Meeting Our Patients’ Needs

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When it comes to patient satisfaction, Princeton House Behavioral Health (PHBH) stands out as one of the region’s leading providers of high quality, evidence-based psychiatric and addiction treatment services. Recently, both PHBH Inpatient and Outpatient Services have received substantive (and gratifying) feedback about patients’ perceptions of their treatment experiences.

PHBH Inpatient Services earned high marks when compared to more than 50 freestanding psychiatric and addiction treatment facilities nationwide. The data were compiled through a national survey process conducted by Press Ganey, the healthcare industry’s recognized leader in performance assessments related to patient satisfaction. The clinical team’s scores were especially outstanding. Princeton House’s Inpatient Psychiatric Services were ranked in the 93rd percentile with “Courtesy of [the] Psychiatrist” hitting the 96th percentile. Nursing areas also scored between the 90th and 93rd percentiles nationally.

“We were particularly gratified to see that when our patients were asked how likely they were to recommend Princeton House’s Inpatient Services, their answers put us in the 92nd percentile compared to all other freestanding facilities,” said Dr. Pedley.

Equally impressive, The Association for Ambulatory Behavioral Health (AABH) honored the Princeton House Behavioral Health’s Hamilton and Women’s Outpatient Programs, recognizing them as Top Performers in their “Client Perception of Care” benchmarking initiative. AABH also invited Dr. Nathalie Edmond, Associate Executive Director of Outpatient Services, to speak at their annual conference which was held in San Diego this past July.

Neal Schofield, MD, Chairman of the Department of Psychiatry at Princeton House Behavioral Health believes that these patient satisfaction scores accurately reflect the quality of the staff and the treatment modalities at PHBH Inpatient Services.

“Patients feel supported by our psychiatrists. Our staff physicians receive peer support for their work and also have generous access to the most senior members of the department. They can always consult with another colleague when the need arises,” he said. “It’s a parallel process.”

“We also have unusually low attrition among our team of psychiatrists,” said Dr. Schofield, who himself has worked at Princeton House Behavioral Health since 1999.

Schofield cited the “collegial” culture of the 40-member Psychiatry department staff as a factor in Princeton House achievements. In addition, he credits Inpatient Medical Director Seema Kazi, MD, with ensuring that the staff psychiatrists are “never overwhelmed or overloaded,” so they can focus closely on each patient.
Top Priority

Dr. Gary Snyderman, Director of Nursing at Princeton House, noted that the nursing staff have a strong commitment to work with people in the inpatient setting. “We adjust our practice to continually meet the needs of the patients and to provide better care,” he said. “There is some friendly competition between the different units and across different shifts on who has received the highest Press Ganey scores.”

Sometimes a little friendly competition can help yield superior results. Echoing the sentiments of fellow patients at Princeton House Behavioral Health’s Inpatient Services, one individual recently wrote in the comments section of their Press Ganey survey: “I love this place. It saved my life. This has been a great experience.”

Outstanding Outpatient Customer Satisfaction

Princeton House Behavioral Health’s Hamilton site—one of five outpatient sites throughout the state—and the PHBH Women’s Programs were selected as top performers in patient satisfaction this year by the Association for Ambulatory Behavioral Healthcare (AABH). Dr. Peter Thomas, the Executive Director of Outpatient Services, was delighted but not surprised.

“We have an excellent program because it is tailored to each individual’s needs,” said Dr. Thomas. “We know that one size does not fit all—and we deliver highly differentiated and specialized programs for different patient populations.”

Like all of Princeton House’s programs, the Hamilton site and the Women’s Program tailor their clinical care according to diagnostic needs, age group and even gender. This individualization reflects the differing diagnoses and developmental phases of the populations served, including children, adolescents, young adults, adults and seniors. Those receiving psychiatric care are placed in different treatment modalities than patients whose primary focus is on recovering from substance abuse—or patients with a dual diagnosis of mental health and addictions issues.

AABH assessed a number of aspects of the Hamilton and Women’s Programs, including patient input into treatment decisions, staff teamwork, training and supervision, as well as inclusive and affirming environment for staff.

“Positive, friendly environment with staff that is engaged and cares about patients—clear direction and structured well. I would recommend this program to anyone seeking help overcoming depression, anxiety, and substance abuse and in need of a structured, supportive, goal oriented treatment plan.”—Anonymous Patient

“The treatments across our programs are evidence-based,” said Nathalie Edmond, Psy.D., Associate Executive Director of Outpatient Services. “Evidence-based programs have been shown to increase engagement and success.”

Staying current with advances in the field is an important emphasis for the outpatient teams. Findings from the latest research at major academic medical centers and government agencies, such as the National Institutes of Mental Health, are regularly reviewed and incorporated into treatment modalities. The outcomes from these enhancements are then closely examined to see which treatments are proving to be the most effective. Using outcomes-informed treatment ensures that at Princeton House Behavioral Health, compassionate care is always backed by empirical evidence.

One example of evidenced-based treatment in action is the use of Dialectical Behavioral therapy (DBT) in the Women’s program at Princeton House. This was also the topic of Dr. Edmond’s lecture at the national AABH conference this past July.

Research shows that DBT, which is based in part on the philosophy of Zen Buddhism, effectively helps patients tolerate distress, regulate emotions, and interact effectively with others. It helps patients build a life worth living by simultaneously validating and accepting patient’s emotions and experiences while also focusing on skill building so patients can make necessary changes in their life.

PHBH internal research has revealed that “DBT has produced demonstrably successful outcomes in the Women’s Program, including improved scores on outcome measure used as well decreases in hospitalization rate, suicide attempts and significant self harm incidents, said Dr. Edmond.

Leading innovations and expert clinicians are the basis of positive patient outcomes. In the words of one recent participant in Princeton House Behavioral Health Outpatient Services, “I can say without a doubt that [my therapist] demonstrated more compassion and intelligence than I could have expected in one human being.”

For more information, please visit www.princetonhouse.org.
An individual’s psychiatric illness or addiction can impact the entire family, affecting it in profound ways. Most families feel overwhelmed in the face of a loved one’s psychiatric crisis or addiction, but they do have the power to play a major role in the recovery process. In fact, research shows that family support helps clients not only to achieve but also to sustain recovery.

Princeton House Behavioral Health has long recognized the importance of the family in the recovery and healing process, and incorporates activities involving loved ones into the treatment routine.

In the Inpatient Family Program, clear communication with patients’ families is a key part of a patient’s road to recovery whenever more intensive services such as voluntary hospitalization may be required.

Once a person steps down from our Inpatient to our Outpatient Services, the Family Education Program teaches such skills as improving communication styles, validating feelings—even frustration and concerns—and equipping families with new coping skills. Familiarizing a patient’s loved ones with resources available to them in the community is also an important part of the Family Education Program.

PHBH Outpatient Services clinical staff support the families of patients by educating them with information and education, enabling them to better cope during a difficult time.

Heather Gachko, a Licensed Social Worker and Primary Therapist at Outpatient Services recently reflected on the families she has counseled.

“When an individual is diagnosed with a mental illness, their lives begin to change in ways that vastly impact family and friends,” she said. “We provide therapeutic interventions that will benefit a patient’s overall recovery.”

In August, Princeton House Behavioral Health’s Cherry Hill site instituted an after work Family Education Group for the families of adult clients in treatment for addiction. This program, located in one of the five (5) outpatient psychiatric and substance abuse treatment locations within the Princeton House system, is run by staff therapist Paul Ascuito, a Licensed Clinical Social Worker and Senior Primary Therapist at the Cherry Hill location. The four-week program embodies the objectives of Princeton House Behavioral Health’s education initiatives for the families of adult clients.

“Many families don’t at first understand that addiction and alcoholism are part of a disease model,” Ascuito said. “I explain to them that they’re not just seeing ‘bad behavior.’ Once they have a deeper understanding of what is actually going on, they can be supportive—and that helps everyone.”

The Cherry Hill Family Addiction Education group tackles a discreet topic each week. These include: Families in Recovery, Triggers and Cravings, Communication Traps, and Roadmap for Recovery.
Similarly, the Princeton Adult Outpatient Services teaches families how mental illness impacts them as well as their loved ones. “We help families grasp the meaning of mental illness,” said Nancy Bloom, PsyD, a Supervising Psychologist at Princeton House Behavioral Health.

Bloom facilitates the Princeton Outpatient Adult Family Program. “It is heartwarming and gratifying to help family members understand their loved ones. It’s a rewarding experience for everyone involved,” she said. “The social workers act as a bridge to families,” said Ruth Bronzan, Director of Social Work for Princeton House Behavioral Health’s Inpatient Services.

“We offer a lot of group therapy, as well as family education,” she said. “Because there is a strong family therapy orientation in both Inpatient and Outpatient Services, patients as well as their families can move right into a step-down program with family support, when transitioning from an inpatient to an outpatient level of care. Patients get wraparound care in our system,” Bronzan noted.

Patients agree, and have responded to the Family Education Program enthusiastically. For adults the term “family” can include anyone in their support system. Friends, significant others and relatives are all welcome. Often, two or three family members attend the program together.

“It was finally able to understand some of the issues and conflicts I’d been experiencing for years with my mother,” one daughter explained. “It was like a load was lifted off my shoulders.”

For more information about the Family Education Program at Princeton House Behavioral Health Inpatient Services, please call 1.800.242.2550 or for further information about our Outpatient Family Education Program, please call 1.888.437.1610.

people news

Lily Gutterman, MD, a board certified psychiatrist, has joined Princeton House Provider Group (PHPG), working as a staff psychiatrist at our Princeton Adult, Princeton Women’s and North Brunswick Outpatient Sites. Dr. Gutterman served as a staff psychiatrist at UBHC-Monmouth Junction, and as a clinical instructor at UMDNJ-RWJ Medical School. She completed her Psychiatric Residency program at UMDNJ-New Jersey Medical School in Newark, NJ.

Alexander Kwon, MD, has joined PHPG as an Adult Staff Psychiatrist at our Cherry Hill Outpatient site. Dr. Kwon most recently served as a Psychiatry Resident at UMDNJ-Robert Wood Johnson at Camden/Cooper University Hospital in Camden, NJ.

Darlene Osipuk, MD, joined PHPG in the Department of Psychiatry as a Staff Psychiatrist in The Center for Eating Disorders. Dr. Osipuk has over 25 years of experience as a private practice psychiatrist with expertise in eating disorders and women’s wellness. She has also served as the Executive Director of the Woman to Woman Health Care Program, and as an Attending Psychiatrist at Saint Clare’s Health System.

Chirayu Parikh, DO, a board certified Child and Adolescent psychiatrist, joined PHPG as an Child/ Adolescent psychiatrist at our North Brunswick Outpatient site. Dr. Parikh served as an attending psychiatrist at The Center for Family Guidance/ St. Peter’s University Hospital. He completed his Child and Adolescent Psychiatry Fellowship and Psychiatry Fellowship at Zucker Hillside Hospital, in Glen Oaks, NY, where he was Chief Fellow and Chief Resident in the last year of his respective programs.

Cindy Yeung, DO, is the Associate Medical Director for Inpatient Addiction Psychiatry. Dr. Yeung has expertise in addiction medicine and most recently served as Staff Psychiatrist at Summit Oaks Hospital in Summit, NJ, and completed her Psychiatric Residency Program at UMDNJ-Robert Wood Johnson Medical School in Piscataway, NJ where she was the Chief Resident.
Hamilton Outpatient Site Opens Two New Programs

The Hamilton location now offers a **Young Adult Program** for clients from ages 18 to mid twenties. The program offers Partial Hospital (PHP) and Intensive Outpatient Program (IOP) for young adults who have experienced psychiatric and/or co occurring substance abuse issues, which have a negative impact on their sense of well being and overall functioning. The program is geared toward working with patients on issues relevant and unique to this age group, combining Cognitive Behavioral Therapy (CBT) and Dialectical Behavioral Therapy (DBT) approaches to mental health and substance abuse disorders.

**Senior Link Program**, for clients 60 and older, offers a Partial Hospital Program (PHP) five days a week, six hours a day and an Intensive Outpatient Program (IOP) four to five days a week, three hours a day for older adults who are dealing with unique phase-of-life needs. Door to door transportation is provided to all Senior Link program members, free of charge, within a defined area.

**Daisy Award for Extraordinary Nurses**

PHBH is proud to announce that our Adult Services nurse, **Joan Mastrobattista**, at the Hamilton Outpatient site, has won the Daisy Award for Extraordinary Nurses. She was nominated for the body of her work and her exemplary commitment to caring services—everyday. Her nomination was forwarded to the Professional Development Council who then makes determinations for recipients. This is a nationwide program in collaboration with the American Organization of Nurse Executives.

**Expansion of Women’s Programs**

We are pleased to announce that the PHBH Cherry Hill Outpatient site will be relocating to Moorestown, NJ, this winter, January 2013. The Woman’s program will be expanding its services at the new location in March 2013. In addition to Trauma, it will also include Trauma and Addiction, Dialectical Behavioral Therapy, and Emotion Regulation.

The Women’s Programs will have all four tracks at four of our Outpatient locations: Princeton, Hamilton, North Brunswick and Moorestown.

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**JOIN OUR ELECTRONIC MAILING LIST!**

Just send your email address to vstoble@princetonhcs.org.

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**GRAND ROUNDS**

[www.princetonhouse.org](http://www.princetonhouse.org)

Visit our website or contact Jonathan Krejci, PhD, at Jkrejci@princetonhcs.org.
## INPATIENT PROGRAMS

**800.242.2550 Fax: 609.688.3779**

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Adolescent</th>
<th>Comments</th>
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<tr>
<td>General Psychiatric/Voluntary</td>
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<td>Medical Detox</td>
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<td>Addiction Recovery</td>
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<td>Short Term Care Facility (STCF/Involuntary)</td>
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<td>Access via designated Screening Centers for Hunterdon, Middlesex, and Somerset counties.</td>
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<tr>
<td>Electroconvulsive Therapy (ECT)</td>
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<td>Available as an IP or OP service.</td>
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## OUTPATIENT PHP/IOP PROGRAMS

**888.437.1610 Fax: 609.683.6840**

### PRINCETON | HAMILTON | NORTH BRUNSWICK | CHERRY HILL

#### DAY PROGRAMS

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<thead>
<tr>
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<th>PRINCETON</th>
<th>HAMILTON</th>
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<tr>
<td><strong>Child – Psychiatric</strong></td>
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<td><strong>Young Adult</strong></td>
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<td><strong>Adult – Substance Abuse</strong></td>
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<td><strong>Older Adult</strong></td>
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**Men's Program**

- **Trauma**: ■

**Women's Program**

- **Dialectical Behavior Therapy (DBT)**: ■
- **Trauma**: ■
- **Trauma & Addiction**: ■
- **Emotion Regulation**: ■

**Afterschool IOP**

- **Adolescent – Psych/Dual/Substance Abuse**: ■

#### EVENING PROGRAMS

**Evening IOP**

- **Adult Psychiatric**: ■
- **Adult Dual Diagnosis**: ■
- **Adult Substance Abuse**: ■
Cherry Hill Outpatient Site Is Moving January 2013.

We are proud to announce that our Cherry Hill Outpatient site will be relocating to Moorestown, NJ (Burlington County) on January 28, 2013. We are just moving a few miles away from our current location to accommodate the needs of the surrounding communities. The move will allow the opportunity to accommodate patient needs and offer more specialized programming. We will be able to offer a state of the art facility for our patients and still be able to address the needs in our existing community.

More details and information on events and new programs will go out in 2013.

NEW LOCATION:
351 New Albany Road, Moorestown, NJ 08057