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Randall, Roberts, Sherman,
and Wheeler counties

Pampa Behavioral Health Clinic Relocates

After 25 years at 1224 N. Hobart, the Pampa Behavioral Health Clinic has relocated to 615 W. Buckler in Pampa. The new location offers more office space, a larger waiting area and a conference room for meetings.



Jack Fleming and his staff of movers are to be commended for a job well done with the move. Though Jack reports this was a small move in comparison to some of the other moves he has facilitated, his staff showed up early, worked quickly and demonstrated a cheerful attitude throughout the day.

Many thanks to Jack Fleming, Mark Ellyson, Richard Escobar, Carl Kettler, Daryl Hurst, Ricky Burrough, John McCleskey and all those that assisted with the move.

Other TPC programs in Pampa will be relocating over the next few weeks as well.



HAPPY ST. PATRICK'S DAY



Dr. Sameer Hinduja
Cyberbullying: Identification. Prevention & Response

Cordelia Anderson
From Dr. Seuss to Porn: Transforming a Sexually Toxic Society

March 31, 2011
8:30 a.m.- 4:30 p.m.
Registration begins at 7:45 a.m.

Cost: \$20.00 (Hamburger lunch included)

Location: Amarillo College, West Campus
6222 W. 9th Avenue
Amarillo, Texas

Target Audience/CEUs: Law enforcement officers, probation and parole officers, caseworkers, CASA volunteers, nurses, counselors, teachers, school administrators, foster or adoptive parents, attorneys, and all other related professionals.
No children allowed.

Contact: 806.354.6081 for more information
or email: criminaljustice@actx.edu

Group Health Insurance Plan Update

Kay Holland, Human Resource Specialist

It is hard to believe that we are already past the 6-month point for our group insurance plan year (9-1-10 through 8-31-11). Due not only to this milestone but in light of the recently released information regarding the Statewide cuts planned for Health & Human Services, this is an excellent time to report back to you regarding the status of our plan.

A recent review of our group health and dental plans has revealed a significant claims cost increase so far this year. It appears that this spike may relate in part to less than optimum provider choices and the impact of those choices. Because our health plan is partially self funded, when there is a claim, the choices we make such as provider utilization and claims usage have an impact on costs to us all both in what we pay out of pocket for those services and costs that are billed to our plan. When our plan experiences excessive claims costs during the year the result is increased premium cost at the next plan renewal. Consequently, now is the time to work toward containing our health insurance premium cost for our upcoming plan year.

While we certainly do not wish to discourage any necessary medical attention or prudent preventative care, we do encourage everyone to utilize our insurance with plan design in mind. Searching out in-network providers at the appropriate level of service not only saves you money but protects the future viability of our plan as well.

Medical situations may be adequately addressed in many ways with different financial outcomes. For example, a medical event may be addressed by seeking attention through either an in-network provider or non-network provider. Additionally, that service may be provided by an Emergency Center in a hospital, a Minor Emergency Center (Urgent Care), or your primary care physi-

cian. While the care administered in any of those settings would be effective medically, the cost to both you and the plan would be SIGNIFICANTLY different.

Should you choose to use a non-network provider for a routine medical visit, the billed charges would be reduced to 125% of the Medicare rate for that service, then you would be responsible for the non-network calendar deductible of \$2500 first, and the plan would pay 50% and you would be responsible for 50% with no out of pocket maximum. That means that you will likely also be balance-billed for the difference in actual billed charges and the 125% of Medicare rate in addition to the deductible and 50% that is your responsibility. Another important point to remember is that non-network providers do not typically offer a discount on services provided. Therefore, it is much more cost effective to be sure to use in-network providers. A search of those providers may be retrieved at imstpa.com or a paper provider directory may be requested through Human Resources.

Even when you choose an in-network provider, you still have choices that have strong financial implication to you and the plan. In the event of a medical situation, you may elect to seek attention in an Emergency Center at the hospital. In this case you are responsible for an annual deductible of \$860.00 first, then the plan would be 90% and you are responsible for 10% up to a maximum of \$575.00 in out of pocket expenses per person annually. In-network providers agree to extend healthy discounts without balance-billing you.

Although this is a much improved choice over non-network providers it is still not the best choice for you or the plan. By nature, the cost of providing services in an Emer-

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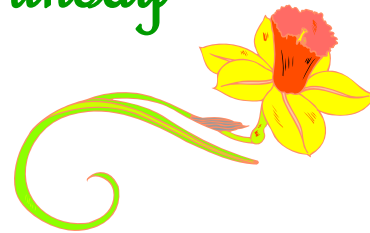
(Continued from page 3)

gency Center of a hospital are significantly higher than the same services provided in an urgent care setting and still higher than those provided in a physician office setting. The same medical situation noted above may be treated in a physician office setting when appropriate. Your cost for the same services at an in-network physician office would cost you the \$30.00 co-pay and the plan would pay 100% up to \$350.00. Services are provided in a physician office setting at a much lower cost to you as well as the plan.

In conclusion, this group health and dental plan belongs to you. The choices we make now will determine the cost of the plan at the next plan renewal. We can not wait until summer enrollment to start thinking about next years' insurance. Now is the time to make the decisions necessary to try to contain costs for FY12.



Welcome spring, Sunday
March 20th



March is National Social Worker's Month



"Jeffrey didn't like coming to the playground until he found this Wi-Fi hotspot near the seesaw."



"Mom, what appears over our heads when we have an idea?"

Unintended Consequences

Excerpts from Article - Austin American Statesman

Spring and summer are just around the corner. With the change of the seasons comes warmer temperatures and so does the danger of unintended consequences of leaving a child in a car. The results can be deadly.

Many people can't fathom a parent forgetting to drop off a child at a day care and then finding the baby dead later, still strapped in the car seat. Another victim of heat stroke.

Yet, tragically, it happens every year in Texas.

In some cases, the devastated parent is also prosecuted.

Can these deaths be prevented? Absolutely.

Tareka Wheeler, Coordinator of Safe Kids Austin at Dell Children's Medical Center, offers these tips to prevent such needless deaths:

- If you see an unattended child in a car, call 911.
- If your child is missing, immediately check vehicles and car trunks.
- Always lock your car. Thirty percent of heat

stroke deaths in the U.S. happen after a child was playing in an unlocked vehicle and became trapped.

- If you are taking your child to day care or elsewhere on your way to work, create reminders that you have a child in the back-seat. You can do this by placing a cell phone, purse, wallet, briefcase or gym bag on the floor in front of the child. Or, set the alarm on your phone to remind you to drop off your child.
- Set your computer calendar at work to ask whether you dropped off your child.
- Have the day care call you if your child has not arrived at the usual time. Be especially careful of changes in your routine.

Forty-nine U.S. children died from heat stroke while unattended in cars in 2010, the worst year on record. Thirteen were in Texas. Every one of those tragedies could have been prevented.

"3 Types of Diverse Communication" For Supervisors

other staff may also attend



Date: Thursday, March 24th, 2011

Time: 9:00am to 12:00pm

Location: Wallace Campus - HRD Training Rm.

3.0 CEU's

Speaker: Jacqueline Briggs

Topics: Effective Communication, Cultural Communication,
Generation Communication

If you would like to attend please contact Jacqueline Briggs at 351-3282, or e-mail at jackie.briggs@txpan.org.



Wellness Coordinator

Veronica Melesio-Serrao



Dark Chocolate Cake

1 spray cooking spray
2 cups all purpose flour
1 1/3 cups sugar or splenda
1 1/2 tsp baking soda
2/3 cup unsweetened cocoa

1/2 cup melted butter
1 1/2 cups hot water
1 tsp vanilla extract
1 cup sauerkraut, pureed until smooth
1 tsp unsweetened cocoa

Preheat oven to 350. Coat a Bundt pan with cooking spray. In a large mixing bowl combine flour, sugar, baking soda, and 2/3 cup of cocoa. Add melted butter, hot water, and vanilla extract. Mix well. Add sauerkraut and blend thoroughly.

Pour batter into prepared pan; bake in center of oven until a tester inserted in center of cake comes out clean, about 55-60 minutes. Sprinkle with 1 teaspoon of cocoa powder before slicing into 14 pieces.

*You can easily boost the flavor of this cake by adding strong coffee instead of the hot water, or adding cayenne pepper and cinnamon with the vanilla.

This Month's Winner Is...

Johnny Scott, Club Meadows Group Home, was chosen by random drawing for the month of March. Johnny will receive a \$25 gift card from Amarillo National Bank.



To claim your gift certificate, please contact Joyce Lopez at 806.351.3308.

Each month a random drawing will be held. All full and part-time employees (except executive management) are eligible to win. Winners are published each month in *Here's What's Happening*.

Watch for future drawings...you could be next!

Welcome these New Employees...

Sandra Chisnell	Utilization Management
Monique Granado	Camp Lane Group Home
Coral Grimes	Clearwell Group Home
Rachel Bynum	Amherst Group Home
Kelly Hall	Respite Pool
Tammie Jeffries	Camp Lane Group Home
Rodney Roberson	Club Meadows Group Home



Fun Facts:



This year, we will experience four unusual dates: 1/1/11, 1/11/11, 11/1/11, 11/11/11.

How about this puzzling fact:



If you take the last two digits of the year you were born and add the age you will be this year, it will equal 111.

White Hat Award

The IDD Service Coordination Department would like to present this month's White Hat Award to **Candace Hughes with Community Living**. Candace is a caring person and is always willing to help our consumers. She is flexible and available, especially for consumers who do not have a regular schedule. She is pleasant, kind, and respectful. We appreciate you Candace.



Sharon Guinn for IDD Service Coordination

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

Joyce Lopez • 901 Wallace Blvd., • Amarillo, Texas 79106
Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

Hand washing: Clean Hands Saves Lives

Submitted by: Lea Ann Crosser, Infection Control Committee

Keeping hands clean through improved hand hygiene is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and running water. If soap and water are unavailable, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

When should you wash your hands?

- Before, during, and after food preparation
- Before eating food
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- Before and after caring for someone who is sick
- After blowing your nose, coughing, or sneezing
- After touching an animal or animal waste
- After touching the garbage
- Before and after treating a cut or wound



What is the Right Way to Wash Your Hands?

- Wet your hands with clean, running water (warm or cold) and apply soap
- Rub your hands together to make a lather and scrub them well; be sure to scrub the backs of your hands, between your fingers, and under your nails.
- Continue rubbing your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under running water.
- Dry your hands using a clean towel or air dry them.

What if you do not have soap and water available?

Washing hands with soap and water is the best way to reduce the number of germs on them. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Alcohol-based hand sanitizers can quickly reduce the number of germs on hands in some situations, but sanitizers do not eliminate all types of germs.

How do you use hand sanitizers?

Apply the product to the palm of one hand.
Rub your hands together.

Rub the product over all surfaces of your hands and fingers until your hands are dry.



*From the Infection Control Committee
Information from Centers for Disease Control and Prevention*