NATCHAUG HOSPITAL

A Father’s Heartbreak Builds Hope for Better Addiction Services

More than 10 years ago, a boy from Easton, Conn., named Mikey was diagnosed with cancer. Although the situation was challenging, the town rallied to support Mikey and his family. Parents offered home-cooked meals and carpools. Local elementary schools organized bake sales and car washes. And most importantly, Mikey had access to the highest-quality medical care.

Just across town, Gary Mendell’s son, Brian, also was diagnosed with a disease.

“For Brian and our family, it was different,” Mendell said. “Our town did not rally behind Brian or our family. There were no calls, no bake sales, no home-cooked meals. We couldn’t find medical care based on scientific research.”

The difference: Brian’s disease was addiction. On Oct. 20, 2011, after being clean for 13 months, Brian took his own life. He was 25.

“Ever since that day, I wake up every morning asking the same question — If both boys had a disease, why are their stories so different?” Mendell said. “In the end, Mikey was a patient, and Brian was an outcast.”

Recently, Mendell was the guest speaker at a major fundraising luncheon for Natchaug Hospital, a member of HHC’s Behavioral Health Network that provides mental health and addiction services, including inpatient, ambulatory, residential, and in-home services for people of all ages.

Brian’s death marked a turning point in Mendell’s life. Once a major player in the hotel industry, Mendell

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A Father’s Heartbreak continued from page 1

took his passion and business acumen and set out to create a charity that would keep his son’s memory alive, while helping others to overcome addiction. After months of research, what started as an idea for an eight-bedroom halfway house turned into something bigger.

“For every major disease in this country, there is one large, well-funded, national organization that does three things really well — research, advocacy and getting information that is proven to work out into our communities,” Mendell said. “Think of the American Cancer Society, American Heart Association, Autism Speaks. But there was nothing for addiction.”

So in 2013, after two years of planning, Mendell launched Shatterproof, the first-ever national organization dedicated to protecting children from addiction and ending the stigma and suffering of those affected by the disease.

For almost two years, Shatterproof has lobbied for mental health and addiction legislation across the country, including mental health parity laws that require insurance companies to treat mental illness and addiction comparably with care for physical ailments and laws that allow the friends and families of addicts to carry and use Naloxone, a medication that can save lives in case of an opiate overdose.

The organization also launched a unique grassroots fundraising effort. While other charities host walks, runs or bike races to raise money, Mendell takes his supporters to new heights — literally.

The Shatterproof Challenge asks participants to raise $1,000 to help fight the stigma of addiction. In exchange, they have the privilege of being strapped into a harness to rappel down the side of a hotel building. So far, 1,000 participants have taken the leap at 14 events across the nation.

On July 29, the event comes to Hartford where up to 76 brave souls are invited to rappel down the 22-story Hilton Hartford. Proceeds will fund state-level advocacy campaigns, the expansion of a screening and intervention program aimed at preventing addiction in young adults, and increased education and digital resources related to addiction.

“The vision that came out was the national organization, but the key is uniting millions of people around that cause,” Mendell said. “We can make our families and our loved ones shatterproof.”

For more information about the Hartford event or to register as an individual or a team, visit http://www.shatterproof.org.

Rushford at Stonegate Provides Residential Addiction Treatment for Teen Boys

Rushford at Stonegate in Durham is a 16-bed residential substance use and addiction treatment program for young men ages 13–18. This program helps engage resistant teenagers by focusing on their individual strengths and challenges.

Set on a 43-acre rural campus, Stonegate provides a home-like setting for residents whose treatment options include a short-term program, with a 28-day average length of stay and an extended care program for up to 90 days. The therapeutic model incorporates 12-step recovery orientation and programming as well as The Seven Challenges® Program, which is designed to help motivate adolescents to look at their substance use, gain self-awareness and make a commitment to positive changes in their lives. Individual and family therapy are also part the treatment plan.

The treatment team includes J. Craig Allen, MD, Rushford’s medical director. He is board-certified in addiction medicine, child and adolescent psychiatry, and general and adult psychiatry. He is joined by a complement of APRNs, clinicians and staff whose experience and knowledge are focused on client recovery during their stay and during recommended follow-up care and services.

Academic programming is provided and includes individualized tutoring and coordination with the student’s home school district as well as sports and physical education. Stongate has a gym and exercise equipment on the grounds, as well as soccer and baseball fields and a certified adventure ropes course.

For more information or to make a referral, please call Rushford admissions at 877.577.3233.
How Do You Connect to Healthier?

Show us what “Connect to healthier” means to you! Send us a photo that illustrates how you or your colleagues connect to healthier, and we’ll share your photo in an upcoming issue of Network News. Email a photo and caption to networknews@hhchealth.org.

Martha (Marty) Kozlowski, administrative associate, Central Region Patient Experience and Volunteer Services, chooses healthy foods to snack on during the workday.

Windham dietitian Lynne McPhee puts her money where her mouth is with a healthy salad for her lunch. A few years ago, Backus Hospital encouraged employees to “follow the footprints” around the perimeter of the hospital to get some exercise. Many still follow that route today during their lunch break.

Jennifer Fetterley, RD, community dietitian for Backus and TVCCA, puts together a salad for her lunch at the Hartford HealthCare East System Support Office in Norwich.

Elisett Nieves connects to healthier by taking the stairs at Hartford Hospital.

Pam Cruz, HHC Marketing & Planning, enjoys lifting weights a few times a week.

Hartford Hospital employee Rajmonda Xhaxho likes to walk around the HH campus.

Many from the Patient Accounts staff at Backus walk every day during the lunch break.

Dr. Elizabeth Riordan, general and breast surgeon, Hartford HealthCare Medical Group, takes to the treadmill at the Mid-State Medical Center employee gym.
From the Office of Compliance, Audit & Privacy (OCAP): Test Your Compliance IQ

In last month’s issue, we quizzed you on the different types of Protected Health Information, or PHI. It is important that we safeguard PHI at all times and in all circumstances. There are many ways to safeguard PHI. Which of the following is NOT an example of safeguarding PHI?

• Never discuss PHI in public places such as elevators, hallways, public waiting areas or the cafeteria.
• If family members or visitors are present, request the patient’s permission to speak in front of them.
• Leave printouts with PHI on the printer for several hours.
• Properly dispose of documents that contain PHI in locked shred bins, not in the regular trash.

See page 5 for the answer!

$300,000 Grant to Support New Hartford Hospital Clinic

Hartford Hospital has been awarded a $300,000 grant from the Hartford Foundation for Public Giving (HFPG) to support the relocation of the Brownstone Clinic. A new, three-story, 15,000-square-foot clinic is being constructed at 132-138 Jefferson Street. The new clinic, scheduled to open in the fall, will provide more access to care for Hartford’s underserved population.
This month’s TechTips will focus on Outlook Quick Steps. Quick Steps are shortcuts to any multistep action you can imagine, such as moving emails to a specific folder and marking them as read or forwarding an email to your team and flagging it at the same time. It makes short work of repetitive tasks. You can use existing Quick Steps or create your own. Let’s take a look at how to create a Quick Step:

### How to Create a Quick Step
1. In Mail, on the Home tab, in the Quick Steps group, click the Create New Quick Step.
2. Using the dropdown, click an action type from the list or click Custom.
3. In the Name box, type a name for the new Quick Step.
4. Click the icon button next to the Name box, click an icon and then click OK.
5. Under Actions, choose an action that you want the Quick Step to do. Click Add Action for any additional actions.
6. To create a keyboard shortcut, in the Shortcut key box, click the keyboard shortcut that you want to assign.

New Quick Steps appear at the top of the gallery on the Home tab in the Quick Steps group.

We hope you find TechTips useful. If you have suggestions for future articles, please email your ideas to techtips@hhchealth.org.

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**OCAP answer:** What not to do: Leave printouts with PHI on the printer for several hours. When printing documents that contain PHI, you should always remove them from the printer immediately.
Do you have a **GOLD MEDAL MANAGER?**

The HHC Manager Recognition program spotlights managers who are models for excellence in managing people and delivering exceptional results. **A Gold Medal Manager:**

- Sets clear expectations and provides feedback to help us do even better
- Recognizes team members for great work and celebrates accomplishments
- Shares what is going on in the organization and helps us understand how we fit in
- Inspires us to go above and beyond
- Is visible, accessible and available to listen to my ideas
- Talks with me about my career
- Admits when he/she doesn’t know the answer, then finds out and gets back to us
- Seeks feedback about how he/she can do better
- Lives the H3W Leadership Behaviors to deliver exceptional results
- Is someone other managers can learn from

**If you can check most or all of the boxes, nominate your manager for recognition.**

Selected managers will be honored every two months.

For details and a nomination form visit [https://myhhc.hhchealth.org/humanResources/loD/SitePages/Recognition.aspx](https://myhhc.hhchealth.org/humanResources/loD/SitePages/Recognition.aspx). Work together with team members or ask your H3W facilitator or HR consultant for help.

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**Network News** is a monthly publication produced by a sub-committee of the Hartford HealthCare Communications Council. Please send story ideas to networknews@hhchealth.org. The committee will make every effort to consider your story idea, but due to space constraints, editing may be necessary.
Hartford HealthCare hosted its third annual Patient Experience Collaborative on Friday, April 10. Nearly 50 successful projects were on display, showcasing best practices and innovation across the system. Attendees heard the experiences of patients and families and listened to keynote speaker Collen Sweeney, author of “The Patient Empathy Project.”

Congratulations to the three winning teams for their work in improving the patient experience: Environmental Services and Food & Nutrition from Windham Hospital, winner in the Enhanced Patient and Family-Centered Care category for “Because We Care”; Advanced Wound Care & Hyperbaric Medicine from Mid-State Medical Center, winner in the Transitions of Care category for “Linking Patient Care – One Step at a Time”; and the North 11 team from Hartford Hospital, winner in the Innovation category for “HHC Cares About Me.”

The Food Service team from MidState Medical Center and The Hospital of Central Connecticut displayed a poster on Free-Style Dining for which the team was a runner-up in the “Patient and Family-Centered Care” category.

Hartford Hospital’s Pharmacy team was a runner-up in the Transitions of Care category with a poster on “Utilizing Pharmacy residents and students in medication counseling of high-risk patient populations.”

A team from Rushford presented a poster on its “Client Advisory Council.”

Winner in the Innovation category, Hartford Hospital’s North 11 team showcases its “Hartford HealthCare Cares About Me” poster.

Advanced Wound Care & Hyperbaric Medicine from MidState Medical Center took home a winner trophy in the Transitions of Care category for their poster on “Linking Patient Care – One Step at a Time.”

Around HHC – Third Annual Patient Experience Collaborative
H3W Success Story Spotlight

In each issue of Network News, we’ll highlight the work of select H3W workgroups whose projects have resulted in cross-collaboration and noteworthy achievements. See the positive impact H3W is having across Hartford HealthCare!

Hartford Hospital H3W groups solve booking flaw and recoup more than $240K in funding

H3W groups from Hartford Hospital’s (HH’s) Case Coordination, HIM, Assessment Center and OR Scheduling departments have worked together to rescue more than $242,000 from May-December 2014 in Medicare reimbursement from improperly booked surgical procedures.

The project began after an employee from Case Coordination noted instances when HH was not reimbursed by Medicare for particular procedures when they were performed as outpatient procedures. Medicare requires that these particular procedures be performed on an inpatient basis. When these procedures were performed on an outpatient basis reimbursement, HH lost thousands of dollars.

OR scheduling began reviewing all Medicare outpatient CPT (Current Procedural Terminology) codes against a spreadsheet created through the collaborative work of HIM and Case Coordination. Now, if the CPT comes up as an “Inpatient Only” procedure, the appointment is reconciled with the physician’s office for proper booking, and the Assessment Center secures the correct inpatient order. Since the team has been re-educating physicians’ offices on proper coding, the number of “inpatient only” coding errors has declined significantly and fewer resources have been needed to manage and facilitate payment.

“The original idea for the project was generated by a front-line employee, demonstrating the foundational principles of H3W of employee engagement and problem solving,” says Linda Pereira, manager of OR scheduling at Hartford Hospital. “In addition, through the use of H3W meetings, the teams had a forum in which to work on the solution and discuss any adjustments to the process that were needed.”

Pereira says the manual process for catching the coding flaw will be automated with the implementation of the EPIC electronic health record system.

Team members from Hartford Hospital Case Coordination, HIM, the Assessment Center, and OR Scheduling include: Jane Aliff, Michelle Berube, Joan Bologna, Trish Depietro, Arlene Donato, Kathy Fitzgerald, Marisa Houston, Jackie Isaacson, Cindy LaPier, Marsha Mack, Rose Mondani, Susan Mulcunry, Linda Pereira, Bernice Plourde, Stacy Quinones, Anna Santoro, JoAnne Self, Janis Vannais, and Maureen Zukauskas.

Hartford HealthCare
By The Numbers Supply Chain edition

1,659,765
Isolation gowns used by HHC facilities in 2014

307,900
AA batteries used in 2014

211,500
boxes of “Sniffles” tissues used in 2014

*Year-end FY 2014 numbers

5...The number of stars awarded to senior services partners

Three Hartford HealthCare Senior Services communities recently won a Five Star Quality Rating from the Centers for Medicare and Medicaid Services.

Jefferson House in Newington, Jerome Home in New Britain and Southington Care Center in Southington received the highest possible rating for nursing facilities. The rating is based on health inspections, staffing and quality measures.

The Five Star Quality Rating helps consumers, families and caregivers compare long-term skilled-nursing facilities. Facilities with five stars are considered far above average.

To view the reports, visit http://www.medicare.gov/nursinghomecompare/search.html.
Employee Engagement

What is it: Creating an environment in which employees feel valued, respected and appreciated.

Next milestone: The Employee Engagement Survey is May 4-May 15. How is HHC doing? It’s important to hear from a majority of employees so meaningful changes can occur.

What you need to know: The survey is anonymous and confidential. Nobody at HHC will ever see your individual answers. Responses will be sent directly to an outside company and aggregated before they are sent back to HHC. Responses will not be tracked by department and cannot be tracked to your computer.

2016 Retirement Program

What is it: Starting Jan. 1, 2016, all eligible employees of Hartford HealthCare will participate in a newly designed, system-wide 401(k) program.

Next milestone: Starting April 20, a personalized retirement statement will be mailed to your home. It will show you how much you’ve earned/saved for retirement at every HHC partner organization you have worked for.

What you need to know: More information will be available April 27 on our new My Future Online website. Visit hhcandme.ehr.com to view your personalized statement and find tools and tips to help you understand the new program. Informational meetings start in May.

HHC Unity: Finance/Supply Chain

What is it: Much like doing business with Amazon.com or L.L. Bean, making purchases and payments for goods and services at HHC will become fully electronic when this project launches July 1.

Next milestone: Training for employees who order supplies and submit invoices will begin later this spring.

What you need to know: Courses for managers, directors, VPs and others at HHC who order supplies or authorize expenditures/payments will be offered in person and online. For a list of required courses, click here. A schedule of class times and dates will be posted soon.

CareConnect

What is it: CareConnect is bringing the EPIC electronic health record to Hartford HealthCare, paving the way for more coordinated care, seamless patient transitions and consistent high quality.

Next milestone: The final ambulatory CareConnect Café is scheduled for Thursday, April 16 at the CareConnect office, 5 Batterson Park Road, Farmington. Participants at these cafés watched brief demonstrations of Epic workflows.

What you need to know: There will be two sessions for HHC MG primary care providers and staff: 7:30–9:30 a.m. and 11 a.m.–1 p.m. Refreshments will be served.

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