



QUALITY IMPROVEMENT NEWSLETTER

April 2009



EMOTIONAL RESILIENCY

OK. Be honest.

When something goes wrong, or you are asked to do something out of the ordinary at work or home, how do you react?

Do you tend to accept the challenge or do you stress out? Do you try to "go with the flow" or do you fight back?

How you answered these simple questions may well give you an indication on how *emotionally resilient* you are.

Resiliency refers to an individual's ability to adapt and react to stress, difficulties, and changes.

Resilient people possess strengths that allow them to rebound more quickly from a setback or a challenge.

People who are *less resilient*, on the other hand, are more likely to dwell on problems. They may feel victimized or overwhelmed, and they may develop unhealthy coping methods to deal with their feelings. These folks may even be more inclined to develop mental health problems than their resilient friends.

Before we talk more about resiliency, let's make it clear what resiliency is *NOT*.

Resilient people are not superhuman. They do not have an incredible gift of toughing things out or of ignoring pain and stress. They do not shun or avoid support or help from others (in fact, resilient individuals are actually *more* likely to reach out to others). They are also not naive optimists who are free from feeling sadness, stress, or anxiety. And resilience has little to do with being emotionally distant or unfeeling.

Resilient people have learned to remain stable and healthy despite the problems they face in life. They practice looking past problems, instead of dwelling on them, and make efforts to find enjoyment in all areas of their life – including work.

Life problems are a temporary "speed bump" for resilient individuals. They make efforts to resolve or learn from these problems, no matter how chaotic or severe. They have the ability to say to themselves "OK, this bad thing happened, and I can either dwell on it or I can learn from it."

So, where are YOU on the emotional resiliency continuum? The checklist below may help you identify the areas on which you may wish to work.

Characteristics of resilient people	
Statement	Check if agree
I'm able to adapt to change easily.	
I feel in control of my life.	
I tend to bounce back after a hardship or illness.	
I have close, dependable relationships.	
I remain optimistic and don't give up, even if things seem hopeless.	
I can think clearly and logically under pressure.	
I see the humor in situations, even under stress.	
I am self-confident and feel strong as a person.	
I believe things happen for a reason.	
I can handle uncertainty or unpleasant feelings.	
I know where to turn for help.	
I like challenges and feel comfortable taking the lead.	

Based on the Connor-Davidson Resilience Scale (CD-RISC) ©2003

Do you have few check marks or many? Think about the items that you left blank and focus on developing resilience skills in those areas.

If you aren't as resilient as you'd like, you can work on skills to become more resilient.

Resilience is a very valuable skill to learn. It serves as protection against depression, stress and anxiety. And resilience helps you lead a happier, healthier, and more productive life!

NEXT QI NEWSLETTER: *Ways to improve your emotional resilience!*

Source: MayoClinic.com



HIPAA UPDATE


Did you know that since **April 2003**, the *Department of Health and Human Services* has received over **43,000** privacy complaints. Of these, over 8,000 were determined to be violations and enforced, and 454 have been referred over to the *Department of Justice*.

What does this tell us? Well, clients may be more informed and knowledgeable about their rights to privacy. And professionals are being held accountable for transgressions.

Below is a list of the most frequently cited issues to date, in order of frequency.

1. Use or disclosure of an individual's protected health information (PHI) *without permission*;
2. Failure of agencies to have *safeguards* in place to assure a client's privacy;
3. Failure to allow clients *access to their PHI*;
4. Disclosing more information than is *minimally necessary*.

So make sure you continue to make the privacy of all your clients a major priority!



REMINDER ALERT!
 Staff are to make sure that EVERY SCI visitor – *guest* or *vendor* or *past employee* – is escorted when in any agency building!

CLIENT SATISFACTION

Anyone who has read our QUALITY NEWSLETTERS in the past will not be surprised to find that our clients think highly of their experience here. And they are not hesitant to tell us so!

The following table provides a summary of the percentage of clients who were *satisfied* or *very satisfied* in the following areas: *timeliness of appointments, helpfulness of staff, respect by staff, client involvement in treatment planning, overall satisfaction, and the likelihood of recommending South Community to others.*

Data is provided for **last quarter**, the agency average over the **past four quarters**, as well as the average of the **remaining Montgomery County agencies.**

Client Satisfaction Ratings						
	Timely	Helpful	Respect	Treat. Plan	Overall Sat.	Rec. ?
FY09 Q2	97.9%	97.9%	99.3%	97.2%	97.9%	98.6%
SCI, Past 4 Quarters	96.2%	96.2%	97.6%	95.1%	96.2%	95.6%
Remainder, Mont. Co.	90.7%	94.1%	96.8%	93.1%	94.8%	95.6%

As you may see, SCI scored very well in *each of the six areas* (satisfaction ranged from 97.2% to 99.3%). These quarterly numbers are comparable to the agency’s quarterly averages over the *past four quarters.*

And consistent with most quarters, SCI client satisfaction percentages tend to outpace the averages of the remaining county agencies for each score. **GREAT WORK, SCI STAFF!**

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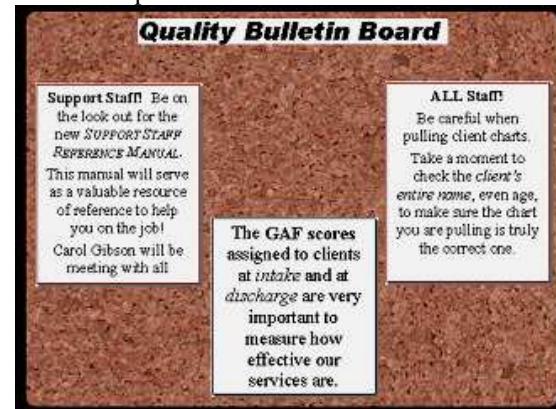
QI TEAMS



Below is an update of a couple of the current QI teams at SCI.

THE ANNUAL PICNIC TEAM: (Leader: *Andrew Jatau*) has the fun but important job of planning the agency’s annual staff picnic. *Their goal? “Fun & Camaraderie for all”.* Thanks team!

Cindi Van Ausdal and the **ANXIETY TREATMENT PROTOCOL TEAM** will be looking into current research and treatment practices that can be applied to clients suffering from anxiety. Such interventions may be offered before or in lieu of benzodiazepine medication treatment.



NICE JOB, STAFF!



The following staff were recognized on the most recent Client Satisfaction survey for their OUTSTANDING service: **Julie Burns, Dr. Songer, Ruth Crum, Linda Fish, Beverl Garrett, Shirley Cobb, Will Cooper, Linda Leese, Elaine Pritchett, Kim Conley, Anne Derenzo, David Johnson, Ron Haney, Glenna Baughman, Scott Beidelman, Renee Boomershine, Dr. Fiz, Sue Harvey, Joan Kistler, Darlene Lowe, Dr. Moody, Mary Beth Petrosch, Heather Stevens, and Rae Weir.** That’s a lot of positive feedback! **NICE JOB!**