Patrick Kennedy to speak at annual luncheon in May

Former congressman and mental health advocate Patrick J. Kennedy will serve as keynote speaker for Menninger’s 11th Annual Signature Luncheon, to be held May 7, 2020, at the Hilton Houston Post Oak Hotel by the Galleria.

Kennedy is the son of the late Senator Edward “Ted” Kennedy. Continuing his family’s legacy of political leadership, he served for 16 years in the U.S. House of Representatives, where he fought to end discrimination against mental illness, addiction and other brain diseases. He is best known as the lead sponsor of the landmark Mental Health Parity and Addictio Equity Act, which passed with bipartisan support and was signed into law in October 2008 by President George W. Bush.

Kennedy also has been open about his own battle with addiction and bipolar disorder. In 2015, he authored a memoir detailing his personal and family mental health challenges titled A Common Struggle: A Personal Journey Through the Past and Future of Mental Illness and Addiction.

For information about luncheon table sponsorships and single tickets, contact Special Events Manager Charlotte Fostey at 713-275-5617 or cfostey@menninger.edu.

Spotlighting

2 New measures track clinical progress
3 Gathering Place campaign gathering steam
4 Staff news & events calendar
5 Self-care optimizes treatment
5 Nurses heading to APNA
7 BridgeUp at Menninger supports HISD’s expansion for mental health
8 Scenes from record symposium

At Hope’s showcase table September 20, Mike Bennett, at left, chief nursing officer, shares a story with Armando Colombo, new CEO, and Cheryl Buteaux, Hope nurse manager.
New measures tracking significant clinical changes

Quality Council has implemented a new system of measuring our evidence-based care and patient data to monitor clinically significant changes in overall patient care at Menninger.

The measurement system informs Quality Council when our treatment programs are performing well in quality and safety and when a response or change may be needed, said Ed Poa, MD, chief of inpatient services. Reports generated are easier to read and interpret by medical and non-medical staff members, as well as our governing board members.

Dr. Michelle Patriquin and Dr. Poa were heavily involved in revising the measures and reporting to reflect a balanced story about patient safety and quality of care. Dr. Patriquin said the data now compares Menninger data with evidence-based cutoffs and norms. Unit-specific reports and adult and adolescent reports now provide treatment teams and leaders with a clearer picture of patients’ improvements.

The system intentionally separates patient safety, patient satisfaction and treatment outcomes data in order to organize our quality measures into clinically actionable targets, explained Dr. Poa. Using consistent measures, the constructs for adults and adolescents are now the same for all patient populations.

The team that revised the system over six months worked diligently to present the data visually for streamlined interpretation and timely action as necessary. The collaboration involved Research, leading clinicians, Information Technology as well as Quality Council. Data collection on the measures has been integrated into each treatment program’s outcomes group.

Monthly reports are confidential. If interested in learning more, please contact Drs. Poa or Patriquin.

Almost half of staff armed for flu season already

Our flu shot program is already off to a great start with 258 employees out of 554 already in compliance for a 46.57% participation rate. And we’re just getting started!

Tomorrow, October 5, an RN will be making rounds on the units to provide convenient vaccination for our weekend staff members.

The next mass opportunity will be during our Health Fair on October 16th. If those times are not convenient, drop by the Infection Control Lab Monday-Friday, 9 am-5 pm. On evenings and weekends, check with the House Supervisor.

You may also get your flu shot through your primary care doctor, pharmacy or other source. We just need a copy of that record to track compliance and have a copy in Menninger’s files. Forms are located on The Link’s homepage.

To ensure everyone is protected this season, reminder letters will be generated November 16. Flu shots will still be given at Menninger for as long as we have a supply of the vaccine. Let’s stay healthy through the fun autumn and winter months.

For any questions or concerns, feel free to contact Dee Henderson in the Infection Control Lab at 5036 or by email at dhenderson2@menninger.edu.

Watch for quarterly pulse survey

Later this month a link to several key questions from our annual engagement survey will be sent by Energage to all staff members. This will be FY20’s first quarterly pulse survey and will only take a couple minutes of your time to complete. All results are confidential.

Members appreciate receiving CPR training

Nona Fain, PhD, MSHCA, RN, director of The Gathering Place, says members who participated in recent CPR training “loved” getting their certification to help those who may need their help.

Email address simplifies reaching Patient Advocates

An email list called Patient Advocate in Outlook is now available for submitting all advocate concerns. Audrey Voss and Khalila Walker receive these emails. Continue to give patients and families the patient advocate phone number only, 713-275-5035.
Thanks to all the clinicians for an “amazing sprint” out of the gate for patient accounts in Cerner in mid-September. The service enabled division of professional fees for services from room and board charges so families may seek insurance reimbursement – a vital step toward increasing access to Menninger care.

Currently:
- The Finance Team is working hard to audit every patient chart for accurate charges.
- The Clinical Applications Team has provided individual coaching to over 75 staff members on steps to capture charges, setting up favorites for common charges and confirming correct coding.

Lacey Tezino, manager of clinical applications and solutions, asks that if you need further assistance with capturing charges for your services in Cerner, please log a ticket to MyIT and ask for a coach to drop by and help.

The architect’s rendering of the teaching kitchen shows cooking stations where members will learn to prepare meals.

Capital campaign for Gathering Place reaches nearly 70% of goal

Recently, the “Building Better Futures” campaign surpassed the halfway mark of its $769,000 goal, raising $526,000 to date toward capital and programmatic improvements at The Gathering Place (TGP). The quiet phase of the campaign launched just one year ago.

The campaign aims to create spaces and programs that target TGP members’ unique health challenges and expand opportunities to engage in healthy living, continuing education and job readiness. A key campaign project is the construction of a teaching kitchen, where members will learn how to prepare healthy recipes and share meals together. In addition, the gym and computer lab will be expanded, and the reception area and main gathering room will be updated with new finishes and furnishings.

The Office of Philanthropy welcomes the participation of Menninger staff, faculty and board members in the “Building Better Futures” campaign. Gifts of every size will assist in pushing the campaign past the finish line and demonstrating Team Menninger’s commitment to those in our community with serious and persistent mental illnesses.

To make your gift, visit www.menningerclinic.org/donate. For more information about the campaign, contact Jeanette Taylor, assistant development director, at 5173 or jtaylor@menninger.edu.
Welcome aboard

- Himani Patel is a new staff pharmacist.
- Dacia Williams has joined the Professionals Program as a staff nurse.

Transitions

- Victor Medrano has moved into a new role as a float mental health associate from care coordinator. Congratulations on your advancement!
- Catherine Comiskey, LMSW, has been hired as a Menninger 360 clinician after graduating as a social work fellow in August.

Hospital-wide drill planned

On October 17, The Clinic will conduct a hospital-wide safety drill. Be alert for emergency messages that day.

The emergency manual is on The Link and can be used as a resource for how to take action, along with your team’s established procedures.

October 10: World Mental Health Day

October 13-19: During Healthcare Security and Safety Week, the International Association for Healthcare Security & Safety (IAHSS) is proud to celebrate the role of healthcare security and safety professionals in serving healthcare facilities, personnel, patients and visitors. Menninger recognizes the importance of security and safety, as well as the strong commitment, diligence and care its officers display for patients to participate in treatment and for the staff to work.

October 15-19: At the ISSPD 2019 Congress in Vancouver, Canada, Dr. John Oldham is presenting The Dimensions of Personality and a symposium on The ISSPD: Past, Present and Future.

October 16: Make your advance appointment for a free chair massage. Sign up on the Global Drive, Human Resources, Wellness, Massage Schedule.

October 16: Menninger Health Fair, 1-4 pm, gym

October 16: Chris Webb, MRC, CRC, CPRP, MT-BC, will speak with music therapy students at Sam Houston State University about working in the psychiatric field as a music therapist to help them prepare for an internship.

October 18: Menninger is a sponsor of the annual Houston Recovery Initiative Expo and Symposium at Chapelwood United Methodist Church. Six CE hours are available. The keynote presentation will be Exploring Recovery Through Science and Connection by researcher Robert Ashford, MSW. Register at https://traumainformedcaresymposium.eventzilla.net.

October 18: Dr. Curt Peterson is a panelist for the discussion about How Identity Ages, which is open to the public at the Holocaust Museum Houston. Reserve a free seat online.

October 21: Registration is open now for Family Education Day.

October 25: Merit increases for eligible employees will appear on paychecks and automatic deposits.

October 26: Menninger runners will don their Halloween costumes for the Monster Mash 5K Run.

October 30: Quarterly Town Hall meeting for all staff, 3:30 pm, classrooms

Departures

We will miss:
- Beulah Moses, a staff nurse who worked for 16 years at The Clinic.
- Lenton Hymes departed from Office Services October 4.

Best wishes go out to these colleagues as they pursue new opportunities.

Advancement of knowledge

Special journal issues edited by Michelle Patriquin, PhD, and Katrina Rufino, PhD, are now available.
- Suicide in Children and Adolescents (Editors: Rufino & Patriquin): https://www.tandfonline.com/toc/hchc20/48/4?nav=tocList
- Treatment and conceptualization of ASD (Editor: Patriquin): https://guilfordjournals.com/toc/bumc/83/3

Be sure to check out our website for all publications by faculty and staff.
Part 1: Self-care part of quality care’s secret sauce

To provide the best patient care, each member of the clinical team needs to be at the top of their game. Audrey Pyle Voss, notes, “Remember—if you do not take care of yourself first, then you cannot expect to take care of others well.”

Self-care is so vital, that Patient Care Services started a Well-being Council, which aligns with the American Nursing Association’s initiative.

This month, numerous clinicians share techniques that work for them. Chances are we could all use more well-being, and together we can support each other in doing that. Gain new ideas and inspiration from these co-workers who submitted what works for them.

Paula Judit, BSN, RN, ATP
Some of my personal signals when I need to take a step back: when I become impatient or feel easily agitated. I feel overly fatigued and sluggish. To avoid burnout, I use my time off to go to a gym or hang out with friends and family. I try to travel when I can and visit local places that I enjoy. I keep a gratitude journal at home that I try to record in daily to help me stay positive.

When I’ve reached my limit, I take a step back from the situation. Talking about it with someone has helped, which sometimes allows me to process what I’m going through with a friend or family member. When I’m really exhausted, I focus on self-care by staying at home to watch a movie, playing a video game or learning to cook something homemade.

Michael Panochit, MHA
Usually my red flags for when I need to take a breather or refresh are when my body begins to feel sluggish and lethargic and my thought processes seem cloudy and scattered. I have also recognized that I also become easily irritable. In these cases when I recognize that I am running low on energy and drive, I remind myself of what The Word says in Philippians 4:6-7: Do not be anxious about anything, but in everything by prayer and supplication with thanksgiving let your requests be made known to God. And the peace of God, which surpasses all understanding, will guard your hearts and your minds in Christ Jesus.

In addition, I open my Bible and feed my spirit from The Word and I also blast praise and worship music everywhere I go, whether going to stores, driving in my car or sitting in my home. There is an overwhelming peace that overtakes you when you let go and trust God that His plans are to prosper you and NEVER to harm you. I encourage anyone running dry or low on fuel to give it a shot. The Word says all it takes is a mustard seed of faith.

Mary Oxford, PhD, program director, Pathfinder
My self-care involves lots of luxury baths, walks on the

Continued on page 6

8 nurses presenting at APNA
Congratulations to the eight nurses who will be presenting their work at the national conference of the American Psychiatric Nurses Association October 2-5 in New Orleans.

Poster Presentations
1. Sarah Waterwall, BSN, RN-BC, and Anamaria Shamoun-Grabowski, BSN, RN-BC: Integrating a Holistic Nursing Perspective into Diagnostic Formulations on an Adolescent Comprehensive Diagnostic Inpatient Program
2. Jaime Lovelace, BSN, RN-BC, and Philippa Ashford, MSN, RN-BC: Leading by Example: Utilizing Mindfulness Strategies to Create an Optimal Practice Environment for Psychiatric Nurses
3. Voss and Cheryl Buteaux, MSN, RN-BC: The Nurse-driven Transformation of a Psychiatric Hospital’s Culture of Safety
4. Trang Lieu, BSN, RN, and Jennifer Velasquez, BSN, RN: Reigniting TeamSTEPPS for Patient Safety: Tools for Communication

Podium Presentation
• Audrey Pyle Voss, MSN, CPHQ, RN-BC, and Waterwall: Integrating Whole Health and Human Connection into Safety Planning
bayou, playing with dogs when I get home, making sure to have healthy meals and getting proper sleep every day.

**Audrey Pyle Voss, MSN, DPHQ, RN-BC, Quality Resources**

I fervently believe that self-care is critical for all employees, particularly those working in the mental health care field. Ongoing and candid self-reflection allows me to accurately gauge how I am doing with stress management and prevent burnout. For me, the self-reflection encompasses frequent journaling, including gratitude journaling throughout the week. Additionally, I enjoy exercising after the work day ends to help decompress before heading home. My favorite exercise routines include treadmill walking, playing tennis and taking yoga classes—including the slower-paced yin classes that incorporate essential oils and guided meditation at my gym.

**Dee Henderson, MSN, RN-BC, ICC**

When I feel fatigued by pressures of work or home responsibilities, my favorite re-charging method is to indulge myself in watching movies. I especially like the old classics with actors like Humphrey Bogart, Jimmy Stewart, Barbara Stanwyck and others, but I like many modern movies as well. I watch them at home on my TV, often lying in bed with my kitty, Meg, on my lap. I also like British series that I can find through PBS or through services like Hulu, Netflix and Brit Box. If I really need pure indulgence, there’s no equal to the Great British Bake Off. Just taking a break from thinking about more weighty things allows me to recharge my emotional batteries. As the writer Anne Lamott says, “Almost everything will work again if you unplug it for a few minutes, including you.”

**Laura Waters, BSN, RN, Compass**

I go on walks/runs with my husband prior to my evening shift. It provides me with energy and relaxation I need going into what can be a busy shift. I feed the ducks at the pond, too! (I even have a favorite one named Dark Horse.) I meal prep to make sure I eat healthy snacks and meals, and on this note, I always take my break, which actually helps me complete work faster and sharper!

**Coming next month**

For November Update’s part two in this series about self-care, we’ll look at the capstone project compiled by our resident nurses that will be presented this month at the American Psychiatric Nurses Association annual conference.

**Check out online resources**

Patient Care Services has implemented Healthy Nurse Healthy Nation. This initiative originated with the American Nurses Association. Each month, a different self-care domain/challenge is highlighted.

In October, “Choose Civility” is the monthly challenge. When you sign up, you can take a wellness survey that then gives you an idea of Health Domain areas you may want to focus on. On The Link are instructions for joining, a list of this year’s monthy challenges and the most recent flyer Laura Waters, one of our Compass nurses, put together in support of the September mindfulness challenge.

**Program to explore aging & identity**

How Identity Ages, the next program in Houston Grand Opera’s six-year initiative exploring universal spiritual themes, will be October 10. Menninger’s Curt Peterson, PhD, is a panelist for the discussion, which is being co-presented by the Holocaust Museum Houston. The museum will host the event. Attendance is free. Simply save your seat online at HGO.org/STHS.

The program will be moderated by Carleen Graham, director, Houston Grand Opera. Other panelists will be Matthias Henze, PhD, founding director, Program in Jewish Studies, Rice University, and Juanita Rasmus, co-pastor, St. John’s United Methodist Church.
Menninger joins Houston ISD to expand students’ access to mental health

Houston Independent School District (HISD) launched a new mental health and wellness initiative on September 13. Jon Stevens, MD, MPH, chief of Outpatient Services and Child and Adolescent Psychiatry, joined Grenita Lathan, interim superintendent, and others on the stage for the formal announcement.

Through this new program, hundreds of students at 15 high-need elementary, middle and high school campuses will have access to enhanced mental health services. School personnel will be trained in trauma, crisis, abuse and suicide prevention. As a partner in the initiative, Bridge Up at Menninger will provide training to school behavioral health specialists, social workers, wrap-around specialists and possibly parents.

Megan Kale, MSW, LCSW-S, program director of ATP, will coordinate the district’s training needs with Menninger experts to deliver the sessions. BridgeUp at Menninger helped facilitate this opportunity to reach large numbers of students in our community.

Above: Mallory Mincberg, LPC, staff therapist at the Bellaire clinic, participated in the Strake Jesuit College Preparatory Mental Health Fair.

Upper right: Dr. John Oldham presented the keynote address at the suicide conference in Corpus Christi. The sign carries the Jason Foundation’s message to challenge everyone to raise the national conversation about youth suicide.

Lower right: Chippy Martinez holds the first Italian cream cake that she and Benifredo Reyes made for the Cafe’s patrons.

Dr. Jon Stevens, chief of child and adolescent and outpatient psychiatry, gave formal remarks along with HISD officials and Sewa International. Thanks to Megan Kale, LCSW, ATP program director, and Dr. Stevens for participating in Houston ISD’s mental health and wellness initiative news conference in mid-September.
Final attendance totaled 489 at the September 27 John M. Oldham National Mental Health Symposium on The Problem of Shame.

The six faculty drew rave reviews for their poignant stories, inspiration and best practices for tackling shame, the most debilitating emotion that erodes the self.

Dozens of volunteers assisted to make the event run smoothly at the Norris Conference Centers. “I appreciate all the efforts to welcome, orient, direct, take questions, close doors quietly and make the day go so seamlessly. From the parking garage to the ballroom, there was so much effort to host an incredible event,” said Cynthia Mulder, LCSW, director of continuing education.

Menninger Board Directors attending the symposium included Linda Jones, at left from the governing board, and Nancy Corbet from the philanthropic board.

From left, Armando Colombo, new president and CEO, John Oldham, MD, MS, program chair, Brené Brown, PhD, LMSW, morning keynote presenter, and Cynthia Mulder, LCSW, presenter and director of continuing education.

Mike Bennett, MSN, NE-BC, photobombs staff members getting their group picture taken. The women are, from left, Juanice Colwell, PharmD, MBA, Patricia Daza, PhD, Deb Milford, and Mary Oxford, PhD.