



QUALITY IMPROVEMENT NEWSLETTER

July 2009



LOCAL BOY DOES GOOD

Most of us at *South Community* know him as a nice guy.

But were you aware that **LEE DUNHAM** has made his mark outside the agency?

Recently, Lee was elected to the **State of Ohio NAMI Board!** This is a *huge* honor!

What is NAMI? The *NATIONAL ALLIANCE FOR THE MENTALLY ILL* is a national grassroots mental health advocacy organization dedicated to improving the lives of individuals and families affected by mental illness. Their focus is on the betterment of these lives through support, education, and advocacy.

And why Lee? Lee has been very active and instrumental in supporting NAMI locally at our agency and around Montgomery County.

We are proud of you, Lee, and the good work for our clients!

EMOTIONAL RESILIENCY

In the last Quality Improvement Newsletter we talked a little about *emotional resiliency*.

Emotionally resilient people tend to be flexible, accept challenges, and seem to respond well to whatever cards life hands them.

These individuals avoid the pitfalls of their less-resilient friends: *complaining, accepting the role of a victim, and dwelling on negatives.*



Below are suggestions on ways to *IMPROVE YOUR EMOTIONAL RESILIENCY*. Here are some ideas to consider.

- **GET CONNECTED** Build strong, positive relationships with family and friends, who can listen to your concerns and offer support.
- **USE HUMOR AND LAUGHTER** Finding humor in stressful situations isn't denial or naivety. Instead, humor is a helpful coping mechanism.
- **LEARN FROM YOUR EXPERIENCES** Think about how you've coped—either in healthy or unhealthy ways – with past problems or stress. Build on what helped you through rough times and don't repeat actions that didn't help.
- **STAY HOPEFUL AND OPTIMISTIC** There are just some things you just can't change. Accept this and look toward the future optimistically. Look for hints of how things might improve and expect good results.
- **TAKE CARE OF YOURSELF** Do you exercise, eat right, and have fun? Listen to the advice the Wellness folks are offering. This info makes you *emotionally* healthy as well!
- **ACCEPT CHANGE** Be flexible. Anticipating, adapting, and tolerating even minor changes can make these events MUCH less stressful!

- **WORK TOWARD GOALS** Do something every day that gives you a sense of accomplishment. Even small goals count!
- **ACTION!** It is human nature to react passively to stress – ignoring or wishing problems would go away. Instead, figure out what you can do, make a plan, and do it!
- **POSITIVE SELF-TALK** Remind yourself of your strengths and abilities. Predict positive things. Keep things in perspective and try to not “sweat the small stuff”

Are these easier said than done? Yep – just like most skills! But by acknowledging the need and practicing them, you will find yourself to be a happier, more resilient individual!

Source: *MayoClinic.com*

Wow! An SCI Author!

Looking for some interesting reading?

Just pick up a copy of the April 2009 edition of the *Journal of Counseling and Value*.

In this edition, on page 183, you will find an article co-written by our very own **ELAINE PRITCHETT**.

The article, entitled “*Perceptions of Clients and Counseling Professionals Regarding Spirituality in Counseling*”, examines the role spirituality plays in treatment and how it is perceived by clients.



Nice work, Elaine!

Consumer Advisory Council

When you want good information, remember to go to the experts.

That's why we at South Community really value our *Consumer Advisory Council*.

This group of agency clients meets monthly to discuss various issues related to the agency. Facilitated by **DR. TOM RUETH** and **ANITA KOERNER**, these clients provide SCI with helpful, informative feedback and ideas from a perspective that is invaluable!

If you have clients who wish to participate on this council, please encourage them to call Anita for information!

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very knowledgeable group to work with – most from the Finance Department.

The **STAY** (South's Transitional Age Youth) **TEAM** (Co-leaders: *Rebecca Johnson, Michelle Schafer*, and *Stephanie Stratton*) has been looking at ways to ease the transition our clients face as they move from child to adult case management. *Their goals?* To improve engagement of these young adults, reduce crisis situations (i.e., homelessness or hospitalizations), and to improve communication between agency programs to allow for more seamless continuity of care.

Special Thanks to ...

... **ALISON DOLL** and **BEVERLY GARRETT** for hosting the “*Clear the Air*” get-together this month. This special meeting provided staff the opportunity to express their ideas and thoughts associated with the agency's **Smoke-free Campus policy**

NICE JOB, STAFF!

The following staff were recognized on FY09 Q3 client satisfaction survey *by name* for their **OUTSTANDING** service: **Nicole Stone-Staten, Shirley Cobb, Pam Macha, Jami Pfirman, Kathryn Davis, Dr. Fitz, Jennifer Haines, Liz Long, Skye Roberts, Heather Stevens, Kim Conley, Kenisha Guise, Joanie Kistler, Dr. Mathias, Dr. McCray, Dr. Moody, Robin Slaton, Louise Smith, and Cindi Van Ausdal.**

Thanks to these and all staff for their dedication to our clients! **NICE JOB!**

Quality Bulletin Board

<p>The <i>Ohio Department of Mental Health</i> continues to look at ways to make the Ohio Outcomes more useful to providers and more user-friendly for our clients.</p> <p>The SCI Quality Department is involved in this planning through our local ADAMHS Board. We will provide info to you as it arises.</p>	<p>ALL STAFF!</p> <p>Remember that all SCI staff are given the opportunity to participate in the agency quality program.</p> <p>Itchin' to get involved? Talk to your Supervisor or Director for ideas.</p>
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QI TEAMS



Below you will find an update on some of a few of the current Quality Improvement teams at South Community.

The **POLICY AND PROCEDURES FOR ACCOUNTS RECEIVABLE TEAM**, lead by our venerable CFO, **Jeff Lakes**, is looking at ways to “improve the revenue realization of the agency and to assure we are providing ‘value-added’ work”. And Jeff has a

QUALITY QUOTE OF THE DAY:

“It's so hard when I have to, and so easy when I want to.”