

AURORAConnections

Q3 & Q4, 2011 Edition

Aurora East Passes Its TJC Survey With Flying Colors

CONGRATULATIONS AURORA EAST for passing, with amazing results, their recent Joint Commission survey. While Aurora East has already been accredited by The Joint Commission, this particular survey was conducted in order to obtain CMS certification.

As soon as Aurora East is officially able to accept Medicare and AHCCCS /Medicaid patients, you will be the first to know!

Our Aurora East team has put in a tremendous amount of effort and spent countless hours ensuring we passed this survey. **THANK YOU** to the entire amazing Aurora East team for your determination, hard work and tenacity in this endeavor!



New Look, New Feel, Bright Future



As we teased in the last Aurora Connections edition, we were about to introduce a new logo. As you have probably seen by now, our new logo is out, and we're very proud of it! Our team has put a lot of thought, discussion and creative energies into developing this new look.

The new logo graphically represents many things for our organization.

The intertwining of the blue and green colors both symbolically and graphically represents the unification of our two hospitals as we intertwine each hospital's strengths and resources to form an even stronger system serving our community's behavioral health needs.

The blue and green colors form what one may see as a path, or a road, as we provide a continuum of care where healing starts and the road to recovery begins. The green and blue colors also form a wave-like emblem which signifies the word Aurora in its purest sense. Aurora is the name of the Goddess of the Dawn, symbolizing hope, the sun breaking through the darkness and bringing forth a new day.

So, help us celebrate the dawning of Aurora Behavioral Health System in finding a new path, walking together towards a brighter future.

Sierra Tucson Awards Jane Fugate With Lifetime Achievement Award

Sierra Tucson honored Aurora West's Intern Program & Social Work Supervisor Jane Fugate, LCSW, LISAC with this year's Gratitude/Lifetime Achievement award at the fourth annual Gratitude for Giving celebration.

Jane Fugate has been serving others and educating many for over 35 years in the field of social work. She began her career working for the American Red Cross Special Services during the Vietnam War helping wounded soldier's family members find community placement while their loved one, returning from Vietnam, awaited medical or surgical treatment. Since that time, she has touched the lives of thousands patients and continues to provide unmatched clinical supervision to not only our Social Work interns, but to each and every clinician at Aurora West.



Jane always tells her students, "Go forth and be productive." She has truly embodied this statement in her journey so far, as she has lived by this adage daily for the past three decades, professionally and personally. And, we're certainly looking forward to her inspiring, educating and leading others for the next 30 years as well.

Aurora is so incredibly proud and honored to have Jane as an integral part of our team. Congratulations and thank you, Jane, for all

Table of Contents

East Meets West	2
Feature Article: Suboxone	3
Updates and Opportunities	4 & 5
Getting To Know You	6 & 7
CEU Opportunities 2012	8

From *The 10 Commandments of Customer Service*
#2 – The more you know your customers, the better you become at anticipating their needs.

East Meets West



Myth Buster

Myth:
Marijuana is harmless and non-addictive

Fact:
Marijuana is addictive and can cause serious long-term health damage!

Kudos to Aurora West's Dietary Team!

Congratulations to Aurora West's Dietary department. The state inspector dropped by recently and not only did the kitchen pass with flyer colors, the State Inspector gave our Dietary staff an "E" for Excellent – the first time he's ever done so in his career! Way to go team!

Congratulations to Dr. Newman – Preceptor of the Year!



Midwestern University's College of Health Science's Physician Assistant Program awarded Aurora West's Medical Director, Martin Newman, MD, with the Preceptor of the Year Award. Every six weeks, Dr. Newman provides two Midwestern Physician Assistant students with their psych rotation. The students always leave here with a new found respect for the treatment provided by behavioral health clinicians and how this environment differs greatly from the stigma surrounding mental health. Congratulations Dr. Newman – keep up the

CEU Opportunities:

Be sure to see Page 9 for a list of the upcoming CEU Lunch and Learn events for 2012!

Aurora CareConnections

I just had to compliment you on the people I've met over the last few days taking care of my sister in your PHP program. Her anxiety levels have been so extreme and absolutely each person she talks to has an infinite amount of patience and understanding for what she's experiencing. Their caring seems to have no limits and I am continually in awe. The staff has certainly eased my mind that she's in the right place.

Aurora Patient Family Member

I was completely amazed at your BHTs & nurses. Overall, they are amazing people. I was always treated with respect, courtesy, care, concern, etc. I have NEVER been more impressed or felt so cared for.

Aurora Patient

Every day was such a learning experience for me. The therapist and the group have changed my life and saved my life.

Aurora Patient

I can not thank you enough. Knowing how much you helped me in the journey I can only imagine that you have helped to save so many souls. Clearly you have met your calling in life as far as I'm concerned. You were here at this time to inspire me and show me that there is happiness in life without intoxication. I came in with my eyes sealed shut, but the light that you all shine completely cleaned that darkness and I thank God for you all.

Aurora Patient

The cafeteria staff was very good about making sure that I had enough gluten free food for my special diet. They show a great deal of respect for the people they serve on a daily basis.

Aurora Patient

Excellent facility. Art therapy staff very laid back which made it easy to relax and create in activities. The pet therapist was very yoga instructor formative.

Aurora Patient

Thank You

ate or participate in activities. The pet therapist was very in-

To Suboxone, or Not – It Still Remains a Debate

Interview with Dr. Rob Ashby Conducted by Meagan Foxx, LPC, LISAC

Treating an addict for acute or chronic pain is a challenge. Rob Ashby, MD, is a local, well known and well respected Anesthesiologist and Addictionologist who specializes in this very treatment. Dr. Ashby's diverse educational and professional background, coupled with his own personal experience with addiction and passion for treatment, creates a unique and effective approach to the treatment of addictions and chronic pain. We recently sat down with Dr. Ashby to discuss his views on Suboxone and Subutex.

Can you tell me a bit about your training and experience in the treatment of drug addiction and other mental health disorders?

I came from an Anesthesiology background. After dealing with my own addiction and entering treatment for drug and alcohol addiction, I became interested in working in the addictionology aspect of medicine. In the 90s I worked with the STAR program, a residential treatment center in California which focused on treating adults suffering from the effects of trauma. This gave me quite a bit of exposure to working with the issues underlying addictive behaviors. I am ASAM certified and have had over twenty years of experience working in the addictions treatment field.

There is a lot of confusion and misinformation about Suboxone and Subutex. How do they work from a chemical standpoint?

In both Suboxone and Subutex, the active ingredient is Buprenorphine. Suboxone is a partial agonist, which means that the shape of the protein in the receptor partially changes and rotates. This process creates a lock and key mechanism where the Suboxone is able to bind itself to the opiate receptor. It is like the accessory function on the ignition of a car. You can roll down the windows, turn on the radio, but you can't drive away. Suboxone will turn off the cravings and withdrawal symptoms, but it does not trigger the addiction response.

How are Subutex and Suboxone different from the current treatment options for opiate dependence such as methadone?

The biggest difference is the legal aspect. Methadone is not approved to be prescribed for addiction, only for pain so the only way it is distributed is through the outpatient methadone clinics. Data 2000 was a law passed that made prescribing Suboxone for addiction treatment legal. The other difference between Suboxone and Methadone is that Methadone is a full agonist which increases likelihood of abuse.

How do you, as an Addictionologist, use Suboxone and Subutex?

I prescribe Suboxone to assist in the detox process. The Suboxone helps alleviate withdrawal and cravings. It gives my patients the assistance that they need in the beginning of treatment so that they are able to participate in treatment. In treatment, hopefully they gain the skills needed to help them remain sober. I describe the use of Suboxone to my patients as a crutch. It is there to help them get around until their injury is healed enough to the point that they can walk without the crutch. I relate the physical therapy and perhaps the resetting of the bone to the therapy and other interventions aimed at the addiction as a necessary part of getting well.

How would you respond to those in the field who say that Suboxone maintenance is just a legal form of addiction to opiates?

As I stated before, Suboxone is a partial agonist, whereas Heroin is a full agonist. They affect the pleasure center of the brain in different ways. Suboxone does not trigger the part of the brain associated with the addiction, so it does not stimulate the addiction. Suboxone greatly reduces the potential for relapse, and increases rates of treatment completion.

Is there a potential for patients to abuse these medications?

There is some potential, but it is manageable. This is why it is so important for prescribing doctors to have an expertise in this area and for them to be closely monitoring their patients. .

What happens if someone uses opiates while on maintenance?

Remembering the way partial agonists work, it is like a lock and key mechanism. The Suboxone is like filling the ignition of a car with glue. When a person uses an opiate, they are trying to force the key into the ignition, but they can't get it past the glue (Suboxone).

Is it true that PCP's are now able to prescribe Suboxone?

Yes, this is true. Medical doctors are able to prescribe after taking the training. I am concerned about this because this treatment requires a higher level of expertise in the area of addiction as well as the time and attention necessary to devote to the patients. PCPs do not necessarily come from an addictions background and tend to have extremely high patient loads.

What might be helpful for counselors and other mental health professionals to understand about Suboxone and Subutex?

I would ask that counselors keep an open mind about the use of Suboxone as a part of the detox process. It is important that I, as the prescriber and Addictionologist, am able to work as a team with other mental health professionals working with the patient. The most effective treatment is one that addresses all components simultaneously.

Dr. Ashby is Board Certified by the American Board of Addiction Medicine, the American Society of Addiction Medicine, the American Board of Pain Management and the American Board of Anesthesiology and be reached via his [website](#).

Aurora Teams Up With Leading Domestic Violence Treatment Experts to Offer Online CEU Courses

Did you know...

- One in every four women will experience domestic violence in her lifetime.
- An estimated 1.3 million women are victims of physical assault by an intimate partner each year.
- In 70-80% of intimate partner homicides, no matter which partner was killed, the man physically abused the woman before.
- Boys who witness domestic violence are twice as likely to abuse their own partners and children when they become adults.
- The cost of intimate partner violence exceeds \$5.8 billion each year.

Still the question often remains, why don't they just leave? At a recent Aurora CEU seminar, we received some good insight to this question from Human Resource Essential's founder Stephanie Angelo. There are a variety of reasons why, and which can fall into one, or several categories: psychological, financial, social, physical and emotional. But to really delve into the problem, one must perhaps change their thinking.

Carl Mangold, LCSW, LISAC has spent nearly 40 years working with domestic violence offenders and says, "If you 'help' the offender, you help the victim."

Aurora, [Human Resource Essential](#) and Mr. Mangold are teaming up together to offer online CEU courses on domestic violence via The Domestic Violence University. Currently, there are four courses available to begin immediately on [The DVU's website](#). Each course offers 1.0 CEUs, issued by Aurora Behavioral Health System. The vast majority of behavioral health clinicians treat patients who have been or who are currently in a domestic violence situation. Mr. Mangold has dedicated his career to the study of and the treatment of domestic violence and is able to provide an incomparable bounty of expertise on the topic. Not only are the seminars interesting and informative, you can attend the seminars at any time, on your schedule.

The Domestic Violence University will soon be extending the amount of courses offered and we'll certainly keep you informed as new courses are available.

Welcome Bianca Brems to the Aurora Team!

Our Business Development team is excited to welcome Bianca Brems as our newest Community Relations & Marketing Coordinator. Bianca comes to us with nearly 16 years experience in medical marketing from spearheading clinical trials to providing marketing services in the workman's comp arena to creating and implementing direct consumer marketing initiatives for physicians. Bianca received a Bachelor's in Business Administration from American Intercontinental University in Phoenix and is also a licensed massage therapist. She is bilingual in English and German as she originally hails from Germany.

Bianca will serve as Aurora's primary liaison for hospitals, civil entities, crisis mobile teams, ACCCHS providers, Indian Health Services and private practitioners in the west valley.

Please feel free to contact Bianca directly with any questions you have about Aurora's services, if you would like to schedule a tour at one of our facilities and/or if you would like to participate in one of our regularly scheduled referral resource meetings with our clinical staff.

Direct: 480.253.1394
bianca.brems@aurorabehavioral.com



Updates and Opportunities, Continued...

"The grand essentials of happiness are: something to do, something to love and something to hope for."

-Allan Chalmers

We're Recruiting!

PhD or PsyD For New Military Behavioral Health Program

Aurora is currently recruiting PhD and PsyD clinicians to be a part of our upcoming military behavioral health inpatient treatment unit. We are looking for experienced providers for a variety of positions from a Program Director to a Clinical Supervisor to a Military Liaison. Understanding military culture and the unique treatment needs of this population is a must and a key requirement to providing the best treatment available for service members. This is an exciting, ground floor opportunity for the right people. At Aurora, we are looking for highly energetic, qualified, professional, ethical people to join our team who value a spirit of teamwork and flexibility in order to provide amazing care and fantastic customer service to those whom we serve.

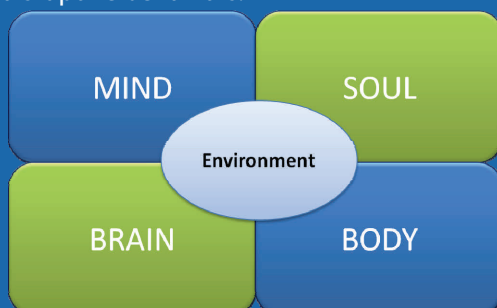
If interested, please submit your resume to our Human Resources department via email at glen-dalehr@aurorabehavioral.com or fax to 623.344.4451. We encourage you to include a cover letter with your resume.

Aurora on the Cutting Edge in Educating Practical Nurses!

The First Annual Practical Nursing Conference, being held in March at Gateway Community College, has asked Aurora West's Clinical Educator Deborah Kastiel, RN, to be a speaker. The conference's purpose is to update Practical Nurses on current information and practices in patient care. The Maricopa Community College System took a poll of Arizona PNs in order to evaluate their continuing education needs. Psychiatric Nursing was one of the "highest rated subjects requested," per Geri Laseen of MCCD Practical Nursing Program. Deborah has graciously accepted and will be presenting an overview of the expected DSMV changes, touching on Geropsychology and the Aurora West Decades Program and discussing new medications being used in psychiatric nursing.

Body, Brain, Mind, Soul – Where to Begin with a Geriatric Patient

If your company provides services in any way to the state's geriatric population, please contact us for an exciting CEU opportunity held right in your own office, free of charge. The presentation's topic, "Effectively Addressing the Mental and Behavioral Health Needs of Your Patients" provides you with some new awareness and valuable insights into the uniqueness of a geriatric patient's behavioral health needs and conditions. In addition, we offer simple solutions for when you encounter a patient in distress as well as tips for deescalating disruptive behaviors.



Aurora Out and About!

The Marketing Department has had a very busy quarter, wrapping up a busy 2011! We have been spreading the word that Aurora is the premier provider of behavioral health services in the "Valley of the Sun."

Over the past four months, Aurora has attended many events to talk about the amazing treatment our staff provides on a daily basis. We attended the 6th Annual Recovery Expo and heard many stories from attendees about their gratitude for our hospital... several stating that Aurora saved their life or a life of a loved one.

We also attended the Arizona Nursing Association Event and spoke with many nursing students who are waiting anxiously to begin their rotations as an Aurora Intern or join our RN New Graduate & RN Bridge program.

In addition, we attended several local geriatric events throughout the last six months, presenting information about our Decades Unit, including providing sponsorship at the 23rd Annual Arizona Geriatrics Society Symposium.

We also provided sponsorship to the 13th annual Children's Action Alliance *Through The Eyes of a Child* event.

Getting to Know Aurora

Marret Funk, Human Resources Manager, Aurora West

Favorite Color: *Green*
 Favorite Sports Team: *Diamondbacks*
 Where did you grow up? *Born in Tucson; Grew up in Phoenix*

Did you know?...



- Marret and her husband have both played the trumpet since grade school and play together every Sunday at their church. They met at Grand Canyon University and her first impression was not all that great. It was completely coincidental that they both played the trumpet. But, somehow that jazzy brass instrument connection incited something between them as they have been happily married for over 20 years!
- The trumpet players have four children, three of whom have inherited an artistic finesse from their talented parents. From playing in brass choirs, to acting, to singing, to hopefully one day utilizing their artistic gifts in therapeutic ways, there is never a dull, quiet moment in the Funk household.
- Marret often hears, "You play the trumpet?!!" But, she says she absolutely loves it. When asked why she chose the trumpet, it boiled down to biology – the boy she liked at the time played the brass wind. That young man quit the following year, but many people are grateful for his band attempt; otherwise, we would have missed out on Marret's amazing talents.
- Every July, Marret and her family go to California for a week to the Joni and Friends Family Retreat, where persons with disabilities and their families receive encouragement and care in the comfort of a safe and accessible family camp environment. Approximately 60 kids attend the annual program and Marret serves as the Children's Program Director.
- One of Marret's favorite things about working for Aurora is the people. "We have good people who are friendly and family-orientated," she explains. Marret also appreciates all of the changes made over the last two years and is excited about Aurora's bright future. She truly

Jodi Drewry, LMSW, Director of Clinical Services, Aurora East



Favorite Color: *Blue*
 Favorite Sports Team: *Detroit Tigers*
 Where did you grow up? *Ann Arbor, MI*

Did you know?...

- Jody received a Bachelor's in Psychology from Brigham Young University and received a Masters in Social Work from Indiana University. He is married to his Senior Prom date and they have a blended family of three daughters, a son and one in the bun.
- Jody's youngest child will turn one in December. All one-year-old birthdays are an important milestone, but this particular one will also mark the one-year anniversary of Jody playing Obstetrician. Jody delivered his daughter at home, but not on purpose. His wife called him at 4:30 to tell him, "It's time." Jody arrived home by 4:55 and 30 seconds later, the baby was born in the bathtub. That would be stressful enough. But, to top things off, the umbilical cord was wrapped around that baby's neck. 911 told him, "Do what you think is best." Calmly, Jody unwrapped the cord, suctioned away and all ended well.
- One of Jody's favorite things about his profession is being able to understand why people do what they do. He loves that there is a line of work where you can help people change their behaviors and, in turn, help them to help themselves. Years of keen observation has made him realize that while every person has their own unique story, we're really all the same. Jody speaks, reads and writes Korean after spent two years on a mission in South Korea.
- Drawing from his past experience at the State Hospital, Jody hopes that Aurora's clinical team can affect a young person's life in some way so that their road leads to recovery versus the alternative.

Getting to Know Aurora, Continued...

Dave Robinson, Plant Operations Assistant, Aurora East



Favorite Color: *Yellow*
 Favorite Sports Team: *Detroit Red Wings*
 Where did you grow up? *Detroit, MI*

Did you know?...

- Dave loves to spend his spare time with his wife and 5-year-old son who plays flag foot ball. Dave's sister, an OBGYN, was the first of their family to move to the southwest and the rest quickly followed. His OBGYN sister holds the state's record for the fastest preformed c-section.
- He's played the drums for over 30 years and was in the high school marching band. His favorite drummer is Rush's Neil Peart.
- Dave's Mom told him recently that Aurora is the perfect place for him with his affinity to figure out how something works. Every Christmas morning, within 30 minutes of opening presents, Dave had all of his new toys completely dissected and generated the annual, "Oh, Dave, what have done?" response.

• Dave used to be an auto mechanic and is a Ford certified technician. His automotive background provides him with a strong diagnostic ability. He's been taught to be taught and is, therefore, able to shadow a plumber, electrician, etc., and within a short time frame be able to perform that particular job. He's saved the company quite a bit of money with this skill set. It also allows him to fix things on the fly and in a short time frame ensuring patient safety. As he walks through the hospital on a daily basis, he's constantly looking at things in a new light of whether something could be a possible safety issue for our patients.

Kirsten Sexton, RN, ADON, Aurora West

Favorite Color: *Blue*
 Favorite Sports Team: *Green Bay Packers*
 Where did you grow up? *Steven Point, WI*

Did you know?...

- With a 9-year-old daughter and a 4-year-old son, Kirsten spends a lot of time at sporting events and will only purchase one brand of athletic shoes for her kids and for herself – the Nike swoosh rules in the Sexton household.
- Kirsten's Mom died on her 18th birthday from breast cancer. That experience has affected her as a Mom now, truly understanding the importance of making every day count with your children. Every year on her Mom's birthday and on Mother's Day, she and her children release a balloon for Grandma so that her kids will always feel a special connection in their hearts to the person who helped mold their Mom.
- Kirsten became a nurse because she loved the idea of being in a profession that helped people. When she was in nursing school, she instinctually knew she would eventually become a psychiatric nurse and 20 years later has never looked back. She loves the field of behavioral health due to its ever-changing climate and due to the fact that no two days are the same. She continues to find it fascinating that two people can present with the same symptoms, receive the same diagnosis, but may react completely different to treatment.
- Anyone who knows Kirsten's son knows what an active, and some might even say mischievous, little boy he is. He's been challenging his Mom since his unexpected birth which came two months early. Kirsten went to the doctor thinking she had a sinus infection, but quickly learned she had HELLP syndrome which required a helicopter flight to St. Joe's for an emergency Caesare-



<p>TUESDAY, JANUARY 24, 2012 <i>"Keep it, Collect it, Hold it: Hoarding and Compulsion, The Epidemic That Keeps on Growing"</i> Hoarding is a hot topic being highlighted nationwide in the media and featured on reality TV programs. Learn just what hoarding behavior is, what the DSM 5 is planning to do with its diagnosis, how treatment varies from OCD and if there is a reason all of this is happening now.</p> <p><u>Presented by:</u> Jane Fugate, LCSW, LISAC, Aurora West Intern Program & Social Work Supervisor</p>	<p>Aurora West 6015 W. Peoria Ave. Glendale, AZ 85302 623.344.4400</p>
<p>TUESDAY, FEBRUARY 28, 2012 <i>"Culturally Sensitive Behavioral Healthcare, The Road Toward Cultural Empathy" **</i> We, and our patients, all belong to multiple cultural groups creating a blend of influences on each individual. Those vast and varied influences affect every aspect of our lives. In this seminar, participants will learn ways in which to become more culturally competent. Being culturally competent must be a guiding principal in behavioral healthcare so that services provide the appropriate prevention, outreach, intervention, assessment and treatment. <i>**Cultural diversity CEUs will be provided for this presentation.</i></p> <p><u>Presented by:</u> Lauro Amezcua-Patiño, MD, FAPA, Aurora East Medical Director</p>	<p>Aurora East 6350 S. Maple Ave. Tempe, AZ 83283 480.345.5400</p>
<p>TUESDAY, MARCH 27, 2012 <i>"Anxiety: What's Under Fear"</i> All behavioral health clinicians deal with a variety of anxiety issues among our patients. But, many are never taught the physiology of anxiety disorders, or the physiology of fear as a contributing factor to the development of anxiety disorders including panic disorder, agoraphobia and OCD. Learn how to more effectively assess the root causes of a client's anxiety as well as learn some effective alternative approaches to treatment.</p> <p><u>Presented by:</u> Meagan Foxx, LPC, LISAC, Aurora Community Relations & Marketing Coordinator</p>	<p>Aurora West 6015 W. Peoria Ave. Glendale, AZ 85302 623.344.4400</p>
<p>TUESDAY, APRIL 24, 2012 <i>"Relating to Teens through Music Therapy"</i> Music Therapy for adolescents with mood disorders can successfully address a great variety of treatment goals. Music provides a pleasurable, non-threatening environment where individuals can safely risk trying new experiences which can be transferred to other areas of their lives. Learn some creative techniques to utilize when introducing music therapy to teens as well as learn about the most recent music therapy research related to mood disorder treatment.</p> <p><u>Presented by:</u> Sally Niles, MT-BC, Aurora East Director of Adjunctive Therapy & Thomas Geare MT-BC, LMT, Aurora East Adjunctive Therapist</p>	<p>Aurora East 6350 S. Maple Ave. Tempe, AZ 83283 480.345.5400</p>

Please note – the schedule for every event is as follows:

11:30 a.m. – 12:00 p.m.	Registration, lunch and networking
12:00 p.m. – 1:30 p.m.	Presentation

To register, please visit our [Aurora's Eventbrite page](#).

For questions, please contact Erin Boyd at 623.256.3469 or erin.boyd@aurorabehavioral.com.