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Innovative Healthcare in the Panhandle

By: Donald Newsome, Project Coordinator, 1115 Waiver

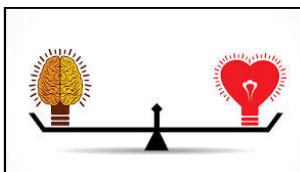
Texas Panhandle Centers Integrates Primary Medical and Behavioral Health Care

As a participant in the Texas Health-care Transformation and Quality Improvement Program (1115 Waiver), Texas Panhandle Centers is implementing 6 ambitious and critically needed projects to address gaps in service provision and expand services to underserved populations.

You may have read about the Peer Support Program in last month's newsletter. In addition to the Peer Support Program, in January TPC began implementation of an Integrated Behavioral and Primary Health Care Program. The goal of the program is to improve the quality of life of individuals who have both behavioral health and primary medical health care needs. The strategy involves co-locating Behavioral Health Specialists and Primary Care Medical Specialists within the same facility/campus and working as a team to co-manage both the behavioral health and the primary medical needs of individuals. Consider the following:

➤ Individuals with chronic medical

illnesses are more likely to experience mental illness.



➤ Individuals with severe mental illness have higher rates of hypertension, cardiovascular disease, HIV/AIDS, metabolic syndrome, obesity, diabetes, and early mortality.

➤ Co-morbidity of mental health issues and chronic illness is associated with poor medication adherence, inability to follow treatment regimens and increased use of emergency rooms.

➤ Anti-psychotic medications have been linked with side effects such as obesity, high blood glucose levels, and diabetes.

➤ People who have mental illnesses are more likely to have sedentary lifestyles and/or abuse alcohol, cigarettes, and/or drugs, leading to exacerbated health conditions.

➤ Research suggests that as many as 50% of patients with behavioral health conditions seek help first, through their primary care pro-

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Texas Panhandle Centers Integrates Primary Medical and Behavioral Health Care...

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vider, but do not receive co-management from a behavioral health professional. At the same time, many patients receiving care at behavioral health clinics do not have a primary care provider.

- Individuals with both behavioral health and primary medical care needs have life spans that are 6-20 years shorter than the general public.

Researchers who studied the shortened life-span of individuals with serious mental illness/behavioral health needs, discovered three significant drivers: clinical risk factors, socioeconomic factors, and health system factors (Druss BG, Khao L, Von Esenwein S, Morrato EH, Marcus SC). TPC's Integrated Care Program will address each of these drivers.

TPC is currently providing integrated health care services at Care Today Urgent Care Clinics (Amarillo) and in the very near future will implement similar projects with Regence Health Network (Amarillo) and the Canyon campus of West Texas A&M University.

To qualify for participation in the Integrated Care Programs in Amarillo, an individual must:

- ✓ Be enrolled in Adult BH services;
- ✓ Be uninsured or have Medicaid coverage;
- ✓ Not have a primary care physician (there are some exceptions);
- ✓ Have a diagnosis or likely diagnosis of one of the following;
 - Hypertension
 - Diabetes
 - Hyperthyroidism or Hypothyroidism
 - Asthma/COPD
 - Hypercholesterolemia
- ✓ Be referred by their TPC physician.

If you are providing behavioral health services to an individual who meets the criteria above and is interested in being screened or enrolled into Integrated Care Services, please speak to their TPC physician.



Valentine's Day



Back in the Middle Ages, a French duke spent his long days as a prisoner in the Tower of London writing love poems to his wife. The British Museum has 60 of those poems in its collections and claims they are the first valentines.

The idea caught on, and soon many other love-struck suitors were either singing or reciting their verses to the object of their desire. Young ladies were far too modest in those days to reciprocate.

Today, the verses exchanged by sweethearts of both sexes are composed by writers for a massive card industry that counts Valentine's Day as second only to Christmas in greeting card sales of 90 million cards this year, not counting boxed cards or those sent online through social media.

Love and friendship are not conveyed only with cards on Valentine's Day. Other industries benefit: florists sell single or massive bouquets of red roses, candy manufactures sell thousands of heart-shaped boxes of chocolates and hard candies (\$1 billion in sales, with 75 percent of that from chocolate), and restaurants promote special dinners for two. Then there are balloons, jewelry, love motto T-shirts, wine, champagne and even heart-shaped pizzas.

Bottom line: don't ask loved ones if they feel it's necessary to "do something special." Just do it. Make heart-shaped pancakes or meatloaf or PB sandwiches; serve breakfast in bed; eat supper by candlelight; spray shaving cream on the bathroom mirror in the shape of a heart and an arrow; get up early and scrape the snow off the car's windshield.

Don't forget to say, "I love you." Oh, and buy some Necco heart-shaped Sweethearts to check out the imprinted conversation, like Be Mine. The company produces 8 billion a year!



Marcia Taylor-Diggs, Utilization 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 at 806.351.3308 or email: joyce.lopez@txpan.org.

Congratulations!

Employee Recognition

Dr. Sam Reeves, Vice Chair, recognized the following employees at the January 30th Board of Trustees meeting:

25 Years - Margie Scroggins, Adult Behavioral Health - Hereford
20 Years - Pamela Smith, Specialized Services (not present)
15 Years - Cindy Pulse, IDD Consumer Benefits
15 Years - Dina Martinez, Adult Behavioral Health Benefits

They were presented with a certificate, gift card and a day off. **Congratulations!**



Margie Scroggins



Cindy Pulse



Dina Martinez



White Hat Award

IDD Service Coordination presents the White Hat Award to **Janice Stoner, ASCI Amarillo**, for the many changes and improvements made to the ASCI Day Habilitation Program since her arrival. Service Coordinators, clients, and caregivers are talking about the new activities and the great energy surrounding the Day Program. Janice, thank you for your caring and professional manner.

Amy Bynum for IDD Service Coordination

Welcome these New Employees...

Joanna Kinokoff	ECI
Kayla Leonard	Behavioral Health Adult
Laci Phillips	ECI
Richard Salinas	IDD Service Coordination
Tracy Adams	Alternate Living - Respite Pool
Alanna Hepler	Quality Management
Pat Raynoso	Hereford Behavioral Health
Easter Worrell	IDD Service Coordination



Community Corner



Get ready to "laissez les bon temps rouler!" Let the good times roll at FSS' annual *Mardi Gras Party!*

Saturday, March 1, 7-11pm at the Amarillo Civic Center Grand Plaza. The event will feature an authentic Cajun buffet, music by the Velvet Funk Band, casino games, silent and live auctions, and a Mardi Gras store for masks, beads, and more.

Tickets are \$50. Tables of 8 are \$300. Sponsorships are also available and include VIP seating and dinner, beverages, casino games, and promotional benefits. Reservations are strongly encouraged as the event was a sellout last year.

The Mardi Gras Party is one of Family Support Services' two major fundraisers; the Harley Party is held each July. Proceeds from these events benefit the 20,000 clients served annually in the areas of counseling, crisis services for domestic violence and sexual assault victims, and violence prevention education.

For tickets, sponsorships, or more information, contact Joette Campbell at 806.342.2503.

Courage doesn't always roar. Sometimes courage is the little voice at the end of the day that says, "I'll try again tomorrow."

~ Mary Ann Radmacher-Hershey

You CAN Cultivate Happiness

What's happiness? Is it sweetness and light and floating through days with a smile on your face? And how does it happen? Does your fairy godmother bestow it on you?

Nope, says Kevin Daum, who is not a psychologist, minister or personal consultant. He's an INC. 500 entrepreneur with more than \$1 billion in sales, including those for Video Marketing for Dummies.

Some will be sad to find out that happy has to be made, Daum says.

Happy people have some things in common:

1. They clearly define happiness. They know what makes them happy and focus on making those things happen. Happiness is a personal objective reached by knowing what it looks like.

2. Small things please them. They are not waiting to win the lottery to be happy, they are taking joy in the small events and world around them: Friends, sunsets, their pets.

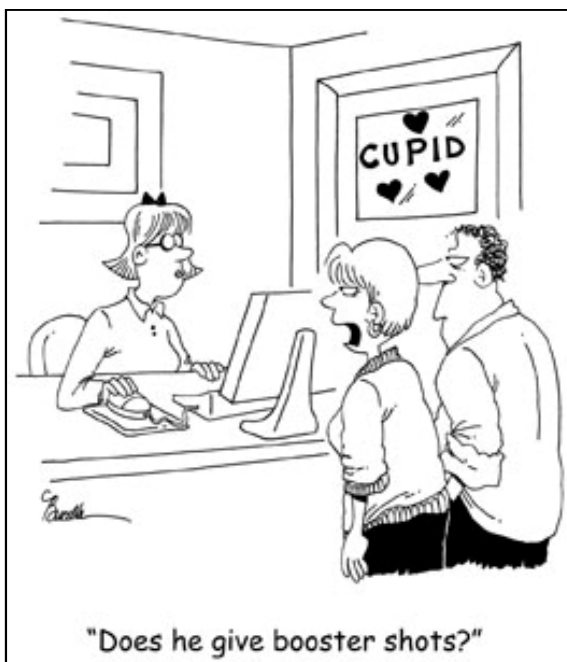
3. They cultivate self confidence by becoming an authority on some things and acting on their knowledge.

4. Personal growth makes them happy and they are committed to learning and personal development. They want to discover and challenge themselves.

5. They have a positive effect on people around them. Some create a happy atmosphere, but they try to brighten the day of other people and inspire them with entertaining activity and conversation.

6. Happy people live in a state of constant gratitude and recognize their many blessings. They appreciate the people and opportunities that have come their way and demonstrate their gratitude generously.

Daum says being truly happy is not easy, but all efforts are worthwhile even when the path is slow.



OTIS Corner

Submitted by: Natalie Henning, QM Coordinator, Safety Director

OTIS means “Opportunity To Improve Safety.” Every newsletter we will be looking at ways that you can improve your awareness and knowledge of safe practices.

This month’s topic – Common Sense
According to: <http://www.statefundca.com/safety/safetymeeting/SafetyMeetingArticle.aspx?ArticleID=18>

There are a number of safety problems common to most workplaces and job sites that can be solved with a little common sense.

Planning and thinking ahead can help eliminate most of these hazards. Take a close look at your workplace and workplace practices with these suggestions in mind.

Eliminate junk piles. Organize a clean-up program to remove trash, broken parts, and scrap from work areas, walkways, storerooms, and neglected corners. Look for materials that have been stacked improperly. An unstable stack is a real danger to anyone who may be near if the material suddenly falls. Check such things as wood pallets, dock freight, storeroom boxes, construction materials and even office files to see that materials are stacked properly.

When is the last time that you inspected your work area and did some “Spring Cleaning”? Look around today and ask yourself if there are any potential hazards that could be removed simply by organizing your workspace or getting rid of the clutter.

If you think about it, common sense can help

to prevent some of the reasons that people frequently get hurt in their workspaces: Being in a hurry – Deadlines, meetings, obligations, missed phone calls, etc. can all lead to being in a hurry and cutting corners to get things done.

Think about the last time you were running late for something – that light wasn’t really, all the way red, was it?

Common sense response – Take the time to get where you’re going safely. In the long run, doing things safely will save time.

The door to safety swings on the hinges of common sense.

Anonymous

Acting silly – “It’s all fun and games until someone loses an eye.” This is a popular saying for a rea-

son. Horseplay is an easy way to get hurt while at work.

Common sense response – Remember, there is a time and place for everything, and while you may like to have fun at work, horseplay isn’t a common sense work practice.

Not paying attention – Sometimes this goes along with being in a hurry, but there are times where your mind might be on something else like a problem or meeting or things you still have to do before you leave for the day. You can open the door to preventable

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

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injuries when you are not paying attention to your surroundings.

Common sense response – Develop ways to combat poor attention; for example, make lists, keep a pad of paper with you so that you can stop and write a thought down and come back to it later, keep a calendar with you so that you can reference dates and things that you must get done, etc.

Being in a bad mood – We've all woken up on the wrong side of the bed, haven't we? Unfortunately, that bad attitude can contribute to workplace injuries as well. When we're angry, we become more impulsive and less likely to think about the consequences of our actions.

Common sense response – We all have the ability to change our thoughts. If you find that your thinking is negative and that is affecting your mood, use positive self talk, take a mini mental vacation, visualize something that makes you happy, or talk to someone you trust. These actions can help you to feel better and to remember how to stay safe at work.

Getting complacent – "Same stuff, different day..." For some, day in and day out, your routine has the ability to become a rut.

When we're used to seeing and doing the same thing every day, we get used to those things and we forget to notice small details around us.

Common sense response – Take five minutes at the beginning of your shift to notice your surroundings. If it's possible, try to vary your routine so that you're doing different tasks at different times of the day. Also, you may want to ask your supervisor if there is anything that you can do outside of your normal routine to change things up! Please send any feedback or suggestions for future OTIS topics to

natalie.henning@txpan.org

Is this person using common sense?



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

1. Individuals with chronic medical illnesses are more likely to experience _____.
2. Family Support Services Mardi Gras Party is scheduled for _____.
3. Happiness is a personal _____ reached by knowing what it looks like.



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.

February Birthdays

2/1	Ellena Rivera	2/10	Bud Schertler	2/22	Miriam Berkman
2/2	Nicklaus Montoya	2/12	Kaci Renteria	2/23	Geneva Adams
2/3	Linda Dunham	2/14	Joseph Dad	2/24	LaDonna Cortez
	Anabel Gutierrez	2/15	Chad Beavers		Dr. McNeil
2/4	Carol Cobb		Mary Lane	2/25	Leslie Johns
	Kara Porter	2/16	Madison Bull	2/28	Lindsay Burkhalter
	Jeromy Thornton	2/17	Leslie Sheets		Linda Smith
2/5	Linda Van Marter	2/18	Samara Shields		
2/6	Esmeralda Garcia	2/20	Jennifer Benson		
2/7	Reca Land		Erin Rasmussen		



February Anniversaries



29 Yrs. Michelle Warnica	5 Yrs. Vicki Calvery
28 Yrs. Elvire Sanders-Blakemore	4 Yrs. Tonya Hays
22 Yrs. Michael Ray	Jordan Planchon
Mary Vigil	3 Yrs. Coral Grimes
13 Yrs. Loretta Phillips	2 Yrs. Shonda Cummins
11 Yrs. Joyce Shull	Phillip Vasquez
9 Yrs. Janice James	Mary Villarreal
8 Yrs. Karan Shomaker	



March Birthdays



3/1	Katherine Thomas		Lillian Wheeler		Paul Brown
	Bounheng Phongphraphan	3/10	Teresa Hareford	3/24	Lupe Martinez
	Cindy Pulse		Lisa Roberts	3/25	Megan Meadows
	Elvire Sanders Blakemore	3/11	Tammy Martinez		Jenny Long
3/2	Ronna Altman		Stephanie Morrison		Susan Kitchens
3/3	Linda Thomas	3/12	Virgil Claudrick	3/26	Cynthia Bischof
	Candy Graham	3/14	Marcia Taylor-Diggs	3/27	Regina Mata
3/4	Cynthia Snyder	3/16	Brittany Mansel	3/28	John McCleskey
	Kayla Leonard	3/17	Heather Lucero	3/29	Paul Jeffers
3/5	Willie Ackers	3/19	Mark Seidlitz		Anita Cofer
3/8	Coral Grimes	3/20	Paula Bostick		Kevin Garber
	Bobby Wilson	3/21	Debbie Hiatt Rexroad	3/30	Patricia Slaughter
3/9	Janice Marshburn	3/23	Thomas Armstrong		Laci Ann Phillips

