Tonya Cutler stands in front of the room, tapping a marker on the list of “triggers” penned on a large sheet of paper taped to the wall. While one of the eight adolescents in the room paces relentlessly around the perimeter, his ears picking up everything she says, a pair of girls seems to ignore her, passing cards back and forth. A second boy lounges prone on a stack of gym mats; a third interrupts constantly with questions.

“If I’m being bullied,” Cutler persists despite the distractions, “what am I thinking at that point? What do I do?” Slowly, the teens offer answers. “I ignore them.” “I over-explain myself.” “I get angry because I can’t do anything about it.”

The simple exercise on triggers and consequences of drug and alcohol use with teens in the Natchaug Hospital residential program is one way Cutler, the facility’s first recovery support specialist (RSS), helps clients.

Before Natchaug created her inpatient position, while helping herself.

Tonya Cutler started work recently as the new recovery support specialist at Natchaug in Mansfield. As someone who also went through a medication-assisted treatment program, clients take comfort in knowing Cutler has firsthand knowledge of what they are going through.
and emotional pain before going under-
going Glastonbury Medication Assisted
Treatment.
Cutler embraced treatment and
“worked hard at seeing where it stems
from” emotionally. She was speaking
at Rushford programs and serving on
its Client and Family Advisory Council
when a staff member suggested she
become RSS certified.
“The clients need people who can
relate to and understand what they’re
going through,” she said of the 80-hour
state certification through Recovery Uni-
versity, which led her back to Rushford
first as a volunteer and then an employ-
ee. “It’s the best of both worlds — they
get medical experience from the doctors
and ‘lived’ experience from me.
“The clients have been very respon-
sive to me. They know they can trust
me because we can relate to each other.
They know I’m not judging them.”
This was the most important factor
in instituting the RSS position, according
to Behavioral Health Network President
and Hartford HealthCare Senior Vice
President Pat Rehmer, MSN, ACHE.
“It’s critical that the clients feel safe
and understood. No one but a person
who has been in their shoes can truly
understand the grips of substance use
and mental illness. Tonya brings her own
experience and an incredible amount
of compassion to the job. She impacts
the lives of our clients every single day,”
Rehmer said.
Cutler is constant motion. On a
typical day, she schedules one-on-one
sessions with clients, then makes Caring
Connection calls as part of the Zero Su-
icide initiative to newly released patients,
checking on their transition home. She
also runs adolescent and adult recovery
groups at Natchaug, drawing on various
tools for sessions like “Tips for Recovery”
and “Smart Recovery.”
The mother of three and grandmoth-
er of one finds her new vocation a way to
channel the trouble she’s faced.
“It’s how I can make things that were
so bad in my life count for something,”
she said. “It eases the shame and guilt
for me.”
She also understands how alienating
recovery can feel.
“My family initially felt it was my
problem,” Cutler said. “Part of my recov-
ery was talking to them; we had many
hard conversations. My kids were angry
and scared. They grew up with that being
normal. I didn’t see the effect of it on
them. My journey in recovery began with
a late-night conversation with my son.
That heart-to-heart with him saved my
life and changed the lives of my family.”
Slight with bright eyes, a pony tail
and a whimsical mustache tattooed on
her right index finger — “See?” she said,
putting her finger under her nose. “It’s fun!”
Cutler said she gets as much out of
her work at Natchaug as the clients.
“We learn from each other — about
having patience, respecting other
people’s perspective, appreciating others
uniqueness,” she said. “It’s an extension
of my recovery and it plays a role in my
healing as I learn to connect on a deeper
level.”

Introducing the
HHC EMMie Awards
Nominate colleagues who made a moment matter for those in our care ~
patients, residents, clients, families, visitors, and students in our schools.

Recognize moments that matter in four categories:

Caught in the Act
Award for Integrity
Nominate a colleague who you caught doing the right thing for someone in our care.

Customer’s Choice
Award for Creating an Exceptional Experience
Nominate a colleague mentioned in a letter, comment, or media story that came from someone who had such an exceptional experience that they felt compelled to share.

Excellence in Practice Award for Continuous Improvement
Nominate a colleague who found a way to improve the experience for someone in our care through one of the Lean/H3W continuous improvement venues.

Great Catch
Award for Safety
Nominate a colleague who did the safe thing by catching an error and preventing harm to someone in our care.

Nominations due no later than Feb. 15, 2019
Eight regional finalists and one winner from each category will be honored at an awards ceremony in April.
Visit HHC Connect for nomination and eligibility details.
Nominations submitted through Momentum.
News this week that the manufacturer of the electronic cigarette Juul will voluntarily limit sales of its flavored liquids to online purchases is a step in the right direction, but certainly not snuffing out the problem, according to some Hartford HealthCare providers.

“Regulatory action preventing Juul sales would be great,” said Rushford Medical Director J. Craig Allen, MD, noting that U.S. Food and Drug Administration (FDA) is pushing to stiffen control of the sale of e-cigarettes like Juul. “The nicotine aerosolized in e-liquid ‘pods’ is highly addictive, especially for the developing brains of adolescents, with Juul having twice the nicotine content of the average e-cig. The more nicotine, the more potent and the quicker someone will become addicted.”

The FDA already bans the sale of such products to anyone under the age of 18, but Dr. Allen said Juul’s announcement that it will shift sales of the flavored liquids out of stores and to the Internet may not be enough to deter young users.

“In my experience, kids are pretty savvy about navigating the Internet,” he said.

The use of Juul and other liquid nicotine products is rampant in area high schools, according to Lisa Namerow, MD, a child and adolescent psychiatrist with the Institute of Living.

“We need to lobby that the age to purchase e-cigarettes be raised to 21,” she said.

Juul is especially easy for younger smokers to use because it’s small, the size of a computer flash drive, and more discrete. Dr. Allen said one teen reported he was in a class where every time the teacher turned his back to write something on the board vaping students took a rip from their Juul behind the teacher’s back.

In addition, he noted that “parents, teachers, healthcare providers and the community need to understand the dangers of vaping,” which has been marketed by Juul and other e-cigarette manufacturers as a smoking cessation tool and less dangerous than cigarettes.

“There are at least seven studies that show adolescents who use e-cigarettes are more likely to progress to smoking traditional cigarettes. It’s a new pathway for big tobacco,” Dr. Allen said.

Dr. Namerow agreed, underscoring specific health effects of e-cigarettes, including the fact youth with attention deficit hyperactivity disorder (ADHD) are particularly susceptible to the addicting power of nicotine.

“When we reviewed the health impact of nicotine, it was remarkable to read that the carcinogenic effects of cigarettes is much more related to the nicotine itself rather than anything in the tobacco,” she said. “You may lower your chances of COPD (chronic obstructive pulmonary disease) but not cancer.”

She has been working to inform area pediatricians of the problem, asking them to hang posters in their waiting rooms to let parents know what Juul cartridges look like.

“They need to know that the thing they might see in their kids’ bedrooms is not a USB flash drive but a nicotine-containing Juul,” she said, adding that many teens use nicotine as a stimulant to stay up at night and play video games, then show up at school extremely fatigued. “Poor sleep can lead to depression and, worse, mania. The psychiatric impact of nicotine, even in addition to the addiction itself, can be quite significant in the areas of anxiety and mood.”

The FDA will host a hearing on what it calls the “epidemic” of e-cigarette use among teens on Dec. 5. Anyone interested in quitting smoking can go to www.smokefree.gov.

Do you have a Gold Medal Manager?

Nominate through Momentum or visit HHC Connect for details.

Selected managers will be honored quarterly.

Anything to share?

Are you interested in sharing your clinical experience or knowledge with co-workers? Consider submitting an article to the Clinical Corner.

To learn more, e-mail amanda.nappi@hhchealth.org.
Allen offers opioid insights

J. Craig Allen, MD, Rushford medical director, did an interview on Fox 61 on Nov. 5 regarding opioids. [https://www.youtube.com/watch?v=HeAqYS4f9AA&feature=youtu.be](https://www.youtube.com/watch?v=HeAqYS4f9AA&feature=youtu.be)

For more behavioral health news updates, subscribe to the BHN’s e-newsletter on [www.healthnewshub.org](http://www.healthnewshub.org).

Bonus cash on select vehicle purchases

That Hartford HealthCare employees are eligible to receive up to $500 cash back when they purchase or lease certain vehicles?

Eligible manufacturers include Chrysler, Dodge, Jeep, Ram, Fiat and Hyundai.

For more information, visit [www.bonusdrive.com](http://www.bonusdrive.com), choose Hartford HealthCare as your organization, and complete the application.

Hitting the new gym

Above: An enthusiastic group of staff from Rushford at Middletown, Hartford HealthCare and Planet Fitness gathered for the official ribbon cutting and opening of the Planet Fitness at Rushford center. In the front row, from left, are Newington Planet Fitness Manager Matt Kobialka; Planet Fitness Regional Representative Joe Pepe; Rushford Medical Director J. Craig Allen, MD; Rushford at Middletown Clinical Supervisor Jill Bertolini; and clients Todd Lee and “Alex” Treaster. Right: James O’Dea, PhD, MBA, second from left, vice president, Behavioral Health, Hartford HealthCare, introduces Planet Fitness representatives Joe Pepe, left, Kevin Smythe, right, and Matt Kobialka, second from right, at the start of the event.

Take the Engagement Survey Nov. 26–Dec. 9

Hartford HealthCare has pledged to be No.1 in the Northeast for customer experience and employee engagement by 2023.

#123
No.1 in the Northeast by 2023

How do we get there?
Share your thoughts.

Watch your email box for an invitation from Press Ganey to complete the confidential survey online.

It takes many voices to reach #1

Todd Lee works out on a treadmill at the new Planet Fitness gym located on the third floor of the Rushford at Middletown campus. The small but modern gym includes nearly a dozen of the latest workout machines and is open to clients at the facility from early in the morning to late at night.
Coat and food drive under way to help IOL families

Please join the IOL PHP/TOPS programs in supporting those in need with food and outerwear to help protect them from the cold.

Our families would benefit from receiving the following items:
- Non-perishable items (boxed stuffing, canned goods, etc.) for a holiday dinner
- Monetary gifts or supermarket gift cards (Stop & Shop, Big Y, Walmart, etc.) so that turkeys or hams may be purchased
- New/lightly worn hats, gloves, scarves, & coats
- Other donations of food, household items, and toys are also welcomed

Donations will be accepted through Tuesday, Dec. 18. Please bring all items to the PHP/IOP hallway located in the Brace-land Building on the first floor. Items such as hats, gloves, and scarves may be hung on the giving tree directly. There will also be a box for larger items. Please place all food items in the designated food bin.

If you have any questions, please contact Corrado D’Ambrogio at 860.696.0042 or Kelsey Socha at 860.696.0025.

Thank you for your generosity and enjoy your holiday season.

How can you help HHC save up to $1 million a year?

It’s easy. Think before you print!

Here are some ways to save:
- View agendas, emails and presentations on a screen
- Print double-sided
- Print in black and white

For more information about the Hartford HealthCare’s print policy, visit the Managed Print Services page of HHC Connect.

Every dollar we save helps make care more affordable.
Family Resource Center Support Groups (continued)

- Dementia Lecture: An Introduction. Nov. 20, 6:30 – 7:45 p.m. This program is for family members and friends of individuals who have dementia 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. To attend, please RSVP to Laura at 860.545.7324.

- Social Support Group — LGBTQ Issues (Lesbian/Gay/Bisexual/Transgender/Questioning). Nov. 28, Dec. 12, 26. (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 in their lives. The goal is to discuss support strategies to manage life challenges.

- Hearing Voices Network (HVN). Nov. 29, Dec. 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.

- Al-Anon Parent Group. Nov. 29, Dec. 6, 13, 20, 27. (Every Thursday), 7 - 8 p.m. One-hour topic discussion.

- Dementia Support/Educational Group Meeting. Dec. 4. (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.

- Schizophrenia: An Introduction To The Disorder. Dec. 4. 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. To attend, please RSVP to Laura at 860.545.7324.

- It’s Hard To Be A Mom. Dec. 6, 20. (First and third Thursday of each month), 10 - 11:30 a.m. Peer-led group that acknowledges the inherent challenges with modern-day mothering and offers an opportunity for mothers to come together, share experiences, and support each other. This group welcomes expecting mothers and mothers with babies to discuss any and all challenges associated with motherhood. Babies welcome! Please RSVP to Laura at 860.545.7324.

- Support Group For Families Dealing With Major Mental Illness. Dec. 6, 20. (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.

- Substance Use Educational And Support Group. Dec. 13. (Second Thursday of each month), 4 – 5 p.m. For family members impacted by loved ones with substance abuse.

- Autism Spectrum Support/Educational Group Meeting For Parents. Dec. 19. (Third Wednesday of the month), 6 - 7 p.m. Providing a place for parents of children on the autism spectrum, or 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. Please RSVP to Goviana at 860.560.1711 or gmorales@spedconnecticut.org.

- Anxiety Disorders: An Introduction. Dec. 18, 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. To attend, please RSVP to Laura at 860.545.7324.

If you are a student that needs to observe a group for a class assignment, you must contact the Family Resource Center by emailing Laura Durst at laura.durst@hhchealth.org two weeks prior to the group you would like to attend. Please note, not all of our groups are open for observers and it is up to the facilitator and group members themselves.
Please consider including Natchaug Hospital in your year-end giving plans this holiday season.

■ All donations stay local to Natchaug Hospital and support its programs and client needs.
■ No donation goes towards wages/salaries.
■ Donations and pledges of $25 or more can win a weekly drawing (entries based on giving level). The earlier you donate/pledge, the more chances you have to win!
■ New for this year: Donations/pledges of $25 or more received before Dec. 31 are eligible to receive a Natchaug gear item (mug, winter hat, long sleeve t-shirt, hooded sweatshirt, fleece vest, zip-up fleece) based on giving level.

Your tax-deductible donation supports the programs and services at Natchaug Hospital. You make a difference every day, by helping people with mental illness and substance use disorders recover and find new beginnings. Unfortunately, many of the wonderful services you and your peers provide are not reimbursed by insurance. In fact, many of our most successful programs rely on your generosity for support.

Your donation may help give a child a new set of clothes when they have none. Your donation might provide our day programs with new gym equipment or give a young girl the chance to heal through trauma-informed yoga. Every day we work to improve the lives of our clients and your generous donation is one more way to help!

Contact Sherry Smardon at the Development and Community Benefits Office for more details at 860.465.5910 or sherry.smardon@hhchealth.org. Payroll deductions will begin in the first pay period of January 2019. Pledges from last year will automatically renew. If you wish to cancel your pledge you must do so in writing.

Craft fair Tuesday at Joshua Center Enfield

Joshua Center Enfield CDT School students will be hosting a craft fair on Tuesday, Nov. 20, from 10 a.m. to noon in the lobby at Natchaug Hospital in Mansfield.

The fair will include holiday crafts made by the students and proceeds will go towards sponsoring a seven-year-old girl’s holiday wish list from the Network Against Domestic Abuse in Enfield.

Natchaug Hospital Holiday Party

Saturday, December 1, 2018* • 6-9 p.m.

Elks Club • 198 Pleasant Street • Willimantic, CT 06226

Join us for a great night of food, dancing, and socializing with fellow Natchaug Hospital staff. Dress to impress!

The event includes appetizers, dinner, dessert, door prizes, DJ, and cash bar.

Tickets: Free for employee and one guest (18 or older)

Note: Need to RSVP to Sherry Smardon @ sherry.smardon@hhchealth.org (ext. 65910) or Paula Purvis @ paula.purvis@hhchealth.org (ext. 65901) by Monday, November 26, 2018.

*In case of inclement weather, party will be held on Saturday, January 5, 2019. Rescheduling will be communicated by a Natchaug-All email and on Natchaug’s Facebook page.
Donations needed for holiday toy drive

Natchaug Hospital is collecting donations of new, unwrapped toys for children ranging from five to 18 years old to make the holidays special for families in the community and those who may spend the holidays receiving treatment on the child and adolescent inpatient unit.

Donations may be dropped off in the main lobby at 189 Storrs Road, Mansfield Center from now through Monday, Dec. 17, between 7 a.m. and 9:30 p.m.

Suggested donations include gift cards, toiletries, Play-Doh, Legos, dolls, puzzle books, reading books, playing cards, socks, blankets, stuffed animals, etc.

Video game donation appreciated

Thank you to Paulette Washington, who works in medical records, for her donation of dozens of Xbox, Playstation and Nintendo games to the Natchaug adolescent inpatient unit.

Discount memberships for BJs Wholesale Club

Natchaug Hospital is again offering discounted new memberships and renewals to BJs Wholesale Club.

Employees who sign up to renew their membership receive a discount on fees ($40 for a basic membership or $80 for the BJs perks membership), an additional month of membership and a second card for a family member. For new memberships (new means someone who never had a membership or the membership has been expired for close to three years), there is a special reduced rate ($25 for a basic membership or $50 for the BJs perks membership) for a 12-month membership. Additionally, $5 from each membership will be donated to Natchaug.

Applications (which are on the intranet) and payments are due by Friday, Nov. 16. Checks should be payable to BJs Wholesale Club. To learn more, email sherry.smardon@hhchealth.org.

A special offer for Hartford HealthCare employees

10% off all Independence at Home Services & Products
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- Personal Care Attendants hourly care
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- 24/7 Live-in care

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Eligible discounts are for immediate family members

We’re proud to introduce our new joint venture!

CarePartners of Connecticut is a new kind of health plan that brings together the medical expertise of Hartford HealthCare and the insurance experience of Tufts Health Plan to create innovative Medicare Advantage (HMO) plans focused on patient care.

CarePartners of Connecticut empowers primary care providers to decide what’s best for their patients.

Spread the word! Recommend CarePartners of Connecticut to your friends, neighbors and loved ones. Visit carepartnersct.com to learn more today.
The Canton High School Junior Rotary Club presented Rushford at Avon with a check for almost $400 to help build a program library.

Alex Lederman, president of the club, right, attended a panel at Canton Library regarding the opioid epidemic and met Avon clinical supervisor Michelle Voegtle, left.

Alex, 10 of his classmates, and three adult advisors, took a field trip to Rushford at Avon to tour the facility and learn about the work the program does to address addiction. The funds presented to Michelle and Rushford at Avon were raised by the students, who plan to continue fundraising for the program and are also working to collect art supply donations for Avon’s expressive therapies program.

**Avon presentation**

Matthew Castanho, MD, a naturopathic doctor, left, (shown here with Pamela Mirante, PHP/IOP clinician) came to speak to clients in the Rushford at Avon partial hospitalization and intensive outpatient program about healthy ways to address anxiety and other mental health symptoms that come with addiction.

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**Rushford Foundation Annual Reception**

**Trusted Connected Care**

Join us for a celebration of Rushford's 2017-2018 accomplishments and presentations by the new Behavioral Health Network Physician-in-Chief John Santopietro, MD, DFAPA, and Rushford Medical Director J. Craig Allen, MD.

**Wednesday, November 28, 2018**

The Inn at Middletown | 70 Main Street, Middletown

5:30 pm  Reception and buffet dinner
6:30 pm  Program

**RSVP** by Monday, November 19

Sherry Smardon at 860.465.5910 or sherry.smardon@hhchealth.org

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John Santopietro, MD, DFAPA, is the new physician-in-chief of the Hartford HealthCare (HHC) Behavioral Health Network (BHN). Prior to coming to HHC, Dr. Santopietro was the president and medical director of Silver Hill Hospital, following a stint as chief clinical officer for behavioral health and chair of the department of psychiatry at Carolinas HealthCare System where he spearheaded the integration of behavioral health practitioners in 70 primary care practices. A graduate of Yale University, Dr. Santopietro earned his medical degree from Northwestern University Medical School, completed residency in psychiatry at Cambridge Hospital and a fellowship at the Austen Riggs Center, both in Massachusetts and part of the Harvard system. He has published and lectured extensively, especially on the use of technology to enhance the delivery of behavioral health services.

Jonathan Craig Allen, MD, is the medical director at Rushford, chief for the department of psychiatry at Midstate Medical Center, and chair of HHC’s opioid management committee and addictions clinical council. Dr. Allen is also a member of the state advisory board for the Department of Mental Health and Addiction Services, chair of the treatment committee for the alcohol and drug policy council, is on the state medical society’s addiction medicine committee and opioid task force, and is the current president of the Connecticut chapter of the American Society of Addiction Medicine. Dr. Allen is currently an associate professor of psychiatry at the Frank Netter School of Medicine at Quinnipiac University and has held faculty appointments at Harvard and Yale medical schools. Currently he trains addiction medicine fellows in Rushford’s ACGME-accredited ADM program, and child and adolescent psychiatry fellows and residents from the Institute of Living. Dr. Allen lectures and advocates locally and nationally for prevention, screening, early intervention and treatment access for substance use and other psychiatric disorders throughout the lifespan.
Native Americans contribute much more than Thanksgiving

The following article was submitted by the Rushford Diversity and Inclusion Council.

Thanksgiving celebrations are a holiday staple for families across the United States. It has become a time for families to join together on the fourth Thursday in November to feast on turkey, stuffing, mashed potatoes and pumpkin pie, watch the famous Macy’s Thanksgiving parade and sneak a snooze during numerous football games that are aired throughout the day.

As Americans, we pride ourselves on celebrating the holiday and remembering it as a time when the English pilgrims and Native Americans were able to come together and share a meal, as well as an opportunity to reflect on what we are thankful for in our lives. Yet, this is not true for everyone. Native Americans often refer to Thanksgiving as a “Day of Mourning,” as it is a reminder of the millions of ancestors that were killed by Americans and the continued opportunity for Americans to oppress their culture and forget about what actually occurred.

Therefore, as the holiday approaches, we must recognize the historic victories that took place across the country recently, especially for the Native American community. On Nov. 6, Sharice Davids, a Democrat from Kansas, and Debra Haaland, also a Democrat from New Mexico, became the first two Native American women to be elected to the House of Representatives. On Jan. 3, Davids and Haaland will join two Native American males who currently sit as elected officials in Congress.

According to CNN exit polls, 80 percent of voters said it’s very or somewhat important that more women and racial minorities be elected to public office and almost half said it is very important. We must take these victories and use them as momentum heading into the 2020 election season, as the people across the country are speaking up and recognizing the importance of electing women and people from minority populations into office.

United Way ice cream socials continue today

The United Way Campaign kicked off at Silver Street on Friday, Nov. 9. Join us on Friday, Nov. 16 at 2 p.m. in the Paddock Cafeteria where Behavioral Health Network President Pat Rehmer, ACHE, MSN, and Behavioral Health Vice President James O’Dea, PhD, MBA, will be serving ice cream as we kick off the United Way Campaign at Paddock Avenue.

Buddy Bench presentation

Center Elementary School Principal Chris Sullivan addressed students, Rushford staff and others in attendance at a Buddy Bench presentation ceremony held on Tuesday, Nov. 13, in East Hampton.

About BHNews

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

The deadline for the next edition of BHNews is Tuesday, Nov. 27, at noon