Looking forward & advancing our organizational goals

Thank you for all of your encouragement during our transition to new leadership, and I ask for your continued support as we advance our organization goals to:

- Increase inpatient census
- Implement an electronic health system
- Construct the new building
- Establish the care coordination center
- Strategically expand clinical services

Together we have accomplished many remarkable things, and I look to Team Menninger for our continued success as we move forward while ensuring we keep a clear focus on providing high-quality patient care and taking care of our employees.

As I had mentioned in early November, I have had several meetings with Drs. Paul Klotman and Wayne Good- man at Baylor College of Medicine. We have had productive discussions about ways we can collaborate, including faculty retention and recruitment, education and research. In addition, they have received a thorough overview of our Outpatient and Education Center and they are in support of our plans. A groundbreaking ceremony is being planned for March 2018.

Within Team Menninger, I am making progress on a listening tour, by visiting as many programs and department groups as I can. It is important that the Executive Team and I have the opportunity to hear how we can smooth the path for your work to help you be more successful in caring for our patients and excelling at our operations. My commitment to you is to be accessible, to be supportive and to create an environment that allows you to do your best work.

Tony Gaglio, CPA, MBA Interim President and CEO

Nursing Earns 4th Pathways to Excellence

A culture of nursing excellence is one of the decades-long hallmarks of Menninger’s quality patient care. For the fourth time, Menninger has received the Pathways to Excellence® designation from the American Nurses Credentialing Center, a subsidiary of the American Nurses Association.

Peer review accolades are among the finest, and this designation indicates that Menninger excels at the six rigorous nursing practice standards.

1. Shared decision making
2. Leadership
3. Safety
4. Quality
5. Well-being
6. Professional development

“Pathways shows nurses at Menninger have a voice beyond nursing at the highest level of our clinical operations and recognizes Menninger as a hospital where nursing flourishes,” explained Jane Mahoney, PhD, RN, PMHCNS-BC, who collaborated with ATP Nurse Manager Jamie Lovelace and Continuing Education and Training Coordinator Michelle Taylor in compiling the extensive application for re-designation. Approximately 18 months of preparation went into the reapplication to substantiate what Menninger nursing does in the six practice standards and supply the evidence to support what we say we do.

Menninger is one of only 140 hospitals to earn the Pathways to Excellence® designation, and it was the first free-standing psychiatric hospital to earn the designation.

Outpatient Services in Bellaire

Following the September 1 acquisition of the outpatient group practice, the Weinberger Clinic, operational systems have been ironed out to integrate with Menninger’s systems. In addition, John O’Neill, EdD, LCSW, LCDC, CSAT, will be starting December 4 as Clinical Director. He will partner with Angela Koreth, MS, LPC-S, Practice Manager, to oversee the services and operations at the Bellaire office, 6565 West Loop South.

Dr. O’Neill is a former Menninger Director of Addictions Services and Program Manager of the Professionals Program.

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The practice’s clinical staff also has expanded with the addition of Alton Bozeman, PsyD, who joined Menninger this fall; and Sherry Grogan, MSN, APRN, PMHNP-BC, who both divide their time between the main campus and Bellaire office. The Bellaire team has introduced itself to Menninger’s inpatient services and, of course, their colleagues in Outpatient Services at the main campus. After the first of the year, referring professionals in Houston will be invited to get to know the assessment, counseling and other services available at both Menninger Outpatient Services locations.

Expansion of Outpatient Services provides more open doorways to people in the community who need mental health services and to Menninger’s growing mental health care system. In next month’s Update, the new hospital-without-walls program will be introduced.

3 Questions with Bella Schanzer, MD

1. What will be your leadership priorities as the Interim Chief of Staff?
   As Interim Chief of Staff, my primary priority will be to rebuild trust and open communication between faculty, staff and administration and work to foster a culture of inclusion and transparency across all levels of Menninger. In addition, I will be working with Mr. Gaglio to ensure financial stewardship and stability to the organization and ensure the long-term health of Menninger.

2. What are some of the highlights from your experiences that have prepared you for this role?
   Prior to moving to Houston, I served as the Chief of Mental Health at the John D. Dingell VAMC in Detroit, MI. In that capacity, I was responsible for a service of 150 FTE of mental health providers and administrative staff who provided the full spectrum of mental health services, from acute inpatient services to long-term residential programs and everything in between. I was ultimately responsible for all aspects of the service, including employee and patient satisfaction, quality of care, fiscal stewardship and access. During my tenure there, I was formally trained in the Toyota LEAN management system, including a strong focus on process and quality improvement techniques.

   I currently serve as the Vice Chair of Clinical Affairs within the Baylor Department of Psychiatry as well as the Medical Director of the Baylor Psychiatry Clinic. In this capacity, I am responsible for the quality of care and revenue generation within the Baylor Psychiatry Clinic.

3. What excites you about having the opportunity to work at The Menninger Clinic?
   I am so excited about the opportunity to work at Menninger! I am truly looking forward to moving back into the complex world of comprehensive mental health care systems and, simultaneously, having the chance to work with some of the best mental health providers in the country. It is truly a dream job!

Celebrating Our Charitable Purpose

On November 28, the Office of Philanthropy celebrated Giving Tuesday—a global day of philanthropy—by thanking the 243 donors who have made gifts or pledges to The Clinic this fiscal year. Contributions to-date total more than $2.2 million and will help provide crucial support for Menninger’s research and training programs.

Staff members spread awareness of philanthropy at Menninger by sharing “#Unselfies” on social media and letting others know why they choose to make charitable gifts to The Clinic. Thank you to all who joined in the spirit of Giving Tuesday and shared your “giving heart” with others.

Please Share Your Input

Every organization requires a system its staff can count on for relevant and timely information that informs the work, the culture and the success of everyone involved. Your input on this short survey will help determine improvements in our system to deliver what you need in the way you want to receive it. Please offer your insight by December 12.

Holidays Perfect Time to Celebrate Service Stars & Season

Eighty-one of our co-workers will be honored for their five, 10, 15 and 20 years of service to Menninger on Thursday, December 7, in the transformed Dining Pavilion. Immediately following the awarding of the service pins will be our holiday reception with festive trimmings and hors d’oeuvres. We look forward to seeing your jolly self at the event.

Visibility High, Thanks to Presenters

In addition to patient care, Menninger provides valuable educational services in varying forms. In the past month, our clinicians have introduced themselves and Menninger in Houston and elsewhere, including:

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• National Public Television series, “Second Opinion”—
  Dr. Jon Stevens discussed OCD with other expert panelists.
• National Public Radio, KUHF, Houston—Dr. Stevens
  shed light on why mass murderers being labeled with a mental
  illness can be inaccurate in an in-depth story.
• Scientific American—Dr. Justin Coffey is quoted in the
  publication’s article about major differences in regulations
  affecting ECT.
• CE workshop: Current Trends in Treating ADHD—
  Dr. Stevens presented on the topic to local therapists.
• Texas Psychological Association annual meeting—
  Dr. J. Coffey presented on Enhancing Outcomes by Integrat-
  ing Psychosocial Interventions in ECT Care.
• Conference on innovations in treatment of intimate
  partner violence survivors, Edmonton, Alberta, Canada—
  Social workers Lynn Griffin and Dallas Adams presented two
  trauma CE presentations.
• Houston Arts Recovery Project for families living in
  Greenspoint shelter since Hurricane Harvey—Senior Art and
  Rehabilitation specialist Kula Moore lead art therapy sessions.
• 26th annual Psychotherapy and Faith Conference jointly
  sponsored by Institute for Spirituality and Health, The
  Menninger Clinic and Baylor College of Medicine—Dr. Mike
  McClam presented on the value of understanding a patient’s
  spiritual relationship to treating psychiatric symptoms.
• Technology, depression and risk of suicide: What is a
  parent to do? Dr. Stevens and Sherry Grogan presented this
  program for the National Charity League in Sugar Land.

Upcoming Events
• December 6—Senior psychologist Dr. Flynn O’Malley
  will share what he’s learned in treating gender dysphoria in
  adolescents and adults on Menninger’s national webinar for
  mental health professionals. Register online.
• December 12—Former patients and family members,
  along with Dr. J. Coffey, will present about patient-centered
  ECT at the national Institute for Healthcare Improvement
  forum on quality health care in Orlando.
• December 18—Family Education Day will involve a
  number of our clinicians whose goal is to help families learn
  about mental health care and support their family member.