



PARTY ON

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SAVING THE DAY

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Hartford HealthCare 
Behavioral Health Network

BHINews

Speaking for patients everywhere



Institute of Living leader appointed to prestigious national board

When Annetta Caplinger first came to the Institute of Living as a nurse in 1984, she had already worked at several psychiatric health-care centers at locations from South Carolina to Hawaii. But as soon as she stepped foot on the IOL's historic grounds, she knew she had found her professional home.

"I instantly loved the environment on the campus, and the culture of the people who work here," said Caplinger, the IOL Vice President of Clinical Operations who last month was appointed to the Board of Directors for the prestigious National Association of Psychiatric Health Systems.

The NAPHS advocates at a national level for psychiatric centers such as the IOL, and Caplinger's appointment is a reflection of a life dedicated to understanding the needs of people with behavioral health issues, and creating the best possible setting for them to recover

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and realize their full potential. Here are some of her thoughts on her appointment to the board, and the philosophy she brings to her job.

Q. How did you find out you had been named to the NAPHS Board, and what will that role entail for you?

A. I was notified by email by NAPHS staff two weeks ago. I'm really pleased to serve because I love this organization and the opportunity it gives me to connect with others who are in a similar field and have similar positions. I learn from and share information with them, as well as advocate for health systems like the IOL and Hartford HealthCare. I've been a member of the NAPHS Behavioral Health Services Within General Healthcare Systems Committee for the past seven years, and it's given me a chance to develop expertise and awareness on issues ranging from electronic

medical records to the current political climate and advocacy issues. My term on the board is for three years. There are 22 people on the board from organizations from across the country, so it will be an exciting opportunity to represent the IOL and the BHN at that level.

Q. How did you get into the field of psychiatric care and behavioral health administration?

A. Even when I was growing up I knew I wanted to be in healthcare. When I was training to become a nurse I was drawn to psychiatric health because it gave me the best chance to interact with patients in a meaningful way. You'd be surprised, on most of the general hospital floors I worked on in my early career, I didn't really get much time to get to know patients on a personal level. With behavioral health, it's my job to do that! Getting to know their stories is amazing to me. People are people. I love finding out what their

needs are, and trying to help them.

Q. How did you decide to dedicate your career to the IOL?

A. I was born in the Midwest, and my husband was career Navy. He was stationed on nuclear submarines, so we moved around a lot during our early years. When my husband was stationed at a power plant in Windsor Locks, a colleague of mine at Medical University of South Carolina told me "go to the IOL, it is the best place." I did just that. Within a year I was head nurse. By 1994, the IOL had supported me through graduate school and leadership at the time thought enough of me to put me in charge of the new assessment center, and that's how I found myself on the administrative side. The organization has gone through a lot of changes during my career here, but it still has that special culture of caring and smart people I get to work with every day. It's got a great heart to it.

Effort to end homelessness



Rushford staff members attended a press conference in Meriden Thursday to show support for the state's CT Zero 2016 campaign to end homelessness. Governor Dannel Malloy, second from right, spoke about efforts to revamp and revitalize buildings on the downtown area. Rushford is contributing to this effort as the designated local mental health authority in the region. Also in attendance were, from left, Tim Washington, Case Manager; Tracy Wilbur, Case Manager; Deanna Bencivengo, Housing Coordinator; Gov. Malloy; and Jessica Matyka, Clinical Manager.

Holiday party rescheduled for Saturday, Jan. 21

The Rushford and Natchaug Hospital holiday party was rescheduled due to weather and will be held Saturday, Jan. 21 at St. Clements Castle in Portland from 6 - 11 p.m.

No refunds or new tickets will be issued at this point. However, if you are interested in selling or purchasing tickets from one of your fellow employees, Anivette Cruz and Sheila Gosselin (Rushford) or Donna Hendry and Sherry Smardon (Natchaug) may be able to help.

No food choices can be changed at this time.

Recognizing employees, and moments that matter

In any successful organization, it's critically important for employees to feel like they are valued and appreciated for the work they do, especially when it's the kind of work that goes beyond the job description. That kind of effort — what we commonly call “discretionary effort” — is what helps establish patient loyalty at a time when they have more choices than ever before as to where to seek their care.

With that in mind, I am extremely pleased that Hartford HealthCare will soon be rolling out a program meant to recognize employees who routinely go above and beyond to help support our mission of caring for patients. The program is built around the theme of “Every Moment Matters,” putting the spotlight on the extra details or added effort that employees often put into their jobs, which can easily be overlooked.

I'm also happy to let you know that the organization has decided to begin Every Moment Matters by focusing on employees at Natchaug Hospital and Rushford, which both have employee cultures marked by a passionate dedication to helping patients. As of this week, we had identified seven employees at both organizations who will be recognized for their willingness to go above and beyond, whether it involves working directly with patients or supporting the mission in other important ways.

The employees were selected after being nominated by leaders and peers at both organizations. They include: Laura Zeppieri and Pamela Mulready, who are both clinicians at Rushford's Glastonbury location; Randy Marks, maintenance, and Maureen Sioch, phone operator, at Rushford's Meriden



location on Paddock Avenue; Jocelyn Nadeau, a lead therapist for the pediatric program at Joshua Center Northeast; Kevin Evinger, a mental health worker on the Natchaug child and adolescent inpatient unit; and Gino D'Eliseo, a second shift nurse manager on the Natchaug adult inpatient unit. It should be noted that an additional Natchaug “employee” is being recognized as well — a therapy dog who is widely beloved by patients.

All of these staff members are familiar and respected in the locations where they work, especially the way they routinely give extra effort to helping patients, whether it's creating new ways to engage them in a therapy program, or simply offering a cup of coffee for a patient in distress. They will be featured and recognized in a variety of ways, including photos and video interviews. Recognized employees will be highlighted on wall-size posters and “wraps” that will be installed throughout the facilities. It's all meant as a way to show our appreciation and gratitude for employees who embrace our values and inspire their peers by their example.

More staff members will be recognized as the campaign continues in the weeks and months ahead. We encourage you to submit nominees to amanda.nappi@hhchealth.org and we will recognize them on the Intranet, in our publications, social media and in many other ways. Thank you all for making every moment matter.

Pat Rehmer, MSN, ACHE, is Hartford HealthCare senior vice president for behavioral health and president of the Behavioral Health Network. Her column appears monthly in BHNNews.

Rehmer named Advocate of the Year by state agency

In recognition of a career that has been dedicated to increasing awareness about the needs of those in recovery, BHN President Patricia Rehmer, MSN, ACHE, has been named the recipient of the Bob Savage Advocate of the Year Award by the Connecticut Community for Addiction Recovery (CCAR.)

Rehmer, a former Commissioner of the Connecticut Department of Mental Health and Addiction Services who assumed leadership of the BHN over a year ago, is being recognized at CCAR's Annual Meeting on Jan. 25 in Rocky Hill.

The Bob Savage Advocate of the Year Award is given annually to Connecticut

residents who speak out effectively on issues of importance to people in recovery as well as their family members, friends and allies. Rehmer was selected for her record of demonstrated excellence in increasing awareness about the needs of those in recovery and enhancing access to effective treatments and services.



Family Resource Center Support Groups

The IOL Family Resource Center (FRC) holds regular support groups. For additional information, please contact the FRC at **860.545.7665** or **860.545.1888**. All programs are free of charge and, unless otherwise noted, are held in the Massachusetts Cottage, First Floor Group Room at the IOL Campus, 200 Retreat Ave., Hartford. The upcoming IOL FRC Support Group schedule is as follows:

■ **Support Group For Those Coping With A New Or Chronic Medical Condition.**

Jan. 13, 20, 27, Feb. 3, 10, 17, 24 (Every Friday), 1 - 2 p.m. in the Center Building, First Floor Conference Room. For young adults ages 17-26 struggling with a new diagnosis, chronic medical conditions, physical symptoms or limitations. The group will help with difficult losses and limitation due to a medical condition, and build a positive, future-oriented focus with realistic goals. To RSVP, please call Elizabeth Alve-Hede-gaard, APRN, at **860.545.7050**.

■ **Depression Bipolar Support Alliance Group (DBSA).** Jan. 16, 23, 30, Feb. 6, 13, 20, 27 (Every Monday), noon – 1

p.m. in the Todd Building, Bunker Room and Jan. 18, 25, Feb. 1, 8, 15, 22 (Every Wednesday), 7 – 8 p.m. in the Commons Building, 2nd Floor, Litchfield Room. Peer run support group for those who have been diagnosed with depression or bipolar disorder.

■ **Alcoholics Anonymous.** Jan. 17, 24, 31, Feb. 7, 14, 21, 28 (Every Tuesday), 12:30-1:30 p.m. Join us for coffee and a one-hour topic discussion. To learn more, contact the AA General Service Office at 212-870-3400 or P.O. Box 459, New York, NY 10163.

■ **Autism Spectrum Support/Educational Group Meeting For Parents.** Jan. 18, Feb. 15, March 15, April 19, May 17, June 21 (Third Wednesday of the month), 6 - 7 p.m. Providing a place for parents of children on the autism spectrum, or with 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.

■ **Hearing Voices Network (HVN).** Jan. 19, 26, Feb. 2, 9, 16, 23 (Every Thursday), 5 - 6:30 p.m. in the Todd Building, Bunker Room. Peer run support group based firmly on a belief of self-help, mutual respect and understanding where people can safely share their experiences of voices, visions, unusual sensory perceptions. The groups offer an opportunity for people to accept and find meaning in their experiences that help them regain power over their lives..

■ **Support Group For Families Dealing With Major Mental Illness.** Jan. 19, Feb. 2, 16, March 2, 16, April 6, 20, May 4, 18, June 1, 15 (First and third Thursday of each month), 5:15 - 6:30 p.m. in the Center Building, First Floor Conference Room. For family and friends of individuals who have schizophrenia, bipolar or other related disorders. Share your success and struggles. Learn to care for yourself while caring for others.

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BrainDance Awards for Student Projects on Mental Illness

The Institute of Living at Hartford Hospital is sponsoring an academic and art competition designed to decrease the stigma of mental illness. The BrainDance Awards encourage high school students to gain knowledge about psychiatric diseases and develop a more tolerant and realistic perspective toward people with severe psychiatric problems. The competition also aims to promote students' interest in careers in mental health-care. **New this year: A panel discussion featuring different mental health disciplines.** To receive a BrainDance Award, a student must submit an academic project or an art project on themes related to severe mental illness. Projects must be submitted using a flash drive or dropbox format only (WLMF files or project files are not accepted). Acceptable video formats are WMV or MPEG 4. Awards up to \$1,000 will be given to the best submissions.

The projects will be judged by expert clinicians and researchers in the field, based on:

- Relevance to the issue of stigma
- Creativity
- Accuracy of information
- Scientific rigor

Projects on any theme related to severe mental illness will be considered for an award.

The Hartford HealthCare Behavioral Health Network

is comprised of the Hartford Hospital Institute of Living, Natchaug Hospital, Rushford and the behavioral health departments of the Hospital of Central Connecticut, MidState Medical Center, and The William W. Backus Hospital. For more than a century, the members of the Hartford HealthCare Behavioral Health Network have been connecting people with services including inpatient and outpatient services in a variety of settings for children, adolescents and adults with mental health or substance abuse issues.

The categories are: Academic, Art, and Mixed Media.

All applicants, their teachers, families and classmates will be invited to an awards day celebration hosted by the Institute of Living on April 27, 2017. This day is designed to be an educational extension opportunity and will include a lecture by a national expert on mental illness, an awards presentation, a visit to our Myths, Minds & Medicine museum on the history of mental healthcare and a tour of our neuro-imaging research center and a panel of experts in the mental health field. Winners are encouraged to present a brief synopsis summarizing their projects. The student lecture and presentations are designed so all participants can cite their BrainDance projects on future school or job applications.

To apply for the awards: please log on to: www.nrc-iol.org and follow the link to BrainDance for application forms, information and procedures. Submission deadline is February 1, 2017.

The awards are coordinated by: Godfrey Pearson, MD, Director, Olin Neuro-psychiatry Research Center and Nancy Hubbard, LCSW, Director, Psychiatric Rehabilitation.

For more information: contact Nancy Hubbard at **860.545.7665** or nancy.hubbard@hhhealth.org

Family Resource Center Support Groups (continued)

■ **Al-Anon Parent Group.** Jan. 19, 26, Feb. 2, 9, 16, 23 (Every Thursday), 7 - 8 p.m. One hour topic discussion.

■ **Introduction To Mental Health Benefits and Services.** Jan. 24, May 23, 6:30 – 7:45 p.m. This presentation will provide an overview of benefit programs available for individuals with mental health disabilities. .

■ **Social Support Group — LGBTQ Issues (Lesbian/Gay/Bisexual/Transgender/Questioning).** Jan. 25, Feb. 8, 22, March 8, 22, April 12, 26, May 10, 24, June 14, 28 (Second and fourth Wednesday of each month), 5 – 6:15 p.m. in the Center Building, Young Adult Service Group Room. Support group for 16- to 23-year-olds who identify LGBTQ issues as being prominent in their lives. The goal is to discuss support strategies to manage life challenges.

■ **Yoga.** Jan. 31, Feb. 28, March 28, April 25, May 30, June 27, 5 - 6 p.m. in the Commons Building, Hartford Room. Open to adult staff and family members. Mats are provided or bring your own! The class begins with breathing exercises and gentle stretches, followed by a series of poses and ends with relaxation and meditation. Instructor: Valerie Raggio, LCSW, Yoga Fit, Level 1 Certified. To RSVP or inquire, call the FRC at **860.545.7716** or email laura.durst@hhchealth.org

■ **Dementia Support/Educational Group Meeting.** Feb. 7, March 7, April 4, May 2, June 6 (First Tuesday of each month), 11:30 a.m. to 12:30 p.m. in the Donnelly Conference Room, First Floor. Please join us as we bring together experts and those who want guidance, direction, and support. Space is limited — reservations are required by calling **860.545.7665**.

■ **Anxiety Disorders: An Introduction.** Feb. 7, April 11, June 27, 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.

■ **Substance Use Educational And Support Group.** Feb. 9, March 9, April 13, May 11, June 8 (Second Thursday of each month), 4 – 5 p.m. For family members

impacted by loved ones with substance abuse.

■ **Bipolar: An Introduction To The Disorder.** Feb. 21, April 25, 6:30 – 7:45 p.m. This program is for family members and friends of individuals who have bipolar 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.

FAMILY RESOURCE CENTER

Autism Spectrum Support/Educational Group Meeting for Parents

Providing a place for parents of children on the autism spectrum, or with 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.

3rd Wednesday of the month, from 6:00 PM – 7:00 PM

**Massachusetts Cottage, 1st Floor Group Room
Institute of Living
200 Retreat Avenue
Hartford, CT**



For more information, please contact the Family Resource Center at 860.545.7665 or 860.545.7324



Institute of Living
A Division of Hartford Hospital

Financial assistance available for patients

Do you know a patient who is in need of financial assistance? Hartford Health-Care can provide help to patients in need. Learn more about the program at <https://intranet.hartfordhealthcare.org/inside-hhc/patient-support>.

Anything to share?

Are you interested in sharing your clinical experience or knowledge with co-workers throughout the HHC Behavioral Health Network? Consider submitting an article to the Clinical Corner. For more information, e-mail amanda.nappi@hhchealth.org or matt.burgard@hhchealth.org.

Wearing blue for a cause



On Jan. 11, the staff at Natchaug Hospital's Journey House program wore blue in honor of National Human Trafficking Awareness Day — a day meant to raise awareness of modern day slavery both abroad and in the United States. Journey House, which treats girls from across Connecticut that are involved in the juvenile justice system, offers educational programming for residents regarding domestic minor sex trafficking.

Positive Parenting

Parenting Children and Teens

In a relaxed and supportive atmosphere, parents discuss behavior challenges and learn effective, research-based methods of communication and discipline. Parents will learn to use positive reinforcement to successfully change behavior while improving their relationship with their child. Parents can expect to see the following outcomes in their children:

- Improved Self-Esteem
- Increased Cooperation
- Improved Family Atmosphere
- Improved Parent-Child Communication

These courses are provided free of charge, courtesy of Natchaug Hospital

2017 Schedule

Parenting Children and Teens

Mondays 6 - 8 p.m.

February 27 – March 27, 2017

April 24 – May 22, 2017

LOCATION: Natchaug Hospital, 189 Storrs Rd, Mansfield Center, CT

TO REGISTER: Call Joe Freeman, MDiv, LCSW (860) 696-9500

Single parents, grandparents, foster parents and other caregivers are welcomed.

Couples are encouraged to attend together.

Connect to healthier.™

www.natchaug.org
1-800-426-7792

Questions about aging? We have a center full of answers.

Connect to healthier resources, care and advice for seniors.

From wondering about medications to dealing with depression or finding in-home care, it can feel overwhelming trying to keep up with the needs of aging parents or loved ones. So turn to the Hartford HealthCare Center for Healthy Aging at Windham Hospital for expert advice from geriatric care specialists, who will put together personalized solutions for you or those you care for. To start getting answers, visit WindhamHospital.org or call 860.456.6785.

112 Mansfield Avenue,
Willimantic

Hartford HealthCare
Center for Healthy Aging
at Windham Hospital

Meriden police chief offers praise for Narcan training

Meriden Police Chief Jeffrey W. Cossette wrote an email to the Mayor and members of the Meriden City Council last week to let them know that officers had helped save the life of an opioid overdose victim by administering the medication Naloxone, or Narcan, after receiving training from Rushford representatives.

Chief Cossette told Mayor Kevin Scarpati and members of the Council that two officers found an unresponsive man on the street on Jan. 3, and quickly determined that he was experiencing an overdose. The officers quickly administered Narcan, which reversed the overdose symptoms and allowed the victim to recover, the chief said.

Chief Cossette praised the officers who alertly administered the Narcan, as well as the Rushford representatives who provided Narcan training to department officers during a series of sessions in November.

“We are very proud to see that the Meriden police officers

have been able to take their training and use it in a real-life situation where someone was able to benefit from it,” said Sheryl Sprague, Rushford prevention manager. “The ongoing collaboration between Rushford and Meriden police is certainly having a positive impact on our community.”

Here is an excerpt from Chief Cossette’s message:

“The training for the Narcan was completed in November with Narcan being issued to uniformed officers. Although we are not first responders for medical calls for service, there is clearly a time in which we are the first emergency personnel on the scene of an incident. In this instance, [the officers] were instrumental in saving someone’s life.

This is our first administration of Narcan. I wanted to update all of you on our progress. Our partnership with Rushford (providing the training and 70 doses of Narcan) is instrumental in providing this public service.”

thetreasuretrove

The Treasure Trove is a free classified ad section for the benefit of Behavioral Health Network employees, retirees, medical staff and volunteers.

We welcome your submissions, which you can submit by emailing matt.burgard@hhchealth.org or amanda.nappi@hhchealth.org. The deadline for submissions to be included in each Friday’s BHNNews is Tuesday at noon. BHNNews will include community events for not-for-profit organizations that are open to the public and free of charge. We do not accept ads for real estate, firearms or personal ads.

EVENTS

DOWNTOWN OPEN MIC — Saturday, Jan. 28, Saturday, Feb. 25, Saturday, Mar. 25 from 7-9 p.m. at Christ Episcopal Church, 78 Washington St., Norwich. Donation is \$5 or four to five canned goods for the Food Pantry. Call **860-887-4249**.

KRIPALU YOGA — Thursdays, Feb. 16 through May 25 from 5:30-6:30 p.m. at Norwich Recreation, 75 Mohegan Road, Norwich. Sponsored by Norwich Recreation. All levels welcome, bring mat and water bottle to learn yoga postures, flexibility on your way into calmness, strength and renewed energy. Instructor is Cheryl Hughes, 200 E-RYT and YACEP. \$75 for residents, \$85 for non-residents. Call to register at **860.823.3791**.

SHROVE TUESDAY PANCAKE SUPPER — Tuesday, Feb. 28 from 6-7 p.m. at Christ Episcopal Church, 78 Washington St., Norwich. Pancakes, sausage, bacon, orange juice, fruit, beverage, donation is \$5. Call **860-887-4249**.

About BHNNews

BHNNews is published every other Friday. Story ideas or submissions may be sent to matt.burgard@hhchealth.org or amanda.nappi@hhchealth.org. Articles must be submitted as a Word document. Every effort will be made to run the article in its entirety, but due to space constraints and style requirements, editing may be necessary.

Deadline for the next edition of BHNNews is Tuesday, Jan. 24, at noon.