



THE GOOD



THE BAD



THE UGLY

# WELCOME OCTOBER



# MENTAL

# HARMONY

VOLUME 20

# A Letter From Our President

## Mickey Shannon, M. ED, RMS, President

### WELCOME TO FALL, Y'ALL

I am so thankful for the change of seasons this year. After the hottest summer on record in Louisiana, we have survived! This morning brought a little cool breeze assuring us that seasons and weather are changing in the right direction.

Fall fills our lives with new activities: football games, hunting season, Halloween and Thanksgiving.

As leaves on trees begin to change color or drop off completely we are reminded that **NOTHING STAYS THE SAME**. Mother Nature is a powerful teacher!

Everywhere we look we see green leaves turning orange, gold, brown or yellow.

Just when we thought we couldn't stand another sweaty day, we are buying marshmallows, graham crackers and chocolate bars for s'mores and thinking about what to wear for Halloween. 😊

Let this remind us that **NOTHING STAYS THE SAME** holds true for all of life. Hard times don't last. Just when we think we can't tolerate another negative situation, something unexpected happens and the situation gets better.

Today's disappointment becomes tomorrow's opportunity. Worst case scenarios often eventually have a silver lining that was never expected. Time and attitude have a way of revealing options that at the time seemed hopeless. Prayer still changes things! God is a master of surprise!

So, the take home in this reading is very simple: take one day at a time. Develop grip strength to ride the roller coaster and flexibility to adapt to situations that call for us to stretch beyond our comfort zones. No matter what is going on it will change. Sometimes good things get even better.

Sometimes negative things don't get better but we learn the most valuable life lessons from them. Those lessons change our emotional intelligence in life enhancing positive ways. Just don't give up! Ask for help, pray for wisdom, give time a chance to play out the best case outcomes. **NOTHING STAYS THE SAME**.

I'm proud of the work you are doing with our folks! I hope you are taking care of yourselves with good sleep habits, constant hydration and healthy nourishment. You work hard, so when you get the opportunity, play hard! Worship with gratitude. Laugh, breathe deeply, get some fresh air and exercise. You deserve it!

### YOU ARE RMS!

# Recognition Of Physicians Assistant

Office of the Governor



JOHN BEL EDWARDS

## PROCLAMATION

- WHEREAS,** quality, cost-effective and accessible patient-centered healthcare, provided by PAs (physician assistants/physician associates) contributes to the well-being and quality of life for all patients of Louisiana; and
- WHEREAS,** PAs are rigorously educated and trained healthcare professionals who practice medicine in every specialty and setting and often serve as a patient's principal healthcare provider; and
- WHEREAS,** PAs are often the first point of contact for many patients and play a vital role in helping them understand their medical needs and empower them to become effective advocates for their own health; and
- WHEREAS,** PAs, a valuable asset to the medical team, enhance the delivery of high-quality healthcare for patients, often in medically underserved and rural areas; and
- WHEREAS,** PAs have earned the respect of the general public for their dedication and contributions to people's health and for their commitment to team-based care and ensure delivery of effective and efficient healthcare services.
- NOW, THEREFORE, I, John Bel Edwards, Governor of the State of Louisiana,** do hereby proclaim October 6-12, 2023 as
- PA WEEK**  
in the State of Louisiana.

IN WITNESS WHEREOF, I have hereunto set my hand  
officially and caused to be affixed the Great Seal of the  
State of Louisiana, at the Capitol, in the City of Baton  
Rouge, on this 6th day of October A. D., 2023.



Handwritten signature of John Bel Edwards in blue ink.

John Bel Edwards  
Governor

A celebratory graphic for Breast Cancer Awareness Month. It features two pink boxing gloves, one in the top left and one in the bottom right, with a pink ribbon flowing through the design. The background is a light cream color with a gold border and decorative gold leaves. The text is centered and reads: "OCTOBER BREAST CANCER AWARENESS MONTH SPECIAL CELEBRATION AND CONGRATULATIONS TO Mickey Shannon RMS President 11 year anniversary of being a Breast Cancer SURVIVOR".

**OCTOBER**

**BREAST CANCER**

**AWARENESS MONTH**

**SPECIAL CELEBRATION AND  
CONGRATULATIONS TO**

*Mickey Shannon*  
*RMS President*

**11 year anniversary of being a Breast Cancer**

**SURVIVOR**

# October

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5 	6 	7
8	9	10 	11	12 	13 	14
15	16 	17	18	19	20	21
22	23	24 	25	26	27 	28 
29 	30	31 				

### Weeks To Remember

- 3-9: Mental Health Awareness Wk
- 4-10: National Primary Care Wk
- 6-12: National Physician Assistant Wk
- 9-15: Fire Prevention Wk
- 23-31: Red Ribbon Wk

- ADHD Awareness Month
- Breast Cancer Awareness Month
- National Bullying Prevention Month
- National Domestic Violence Awareness Month

It's Your

# ANNIVERSARY

Gabrielle Dixon- 5 years

Neal Citizen- 8 years

Megon Clay- 2 years

Angie Fontenot- 17 years

*Thank you for the time and  
commitment you have shown the  
company. We are so grateful to have  
loyal employees like you*

# OCTOBER

---

## BIRTHDAYS

Gene  
Terracina  
**1st**

Gavael  
Alexander  
**5th**

Kellie  
Louviere  
**17th**

Camille  
Girouard  
**18th**

Miquelle  
Meno  
**18th**

Meranda  
Mouton  
**26th**

Monica  
Blanchard  
**27th**



# WE SEE YOU!!!

## FeedBack From StakeHolders

### *LHC/Quartet Value Based Program*

RMS is leading the market in sharing assessments and showing improvements. 82-83% of your members are showing some improvements while 54-67% are showing full improvements. These results are higher than other agencies in our partnership. 91-94% of RMS members have ZERO visits to the Emergency Department or hospitalizations. Other agencies fall below the 90%

## FeedBack From Member Surveys

" I really like Phyllis and Susan. They help me through so much."

"I think my therapy is working. I thank yall for all the help I receive from Shawanna."

"Ms Meno and Ms Kay are wonderful. They have brought me so far from where I started. They make sure I am practicing the skills they teach me. It's not always easy but I thank the Lord I have those two women who help me immensely."

Ms Charles and Ms Alaina are awesome"

"Ms Michele and Ms Tekiya are great"

" I want to thank RMS and Ms Jennifer for helping me get through my PTSD and my depression after my wreck"

"I am very happy with the services I receive from Ms Shelly and Ms Kay"

I enjoy my sessions with Ms Rhonda"

"My son is really showing improvement with the guidance from Rhonda and Jennifer"

"The care and treatment I receive from Susan, Amy, Dr Ory, and Shawanna is incredible. No matter what is going on they are there for me. I never feel judged or uncomfortable. It is a breath of fresh air to have such an amazing staff that truly care about my well being. I couldn't ask for better."

"Phyllis goes above and beyond to help me through my situational depression that I have. Even when I am not scheduled, she makes time for me."

## Resource Management Services

### Employee Recognition







EMPLOYEE NAVIGATOR is live!. We are working with the Dwight Andrus Team to iron out a few kinks, but for the most part it is in place. All employees should have gained access to employee navigator by now. If you have not, please follow the instructions Bethanie sent out to enroll. This platform will be used by all employees. Remember that OT requests will not be processed via employee navigator. Make OT requests via email to Clinical Director and Administrative Manager.

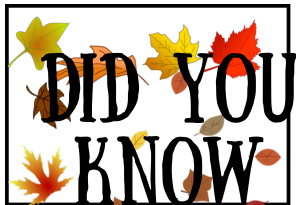
RMS is discontinuing the MAT program. Members who receive psychotropic medications along with Suboxone can continue to be served via RMS Medication Management Program

WCC SAFETY TRAINING VIDEOS: Everyone should have completed the required safety training videos online. If you have not yet completed these videos, please reach out to Bethanie so she can set you up to complete the training.

CARELOGIC ON CALL SYSTEM: We are proud to announce the purchase of a new product via our Electronic Health Record which will improve effectiveness and efficiency of our day to day workflows. The new product added to our already sophisticated EHR will be a time saver for clerical. Training for the new program will likely begin towards year end. We anticipate "go live" sometime in February 2024

EMPLOYEE HEALTH INSURANCE: OPEN ENROLLMENT WILL BE SOON. BE ON THE LOOK OUT FOR EMAIL NOTIFICATIONS SO YOU CAN SELECT YOUR CHOICES USING THE EMPLOYEE NAVIGATOR PLATFORM

HALLOWEEN: Let's plan for the office staff in each location to dress in costume. Our members would enjoy this treat. We also ask that our employees send pictures of your Halloween fun with your children and grandchildren so we can publish them in the November newsletter.



DEA proposes a new rule which may impact how medication management services are provided. If the rule passes, prescribers will be required to have an in person visit to establish the relationship when prescribing controlled substances. Once an in person visit occurs, telehealth visits can then follow

PSR AND CPST LEADS AS WELL AS CLERICAL LEAD ARE NOW IN PLACE. THEY WILL PROVIDE EXTRA SUPPORT AND DIRECTIVES TO EMPLOYEES IN AN EFFORT TO IMPROVE OUTCOMES. EMPLOYEES ARE TO RESPOND TO THE LEADS AS THEY ARE FUNCTIONING UNDER THE DIRECTION OF THE CLINICAL DIRECTOR. FOCUS WILL BE PLACED ON QUALITY TO ENSURE MEMBER SERVICES ARE PROVIDED AS EXPECTED BY THE MCOS AND AS THE MEMBERS DESERVE AND NEED.

\*Employee Supervision requirements have increased for provisionally licensed staff. Provisionally licensed not only must have their one hour a week with their board approved supervisor but must have 1 hour a month from RMS supervisor. Provisionally licensed staff should provide proof of off sight supervision hours to RMS each month.

THE  
END!!!!