Whether it’s helping to shovel a patient’s car out of the snow, giving a patient an extra blanket when he or she is cold or offering a therapy dog to help a young girl feel comfortable in a strange setting, in healthcare, every moment truly matters.

Countless little moments. But they mean so much.

Patients choose us for our clinical expertise — but they remember us for the warmth, concern and attention to detail we show them every day.

“Every Moment Matters” is the name of our new customer experience program, which is being piloted at Rushford and Natchaug Hospital, and the program will be launched system-wide beginning in March. The ultimate goal is to build customer loyalty, which according to the Advisory Board is the way for healthcare organizations to grow in the future.

Staff members at Natchaug Hospital and Rushford have been nominated by their colleagues for doing the little things that improve the patient experience. These employees are being highlighted on

Continued on page 2
Building momentum — starting in March

Remember the last time you got a thank-you note? Maybe it was from your supervisor, a co-worker, or a grateful patient. How did it make you feel? Now imagine that you can share that feeling of being recognized and appreciated across our system.

Starting in early March, recognizing good work and deeds large and small across the system will become a reality with Momentum. Momentum is Hartford HealthCare’s new internal social media platform that will allow us to say “thank you” with a couple of clicks on our keyboards or smartphone screens.

You will also be able to tell us how you’re feeling about your work at Hartford HealthCare so leaders will hear you and be able to respond when appropriate.

Any Hartford HealthCare employee can recognize any other employee across the system. When an employee recognizes a co-worker, that person’s manager will be notified as well, so great work will not go unnoticed. The person providing recognition will be recognized too, because feedback is part of our H3W culture.

We will also be able to recognize birthdays (if you choose to include yours) and staff will be able to read about all of our good work on digital signs and on our HHC Connect intranet home page.

Getting and providing feedback is a reward in itself, but to add some excitement, every time you recognize somebody using Momentum during the first two weeks of the program, you will be entered for a chance to win an Apple Watch. So the more you participate, the more chances you have to win.

The Apple Watch has been donated by Aetna, our health insurance partner, as part of an effort to help employees stay active, healthy and productive throughout the day — right from their wrist! Keep an eye out for more details regarding Momentum and the Apple Watch program, including purchasing instructions on how to get $75 off an Apple Watch.

Natchaug, Rushford pilot program to go systemwide in March

continued from page 1

large posters, the Intranet and videos.

During the next few weeks these posters and materials will be displayed prominently at Natchaug and Rushford, with a goal of encouraging employees and managers to nominate colleagues who exemplify how “every moment matters.”

When we roll this out to the whole system, there will be an tool called “Momentum” that HHC has purchased that will allow frontline staff and managers to electronically nominate their colleagues in real time, with specific criteria connected to our values and behaviors. There will also likely be training and more specifics around how we are all going to work together to improve the patient experience.

But let’s not wait to give recognition to our fellow staff members. If you have someone to nominate, please send their name, department, contact information and reason for being nominated to emily.gravell@hhchealth.org.

Join the BHN for the NAMI Walk for awareness

The National Alliance on Mental Illness (NAMI) in Connecticut will be hosting its annual NAMI Walk to support mental health awareness on Saturday, May 20, at Bushnell Park in Hartford.

The Hartford HealthCare Behavioral Health Network will be a sponsor for this event, and we are looking for employees at each of the entities within BHN (Backus and HOCC behavioral health units, Institute of Living, Windham Hospital, Natchaug and Rushford) to sign up as captains to encourage staff to join the BHN walking team. We are hoping for a strong BHN representation at the event. Contact Amanda Nappi at amanda.nappi@hhchealth.org or Matt Burgard at matt.burgard@hhchealth.org for additional help or with questions.

Financial help 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.
The Hartford HealthCare Behavioral Health Network is a presenting sponsor for the upcoming TheaterWorks show, “Next to Normal,” a Pulitzer Prize and Tony award-winning musical about a mother who struggles with worsening bipolar disorder and the effects that her illness have on her family.

All Hartford HealthCare employees will receive a 15 percent discount on tickets for the show, which runs Tuesdays through Sunday starting Friday, March 24 and ending Sunday, April 30.

HHC will also partner with TheaterWorks to host community dialogues highlighting mental health and addiction. Talk-Back Tuesdays feature an intimate, post-show chat with cast and special guests, including BHN experts such as BHN President Pat Rehmer, Rushford Medical Director Craig Allen, MD, and Institute of Living Psychiatrist-in-Chief Hank Schwartz, MD. HHC and Theaterworks will also host a forum during April focused on mental health parity.

For more information on “Next to Normal,” visit www.theaterworkshartford.org. Tickets can be purchased by calling the TheaterWorks box office at 860.527.7838, Monday to Friday from 10 a.m. to 5 p.m. When calling, mention that you are an HHC employee in order to receive your 15 percent discount.

**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 or matt.burgard@hhchealth.org.

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**The Pulitzer Prize-Winning Musical**

**next to normal**

music by Tom Kitt  
book and lyrics by Brian Yorkey

One of the most exciting musicals of the last decade and winner of three Tony Awards including Best Score and the Pulitzer Prize for Drama. This contemporary musical is bold, provocative and entertaining. Experience this courageous story of family and healing told through a new lens in our intimate space.

directed by Rob Ruggiero  
music direction by Adam Souza

March 24 through April 30, 2017  
860.527.7838 theaterworkshartford.org

Performances:

- Tues, Wed, Thurs: 7:30 pm
- Friday and Saturday: 8:00 pm
- Weekend Matinees: 2:30 pm

**Healthy Family FunFest**

Join us for an exciting and fun-filled day with health information, speakers, screenings, demonstrations, and activities for everyone from children to seniors.

**Sunday, February 26, 2017**

10:30 am – 3:30 pm  
The Aqua Turf Club  
556 Mulberry Street  
Plantsville, Connecticut

FREE ADMISSION!

**Brought to you by:**

Hartford HealthCare  
Connect to healthier.

Premiere Sponsor:  
Bradley H. Barnes &  
Leila U. Barnes Memorial Trust at  
Main Street Community Foundation

For information on sponsoring or exhibiting, call Antoinette Ouellette at 860.378.1268 or email antoinette.ouellette@hhchealth.org.  
www.healthyfamilyfunfest.org
Former teen heartthrob David Cassidy battles with dementia

You never forget your first celebrity crush.
And if your first such crush was TV star and pop idol (and Tiger Beat cover regular) David Cassidy, his announcement that he has been diagnosed with dementia probably took you by surprise. But at age 66, Cassidy’s struggle to recall song lyrics he’d known for decades was a telltale sign that something was amiss.

What is dementia, anyway?
“Dementia really is a classification of symptoms,” said Patty O’Brian, dementia specialist with the Hartford HealthCare Center for Healthy Aging. “There are lots of different types of dementia. It is an umbrella term.”

Under that umbrella come many types of dementia, including:
- Alzheimer’s disease is the most common, progresses slowly; and gradually destroys memory, reason, judgment, language, and eventually the ability to carry out even simple tasks.
- Vascular dementia happens when
- Acquired brain injury happens when there is some type of injury or lack of oxygen to the brain
- Fronto-temporal dementia affects planning and judgment; emotions, speaking and understanding speech; and certain types of movement
- Dementia with Lewy Body leads to a decline in thinking, reasoning and motor skills

Age is the No. 1 risk factor in developing a dementia. Statistically, a 65-year-old person has a 1 in 9 chance of developing some sort of dementia. By the time a person reaches 85, the chances are one-in-three.

Learn more about dementia in the Dementia Caregiver Resources Guide from the Hartford HealthCare Center for Healthy Aging. If you have additional questions or need more information, call the Center for Healthy Aging at 1.877.424.4641.

IOL leader featured on NPR radio show

David Tolin, PhD, founder and director of the IOL’s Anxiety Disorders Center, was a featured guest on the Colin McEnroe Show on WNPR on Wednesday, Feb. 22. Dr. Tolin, along with Joe Moran of Liverpool John Moores University and author Susan Cain, discussed the psychology of shyness.
To listen to the full show, visit http://wnpr.org/post/shyness-not-faint-their-racing-heart.

Allen, Rehmer make rounds on Fox 61 News

Rushford Medical Director J. Craig Allen, MD, was featured in a story on Fox 61 News on Tuesday, Feb. 21, focusing on how the opioid epidemic is impacting infants with mothers who have substance abuse disorders. To see the story, go to http://fox61.com/2017/02/21/beyond-birth-in-the-opioid-crisis-whats-next-for-children-born-exposed-to-drugs/. In addition, BHN President Patricia Rehmer will appear live on Fox 61 this morning (Friday, Feb. 24) to discuss the epidemic and treatment options that are available to help get people into recovery.

Here’s to you!

A weekly roundup of kudos from staff and patients. Please email your submissions to matt.burgard@hhchealth.org. Editors reserve the right to edit submissions for length and grammar.

Thanks for help with grant proposal

Fund Development would like to thank Anivette Cruz for the incredible amount of support she recently provided to us. We couldn’t have finished our latest grant submission without her!

Kate McNulty, Director of Philanthropy and Development
When it comes to driving under the influence, a lot is known about the effects that alcohol can have on drivers, and the best tests to use to determine if a driver has been drinking too much.

But it’s a different story with marijuana, which impacts people in different ways than alcohol and can be challenging in terms of testing for impairment.

That’s why the federal government has turned to the Institute of Living to conduct two groundbreaking new research experiments to explore the hazards of driving under the influence of marijuana.

“We are seeing an increase in marijuana use across the country, which is only natural when you think about how it is being decriminalized and legalized and normalized throughout society,” said Godfrey Pearlson, MD, the Director of the Olin Neuropsychiatry Research Center at the IOL, who is leading the research efforts along with Michael Stevens, PhD. “It’s a growing public health question, and we’re happy to contribute to a better understanding of it.”

The first project, a 5-year study requested by the National Institute on Drug Abuse, is focusing on the impact that marijuana has on the brain’s cognitive and motor functions while driving a motor vehicle. The research, which began just a few months ago, aims to determine changes in brain functions based on dosage levels of THC, which is the psychoactive chemical in marijuana. Other factors and variables are also being considered, including whether a user has a long history and if marijuana has different impacts on men and women.

Over the next five years, volunteers will take part in the study by being given a controlled amount of marijuana and then being asked to interact with a video simulation that gauges their ability to operate a motor vehicle. The subjects lie on a table with a video screen above their heads that features many random situations that a driver might encounter, and tests their reactions. Subjects are also given MRI scans with simulated driving scenarios to identify any changes in their brain functions.

The second marijuana study the IOL is conducting was requested by the National Highway and Traffic Administration to determine the best way to test drivers to see if they have been using marijuana and if it has caused them to be impaired. As with the first study, this one scientifically examines impacts by testing for drug levels in the blood and saliva, but this one also evaluates the impacts when marijuana is combined with alcohol, which is common for many users.

Dr. Pearlson said the study asks subjects to stay in the clinical research center at Hartford Hospital for five consecutive days to determine the various impacts that marijuana can have on motor skills and cognitive function depending on levels of THC in the system. Various tests are being devised and initiated to find out how effective they are in determining if a driver’s marijuana usage, with the goal of potentially helping police officers test drivers in traffic stops, Dr. Pearlson said.

Both studies have been highly regulated by the U.S. Drug Enforcement Administration and the U.S. Food and Drug Administration to ensure that supplies of marijuana are stored safely and that subjects will be properly cared for if they react badly to using the drug, Dr. Pearlson added.

“This is not a frat party, we are conducting serious research in a controlled environment,” he said.
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.** Feb. 24, March 3, 10, 17, 24, April 7, 14, 21, 28 (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).** Feb. 27, March 6, 13, 20, 27, April 3, 10, 17, 24 (Every Monday), noon – 1 p.m. in the Todd Building, Bunker Room and March 1, 8, 15, 22, 29, April 5, 12, 19, 26 (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.** Feb. 28, March 7, 14, 21, 28, April 4, 11, 18, 25 (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.

- **Yoga.** Feb. 28, March 28, April 25, May 30, June 27, 5 - 6 p.m. in the Commons Building, Hartford Room. Open to adult staff and family members. Mats are provided or bring your own! The class begins with breathing exercises and gentle stretches, followed by a series of poses and ends with relaxation and meditation. Instructor: Valerie Raggio, LCSW, Yoga Fit, Level 1 Certified. To RSVP or inquire, call the FRC at 860.545.7716 or email laura.durst@hhhealth.org

- **Hearing Voices Network (HVN).** March 2, 9, 16, 23, 30, April 6, 13, 20, 27 (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.

- **Support Group For Families Dealing With Major Mental Illness.** March 2, 16, April 6, 20, May 4, 18, June 1, 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.

- **Al-Anon Parent Group.** March 2, 9, 16, 23, 30, April 6, 13, 20, 27 (Every Thursday), 7 - 8 p.m. One hour topic discussion.

- **Dementia Support/Educational Group Meeting.** March 7, April 4, May 2, June 6 (First Tuesday of each 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.

- **Social Support Group — LGBTQ Issues (Lesbian/Gay/Bisexual/Transgender/Questioning).** March 8, 22, April 12, 26, May 10, 24, 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.

- **Substance Use Educational And Support Group.** March 9, April 13, May 11, June 8 (Second Thursday of each month), 4 – 5 p.m. For family members impacted by loved ones with substance abuse.

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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](http://healthnewshub.org)

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Image: Hartford HealthCare's new health news hub delivers news, information and advice on nutrition, fitness, health and wellness, and medical innovations.
Natchaug Pharmacy open house

All staff are invited to stop by and see the renovated Natchaug Hospital pharmacy during an open house on Thursday, March 9, from 2:30 p.m. to 4:30 p.m. There will be a raffle, free pharmaceutical giveaways and light refreshments for all those who attend. For more information, contact Jose at jose.scarpa@hhchealth.org.

Empowering Young Adults: A Fresh Approach to Mental Health Programming

When: Tuesday, March 14, 2017  
Noon – 1:30 pm

Where: Betty R. Tipton Room  
Student Center, Eastern Connecticut State University, Willimantic

Hosted by Elsa M. Núñez - President of Eastern Connecticut State University and Pat Rehmer - President of the Hartford HealthCare Behavioral Health Network

Guest Speaker Marisa Giarnella-Porco - President of The Jordan Porco Foundation

- Minimum donation of $100 per guest
- Sponsored tables of ten available

RSVP by March 2 to Sherry Smardon  
860.465.5910 or sherry.smardon@hhchealth.org

Luncheon sponsored in part by The ECSU Foundation, Inc.  
All proceeds will benefit Natchaug Hospital’s educational programs.

You Are Not Alone
Support Group for Children and Families
Living With High Functioning Autism Pervasive Developmental Disorder (PDD)

Dates: Feb. 22 - March 29 - April 26
May 31 - June 28 - July 26 - Aug. 30
Time: 5:30 – 7 p.m.
Where: Joshua Center Thames Valley  
11A Stott Ave., Norwich, CT

Parent Support Group
- Understand the nature of the disorder
- View things differently
- Poor social skills
- Over-stimulated
- Have meltdowns

Client Support Group
- Learn conversational skills, social skills and behavioral expectations or “rules of engagement”

Sibling Support Group
- Provide care and fun for siblings while helping them learn and understand that everyone is different, and therefore, have different needs

If interested in attending, please contact:
Carleigh Hannah  
860-566-6994  
Carleigh.Hannah@hhchealth.org

Please register for these FREE support groups, so we will have enough PIZZA

DRESS IN BLUE
and show your support for Colorectal Cancer Awareness Month!

Hartford HealthCare encourages everyone to wear something blue on Friday, March 3 to support regular colon checkups and other efforts to fight colorectal cancer – the second-leading cause of cancer death in the United States.

3.3.17
On March 30, National Doctors’ Day, we offer our heartfelt thanks to the more than 3,000 doctors who practice throughout Hartford HealthCare. Their skills, expertise and compassion make a difference every day in the lives of our patients and families. We hope you’ll thank them as well.

About BHNews

BHNews is published every other Friday. Story ideas or submissions may be sent to matt.burgard@hhchealth.org or amanda.nappi@hhchealth.org. Articles must be submitted as a 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, March 7, at noon.