

December 2011

CHARLOTTE



Behavioral Health Care

Monthly *Highlights*

A Message from the Director of Community Relations,

With the New Year approaching, I think this is the appropriate time to roll out some new and improved changes for our newsletter. Our newly enhanced newsletter is going to look like, in fact, a real newsletter! The format and style will change so that our CBHC Newsletter has a more business professional look.

Every issue will include the following:

- Local news articles pertaining to CBHC
- News articles from CBHC
- Current Event updates, recaps, information
- Employee Suggestions
- Kudos, Congrats, Thank You's & Announcements
- Above & Beyond Awards
- Success Stories
- Important Dates (Birthday, Anniversary and New Hire)

What will be added:

- Human Interest stories
- Bios of Board Members and Employees
- Side "Notes" and Facts about CBHC
- Calendar of events for each month

If you would like to write a story for the newsletter, please follow these guidelines and e-mail it to me at jboles@cbhcfl.org

- Submit in paragraph format
- 11 point font,
- Goudy or Bookman font
- Accompanying pictures.

I look forward to our new business professional look and as always, please feel free to contact me with any questions, concerns or stories.



Above and Beyond

November 2011



Joe Branco, your presence was requested here today to recognize and acknowledge the attributes that you have that affect the consumers with CBHC and CBHC itself specifically, the CSU. Joe you consistently go **above and beyond** the expected by using initiative and imagination.

You are reliable and consistent.

You are always upbeat and enthusiastic about your job and with all consumers.

You address problems or address issues that will provide outstanding services to the consumers. (One example of this is the Reward system for the kids. You have developed ideas and checked and followed the system pinpointing areas of breakdown and in some cases, held co-workers accountable for their failed part in the system).

You act as a formal or an informal mentor within your group of peers.

You encourage teamwork and collaboration as you work closely with your colleagues to get the proper treatment for the consumers. An example of this is in the following-mail sent to me by a co-worker of yours:

“I wanted you to know how impressed I am, seeing Joe B. take charge with John A. (consumer) getting him into the shower (with help from Sherwin). Joe put on a face mask, grabbed a can of Lysol and off he went cleaning a room that probably has not been aired out in a while. Also he switched out “dirty” linens. Joe remade his bed without any grumbles”.

You have taken on the position of alternate lead BHT when Vince has been off and have handled difficult situations with good judgment.

Your involvement in the community as a pastor in the children ministries.

You have a profound impact on most, if not all, of the children that come into the CSU as the “Magic Man” because of your groups and activities that you do with the kids.

The “Bravo Zulu” that you received on 4-12-2011 when you performed the “Heimlich Maneuver” on a consumer that began choking during dinner time due to an obvious obstruction of air flow to her lungs and you may have saved her life.

Magnum Opus

Great Work Joe!



Attention Managers:

If you would like to nominate a member of your staff for their “Above & Beyond” attitude and work, please submit your nomination to Shelly Terruso, Exec. Asst to Jay Glynn, Ext. 245, Bldg A, for the upcoming month’s selection.

HEALTHY START = SAVES LIVES AND MONEY

Assuring Access to Health Care for Women & Children in Florida



Healthy Start has contributed to improvements in birth outcomes – infant mortality, while still high, has declined to a rate of 6.5 in 2010, its lowest level in a decade.

Healthy Start Facts & Research

According to the Florida Department of Health research studies, the Healthy Start screening process is effective in identifying risk for delivering a low birthweight or preterm infant.

According to recently published research:

1. Healthy Start successfully reached pregnant women at greatest risk of a poor birth outcome
2. Pregnant women receiving Healthy Start care coordination were more likely to receive timely prenatal care and postpartum care following delivery compared to the no contact group
3. Despite identified risk factors, pregnant women receiving Healthy Start care coordination had better birth outcomes (fewer preterm and very low birthweight births)
4. Women receiving Healthy Start care coordination were more likely to obtain postpartum care compared to the no contact group.

Other Research Findings:

Maternal and Child Health research shows women who received prenatal care coordination services were found to have significantly better birth outcomes, including fewer low birthweight and very low birthweight infants, fewer preterm infants and fewer infants transferred to neonatal intensive care units.

The Cost of A Poor Birth Outcome

The March of Dimes states the average medical cost for a preterm baby are more than 10 times higher than those for a healthy full-term baby. The costs for a healthy baby from birth to his first birthday were \$4,551; however for a preterm baby, the costs were \$49,033.



Investment Yields Results, Savings

Healthy Start's risk screening identification process, provision of risk-appropriate care and access to timely prenatal and postpartum care result in better birth outcomes, therefore saving lives and money.



Florida Association of Healthy Start Coalitions

FOR MORE INFORMATION, PLEASE CONTACT YOUR LOCAL HEALTHY START COALITION, THE FLORIDA ASSOCIATION OF HEALTHY START COALITIONS AT 407.891.9199. OR VISIT WWW.HEALTHYSTARTFLORIDA.COM.



(From Left to Right: Ellen Combs, Jessica Martell, Heidi Sillas, Megan Burkard, Gina Wynn, Dee Cannon)

EMPLOYEE NEWS, KUDOS & CONGRATULATIONS

★ Thanks to all the guys in maintenance for painting my office and moving my office furniture!-Melissa W.

**DON'T FORGET TO GET PICTURES FROM ANY
EVENTS, DEMONSTRATIONS, TRAININGS,
PRESENTATIONS, ETC... THAT YOU HAVE DONE
ON BEHALF OF CHARLOTTE BEHAVIORAL
HEALTH CARE TO JESSICA BOLES, EXT 275 FOR
THE CARE BRAG BOOK!**

Welcome New Hires to CBHC

Start Date	Dept	Last Name	First Name
11/7/2011	OP-Front Desk	Tormey	Susan
11/14/2011	CSU	Roncagli	Natalie
11/14/2011	CSU	Moses	Sharmaine

Contact Jessica Boles, Director of Community Relations & Development with your suggestions, photos, quotes or good news! jboles@cbhcfl.org or 941-639-8300 Ext. 275

CHARLOTTE



Behavioral Health Care

Staff Celebrating Years of Service

HAPPY ANNIVERSARY!



Start Date	Department	Last Name	First Name
12/5/2005	OP	Steffenhagen	Glenda
12/7/2010	OP-Front Desk	Albright	Nancy
12/14/2009	CSU	Laguerre	Ricardo
12/22/2008	CSU	Breck	Tracy

HAPPY BIRTHDAY!!!

Last Name	First Name	Birth Month	Birth Day	Department
Cousins	Florine	December	2	CSU
Laguerre	Ricardo	December	8	CSU
Marcus	Melissa	December	10	CSU
Brutus	Marie	December	11	Med Clinic
Cisne	Randy	December	14	CSU
Kelmar	Mary	December	14	CSU
Cone	Billie	December	17	Med Clinic
Boulette	Linda	December	20	MHC
McCurdy	Duane	December	20	CSU
Davis	Gloria	December	22	Med Clinic
Baumgardner	Joseph	December	24	Maint
Cronin	Eleanor	December	28	OP



Restoring Hope...

“SUCCESS STORY”

A young woman I serve, who delivered a healthy baby girl on 2/13/11, may not have had a successful and happy outcome had it not been for the Healthy Start and Healthy Families programs. Since she is from Jamaica and undocumented, she was also able to benefit from Healthy Start's prenatal funding.

When she found out that she was pregnant, due to lack of emotional support from FOB (Father of the Baby), she seriously contemplated having an abortion. After much soul searching and with the support of her mother, she decided to proceed with the pregnancy. She was referred to Healthy Start (HS) early in her pregnancy and HS supported and encouraged her throughout her pregnancy and continue to do so now that her baby girl has arrived.

Healthy Start provided her with lists of resources and she was able to acquire a bassinet, baby jump seat, a nice wardrobe of infant girl clothes and a crib. Some of this was provided through Pregnancy Crisis Careline, but client reports she would otherwise not know about this organization without support from HS.

While in her second trimester, ultrasound revealed that baby girl would be born with clubfoot. Although frightened at first, client was reassured by Care Coordinator, provided her with literature about clubfoot and post birth treatment and followed closely by Coordinator as she experienced more frequent than is customary ultrasounds at Maternal Fetal Medicine. When baby arrived, Coordinator assisted client with resolving a few Medicaid issues for baby so client could get baby to orthopedist as quickly as possible so that her clubfoot could be addressed. Since she has to travel to Fort Myers on a frequent basis, Coordinator walked client through obtaining Medicaid subsidized transportation. HS is happy to report that client takes her baby, as required, to all of her specialist appointments and baby's orthopedic issues are being addressed.

In addition, HS referred client to the Healthy Families program and she has been receiving much needed support and training, on a weekly basis, since she was pregnant and now for her and baby. She finds this support to be very helpful.

Client has told Care Coordinator, during every visit, how “blessed” she feels to have this beautiful baby girl and how grateful she is to have made the “right” decision to give birth to her. FOB is still uninvolved and she looks upon this as “his loss”.



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