

Leadership Committee Minutes

Tuesday, January 5, 2010

1:30 p.m.

Attendees: Ben Leeah, Marion Williams, Gary Tonniges, Mike Jones, Chuck Risley (Director/Employee Relations and Development – Lubbock), **Guest:** Debbie Sanchez

Absent: Jeannie King and Janie Lomax

Next Meeting: To be determined.

1. No new members have been added to the committee as of yet. All previously extended invitations are still pending. Don Winschel (Admin – Neal) possible co-chair, Connie Childers (Dental – Dalhart), Roxie Ingram (Mental Health – Lynaugh), and Amy Newman (Nursing – Allred).
2. The Committee discussed each of the three (3) objectives to the Action Plan.
3. Objective 2 Enhance Communication - To reinstate the clinical/operational component to the monthly interdepartmental operations meeting has been met.
 - Dr. Deshields is scheduling meetings.
 - New objective for this Committee has shifted to monitor continuation and provide information from these meetings.
 - This will be a standing agenda item for the Leadership Committee to review at all future meetings.
4. Objective 3 Enhance leadership skills through “utilization of leadership development resources” is currently being addressed by the Training and Staff Development department.
 - The established LEADership training program is currently being offered at the regional campuses twice per calendar year (i.e. spring and fall.)
 - Discussion surrounding how to improve upon the existing program, as well as most efficiently facilitate such training within the CMHC organization while incorporating the most staff participation; no definitive solutions were decided at this time.
 - Hilda Cordero of the Training and Staff Development department is presently compiling a roster reflecting which staff members have previously completed the LEADership training program, thus aiding to determine which remaining staff members would most benefit from attending future training sessions.
 - Ms. Cordero will be finishing and distributing this roster to all units and departments in the coming days ahead, and further action will be decided by this committee at that time.
 - Mr. Risley will provide all committee members with a detailed curriculum outline concerning the Level 1 - LEADership Training program in order for all members to review prior to the next committee meeting; suggestions for improvements to be addressed at that time.
5. Objective 1 Develop field training program for non-unit administrative personnel, Mike Jones (Nursing – Park West) volunteered to lead the efforts in the development of a Field Training Program.
6. The Action Plan will be filled in after submission of this meeting’s minutes on January 15, 2010, and updates will follow continually as progress is made
7. Meeting adjourned at 2:50 p.m.

Submitted by: Samuel Haney

Recognition Committee Minutes

January 14, 2010

2:00 p.m.

Attendees: Len Espinoza (Chair), Kim Didway (Co-Chair), Chuck Giles, Venita Hamilton, Terri Wilke, Sally Schoonover, Debbie Sanchez

Absent: Julie Andis

Next Meeting: January 28, 2010; 3-4pm

1. Reviewed meeting minutes from 12-17-09 meeting.
2. End of Survey results will be discussed in depth at the next meeting January 28, 2010
 - Testing the Pillars Web site. Len will have the site up and running January 15, 2010. There are two levels of recognition: **Employee to Employee** and **Supervisor to Employee**
 - Internal website will have hyper-link to employee information
 - External website will not have hyper-link
 - Archive records will be available for both sites
 - Add an area where other people can recognize others that have gone above and beyond
 - New Tab on the home page with explanation in the form of an announcement
 - Updated once a month
3. The name of the recognition webpage will be determined at the January 28th meeting.
4. Situational Awards:
 - Kim reported: www.candywrap.com that offers a program for wrappers and software for \$24.96. This software comes with 1500 images. The committee unanimously agreed to purchase the software.
Item closed: 1-14-10
 - Non Cash awards will be limited to Amazon.com, Barnes & Noble, Hastings, Sonic and McDonald's with a few options for individual towns.
Item closed: 1-14-10
 - Len reported: For EOQ/EOY rewards, Lapel Pens are \$7.50 each; T-shirts start at \$18.00 and up depending on the type of shirt and material of which it is made.
5. Memo from Larry Elkins/Dr. DeShields requesting committee input for recognizing Allred staff that went above and beyond during recent snow storm.
 - Planning a meal with employees (already decided)
 - Website recognitions: Post on CMHC webpage
 - Letter of Recognition: To be placed in their file
6. Len, Kim and Debbie will meet with Larry Elkins before the February 25th meeting to discuss funding for the recognition program. The results of their meeting will be discussed at the Recognition committee meeting on February 25th.
7. February 11th meeting we will discuss the flow of the program and specific costs.
8. General discussion: Committees may need to share information in order to achieve goals placed by different plans. Hilda Cordero is Chair of the Training & Development committee. In order for our plans

to be successful, training of staff will be necessary. The Leadership Committee may be consulted to ensure supervisors are trained to recognize their staff through effective leadership.

9. Meeting was adjourned at approximately 3:40 p.m.

Submitted by: Terri G. Wilke

Staffing Committee Minutes

Thursday, January 21, 2010

2:00 p.m.

Attendees: Nick Blythe, Jason Delay, Ann Howe, Tommy Norwood, Terrance Rose, Melissa Watson

Guest: Judy Lewis

Absent: Orvi Martinez, Ron Peters, Patricia Roth

Next Meeting: February 18, 2010, 2:00 p.m.

1. The Committee reviewed the minutes from the last meeting. The minutes were approved as read.
2. Open Issues:
 - Staffing Analysis - The Committee reviewed the November vacancy report. Physician Assistant position at Daniel Unit will become vacant 01/31/2010. There is an interested NP, will interview with Dr. Talley.
 - Vacant Provider: Medical Director and Physician Assistant 6, 20% vacancy, Physician for Robertson on Unit making arrangements for provisional licensure.
 - Nick will speak to HR to determine correct current vacancies.
 - Dr. Rose stated that Mr. Delay will have a vacant ACP position at the Daniel Unit in the future.
 - Nursing 19% vacancy rate is an improvement with the exception of Fort Stockton. Montford Psych staffing is better and Ann reports Psych has between 9 to 12 budgeted positions with 9 vacancies.
 - Overall 16% vacancy, continue to get closer to 10% lapsed salaries.
3. Recruiting:
 - The Committee is compiling input on getting new providers on board. The question was asked regarding current recruiting efforts. Nick is sending out letters and conducting cold calls, and using word of mouth.
 - Dr. Rose will provide a website that he receives information from, to be considered by the Committee for advertising.
 - TTUHSC now has Face Book with recruiting video, U Tube and Craig's list. No responses to date.
 - Nick will inquire of Larry Elkins, Executive Director regarding JobSpot.com and the cost. UTMB is utilizing Career Builders; Ms. Watson stated the cost runs approximately \$9,500.00 per month.
 - CMHC will attend Nursing Job Fair at TTUHSC School of Nursing in February.
 - Nursing Job Fairs in Abilene (University and area Nursing Schools) on 02/18/10 \$50.00 participant fee.
 - Nick will propose using TTHUHSC Correctional Managed Health Care Banners and provide handouts at future Job Fairs.
 - Tommy Norwood reports no Job Fairs in Wichita Falls until June 2010.
 - Ms. Watson stated 3rd party contracts not in good standing. She is currently proposing RFP to 3rd party Lubbock entity with knowledge of correctional health care.
 - Larry has spoken with Purchasing regarding CMHC having their RFP's excluded from HSC due to our differences, so we could contract with agents on a correctional level.
4. Retention:
 - Is good at 38% but discussions will be held to define a goal of what might constitute as good.
 - Committee will work on some items such as – Why dissatisfied?
 - 69 exits interviews were completed for FY09

- Ann stated working on additional information regarding dissatisfied w/working conditions.
- Nick will check with Lori Hitt to see if additional information can be shared without identifying person or area.
- Ms. Watson stated exit interview process under revision. If anyone has suggestions for feedback process contact Lori Hitt.
- Mr. Norwood suggested reviewing and changing exit interview tools to more detailed information.
- Ms. Watson stated reviewing how exit interviews are administered.

5. General Discussion:

- There are still concerns about being understaffed.
- Nick will review vacancy reports to assess staffing levels.
- Concerns about being short on budgeted positions have been reported to Mr. Hoover. Verification will be made whether UTMB Inpatient is staffed higher than CMHC and if Outpatient is staffed similar to CMHC.
- Mr. Norwood proposes to review staffing plan of larger Units by department (medical, dental, psych.)
- Ann will review staffing at Montford Outpatient Psych and Dr. Rose will review staffing at Havins, Sayle and Daniel.

6. The meeting was adjourned at 2:55 p.m.

Submitted by: Judy Lewis

Communication Committee Meeting (ComCom)

Tuesday, January 26, 2010

10:00 a.m.

Attendees: Brian Tucker, Brenda Whitney, Angela Beltran, Julito Uy, Oswaldo Esperat, Shannon Uhler

Guest Resource: Charles Giles

Absent: Candace Tucker, Kenyon Page

Next Meeting: Wednesday, March 3 starting 10am (9 am El Paso) via conference call

1. Committee approved minutes of December 9th meeting, ratified appointment of Angie Beltran as committee recorder/archivist, and named Brenda Whitney and Candace Tucker to serve as committee vice-chairs. Committee welcomed Charles Giles who consented to participate as guest resource representing Mental Health Services, and acknowledged Kenyon Page as member representing FHAs.
2. The Committee voted to recommend that all CMHC employees be required to have e-Raider accounts so they can receive and access email via the TTUHSC email system. Contract employees and those employed in contracted hospitals performing CMHC-related functions (correctional health) will likewise be encouraged to obtain e-Raider accounts. Comcom feels HR should begin this e-Raider "initiative" so the process can be implemented in full by May 1, 2010. (Letter to Ms. Ella O'Neal explains this process.)
3. Tabled until the next meeting: (1) Categorizing CMHC employees according to functional groups, creating directories or listings of these employee groups so appropriate information can be directed (either general or as-need basis) (2) requesting Finance and/or IT to provide camera accessibility on computers used by ComCom members to facilitate instant/immediate means of conferring as a committee.
4. In discussions, Committee feels strongly that a campaign be promoted to inform both CMHC administration and workforce.
 - Supplementary tools (aside from EMR and internal email system) are currently available for communication and survey/online polls such as Sharepoint (that CMHC in general should be made aware that this tool is useful and user-friendly to those willing to learn). Dr. Tucker vouches for its value when reaching out to dental providers (or for dental matters).
 - Distribution of clinical information (involving patients) is sufficiently served using the EMR email system. Dr. Giles sees this channel as effective and efficient when communicating with social workers, psychologists and psychiatrists (who are expected to check EMR frequently). Mental Health Services also use Instant Messaging I/M chat instead of using the phone. EMR, now widely used by providers as a communication conduit, can also be used for operational purposes by Utilization Management when contacting administrators, providers and nurses. (EMR email groupings can be established as directories –and more technical assistance can be requested from EMR staff. Work with EMR on this.)
 - CMHC employees should be directed to the CMHC web page for breaking updates (i.e. weather, announcements). The internal (HSC) email system serves as an excellent tool when contacting employees within a Unit, or within functional groups, and administrators should be cognizant of its benefits as to use it consistently. And the TTUHSC website is a valuable source of general information affecting TTUHSC employees. Awareness of these multiple means of communication has to be imprinted among the workforce to the end that it becomes a force of habit.

- Committee feels that administrators and supervisors be held accountable for distributing information to staff as a matter of necessity to the extent that checks be made if the information has actually been received and understood. All staff be taught and conditioned to check email during the course of the day, whether the e-Raider based email system, HCS (internal), or EMR email system.
5. In discussions above (#4), the Committee feels these issues be made part of training and orientation for new employees – getting them to be aware of available communication tools. This is corollary to the Committee’s core belief that computer literacy be considered a primary goal in any training of new CMHC employees, the sooner the better.
 6. Committee will work to recommend categorical lists/groups of employees (by functions) so appropriate directories can be established containing contact information (and to whom specialized information can be directed). ComCom will seek the assistance of Human Resources and EMR staff.
 7. Meeting adjourned: 10:05am

Submitted by: Angela Beltran,
Recorder/Archivist

Training and Staff Development Committee - The Committee did not meet on January 22nd as scheduled.

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Resources Committee - The Committee did not meet on January 28th as previously scheduled.

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