ICP works to Integrate Behavioral and Physical Health
Better Outcomes, Lower Costs

The World Health Organization (WHO) defines health as “a state of complete physical, mental and social well-being, not merely the absence of disease or infirmity.” In short, the WHO says, “There is no health without mental health.”

Helping people stay well is health care’s new focus. This means assisting patients in managing their own health, especially chronic illnesses like diabetes and heart disease. Sometimes, patients don’t do this very well because they’re suffering from more than a physical ailment. They may have a mental health or substance abuse issue too.

Depression, for example, can make chronic illnesses worse because depressed patients are more likely to miss follow-up appointments or take their medications incorrectly. Studies show that depression increases the risk of mortality in diabetics by 30 percent.

The U.S. health care system historically has separated mental and physical health as distinct entities. Integrated Care Partners (ICP) is part of a growing movement in the United States to connect the two.

“We’re working to build a collaborative model in which a behavioral health specialist is part of the
Save the Date: Open enrollment is Oct. 20 to Oct. 31, 2014.

As we count down to benefits enrollment we will provide tools to help you make health care decisions for you and your family. In the coming months look for definitions, checklists and to-do lists designed to help you become a more educated health care consumer.

This month: Alphabet Soup – decoding your health care spending options

**POS** – Point-of-Service health plan. This is a traditional health insurance plan in which you contribute to your premiums through payroll deductions and pay co-pays at the doctor’s office or other places where you might seek care. If you choose this type of health insurance plan you can expect to pay more from your paycheck, but less when you receive care. Some HHC member organizations offer this type of plan.

**CDHP** – Consumer Driven Health Plan. In general, CDHPs have two parts: a high-deductible health insurance plan and health savings account. Your payroll contributions for this type of plan are much lower, but you pay out of pocket costs for care at the doctor’s office, hospital, pharmacy or anyplace else you seek care until you have spent the required “deductible” amount. For most HHC plans, that means you would pay $1,500 for single coverage or $3,000 for a family before HHC begins to cover any of your medical costs. To help you pay for care or save for future medical expenses, HHC sets up a health savings account for you. You can contribute to the savings account and your money grows tax free. This type of plan allows you to keep your payroll deductions low and pay for health care only when you need it.

**FSA** – Flexible Spending Account. An FSA allows you to set aside money upfront through payroll deductions to cover medical expenses that are not covered by your POS health plan. The money you put into your FSA is pre-tax so you can reduce your tax burden while saving for uncovered medical expenses. You can get a similar account to cover dependent care expenses such as daycare or babysitters. Important to remember with FSAs:

- You must use all of the money you set aside or you will lose it at the end of the year
- You may not have a health care FSA if you have a CDHP

Open Enrollment Oct. 20 to Oct. 31

Mark your calendar and look for more information about HHC’s benefits for 2015 coming soon.
Epic Super User Training Begins

They’re called super users, not superheroes, but they can still save the day. As we look toward the initial launch of the Epic electronic health record at ambulatory sites next May, we are creating a team of experts, helpers and coaches to ensure expert back up for everyone using Epic in the ambulatory setting. They will be teachers and problem-solvers helping to increase staff confidence.

In late June and into July the CareConnect team began training more than 125 Epic super users from the ambulatory and professional billing areas. These are local staff members from across Hartford HealthCare who will be on the ground in their current locations to provide assistance and encouragement to Epic users.

These super users represent a host of roles in the ambulatory setting: doctors, advanced practitioners, nurses and front- and back-office staff members. At sessions conducted at Hartford and Windham hospitals, as well as at the CareConnect offices in Farmington, staff members learned about their roles, the upcoming training schedule, H3W Leadership Principles and the scope of the CareConnect program. Super users will receive early and in-depth training in Epic functionality, as well as basic training, teaching, and support methods. They will be trained on the Epic system beginning in March.

Keep Up with CareConnect
Epic will launch first in our ambulatory sites next spring and in our hospitals beginning in 2016. Stay informed, ask questions and be a champion of this change. Additional information is available on our SharePoint website here https://myhhc.hhchealth.org/HHCUnity/careConnect/, including current FAQs, videos of the June 10 Leadership Forum presentation, our timeline and other resources. Also, if you have questions or suggestions for the CareConnect program, you can send email via this site. (Novell login required.)

The Epic Timeline:
Reg Leonard: 60 years and still going strong

In 1954, the average hourly minimum wage was 75 cents, the World Series was broadcast in color for the first time, and Burger King opened for business. In July of the same year, Hartford HealthCare employee Reginald (Reg) Leonard began his career at the Institute of Living. Sixty years later, Reggie is still going strong and is one of the longest standing employees in our system.

Over the last six decades, Reg has done just about every job in the book. He started out delivering mail, quickly earning a reputation as a leader and working his way up to positions like payroll supervisor and director of materials management.

Along the way he became involved in the business of printing. He oversaw what is today the Digital Print Center at Hartford Hospital and set up policies and procedures for all printing for the Institute of Living and Hartford Hospital. He currently works part-time for the HHC Marketing team on a variety of printing projects.

Reg says his main focus is to ensure that printed materials used within our system are high-quality, turned around in a timely fashion, and cost-effective. He often saves his customers thousands of dollars.

“Reg does an incredible job of securing the best pricing, and best delivery, on our printing projects. He relentlessly tells our vendors to ‘sharpen their pencils’—and they do. But beyond that, Reggie is a vital member of our team, who lives our values, and helps us learn and laugh by sharing his wisdom and wonderful stories,” said Helayne Lightstone, director, Creative Services, Hartford HealthCare.

Even though Reg has worked for just one employer for 60 years, he says he couldn’t imagine doing anything else. “I’m proud of what I have been able to accomplish, and I want to continue to do it,” he said. “Plus,” he joked, “I don’t fish and I don’t play golf. I don’t know if my wife could stand staying home with me all day.”

In his free time, Reg enjoys spending time with his wife Sally, his four children, 11 grandchildren, and one great-grandchild.

His service anniversary isn’t the only thing he’s celebrating this year: 2014 also marks his 55th wedding anniversary to Sally, who he met in 1957 at the IOL. She was a student nurse at the time. Together with 26 of his family members, they celebrated five-plus decades of marriage on Cape Cod in July.

Reg doesn’t plan to hang up his hat anytime soon. “As long as they want me here and my health holds up, I have no plans to stop working. I love to work, and I love the people here. I’ll know when it’s time.”

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.
Stop the Stigma around the world!

Stopping the stigma of mental illness has taken on an entirely new meaning this summer, as employees of the Hartford HealthCare (HHC) Behavioral Health Network (BHN) work together to spread a message of tolerance around the nation and the world with Stop the Stigma: WorldWide Edition.

This portion of the Stop the Stigma campaign involves employee engagement coupled with summer fun, all wrapped in a contest to see how far and wide the HHC BHN anti-stigma message can go.

Wearing Stop the Stigma t-shirts, HHC BHN employees from Natchaug Hospital, the IOL and Rushford are texting and emailing photos and videos of their summer adventures — whether commuting to the office, decompressing for a weekend, or traveling across the nation. All photos and videos are catalogued, with regular postings to BHN employees via email and Facebook.

The campaign ends Labor Day, with Kindles and gift cards to be awarded for farthest travel and most unique t-shirt presentation.

Luci, dog of Natchaug’s Michelle LoFurno, pledges to Stop the Stigma, too!

James Ortoli, husband of Rushford’s Melissa Silagy, at the Wailing Wall in Jerusalem

Natchaug’s Kathy Arzt wakeboarding on Bantam Lake in Ellington

Rushford at Meriden staffers prepare to tear up stigmatizing words

Rushford’s Ray Bishop in Charleston, South Carolina

IOL’s Silvina Vazquez Varela in Buenos Aires, Argentina

Natchaug’s Sandi Voogd and her twin nephews following a Little League game in Pasco, Washington
We are seeking nominations for the 2014 Making A Difference Together award, which recognizes teams who work together across the Hartford HealthCare system to improve performance.

The Making A Difference Together award recognizes that when we connect with purpose, we can make a profound difference in the care we provide and the overall work we do every day.

As we collaborate to build a coordinated system, we recognize those staff members who create innovative approaches and demonstrate the willingness to go above and beyond to improve our operations and/or patient experience.

The first Making A Difference Together award was presented in 2012 to Team EXCEED, which instituted a number of initiatives to enhance what patients, families, visitors and employees experience at Hartford Hospital every day.

Last year’s award recognized the Behavioral Health Network Electronic Medical Records Team, which has members from Hartford Hospital’s Institute of Living, Natchaug Hospital, the Hospital of Central Connecticut, Rushford and the BHN IT office. The 64-member team was responsible for selecting a common electronic health record that will be used by the BHN organizations to support coordinated care.

Criteria for the Making A Difference Together award are:

- Exceptional, consistent demonstration of core values.
- Demonstrated collaboration across the HHC system to improve operations and/or create an excellent, coordinated, personalized patient experience.

To nominate a team for this award, please submit a double-spaced Word document in 12 point Times New Roman type, with no more than 1,000 words, including the following information:

- Date of nomination
- Names of nominated individuals and their organizations
- The story: what did the individuals do to demonstrate cross-organizational collaboration to improve operations or patient experience?
- Demonstration of HHC’s core values as appropriate
- Name of nominator/s
- A digital group photo of the nominees

Please email all nominations to ldi@hhchealth.org no later than September 1. This year’s award will be announced at the Hartford HealthCare 2014 State of the System Meeting in November.

For more information and sample nominations, go to the HHC SharePoint site for Leadership & Organizational Development at https://myhhc.hhchealth.org/humanResources/loid/SitePages/Recognition.aspx.
Hartford HealthCare has strengthened its surgical weight loss programs in the Central and Hartford regions by creating the Hartford HealthCare Medical Group Centers for Surgical Weight Loss – the largest surgical weight loss program in Connecticut. This single program has one common standard of care and access to highly experienced bariatric surgeons with skilled health care teams to support every patient.

Five bariatric surgeons are performing procedures through the centers: Drs. Pavlos Papasavas and Darren Tishler will perform surgeries at Hartford Hospital; and Drs. Aziz Benbrahim, Edward Hannoush and Nicholas Verdura will perform surgeries at MidState Medical Center. Procedures performed include adjustable gastric band, vertical sleeve gastrectomy and gastric bypass, but not every procedure is available at both hospitals. The program is expected to expand into Hartford HealthCare’s East Region in the very near future.

In late July, Hartford HealthCare launched a targeted marketing campaign for the Centers for Surgical Weight Loss, including a web page with patient testimonials, a centralized phone number and a web form for easy information session registration. In early August, radio and Pandora ads also launched.

Information sessions will be offered regularly in Hartford, Enfield, Glastonbury, South Windsor, Meriden, New Britain, Bristol and Farmington. For more information, to register for a class, or to find a surgical weight loss physician, visit www.hhcweightloss.org or call 1-866-668-5070.

As part of a system-wide effort to help employees get healthier, HHC employees who have a body mass index (BMI) of 30 or more, and their dependents covered by one of HHC’s Aetna plans, can now obtain insurance coverage for weight-loss surgery when they seek care from a Hartford HealthCare provider.

Learn more about the marketing message: See “The Story” on page 9.

ICP works to Integrate Behavioral and Physical Health

Continued from page 1

team in a primary or specialty care practice and sees patients who may have both physical and mental health or substance-abuse issues,” says Jeff Walter, former Rushford CEO, who is working with ICP to integrate behavioral health with primary and specialty care in ICP member practices.

“We envision embedding behavioral health specialists in practices to evaluate patients, provide brief treatment for mental health or substance-abuse issues, and refer patients for more treatment when necessary,” said Walter.

Behavioral health specialists with the Institute of Living are already involved in some ICP-member primary care and specialty care practices, including bariatrics, pain management and oncology. A physician assistant, with behavioral health training, is working with a Hartford HealthCare Medical Group office where he screens patients for depression, anxiety, other mental health issues and substance abuse and then treats or refers them.

About 25 percent of adults have a diagnosable behavioral health condition, and 75 percent of Medicaid patients with asthma, COPD, congestive heart failure, diabetes or hypertension have at least one behavioral health problem.

“When these patients don’t take care of themselves, they end up needing a higher level of care,” Walter said. Mental health issues can increase a patient’s health care costs by 60 to 70 percent.

“Ideally, we would like all practices to conduct mental health and substance-abuse screening for their patients, and we want to track patients’ progress. Bringing physical and mental health services together puts the focus of health care where it should be: on the whole patient,” he said.

ICP will hold a conference Sept. 18: “The Mind/Body Connection: Integrating Behavioral Health and Primary Care.” The conference is geared toward primary care providers, behavioral health specialists, social workers, practice managers, community care coordinators and mental health providers. For more information, visit www.integratedcarepartners.org and click on the ICP Conference button.
It’s been a summer of expansion for primary care and urgent care in Hartford HealthCare’s East Region. The Backus Hospital Family Health Center in Norwichtown officially opened its doors on July 16. The 4,000 square foot center (right near Stop and Shop and Dress Barn) has 10 exam rooms and houses two primary care providers and eventually urgent care services. The urgent care component is expected to begin in early September and will be open from 8 a.m.-8 p.m., seven days a week. Earlier this summer, Hartford HealthCare held a ribbon cutting to officially unveil the Hartford HealthCare Family Health Center in Storrs. The center located at 1244 Storrs Road in the Storrs Common Plaza offers primary care, endocrinology, urgent care and rehabilitation services.

Eastern Connecticut State University president Elsa Núñez, Ph.D., and Natchaug Hospital board of directors chair Dr. James Watson, at Natchaug’s 60th Annual Board Reception. Núñez, along with Sen. Donald Williams and the hospital’s Garden Improvement Team, was a recipient of the organization’s annual Distinguished Service Award.

Hartford Anesthesiology Associates is contributing $1 million to the Campaign for Hartford Hospital, the building and facilities improvement project that will reshape the hospital’s campus and strengthen its position in the rapidly changing health care environment. HAA, which recently merged with Medical Anesthesiology Associates to become Integrated Anesthesia Associates, is the first medical group to make a donation to the campaign. The group’s lead gift will support the new Hartford HealthCare Bone & Joint Institute. The generous commitment will be recognized on one of the 30-bed inpatient floors in the $110 million Bone & Joint Institute, which is expected to be up and running in two years.

Last month 10-year-old Keeley Joyal and 11-year-old Lindsay Mosamery donated close to 500 handmade bracelets to cancer patients at Hartford Hospital. The girls are best friends. Five years ago, Lindsay’s mother, Julie, a nurse who works on Bliss 8, was diagnosed with stage three breast cancer, and in May, Keeley’s mother, Katie, was diagnosed with stage four colon cancer. The girls got together and wanted to give Katie something inspirational that she could keep with her during her chemotherapy treatments. The bracelet is a product of their creativity.

This summer MidState Medical Center’s Values, Behaviors & Recognition Team (VBR) bestowed the Beacon Award to 10 students at John Barry Elementary School in Meriden for upholding school values. The awards, celebrated annually, recognize the similarities between MidState’s core values of integrity, caring, excellence and safety, and John Barry’s core values of respect for self, respect for others and respect for school. Students were nominated for the award by their peers and wrote a statement about what teamwork meant to them. Members of the VBR team selected one boy and one girl from grades one through five to receive top honors.

Eastern Connecticut State University president Elsa Núñez, Ph.D., and Natchaug Hospital board of directors chair Dr. James Watson, at Natchaug’s 60th Annual Board Reception. Núñez, along with Sen. Donald Williams and the hospital’s Garden Improvement Team, was a recipient of the organization’s annual Distinguished Service Award.
The story
What you need (and may want) to know about our latest marketing message.

TITLE: Hartford HealthCare Medical Group Centers for Surgical Weight Loss
FOCUS: Surgical weight loss patients
PLATFORM: Targeted audiences via web, social media, standard and Internet radio
AUDIENCE: Men and women, 25 to 65 years old

FIVE KEY MESSAGES:

1. One phone number for questions, appointments and referrals – 866-668-5070.

2. This is a targeted marketing campaign, using sophisticated customer relationship management (CRM) tools to reach the most appropriate audiences with our message and provide them an immediate opportunity to sign up for education classes or receive additional information.

3. A new landing page, hhcweightloss.org, was created for people who are looking for more information about the program or want to sign up for surgical weight loss information session. Sessions are held across central Connecticut, including Hartford, Enfield, Glastonbury, South Windsor, Meriden, New Britain, Bristol and Farmington.

4. At Hartford Hospital, Drs. Pavlos Papasavas and Darren Tishler offer adjustable band, gastric bypass and sleeve gastrectomy. At MidState Medical Center, gastric bypass and gastric sleeve are performed by Drs. Aziz Benbrahim, Edward Hannoush and Nicholas Verdura. For appropriate candidates, Dr. Hannoush offers adjustable gastric banding.

5. In this initial phase, the campaign does not currently include the East Region, but we expect to expand the program there in the very near future.

Pull-outs:

**A. Landing page:** The new landing page, hhcweightloss.org, where people can sign up for a surgical weight loss information session.

**B. Physician Q&A:** A question-and-answer document for physicians, outlining the HHC MG Centers for Surgical Weight Loss process, participating surgeons and how to refer a patient.

**C. Online ads:** If you’re searching the Internet for surgical weight loss resources in Connecticut, you’ll see one of the campaign ads where you can sign up for an information session or find a referral.