



# THE CENTENNIAL BRIEFING



CHEYENNE · ELBERT · KIT CARSON · LINCOLN · LOGAN · MORGAN · PHILLIPS · SEDGWICK · WASHINGTON · YUMA

*Our mission is to achieve excellence in the provision of behavioral health services that lead to optimal health and well being*

## TIME TO CELEBRATE OUR NURSES!

*Please join us in wishing Centennial's Nursing/Medical Assistant Team a Happy Nurse's Week!*

They do a very difficult job for Centennial every single day and we can't begin to measure the amount of patience and caring that they repeatedly dole out to clients that are often difficult, demanding and oppositional. The nurses usually are involved because there is a problem and rarely in cases where clients are stable and doing well. Nurse's week gives us an opportunity to celebrate these accomplishments and express our gratitude.

Centennial is fortunate to have such a dedicated team of individuals on the Nursing/MA Team. They have a combined 36+ years of experience providing Centennial's clients with a vast array of services including but not limited to:

- Medication and injection: education, administration, follow up and refills in coordination with the client, med provider, pharmacy and insurance company
- Coordination of medical orders and all aspects of medication management
- Client outreach and follow up as requested by med providers to identify changes in symptoms and monitor client's condition

Their excellent communication and de-escalation skills are put to the test each day as they support the clinical functions of the Med Providers and act as liaisons to outside agencies and providers to ensure continuity of care. They also provide Medical Case Management and other clinical/nursing interventions in a variety of settings including client's homes and in office.

*Please take a moment and tell Cheryl, Laura, Luz and Tammy thank you and Happy Nurse's Week!*

*I appreciate their diligence and care, thanks! ~ Andrew Halpern, D.O., DABPN*

*I admire their work ethic. They often deal with very difficult and demanding patients, consistently focusing on assisting these patients as they do all others – their swift responsiveness, resilience and endurance in their work are outstanding! ~ Paul Freda, M.D.*

*We have the BEST nurses...they are very attentive to the needs of our client's and they are SUPER helpful to me in getting vitals, scheduling clients, and assisting the clients in remembering their appointments...they are also very personable and cheerful, which makes the day go by much more smoothly!!! Thank you ALL!!! ~ Leah Brown, MS, MPH, NP-C, CPH*

*Cheryl Dillon*



### *Area you serve for Centennial?*

The medical staff in the Sterling office serves the northern region (Sterling, Julesburg and Holyoke), Burlington, Limon and Cheyenne Wells areas.

### *Why do you love what you do?*

I enjoy seeing the consumers doing well on their current meds, and getting to a spot where what they are taking is working for them. Medication and therapy as needed improves their overall well-being, and that is our goal. We are able to trouble-shoot insurance issues, side effects, and adherence issues that arise. The teamwork

within CMHC is amazing and makes our job rewarding and beneficial to the consumer, our number one reason!

### *Tell us a little about you.*

I have been with CMHC for 29 years, and have seen many changes during that time, all positive! I came here at that time from working at a doctor's office, Gaylord Dowis MD.

I have two grown children, and five grandchildren which are the light of my life. I enjoy doing anything with them, going to Lake McConaughy in the summer, kayaking and spending time with family and friends. It seems I am always busy, which is what I enjoy!

*Laura Breidenbach*



### *Area you serve for Centennial?*

Cheryl & I serve the NE region (Sterling, Holyoke & Julesburg), as well as part of the Southern region (Limon, Burlington & Cheyenne Wells).

### *Why do you love what you do?*

Centennial offers such a wide range of mental health services throughout Northeastern CO. Growing up in a rural community myself, I love that I'm able to be a small part of providing quality, specialized care to our community members.

### *Tell us a little about you.*

I was born in Sterling and raised on a small farm NE of Sterling. I went to school at Caliche High then spent one year at NJC where I played Volleyball. I transferred up to Colorado State where I graduated in 2006 with a B.S. in Health & Exercise Science & a concentration in Health Promotion. For the last 10 years, I've worked as a Medical Assistant & Phlebotomist in offices from the Front Range to Eastern CO specializing in different areas of the medical field and working with different populations. I've been with Centennial for nearly five years now. My husband and I live on our farm NE of Sterling with our four kids. We enjoy anything outdoors or sports related & spending our free time with our friends & family.

*Luz Fierro*



### *Area you serve for Centennial?*

I serve the Central and half of the Southern region of Centennial.

### *Why do you love what you do?*

I love what I do because I love connecting with patients and making a difference no matter how big or small.

### *Tell us a little about you.*

A little about me would be I have a 6 month old daughter, I have been with Centennial for almost 2 ½ years and I am currently getting my Bachelor's Degree in Accounting.

*Tammy Smith*



### *Area you serve for Centennial?*

I work at the Fort Morgan office and from home. I help clients all over the region.

### *Why do you love what you do?*

First starting at Genoa Healthcare before the pharmacy was open, I really enjoy working with the clients to help them stay on track with their medications. I moved onto working at Respite for 11 months and really enjoyed working with the clients on a more personal level helping with getting them through the stressful time in their lives. Now I am working as a Medical Assistant (on the nursing side) ordering medication and I still enjoy helping the client keep on track with their medication and refilling their scripts so they do not run out of medication.

### *Tell us a little about you.*

I am a new home owner....that makes me really use all my power to figure out how to fix things I have never worked on before. I love to quilt, sew, scrapbook, and cook. I enjoy taking care of people and making sure they are happy.

*Thank you all for your GREAT work!*



# CENTENNIAL MENTAL HEALTH CENTER

*Moving lives forward*

## COMPLIMENTS, COMPLAINTS AND APPEALS

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### CLIENT SATISFACTION

Client satisfaction with our services is very important to us. We must treat the client fairly and respectfully. If you feel you have been treated unfairly or you have witnessed a client being treated unfairly, we want to hear from you.

#### CHERI TEIGEN

##### ***Consumer Service Representative***

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#### NICOLE HERRERA

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### YOU MAY ALSO CONTACT:

#### NORTHEAST HEALTH PARTNERS

***(for Health First Colorado -Medicaid- in Cheyenne, Kit Carson, Lincoln,  
Logan, Morgan, Phillips, Sedgwick, Washington, Yuma Counties)***

9925 Federal Drive, Suite 100  
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#### COLORADO ACCESS

***(for Health First Colorado -Medicaid- in Elbert County)***

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