



For Immediate Release
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Middlesex Hospital to Receive the 2013 Connecticut's Hospital Community Service Award

WALLINGFORD – At its 95th Annual Meeting on June 25, the Connecticut Hospital Association (CHA) and the Connecticut Department of Public Health will present Middlesex Hospital with the 2013 Connecticut's Hospital Community Service Award for its project, the Community Care Team. Sponsored by CHA and the Connecticut Department of Public Health, the 2013 Connecticut's Hospital Community Service Award recognizes outstanding achievement in community service.

Middlesex Hospital's last countywide community health needs assessment found a disproportionate prevalence of diagnoses related to acute alcohol/other drug use and serious mental illness for emergency department utilization compared to benchmarks. In response, the Community Care Team (CCT) formed in 2010. The CCT is a collaboration of nine community agencies that specialize in the delivery of care for people with serious mental illness and/or substance abuse in Middlesex County.

The partners – Middlesex Hospital, River Valley Services, Gilead Community Services Inc., Connecticut Valley Hospital (Merritt Hall), Rushford Center Inc., Community Health Center (Middletown), Advanced Behavioral Health, Value Options Connecticut, and St. Vincent De Paul – offer patients coordinated intervention. Team members, including the partners and a health promotion advocate, meet on a weekly basis to review cases, uncover service gaps, and develop individualized care plans.

As the patient travels through the continuum of care, he or she is linked to appropriate services.

The team expanded in 2012. Since then, a cohort of 105 highly complex patients has been managed by the CCT, with a subset managed for more than 6 months. Of this subset, there has been a 52 percent reduction in emergency department and inpatient visits (924 total visits pre-intervention, 478 total visits post-intervention).

The initiative has become an established standard of care for all involved community partners and has been fully integrated into Middlesex Hospital's emergency department care delivery model. The CCT design requires selecting a focused population that has complex clinical and social needs, bringing key partners to the table, and earmarking staff to act as program liaisons. The benefits of the partnership have included system change, open communication, and relationship-building among multiple community agencies. Outcomes for patients include maintained sobriety, mental health stabilization, improved access to care, reduced homelessness, supportive and stable housing, workforce re-entry, reconnection with family, educational pursuits, and the feelings of self-worth and respect that come with improved quality of life.

The Connecticut's Hospital Community Service Award, now in its 21st year, recognizes outstanding achievements in community service. It is sponsored jointly by the Connecticut Department of Public Health (DPH) and CHA.



Back row, (l-r) Catherine Rees, Middlesex Hospital; Ijoma Okwuosa, Middlesex Hospital; Dan Osborne, Gilead Community Services, Inc.; Kathy Ulm, Gilead; Lydia Brewster, St. Vincent de Paul; Charlie Melvin, APRN, Community Health Center; Rom Krom, St. Vincent de Paul. Front row, (l-r) Michael Saxe, MD, Middlesex Hospital; Terri DiPietro, Middlesex Hospital; Deb Warzecha, MSN, RN, Middlesex Hospital; Jennifer Keser, RN, Connecticut Valley Hospital. Not pictured: Rebekah Doweyko, Value Options, Connecticut; Barbara Durham, Advanced Behavioral Health; Margaret O'Hagan-Lynch, River Valley Services.

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About CHA

The Connecticut Hospital Association has been dedicated to serving Connecticut's hospitals since 1919. Through state and federal advocacy, CHA represents the interests of Connecticut's hospitals on key healthcare issues in the areas of quality and patient safety, access and coverage, workforce, community health, diversity, and hospital reimbursement.