

# Hearts & Minds

The Community Newsletter of

Kennebec Behavioral Health Summer 2014



KBH is hiring.  
Great careers for  
great people. See  
page 7 for more  
details.

Summertime  
and what that  
means for you  
and your child  
with ADHD.

KBH awarded  
2013 Business  
of the year by  
the Mid-Maine  
Chamber of  
Commerce.



## Summertime and the living is not always easy...

With summer vacation for school-aged children upon us, many parents might find themselves wondering how to occupy their child's time. This can be especially challenging for youth with attention deficit hyperactivity disorder (ADHD).

When your child has ADHD, you can anticipate a couple of things about summertime: Your child is likely to get bored easily and often; and to become demanding of your time, attention and patience.



Here are a few tips to help you manage the lack of structure that summertime brings.

1. Have a summer calendar: Make sure that the days your child might be attending day care or summer camp are listed as well as family outings, planned trips and play dates. This way your child has "a visual" and can look at the

calendar and can somewhat prepare for each day. Try not to book your calendar completely. After all, summer vacation is about down time and relaxation.

2. Try to keep the routine: Just because it's vacation doesn't mean your child doesn't have a strict bed time anymore or a need to work on school work or do household chores. Be consistent with bedtime most nights. Have a designated time of day that is "study time." If your child can read, have him read a little daily, or work on flashcards.

3. Make time to play: If you are busy working during the day, it can be challenging to get all of the household tasks taken care of each night. Make sure you take the time to play, too. Take 30 minutes to play catch with your child, go for an ice cream or bike ride. You and your child will benefit from this bonding time. When you get home from work, your child knows he will get your undivided attention for a little while and then you can both get on with the evening's routine.

**KBH has Maine's largest component of outpatient child providers. If you or your child needs help coping with a child's disorder, please call for an appointment to talk about it: 888-322-2136.**

### Meet some of the doctors and nurse practitioners from KBH who serve our communities



Teresa Hermida, MD



Paige McInerney, DO



Veronika Vogt, PMHNP-BC



Miles Brookes, NP



Janine Taylor, MD



Emil Bukher, NP



Vicky Packard, PMHNP-BC



Susan Chase, NP

*The mission of Kennebec Behavioral Health is to promote the well-being of children, adults and families in Maine who experience mental illness, emotional difficulties or behavioral challenges.*

*Hearts & Minds is the community newsletter of KBH and is published each fall and summer.*

Director of Development and Communications  
Tina Chapman

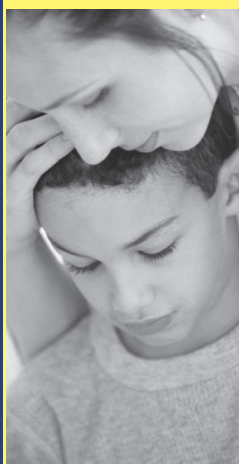
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or call 873-2136, ext. 1005.

Programs and services:  
[www.kbhmaine.org](http://www.kbhmaine.org)  
[www.highhopesclubhouse.org](http://www.highhopesclubhouse.org)  
[www.capitol-clubhouse.org](http://www.capitol-clubhouse.org)  
[www.lookingaheadclubhouse.org](http://www.lookingaheadclubhouse.org)

To make an appointment,  
call 1-888-322-2136.

KBH's 2013 Annual Report  
can be downloaded from  
[www.kbhmaine.org](http://www.kbhmaine.org).



ONE IN EVERY  
FOUR PEOPLE  
HAVE A MENTAL  
ILLNESS... YOU  
COULD BE  
THE ONE WHO  
HELPS.



Thomas J. McAdam

## The Affordable Care Act and KBH

By Thomas J. McAdam  
CEO, Kennebec Behavioral Health

By now, we all know what the Affordable Care Act is as it continues to be implemented in full through 2014. We all hear so much about the Affordable Care Act, both pros and cons that we are often not able to figure out how that affects us in a real way in our day-to-day work.

The ACA primarily has three objectives that drive all of the law and the policy work. Those three objectives are: 1. Reduce the overall cost of health care through better coordination, 2. Cover all Americans with health insurance, and 3. Set forth structural changes to reduce the growth of health care spending.

One of these elements that affects Kennebec Behavioral Health is the integration of behavioral health and physical medicine. What this means is better coordinated care between primary care, hospitals, specialty care, and mental health services. In April 2014, KBH along with other mental health providers in Maine initiated Stage B Behavioral Health Homes for some of our case management clients. This newly created service provides care management and case management for some of our clients and patients that experience both significant physical health issues as well as behavioral health challenges. What this means, for example, is that a client with a cardiac condition as well as a mental health issue will now have more effectively coordinated care, especially around medications and inpatient services.

This Stage B Health Home Initiative at KBH has been a collaboration with not only our Clinical folks, but also with Fiscal Services, IT, and our Operations team. The challenges and rewards center around effective information and data sharing, identifying opportunities to reduce duplication of care, reduce emergency room use, and sharing real time information regarding medications.

We are just in the beginning of this new care delivery era as we build systems to coordinate protected health information, medication lists, and build effective strategies to help people stay in their homes. This is a learning curve for everyone, including government, health insurance carriers, practitioners, and patients.

In conclusion, who would argue with better outcomes and cheaper costs? Yet it will take us some time to revision our delivery processes. At KBH, we are looking forward to participating in this new order for mental health care.

Kennebec Behavioral Health is a non-profit 501 (c)(3) corporation that provides health care to persons who have mental illness or substance misuse challenges. These issues are experienced by one in four adults in any given year, which is why you're likely to know someone impacted by these challenges.

KBH is here to help and you can too. One way that you can help is to make a donation to our non-profit agency, which provides evidence-based care to children and adults through experienced, caring

practitioners.

Help us continue to provide care to the underinsured and those who have no insurance. Please call Tina Chapman (ext. 1905) or Samantha LeFebvre (ext. 1005) in our Communications Office at 873-2136 to learn how your gift can make a significant difference in a neighbor's life.



# Mid-Maine Chamber names KBH Business of the Year



"We're very pleased the Chamber has endorsed our work and mission in this way, and that it has recognized KBH as a top-tier business and employer in the region," said Thomas J. McAdam, the agency's chief executive officer. "We're able to provide premier health care to our clients and reach the goals of our business strategies largely as a result of our excellent staff."

The Chamber award was presented at a business-community gathering April 29 at the Elks Banquet & Conference Center in Waterville. Kennebec Behavioral Health's mission is to promote the well-being of persons who experience mental illness, emotional difficulties or behavioral challenges.



Waterville Clinic and Administration offices, located at 67 Eustis Parkway, Waterville.

Kennebec Behavioral Health has been named 2013 Business of the Year by the Mid-Maine Chamber of Commerce. The Chamber gives its award annually to the area business deemed to best exemplify commitment to growth within the community through an expansion of workforce, major renovations and foresight.

"Thanks for being such an asset to our community," said Kimberly N. Lindlof, president and chief executive of the Mid-Maine Chamber.

Based in Waterville, KBH has clinics in Augusta, Winthrop, Skowhegan and Waterville. Agency clinicians also provide at-home and in-school supports to youth, adults and families in six Maine counties ranging from the communities of Bangor to Lewiston and from Bingham to Rockland.



KBH was presented the 2013 Business of The Year Award. From left pictured are Mid-Maine Chamber President/CEO Kimberly Lindlof, KBH CEO Tom McAdam, KBH Board Member Patsy Crockett, and Mid-Maine Chamber Board President Brad Fisher.

KBH in 2014 opened two refurbished apartment complexes for those with mental illnesses on Waterville's Silver Street and on Walnut Street. KBH offers a wide range of community housing options for persons with mental illness.

In 2013, the non-profit received a three-year accreditation from CARF International, which is an independent, nonprofit organization focused on advancing the quality of health-care services. The endorsement is the agency's fourth consecutive three-year-accreditation.

# Chapman joins KBH as development director



Kennebec Behavioral Health is pleased to announce Tina Chapman as the agency's Director of Development and Communications, according to Thomas J. McAdam, KBH's Chief Executive Officer.

Chapman until recently was President/CPO of the United Way of Mid-Maine. Chapman graduated cum laude from the University of Maine at

Farmington with a Bachelor of Science in Psychology. She received her Master of Business Administration degree from Thomas College.

"We're delighted to have someone with such a breadth of experience and skills join our team," said McAdam. The non-profit KBH provides health care to more than 15,000 people in Maine and is the largest provider of mental health and substance abuse services in Kennebec and Somerset counties.

At the United Way of Mid-Maine, she directed the agency's full operations including resource development, partner-agency funding allocations, community-impact initiatives, grant writing, strategic planning, volunteer management and board development.

The Winslow resident previously worked for Kennebec Valley Community Action Program Family Planning in Waterville where she hired and trained the clinic's staff and wrote and reported on clinical-services grants. She also was Admitting Department Supervisor at Redington-Fairview General Hospital in Skowhegan and Healthy Maine Partnership Director at the United Way of Mid-Maine.

An active community volunteer, Chapman serves on the boards of Healthy Northern Kennebec, Waterville Rotary Club and the Maine Association of Non-Profits; and she serves on the steering committee of the Central District Public Health Coordinating Council.

Tina can be reached at our Waterville offices at 207-873-2136 X 1905 or [tchapman@kbhmaine.org](mailto:tchapman@kbhmaine.org).

## CARF accreditation



Kennebec Behavioral Health is pleased to report that our health-care agency has received its fourth consecutive three-year accreditation from CARF International.

The accreditation is in recognition of KBH's commitment to quality care, effective client treatment, consistent support and promotion of recovery.

CARF International based its endorsement on the work of six CARF surveyors who, in September 2013, visited KBH's five clinics, three vocational clubhouses and housing facilities to closely examine every facet of KBH's services and programs.

## Outreach for homeless youth and adults

KBH now provides outreach services to homeless adults and youth in Kennebec, Somerset and Knox counties and provides access to outreach services in Waldo and Lincoln counties.

These services are supported by Maine DHHS, through grants from Inland Hospital, The United Way and a State of Maine PATH grant. PATH is an acronym for Projects for Assistance in Transition from Homelessness.

Caseworkers work from KBH clinic locations as well as in the field to deliver services and supports to those adults frequenting in shelters, hotels, soup kitchens and other community centers as well as those living on the streets, in abandoned buildings and in cars, tents and other locations. For more information, call (207) 873-2136 extension 1241 or cell: (207) 314-6641.



# KBH links best business practices to premium care

Reprinted from the Morning Sentinel and Kennebec Journal on March 20, 2014.

A business' best chance for success might just be to mix sound fiscal management with the Golden Rule.

Or as Thomas J. McAdam says, "Keep an eye on the money and treat people well."

That may be one reason why Kennebec Behavioral Health has been on steady financial footing for more than a decade; and just partly why the non-profit recently was named "Business of the Year" by the Mid-Maine Chamber of Commerce.

The goal for any business, said McAdam, the Chief Executive Officer at KBH, should be to match best business practices with the mission, which in the case of KBH is "to promote the well-being of persons who experience mental illness, emotional difficulties or behavioral challenges."

Serving youth, adults and families, KBH offers more than two-dozen mental health and substance abuse programs including supported housing, case management, homeless outreach, outpatient care, psychiatry, community integration and medication management.

The agency employs more than 370 people in its diverse programs, which include community-based care as well as clinical care in its five main facilities. KBH also operates three of Maine's four vocational rehabilitation clubhouses – in Lewiston, Augusta and Waterville.

Patsy Garside Crockett, president of KBH's Programs and Services Board, said KBH's "diversity of services offered to cities and rural communities alike" is another key to

KBH's ability to weather reimbursement-rate cuts.

KBH staff and boards "all keep a close eye on costs," said the former legislator. "It helps also that KBH's revenue comes from different sources: private, insurance, state and federal funds. It provides the diverse revenue base that non-profits need during difficult economic times."



From left to right; Leon A. Duff, Treasurer of the KMHA Parent Board; Thomas J. McAdam, CEO; Josee L. Shelley CPA, Chief Financial Officer of KBH; and Samuel L. Goddard, vice president and treasurer of the KBH Programs and Services Board.

Carol A. Welch, president of the agency's KMHA Parent Board, agreed, adding that another key has been the agency's "commitment to providing necessary, compassionate care."

To that, she said, add the organization's "continued success in recruiting and maintaining capable providers and staff. I would also include the selection of dedicated members of the four boards of directors."

KBH is a mission-driven organization, McAdam said, "and we try to strike an appropriate balance between mission and responsible management. There's a lot that goes into that, including having great clinicians, revenue diversification and funding help from community partners to whom we are very grateful."

He said KBH owes its stable position in Maine's health care marketplace because of its:

- Respectful relationships with clients, partners, policymakers and other stakeholders.
- Broad geographic service area,

ranging from Lewiston to Rockland, from Bangor to Gardiner, with significant operations in Kennebec and Somerset counties.

- Substantial clinical program diversity and depth of experience.
- Revenue diversification.
- Significant investment in data-gathering and information technologies.
- Supportive municipalities to whose residents KBH provides significant amounts of unfunded health care.

"You have to earn your luck," McAdam said. "You obviously need a significant amount of knowledge regarding complex mental health treatment, and our clinicians do. It helps to also have a thorough understanding of our external environment and to be fully invested in operations management."

The latter is as complex and nuanced as clinical care. It includes the management of medical-billing pathways, credentialing and hiring, collections, debt ratio and changing coverage mandates sparked by the Affordable Care Act.

Operations management also permits "clients and families to rely on us to be here next week and next year," McAdam said.

KBH operates community-based clinics in Augusta, Winthrop, Skowhegan and Waterville. More information about KBH programs can be found online at [kbhmaine.org](http://kbhmaine.org) or by calling 888-322-2136.



### Why choose a career with Kennebec Behavioral Health?

Kennebec Behavioral Health is a great place to work, say the providers and staff who work here.

"I finally found an employer where I want to stay put for as long as possible," said Georgana Prudhomme. She said she liked that KBH is "fiscally solid, has an excellent reputation in the community and at a state level, offers good benefits including time off and holidays, and has a future vision that I can support."

Georgana said she knew of KBH's work from her days in the insurance world "and found KBH to be clinically solid." In her position at KBH, she has "autonomy with guidance, and know I can always request assistance from my supervisor as needed. My supervisor provides positive feedback, has a sense of humor, has extensive clinical expertise that I learn from, is a good role model, treats me with respect and gives me direct feedback in areas where I can improve in a kind way."

You can hear employee commitment to delivering premier health care, no matter their degree level or program title. You can feel their appreciation for working in an atmosphere of mutual support and creativity.

"It's that positivism that makes KBH such a great place to work," said Aaron Landry. Aaron also spoke highly of KBH's collaborative atmosphere, where expertise and provider experience is shared across the programs.

About 375 of us have made Kennebec Behavioral Health our home. We offer competitive wages and benefits, and the chance to work for a multi-site mental health provider who's been serving our communities for more than 50 years. The mission of Kennebec Behavioral Health is to promote the well-being of children, adults, and families who experience mental illness, emotional difficulties, or behavioral challenges; we are seeking providers just like you who share the same vision. Let us show you how the unique culture of KBH could be the home you've been looking for!

For information on current job openings, please visit the Careers page on [www.kbhmaine.org](http://www.kbhmaine.org). Apply today to make a difference in someone's tomorrow.

## KBH implements "behavioral health home" services

By Cheryl L. Davis, LCPC, Administrator of Outpatient & Community Services

Kennebec Behavioral Health this year began offering a new service for persons experiencing a combination of chronic conditions such as a mental health or substance use condition as well as asthma, obesity, diabetes or heart disease.

The service provides "whole health" care coordination for individuals who are dealing with several health challenges simultaneously. The service, which essentially provides for a "behavioral health home" for persons needing such

care, is a natural next step for KBH, which for decades has been caring for persons with simultaneous substance abuse and mental health challenges.

The new service's goal is not just to improve a patient's health but to foster in them a sense of self-sufficiency, dignity and respect within an integrated network of care.

The State of Maine approved KBH as a provider of "Behavioral Health Home" services this year, following the Patient Protection and Affordable Care Act's establishment of a "health home" Medicaid option for enrollees with chronic health issues in

2010.

At KBH, a Behavioral Health Home care coordinator works with a client's myriad of health issues crafting care strategies, prevention help, linkages to community supports and resources. Services are person- and family-centered, evidence-based, and can include transitional care from a hospital to the community.

Families who experience a member's health crisis know how challenging it can be to coordinate resources and care during a distressful time. The BHH service will handle care coordination for them. We believe the service also will lead to fewer

unnecessary inpatient hospitalizations and emergency-room visits.

KBH is experienced in implementing the practices of BHH models. Several of our clinicians, for example, have been co-located with primary care providers in Bingham, Winthrop and Waterville, sharing expertise and experiences. These experiences have permitted KBH to articulate our BHH model for patient engagement, education and support across a wide range of health-care needs.

To access this or other services at KBH, call 888-322-2136.

## KBH programs and services



### Clinic-Based Services:

- Outpatient Behavioral Services: Counseling and therapy services for adults and children at agency facilities.
- Substance Abuse Services and Substance Abuse/Co-occurring Disorders: Treatment for substance abuse and treatment for people dealing with co-occurring substance abuse and mental health problems.
- Psychiatric Services: Clinic-based psychiatric evaluation and pharmacological treatment.

### Adult Rehabilitation Services:

- Community Integration: Case management/ community support
- Vocational and Psychosocial Clubhouses in Waterville, Augusta and Lewiston. Membership model of psychiatric rehabilitation, including employment skills building and transitional employment.
- Supported Housing: 24-hour on-site services connected with adult housing in facilities owned by KMHA Real Estate (see Housing Services, to follow).

### Child and Family Services:

- Children's Home and Community-Based Treatment (HCT): Helping families effectively address unwanted behaviors and symptoms of their children through parent education and active skill teaching, with therapeutic-visitation services for children who are experiencing family separation. Includes a therapeutic Visitation Service.
- School-Based Services: Mental health services in school settings in collaboration with parents and school staff.

- Home-Based Multisystemic Therapy (MST): Mental health services for families in the home with complementary Home-Based Family Services.

### Family Visitation Services:

- Supervised visits and parental education for children and families at risk of disintegration.
- Children's Case Management: Coordinating service options for youth and families including assessment, referral, monitoring and advocacy.

### Housing Services:

- Homeless Youth Outreach: For youth who are homeless, runaways or at risk for these situations and who might be struggling socially, emotionally and behaviorally. Outreach focuses collaboratively on family reunification, improving functioning in the community and school readiness.
- Homeless Adult Outreach: For homeless adults in Kennebec, Somerset, Knox, Waldo and Lincoln counties. These services are supported by Maine DHHS, through a State of Maine PATH grant. PATH is an acronym for Projects for Assistance in Transition from Homelessness.
- Independent Housing: For persons with mental illness who can live independently and meet income-eligibility requirements.
- Supported Housing: 24-hour structured supports for persons with mental illness.
- Transitional Housing: Community living for homeless mental-health consumers who need support in maintaining stability.

## KBH locations and clinics

### WATERVILLE

Waterville Clinic  
& Administrative Offices  
67 Eustis Parkway  
Waterville, ME 04901  
1-888-322-2136

### High Hopes Clubhouse

26 College Avenue  
Waterville, ME 04901  
207-877-0038

### LEWISTON

Looking Ahead  
Clubhouse  
646 Main Street  
Lewiston, ME 04240  
207-376-1711

### SKOWHEGAN

Skowhegan Clinic  
5 Commerce Drive  
Skowhegan, ME 04976  
1-888-322-2136

### WINTHROP

Winthrop Clinic  
736 Old Lewiston Road  
Winthrop, ME 04364  
1-888-322-2136



### AUGUSTA

Augusta Clinic  
66 Stone Street  
Augusta, ME 04330  
1-888-322-2136

### Capitol Clubhouse

37 Stone Street  
Augusta, ME 04330  
207-629-9080



### Community-Based Service Hubs

37 Stone Street  
Augusta, ME 04330  
1-888-322-2136

16 Caldwell Road  
Augusta, ME 04330  
1-888-322-2136

5 Commerce modular  
Skowhegan, ME 04976  
1-888-322-2136

### Family Visitation Center

66 Stone Street  
Augusta, ME 04330  
1-888-322-2136