Working as a team: Behavioral health clinicians join primary care setting

Integrating behavioral health with primary care is more than just a concept; it is becoming a reality within Hartford HealthCare (HHC) with the advent of a pilot project that places behavioral health clinicians in the offices of primary care physicians in order to improve patient-centered care delivery. This system initiative is led by HHC’s Integrated Care Partners (ICP) in partnership with HHC’s Behavioral Health Network (BHN).

The target locations for the new service are Hartford HealthCare Medical Group (HHC MG) and ConnCare (affiliated with Backus Hospital), the two primary care arms of HHC.

Using an evidence-based model of care delivery called Primary Care Behavioral Health (PCBH), a behavioral health clinician serves as an onsite member of the primary care team, providing consultation to other members of the practice, assisting with diagnosis and assessment of patients’ behavioral health-related problems, conducting brief treatment, and facilitating referrals to specialty care in the community as necessary.

“Co-locating behavioral health clinicians with primary care providers means easier patient access to care that allows us to improve health outcomes for patients with co-occurring medical and physical conditions, as the two are known to be strongly linked,” said Stephen W. Larcen, PhD, HHC senior vice president and HHC BHN president.

Continued on page 3
A whole new approach to primary care

On Feb. 17, Hartford HealthCare will be home to a new primary care practice designed especially for employees and their families.

The new Hartford HealthCare Health Center is managed by Iora Health, a Boston-based company founded by a primary care physician who spent more than a decade reimagining and redesigning primary care delivery. Each of Iora’s clinics is tailored to meet the needs of a specific community of patients — in our case, employees and families.

Iora care teams work with their patients to help them define health goals and outline plans to reach them — together. Other features include:

- No copays
- Same and next-day appointments for urgent needs
- Support from a personal health coach
- 24/7 phone access to providers and non-traditional appointments such as email consults or videoconferencing
- Close coordination with specialists

While effective for all patients, the model works particularly well for patients with chronic conditions. In addition to providing traditional medical care, the team will help patients with programs to improve their health such as weight loss: quitting smoking; or managing complex conditions such as diabetes, asthma or heart disease.

The care team reaches out to patients to ensure that they have the tests they need, they are renewing medications on time, or just to make sure they are doing OK.

The new practice is located at the former HHC Employee Health Center in the Medical Office Building at Hartford Hospital. The HHC Health Center is available to employees and family members with any HHC insurance plan except the Health Savings Account (HSA). Dr. Vasanth Kainkaryam, a former Hartford HealthCare Medical Group physician, is the primary care physician at the new practice. He is an internist and pediatrician with special interests in patient education, shared medical appointments and innovative medical practices.

To make an appointment or learn more, contact the Hartford HealthCare Health Center at www.hhchealthcenter.com, call 1-860-740-6080 or email info@hhchealthcenter.

HealthyU Helping you make educated health care choices

Have you completed your wellness requirements? Has your spouse/partner?

Remember, you and your spouse or partner MUST complete your wellness requirements by March 31, 2015, to save up to $500 on your 2015 HHC health insurance. To meet the requirements:

- Take the Compass health assessment online or on your mobile phone.
- Confirm that you have had preventive care between Jan. 1, 2014 and March 31, 2015.

If you need a preventive care visit and you are covered by any HHC insurance plan except a Health Savings Account (HSA), the new Hartford HealthCare Health Center may be an option. Call for an appointment and tell the scheduler that you want to complete your wellness requirements.

Aetna will submit verification of your preventive care visit directly to RedBrick. If your preventive care was completed outside of the Aetna network or is up to date, download and sign the Preventive Care Form and submit it to RedBrick.

Employees with single coverage can save $250. Employees with spouse/partner or children/family coverage can save $500 ONLY if BOTH the employee and spouse/partner complete both steps. Ask your spouse: Have you completed your wellness requirements? Or call RedBrick at 1-877-207-0136 to find out.

Ready to get started? Log in to your RedBrick Health account: MyRedBrick.com/healthytogether or call 877-207-0136.

For details about the wellness credit, please read our Frequently Asked Questions (FAQ) at the HHC&M Employee Service Center or at our wellness partner website, RedBrick Health. This program may not apply to some bargaining-unit members.
Treating behavioral health separately from physical health — which is the traditional model — often proves expensive.

“Psychiatric disorders can lead to physical ailments and vice versa; it’s bidirectional,” said Dr. Henry Chung, vice president and chief medical officer for Montefiore Care Management, a national leader in the integration movement.

“Depression costs employers $44 billion in indirect costs, such as absenteeism and lost productivity,” said Dr. Chung, adding that people who are depressed but not receiving care use two to four times the health care resources of other individuals and have twice the risk of having a stroke.”

“The goals of the pilot projects this year are to learn, to make changes, to find out what’s going to work best for HHC and its patients, and to begin to collect outcome data,” said Dr. James P. Cardon, ICP chief executive officer and HHC executive vice president and chief clinical integration officer.

“Based on this data, our long-term goal would be to expand the number of primary care sites with integrated behavioral health clinicians to include not only HHC MG and ConnCare, but all primary care providers who are affiliated with ICP,” said Dr. Cardon.

The program is already up and running at HHC MG sites in Windsor and Manchester, with five more sites preparing to come on board in the next 60 to 90 days. A partnership between the Institute of Living and ICP will bring a 20-hour-a-week psychologist to each of the two HHC MG locations in West Hartford (Bishop’s Corner and South Main Street), while Enfield’s HHC MG practice will be supported 20 hours a week by a licensed clinical social worker from Community Health Resources, a local community mental health center.

Backus primary care sites in Norwich and Colchester will be served by a full-time Backus licensed clinical social worker, who will split her time equally between the two locations.

**Working as a team Continued from page 1**

Black & Red raises $1 million for the Trauma Center at Hartford Hospital

The 24th Annual Black & Red was a tremendous success as a sold-out house of 1,175 friends and supporters of Hartford Hospital braved the snow to fill The Bushnell on Jan. 24 for dining, dancing, and entertainment by The Blues Brothers starring Dan Aykroyd and Jim Belushi.

The hospital’s signature fund-raising event is on track to net $1 million for the Trauma Center at Hartford Hospital. Proceeds will assist LIFE STAR, injury prevention and outreach, trauma room renovations, and trauma education.

Top sponsors of the gala included VCE&EMC2 (Title Sponsor); The Hartford (Premier Sponsor); and Northeast Utilities, Travelers, and United Technologies (Leadership Sponsors). The Hartford Hospital medical staff once again was especially supportive of the annual event.

Among the gala’s special guests, who included Gov. Dannel Malloy and Hartford Mayor Pedro Segarra, was trauma patient William O’Brien. O’Brien received a warm ovation after sharing his story of recovery from multiple injuries he suffered in a car accident.

The gala, which was broadcast live in an one-hour special on FOX CT, also marked the hospital’s campaign to promote safer driving. The “Thumbs up. Phones down.” campaign is urging everyone to pledge to stop distracted driving. At last count, more than 6,500 people had taken the pledge. To take the pledge, visit ThumbsUpPhonesDown.org.

More photos from the gala are available online.
New “Success Sharing” program rewards employees for HHC’s success

As employees of Hartford HealthCare, we go the extra mile, whether it’s walking a lost patient to the elevator or driving through snow to get to work on time.

In our H3W workgroups, we work together to generate ideas that strengthen our organizations by reducing rework and allowing us to perform more efficiently. We take responsibility because this is our organization.

As part of our culture of continuous improvement, we pause at the start of meetings and huddles to recognize and celebrate the extraordinary work and discretionary effort routinely demonstrated by our staff.

This year, Hartford HealthCare is offering a more tangible way to recognize staff for extraordinary accomplishments. It’s called Success Sharing – a program that rewards employees with a cash award if our organizations achieve a target level of success during this fiscal year (Oct. 1, 2014-Sept. 30, 2015).

Success will be measured at the system-level or for each region, division, network or entity based on the following criteria:
• Margin – a measure of how well a company controls its costs. It’s the amount of money available at the end of each year to reinvest in technology, building projects and other improvements to enhance our ability to care for patients. Success Sharing payouts are funded from gains above financial market targets.
• Patient/resident/client satisfaction scores.
• Some organizations have one additional measure that has been explained at the entity level.

Each organization will be aiming for a different set of targets. If your organization meets or exceeds its goal(s), here’s what you can earn:

<table>
<thead>
<tr>
<th>Achieve Target</th>
<th>Award Part-time</th>
<th>Award Full-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Margin</td>
<td>$265</td>
<td>$350</td>
</tr>
<tr>
<td>Margin &amp; patient satisfaction &amp; additional goal if applicable</td>
<td>Up to $490</td>
<td>Up to $650</td>
</tr>
</tbody>
</table>

For details specific to your organization or the HHC System Support Office, please contact your manager.

The Patient Experience: Showcasing the continuum of care across Hartford HealthCare

All Hartford HealthCare employees are invited to submit an abstract for a table-top poster display at the 3rd Annual HHC Patient Experience Collaborative, to be held April 10 at Heublein Hall at Hartford Hospital from 7:30 a.m. to 12:15 p.m.

Take advantage of this exciting opportunity to share how you have improved the patient experience with other health care practitioners from throughout the HHC system.

We invite you to submit abstracts in the following categories:
• Enhanced Patient and Family-Centered Care
• Improved Transitions of Care
• Innovation

A winner and finalist will be chosen in each of the three categories. The winner of each category will be asked to give a brief presentation showcasing the project.

Submission deadline is Feb. 25. Format guidelines and application forms can be found by clicking here. Authors will be notified of acceptance by March 16.

Send via email as an attachment to:
Patient Experience, c/o Tina Kelly, AA, Patient Experience
Email: tina.kelly@hhchealth.org, 860.972.4309

Should you have any questions, please contact the patient experience representative for your organization:
• Backus: Gregory Post
• HH: David Fichandler
• MMC: Gail Millerick
• THOCC/BMC: Aimee Sturmer
• Windham: Kathy Hawkins

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.
Welcome to the February installment of ITS Tech Tips! In this issue, we’ll explain how you can reset your password or unlock your network account.

ITS recently rolled out a new product that enables all Hartford HealthCare employees to manage their passwords without having to call the ITS Service Desk. By using this tool, you can reset your password or unlock your account in a matter of minutes rather than waiting in the phone queue to speak to a Helpdesk agent.

How to reset your password
1. Press Ctrl+Alt+Del and select your account. Click on “I forgot my password,” and you will be taken to the self-service site. (pwreset.hhchealth.org)

2. Enter your username and select your company from the drop-down list. Click “Submit.”

3. Next, depending on the issue you’re experiencing, click on “Forgot password” or “Unlock account.”

4. If you forgot or don’t know your password, you must answer two challenge questions.

NOTE: You will need to know your full employee ID number and the last four digits of your Social Security number.

5. Wait for the system to confirm the password has been changed or the account is unlocked. You will now be able to log on to your workstation.

The ITS Service Desk encourages all employees to use this new function. This will free up Helpdesk agents so they are able to take care of more urgent and complex calls. This is only the first of several self-service products we have planned. Soon, you will be able to open your own incident within a matter of seconds without calling the ITS Service Desk.

Hartford HealthCare By The Numbers *Year-end FY 2014 numbers

4.8 million Average number of outgoing HHC emails over 30 days

20.5 million Average number of incoming HHC emails over 30 days

18.3 million Spam emails received by HHC over 30 days

21,000 Email boxes at HHC

715,000 Viruses eliminated in 30 days

3,900 Printers across HHC campuses

18,000 Computers at HHC
Hartford Hospital Birthing Center patient Heather Klein welcomed a baby girl, Anna, during Storm Juno Jan. 27. Her story was featured on CNN.

Between shifts during the storm, Jasmine Wright, psych tech, Institute of Living, clears her car after spending the night at the hospital.

Crews worked to clear snowfall on the MidState Medical Center campus Jan. 27.

Storm Juno dumped nearly three feet of snow in the East Region. Watch Backus Hospital’s “thank you” video to staff!

A Hartford Hospital employee works to clear walkways in front of HH’s Educational Resource Center Jan. 27.

Four infants were born at The Hospital of Central Connecticut between 5 p.m. Monday and 5 p.m. Tuesday. Pictured is Graham Browning, born during the storm.

Steve Wilson from Windham Hospital’s Maintenance Department tried to stay ahead of the storm by clearing snow from the hospital’s parking lots and walkways.

Around 10:30 p.m. on Jan. 27, the Backus kitchen was a busy place as Rachel Fabrowski from Food and Nutrition, right, made sandwiches and Deb Archambault, also from Food and Nutrition, began making pizzas for staff.
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!

John Grenier had witnessed too many close calls between pedestrians and speeding cars in the walkways off of the Shea Parking Lot at Windham Hospital. Increased traffic caused by the addition of the Windham Hospital Family Health Center had made crossing in the pedestrian walkways a treacherous proposition. So Grenier decided to do something about it.

After studying traffic patterns and considering installing speed bumps, Grenier and the H3W project team from plant operations and maintenance decided that stop signs were the best and most cost-effective solution. In August, four new stop signs were installed: two in front of the pedestrian walkways above the Shea entrance, which created a four-way stop with the road leading to the Family Health Center; and two on the Hatch Wing Hill that created a three-way stop above the Hatch entrance. Total cost: about $700.

The project team’s initiative — “Stop in the Name of Safety”— was recently named the “best overall” project in the 2014 Windham Hospital Vanderman Awards. The awards, named after the Vanderman family who donated the land on which the hospital was built, were created to encourage departments to work together to create a specific plan to improve the hospital and the patient experience.

“Patients and visitors are our number one priority,” says Grenier. “We’re here to make sure everybody stays safe. It’s really everybody’s job. This project is just a small piece of the puzzle.”

Plant operations and maintenance team members included Grenier, Steve Wilson, Chris Bibeau, Ted Yuschalk, Steve Johnson, and Stephen Gonzalez.

“Everyone can make a difference. You don’t have to be clinical. We all have a role in improving the patient experience. H3W builds a team. It bridges the gap between clinical and non-clinical staff,” said Mindy Kivlin, HHC East Region H3W performance-improvement facilitator.

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Don’t throw away $500
You will if you miss the wellness credit deadline.

H3W project team members from left to right are Cary Trantalis, RN, MSN, vice president, Operations, HHC East Region; Chris Bibeau, Steve Wilson, Ted Yuschalk, Stephen Johnson, John Grenier, and Stephen Gonzalez, all of Windham Hospital’s Plant Operations and Maintenance team.

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To get started:
Log on to MyRedBrick.com/healthytogather or call RedBrick at 1.877.207.0136

*This message may not apply to some bargaining unit members
**Discounts for employees of Hartford HealthCare**

The Hartford Hospital Employees’ Council has arranged discounts to local and national businesses that are available to all Hartford HealthCare employees.

**Dell Member Purchase Program**

Hartford HealthCare employees can get an extra discount on select Dell PCs and tablets through the Dell Member Purchase Program.

- Up to 30 percent off select systems
- Discounts on thousands of electronics and accessories
- Open enrollment into the Dell Advantage Loyalty Program – 5 percent eGift-cards and free second business-day shipping (enroll at www.Dell.com/mpp/hhchealthAdvantage)

To shop: www.Dell.com/mpp/hhchealth; Member ID: HS5216569. Need assistance with a quote? Email Healthcare_epp_programs@dell.com. See flyer here.

**Discount at Sprint**

Hartford HealthCare employees can get a discount on Sprint monthly service plans. Save up to 23 percent on select regularly priced plans. Go to www.evpdiscoun.com/Home, and enter your work email. See flyer. For more information, contact Brian Sutton at 888-457-6294.

**Discount at LIFE IS GOOD!**

Hartford HealthCare employees can get a 15 percent discount on orders at Lifeisgood.com. Use the coupon code Hartfordhealth15 at checkout. This code is good until Dec. 31, 2015.

**Free Entrance to Connecticut Science Center**

Just a reminder that all Hartford HealthCare staff members get free admission to the Connecticut Science Center (a $19 value) with their employee badge. The Science Center is open Tuesday to Sunday from 10 a.m. to 5 p.m.

**Discounts on XL Center Events**

HHC employees can get a discount on most events at the XL Center in Hartford. Discounts vary by event. You can order tickets:

- Online at www.xlcenter.com (click presales and promotions, promo code SGHHC)
- By phone at 877-522-8499 and mention promo code SGHHC
- At the box office, promo code SGHHC

Extra fees apply to online and phone orders. For more information, contact Mike Cecchini at 860-722-0639.

**Hartford Wolf Pack Partner Offer**

The Wolf Pack is offering specially priced tickets for games in February and March.

**Discount Rates:**

- Adult Lower-Level Tickets - $15 ($5 discount off the face value)
- Youth Lower-Level Tickets - $10 (12 and under)

Enter promotional code PARTNER to access special-priced tickets. CLICK HERE to purchase.

**Game Promotions:**

- Saturday, Feb. 14 vs. Albany Devils – 7 p.m.
- Saturday, Feb. 28 vs. Wilkes-Barre/Scranton Penguins – 7 p.m., USA Heroes Night – specialty jersey; Wolf Pack flag giveaway
- Saturday, March 7 vs Hershey Bears – 7 p.m., bobblehead giveaway

For more information, call the Wolf Pack front office at 855-762-6451 or email wolfpackservice@global-spectrum.com

**New HHC at Home branded vehicles drive home our message**

Whether at home or on the road, members of the Business Development Team at HHC at Home will be driving around our service areas in style. Six HHC at Home vehicles were recently branded with the HHC logo, colors and graphics. The wrapped cars will increase visibility for HHC at Home and reinforce our homecare services’ connection with the Hartford HealthCare system.

Pictured left to right with one of HHC at Home’s new branded vehicles are Rich Nankee, vice president, Finance, Post-Acute Division, and Michael Soccio, executive director, HHC at Home.