

## The Gift of Good Health

### *The Care You Provide Could Not Be More Important*



By Jorge Dominicus, CEO

This past year on any given day, our Correct Care Solutions team was responsible for 240,000 patients in 470 different locations. Although that's impressive, what's even more noteworthy are the beautiful babies

born to mothers in our care, an elderly patient's life that was saved as a result of the flu shot administered by a CCS nurse, and patients who received the Narcan protocol and survived to overcome their addiction. Every day at risk patients are identified and receive life-saving treatment and/or are sent to the emergency room where they recover. Also, thanks to you, many CCS hospital patients returned home to their families last month in time for Thanksgiving. The kindness of our team during routine health exams and physicals reminded so many of our patients that they have good, hard working caregivers looking out for them.

At times, we need to be reminded that it is an honor and privilege to provide healthcare to those who need it most. At CCS, we have the opportunity to share our gifts: whether that's providing treatment, documenting health services, procuring necessary supplies, responding to inquiries, recognizing distress and reacting, or any of the day-to-day activities that are critical to delivering high quality healthcare. As we finish each day, we should all leave with the satisfaction that we have contributed in a profound way to the betterment of others. We express our gratitude by treating each patient as if they are our brother or sister and quietly acknowledging, "I truly care about my patients."

A few months ago while speaking with two nurses at a local detention facility I learned about a patient who had experienced a significant improvement while in their care. You, who support this work and everyone who provides direct care, make it possible for us all to work in a purposeful way. Throughout 2015, often under trying circumstances and in difficult public health environments, you have promoted healing and have prepared us to continue our journey with improved results in the coming year. I am thankful to be part of a team that does so much for so many and cannot help but think, "I truly care about my coworkers."

During this special season of giving and reflection, take a moment to celebrate the gift you have provided to so many this year – good health!

## Show Up: Be in the Moment

### *Message Focuses On People, Partners, and Patients*

By Chris Bove, President, Local Detention Division

During this holiday season, many of us spend time reflecting on our past as well as considering what challenges and excitement the New Year will bring. It is a time for celebration as well as a time for everyone to take a moment to think about others. At the home office in Nashville, the executive team is also taking an opportunity to do the same as we begin to wrap up the last quarter of 2015.

This past year, as an organization, our accomplishments were significant. We have completed a majority of the integration to operate as one



company, we have continued to achieve significant success at the site level from national accreditation to state audits, and we have seen a tremendous effort from our sites to participate in a wide range of community events and fundraisers. When taking a look back, 2015 will go down in the books as a challenging year with significant bumps, but overall, we can all be proud of what we have accomplished.

As we prepare for the New Year, the Local Detention Division is focusing on a very simple statement – *Show Up: Be in the Moment* – and we are using some of the Ps as reminders about what this means.

We challenge each of you to *Show Up: Be in the Moment* for your fellow team members – our **People**. We are all working towards the same mission of providing high quality patient care. Our focus must be to have compassion for our co-workers, to make sure we are working to support each other in completing this mission, and to ensure we are doing this in a safe environment. Our number one goal is for everyone to make it home at the end of the day.

Additionally, we must *Show Up: Be in the Moment* for our **Partners**. The deputies and custody staff work each and every day to provide security for the facilities where we operate. Our challenge is to complete our mission in a timely manner, which will allow them to complete their goal of providing a secure workplace for all of us.

Finally, and most importantly, *Show Up: Be in the Moment* for our **Patients**. Let's all work together and ensure we communicate with each other during the workday, between shifts, and from nurse to provider to mental health professionals. Focus on providing clear,

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# Suicide Prevention

## A Few Lifesaving Reminders To Ensure Patient Safety

By Karen Galin, Chief of Behavioral Health



Saving lives is the mission of the CCS suicide prevention program. The “7 Minutes to Save” campaign on suicide prevention will provide training to improve staff’s ability to identify suicide risk and to make critical decisions about this risk.

These presentations will become a core component of onboarding and will be a focal point of our strategy to enhance and improve our patient safety focused culture.

It’s important to know that:

- The belief that suicides cannot be prevented is an obstacle to reducing suicide attempts
- Approximately two-thirds of suicide victims communicate their intent
- Suicide attempts can occur at any time
- Suicidal thoughts are usually short-lived
- Most people are unsure about the decision to kill themselves
- Suicide intent can be communicated by non-verbal behavior and emotions rather than words
- Asking about suicidal thoughts and behavior will not give someone the idea
- Most in-custody suicides occur by hanging/strangulation; often from a low object in the room
- A “no harm” contract **should not** be used as it gives the caregiver a false sense of security

It’s important to recognize these high-risk times and individuals:

- First 24 hours of incarceration
- First arrest/incarceration
- Placement in segregation/isolation
- Intoxicated or detoxing from alcohol/other drugs
- After life-changing events such as new legal issues (e.g., new charges, additional sentences, institutional proceedings, denied

- parole); bad news (e.g., serious illness, loss of loved one); humiliating events (e.g., sexual assault) or rejection
- Individuals who have made prior suicide attempts
- Individuals with mental illness such as depression, bipolar disorder, including those in early stages of recovery from severe depression
- Individuals with a family history of suicide

What you should do:

### SCREEN

- For suicide risk at intake and throughout incarceration
- Prior to placement in segregation

### LOOK

- For suicidal behavior (depression, hopelessness, withdrawn/isolation, writing a suicide note, saying “good-bye,” giving away possessions, hoarding medications, agitation, impulsivity)

### LISTEN

- To the individual, family, friends, cellmates, staff

### COMMUNICATE

- Between behavioral/mental health, corrections and medical

### MONITOR

- MONITOR, MONITOR, MONITOR

### FOLLOW-UP

- After behavioral/mental health staff removes from suicide watch (within seven days)
- Throughout incarceration

The behavioral health and psychiatry teams are available to help staff identify suicidal patients, intervene to keep them safe, and treat the factors underlying suicidal behaviors. Please contact us with questions and suggestions for how we can work together to save lives.

## CCS Salutes Our Veterans: Marilee Griswold, MD

**Current Position at CCS:** Psychiatrist

**Previous Branch of Service:** United States Navy

“At CCS, I love the teamwork and respect for each other’s opinions. The military taught me that we must work as a team in order to be the best we can be. No one can be alone and no one can be left behind. The military also paid my way through medical school and residency, allowing me to get the education I needed to succeed.”

We thank Dr. Marilee Griswold for her service to our country and now, service to our patients.



Marilee Griswold, MD

## Keeping Patients Safe

### Introducing New User-Friendly Technology to Perform Patient Face Checks

By Bent Nielsen, Corporate Director of Nursing, Correct Care Recovery Solutions and Maria Companioni, A/Assistant Director of Nursing, South Florida State Hospital

Correct Care Recovery Solutions (CCRS) views patient safety as a critical and important aspect of high quality healthcare. Patient safety is a leadership, management, and staff priority. The number one goal, always, is to prevent or significantly reduce inadvertent harm and to ensure patient safety is the cornerstone of clinical activities at all of our facilities.



*A CCRS employee monitors a "patient" on her handheld device by taking a photo.*

One of the most important ways to reduce inadvertent harm and improve patient safety is the direct visual contact with patients at designated frequencies. This is done by performing and documenting routine face checks. Direct care staff make rounds and check on each patient every 30 minutes or more often, as defined by the clinical team. During these face check rounds, staff will lay eyes on, check breathing, and note the behavior of every patient. At the same time, staff also performs environmental safety checks in patient rooms and hallways, among other locations. This will make sure that patients do not exhibit behaviors that make them a danger to themselves or others.

In May, 2015, CCRS introduced a new, groundbreaking information technology (IT) solution to perform electronic face checks. Known as Patient Activity Monitoring Management (PAMM), this fully featured system is designed from the ground up to be intuitive and easy to use, no matter the experience level of staff. The system promotes a safer environment, improves accountability, checks patients in real time, and remotely monitors compliance.

Since its introduction, PAMM has significantly improved compliance. The problems with use of paper forms are they are cumbersome to update, track and file, not to mention the headache of searching for misplaced forms during audits. This is almost, if not entirely, eliminated. Additionally, filing and managing face check forms, another challenge, no longer detracts from patient care. PAMM has opened a fluent channel of communication between all nursing disciplines, the ones who are primarily responsible. Technology has brought our facilities closer together and increased efficiencies in this area. But most importantly, since PAMM was introduced, no CCRS facility has experienced sentinel events found to involve non-compliance with face checks.

CCRS leadership recognizes the need to continuously make improvements, and we are committed to seeking feedback from end users and other stakeholders. A taskforce is currently under development to review the implementation of PAMM and make recommendations, if necessary, for improvements. Taskforce members will include facility and corporate representatives, IT staff who were involved in product development, as well as end users at our facilities. With words such as perfect, fluent, efficient, and vital being used to describe the system, PAMM has set standards higher. CCRS has taken an important and innovative step forward towards the future of healthcare with patient safety as its top priority.

## Are You a Match? Help One of Our Own in Need

A member of our CCS family needs our help. Jason Hodges' (TCCC) son, Michael Capo, needs a bone marrow transplant. He has been fighting Leukemia for several years. Some blood cancers, like Leukemia, can be cured through successful bone marrow transplants. One of us might be the perfect match for Michael or for another patient waiting for a bone marrow transplant.

If you are interested in learning more about helping Michael or any other patient needing a bone marrow transplant, please take a moment to visit the website below and learn how you can help.

Thank you for your consideration. Your donation could save a life.

[bethematch.org](http://bethematch.org)



General information from Bethematch website:  
By joining the registry you are taking the first step to being the cure for patients with blood cancers like leukemia and other marrow diseases. It is also a commitment to take the next step if a patient needs you to donate your cells for a life-saving bone marrow transplant.

- Joining the registry requires a sample of cells, usually collected by swabbing the inside of your cheek.
- Donors between the ages of 18 and 44 provide the greatest chance for transplant success. These 18 to 44 year-old donors are called as a match for a patient over 90 percent of the time.
- When a registry member matches a patient, there are several steps before donating. Go to the website to learn more.



On October 23, CCS celebrated its annual **"Pink Out" Day** to raise awareness for breast cancer research, to honor breast cancer survivors and victims, and to promote breast cancer screenings. We had a great showing of support all across the country. Here are participants from just a few of our participating sites.



Nearly 100 CCRS employees and family participated in last month's Broward County NAMI Walk. Thanks to all of you who walked and raised money for a great cause!

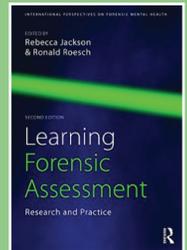


CCS recently held a successful job fair in Southeast Michigan. A big thanks to Michigan Works! in Southfield for hosting. Pictured here are CCS recruiter **Michael Vernon** and Oakland County HSA **Vicki-Lynn Warren**.



Also attending, but not pictured, HSAs **David Arft** (Macomb County) and **Kathleen Holmes** (Washtenaw County) as well as recruiter **Tammy Lamb**.

Congrats to our own **Dr. Rebecca Jackson**, Clinical Director at Florida Civil Commitment Center! Her textbook, *Learning Forensic Assessment: Research and Practice (International Perspectives on Forensic Mental Health)* was recently published. You can find it on Amazon.



During the Arkansas leadership meeting in October, Cummins Unit HSA **Dana Peyton** was named Leader of the Month. (Top photo, from left to right: RM **Rebekah Davis**, HSA Dana Peyton, RM Kim Hofmann, and RM **Dona Gordon**.)



During the meeting the group also celebrated **Kim Hofmann's** 10-year anniversary with CCS. After a short speech and a celebration with silly string, **Mary Beth Benafield** (foreground of middle photo) brought her long selfie stick so everyone could get in the picture.



Congrats to Kim and Dana!



Congratulations to our Frederick County Sheriff's Office team! They achieved a 100 percent on a recent Maryland Commission on Correctional Standards audit.

Roanoke City HSA **Stephanie Tito** and DON **Lisa Ferguson** at the Sheriff's Office career fair this past November 14. According to RVP, **Lisel Brow**, "These two go above and beyond to work with the jail at all their local events."



Congratulations to Wrightsville ADOC DON **Crystal McCoy!** She was recently selected as a "Healthcare Hero" in the category of "Women's Health and Wellness." *Arkansas Business* presents the "Healthcare Heroes"



awards program to honor individuals, companies, and organizations that are making a significant impact on the quality of healthcare in Arkansas. Their acts of heroism represent a display of dedication to excellence in the area of expertise beyond the scope of their jobs. Through their commitment to their profession and their community, they serve as an inspiration to others in an effort to improve the quality of healthcare and discover new ways to assist those in need. Crystal, along with winners in seven other categories was recognized at a luncheon in Little Rock November 18.

The CCS team in Pasco County, FL, recently achieved 100 percent on their Florida Model Jail (FMJ) Standards audit. Inspector **Kristine J. DeKany** noted in a review letter to the sheriff's office: "It was very apparent during the inspection that staff morale was very high and that the contracted medical unit functions as a team. I can honestly tell you that I found no issues of concern in your medical area. The medical unit was orderly and all areas checked exceeded the minimum standards of FMJ. The contracted provider has, evidently, worked hard to maintain this and their sense of pride and ownership in the medical area is evident." Congratulations to the Pasco County team!



Another outstanding review to report: The Commission on Accreditation of Rehabilitation Facilities (CARF) recently surveyed the Florida Civil Commitment Center with NO recommendations. The administrative surveyor, **Kathy Whitaker**, remarked how rare this achievement is and, in 15 years as a surveyor, she had never been at a site where there were no recommendations. A fellow surveyor noted that less than half of one percent of all CARF organizations experience a survey where there are no recommendations. Congratulations to our FCCC team!



## Congratulations

*We congratulate these team members on their recent promotions:*

# CONGRATS

Name	Position	Location
Jeremy Barr	Vice President, Business Development	Home Office
Jennifer Bentley	Director of Nursing	KY State Reformatory
Montre Brown	Health Services Administrator	Somerset County, MD
Ender Estrada	Regional Nurse Manager	Home Office Operations
Anna Green	Director of Nursing	KY State Reformatory
April Hancock	Health Services Administrator	Greensboro Detention, NC
Amanda Hensley	Health Services Administrator	Jefferson County, CO
Jason Kelley	Health Services Administrator	Varner Unit, ADC
Aaron Kirk Kratochvil	Senior Accounting Manager	Home Office Finance
Beth Novak	Clinical Services Coordinator	Champaign MH, IL
Krista McLarney	Health Services Administrator	SCI Laurel Highlands, PA
John Ream	Regional Nursing Support & Training Spc	Home Office Clinical Services
Telly Rivenburgh	Clinical Site Director CHS	CHS Scottsdale, AZ
Veronica Rocha-Gallegos	Health Services Administrator	Weld County, CO
Christina Thomas	Health Services Administrator	Lawton County (GEO), OK
Zuria Wade	Director, Program Services	Treasure Coast, FL
Erica Weichart	Senior Operations Manager	Home Office Operations

## CCS Remembers Employee Dav'neisha Bryant

1991-2015

By Marta Prado, President, CCRS Division

It is with great sadness that we share the news of the death of a CCS family member. Mental Health Technician Dav'neisha Bryant died on November 23, the tragic victim of an act of domestic violence. Dav'neisha is survived by several beloved family members: her two young sons – Dacoby, age 7, and Damare, age 3; parents Sharon and David Bryant; sister Tamekia Bryant; and brother David Bryant, Jr.



Dav'neisha Bryant

Originally from Palm Beach County, FL, Dav'neisha graduated from Clewiston High School on the southern border of Lake Okeechobee. Dav'neisha joined CCS in October 2013 in the Food Service Department at the Treasure Coast Forensic Treatment Center in Indiantown, FL. She was promoted in June 2014 to the position of Mental Health Technician, a role in which she excelled and was well liked and respected.



Dav'neisha's sons Damare, age 3, and Dacoby, age 7.

CCS has established a fund to benefit Dav'neisha's sons, and will match employee donations up to a total of \$10,000. Company leadership is currently in the process of finalizing fund details. Please stay tuned to CCSmgr for more information.

### Remembrances from Dav'neisha's co-workers follow:

*Ms. Bryant was my friend. She was a lady of class who always kept a smile on her face and had a pleasant spirit about her, which made her easy to talk to. Her encouragement was always welcome. She made work a fun place to be. She corrected you when it was needed, but did it with love. She added joy to each person's life in her unique way. My friend is gone and will be missed, but never forgotten. I'm truly going to miss her fooling around and "taking" Jonathan's lunch; it made my day just to watch her do it. - MHTA. Taylor*

*Ms. Bryant was well loved by her residents and anyone who came in contact with her. She was very easy to talk to. I would always give her a hug when I felt she needed one and I loved her like a daughter. I will definitely miss her. Her smart attitude was well liked and it made me see her in a no-nonsense light, and I will be forever grateful to God that I got the opportunity to know her. She was blessed with a beautiful spirit and she has passed that on to us here at TCFTC. She will be truly missed. - MHT D. Fraser*

*Neisha. The baby out of the squad! Sweet, loving, the mellow one. We will miss you, Red! Save us a spot at heaven's dinner table! - MHTC. Newton*

*Dav'neisha was a great, caring friend. She was always willing to listen, and her favorite line while listening was "hmmmm." She cared about the people she was close to, and she loved to eat. Every morning she stopped at McDonalds and got a pancake and sausage meal with a sweet tea, and was waiting and holding my seat for me in briefing. We would always take lunch together and share food. Whatever she had to give she would. Every day she would call me or MHT Newton and we would have what we call a "conference call" and talk for hours about anything. I know she was a strong-minded young lady, very sweet and she enjoyed coming to work and laughing and joking around. I still remember the last day she was here. I told her, "See you later. Call me." She said she would. I never thought of saying goodbye because I never thought at any moment that I would never see her again. I know she is in a better place, smiling down, laughing and saying, "Taylor, you so crazy." I miss her dearly. - K. Taylor*

*I've known Ms. Bryant basically all of her life, starting when she was born. She lived two houses from me in South Bay. Her family relocated to Belle Glade in 1997. I moved to Belle Glade, across the street from her family. Dav'neisha was a playmate, schoolmate and also a co-worker of my children. She was such a beautiful woman and very humble. She was always talking about her two boys. I can't believe that she's not here with us anymore. I know in my heart that she is at peace. No more running, no more hiding. All I can say for my friend and my co-worker, well done. - S. McCray*

*Her family was her world, and her two beautiful boys were the center of it. Ms. Bryant always tried to see the positive in things, no matter the circumstances. The struggles she faced made her one of the strongest people I know. She always had a smile on her face and strength in her heart. Fashion and shopping made her happy, as well as food! She was always grateful for the support of her co-workers. - M. Lee*

### Show Up: Be in the Moment, continued from page 1

concise, and consistent communication. *Show Up: Be in the Moment* during each patient encounter. Be mindful of those moments where you begin to allow your thoughts to wander from your patient while you are working to provide care. Think critically during these times.

As the final weeks of 2015 come to a close, know we are very

grateful and thankful for your continued hard work and dedication. We are thankful for your patience as the newly implemented systems are refined. We thank you for your commitment to our partners. Most importantly, we thank you for the high quality care you provide daily to our patients. We hope each of you has a safe and happy New Year and look forward to working alongside you in 2016 and beyond.

## FCCC Recognition Program Simple, Yet Effective

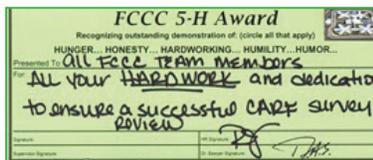
*All Employees Can Participate and Give Kudos For a Job Well Done*

*By Dr. Donald Sawyer, FCCC Facility Administrator*

The Florida Civil Commitment Center (FCCC) has long maintained a staff recognition program to address the uniqueness of a center that serves over 630 sexually violent predators. With our move into the CCS organization, and to better reflect the company's values, FCCC's program was revised under the leadership of Human Resource Manager Roxanna Valdez.

The redesign included a conscious effort to make it possible for not only supervisors to recognize excellence by their staff, but also to allow any staff to recognize the contribution of their coworkers and their supervisors. The FCCC recognition program was renamed the "5-H Award - Hunger! Honesty! Hardworking! Humility! Humor!" to honor and celebrate the philosophy of our founder, Jerry Boyle. The 5-H philosophy establishes the way in which CCS does business with our clients, our residents, and our teammates. At FCCC, we believe when our team is exemplifying those values, it should be recognized.

How does it work? Each team member has access to the bright green 5-H Award cards. Once a card is filled out, it is submitted to the supervisor who reviews and acknowledges with a signature, then it goes to the HR manager and facility administrator for review and sign-off. When that process is complete, the 5-H Award is posted on one of the two bulletin boards dedicated solely for this purpose. The



*5-H Award card*



*FCCC Human Resources Manager Roxanna Valdez stands between the two recognition boards.*

boards are located outside the FCCC staff briefing room where the accolades can be seen by all team members.

FCCC leadership recognizes the importance of honoring and valuing the efforts of all team members. We understand that to maintain our competitive advantage and excellence of our treatment efforts, we must effectively engage and retain as many team members as possible. The FCCC 5-H Award enhances morale and retention. As Jerry says, "We want to be a company employees want to work for – creating an environment and culture that they believe in." This award program is one small way we embrace that goal.

## Another Life Saved

*CCS Nurses Save Officer in Kentucky Prison*

*By Stan Wofford, Executive Vice President, State and Federal Division*

Earlier this year, in the Special Management Unit (SMU) at Luther Lockett Correctional Complex in Kentucky, there was a call indicating an officer was down. Four CCS nurses responded: Vaughn Ashby, Dawn Hayes, Courtney O'Hern and Cathy Ross. Upon arrival to SMU, the nursing staff found the officer in full cardiac arrest. Nurses placed an Automated External Defibrillator (AED) on the officer and initiated CPR. The AED advised a shock and this was administered. CPR was continued until EMS arrived and took over his care.

The correctional officer was transported to the local hospital where he was on a ventilator for several days. It was determined that he had a myocardial infarction. The nurses were able to quickly resuscitate and sustain this officer, resulting in him being discharged from the hospital without evidence of anoxic brain injury. These dedicated nurses saved this individual's life and prevented long term damage that could have been devastating.

Not only does CCS staff care for our patients every day as if they are family members, but they also work tirelessly to ensure all those around them are cared for in any medical situation. We thank the nursing team at Luther Lockett for their quick response and dedication to their coworkers. Another life saved.

