

Perspective

www.bhcpartners.org

BHP
of Central Ohio, INC.
WE SAVE LIVES

Comprehensive Mental Health and Addiction Services

News and Views from BHP • Fall 2014

Headquartered at The Sheryl L. Kraner, Esq.,
Youth and Family Behavioral Health Campus



A Message From the President & CEO

Healthcare reform is creating tremendous disruption in nearly all aspects of the healthcare field. As many other industries have already experienced, disruption and chaos mask innovations that fundamentally change the healthcare landscape and provide competitive advantages for handfuls of forward-thinking organizations.

BHP and other progressive organizations have embraced the idea and challenge of becoming a Behavioral Health Center of Excellence (BHCOE). A BHCOE is known by the entire community as a great place to get care and a great place to work. BHCOE's offer easy access to affordable, comprehensive care for persons experiencing behavioral health issues, and clients experience respectful, self-directed, team-based and holistic care that addresses their problems and achieves outcomes important to them. There are 5 basic elements of being a BHCOE:

Element 1: Easy Access

Element 2: World Class Customer Service
Built on a culture of
Engagement and Wellness

Element 3: Comprehensive Care

Element 4: Excellent outcomes

Element 5: Excellent Value

In order to better serve our community BHP has embarked on a very exciting strategic journey of becoming a BHCOE.

– Patrick Evans, President and
Chief Executive Officer

Message of Hope Conveyed at Inaugural Dinner Event

"The Power of Change" was the theme for the first annual fundraiser dinner organized by BHP. Featuring Kathy Cronkite, a noted writer, journalist and public speaker, the event took place at the DoubleTree by Hilton.

A tireless champion for mental health, Cronkite, daughter of famed newscaster Walter Cronkite, spoke of her battle with depression, quoting often from her published writings on the effects of depression on celebrities and children of celebrities.

"She also learned to free herself from the "embarrassment and shame" of mental illness..."

Her own experience began in childhood and she suffered for more than 25 years before she was diagnosed. "A black hole where I am swallowed up," is how she described her mental state during those years. Finally, with a correct diagnosis, came the proper treatment combination of counseling and medication— and the important knowledge that this was a treatable and defeatable illness.

She also learned to free herself from the "embarrassment and shame" of mental illness, and when she did, she was able to focus on helping others.

Cronkite has worked extensively as a layperson researching the causes and cures of depression, and is tireless in her message of hope and call to understanding.

The funds raised from this event will be used to benefit all the programs provided by BHP.



Kathy Cronkite (red jacket) meets with guests at the special pre-dinner private reception.



CEO Patrick Evans welcomes guests to the Power of Change Dinner



Special Keynote Speaker Kathy Cronkite addresses the audience.

Mark Your Calendars!

2015 Power of Change Dinner
May 7, 2015
Heritage Hall

**"Celebrating Life Change:
Voices of Recovery"**

Board Spotlight

Jeremy Blake has joined the BHP Board of Directors and will serve on the Program Committee. A Macintosh Lab Technician at Denison University, Jeremy currently serves on the Newark City Council and the South Newark Civic Association. He is also a member of the United Church of Granville and a member of the Downtown Newark Library GLBT Monthly Book Club.



Jeremy stated, "I want to be a positive influence to assure that comprehensive assistance is given to individuals with mental illness and drug / alcohol addiction. I believe people can get better if given the right guidance."

Staff Profile: Jennifer Hunter



Jennifer is a Family Care Coordinator on the Kids Team and has been with BHP for one year. She has an Associates Degree from North Central State College and experience working with Head Start in Knox County, a background ideal for her position on the Kids Team. "I discovered I had a passion for working with kids

and their families," said Jennifer. "I enjoy meeting new people and assisting with their goals. I also like the fact that I get out into the community and make connections with many other providers."

Jennifer has two adult sons, and two grandchildren; the fact that she is a Grandma usually surprises people! She enjoys reading, baking and sewing, and likes to go camping.

Spotlight: Volunteer

BHP is pleased to recognize volunteer Shirley Potts. Retired in 1989 from an accounting position at Navistar (International Harvester) that spanned 33 years, she became a caregiver for many of her family members. Her husband of 57 years passed away in 2012. Reminiscing, Shirley said "I spent the first 80 years of my life in Springfield, Ohio. I was blessed with one daughter." In addition to her volunteer work at BHP, Shirley enjoys reading, working in her yard, sewing, and "organizing just about everything."



Volunteering to help stay active, Shirley said, "I enjoy volunteering at BHP because there are so many different areas of the organization and I get to see how each department operates. Working for BHP gives me purpose. I really enjoy all the people I work with at the organization."

Services Expanded for Children and Adolescents

Dr. Charles Snyder Now Accepting New Patients



As part of an ongoing effort to continually improve and expand services, BHP is pleased to announce that Child and Adolescent Psychiatrist Dr. Charles Snyder is now providing services for children and their families. He brings more than 25 years of experience in this field to our organization. Services include assessment and treatment.

Robert W. Partridge Vision Award Winner Announced

Cheryl Hohl, Administrative Assistant, has been named the 2015 recipient of the Fifth Annual Robert W. Partridge Vision Award. The announcement was made at BHP's fourth annual employee anniversary luncheon that took place at the DoubleTree by Hilton in Newark. Cheryl has been with the organization for 28 years.



This award is given annually to a staff member who promotes effective, efficient and sufficient behavioral health services to the community, advocates for effective services to our community's most vulnerable youth and adults who require behavioral health services, supports and enhances the partnership among staff, families and clients advocates for policy that focuses on system changes that add value to services to our clients, and demonstrates the most true spirit of dedication and volunteerism of Robert Partridge, a former board member.

Creative Initiatives Implemented

BHP has been working diligently over the past 9 months to embrace rapid change and find creative ways to improve the organization's operations and efficiency. We have implemented numerous pilots and continue to build upon that momentum to come up with new and exciting improvement initiatives. Since February 2014, BHP has participated in the Mastering Back Office Management Learning Community. This initiative was organized by The National Council for Behavioral Health and is facilitated by a consultant from MTM, a nationally renowned consulting firm that specializes in quality and process improvement. As a result of our work in this Learning Community, BHP has made numerous improvements to its processes and procedures. These changes are having a positive impact on the organization's financial performance

Staff Members Serving 10-Plus Years Honored

**46 Employees Recognized
at Annual Dinner**

STAFF MEMBER	YEARS
Lynn Agapi-Gilligan	30
Pam Allen	15
Sharon Bishop	18
Dennis Bowers	15
Tim Clark	13
Patrick Evans	12
Tim Gano	11
Scott Gatton	17
Theresa Gehr	17
Andy Gillespie	10
Lisa Green	15
Kim Hammer	21
Rose Helfer	29
Pam Hissong	18
Cheryl Hohl	28
Shannon Johnston	12
Ron Jones	18
Karen Kasten	14
Julian King	12
Jeanie Klockner	24
Susan Knight	13
Lisa Ladu	25
Patrick Marsh	10
Mack McElfresh	14
Dina Miller	11
Cindy Morrison	28
Jim Pfister	29
Anna Prior	24
Lee Ann Renner	15
Linda Rusch	13
Laura Smith	10
Mary Smith (Residential)	18
Sue Smith (Residential)	14
Patricia Sowards-Collins	24
Doris Spriggs	18
Amber Stephenson	18
Dick Stiner	13
Sharon Stockton	17
Nancy Thomsen	25
Dee Troyer	12
Karen Voris	20
Danise White	21
Linda Williams	34
Judy Wilson	17
Karen Wilson	27
Pam Wohlert	17

BHP Crisis Team Receives Cy Ransopher Award



President and CEO Patrick Evans, flanked by the Crisis Intervention Team, addresses the audience.

The Crisis Intervention Team at BHP was recognized by Mental Health and Recovery for Licking/Knox Counties at an annual awards event, "The Art of Recovery," that was held at Licking Memorial Hospital on October 16, 2014.

Recognized for their "dedication to service, courage to advocate, and leadership in increasing public awareness of the impact of addiction and mental health issues in our community," the CI (Crisis Intervention) team, led by Kim Davis, included Dean Owen, John Magary, Tammy Walters, Megan McKee, Linda Camelo, Teresa Semeraro, and William Reid.

These folks are on the front lines of crisis intervention in Licking and Knox counties. 24 hours a day, 7 days a week, the crisis intervention team works to ensure that individuals are safe from danger to themselves or others. In 2013, there were 11,253 total crisis calls to 211. The CI Specialists also work closely with law enforcement, the courts, local hospitals, and many other community partners in their daily efforts to make a difference.

Thank You!

...to the following organizations and individuals for designating their United Way pledge to BHP last year:

Alliance Data Systems	Sharon Lyon-Paul
Dee Altmaier	Richard Dale
Terri Ballard	McClelland
Sharon Bishop	Dina Miller
Gretchen Booth	Cindy Morrison
Mary Brett	Mount Carmel
Tammy Burks	Health Systems
Rodney Burnham	Bernadette Murray
CCC-OSU Combined	Dante Offineer
Charitable Campaign	Marcie Priest
George Cook	Amy Rich
Josh and Kelly Edds	Connie Riley
Jennifer Ellis-Brunn	Mollie Roth
Jill and Mike Evans	Jane Salyers
Tim Gano	Sharon Stockton
Pamela Gatton	Jennifer Turnes
Rosa Helfer	United Way of
Helen Huang	Central Ohio
John Johnson	Karen Voris
Kroger Company-	Tracey Walterbusch
Main Office	Judy Wilson
Amy Lieb	Kim Wright
Susan Lock	

Evans Elected to Ohio Council

Patrick Evans, BHP President and CEO, has been elected to The Ohio Council of Behavioral Health & Family Services Providers Board of Trustees. The council is a powerful statewide trade association for behavioral healthcare providers that has influence on local, state, and national policy.

Patrick stated, "My membership on this board will insure that Knox and Licking Counties have a 'seat at the table'. I can be an active participant for positive change." His term is for three years and it begins January 2015.

BBB Accreditation

BHP was recently accredited with the renowned Better Business Bureau (BBB) and will begin utilizing the logo in publications as an indicator of adherence to rigorous and ethical standards.



Perspective

www.bhcpartners.org

News and Views from BHP • Fall 2014

BHP
of Central Ohio, INC.
WE SAVE LIVES

Comprehensive Mental Health and Addiction Services

Headquartered at The Sheryl L. Kraner, Esq.,
Youth and Family Behavioral Health Campus



Behavioral Healthcare Partners
of Central Ohio, Inc.
P.O. Box 4670
Newark OH 43058-4670

NON-PROFIT
U.S. POSTAGE PAID
Permit No 4
NEWARK OH
43055



A contract agency of Mental Health and
Recovery for Licking and Knox Counties



Community Partner

United Way of Knox County
Licking County United Way



Our Mission: To improve and save lives by serving the healthcare needs of those who experience mental illness and/or addiction-related conditions. Our Vision: To be the most trusted, highly effective and accessible provider of behavioral healthcare services in the region with a unique ability to provide a continuum of integrated, cost-effective services addressing a broad spectrum of needs.

Program Spotlight: Transitional Housing Program

The Transitional Housing Program provides housing to homeless adult men and women who meet the definition of severe mental disabilities (SMD) and co-occurring substance abuse who are attempting to secure stable community housing. There are two transitional housing sites. Maholm House, located in Newark, is a three bedroom shared living home for men. Granville House, also located in Newark, is a two bedroom downstairs and two bedroom upstairs shared living apartment for women.

The target population served in the Transitional Housing Program are typically those who lack community resources and the ability to obtain stable housing for reasons such as; lack of income, evictions, disputes with family, unable to go to local shelters, released from a psychiatric hospital and /or jail due to mental health symptoms and drug / alcohol abuse.

The program has a time limitation of up to six months; during their stay, the individual is required to work with their Adult Recovery Coordinator and a Housing Specialist on their Individual Service Plan to assess needs, access community support and linkage, and monitor the progression of their goals for obtaining permanent housing.

Creative Initiatives, cont'd from page 2

while meeting the needs of those served through improved access and streamlined processes.

One exciting change has been the launch of 'Just In Time' (JIT) scheduling for Medical Services. This model is designed to reduce 'no-shows' and improve access to services. JIT requires that you 'blow up' your schedule for medical appointments and that's what we have done. Clients are no longer being scheduled for follow-up appointments after seeing their medical provider. Instead, they will be asked to call BHP 3-5 days before their medications are gone and they will be seen 'Just In Time' to get their medications refilled. Similar agencies who have implemented this model have seen their 'no-show' rates drop from over 40% to less than 10%. As a result, access to timely appointments increases. And... BHP's clients are excited about the change!

– Jennifer Turnes, Senior Vice-President &
Chief Operating Officer

.Like us on Facebook...facebook.com/bhpohio

