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Behavioral Health

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Breakthrough in Behavioral Health Communication Boards

If you walk between the A and R Buildings you might be drawn to new splashes of color and information on the wall. Breakthrough's newest facilitator in Behavioral Health (Jeremy Segall, RDT, LCAT) partnered with the Art Therapist on 6E (Jackie Glum, ATR-BC, LCAT) whose painting was the recent winner of the "Arts to End Violence" community competition through the Crown Heights Mediation Center, currently hanging in the R-Building lobby. Both set out and initiated the "Breakthrough in Behavioral Health Communication Board" project in order to communicate about Breakthrough and its principals, the Behavioral Health Service initiatives, and Kings County Hospital Center improvements in order to connect to the various staff members that walk by the boards.

Jeremy Segall stated, "Upon entering Breakthrough I realized there was a disconnect of the staff on the floor doing the work to their understanding of what Breakthrough's potential can be, and how they can help create positive change for patients and staff as part of the institution." Both Jackie and Jeremy wanted to help staff understand that they are part of the bigger picture of healthcare and that no matter what their job title,

position, or function they are helping the continuum of care. Inspired by Dr. Raju's last speech at the Town Hall meeting, Jeremy stated, "Everyone from the Clerical staff, Maintenance, IT, Dietary, Finance, Peer Counselors, Internists, all staff members from every department are involved in patient care and institutional wellness. All of what we do connects to the next person in helping to shape and nurture the care that we deliver to our patients."

In order to start breaking down the age-old idea of siloed care Jackie and Jeremy embarked upon months of planning, experimenting, as well as engaged over 70 staff members to involve them in conversations of what can help send the message, "We all make a difference for patients and staff together as one. Your unit as well as Breakthrough is your place to do that." Jackie Glum stated,

"When I was asked to create an art piece about Breakthrough, I was excited for the opportunity to use visual language to teach others about the Breakthrough process. My initial understanding of Breakthrough was that it was essentially a 'think tank' that staff took part in to solve hospital-wide problems, but now I realize there is a lot more that goes into the process of change."

Throughout Jeremy and Jackie's process they opened up dialogue for feedback with the Behavioral Health staff and ultimately engaged with **every** floor as well as **every** service and unit and at least one member of **every** discipline. The feedback that they received was that some were unaware of what Breakthrough is and how it helps patients and staff alike. Many stated that the previous boards that were experimental were off-putting because it only



Breakthrough in BH Cont.

looked like numbers and data collection, versus care for people and staff, lacking meaningful connection. Jackie stated, “When Jeremy brought me through the process, I found that at first I too was daunted by the data and verbiage but as we worked together I learned there is a deeper message, meaning, and process.” They brainstormed to use art as a means of communicating and simplifying the principals making the process more approachable, understandable, and accessible to all no matter what their discipline or background. They wanted all staff to be aware that Breakthrough is creative, active oriented, and that it is a patient-centered problem solving philosophy that brings all staff, the experts on the units, together to identify what our patients value most and eliminate what is unnecessary.

As the insider in Breakthrough and coming from a psychiatric inpatient unit in Behavioral Health, Jeremy Segall began to recognize that there are larger overarching goals that each staff member is helping Kings County Hospital Center work towards and achieve, and that many do not even realize it. “The staff is pushing the goals along to improve patient care and to create more value for the people that we serve”, said Jeremy. The goals of the boards, approached from the lens of an interactive art installation, were to engage staff and help them understand that what they do on a day-to-day basis progresses the health of patients which in turn affects healthcare across KCHC, HHC, and the greater healthcare network of



Brooklyn.

In creating the boards, it was their hope to get people excited about Breakthrough through interacting with the art. Jackie stated, “I didn't want to merely create another bulletin board that relayed information. I wanted people to stop, take a moment, connect and look, and be inspired to get involved.” Jeremy stated, “It is easy to get lost in the system and lose sight of and forget not only why we came to the work that we do, but how it is larger than ourselves due to the many lives that we affect. Every staff member is an innate problem solver and doer, and is part of the solution of creating a better healthcare system and culture.” As the mission of the boards were in process the intention became clear that Jeremy and Jackie wanted to humanize improvement processes but also the “business of healthcare.” Breakthrough’s leading pillars are “respect for people” and “continuous improvement,” and throughout Jackie’s experience she began to personally understand and connect to the two pillars and core

principals; “After I went through my own Breakthrough process in making sense of something new, I realized that I was mostly drawn to the people aspect of the process. I love the idea of an entire hospital full of unique people coming together for a greater cause. I love the idea of diverse people with different skills, knowledge base, and abilities working towards common goals.”

Jackie and Jeremy continued to outreach and spread Breakthrough’s message across the Behavioral Health Service, to reintroduce Breakthrough, but also to allow the staff to define it for themselves. They wanted to capture the essence of the conglomeration of people by “meeting the hospital” in service of the Breakthrough in Behavioral Health Communication Board. There were multiple trial boards and throughout the development of the project Jeremy realized that people felt more connected to and were more captivated by pictures rather than words and numbers. “The message was the same, we just took a different approach,”

Shout Out

We would like to acknowledge *Chao Ma* (also known as *Eddie*) for his readiness and willingness to go above and beyond the call of duty, often without even being asked, without ever asking for anything for himself. True altruism and a team player.

**Submitted by:
Dr. Nikolov &
Dr. Ananthamoorthy**

Breakthrough in BH Cont.

said Jeremy. Jackie stated, "In order to fully understand as well as convey the message we needed to meet the people doing the work as they are the heartbeat of the hospital, and help make Kings County what it is." Jeremy and Jackie set out to interview and connect with every discipline to hear their story, learn what they do, and spread the values of Breakthrough and how it is an outlet for improvement and positive change for all to get involved. As part of the process, each discipline's staff members along with input from leadership created a discipline-specific symbol that represented how they help the institution. This motivated dialogue of how they directly connect to patient care as well as how they help further along the overall health of Kings County Hospital Center. Along with the symbols, each person who was willing to sign consent was photographed in order to honor and share how they are problem solvers each day in their line of work and how they are working towards the collective goals of lowering length of stay, increasing in-house referrals, decreasing readmissions and no-show rates, and increasing staff and patient satisfaction. Jackie stated, "We learned that people were proud of how they contributed to the greater good, and how they are proud to be a part of KCHC. We felt

privileged to be privy to their pride."

Jeremy and Jackie want to capture how art can play a larger role and be utilized in a public space as a unifier, a conversation starter, and inspire interaction between people and ideas. "HHC has a long history as a supporter of public art and is home to several famous inspiring works of art throughout its hospitals, we wanted to pay homage to it," said Jackie.

So what do Jeremy and Jackie hope will come of these boards? Jeremy stated, "I hope that people will connect with the fact that we are all in this together to make Kings County Hospital Center a better place for patients and staff, no matter what our role or title. I hope that people can witness that their personal and professional vision can align with Breakthrough's and that they can feel as though they have a home base to share their thoughts, feelings, and concerns and find a place to turn that into change right here in the hospital – and directly get involved. I want the staff to look at those boards, to get involved by lending their voice and ideas,

and to see how they are already problem solvers in their service and that they can help make the institution as a whole better for thousands of patients at a time, not just one at a time." Jackie stated, "As an art therapist, my role is often to help others access their own creativity. Public art does a similar thing; it provokes a person's thoughts and experiences and challenges the viewer to think creatively as well. It is my hope that people will be inspired and want to get involved in Breakthrough as it is a worthy and positive part of this hospital. I look forward to and welcome the opportunity to create more public artwork for the hospital as well as look forward to attending Breakthrough events and trainings in the future!"

Please visit the new Breakthrough in Behavioral Health Communication Boards between the A and R Building. For more information about Breakthrough and how YOU can get involved please contact Jeremy.Segall@nychhc.org or call extension x3888.



Shout Out

It is indeed with a deep sense of appreciation that I acknowledge Penina Samet. She is:

- **Prompt and quick in her evaluations and dispositions**
- **Accurate in her assessments**
- **Demonstrates excellent clinical acumen, with a caring and empathic attitude**
- **She is sincere and never hesitates to give feedback**
- **Very involved/devoted to patient care**
- **She accepts additional responsibilities with a smile on her face**
- **Calm and unassuming**
- **In crisis she is efficient in her dispositions**
- **Maintains good rapport with patients and families**
- **Adaptable, willing and hard working**

She fits the team very well!

**Submitted by:
Vilayannur Rao, MD**

Behavioral Health Staff News and Accomplishments

Double congratulations to R4W RN, Natalie Monfisten! In June she welcomed baby Penelope into her family and graduated from Hunter College with her Masters in Nursing as an NP with a specialization in Gerontology *(pictured right)*.



Anne Tallegrande, R4W Peer Counselor, received an award from Howie The Harp on October 14, 2014 at NYU Kimmel Center for Alumnae of the Year!

We are pleased to announce that Brian Ferrel has been promoted to an LCAT III Supervisor for the outpatient position. Please join with us in wishing Brian well in his new job as LCAT III supervisor!

Please extend congratulations to NP Faye McPhoy and NP Petsy Smith who completed their Doctorates in Nursing! *(pictured below)*.



Nitin Toteja's paper titled "Age-associated alterations in Corpus Callosum white matter integrity in bipolar disorder assessed using probabilistic tractography" was accepted for publication in *Bipolar Disorders: An International Journal of Psychiatry and Neurosciences* on September 1st, 2014.

Shout Out

To Annahit Daglyan!

She is an invaluable resource, always helpful with cogent and practical solutions. She anticipates problems and responds almost immediately to any query. She is very intelligent and inventive in her psycho-pharmacological approach. One of the stars of the department!

**Submitted by:
Seth Flesher**

Good and Welfare on R5W!

- Jennifer Stamp-Huggup, RN- promoted to Assistant Head Nurse - Tour 3
- Peace Udensi, RN- promoted to Temporary Head Nurse - Tour 2
- The following R 5 West nurses attended the Psychiatric Nursing Certification Class October 10 and 11: Peace Udensi, Rene Jackman, Jennifer Stamp-Huggup, Kudurat Odelade, Indrani Azeez, Nicole Joseph and Beatrice Faldoni
- Ms. Mable Richards PCT Tour 1 promoted to PCA
- Ms. Savitri Prashad, RN attended the NYSNA Convention Sept. 16 & 17

News from the Behavioral Support Team

Kings County Hospital Center –Behavioral Health and Queens College, CUNY have partnered to offer an externship program that offers supervised experience for those seeking licensure and board certification as a behavior analyst. Externs have the opportunity of being part of the Behavior Support Team (BST) at KCHC, working with an interdisciplinary team in developing individualized behavioral plans and other behavioral strategies to help manage challenging behaviors. This opportunity is unique and cutting edge. No other Hospital in NYS has a team devoted to teaching behavioral interventions to psychiatric inpatient staff. In this externship they learn how to conduct a functional behavior analysis, collect and analyze data, create and evaluate graphs, and create a behavioral support plan.

In one of our externs own words:

“Working as an extern with the Behavioral Support Team at Kings County Hospital thus far

has been a great learning experience! From the very beginning of my externship, the behavioral support team has demonstrated the importance of working together to ensure that each patient receives the treatment needed that would significantly improve their lives, and their interactions with others. Each member of the BST is always eager to listen, and work together in creating behavioral intervention plans. More importantly, working in such an environment has been a constant reminder that each patient that is admitted here should be treated respectfully like any other human being; they are just people that are in need of help, and it is our job to do our very best in creating solutions.“



*Pictured above:
Jason Rockwell, BCBA, LBA; Liz Sammarco;
Jennifer Morrison-Diallo, BCBA, LBA*

Beautiful Distress Foundation

KCHC and Behavioral Health Senior Administration welcomed Annaleen Louwes, Artist in Residence from the Beautiful Distress Foundation on October 3rd. We were also joined by Jeanne Wickler, the coordinator of the Beautiful Distress Foundation in NYC. The Beautiful Distress Foundation established a relationship with BHS at KCHC to host an Artist in Residence program to create art work in an urban psychiatric setting.



The launch of the Beautiful Distress Foundation was held on October 21st. The audience was comprised of artists and arts

professionals, including people from the artist-in-residence community, as well as mental health professionals and also members of the Dutch community in New York. The evening was hosted by the Netherland-America Foundation and Beautiful Distress jointly.

The main focus of the evening was the presentations of two artists, one who is currently in residence at KCHC

and another who, as an exchange artist, spent last summer in residence with her artist husband at a psychiatric facility in The Netherlands.



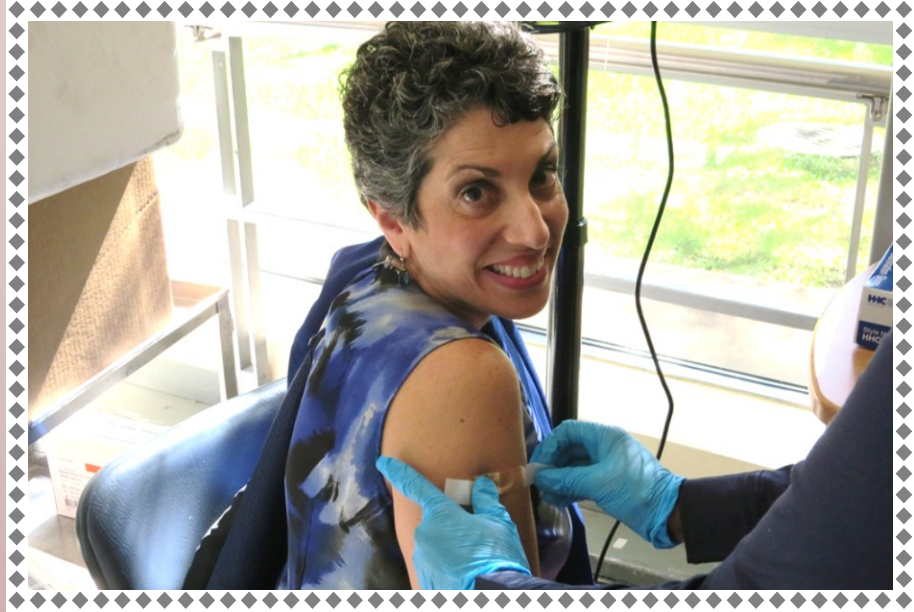
From HHC Joe Schick presented on why KCHC (and, by extension, HHC) is partnering with Beautiful Distress to create this unique artist residency, and what role you see it playing in the larger artistic objectives of the hospital. Carlos Rodriguez spoke of the current experiences of hosting the artist in residence at the Behavioral Health Service in KCHC.



Thank You

Many thanks to **ADN/Educator Rita Hall-Hutchinson** from the entire BH nursing department! She recruited and organized an ANCC Psychiatric Nursing certification review course with a nationally known instructor for our staff. We wish our staff the best when they take the test!!

Submitted by:
Linda Paradiso



COME ON BOARD!

FLU VACCINE: Offered 24/7
Please stop by reception desk R6027

BEHAVIORAL HEALTH NURSING ADMINISTRATION DEPT.
R BUILDING - 6th Floor

Kudos

To the Primary Care Clinic, R3E, and R4E teams! For receiving complimentary feedback from recipients of care and their families.

Submitted by:
Dr. Bowen &
Dr. Ananthamoorthy