



Here's What's Happening...

TEXAS PANHANDLE CENTERS

901 WALLACE BLVD. AMARILLO, TEXAS

www.texaspanhandlecenters.org

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Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties



The true spirit of Christmas includes
helping those in need; giving hope to others
and spending time with friends and family.

It is also a time to say thank you for all your
great work and contributions to Texas
Panhandle Centers and those we serve.

May the joy of the holidays be with you and
your family throughout the coming year.



2013 Holiday Schedule

January 1, 2013	New Year's Day
January 21, 2013	Martin Luther King Jr. Day
May 27, 2013	Memorial Day
July 4, 2013	Independence Day
September 2, 2013	Labor Day
November 28, 2013	Thanksgiving Day
November 29, 2013	Day After Thanksgiving
December 24, 2013	Christmas Eve
December 25, 2013	Christmas Day



Managing Holiday Stress

Source: American Psychiatric Association



The holiday season can be a wonderful and exciting time of the year, but for many, it can also be stressful and overwhelming. Many of us tend to overextend ourselves during the holidays, both with our time and our finances. This can take a huge toll, leaving us physically exhausted and financially spent come January.

With the continued economic uncertainties, some people may feel pressured to make up for the cutbacks they've had to make in recent months by spending above their means. Others may be more realistic about what they can afford, but worry that they won't be able to have a good holiday on a budget.

We tend to think of the holiday season as a time for family, however, bringing everyone together can also be stressful if there are unresolved tensions within the family.

If you're worried about being able to afford gifts this holiday season, talk with your loved ones about the real meaning of the holidays for your family. Do things that are consistent with your religious and cultural traditions and honor your loved ones during this season.

Don't focus on having the "perfect" holiday. Focus instead on having an enjoyable holiday, and that includes time for relaxation.

Examine your expectations - both those that you have of yourself and those that others have of you. Do you expect that you have to create the perfect holiday and give the perfect gift? Do you expect others to give you the perfect gift? Do you expect your children or relatives to be on

their best behavior at all times? If so, you will likely be disappointed. Things are rarely (if ever) perfect. Having this mindset will make it more likely that you will run yourself ragged and end the season feeling exhausted and overwhelmed.



Avoid overspending. This will only cause increased post-holiday stress when you get your bank statement. When possible consider giving homemade gifts. Baked goods make delicious presents and are a lot less expensive than individual store-bought gifts. They also allow you to give something of yourself in a tangible way.

Do something nice for yourself. Take a break from your shopping and make time for a bubble bath or a nice walk.

Don't be afraid to say no. Setting limits can be difficult. But overextending yourself can leave you feeling underappreciated and resentful. It's hard to have the "holiday spirit" when you feel that way! If worried about not having enough, try giving to the less fortunate. This can often produce a change in perspective.

Shop online. This can save time and money.



CHARLES GILL APPOINTED TO TEXAS PANHANDLE CENTERS BOARD OF TRUSTEES

Mr. Charles Gill has been appointed to the Texas Panhandle Centers Board by the Commissioners Courts of the Western Division (Dallam, Sherman, Hartley, Moore, Hutchinson, Carson, Oldham and Deaf Smith Counties) of the Texas Panhandle.

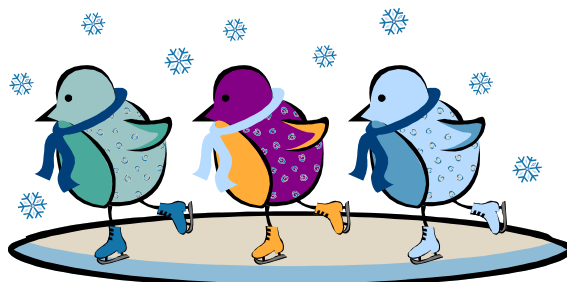
Mr. Gill has been a resident of the Texas Panhandle area for most of his life. He is retired from Panhandle Independent School District and holds a Bachelor's and Master's degree from North Texas University. He served in the United States Army. Mr. Gill has been actively involved in TPC's Planning and Network Advisory Committee for the past several years.



Current Board membership includes: Judge Willis Smith, Chair (Lipscomb), Dr. Sam Reeves, Vice Chair (Amarillo), Janis Robinson, Secretary/Treasurer (Hereford), Linda Brian (Amarillo), Larry Adams (Amarillo), Patty Ladd (Amarillo), Nana Fisher (Amarillo)

In observance of the holidays, Texas Panhandle Centers will be closed Monday, December 24th & Tuesday, December 25th for Christmas. TPC will also be closed on Tuesday, January 1st for New Year's Day.

Happy Holidays!



Did You Know?

A "Did You Know" section will be featured regularly in an effort to inform and educate employees of policies, procedures or news of importance.

Current Procedural Terminology

Effective January 1, 2013, there will be significant changes to CPT codes for psychiatry and psychotherapy services. The CPT code set is defined by the American Medical Association (AMA) and describes procedures and services by physicians and other health care professionals. These codes are used as the basis for billing third party payers. These changes could affect insurers' coverage and pricing decisions. These changes will affect many areas in our behavioral health clinics as well as how we bill for the services that are provided. Over the next few weeks, staff in all areas of direct care and administration will be training and preparing to make the transition as smooth as possible.

Electronic Signature

Electronic signatures will be rolled out very soon in iServ to the case managers on both sides of the house. Each staff person will be given a password and once their notes are complete, they will enter their password and the note will be considered electronically signed. This should increase efficiency and decrease the amount of "paper shuffling."



Open Access/Collaborative Documentation

In July of this year agency administrators and members from clinic teams for Behavioral Health, IDD, and ECI services met with a consultant group for the purpose of evaluating how well we provide customer service and access to our services.

The consultants introduced the idea of redesigning the clinics from an appointment only model to one of Open Access. This process allows the clinic to identify specific days and spans of time available for intakes in order to decrease the number of no-shows.

In addition to redesigning the clinics in Amarillo for intakes, collaborative documentation techniques for all direct care providers have been implemented. Applying this practice means the clinician and the individual receiving the services document the services during the session. This ensures the session content is captured correctly and the feedback and impression of the treatment is included from the client's perspective.

Feedback from the clinicians that were selected to pilot this technique has been positive.



Congratulations to all the staff who contributed to a successful HCS Annual Certification Audit.
Great Job!

The 3 P's of Winter Driving

Remember the 3 P's:

Prepare, Protect, Prevent

If you are traveling during winter weather, **PREPARE** your vehicle: Do a proper pre-trip inspection to make sure all systems are working properly. Clear snow and ice from all windows, hood and roof.

Make sure all lights on the vehicle, inside and out, are working properly. Road salt and winter sludge tend to cover lights, reducing visibility. Clean headlights and tail lights frequently when it's snowing.

PROTECT yourself: Use extra caution when traveling across bridges and overpasses. Listen to weather reports and allow extra time to reach your destination.

Stock your vehicle with basic supplies like warm clothing, blankets, flashlights, extra food, bottled water, road flares and a first aid kit.

Keep your tank full. A half-full tank can lead to water condensation in the fuel line.

PREVENT crashes: Avoid fatigue. Get plenty of rest before a trip and take breaks. Increase your distance between other vehicles on the road and leave plenty of room for stopping. Slow down and reduce speed by 50 percent on slick surfaces.



First Day of Winter: December 21



Luci Hayes, ECI, 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 at 806.351.3308 or email: joyce.lopez@txpan.org.

Congratulations!

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:

Jordan Planchon, IDD Service Coordination
June Goding, Camp Lane Group Home
Diane Donnell, Utilization Management

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.

Baby News...

Diane Donnell, Utilization Management, has a new grandbaby!
Kyle David Henderson, was born November 23rd.
He weighed 7lbs 10 oz.
Congratulations!



Welcome these New Employees...

Jessica Carson
Marceita Dorcey
Lois McDonald
Megan McGonagill
Nieves Monarez
Kameron Monroe
Tatum Peeples
Savanna Pounds
Debbie Bryant
Michael Flowers
Elfatih Ghandour
Brandie Jobert
April Joiner
Denese Pruitt
Lori Shimizu
Katherine Daniels
Rodney Bailey
Crystal Farmer

Utilization Management
BH Service Coordination - Child
ECI
IDD Service Coordination
Utilization Management
Amherst Group Home
Respite Pool
ASCI Pampa
Accounts Payable
Club Meadows Group Home
ASCI Amarillo
Camp Lane Group Home
IDD Service Coordination
Respite
ASCI Borger
Specialized Services
IDD Nursing
Community Living



HERE'S HOW TO 'GO NUTS' WITHOUT GAINING WEIGHT



Here are some nutty facts to consider:



Almonds, peanuts and pistachios have the highest protein content of almost all nuts. Macadamias, Brazils, and pecan halves have the highest monounsaturated fat content (as in olive oil). Almonds, cashews and pistachios have the highest levels of potassium. All nuts have magnesium, zinc, copper, vitamin B6, folate, riboflavin, niacin, vitamin E and calcium.



You don't have to eat a whole handful to get benefits. You can sprinkle nuts on steamed vegetables, stir-fries, ice cream, frozen yogurt and salads. Sprinkling nuts on your food is a great way to get the health benefits without a lot of extra calories.

SPICED CAPPUCCINO

- 1 cup hot brewed espresso
- 1/4 cup flavored liquid nondairy creamer, such as amaretto, Irish crème or French Vanilla
- Dash ground cinnamon
- 1/2 cup vanilla ice cream
- Dash ground cardamom



Stir together hot espresso, creamer and cinnamon in a glass measure. Pour into 2 mugs. Add a scoop of ice cream to each and sprinkle with cardamom. Makes 2 (6 oz.) servings.
Source: BHG



Ornament Tree Project

The Volunteer Services Council and staff of TPC have been busy working on the Ornament Tree Project. Santa and his Elf gathered gifts from participating area banks this past Friday. Hundreds of gifts have been wrapped, sorted and organized in order to be delivered in time for Christmas. Many thanks to the following banks for their participation:

Wells Fargo

- 3429 S. Bell 79109
- 2000 S. Washington 79109
- 4140 Coulter 79121

Bank of America

- 1700 Coulter 79106
- 3440 Bell, Suite 328 79109
- 3601 S. Washington 79110
- 406 S. Polk Street 79101

Herring Bank

- 2201 Civic Circle

FirstBank Southwest

- 2401 S. Georgia 79120
- 5701 SW 34th 79109
- 4241 W 45th 79109
- 5725 W. Amarillo Blvd 79106
- 7420 SW 45th 79119

Happy State Bank

- 3423 Soncy 79119
- 3131 Bell, Suite 202 79109
- 5050 S. Western 79109
- 701 S. Taylor 79101
- 500 Tascosa Road 79124
- 2531 Paramount Blvd. 79109
- 5100 S. Coulter 79119
- 4302 W. 45th 79109
- Downtown Express Branch





White Hat Award

The IDD Service Coordination Department would like to present this month's White Hat Award to **Marlene DeAnda, ASCI Director in Dumas**. Marlene provides a level of stability and consistency in the ASCI Dumas program which is appreciated by both the clients and Service Coordinators. She is a dedicated employee who can be relied upon to provide support and services in a kind manner. Congratulations on your new position as it is well deserved.

Sharon Guinn, for IDD Service Coordination

Congratulations!

Toby Wallace, Human Resources Director, successfully completed the requirements set by the Human Resources Certification Institute and is now a member of the Society of HR Management with a certification as a Professional in Human Resources. Congratulations Toby!

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

1. Examine your _____ - both those you have of your self and those that others have of you during the holidays.
2. CPT stands for _____, and becomes effective January 1, 2013.
3. The 3 P's of Winter Driving are: _____/_____/_____.



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.