



SURVEY SAYS

The employee engagement campaign gets results. Get in on the next one starting June 5. • PAGE 4



FOR ALL THAT YOU DO

Dr. Karen Blank to be honored by state Alzheimer's Association. • PAGE 6



'FORE' A GOOD CAUSE

Rushford golf tournament gets summer off to a swinging start. • PAGE 9

Hartford HealthCare Behavioral Health Network

BHINews



Natchaug Hospital mental health worker Ben Nazario is helping to organize a charity softball tournament on June 24.

BHN charity softball tournament looking to round up more teams

The Behavioral Health Network is well known for its prowess in the field of medicine. But now it's trying to make its mark on another kind of field — softball.

Natchaug Hospital will hold its first ever charity co-ed softball tournament on Saturday, June 24, at Recreation Park

in Willimantic. Proceeds will benefit Natchaug's Child and Adolescent Unit.

Six teams are signed up so far, but organizer Ben Nazario is looking for more.

"We are hoping to get other teams from the Behavioral Health Network or Hartford HealthCare to sign up," Nazario said. "While it is a softball tournament,

it's for a good cause, with lots of fun for the whole family. It also gives us a chance as employees to get together outside the work setting, to get to know one another and have some fine while we are at it."

The inaugural event will also include

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Event is a prime example of staff engagement

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an ice cream truck, children's activities, bake sale and a gift basket raffle. The first game will be at 8 a.m. and the tournament is expected to conclude by about 5 p.m.

"Everyone is pretty excited about it," Nazario said. "Lots of people who don't play softball are asking to volunteer, which is great. There's fun for the whole family."

BHN President and Hartford HealthCare Senior Vice President for Behavioral Health Pat Rehmer said the softball tournament has created quite a buzz across the BHN because it is a new fundraising idea that came from frontline staff.

"It's a grassroots effort, we're getting out into the community and it's for a good cause," Rehmer said. "It doesn't get much better than that. When you talk about staff engagement, this is a prime example. I want to thank Ben, our fund development team members Sherry Smardon and Ashley Laprade, Softball

Committee member Darren Chick, Jessica Zacharie, Erin Joudrey and Nancy Santiago, all of whom are taking the time to organize this wonderful event."

A mental health worker on Natchaug's child and adolescent unit and avid softball player, Nazario came up with the idea around the time that the Rushford golf tournament was being publicized.

They wanted to organize another fundraiser, and because they all already play in a Willimantic softball league, they decided to inquire about a softball tournament.

Nazario took the idea to East Region Behavioral Health Vice President of Operations Tom King, who welcomed the idea and shared it with leadership and Development Council members, who immediately supported the event.

The cost is \$200 per team. Each team can have no more than 15 players, and six must be females. Each team is guaranteed at least two games because it is a double elimination, one-pitch format.

If you want to play

- **What:** Natchaug Hospital Charity Co-ed Softball Tournament
- **When:** Saturday, June 24; 8 a.m. to 5 p.m.
- **Where:** Recreation Park in Willimantic.
- **Cost:** \$200 per team, double-elimination format.
- **To register:** Space is limited so sign up now by contacting Ben Nazario at benjamin.nazario@hhhealth.org or **860.617.9201**. HHC and BHN teams are encouraged to take part!

Participating players, who must be at least 18 years old, will receive T-shirts and the first and second place teams will receive trophies.

Volunteers are still needed for the event. For more information or to volunteer, contact Ashley Laprade at ashley.laprade@hhhealth.org or **860.696.9872**.

NAMI Walk



Institute of Living, Natchaug and Rushford employees represented the Behavioral Health Network at the annual NAMI Connecticut Walk on May 20 at Bushnell Park in Hartford. The annual event raised almost \$130,000 for NAMI Connecticut, which offers education, advocacy and support services for people with mental illness and their families.

Have you heard the news?

Introducing Hartford HealthCare's news hub
Hartford HealthCare's new online health news site delivers lively, informative and useful health news in a whole new way. Look for print, video and audio stories produced by HHC's News Service, as well as timely tips on nutrition, fitness, health and wellness, and medical innovations.

Don't miss a single story!
Read the latest health news or sign up for our e-newsletter at:

healthnewshub.org



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Remembrance Quilt to be assembled Friday, June 9

Every year, approximately 570,000 people die from substance abuse in the United States. To help their loved ones cope with their loss, the Department of Mental Health and Addiction Services is working with organizations throughout the state to make The Remembrance Quilt in memory of those who died from substance abuse. Clients and families from across the BHN are invited to a quilting event at Rushford's Glastonbury office on Friday, June 9, from 5-7 p.m.

DMHAS will provide supplies for participants including quilting squares and a printer that can transfer photographs onto fabric, and participants are welcome to bring their own supplies or

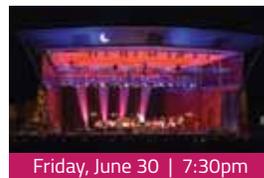
a pre-made square. For more information on The Remembrance Quilt, visit <http://www.ct.gov/dmhas/cwp/view.asp?Q=588254> or contact pam.mulready@hhchealth.org.



HHC employee discount for Infinity Hall shows

Hartford HealthCare employees receive a 15 percent discount on Infinity Hall shows. To receive the discount when purchasing tickets on-line you can use the code: HHCMUSIC or when calling you can say you are a HHC employee to receive the discount.

For a list of shows please visit: <http://www.infinityhall.com/events>



Friday, June 30 | 7:30pm
Celebrate America!
The Annual Red, White and Blue Tradition with Fireworks!



Friday, July 7 | 7:30pm
Sgt. Pepper's 50th!
featuring Classical Mystery Tour



Friday, July 14 | 7:30pm
The Music of David Bowie



Friday, July 21 | 7:30pm
Williams & Warner Bros.



Friday, July 28 | 7:30pm
Broadway A to Z

Financial assistance for patients

Do you know a patient who is in need of financial assistance? Hartford HealthCare can provide help to patients in need. Learn more about the program at <https://intranet.hartfordhealthcare.org/inside-hhc/patient-support>.

Call 860-987-5900 or www.hartfordsymphony.org

Thank You to Our Sponsors (as of 4/20/17)

<p>Festival Sponsor</p> <p>RICHARD P. GARMANY FUND at Hartford Foundation</p> <p>Celebrate America Concert Sponsor</p> <p>Citizens Bank</p>	<p>Festival Patrons</p> <p>Barnes & Noble, Seabury, UBS, Falcetti Music, PINE'S, Classic Hotels, Hartford HealthCare, SAINT FRANCIS, VIKING</p>	<p>Festival Benefactors</p> <p>Peaberry's Cafe, Fitzgerald's Food, Connecticut, greater hartford arts council, Hartford Foundation</p>
<p>Festival Friends</p> <p>EBM, RH&A, SMCLean, Global Atlanta, CHASE, Robinson + Cole, ModKeyPlace, Bank, TRAVELERS, Webster</p>	<p>Generous Support Provided By</p> <p>Connecticut, greater hartford arts council, Hartford Foundation</p>	

About BHNews

BHNews is published every other Friday. Story ideas or submissions may be sent to amanda.nappi@hhchealth.org.

Articles must be submitted as a Microsoft Word document. Every effort will be made to run the article in its entirety, but due to space constraints and style requirements, editing may be necessary.

Deadline for the next edition of BHNews is Tuesday, June 13, at noon.

Employee feedback helps HHC get better

Window for next survey begins June 5

Two years ago, a record number of employees completed an Employee Engagement Survey and you were generous with your feedback. You provided leaders with many great ideas about how to make Hartford HealthCare an even better and safer place to work. In the last two years, we have made a lot of progress and we could not have done it without you. Here are just a couple of ways we have responded to your suggestions:

You told us you wanted a way to know your work is appreciated and to be able to recognize others for doing great work. We responded with:

- Momentum, an online platform that allows us to share our thoughts about our work at HHC so leaders can respond even more quickly and to recognize our co-workers for going above and beyond.
- Every Moment Matters, a program that spotlights employees who provide extraordinary patient care across our system.

You told us that we provide safe care to our patients, but we can always do more. We responded with:

- High Reliability training (techniques and tools to improve patient safety) for more than 12,000 employees and providers. This is now rolling out to the Behavioral Health Network.
- Plain-language emergency communications that replaced scores of confusing codes so if there's a problem; we know what's going on. Simply put, we now call a fire a fire.
- Armed-intruder response training that prepares us for the unfortunate reality of the world we live in. Online ALICE training with in-person ALICE-in-Action follow-up courses are now provided for every employee.
- A pilot program at Hartford Hospital that is testing whether a visitor check-in system and visitor badge requirement could improve safety across the system.

You told us we could do a better job helping you stay healthy and improve your work/life balance. We responded with:

- Weight Watchers membership at no cost for every employee regardless of health plan and any spouse covered by an HHC plan.
- A \$75 discount on Apple Watch, so you can track your fitness using the many available apps.
- Easier to navigate web pages on HHC Connect, so you can better understand and take charge of your health insurance and other benefits.

HHC's next Employee Engagement/Culture of Safety Survey starts on June 5 and we want to hear from you again. This is your opportunity to provide feedback that will help leadership build on what we are already doing well and respond to areas where we can do better. Remember that your responses are always confidential, and we need your honest feedback to get the most accurate results. A volunteer engagement ambassador from your department will provide lots more information and reminders closer to the survey date. Please ask your manager or your local HR business partner if you have questions.

The survey is very important, but you don't have to wait to tell us how well we're addressing your feedback. While in the past, HHC relied only on the large survey administered approximately every 18 months — you can now answer engagement questions on Momentum (using the smiley-face and thumbs up/thumbs down emojis) once a week. This will allow us to continue what we are doing well, and make any appropriate changes in near-real time.



Every Moment Matters

This is your moment to tell us how we can create an even better environment for you and those we serve.

Take the 2017 Employee Engagement/ Culture of Safety Survey

June 5 - June 16

- Confidential
- 15 minutes to complete
- Your feedback helps us improve

We're listening...Tell us what you think!

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What's Wrong (and Right) with "13 Reasons Why" *a free screening and town hall discussion*

The Hartford HealthCare Behavioral Health Network, in partnership with Real Art Ways, is hosting a free screening of an episode of the controversial Netflix series "13 Reasons Why," followed by a town hall discussion for parents and adolescents led by Institute of Living (IOL) experts:

- **Hank Schwartz, MD**, IOL psychiatrist-in-chief and vice president of behavioral health at Hartford HealthCare
- **Lisa Namerow, MD**, IOL child and adolescent psychiatrist
- **Laura Saunders, PsyD, ABPP**, IOL child and adolescent psychologist

"13 Reasons Why" – the story of a teenager who takes her own life – has come under scrutiny for its graphic themes while also sparking dialogue about suicide.

 **Monday, June 12 • 6 pm**
Real Art Ways
56 Arbor Street, Hartford



realartways.org


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BHN leaders add depth to national and international events

J. Craig Allen, MD, Rushford Medical Director, was featured on NBC Connecticut discussing the dangers of mixing medication following Tiger Woods' DUI arrest.

Woods released a statement saying that alcohol was not a factor, and the arrest was the result of an "unexpected reaction" to medications he had been taken, which included Vicodin, an opioid analgesic he had been taking following his most recent back surgery.

"Practitioners and patients need to know that pain medications, even when taken as prescribed, can have negative interactions with a wide range of other prescribed medications, which can enhance the potential side effects such as sedation, confusion and decreased coordination," Allen said.

These potential interactions are outlined in Hartford HealthCare's medical risk management educational video currently used for HHC providers.

To see the full interview, visit <http://bit.ly/2rUNYy6>.

■ BHN Vice President of Operations Jim O'Dea, PhD, MBA, and Institute of Living child and adolescent psychologist Laura Saunders, PsyD, ABPP, advised parents on how to speak with their children in the aftermath of the Manchester bombing on Fox 61 (<http://bit.ly/2smJ2yi>) and the HHC Health News Hub (<http://bit.ly/2qG7ycA>)

■ Saunders was also featured on this week's Medical Rounds on WFSB, discussing the upcoming screening of the Gender Revolution at Real Art Ways on June 6 <http://bit.ly/1IANFzk>

For more behavioral health news updates, subscribe to the BHN's e-newsletter on www.healthnewshub.org.

More collaboration needed with Alzheimer’s on the rise

Dr. Blank honored by Alzheimer’s Association

Every 66 seconds, someone in the United States develops Alzheimer’s. More than five million Americans currently have the disease — and that number could rise to 16 million by 2050. With diagnoses of Alzheimer’s and dementia on the rise, coordination between providers and community organizations is critical to support patients and their caregivers.

Dr. Karen Blank, medical director of the Memory Disorders Center at the Institute of Living, understands this dynamic and works to connect people living with Alzheimer’s to the care and resources they need.

“We’re persuaded by patient and family feedback that patients who get specialized attention and care have better quality of life. That’s a big part of our purpose, and it enables people to stay in their communities and with their families as long as possible.”



Dr. Karen Blank

Dr. Blank has been awarded the Physician’s Leadership Award from the Alzheimer’s Association Connecticut Chapter for going above and beyond in patient care and diagnosis of persons with dementia. The award recognizes Dr. Blank’s work referring patients and their families directly to the organization for continued support throughout their journey with the disease.

“We are pleased to announce Dr. Blank as the 2017 Physician Leader

of the Year,” said Carolyn Alessi, Vice President of Development and Corporate Initiatives at the Alzheimer’s Association Connecticut Chapter. “This award recognizes her work in diagnosing patients with dementia and referring them and their families to our 24/7 Helpline for additional care and support as they navigate this challenging journey.”

The work of Dr. Blank and the Memory Disorders Center aligns with the Alzheimer’s Association’s efforts to increase nationwide referrals from professional healthcare providers to the Association for care and support services.

“Dr. Blank stands above her peers as a medical professional who understands the importance in providing not only clinical care to persons diagnosed with dementia but also ensuring an added layer of support is provided to the family caregiver and person with dementia,” Alessi said. “Dr. Blank’s team holds a support group for persons with dementia using the Alzheimer’s Association’s

Continued on page 7

Family Resource Center Support Groups

The IOL Family Resource Center (FRC) holds regular support groups. For additional information, please contact the FRC at **860.545.7665** or **860.545.1888**. All programs are free of charge and, unless otherwise noted, are held in the Massachusetts Cottage, First Floor Group Room at the IOL Campus, 200 Retreat Ave., Hartford. The upcoming IOL FRC Support Group schedule is as follows:

■ **Support Group For Those Coping With A New Or Chronic Medical Condition.** June 2, 9, 16, 23, 30 (Every Friday), 1 - 2 p.m. in the Center Building, First Floor Conference Room. For young

adults ages 17-26 struggling with a new diagnosis, chronic medical conditions, physical symptoms or limitations. The group will help with difficult losses and limitation due to a medical condition, and build a positive, future-oriented focus with realistic goals. To RSVP, please call Elizabeth Alve-Hedegaard, APRN, at **860.545.7050**.

■ **Depression Bipolar Support Alliance Group (DBSA).** June 5, 12, 26 (Every Monday), noon – 1 p.m. in the Todd Building, Bunker Room and June 7, 14, 21, 28 (Every Wednesday), 7 – 8 p.m. in the

Commons Building, 2nd Floor, Litchfield Room. Peer run support group for those who have been diagnosed with depression or bipolar disorder.

■ **Alcoholics Anonymous.** June 6, 13, 20, 27 (Every Tuesday), 12:30-1:30 p.m. Join us for coffee and a one-hour topic discussion. To learn more, contact the AA General Service Office at 212-870-3400 or P.O. Box 459, New York, NY 10163.

■ **Dementia Support/Educational Group Meeting.** June 6 (First Tuesday of each

Continued on next page

Family Resource Center Support Groups (continued)

month), 11:30 a.m. to 12:30 p.m. in the Donnelly Conference Room, First Floor. Please join us as we bring together experts and those who want guidance, direction, and support. Space is limited — reservations are required by calling **860.545.7665**.

■ **Depression: An Introduction To The Disorder.** June 6, 6:30 – 7:45 p.m. This program is for family and friends of individuals who suffer from depression. It will present a basic understanding of major depression, its treatment, and ways family members might better cope with the illness.

■ **Substance Use Educational And Support Group.** June 8 (Second Thursday of each month), 4 – 5 p.m. For family members impacted by loved ones with substance abuse.

■ **Hearing Voices Network (HVN).** June 8, 15, 22, 29 (Every Thursday), 5 - 6:30 p.m. in the Todd Building, Bunker Room. Peer run support group based firmly on a belief of self-help, mutual respect and understanding where people can safely share their experiences of voices, visions, unusual sensory perceptions. The groups offer an opportunity for people to accept and find meaning in their experiences that help them regain power over their lives.

■ **Al-Anon Parent Group.** June 8, 15, 22, 29 (Every Thursday), 7 - 8 p.m. One hour topic discussion.

■ **Social Support Group — LGBTQ Issues (Lesbian/Gay/Bisexual/Transgender/Questioning).** June 14, 28 (Second and fourth Wednesday of each month), 5 – 6:15 p.m. in the Center Building, Young Adult Service Group Room. Support group for 16- to 23-year-olds

who identify LGBTQ issues as being prominent in their lives. The goal is to discuss support strategies to manage life challenges.

■ **Support Group For Families Dealing With Major Mental Illness.** June 15 (First and third Thursday of each month), 5:15 - 6:30 p.m. in the Center Building, First Floor Conference Room. For family and friends of individuals who have schizophrenia, bipolar or other related disorders. Share your success and struggles. Learn to care for yourself while caring for others.

■ **Schizophrenia: An Introduction To The Disorder.** June 20, 6:30 – 7:45 p.m. This program is for family and friends of individuals who have schizophrenia or a related disorder. It will present a basic understanding of the disorder, its treatment, along with suggestions to help family members and friends cope with the illness.

■ **Autism Spectrum Support/Educational Group Meeting For Parents.** June 21 (Third Wednesday of the month), 6 - 7 p.m. Providing a place for parents of children on the autism spectrum, or with another related disorder, to come together and get support and information. Monthly, peer-run support groups interspersed with special guests and speakers to offer additional guidance and perspective.

■ **Anxiety Disorders: An Introduction.** June 27, 6:30 – 7:45 p.m. This lecture is for families and friends of individuals who have an anxiety disorder or a related disorder. Participants will acquire a basic understanding of anxiety disorders, their treatments and suggestions to help them better cope with the illness.

The award will be given at the annual Brain Ball on June 10

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national best practices and strategies for managing the disease. Many families tell us they only wish they had known about us from the beginning. Dr. Blank has instituted the referral to the association as a standard in her practice and we hope more physicians follow her lead.”

The award will be presented to Dr. Blank at the annual Brain Ball on June 10. The Brain Ball is held each year in June to commemorate Alzheimer’s and Brain Awareness Month. Through the Brain Ball, the Alzheimer’s Association Connecticut Chapter aims to bring together influential and respected political, business and social leaders to champion the fight against Alzheimer’s disease.

“We have worked closely with community partners over the years, and the foremost partner has been the Alzheimer’s Association Connecticut Chapter,” Dr. Blank said. “We have a deep and well-developed relationship with the association and they have helped us tremendously to identify support and resources.”

Dr. Blank founded the Memory Disorders Center in 2005 with two goals in mind: improve the accurate diagnosis of cognitive decline and dementia, and provide excellent care for patients and their families. The Center features a clinical service, teaching service and endowed research service through the Braceland Center for Mental Health and Aging.

Learn more about the Memory Disorders Center at <https://instituteofliving.org/programs-services/memory-disorders-center> and visit the Alzheimer’s Association Connecticut Chapter on the web at <http://www.alz.org/ct>.

First Annual
Natchaug Hospital Charity Co-ed

Softball Tournament

Saturday, June 24, 2017
Recreation Park, Willimantic

\$200 per team – 12 team maximum
Limit 15 players per team (minimum of 6 females). All players must be over 18 years old.
Tournament format will be double elimination.
Participating players will receive a t-shirt. First- and second-place teams will receive a trophy.
Families are invited to attend (this is an alcohol-free event).

All proceeds from the event will support the Natchaug Hospital child and adolescent inpatient unit.

For more information, contact Ashley Laprade at ashley.laprade@hhchealth.org or 860.696.9872.

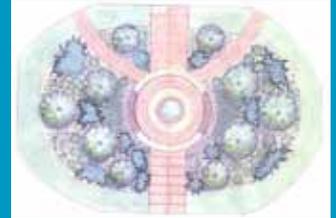
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You make a difference!



As you are all aware at our 2015 Annual Reception we announced our plans to work with the Master Gardeners to create a Board of Directors Tribute Path and Welcome Garden in front of Natchaug Hospital.



The Tribute Path features a personalized brick for each of the 55 Board Member who served on the Natchaug Hospital Board of Directors – dating back to 1977. There are also benches that were sponsored which offer visitors a chance to sit and enjoy the peacefulness of the garden.

I am happy to report that the Master Gardener's have done a tremendous job completing the garden and tribute path.

Please join us for a garden celebration and dedication:

Date: Tuesday June 6, 2017

Time: 8:30 AM – Light refreshments
9 AM – Dedication

Location: 189 Storrs Road, Mansfield



Please RSVP your attendance to Ashley at 860-696-9872 or Ashley.Laprade@hhchealth.org by June 1.

R rushfordreport

Helping 100th MAT client celebrated at Meriden

Less than one year after opening, the Buprenorphine program at Rushford's Meriden facility is celebrating its 100th patient and positive statistical outcomes for the patients with opioid addiction and comorbid psychiatric disorders.

The Buprenorphine program, starts patients in intensive outpatient program where they complete 30 days of

programming over six to eight weeks.

Preliminary analysis of the data collected about the 100 patients shows a significantly improved 30-day retention rate (in comparison to national rates).

Additionally, it appears that Buprenorphine alone may be sufficient to stabilize mood for patients with comorbid disorders (over 70 percent of

patients in the program) without the need for additional mood stabilizers. Although there is some anecdotal information about using Buprenorphine for mood disorders, there are no established studies to support such use. The most common psychiatric disorder for patients in the program was bipolar disorder, followed by post-traumatic stress and major depressive disorders.



Rushford golf tournament swings into summer



Seventy golfers came out for the 29th annual Rushford Golf Classic on Tuesday, May 23, at Lyman Orchards Golf Club in Middlefield. The event raised more than \$18,000 for child and adolescent prevention services.

Above left: The winning foursome at the Rushford Golf Classic, Ben Zupan, Tom Zupan, Marc Levin and Tom Cutone. Above: Rushford Foundation chair David Director sinks his putt as Brett Director looks on. Right: Celebrating on the green are Chris Arnold, Ray Bershstein, Chandler Howard and John Aldi. Left: Employees from across Rushford volunteered their time at the charity event, including Krystle Blake, Gina McEwen and Jeanne Moore.



Rushford Summer Outing Saturday, June 17, 2017

Lake Compounce
186 Enterprise Drive, Bristol
Park hours: 11 a.m.-10 p.m.

Adults - \$15
Children 12 and under - \$10
FREE for children 3 and under
Cash only. Limit 5 tickets per staff. Tickets are non-refundable.
Discount for season pass holders - \$5/person.



Includes unlimited rides, shows and attractions including Crocodile Cove Water Park, free unlimited soda and water, free parking, and an all-you-can-eat buffet from 12-2:30 p.m.

To purchase tickets, contact:
Paddock - anivette.cruz@hhchealth.org
Silver Street - sheila.gosselin@hhchealth.org



New customer service rep added at Avon location

Lynda Lahaie has joined the Rushford in Avon staff as a Customer Service Representative as of Tuesday, May 30.

Her responsibilities include focusing on providing internal and external customer service through dedicated support to programs and/or departments as a member of the Avon/Rushford team, ensuring team coverage to all critical functions, with a commitment to access to services, quality, and financial strength of the site. She will report to Michelle Voegtle.

Lynda comes to Hartford HealthCare with experience in medical record keeping as well as customer service.

Anything to share?

Are you interested in sharing your clinical experience or knowledge with co-workers throughout the HHC Behavioral Health Network? Consider submitting an article to the Clinical Corner. For more information, e-mail amanda.nappi@hhchealth.org.