

Putting the consumer "in the driver's seat."

Horizon's Bailey/Kensington Continuing Day Treatment Center offers consumers with mental illness services that help them achieve their goals, remain stable, and avoid hospitalization. Now, in an effort to increase empowerment and provide more consumer-focused services, Horizon is revamping how it delivers these services through the Center.

"We are concentrating more on teaching and mentoring our consumers," says Stephanie Watson, mental health coordinator at the Center. "We want to partner with our consumers in their journey to recovery rather than take the 'we know what's best' attitude. Our goal is to help them to become as healthy and productive as possible."

What this means, according to Stephanie, is that the consumers are in the driver's seat when it comes to the care they receive. If their goal is to return to work or go to school, Center staff will do whatever they can to help them achieve that goal. Specialized group services encourage wellness efforts, such as acupuncture to treat stress, anxiety and associated addictions, smoking cessation clinics, yoga and aromatherapy. There is also a nurse and a psychiatrist available for counseling, and specialized treatment "tracks" for individuals with co-occurring disorders and those with career and education goals.

"Forming a relationship with each consumer fosters better communication," says Stephanie. "When our consumers trust us, they are more easily able to communicate their goals, their fears and their problems, which in turn helps us develop a better strategy for helping them."

"...we are developing an intensive track for our consumers who are transitioning from hospital to home and who wish to avoid rehospitalization."

"We are taking a more multi-disciplinary team approach to our services," adds Stephanie. "And we are developing an intensive track for our consumers who are transitioning from hospital to home and who wish to avoid rehospitalization." As part of this, Horizon is training its staff to approach treatment from a consumer-driven perspective, utilizing multiple development activities to enhance staff expertise.

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From the desk of...

Anne Constantino
President & CEO

The President's New
Freedom Commission

recently released its report on mental health, which included recommendations for improving the mental health treatment system. The most important point is that people with mental health disorders need access to a range of advanced treatments, supports and rehabilitative services that are recovery oriented, culturally sensitive and include families.

To address the issue of people seeking and accepting treatment, Horizon is completely revamping its system to respond immediately and assure access to appropriate and requested services. However, we cannot address the critical issue of access before dealing with the issues of payment and insurance coverage. In New York State, coverage for mental health treatment services is woefully inadequate and not consistent with coverage for other medical care. The issues of parity can be many and complicated; individuals with private insurance must pay up to 50% for psychiatric and counseling services. This could mean fees of several hundred dollars per month in "co-pays." Very few working adults in WNY can afford these fees. The result is often that consumers will ration their own treatment. This is not a reasonable approach to disease management. Would we accept this system for heart disease or cancer patients?

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Rehabilitation Specialist George Geillespie listens carefully as three members of his group (left to right), Dolores, Adrian and Gail, discuss aspects of their treatment.

Among adults who used an illicit drug in the past year, 17.1 percent had serious mental illness, compared to 6.9 percent of adults who did not use illicit drugs.

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New Beginnings...for people living with HIV/AIDS.

Living with HIV/AIDS can be challenging, whether you're just coming to terms with your diagnosis or need some extra support. For many Western New Yorkers dealing with HIV/AIDS, Horizon's New Beginnings outpatient program offers new therapies, new treatments and so much more.

“New Beginnings offers private, confidential support to allow consumers to maximize their independence and maintain a positive quality of life.”

Designed to serve individuals who are HIV-positive, age 18 and older who are ambulatory and able to attend to their own basic daily living needs, New Beginnings offers private, confidential support to allow consumers to maximize their independence and maintain a positive quality of life. The program serves roughly XXX individuals each year.

“We treat our consumers in a holistic and humanitarian way, and with compassion,” says

“We treat our consumers in a holistic and humanitarian way, and with compassion.”

Maureen Wilk, program director. “We offer multiple services designed to treat the ‘whole’ person, and to add to our consumers’ quality of life.”

The highly-skilled staff at New Beginnings consists of a psychiatrist, registered nurse, certified social workers and addiction counselors, and case managers. Services are offered in individual and group settings, and include mental health and substance abuse counseling;

psychiatric care and medication management; acupuncture; massage, reiki and healing touch; spiritual and pastoral care; health education; nutrition counseling and daily meals.

But New Beginnings offers something more to its consumers. It provides structure and security in their lives, and gives them a place to go where they are not judged, and where they are surrounded by others who know and understand what they are going through.

“Many of our consumers have limited contact with their families because of their addiction or their diagnosis,” says Maureen. “In many ways we become their family. Our staff is very caring and very committed.”

For more information on Horizon's New Beginnings program, now located at 206 South Elmwood Avenue in the city of Buffalo, call 856-3710. ♥

“From the desk of...”
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The Surgeon General reports that one in five Americans will need access to behavioral health treatment this year, which means each one of us has a stake in this important issue.

Providers will continue to reorganize and improve our services to meet the demands of consumers who make it to our front doors. However, we all need to be concerned about those who could benefit from treatment but never get the help that they need. ♥

MEET OUR Board

Name:

Mark Cramer

Title:

Partner, Hiscock & Barclay, LLP
hiscockbarclay.com



Horizon Board

Involvement: Mark has served on the Horizon Health Services, Inc. board since 1990. He has also served on the Health Management Group, Inc. board since 1999.

How did you come to be on the Horizon Boards? “I was general counsel to the Horizon companies through my previous employer, and came to know Jim Wiegand (Horizon’s founder), who enlisted my services as a board member.”

Why did you want to serve on the Horizon Boards? “When I first started representing Horizon, it had gone through the conversion from one of the County’s “catchment area” corporations, had shed the deficit-funding dependency and was on its way to becoming a viable, independent and effective provider of behavioral health services. Jim had turned Horizon into a privately-run, not-for-profit company with a more professional approach and a more entrepreneurial spirit. That kind of organization appealed to me, and I wanted to stay involved, to keep in touch with the people I’d met as counsel.”

What have you found most rewarding about serving on the Boards? “I’ve gotten an education working with Horizon! I’ve watched the growth of this organization during a time when similar organizations are not making it, are not keeping up with the revolution of healthcare services over the last 10 years. It’s been very satisfying to watch that, to be a part of Horizon’s evolution.”

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The second most popular category of drug use after marijuana is the non-medical use of prescription drugs; an estimated 6.2 million people are current users of prescription drugs for non-medical reasons.

Horizon is honored with Patriotic Employer Award

Erie County District Attorney Frank Clark presented Horizon Health Services with the "Patriotic Employer Award" at a ceremony this summer.

The award is given by the National Committee for Employer Support of the Guard and Reserve (ESGR), a part of the United States Department of Defense. Clark, a former marine, is an active ESGR member. Horizon received the award for "contributing to national security and protecting liberty and freedom" and based on a nomination by Horizon substance abuse counselor Delcey Ann Pulvino.

Delcey, a Sergeant First Class in the Army Reserves, nominated her employer for the prestigious award because of Horizon's support of her military service commitment. Delcey has been a reservist in the 865th Combat Support Hospital out of Niagara Falls for the past 16 years. During Operation Enduring Freedom she was stationed in Kuwait, where she supervised nurses in a hospital. She returned to Western New York in July.

"It wasn't just the professional support I received from my supervisors and co-workers at Horizon," says Delcey. "It was also the personal support. The weeks prior to my leaving were very difficult for me, and just being able to talk to them about what I was going through helped me prepare for my deployment in more ways than I could imagine."

"Although we knew it would be difficult without Delcey - given her valued service and commitment to her work - we also respected her commitment to the safety and ideals of this country," says Amy Shanahan, Program manager and Delcey's supervisor at Horizon. "We recognized



Erie County DA Frank Clark presents the award to Horizon CEO Anne Constantino as Amy Shanahan, Delcey Pulvino's supervisor, and other Horizon employees look on. Delcey was overseas serving in Operation Enduring Freedom and could not attend the ceremony.

that, as she was willing to sacrifice, we needed to do the same."

In talking about the award Clark expressed his "strong admiration for men and women who sacrifice their lives and livelihood while serving in the armed forces protecting our country." ❤️

Hello
Our names are
Diane Ryan and Susan Butler
Nurse Practitioners

As part of its ongoing commitment to meeting the medical needs of its consumers, Horizon employs one consulting physician and two nurse practitioners in its medical clinic. A

nurse practitioner is a registered nurse with advanced skills to manage additional patient medical nursing issues. Diane Ryan has been a nurse practitioner with Horizon since May; Susan Butler since spring 2002.

"Our job is to help keep our patients' medical problems stable," says Diane. "We treat everything from high blood pressure to

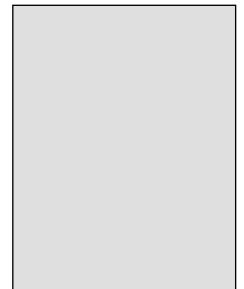
diabetes to cardiac disease, as well as episodic issues such as sore throats and ear infections."

"The biggest challenge," adds Susan, "is patient education. When you have a 92-year-old patient with a history of mental illness, it's very difficult to get that patient to understand her medical needs or to make lifestyle changes to better her health."

Both agree, however, that working with patients with mental illness and/or chemical dependency is very rewarding. Because the patients are already familiar with Horizon, they are often much more comfortable than they would be at a public clinic or an emergency room. If they're comfortable, if they know and trust the medical professionals who see them, they are more likely to seek care when they need it, or submit to examinations if a problem is detected. It's also easier to provide coordination of care under the same roof. Horizon is committed to providing a totally holistic approach to care



Diane Ryan
Nurse Practitioner



Susan Butler
Nurse Practitioner

for its consumers, which includes mental and physical healthcare.

"It's much easier for the consumers who can't communicate to get the help they need from professionals who already understand their special needs," says Susan. Adds Diane, "Many of our patients are very vulnerable, but they are also very grateful. More and more of them come to us for medical counseling as well as healthcare. And that makes a big difference in their lives." ❤️

About 70 percent of people with major mental illness get all of their medical care from their psychiatric providers.

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What do you want people to know about Horizon? "That, at Horizon, they 'grow their own.' The people who run the organization, who make the important decisions and institute the innovative approaches all started as counselors or other staff members. The continuity that has afforded Horizon has been astounding."

Are you involved in any other civic causes? Mark is an officer and director of the Kelly For Kids Foundation, an elder at Deerhurst Presbyterian Church and on the Board of Advisors of the Westminster Early Childhood Program. ♥

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Not all of the Center's consumers are ready to set their own goals or determine what they need, and that's where the Center staff comes in. They work with the consumers individually, teaching them to be decision-makers, and to figure out what they need and how to get it.

As part of its shift in focus, the Center will be doing some physical remodeling; walls will be torn down in an effort to create a less institutional, more open setting. Many programs are being renamed to be more reflective of the consumers' needs and more vocation-focused. Horizon's Bailey/Kensington Continuing Day Treatment Center currently has 100 consumers active in its various programs, with an average daily attendance of 70+ consumers. ♥

Nearly eight million people – or 3.3 percent of the total population ages 12+ – needed treatment last year for a diagnosable drug problem. Nearly 19 million needed treatment for a serious alcohol problem.

Horizon is the largest and most comprehensive outpatient provider of integrated mental health, chemical dependency and medical services in WNY.

HorizonHealthPulse is published for the employees, consumers, Board and friends of Horizon Health Services. Please share this newsletter with a friend. If you would like additional copies of this newsletter or if you have any questions or comments about its content, please call Michelle Wroblewski at 716-831-1800 or email her at mwroblewski@horizon-health.org.

President & CEOAnne Constantino
Medical DirectorHak Ko, M.D.



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INSIDE: New therapies, new treatments...

Horizon Health Services
3020 Bailey Avenue, Buffalo, NY 14215

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