Project Val Needs You

How are we doing?
The implementation of Menninger’s new EHR is 100% on schedule and on budget. We have met the first major milestone, the Current State Review, during which we gained a deeper appreciation of the remarkable amount of variation in our processes and work flows today and, in turn, the exciting amount of efficiency we will gain by using the Cerner EHR to standardize and streamline how we do our work.

Developing these Future State Work flows is now the focus of our work. Thank you to the Information Management Steering Committee members who are leading this critical work: Tina Bullard, RN (Clinical Team Lead), Tina Baugh (Technical and Revenue Cycle Team Lead) and Todd Foster (Change Management Lead), as well as to all the individual work group leaders and participants.

More information about this work, the multiple teams leading it and the commitment of support from the Executive Sponsors is contained in the EHR Implementation Charter, which can be found on the Project Val web page on The Link.

Where are we going?
The important work of developing our Future State Work flows involves multiple iterations of designing, building and testing our new EHR. It is engaging work that is being performed at a swift pace. Input from clinicians and front-line staff is critical to ensuring we configure the Cerner EHR in ways that work best for Menninger’s staff and patients.

To this end, the Future State Workflow sessions are open to all staff. The schedule for these Work Group sessions can be found on the Project Val web page on The Link. Check it out, show up, bring your friends and get involved.

More Stories About Patients Experience

Survey Leads to Improved Care
Carol Coates and other nursing staff have made post-discharge follow-up calls to our patients for the past year. Patients have said they appreciate hearing from a caregiver and having the opportunity to share their key aspects about their experience.

Since March 2017, 97% (480) of discharging inpatients have consented to discuss their experience and 82% (408) have participated. That’s a phenomenal rate, said Avni Cirpili, Chief Nursing Officer.

Responses have illuminated inconsistencies in rules, the need for more variety in evening and weekend programming as well as positive attributes, such as correcting their medication for optimal symptom management. Many of these issues have already been addressed by our programs, and our recreational therapists continue to enhance evening and weekend programming.

Outpatient Pharmacy Succeeds
The Outpatient Pharmacy marked its one-year anniversary in March. Its net revenue is $3,000 in the black. Just as important, Director Juanice Colwell, PharmD, MBA, is proud of the improvements it has made in patients’ experience.

Convenience for parents with children, having an established relationship with our pharmacists, being able to send medications home with those who discharge, competitive prices with retail pharmacies and use of insurance are among what their surveys say, Colwell said.

“During the first year, our volume has been higher than expected (nearly 2,000) and we have helped reduce the number of therapeutic absences taken by inpatients,” she added.

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Patients, Teams Appreciate & Depend on Housekeepers

Assigning a housekeeper to our inpatient units and to Pathfinder apartments has given back more than planned. According to managers and to Housekeeping Director Nicolas Valadez, it’s benefitted patients’ experience and improved safety.

Patients appreciate being introduced to the housekeeper responsible. As a part of the team responsible for the milieu, the housekeeper is mindful about safety matters. For example, housekeepers have seen visible items of concern in a patient’s room that they then notify nursing staff about. Nurse managers noted they are grateful.

Valadez says patients leave notes of appreciation for their housekeeper and want to call them by name for brightening their day.

When a patient is allergic to a cleaning solution or they request a special hospital bed, housekeepers provide quick solutions to these daily needs, Valadez said. Likewise, ideas from his staff for improving their work and efficiency are music to Valadez’s ears. “We have a good team and we have strong, respectful communication,” he said.

Centralized Access Point for Patient Care Takes Shape

At The Menninger Clinic we strive on making sure our patients receive the best care, as well as treatment outcomes, by providing access to our programs and services.

As we move forward with the opening of the new Care Coordination Center (CCC), our #1 focus will be to expand access to The Clinic by providing information, resources and a seamless experience for our patients and families.

In February The Menninger Clinic hired Danielle Williams as the Care Coordination Center Manager. Since being hired Danielle has been working on various projects needed to aid in the success of the Center. These projects include defining and implementing:
- Metrics and key performance indicators
- Workflow and scripting
- Scorecards
- Time lines
- Resource binder
- Audit tools

With all of the work going on behind the scenes, Menninger posted its first Care Coordinator (CC) position on March 22. This position is critical in getting our Center up and running for our tentative go live in July.

What Will Your Task Be During Biannual Safety Drill April 3?

Tuesday, April 3, will be Menninger’s biannual safety drill. Wait for the emergency notice on MennAlert to find out the type of drill.

As the incident commander for emergencies, John Gomolka is eager to get the word out about the notices he will be sending. Let him know you received the notices from the MennAlert system by responding to one of the notices as they happen during the course of the drill.

MennAlert uses a staff member’s contact information for work email, work phone, personal phone and personal email to spread the word about an emergency.

“We want to emphasize how to use the MennAlert system, and will be measuring responses,” said Gomolka.

During the drill the Incident Commander Center Committee will be completing the steps necessary for the evolving emergency, based on our documented procedures and actions needed to respond to situations. As always, consult the Red Emergency Manual in your area or the online manual on The Link if you have any questions about what to do.

Second Campus Entrance Planned

Thanks to approval from the Texas Department of Transportation, a second entrance from the frontage road of Main Street will improve access to Menninger. Permits have been

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filed, and work is anticipated to begin this summer, said Facilities Director John Gomolka.

The new entrance will include a deceleration lane and be located closer to the Fiesta shopping area side of the campus. The gated entrance will be reserved for emergencies, and it won’t connect to an existing campus street until additional plans are finalized for building construction.

Social Work Leaders Champion Values & Patient Care

“Social Workers: Leaders. Advocates. Champions” served as an apt theme this year for National Social Work Recognition Month, which ended in March. The Menninger Clinic has 34 social workers, the majority of whom are advanced practice clinicians. There are also five social work trainees—two post-graduate fellows and three advanced graduate students.

Our social work managers have a wide variety of specialties and responsibilities, with training and values serving as common bonds among these professionals.

The social work discipline has made it a goal to increase the number of social workers in leadership positions across the organization. Janice Poplack, Director of Social Work, reports 10 social workers serve as directors, program directors or coordinators of programs and departments in the organization. She says, “As a group, the passion and vision for their departments and The Clinic is inspiring and compelling … These qualities prepare social workers to lead as needed.”

Representing both organizations will be Dr. Walt Menninger, Dr. Bella Schanzer, Dr. Wayne Goodman, Dr. John Oldham, Stephanie Cunningham, Vice President, Menninger Business Development; and Meg Horne, East Coast representative for Business Development.

Other APA News

At the annual Distinguished Fellows Convocation, the annual William C. Menninger Memorial Lecture will be presented by Elinore McCance-Katz, MD, PhD, who is the first Assistant Secretary for Mental Health and Substance Use. She advises the U.S. Health and Human Services Secretary on improving behavioral healthcare in America and leads the Substance Abuse and Mental Health Services Administration.

The lecture is named for Dr. Will Menninger, who was one of Menninger’s cofounders, a Brigadier General in World War II who served as Chief Psychiatric Consultant to the Surgeon General of the Army and one of our organization’s two psychiatrists to serve as president of the APA. The second was Dr. Oldham.

Dr. Michelle Patriquin Receives Investigator Award

The American Society of Clinical Psychopharmacology has selected Michelle Patriquin, PhD, Clinical Outcomes Director, for a New Investigator Award, which will be presented at the Society’s annual meeting May 29-June 1 in Miami Beach. The award is for Dr. Patriquin’s research on sleep problems and suicide.

Research Papers Published

- By performing a systematic review of all current U.S. state legislation related to the provision of electroconvulsive therapy (ECT), Justin Coffey, MD, and colleagues identified a degree of state-by-state variation that is substantial and restricts access to what is an extremely safe and often life-saving medical treatment. (Regulation of Electroconvulsive Therapy A Systematic Review of U.S. State Laws, Journal of ECT, March 18)
- View our contributions to the medical literature by faculty and staff on our website.

Ticket Sales Open to Staff for Annual Luncheon

Menninger faculty and staff are invited to attend Menninger’s 2018 Annual Signature Luncheon at 11:30 am, Thursday, May 3, in the Westin Galleria Hotel’s Galleria Ballroom. This year’s luncheon features actor Sean Astin, whose mother, the late legend--
ary actress Patty Duke, was diagnosed with bipolar disorder. Astin will speak about what it was like living with his mother before her diagnosis in 1982, and how the right treatment and a resilient spirit helped them to move forward as a family.

Discounted staff tickets are available for $40 each. To purchase an employee ticket online, visit the Office of Philanthropy page on The Link, or contact Special Events Manager Charlotte Fostey at 713-275-5617.

Health Fair Growing
Mark your calendars to stop by Menninger’s Health Fair between 1 and 4 pm April 18 in the gym. A growing number of vendors indicates the event will be a must to attend for employees and faculty. Watch The Link for more details.

Already signed on to participate are:
- Snappy Salads
- MedSpring Urgent Care
- MD Anderson
- Smart Financial Credit Union
- Houston Eye Associates
- DermSurgery

By attending you will be eligible for giveaways, including a Ninja blender, designer sunglasses and gym membership.

Menninger Speakers Promoted on Website
When organizations, groups and conferences need a speaker, the Menninger website now offers a list of suggested topics and instructions for who to contact. Help us spread the word to those who may be seeking a speaker, and visit the web page for more information.

Let’s Make a Big Impact at NAMI Walk May 5
To raise Menninger’s visibility in the community and promote mental health awareness, please walk with your colleagues Saturday, May 5, at the annual NAMI Walks Houston.

Past Menninger Teams have totaled more than 75 people plus their family members and some of our patients. Sign up online. Each walker will need a profile page, but if you’ve walked before in this event, type in your user name and password. You may create a fundraising page or make a small donation to NAMI Greater Houston if you’d like.

All Menninger walkers will receive a free T-shirt to wear at the event.

On walk day at Sam Houston Park in downtown Houston, check in will open at 8 am. A short program will begin at 8:30 am, followed by the walk at 9 am.

Professional Burnout Story to Appear in April Magazine
The beautiful Pulse Magazine published by the Texas Medical Center will feature a story about professional burnout in this month’s edition. Watch for the new copies in the stand by the door to our Interfaith Chapel.

Thanks to Robert Albanese, MD, from the Program for Professionals unit, John O’Neill, EdD, LCSW, LCDC, CAS, Clinical Director, Outpatient Services’ Bellaire location, and former patient Robert Loiseau, Houston, for being interviewed for the article.

Calendar of Events
- April 16—Menninger Family Education Day
- April 18—Menninger Health Fair will feature vendors related to personal well-being.
- April 19—Dr. Jon Allen will present “A Personal Approach to Clinical Formulations” for staff at noon. Preregistration is required as seating is limited.
- April 25—Attend the quarterly Town Hall meeting, 3:30 pm, Classrooms.
- May—National Mental Health Awareness Month
- May 6-12—National Nurses and National Hospitals Weeks coincide. Watch your email and The Link for details.