

**Dates to Remember**

- The Center will recognize Mardi Gras Day Tuesday, Feb. 28.



# Center Pointe Journal

*An employee newsletter*

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## Adult Residential Services

Six years ago when Joyce Barber became the assistant director of residential services Mobile Mental Health Center had seven group homes.

“The purpose is to provide transitional housing for consumers who are not ready yet to return the community,” Barber said. “A major goal is to train them on skills they need to live independently and prevent state hospitalization.”

Today Mobile Mental Health has almost tripled its group homes and our adult residential services are organized a little differently with more employees and more services.

“We are very fortunate to have great leadership who



Joyce Barber and Eula Richardson look over notes at Adult Residential Services.

back our efforts to grow our programs,” Barber said. “Through Mobile Mental Health, they give us the things we need to meet the needs we see in the community.”

At the end of January, MMHC opened its newest program in adult residential services. This a home for co-occurring disorders for consumers with both a mental

illness and substance abuse disorder. The program started at BayPointe Psychiatric Hospital with plans to move into a residential home.

“Joyce and her residential staff have done a great job meeting the consumers’ needs and planning ahead for what they will need a few months and a few years from now,” said

Megan Griggs, Assistant Clinical Director.

The group homes, Adult Community Services and Senior Adult Services all fall under Barber’s umbrella of adult residential services. Altogether it’s about 130 employees caring for 430 consumers.

**INSIDE THIS ISSUE:**

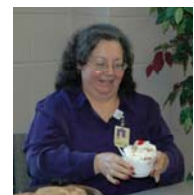
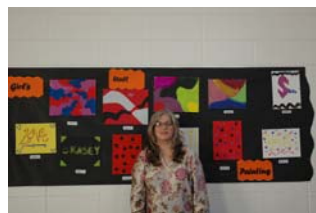
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## Mobile Mental Health Photo Gallery



# United Way Party



The Performance Improvement Department learned generosity tastes great with an Old Dutch Ice Cream Shoppe and Hungry Howie's Pizza Party. The 12-

employee department had the highest percentage of employee participation in the 2006 United Way Campaign.

All together Mobile Mental Health Employees raised \$5,500 for charity this year.

Much of the money Mobile Mental Health raised will go towards Katrina victims through organizations like the Salvation Army or Catholic Social Services. But there are more than 75 agencies in our area that pass along United Way dol-

lars to help our community, enrich our children and improve the quality of life for the needy.

In 2004 our community received much support from United Way agencies.

200 children who were removed from unsafe, abusive environments and received counseling and educational services through St. Mary's Home

Drug education and awareness for 46,000 students in Clarke, Mobile and Washington counties through the Drug Education Council;

More affordable quality childcare for 358 pre-school and 93 school aged children at the Child Day

Care Association Goodwill Easter Seals placed 480 adults with mental/physical disabilities in jobs 373 adults learned to read through Goodwill Easter Seals

More than 4.25 million pounds of food were distributes to area children through Bay Area's food Bank, 40 percent of this went to children.



Tuerk Schlesinger and Veronica Pettway pose at the annual Christmas ham toss.

## Notes from the CEO...

Mobile Mental Health played a key role in Mayor Sam Jones' strategic plan for the city.

Shortly after Jones was elected he created many task forces, committees and subcommittees to gather community input. I chaired the subcommittee on Mental Health.

The 10-member committee made two goals for the strategic plan. First, reduce the negative mental illness stigma in Mobile, and, second, work with health providers to improve care.

The first recommendation involves establishing a mental health consortium. This consortium would address ongoing mental health needs and promote a positive image of mental health. It would also recognize persons contributing to mental health awareness and treatment.

The second recommendation involves community education for providers, the general population and government leaders. The subcommittee would like to see resources guides created for the providers

and a master list of providers prepared for families. A final step would appeal to our public officials through a government affairs campaign.

As the CEO of Mobile Mental Health, I am proud that our organization was included in this very important effort to improve mental health care in our community. Thank you to all of the employees whose hard work built the positive reputation of our company.

# 2006 Behavioral Health Safety Goals

The purpose of the Joint Commission's National Patient Safety Goals is to promote specific improvements in patient safety. The Goals highlight problematic areas in health care and describe evidence and expert-based solutions to these problems. Recognizing that sound system design is intrinsic to the delivery of safe, high quality health care, the Goals focus on system-wide solutions, wherever possible.

As with Joint Commission standards, accredited organizations are evaluated for continuous compliance with the specific requirements associated with the National Patient Safety Goals.

**Note:** New Goals and Requirements are indicated in **bold**.

All employees of MMHC should be familiar with the National Patient Safety Goals and be aware of how they are implemented in this organization:

Goal 1 Improve the accuracy of client identification.

- 1A Use at least two client identifiers (neither to be the room number) whenever administering medications or blood products; taking blood samples and other specimens for clinical testing, or providing any other procedures.

Goal 2 Improve the effectiveness of communication among caregivers.

- 2A For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the order or test result "read-back" the complete order or test result.

- 2B Standardize a list of abbreviations, acronyms and symbols that are not to be used throughout the organization.

- 2C Measure, assess and, if appropriate, take action to improve the timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver, of critical test results and values.

**2E Implement a standardized approach to "hand off" communications, including an opportunity to ask and respond to questions.**

Goal 3 Improve the safety of using medications.

- 3B Standardize and limit the number of drug concentrations available in the organization.

- 3C Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.

Goal 7 Reduce the risk of health care-associated

infections.

- 7A Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines when providing services to a high-risk population, or administering physical care.

- 7B Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.

Goal 8 Accurately and completely reconcile medications across the continuum of care.

- 8A Implement a process for obtaining and documenting a complete list of the client's current medications upon the client's entry to the organization and with the involvement of the client. This process includes a comparison of the medications the organization provides to those on the list.

- 8B A complete list of the client's medications is communicated to the next provider of service when a client is referred or transferred to another setting, service, practitioner or level of care within or outside the organization.

# Notes from Human Resources...

As you are probably aware, the Alabama Mental Health Credit Union no longer has an office in Mobile. Since many of you do your regular banking with the credit union, we wanted to offer an opportunity for that service to be provided for you in Mobile. After much deliberation, we are pleased to announce our new affiliation with the Mobile Educators Credit Union

Mobile Educators Credit Union has offices in Mid-town, West Mobile, Spanish Fort and Saraland and offers the following:

- Direct Deposit
- Payroll Deduction
- Debit Cards for checking accounts
- Certificate of Deposits (CD's)
- Multiple locations (Mid town, West Mobile, Spanish Fort and Saraland)
- Loans (Mobile
- Real Estate
- Personal Loans
- Automobiles
- Boats

You may continue your relationship with the Alabama Mental Health Credit

Union or switch your account to Mobile Educators. We will continue to assist current customers of the Alabama Credit Union with payroll deduction and direct deposit but future enrollees will be directed to the Mobile Educators Credit Union. Representatives from Mobile Educators will be at several of our locations over the next several weeks for your convenience in enrolling or you may open your account directly with one of their branches. Dates and times for the meetings will be announced.



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## Our Mission

Mobile Mental Health Center's mission is to plan, promote and facilitate a system of mental illness, substance abuse and mental retardation services; and to encourage the recovery of consumers by providing efficient quality behavioral healthcare through clinical excellence, consumer and family involvement, cultural awareness and community partnerships.