

november 7, 2016
volume 6 | issue 45



“Improving our connections and interactions within behavioral health services will certainly deliver on our mission to create healthier communities.”

Good Day!

But, having a good day is easier said than done for many in our state.

In this issue:



With higher rates of mental illness in Rhode Island than in other parts of New England and the country, it should be no surprise that this year's Community Health Needs Assessment again included behavioral health services as one of our top three areas of focus. According to the Rhode Island Behavioral Health Project: Final Report submitted by Truven Health Analytics in September 2015:

- For adolescents aged 12 to 17 years old, 11.3 percent reported at least one major depressive episode in the past year.
- Young adults aged 18 to 24 years old are more likely to have serious psychological distress (19.8 percent) than young adults in other New England states (from 17.5 to 19.0 percent) and nationally (17.9 percent).
- Adults aged 26 to 64 years old are more likely to have illicit drug or alcohol dependence or abuse (9 percent) in the past year than adults in other New England states or nationally. Plus 5 percent in this age range report a serious mental illness and 8.2 percent have had one major depressive episode in the past year.
- For adults aged 65 years or older, 13.5 percent have some mental illness and 5.8 percent have depended on or abused illicit drugs or alcohol in the past year.

These numbers underscore what we well know across Care New England—connecting people with the care they need is a critical step in improving their health and well-being.

It's why I'm quite proud of the team at Butler Hospital that has led the effort to reimagine how patient access and patient assessment for Care New England's (CNE's) Behavioral Health Services is managed. Aligning with our system strategy to develop an integrated, streamlined continuum of care across our service lines, a multi-disciplinary team including departments from Butler Hospital, The Providence Center and Memorial, Kent and

continued

Woman & Infants hospitals, assembled the technology, the team and the training to form a centralized call center for CNE Behavioral Health Services. It will officially “go live” on Monday, November 14.

What does this mean for the community—whether they are seeking immediate treatment or a referral?

- **One point of access.** One number—1 (844) 401-0111—connects people to CNE’s assessment, inpatient, partial and outpatient behavioral health services at Butler, Kent, Memorial and Women & Infants hospitals and The Providence Center.
- **Person-to-person customer service.** The call center is open 24 hours a day, seven days a week with clinical access specialists providing solutions for people’s needs.
- **The right care at the right time in the right place.** Clinical access specialists, through a preliminary screening, will determine the level of care needed and begin electronic documentation. People may be asked to come into Butler or The Providence Center for further evaluation, recommended for inpatient care at Butler or Kent hospitals, provided a start date for a partial hospital program at Butler or Women & Infants, or connected to an ambulatory program at The Providence Center.
- **Quicker care.** This means people will receive care in a timelier manner. To further enhance this effort, modifications are being made to Butler’s Patient Assessment Services’ (PAS) staffing levels during specific times of day to align with patient demand trends. The care team—comprised of psychiatrists, nurses, clinical coordinators, mental health workers, security officers and intake coordinators—is also redefining roles so there is greater capacity for physicians to focus on higher acuity patients without delaying assessments and transitions of care for all people.

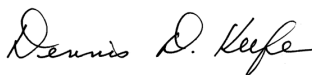
Equally exciting and innovative are the plans for phase two of this effort. People and tools are already being assembled for additional streamlined intake services.

- **Direct admissions from emergency departments.** The Butler team has created a pathway to allow individuals who have been stabilized at one of CNE’s hospital emergency departments (ED) to be quickly admitted to inpatient services at Butler without needing an additional psychiatric assessment before being admitted. Longer term direct admissions from all hospital EDs will be available as well.
- **Referral hotline for care providers.** Later in the year, the team will have a direct line for CNE and other community-based providers to process referral requests from doctors and nurses in emergency departments, primary care providers, specialty physicians and behavioral health therapists throughout Rhode Island, regardless of whether they are a CNE member. This process will allow for smoother transitions between different levels of care.
- **Scheduling of appointments for all services with one phone call.** Discussions are underway to connect the call center to all CNE behavioral health scheduling platforms as well as granting access to a defined number of appointments with preferred, community-based providers such as outpatient therapy practices. This will allow the team to give the caller a specific next step to receive the appropriate care needed within CNE and in the community.

This effort is another way we are building the infrastructure needed for population health, which requires that we have strong linkages between care providers to successfully treat chronic conditions and support people in maintaining their health. We know there is no health without mental health. Therefore, based on the statistics above, improving our connections and interactions within behavioral health services will certainly deliver on our mission to create healthier communities.

Join me in extending my gratitude to this team for embarking on and implementing these operational changes on behalf of our patients. Everyone deserves a good day.

Sincerely,



Dennis D. Keefe
President and Chief Executive Officer



Click [here](#) to view this week's *ConvergenceRI*



Memorial researcher published study showing obesity a risk factor for heart failure in postmenopausal women

The danger of being overweight and obese after menopause, especially in African American women, was underscored by research recently released by a researcher at Memorial Hospital.



Charles B. Eaton, MD, MS, director of the Center for Primary Care and Prevention at Memorial, published research in the professional journal *Circulation Heart Failure* that draws on information gathered through Memorial's participation in the ground-breaking Women's Health Initiative (WHI) study, which has continued for the past two decades across the country.

Dr. Eaton and his research team evaluated data for 42,170 postmenopausal women—51.2 percent white, 33.6 percent African American, and 15.2 percent Hispanic—who were followed for 13 years as part of the WHI. They analyzed risk factors in the 1,952 WHI participants who were hospitalized for acute heart failure in that timeframe.

"Both types of heart failure we studied were more common in white women," Dr. Eaton says, adding that the risk factors for hospitalization included current smoking, diabetes, hypertension, interim myocardial infarction, congenital heart defects, cancer, and age. "However, the risk posed by hypertension and obesity on heart failure was considerably higher for African American women."

The reason for this, he continues, is unknown. More research is planned. "We do not know why being overweight and obese places African American women at higher risk for heart failure compared with white women—even when adjusting for diabetes and hypertension, but differences in inflammatory obesity, insulin sensitivity and visceral fat distribution might play a role in these findings," he surmises.

In August, Dr. Eaton received a \$2.6-million grant from the National Heart, Lung and Blood Institute to launch the first and largest community-based primary prevention trial on the effects exercise and strength training have on heart failure in elderly women.

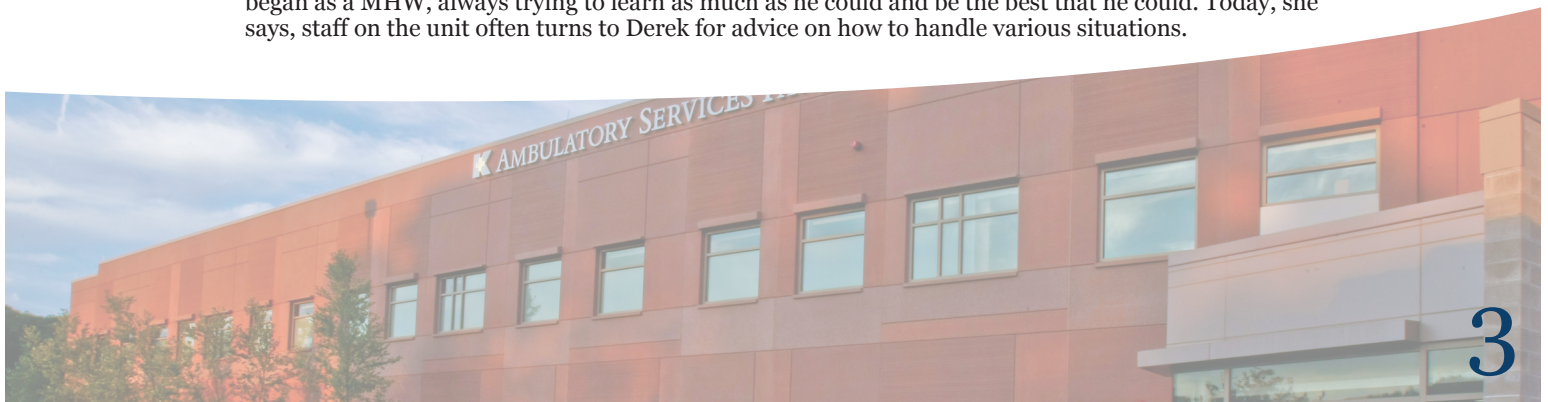
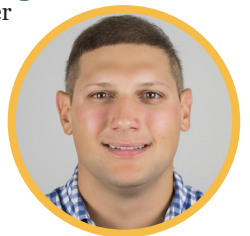
The five-year Women's Health Initiative Strong and Healthy (WHISH)-2 Prevent Heart Failure Study—also an extension of the WHI—will examine the effects of physical activity both on the prevention of heart failure and the burden of the disease in women who were previously diagnosed with it.

The Center for Primary Care and Prevention, a collaboration between Memorial and Brown University, is dedicated to promoting research, knowledge enrichment and improving practice in primary care and prevention. Its research aims to help providers in the prevention, diagnosis and treatment of various illnesses and their risk factors.

In addition to his research, Dr. Eaton sees patients in Memorial's Family Care Clinic. For an appointment with him, call (401) 729-2769.

Butler awards President's Award for Employee Excellence to Derek Huling

At Butler Hospital's recent quarterly employee celebration, Derek Huling, a mental health worker (MHW) on one of the hospital's intensive treatment units, received the President's Award for Employee Excellence. Many nominations were submitted on Derek's behalf, highlighting the incredible patience and kindness he shows both to patients and staff on the unit, and how he undertakes every task—big and small—with the greatest attention to detail. These sentiments were echoed at the ceremony when Unit Chief Martin Furman, MD, Nurse Manager Kristen Kichowski, RN, and staff nurse Summer Short, RN, spoke during the ceremony about Derek's character and how valued he is on the unit. Derek has a 10-year history of service to Butler, beginning in the Dietary Department before he began his career as a MHW on the Intensive Treatment Unit of Lippitt 2. Perhaps one of the best illustrations of Derek's growth as a Butler employee was summed up by Summer when she said Derek used to ask many questions when he first began as a MHW, always trying to learn as much as he could and be the best that he could. Today, she says, staff on the unit often turns to Derek for advice on how to handle various situations.





VNA Of Care New England to hold 'Circle of Love & Light' Hospice Memorial

The VNA of Care New England Hospice Program and The Honorable Scott Avedisian, Mayor of the City of Warwick, invite you to attend The Circle of Love & Light and Hospice Memorial on Wednesday, November 30, at 6 p.m. The event will be held at Warwick City Hall, 3275 Post Road in Warwick, on the second floor in the council chambers. The evening will feature an opportunity to honor lost loved ones through reflection, song, candlelight and remembrance. Music will be provided by The Ocean State Women's Choir.

The VNA is encouraging Care New England employees, as well as hospice families, to share photos of loved one(s), whether you are able to attend or not, by submitting them to be included in the evening's slide show. Photos can be sent electronically to Kiel Mitchell at KWMitchell@vnacarenewengland.org or dropped off to the VNA office at 51 Health Lane, Warwick, RI, 02886, prior to November 18, 2016.

Guests are asked to park in the rear of the building. For those requiring assistance, the handicapped accessible entrance and elevator are located on the side of the building. There will be a reception featuring light refreshments immediately following the program.

For more information or to RSVP, please call Kiel Mitchell at (401) 921-7661.

TPC's Imagine Preschool holds ribbon cutting for new pre-kindergarten classrooms

The Providence Center's Imagine Preschool program (<http://bit.ly/2fxrhG5>) recently held a ribbon cutting for donors and supporters to celebrate three brand-new classrooms that were completed in September. The classrooms are a part of the Rhode Island Department of Education's Pre-Kindergarten Program (<http://bit.ly/2fuZytp>), which provides free, high-quality pre-kindergarten classes to eligible children through a lottery system.



TPC President Dale Klatzker, PhD, spoke about the importance of quality education at a young age. "The growth and development of a child's brain in the early years support cognitive, social, persistence, attention, self-regulation and executive skills," said Klatzker. "Imagine Preschool is able to provide high quality, free, inclusive early care and education for preschoolers with and without disabilities, enabling parents and caregivers to work, pursue career goals, maintain family mental health, and achieve life dreams."


Mary Ann Snider, deputy commissioner of Teaching and Learning at the RI Department of Education, commented on the success of the pre-k program, and said that that state plans on expanding it to include 12 additional sites within the next year. She also related the program to the Raimondo Administration's goal of raising the state's percentage of students reading at grade level from 37 percent to 75 percent. "Our expectations are high, but they are based on what is needed for our kids to be able to do well in the US and around the world," said Snider.

Kent honors retirees

On Monday, October 24, Kent Hospital hosted its annual alumni breakfast. Seventy-five retired employees attended a breakfast and reunited once again with colleagues and friends. Those who attended worked 10 years or more at Kent Hospital. We thank them for their dedicated service. Pictured are some of Kent Hospital's alumni.



Women & Infants honors breast cancer patients at Tickled Pink event

More than 650 women came out once again to celebrate the spirit of women and honor breast cancer patients at the 13th Annual Women & Infants Tickled Pink event, held October 28 to a standing-room-only crowd at Rhodes on the Pawtuxet. Guests were treated to the inspirational words of Loretta Laroche, welcomed by CNE EVP and COO Sandy Coletta and W&I surgeon-in-chief Dr. Jennifer Gass, and plenty of hoots and hollers when winning raffle ticket numbers were called. A portion of the proceeds from Tickled Pink benefit the Breast Health Center at Women & Infants. Kudos to the planning team, chaired by Stephanie Regine from the Marketing Communications Department, for another successful event. 



Care New England

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of Rhode Island