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Noble

News & Views

A monthly report for those in support of
Truman Medical Centers (TMC) Behavioral Health and our mission.

May 2020

Upcoming Events

**These events are still
scheduled to date:**

June 3 Navigating Change
Training

July 15-16 Building Resilient,
Trauma Informed Cultures Training

Awareness Months

May Mental Health Month

Children's Mental Health
Awareness Month

June PTSD Awareness Month

September Recovery Month

September 6 - 12 Suicide
Prevention Week

September 10 Suicide Preven-
tion Day

*For more information
about upcoming events, visit
facebook.com/trumedBH/events*

Spotlight on: Center for Trauma Informed Innovation

Cultivating Strength That Can Grow Out of Trauma

Within the first weeks of the COVID pandemic, the Center for Trauma Informed Innovation (CTII) team rolled out five innovative, new programs to support well-being: a physical Room of Refuge for staff working at the Healing Canvas, a Virtual Room of Refuge for all TMC staff (with 671 visits in the first month), a Virtual Room of Refuge for the community (with 2049 visits in the first month), the Compassionate Conversations program, and the Mindful Moments program. Additionally, CTII team members provided radio interviews, written articles, small group presentations, large group trainings, and far-reaching special events to support mental health both here and across the nation.

How can this team respond so quickly and with so much intention to care for staff amidst the current crisis? Because CTII's focus is on cultivating the strength that can grow out of trauma and that serves as a protective factor and a resource during trauma; their focus is resilience.

And, as a diverse team with expertise in occupational therapy, trauma recovery, mindfulness, meditation, communication, counseling, chaplaincy, yoga, organizational transformation, music therapy, research, business, political advocacy, non-profit leadership, public administration, psychology, professional ministry, mental health and substance use treatment, peer support services, community health and wellness, as well as lived experience of mental illness, trauma, and recovery, they are uniquely qualified to the task.



Dena Sneed, OTR/L, Director, Kreasha Williams, MA, Special Projects Coordinator, Mirna Herrera, MA, MT-BC, CPS, Special Projects Coordinator, Andrea Dalton, MA, MT-BC, Special Projects Coordinator, Rev. Roxanne Pendleton, MDiv, CYT200, Senior Projects Coordinator, Russell Anderson, MPA, Special Projects Coordinator

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News & Views

Fast Facts about MENTAL HEALTH

- 70% of adults in the U.S. have experienced some type of traumatic event at least once in their lives. That's 223.4 million people.
- Trauma is a risk factor in nearly all behavioral health and substance use disorders.
- More than 33% of youths exposed to community violence will experience Post Traumatic Stress Disorder, a very severe reaction to traumatic events.

Source: National Council on Behavioral Health www.nationalcouncil.org

A note from our COO...

I am filled with so much gratitude from the resilience I've seen in each of you over the past few months. Through it all, we've worked together to accomplish some truly incredible things.

So, I simply want to take this moment to say thank you. Thank you to those of you who have been flexible when times felt unyielding. Thank you to those who provided reminders of the importance of staying mindful. Thank you to those who elicited laughter. Thank you for drawing me back to acceptance, bearing hope, and compassion in moments when I needed our Noble Cause most.

You all are truly the best Kansas City has to offer. Each of you are the reason TMC Behavioral Health was named a finalist as **Kansas City's Best Health Nonprofit in Kansas City Magazine's Best of Kansas City**. I believe in the work we do, and I would be

so humbled if you'd cast your vote at: bestofkc.kansascitymag.com/voter/sub-category-voting/City-Life/Best-Health-Nonprofit



Sharon Freese, RN, BSN, MSW

We will continue to make it through this difficult season together. To toast to our collective resilience, please be sure to check TMC Behavioral Health's signature coffee blend, **We Rise KC**, from The Roasterie, which you can find here: theroasterie.com/product/we-rise-blend/

This is such a unique time, with many needs arising minute to minute. If there's anything I can do for you, please don't hesitate to reach out to BHCV19@tmcmed.com.

Success Story

Doug Burgess, MD, would like to recognize the incredible work of TMC Behavioral community workers who have been doing home checks on our clients. Social isolation has been especially difficult for them and one of our clients, Robyn, was experiencing a significant worsening of her depression as a result. Lolita, a community worker, arranged for regular wellness checks for her that made all the difference.

Robyn's story: *"I can't tell you how hard this has been. . . I missed seeing everyone at Truman. I need that for a kind of 'boost' and I was missing it so much. I've been really struggling but it made me feel like someone out there cares about me when they showed up to check on me. It made me feel so good. I never had a family who cared about me. Lolita and Truman made all the difference."* Robyn's one year sobriety date was May 13. Lolita worked with AA to have her 1-year sobriety chip delivered to her.

Center For Trauma Informed Innovation *continued from page 1*

Rather than serving individuals with behavioral health needs, the CTII serves organizations and systems, and supports the well-being of the staff within those organizations. They are currently working on more innovative, trauma-informed programs including crisis tips for managers, focused support for leadership here and beyond, and a moral injury recovery campaign. From training, coaching, and consulting to product development to implementation facilitation for system-wide culture change, this team infuses, into all their services: trauma-informed values, evidence-based and best practices for resilience, passion for innovation, a deeply-grounded practice of compassion, and a commitment to health and well-being for all.

Fun Fact – Did you know?

The CTII is the home of the Mid-America Addiction Technology Transfer Center. Last year, the team developed a custom manual designed to guide national and international Technology Transfer Centers through the entire Trauma Informed Care consulting and implementation process.

If interested in how the CTII could support your department in practicing acceptance, bearing hope, and cultivating compassion and resilience, email ctii@tmcmed.org.

Welcome New TMC Behavioral Health Staff Members



Top Row: Jennifer Chandler, Intake; Kaitlynn Saldana, Futures Clinic; Kailey Campbell, Group Homes. **2nd Row:** Taylor Graf, Group Homes; Nick Rocha, Intake; Kelsey Kincade, Group Homes. **3rd Row:** MarRita Williams, Group Homes; Chiquita Byrd, CAP, RC; and Marla Troncin, CAP RN.

Thank You to Our Funders

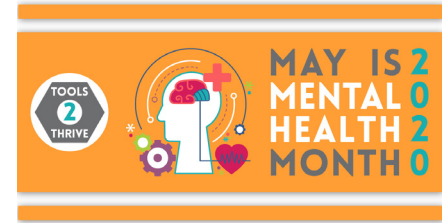
Thanks to the support of our funders during this pandemic, TMC Behavioral Health was able to provide critical care for our clients and the surrounding community.

- **Health Forward Foundation (HFF)** - allocated a \$50,000 COVID response fund without application. In addition, HFF allowed TMC Behavioral Health to repurpose up to 40% of current funding (\$225,000) for operating support if needed.
- **Jackson County Children's Services Fund** - matched donated amounts to current funding, allocating approximately \$30K in match funding back to ensure no out-of-pocket costs.
- **Jackson County Mental Health Fund** - offered a technology grant to support telepsych and teleservices.
- **Missouri Children's Trauma Network** - awarded TMC Behavioral Health \$9600 for the purchase of software and computer kiosks to tailor treatment and track progress of client care.

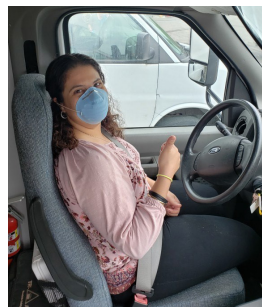
Thank you to **Amber Takens**, TMC Behavioral Health, and **Emily Parish** and **Kirk Eisenhower**, TMC Foundation, and the **Encore Institute for Social Impact** for their assistance with communications and tracking of these awards.

May is Mental Health Month

May is Mental Health Month, and this year's national theme is Tools 2 Thrive with an emphasis on kindness. TMC Behavioral Health is observing Mental Health Month with fun weekly challenges to promote kindness and mental health.



In the Community



Thank you to our driver **Mirna Herrera, MA MT-BC, CPS**, Special Projects Coordinator/ Peer Manager, for help with this special delivery.

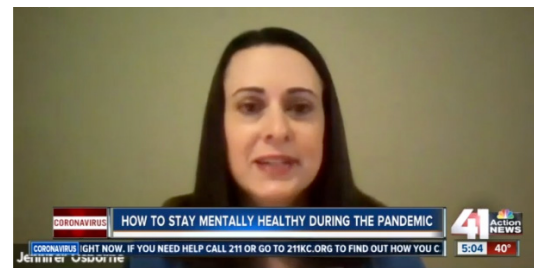
TMC Behavioral Health's reverse food pantry is still going strong thanks to all the amazing people who are a part of this project. On April 29, a total of **4,900** pounds of food was donated. From March 24 through April 29, TMC Behavioral Health served



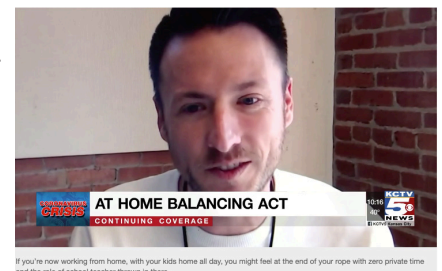
789 households, **1,426** individuals including **1,007** adults, **373** children and **46** seniors.

In the News

Dr. Jennifer Osborne shared some tips on KSHB Channel 41 about how to take care of your mental health while at home.



Aaron Crossley, LMSW provided tips on how to create balance and boundaries when everyone is living, working, and going to school in the same home.



Behavioral Health Committee Corner

Quality Focus	Committee	Meeting Day/Time*	Chair(s)/Point of Contact
Clinical Quality	Clinical Practice Subcommittee:	TBD/TBD	Jennifer Keller-McDaniels
	Zero Suicide Taskforce	2nd Monday, 2 p.m.	Stephen Gray
Risk Management	Community Relations	1st Wednesday, 2 p.m.	Aaron Crossley
	Death Review	PRN/PRN/PRN	Melinda Teglia/Jeff Metzner
	Patient & Employee Safety	2nd Tuesday, 1:30 p.m.	Bethany Zaiger/ Gino Taylor
Technical Assist/ Support	EMR/Measurement Development	3rd Thursday, 9:30 a.m.	Jennifer Waterman Jena Harper
Workforce	Employee Engagement	3rd Wednesday, 12 p.m.	Rob Ellis
	Trauma Awareness and Resiliency Committee (TARSC)	4th Friday, 12 p.m. - 1 p.m.	Lara Ashbaugh
	Workforce Development Subcommittee:	1st Friday, 12 p.m.	Dianne Asher/ Gino Taylor
	Certification	2nd Monday, 1 p.m.	Gino Taylor

*Meetings held monthly unless noted otherwise.

Kudos!

Visit [facebook.com/trumedBH](https://www.facebook.com/trumedBH) to read more about our staff who exemplify Our Noble Cause of acceptance, hope and compassion to those they serve.

Kudos to the **TMC Behavioral Health Patient Accounts Team** who worked through all of the COVID changes that impacted billing and still managed to have 98% under 90 days. You all are absolutely phenomenal!! Thank you, thank you!

— Jennifer Waterman, Director of Finance

Kudos to **Eddie Myers** for scheduling psychiatrist appointments for 3700 clients, including immediate care for clients with emergent needs. Also since the beginning of the COVID situation, he has been running food, medicine and other necessities to clients in the community. Even through his own personal challenges, Eddie has been exceptionally courteous and helpful in providing stellar services to our clients.

— Stephen Gray, LMSW, Team Leader, Disease Management and Hospital Diversion Team, and Sarah Schwab, MA, LPC, Team Leader, Homeless Outreach — PATH Team



To show the appreciation of the BH Leadership Team, Jennifer Waterman, Director of Finance, presented Eddie with a Noble Cause card and a gift card.

Truman Medical Centers Behavioral Health Services

TMC Health Sciences District

2301 Holmes
Kansas City, MO 64108

Healing Canvas Building

300 West 19th Terrace
Kansas City, MO 64108

TMC Lakewood

7900 Lee's Summit Rd
Kansas City, MO 64139

Lakewood Counseling

300 SE 2nd St
Lee's Summit, MO 64063

**816-404-5709 or
BehavioralHealthKC.org**

OUR NOBLE CAUSE

Dedicating our professional lives to accepting people as they are today, bearing hope for their future, and using compassion to empower those we serve.

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