



AHS News February 2009

AHS Debuts HRSmart in 2009

In January of 2009, the Universal Health Services corporate human resources department rolled out HRSmart, an online application system that allows potential employees to submit applications and resumes through the AHS website.

The new application process runs similarly to the old way. A hiring manager who is in need of an employee goes into HRSmart and opens a requisition template. He or she fills out the template and sends it to the hospital's recruiter in human resources who initiates the approval process, which can go all the way up to the facility's CEO.

After the recruiter has the approvals in place, he or she has the ability to simply post on the UHS and Arbour sites as well as cross post to several different sites such as Monster.com and Careerbuilder.com.

Applicants submit their paperwork through HRSmart, sending all the paperwork directly to the recruiter who then passes acceptable candidates to the hiring manager via e-mail. Candidates who are deemed not to meet the position specifications receive automated responses through HRSmart.

AHS human resources employees described HRSmart as an improvement on the old system. Recruiting Coordinator Kristina Ventre described how the new system has centralized the job requisition process.

"Personally, I really like it," she said. "Before HRSmart all the hospitals used the same job requisition form, but the counseling centers would just call or e-mail with the information they had. Now everyone fills out the same form."

Human resources contacts' names and phone numbers are still listed on the AHS website, but their e-mails and fax numbers have been removed since the goal is to have all applicants apply online for tracking purposes.

"HRSmart is much more eco-friendly and therefore cost-effective," noted Westwood Lodge's Director of Human Resources Stephani Eastwick. "Before when we received applications and resumes by fax or mail, it created a massive influx of paper. Now we can

"HRSmart is much more eco-friendly and therefore cost effective..."

send and receive things via e-mail."

Emily Marsil, an HR/Finance assistant at Arbour-HRI Hospital, likes how clear-cut the system makes the process.

"It cuts down on all the confusion between hiring managers and human resources," she said. "All the fields on the requisition template must be filled out before it can be sent, and hiring managers can leave notes and feedback, like if a job description needs to be changed. That way we in human resources have all the information we need to understand which candidates would be best for the open position."

"It's just more organized," said Ventre. "Everyone can see the process and follow every step. It gets people more involved in the hiring process."

Marsil and Arbour-Fuller's Director of Human Resources Brian Jenkins both mentioned the benefit of efficiency.

"With HRSmart you can send e-mail reminders to hiring managers and people who need to approve the job posting," said Jenkins. "The way the program works, you can get a bird's eye view of where in the hiring process you are."

Marsil continued, "The program is hooked into the Lawson system, so new employees are automatically

Have a story idea?

We welcome your story ideas for AHS News – those that would be of interest to all staff of AHS organizations. Send your news items to:

Fax: (617) 390-1576

Phone: (617) 390-1424

Or e-mail: megan.bradshaw@uhsinc.com

downloaded once they are hired. That eliminates a lot of data entry.”

The Economy and Mental Health, a Case of Cause-and-Effect

The American Psychological Association’s 2008 “Stress in America” poll, released at the end of the year, revealed almost half of all adults say that they are increasingly stressed about their ability to provide for their family’s basic needs. In addition, eight out of 10 adults said that the economy is a significant cause of stress. That figure was 66 percent in April 2008.

According to the Boston Globe, during previous recessions, researchers linked spikes in unemployment in the United States to increases in deaths from heart disease, cancer and psychiatric disorders.

Even though this recession is too new to have quantifiable data, hospitals and clinics across the state of Massachusetts have seen evidence the declining economy is having an effect on citizens’ mental health. Arbour Health System is among those facilities.

Partial hospitalization programs (PHPs) across the system have seen an uptick in patients coming in with mental health complaints stemming from their rising economic woes.

At Arbour-Fuller, Partial Director Nancy Murray said her program has seen over 50 percent more patients now than in the same time last year. Clients are coming in with depression and anxiety, and PHP clinicians at Arbour-Fuller have seen more cases of gambling addictions.

Arbour-HRI Hospital has seen a definite increase in patients affected by the economy. Both the Triangle and GAP programs have patients who are struggling with heating, rent/mortgage payments, food and transportation costs as well as substance abuse and self-isolation.

“Our program sees clients from all over the socioeconomic spectrum,” noted Triangle Director Melissa Savage. “Everyone is cutting back on things now.”

Patients in the women’s PHP at Arbour-HRI have ex-

These economic stressors have led to clinicians spending more time on coping skills, DBT/ mindfulness and cognitive behavioral therapy, all treatments that seem to be having a positive effect on the patients.

“One thing we’ve noticed that has been helpful is the patients relating to each other, sharing stories so they don’t feel like it’s just happening to them.”

pressed fears about job security and job loss if they enter inpatient programs.

“We’re getting a fair number of referrals from ERs,” said Women’s PHP Director Aimee Moreno. “People are losing their DMH case managers and their clubhouses.”

In addition to the depression, Lowell Treatment Center Adult PHP Director Dave Wilensky is seeing come in with the added burdens of anxiety and shame in not being able to provide for their families.

“Our census went up over 2008,” noted Wilensky. “We’re seeing this cutting across the social strata, affecting everyone.”

Pembroke Partial Director Kerry Tausevich said her program has seen a definite increase in patients with depression and plummeting self-esteem after job losses as well as those struggling with marital issues which have risen out of financial problems.

At Westwood Lodge, common themes presented by the patients are foreclosures, debt, becoming the sole provider after a spouse is laid off and even knowing they have less days approved by their insurance companies.

“We’ve had patients who have canceled appointments because they can’t afford gas,” said Adult Partial Clinical Director Phil Tuths.

Echoing partial directors across the system, Tuths mentioned he is hearing about patients who are “stretching” their medication to make it last longer or cutting back entirely to save money.

He has patients who are spreading out their time in the partial to avoid a large co-pay, and Arbour-HRI GAP Partial Director Leila Karam said she has had some patients switch to generic drugs to save on co-pays as well as move to biweekly therapy for the same reason.

Tausevich remarked her program is seeing more acute cases in people coming from ERs or ESPs who have put off treatment due to financial fears.

Patients are also facing losing their insurance with their jobs, which can mean severing an important relationship with their therapists and counselors.

“People are struggling to get help,” said Savage. “Which is a shame because now is a time they really need it.”

Arbour-HRI Announces Morello as the Service Excellence Employee of the Year



Arbour-HRI is pleased to announce Mental Health Worker Supervisor Angela Morello is the hospital's 2008 Service Excellence Employee of the Year. The Human Resources staff put all the monthly award winners into a pool, which was voted on by the Service Excellence team and announced at the holiday party in December.

She has invested in the well-being of the hospital, helping out with orientation training sessions and starting a clothing donation program to give to patients in need. Co-workers describe Morello as dedicated, hard-working, having a great attitude, cheerful, helpful, compassionate, and advocate for patients and as a great role model for staff.

She started at Arbour-HRI on June 4, 2007 as an intern/part-time mental health worker before going full-time and eventually being promoted to her current position.

In the Employee of the Year contest, the facilities department placed second and Yolene Chery, a mental health worker, placed third.

DMH Commissioner Issues Economic Statement

Department of Mental Health (DMH) Commissioner Barbara Leadholm issued a statement on the current status of the DMH budget at the end of January.

In her message, she addresses how her organization was affected by the budget cuts ordered by Governor Deval Patrick. As requested, DMH must cut its budget by \$50 million.

Leadholm stresses her commitment to putting the community first and continue to develop plans to protect and increase community services as much as possible.

Her goal for 2009 and 2010 is a balanced budget, so DMH, in line with the state's required budget reforms, has consolidated its former eight line items to four: DMH operations, child/adolescent community services, mental health services and hospital services.

Further, DMH is planning on consolidating the information technology planning, budgets and applications shared across the board by health and human services agencies. DMH will also accelerate the redesign of its inpatient system with an eye towards consolidating forensic services, reducing inpatient capacity and transitioning patients ready for discharge.

Leadholm finishes with a reminder the budget process will continue over the next several months. She notes this is an opportunity to confront issues, make the system sound and be "that bridge of hope for adults, children, adolescents and families with serious mental illness."

These economic stressors have led to clinicians spending more time on coping skills, DBT/mindfulness and cognitive behavioral therapy, all treatments that seem to be having a positive effect on the patients.

"Even if the clients haven't been directly affected by the economy," said Moreno, "they hear so much negativity in the news and it affects them. We have focused on what they're thinking versus their realities."

"We've seen some people increasing therapy to two to three times a week," noted Karam. "We work on mindfulness in our groups, and one thing we've noticed that has been helpful is the patients relating to each other, sharing stories so they don't feel like it's just happening to them."

Emotion regulation groups have been successful at Pembroke, according to Tausevich. Patients seem to be reacting well to discussing their thoughts and feelings and working on positive ways to regulate those emotions.

Clinicians and case managers at Lowell Treatment Center and Westwood Lodge have been able to help clients outside the group room. Case managers at Lowell have been working with patients more one-on-one,

filling out applications for disability and food stamps. At Westwood Lodge in addition to coping skills, clinicians work with clients on credit counseling and help with finding housing.

Arbour Health System has over 20 partials available across the state to treat patients with a variety of therapies as well as case managers ready to help clients with day-to-day challenges.

Spotlight On: Arbour-HRI Hospital's Triangle Program

For more than a decade, the Triangle Program at Arbour-HRI Hospital has served gay and bisexual men with mental health, substance abuse and trauma issues. In the past several years, the Triangle Program became transgender inclusive and last year welcomed lesbian and bisexual women.

This year, the program is pleased to announce the hiring of psychiatrist Dr. Perveen Rathore and Kaylee Murphy, LCSW, a clinical coordinator, who have been a great addition to the team at Triangle.

Triangle is the only partial hospitalization program

specifically addressing the unique needs of LGBTQ patients in Massachusetts. It continues to grow and expand programming to offer individualized treatment in an intensive group setting housed at the Beacon Building in Brookline.

The entire treatment team at Triangle is committed to creating a safe, welcoming and respectful environment for people to heal and recover. The program works with patients to achieve their goals through groups addressing topics life substance abuse, cultural diversity, stress management, self-esteem, trauma and recovery.

Triangle Program staff recognize the impact discrimination has on many people who are seeking psychiatric treatment and support the civil rights work to be done to confront injustices based on race, religion, ethnicity, ability, class, gender and sexual orientation.

The group treatment is an intensive daily program with additional individual clinical coordination. The staff collaborates with outpatient therapists and primary care physicians and strives to maintain the outpatient therapist/client relationship.

Clinically sophisticated evaluation, consultation and treatment provide stabilization for patients during times of crisis as well as daily treatment and support. Triangle provides flexible and personalized treatment schedules.

For more information, please do not hesitate to call Triangle Program Director Melissa Savage, LICSW, at 617-731-3200 x163 or Clinical Manager Scott Garvin, LMHC, at 617-731-3200 x409.

AHS Patients Say Thank You

From Arbour Hospital:

- “All of the staff are very great and professional. They helped me face my fears and problems.”
- “I would like to thank all of the staff ... The TLC doesn't end.”

From Arbour-HRI Hospital:

- “... I was in the most severe suicidal state that I had ever been in. [My MHW] right away made me feel like I was at home ... she told me I was safe. I told her I wasn't ... Now for me to admit that to [her] was huge, but she made me feel safe. I've been in seven other hospitals and I never felt this way in any of them ... [The staff] was outstanding. They treated me like a person. This was the first hospital that I felt safe in, that I could be honest in and that I actually got help in. I received the gift of life and the gift of hope. All of this was possible because of your staff ... I'm happier than I've been in my life. I'm depression free, suicide free, and I owe most of it to the staff ... You have yourself one fine hospital. Keep up the good work!”

From Lowell Treatment Center FST:

- “I feel much more confident now when a problem arises with my foster daughter. My FST workers were very helpful in providing tools that I could use to help me deal with stressful situations.”

Martin Recognized As Arbour-Fuller's 2008 Service Excellence Employee of the Year

Milieu Coordinator and Clinical Education Assistant Wayne Martin was recently honored as Arbour Fuller Hospital's 2008 Service Excellence Employee of the Year.

His co-workers describe him as dedicated and diligent in his 20 years at Arbour-Fuller Hospital. Martin, they say, always has a positive attitude and is ready with a joke and a smile to provide optimal patient care and staff education.

Arbour-Fuller administration held a congratulatory “roast” in his honor. Staff shared stories and anecdotes about working with him and his many accomplishments over the years.

Martin's sense of humor is apparent in the photo, showing him good-naturedly posing with his Service Excellence photo “court.”



Martin with former Service Excellence Employee of the Year honorees, from left: Jennifer Healey, Jessy Gosselin and Melissa Crownover.