



## Loss of an Employee



**Shane Kemper, RN**  
**November 17, 1972—July 27, 2017**

The Big Spring Correction Center Medical Unit, the Private Prisons Division, and Correct Care Solutions lost a great teammate this July.

Shane Kemper, a longtime employee, suffered a massive heart attack. As Registered Nurse, he excelled in all arenas and was a supportive

and exceptional member of the clinical team. As a person, Shane made all—patients and colleagues—feel comfortable, safe, and in caring hands. As a family man with a wonderful and supportive wife, Mr. Kemper showed every day just how much family matters and what our priorities should be.

Shane Kemper, Rn will be missed each shift and each day as his colleagues regroup to fill the huge void his passing has created.

The group below show CCS' Big Springs Medical members making hamburger dinners for all of Big Spring Staff as an initial fund raiser for the Kemper Family. The GEO Group sponsored a successful Bake Sale as well.

Through their efforts a total of well over \$3,000 was raised.



Pictured left to right: Sara Lemmons, SAC; Sarah Lawson, AHSA; Daphne Thomas, AA; Michael Dutchover, GEO LVN QA; Adrienne Salgado, MRT, Jackie Deleon, Staffing Manager



**Jessie Clark**, Dental Assistant at the McPherson Unit in Newport AR was recognized for her outstanding performance. Jessie was presented the 5H award during a luncheon in her honor. ■



### Inside this Issue:

Loss of an Employee	1
Message from Jorge Dominicis	2
CCS Salutes Our Veterans	3
CCS Spotlight	3
Compliance Corner	7
Lives Saved	8
Dare to Care	9



## Change Management

*By Jorge Dominicis, CEO*

As 2017 ends, I wanted to take a moment to reflect on such an impactful year for our company. Together, we have accomplished so much for our patients and clients, and I hope everyone is enormously proud of the work you have accomplished over the past year.

In many ways this has been a very good year for the CCS team and also a very difficult year. Hurricanes and other unfortunate circumstances have touched us all. Your response has been heartening; from praying for each other to helping those in need. In spite of a full schedule you have continued to go beyond the call of duty with a joyful spirit that is emblematic of who we are as a group. Thank you for your dedication to our mission, for contributing to the positive can do attitude that we experience every day and for your assistance to hurricane victims. After my visit to Florida after the hurricane, I learned that a grateful CCS family had already contributed tens of thousands of dollars to Dare to Care to help dozens of staff members impacted by the storm. If there is any silver lining to this disaster, it is being exposed to so many wonderful people who can say **“we showed up”** to care for our patients! We are very blessed.

I want to express my sincere gratitude to everyone who helped take care of our Correct Care family after the hurricanes in Florida and Texas through the Dare to Care program. The same sense of generosity that empowers us to provide the best possible care for our patients daily, helped our colleagues and facilities through a challenging time.

We’ve made immense progress this year, like transforming Bridgewater State Hospital both physically and culturally. The quality of care we deliver at Bridgewater State Hospital is indicative of the work performed across the country, and serves as a prime example of our path forward in 2018 and beyond.

As you spend time with loved ones this holiday season, I hope you feel empowered knowing that the work we do is all in the service of people who are most in need. You are providing, in many cases, the best health care they will ever receive. This is something in which you should take great pride.

Thank you all for everything that you do for this company and most of all our patients—none of this would be possible without your commitment to our core CCS values. The dedication you exhibit every single day is having a positive and lasting impact on people’s lives. Happy holidays, and I look forward to seeing what further accomplishments we can achieve in the year to come. ■

**Wishing everyone a safe and happy  
Holiday season!**



## CCS Salutes Our Veterans: Robert Malloy

**Current Position at CCS:** Regional Manager

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

As a Senior Noncommissioned Officer (NCO) in the United States Army, the NCO Creed was the foundation that guided my actions daily.

The NCO Creed is not just a bunch of written words to me it is the very principles that guided my actions not only while I served but, continue to guide me everyday.

### Army NCO Creed

No one is more professional than I. I am a noncommissioned officer, a leader of Soldiers. As a noncommissioned officer, I realize that I am a member of a time honored corps, which is known as "The Backbone of the Army". I am proud of the Corps of noncommissioned officers and will at all times conduct myself so as to bring credit upon the Corps, the military service and my country regardless of the situation in which I find myself. I will not use my grade or position to attain pleasure, profit, or personal safety.

Competence is my watchword. My two basic responsibilities will always be uppermost in my mind — accomplishment of my mission and the welfare of my Soldiers. I will strive to remain technically and tactically proficient. I am aware of my role as a noncommissioned officer. I will fulfill my responsibilities inherent in that role. All Soldiers are entitled to outstanding leadership; I will provide that leadership. I know my Soldiers and I will always place their needs above my own. I will communicate consistently with my Soldiers and never leave them uninformed. I will be fair and impartial when recommending both rewards and punishment.

Officers of my unit will have maximum time to accomplish their duties; they will not have to accomplish mine. I will earn their respect and confidence as well as that of my Soldiers. I will be loyal to those with whom I serve; seniors, peers, and subordinates alike. I will exercise initiative by taking appropriate action in the absence of orders. I will not compromise my integrity, nor my moral courage. I will not forget, nor will I allow my comrades to forget that we are professionals, noncommissioned officers, leaders!

If you read the NCO Creed and replace a few words it too would be relevant to the Leadership qualities that CCS also requires of us.

CCS is a perfect fit for all former Soldiers, Sailors, Airmen and Marines to continue to serve and make a difference in people's lives. CCS would like to thank **Robert Malloy** for his service and for being a part of our company. ■



Mayor Jordon of Fayetteville, Arkansas came to recognize and extend the communities appreciation to the correctional staff and the medical staff at the Northwest Arkansas Community Corrections Center for Correctional Officers Week and Nurses Week 2017. The Ladies of Grace Volunteers presented all staff with a gift bag of candy and gift card to Walmart. ■



## Suicide Clusters and Contagion

By Robyn Hodges, Psy.D., LP, Regional Behavioral Health Director, Maine Department of Corrections

**Suicide Cluster** is defined as multiple deaths by suicide that occur within a specific geographic region and fall within an accelerated period of time. **Suicide Contagion** is defined as a process by which exposure to a suicide or suicide behavior of one or more individuals triggers a cluster of subsequent suicides and/or suicidal behavior. Direct and indirect exposure to suicidal behavior has been shown to increase behaviors in individuals at risk. Suicide contagion as a result of media reporting can be reduced through factual and concise reporting. Reports of suicide should not be repetitive, as continued exposure can increase the likelihood of suicide contagion. It is important that reports of the suicide do not glorify the event and that the suicide isn't portrayed as having assisted in achieving a personal goal, i.e. media attention.



When a suicide occurs in a juvenile facility it introduces the concept of suicide and models behavior for other youth. Suicide Contagion can be spread in many ways to include direct knowledge, rumors and through the media. After a suicide, a juvenile may explore suicide for a variety of reasons to include:

- The youth may observe the significant amount of attention received by the suicide or suicide attempt and may seek to gain similar attention.
- The youth may idolize and/or identify with the individual who has completed the suicide and glorify it.
- They may choose to further identify with that youth through suicide themselves.
- Youth may internalize suicide as an acceptable solution to their life situation.
- Youth may find suicide intriguing and may experiment with it.

Although Suicide Contagion is a rather rare event, we must be prepared for it!

The above information was acquired from: Lindsay Hayes (April 2013) who is a nationally recognized expert in suicide prevention, U.S. Department of Health and Human Services ■

## Heart Walk 2017



On Saturday, October 14th, team members from the Nashville Home Office participated in the 2017 Greater Nashville Heart Walk. Through various fundraising efforts, they raised \$25,167 and were ranked #9 of 113 companies participating in the Nashville Heart Walk. Approximately 75 team members participated in either the Heart Walk or in a CCS sponsored hydration station and CCS won the Best T-Shirt contest for the 3rd year in a row. ■



# CCRS POTLIGHT

During December the 140 CCRS employees at SVPTP in Columbia, South Carolina collected toys for children who are hospitalized during the Holiday Season. Spearheaded by the Facility's Employee Engagement Committee, our CCRS team donated over 100 toys! Facility Administrator Tim Budz said, "The generosity of our employees was overwhelming. Their donations will help brighten the Holidays for children who cannot be home." Our CCRS team embraced The Children's Hospital motto, "Special Care for Special Kids, Because the Best Care Matters" We at SVPTP care about children in our community! ■



## The Chronically Suicidal Patient with Borderline Personality Disorder (BPD)

By Johannes Dalmasy, MD, Chief Psychiatrist for Corrections

- It's estimated that 1.6% of the adult U.S. population has BPD.
- Nearly 75% of people diagnosed with BPD are women, but recent research suggests that men may be almost as frequently affected by BPD, often overlapping with conditions such as PTSD and Major Depression.
- 1 in 10 patients with BPD can be expected to die by suicide, a rate similar to those for patients with schizophrenia and patients with major mood disorders.
- In patients with BPD, suicidal ideas and threats are common, and most patients make multiple suicide attempts as well as non-suicidal, deliberate self-injury, such as *cutting*. Suicidality in patients with BPD is chronic and can continue for extended periods (months to years). Suicidal thoughts vary in intensity over time, waxing when life is stressful and waning during times of less emotional demands or conflicts.
- Suicidal ideas and actions in patients with BPD perform several functions: 1) The first is providing a sense of control. *If one cannot master one's life, one can at least choose to die or threaten to die.* Some patients with BPD actually need to be suicidal and never waver in their ideation because when they feel no power over life, they feel compelled to retain the choice of their own death. 2) The second is offering a presumably comforting option of a *complete escape from pain and suffering*. 3) The third is to *communicate their distress*. Patients with BPD do not expect to be readily heard by others, and often feel they need to demonstrate the depth of their suffering in a concrete -and sometimes vivid- fashion.
- The knowledge that they can choose to die is what allows them to go on living. Patients with BPD may remain suicidal until they feel an improved sense of control over their fate. Clinicians should therefore be cautious about removing the "suicidal choice" coping mechanism too abruptly as it may lead to counterproductive consequences.
- Clinicians who treat patients with borderline personality disorder are advised to address the underlying causes of these feelings and behaviors, to understand that these patients do represent elevated risk, and, most importantly, that their needs cannot be disregarded as "all talk". The management of suicidality in patients with BPD is anxiety provoking, yet fear need not paralyze staff or lead them to avoid treatment with these patients. Research suggests that most people with BPD get better with time, and that patients in crisis can be helped to reduce the acute risk for suicide. The focus of therapy should be on problem solving and improved functioning, with the ultimate goal of supporting reasons for living.



# CCS POTLIGHT

October is...



Correct Care Solutions was proud to make Friday, October 20th “Pink-Out” day to participate in National Breast Cancer Awareness Month. Breast cancer is the second most common kind of cancer in women. About 1 in 8 women born today in the United States will get breast cancer at some point.

The good news is that many women can survive breast cancer if it’s found and treated early. Your doctor can help you decide when and how often to get mammograms.

National Breast Cancer Awareness Month is a chance to raise awareness about the importance of early detection. Make a difference! Spread the word about mammograms and encourage communities, organizations, families, and individuals to get involved.

## Here are just some of our sites and how they participated in “Pink Out” Day!



Ellis County, TX



Blackwater River Correctional Facility, FL



Davidson County Sheriff



Oakland County Jail



Kentucky Regional Office—with Tamala Cooke (a 1 year survivor!!)



South Florida Evaluation and Treatment Center

## Compliance Corner



### Compliance Corner – C-01 Credentialing

Many of you have asked questions about NCCHC standard C-01 Credentialing and the requirement for employers to query the National Practitioner Data Bank (NPDB) for nursing personnel. Well we must admit that it is unclear to many, including some NCCHC surveyors. But here is what you should know.

The standard language addresses all qualified health care professionals. And NCCHC's definition of qualified health care professional includes physicians, physician assistants, nurses, nurse practitioners, dentists, mental health professionals and others who by virtue of their education, credentials and experience are permitted by law to evaluate and care for patients.

So this seems clear that employers of NCCHC accredited facilities should complete a National Practitioner Data Bank (NPDB) query for all health staff that care for patients, including nurses. However, the interpretation of the standard does NOT include nurses. Yes, confusing.

CCS' credentialing practice for providers and nursing personnel is consistent with the NCCHC requirements; NPDB inquiry is performed for all prescribing providers (for example: MD, DO, NP, PA, PhD, Dentist, and Psychiatrist). CCS does not perform NPDB inquiry for nursing personnel.

Although the interpretation of C-01 Credentialing has been consistent for the past year there remains confusion amongst many NCCHC surveyors. It is not uncommon for there to be discussion on this standard during the survey process or even the exit conference. However, this confusion is clarified when the Accreditation Committee evaluates the survey findings. CCS has not been cited on this standard based on the NPDB requirement. As long as we follow the current CCS process there should be no issues.

If you have additional questions please reach out to **Mark King**, Director of Accreditation and Operational Compliance. ■



## Congratulations to our 2017 Scholarship Recipients!

- Treasure Diokpa plans to study Biology at the University of Texas at Austin. Her mother, **Ugochi Mary Diokpa** is an RN Supervisor at the Montgomery County Mental Health Treatment Facility.
- Anna Mashaw plans to study Pre-Law at Louisiana State University. Anna's mother, **Brandi Mashaw**, is an RN at the Louisiana OJJ Swanson City Center for Youth.
- Gracie Marble plans to study Genetic Biology at Purdue University. Her mother, **Jamie Marble**, is an LPN at the Marion County Jail.
- Jillian Rosalez plans to study Nursing at Illinois Central College. Jillian's mother, **Jessica Flynn**, is an HSA at Tazewell County Jail.

## SAVE A LIFE

### Pima County Adult Detention Complex - Life Saved

The following was a letter that was sent to Lieutenant Jame Smead at the Pima County Adult Detention Complex regarding an inmate and the life saving medical care that was given:

*Hi Lt. Smead, just a note to thank you and the medical staff at the Jail for saving "Inmate R"'s life. He needed this surgery, was using a feeding tube and couldn't swallow. Fortunately, the staff took him to UMC where surgery was immediately performed and he recuperated. He's now feeling better than he has in years. He said he met you and said you're "a cool dude."*



*He is so thankful for your concern, attention and professionalism. What more can we ask in these difficult situations. I am also extremely thankful, because no matter what "Inmate R" is facing, he's always been thoughtful, polite and appreciative of our work on his behalf.*

*My warmest regards,  
C*

Thank you to the staff at **Pima County** for saving a life! ■

I wanted to highlight the lifesaving efforts of one of our employees Nurse Cruthird at Jail East. On May 31st a code white was called and Nurse Cruthird and Nurse Brooks responded. Upon arrival, Nurse Cruthird noticed what appeared to be a patient choking and immediately responded with the Heimlich. A piece of candy was dislodged and the patient began to gather her breath. Often we get so focused on day-day challenges that we overlook the heroic efforts of the people who are doing the hard work. I wanted to personally acknowledge Nurse Cruthird and share her actions with the teams.

**We are glad to have you on our team, Nurse Cruthird.**

**Audrey L. Townsel, PsyD, MHA**  
**Regional Operations Manager**  
 Jail Division (TN and LA)





## IDEAS? COMMENTS? SUGGESTIONS?

This is your CCS *LifeLine*! CCS LifeLine is for all employees, so this publication highlights CCS activities and interests happening all across the organization.

If you would like to submit articles, information, ideas, or photos for future newsletters, please contact:

newsletter@correctcaresolutions.com

# DARE TO CARE

Dare to Care Gift Authorization Form	
All information must be completed in order to process this form. If you do NOT intend to make a gift to Dare to Care, there is no need to fill-out this form.	
Name:	_____
Social Security Number:	_____
Site Number:	_____
<b>Type 1 Gift: On-going or One-time Payroll Deduction (Select ONE from the options below)</b>	
On-going gift via payroll withholding of \$5/pay period	Amount: <input type="text" value="\$5"/> \$130.00 Year
OR	
On-going gift via payroll withholding of \$10/pay period	<input type="text" value="\$10"/> \$260.00 Year
OR	
On-going gift via payroll withholding of \$25/pay period	<input type="text" value="\$25"/> \$650.00 Year
OR	
On-going gift via payroll withholding of \$50/pay period	<input type="text" value="\$50"/> \$1,300.00 Year
OR	
On-going gift via payroll withholding of \$X/pay period	<input type="text"/> (please specify amount)
OR	
One-time gift via payroll withholding:	<input type="text"/> (please specify amount)
<b>Type 2 Gift: One-time Check Donation:</b>	
Checks should be made payable to Dare to Care/Community Foundation of Middle Tennessee and mailed with this form, to:	
The Community Foundation C/O Dare to Care 3833 Cleghorn Avenue #400 Nashville, TN 37215-2519	
<b>Gift Withholding Cancellation*</b>	
Cancel on-going gift via payroll deduction:	Amount: <input type="text"/> (please specify amount)
*Donations will continue to be withdrawn pending written notification of cancellation, via this form, by the employee.	
With specific questions on how to make a donation, please contact David Haws (615-815-2789).	
With general questions and guidelines regarding the Dare to Care program, please contact the Benefits Hotline at (877) 401-3464 or bhonline@correctcaresolutions.com. You may also visit www.CCSMGR.com for details.	
Completed forms can be: 1) Faxed to 615-932-8841 or 2) Emailed to CCS-Payroll@correctcaresolutions.com	
By submitting this form, I hereby consent to making a payroll deduction, as indicated above, which will become active within two (2) pay periods of the time this form was submitted.	
Signature _____	Date _____

At Correct Care Solutions, **caring** is at the heart of what we do. Not only do we care for our patients, we also care for each other. In partnership with the Community Foundation of Tennessee, the **Dare to Care** Employee Assistance Fund was established for the purpose of providing a way for employees to combine their efforts to help other employees in need. When one of our own is facing an economic hardship due to circumstances beyond his or her control, **Dare to Care** can help with basic living expenses, such as rent or medical bills.

Our nation watched in horror as Texas and Florida were pounded by the winds and rain of Hurricane Harvey and Irma, and thousands were left with nothing, while others lost family members through this devastating storm. Many of us remember the 2010 Nashville flood, and **Dare to Care** was there to help many of our employees rebuild their lives. Now more than ever, CCS families in Texas can use our help.

To ensure that every CCS team member is informed about what **Dare to Care** does and how to contribute, we have assigned a short module through CCS

Academy entitled “The **Dare to Care** Employee Assistance Fund.” If you have not done so already, please log in to the CCS Academy located on CCSMGR and view the training to learn more about our **Dare to Care** fund.

**Dare to Care** is funded by employee donations through a one-time or biweekly tax deductible payroll deduction. The more employees that donate, the more assistance we can grant to our team members in need. Giving is optional, but every little bit helps (even a couple of dollars a week). I sincerely hope that you will join me in supporting this fund.