



Leadership Update September 25th, 2020

This year, three Managed Care team members received the TTUHSC Quality Staff Award. The Quality Staff Award recognizes team members who continually live the TTUHSC value of Beyond Service by creating and delivering positive defining moments. They find the best positive outcomes, anticipate needs of others with a generous heart, and go the extra mile as they invest in the overall success of the TTUHSC Mission. Please join us in congratulating **Julie Andis**, **Donnise Gutierrez**, and **Carrie Culpepper** on their well-deserved TTUHSC Quality Staff Awards!

We would also like to welcome the new team members that joined us this month. If you have a new team member on your unit, please take a moment to say hello and welcome them to Managed Care!

Jordan Unit

Harley Rose, Dental Hygienist

Sanchez Unit

Lucy Thomas, Advanced Practice Provider

Regional Operations

Marsha Teichelman, Finance

Jodie Teaff, Unit Manager (Welcome Back!)

Velena Sims, HR Generalist (North Region)

Joshua Bailey, Director of Nurses (North Region)

Montford Regional Medical Facility

Angelica Harrison – LVN (LTC)

Karen Nichols – LVN (Psych)

Private Enterprise

Vola Loya, Float RN

IT Resource for Common Issues

We'd like to ensure all team members are aware of a valuable IT tool called the [SolveIT Knowledge Portal](#). This portal contains instructions for users to resolve common issues. Some examples include:

- How to set up and use Remote Desktop, Box, and the VPN
- How to reset a forgotten or expired eRaider password
- How to set up your TTUHSC email on a personal device

The SolveIT Knowledge Portal should be viewed as an additional resource provided by our IT team. IT will continue to be available to help users via the work order system. Please note the SolveIT Knowledge Portal does not contain assistance for PEARL issues. Please continue to contact the EHR Helpdesk if you are experiencing an issue with PEARL.

COVID Reminders

On October 1, the Roach Unit will open for limited offender visitation in accordance with the [TDCJ COVID-19 Visitation Plan](#). Additional units will be considered for visitation starting on October 15. Additionally, as of today we have 9 units in Phase II of the Clinic Ramp-Up Plan. Phase II sites are able to schedule up to 50% of typical capacity. These advances are possible due to our success slowing the spread of COVID-19 in our units. However, increased movement comes with an increased responsibility to abide by established safety precautions and work closely with our TDCJ partners.

As a reminder, while on the unit TDCJ requires facemasks to be worn at all times unless eating or drinking. Physical distancing, while encouraged, is not a recognized alternative to wearing a mask. Please ensure you are following the TDCJ mask directive and holding your fellow team members accountable.

Thank you all for your continued diligence to slow the spread of COVID-19. Over the weekend, please take some time to rest and reflect. You must take care of yourself before you can take care of anyone else.

We are all in this together.

Cynthia Jumper, MD, VP Health Policy and Special Health Initiatives
Denise DeShields, MD, Executive Medical Director
Will Rodriguez, MSOLE, Executive Director