

*October 2011*

**CHARLOTTE**



**Behavioral Health Care**

# Monthly *Highlights*

## *A Message from the CEO, Jay Glynn,*

We are now starting our beautiful fall season and we have also finally finished our yearly budget cycle. The final county budget meeting was last week and we received no county cuts.

There are many changes on the horizon. Some will be very soon and some will take some time to materialize. One change that is happening now is that we are going to change our employee health provider. We are changing back to Blue Cross/Blue Shield. Our rates with United were increasing and we had the opportunity to go to BC/BS without having increases and getting basically the same coverage. Staff will be working with all of you that are enrolled in the agency plan. Health care will continue to be a big issue for CBHC, not only for our employees but also for our consumers.

We are anticipating that there will be major changes in the next couple of years if the Accountable Care Act continues to go forward. If it gets stopped I believe there will still be changes but they will just be different. With this in mind I have been holding meetings to begin to plan for the changes. We are looking at our BRAND and do we need to change or enhance it to expand our market. We are looking at who our competition may be as things change. We are exploring what our opportunities and threats may be in the future health care system. We know that customer service will continue to be of major importance and we need to continue to improve our services. We will be looking at ways to continue increasing efficiency and productivity. Some service areas will add open access as well as scheduled appointments for our consumers. We will need to make our electronic medical record system work better. With this in mind, we have already begun this process.

Our goal is to continue to be the behavioral health care leader in our community. This will insure that CBCH remains a financially stable agency in the future. It will take all of us working together. We need your hard work, your support, your dedication and your ideas for our future growth. With the quality staff at CBHC I am sure we will excel in the future goals. I thank you all for your help as we move forward.





# CBHC "supporting the cure" Breast Cancer Awareness Month!!!

Tables in Main Lobby will sell the following items during our week long Breast Cancer Awareness Week, October 3rd-October 6th:

(The Buggy will also be going around Monday and Wednesday afternoon to ALL Buildings. All items will be on display and for sale in Bldg B at Kathy Smith's counter during the entire campaign)

- "PLUCK A DUCK" contest again! 156 ducks this year!	\$1
- Raffle tickets for two items in Chinese Auction	\$1 for 1 ticket, or \$5 for 6 tickets
- Brand new designed CBHC/Breast Cancer Awareness T-shirts	\$12
- Pink for the Cure Pens	\$2
- Pink Breast Cancer Key chains	\$2
- Breast Cancer Awareness Antennae Toppers	\$2
- Breast Cancer Homemade Cookies	\$1
- Breast Cancer homemade lapel pins	\$1

\*\*\*All purchases allow entry into Thursday's **TAKE YOUR PINK TO THE EXTREME CONTEST** TO BE HELD IMMEDIATELY PRIOR TO THE LUNCHEON. Wear jeans and pink in memory or in honor of mothers, sisters, daughters and friends.\*\*\*

CBHC's supporting the cure Luncheon will be held Thursday, October 6th in Bldg B at Noon. Additional Dietary flyer to come with menu. All prizes, winners and contests will be revealed on that day!

Lunch is \$10 this year (cash, check, payroll deduction) & includes 2 raffle tickets for the Chinese Auction!

Special guest judges will determine the "PINK" winners!

1st Prize \$25 Restaurant gift card

2nd Prize \$10 cash

3rd Prize "Booby" Prize

All proceeds to benefit our local "Dollars for Mammograms"

Call Jessica at ext. 275 or Kathy at ext. 477 for more information or purchases

JOIN THE VOICES FOR RECOVERY

RECOVERY BENEFITS  
EVERYONE

National  
Recovery Month

Prevention Works • Treatment is Effective • People Recover  
SEPTEMBER 2011

# Restoring Hope in Charlotte County

*A BIG thank you to the following staff that made the Candlelight Vigil for Recovery Month a successful event!*

*Jennifer Reed, Charles Sigafoose (Siggy), Linda Boulette,  
Dave Thomas, Molly Grossman, Kerry Fichthorn, Ginny & Rob Moore,  
Kerri Masini & Faye Davis*



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# Restoring Hope in Charlotte County



# CBHC Tidbits



*Honorable Peter A. Bell who oversees Mental Health Court, Vickie D'Agostino, COO of Charlotte Behavioral Health Care, Elaine Oliver, Executive Director, H.E.L.P. in Charlotte County and Toy Coxey, member Board of Directors, H.E.L.P. presenting a check to Ms. D'Agostino for 75 individuals who suffer from mental illness.*

*H.E.L.P. in Charlotte County facilitated raising the funds so that this group of special individuals could have an evening out at the ball park to see the Charlotte Stone Crabs vs. the Fort Myers Miracle on August 20th.*

*H.E.L.P. deeply appreciates the community support this project received.*

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About 2-3 weeks ago, I was in receiving area of CSU. A CCSO officer was waiting for staff to get him paperwork copied so he could leave. As I walked by, he told me he recognized me from CIT as one of the trainers. He said that CIT really made a difference with him. The consumer he just brought in was psychotic but one could not tell unless he was spoken to.

The deputy proceeded to tell me about how he had just responded to a very concerning call involving a male "subject" in his late thirties who unexpectedly got into a car of another man and a nine year old daughter. Somehow the father was able to get a 911 call made. This officer, meantime, rushed to scene thinking he had a situation involving serious endangerment to a child and father. When officer arrived he was ready to be aggressive to secure the safety of this family. He drew his taser ready to use. However, because he was sensitive to the signs of MI he was picking up something not fitting the scenario he thought he was dealing with. officer, backed off his initial approach and was able to engage the man who had gotten out of the car when he arrived. In short, he was able to see that his "subject" was, indeed, not right in his thinking. He also noticed some cuts with scabs on the man's wrists from a recent suicide attempt. The officer gained enough cooperation with the man to get him to CSU and placed him under the Baker Act. This officer seemed very proud of himself. He stated he would have clearly responded with a taser if he was not CIT trained. Interestingly, the consumer was an LPN that had late onset mental illness and was on a leave of absence due to his psychiatric problems interfering with his ability to work. He responded well to our treatment and on his last day told me how happy he was to feel and think clearer. He was excited that he could go back to work. We reconnected him to a private psychiatrist who was already working on his employment clearance issues.

By the way, my recollection is that the deputy was an experienced with a number of years under his belt - not some rookie or relatively new officer.

-Don Reimer

# Anasazi News

ASNA - Anasazi National User Group Conference - Tempe, AZ September 2011

There are currently 161 members of those 148 are voting members, each organization has one vote. Must have completed Implementation and paid dues to be a voting member.

DPR's (Data Processing Requests) 2 were approved - No release date yet

- Multi-Service Logs - to accommodate Inpatient charting-will be able to write progress notes by shift - multiple users will be able to sign in one note, etc.

Sure Scripts Console Refill Requests/Reject - gives users ability to reject refill requests.

## Presentations on:

5010 and ICD 10 changes for billing. Anasazi is on track for these.

Meaningful Use and EHR Technology Certification - They have developed tables and reports for us to be able to track our Core Measures and 10 Clinical Quality Measures - this will be released with October promotion

Stage 2 and 3 of Meaningful Use Certification - Power Point presentation on the Company Drive under Anasazi Information\ASNA\2011\

Homepage Slowness - Clinician and Dr -- fixes will be released with the September promotion- Anasazi has seen significant improvement at their site with these changes. Many users with our same issues. Most seem to be planning to move to SQL as well.

## Dr Homepage News:

In the Client Chart - Client specific notifications will show Pre-Approved Meds - Any Prescriber with access to the client will be able to navigate to the **Client** Notifications Tab and Final Approve the Medication - they will not have to bring up the Provider Caseload to get to it. I believe this will be in the September promotion.

Substance Allergy table set ups

No Known Medications checkbox coming in future promotion - meaningful use requirement

Charts for growth, vitals, etc. meaningful use requirement

## Clinician Homepage News:

Treatment Plan Templates can be set up for the end user. Ability to enter Problem, Goal, Objective, Intervention with Standard Text - Clinicians will then add or delete to customize to client.

Ability to attach more than one Intervention to an Objective at one time coming back in September release.

# TFC 4th of July Picnic!!!



# Employee Suggestions

## APRIL

**Suggestion:** Not to have department meetings in the big Kitchen at lunch time. Example: A department meeting was held in the big kitchen at noon and the small kitchen was full and several employees had to go back to their offices to eat. I feel that if it is not for a big meeting that the staff departments shouldn't use the big kitchen.

**Response:** We do understand how this can be an inconvenience. With all of the growing consumer groups, employee training & other meetings being covered, the large kitchen in Bldg A. needs to be utilized for now. Please be encouraged to use the large dining area in Bldg. B. We do plan to purchase a microwave for that area as well. This will allow you to have a place to heat your food, as well as sit down & eat. There is a 2<sup>nd</sup> small eating area for you to use in Bldg B. as well.

**Suggestion:** The company should look into maybe opening a daycare over in TFC (since there is plenty of room). This would be for employees only. I believe many of my peers would really like the idea.

**Response:** It's agreed that this is a good idea. Unfortunately, there is a liability involved, as well as licensing, statutes & funds to open the daycare. Our Healthy Start program was recently moved to Bldg. B. last month, so space is also limited.

## MAY

**Suggestion:** We should have an annual softball/soccer/football/basketball (any of those) tournament staff vs. staff. Bldg A vs. CSU and RC or however. Bring us all closer. Teamwork!

**Response:** Agreed! We would like to table this idea until Jessica Boles returns from maternity leave in September. The feeling is that the months of February through April would be a good time of

**Suggestion:** An employee of the month should be highly recognized. The Employee of the Month will be presented with, 1. EOM parking spot. 2. CBHC Polo Shirt. 3. Free meal of their choice. 4. Photo added to the employee wall of appreciation. At the end of the year, the 12 EOM's will be: 1. Given a gift certificate. 2. Taken out for dinner. Advantage: 1. People like to be recognized. 2. Wearing a CBHC polo is a positive image. 3. Motivate staff to maintain a positive attitude.

**Response:** Currently, EOM does receive a gift card for a restaurant, as well as recognition on the company bulletin board & Monthly Highlights. We are seeking EOM parking signs for a parking space of their own. We would also like to recognize them at the company Holiday Party as well. A group picture will be taken & hung up for display.

**Suggestion:** All consumers admitted to the CSU should have wristbands like they have at the hospital, that confirm their name, and any other pertinent information. This will let staff who are doing Q15's to confirm new clients even when they aren't in their rooms. It will also help reduce med errors and confirm identity prior to discharge.

**Response:** Good idea. Will be reviewed in the CSU Leadership Meeting.

# Employee Suggestions

## JUNE

Suggestion: Have consumers bring their own razors & grooming items (Recovery).

Response: Possible contraband issue & a safety issue. Although, it can be reviewed by Crisis leadership for a decision.

Suggestion: We could use a small chart rack on wheels at Recovery. Always have many charts to move around. Dr. has to keep them on the bed. A lot more convenient & professional to be desk side & easier than carrying.

Response: A chart rack is being brought over. Good idea.

## JULY

Suggestion: Voluntary furlough days instead of layoffs.

Response: This idea is being discussed.

Suggestion: Caffeine free diet sodas in the vending machines.

Response: This can be done, no problem. Note: The soda machine in Bldg. A was relocated to Bldg. B.

## AUGUST

Suggestion: An addition to the May suggestion about recipes. A CBHC Cookbook to sell to staff/ consumers/community. Similar to the church cookbooks. It's a lot of fun to put together & then sell. Profits are good on these. I myself have called Renee to get a recipe for one of her salads I wanted over the weekend.

Response: This is a good idea, however, we will need to table this until early next year. There has been some discussion about creating & selling these at the Summer Ball as well. Upon Jessica Boles return, we could also have Dietary submit their most popular recipes in the Monthly Highlights.

Suggestion: Please... have the Dietary staff wear hairnets/beard nets. I found a hair in the bottom of my salad - after I was almost done!

Response: The Dietary staff do wear hairnets. A reminder will be given to Dietary, just in case. In addition: A glass sneeze-guard is provided at the salad bar station to prevent hair & germs from getting into the food. We do have staff that bend their head underneath the sneeze-guard, as they've expressed the glass is in the way of their reach & view. This will allow hair to get into the food.

Suggestion: I find it rude when co-workers speak their language in front of their peers!

Response: We will request that staff be considerate in front of other staff. We also know that some of our consumers can be negatively affected when staff speak their native language in front of them. Our staff speak a variety of languages, that is an agency strength and the Golden Rule should always apply to how that is used.

# EMPLOYEE NEWS, KUDOS & CONGRATULATIONS

- ★ *Congrats to Jessica Martell...she has been certified as a CBHT – Certified Behavioral Health Technician*
- ★ *Bonnie Baker has accepted our offer to become the permanent CSU nurse manager. Bonnie has been our charge nurse on the busy evening shift for over four years. Twice now in the last year Bonnie responded to my request to temporarily cover the critical nurse manager position. Bonnie covered these duties well and showed she has outstanding organizational abilities. I share with many of her coworkers that Bonnie will contribute greatly to the success of CBHC as CSU nurse manager. Please give her your support.*
- ★ *Children's OP would like to thank Maintenance for a superb job moving six offices, belongings, phones, and computers*
- ★ *Congrats to Molly Emery on the birth of her baby boy – Graham Davis Emery on 9-13-11*
- ★ *The Maintenance department not only keeps the buildings looking good, but can be counted on to get rid of snakes, this morning we had a small rattle snake at the door at med service, and the maintenance staff quickly came to action and removed the snake keeping us all safe.-Thank you!*

## Welcome New Hires to CBHC

Start Date	Last Name	First Name	Title	Department
9/9/2011	Fraley	William	IT Manager	Admin
9/12/2011	Carroll Jr	Steven	BHT	CSU

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

**CHARLOTTE**



Behavioral Health Care

# Staff Celebrating Years of Service

## HAPPY ANNIVERSARY!



Start Date	Last Name	First Name	Department
10/8/2009	Reed	Jennifer	OP
10/9/2006	Rosemond	Hermann	CSU
10/12/1999	Ulrich	Linda	Med Records
10/12/2007	Brown	Mitzi	CSU
10/12/2009	Sciarratta	Sheri	Admin
10/12/2009	Morrison	Linda	SA
10/20/2006	Clavey	Barbara	OP
10/23/2000	McCurdy	Michelle Lynn	TFC
10/29/2008	Kelmar	Mary	CSU
10/31/2005	Boulette	Linda	MHC

## HAPPY BIRTHDAY!!!

Last Name	First Name	Birth Month	Birth Day	Department
Rosemond	Hermann	October	4	CSU
D'Agostino	Victoria	October	6	Admin
O'Flaherty	Brian	October	8	Dietary
Taylor	Lynda	October	10	Recovery
Smith	Kathy	October	12	TFC
Walker	Phillip	October	15	Maint
Powell	Patricia	October	17	Dietary
Mullen	Karen	October	19	CSU
Newell	Shamequa	October	19	Dietary
Engel	Katie	October	24	Admin
Gentry	Christina	October	25	Med Records
Gonzales	Kathleen	October	27	Med Records
Reynolds	Richard	October	28	CSU



# *Restoring Hope...*

September 26, 2011

This is a story about Carla (not real name), who has remained clean and sober, more than a year after completing the Recovery Center Residential Program. Carla is considered a person with “co-occurring” illnesses. Her mental health diagnosis, in fact, was so severe and “chronic”, that she was on the FACT Team. The FACT Team is a community based program that provides intensive case management to persons that have the severest forms of mental illness. Often, individuals like Carla qualify for FACT Team because of high rates of relapse and repeat hospitalizations.

Carla entered the RC Residential program in June 2010. Her history involved not being able to stay clean from drugs and recently losing her child to DCF custody. Carla’s stay at the Recovery Center was very turbulent, largely due her psychiatric symptoms not being stable. Although, Carla was staying clean at the Recovery Center, her paranoia made it hard for Carla to have positive interactions with both staff and peers. She was regularly accusing other residents or staff of doing something to her that was not true. Meantime, Carla continued to work with the doctor on getting her medications right and with other staff on skill building and trust. Gradually, Carla was beginning to relax and trust others more. Further, Carla latched on to the evening 12 step groups that NA and AA sponsor daily at the RC. Carla eventually was able to complete the Residential Program. On discharge, Carla was still, often guarded and suspicious. However, she expressed determination to stay clean and sober.

Today, fifteen months later, Carla not only remains sober and clean, but she regained custody of her child. Despite her serious mental health disorder and drug problem, Carla completed all requirements that the DCF and the court had for her to show that she was a capable mother. Carla is known to occasionally call the RC staff to thank them and report on her progress. This is how we know she is doing well.

Don Reimer, CSU/RC Director



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Funded in part through contracts with Florida Department of Children and Families, Charlotte County Board of Commissioners, United Way, Fred Lang Foundation, various grants and gifts.



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