

WESTWOOD INSTALLS NEW HCS SOFTWARE

In May, Westwood Lodge finished installing the medication portion of a new integrated clinical software solution, Health Care System (HCS). Beth Leney, RPh, Director of Pharmacy, says that the system will have, “a very positive impact on the process of prescribing medication and patient safety.”

The new system is able to be customized for the needs of a behavioral hospital. Westwood Lodge previously had a phar-

macy medication management system however, the new system’s medication module has four components: physician, pharmacist, nurse and discharge. Beth says, “It allows for increased continuity of service with the benefit of many additional safeguards built in.”

During the admissions process, information on the patient’s medication history is identified. Doctors enter orders utilizing computerized physician order entry (CPOE) with bar code medication administration (BCMA). The order is reviewed, including for appropriate

dosage, then passes to the pharmacist. After further review, the pharmacist sends the prescription to the nurses’ station to be filled for the patient. “HCS follows the complete medication cycle from admission reconciliation, documentation of administration and complete discharge information,” according to Beth. Error reduction is enhanced by bar code scanning.

When the patient is discharged, the physician can e-prescribe directly to the patient’s local pharmacy and provide patient-friendly

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ACS PHP, SCHOOL-BASED PROGRAM AND COMMUNITY SERVICES ATTEND HEALTH FAIR

Arbour Counseling Services was well-represented at the Annual Behavioral Health Provider Fair on May 12th at the Wilmington Middle School. The event was hosted by the Wilmington Public School’s Behavioral Health Task Force. Attendees at the event included teachers, guidance counselors, parents, guardians, and students.

Six representatives from Arbour Counseling Services’ (ACS) Partial Hospitalization Programs (PHP) in Allston (The Boston Center), Woburn and Worcester attended the event.

Besides answering attendees’ questions and providing materials, ACS staff held several break-out sessions: Stress Management, Helping Students Advocate for Themselves, and an Overview of Community Counseling Programs, which were very well-attended.

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Representing Arbour Counseling Services left to right: Jennifer Grossman, LMHC, Supervising Director of The Boston Center and ACS, Worcester PHP; Erin Almstrom, MA, ACS, Worcester PHP; Carly Jacobson, MA, The Boston Center; and Alexandra Rust, LMHC, Director of The Boston Center. Not shown: Lindsay L. Lehman, MA, Director of Community Services, Allston and Maria Petersen, LMHC, Program Coordinator, School-based Program, ACS, Woburn.

ARBOUR-HRI HAS SUCCESSFUL JOINT COMMISSION SURVEY

Arbour-HRI Hospital has earned re-accreditation from The Joint Commission after a recent comprehensive survey and onsite visit.

The survey process is data-driven, patient-centered and focused on evaluating actual care processes. The onsite survey focuses on continuous operational improvement in support of safe, high-quality care, treatment and services.

When the survey was completed, Arbour-HRI Hospital had met The Joint Commission’s standards of excellence and will be recognized for their accomplishment with The Joint Commission’s Gold Seal of Approval.™

Source: www.jointcommission.org

ARBOUR HOSPITAL STRONG AT NAMI WALKS



Arbour Hospital employees turned out in force to walk and raise funds for the MA Chapter of the National Alliance on Mental Illness (NAMI MA).

NAMI is dedicated to building better lives for those affected by mental illness and relies on contributions to support their work.



KUDOS FOR THE AHS INTAKE DEPARTMENT

“As a discharge coordinator I call the Arbour Health System Intake Department daily-sometimes multiple times a day. I find the staff at the center are always helpful and always pleasant.”

Discharge Coordinator

“I just wanted to take a moment to offer some positive feedback about interactions I have with one of your staff in Intake. She has always been very professional and upbeat to work with in my experience, but this week she really worked with me to place a very sick little 12-year-old boy who could have fallen through the cracks if she didn't get him placed.

I anticipated him boarding at the ED for days and then being sent home without any help. I explained to her the nature of his case and pleaded that she help me out. She had him

placed within hours of my call. She was a real lifesaver and I will be forever grateful to her for this case alone never mind all of the other cases she has worked on with me.”

Clinical Social Worker

ARBOUR-HRI HOSPITAL CHIEF PSYCHOLOGIST PUBLISHES NEW BOOK

Scott Haas, PhD, is the chief clinical psychologist at Arbour-HRI Hospital and the author of a new book published in May, *Those Immigrants! Indians in America: A Psychological Exploration of Achievement*.

Dr. Haas is also the author of *Hearing Voices*, a book about his doctoral internship at a Harvard teaching hospital in Boston, *Back of the House*, about the psychology of being a chef and working in restaurants, and co-author of *The Da Silvano Cookbook*. For more information, contact ScottHaas27@gmail.com.

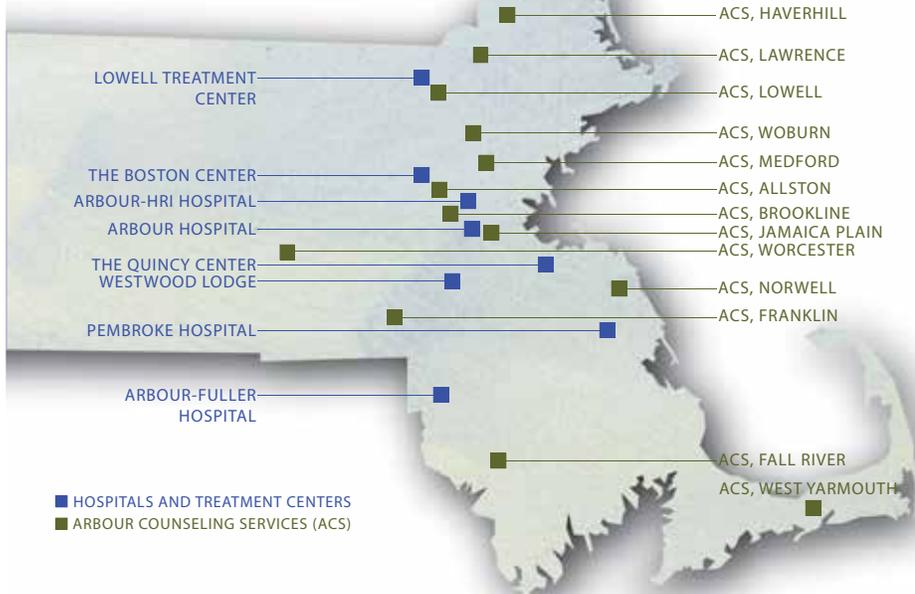
Source: psychologytoday.com/experts/scott-haas-phd

ANNUAL LONGEVITY AWARDS AT ARBOUR-FULLER HOSPITAL

Every year, the grand finale of Hospital Week at Arbour-Fuller Hospital—a week of events and charitable fundraising—is the Longevity Awards Dinner hosted by the Service Excellence Team. This year the team, Brian Brisson, Bridget Eason, and Sara Tolliver, arranged the dinner held on Friday, May 13th at the Elks Lodge in Attleboro, MA. The event featured an extensive catered buffet, live entertainment and, new this year, a few door prizes including a 32" Smart TV.

Jessica Gosselin and Service Excellence Team members Bridget and Sara presented the Longevity Awards, given to employees for every five years of employment service. There were 30 award recipients this year, including Priscilla Korzeniowski, RN, celebrating her 20-year service anniversary.

MAP OF AHS LOCATIONS AVAILABLE ONLINE



Two maps of AHS locations are now available on our website, arbourhealth.com. Under Quick Links, at the bottom of the homepage, you will find the link to a 2-sided pdf map that includes the map pictured above, a list of services, the sites where each service is available, and the address and phone number of each site. There is also a link to access a Google map of all AHS hospital and counseling service locations.

LET THEM EAT CAKE, HAVE FUN AND HELP WORTHY CAUSES



An English high tea was one of the events during Hospital Week at Westwood Lodge.

Hospital Week, an observance every May, is the nation's largest health care event and dates back to 1921. The week-long events and celebrations that took place at four Arbour Health System hospitals were a way of thanking employees and an opportunity to raise funds for selected charities.

Festivities included theme days such as Cultural Heritage Day, Sports Day, Country Western Day and Patriotic Day. Employees were free to wear theme clothing or a t-shirt to match.

There were special treats and meals like Breakfast All Day, Pastries and Coffee, Waffles and Toppings, Western Barbecue, Taco Tuesday, Milk and Cookies Day, and Popcorn and Sodas.

Events like a Yoga Class, Chicken Wing Bake-off and a Senior Leadership Car Wash were held.

Drives and fund-raising included those for clothing and books for patients, canned goods for local food pantries, toiletries for domestic violence shelters and supplies for animal shelters. Funds were also raised for national charities such as the Make-a-Wish Foundation, the American Diabetes Association and the Alzheimer's Association.

Gifts were given out and raffles for prizes held. For example, Pembroke Hospital held raffles for gift certificates for Whale Watching, Formula I Car Racing, Six Flags New England amusement park and the Cape Codder Resort & Spa.

AHS AT MAMH DINNER



Rachel Legend, MSW, LICSW, CEO of Arbour-Fuller Hospital and Christopher Wilson, RN, DON of Arbour-HRI Hospital, with Governor Charlie Baker.

On Tuesday, May 3rd, Arbour Health System representatives attended the Massachusetts Association for Mental Health (MAMH) Friend and Leader Event. The evening reception was held to honor recipients of the 2016 Friend and Leader Award (Bernard J. Carey, Jr., past President and CEO of MAMH) and the Spirit of Compassion Award (Joan Mikula, DMH Commissioner) as well as to announce other special recognitions.

Held in Boston at the Seaport Hotel and World Trade Center, the event was also a fund-raiser to support MAMH's work to, "improve awareness, understanding and commitment to individuals, families and communities at risk for, or struggling with, the impacts of mental health conditions." To learn more about MAMH, visit their website, mamh.org

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medication information sheets to the patient.

Westwood Lodge is not yet using all of the HCS features that they will eventually. Customizing the software further to meet the specific needs of a behavioral health hospital is an ongoing process, but staff is working closely with the vendor and have already begun to realize the benefits of the new system.

Other AHS hospitals have implemented HCS: Pembroke, May 2015, Arbour-Fuller, August 2015 and Arbour-HRI, April 2016. Arbour Hospital uses a different software solution, customized for their needs.

ARBOUR SENIORCARE EMPLOYEE PUBLISHES HAZING ARTICLE

Michael C. LaFerney, PhD, RN, PMHCNS-BC, a psychiatric clinical nurse specialist at Arbour SeniorCare in Haverhill, MA and an adjunct professor of psychology at Quincy College in Quincy, MA, has had an article published in the March issue of *Current Psychiatry*.

The article, “You can help victims of hazing recover from psychological and physical harm” defines hazing, why it is dangerous, the symptoms of hazing and the actions that should be taken to help the victims of hazing. For more information, contact laferney@hotmail.com.

ACS AT HEALTH FAIR *From page 1*

Jennifer Grossman, LMHC, the Supervising Director of The Boston Center and ACS, Worcester’s Partial Hospitalization Programs says that the fair was a very positive experience, “Parents and teachers were so thankful for any information we could provide on how to help kids who are struggling emotionally to function at home and school.”

Almost 30 local mental health providers, community organizations, municipal departments, and state agencies were represented including the Department of Children and Families, the Middlesex District Attorney and the Wilmington Police Department.

Aleta Robison, LMHC, Director of ACS, Woburn says their School-based Program wanted to participate because it was, “a wonderful opportunity to promote mental health and well-being in the community, and to also provide information on the resources and outpatient services available.”

PATIENT TESTIMONIALS

Excerpts from letters from former Arbour Health System patients.

“I truly believe that as I pass through my life I will always remember my time at Pembroke Partial with an overwhelming feeling of gratitude and love.

“Everyday that all of you get up and come to work you are changing lives for the better. I know it sounds cheesy, but honestly, with every euphoric feeling and every hysterical laugh I will experience during my life I will owe it to everyone at PHP. You have helped me grow an exceptional amount, all the while with gentle and kind hands. What you do kind of makes all of you a hero in my eyes and many others.

“It has been a little over two weeks since I was discharged, and although they have been filled with ups and downs I am finally seeing the light at the end of the tunnel. Light that I thought once was out of my reach. Thank you for helping me pass through my tunnel.”

Pembroke Hospital
Adolescent PHP Patient

“The program provides a safe atmosphere and reiterates it daily to reassure clients that this is a safe place. They all do a great job. My counselor gave me the opportunity to help myself when I needed it and for that I am grateful. I would definitely recommend this program.”

Lowell Treatment Center
Adult PHP Patient

“Thank you for the wonderful care my son received during his stay at your hospital. The doctors and staff have been so kind and caring. His nurse needs to be commended for the professional care she gives her patients. He also commented on how good the food was.”

Pembroke Hospital
Patient

“Just wanted to take the time to say thank you for everything. Each one of you have helped me during this challenging time to find my strength again. I cannot begin to explain how much you have all impacted my life and how grateful I am for it.”

Westwood Lodge
Adult PHP Patient

“Please know that I appreciate and forever will be grateful for you and the PHP staff. Your kindness, compassion, humor and empathy have all combined to make this a good experience.”

ACS, Worcester
Adult PHP Patient

“My daughter just got discharged from there and I want to commend your staff for a job well done. Her nurse’s aide was exceptional, always smiling and never anxious. Just so calm and professional. Thank you.”

Arbour-HRI Hospital
Inpatient

“I’m doing great. I just got a job. I got my first paycheck. I’m actually happy. I’m working on getting my own apartment. I love to walk. I look at life at a whole different way.

“I just wanted to thank you all for everything you did for me. I’m always thinking of all the staff, I know now without your staff, I would not be here. I just wanted to let you know I’m doing great. I just wanted to let you know. Thanks so much.”

Lowell Treatment Center
Adult Patient

“My doctor and my clinician both went above and beyond to help me on my road to recovery. When I got here I was sick and miserable with myself and my life and I landed in a foreign place. I want to apologize for my behavior at the beginning and thank my team for being patient with me. They genuinely care.”

Lowell Treatment Center
Adult Inpatient