

Inside Advantage



Dear Advantage Family:

The project to occupy 240 Mitchell Bridge is moving forward, slowly but surely. The Admin team has made two more site visits to do space planning. In addition, we have developed an operating cost for the new building that we will use when securing financing and producing the budget.

Laurie and I met with Judge Sweat and the Justice and Mental Health Collaboration team at the Courthouse on July 20 to share our experience and information from the visit to San Antonio. We will move forward with this project whether or not a grant can be secured.

Our Board continues to grow and change. Tuesday, Ms. Denise Putman of Walton County and Rev. Reginald Hunter of Madison County joined us for the first time. Sometime during the next two months, Joe Chapman, Sheriff of Walton County and Larry Magers of Clarke County will become newly sworn-in members. For a complete listing of Board members, go to our website.

The 2016 Advantage Strategic Plan has been approved by the Board. You can find it in the employee portal under CQI/Organizational Plans.

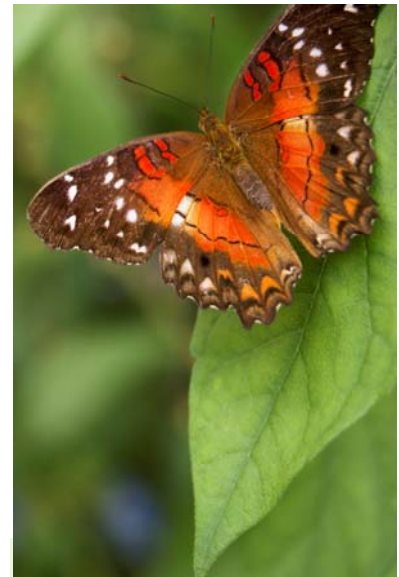
You are all doing a great job every day, but we cannot take our eye off of what will happen to our reimbursement later this year. Please **MAKE SURE** that no client is seen without authorization and charts are complete and accurate.

For as long as most can remember, DD CQI activities and audits were conducted and reported up through DD Senior Management, but had not gone through Corporate CQI and then up to the Board. Rosalind Parks, Interim DD Director, and Janice Callaway, CQI Director, are working together to bring DD quality reporting into the central stream of information that goes to the Board.

I am grateful for all you do!!

Until next time,

August 2015



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SPECIAL DATES OF INTEREST:

Monday, August 10th

1:30 p.m. - Open Executive Management Team Meeting

Tuesday, August 25th

4:00 p.m. - Community Service Board Meeting - Training Room at North Avenue

Monday, August 31st

Wear your jeans and Advantage T-shirt day!

To Review or Not to Review...that is only one of the questions.....

Over the next months, it will become evident that a new way of reviewing services has been implemented by the new GA Collaborate ASO. In the past, APS (for Behavioral Health) and Delmarva (for Intellectual/Developmental Disabilities) were the primary reviewers for the determination of quality services. Now, a new division of DBHDD will be guiding efforts to determine quality. There will be more emphasis on the process and outcomes of providing services—with interviews of clients, family members, and staff; pre-onsite activities, such as electronic record access for reviewers; onsite observations of activities/services being provided; program integrity review of policies, procedures, staffing, supervision; review of critical incidents; etc. All of these efforts will support a goal of quality for the overall outcomes of Recovery, Independence, and Resiliency.

One of the key features of the review process will be a consideration of six Focused Outcome Areas related to quality management for our clients: Health, Safety, Rights, Choice, Community, and Person-Centered Practices.

Health: Help ensure individuals/families are being supported to experience the best possible health. Individuals/families are provided education and information to manage their own health. Provider and/or provider staff (e.g., therapist, CSI worker) and help coordinate health related supports and services when needed.

Safety: Help ensure individuals/families are aware of unsafe situations or have awareness skills in all environments. Provider staff is aware of safety concerns and protocols. Provider advocates and helps coordinate supports and services in all environments to help ensure safety when needed.

Rights: Individuals/families feel they are being respected by others, and are treated with dignity. Individuals/families are exercising rights that matter most. Rights restrictions are not occurring without explicit understanding and consent from the person. Opportunities to help support/educate people about their rights are utilized.

Choice: Individuals/families are involved in all choices regarding their life. Individuals/families are provided with the necessary information to make informed choices. The individuals'/families' choices and preferences are respected by others.

Community: Individuals/families are participating in their communities according to their preferences, and as other citizens in the community participate. Individuals/families are being supported to maintain or develop valued social roles in the community.

Person-Centered Practices: Individuals/families interests, preferences, and life goals are continuously solicited. Individuals/families are involved in the development, design, review, and re-design of ongoing treatment and recovery plans. Provider and provider staff understands person-centered practices. Individuals/families are realizing their goals.

Over the next months, Advantage will be considering the following questions with you:

What are individuals/clients expecting for each focused outcome area?

What practices are expected of and training needed for providers and staff?

What documentation is required to demonstrate our efforts?

On January 1, 2016, our reimbursement will change from the traditional state contract to a **fee-for-service** model. For many years, we've contracted with the state to provide services. At the beginning of every new year, we got a cash advance from the state to start the contract. Each month after that, we received one twelfth of the total award each month. In our case, it's about \$900,000 a



month. In January, we will not receive an advance nor will we receive a contract for the full year that would provide the automatic one-twelfth payment. Instead we will be reimbursed by the state for the service we provide to state contracted clients, shortly after we provide it, just like Medicaid or commercial insurance billing.

What does this mean to our organization? It means that with the process improvements we put into place with the MTM project, we should have been able to build up cash reserves to replace what would have been given to us by the State in the form of an advance and/or an automatic monthly payment and we should have become more efficient in service delivery, thus improving access. Unfortunately we have not done either in a significant way. We are generating the same or less revenue than the year before, yet our staff count is the same. We have been tracking our failed claims over the past year or so to determine what we would have generated in a fee for service environment and the bad news is this— If we were in the live fee for service environment, we would have lost a quarter of a million dollars due to failed claims! We are not being dramatic; we only want you to understand that we **must ensure that we get paid for every single service we provide right now**. How can we do that? We can do this by being personally (and as a team) responsible for ensuring that there are **NO failed claims**.

The reasons our claims fail:

No authorization • Document not signed timely • Expired MICP • When updating the MICP, services were left off

These are all things that can be controlled by you. Our **Call-to-Action** is for you to ensure that all of the services you provide are reimbursed. Do not provide any service without an authorization and sign your notes on time. Your time is valuable, the service you provide is needed. We can do this. We must do this. The time is now. **Set a goal to have NO failed claims by September.**



Lastly, we want to thank you for the improvements that have been made. The loss trend started out at one million dollars, so we are getting better. Our no show rate has significantly reduced and we are exceeding the state standard. Likewise, access to service is slightly below the standard but trending in the right direction. Again, thank you. We are grateful for your service to our clients.

A handwritten signature in blue ink that reads "O. J. Booker".

O. J. Booker, CEO

A handwritten signature in black ink that reads "Sherrie Maxwell".

Sherrie Maxwell, COO



The 6th Annual Afternoon Tea with “Friends” is scheduled for Saturday, August 15, 2015 from 11am-2pm at the Bowman Community Center in Bowman, Georgia. Tickets will be \$25 to include lunch and entertainment....a visit with Elvis! Advantage

staff is invited to volunteer with this event by serving on the planning committee, setting a table, assisting with décor, serving the day of the event and purchasing and/or selling tickets



Sandy Creek Park has been reserved for the annual Advantage Employee Appreciation Picnic **Friday, September 25, 2015!**

If you are interested in serving on the 2015 picnic planning committee or have ideas, please contact Tammy Dalton at 706-389-6789 ext. 1306 or by email at tdalton@advantagebhs.org Looking forward to hearing from you!

The 7th Annual Cruise In & Children’s Carnival is slated for Sunday, October 18, 2015 at the Varsity in Athens. Bring out the show vehicles to include classics, hot rods, rat rods, trucks, bikes, etc. The Children’s Carnival offers a variety of kid games, prizes, costume contests, and trunk of treating. We welcome Advantage employee volunteers for input, planning, and implementing this event.



Advantage programs that have client made items to sale to the public are highly encouraged to come out to vend at all FOA events and sale your wares!

Contact Tammy Dalton at 706-389-6789 ext. 1306 or email tdalton@advantagebhs.org with your interests or questions.

Take Time To Recognize Those Around You

All Advantage staff is invited to take a minute to recognize those around you that are proving exceptional customer service within their assigned job duties with Advantage Kudos cards.

GEM Nomination Forms are available on the website for those who are providing exceptional customer service within Advantage and are Going the Extra Mile or above and beyond their assigned job duties. Email your nominations to tdalton@advantagebhs.org by the 10th of each month.

Quarterly Team Awards are given on a quarterly basis. 2nd Quarter April-June nominations are due by June 17, 2015, 3rd Quarter nominations are due by September 16, 2015, and 4th Quarter nominations are due by December 16, 2015. Please feel free to email tdalton@advantagebhs.org the details in how your team has exceeded in setting and reaching goals that result in better service delivery and an improved bottom line for their program and the agency. This award is accompanied by the Advantage Traveling Banner that will be housed at the winning program site until the next award season.

Thrilling FUNdraising Opportunity!

There has been a clever suggestion that Friends of Advantage host a Flash Mob to Thriller simultaneously in each of the counties! This fun activity has been slated for October and can serve as a fundraiser, as well as bring about awareness of Advantage and how we serve the communities. If you are interested in volunteering on the planning committee, assisting in your county with organization, or participating in the dance itself, please contact Tammy Dalton at 706-389-6789 ext. 1306 or email her at tdalton@advantagebhs.org. As always, your suggestions and feedback are welcome!



"Going Above and Beyond Award"



We hear many things at Women's Services ITP program, but the one thing I hear consistently from the clients is that they can depend on Julie Byrum. Julie is the first person clients ask for when they have a question or need and she is eager to assist with every request because she sincerely desires to see each client succeed. In truth, she wants to see everyone at Women's Services ITP succeed...including an intern like me!

I participated and completed the new employee orientation, but it was Julie who navigated me through Carelogic at Women's Services ITP. She shared her desk with me while I waited for an office of my own. She never avoided my phone calls after hours with questions about Carelogic or a client. Julie is the person I bounce counseling ideas off of and I still call her after hours with questions! I am not sure if her responsibilities include training new counseling staff and interns but she has fulfilled that role gracefully without complaining or hesitation.

Julie's after and before hours work applies to clients too. She arrived at 6 AM one morning to help a client pack and make sure she boarded the appropriate transportation to her new transitional recovery program. Julie will also take the time to help a client pack their belongings (even their personal item LOL) to move around the corner to the six-month program at Women's Services.

Julie's commitment to the clients and the program is a one reason why women's services ITP is being noticed. Clients are praising the program in family drug court and judges hear it! For these reasons and many others, I nominate Julie Byrum for the "Going Above and Beyond Award."

Julie Byrum is the core of the ITP program at Women's Services. She is caring, dependable, and patient. The ITP Program has undergone a great deal of changes in recent months and she has adapted beautifully. She is eager to offer up ideas to make the program better. She recently implemented the family night program at ITP. Because of Julie, family members and friends can now participate in family education and visitation with their loved ones in ITP. She put together the curriculum herself and works late on Monday evenings to facilitate the family group. Clients in ITP are grateful for Julie's tireless hard work and are constantly complementing and thanking her for her service. No one is more deserving of this award.



Policy and Procedure Pearls

The following policies have been reviewed and/or modified and uploaded to the Intranet.

100.260 Information Dissemination

This policy outlines various flows and lines of communication for the organization, including dissemination of information via meetings, minutes, newsletters, broadcasts, etc.

900.135 Clinical Record Review—Behavioral Health

This policy outlines the general process for internal documentation review for behavioral health providers and programs by the Utilization Review Specialists. It creates the structure for categorizing providers according to compliance with documentation performance indicators and outlines the schedule for review. Review tools are found on the Intranet under CQI Forms Audit Forms.

200.190 Psychiatric Advance Directives

This policy outlines the organization's support of agent-driven (e.g., Georgia Durable Power of Attorney for Health Care) or instructional (e.g., Wellness Recovery Action Plan-WRAP) advance directives with our clients and residents. It provides an overview of the types of advance directives and general principles for use with individuals.

100.280 Employee Conflict of Interest

This policy addresses the boundaries and expectations of employment with regard to concurrent employment with other entities and referrals to such. The Employee Conflict of Interest statement is signed at the beginning of employment, with changes to outside employment status, and updated annually.

700.100 Emergency Services—24 hour availability

This policy was updated to reflect current procedures and use of the Georgia Crisis and Access Line.

500.104 Clinical Records: Subpoenas, Court Orders, and Production of Records

Although there were substantive changes in formatting, the limited change in content was related predominantly to clarification of processes.

Advantage CARES Customer Service Prize Drawing Winners Are....

Congratulations to Luree Ware Melinda Bedoya, and Karla Coco as the July Advantage CARES Customer Service prize drawing winners!

The Service Fort was our July Advantage Customer Service sponsor, donating Atlanta Braves Tickets for each of our three winners.

Don't miss your opportunity on the last working day of next month, Monday, August 31, 2015 to wear your Advantage t-shirt and

help us keep a heightened focus on customer service throughout our agency. Email me at tdalton@advantagebhs.org to let me know you have your shirt on and your name will be put in the drawing.

NOTE: This is also the only **Advantage approved Jean Day**, so you may wear your jeans as long as they are not holey, ripped, ragged, frayed, etc... Good luck!



Post-exposure prophylaxis antiretroviral medicines must be taken within 3 days of possible exposure to HIV to try to reduce the chance of becoming HIV-positive.



ADVANTAGE August Birthdays! celebration time!

1st	Sheila Smith	19th	Minnie Chamblee James Parker Katie Stroud
2nd	Elaine Dowdy	20th	Sandra Grimes Shannon Sallee
3rd	Debra Shreve	23rd	Eva Haley Chelsea Johnson
4th	Hether Pierce	24th	Connie Hamley
5th	Lisa Galm	25th	James Reid
6th	Mary Miller	27th	Nicholas Anderson Emmalee Owens
7th	Lenita Peters	28th	Jennifer Barnett-Ade
8th	Joyce Swint	29th	Larry Hardman Penny Leazer Patsy Sailors-Matthew
9th	Sandra Moore Sandra Morse	30th	Takesha Smith
11th	Krista McWhorter Gwyneth Shanks		
12th	Teresa Evans		
15th	Rosalind Parks		
16th	Frederic Steele		



*Happy
Anniversary*

ADVANTAGE Staff!

1st	Jasmine Alexander Annie Arnold Genese Baker Cynthia Burton Carol Dillard Ashleigh Hall Tochuku Ikedionwu Crystal Ingram Melinda Lightfoot Elaine Moss Susan Shadix Mary Stowers	10th	Danny Maxwell
3rd	Louise Shivers	14th	Linda Fleeman
7th	Sibyl Henderson	16th	Diana Brown Helen Kabat Michael Paktinat Mattie Scott-Walker Catreda Smith Shannon Tale Rebecca White
		17th	Daniel Caneda
		18th	Barbara Cokeley Joanna Cruz Lynna Vallier