



# INFOCUS

VOLUME 1 | FALL 2015

## Telehealth at PSCH

## Improving Service Delivery through Technology

Alan Weinstock, CEO and Bob Hettenbach, President, share their vision for enhancing services at PSCH.

### MONITORING IMPROVES OUTCOMES

As the national healthcare system undergoes dramatic change, PSCH continues its efforts to be cutting-edge and look for new and better ways to deliver our services. Telehealth, the delivery of health-related services and information via communications technologies, has been gaining traction in the past few years as a way for healthcare professionals to provide better care. This ranges from being able to video chat from your desk at lunch with a doctor when you think you have an infection, to devices that monitor your blood sugar and send



Enhancing technology empowers participants to take an active role in planning their healthcare.

data back to your doctor to help better manage diabetes. In the behavioral healthcare world, psychiatry and therapy visits are now being performed through video chat, helping to bring mental health professionals to more places, more efficiently. We feel that telehealth has much more potential.

A pilot is currently live in our Queens Care Coordination team with six care coordinators. Care coordinators use a tablet and access to the SecureVideo telehealth platform,

which provides HIPPA compliant video-conferencing. The care coordinators are utilizing this technology with a select group of consumers who have shown interest and have access to technology. Our care coordinators are more efficient as they can do tele-visits with clients over a wide geographic area, cutting down on travel time. Care coordinators can now video chat with clients in between face-to-face visits.

This pilot will help our care coordinators to maintain better contact with clients, *continued on page 4*



**2** Basketball Tournament Fosters Teamwork



**3** Jerimiah's Story Triumph Over Adversity



**4** Care Management Seminar Creating Better Outcomes

# Tournament a Slam Dunk Experience

Basketball  
Encourages  
Teamwork for  
PSCH Residential  
Consumers



Staff and participants from 9 PSCH residences enjoy a slam dunk day at the PSCH Basketball Tournament.

The PSCH Consumer Council Basketball Tournament was held in September and was a resounding success. More than 50 consumers gathered at PSCH's Lenox Road IRA residence to participate in a full afternoon of friendly competition.

Players from Lenox Road IRA, Kress IRA, 96th IRA, Ozone Park IRA, 103rd IRA, Roosevelt Island IRA; Butler ICF, Selinger ICF, 195th ICF came away as the tournament leaders, scoring the most points.

"Everyone had a great time" said Alexis Nivens, Lead social worker, who organized and coordinated the event. "Activities like this are extremely important for our residents from several perspectives," she continued. "These events promote social inclusion, physical activity and friendship,

in a climate of positive competition, that enable each participant to enjoy a *real life* experience and come away with a feeling of accomplishment".

"I had lots of fun" said Donald McCarthy, a resident of the Lenox IRA. Each player received a medal and a customized t-shirt to acknowledge their participation. Consumers from ten PSCH residences took part in the day-long competition. Antonio Tasher, from Lenox IRA, said "The Basketball Tournament was good and I really liked being part of a Team". Farrah German, a resident of the 103rd IRA, expressed the feelings of many "Getting a medal made me feel like a winner". ■



Antonio beams with pride, as did the 49 other players, as they received their own trophy and medal.



# A Story of TRIUMPH Over Adversity

“ I am so grateful for the opportunity to have a good place to live and the help I get is wonderful. Thank-You PSCH. ”

*Jerimiah Chandler*

This is the story of a man without any goals, who felt lost, unwanted and without the will to live. He had been in prison and, after getting out, he had no idea of what to do. Scared and having no one to turn to for help, no one to lean on for advice, no one to help him make good decisions, he ended up in Pilgrim Psychiatric Hospital and was discharged to a residence.

Then PSCH came into his life. This man was Jeremiah Chandler. He met Crystal John, Director, Mental Health Services,

PSCH, and she encouraged him and became his inspiration. Within a few weeks Jeremiah started taking care of himself, he wanted to go to a program, and to do better - and knew he could! Jeremiah needed PSCH. He began speaking with his doctors and started going to his program. He acclimated to attending groups and began expressing himself and the process of healing began. Jeremiah took control of his life and has been going to Western Suffolk Center for eight years where he teaches fellow peers how to travel by bus, runs

groups, and has become a Peer Specialist. Jeremiah has more goals to accomplish: obtaining a driving license, buying a car and most recently, looking for employment.

Jeremiah is a true success and hopes that by sharing his story he can influence more of his Peers to do the same. Jeremiah is taking control of his life with the help of his clinical team, the supervision of PSCH and just the will to do better – and he is living *the good life* again. ■

## Employee of the Month

We are pleased to feature staff who, because of their exceptional dedication and expertise, make a difference each and every day at PSCH.



**SEPTEMBER**

### **Karim Adams**

Karim joined the Information Technology team as a Systems & Network Administrator in July of 2012. He is known across the organization for his great trouble-shooting skills and his courteous and prompt response each and every time. We would not be able to do our jobs without him.



**AUGUST**

### **Anthony Thomas**

As a Peer Specialist since 2009 in our Supported Housing program, Anthony goes above and beyond to assist individuals in need. He runs a well-received MICA group each Wednesday, regularly contributes to MH IRC meetings and helps orient and train new Peer Specialists as they adjust to their new environment and job duties. Anthony truly embodies the PSCH values of compassion and caring.



**JULY**

### **Theophilus Williams**

Theo, as he is known to PSCH staff and consumers, has demonstrated his deep concern and care as a Job Coach/Counselor since 2012 in a work experience and training program for individuals with disabilities. Consumers gravitate to him as he is always able to present positive solutions to seemingly overwhelming issues. He truly exemplifies professionalism and commitment. ■

## Telehealth at PSCH cont'd from cover

their families, and treatment teams, improving client engagement and the overall quality of care. A second pilot program in two of our Intellectual and Developmental Disability residences (*Butler and Scannell*) was launched in September 2015. Here, we are using telehealth technology during after-hours nursing calls. This pilot provides the nursing staff with a way to visually assess any medical issue, and better determine the appropriate course of action. We expect that this technology will improve response time and assessment of medical issues, reduce the need to visit Emergency Rooms, and provide more appropriate on-site care for our consumers. A third pilot, to be launched later this year, will bring peer coaching to PSCH's MICA (Mentally Ill Chemically Abusing) group participants in our Community Residences. Our Peer Specialist will be checking-in with consumers who are struggling to maintain sobriety and/or are in crisis. Consumers will be able to schedule video coaching sessions with the Peer Specialist to get additional assistance in between MICA groups that are facilitated at the house. This pilot hopes to provide another level of support and help clients get on a path towards recovery.

Telehealth is one way in which PSCH is taking a proactive healthcare delivery system approach. For additional information, contact **Alyse LaRue**, Manager, Business Development; **Julie Haar-Patton**, Director, Care Coordination; **Crystal John**, Director, Mental Health Services; or **Rob Lydon**, Director, Developmental Disability Services. ■

#### **NEWSLETTER TEAM**

Managing Editor  
Julie Llerena

Designed & Produced by  
PSCH Media/Communications

QUARTERLY NEWSLETTER  
FROM PSCH-PEDERSON-KRAG

# IN FOCUS

VOLUME 1 | FALL 2015

INTEGRATED HEALTH  
**CARE MANAGEMENT SEMINAR** | November 4, 2015



**Let's Talk about Engagement**  
Improving Health Care Outcomes

### **CARE MANAGEMENT SEMINAR**

PSCH and Pederson-Krag Center are offering a free two-hour training seminar **Improving Healthcare Outcomes**.

This seminar explores the development of a creative management approach that focuses on the patient's overall health expanding the opportunities for successful outcomes - through an approach called Activation Care.

**Wednesday, November 4, 2015**

**10:00 AM-12:00 Noon**

**Pilgrim Psychiatric Center, Rehab Center –**

**Reservations Call: 631.920.8023**

or email [rcosta@pedersonkrag.org](mailto:rcosta@pedersonkrag.org).

#### **SEMINAR LEADERS**

**Max Banilivy, PhD**, a noted clinical psychologist, specializing in improving health outcomes is Director of Training at PSCH/Pederson-Krag.

**Mark A. Raifman, MD**, is Board Certified in Pediatrics, Quality Assurance/Utilization Review and is a certified Compliance Officer. He is an expert in the collaborative care model for the integration of primary care with the delivery of behavioral health.

We wish to thank our sponsors, who helped to make this seminar possible:

- New York State Office of Mental Health
- Suffolk County Dept. of Mental Hygiene

#### **PSCH Executive Offices**

142-02 20th Ave, 3rd Fl., Flushing, NY 11351

T. 718.445.4700 718.559.0516.

F. 718-762-6140 [WEB.psych.org](http://WEB.psych.org)

All Rights Reserved ©2015