

**Special points of interest:**

- CEO Message
- CARF News
- Safety Chat

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— Where Health Meets Hope —

# INSIDE ADVANTAGE

## News from the Chief Executive Officer

### A New Direction in Georgia

One year ago, DBHDD wrested control of Gateway CSB from its Board, appointed an interim CEO and fired the Board Chair. Gateway had no cash on hand, significant debt, delayed payment to creditors and their fiscal records were improper. Their ability to provide services was in jeopardy.



Thanks to the past and present diligence of our Board and staff, we have none of these worries. What Gateway did cause, however, will affect us tremendously now and in the near future.

In February, SB 349 was enacted, giving DBHDD a good bit more control over the CSBs and giving more power to the Commissioner. It was the Governor's

way to create more accountability and oversight. Then, on April 10, DBHDD announced a plan to redesign the public safety net.

A year from now, Grant-In-Aid payment will be replaced with fee-for-service. We will have to meet new standards, including key performance indicators, or KPIs. In redesign parlance, we will become a Comprehensive Community Provider (CCP), which means we must deliver an essential core benefit package with designated specialty services. CSBs will be the only providers to receive DBHDD State funding.

Long story short, this means that over the next year we will strive to improve access to care and productivity, understand our costs and move further toward data driven decision making.

I know we can do this together, and I'm up for the challenge. I hope y'all will join me!



### Advantage Cares - Going the Extra Mile Award

**"Annette Redd** works at the Residential site in Greene County known as Elm Street where three gentlemen are housed. Staff are scheduled around the clock to train and assist with their residential needs. Annette is one of the staff who works with them during the overnight shifts. On more than one occasion during the inclement weather season this year, she offered extended services to insure coverage at the home. Never did she call to ask another staff to put them-

selves in harms way, or say she needed to go home, nor did she complain that she always seems to be the staff there when bad weather comes. Instead, she said, "Oh well, no problem. It's not about me; it's about these men who need to be taken care of." Annette kept the men engaged in their scheduled chores, entertained by engaging them in cooking; cleaning, board games and doing creative activities during their confinement."

**We agree—Annette DOES Go The Extra Mile!**

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**Check out the newly designed [ADVANTAGEBHS.ORG](http://ADVANTAGEBHS.ORG)!**

# CARF News Update

*Elizabeth Stewart, Quality Improvement*

CARF surveyors are very interested in the health and safety of everyone; our clients, our staff, and our visitors. They may ask questions about the following:

What are some ways in which ABHS provides a healthy and safe environment?

- We believe that safety is everyone's responsibility so while we have Safety Coordinators who oversee certain areas such as evacuations and some site inspections, we all are on the lookout for opportunities to keep our environment safe and we can all take actions if necessary to maintain safety (putting a knife away if it is out in the kitchen for example).
- We receive initial and on-going training about working with clients who may present as angry, agitated, or escalating with emotion. It is a 2 day training called Safety Care.
- We receive training on work place violence so we can know how to anticipate situations.
- We can make suggestions to our supervisors about things we think will increase safety.
- Our Risk Manager works with the Site Managers to ensure corrective action plans are carried out when there is an incident which put staff and/or clients in potential danger so we can ensure that type of incident doesn't occur again.

What are concerns that have been identified in your area and how have they been addressed?

- Concerns should be addressed in staff meetings so that everyone knows how to handle any given situation.
- Provide an example of a concern and how everyone knows what to do about it.

Describe what you would do if a fire broke out in your break room.

- Sound the alarm.
- Call 911
- If you are near your essential items: keys, wallet, cell phone, grab them and evacuate according to your plan. Your plan should include how to check that everyone is out of the building.
- Exit and close all doors.
- Check for any medical needs.

Describe what you would do if in the middle of the work day, you see a client on ABHS property with a gun. The client is acting normally and calm.

- Contact the Site Supervisor so you can decide together on the best way to proceed.
- The individual might have a permit to carry a weapon, so determine who is most appropriate to talk in private with the individual and let them know that weapons are not permitted on ABHS property so he/she will need to remove the gun from the premises.
- If the client is disruptive and poses a threat, police should be called immediately. If the client is disruptive but not an immediate threat, staff should direct the client to leave the site while using Safety-Care protocol.
- See policy #300.120 for additional scenarios

What would you do if a client appeared to be having a heart attack while in your presence (whether in the client's home or at a clinic or other ABHS site)?

- Call 911 to request an ambulance.
- Find a physician or RN or LPN to provide assistance.
- Gather other individuals to other area if in the waiting room and if possible.
- Notify emergency contact.

What would you do if you are talking to a client who starts to get angry and you are not sure if they are going to hit you or someone else?

- Remain calm.
- Use your Safety Care training. This includes the following: Use a positive tone and moderate volume. Ensure your posture is non-threatening. Move slowly. Avoid power struggles. Move others away from the area. Remove potential weapons. Try to figure out what the person wants. Reinforce appropriate behavior. Call for assistance if needed.

Where specifically would you go if you need to evacuate? What would do with clients who were with you?

- You should have a specific site where you will go if you need to leave.
- Clients should accompany you.

Continued on next page

How do you **report** when something happens like a client slips and needs minor first aid administered?

- Take care of the client!
- Complete the first side of the Incident Report and give it to your supervisor by the end of your shift.
- Let your supervisor know if you or others involved need debriefing.
- Email it to [incidents@advantagebhs.org](mailto:incidents@advantagebhs.org)
- The Risk Manager is Debbie Loftiss and she receives all the incident reports.

What should supervisors do after the above incident occurs?

- Complete the 2<sup>nd</sup> page and email it to [incidents@advantagebhs.org](mailto:incidents@advantagebhs.org).
- Discuss the incident in a staff meeting so that there can be a discussion about the best way to handle the situation. It may be that the situation was handled the best way!
- Send the meeting minutes to the Risk Manager so she can keep track of how the incident was followed up on.

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#### SAFETY CHAT

##### Quick tip from the Creator of Safety Care Training: **Catch Them Being Good!**

"**Catch them being good**" is so much more than just a catchy phrase. It is a philosophy for life. So many people spend their lives noticing all the things that are going wrong around them and what the individuals in their lives are not doing as well. While we admit that staff in the Human Services world do a relatively good job of reframing the things they say away from always mentioning the bad, it is critical that we reframe what we spend our time and energies thinking about as well. How many of you have sat in on meetings where the treatment team spends hours and brainstorms all the ways we are going to counteract the things that an individual is doing that are "bad" or "problematic?" All of the things or times when the individual is doing well rarely enter into the conversation.

If you are already adopting the **Catch 'em Bein' Good** procedure as part of treatment plans and individualized programs, you are doing a good job of inserting instructions for the use of this procedure, but are you building it into the culture of your setting or of your community? Are you spending some time catching those who do an excellent job catching others being good? I doubt it. The problem is that many people in the world are still seeing this as a trick to be used when there are problems and not a culture-altering philosophy that has the potential to change the world one social circle at a time. Yes, it is **THAT** powerful. Those of you who know me already know this phrase and its infinite truth: *You get what you pay for. Pay more for bad, get more bad. Pay more for good, get more good.*

So, we are starting out with a strategy that you are all already familiar with from your Safety Care training. For those of you that aren't, I am sure I can squeeze in a description of how to do it.... Wait a sec... The more important question is why are you STILL not using Safety Care?!?! Anyhow, I am emphasizing this procedure strategy skill Philosophy For Life (YES!) because it is a critical piece of the puzzle that, I find, is not being used to full advantage.

- 1) Notice something good happening in the world around you. This could be something somebody is doing on their own, for someone else. It could simply be the absence of a problem behavior or increased cooperativeness in someone who is usually a bit difficult.
- 2) TELL THEM THAT YOU NOTICED. If you are not used to doing this, it will feel awkward at first, but given time, it becomes as natural as breathing....
- 3) Follow that up with some little extra spunk or spark. Don't just say "Good job doing X!" Provide a little something extra, whether it be more of your time, sharing the wonderfulness with other people (aka - telling on them to others IN A GOOD WAY!).
- 4) Don't waste any time noticing the bad things that the people around you are doing. Remember, you get more of what you pay for!

**If you are already using this "tool." Move toward a culture... My suggestions for how you get there:**

- 1) Whenever you have a down moment (or find yourself bored, in between activities or tasks, letting your mind wander, etc.) go find someone who you can tell what a wonderful job they are doing using a skill or being kind to another or simply finding something to occupy themselves.
- 2) DON'T JUST USE THIS AT WORK!
- 3) I can't say this enough, especially if you find yourself in a supervisory role, spend some time catching those that are catching others being good. We get more of what we spend more time on. If you spend more time giving staff feedback on how bad they are at praising, you get more bad praising. If you spend more time, however, on reinforcing and praising staff who do an excellent job of using this skill throughout their daily lives, you will get more active praise and reinforcement that is not specifically crafted into a program
- 4) Praise shouldn't be the ONLY way you catch others being good. Keep a pocket full of goodness and share it with the people in your life. When you notice someone doing something nice, tell them how great what they did was and follow it up with another perk... I could be following through on a favor you were asked for, giving them a piece of gum, a firm handshake, or just sitting down and chatting for a few minutes.
- 5) Use this skill all the time and watch your outlook on the world and its troubles change. You will find that you are happier, the people around you are happier to see you and want to do more to make you happy and it creates an unending spiral of wonderfulness.

Still skeptical, make a concerted effort to live this way for two weeks. At the end of that two weeks, stop and take stock of what those weeks have been like. If things haven't changed for the better, call me.... I want to hear your story!

# CELEBRATE ADVANTAGE - JUNE 2014

## BIRTHDAYS

<b>2nd</b>	Melissa Hoffman Phyllis Willingham	<b>19th</b>	Deborah Bryant
<b>3rd</b>	Toni Hendrix	<b>20th</b>	Kathy Bennett
<b>5th</b>	Margie Browning Cheryl Fleming	<b>22nd</b>	Gerald Martinez Tamika Wilcox
<b>8th</b>	Sylvia Godlas Glenda Johnson	<b>23rd</b>	Melissa Ashmore
<b>9th</b>	Anne Bourbonnais	<b>25th</b>	Joanna Cruz
<b>11th</b>	Andrew Nelson	<b>27th</b>	Cynthia Burton
<b>13th</b>	Vickie Kilgore	<b>29th</b>	Kelly Mendiola Steven Webb
<b>17th</b>	Cheryl Guzman	<b>30th</b>	David Martin Ladontric Walton
<b>18th</b>	Kenneth Morrison		

## Welcome to the following employees who joined our ABHS Team in May 2014!

**Toryi Adams**, GRO Industries, Residential Supervisor  
**Ashley Brightwell**, Medical Assistance Program, Medical Assistant  
**Debra Cain**, Unlimited Services, Client Support Worker  
**Audra Collins**, Unlimited Services, Client Support Worker  
**Josephine Davis**, Women Services, Client Support Worker  
**Tiny Dunston**, Crisis Stabilization Unit, Registered Nurse  
**Emily Gundlach**, Jackson County Clinic, Operations Manager  
**Jennifer Haley**, Billing Department, Billing Technician  
**Sandra Hall**, Women Services, Client Support Worker  
**David Harris**, Athens-Clarke County Clinic, Operations Manager  
**Kathryn Hubbard**, Women Services, Client Support Worker  
**Katerrell Barnes-Keenan**, Women Services, Client Support Worker  
**Prashikshya Karki**, Crisis Stabilization Unit, Intern  
**Timothy McLeod**, Clinical Services, Intern  
**Nicholle Redd**, ACT/CST, Vocational Rehab Specialist  
**Frederick Sewell**, Jackson Creative, Provider  
**Gwendell Sewell**, Jackson Creative, Provider  
**Lorrie Shaw**, Elbert Developmental Disabilities, Residential Supervisor  
**Christy Short**, Billing Department, Billing Technician  
**Patricia Smith**, Barrow County Clinic, Clinician  
**Takesha Smith**, Fine Finish, Client Support Worker  
**Robert Stephens, MD**, Alcohol & Other Drug Services, Physician

## ANNIVERSARIES

### June 1st

Ella Parrot - 19 yrs.  
Patricia Gay - 10 yrs.  
Angela Clark - 9 yrs.  
Penny Leazer - 7 yrs.  
Susie Richardson - 5 yrs.  
Barbara Geter - 4 yrs.  
Linda Jones - 4 yrs.  
Cathy Arrington - 3 yrs.  
Katherine Manning - 3 yrs.  
Sherrie Maxwell - 2 yrs.  
Jendera Smith - 2 yrs.

### June 2nd

Robert Shapiro - 6 yrs.

### June 3rd

Patricia Arnold - 12 yrs.  
Phillip Costa - 1 yr.

### June 17th

Barbara Reed - 18 yrs.  
Louella Gorham - 1 yr.  
Natania Jarrad - 1 yr.  
Wendy Rowland - 1 yr.

### June 18th

Sabrina Faircloth - 2 yrs.  
Gwyneth Shanks - 2 yrs.  
Randy Niederman - 1 yr.

## SPECIAL DATES - JUNE 2014

### **Monday, June 16**

9 am - Executive Management Team Meeting  
1:30 pm - Management Team Meeting  
Miles Street

### **Tuesday, June 24**

4:00 pm - Community Service Board Meeting  
North Avenue, Athens, Georgia

**Building a Stronger Community One Person at a Time**