

January 2020, Vol. 2 Issue 1

# THE NEWS ST&ND

The Official Newsletter of Adult & Child Health



Congratulations to the Valle Vista Team, for winning the most recent Power of & Team Award. Pictured team members include, front row, left to right: **Fafi Banda** and **Jodie Hurst**. Second row, left to right: **Caitlen Brandt**, **Mattie Jones**, **Erika Robertson**, **Holly Smith** and **Jennifer Disbro**. Third row, left to right: **Aja Bridgewater**, **Sarah Shields** and **Christina Walton**. More information about the team on **Page 2**.

## EMPLOYEE KUDOS

See which employees went above and beyond to serve clients and/or the agency, along with those who celebrated events, holidays and personal milestones.

PAGES 2, 7-10.

## FEBRUARY IS HEART MONTH

To commemorate American Heart Month, which is February, check out these facts and tips on how to live a heart-healthy life, and share them with your clients and friends. PAGE 3.

## RENEWAL AND THE JOURNEY

Aja Bridgewater talks about the importance of Renewal in the mental health field, and how her experience as part of The Journey positively affects her everyday work. PAGE 4.

## CONGRATS TO THE VALLE VISTA TEAM!

Team members are often recognized by our partners at the Valle Vista residential treatment facility for the standout work they do on the RTC unit, including helping youth learn independent living skills on the weekends such as cooking, helping plan and implement a prom for the youth to attend, implementing star of the week to recognize those youth who are excelling in their treatment goals, and being recognized by Valle Vista doctors for their amazing assessment skills.

This team gives a great deal of attention and focus to Evidence Based Practices and ensuring they are delivering top notch treatment for the youth on the unit. They have been working diligently on implementing a solid chemical dependency model that Valle Vista has adopted and has been approved at a higher level.

They have onboarded some new staff over the last several months, and each person on the team always takes the extra time needed to ensure new staff feel

welcomed. They have received accolades from newer members on the encouragement and continued support they show new staff. "This team is the epitome of the word "team," said Aja Bridgewater, Associate Director of Specialty Services. "They function so well together, share a very high needs caseload, have strong communication skills with one another, and at the end of the day are the first ones to recognize each other's successes and to show support to one another in times of need!"

## GREAT WORK, GENOA PHARMACY TEAM!

Adult & Child Health's partners at Genoa Pharmacy, located at the 8320 clinic, work alongside our team every day to make sure our clients receive their needed prescriptions in a timely manner. Here's what Reba Chapple, Certified Medical Assistant, said about the Genoa team: "They consistently go above and beyond for our clients and each day make my job easier. From last minute scripts they manage to get to us same or next day. To checking in on how they can provide better for us. It is all so greatly appreciated."



Genoa Pharmacy Team. Front row, left to right: **Cindy Smock**, **Andra Hardwick** and **Kayla Koons**. Back row, left to right: **Amy Smith**, **Jill Stout** and **Brad Goedeker**.

”

When I think of Mission Moments, I think of what Genoa does each and every day. For me those things are synonymous."

Reba Chapple,  
Certified Medical  
Assistant



# HEART MONTH

Join us in February to celebrate Heart Month

## DID YOU KNOW?

Heart disease is responsible for almost half of all deaths by non-communicable disease, and claims over 17.5 million lives every year.

Too much salt is a key risk factor for high blood pressure. Adults should eat no more than 6 grams of salt per day (about a teaspoon).

Uncontrolled diabetes can lead to the thickening of the arteries and restrict blood flow to the heart.

Source: [onlinedoctor.lloydspharmacy.com](http://onlinedoctor.lloydspharmacy.com)

## WHAT YOU CAN DO

### 1. Stick to a healthy heart diet

Steer clear of processed foods and refined sugars, and stick to a diet rich in vegetables, whole grains, lean proteins and healthy fats like cold water fish, olive oil and avocados.



### 2. Kick the butts

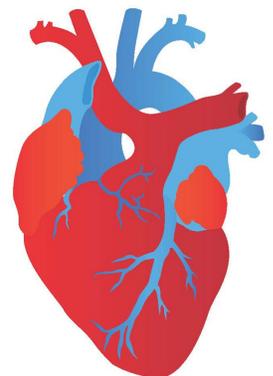
Smokers are two to four times more likely to get heart disease, but you can start reversing damage the moment you quit. In fact, one year without smoking can cut your risk in half.

### 3. Limit alcohol consumption

Moderate alcohol consumption, meaning two drinks a day for men and one drink a day for women, may be heart healthy. Any more than that can raise your risk of high blood pressure, heart attack and stroke.

### 4. Keep moving

Studies show that prolonged sitting, even with regular exercise, can significantly increase your chances of heart disease. Set a timer and get up at least once an hour to stretch or take a quick walk.



Source: [healthyforgoodheart.org](http://healthyforgoodheart.org)



# Baxter: 'I try to find ways to encourage everyone I meet'



**Tina Baxter**, APRN Behavioral Health at 8320, was recently interviewed in two articles. One was in *Minority Health Magazine*, and the other was in *Authority Magazine*. Here are excerpts from both articles (and links if you'd like to read them in their entirety):

## Minority Health Magazine: Headline - Complementary and Alternative Medicine

"It's important to help patients get information from reliable sources and to know if a suggested alternative treatment, such as herbal supplements, may interfere with the medications they are currently prescribed or may be detrimental to their health.

"Aromatherapy oils are now used post-op in some hospitals to reduce anxiety and pain after surgery so that patients will require less pain medications. Meditation has been used in psychiatry through progressive muscle relaxation, guided imagery, and mindfulness meditation to augment the practices of cognitive behavioral therapy and dialectic behavioral therapy. Tai-Chi has been shown to improve balance and flexibility in older adults and thereby reducing falls in long-term care and community settings. Herbal supplements such as CBD oil have shown some efficacy in reducing seizures, pain and anxiety. Hypnosis is a treatment that is offered for smoking cessation and obesity treatment."

**The full article:** [https://issuu.com/minoritynursemagazine/docs/minority\\_nurse\\_winter\\_2019/16](https://issuu.com/minoritynursemagazine/docs/minority_nurse_winter_2019/16)

## Authority Magazine article on medium.com. Headline: 'How I Thrive'

**Q: What advice would you give to other leaders about how to create a fantastic work culture and work life?**

**A:** *"I am going to say, "Have fun!" Why should work be a drag? I try to find ways to get my team to work together and have fun. At my clinical practice, we have a friendly holiday decorating contest. I have gotten the medical assistants to work together to decorate because we want to win! It's more than just bragging rights. My win is that we learn to work together in a non-stressful environment. In my days of working in the hospital as a supervisor, I learned to be in tune with what is going on with my staff and my patients. One very hot summer day, the air conditioning went out on the unit. We had industrial fans set up but it was very humid and tempers were short. I went out and bought all of the staff and patients popsicles to cool off. We need to pay attention to what is going on around us and recognize that our staff members are human and if we meet their basic needs, then we build an environment where they and we can all thrive."*

**The full article:** <https://medium.com/authority-magazine/how-i-thrive-i-try-to-find-ways-to-encourage-everyone-i-meet-with-tina-marie-baxter-a0a4d6347a92>



ADULT & CHILD  
HEALTH  
LGBTQ+ TASKFORCE

# Coffee & Connections

**LEARN ABOUT THE LGBTQ+ TASKFORCE  
AND GET TO KNOW FELLOW A&C  
ADVOCATES!**

**FEB. 21 | 9 TO 10:30 A.M.  
PRESENTATION AT 9:30 A.M.  
603 E. WASHINGTON ST.  
6TH FLOOR LARGE CONFERENCE ROOM**

Light snacks and beverages will be served!  
For more information, email [LGBTQTaskforce@adultandchild.org](mailto:LGBTQTaskforce@adultandchild.org)

From The Clinical Excellence Desk

# Have Billing Questions?



HaFor the Revenue Cycle Management (RCM) team to answer inquires in a timely manner, please make sure your questions are going to the correct email box.

## **RCM Rebill Request:**

**rcmrebillrequests@adultandchild.org**

This email address is maintained by only team leads and director. This mailbox is for rebill requests only. If you need a service to be rebilled, please make sure all updates have been made to clients account before sending a request. We have a goal to address all inquires within 48 hours.

## **Customer Accounts:**

**CUSTOMERACCOUNTS@adultandchild.org**

This email address is maintained by all RCM staff and should only be used for inquires only after reaching out to your team lead first to help in answering your questions. We have a goal to address all inquiries within 48 hours.

**Helpful Hints:** When crafting your email to either mailbox, we need the following information to help expedite your request.

- System (Athena or Credible)
- Client number
- Client Name
- Detailed issue and purpose of email
- Priority (low, high, urgent)
- Your name and contact information

## Spravato presentation



**Reba Chapple**, Certified Medical Assistant, presented a presentation on SPRAVATO to her colleagues in Clinical Nursing. Thank you Reba for helping to educate staff on this drug that has amazing outcomes in helping patients suffering with chronic depression feel better within minutes!

According to medicalnewstoday.com, "Spravato is a brand-name prescription medication that's prescribed for treatment-resistant depression (TRD). TRD is depression that hasn't improved after treatment with two or more antidepressants.

"Spravato contains the drug esketamine. It's approved for use in adults, but not in children. "Spravato comes as a nasal spray. It's taken under the supervision of a health care provider at a certified medical facility. Spravato should be used in combination with at least one other antidepressant medication taken by mouth."

## Congrats to Kim Milburn on Ampy Award

Dr. Jessica Bissey (left in photo) surprised **Kim Milburn** (right) earlier this month with an Extra Mile Ampy Award! Kim is always passionate about keeping our facilities, employees, and clients safe! Kim went the extra mile to meet with outside contractors who were working on the fire panels at Wulsin every morning at 6 a.m. over her schedule Christmas PTO break!



Do you have an article idea, question or correction for The News St&nd? Contact **Adam Wire**, Marketing and Communications Specialist, at [awire@adultandchild.org](mailto:awire@adultandchild.org). Please include "newsletter" somewhere in the subject line and submit all info by the 10th of each month to ensure timely publication.

# News & Notes

## Fantasy Football champ!



**Catherine Comstock** of Johnson County Wraparound won the prestigious fantasy football league! With a season in which she had the second highest point total overall, she found a way to dominate in the finals and bring home the trophy.

## Congrats to Alyssa Wilson!

Therapeutic Foster Care welcomes back our Lead Clinician, **Alyssa Wilson**, after she was off spending time with her adorable new baby, Wilder. We are so happy to have her back and to welcome **Wilder** to our A&C family!



CEO (and proud grandfather) Allen Brown enjoying a family visit at the office!



## HR Holiday Celebration

The Human Resources department gathered for a holiday celebration. Pictured are **Faith Lenihan, Bethany Wilson, Michelle Reed, Cindy Hemphill, Latrice Stafford, Denise Amato** and **Natalie Scaife**.

## Thank you, Dionne Dynlacht!

Clinical Supervisor **Dionne Dynlacht** reviews the treatment plans for our teams and many others. She always provides helpful feedback and is committed to making sure the client's treatment picture is professionally and ethically displayed. She is a great team member, always willing to help out and is



very handy with her Cricut! Thanks for all you do!  
- Tiffanie Barnes

# News & Notes

## Valle Vista will miss Laura Durbin!



**Laura Durbin** (far right in photo) has worked with Valle Vista residential helping teenage youth for five years. She became an integral part of Valle and the services Adult & Child provides. Jan. 3 was her last day before starting her practicum with Perry School Based. Laura LOVES dogs and the youth were extremely thoughtful in making a goodbye 'dog park' to show their appreciation.

They sang her a farewell song and filled the pocket of 'puppy mail' writing her well wishes in her next phase of her career. We were so lucky to have Laura at Valle, she will be greatly missed.

## Congrats to Amber Shemwell!

Congratulations to **Amber Shemwell** for winning Employee of the Year for Clinical Nursing! She is recognized for consistently performing at a high level of care all year long. She is a support and a resource to team members even in other clinic locations. Way to go, Amber!



## Christmas decorating contest winners at 8320

Congratulations to our contest winners: 1st place (top), **Sarah Miller**. 2nd place (middle), **Medical Service Team**; third place (bottom), **Health Information**.



# & Employee Kudos &



Walton

Shout-outs to **Christina Walton, Shemekia Hall,** and **Fafi Banda,** Valle Vista, for recently receiving accolades on discharge paperwork from youth on the RTC unit!

Kudos to **Kristen Ackerman,** Service Coordination, for being recognized by a peer: *"Kristen is humble, hardworking, and down to earth. She is refreshingly real and funny! She is a team player and is willing to help others out in a pinch. She asks great questions and stays on top of stuff that needs follow up. I am thankful to have her on the team. Thanks Kristen for all you do and for just being you!"*



Whited



Hall

A shout out to **Monica Aguirre,** Service Coordination, who recently worked through an extremely difficult BPHC! Monica did not give up, emailed DFR and BPHC on multiple occasions. The client applied for Medicaid (I think) 3 different times! Monica became involved with Elaine and finally this client has BPHC and Medicaid that retros back to May of 2019! This is huge win! Thanks Monica for staying the course, not giving up and using your mad problem solving skills! She problem solves weird Medicaid/CORE issues and is generally amazing!!



Tracy



Banda

Shout-out to **Falicia Whited,** Service Coordination, who received the following accolades: *"She went WAY above and beyond for me while I was taking PTO. She provided 1:1 treatment plan coaching to a newer staff who really needed a confidence boost before having to start hitting service delivery after the holidays. Thank you Falicia, I could not ask for a better co-worker!"*



Morton



Ackerman

Happy one-year Work Anniversary **Crystal Tracy,** Marion County Wrap: We appreciate your positivity, calm, helpfulness, no-drama attitude, never-ending DCS knowledge, team mentality, and your "go with the flow" outlook. So much so, that you were recognized by an Ampy award this year, which is pretty fantastic! You're always rockin the best glasses and the most infectious smile. You make our team bright, and we appreciate you.

Double Shout Out to **Monice Aguirre** and **Todd Morton,** Service Coordination: *"They took the time to make a call to me today to check and see if I was in need of any support with IOP when they noticed an increase in IOP attendance for my teams. They were so supportive and sweet to offer any help, not just currently, but anytime in the future I may need it! Thank you so much for not only always being helpful but also just always looking out for others."*



Aguirre

Recently, Matt Fields left his position at Johnson County Wrap. He said this upon leaving: *"Samantha Milli, MC Wrap, is taking some of my cases. She has been easy to reach and fantastic about communicating with me while these teams transition to a new WF. I believe the teams she is taking over will be successful because of her."*



Milli