

# What's the Scoop?



Health Recovery Services, Inc. Newsletter



Promoting **Quality** Agency Communication Since 2007

Mar/Apr '09



**New Employees  
Hired in  
January and  
February**

Jeremy Kerns  
(Bassett House)

**Administrative  
Professionals  
Week**

is April 19th -25th

## Announcements

### **MARCH TRAININGS**

**Thursday, 3/12**

**Annual Training @ BH**  
8-9am; 2-3pm; 3-4pm

**Monday, 3/16**

**Annual Training @ RWRP**  
7-8am; 10-11am; 2-3pm

**Wednesday, 3/18**

**Dealing with Conflict and  
Difficult Behaviors**  
1-4pm @ Admin

**Tuesday, 3/24**

**Annual Training @ BH**  
8-9am; 2-3pm; 3-4pm

**Wednesday, 3/25**

**Annual Training @ RWRP**  
7-8am; 10-11am; 2-3pm

**Adult CPR & First Aid**  
8:30am-4pm @ Admin

**Thursday, 3/26**

**N.E.A.T.** 8:30-Noon @ Admin

**Tuesday, 3/31**

**NCI Refresher Course**  
8:30-11:30am @ Admin

## Holidays & Celebrations

**Tuesday, March 17th**

*St. Patrick's Day*

**Friday, March 20th**

*Spring Begins*

**Friday, April 10th**

*Good Friday (HRS Holiday)*

**Sunday, April 12th**

*Easter*

**Wednesday, April 22nd**

*Administrative Professionals Day  
Earth Day*

## **Dealing with Conflict & Dealing with Difficult Behaviors**

*Presented by Meri Jo Warner,  
United Behavioral Healthcare*

- Understand difficult behaviors in the workplace and the motivation behind difficult behavior
- Define impact of conflict in the workplace
- Identify how and why conflicts arise
- Learn skills to cope more effectively with difficult interpersonal styles
- Identify different styles of managing conflict

**March 18th**

**1-3pm @ Admin (2nd Floor)**

*Register by calling 592-6724 ext. 118 or email [tlyons@hrs.org](mailto:tlyons@hrs.org)*

## **Motivational Interviewing Training**

*Presented by ODADAS*

April 20th thru 22nd  
@ Admin (2nd Floor)

*Details will be available at a later date!*

## **TB/Hep-B Clinic**

**Schedule—see page 2**

## **Employee Satisfaction**

**Survey Results—see page 3**

## **Special Thanks to**

**Employees—see page 4**

## **CD Training Series**

Presented by Dr. Joe Gay, L.I.C.D.C.

**Assessment, Diagnosis, and Treatment of  
Substance-Related Disorders**

April 1st, 1:00-5:00pm

Training sessions will take place at the Administration/AOP site on  
Columbus Road in Athens

Register by calling or emailing Teresa Lyons (592-6724, [tlyons@hrs.org](mailto:tlyons@hrs.org))

# Nightingale News



HRS Nursing Department

Mar/Apr 2009

Reported by Manager of Nursing  
Amy Sappington

## TB/HEP-B CLINICS

### March:

3/24, 2-4pm @ BH  
(read 3/26, 2-3pm)

### April:

4/7, 2-3:30pm @ AAEP  
(read 4/9, 2-3pm)

4/21, 10am-Noon @ RWRP  
(read 4/23, 10-11am)

### May:

5/12, 6-8pm @ BH  
(read 5/14, 5-6pm)

5/26, 2-3:30pm @ AAEP  
(read 5/28, 2-3pm)

### June:

6/9, 9-10:30am @ DCS  
(read 6/11, 10-11am)

Nursing Notes  
& Reminders

**WOW! Great Job!**

Debbie Lee

Highest Productivity in  
December and January



Saturday, May 17th @ Noon  
Registration @ 11am  
Tail Great Park, Ohio University

Contact HRS Nursing Dept. for more info!

## Q.I. Corner

- **CARF will be here this Spring!** Thanks to all staff members who helped Q.I. to rearrange charts at outpatient sites.
- Congratulations to the winner of the Biggest Loser program, Bonnie Mugrage (VOP)! Bonnie lost a total of 35 pounds and won the Biggest Loser pot totaling \$100! Biggest Loser Participants lost a total of 186 pounds during the course of the program—Great Job! Thanks to all who participated in the program, and also to those who donated \$!
- The Jarod's Law inspection will be on April 29th at AAEP.

Division of Community Services

## DCS News

**You can register to vote at DCS!**

### Great Job Josh Merckle!

For having the highest productivity  
with 108.09% of 37.5 goal!

### Employee of the Month

March: Josh Merckle

- DCS was featured in the January 2009 Vinton County Chamber of Commerce publication, "Highlights" for their work with Teen Institute and community service during the holidays at Twin Maples Nursing Home in McArthur. **Way to go!**

## Staff SPOTLIGHT

Staff members are  
selected at random;  
YOU could be next!

This issue's spotlight is on: **Courtney Riggs**

**Job Title/Site:** Administrative Assistant @ RWRP

**Supervisor:** Amy Moore, Operations Coordinator

**Main Job Responsibilities:** I mail out the weekly progress reports to referral agents, distribute the petty cash and keep track of it, help staff with their computer problems, check and enter SAL's every Saturday, and do bunches of "officey-like" things, too many to name in just a paragraph.

**Job Challenges:** The road on which we try to traverse in bad weather conditions. I hate to drive.

**What do you like most about working for HRS?** The people, I like helping others. Whether it's as simple as getting a consumer her bath-box or more complex like fixing a staff's stubborn computer; I feel good about myself knowing I helped someone. That's really what it's all about.

## Administration / AOP Site Reminders

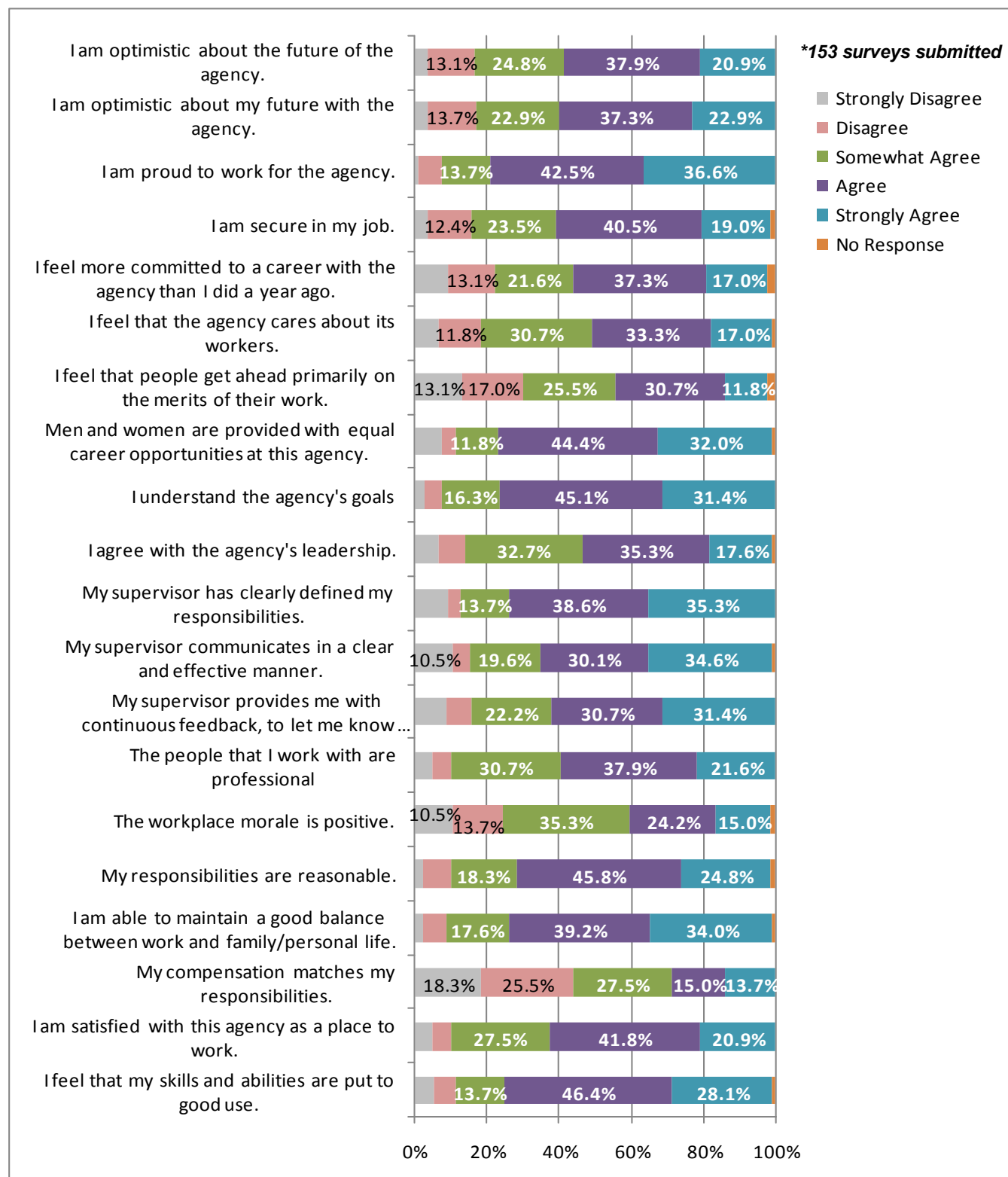
- The smoking area for all Admin/AOP staff, visiting staff, consumers, and other visitors is located in the back lot, 25 feet away from the rear entrance/exit at the picnic table area.
- All site supervisors have been notified of parking areas designated for HRS staff. When visiting the new building, please park in designated areas for staff parking.

**Thanks!**

# Employee Satisfaction Survey

## Results

The Employee Satisfaction Survey was administered to all sites by the Quality Improvement Department in December 2008. The following information reflects cumulative results from all sites. Supervisors have been given information detailing site-specific results.



# Staff Birthdays

## March

2nd Rebecca Flanders  
 3rd Jeremy Kerns, Amanda Cordingley, Patty Rife  
 4th Tina Boudinot  
 5th Erin Brooks  
 6th Amy Davis  
 9th Kathie England, Shari Blackwell  
 10th Carol Zimmerman  
 14th Bernadette Heckman  
 15th John Padget  
 17th Dave Bobo, Suzanne Diaco  
 19th Kathleen Enger  
 25th Laurel Howe  
 26th Sharon Jago

## April

1st April Harrison  
 4th Sharon Williams  
 7th Richard Bolin  
 9th Catherine Matisi, Evelyn Nagy  
 13th Nicole Campbell  
 14th Kent Butler  
 16th Shari Queen  
 22nd Jaclyn Klinger  
 24th Dennis Katterhenrich, Claudia Graham  
 26th Jonah Mullins  
 30th Amy Moore



**From: Staff**  
**To: Staff**

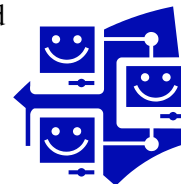


Special Greetings

**A Very Special Thanks To the IT Department**

**Brenda, Pat, and Kevin**

for all of your hard work during the Administration/AOP move to Columbus Road!



# Employee Longevity

## March

### 10+ Years

Regina Smith  
 Brenda Spencer  
 Deen Padget  
 John Padget

### 7-9 Years

Bob Grimmer  
 Shari Blackwell  
 Laura Arbaugh  
 Earl Stump  
 Sheila Van Dyke

### 3-4 Years

Deanna Robinette  
 Courtney Riggs  
 Donna Johnson  
 Jodi Toledo

### 1-2 Years

Lisa Metcalf  
 Sarah Collins

## April

### 13 Years

Vaughn Grigsby

### 8 Years

Wanda Lindsey  
 Sheila Ingraham

### 4-5 Years

Ray Martinez  
 Terri Little  
 Jennifer Pinney  
 Tina Hosken

### 3 Years

April Morgan  
 Lisa Creech  
 Jamie Wallace



## **Special Thanks to BH Staff**

Bassett House Administrative Staff would like to say thanks to those who went the extra mile during the Ice/Snow storm on the 27th, 28th, and 29th of January:

Dennis Katterhenrich

Jonah Mullins  
 Joy Ammon  
 Laurel Howe  
 Sarah Irwin  
 Becky Savage  
 Scott Trainer  
 Dave Cramer  
 Shari Blackwell  
 Amanda Cordingley  
 Brenda Cremeans  
 Mark Rutter  
 Paul Olson  
 SR Tilton  
 Kent Butler

We appreciate everything our staff members do every day; however, these folks deserve special recognition for their care and concern for the youth at BH during this trying time.



**Deanna Robinette of VOP**

for reaching out to the community!

A family recently approached Deanna for help accessing detox services. Deanna immediately facilitated the reinstatement of Medicaid and provided the family with information for detox facilities. Thanks for helping the community, Deanna!

## Thank You

**Human Resources Dept.**

For working so hard to keep staff insurance premiums down!

## Thank You

**Deanna Robinette** at VOP and **MOP staff** for keeping the community informed about offices closing during severe winter weather via the local radio stations. Also, thanks to MOP staff for checking the office answering machine frequently for concerns and contact by consumers during severe weather conditions.

**Vicky Williams**

## **Special Thanks to RWRP Staff**

RWRP would like to thank the following staff members for your excellent work during the inclement weather:

Angie Kennedy, Tara Whaley, Kristina Rose, Erin Hains, Tasha Kisor, Sarah Collins, Ashley Holt, Karen Weiman, Dawn Bennett-Roach, Sheri Bradford, Joy Bean, Sue Cassels, and Maryann Keirns. We could not do it without you!