When someone in the midst of a mental health emergency arrived at the Jeffrey P. Ossen Emergency Center at Windham Hospital in early 2014, they faced an average stay of more than 20 hours before being transferred to a psychiatric bed. Those awaiting a psychiatric consultation and subsequent discharge averaged a 14-hour length of stay.

But since October, when behavioral health services for the Windham emergency department were brought in-house, length of stays for mental health patients have dropped dramatically. In the three months after the expansion, patients being transferred to Natchaug Hospital had an average stay of 13 and a half hours — a 36 percent decrease — and those being discharged after a psychiatric consultation saw an average stay of five and a half hours — a decrease of more than 60 percent.

“Length of stay is a key quality indicator for emergency rooms,” said Jim O’Dea, Ph.D., MBA, East Region Director of Behavioral Health. “We now have a smaller group of professionals who are engaged in the work that they do, and we have seen a huge impact in terms of quality improvement, decreased lengths of stay and better patient outcomes.”

Through the expansion, which included hiring new employees and adjusting hours for existing clinicians, Windham Hospital increased the amount of clinician support in the emergency department by 18 hours each week, all at an estimated cost savings of more than $100,000.

In addition to increased efficiency, Windham’s clinicians hope that the change is having a positive impact on the patients being treated.

“We’ve created a cohesive team, and we work really well together,” said Gale Lockland, Ph.D., Windham Hospital clinician. “The fact is that we know the staff, we know the people, and we’ve worked in the community. So there’s a sense of familiarity for everyone involved. Hopefully that translates to a more comfortable experience for the patients.”

Windham Hospital’s situation is unique since it has no inpatient psychiatric unit on-site, but other hospitals across...
Length of stays have dropped dramatically

Before arriving at Natchaug Hospital’s Quinebaug Treatment Program in Dayville, Kim Becker had been through treatment for her addiction to prescription pills, but the change had never stuck.

“I would always graduate, go back home and basically start using again,” Becker said. “I didn’t change my atmosphere. I didn’t change my friends. I really didn’t do anything to try to change because I was away from home.”

Upon her admission to Quinebaug’s Young Adult Program, which focuses on 18- to 25-year-olds and their unique needs, Kim was introduced to the Seven Challenges.

The Seven Challenges treatment program, which is used at all of Natchaug’s child, adolescent and young adult programs, is unique in that it doesn’t force people to change or stop using drugs. Instead, the program allows participants to examine why they use drugs or alcohol and make a personal decision to change.

“The other programs would talk about the bad stuff about drugs and the physical part of it,” Becker said. “[The Seven Challenges] was different because it gave you the positives about drugs and showed why you used them, and how to change that into other positive things that you can do with your life.”

The treatment model utilizes a group therapy approach, where therapists trained in the program facilitate discussion around seven different principles that allow youth to speak openly about their addiction.

“It put a lot of things into perspective for me.”

For more information on the Seven Challenges, visit www.natchaug.org/sevenchallenges.

To hear more about Kim’s story, visit https://youtu.be/zVojfNAR6AQ.

Prolonged emergency room stays certainly don’t contribute to recovery.”

For Hartford HealthCare, this investment in behavioral health integration at Windham Hospital is part of a larger effort.

“Separation of behavioral health from physical care has never served our patients well,” O’Dea said. “Embedding behavioral health resources in emergency rooms and primary care practices will help improvements across the board, not just for those with specific behavioral health needs.”

“We’ve made great strides since October, but there are still more opportunities for improvement.”

About BHNews

BHNews is published every Friday, except for the weeks of Thanksgiving, Christmas and New Year’s.

Story ideas or submissions may be sent to carol.vassar@hhchealth.org or 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 and style requirements, editing may be necessary.

Deadline for the next edition of BHNews is Tuesday, April 7, at noon.
Rushford at Meriden staff meets, greets Rehmer

HHC Senior Vice President Pat Rehmer has set about meeting BHN staff starting with a reception on Tuesday, March 31, at Rushford at Meriden. Rushford will be her base of operation for her work at HHC.

Current BHN President Steve Larcen introduced Rehmer to the standing room-only crowd, noting that he and Rehmer will work together through the end of 2015 to ensure a smooth transition.

Receptions for Pat Rehmer will take place at various BHN locations this month, including:
- **Friday, April 3, at 1:30 p.m.**: Rushford at Middletown, Dining Room
- **Monday, April 6, at 12:30 p.m.**: Natchaug Hospital, Community Room
- **Wednesday, April 29, at 2:30 p.m.**: HH/IOL, Hartford Room, Commons Building

All staff are welcome. No RSVP is required.

Jessica Matyka, left, introduces Pat Rehmer to Crisis Services staff.

Walking as one for NAMI

The Connecticut Chapter of the National Alliance on Mental Illness (NAMI) holds its annual NAMI Walks! event on May 16, and you can be part of the HHC BHN team that is currently forming.

NAMI CT provides education, advocacy and leadership for our clients, patients and their families, and is a long-time partner with BHN. Our support of their effort is a natural extension of the work we do every day!

If you’d like to be on the BHN NAMI Walks! Team, please contact:
- **Rushford**: Carol Vassar (carol.vassar@hhchealth.org)
- **Natchaug**: Amanda Nappi (amanda.nappi@hhchealth.org)
- **IOL**: Patty Graham (patriciac.graham@hhchealth.org)
- **HOCC/Midstate**: Alecia Edmund (alecia.edmund@hhchealth.org)

Thanks for your continued support of NAMI CT.

staff speaks out

What’s the first thing you want to do once the weather warms up?

- Run barefoot outside. I don’t care if it’s pavement, grass, sand, whatever. I just want to free my feet.
  — Pam Rappanotti, Intake Coordinator, HOCC Outpatient Behavioral Health
- Go golfing.
  — Dionisio “Johnny” Pacheco, Natchaug housekeeping
- Just go outside, walking and getting some fresh air.
  — Tracy Simmons, Natchaug dietary

in the news

Mental health lacks parity according to NAMI report

According to a new report from the National Alliance on Mental Illness, mental health parity is still a major issue across the country.

The 2008 Mental Health Parity Act and the 2010 Affordable Care Act expand insurance coverage and coverage on behavioral health issues, but the definition of “parity” remains unclear. Commonly reported issues in the study include lack of access to psychiatrists, expensive costs for medications, and poor insurance coverage for mental health and addiction disorders.

To read more, visit http://bit.ly/1MzwUSO.
Shauna Pangilinan has resigned as Regional Director of Development for Rushford and Natchaug Hospital to accept a position at the UConn Foundation. Her final day is April 3, but she will be available by phone and e-mail to assist in upcoming projects including the Rushford golf tournament on June 5.

Pangilinan arrived at Rushford in 2012 in the newly created role of Director of Development and Director of the Rushford Foundation. During her time with Rushford and the Behavioral Health Network (BHN), she has been instrumental in securing approximately $1.5 million from such diverse funders as the Hartford Foundation for Public Giving, the Connecticut Health Foundation, the State of Connecticut and the U.S. Department of Health and Human Services.

She also took the lead on raising funds to support the Rushford ABAM fellowship and has provided leadership in advancing the Rushford Golf Classic.

Pangilinan has been with HHC for more than 18 years. Prior to Rushford, she served as the major gift officer at Hartford Hospital and held other positions in operations and special events.

“Shauna has effectively positioned our mission with key funders and leaders in the community,” said Stephen Larcen, Ph.D, HHC Senior Vice President and President of the BHN. “I am confident that our philanthropic work will continue to grow as we recruit her successor.”

Regional development director exiting for new role

Family Resource Center Support Groups

The IOL Family Resource Center (FRC) holds regular support groups. 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. For addition information on these support groups, please contact the FRC at 860-545-7665 or 860-545-1888. The IOL FRC Support Group schedule through June is as follows:

- **Dementia Support/Educational Group Meeting.** April 7, May 5, June 2 (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 through this journey. Let’s work together, help each other and exchange ideas. Space is limited — reservations are required by calling 860-545-7665.

- **Social Support Group — LGBTQ Issues (Lesbian/Gay/Bisexual/Transgender/Questioning).** April 8, April 22, May 13, May 27, June 10, June 24, (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.** April 9, May 14, June 11 (Second Thursday of each month), 4 – 5 p.m. For family members impacted by loved ones with substance abuse.

- **Peer Parent Support Group For Those With Children On The Autism Spectrum.** April 15, May 20, June 17 (Third Wednesday of each month), 6 – 7 p.m. Facilitated by Goviana Morales, Family Resource Center Peer Volunteer and parent of a child on the autism spectrum. This group is open to any parent who has a child on the spectrum.

- **Sibling Support Group.** April 16, May 7, May 21 (First and third Thursday of each month), 5:15 - 6:30 p.m. in the Center Building, First Floor Conference Room. This group will provide support for siblings of those struggling with mental illness, create a safe place to discuss and process feelings, and connect with others.

- **Support Group For Families Dealing With Major Mental Illness.** April 16, May 7, May 21 (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.

- **Depression: An Introduction To The Disorder.** April 21, 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.
Autism Awareness Month Event

Tuesday, April 14, 2015
5:00 pm – 7:00 pm

Empowering parents to advocate for their children.

You will hear from a professional special education advocate, parents who are actively advocating and adults who have benefited from their parents’ work on their behalf.

Commons Building, Hartford Room, Second Floor
The Institute of Living, 200 Retreat Avenue
Hartford, Connecticut

For more information or to RSVP by April 11, please contact Goviana Morales at 203.886.9958, or email goviana.morales@hhchealth.org

The Institute of Living
A Division of Hartford Hospital

Schizophrenia: An Introduction To The Disorder. April 28, June 30, 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 specific suggestions to help family members and friends better cope with the illness.

Introduction To Mental Health Benefits And Services. May 5, 6:30 – 7:45 p.m. This presentation will provide an overview of benefit programs available for individuals with mental health disabilities.

Survivors Of Suicide Group. May 6, June 3 (First Wednesday of the month), 7 – 8:15 p.m. at the Hartford HealthCare’s Avon Satellite Location, 100 Simsbury Road, Second Floor Suite. For those who have lost someone close to them by suicide. Please call the RSVP numbers with questions or concerns. 860-545-7716 or 860-545-7665.

The Truth About Electroconvulsive Therapy and Transcranial Magnetic Stimulation. May 12, 6 – 7 p.m. in the Commons Building, 2nd Floor, Hartford Room. Electroconvulsive Therapy (ECT) isn’t like it’s portrayed in the movies. It’s a safe and commonly used procedure that effectively treats depression, mania, catatonia and some types of psychosis. Transcranial Magnetic Stimulation (TMS) is a non-invasive treatment for patients who have not benefited from the use of anti-depressant medications. This information session will answer your questions and concerns about these often misunderstood treatments.

Managing Schizophrenia. May 19, 6:30 – 7:45 p.m. This presentation will discuss the impact that symptoms of schizophrenia have on everyday activities, and provide tips on what you can do to make things better at home.

Anxiety Disorders: An Introduction. June 16, 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 specific suggestions to help them better cope with the illness.

The Disconnected Among Us: Sandy Hook and the Mind of the Mass Shooter

A Special Presentation at Real Art Ways

Presented by
Harold I. Schwartz, MD
Psychiatrist-in-Chief, Institute of Living and Regional Vice President, Behavioral Health Network

Wednesday, April 29, 2015
7 to 8:30 PM

Real Art Ways
56 Arbor Street
Hartford, CT 06106
www.realartways.org

Institute of Living
A Division of Hartford Hospital

This interactive event is part of the ongoing National Dialogue on Mental Health Series sponsored by the Hartford HealthCare Behavioral Health Network. The public is invited to attend, ask questions, and learn more about mental health and substance abuse.
Chasen to be honored

Jonathan Chasen, MD, attending psychiatrist at Natchaug’s Joshua Center Enfield and RiverEast programs, will be recognized for obtaining Life Fellow status with the American Psychiatric Association at the 59th Convocation of Distinguished Fellows ceremony on May 18 in Toronto, Canada.

The Distinguished Life Fellowship was established by the APA to recognize members who have made a significant contribution to their profession and to the public good, and whose age plus years of active membership equal 95.

H3W update

Last month, each H3W workgroup reviewed patient experience ratings from Press Ganey.

This information, gathered from people who are being discharged from the Natchaug inpatient unit, provides feedback and comments that can help us improve the patient experience. It is important for us to remember that all of us are involved in the overall patient experience, whether we are in contact with clients and families in a school program, the finance department, or the front desk at one of the ambulatory programs.

We all contribute to the overall impression that Natchaug Hospital gives to the community at large. We are grateful for your contribution every day both at work and in the community.

Free Educational Seminar

Substance Abuse Across the Lifespan: A Community Dialogue on Behavioral Health

Wednesday, April 15

6:30 p.m. - 8 p.m.

Southington Municipal Center
200 North Main Street
Southington

This interactive event is part of the ongoing National Dialogue on Mental Health Series sponsored by the Hartford HealthCare Behavioral Health Network. The public is invited to attend, ask questions, share their stories, and learn more about mental health and substance abuse.

Panelists:

Tim Harmon, young adult in recovery
J. Craig Allen, MD, Medical Director, Rushford
Linda McEwen, LCSW, The Hospital of Central Connecticut
Sue Sautier, Director of Southington Youth Services
Margaret Walsh, Director of Pupil Services, Southington Public Schools

For more information or to register for this event, please call 1.800.321.6244

Sponsored by The Hospital of Central Connecticut, MidState Medical Center, Rushford and the Southington Public Schools

Social Worker Month celebration

Social worker month drew to a close last Friday at Rushford with a celebration and clinician self-care session led by Harriette S. McDonough, LMSW.

McDonough heads up Three Arms Energy Balancing in Garden City, New York, which specializes in energy balancing techniques (EBT). EBT applied through light hands-on touch, sound and vibration helps to restore the balance of energy within the body, mind and spirit.

She led the group in several quick and easy exercises designed to balance and center energy and prepare busy social workers for their next client session.

Harriette S. McDonough
Twelve-step facilitation program approved for Middletown

Rushford at Middletown’s ambulatory services was approved for funding by the Connecticut Department of Mental Health and Addiction Services (DMHAS) to train three clinicians in Twelve Step Facilitation for the Dually Diagnosed (TSFDD).

TSFDD is an evidence-based outpatient treatment program ideal for clients with a diagnosed substance use disorder coupled with a diagnosed chronic mental illness. The objective is for the client to become active in a Twelve Step fellowship program, as well as adhere to any psychiatric treatment for the diagnosed mental disorder and abstain from alcohol and other illicit drugs, and non-prescribed medications.

After the training, Rushford clinicians Ali Quig, Jason Belcourt and Kristy Messier will implement and practice TSFDD as appropriate with clients at Middletown ambulatory programs. Their progress will be monitored through a series of DMHAS surveys.

Save the Date!
The 27th Annual
RUSHFORD GOLF CLASSIC
Friday, June 5, 2015
Lyman Orchards Golf Club
Middlefield, CT

For more information, please call 203.630.5229 or contact RushfordGolfTournament@hhchealth.org

Rushford Foundation, Inc.
883 Paddock Avenue, Meriden, CT 06450

Proceeds raised from the 2015 Rushford Golf Classic will be used to support Rushford’s child and adolescent prevention and treatment programs.
DSM-5 training classes

“An Overview of DSM-5” featuring Greg Neimeyer, Ph.D., a professor in the Department of Psychology at the University of Florida, will take place April 21 – 24 at sites throughout the BHN. All members of the BHN clinical staff are expected to be competent in the use of DSM-5 by Oct. 1. BHN clinical employees may sign up for any session listed below, with supervisory approval.

TUESDAY, APRIL 21
■ 8 a.m. - noon: Windham Hospital, Desrosier Room, 112 Mansfield Ave., Willimantic
■ 1 - 5 p.m.: HHC East System Support Office, Room C, 11 Stott Ave., Norwich

WEDNESDAY, APRIL 22
■ 8 a.m. - noon: Hartford Hospital, Jefferson Room 118, 80 Seymour St., Hartford
■ 1 - 5 p.m.: Hartford Hospital, Jefferson Room 118, 80 Seymour St., Hartford

THURSDAY, APRIL 23
■ 8 a.m. - noon: MidState Medical Center Conference Room, 61 Pomeroy Ave., Meriden
■ 1 - 5 p.m.: Rushford at Meriden Cafeteria, 883 Paddock Ave., Meriden

FRIDAY, APRIL 24
■ 8 a.m. - noon: Institute of Living, Hartford Room, 200 Retreat Ave., Hartford
■ 1 - 5 p.m.: Institute of Living, Hartford Room, 200 Retreat Ave., Hartford

Monday, April 20 at 6 p.m.: Older Adults Mental Health Forum, Hartford Public Library, 500 Main St., Hartford. Two interactive sessions — one in English and one in Spanish — focusing on the challenges facing older adults living with mental illness and/or addiction, along with the special obstacles faced by their caregivers, families and friends. Sponsored by Connecticut’s Older Adult Behavioral Health Workgroup. For more information, please contact Kate Kellett at 860-679-4281.

J. Craig Allen, MD, Rushford Medical Director, Spon- sored by the Southington School System, Rushford, MidState Medical Center and the Hospital of Central Connecticut.

Neimeyer
FOR SALE

2005 25-FOOT SALEM 5TH WHEEL — Excellent condition, sleeps six with queen bed in master, queen pullout and table bed. Fully equipped kitchen with stove, microwave and refrigerator — barely used. Plenty of cabinet/storage space. Bathroom on lower level, shower, toilet and sink with vanity. Includes three batteries and two gas tanks. Offering many other extras if interested including dishes, linens, etc. Asking $12,500 or best offer (serious inquires only please). Please contact Rosann at 860-212-3994.

2006 DODGE RAM 2500 — Laramie package. 8-foot bed with running boards and rear slide window. Towing package, multi disc changer. 79,000 miles. Excellent condition. Asking $21,000 or best offer. Contact Rosann at 860-212-3994.

BATHROOM VANITY — New, 24 inches by 19 inches, 33.87 inches high. Call 860-334-5853.

ESTATE ITEMS — 2011 Permobil standing powered wheelchair, garaged, $13,500 or best offer. Invacare storm powered wheelchair, 8 years old, may need new battery, $500. Handi Move ceiling lift with track system, Model 2500, $2,500 or best offer. Call 860-444-2912.

WANTED

ARTISTS — FACES at FAHS (Fine Art and Craft Exhibit and Sale at the Finnish American Heritage Society) is seeking artists and crafters for a Saturday, Oct. 3 event at the Finnish Hall, 76 North Canterbury Road, Canterbury. Indoor/outdoor spaces, $30 (postmarked on or before Friday, July 31), free admission, handicapped accessible. Call 860-974-2760 or email FACESHFAHSA@gmail.com.

EVENTS

LENTEN FISH AND CHIPS — Friday, April 3 from 4:30-7 p.m. at Saint Joseph Church, 120 Cliff St., Norwich. $9, full meal, $7, one piece meal and chowder is $4.

DREAM CHASERS — Friday, April 3, 6-9 p.m. at The Art Space Gallery, 35 Chestnut St., Norwich. Grand opening, Saturday, April 11, 10 a.m. to 5 p.m. Art show sponsored by Bully Busters and Norwich Youth Action Council, food, guest speakers, open mic. Call 860-373-8630.

GRISWOLD EXERCISE PROGRAM — The exercise program will be held every Tuesday and Thursday, 6-7 p.m. at Griswold Elementary School Cafeteria. The class features low impact aerobics, weights, Pilates. Bring your own mats and weights.

BENEFIT BINGO — Friday, April 10, doors open at 4 p.m., game starts at 6:30 p.m. at Foxwoods. Proceeds benefit Boy Scout Troop 73 in Lisbon. $15 admission package, tickets must be purchased in advance. Call 860-367-3892, 860-204-0478, 860-710-5919 or email cathy.desimone@yahoo.com.

PASTA DINNER — Friday, April 10, 5-7 p.m. at Fields Memorial School, 8 Bozrah St. Ext. Proceeds benefit the Fields Memorial School class of 2016. Dinner includes pasta, meatballs, salad, bread, dessert, beverages, tickets $8 adults, $6 seniors, $5 children 10 years old and under. Tickets available (in advance or at the door) at the school and Mains Country Store, 318 Fitchville Road, Bozrah.

ROAST PORK DINNER — Sunday, April 12, 1 p.m. at Divine Providence Church, corner of Golden and Silver streets, Norwich. Proceeds benefit the Divine Providence Church.

SPRING BOOK SALE — Friday, April 17 and Saturday, April 18, 10 a.m. to 3 p.m., Sunday, April 19, noon to 3 p.m. at the Otis Library, 261 Main St., Norwich. Thousands of gently used fiction and non-fiction books, CDs/ DVDs/records. Sponsored by the Friends of Otis Library.

WHITE MASS FOR HEALTHCARE WORKERS & CAREGIVERS — Sunday, April 19 at 9 a.m. at the Cathedral of Saint Patrick, 213 Broadway, Norwich. Following the Mass there will be a brunch in the Cathedral auditorium. Dr. Seth Flagg, USMC, Wounded Warrior Regiment surgeon in Quantico, Va., will be the speaker.

OPEN HOUSE — Tuesday, April 21, 9-11 a.m. at St. Joseph Elementary School, Baltic. Full day pre-Kergarten for four year olds, full-day kindergarten through eighth grade. Visit classrooms, speak with teachers, refreshments served. For further information call the office at 860-822-6141.

ARTHRITIS EXERCISE PROGRAM — Session II is Monday, April 27 through Wednesday, June 10 at the Norwich Recreation Center, 75 Mohegan Road, Norwich. Both sessions are from 10-11 a.m. Norwich residents fee is $48, non-residents is $58. Call 860-823-3781.

CRAFT FAIR — Saturday, May 2, 11 a.m. to 4 p.m. at Griswold Fish and Game, 330 Bethel Road, Jewett City. Raffle baskets, get your Mother’s Day shopping done. Call 860-376-0856.


QUALITY, STRENGTH BASED PRE-SCHOOL PROGRAMS — TVCCA Head Start is currently accepting ongoing enrollment of children born in 2010/2011 for full-day/half-day programs. Innovative curriculum, meals included, additional family support, home based program is also available to expectant parents on up to three years old. Call 860-422-6515.

PRESCHOOL/CHILD CARE — First Leaps Together, Ledyard, a small family-oriented center providing outstanding early education in Ledyard Center. Now enrolling for immediate space in our full day-care, preschool program options, after school programs, summer programs, and specialized services. Visit firstleapstogether.com or call 860-381-5537.

SENIOR RESOURCES — Do you need help paying for or need information on Medicare Premiums, Prescription Drugs, Food, Housing, Energy Bills, Property Tax Assistance, Veterans Benefits and other services? Let us do a Benefits Checkup! A Benefits Checkup is a free and confidential questionnaire for individuals 60 years old and up that will screen you for eligibility for federal, state and local financial programs. Visit www.SeniorResourcesEC.org click on the Benefits Checkup logo. Are you unable to access the internet or do you have any questions? Call Senior Resources at 800-690-6998 and have the questionnaire mailed to you. Or, a Senior Resources staff member can complete the screening over the telephone.