



NEW ROLE

IOL Psychiatrist-In-Chief Harold Schwartz to be Psychiatrist-In-Chief Emeritus. • [PAGE 3](#)



WELCOME ABOARD

Silver Hill Hospital's John Santopietro named as new IOL Physician-In-Chief. • [PAGE 3](#)



ON THE REBOUND

Experts predict Thai youth soccer players trapped in cave will bounce back. • [PAGE 5](#)

Hartford HealthCare 
Behavioral Health Network

BHINews

Stepping back into society

Transition Celebrations help patients as they leave clinical setting

The thought of leaving the hospital may terrify some behavioral health patients, many of whom spend days and weeks learning to cope with their diagnosis.

Such feelings are not unusual, according to Shawna Jaworowski, MA, CPXP, director of Human Centered Care with the Hartford HealthCare Behavioral Health Network (BHN), who adds that a new practice piloted at The Hospital of Central Connecticut (HOCC) and launching at all BHN sites this summer, should help patients make smoother, less anxious adjustments from hospital to home.

Called Transition Celebrations, the practice is the result of a desire to support and instill self-confidence in patients, reinforce skills taught during hospitalization and enhance the overall patient experience. Staff also ask what, if anything, could be improved upon based on the patient's stay. Patients are then given a card, soothing stone or other token to represent their recovery.

"This is something that has been a best practice in acute care and we're applying it in our setting," Jaworowski said,

Outstanding contributions



James DeGiovanni, PhD, director of psychology and psychology education, center, was honored with the Psychiatrist-in-Chief's Award on Wednesday, June 27, as part of the Institute of Living's Awards and Recognition Day. With him are Annetta Caplinger, IOL vice president of clinical operations, left, and Harold Schwartz, MD, IOL psychiatrist-in-chief. See more, page 6.

adding that BHN staff conducted patient focus groups over the last 18 months and one of the areas targeted for improvement was the discharge (transition) process. "Patients felt uninformed, that it was just a process to get them out the door."

Transition Celebrations take place just before a patient's transition, when

three or more members of the team who cared for the person gather to recognize what he or she has done while in the hospital "toward their own health and healing so that they're ready for the next level of care."

The focus, Jaworowski stresses, is underscoring that the patient is an

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Recognizing how far the patient has truly come

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integral part of the treatment team. They are encouraged to ask questions of the clinical team members who also tell them to expect a follow-up phone call within two days of discharge.

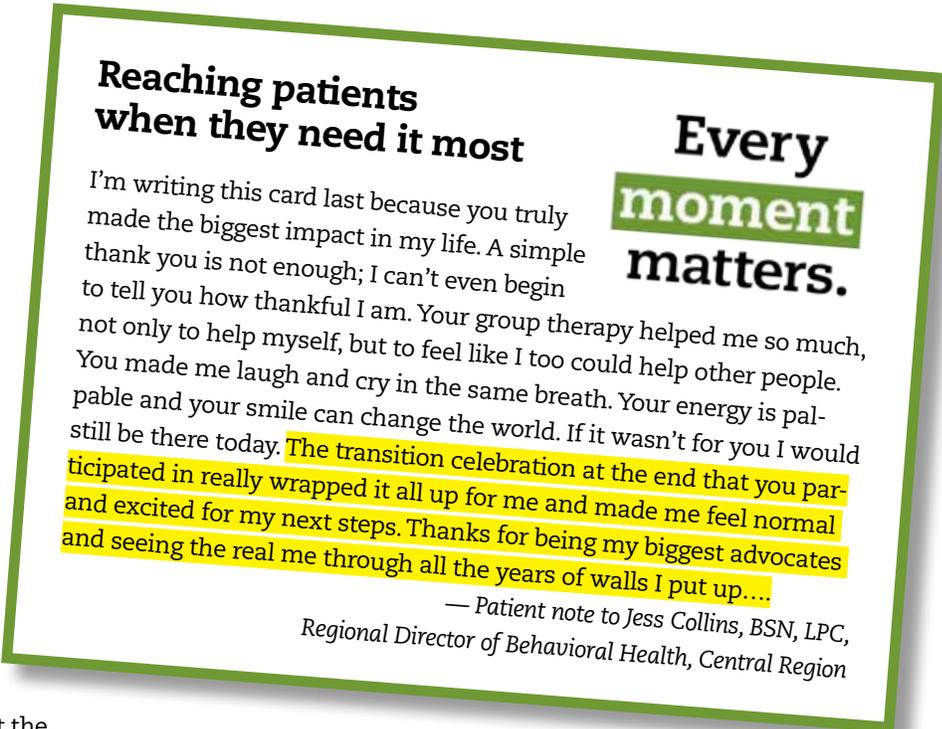
“The important part is that it’s a celebration, a time to say “You’ve done this for yourself and we’re so happy for you!” she said.

These Transition Celebrations not only boost the spirits of BHN patients — and allay some of their concerns about leaving the structure of the hospital setting — they benefit the staff as well.

“The team walks away feeling great about the work that we do,” Jaworowski said.

It seems like a minor step, but the practice is having major results. In the first three months, the program’s national ranking, based on feedback from patients, jumped to 73 from just 27 in the same timeframe last year. In addition, the overall rating of care climbed from 49 last year to 79 this spring.

Transition celebrations will begin soon at the Institute of



Living, Natchaug and Backus hospitals and Rushford, where Jaworowski said the different nature of treatment might mean a unique interpretation of the practice. In addition, she said the system is looking into organizing similar celebrations for patients in oncology and other acute care areas where chronic or serious illness can leave them feeling helpless and vulnerable.

FIVE-MINUTE PATIENT EXPERIENCE TIP

Tip No. 1 — Patient complaints can be useful learning tool

Creating a positive patient experience is everyone’s responsibility. The Office of Customer Experience will be sharing tips and tricks for improving patient experience in the next few issues of BHNNews.

- Complaints can help you find better ways of meeting patients’ needs and exceeding their expectations. To get the most benefit, engage in the process and don’t react defensively.
- “Feedback is a gift” — it’s information you didn’t have before
- “Tip of the iceberg” — for every one patient who complains, there are 10 more who felt the same way but didn’t say anything
- Complaints are an opportunity to build patient loyalty. Patients whose poor experience was resolved are more loyal than those who never had a poor experience
- Patients who complain are most often seeking: 1) Their concerns to be heard and understood; 2) Reassurance that the issue was acknowledged and mistakes are not repeated; 3) To prevent other patients from suffering the same situation
- They are not seeking: 1) Financial retribution; 2) To get employees fired
- Plan-Do-Study-Act — Use your LEAN tools to learn from the situation!

Mental Health First Aid classes can be found on HealthStream

In an effort to standardize BHN registration for trainings, Mental Health First Aid (MHFA) training schedules and registration are now found on HealthStream.

MHFA training is offered at the Institute of Living on the third Friday of each month from now through September 2018. A minimum of 10 participants must be registered in order for the

course to be run.

If you are interested in scheduling a training outside of the Hartford region, contact MHFA coordinator Patricia Graham at patriciac.graham@hhchealth.org.

BHN welcomes new Physician-In-Chief

Dear Colleagues:

We are pleased to announce the appointment of John Santopietro, MD, DFAPA, as Hartford HealthCare Behavioral Health

Network's first Physician-in-Chief.

Dr. Santopietro will also be a Senior Vice President for Hartford HealthCare and will report to Jeff Flaks — similar to our model for other HHC institutes. He will start on Oct. 1.

In this role, Dr. Santopietro will build on the groundbreaking work of Harold (Hank) Schwartz, MD, Psychiatrist-in-Chief for the Institute of Living (IOL) and Vice President of Behavioral Health. As previously announced, Dr. Schwartz will step down from his leadership roles on September 30. He will remain part-time as Psychiatrist-in-Chief Emeritus at the IOL.

Dr. Santopietro most recently has been President and Medical Director of Silver Hill Hospital in New Canaan. Silver Hill is a nationally recognized,



Santopietro

124-bed hospital for the treatment of psychiatric and addictive disorders. Previously, he was Chief Clinical Officer for Behavioral Health and Chairman of the Department of Psychiatry at Carolinas HealthCare System in Charlotte, N.C., one of the nation's largest not-for-profit healthcare systems.

He has also served as medical director for Outpatient Psychiatry at Middlesex and Day Kimball hospitals and at Ingraham Inc., a nonprofit mental-health agency in Portland, Maine.

Dr. Santopietro has a career-long track record of leadership that promotes and embraces servant-leadership, feedback and quality improvement based on standard work. In other words, he is a great fit for our H3W culture. He views his role with HHC as an opportunity to answer a call to rejoin people on the front lines of public health and community psychiatry — truly passion-driven work.

Working with Pat Rehmer, HHC Senior Vice President and President of the Behavioral Health Network, and her leadership team, he will focus on removing variation and improving quality

wherever we serve the behavioral health needs of patients and families.

A Yale University graduate, Dr. Santopietro earned his MD at Northwestern University Medical School, completed an internship and residency in psychiatry at Cambridge (Mass.) Hospital and a fellowship at the Austen Riggs Center in Stockbridge, Mass., annually ranked among the top psychiatric hospitals in the country by *U.S. News & World Report*. A member of a number of professional organizations, he has published and lectured extensively, especially on the use of technology to enhance the delivery of behavioral health services.

Dr. Santopietro — with his wife, Kathy, and their three sons — is looking forward to relocating to the Hartford area and being closer to family. Please join us in welcoming Dr. John Santopietro to Hartford HealthCare.

Sincerely,

— **Jeffrey A. Flaks, President,
Chief Operating Officer,
Hartford HealthCare**

— **Patricia A. Rehmer, President
Behavioral Health Network**

Dr. Hank Schwartz to serve as Psychiatrist-In-Chief Emeritus

Harold I. (Hank) Schwartz, MD, Psychiatrist-in-Chief for the Institute of Living (IOL) and Vice President of Behavioral Health for Hartford HealthCare, will step down from his leadership roles on Sept. 30. He will remain part-time as Psychiatrist-in-Chief Emeritus.



Schwartz

Dr. Schwartz has had a long and illustrious career that is impossible to capture in one announcement.

Dr. Schwartz became Clinical Chief and Director of the Department of Psychiatry for Hartford Hospital in 1989. In 1993, he played an instrumental role in the merger of the Institute of Living and

the Hartford Hospital Department of Psychiatry. After the merger, he spent time establishing clinical guidelines and standards for the IOL that reinvigorated patient care.

In 1994 Dr. Schwartz was named Vice President of Clinical

Affairs and Medical Director for the IOL. Subsequently, he envisioned the Schizophrenia Initiative that led to the establishment of several new programs for the treatment of psychotic illness, most notably, the Schizophrenia Rehabilitation Center. Similarly, he established the Depression Initiative, propelling research and clinical programs for mood disorders.

In 1999 Dr. Schwartz was named Psychiatrist-in-Chief and Vice President for Behavioral Health. In the following years he established the Olin Neuropsychiatry Research Center, the Anxiety Disorders Center and the Memory Disorders Center, recruiting nationally-recognized leadership for these world-class research and clinical centers.

Dr. Schwartz was also instrumental in establishing independent residency programs in adult psychiatry, child and adolescent psychiatry and psychosomatic medicine (consultation/liaison). All the while, he was a productive scholar and

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A major advocate for mental health patients ... and the psychiatric profession

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teacher at the interface of psychiatry, law, ethics and public policy, chairing the Hartford Hospital Ethics Committee for many years and winning numerous awards and honors.

He has been a major advocate for mental health patients and services and the psychiatric profession, holding numerous leadership roles at the state and national level. He has served on multiple Blue Ribbon Commissions and played a very active role on the Governor's Sandy Hook Advisory Commission.

Most recently, Dr. Schwartz played an important role in the development of the mental health section of the federal Twentieth Century Cures Act.

While the IOL will miss Hank's thoughtful leadership, his analytic mind and the national presence that he has had

throughout his career at Hartford HealthCare, he has reassured the staff that he will remain engaged — seeing patients, teaching, supervising and lending his expertise and advocacy where needed.

John Santopietro, MD, DFAPA, the former president and medical director of Silver Hill Hospital in New Canaan, will take over the role vacated by Schwartz and become the Hartford HealthCare Behavioral Health Network's first Physician-in-Chief.

Until he assumes the role on Oct. 1, day-to-day leadership of the IOL will remain in the capable hands of Joanna Fogg-Waberski, MD, Interim Medical Director; Annetta Caplinger, Vice President, Operations; and Ellen Blair, Director of Nursing, with input from Pat Rehmer, President of the Behavioral Health Network and James O'Dea, PhD, MBA, Vice President, Operations of the Behavioral Health Network.

Help available for those who need financial assistance

Do you know a patient who is in need of financial assistance? Hartford HealthCare can provide help to patients in need.

Learn more about the program at <https://intranet.hartfordhealthcare.org/inside-hhc/patient-support>.

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, July 24, at noon

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.



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Expert: Soccer players trapped in cave will bounce back

As the world watched the drama unfold beneath the earth in Thailand, where 12 youth soccer players and their young coach were trapped for more than two weeks after a spelunking trip, J. Craig Allen, MD, thought about their mental health.

“Being separated unexpectedly from family and friends can be emotionally and psychologically traumatic,” said the Rushford Center medical director, a board certified in child and adolescent psychiatrist. “The most potential harm can come from the unexpected nature of an incident.”

While he stresses that most people, including children, in such life-threatening situations do not suffer long-term issues as a result, there are other positives about the Thailand situation that should also help the young athletes bounce back from their traumatic experience.

“Factors leading to resilience can include social support, experiencing the event with others as opposed to being alone, and minimizing the unknown, which the rescuers have done since establishing communication with the children and their coach,” Dr. Allen explains.



After being trapped underground for more than two weeks, it will be important for the Thai youth soccer players to avoid the limelight and return to as normal a life as possible as soon as they are physically ready.

“It is the fear of the unknown, a lack of information or confusing information and unpredictability that can lead to longer term problems.”

Being part of a team is also key to their recovery.

“A sports team, by design, is accustomed to working together, each having individual responsibilities while sharing a common goal. Apparently, this team, the ‘Wild Boars,’ had regularly embarked on purposefully sought-out challenges with their coach in the past,” he said.

This type of social support, according to research, will likely help

minimize any post-traumatic stress syndrome (PTSD) lingering after the rescue, although Dr. Allen said it will be important for the boys to avoid the limelight and return to as normal a life as possible as soon as they are physically ready.

“They will be at increased risk of mood, anxiety and/or PTSD as time goes by so will require monitoring. However, they may be less vulnerable than an individual or a less cohesive group of people would be when exposed to similar stressors,” he said.

If you or someone you know needs help regarding anxiety disorders, visit:

<https://instituteofliving.org/locations/anxiety-disorders-center>



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Doctor: Team support should help in wake of cave incident

■ On July 10, Rushford Medical Director J. Craig Allen, MD, spoke to Channel 3 news about the impending rescue of a Thai soccer team that had been trapped with their coach in a cave for almost three weeks and the impact the incident would have on the boys' mental health. <https://youtu.be/pqsQycny3RQ>

■ On July 2, Channel 8 aired a piece on the use of recovery coaches in emergency departments across the state and included an interview with James O'Dea, PhD, MBA, regional vice president of

operations for the Behavioral Health Network. <https://youtu.be/NNHPYxRQxjU>

■ A June 25 article in the Hartford Courant drew on comments from Samuel Silverman, MD, director of addiction services at Rushford, to help describe the decision by a board of physicians to reject a proposal to add opioid use disorder and withdrawal as a qualifying condition for medical marijuana. <http://www.courant.com/news/connecticut/hc-news-opioid-withdrawal-marijuana-20180625-story.html>

For more behavioral health news updates, subscribe to the BHN's e-newsletter on www.healthnewshub.org.

Special contributors honored with IOL Awards

The annual Institute of Living Awards and Recognition Day was held Wednesday, June 27, in the Commons Building.

Harold I. Schwartz, MD, psychiatrist-in-chief of the Institute of Living, and Bimal Patel, president of the Hartford Region, joined other Hartford Health-Care leaders to congratulate employees who went above and beyond the call of duty in the areas of patient care, research, family support and more.

“We are truly a team, but some individuals stand out and deserve special appreciation from time to time,” said Dr. Schwartz. “It’s a great pleasure to be able to provide that recognition during this special event.”

Strawberry shortcake was served to attendees who turned out for the popular event and many honorees had the opportunity to take photos with their managers and presenters.

Throughout the ceremony, speakers introduced 16 winners in eight award categories.

■ The Psychiatrist-in-Chief’s Award was established by Dr. Schwartz to recognize outstanding contributions to psychiatry at the Institute of Living and



Nancy Hubbard, left, and Annetta Caplinger, right, presented the Linda J. Stacy Service Excellence Award to Marilyn Finkelstein, LCSW, from the Institute of Living’s Young Adult Services team.

Hartford Hospital. This year’s winner was **James DeGiovanni**, PhD, director of psychology and psychology education.

■ The Arne Welhaven, MD, Memorial Award is a humanitarian award that honors the outstanding accomplishments of Dr. Arne Welhaven. This year’s winner is **Mallory Fergione**, LCSW, a clinician working in Young Adult Services.

■ The Ned Graffagnino, MD, Honorary Award honors the outstanding accomplishments of Dr. Ned Graffagnino, former division chief of Child and

Adolescent Psychiatric Services. It recognizes an individual employee who has demonstrated distinguished service or job performance in the areas of community-oriented work or collaborative efforts with other mental health professionals, especially in the area of training. This year’s honoree is **Arthur Guerra**, APRN, director of Adult Outpatient Clinic & Peripartum.

■ The Linda J. Stacy Service Excellence Award is given by the Family

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Longtime nurse ‘Ruthie’ Rumley passes away at 91

Ruth Rumley, a nurse at the Institute of Living for more than 50 years, passed away in June at the age of 91.

“Ruthie,” as she was affectionately known by her colleagues at the IOL, graduated from nursing school in 1947 and became a certified registered nurse anesthetist in 1950. She pursued that career in nursing for more than 65 years, spending most of her time at the Institute of Living, both before and after her retirement.

“Ruthie was an amazing person and a friend to all who worked here during her five decades at the IOL,” said Ellen Blair, director of nursing at the IOL. “Her commitment to nursing and her patients was an inspiration to us all, and

she will be sorely missed.”

In 2005, Ruthie was honored by the Center for American Nurses in a tribute titled, “Standing on the Shoulders of Giants.” She continued working per diem at the IOL’s Older Adult Unit until the age of 88.

During her life, Ruthie volunteered with Medical Ministry International and assisted underprivileged children on volunteer medical trips to Honduras. She was an avid alpine skier and enjoyed taking long walks with her dog, Bridget.



Rumley

'We are truly a team, but some individuals deserve special attention'

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Resource Center Board to employees who have demonstrated superior understanding and compassion for the unique needs of patients' families, and towards improving the quality of The Institute of Living's interactions with its patients and their families. This year's winner is Marilyn Finkelstein, LCSW, of Young Adult Services.

The Nightingale Award for Excellence in Nursing recognizes nurses who demonstrate excellence in clinical practice, leadership, scholarship or education. This year's winner at the IOL is Paul Paseos, RN, of Donnelly 1 North.

The Dedicated to Caring Award recognizes PCAs and psych techs who

support the Hartford Hospital values of integrity, safety, excellence and caring. Employees who develop collaborative working relationships with patients, families and healthcare team members and actively seek new skills that contribute to positive patient outcomes and experiences while encouraging others to learn are among those chosen for the award. This year's honorees are Victoria Grier, PAA, of Donnelly 2 South; Ashley Dennis, PAA, of Donnelly 3 South; Jonathan Guzman, psychiatric technician, of Donnelly 1 South; and Myriam Monterroso, psychiatric technician from CARES.

The Bert Woodcock Award in Nursing Education was awarded to Cathy Chance, RN, from Donnelly 2 South.

The Connecticut Association of Private Special Education Facilities Golden Apple Award is given by the Connecticut Association of Private Special Education Facilities to school staff members within the association who have made significant contributions to their students and program. This year's winners are Elizabeth Capiello, student support coordinator at the Grace S. Webb School; Warren Cohen, assistant teacher at the Grace S. Webb School; Jennifer Haddock-Demers, assistant teacher at the Grace S. Webb School; Mark W. Taylor, assistant teacher at the Grace S. Webb School; Jasmine Gonzales, assistant teacher in Cheshire; and Zachary Keys, assistant teacher in Avon.



Roadmap to Retirement

People of all ages should be thinking ahead and planning for retirement. But where do you start?

Join the IOL's Family Resource Center for a Financial Wellness Series open to all employees and their families. This series will be presented and sponsored by Financial Advisors with Coburn & Meredith, Inc.

Lunch and Learn Workshops

Bring your lunch to Clark Social, Staunton Williams Building, to dive deeper into the following topics:

- Budgeting and Cash Flow Analysis: July 19
Learn how to build a financial action plan
Medicare and Social Security Planning: August 9
Maximize Social Security and understand your Medicare options
Train Your Brain: August 16 and August 23
Understand the brain and improve focus while decreasing your risk of dementia

To RSVP, contact Laura Durst
Laura.Durst@hhchealth.org
860.545.7324



IOL blood drive slated for July 26

The Institute of Living is hosting an American Red Cross blood drive on Thursday, July 26, in the Clark Social Room. The event will be held from 11 a.m. to 4 p.m.



The Red Cross needs a continual and predictable source of blood products for those with severe health conditions and those needing blood from accidents or trauma. Historically, the number of donors has decreased. Plus, summer is always a challenging time due to vacations, and schools being closed.

IOL Dining and Catering will be providing sandwiches throughout the drive. Our drive supports the hospital's mission and is a time-efficient way for IOL employees to contribute.

Call 1-800-RED CROSS or go to www.redcrossblood.org to set up an appointment using the identifier "IOL."



Family Resource Center Support Groups

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

- Support Group For Those Coping With A New Or Chronic Medical Condition.** July 13, 20, 27, Aug. 10, 17, 24, 31. (Every Friday except the first of the month), 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 email marissa.sicley-rogers@hhchealth.org.
- Depression Bipolar Support Alliance Group (DBSA).** July 16, 23, 30, Aug. 6, 13, 20, 27. (Every Monday), noon - 1 p.m. in the Todd Building, Bunker Room, July 18, 25, Aug. 1, 8, 15, 22, 29. (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.

- It's Hard To Be A Mom.** July 19, Aug. 2, 16, Sept. 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**.
- Hearing Voices Network (HVN).** July 19, 26, Aug. 2, 9, 16, 23, 30. (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.** July 19, Aug. 2, 16, Sept. 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.
- Al-Anon Parent Group.** July 19, 26, Aug. 2, 9, 16, 23, 30. (Every Thursday), 7 - 8 p.m. One hour topic discussion.
- Dementia Lecture: An Introduction.** July 24, 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).** July 25, Aug. 8, 22, Sept. 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 as being prominent in their lives. The goal is to discuss support strategies to manage life challenges.

IOL Backpack and School Supply Drive



The Institute of Living is seeking donations of **backpacks** and **school supplies** to give away to children in need from Greater Hartford.

Donation ideas include:

- | | | |
|----------------|-------------|-------------------------|
| Backpacks | Markers | Spiral bound notebooks |
| Pens & pencils | Glue Sticks | Paper (lined & unlined) |
| Erasers | Index cards | Kid-friendly scissors |
| Highlighters | Rulers | Calculators |
| Notebooks | Calculators | Pocket folders |
| Crayons | Binders | Pencil cases |

Donated items may be dropped off at two locations: the IOL Assessment Center, located in the lower level of the Donnelly Building, at any time, or at the Carolina Cottage, in the Family Resource Center office on the second floor, Monday through Friday from 9 a.m. to 3 p.m.

Donation deadline: 4:30 p.m. on Friday, August 3

For more information, contact Laura in the Family Resource Center at 860.545.7324 or Minka or Sayonara in the Assessment Center at 860.545.7200.



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.

Board reception planned for Oct. 23

Save the date for the 64th Natchaug Hospital Annual Board Reception on Tuesday, Oct. 23, at the Hartford HealthCare East Region System Support Office at 11 Stott Ave. in Norwich. The reception will begin at 5:30 p.m. with the program at 6:30 p.m.

**SAVE
THE
DATE**

Every **moment** matters.

Patient takes time to thank staff

A former client on the Natchaug Hospital adult inpatient unit recognized Mary Ann D'Aprile, RMT, from Creative Rehabilitation Services and the rest of the staff in an email:

Thanks for your groups. Natchaug took care of me and I will always remember that.

R rushfordreport

SMART groups offer help for young adults

Are you a teen or young adult struggling with an addiction? In the weekly Rushford Self-Management And Recovery Training (SMART) group, teens and young adults work to gain independence from addictive behavior, including:

- Alcoholism
- Drug abuse or addiction
- Eating disorders
- Gambling addiction
- Self-harm or injurious behavior
- Addiction to other activities

Through open discussion and education, participants will build and maintain motivation, learn coping skills to handle urges, work on managing thoughts and behaviors, and live more balanced and satisfying lives.

Group meetings are held at the following times and places:

■ **Rushford at Glastonbury, 110 National Drive:** Tuesdays, 6-7 p.m. — family and friends group; Fridays, 2:30-4 p.m. — 16- to 18-year-olds; Fridays, 4:30-6 p.m.: 19- to 24-year-olds.

■ **Rushford at Meriden, 883 Paddock Avenue:** Thursdays, 2:30-4 p.m. — 16- to 18-year-olds; Thursdays, 4:30-6 p.m. — 19- to 24-year-olds; Thursdays, 4:30-6 p.m. — family and friends group (separate group)

No registration or cost to participate. For more information, contact Krystle Blake at **203.238.6800** or **krystle.blake@hhchealth.org**.

Patriotic painting



Rushford Academy and Stonegate clients celebrated the Fourth of July week with paint night led by Megan from Shine Your Light Art.

Kuhn unveils annual awards



Kuhn at Rushford held its 2018 Supported Employment Awards on Wednesday, June 27. The picnic-style event included food, prizes, games and awards for individuals who participated and achieved their specific goals in the process of gaining and maintaining competitive employment.



Score
Runs for
Recovery with
Rushford



Sunday, Aug. 12 | 5:05 pm

Bowie Baysox vs. Hartford Yard Goats.
A portion of each ticket sold supports Rushford, a Hartford HealthCare Behavioral Health Network partner.
Ticket Order Deadline: Monday, Aug. 6, 2018.

Order Tickets Online:
<https://groupmatics.events/event/Hartfordhealthcare>



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Rushford Summer Outing

Saturday, Aug. 18, 2018
10 am-5 pm

Holiday Hill
43 Candee Road
Prospect, CT



- Unlimited buffet all day long
- Rowboats, kayaks, canoes on the lake
- DJ with music for games and dancing'
- Activities for kids and adults, including basketball, volleyball, ping-pong, mini golf, pony rides, arts and crafts, air brush tattoos and face painting, rock climbing walls and more!

Adults/Children 3 and older - \$20 (FREE for children under 3)
Cash only. Limit 5 tickets per staff. Tickets are non-refundable.

To purchase tickets, contact:
Paddock - Anu (anubhuti.baghel@hhchealth.org)
Silver Street - Sheila (sheila.gosselin@hhchealth.org)



Rushford
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Representatives from Fidelity Investments will be onsite in the coming weeks to answer any questions you have about Fidelity and how to access your account.

Help Desks

- Questions about Fidelity
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No appointments are required for these sessions.

Presentations

Attend one of these sessions to learn more about the new features of your Plan and how to navigate the NetBenefits® Web site.

Help Desks		
Date	Time	Location
Jul. 16	9:00 AM – 5:00 PM	Community Room

One-On-One Consultations

- Am I investing properly?
- Am I on track with my retirement savings?
- How do I bring my retirement savings together?

Appointments are required for these sessions and unfortunately, walk-ins cannot be accommodated. To make an appointment, call 800-642-7131, or register online at getguidance.fidelity.com.

One-On-One Appointments		
Date	Time	Location
Jul. 24	9:30 AM – 5:00 PM	Natchaug Conf. Room
Jul. 31	9:30 AM – 5:00 PM	Natchaug Conf. Room

Fidelity representatives are also available by phone.

- For general questions, account balances, or to take a loan or distribution, please call 800-343-0860.
- For retirement planning or advice on investing, please call 800-248-4213.



Your Fidelity Retirement Planner

Brad Connelly

Brad is familiar with the Hartford HealthCare Retirement Program and is ready to help you.

Schedule a free one-on-one appointment.

Call: **800-642-7131**

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Investing involves risk, including risk of loss.

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