



**TEJAS** Health Management

# TEJAS TALK

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In our third issue of *Tejas Talk*, we are taking the opportunity to provide a glimpse into a program we are very proud to provide, called Healthy at Home. As of this issue, our transitional health coaches have touched the lives of at least 3000 individuals over the last year, guiding and supporting them following a hospitalization by addressing unmet social determinants of health concerns and linking them to proper aftercare. This empowerment model greatly reduces readmissions and has been a very positive experience for those we've served.

Lori Anne Dyess, Director of Population Health and Tejas Next Health President, is featured in this issue. She has been with Tejas a little over seven years and oversees all aspects of the Healthy at Home program. Lori continues to focus on expanding the consumer base her programs positively impact.

She has done a tremendous job in her role, and we are so fortunate to have her on our team.

We are also excited to highlight Bluebonnet Trails Community Services, for the successful implementation of their Youth Therapeutic Respite Program. This program assists and supports youth and their families through crisis, avoiding hospitalization when possible. The Youth Therapeutic Respite Program has such a profound impact especially when resources in the community are scarce.

We congratulate Bluebonnet Trails Community Services and look forward to highlighting our members in their endeavors to serve our communities. These vital programs are prime examples of focused and collaborative efforts targeting our most vulnerable populations and securing a better quality of life for them.

Thank you for your continued partnership,

Hollie Chenault  
CEO



# Next Health-Healthy at Home Care Transitions Program



Transitional care has always been a vital key to a patient's overall journey to better health. The discharging of a patient from acute care to the community takes coordination as well as planning for those first days at the patient's home. It is often said that the first seven days from discharge will set the stage for the next steps of the patient's journey towards better health or possible readmission.

Tejas Next Health has taken patient care transition to a socially and medically accepted level of success with the Healthy at Home-Care Transition Program. Healthy at Home is a 30-day care transition program developed to address the care and support needs of individuals being discharged from a hospital or other higher level of care who can benefit from a program designed to decrease their probability of readmission.

The purpose of the program is to reduce hospital readmissions by empowering the patient to take control of their healthcare through informed decisions and guidance that help bolster the patient's natural supports in the community such as:

- Ensure home environment is safe and supportive
- Address barriers to patient completing aftercare plan
- Address unmet social determinants of health by linking the member with needed community-based supports and services
- Help identify problems or issues early so they can be resolved outpatient
- Mobilize the member's strengths to care for themselves.

The program consists of 3 main components:

- An initial assessment to gauge member interest.
- A home visit and safety assessment to evaluate the member's living environment.
- And at a minimum, 3 weekly follow up calls to provide early intervention for preventable readmissions.

Here are some success stories from the field:

Last year a 13-year-old female was adopted by her foster family. The child had emotional issues and was making positive progress with her foster family but shortly after her 13th birthday, various personality disorders surfaced. Our coach, in the region that the family lived in, was able to guide the family to their Local Mental Health Authority where the daughter received services from the Youth Empowerment Program, as well as, being assigned a general revenue service coordinator. The health coach, who is also a retired special education director, was able to guide the foster parents to various programs the daughter qualified for so she could attend school with a one-on-one educational aide. The soon to be 14-year-old is thriving in services and has not been readmitted to a behavioral health facility in 6 months.

A young mother, who was experiencing severe postpartum depression shortly after her baby was born, was assisted by the health coach in her region and was able to locate a therapist who offers tele-med services in her area. The young mother and her family were also assisted with resources from Women, Infants, and Children (WIC), food pantries, and section 8 housing

A 52-year-old gentleman, whose main diagnosis was Schizophrenia, lived with his sister who was also his main caregiver. This gentleman tended to wander and would disappear for days. He also would stop taking his medications after 3 weeks once he started feeling better which had negative effects.

A potential barrier presented itself since the family's background is Spanish with little to no English spoken. The health coach in their region, who is fluent in Spanish, was able to assist the sister with getting the brother enrolled in Assertive Community Treatment Team/Crisis services at their Local Mental Health Authority. The brother agreed to medication management and was assigned a services coordinator.

The gentleman is currently enrolled in their local Day Habilitation program where the sister can take him to be monitored during the day. So far, the gentleman has not been readmitted and he is still home with the family. He continues to receive services and his sister reports things are 100% better than they were.

Tejas and Next Health have years of experience working with the medical and behavioral health community to address those social determinants of health issues that will ensure performance measures are met which mean a better quality of life for our Texans.

# Employee Highlight

## Lori Anne Dyess



Lori Anne Dyess - Director of Population Health and President of Next Health

With over 30 years' experience in health care management and education, Lori has also worked in a clinical capacity for various medical practices and served as a medic in the United States Air Force during Operation Desert Storm.

She has held executive leadership positions in healthcare education, as well as, assisting in the launch and startup of an Austin-based Accountable Care Organization. Her most recent accomplishment is as the Director of Population Health for Tejas Health Management Association and as the current President of Tejas Next Health. Lori holds an MBA in Healthcare Administration from the University of Texas.

She has a comprehensive understanding of both the challenges and opportunities population health programs can present. Since joining the Tejas team in May of 2015, she has focused on expanding the populations her programs impact as well as developing and implementing additional Triple Aim focused interventions.

Lori brings a wealth of knowledge, experience and expertise to Tejas Health Management Association and her fellow colleagues and staff have seen that her dedication, commitment and passion for serving others is very important to her.

She along with dedicated health coaches and Tejas staff such as Fontella Provost, Scott Trapp and Paige Morris help impact the quality of life for recently discharged patients.

Another reason why Lori is a valued member of the Tejas team!





# Member Center Highlight

## Bluebonnet Trails Community Services

### Youth Therapeutic Respite Program

This issue we highlight one of Tejas member centers-Bluebonnet Trails Community Services.

Established in 1997, Bluebonnet Trails Community Services has over 21 health centers serving Texans across the state offering a comprehensive array of services strengthening individuals and families throughout their lifetime.

One of those services is in Williamson County, the 16-bed Youth Therapeutic Respite Program provides a safe environment for youth in crisis, between the ages of 5-17, to receive wraparound care, including innovative therapies, care coordination, case management, psychiatric medication management, and more. The length of stay may be as short as a few hours or as long as 30 days, depending on the needs of the youth and family. Bluebonnet Trails Community Services will work closely with caregivers every step of the way, pairing them with a Family Partner and involving them in care planning and therapy services.

Supporting the academic success of each youth enrolled in the program, an Education Coordinator will collaborate with each student's school to plan for a smooth transition upon returning home. This trauma-informed, community-based crisis intervention will serve as an alternative to psychiatric hospitalization for youth and their families.

#### Staffing:

- A Psychiatrist, Advanced Psychiatric Nurse Practitioner, or Physician's Assistant for psychiatric evaluation and medication management.
- A Qualified Mental Health Professional to provide community living supports as well as individual and group skills training using evidence-based curricula.
- A Family Partner to walk alongside caregivers, offering skill-building and emotional support.
- An Education Coordinator to provide instructional activities that facilitate active learning experiences and meet each child's educational needs.
- Licensed Therapists to provide evidence-based therapies, such as play therapy, Applied Behavioral Analysis (ABA) and parent-child relational therapy with a focus on reunification, including individual sessions with the parent(s)/ caregiver(s) and options for therapeutic visitation.
- A contracted Pediatric Family Nurse Practitioner to provide primary care and preventative health care screenings.
- Medical support staff to include registered and licensed vocational nurses for medication oversight, skills training, and supervised administration of medications.

Join us in congratulating Bluebonnet Trails Community Services on their continued success in serving those in need!



# Tejas Team

**Hollie Chenault**  
CEO  
(P) 512-279-9372  
hollie.chenault@tejashma.org

**Scott Trapp**  
IT Director  
(P) 512-279-9371  
scott.trapp@tejashma.org

**Lori Anne Dyess**  
Director of Population Health  
and Next Health President  
(P) 737-300-4013  
lori.dyess@tejashma.org

**Richard R. Flores**  
Director of Payor Engagement  
(P) 737-300-9372  
richard.flores@tejashma.org

**Paige Morris**  
Business and Finance Manager  
(P) 737-300-4015  
paige.morris@tejashma.org

**Fontella Provost**  
Customer Service Manager  
and Provider Liaison  
(P) 737-300-4014  
fontella.provost@tejashma.org

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## UPCOMING EVENTS

- Reimbursement Interest Specialist Group (RSIG): Quarterly meeting/training: August 30th & 31st-Austin, Tx.
- Labor Day- September 5, 2022
- Tejas Board of Directors meeting September 23, 2022

# TEJAS MEMBER CENTERS

We would also like to thank our member centers who have been a vital part of our success. We are grateful and thankful for everyone's partnership and confidence in us to provide quality services.

