

AltaNews

Volume 3
Spring 2011

A newsletter for and about AltaPointe Health Systems employees

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At the Pointe

Children's Mental Health Awareness Week

May 1-7, 2011
Watch for flyers and notices of events at BayPointe and Children's Outpatient Services.

LifeSouth Blood Drives at AHS

BayPointe:
May 9, Noon to 5 p.m.
LifeSouth mobile unit

Adult Outpatient Services-Gordon Smith:
May 11, 9 a.m. to 4 p.m.
Location to be announced

Schreiber named Star of the Year A SHINING STAR



Turk Schlesinger congratulates Fay Schreiber for being named Star of the Year for 2010.

Editor's note: The first AltaPointe Star of the Year is Adult Outpatient Services Therapist Fairlie "Fay" Schreiber. She stood out to the selection panel for her consistent delivery of professional, knowledgeable and considerate service, among other criteria. Many consumers submitted AltaPraises for Schreiber, whom AltaNews features in the article that follows. Congratulations to Fay Schreiber, the 2010 AltaPointe Star of the Year.

Living a life of service

As a young girl, **Fairlie Schreiber** remembers sitting in the kitchen of her family's Pensacola home listening to the stories told by the poor and homeless people that her mother welcomed in to feed, clothe or hand a little cash. This happened so often that needy Pensacolans placed a sign at the end of her family's driveway with an arrow pointing to the house; they wanted to let other poor people know this was a place for help.

Schreiber's mother, a homemaker, and her father, a banker, took part in or organized any charitable effort they could to help people in the community, and "Fay" always tagged along. The stories she heard from these visitors instilled in her a deep interest in people and empathy for their plight.

Schreiber followed her parents' example and became involved in community outreach, including serving as her church youth group's representative for helping the poor. When she attended Agnes Scott College years later, she knew she wanted to study psychology and pursue a career serving those in need.

After earning a bachelor's degree, she received a mental health grant at Case Western Reserve in Cleveland, Ohio, and later studied at the University of Minnesota, where she married and earned a master's in psychiatric social work. Along the way, she also earned a master's in theology.

After graduation, Schreiber worked as a social worker at the University of Chicago Psychiatric

Hospital psychiatric unit until her first child was born. She moved to Oklahoma and retired from social work for 10 years to focus on being a mother. During that time, she became involved with the civil rights movement and took part in numerous marches and grassroots efforts.

Schreiber continued to participate in marches after she moved to Mobile and began tutoring children in the predominantly-minority Mobile Terrace neighborhood to prepare them for school integration. She also was the "story lady" for the Head Start program in that area where she read books to children.

As busy as she was, she said she still felt the pull to return to work. When her youngest daughter started school, she applied for a part-time position at Mobile Mental Health and quickly switched to full-time.

"I did not pursue any other job; I knew I wanted to help people who needed mental health care but were unable to afford it," Schreiber said. That was 1970.

See 'Star of the Year' on page 6

AHS announces Stars for 2010

AltaPointe's Stars for 2010 were announced Feb. 23 at a special AHS Annual Meeting and AltaPraise rewards and recognition luncheon.

The "stars" were selected from nearly 200 AltaPraises received during fiscal year 2010. A panel of 20 AltaPointe employees from across the continuum reviewed the AltaPraises and voted for the eight staff members who showed the Five-Star qualities of consideration, enthusiasm, flexibility, innovation and steadfastness. The panel nominated one "star" from among the eight as the Star of the Year for 2010 — Fairlie "Fay" Schreiber.

Learn more about the 2010 Stars on page 7.

Notes from Tuerk

AltaPointe shares new ADMH Commissioner's mission

Commissioner **Zelia Baugh** is on a mission to change the behavioral healthcare system in Alabama for the better. In her new role as Alabama's commissioner of mental health, she recently visited AltaPointe and listened attentively as administrators, physicians and staff illustrated how this organization shares her mission and can help her achieve her priorities.

Since she took office, she has said providers must respond more quickly to consumers' needs, that there must be increased access to community mental health programs and that behavioral healthcare providers and community hospitals should collaborate more closely.

AltaPointe has faced these challenges for a long time. We have taken great care to establish standards of protocol by which our Access to Care Department assesses individual needs and determines appropriate services. AltaPointe professionals respond accordingly to emergent, urgent and routine consumer needs in a timely manner and schedule physician appointments for patients as required.

While AltaPointe's Access to Care Department and our centralized approach to admitting patients is an excellent model, we recognize that we must continue to look for ways to improve and create a more encompassing Access Department.

Another of our priorities that coincides with Commissioner Baugh's is increased collaboration with hospitals. We work with area hospitals to make sure their staff members know how to access services for residents of Mobile and Washington counties. AltaPointe interfaces electronically with the Mobile Infirmary Medical Center, Providence Hospital and the USA Hospitals, which allows us to respond quickly with psychiatric consultations.

These accomplishments were of great interest to Commissioner Baugh; however, she seemed most pleased to hear about AltaPointe and Region IV's success with the ADMH Searcy Hospital census reduction. Since the project began in August 2010, the Region IV community mental health centers have surpassed the target census and placed more than 100 the patients in the community.

You will be pleased to know that Commissioner Baugh describes AltaPointe's system in very positive ways. Yet no matter what we have accomplished, we will continue to push forward to find more advanced ways to provide care and to help Commissioner Baugh fulfill her mission.



Tuerk Schlesinger, CEO

Baugh takes office as ADMH commissioner



ADMH Commissioner Zelia Baugh, left, enjoys a light moment with Angela Ferrara, BayPointe Hospital Administrator, and Tuerk Schlesinger, CEO, right, during a tour of BayPointe Feb. 24. Dwight Lacy, director of hospital services, is standing behind Baugh.

Gov. Robert Bentley appointed **Zelia Baugh**, MSW, LCSW, in December 2010 as commissioner for the Alabama Department of Mental Health. Baugh most recently served as administrator of psychiatry at the Center for Psychiatric Medicine at the University of Alabama at Birmingham. Before that, she spent nearly 12 years as administrative director of psychiatry at

who have an intellectual disability. Commissioner Baugh will lead the ADMH work force of more than 2,600 employees with an annual budget of more than \$800 million.

She holds a bachelor of arts degree in political science and sociology from Birmingham-Southern College and a master of social work degree from the University of Alabama in Tuscaloosa.



Dr. William Billett, center left, gives an overview of AltaPointe's hospital consultation service provided to five area hospitals as ADMH Commissioner Zelia Baugh, far right, listens attentively. In this photo, Baugh is meeting with members of the AltaPointe leadership team in the AHS Administrative Board Room prior to touring AHS facilities and meeting other staff members.

Brookwood Medical Center, the largest private provider of inpatient mental healthcare in the state.

Through a network of state operated facilities, community mental health centers and contract providers, the ADMH provides services for more than 110,000 people each year who experience a serious mental illness. The department also serves more than 25,000 people per year in substance recovery treatment programs through contract providers across the state. Additionally, the ADMH provides services for more than 7,000 individuals per year

National Public Radio airs three-part series featuring Community Counseling Center of South Mobile

Media coverage of the mental health effects related to the Gulf Coast oil spill has continued to draw attention to the issues affecting the people of the Gulf region. In the wake of the devastating environmental and economic disaster that began a year ago,



Pam Maumenee, AltaPointe and Project Rebound team leader, with Marisa Peñaloza, right, a producer with National Public Radio (NPR), during an interview in Bayou La Batre last November.

countless individuals and families have come forward to seek help for depression, anxiety, suicidality, domestic violence and sexual assault. During November 2010, National Public Radio (NPR) reporter Debbie Elliott, and producer, Marisa Peñaloza, from its Washington, DC, bureau visited south Mobile County to cover the mental health crisis. NPR aired three stories the following month, which featured interviews with Project Rebound Crisis Team Leader **Pam Maumenee**, therapist; **Tonya Fistein**, counselor; and **Le Carter**, crisis team translator. Stories aired on NPR's "Marketplace," "Morning Edition," and on "All Things Considered." AltaPointe consumers were also interviewed. Visit www.npr.org and search for the following stories:

Vietnamese and Cambodian Immigrants Flounder after Oil Spill:
<http://www.npr.org/2010/12/23/131935432/southeast-asian-refugees-flounder-after-gulf-spill>

BP Spill Psychological Scars Similar to Exxon Valdez:
<http://www.npr.org/2010/12/01/131694848/bp-spill-psychological-scars-similar-to-exxon-valdez>

Oil Well Capped, But Trauma Still Flowing:
<http://www.npr.org/2010/11/29/131667797/bp-oil-well-capped-but-trauma-still-flowing>



*Dear
AltaNews...*

AltaNews writers often hear stories of wonderful events around AltaPointe that simply must be shared. Below are a few examples. Keep those great stories coming our way—we love to promote the life-changing work carried out each day at AHS.

Staff member saves a life...again!

We learned last year that AOP-South Mobile Office Professional **Kisha Turner** and ARS Behavioral Aide **Pamela McConnell** each saved a life by performing the Heimlich maneuver. In February, **Michael Jenkins**, ARS food service controller, saved the life of a cohort resident. The consumer was found by staff to be choking, and Jenkins, who heard about the event as he was leaving work, immediately came to assist. After a number of attempts, Jenkins successfully performed the Heimlich maneuver. The consumer had spent much of the past 30 years in Searcy State Hospital before arriving at AltaPointe last fall. He now thanks the house staff and Jenkins for their quick response and for saving his life.

New clothes, books make consumers proud

The Adult Outpatient Services clothing store and library have clearly enhanced the lives of AHS consumers. Recently, **Davey Chastang**, AOP adult day treatment therapist, wrote that one consumer, who reported that she did not like to read, checked a book out of the library and read it in four days. She reported thoroughly enjoying her new hobby. Additionally, Chastang wrote

that many consumers are proudly sporting their new shirts, pants, jeans and jackets and have been "holding their heads up high" wearing their new clothes. One consumer proudly volunteered to lead morning exercises after acquiring a new track-suit. The team has received donations from as far away as New York, thanks to AOP staff members who keep spreading the word. Keep the donations coming, AHS!

Benefits fairs lead to early intervention, treatment

A BayPointe employee recently wrote **Cindy Martin**, human resource specialist and coordinator of AltaPointe's annual benefits fairs, to thank her for making a huge impact in her life. A female staff member visited the bone scan booth during the fair and learned she had osteopenia, a pre-osteoporosis condition. Her physician was able to administer a new preventative intravenous treatment and schedule routine check-ups to prevent progression of the disease. The staff member wrote that the condition likely would not have been found until after she had suffered substantial bone deterioration because she is far below the recommended age for receiving routine bone scans.

People & Positions at the Pointe

The AHS Human Resources Department reports the following new employees joined AltaPointe from Sept. 22, 2010 to Jan. 31, 2011:



Jarrett Crum

Jarrett Crum, LCSW-PI, has been hired as the EastPointe Hospital Administrator. He is currently working as the BayPointe Assistant Hospital Administrator. EastPointe, AltaPointe's new 66-bed adult psychiatric hospital in Daphne, will open fall 2011. Crum received an undergraduate degree in psychology from the University of Alabama and a master's degree in social work

from the University of Southern Mississippi. A licensed certified social worker (LCSW) and a private independent practitioner (PI), he previously worked for Mobile Infirmiry Medical Center (MIMC) for more than 15 years. During his tenure at MIMC, Crum served as team leader of the psychiatric case management department where he oversaw utilization management, social services/discharge planning and community marketing. He also helped develop the Infirmiry Hospice Care organization and received the Infirmiry Health System "Leader of the Quarter" award. Crum has been an active participant in the Alabama Hospital Association-Psychiatric Constituency and has been nominated as chair-elect of the organization. He enjoys serving as the commissioner of a youth football program on the Eastern Shore, where he resides with his wife and two children.



Richard Monroe

Richard Monroe, LPC, is the BayPointe Hospital Assistant Director. Monroe received his master's degree in counseling from University of South Alabama in 1993. He became a licensed professional counselor in 1997. He has experience in private practice and church-based settings. He was coordinator for the Bay Minette satellite office of Baldwin County Mental Health for three years.

For the past 13 years, Monroe has been the clinical coordinator for the Harbor Partial Hospitalization Program at Thomas Hospital in Fairhope. He helped develop and implement the program for mental illness and chemical dependency populations. Monroe's hobbies and interests include woodworking, backpacking, kayaking and riding his motorcycle.

Administration

Finance – Insurance Clerk: **Kimberly Joseph**; Access to Care – Access Specialists: **Marquesha Chaney, LaTonya Garlington**; Performance Improvement – Nurse: **Valerie Drakeford**.

Adult Outpatient Services Division

Therapist/Gordon Smith: **Sheila Brown**; Therapist OPC/Gordon Smith: **Natashia McCarty**; Pharmacist/South Mobile: **Pamela Patrick**; Office Professional/West Mobile: **Jameca Spears**; Team Leader/South Mobile: **Pamela Maumenee**; Therapist/South Mobile: **Brittany Rice**; Crisis Therapist/South Mobile:

Che'Quita Chaney, Ashauntai Handy, Jean-Paul Ruch, Deanna Williams; Crisis Counselor/South Mobile: **Kimberlyn Barbour, Le Carter, Tammy House, Danny Nguyen, Barbara Smith, Trang Truong**; Case Manager/South Mobile: **LaTisha Chastang**; Therapist/Zeigler: **Michelle Counts**; Admissions Professional/Mobile Infirmiry: **Katie Miller**.

Children's Outpatient Services Division

Therapist: **Jamie Turner**; In-Home Therapist: **Lee Ann McDonald**; Case Manager/Transitional Living: **Susan Boucher**; Behavioral Aide/Transitional Living: **Anika Beamon**; Switchboard Operator: **Marie Armistead**.

Inpatient Division

BayPointe – Pharmacist: **Gwendolyn Stringer**; Therapist LCSW: **Margaret Howard-Barrow**; Therapist, Acute: **Amanda Eck, Jeannine Finley, Amanda Hartgrove, Mallory Hansen, Veronica Perry**; Therapist: **Mallory Hansen**; Therapist Acute: **Jeannine Finly**; Therapist Acute Day Treatment: **Jillian Harvison**; RN Acute: **Lashunda Lassiter**; LPN Acute: **Enide Panier, Rachel Schaffer**; CNA Acute: **Jimel Barney**; Behavioral Aide Acute: **Acho Egbunu, Garret Evans, Quinton Gill, Kristin Grant, Afiya Hooker, Ogagaoghene Ibagere, Keith Johnson, Aminata Kaisam, Carwin Malone, Aesha McNair, Howard Staff, Marcellous Tillman**; Behavioral Specialist Acute/Day Treatment: **Jasper Wilson**; Recreational Specialist Acute: **Xavier Gillam**; Medical Records Assembly/Analysis: **Candi Vail**; Coder: **Linda Farmer**; Admissions Professional: **Ashley Collins**; Unit Clerk: **Tina Sykes**.

Residential Services Division

Behavioral Aide/Burtonwood: **Trevion Johnson**; Behavioral Aide/Countrywood Court: **Kedra Brown, Tasha Kemp, Crystal Morgan, Tasha White**; LPN/Dogwood: **Harriet Clayton, Audrey Weaver**; Behavioral Aide, Therapeutic/Dogwood: **Torie French, Connie Law**; Behavioral Aide/Gardenia: **April Kitt, Tangela Ward**; LPN/Lakefront: **Debra Lett**; Behavioral Aide Therapeutic/Lakefront: **Reshundra Tilley**; LPN/Medical House: **Gary Harris**; RN/Medical House: **Jennifer Gegenheimer**; Behavioral Aide/Old Military: **Annette Smith**; Behavioral Aide/Princess Helen: **Ernest Miller**; Behavioral Aide/Rosewood: **Jessica Bailey, Michelle Hicks, Tasha Kemp, Shantoino Pettaway**; Behavioral Aide/Safhaven: **Annette Smith**; Case Manager/Three Notch: **Elizabeth Wood**; Behavioral Aide/Waverly: **Faye White**; Peer Specialist/Zeigler: **Laurene Bell, Kathleen Burnside, Alvin Callier, Loy Dimoff, Kristina Kapp, Beverly Parker**; Behavioral Aide/Zeigler: **Nicole French, Alvin Pate, Tamika Pettaway, Pamela Sprinkle**.

See 'People' on page 5

Bravo! Bravo!

AltaPointe CEO **J. Tuerk Schlesinger**, MBA, is the president of the Alabama Hospital Association's Southwest Council.



Sandra Parker

AltaPointe Medical Director **Sandra Parker**, MD, has been elected president of the Mobile Bay Psychiatric Association.

Shakeel Raza, MD, psychiatrist at BayPointe, has earned certification in child and adolescent psychiatry from the American Board of Psychiatry and Neurology.



Shakeel Raza



Robert Carlock, assistant director of regional special services, has earned a master's in business administration from Spring Hill College.

Alicia Donoghue, director of human resources, has earned the senior professional human resources (SPHR) certification.

Alicia Donoghue

Ingrid Hartman, LPC, assistant director of access to care, has been made an adjunct instructor at University of South Alabama Department of Psychiatry.



Karen Miller

Karen Miller, access to care specialist, has earned a master's in public administration from the University of Phoenix.

People & Positions at the Pointe *Continued from Page 4*

Promotions

LaGail Bettis, RN, and **Charisse Johnson**, RN, are charge nurses in BayPointe Child and Adolescent Residential Services.

Kara Biggs is now Bridge Team Leader in Adult Outpatient Service's (AOP).



Mary Lee Collins

Mary Lee Collins, MA, LPC, is now assistant coordinator of AOP's Forensics and Jail Diversion.

Dorshell Ferrell, RN, is now assistant nurse manager of BayPointe Adult Hospital.



Dorshell Ferrell

Stephanie Pope, MA, is now the assistant coordinator of Children's Outpatient Services.



Stephanie Pope

Jennifer Maxey is now the assistant coordinator of AOP's ACT and Bridge teams.

Teresa McMillian is now a consumer needs specialist in the Performance Improvement Department.



Teresa McMillian

Laura Stisher is now ACT Team Leader in AOP.

Think about this...

My Promise to Patients

I will believe in you, because...
If I look at your past mistakes
With disappointment and fear
With hopelessness and defeat
You may live up to that promise.

I will have faith in you
Even though you have sometimes failed
To manage anger and temperament
And taken the path of destruction.

I will hope for you
That, now, you will learn and grow
That you will use what you know
That you will strive to shine.

I will acknowledge you
So that when you look in my eyes
You will know that you are accepted
You will know that you are not judged.

I will respect you
If I don't, what good will I do?
In helping you move from here to there
In nurturing you through regrets
In showing you how to love.

I will believe in you.

*Katherine Rouse, MS
Children's Outpatient Coordinator*

Inspiration for 'My Promise...'

"Working with our clientele is often challenging. As coordinator of Transitional Age Services, I work with young adult patients ages 17 to 21. As professionals, we must remain objective and keep faith in our patients' resiliency as we help them see their own strengths. When one particular patient was struggling with anger from past abuse, I wrote this poem. A further inspiration came from my appreciation for the caring therapists, case managers and other professionals that lovingly lead patients to reach their healthiest potential."

Star of the Year: Schreiber lives life of service to others *Continued from Page 1*



Fay Schreiber holds her "Star" award and smiles after being named 2010 Star of the Year.

Unwavering dedication

Now, more than 40 years later, Schreiber's coworkers say she is still as dedicated and determined to help Mobilians with mental health issues as she was on her first day. At MMH and AltaPointe, Schreiber has served as an outpatient therapist, psychiatric social worker, a crisis counselor, a consultant for the organization and, for more than 30 years, she has worked with sex offenders referred by probation offices.

"Who would want to work with a sex offender?" one may ask," noted **Norris Laurence**, adult outpatient therapist and Schreiber's colleague of 40

years. "Fay would. She treats everyone with respect and accepts all people in a non-judgmental way. If anyone deserves to be named the star of the year, it is certainly Fay."

Julie Bellcase, AltaPointe Chief Operating Officer, echoed Laurence's admiration for Schreiber. "Fay is absolutely the hallmark of what a social worker is meant to be," Bellcase said. "She exemplifies how a consumer should be treated."

AltaPointe CEO **Tuerk Schlesinger** also noted her career and the demands of being a therapist.

"The work that therapists do is as challenging as it gets, and it takes a very talented and committed individual to do it as long and as well as Fay Schreiber," Schlesinger said. "She has helped countless people live more productive, fuller lives."

One consumer's AltaPraise sums up the many sentiments written and expressed about Schreiber: "This woman has helped me more than any medication ever prescribed to me in my life...Every time I leave the office, I feel better and better about myself. She gives me hope."

Decades of advances and challenges

Schreiber has seen her share of changes in mental healthcare, the greatest being a change in knowledge and attitudes.

"We finally made the connection that genetic, physical, mental, medical and environmental factors are all at work in unison, and often none of these factors—not a single one—is 'the fault' of a consumer or his or her family," Schreiber said.

She embraces improved therapeutic approaches and advances in medication.

"I have seen many people with severe mental

illness move from institutionalization to living independently and holding a job," she said. "There is opportunity for more people to move into the community and less need for physical restraints."

Schreiber said remaining open to new knowledge and not jumping to a diagnosis are the greatest challenges. "We have to take time to really get to know a person to make decisions about what they need, and we have to keep an open mind and keep changing with new advances."

Love for family and work

When she isn't working, Schreiber says she enjoys reading and spending time with her three daughters, seven grandchildren and her four great-grandchildren with another great-grandchild due in May. "I am happy just being with them."

Schreiber is equally passionate when she describes her place of work.

"I truly enjoy getting up and coming to work every day," she said. "I have the opportunity to get to know people in ways perhaps no one else ever will. I get to walk with them and watch them get better."

Schreiber says working with professionals who have shared values and beliefs about helping those in need is what makes AltaPointe a special place.

"I work with talented, gifted, knowledgeable people who help each other and are dedicated to the people we serve," she added. "AltaPointe is my second family. To work where you are happy and with people whom you admire—what more in the world could you possibly ask for?"



In this 1981 photograph, Fairlie Schreiber (front row, far right) is shown with the Mobile Mental Health social worker staff. They are, front row, from left, Carolyn Giggs, Priscilla Lipsor, Willanese Polewoda, Margaret Howard and Schreiber; second row, from left, Paula Marks, James Kelly, Evelyn Holt, Mike Brock and Norris Laurence.

Congratulations to the AltaPointe Stars for 2010!



AltaPointe Stars for 2010 gather for a photo with Tuerk Schlesinger, AHS CEO, far left, standing; and Larry Jackson, AHS Board President, far right, standing, at the Bienville Club after the annual meeting Feb. 23. The Stars include, seated, from left, Pam McConnell, Ed McGaughy, Fay Schreiber (Star of the Year), and Vivian Gooding; standing, from left, Carla Walker, Cassandra Franklin, LaTonja Herron and Tiffany King.



Fairlie "Fay" Schreiber
Therapist, Adult Outpatient Services



Cassandra Franklin
Office Professional, Children's Outpatient Services



Tiffany King
Behavioral Aide, LeMoyné School at BayPointe



LaTonja Herron
Assistant Nurse Manager, BayPointe Child and Adolescent Residential Services



Vivian Gooding
Therapist, Children's Outpatient Services



Pamela McConnell
Behavioral Aide, Dogwood Residence, Adult Residential Services



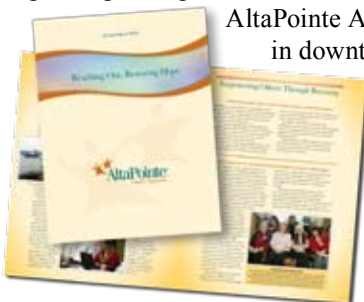
Ed McGaughy
Network Specialist, Information Services



Carla Walker
Case Manager, Project Achieve, Children's Outpatient Services

AltaPointe hosts its first official annual meeting

AltaPointe Board of Directors, the AHS Leadership Team and special guests gathered Wednesday, Feb. 23 for the first-ever AltaPointe Annual Meeting at the Bienville Club in downtown Mobile. **Tuerk Schlesinger**,



The AltaPointe Annual Report for FY2010

CEO, who hosted the luncheon, presented both printed and video versions of the Fiscal Year 2010 report and announced the AltaPointe Stars for 2010.

"It is AltaPointe's responsibility to reach out to those who require our services and make sure they know we are here to help," Schlesinger stated in the report. "It is our goal to restore hope in their lives by delivering care with dignity and respect."

The annual report, titled "Reaching Out, Restoring Hope," highlighted several significant accomplishments of FY2010. They included AltaPointe's response to the Gulf Coast oil spill crisis, AltaPointe's role in the Searcy State Psychiatric Hospital census

reduction project, collaboration with Franklin Primary to integrate behavioral and primary healthcare, and AltaPointe's psychiatric consultation service to area hospitals.

The report also highlighted AltaPointe's FY2010 financials and provided statistics on the types of services provided and demographics on those we serve.

Larry Jackson, AHS Board President, presided over the board's business meeting. **Jim Dill**, Alabama Council of Community Mental Health Boards Executive Director, gave an account of the State of Alabama's budget, the changes at the Alabama Department of Mental Health and the challenges that community mental health centers are facing. Dill said that despite the funding issues for mental health, AltaPointe "is in a good position" to withstand the crisis.

The meeting also marked the culmination of the Five-Star Customer Service AltaPraise rewards and recognition program by honoring the AltaPointe Stars of 2010. Eight staff members received certificates of appreciation and cash awards and were featured in a special video.

Program Progress

Transitions continuum helps troubled youth succeed

Successful treatment of troubled teens frequently depends on collaboration among behavioral healthcare providers, other human service agencies and the court system. AltaPointe Children's Outpatient Services, The Bridge, and Strickland Youth Center (SYC) have developed a continuum of care called Transitions that gives adolescent boys the services and other resources they need to flourish instead of fail.

"So often these teens 'fall through the cracks' in the system," **Olivia Nettles**, AHS Children's Outpatient Director, said. "This program makes it possible to help these teenagers work out their problems instead of their being incarcerated."

The continuum begins when a court-involved teenager is admitted to Transitions, a 16-bed residential program where adolescent boys may receive intensive behavioral treatment for 30 to 90 days at The Bridge, which provides substance abuse treatment and behavioral rehab for adolescents. Services include individual, group and family therapy and coping skills training. AltaPointe hosts a psychiatric clinic twice monthly. AltaPointe Children's Outpatient psychiatrist, **Eric Leonhardt**, MD, provides psychiatric evaluation and medication monitoring for Transitions residents. This essential component of services promotes strong continuity of care and makes for a smooth transition from residential to outpatient services.



The AltaPointe Transitions In-Home team members include, from left, Keneta Bonner and Lee McDonald, therapists; Stephanie Gatlin, COP coordinator; and Jacquice Stone and Angela Eddleman, co-therapists.

AltaPointe has two dedicated in-home teams specifically developed to provide intensive services for Transitions graduates. The team provides intensive therapy and case management for 12 weeks following discharge. These in-home teams also ensure that these young men are linked to continued outpatient therapy and case management when in-home services have been completed. AltaPointe's goal is to provide comprehensive, ongoing support to avoid continued SYC involvement and to prevent out-of-home placements.

"Our Transitions In-Home Team services are designed so that the teen has a way to 'step-down' from residential to outpatient," **Stephanie Gatlin**, COP Coordinator, said. "Criminal charges have been made against these teens – anything from theft to destruction of property."

Gatlin said one Transitions patient who began the program in December 2010, has received in-home visits, and his mom has received adult outpatient services from AltaPointe. "We must think differently and creatively to provide wrap-around services that will help these young men succeed," Gatlin said.

"This is a great program that can give young men another chance," Nettles said. "The ones that succeed through this program can avoid being adjudicated to a state school and stay out of Strickland Youth Center."

Dogwood transforms its program

Dogwood group homes in Mt. Vernon have successfully implemented a program transformation since August 2010. This residential site was chosen to be augmented as part of the ADMH Region IV Searcy Hospital census reduction project. Dogwood can now accommodate the specific needs of these consumers, who are more symptomatic and have more complex medical issues.

"Under the leadership of assistant coordinator **Gwendolyn Mose**, Dogwood has developed many new activities," **Patricia Sullivan**, ARS assistant director, said. "The key to this success has been the more than 121 years of experience this dedicated staff has under its belt."

ARS has expanded its staff to include 24-hour nursing services and increased the number of behavioral aides working on both shifts. The program has added a weekly coffee social and other special celebrations such as a Valentine's Day dance and Mardi Gras parade.

Sullivan said the enthusiasm of AltaPointe's Peer Bridgers also has brought new life into this environment. In addition, ARS plans to add two recreational aides to facilitate creative therapeutic programming.

"The census reduction project has been a challenge for the Dogwood staff, ARS directors and other departments throughout AltaPointe," Mose said. "During this process, the Dogwood staff has been very patient, dedicated, committed to teamwork and willing to go beyond their job duties."

David Dortch, assistant residential manager at Dogwood, agreed with Mose about how well staff members have faced the challenges of this project. "When things have gotten rough, everyone has banded together as a team to do their part, and more, to get the job done. I am proud to be a part of the ARS/Dogwood team."

Order Entry and E-MAR go live at BayPointe Hospital

The AltaPointe Management of Information Systems (MIS) Department led the last leg of a multi-year conversion from paper to electronic records when Electronic Medical Administration Records (E-MAR) went live at BayPointe Hospital & Residential Services March 1.

“I am extremely pleased that we are in the final chapter of a total transition to electronic medical records by bringing on BayPointe,” Tuerk Schlesinger, AltaPointe CEO, said. “This has been the largest, most complex stage of all our conversions.

“I cannot say enough about the hard work required of **Steve Dolan** and the MIS staff and **Angela Ferrara** and the entire BayPointe staff to pull this off,” Schlesinger continued. “This transition will help us improve access to our hospital services. Whatever we learn and put into place at BayPointe will transfer to EastPointe Hospital when it opens this fall.”



It took one month to prepare for the OE/EMAR launch at BayPointe, which included development and training of AltaPointe administrative staff, admissions professionals, physicians, CRNPs, nurses, psychiatric residents and pharmacists. Pallavi Gupta conducts a training class in photo (above). A cross section of BayPointe and MIS staff work in the new software during a class (above right).

Conversion expands access to records

The conversion at the 94-bed BayPointe facility focused on an Avatar System expansion that translates into Order Entry, EMAR and, a new pharmacy system, RxConnect. “This expansion will allow clinicians across the continuum – inpatient and outpatient – to access information about a patient electronically,” Steve Dolan, AHS Chief Information Officer, said.

This major undertaking required MIS staff members and BayPointe nursing staff, administrative staff, admissions professionals, doctors and CRNPs to work within every facet of BayPointe Hospital and Residential Services.

“Our staff worked hard to give MIS input about our daily processes, medical record needs and everything we need to meet the compliance standards of our regulatory agencies,” Angela Ferrara, BayPointe Hospital Administrator, said.

Each contact with a patient counts as an order, and every order had to be entered into the electronic database the week the system went live. “In one weekend, we keyed in more than 1,700 orders,” Dolan said. “Twelve BayPointe nurses, two pharmacists and four MIS staff entered any order that was current, which averaged around 20-25 orders per patient.”

Before this transition, nurses faxed hand-written physician orders. “This new system creates greater efficiencies so there is less room for error,” Ferrara said. “The conversion has been a great gift to BayPointe, helping to streamline our processes and tremendously improve continuity of care for our patients.”

Ferrara added that being able to run reports within this system helps in the monitoring of compliance and quality-of-care issues.

Implementation is still in progress, Dolan said. “As each individual staff member accesses the software, we must evaluate work flow, who keys in information consecutively, in what order fields are used – everything about how the software is used so we can customize the systems for BayPointe.” Dolan said the project will not be complete for another three months as MIS and BayPointe teams evaluate the adult hospital admissions and add components and supporting systems.

Appreciation for a job well done

“We have enormous appreciation for our staff and all MIS staff who worked so hard to make this happen,” Ferrara said. “I have witnessed overwhelming commitment, dedication and attention to detail on their part. The MIS staff has been patient with us, and they have been available 24 hours, wherever we needed their support.”

Kenan Penaskovic, MD, said the implementation of electronic records has been challenging but worth the effort. “The physicians, nurses, and IT staff have embraced this opportunity fully with the knowledge that this is the path to better service,” he said. “What was once viewed as a hurdle has been transformed into a stepping stone for reaching our goal of better patient care.”

Dolan said all staff members involved worked late or weekend hours, often arriving at 6 a.m. and leaving at 11 p.m. “There are so many people who are worthy of a Five-Star AltaPraise,” he said. “Having the best team makes difficult tasks seem easy. Their support has been tantamount in this effort.”

ARS Fall Festival — Good food, friends and fun

Adult Residential Services hosted a Fall Festival for its consumers and staff members in November. The air was filled with the inviting smell of grilled hot dogs and happy music as more than 100 people enjoyed the day on the Zeigler campus. The event included a house decoration contest and games.



Grill king, Bill Hamilton, cooks for the gathering.



Brandi Williams makes sure the day is festive as event coordinator.



Dorn Frazer, Wanda Moore, Contrice Powell, Rosita Moore and Alberta Abrams get ready to serve the feast.



From left, Chiquita Adams, Kay King and Heather Morgan pause from serving soft drinks to pose for the camera.



Kathleen Burnside relishes the meal and the great weather.



Taking a moment for visiting are ARS staff members, from left, standing, Sharronda Cobb and Erica White, and, seated, Christina Pippins and Gale Chambers.

Benefits Fair attracts more more than 300 staff members

The four AltaPointe Benefits Fairs held in November organized by AHS Human Resources gave staff members opportunities to learn more about their benefits and ways to be healthier. Cassandra Kennedy, switchboard operator at AOP-Gordon Smith, won the drawing for a big screen TV donated by Bay Benefits Group, Chappelle Consulting Group, MetLife and Occidental Benefits.



Myoshia Partee smiles as she submits to a hand-washing test.



Human Resources staff members, from left, Allison Luker, Lisa Nelson and Cindy Martin, are happy to see the fair run smoothly.



James Persons checks out the Auburn-Alabama prize table.

Annual Christmas gifts bring smiles and laughter



Julie Bellcase, left, Lois Heningburg and Grace Moffett, right, smile for the camera during the "ham toss" at BayPointe Hospital.



Yolanda Williams, right, gives an appreciative Christmas hug to Tuerk Schlesinger during the 'ham toss' Dec. 17.



A cheerful Heather Metzger helps to deliver hams.



Toby Cummings, dressed in Christmas colors, helps deliver hams to his coworkers.

Let the good times roll!

AltaPointe Adult Day Treatment consumers participated in a Mardi Gras parade on Gordon Smith Drive March 3. Staff members assisted with preparation and cheered from the parade route. This year, Dogwood group homes in Mt. Vernon sponsored a Mardi Gras parade for its residents March 4.



AltaPointe's Mardi Gras King prepares to roll.



WKRG-TV5's co-anchors, Mel Showers and Rose Ann Haven, toss beads.



Janet Langley, Laura Stisher and Jennifer Maxey, AHS Adult Outpatient managers, sport beads and happy faces as they watch the parade.



Gwendolyn Mose, ARS coordinator, right, and Ms. Carol, one of Dogwood's consumers, left, wave to onlookers during Dogwood's parade.



AOP staff members Brenda Naftel, left, and Cathy Singleton seem to be having a great time at the parade.

AltaPointe in the Community



Children's Outpatient Services staff members shop for Christmas gifts for their consumers made possible by a generous donation from Alabama Power. COP staff members standing behind the shopping carts are, from left, Jonna Sanders, Stephanie Gatlin, Lee Ann McDonald (back row), Latrina Thomas, Julie McMullen (back row) and Angela McMillan. Alabama Power employees Christie Silvernegal and Melanie Kern, are at the far right.

AltaPointe sponsored or supported a number of community events during fall and winter 2010-2011, including: the Alabama Psychiatric Society fall conference; the annual Alabama Conference on Social Work; the Mobile County Public Schools System support services meeting with area principals; the American Cancer Society annual Chili Cook-off; The Family Center's annual Luck of the Irish parade and cook-off; the Mobile County Juvenile Court's Strickland Youth Center provider fair; the Area Agency on Aging Senior Expo; Scale Back Alabama; the United Way of Southwest Alabama

annual campaign awards event and Walk for Autism Mobile. Additionally, the Community Counseling Center of Washington County (CCCWC) took part in the county's annual health occupations fair for youth, and CCCWC Coordinator **Michael Goldman** spoke at Leadership Washington County's annual meeting.

As part of AltaPointe's Speakers Bureau, **Connie Reynolds**, clinical compliance officer, spoke to the faculty and staff of Bishop State Community College about recognizing the signs and symptoms of mental illness. Reynolds also spoke to USA Medical Center nursing staff about recognizing the signs of suicide ideation. **Jennifer Maxey**, team lead for Adult Outpatient Services (AOP) ACT and Bridge programs, spoke at NAMI's February membership meeting about AltaPointe's Improving Standards of Care for People with Schizophrenia pilot program. **Judith Boswell**, therapist at AOP-Gordon Smith, gave a presentation about coping with stress at NAMI's monthly membership meeting in March.

If you would like to become active in AltaPointe's Speakers Bureau, or if you have been asked to make a presentation as an AltaPointe employee, please contact **Kendra Godbold** in the Office of Public Relations at 665-2537 or kgodbold@altapointe.org.

Medco, AltaPointe's Prescription Drug Plan

If you take a medication on an ongoing basis, you could save with the **My Rx Choices** prescription savings program. To find out how, simply:

- Register online at www.medco.com/choices or call (800) 319-7750.
- Review available lower-cost alternatives that have been prepared for you.
- Discuss these lower-cost options with your doctor to see if they're right for you.



Did you know that Medco also offers mail order for maintenance prescription drugs? Not only is it extremely convenient—no lines at the pharmacy—there's a cost savings, too. You can get a three-month supply of your prescription at the cost of 2½-month's co-pay. For more information, register on www.medco.com or call the HR office at (251) 450-5915.

Medco saves time and money!



Once again, AltaPointe employees have shown their enthusiasm for developing a healthy lifestyle, losing weight and winning cash! Fifty-three teams comprising 212 staff members began participating in Scale Back Alabama in January. Scale Back Alabama challenges participants to lose 10 pounds in 10 weeks. Look for announcements of AHS' Scale Back winners in the summer issue of AltaNews.

5SCS AltaPraise process reminder

The AltaPraise program has become a popular way for consumers/patients, families, co-workers and vendors to praise AltaPointe staff members for outstanding customer service. The following is a reminder of how recognition is publicly acknowledged.

The AltaPointe Office of Public Relations coordinates the AltaPraise program. The coordinators collect and log each handwritten or online AltaPraise, grouped by quarter. The next step is verification of the praised employee's job status by AltaPointe directors. Once verified, AltaPraise cards are produced, packaged (along with pins) and distributed to the appropriate program directors. Staff members receive recognition during scheduled staff meetings.

AltaPraise recipients receive a specially designed badge holder on which to wear the pins. **A pin is awarded to a recipient with the 1st, 5th, 15th and 20th AltaPraise.** The AltaPraise coordinators provide employees with a different pin each time. Upon receipt of 20 AltaPraises, employees will have acquired all five, "star-quality" pins, which emphasize the following words: Considerate, Steadfast, Enthusiastic, Flexible and Innovative. Twenty AltaPraises qualify a recipient to receive a bronze "Five-Star" pin.

The process takes approximately six to eight weeks from the time an AltaPraise is received by the AltaPraise coordinators to the time it is publicly recognized. Please call **Kendra Godbold** at 665-2537 if you have been told an AltaPraise was submitted for you but you did not receive it, or if you who have lost a Five-Star pin or have a broken badge holder.

