

KENNEDY NEW CEO AT ARBOUR HOSPITAL



Eric Kennedy, MSW, is the new CEO of Arbour Hospital, Jamaica Plain, MA. Mr. Kennedy was previously Group CEO for Acadia Healthcare, Lafayette, LA, responsible for the leadership

and oversight of three behavioral health organizations spanning eight campuses with over 315 staff. Included were acute geriatric, adult and adolescent services, multiple partial hospitalization program and intensive outpatient program locations and a military treatment program.

Mr. Kennedy's past positions include COO of Highland Clarksburg Hospital, Clarksburg, WV, a 150-bed non-profit, and a position as Director of Business Development and Utilization Review at the then Universal Health Services' 102-bed Red Rock and Montevista Hospitals in Las Vegas, NV.

PEMBROKE HOSPITAL STAFF JOIN PROJECT OUTREACH

On November 1st Pembroke Hospital joined Project Outreach in partnership with the Pembroke Police Department. The program is composed of member agencies from public safety, public health, social services and law enforcement. Pembroke Hospital's Director of Clinical Services, Pam Bolarinho, LICSW, and Case Manager Sarah Weafer, LMHC, are the two clinicians at Pembroke Hospital on the Outreach Team with clinicians from several other community agencies.

The program's objective is to provide services to individuals who have overdosed and refused treatment in an emergency room. Within 24 hours of an overdose victim's discharge from the ER, a police officer and a clinician will visit the individual at their home between 10:00 a.m. and 2:00 p.m. The Outreach Team, if permitted into the home, will

Continued on page 2

PINETTE NEW CEO AT ARBOUR-HRI HOSPITAL



Jameson Pinette, MS, the new CEO of Arbour-HRI Hospital, comes to us from Whittier Health Network, Haverhill, MA, where he held the positions of CEO and External Operations

Director of Whittier Pavilion, a 71-bed acute inpatient psychiatric hospital and outpatient services facility, as well as Administrator of Whittier Westborough Transitional Care Unit, Westborough, MA.

Mr. Pinette has experience in operational improvements in healthcare organizations, delivering the highest level of services, quality of care and improved patient outcomes while realigning the business to maximize efficiencies. He has a degree in Business Administration from James Madison University, VA, a Master's in Management from Merrimack College, MA, and is board certified as a nursing home administrator.

NEW TRANSGENDER GROUP STARTED AT ACS, FALL RIVER

"I've been the intake coordinator for ACS Fall River for just about six years. I have not seen this many transgender clients in that entire six years as we have had in the past year," says Jane Lytle, Intake Coordinator at Arbour Counseling Services, Fall River, MA.

In response to the needs of clients, ACS, Fall River began offering a Trans-spectrum Therapy Group for adults 18 and older. The group was first offered this past spring and ran for 10 weeks through the summer. It has continued as a 10-week series meeting for 90 minutes sessions every Thursday afternoon. Clinician and group leader Veronica Fitzgerald, LMHC, says, "The group seeks to help clients develop insight, coping skills, and peer support for anxiety and depression within an inclusive, safe, respectful setting

for anyone identifying on the trans-spectrum: transgender, gender questioning, or gender non-conforming individuals." Counseling is often the first step in the process of transitioning, so ACS, Fall River has developed a relationship with a local endocrinology department at Prima Care, PC. Together they provide clients a compilation of resources.

Rebecca Tanguay, LICSW, the other trans-spectrum clinician, has many of the group clients on her case load for individual therapy. She shares this from a client, "I think as transgender individuals, we are constantly explaining ourselves and looking for acceptance. In this group we are not only accepted, we're understood, so we can better focus on ourselves as individuals."

For more information: Arbour Counseling Services, Fall River, 1082 Davol Street, Fall River, MA, 508-678-2833.

UHS VP OF NURSING PRESENTS WORKSHOPS

Workshops and Open Houses were held at AHS hospitals in late October. Valerie Devereaux, DNP, MSN, RN, and Vice President of Nursing at Universal Health Services presented topics including *Psychiatric Nursing as a Chosen Specialty: What You May Not Know* and *A Changing Landscape, the Nursing Workforce, 2016: An Environmental Scan*.

Ms. Devereaux talked about the need for more psychiatric nurses and additional training for all nurses to be able to recognize behavioral health disorders in any setting. She said that mental health patients often suffer from concurrent medical conditions and that the majority of individuals diagnosed with mental illnesses and substance use disorders seek help outside of specialty behavioral health. She added that although “psychiatric disorders, including substance use disorders, afflict a majority of people who receive nursing care in the U.S., only a small percent actually receive treatment for the disorder.” This requires, she says, “A renewed focus on psychiatric, mental health and substance use disorders in professional nursing education to address current needs.”

Attendees included area nurses, home care nurses, supervisors, social workers, and mental health staff. Registered Nurses earned CEUs for attending the workshop.

PEOPLE ON THE MOVE

Pam Bolarinho, MS, LICSW, has been promoted to Clinical Director at Pembroke Hospital. Ms. Bolarinho joined Pembroke in February of this year as the lead of the Case Management



Department. Prior to that, she was the Director of Clinical Services at Southcoast Behavioral Health Hospital.

Ms. Bolarinho has a Master’s in Social Work from Bridgewater State College.

Tara Maranian, MS, has accepted the position of Director of Human Resources at Westwood Lodge and Lowell Treatment Center. Previously, she was the Director of HR at Arbour-HRI Hospital for three and a half years. Ms. Maranian says that she looks forward to the challenges the new role provides with the increased responsibilities for two locations.

ARBOUR-FULLER CEO, CRC JOIN COMMUNITY CONSORTIUMS

Rachel Legend, Chief Executive Officer, and Carrie Ballou, Community Relations Coordinator of Arbour-Fuller Hospital, have joined two consortiums recently launched by the Attleboro and Norton communities in an effort to make positive sustainable changes for the health of their residents. Ms. Legend is working on *The Social Justice Consortium*, focusing on eliminating barriers of access for under-resourced families and individuals, along with opportunities to engage community members to reach their fullest potential. Ms. Ballou is working on *The Healthy Living Consortium*, focused on the issues of youth obesity and chronic disease.

IAM STRONG DONATES TO PATIENTS IN NEED

Dania O’Connor, CEO of Westwood Lodge, thanked the IAM Strong Foundation at a fundraiser on October 26th for their donation of socks and underwear to those Westwood Lodge patients in need who are receiving inpatient psychiatric care.

The Foundation, which works to shatter the stigma associated with teen mental health issues, collected donations on the evening of the event.

PROJECT OUTREACH From page 1

provide information on resources and offer treatment options. If the individual accepts treatment the team may facilitate a service location and transportation. If the individual declines treatment the Outreach Team clinician will discuss outpatient resources and referrals.

IN HONOR OF NATIONAL RECOVERY MONTH 2016

Arbour-Fuller Hospital — Inpatient, DDART/EATS and Outpatient programs teamed up on a group project to create banners and artwork for their units based on the theme “Recovery.” They then joined with participants from the Partial Hospitalization Program for a celebration on Friday, September 16th.



Patient art based on the theme Recovery

On September 30th Luis Perez, a substance abuse and recovery advocate, mentor, and educator from River to Recovery spoke to partial hospital program participants about his own struggles with mental health and substances abuse, and programs that benefitted his path towards recovery. River to Recovery is a 12 Step Fellowship located at 140 Ace Street, Fall River, MA.



Luis Perez from River to Recovery

Arbour-HRI Hospital — As part of National Recovery month observations at Arbour-HRI, Dr. Medhat Migeed, Addictions Specialist, made a presentation to employees and patients on the opioid crisis in Massachusetts. On September 14th, Courtney Liferidge, MA, Community Relations Coordinator and Adrienne Neirinckx, LICSW, Executive Director of Outpatient Services, represented Arbour-HRI Hospital by attending the Recovery Day Afternoon Program at Faneuil Hall in Boston, sponsored by the Bureau of Substance Abuse Services. Guest speakers included Monica Bharel, Commissioner, Massachusetts Department of Public Health.



Dr. Medhat Migeed and Cheryl Grau, Clinical Director



Courtney Liferidge and Adrienne Neirinckx at Recovery Day on September 14th in Boston

KUDOS FOR THE AHS INTAKE DEPARTMENT

“I worked today with Arbour Health System (AHS) Intake staff on a patient who was assessed yesterday at a non-AHS facility that recommended inpatient admission. The facility wanted us to pursue admission with them so we did. Fast forward 18 hours and the bed for the patient inexplicably disappeared.

“I called AHS Intake to initiate a new bed search. When the AHS Intake coordinator realized that this patient had been presented yesterday they helped in a very timely fashion. It’s hard on patients who wait unnecessarily for help and AHS Intake’s smart, common-sense partnering today was super helpful and allowed us to repair some hard feelings the patient had about waiting so long for admission.

“Cheers, thanks and strong work.”

Director, Urgent Care Center/Mobile Crisis Team

NEW FACES

Jonathan Carvalho, BSN, RN, is Arbour-Fuller Hospital’s new Director of Nursing. Jonathan has over 13 years of experience in the mental health field, most recently as Clinical Nurse Manager for Nizhoni Health Systems, a provider of home-based health care and support services in Massachusetts. While there, he oversaw the care of 150 psychiatric patients in the community, supervising 48 field nurses and acting as on-call Supervisor. As part of an interdisciplinary team, Mr. Carvalho met with community health providers to ensure continuity of care and effective treatment.

Diane Daniels, HRM, MEd, is the new Director of Human Resources at Arbour Hospital. She was most recently the Senior Human Resources Generalist with the Dimock Center, a non-profit community health center of over 600 employees. Prior to that, she served the Boston Public School System as an HR Generalist, leading the HR function as part of a five-member team supporting a 31-school district of over 1000 employees. Ms. Daniels has Master’s degrees in Human Resources Management (HRM) and in Education from Emmanuel College.

Melissa Holcomb, LICSW, is Arbour-Fuller Hospital’s new Director of Clinical Services. She comes from CharterCare Health Partners where she was Manager,

Q&A WITH CEO ERIC KENNEDY

With over 25 years of experience in the behavioral health industry, 15 of that in management roles at for-profit behavioral health hospitals, Arbour Hospital’s new CEO Eric Kennedy has a wide range of business experience.

He has successfully managed a variety of challenges at facilities all over the country—Pennsylvania, West Virginia, Ohio, Louisiana, Nevada—as everything from COO of a start-up hospital, from the ground up, to CEO of a hospital where he reorganized every clinical and administrative function. Here are some of his observations.

Q. Since you arrived at Arbour Hospital, you have spent a lot of time working on the units and in various departments getting to know the operation. What impressed you the most and were there any surprises?

A. I was impressed most with the experience of our unit nurse managers, MHAs and RNs. We have a high volume of patients coming in without having taken medication for weeks. They are suffering from serious impairments that makes caring for them, while we start medicine, a delicate task requiring strategic thinking and improvisation. I have learned a lot.

The biggest surprise was how much walking is required to be an MHA. I was exhausted and my feet hurt when I finished.

Outpatient Behavioral Health, responsible for outpatient behavioral health programs in two emergency departments, the Central Intake Department managing 110 behavioral health beds, two partial hospitalization programs, and the Integrated Behavioral Health and Primary Care Program. Prior to that, she held positions in a variety of behavioral health settings including inpatient, school social work and vocational rehabilitation.

Justin Mortimer, MD, is Arbour-HRI Hospital’s new Associate Medical Director and Psychiatrist for Arbour Counseling Services, Brookline. Most recently, Dr. Mortimer was Chief Resident, University of Connecticut Health General Adult Psychiatry in Farmington, CT, and practiced addiction psychiatry at

Q. At this time, what do you see as Arbour Hospital’s greatest strengths?

A. First I would say “us!” We are our own greatest strength. When we encourage each other, listen to each other and are there for each other, we can achieve what is necessary for our patients and families. We have so many things going for us here it is hard to pare it down to a few. We have strong patient satisfaction results. Patient satisfaction is a foundation we build on every day. We have a strong, committed medical staff. Our managers are committed in all departments. We also teach and bring students into the real world of caring for patients with all its complexities and challenges.

Q. What you see in Arbour Hospital’s future?

A. I see us continuing to save lives with our inpatient services and growing our other levels of patient services to meet the huge community needs. For example, we plan to open PHP services at our Quincy campus by the end of the year. We always want to be there for patients and families.

Q. What do you enjoy most about being the CEO of a behavioral health hospital?

A. Every day, I know I will have an interaction with a co-worker or a patient or family member that brings a smile to my face. Every day I look for that moment, and every day it happens.

Connecticut Addiction Medicine in Rocky Hill, CT. Previously, he practiced psychiatry at Waterbury Hospital, CT. Dr. Mortimer graduated with High Honors from Ross University School of Medicine, Portsmouth, Dominica.

Deirdre O’Brien, MS, RN, is the new Director of Nursing at Westwood Lodge. Ms. O’Brien has over 27 years of nursing experience, most recently with the Boston Public Health Commission as Nurse Coordinator, Infectious Disease Bureau, the Massachusetts Department of Public Health as ICU Nurse Manager at the Lemuel Shattuck Hospital, and nursing positions at the Mass. Department of Mental Health’s Dr. Solomon Carter Fuller Mental Health Center and Faulkner Hospital. She received her BS and MS in Nursing from Emmanuel College.

PATIENT TESTIMONIALS

Excerpts from letters from former Arbour Health System patients.

“I am writing primarily as a parent and caregiver of a 31-year-old son recently hospitalized at Pembroke Hospital.

“Arbour Health—in particular its Pembroke hospital staff—deserves some kudos for the manner in which they handled our son’s case this past spring. Pembroke Hospital’s mission statement can be paraphrased as, “We listen to our patients, and address their needs in a meaningful manner acceptable to them.”

“For the first time in six hospitalization periods at six different hospitals over a span of six years, an attending clinical staff actually listened to our son and did not insist in administering mood-stabilizing and anti-psychosis drugs, as they recognized upon discharge he would again cease taking his medications. Instead, they advised him how marijuana use likely triggered this most recent psychotic break. His psychiatrist and case worker deserve kudos for their thoughtful care of our son during his three-week hospitalization.

“While our son was at Pembroke, the staff conducted an EEG, discovered he had some abnormal brain waves, and recommended he have a neuropsychological examination. We await the report and are hopeful it will lead to a better-focused treatment plan.”

Pembroke Hospital
Parent of an Adult Inpatient

“I first have to say thank you so much! To be frank, if it wasn’t for the dedicated, intelligent, caring and genuine staff, I wouldn’t be here. You made me feel like a human first and a patient second. Something like that was very hard to come by where I live. “I spent nearly two weeks at my local mental health unit and didn’t get any better or react well to medication or treatment. I also spent several weeks in a partial hospitalization program

which also failed to offer repair or benefits. It got to a point where I was afraid of the depressive solitude of my home, too afraid to eat or cook, and too depressed and suicidal to go to friends or therapy for help—I felt safe nowhere. I had given up.

“Luckily, a dear friend pressed a local crisis center to look one more time for a facility out-of-region for help. After a long nerve-racking night at the ER and a long car ride, I arrived at your facility. Nervous at first, I soon attended every program, ate regularly, exercised, made good friends and slept well for the first time in months.

“For the first time, I felt safe in a mental health unit. All of the nurses, counselors and program leaders who worked with me and my doctor were some of the most kind-hearted, respectful and caring medical professionals I’ve ever seen in this field. My doctor’s medication choices helped gain freedom from my sadness, grief, paranoia, insomnia; all of it. I left your facility a new person who wasn’t depressed or afraid anymore, I was proud and strong. Also, as a transgendered patient I felt completely respected and understood and safe.

“My doctor and all other mental health unit staff saved me from the terrifying pit of depression and suicidal thoughts. You all saved my life and empowered me. Thank you all.”

Lowell Treatment Center
Adult Inpatient

“I currently go to Arbour Counseling Services, Jamaica Plain and I absolutely love it. I attended Arbour Counseling Allston years ago and my clinician wrote a letter for me helping me get custody of my daughter back. I love Arbour.”

**Arbour Counseling Services
Jamaica Plain and Allston**
Adult PHP Patient

“I went to Arbour-HRI for many years off and on. They were always very helpful and I haven’t required inpatient treatment for a few years. I currently receive outpatient treatment at Arbour Counseling Services in Allston and I have great providers.”

Arbour Counseling Services, Allston
Adult PHP Patient

“I want to take the time to thank you for all you did to help my son. You made such a huge difference and were more helpful to me than anyone else I have dealt with during this most challenging time. I want you to know that we are so grateful for your time and genuine concern. My son is currently stable and I continue to hope that we can better manage his mental health.”

Lowell Treatment Center
Adolescent Inpatient

“The staff at the Westwood Lodge dual diagnosis program is second to none. All staff members go above and beyond for each patients and it shows that they genuinely care. Given this is my third time coming in the past year I have seen the program continue to get better. I had hands down the most caring and compassionate psychiatric nurse I have ever encountered. She goes out of her way to observe patients in groups as well as check in with them on a daily basis to make sure each patient is getting the appropriate treatment needed.

“Also, the case managers are extremely compassionate and knowledgeable in what they do. In conclusion this program has saved my life more than once and I will forever be grateful to the amazing staff members here.”

Westwood Lodge
Adult Dual Diagnosis PHP Patient

“To all the staff and counselors an immense thank you! You have treated me with kindness and dignity and I won’t forget it ever! A special thanks to my counselor and my doctor for all of your help. To everyone—don’t take this the wrong way—I hope I never see you again! Sincerely and with love.”

Arbour-HRI Hospital
Women’s Inpatient Unit

“I was at Arbour-Fuller Hospital and I loved the program. I have been sober for nine months. Arbour is a great organization.”

Arbour-Fuller Hospital
Adult Inpatient
