

Partnership Provides...

"We anticipate that this primary care clinic will serve as a model for others to help break down the barriers that have prevented mental health consumers from receiving appropriate and timely medical care," said Ms. Joseph. Swope and Comprehensive staff also expect that the presence of an on-site clinic will ultimately reduce acute hospitalization, improve disease management and ensure availability of preventive care. This integrated health care model will provide the connecting link between behavioral health management and psychological support and, equally as important, connect the value of psychiatric consultation with a primary health care system.

Initially, the clinic is projected to operate two days per week for adult care with the plan to increase days and hours of operation as needed to meet patient care needs.

Swope Celebrates Urban Core Students

Swope Health Services hosts first-time community event entitled *Honoring Tomorrow's Leaders Today* at Swope Health Central in July 2010.

Business, political, and community leaders from across the metropolitan area joined Swope Health Services in meeting 50 area students informally as well as highlighting each of their accomplishments and their intended collegiate destinations during the program.

"It's important to counter the negative statistics that have been prominently featured about our inner city communities," said Reverend Wallace Hartsfield II, Pastor of Metropolitan Missionary Baptist Church. "We choose to celebrate the positive; the students we honor have been nurtured in these very communities and have thrived," he added.

Parents and guardians of the students were invited to attend the event, which included hors d'oeuvres, live vocal performances and a college-themed gift presentation for each student.

"We at Swope have served the urban core for more than four decades," said Verneda Robinson, President and CEO of Swope Health Services. "We've provided care to many of these students AND their parents. There is life in our neighborhoods. There is growth in our communities. We are proud of these young men and women as if they were our own."

Feedback from participants was positive and plans are underway to continue and expand this event. Swope is grateful to all community leaders who provided the students with encouragement and networking opportunities.

Students were recognized with a PowerPoint presentation featuring their name, the high school they attended, and the college they plan to attend.



E. Frank Ellis, Chairman of Swope Community Enterprises and Verneda Robinson, President & CEO of Swope Health Services, welcomed student honorees.



impact

FALL/WINTER 2010 A publication for friends of Swope Health Services.



Partnership Provides Integrated Services for Persons with Mental Illness

Historically, persons with chronic mental illness tend to die 26 years earlier than the general population. This grim statistic is due to the lack of coordinated access to primary health care, prevention and ongoing treatment for this vulnerable population. "There are lots of reasons for it," said Gloria Joseph, Swope's Vice President of Behavioral Health, "Just getting there and back is a big issue for these patients; many have no family support systems to help them stay on top of their medical issues; and, sadly, providers are often unwilling to provide medical services to this population."



In 2007, Ms. Joseph was approached by Bill Kyles, CEO of Comprehensive Mental Health Services, with a proposal to integrate medical services with behavioral health services at their new main site on 17844 E. 23rd Street in Independence, MO. Comprehensive is the primary mental health provider in the Northeast Jackson County and serves over 6,000 patients who require appropriate and timely primary medical care. Integrating primary medical care directly into a mental health center will ensure that clients experience a holistic continuum of care on site. The health delivery model will decrease emergency room visits and reduce the unnecessary occupancy of medical beds by behavioral health patients requiring episodic care in local hospitals through prevention and ongoing outpatient medical care.

Swope Implements Electronic Medical Records

Swope Health Services has chosen eClinicalWorks unified electronic medical records (EMR) and practice management (PM) system for its approximately 200 medical and behavioral health providers.

"Swope provides superior patient care regardless of the patient's socioeconomic status," said Verneda Robinson, President and CEO of Swope Health Services. "By implementing an electronic medical records system, Swope providers will experience improved access and efficiency throughout each location. eClinicalWorks has been selected for its superior functionality, flexibility and overall excellent performance. It was an easy choice to help us deliver quality and affordable care to our patients."

Some of the benefits Swope providers and patients can look forward to include:

- **Increased Access and Efficiency:** With EMRs, patient information is immediately accessible, saving doctors hours per week usually spent waiting for charts to be delivered.
- **Improved Patient Safety:** Tests and lab results, EKGs and X-rays can be entered automatically into an EMR, reducing the risk of data entry errors and missing information altogether. These systems also alert physicians and staff to missing or required patient information that has not been completed. EMRs also remove the problem of illegible hand-written notes that sometimes introduce errors into patient records.
- **Improved Health Care Outcomes:** The system alerts for preventive health screenings, tests and immunizations. These features will improve delivery of services expected by age and sex, based on medical standards of care.
- **Increased Space:** Organizations that have successfully converted to an EMR system have typically converted the spaces used for paper records for additional exam rooms or office spaces.

Simply put, Swope patients can look forward to shorter wait times, faster appointment scheduling and instant access to their complete medical history at every visit.

The EMR system installation has a two-part time table: the implementation team will first oversee the replacement of the current AS400 System with a new Practice Management System by the end of 2010. Once this step has been completed, the team will begin the process of building the EMR system.

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A Harvest of Healing at Imani House

On a steamy afternoon in late July, Sean Kieckbush was tending to his garden on the grounds of Imani House. Despite the poor condition of the soil and the relentless heat, he was pleased with the yield. A harvest of tomatoes, cucumbers and peppers had been enjoyed by all the residents at meal time since the garden began producing. "I was inspired by Michele Obama's speech to the NAACP," Sean recalls, "She encouraged everyone to start a vegetable garden." But he had always been an advocate for consumable gardens; they're good for the body and, through the sense of accomplishment and self sufficiency the efforts engender, good for the soul.

As he gathers his crops and checks for rot, he retraces the long and winding road that brought him to this substance abuse treatment center. "This isn't my first time here," he admits, "But it's the first time I've stuck with it." Finally, he may be able to put to rest the demons that have plagued him since he was a child. Life was good at first, very "Leave It To Beaver" as Sean describes his first decade. But in his eleventh year, a pedophile who lived in the neighborhood began to molest him. It was an experience so shaming that he carried it alone. It was a violation so profound that it impacted his self image and subsequent life choices for decades. "As a reaction to that, I wanted to be a tough guy, real macho," Sean stated. But as his story unfolded, it was clear that the stage was also set for self-sabotage.



One final inspection of the harvest before turning it over to kitchen supervisor Michael Perkins.

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Sean had opportunities – Naval Preparatory School, a scholarship to MU. Instead, a large dose of LSD at a Grateful Dead concert led to the "revelation" that he should follow "The Dead" on tour, which he did for four years on a re-purposed school bus full of fellow "Dead Heads" as the groupies were called. His days and nights were filled with pot, acid and music. Pot and acid led to harder drugs, such as heroin. All the while, Sean endeavored to manage his life and his addictions by himself, just as he managed the emotional trauma of his abuse. "There were times when I was able to keep it to just pot and beer and hold down a job," Sean said. During these periods, Sean developed masonry and landscaping skills. But, inevitably, the guilt and self-loathing he held so tightly within himself would compel him to take up the hard drugs once again. "My first time at Imani House...I just wasn't ready for lasting recovery," Sean stated. He attended the program on an outpatient basis, principally in reaction to an intervention that his family staged after bailing him out of jail where he had been detained for a number of vehicular violations. But during the course of his counseling, he continued to smoke pot. It was not until years later when he was again arrested, this time for a combination of drug and weapons charges, that his treatment at Imani took root. He was finally ready to work the program. He was finally ready to face his demons.



Sean multitasks in the recovery garden... reinforcing tomato vines and sharing his story.

"I couldn't have done it without Imani House," Sean said. "Ron, my counselor, he helped me get past myself and into the arms of a higher power." Watching him work in the garden, it was evident that Sean was at peace – perhaps for the first time since he was 10 years old. He reached into his pocket and offered a card with the words "The Artist's Touch," the name of the landscaping business he'd recently launched. He already has a few clients and is determined to grow the business – and stay clean.

Imani House is funded by taxpayer dollars through the Missouri Department of Mental Health and Jackson County COMBAT. Sean wants to thank Bledsoe's on Wornall Road for loaning him a tiller free of charge and also Home Depot for a gift card with which he bought seeds. To learn more about Imani House and its programs or to donate monetary or in-kind resources, please call Jeanette Baltimore at 816-522-1241.

Swope's Treat Town Celebrates 15 Years!



Dr. Erica Gibson of Swope Health Wyandotte and the whole family came out to help at Treat Town.

The 15th annual Treat Town was held on Saturday, October 30, providing a safe and warm Halloween experience for hundreds of children 12 years and under.

The first Treat Town was mounted in 1995, in response to a need voiced by area parents for a safe place to bring young children to trick-or-treat. Swope responded by converting a portion of Swope Health Central into an environment that features spooky displays and 13 "houses" where children can collect toys and treats.

Swope is grateful to the sponsors and volunteers who made Treat Town possible, including: our media sponsor Hot 103 Jamz, The Sprint Foundation, McDaniel Hazley Group, Signature Landscaping, Eric Burtin & Associates, The Salvation Army, The Kansas City Girls Choir, University of Missouri/Kansas City, The Boys & Girls Clubs of Kansas City, Hallmark Cards, Inc., Delta Sigma Theta Sorority, Omega Psi Phi Fraternity, Lone Star Chapter #2 Order of Eastern Star, Amos Johnson #148 P.H.A.F&A.M. of the Second Masonic District, Sons of Hiram, and Swope associates and their families.



Swope celebrated National Community Health Center Week with clowns, health education booths and health screenings for its uninsured neighbors. Providers offered free blood pressure, cholesterol, glucose and body-mass screenings.



WELCOME NEW PROVIDERS



Emily Lott, M.D. is a Family Practitioner and provides an array of services at Swope Health Northland. She completed her Residency at the University of Missouri-Kansas City School of Medicine in 2004. Most recently, she completed a Sports Medicine Fellowship from the University of Missouri-Kansas City.



Kamara Allen, WHNP-BC is a Women's Health Nurse Practitioner who received her Master's of Science in Nursing from the University of Missouri-Kansas City in December 2005. As a nurse practitioner in Swope Health Central's Ob-Gyn Department, she works in collaboration with physicians and independently provides many well-women services.



Fatemeh Tayebi, WHNP-BC joined Swope Health Central's OB Department in August 2010. Ms. Tayebi earned her MSN from the University of Missouri-Saint Louis. She is a Board-certified Women's Health Care Nurse Practitioner and has worked in a variety of settings including outpatient women's health clinic, hospital, and health department. Ms. Tayebi also has experience in prenatal, postpartum care, STD screenings and treatment, as well as breast and cervical cancer screenings.



Alice Hsu, M.D. practices in Swope Central's Adult Medicine Department. She received her Doctor of Medicine from the University of Kansas School of Medicine and completed her residency at the University of Kansas Medical Center.



Jackie Marie Fox-Schenkelberg, D.O. earned her Doctor of Osteopathic Medicine degree from the Kansas City University of Medical and Biosciences. Dr. Fox-Schenkelberg will practice at Swope Health East and the soon-to-open Swope Health South clinic at 8825 Troost.

WELCOME NEW BOARD MEMBER



Ellen Junger is senior vice president of consumer solutions and a corporate officer at Hallmark Cards, Inc. Junger began her career at Hallmark in 1988 and has served as specialty marketing strategist, category strategy manager, business manager for alternative cards and product director for everyday cards. In 2005, she was named president of Hallmark Canada, leading the division's overall business. She was named to her current position in October 2009. Ms. Junger earned a bachelor's degree in mathematics from Vanderbilt University in Nashville, TN and a master's degree in marketing and finance from Northwestern University in Evanston, IL.