

# Mind & Body Connection

Patient Michael Townsend with integrated behavioral health clinician Anna Strout, LCSW, at Scarborough Family Medicine.



## The New Model of Integration: Treating the Whole Patient

By Mary Jean Mork, LCSW, VP for Integrated Programming

We have been “carving out” behavioral health services from overall healthcare for years, as if the mind could be disconnected from the body. Despite this, it has been estimated that 50% of people treated for depression receive all treatment in primary care.\* And, it was recently reported that “up to 70% of physician visits involve a behavioral health issue, and a similar percentage of adults with behavioral health conditions have one or more physical health conditions.”\*\* It is not only reasonable, but imperative, that we do a better job of treating the mind and body together.

Maine Behavioral Healthcare, with the support of MaineHealth and the Physician Hospital Organization (PHO), has developed the Behavioral Health Integration Program where behavioral health clinicians are “embedded” in medical practices to deliver services as members of the healthcare team. There are

presently over 40 clinicians working in 61 practices across seven MaineHealth hospitals, from Belfast down to Sanford, and over to Norway.

These integrated Behavioral Health clinicians provide focused treatment services to patients and provide consultation to medical providers and staff around behavioral health issues. They are also critical links in the system, serving as liaisons between the health system and specialty mental health practices, participating as active members of the care coordination team.

By linking our behavioral health services to physical health services, we are better meeting the needs of our clients and patients while moving toward the future of unified, efficient and effective overall healthcare delivery.

\* Katon, *Arch Gen Psych* 1996.

\*\* Institute for Clinical and Economic Review (ICER)

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# FROM THE CEO



Greetings, and welcome to the first issue of Mind & Body Connection, Maine Behavioral Healthcare's quarterly newsletter for our friends, supporters, and anyone interested in better overall healthcare. As our publication's name suggests, and the cover story explains, we are focused on creating a system of truly integrated care – treating the mind and body together, as a whole.

Behavioral and medical professionals have been slow to find ways to work together, but research tells us this is the best pathway to healthier people and communities. Integrated care supports the accountable care initiative: working together to improve quality and reduce the cost of care. As a part of the MaineHealth system, we are building our capacity to make significant, positive changes in the lives of Maine people.

On a personal note, my role has changed here at Maine Behavioral Healthcare. In March, I stepped down from my position as CEO of Spring Harbor Hospital, and Mary Jane Krebs, formerly the chief administrative officer, was promoted to president. This transition is allowing me to focus my energies full time as CEO of Maine Behavioral Healthcare.

We celebrated our one-year anniversary as a newly merged organization in April, bringing the best of behavioral healthcare together, from outpatient therapy and assertive community treatment, to specialized inpatient acute care and developmental disorders treatment for children and adolescents. Thank you for your continued interest and support.

## East Bayside Community Helps a Man Return Home



Last year when a concerned east-end neighbor called city hall, the Portland Police Department sent two officers over to check

on Ken Morrison. His back door was jammed and had to be forcibly opened. The house was in serious disrepair with newspapers and other debris stacked in every corner, but they found Ken. He refused to leave his house, so the department's mental health coordinator, Jo Freedman, came later to assess his health.

**He couldn't remember dates, and had gone without central heating or electricity for six months.**

Suna Shaw with the East Bayside Community Policing Office also reached out to Ken, and when he finally met with her, she determined that he was in a mental health crisis. He couldn't remember dates, and had gone without central heating or electricity

for six months. He had managed to survive with a space heater, and by cooking or heating water in a chafing dish.

Ken was admitted to Spring Harbor Hospital, even though he had no insurance. His team discussed a step-down plan to transition Ken into a Maine Behavioral Healthcare Crisis Stabilization Unit (CSU) to help with adjustment back into the community. His CSU case manager, Jackie, helped Suna arrange for a primary care provider at Community Health, along with applying for General Assistance.

Jackie also facilitated a visit to his house where his uncle had come in with a crew to clean things out. Given his history of hoarding items, Ken was there to cope with the change. The most difficult part to accept was losing possessions, like his books. The crews also repaired the plumbing, electrical and heating systems, and installed smoke detectors.

In January, Ken moved back home. He now has homemaker services with Catholic Charities, and counseling with Community Health. With the help of community healthcare supports, and reconnection with his uncle, Ken has made great strides in less than a year and is now living independently at home.



*Ken Morrison chats with Jackie Worthing, Saco CSU case manager (L) and Suna Shaw, East Bayside Community Policing.*

**Maine Behavioral Healthcare**  
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## Easy, Rapid Access – The Key to Excellent Care



With a focus on the delivery of better care, Maine Behavioral Healthcare has created a Call Center for easy and rapid access to all of our clinical services and locations. Anyone can call the single, toll-free phone number – 844-292-0111 – to schedule appointments or to ask questions about our services, locations or staff.

“The development of the MBH Access Center is really about transforming the way we respond to and serve individuals and our communities,” explains Director of Access Debra Poulin. “The Access Center serves to complement our local offices and works in an integrated way. Our goal is to ease the process of accessing

information and services and to provide everyone with exemplary customer service.”

The single number access is available 8 a.m. to 5 p.m., Monday through Friday, with a goal of being staffed 24-hours a day, 7 days a week, and 365 days a year. Answering an average of 160 calls a day, the Access Center accepts calls coming in through the toll-free number, the general referral line, and the mid-coast region (Belfast, Damariscotta and Rockland).



*Gabrielle Kempton, Administrative Team Specialist, in the new Call Center at Spring Harbor*

## Spotlight on Trisha Allenwood: Trauma Intervention Program (TIP) Volunteer



**How did you learn about TIP?** An ad in the Press Herald caught my attention. The third time I saw it, I KNEW I had to find out more!

**What about the TIP experience compels you to do this type of volunteer work?** The “hole” that we fill during the first few hours following a tragic event keeps me interested in doing this work. As a TIP volunteer, I provide that care and compassion during a person’s worst moments.

**How do you fit TIP into your life?** I’m not so sure if TIP “fits” into my life, it has simply become “part” of my life. When I’m on call, it’s just another day. I make sure I’ve got the basics covered (car filled, phone charged, stay close), then I go about the day as usual. If a call comes in, I’m ready.

**What has surprised you the most about becoming involved in TIP?** I am still surprised by how quickly total strangers allow me into their lives. After the initial “getting to know you” minutes, I usually have established a bond with my clients. I think that just proves how good our training is.

**Tell us a bit about yourself.** I am married to David, a retired chemist. During the summer we spend a lot of time motorcycle riding and working in the vegetable and flower gardens. We’re both baseball fans. One summer we drove from California to Maine, hitting 13 different ball parks!

Specially trained Trauma Intervention Program (TIP) volunteers provide emotional and practical support to victims of traumatic events in the first few hours following a tragedy. TIP is recruiting for its Fall TIP Volunteer Training Academy. Contact Leslie Skillin for more information at 661-6478 or [LSCalder@mainebehavioralhealthcare.com](mailto:LSCalder@mainebehavioralhealthcare.com).

## Growing WISE... to Five Locations



WISE, or Wellness Independence in a Supported Environment, helps older adults maintain their ability to live independently. The program began at the former Community Counseling Center in Portland, and has expanded to four more Maine Behavioral Healthcare locations: Biddeford, Brunswick, Rockland, and Lincoln-Health’s new Coulombe Center for Health Improvement in Boothbay Harbor.

**Mid-coast Program Manager Kassie Merrill explains, “WISE is the perfect match of a real community need and great clinical staff.”**

in the nation, there are 211,000 Mainers who are 65 and older, 63,000 living alone, and 78,300 disabled. Recent scientific studies show that depression is the number one health problem among the elderly. Mid-coast Program Manager Kassie Merrill explains, “WISE is the perfect match of a real community need and great clinical staff.”

Kristie Worster is the mid-coast regional director for Maine Behavioral Healthcare. “Our newest WISE location in Boothbay Harbor allows clients who live in the area to access needed treatment,” she says. “The clinical staff has an array of therapeutic activities planned for people daily, in their pursuit of recovery from physical and mental illness.”

WISE Centers promote a supportive environment and offer integrated, coordinated care for older adults in Maine. As the state with the oldest population

## Our Mission

**Maine Behavioral Healthcare will provide a seamless and compassionate continuum of care through a community of providers collaborating to promote recovery and the overall mental and physical well-being of those we are privileged to serve.**



## Olympia Sports Teams Up with Maine Behavioral Healthcare for Autism Research



During Autism Awareness Month in April, Olympia Sports stores throughout the northeast raised \$72,000 to advance research on the mysteries of autism, a developmental disability that typically appears during the first three years of life

**“We have over 1,400 children with autism admitted to our Autism Inpatient Research Collaborative each year,” explains Dr. Siegel.**

Funds raised through the Olympia Sports Autism Awareness campaign will directly support autism research at Spring Harbor Hospital, a division of Maine Behavioral Healthcare. Matthew Siegel, M.D., director of the Developmental Disorders Program at Spring Harbor Hospital, founded the Autism

Inpatient Research Collaborative, a network of specialized child psychiatry units throughout the country.

“We have over 1,400 children with autism admitted to our Autism Inpatient Research Collaborative each year,” explains Dr. Siegel. “This provides a powerful platform to perform clinical trials and develop diagnostic tools to advance autism treatment.” Research through the Collaborative will focus on under-studied non-verbal children, as well as patients who exhibit self-injurious behavior.

Spring Harbor’s state-of-the-art Developmental Disorders Program is one of only nine psychiatric hospital units in the country that specializes in serving children with autism. Mary Jane Krebs, FACHE, president of Spring Harbor Hospital says, “We are so fortunate to have Olympia Sports join us

in this crucial effort to find the best treatments for those with autism. It demonstrates their commitment as a corporate citizen of Maine and beyond.”

*Spring Harbor President Mary Jane Krebs and Dr. Matthew Siegel (left) receive a “big” check from Carla Manganello, Olympia Sports.*



## Autism Research Film Featured at APA



*Dr. Matthew Siegel, director of the Developmental Disorders Program at the Center for Autism and Developmental Disorders in South Portland.*

A six-minute film produced by Dr. Susan Santangelo, the director of Psychiatric Research at Maine Medical Center and the Maine Medical Center Research Institute, in coordination with Maine Behavioral Healthcare, was viewed over 20,000 times at the American Psychiatric

Association’s annual conference held May 16-20 in Toronto, Canada.

The film highlights research efforts underway at MMC’s Center for Psychiatric Research, along with innovative programs: the Autism Inpatient Collection, the Center for Autism and Developmental Disorders (CADD), the resurrection of the Portland Intervention and Early Referral (PIER) Program, and psychiatry resident research at Maine Medical Center.

According to Dr. Siegel, Director of CADD, “The hallmark of our approach is the blending of clinical work and rigorous research. We feel there is a synergy between these two. When we ask good questions and think deeply about our patients, they have better outcomes and help us understand the disorder.” CADD is part of the Developmental Disorders Program at Maine Behavioral Healthcare.

Interviewed were doctors Susan Santangelo, Matthew Siegel and Kahsi Smith on the Autism Inpatient Collection Study; PIER Project Director Sarah Lynch, Donna Downing and Dr. Doug Robbins on the PIER/SAMHSA Study; and MMC Psychiatry Resident Ashley Holland on the Electroconvulsive Therapy (ECT) and Dementia Study.

*View on YouTube by typing The Center for Psychiatric Research at Maine Medical Center in the search bar.*

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## EVENTS

Signs of Hope	Jul 29
Drive Against Child Abuse Golf Tournament	Aug 29
The Glickman Family Center for Child and Adolescent Psychiatry Symposium	Sep 29
It Takes a Community Forum	Oct 7



**FMI: Visit [MaineBehavioralHealthcare.org/events](http://MaineBehavioralHealthcare.org/events)**

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