

HRC NEWS & VIEWS

Volume 10, Issue 4

May 2014

EMPLOYEE OF THE QUARTER

BY CORINNE JENSEN



Congratulations! Dave Baisinger was selected as Employee of the Quarter for April, May and June 2014 by the Employee Recognition Committee.

Dave is recognized for his leadership role as Principal of the Nebraska Youth Academy. His nomination included the following comments: "Dave keeps the school running smoothly for the youth. He makes sure the youth know where they stand in credits needed for graduation and works hard to be sure courses are available for them. He stays in close touch with the youth's home

school to make the transition home easier. He is always flexible, adjusting the school schedules as needed to meet the needs of the program. He is creative in developing topics of interest for the youth. Mr. B is a great asset to the HJCDP Program."

Keep up the great work, Dave!

YOU WANT TO DO WHAT?

BY DR. BLAINE SHAFFER, CHIEF CLINICAL OFFICER, DIVISION OF BEHAVIORAL HEALTH

You want to do what?" That was an all too often response of friends, family, and colleagues when I told them I wanted to go into psychiatry. "You're too bright to do that", "You're throwing away all of your medical education" or "What's wrong with you"....the wounded healer issue. In fact, when pressed, most would say psychiatry was scary, that

they didn't have the patience to do the work, or the uncertainty was not tolerable. Life itself is uncertain!! I was not always going to do psych. When I entered medical school I did not know what I wanted to do, but I knew what I did not want to do and that was psychiatry. I had the same misunderstanding and stigma issues that many people

have now. I never took any psychology classes.....only basic science. You know, *real science*. Biology, biochemistry, physiology, microbiology. OK, maybe I slipped in an anthropology class, but it was primatology, and I loved working with the monkeys and apes!

During my first two years

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May is

- Barbeque Month
- Military Appreciation Month
- Salad Month
- Smile Month
- Family Month
- Pet Month
- Mental Health Month
- Be Kind To Animals Week 4-10
- Medical Transcription Week 19-25
- 5/1 School Principal's Day
- 5/1 May Day
- 5/3 Hug Your Cat Day
- 5/5 Cinco de Mayo
- 5/4 World Laughter Day
- 5/6 Nurses Day (week 6-12)
- 5/6 Teachers Day
- 5/11 Mother's Day
- 5/21 Employee Health and Fitness Day
- 5/25 National Missing Children's Day
- 5/26 Memorial Day**
- 5/31 No Tobacco Day



MAYBE IT'S FINALLY SPRING BY MARJ COLBURN

It seems like it has been a forever winter, especially with the wind blowing like there is no tomorrow. I thought if March came in like a lion, it was supposed to go out like a lamb. What happened? So what is the latest and greatest about HRC now that we (maybe) are finally warming up?

- ◆ LB999 passed unanimously in the Legislature this spring. This bill calls for a study of all of the buildings on the HRC campus, looking to see what building might be the best fit for the proposed 200 bed program for inmates released from prison with mental health or substance abuse problems. The proposed program would be under the Division of Behavioral Health and a part of HRC.
- ◆ Because of the uncertainty about what buildings/areas might be decided as the best fit in this study, the renovations of Building #3 for the HJCDP program are on hold right now. Part of that has to do with our architect's suggestion that perhaps Building #3 isn't the best, most easily and cost efficient building to be remodeled to house the HJCDP program. Waiting for the study to be completed will likely set the renovations back approximately a year. The renovations will happen, just not as quickly as we had hoped.
- ◆ The Eagle Scout who asked about the cemetery is still inter-

ested in the project. I was out at the cemetery a few weeks ago with a family looking for a grave. I noticed all the green flags the Scout was putting out as he locates graves. Monday of the next week found all of the green flags thrown along 2nd Street. When Gary went out on his rounds to see what was up, he found all of the 50 or so flags from the cemetery had been removed. How sad that someone has nothing better to do with their time than interfere with a project like this! The Scout still plans to work on the cemetery. One of the troop dad's is talking about taking out the dead trees that just drop branches every time the wind blows, so that will be an improvement too.

- ◆ HRC has fallen behind in billing Probation for youth here on the new voucher system. When Dr. Zoucha and I attended the training last year the section of the Power Point on billing wasn't working. It seems it is quite the process with lots of information being required for every 30 days that a youth is here. We are making progress on the backlog of billing that needed to be done. Once we are even with the board, managing the process should not be that difficult – it's the catching up right now that is tough.
- ◆ Our final submission to Joint Commission related to the deficiencies found in October 2013

was sent in on April 29th. We have had 100% compliance with all areas that were monitored. We expect our final report to be accepted and all deficiencies will be removed.

- ◆ Knowing that not everyone has time to read the News and Views, the N&V crew is going to try a new approach to keep everyone informed of happenings at HRC. In the main foyer we plan to post a "This Week at HRC" area. Staff going in and out, waiting for youth or managing visitors will have a chance to look at what is going on each week on campus.
- ◆ May 21st is National Employee Health and Fitness Day. There will be information related to health and fitness in each of the break rooms.
- ◆ The Good Catch Award of May will be related to the "Serving with Excellence" program that came to the facility last year. We are asking staff to nominate their observations of P.E.P. employees. These are staff with positive attitudes, interacting positively with others. Details are outlined on the poster in the foyer. Sticky notes are available for you to drop the name of your nominees into the box – be sure to include a description how they demonstrate positivity in the workplace.

YOU WANT TO DO WHAT? CONTINUED

(Continued from page 1)

of medical school, I became fascinated by my human behavior classes and by the time I did my third year clerkship (last because I wanted to delay as long as possible), I was hooked! I loved working with the patients (they were called *patients* then) and found the readings and discussions incredibly intellectually stimulating. The stories the people told were like nothing I had ever encountered, and I wanted to know more.

But I still decided to do a public health / preventive medicine residency so during my last semester of my fourth year in medical school, I also enrolled as a student in the College of Public Health. I took all of the core courses for an MPH and loved that, too. During this time, I would get regular calls from the faculty in the Department of Psychiatry telling me that I had a gift and needed to do psych. I was also missing working with people. So, on the day I was supposed to mail in my Public Health Commissioned Corps application, I instead signed on to be a psychiatry resident! The kicker was that no one had ever told me that I could actually get paid to do something I loved. I had not seen too many residents in other areas of medicine who seemed happy or talked about liking what they did. So I took the plunge and I have never looked back! "Follow your bliss" as Joseph Campbell said.

It turns out that my experience was not all that unusual. Just as the consumers we serve experience stigma, so do we as behavioral health professionals. During the 19th century,

psychiatrists were called "alienists" because they worked with those alienated from society and because they themselves were alienated from the rest of medicine.

I was thinking of all of this as I drove back from Kearney a couple of weeks ago. I had been part of a weekend experience developed by the Behavioral Health Education Center of Nebraska or BHECN. This was my second year to participate, and it brought together some 40 high school students from across Nebraska, mainly from rural locations, to interact with college students, behavioral health professional school students, residents, psych interns, practicing providers and consumers. These were students who were seriously considering careers in behavioral health. They were bright, engaging and wanted to know all we had to share. They really cared about helping others and were not yet put off by any stigma or other misinformation. I could only reflect on what this type of experience might have meant to me when I was at their stage of career development. It was so refreshing to see their enthusiasm! Sure, some will decide to do something else with their lives, but I must believe they will be much more informed and sensitive to the needs of others and the importance of behavioral health and to health overall.

Part of this "Ambassador" program is about connecting the students with mentors. High school students connect with college students who connect with professional school students, who in turn connect with post-graduate residents and interns

who then connect with faculty and providers in the real world. This person-to-person connection is critical as I learned....but only later in my education. These students will have several more years of such mentoring than I ever had!

My hope is that the process of becoming educated and trained doesn't, in time, begin to alienate and stigmatize them. Many aspects of medical school, for instance, still put a negative spin on psychiatry and other behavioral health professions! Things like, "don't get paid well", "not supported in rural areas", etc.

And what about those who said I was throwing away my medical training? Nonsense! I kept what I needed and added new knowledge and skills (just as ALL areas of specialized medicine). Today, as we look at the integration of primary care and behavioral health, it seems ridiculous to have thought otherwise..... Behavioral Health brings a much more holistic, personal touch to medicine even more through the "biopsychosocial" model. I am reminded of what Hippocrates had to say of working with people.... "It's more important to know the person that has the disease, than the disease the person has."

I feel like I have gone full circle. Maybe we have made at least a little progress in changing attitudes and beliefs about behavioral health work. All the more reason to keep going...much to do, but having fun along the way!

HUMAN RESOURCES NEWS BY CAROLYN BROWN

We have a lot going on these next two months and we want to remind you of these important dates:

WHAT: Biometric Screening

LOCATION: Hastings Regional Center

DATE: May 22, 2014, Building 3, Room 007 – Ground Floor

TIME: 7:00 am – 11:00 am

How to sign up: Employees will need to create a new account on the wellness website since it went through a complete overhaul. The big issue is that if their employee ID number is less than 8 characters long, they have to put one or two leading zero's on the front of their number to get it to be 8 digits.

Log into the wellnessoptions website at www.wellnessoptions.nebraska.gov and click on the "Health Scheduler" button to schedule your personal appointment: (Also see information on two additional screening options that meet the Wellness Health Plan criteria).

- Select the screening location you wish to attend (listed in alphabetical order).
- Select your appointment date and time.

The State of Nebraska has partnered with HealthFitness to offer biometric screenings to all employees and spouses (if applicable) enrolled in any of the State of Nebraska health plans.

WHAT: Open Enrollment 2014-2015 effective July 1st, 2014

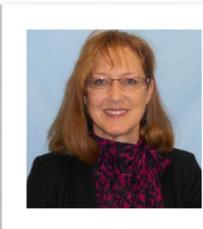
DATE: May 13, 2014 through Tuesday May 27, 2014

The current elections you have will not carry over for the new plan year so everyone will have to go on-line to elect your benefits each year in order to have benefits effective July 1st. Be sure to read the State Wide Mail Distributions that have already gone out and will be going out through this process. There have been some changes in plans so it is very important you stay on top of it and know what you need for yourself/family. The 2014-15 Options Guide will provide detailed information about the state's benefits offerings in addition to premium information for all plans. The guide will be available to all state employees on or about Friday, April 18, 2014. It can be found in the Wellness and Benefits website. You can find the Options Guide at <http://link.nebraska.gov> in the right hand column when it appears on or about April 18, 2014.

WELCOME TO HRC!



Emilee Bruns, Youth Security Specialist II, on the afternoon shift.



Tami Ernst, Health Information Manager for LRC and HRC.

Please join us in welcoming, Emilee and Tami to HJCDP!

NEW PERFORMANCE GOAL BY CORINNE JENSEN

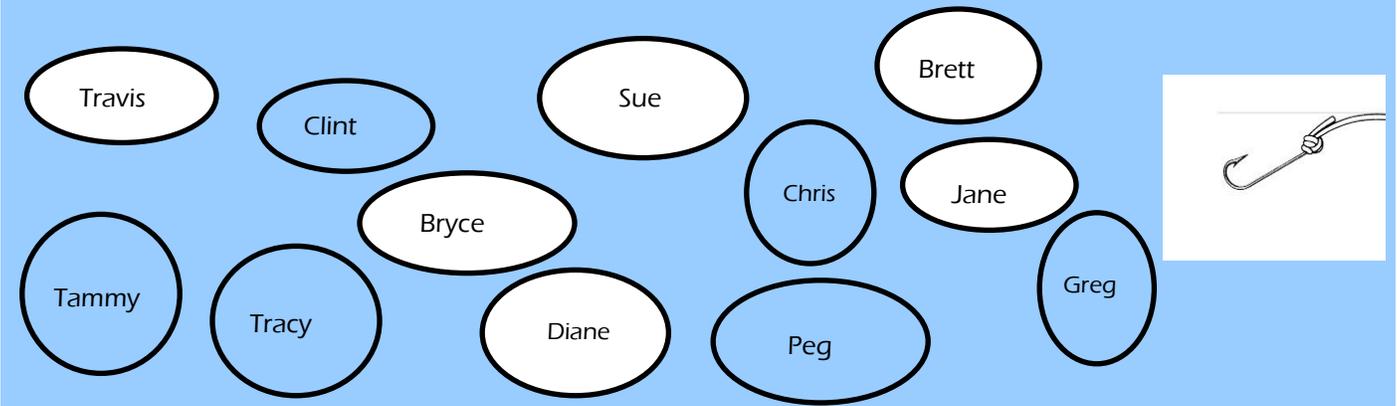
Scot Adams, Director of Behavioral Health, has requested a change to the employee performance evaluation that becomes effective with all future evaluations this year. Employees will be evaluated and rated on "High Personal Standard of Integrity: Follows through on commitments and shows good judgment in decisions made." An additional change will involve the removal of "Demonstrates Responsibility & Accountability: Cares for and maintains equipment/facilities; conserves supplies and funds; takes

responsibility and is reliable for completing assigned tasks; acknowledges and corrects mistakes; adheres to the expectations of their supervisor. Both measures are components of the DHHS Values and Core Competencies which each of us strive to follow as we serve the youth in the program.

If you have any questions, please speak to your immediate supervisor.

GOOD CATCH AWARD-MARCH BY HEATHER SIDDER

The following employees were nominated during March for the Good Catch Award on Hand-Off Communication:



I want to thank everyone who participated in our Good Catch Award for March on Hand-Off Communication! We had a total of 16 entries.

The winner of the contest was Travis Harms with three nominations:

- Travis has a keen eye for situations that should be monitored. He made my office a safer place by identifying items that could be picked up by youth for self-harm. He educated me at the same time.
- Travis does an excellent job with hand offs during med clinic time-I am grateful for his help.
- Travis came into Learning Committee to pick up the ID badge for a youth before he took him back to program

There was a tie for second place between Tracy Polage and Sue Calan.

Nominations for Tracy included:

- He received a nomination from Moses's family about how helpful Tracy has been and that he is knowledgeable and shares information about the program with them.
- During a situation when a youth became upset, Tracy informed me. He has a concern for my safety and advises me when I should keep my door shut.

Sue's nominations included:

- Sue always has a great verbal hand-off on the units.
- Sue did an excellent job on hand-off 3-12-14.

I also have to say that Sue was the most prepared staff member for the 2014 Hand-Off Communication quiz. She took the extra time and dedication to make copies and re-

viewed all of the youths' safety plan cards before the training. Great job, Sue!

Peg Weseman also received an award for:

- Peg always prepares the safety plan cards for each youth with accuracy and in a timely manner!

Thank you, Peg, for helping us keep communication flowing regarding any special needs our youth may have.

These four individuals were awarded with prizes for their nominations.

I want to thank everyone for their participation in the Hand-Off Communication challenge in March and all their good insight and feedback during Hand-Off Communication training. Keep up the great teamwork!



Sue, Peg and Tracy with their prizes. Good job!

MARCH GOOD CATCH AWARD WINNERS



Travis receives his prize from Heather.

THE SECRET TO ACHIEVING A VERY BIG GOAL BY JOE TYE, CEO, VALUES COACH, INC.



Every great accomplishment was once the “impossible dream” of a dreamer who simply refused to quit when the going got tough. And, at some point or another, the going will get tough if you are pursuing big dreams and goals. You will reach low points, perhaps many of them, where it feels like you have no option but to quit. You’ll never know just how close to success you were when you finally did throw in the towel, but as Thomas Edison once said, “People would be appalled if they knew how close to success they were when they quit.”

Along the way, you might also hit a serious slump, an extended run of bad luck, or some other seemingly disastrous or tragic interference with your plans. At this point, it might seem like failure is inevitable (in fact, during this period well-intentioned friends and relatives might assure you that’s the case). But as Rosabeth Moss Kantor said in her book, *The Frontiers of Management*, anything can look like a failure in the middle. To this, I would add that it’s only a failure if you quit. Or, as Sir Winston Churchill much more eloquently put it: “Success is the ability to bounce from one failure to another without loss of enthusiasm.”

Now, if this trough is sufficiently deep or extended, it can exact a serious emotional toll. It is of periods like these that Helen Keller remarked that character is not developed in times of peace and prosper-

ity, but rather during times that are troubled and stormy. But, in the memorable words of Nietzsche, that which doesn’t kill you, will make you stronger.

Even the darkest valley eventually opens up into the sunshine and, miracle of miracles, you start to make forward progress again. But then, another setback hits (“It’s always something,” as Gilda Radner said). You begin to despair that this big dream of yours might never come true after all. That’s when you need to remember Napoleon Hill’s dictum that every successful person finds that their greatest success lies just beyond the point where it appears that things will never work out.

So you keep working. And slowly, things do start coming together. Some of those things are obvious—sales are increasing, you get the new job or the promotion, you’re finally out of debt. Others are invisible—the strength of character you’ve developed, the sense of certain destiny that now envelops your goals and dreams, the faith that allows you to stop worrying about problems but instead to be working on solutions.

Eventually, all of those seeds you’ve planted, all of these friends you’ve made, all of that work you’ve done adds up and you hit a critical mass—the tipping point and things start to take off for you. Now, be very clear about this: it does not mean that your problems are all over. Quite to the contrary. A management guru Peter Drucker has pointed out, businesses are as likely to fail from too much success as they are to fail

from failure, which is why you need to prepare for success before it happens, and not become complacent when it does. So you keep working your success, and you hit Victory Point. The “impossible dream” of yesterday is your reality of today.

That’s when it’s time to dream Beyond the Dream. Once accomplished, goals lose their power to motivate you. One of the oldest books in the world is the *I Ching*, the book of changes. It warns against the temptation to rest at the top of a hill when you should be setting your sites on a more distant mountain. The next mountain will be higher. And you will be stronger. And the Dream Beyond the Dream will be a Big Dream, a magnificent Dream—the next “impossible” dream of today that is destined to be your reality of tomorrow.



CELEBRATING YOU!!

TEACHER APPRECIATION WEEK MAY 5 - 9



We recognize Karen Newcomb, Kay Evans, Lynne Coates, Kris Sorensen, Kelsey Johnson, Richard Johnson, Phillip Parker, and Dave Baisigner for teaching the students at the Nebraska Youth Academy. Thanks for everything each of you do!

RECEPTIONIST DAY - MAY 14



Carolyn Johnson is recognized as HRC's receptionist. Thank you for all you do, Carolyn!



NURSES DAY - MAY 6



Marj Colburn, Pat Adrian, Rose Fox and Mary Skarin are recognized for their nursing skills. Thanks to each of you for all you do!

NIGHTSHIFT WORKERS DAY - MAY 14



We recognize Terri Wynn, Paula Thompson, Janet Schueler, Judy Kussman, Ruth Kaiser, Betty Hert, Randy Torske, Leeann Schutte, Scott Stickels, Kathi Johnston and Joann Stromer as our night shift Youth Security Specialists. Thanks for all you do at night!

MEDICAL TRANSCRIPTIONIST WEEK MAY 19—25

Pam Schwabauer and Ruth Jeremias are recognized as Word Processing Specialists in the Health Information Department. Thanks for all you do, Pam and Ruth!



THE WEATHER APP AND LIFE'S PROGNOSTICATIONS

BY ROB CULBERSON, MSW, CSP

On October 10, 1979, when I was in my first year of college, the University of Virginia got three inches of snow. A few days later the student newspaper reported that we had witnessed three inches of "partly cloudy" - which had been the weather forecast for that day. You'd think we'd see a significant change today with all the new technology. But alas, the forecasts are no better. Sometimes I wonder if the Weather Channel is run by a couple of high school kids sitting in a room with a Ouija Board and an abacus. Let me give you a current example.

The other day, my wife, Wendy, and I were planning to attend a college lacrosse game. We decided to check the weather so that we would be properly attired (although "attired" seems a bit formal for a lacrosse game). Conveniently, we both had the same Weather Channel app on our iPhones. So, we simultaneously fired up our apps and here is the conversation that ensued.

"It looks like it's going to be 50 degrees and sunny tomorrow."

"That's weird. My app says it's going to be 45 and rainy."

"What does it say for right now?"

"It says 59 degrees and cloudy."

"Hmmm. Mine says 48 and sunny."

"And look at this. The home page says that today's high will be 61, but the hourly report never gets above 58. Wouldn't you think the app would never allow the high to be higher than any of the hourly temps?"

"You'd think. Duh."

Now, let me be clear. We had the same apps set for the same location

and were accessing the same app from the same location. In fact, we were only sitting three feet apart. And yet, the weather reports were significantly different. So, unable to control ourselves, we rushed over to our computers to check the Weather Channel website. Guess what? The Weather Channel reports on our computers were also different.

Four feeds from the same Weather Channel reported four different weather situations for the same location from the same location at the same time. We immediately considered two options to determine our lacrosse attire. First, take the mathematical average of the four temperatures and toss a coin for the precipitation. Second, look out the window before we leave.

I don't know where the breakdown in technology occurs but the irony is not lost on me that I still check my weather app almost every day to see what's going to happen. You're probably thinking, "Who's the real idiot?" and you would have a good point.

So, what can we all learn from this?

One of my favorite cognitive exercises is to make interesting connections from the experiences in my life. I especially enjoy finding humorous connections that others may not notice. For instance, we know there is Chanel No. 5 perfume, but there is no Chanel No. 2. It makes perfect sense. Who would want to smell like No. 2? But I digress.

The interesting connection with our weather channel experience is that many of us go through life getting lots of different recommendations from lots of different sources. Our parents give us one perspective, our

friends give us another perspective, and our significant others have yet another view. Ultimately, we can amass a ton of conflicting ideas, opinions, or suggestions that may have nothing to do with our own reality.

What can we do? We look out the window, figuratively.

We evaluate available input, but look towards our own wisdom and experience to make decisions. We consider where we are, where we've been, and where we need to go to determine what makes the most sense for us. Others don't have the best perspective since they are not us. That being said, it can be helpful to get an objective opinion when we're so mired in an issue we can't see it clearly. We just need to be careful not to be led into the "storm" by others' opinions.

I once heard that the weather prognostication is not really intended to be exact. Instead, it is simply an estimate or prediction based on similar conditions in the past. That's actually not a bad way to view our own situations. Most of us have successfully maneuvered through our lives and when we embrace that, it gives us more confidence to face new challenges. If we then make decisions based on wisdom we've gained from similar situations in the past, we will likely be more successful in our own prognostications for future success. And, just like the weather reports, we don't have to be perfect, we just try to do the best with what we have.

Weather is not always predictable. Neither is life. But if we have confidence in one of the best resources available—ourselves—we can turn cloudy situations into sunny ones.

So, what's the weather like where you are?

HRC EDITORIAL BOARD

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It is the policy of the Editorial Board to attempt to print any article that does not attack another person. The Editorial Board reserves the right to edit articles for size & content.

AAVEOE/ADA

YOU'RE A WINNER!

- Thanks to Dr. Zoucha, Corinne, Robin, Connie, Micki and Peg for pulling together to get our Probation billing moving forward.
- Terry and Sandra provided assistance with Nutrition Services food orders entered in Enterprise One.



The kids are done having kids, so Grandma is cleaning out! Baby equipment, clothes, toys, and some household things thrown in as well. Friday, May 2nd 12 – 6 and Saturday, May 3rd 8 – 2 at 3110 Fisherman Lane, Hastings.

THE END IS NEAR BY CORINNE JENSEN

Participants of the Biggest Loser Transformation Challenge are nearing the end! April 30th marks the end of the Challenge and will reveal the results of the contestants hard work and efforts put forth.

The following is a sign submitted to bring a little smile to the faces of those who rose up to the challenge!

Dear Diet:

It's not me, it's you.

I just don't think it's going to work out between us.

You are boring, tasteless, and I just can't stop cheating on you.



GOOD CATCH AWARD FOR MAY

BY MARJ COLBURN, JEAN LUTHER AND CORINNE JENSEN

The Good Catch theme for May is a spin-off from the "Serving with Excellence" training. Are you a P.E.P.? There are lots of ideas of what a P.E.P. person is in the workplace on the poster outside of Carolyn's office. In short, it is someone who is positive in their interactions with others, positive about the work they are doing, look for the best in situations and others – people who just ooze positivity! Nominate someone you see role-modeling positivity and making a difference in the lives of others.



PROUDLY SERVING



CW4 Stephanie Gaines, US Army
1990-Present
Daughter of Carolyn Johnson

CELEBRATING CINCO DE MAYO



CHIPS & SALSA FOR EMPLOYEES 1:00PM—3:30PM WEST DINING ROOM

