



Here's What's Happening...

TEXAS PANHANDLE CENTERS
901 WALLACE BLVD. AMARILLO, TEXAS
www.texaspanhandlecenters.org

July 2012, Volume IX, Issue 7

Board of Trustees

Chair
The Honorable Willis Smith
Lipscomb, Texas

Vice Chair
Dr. Sam Reeves
Amarillo, Texas

Secretary/Treasurer
Janis Robinson
Hereford, Texas

Patty Ladd
Amarillo, Texas

Larry Adams
Amarillo, Texas

Linda Brian
Amarillo, Texas

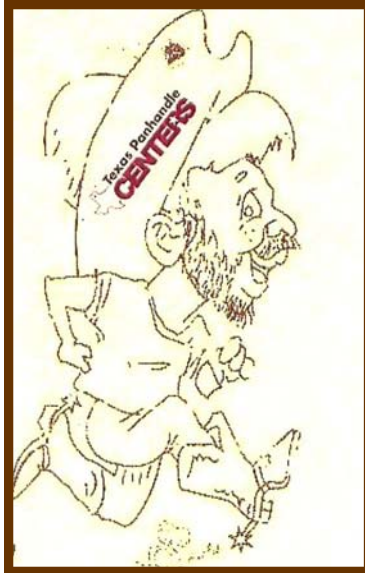
Nanna Fisher
Amarillo, Texas

Legal Counsel
Don L. Patterson

Executive Director
Bud Schertler

Serving the citizens of:

Armstrong, Carson,
Collingsworth, Dallam,
Deaf Smith, Donley, Gray,
Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties



3rd ANNUAL HOW THE WEST WAS RUN

5K RUN/ONE AND SUM'THN MILE FUN WALK

Benefiting Children diagnosed with Autism

Saturday, August 4th 2012, 8:30 a.m. Start Time
901 Wallace Blvd (9th & Wallace)

T-shirts for all participants
(1st come, 1st serve on sizes)

Awards to each top male & female runner
Registration form included on next page.



In Our Back Yard

This peacock was seen on the grounds of the Wallace Campus.

"Porter" the peacock was rescued by the Wildlife Center where he will be well cared for. Although he was only with us for a few days, he brought many smiles and brightened our days. He will be missed.

Pat Schumann
Specialized Services

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.

The Board of Trustees approved the following at the June Board meeting...

Time & Attendance, Payroll and Human Resource Software

Over the past several months the Executive Management Team has discussed ways to increase efficiency within the departments of Payroll and Human Resources. To do this the EMT recommended a web-based, electronic system that eliminates redundant tasks and increases efficiency.

Over the next few months a new software will be implemented. Many of the existing processes will become automated. Some of the capabilities of the new software include: employee payroll tax filling, applicant tracking, job descriptions and evaluations, tracking staff training, credentialing and self service for employees and managers to access information via computer or



smart-phone.

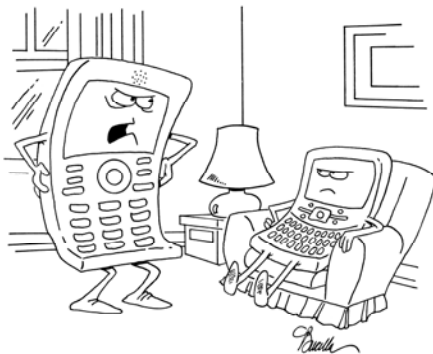
New Medical Director - The Board approved Dr. Kathryn McNeil as TPC's new Medical Director.

Other noteworthy news...

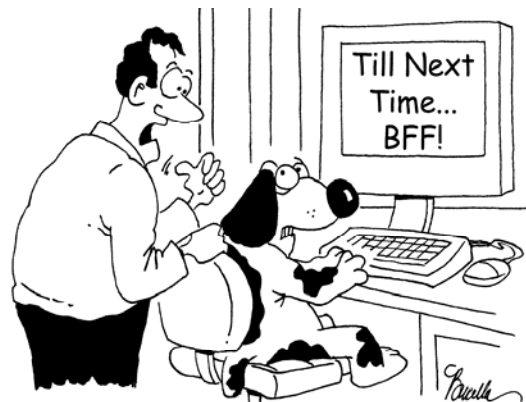
Papervision and EMR implementation

All of the behavioral health and developmental health records have been scanned into Papervision. This was a huge undertaking. As of July 1st all records are being scanned and indexed. Many thanks to all the staff in the records departments and those that continue to scan and manage the new electronic records process.

Budgeting for FY 2013. The Executive Staff are in the process of budget preparations for the next fiscal year as well as negotiating for employee health insurance to include health, dental and life.



"Sit up straight when I'm talking to you and stop vibrating."



"But I thought I was your best friend!"

COMPLIANCE CORNER

Anna Isom, Quality & Compliance

Welcome to the Compliance Corner where you can quickly learn about sound compliance practices. If you have a general, compliance-related question about issues such as privacy - HIPAA, computer safety, business code of conduct, etc, chances are other staff has the same question. In order to share the information, we need to know what your questions are. So please email your questions to "Compliance Corner". If your question is chosen for the newsletter, you will receive a jean day pass. ****Important Note – compliance questions may require immediate attention. If you have a question, please talk with your supervisor/ program manager first and inform them that you would like to submit your question to the "Compliance Corner."***

Question:

Can I release or share information from a client's record with the client's family members?

Answer:

Family members of a client served by Texas Panhandle Centers do not automatically have access to the client's record. When defining a family member, the client's age must be taken into account. In most situations, a client younger than 18 years of age is still under the guardianship of his parents and the parents may have access to information from the record. However, there are some situations in which a guardian may be denied access (e.g. suspicion of neglect or abusive, minor has been emancipated). Likewise, there are some situations in which TPC may release information without a client's consent

(e.g. during an emergency situation). If the client is a legal adult (generally defined as a person 18 years or older), family members (e.g. parents, brothers, sisters) must have permission in the form of a signed authorization to receive client information.

Most of the time, requests for information do not require immediate action. People are generally receptive to responses such as, "TPC has specific rules about client confidentiality and I would like to discuss this with my supervisor before I offer any information. I will be happy to get back with you tomorrow (or the next business day). May I get your contact information?" As there are unique circumstances that may allow for the legal release of information, it is best practice to seek guidance from your supervisor, medical records staff, or QM. When in doubt, ask!

Jessica Ray, ASCI Amarillo, 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!

RESOLUTION OF APRECIATION



A Resolution of Appreciation was presented to Don Newsom, Chief Financial Officer, at the June 21st Board of Trustees meeting. Judge Willis Smith, Chair and Bud Schertler, Executive Director, presented the Resolution to Mr. Newsom who retired on June 8th.

Employee Recognition

The following employees were recognized for their years of service with the Center. They were awarded a plaque, gift card and a day off. Congratulations!



Eloise Haynes
ASCI Administration
30 years



Cynthia Bischof, ECI
30 years



Jim Conner,
Development Health Director
35 years.



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

Recognition continued...



Phyllis Rockhold
Accounts Payable
25 Years



Nanette Provence
Accounting Services
20 Years



Walter "Carl" Kettler
Maintenance Department
15 Years



Mobile Rudeness: An increasingly big problem in the workplace

According to Information Technology Adviser, staying in touch doesn't mean staying on your phone all the time.

Top bad behaviors. We've all been there or done that!

- ◆ **Text or talk in a checkout line.** Making cashiers or others in line wait is pretty much inexcusable.
- ◆ **Text while walking.** It forces others to avoid the phone user.
- ◆ **Watch video with speakers on.** Not everyone wants to hear that viral video the Internet's crazy about.
- ◆ **Talk while in the bathroom.** This is beyond disgusting and don't think that others don't notice because they do.
- ◆ Check the phone while in a conversation. It makes others think they're less important than the phone.
- ◆ Take or share photos without permission. Tagging someone without their OK can create problems.
- ◆ Talk in confined spaces. Buses, trains, planes, restaurants or even stores are verboten.
- ◆ Ask others to be quiet. Face-to-face conversation should trump the electronic version every time. If a caller needs less background noise, it's up to them to find a quieter space.
- ◆ Text people who are within earshot. Talking to people in person should always be the best option. It cuts down on the misunderstandings and is quicker.

Guyon Saunders Summer Outreach

In June Guyon Saunders Resource Center hosted their annual Summer Outreach. The goal of the event was to serve homeless and at-risk individuals in the community by providing them information about local health and human service resources available to meet their needs. This year, they served over 180 homeless or at-risk individuals! We wish to thank all of the agencies that came out to participate by serving those in need and the volunteers who graciously donated their time! Also, a big thank you to our generous event sponsors: Destiny House Church Ministry, Helping Hands Ministries of Amarillo, Hillside Christian Church, People's Church of Dalhart, Chili's, and Salvation Army!



Garry Fox and Sara Muir



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:

Tammy Ynojosa, Devon Group Home

Community Corner:

Agape Center Garage Sale

July 21st - 6114 Elmhurst 9am - 4pm

To donate items contact Angela at 354.9050

Agape Center Potluck Dinner and Art Show

Come see your clients art work at the AGAPE Center's **½ Price Art Sale.**

It will be held at 1515 S. Buchanan on Thursday July 26th, from 5pm to 7:30 pm.

White Hat Award



The IDD Service Coordination Department would like to present this month's White Hat Award to the **staff at ASCI Hereford, Tammy Martinez, Charlene Hudson and Taryn Smith.** Thank you for making the Hereford program a great experience for our clients. You make them smile and feel special as evidenced by their joy and enthusiasm when they walk in the door of the program. Thank you for making our jobs so much easier by being efficient and organized. All of you clearly care about Making Lives Better.

Sharon Guinn for IDD Service Coordination

Welcome these New Employees...

Erica Bittle

Sinci Rios

Rebecca Hazlewood

Tracie Kirk

Robin Scott

IDD Service Coordination

Autism Program

Autism Program

Behavioral Health Adult Services

Camp Lane Group Home



Thinking About Becoming an Ex (smoker)?

becomeanex.org

This is the fourth in a series of articles featured to help those wanting to kick the habit.

“My aunt smoked a pack a day and lived to be 95.”

“Well, maybe just one.”

“Everyone has got to die of something.”

Slip-Ups

In our experience, the three biggest triggers for relapse are alcohol, being around other people who are smoking and stress.

For many of us at **EX** who slipped, it happened after a few gulps of alcohol. Alcohol can make it harder to resist smoking. So when one of our friends lit up, we said, “Maybe just one.”

So here’s another tool for your **EX** quit smoking plan. We’ll put it in big letters so you’ll know it’s important:

If you don’t want to slip, stay away from slippery places.

Which means stay away from alcohol for at least a month into your quit smoking effort, longer if you can do it. But it also means not putting yourself in **ANY slippery situations**. Do you REALLY need to go talk to your friend when he or she’s out having a cigarette break? Do you REALLY need to stop at the same convenience store where you used to buy your cigarettes? Can you get what you need somewhere else? Think through even your small decisions because that’s where the addiction will try to sneak in.

Your Inner Voice

Right before you have a slip, you’ll get a warning signal. You’ll hear voices making excuses. If you hear yourself saying any of these things, get out of wherever you are. Just go.

“Hey, I’ve gone three weeks. I’ve proved I can quit. I can have just one.”

“I can’t do my job without smoking. I can’t think straight.”



“I’ll just try one of these ‘light’ cigarettes.”

Hearing thoughts like these is a warning signal that you’re on the verge of returning to smoking. When you hear yourself thinking like this, wherever you are, change the situation.

If you’re drinking alcohol, stop.

If you’re alone, call a friend.

Go for a walk.

If you’re at a party, leave.

Use your medication.

Take some deep breaths.

Hang out in places you’re not allowed to smoke. Go to a movie, a store, any smoke-free place.

Get out your list of reasons for quitting smoking and read it again.

Drink water.

Look at a picture of your kids, loved ones or anybody who wants you to live.

Temptations will come up around your smoking triggers like lunch, dinner and social situations. Moods and stress can also serve as triggers — triggers you never thought might pop up.

Keep in mind that slips are more likely to happen when you are **hungry, angry, lonely or tired**. Remind yourself of this by remembering “H.A.L.T.”

Ask yourself right now, before you quit smoking, “What am I going to say if someone offers me a cigarette?” “What can I do before going to that party to reduce my temptation?”

Office Workers Should Include Activity in Their Day

Sometimes, workers who are very busy don't get up from their desk except when absolutely necessary, and then it may be to get lunch to bring back and continue to work at lunchtime.

Not a good idea. To stay healthy, desk workers need to find ways to put activity into their work day.

It could start with parking their cars further away and walking to the front door. Regardless of how busy they are, desk workers should take time for lunch and use 15 minutes or more to walk around.

Inactivity studies are still in their early stages, but already they have linked sedentary lifestyle to a higher risk of obesity, diabetes, cardiovascular problems and some cancers.



Even those who get regular exercise away from work are at risk. Researchers say sitting 63 hours a week is very unhealthy, regardless of which hours are at work and which are watching television.

The hours do add up, but researchers say injecting even a minute or two of walking into work and TV time, several times a day, decreases health risk.

Sitting for a couple of hours causes the calorie-burning rate to drop, enzymes responsible for riding the bloodstream of fat to plunge and insulin effectiveness to be reduced.

Doctors at the Mayo Clinic say there are ways to keep on the move, including pacing while talking on the phone, standing up while talking, walking to the water fountain, cooking, climbing stairs and doing chair exercises.

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

1. The 3rd Annual How the West Was Run is scheduled for _____.
2. Family members of clients served at TPC do/do not automatically have access to the client's record.
3. The Agape Center's Art Show is scheduled for _____.



[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)