location.

See you there!



What Exactly is Being Professional?

Many people talk about professionalism as if it is a suit you put on. In fact, professionalism is just shorthand for being respectful, skilled and reliable.

◀Respectful

It's not just 'yes ma'am' or 'no, sir', but that isn't a bad thing. Respect is about: Listening: Treating co-workers and customers as important human beings with valuable things to say. Learn to listen without interrupting.

Dressing properly: The dress code is either spoken or unspoken. Look around to figure it out. It's always a good suggestion to dress slightly above the dress code. If a collared shirt is required, try wearing a tie too.

Conversing smartly: Stay away from politics or religion. You may want to avoid discussing current events, especially if it is against prevailing wisdom.

Answering the phone properly: Greet and state your name. Hello, this is Julie or Good Morning, Julie speaking.

Separating work from home: Stay away from themed décor. It should not dominate your office space. Decorate modestly and discreetly. Don't bring your hobbies into the office.

◀Reliable

Return phone calls, emails and texts promptly.

Be punctual: Be on time, all the time. Meet all deadlines. Treat them with the utmost importance. Show up. Always lend a hand. Volunteer for special jobs, follow through.

◀Skilled

Be great at your job.

Be great at recognizing other people's greatness.

Speak formally. No slang and certainly no objectionable language.

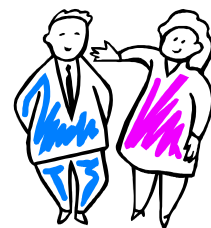
The Golden Rule: treat others as you would want to be treated!



Welcome these New Employees...

Jessica Lopez
Jaylyn McDonald
Juan Arawiran
Brancet Lyons

ECI
Behavioral Health Pampa
Atkinson Group Home
ASCI Amarillo



CDC SAYS:

“TAKE 3” ACTIONS TO FIGHT THE FLU

1 Vaccinate

- CDC recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses.
- While there are many different flu viruses, the flu vaccine protects against the viruses that research suggests will be most common.
- Flu vaccination can reduce flu illnesses, doctors' visits, and missed work and school due to flu, as well as prevent flu-related hospitalizations.
- Everyone 6 months of age and older should get a flu vaccine by the end of October, if possible.
- Vaccination of high risk persons is especially important to decrease their risk of severe flu illness.
- People at high risk of serious flu complications include young children, pregnant women, people with chronic health conditions like asthma, diabetes or heart and lung disease and people 65 years and older.
- Vaccination also is important for health care workers, and other people who live with or care for high risk people to keep from spreading flu to high risk people.
- Children younger than 6 months are at high risk of serious flu illness, but are too young to be vaccinated. People who care for them should be vaccinated instead.

2 Stop Germs

- Try to avoid close contact with sick people.
- If you are sick with flu symptoms, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. Your fever should be gone without the use of a fever-reducing medicine.
- While sick, limit contact with others as much as possible to keep from infecting them.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with germs like the flu.

3 Antiviral Drugs

- If you get the flu, antiviral drugs can treat your illness.
- Antiviral drugs are different from antibiotics. They are prescription medicines (pills, liquid or an inhaled powder).
- Antiviral drugs can shorten your illness and make it milder. They can also prevent serious flu complications, like pneumonia.
- It's very important that antiviral drugs be used early to treat people who are very sick with the flu (like people in the hospital) and people who are sick with the flu and at high risk for serious flu complications, either because of their age or because they have a high risk medical condition. Other people also may be treated with antiviral drugs by their doctor. Most otherwise-healthy people who get the flu, however, do not need antiviral drugs.
- Flu-like symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Some people also may have vomiting and diarrhea. People may be infected with the flu, and have respiratory symptoms without a fever.

FLU-LIKE SYMPTOMS INCLUDE:

fever
body aches

cough
headache

sore throat
chills

runny or stuffy nose
fatigue



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention



CS269269-A

World Mental Health Day - October 10, 2016

World Mental Health Day is observed on the 10th of October every year, with the overall objective of raising awareness of mental health issues around the world and mobilizing efforts in support of mental health.

The day provides an opportunity for all stakeholders working on mental health issues to talk about their work, and what more needs to be done to make mental health care a reality for people worldwide.

- World Health Organization

**YOU'RE INVITED TO A COMMUNITY
INFORMATION
FAIR/OPEN HOUSE FOR:**



**TEXAS PANHANDLE CENTERS &
REGENCE HEALTH NETWORK
AT THEIR NEW LOCATION:**

**723 N. TAYLOR
AMARILLO, TEXAS 79107**

**OCTOBER 13, 2016
3:00 P.M. - 5:00 P.M.**

REFRESHMENTS WILL BE SERVED

We hope to see you there!

**Dailey Recovery Service
would like to introduce a 12
Week Spanish Outpatient
Substance Abuse Group. For
More Information Please
Contact our Office at
(806) 803-9640**



**Servicio de recuperación de Dailey
gustaría presentar una semana 12
Español abuso de sustancias para
pacientes ambulatorios del grupo
para más información por favor
comuníquese con nuestra oficina al
(806) 803-9640**



Desire Winslow, 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 Hat Award to **Mary Salazar, Front Desk Receptionist in Building 501**. Mary receives many calls and walk-ins from our clients who need help and most often times are lost. She does a great job helping them find their way. She also has to deal with difficult situations on a daily basis, but is always patient. Mary goes 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) October 29, 2016 2) Annual Health Fair 3) Intranet Page

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

1. TPC 's United Way Rally's are scheduled for: _____, and _____.
2. If you are sick with the flu, the CDC recommends that you stay home for at least ____ after your fever is gone.
3. Professionalism is shorthand for being _____, _____, 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:

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