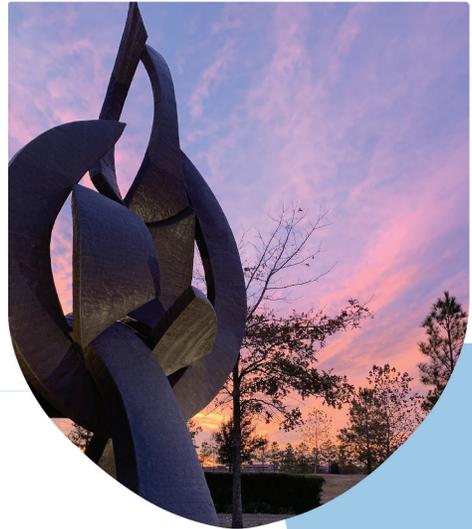


Menninger Update

March 2020

For board directors, employees, faculty & trainees of The Menninger Clinic



Getting to know gem behind the wave

Nearly everyone driving onto the main campus recognizes the smile and wave of Jewel Stevens. This Safety and Security Officer is a favorite face for many visitors, families and staff members.

My mom said, “So what are your plans? You have to plan and show that it’s not just a piece of paper you dedicated time and effort for. The mind is a terrible thing to waste.” That’s

when my manager Anjanette Hebert at Lafayette (La.) General Hospital brought an open position at Menninger to my attention. I applied and got an immediate
Continued on page 3

Though you see her often, you may not have had an opportunity to get to know her, unless you work on one of the five inpatient units where she and her safety and security co-workers often assist treatment teams.

When did you start at Menninger Security? What responsibilities do you have?

Once I finished school in Lafayette, La., I received my associate degree in criminal justice at Delta Career College.



Spotlighting

- 2 Information security spotlight
- 2 Drug facts campaign
- 4 & 5 Staff news & calendar
- 6 BridgeUp at 4-year mark
- 7 New appearance on Link
- 7 New authors lauded

Please take Cerner survey

Today is the last opportunity to add your perspective as a Cerner user on the the five-minute survey. Data will help address the kinks and pain points during optimization. Your champion will have emailed the survey link to you.



Menninger®
Where healing comes to mind

Hope begins with a call. 713-275-5400

Exceptional service and referrals 24/7 | MenningerClinic.com

Menninger is a 501(c)(3) charitable organization & affiliated with Baylor College of Medicine.

Addictions counselors plan drug facts campaign this month

From vaping to illicit drugs, learn about what is important to you and your family's health as well as how Menninger promotes addiction recovery during Drug Facts Week March 30-April 5.

Menninger addictions and peer counselors are conducting an informational campaign for faculty and staff, patients and the public. Plans include:

- Lunch-time interactive displays March 30 and April 3 for all staff
- Saturday educational presentation for patients

- Fact sheets shared on Menninger's website
- Social media campaign for followers of Menninger
- Blog post on the PsychologyToday.com website



Addictions Services team members are (front from left) Lee Holly, Pathfinder; Vaughan Gilmore, director; Diane Benefiel, Professionals Program; Valerie Fayle, Menninger 360; Jen Clement, Pathfinder; (second row) Mychal Riley, Pathfinder; Sonia Roschelli, Compass; Lindsay Walsh, Professionals Program; Alejandra Ortiz, intern, Compass; Nevil Patel, Menninger 360; and Cullen Roth, recovery specialist; (back row from left) Matt Hopkins, recovery specialist; Gordon Meltzer, alumni coordinator; Dalanna Burris, CPAS; Asua Mbonu, intern, CPAS; Berry Wall, Hope; and Torresy Smith, Compass.

Information security spotlight

In its continuing focus on HIPAA compliance and information security, the Privacy and Security Committee has launched monthly educational topics that are being discussed at departmental and discipline meetings. This education is also helping Team Menninger with Joint Commission 2020 survey readiness.

This month's topic - Cerner Message Center

It is imperative to check Message Center regularly if you are a clinical team member. The Message Center is to be used specifically for staff-to-staff communication regarding patients (especially with protected health information/PHI). Information exchanged in Message Center should not be designated for the Medical Record.

Stay tuned for more initiatives planned for the near future from the Privacy and Security Committee.



Express Scripts offers app

For employees in Menninger's Medical Plan, you may now download an app from Express Scripts to manage any medications. This will be handy for new employees who haven't received their Express Scripts card in the mail as well as anyone wanting to refill a home delivery or track their order.



Serving the inpatient programs are Music Therapists Jessica Hernandez, left, and Chris Webb. Through music, they assist individuals express their emotions and also regain appreciation for music in managing their symptoms. March 1 was World Music Therapy Day. Hernandez is based on CPAS while Webb is on the Professionals Program.

Jewel is a gem – continued

ate response for a phone interview. That went well, and my mother said she was strong and able and would care for her grandson. “I want you to try and make a go of it. Transitioning is good for growth. Pray about it and God will do the rest.”

So I moved to Houston for the new opportunity at Menninger. I told Jim Bunch (Security Manager at the time) that I would come and try it out. Miguel Amaro and Thomas Monts, who were already on staff here at Menninger, actually helped me move into a place and get settled. Their hospitality really helped me make the transition from Louisiana.

This job became so much more interesting than I ever dreamed that it would. What we do as safety and security officers is be part of the entire Menninger team. We communicate across our shifts, handing off to the next officers. We check our perimeter several times a day, monitor the closed-circuit video monitors, take care of monitoring our alarm system and fire panel, and call any codes or drills. We also offer assistance to staff members and visitors so they feel comfortable going to their vehicles and keep track of all of the scheduled incoming clients and guests for appointments. It’s not often that we don’t know who is driving up before they get to the door of the hospitality building.

What do you love about the work?

Every day I get to see our patients and families drive up. Sometimes more than one in the car may be crying or angry. My goal is for every family to feel like they had the best greeting possible so that first impression helps each patient feel ready to sign their papers to get the help they need. I have met so many wonderful people who have been caring and kind.

AIDET is how we operate at our front gate. (AIDET is an acronym for acknowledge, introduce, duration, explanation and thank you. This is a powerful framework for communicating with patients and their families as well as with each other. It is especially useful when people are nervous, anxious and feeling vulnerable as well as when providing an internal service. Attitude is everything.) I strive for winning over our visitors. At some places, security can be tough and tight, but here everyone matters, and we want people to feel comfortable and cared about.



Security’s Louis Stredic and Jewell Stevens monitor the front gate and lots of other safety-related information for Menninger on a recent morning shift.

What may surprise people about being a Safety and Security Officer?

A few things, really. I am a learner at heart and I have my certification from the International Association of Health Safety and Security in basic, advanced and supervisory levels, and now I’m studying for certification as a healthcare protection administrator.

When patients discharge, I get a lot of patients who say they want to stop by and say goodbye. Sometimes we get plants and flowers or donuts as tokens of appreciation from a family. One time, a father drove up and asked how many officers were working and when he returned he brought Whataburger meals.

Up here, we see so much especially out front along Main Street. At times we have had to call Houston Police because we have eyes on what’s going on, like the time a man was

Continued on page 6

Upcoming Events:

March 6: Today is last day to turn in Cerner survey.

March 6: CAMS training for clinical staff in the classrooms

March 6: John O'Neill, EdD, LCSW, LCDC, CAS, will present again at CHI Baylor St. Luke's annual transplant staff's Grand Rounds. His topic will be motivation and addiction in the transplant setting.

March 13: CAMS training for clinical staff in the classrooms

March 15: The Wellness Committee will pay the registration fee for 15 bike riders from Menninger in the Tour de Houston, a fundraising bike ride that will benefit Houston's Reforestation Program. Email Judith Sampson to sign up.

March 19-22: Nearly a dozen poster presentations by our Research staff will be at the annual meeting of the American Anxiety Disorders in San Antonio.

March 20: Lindsey Hogan, PhD, is one of three faculty for the joint conference with Yellowbrick in Evanston, Ill. The 13th annual event, What's Emerging with Emerging Adults?, is addressing self-destructive

behaviors in psychotherapy. Dr. Hogan's presentation is titled Creating and Maintaining Safe Spaces: The Therapeutic Relationship with Self-destructive Clients.

March 20-30: All staff are invited to complete the simple, short quarterly pulse survey. Stay tuned for an email from Andrea Preisinger when the survey opens.

March 23: Leadership Team meeting, 3:30 pm, classrooms

March 25: Town Hall meeting for all employees and faculty, 3:30 pm, classrooms, to rollout the Menninger 2025 Strategic Plan.

March 26-28: Chris Webb, MRC, CRC, CPRP, MT-BC, and Kula Moore, LPC, ATR-BC, CPRP, will present A Grant, A Need & A Pilot: How to Develop & Implement a Combined Music Therapy & Art Therapy Group for an Inpatient Psychiatric Hospital at the Southwestern Regional Conference of the American Music Therapy Association in Houston.

March 30: World Bipolar Day

March 30 & April 3: Interactive exhibits about drug facts will be staffed by our Addictions Services team members during lunch by the fireplace during National Drug and Alcohol Facts Week.

March 30: On National Doctors Day, Menninger will provide goodies for our MDs and PhDs in the board room. Personal cards will also be sent to these faculty, to nurse practitioners and to physicians assistants to thank them for their service.

Welcome aboard

- Keith Byrd, MHA, ATP
- Vonda Matthews, MHA, float staff
- Hayate Beyene, Research Assistant, Clinical Outcomes
- Deisha Pringle, Dietary Server, Facilities
- Howard Henderson, Staff Nurse, float staff
- Crystal Williams, Housekeeper, Facilities
- Patrick Hennessey, Desktop Support Technician, IT
- Rachel Jones, CPA, recently joined Finance as the director of Accounting, Budget and Analysis. Jones earned a master of accountancy degree and is a certified public accountant. She started her career in public accounting and was responsible for planning, conducting and overseeing financial statement audits. She also has experience in internal audits, which gives her experience in internal controls, process design and improvement. Her most recent experience is controller/treasurer/officer for a local service

company. In this role, she was responsible for all aspects of accounting, budget and financial analysis.

Jones will also manage our monthly close process, the annual financial audit and variance reporting, as well as the budget process and various financial analyses and process improvement initiatives.

She is excited about the opportunity to join Menninger and I believe she will be a great partner to each of you as leaders at Menninger. – *Tony Gaglio, MBA, CPA, chief financial officer*

Advancing knowledge

- Gosnell, S., **Oh, H.**, Schmidt, J., **Oldham, J.**, Fowler, C., **Patriquin, M.**, Ress, D. and **Salas, R.** (2020). Right temporal pole volume reduction in PTSD. *Progress in Neuro-Psychopharmacology and Biological Psychiatry*. 109890.

See page 6 for Research's big presence at March conference.

This just isn't right, right?

The Do-Nuts Dash, sponsored by Shipley's, will be Saturday, April 4. It is a two-mile course with delicious, donut-themed obstacles along the route.



This run supports Kids' Meals, which helps fight poverty among underprivileged children in the Houston area. This non-competitive course will start at BBVA Compass Stadium. Stick around for the sweet after-party that includes free donuts and milk.

Menninger will pay the registration fee for up to 20 participants. Please send your name and emergency person's contact information to Judith Sampson in Human Resources by end of business March 20.

Save the date for walk

Saturday, May 2, will be the annual NAMIWalks Houston. Last year, 75 participants from Menninger made a great impact at the event, raising visibility for Menninger and mental health. This year our goal will be 100 participants from employees, faculty and members of The Gathering Place. With our sponsorship, Menninger will staff an informational table for attendees.

NAMIWalks t-shirt contest opens

To make an impact at the May 2 NAMIWalk, free t-shirts are provided to those walking on Menninger's team. Staff members are invited to enter the design contest by March 23 for what will be screen-printed on the back of our walkers' shirts.

Staff go Western

Finance staff (below) won the team attire honors while Dietary's Francis Sims (right) was the top-dressed cowboy. Sims received Houston Rodeo tickets and the Finance team will enjoy a pizza lunch.



Accolades

• *From Dr. John Oldham, chief of staff:* I am pleased to announce that Michelle Patriquin's title will be revised from her current title of Director of Research Operations to Director of Research, effective March 15. This does not reflect a significant change in her duties since she presently serves as our Menninger head of Research, but the new "official" title better reflects that position. Michelle has done an excellent job carrying out her leadership responsibilities, and I have every expectation that she will lead the way as we revitalize our research agenda. Michelle will take over chairing the Research Council.

• *From Armando Colombo, president and CEO:* Since before I arrived, Stephanie Cunningham has taken on the responsibility of the Office of Philanthropy in addition to Business Development and Marketing. Under her direction, the Philanthropy staff has been energized and has been thorough and diligent in organizing information and donor communications to support moving forward with the Out-patient Services Center construction project. I am pleased that she will serve as permanent leader for the department as vice president of Business Development and Philanthropy. Stephanie is a 14-year veteran of our staff and is a trusted member of the executive leadership team. Before joining the Business Development and Marketing staff in 2005, she was assistant director of marketing at Texas Children's Hospital where she helped build the hospital's direct marketing program and managed its physician referral liaison team. Stephanie holds a master's degree in business administration from the College of William and Mary and bachelor's degree from Colgate University.

Departures

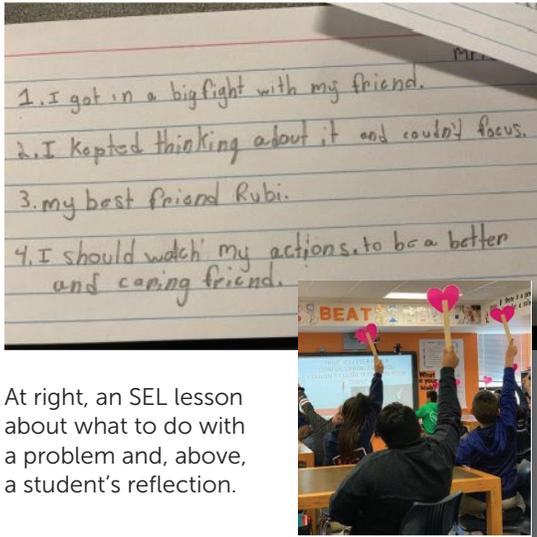
- Art Chavez, information security specialist, resigned February 7.
- ATP Administrative Assistant Jerri Givens' last day was February 28. She left to pursue an opportunity she is passionate about.
- Mary Beth Miller left Recreation Therapy on February 28.
- Jamie Putch, MHA, completed nine years of service February 13.
- Amir Safi completed his work in the Office of Philanthropy February 27 after two and a half years.
- Dietary Server Dalisha Williams resigned February 17 after a year and a half on staff.
- Ian Williams, an administrative assistant, left the organization February 25.
- PRN Safety and Security Officer Reginald Williams' last day was February 19.

Colleagues wish everyone the best as they pursue new opportunities.

Menninger gives kids a BridgeUp

We are midway through the fourth year of BridgeUp Magic Grants. The seven grant partners – Alley Theatre, Connect Community, Galveston ISD, New Caney ISD, Pasadena ISD, Spring Branch ISD and The Council on Recovery – are serving 8,944 vulnerable adolescents in 17 middle and high schools.

BridgeUp helps partners implement the three components of the BridgeUp Model into their classrooms and schools, including: 1. social and emotional learning (SEL), 2. a multi-tiered system of behavioral health supports (MTSS) and 3. school and community collaboration.



At right, an SEL lesson about what to do with a problem and, above, a student's reflection.

SEL is defined as attitudes and competencies that foster self and social awareness and the abilities to manage one's own and others' emotions and behavior, make responsible decisions and nurture positive relationships ([CASEL.org](https://casel.org)). Research shows that SEL skills can be taught and that when schools embed SEL into the school

day, it improves children's lives, the culture of the school and even teacher well-being.

The premise of BridgeUp is to teach social and emotional intelligence in school so lives are enhanced and behavioral health crises are rare. The model ensures that school systems are in place to address behavioral health needs when needed. In the fall semester, nearly 1,000 students at these schools received small group and individual therapy. High-risk students may be referred to Menninger for care.

Connect Community, serving KIPP Connect Middle and High Schools, has been a BridgeUp partner for four years. In that time, it has developed a strong SEL program. Connect Community focuses on building teacher competency to strengthen relationships with students and teach and model SEL skills. Teachers receive training and coaching to deliver SEL lessons. All students receive the thought-provoking lessons that are selected based on classroom needs. The lessons offer a time for students to explore their story, their peers' stories, learn more about their teacher and build a stronger classroom community. Connect has seen improvement in grades and behavior and a reduction in teacher turnover.

[This video](#) captures Connect's work with teachers, students and parents.

BridgeUp at Menninger is funded by a generous donation from the David and Helen Gurley Brown Trust/Pussycat Foundation in New York.

– Linda Civarello, assistant director, BridgeUp at Menninger

San Antonio, here comes Research

For the annual meeting of the Anxiety Disorders Association of America, a clinical and consumer organization, 11 panel and poster presentations have been accepted for presentation at the meeting March 19-22 in San Antonio. The panel and posters are:

- Patriquin, M.A., Leffler, J.M., Van Kirk, N., & Schlosser, R. (2020). Data, technology and people: Systematic outcomes implementation in inpatient psychiatric care. M.A. Patriquin (Panel Chairperson).
- Johnson, C., Rufino, K., Oh, H., & Patriquin, M.A. (2020). Age related focus of family therapy: A text analysis of therapy notes.
- Rohr, J., Salas, R., & Patriquin, M.A. (2020). Relationship between psychosocial stress and opioid use differs by gender.
- Corpus, C., Rufino, K., & Patriquin, M.A. (2020). Relationship of loneliness to clinical outcomes across adulthood in inpatient psychiatric sample.
- Oh, H., Patriquin, M.A., & Salas, R. (2020) Reward processing in psychiatric inpatients with depression.
- Blanchard, A.W., Rufino, K. & Patriquin, M.A. (2020). Better Emotion Regulation Mediates the Relationship Between Improved Mood Symptoms and Nightmares Across Inpatient Psychiatric Treatment.
- Shepard, C., Rufino, K., Patriquin, M.A. (2020). Emotion Regulation Strategies Mediate the Relationship Between Therapeutic Alliance & Improved Anxiety in Adults Receiving Inpatient Psychiatric Treatment.

Continued on page 7

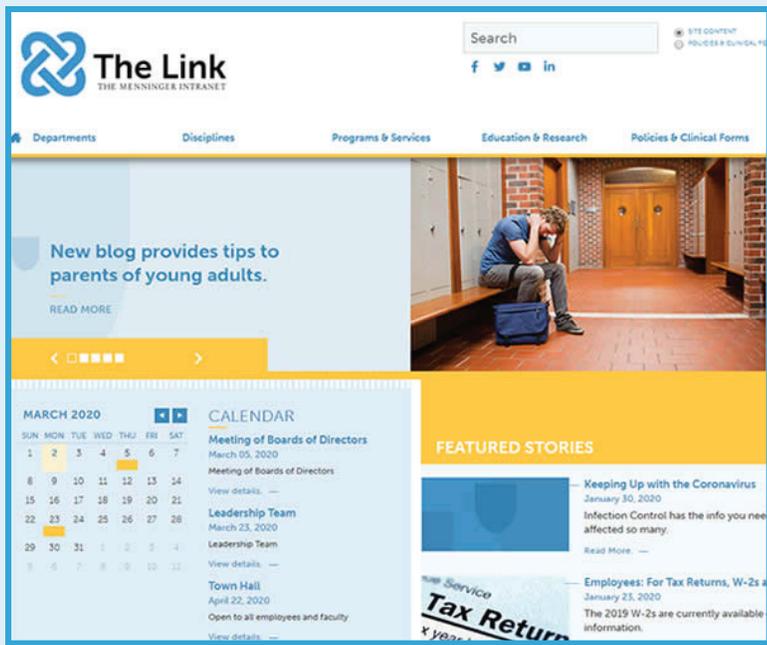
Jewel is a gem – continued

walking down the sidewalk naked, causing drivers in both directions to slow down and nearly wreck. Another time a well-dressed man came to the door and just wanted to get to someplace warm. I gave him a towel to wrap up in and called police to help him find a shelter.

How do you stay connected with staff, especially with your post being the Hospitality Building?

We do so much more than issue keys, do reports and unlock doors. We train for difficult and challenging situations. We get called by staff on the units to give us a heads up that we should swing by before medication time when a patient may resist taking their meds or when the team needs to share difficult news with a patient. We definitely know what's going on in the back of the campus.

We also work different shifts. That gives us a chance to see everyone, too. We feel like we are part of every team, and among the Security staff we are consistently keeping each other informed. When we change shifts, we complete a thorough handoff about what's going on in the milieu and what to anticipate the rest of the day.



Fresh look new arrives on The Link

Last summer, The Clinic unveiled a new website, one that reflected our new corporate style guide, including a new color palette, fonts and photography style. Now, we have launched an updated version of Menninger’s intranet, The Link, that reflects our new branding.

Unlike the website, which was a completely new design, The Link’s organization remains the same: The structure of the intranet (how the content is organized) and the navigation remain unchanged, making it easy for faculty and staff to quickly find the content they turn to do their work.

The primary difference will be in the “look and feel” of The Link thanks to the use of our updated corporate colors and fonts. Marketing hopes you will enjoy the same vitality and modern look that visitors to our website experience.

Social work month activities begin soon

This year to celebrate National Social Work Month, the current activities begin in March and will wrap up in May (due to competition for meeting space). Please mark your calendars for the following events.

- March 10, 11:30 am-1 pm – At a special session of the social work administration meeting, participants will elect the winner of the 2020 Spirit of Social Work Award. (Please look for nominating criteria in your email.)
- April 3, 9 am to noon – The renowned Sandra Lopez, LCSW, will present a continuing education workshop on Supervision and Ethics.
- May 11- 15 Hospital Week, 11:30 am to 1 pm – Social work will sponsor a spirited, hospital-wide ice cream sundae social and present the Spirit of Social Work Award.

MBT-based art therapy aids understanding patients

Art therapy has many benefits and is often most valuable with individuals who hide their feelings or have difficulty articulating their emotions. The learning Kula Moore and Kate Marder gained from writing the book, *Mentalizing in Group Art Therapy*, informs other art therapists and clinicians.

They started the project in 2014 while co-facilitating an art therapy and mentalizing group. Marder noted at the February 28 book signing that they saw lots of overlap between the imagery of art therapy and mentalizing but realized there was a need for a language to unite the two.

The intersection of the therapies opens up trust, opportunities for safe exploration and establishes healthier attachments. In the group process, patients address their vulnerabilities and confront core issues.



Kula Moore hands a signed book to her brother Charles Moore as co-author Kate Marder looks on during the book publishing celebration event February 28.

ADAA – continued

- Rech, M. E., Rufino, K., & Patriquin, M. A. (2020). Trajectories of Suicidal Thoughts and Behaviors and their Relationship with Sleep and Emotion Regulation among Adult Psychiatric Inpatients.
- Smith, R., Bouras, J.M., Rufino, K., & Patriquin, M.A. (2020). Negative affectivity: Association with Changes in Depression & Anxiety Across Inpatient Psychiatric Treatment.
- Walters, W., Boardman, D., Guttman, S., Gazor, A., Rufino, K., Rech, M., et al. (2020). Examining the Relationship Between Sleep Problems, Trauma, Anxiety & Executive Function in Youth During Inpatient Psychiatric Treatment.
- Tran, T.T., Rech, M.E., Rufino, K.A., & Patriquin, M.A. (2020). Parent-adolescent Agreement: Impact on Depression & Anxiety Symptoms in an Inpatient Psychiatric Hospital.