



AHS News

A Publication of Arbour Health System

Arbour Hospital • Arbour-Fuller Hospital • Arbour-HRI Hospital • Pembroke Hospital • Westwood Lodge
Arbour Counseling Services • Arbour SeniorCare • Lowell Treatment Center • The Boston Center • The Quincy Center

PATRICK McCABE NAMED NEW COO



Patrick McCabe, MBA, MSW, has been named Chief Operating Officer of Westwood Lodge and Lowell Treatment Center.

Mr. McCabe was most recently employed at Boston Children's

Hospital as Practice Administrator, the Department of Medicine, 2012 to 2016, where he provided operational and budget oversight to the Division of Endocrinology, an operation which involved the management of a volume of approximately 24,000 visits a year, and \$13 million in yearly clinical revenue.

He was involved in the growth of the division's specialized programs including Diabetes, Optimal Weight for Life (OWL), Gender Management Service and Disorder

of Sex Development, Neuroendocrine, Bone Health and Thyroid Nodule, was a Green Belt Lead for Hospital Referring Provider Medical Record Collection Initiative, and was Co-Leader of the Trust and Transparency Task Force supporting the development of the hospital's culture.

Prior to that, he held the position of Practice Administrator for Boston's Children's Hospital's Department of Psychiatry, 2011 to 2012, and was a Regional Network Manager for the Massachusetts Behavioral Health Partnership (MBHP) in Boston.

Mr. McCabe received his undergraduate degree in Psychology from the University of Massachusetts, an MSW degree from the Graduate School of Social Work at Boston College, and an MBA from the Heller School for Social Policy and Management at Brandeis University.

COLES VOYARD JOINS WESTWOOD PEMBROKE HEALTH SYSTEM

Coles Voyard, RN, MSN, is the new Chief Nursing Officer for Westwood Pembroke Health System. He has 18 years of psychiatric, dual diagnosis and detox nursing experience and 7 years of nursing management experience. He was most recently with Bay Cove Human Services on the Boston Emergency Service Team (BEST), a 24-hour emergency services program for people requiring acute psychiatric intervention, and Nurse Manager/Clinical Director/Program Manager for the Boston and the Longwood Community Crisis Stabilization Units.

Mr. Voyard has also held positions as Nurse Manager of the 60-bed rehabilitation/detoxification units at Andrew

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ARBOUR-FULLER HOSPITAL CNA TRAINING

In 2015, Arbour-Fuller Hospital began a quality improvement initiative for their mental health specialists (MHS). A Certified Nursing Assistant (CNA) program aligned the MHS' behavioral health skills training with a clinical focus to enhance care for their increasingly medically-compromised patients.

Working in collaboration with MassBay Community College, Wellesley, Massachusetts, the class participants were overseen by Kitty Quick, RN, Director of Nursing at Arbour-Fuller Hospital and an Adjunct Instructor at MassBay.

The first CNA/MHS group is now attending a Super CNA grant program offered through Partnerships for a Skilled Workforce. The program allows staff to build on existing knowledge and skills to become more active members of the multidisciplinary treatment team, assist with lateral mentoring, and serve as extenders of the nursing staff. The program also motivates participants to pursue other areas of education including nursing; many of the staff are currently milieu managers. The next CNA class begins in August. Classes will continue until all MHS at Arbour-Fuller Hospital have had an opportunity to attend.

TRANSGENDER BEST PRACTICES TRAINING

Arbour-Fuller Hospital has completed an initial training for their clinical and intake staff on accepting and treating transgender and gender-nonconforming patients in a culturally appropriate manner. Transgender patients frequently avoid seeking medical and clinical care due to prior discrimination. The training, as well as practice and policy development, will help staff to provide an environment where transgender clients feel safe accessing needed services.

NEW IOP AT ACS, FALL RIVER

A new late afternoon Intensive Outpatient Program (IOP) is targeted to adult dual diagnosis patients at Arbour Counseling Services, Fall River and provides therapeutic support and group therapy for coping skills, distress tolerance and emotional regulation. Also provided are anxiety and stress management skills, early recovery and relapse prevention, and meditation and mindfulness.

Patients receive clinical case coordination, aftercare referrals and connection to helpful resources.

Program services are available Tuesday, through Thursday from 3:00 p.m. to 6:00 p.m. Please call the program director at 508-678-2833 ext. 2012 if you would like more information.



NEW FACES

Phyllis Padula-O'Brien has joined AHS as Physician Recruitment Manager. Recently held positions include Recruiting and Hiring

Manager with Royal Health Group, a 10-facility long-term care organization in Southeastern Massachusetts based in Pembroke, MA, and Recruitment and Hiring Manager for HopeHealth in Brockton, MA where she recruited physicians, clinicians and executives.

For several years, Ms. Padula-O'Brien owned her own recruitment firm, Personalized Physician Placement, recruiting nationwide for MD placements including psychiatry. At the time, she had over 70 clients and was responsible for all activities including all phases of recruitment, relationship management, on-boarding, compensation/benefit analysis, etc. Ms. Padula-O'Brien also worked as MD Recruiter at Brockton Hospital and for Olesky Associates in Wellesley as a Physician Placement Consultant. She has a BA in Business Management from Eastern Nazarene College and is certified as a Medical Lab Tech having started her career in a clinical role at Faulkner Hospital.

Ms. Padula-O'Brien will be based at Arbour Hospital and can be reached by phone at 617-390-1437, or by email at phyllispadula.obrien@uhsinc.com

PEOPLE ON THE MOVE

Michelle Strait, MS, LMHC, has been promoted to Director, Arbour Counseling Services, Norwell. She has been with ACS, Norwell since 2012 and most recently held the position of Program Manager of the Structured Outpatient Addictions Program (SOAP).

Besides group and individual counseling at ACS, Norwell, Ms. Strait has provided psychoeducation for the Driver Alcohol Education Program and, through Arbour Senior Care, counseling to individuals at the Plymouth Rehabilitation Center, a geriatric facility.

Prior to Arbour Counseling Services, Ms. Strait was a Patient Care Associate in an inpatient psychiatric unit of Massachusetts General Hospital and a Licensed Nurse's Assistant in the Geropsychiatry Unit of Elliot Hospital in Manchester, NH.

Stephanie McNulty, MA, is now Lead Clinician of The Triangle Program at Arbour-HRI Hospital. Ms. McNulty had been Lead Clinician for the GAP PHP. She graduated Magna Cum Laude from Lesley University with a BS in Counseling Psychology and has a Master's degree, also from Lesley University, in Clinical Mental Health Counseling.

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House in Jamaica Plain, as Staff Nurse in the Medical Level 4 Detoxification Unit at Brigham and Women's Faulkner Hospital, Case Manager and Utilization Review Nurse at Cambridge Health Alliance's Cambridge Hospital, and Psychiatric and Dual Diagnosis Clinical Leader at Hallmark Health Systems' Melrose-Wakefield Hospital.

A University of Massachusetts graduate with a Bachelor of Science degree in Nursing, Mr. Voyard also has a Master of Science in Nursing (MSN) degree from Regis College, Weston, MA.

PATIENT TESTIMONIALS

Excerpts from letters from former Arbour Health System patients.

"I'd like to say that the staff here is outstanding! They are very helpful, thoughtful and respectful. I'd like to recognize the staff that all went above and beyond. My stay here has been very helpful both for my mental health and for detox.

"I pray to never come back, but if I have to I'd want to come back to Westwood Lodge. Thank you for helping me to help myself get better."

Westwood Lodge
Adult PHP Patient

"I feel like I have to write this piece to thank so many people who have helped me these past two weeks.

"First, I want to say how much group therapy has done for me! On my first day, I was a wreck! I was anxious beyond belief and was so afraid that no one else in the room suffered from anxiety. I was afraid I would have nothing in common with them. About a half hour later, our group leader asked the group to raise their hand if they have anxiety. Almost everyone did! Immediately, I felt safe and like I instantly had a family.

"These two weeks have been so empowering and I really am in awe at how easily someone can change your life forever. All of you are beautiful people, inside and out. You all have so much potential and so much emotional strength. Each one of you has made my life fuller and more whole. And thank you to the amazing staff. It if wasn't for all of you, no one would ever speak up. Your love, respect, and understanding helps beyond what words can say. Thank you for allowing us to feel okay about whatever is bothering us. I will deeply miss all of you but really want to stay in touch. I love you with all my heart and ALL of you will do great things in life!"

Pembroke Hospital
Adult PHP Patient