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A newsletter for and about
AltaPointe Health Systems employees

Changes in healthcare landscape require shifting focus to self-awareness

Over the last two years, we have used this space to tout our new name, praise staff members for unselfish responses to emergencies and discuss why we see ourselves at AltaPointe as forward thinking. In light of the political and social environment in which we live today, it is time for us to shift our focus to one of a more critical self-analysis.

Individuals who possess both strengths and weaknesses comprise every organization. It is vital that we do not become complacent because of our strengths. We must evolve and become more flexible in our thinking as the world of healthcare transforms around us.

Let us look realistically at how changes in private insurance, national healthcare and mental health parity may make an impact on AltaPointe's delivery of care. For instance, mental health parity will increase benefits for mental health services. In turn, if we do not put ourselves in a position to take advantage of increased mental health coverage, it may disrupt the balance of services and reimbursement that support the public system.

As the healthcare landscape alters, these major elements will work to change the way we deliver services and create obstacles that we may never have had to consider.

In response to the fast pace of change in our industry, and in our society, we cannot act with yesterday's logic. We know we cannot control the future, but we can control our attitudes and actions.

We must ask the right questions. If we focus on becoming more self-aware, we will find the right answers even if we must look down new paths to find them.

Emphasis on 'Five-Star' continues in 2010

Five-Star Customer Service (5SCS) activities at AltaPointe will increase in 2010.

The AltaPraise employee recognition program will begin highlighting staff members who receive "AltaPraises" in January.

- 5SCS will announce the first "AltaPointe Stars" and publicly acknowledge these employees in staff meetings, on the website, and in AltaPointe publications.

- The new staff 5SCS training schedule will be announced before the end of 2009.

These two-hour sessions will train new staff members who did not receive 5SCS training in 2009.

- More than 20 "secret shoppers" will make it possible to expand the staff positions evaluated on customer service performance.

- AHS staff members are encouraged to participate in 5SCS initiatives. Go to AltaPointe.org to learn more about 5SCS.

Referral program rewards staff members for successful hires

In June, AltaPointe launched a referral program to encourage staff members to refer friends to the human resource department where they will apply for open positions. Ten AHS staff members have earned a bonus of PTO hours for successfully referring friends or neighbors who are now AHS employees.

The "thank you" is a bonus of up to 10 PTO hours per referral: five hours at the time of hire and five hours at the six-month anniversary of the referral's successful employment.

The criteria are:

- Referral applies to full-time openings.
- Staff member's name must be on the referral's job application in order to qualify. Telephone referrals will not be considered.
- Applicants may use only one AHS employee's name as a referral per application.
- The staff member referring a new employee must not have any written warnings during the first six months of a referral's employment in order to receive the second installment of PTO.

Staff members may refer as many people as they choose for any open positions posted online at AltaPointe.org/careers.

"Unless you have 100% customer satisfaction...you must improve."

Horst Schulz

What's all the noise about at PHP?

Walk into Lakefront on any weekday morning and you will likely hear lots of noise coming from the ARS Partial Hospitalization (PHP) training room. That noise is the laughter of 16 consumers having fun along with their instructor. That laughter is “music” to the ears of David Beech, ARS director.

“For four hours every day we hear them cutting up and having a great time,” said Beech, whose office is down the hall from the training room. “Tamiaka Martin has done an incredible job turning the PHP program around.”



The Partial Hospitalization Program staff includes, standing from left, Tammy White, behavioral aide; Brandi Williams, behavioral specialist; Wanda Robinson, behavioral aide; and seated, from left: Renarda Carson, LPN; and Tamiaka Martin, coordinator. Gale Sellers, LPN, and Patricia Noonan, CRNP, were not available for the photograph.

Beech named Martin interim PHP coordinator in December 2008. Since April 2009, Lakefront residents' PHP class attendance has jumped from 25 percent to 100 percent.

Designing an interactive curriculum

With Beech's blessing, Martin set out to design a curriculum that would succeed in engaging the consumers in learning. “There had to be a different and creative topic every day,” she explained. “I knew we needed something more interactive.”

“The goal of PHP is to keep consumers out of the hospital and to teach them the skills they need to move back into the community or to a more independent group home. All PHP consumers have been discharged from a psychiatric hospital and still may have some symptoms, but they are not a danger,” Patricia Sullivan, ARS assistant director, said. “The average length of stay in PHP is three months.”

After researching the Alabama PHP standards that require teaching coping skills, recovery strategies, stress management, relapse prevention and medication management, she created syllabi for 240 different subjects to teach within a 12-week cycle. Plans are in the works to expand the cycle to 16 weeks.

“Tamiaka has taken the content and information and made it fun for consumers to learn,” Sullivan said. “Now they want to go to PHP, and they want to stay until they're ready to leave.”

PHP: A real team effort

Sullivan says Martin's leadership and style energizes each staff member with each one contributing to a full team effort.

Brandi Williams, the PHP behavioral specialist, teaches two, 60-minute groups each day. Renarda Carson or Gale Sellers, PHP LPN's, teach one class per day aimed at medications, compliance or stress management; Tammy White or Wanda Robinson, PHP behavioral aides, teach one recreational class per day. Martin also teaches in the rotation. Patricia Noonan, CRNP, rounds at Lakefront each morning checking on each resident's well being.

PHP requires consumers to attend group sessions, but with the interaction and fun, attendance is not a problem.

Williams says “Dancing as a Coping Skill” is one class that brings a lot of laughter. “I can't dance, so the consumers may laugh at me when I lead the Slide,” she said. “Laughter is a key to happiness, and we laugh a lot.”

Other titles include Tic-Tac Medicine, Insight I BINGO, Stinking Thinking, Crossing the Bridge, and Cleaning as a Coping Skill. Martin said the consumers' favorite is BINGO, but the role-playing called for in the “Talk Show Host” shows how seriously they take the classes.

A staff member plays the host while the consumers play the roles of an expert guest. Usually, the “guest” will have made bad choices such as not taking prescribed medications. “They take their roles seriously,” Martin said. “After the role playing, we discuss how to reach their goals by making good choices.”

Documentation key to measuring improvement

Martin stresses the importance of documenting each consumer's progress. “Staff members must explain each group's goal and describe each consumer's movement toward that goal,” she said. “The staff members eagerly meet the documentation standards.”

“Our number one job is to help consumers reach their maximum potential,” Martin said. “We are doing them a disservice if we don't do that.”

'09 Benefits Fairs provide 'interactive' info to staff

The 2009 Benefits Fairs were the most successful yet, according to **Cindy Martin**, human resource specialist and coordinator of the event. Approximately 250 staff members visited the six fairs to learn more about benefits offered by AltaPointe.

Each AltaPointe vendor attended two of the fairs and many provided health assessments such as blood pressure and blood sugar screenings. Possibly the most enlightening display included a hand sanitation screening, Martin said.



Ed McGaughey gives a thumbs-up as he enjoys a back massage from a Blue Cliff College student.



Perry Tan rubs the pumpkin for good luck as he enters the grand prize drawing.



The highlight of the fairs was the drawing for a grand prize. Gwen Mose, adult residential services assistant coordinator, won the trip voucher from Springdale Travel. Springdale will coordinate a trip for Gwen to just about anywhere in the world, though she has not indicated where she would go. Renarda Carson, an ARS LPN, won a 19" flat screen LCD TV and DVD combo offered by MetLife.



Joyce Barber, right, smiles as she has her blood pressure checked by a Infirmary Health Systems nurse.



Beverly Bryant tests her hand-washing skills under the light at the hand sanitation screening provided by Infirmary Health Systems.



Annual art exhibit draws 100 attendees

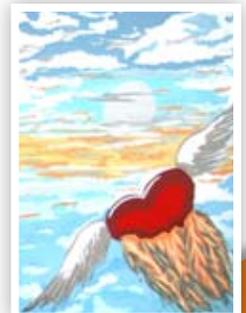
The Second Annual Hope of Recovery Art Exhibit drew more than 100 art lovers on Sunday afternoon Sept. 27 at the AltaPointe Adult Outpatient Services-West Mobile office. Sixty consumers created the art as part of their drug and alcohol addiction therapy. Thirty-seven pieces of art were purchased with all proceeds going to the artists.

"We often are reminded of the destruction addiction causes in the lives of people who suffer from substance dependence, their families and the community as a whole," said **Brandie Johnson**, ALC, AHS substance abuse therapist. "Our substance abuse programs host this art exhibit each year to raise awareness that there is hope after addiction."

"Hope of Recovery" is held each September as part of National Recovery Month.



At left, self portraits by consumers in the Specialized Women's Program displayed at the exhibit. Below, "Overwhelmed," and at right, "Healing" were two of the popular pieces at Hope of Recovery.



People & Positions at the Pointe

Human Resources reports the following new employees joined AltaPointe between August 1 and November 16:

Residential Division

Adult Residential Services — Burtonwood/Behavioral Aide: **Charee Calland**; Gardenia/Behavioral Aide: **Abe Gilchrist**, **Patricia Moore**; Lakefront/Behavioral Aide-Therapeutic: **Shimeka Brown**; Rosewood/Behavioral Aide: **Geneva Ponds**; Safehaven/Behavioral Aide: **Ingrid Hines**; Assistant Nurse Manager/Medical Houses: **Oltea Munteanu**

Inpatient Division

BayPointe — Behavioral Aide Acute/ABS Unit: **Undra Dinkins**; Behavioral Aide Acute/AEU — **Lateshia Broadnax** and **Toni Richard**; Behavioral Aide Acute/Residential — **Iquitta Grays**, **Hasanati Jackson**, **Sherri McIntosh**, **James Moore**, **Dominique Perry**, **Erica Webb**, **Erica White**; Recreational Specialist Acute/ABS Unit — **William Johnson, Jr.**

Tiffany Rush, LGSW, is the new social work coordinator of BayPointe Hospital. Rush earned her bachelor and master's degrees from the University of Alabama School of Social Work.



Tiffany Rush



Dr. James Hart

Mobile Infirmery Medical Center — Psychiatric Services: **James Hart, DO**
Dr. James "Jim" Hart

joined AltaPointe in October 2009 and is currently working on the inpatient psychiatry unit at Mobile Infirmery Medical Center. Hart is originally from Ringgold, Ga., and has an undergraduate degree in engineering from Texas

A&M University as well as an MBA from Baylor University. After working with General Motors as a project manager for several years, he graduated from the Lake Erie College of Osteopathic Medicine and completed his psychiatry residency at Northeastern Ohio Universities College of Medicine.

Outpatient Division

Children's Outpatient Services — Assessment Therapist/Bishop Lane: **Mykim Nguyen**; Therapist/Transitional Age-Lott Road: **Chantel Crum**

Adult Outpatient Services — Therapist /ACT Team: **Ann Bethea**; ID Case Manager/Gordon Smith: **Jennifer Thomas**; Substance Abuse Therapist/West Mobile: **Ronald Henderson**



LaKeisha Watson

LaKeisha Watson, MD, a Mobile native, has joined AltaPointe and is working at Adult Outpatient Services-Gordon Smith in psychiatric services. She recently returned home after completing a fellowship in child and adolescent psychiatry in Columbia, SC, at the University of South Carolina/Palmetto Health. She trained in general psychiatry at Loyola University Medical Center in Chicago, completed a transitional-year residency at the University of Tennessee, Chattanooga, and finished her medical training at Wright State University in Dayton, Ohio. Watson graduated with honors from the University of Alabama at Birmingham where she received her bachelor's degree.

Administration & Operations

Administration — Accounting & Finance/Accounts Receivables: **Tina Thompson**; Information Systems/Document Scanning Professional: **Angela Eddlemon**, **Kimberly Williams**; Information Systems/Avatar Support Professional: **Eva Jones**

Moves

Alicia Johnson has moved from PATH case manager to Adult Outpatient-Zeigler where she assists ZOP nurses.

Promotions *continued on page 7*

Health & Safety Subcommittee plans company-wide safety campaign

The AltaPointe Health Systems Health and Safety Committee has established a work group to organize a company-wide safety campaign in response to a Joint Commission sentinel alert.

Bill Hamilton, ARS Coordinator, started a successful safety campaign last year with AHS Adult Residential Services. "We will use what we learned from ARS (Always Remember Safety) and BayPointe (Safe At The Bay) safety campaigns to design and implement the company wide campaign," Hamilton said. "You can expect more information about this in the next newsletter."

Bravo! Bravo!

Rebecca Stephens and **Shannon McGee** each have earned Associate Licensed Counselor (ALC) approval. Stephens and McGee are therapists at AHS Adult Outpatient-Zeigler

Michael Goldman, MA, LMFT, coordinator of the AltaPointe Community Counseling Center of Washington County, presented “Discovering How to Change in Modern Society” to members of the Child Advocacy Center of Clarke, Washington and Choctaw counties on Nov. 18.

Michelle Krulewicz-Dees, AOP-GS coordinator for ACT and Bridge, presented an overview about AltaPointe’s ACT program at the State Department ACT annual meeting. The Alabama Department of Mental Health invited Dees to speak on the innovative ways that AltaPointe ACT teams meet the needs of a mixed rural/urban community, and on its discharge criteria and staff training methods.



The Southern Public Relations Federation (SPRF) recognized outstanding work in public relations during its Lantern Awards ceremony held Oct. 6 in Tupelo, Miss. AltaPointe won an Award of Merit for its *AltaNews* employee newsletter. **Carol Mann**, APR, director of public relations, is the editor of *AltaNews*. Pixallure Design, LLC, designs the newsletter.

Beth Blair, LPC, AOP-GS coordinator; **Stephanie Gatlin**, LPC, COP assistant coordinator; and **Janet Langley**, LPC, Adult Outpatient-Zeigler coordinator, presented “Therapy for the Therapist: Dialectical Behavior Therapy and Counselor Burnout Strategies” at the Chi Sigma Iota Annual Speakers’ Conference 2009 on Nov. 4. CSI Upsilon Sigma Alpha Chapter and the University of South Alabama, Professional Studies Department hosted the conference.

This fall the Alabama State Geriatric Coalition elected **Julia Bass**, coordinator for AHS Adult Senior Services, as its secretary. The coalition brings together professionals and caregivers who have concerns about the geriatric population.

Two Mobile County public schools invited AltaPointe to participate in Parenting Day on Oct. 15. **Rita Brown**, Project Achieve therapist and coordinator, and **Kathy McMaken**, LCSW and AHS Community Outreach Manager, spoke with parents whose children attend the Mobile County Continuous Learning Center (CLC), a special school for behaviorally and academically challenged high school students.

Rose Skanes, assistant coordinator for AHS Intellectual Disabilities Case Management, along with the ID case management team, attended the Augusta Evans Parenting Day to talk to parents about AHS programs for people with intellectual disabilities. Augusta Evans is the school system’s only facility dedicated to teaching students with severe intellectual and/or medical disabilities.

We want to talk about your achievements in AltaNews, too.

Send your submission via email to cmann@altapointe.org or type and submit through inner office mail.



FIVE STAR Customer Service SPOTLIGHT



Rose Skanes

Rose Skanes, ID coordinator, recently received a compliment from a fellow staff member for consistently being responsive to requests for information or other types of assistance.

“What a great job she is doing. She and I meet regularly each month to make sure we are on ‘the same page’ regarding pending services, service changes, and documentation sharing. Rose always responds in a timely fashion, follows up to make sure appropriate action is taken and is extremely knowledgeable and competent.”

Everyone needs a little ‘AltaPraise’

Do you know a staff member whose customer service stands out like a star?

You can recognize them by submitting an AltaPraise card online at AltaPointe.org or cards are available at each AHS location. Send someone an AltaPraise today!



AltaPraise is a Five-Star Customer Service program

Call 662-7317 for more information.

Program Progress

Adult Outpatient Services

New GED program

Zeigler Adult Outpatient (ZOP) Rehabilitation Day Treatment began a GED and adult basic education program this fall. The program graduated its first consumer Dec. 18. ZOP staff members are screening applicants for the program.

Labor Day Picnic

More than 70 Adult Outpatient-West Mobile Intensive Day Treatment consumers and eight staff members celebrated Labor Day with a picnic at Municipal Park on Friday, Sept. 4. The staff grilled hot dogs and organized games for the group, awarding prizes for the winners.

“The picnic was a great opportunity to do something extra for our consumers that we knew they would enjoy,” said **Jennifer Strickland**, team leader. “We like to reward them for their hard work and great participation in day treatment.

Other AOP staff members helping with the picnic included Strickland; **Janet Langley**, AOP coordinator; **Alefyah Husain**, day treatment therapist; **Ingrid Johnson** and **Ykenna Wilkerson**, day treatment behavioral aides; and **Zela Crabtree**, day treatment behavioral specialist. Also assisting were two ARS behavioral aids, **Debra Walcott**, Burtonwood; and **Patricia Jackson**, Three Notch.

Greek Festival field trip

ZOP continued a tradition that began in 2006 when both ARS and AOP staff accompanied 31 day-treatment consumers to the Greek Festival in November. Consumers enjoyed eating Greek food, shopping, listening to music, touring the Greek Orthodox Church and learning about the Greek faith. Staff members attending with consumers included **Debra Walcott**, ARS behavioral aide, and **Tina Frank**, ARS behavioral specialist, Burtonwood; **Patricia Jackson**, ARS behavioral specialist, Three Notch, and **Ingrid A. Johnson** and **Ykenna Wilkerson**, day treatment behavioral aides.

Dual Graduation

More than 40 AHS Dual Program consumers attended a graduation party Sept. 29 honoring four consumers that have graduated from the program, three consumers that have reached one year of

sobriety, and 21 others that moved into new phases of the program. These four individuals completed all program requirements and have been sober for more than two years.

“Addiction is a long hard road to travel,” said Rachel Campbell, coordinator of the Dual Program. “The staff wanted to encourage each of those consumers on this day, trying to make a difference in their lives.”

Campbell gave a special thanks to the Dual Program staff members “who make this program the best.” Adult outpatient services staff members included **Jennifer Strickland**, **Rebecca Stevens**, **Brandon O’Banner**, **Shannon McGee**, **Alefyah Husain**, **Perry Tan** and **Melissa Agerton**.

Adult Residential Services (ARS)

Management Retreat

Twenty ARS managers and leaders reflected on their 2009 accomplishments, set 2010 goals and made contingency plans to meet community needs at the division’s management retreat Nov. 13. These annual retreats help ARS move forward, achieve goals and ultimately help ARS consumers. **David Beech**, ARS director, and **Patricia Sullivan** and **Robert Carlock**, ARS assistant directors, made presentations on “Workplace Communication,” “Employee Motivation,” “Adult Learning Techniques,” and

Continued on Page 7



Robert Carlock teaches during the Adult Residential Services management retreat in November.



NAMI hosts picnic for consumers and AHS staff

The National Alliance for Mental Illness (NAMI) Mobile Chapter hosted its annual picnic in recognition of Mental Illness Awareness week on Oct. 7. Some of the AltaPointe ARS staff members attending the event at Municipal Park include, from left, **Contrice Powell, Talicia Holcombe, Gwen Mose, Rosita Moore, Brandi Williams, Dorn Frazer,** and **Alberta Abrams. Tuerk Schlesinger, CEO,** center, visits with the staff members.

Program Progress *continued from page 6*

“Dealing with an Increasingly Symptomatic Population.”

“The training was beneficial for both new and seasoned supervisors,” **Bill Hamilton**, ARS coordinator, said. “It will help us be more efficient and proficient as managers of Alabama’s biggest and best adult residential group home system.”

Children’s Outpatient Services Occupational Health Fair

Olivia Nettles, AHS Children’s Outpatient Services clinical director, and Ingrid Hartman, COP coordinator, participated in the

Occupational Health Fair sponsored by the Mobile Area Chamber of Commerce on Nov. 12 and 13. Hundreds of high school students from public and private schools in Mobile and Baldwin counties took part in the event at Mobile Civic Center Expo Hall.

Students followed “patients” from the scene of a mock collision through an emergency call and then on to a series of exhibits that a patient would likely see if admitted to a hospital. Nettles and Hartman assumed the roles of a patient and counselor discussing resources for continued care.

Promotions *Continued from page 4*

Adult Outpatient Services Director **Megan Griggs** has announced several promotions within the AOP program. **Beth Blair** and **Janet Langley** have been promoted to assistant directors. **Rachel Campbell** is now coordinator over all AltaPointe Adult Outpatient Rehab Day programs, Intensive Day Treatment programs and Co-Occurring programs. **Michelle Krulewicz-Dees** is now the coordinator of ACT, Bridge and the Jail Diversion programs. **Jasmine Taylor** is now team leader for the ACT Team. **Jennifer Strickland** is now Bridge Team Leader. **Ellen Lambert**, AHS Assessment coordinator, is the new supervisor for Adult Outpatient-Gordon Smith case managers, outpatient therapists and care coordinators in addition to her current job responsibilities. **Sherri Crane** is now a coordinator, supervising the AHS Adult Outpatient programs at AOP-Zeigler and the Community Counseling Center of South Mobile County.



Beth Blair



Janet Langley



Michelle Krulewicz-Dees



Jasmine Taylor



Jennifer Strickland



Ellen Lambert



Sherri Crane



Rachel Campbell



AltaPointe 'home page' gets new look

Check out the newly redesigned home page for AltaPointe.org. You will also find everything you ever wanted to know about Five-Star Customer Service and its AltaPraise program by clicking on the AltaPraise icon on the home page.



A newsletter for and about
AltaPointe Health Systems employees

Five-Star Customer Service training is a 'wrap'

More than 235 AltaPointe behavioral aides, specialists and other staff members attended Five-Star Customer Service training classes this September. AHS psychiatrists, CRNPs and USA medical residents completed this second wave of training with an overview session on Oct. 15. More than 600 AHS staff members have completed the classes since the beginning of the first wave of training in April.

AHS will begin offering quarterly 5SCS training sessions for new staff members. Trainers will present a two-hour session to new employees and others who did not receive training during April or September 2009.

The following staff members served as trainers for the September classes: **Joyce Cureton, Paulette Foster, Ingrid Hartman, Monica Jones, Janet Langley, Carol Mann, Kathy McMaken, and Deanna Morgan.**



AltaPointe psychiatrists and University of South Alabama psychiatric residents listen intently as Mary White, Five-Star Customer Service trainer, gives an overview at AOP-GS in October.

Think about this...

Busy

Once upon a time, a very strong woodcutter asked for a job from a timber merchant, and he got it. The pay was really good and so were the work conditions. For those reasons, the woodcutter was determined to do his best.

His boss gave him an axe and showed him the area where he was to work.

The first day, the woodcutter felled 18 trees.

"Congratulations," the boss said. "Keep up the good work!"

Highly motivated for the boss's words, the woodcutter tried harder the next day, but cut only 15 trees. The third day he tried even harder, but could cut only 10 trees. Day after day, he cut fewer and fewer trees.

"I must be losing my strength," the woodcutter thought. He went to the boss and apologized, saying that he could not understand what was going on.

"When was the last time you sharpened your axe?" the boss asked.

"Sharpen? I had no time to sharpen my axe. I have been very busy trying to cut trees..."

Source: Stephen Covey, *7 Habits of Highly Effective People*

New Year's Resolutions that will bring peace and productivity

1. Take a 10-30 minute walk every day.
2. Sit in silence for at least 10 minutes each day. Buy a lock if you have to.
3. Get enough sleep.
4. Watch more movies, play more games and read more books than you did in 2009.
5. Spend more time with people over the age of 70 and under the age of 6.
6. Eat more food that grows on trees and plants; eat less food manufactured in plants.
7. Make at least three people smile each day.
8. Clear clutter from your house, your car, your desk; let new energy flow.
9. Don't waste precious energy on gossip, the past, negative thoughts or things you cannot control.
10. Eat breakfast like a king, lunch like a prince and dinner like a college kid with a maxed-out charge card.

May your troubles be less, your blessings be more; and may nothing but happiness come through your door.

Have A Happy New Year!!!!!!

Source: Anonymous