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#### NEWS

## Customer Service: Train the Trainer



### **Customer Service: Train the Trainer Dates Set • Register Now!**

Service Excellence Needs Trainers! Service Excellence is about being the best. It's about creating a culture where everyone is focused on the customer experience. And strong staff members to make this happen. The Train-the-Trainers program will provide you with the knowledge and tools, as well as a few facilitation tricks to prepare you to not only lead this training program, but to be effective at leading any group meeting, task force, etc. Click on the city of your choice below to register.

- June 18-19 [Laredo](#)
- June 21-22 [Austin](#)
- June 25-26 [Houston](#)
- June 28-29 [Dallas](#)

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### **It's National Hurricane Preparedness Week *Get an Insurance Checkup Day***

Join Texas Windstorm Insurance Association (TWIA) on [Facebook](#) and [Twitter](#) for tips that policyholders can use to prepare for the 2018 hurricane season, which starts June 1. TWIA is also participating in events along the coast to share the "insurance is part of preparedness" message such as: [Coastal Bend Hurricane Conference](#), [Hurricane Awareness Tour](#), [Texas Disaster and Emergency Management Conference](#) and you can check out their [website](#) for upcoming community outreach events.

**Other resources for Families and Educators:** [TWIA Hurricane Preparedness activity packets](#), [FLASH Hurricane Strong Kids program](#), [National Weather Service youth education program](#), [Great Hurricane Blowout](#). Additional preparedness information is also available on our [website](#).

### **UPCOMING EVENTS**



#### **ECP Office Hours Webcast**

**When:** TODAY, May 11, 12:00 pm-1:00 pm CST • For more information contact [Ramona Whittington](#).



#### **OC3 Learning Session II**

**When:** May 15-17, 2018 • **Where:** Houston Marriott West Loop by The Galleria • [Registration/Details](#)

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**POLICY**

## Nationally, House and Senate Focus on Opioids Legislation

For the last two months, Congress has focused a great deal of attention on legislation to address the opioid crisis. In both the House and Senate, multiple committees have held hearings and continue to schedule hearings, including several this week related to the epidemic.

Below are links to opioid related hearings this week in the House:

- Energy and Commerce Hearing on [Combating the Opioid Epidemic: Examining Concerns About Distribution and Diversion](#) [5/8/2018]
- Education and Workforce Hearing on Workforce Protections & “[The Opioid Epidemic: Implications for the Federal Employees’ Compensation Act](#)” [5/8/2018]
- Judiciary Hearing on [Challenges and Solutions in the Opioid Abuse Crisis](#) [5/8/2018]
- Energy and Commerce Hearing on [Improving the Coordination and Quality of Substance Use Disorder Treatment](#) [5/8/2018]
- Energy and Commerce [Mark-up on Opioids Legislation](#) [5/9/2018]

## CLINICAL



# Confronting the Opioid Epidemic

## Confronting the Opioid Epidemic: What Can be Done?

CDC continues to fight the opioid overdose epidemic, working to save lives and prevent negative health effects of this epidemic, such as opioid use disorder, hepatitis and HIV infections, and neonatal abstinence syndrome. Providers and health systems can use the [CDC Guideline for Prescribing Opioids for Chronic Pain](#) to help address patient-centered clinical practices such as conducting thorough assessments, considering non-opioid treatments, monitoring risks, and safely discontinuing opioids as needed. Supporting healthcare providers and health systems with [data, tools, and guidance for evidence-based decision-making](#) related to opioid prescribing is an important component to patient safety. For more information about CDC's multi-tiered public health approach to address key aspects of the epidemic, click [here](#).

## The Economics of Patient Safety in Primary and Ambulatory Care: Flying Blind

The global economic impact of medical error is [substantial](#). This report expands on a [2017 analysis](#) to address a [gap](#) in understanding about the impact of medical mistakes in [ambulatory](#) and primary care environments across 29 countries. You can access the article [here](#).

## Conference: Behavioral Health—Strategic Facility Design Innovations that Improve Treatment Outcomes, Safety and the Bottom Line

September 27, 2018 • Hyatt Regency Baltimore Inner Harbor, Baltimore, MD

This one day interactive workshop is intended to enable design professionals to employ physical design strategies and methodologies that support improved care for behavioral health. For more information, visit the [conference website](#).

## Leadership Survey: Immunization Against Burnout: Insights Report

NEJM Catalyst released an Insights Report on April 12, 2018 concerning provider burnout and interventions. You can access the report [here](#).

## Management of the Patient with Hypertension during Emergencies: Experience of Puerto Rico During and After Hurricane María (in Spanish)

The webinar is hosted by the Migrant Clinicians Network, a HRSA-funded NCA, and is set for Wednesday, May

30, 12:00-1:00 p.m. CST. [Register here](#)

### **Addressing Substance Use in AIMS Awardee Settings Part 1: Addressing Opioids in Integrated Care**

The webinar is hosted by CIHS and is set for Wednesday, May 30, 1:00-2:30 p.m. CST. [Register here](#)

### **Suicide Prevention in Rural Populations Roundtable Discussion for Health Centers**

The webinar is hosted by CIHS, and is set for Tuesday, June 5, from 12:00-1:00 p.m. CST. [Register here](#)

### **TMF Training for Chronic Kidney Disease**

TMF is leading a special innovation project, under contract with CMS, to promote and increase timely screening, early diagnosis and treatment of CKD in Texas. This education is available to any clinician that would like to participate. The National Kidney Foundation has partnered with TMF to provide education in support of this effort.

- **May 16, 2018:** 11:00-12:30 pm CST A Primary Care Approach to Chronic Kidney Disease Management. Presenter, Michael Choi, MD, President and Chair, National Kidney Foundation (NKF) Scientific Advisory Board. Topic: A practical approach of the Kidney Disease Outcomes Quality Initiative to guide assessment and care of Chronic Kidney Disease (CKD) by primary care clinicians and health care providers. [Click Here to Register](#).
- **September 6, 2018:** 11:30 - 1:00 pm CST: Advanced CKD Management in Primary Care Setting. Presenter-Michael Choi, MD, President and Chair, National Kidney Foundation (NKF) Scientific Advisory Board. Registration available later this summer.

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## **RECRUITMENT & RETENTION**

### **Would You Like Us to Help You Recruit?**

Does your center have openings for clinical providers or executive management that you would like us to help recruit? [Complete the TACHC online position profile](#). Contact [Danielle Ramos, TACHC Recruitment Dept. Program Assistant](#) for more information.

Did you know that the TACHC Weekly Wrap-Up is available to ALL TACHC members and ALL your staff? [Share this link with your health center staff to sign up for the Wrap!](#)

Don't miss out. Follow TACHC on [Facebook](#) and [Twitter](#).

Send **NEWS** about your health center to be considered for inclusion in the TACHC Weekly Wrap-Up to TACHC Wrap Editor [Brom Hoban](#).

Sign up to receive the [TACHC Weekly Wrap Up!](#)

TACHC · TX, United States

This email was sent to [aalvarez@tachc.org](mailto:aalvarez@tachc.org). To stop receiving emails, [click here](#).