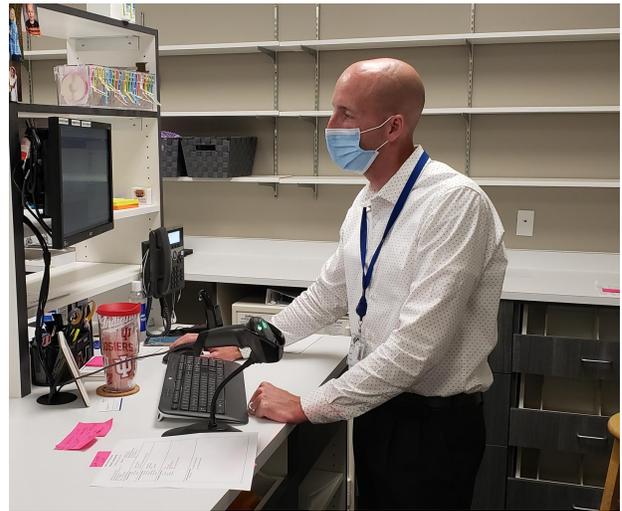
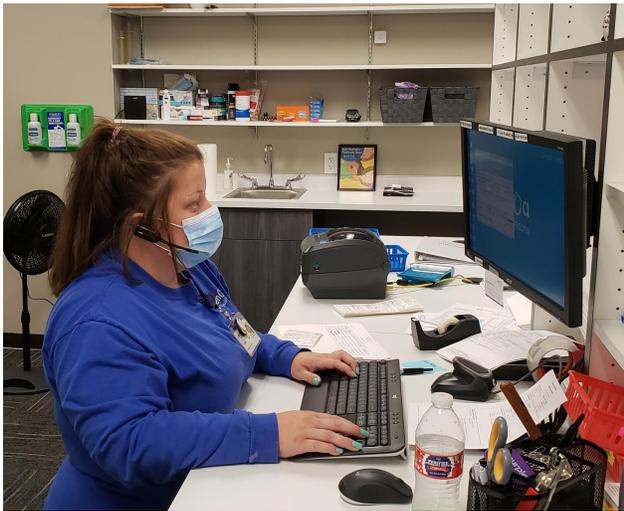


# THE NEWS ST&ND

THE MONTHLY NEWSLETTER OF  
ADULT & CHILD HEALTH



## OTHER STORIES INSIDE THIS ISSUE:

---

*Q&A with COO Dan Arens  
on telehealth - Pages 3-4*

---

*Therapeutic Foster Care  
news - Page 5*

---

*Our latest Ampy Award  
winners - Page 7*

---

*News & Notes, Employee  
Kudos - Pages 8-9*

## Genoa Franklin location opens; Northwood Plaza clinic facelift nearly complete

*Written by Adam Wire*

By press time, there's a great chance the renovations at our Franklin primary care clinic (1860 Northwood Plaza) will be complete. Workers were putting the finishing touches on the newly appointed lobby last week.

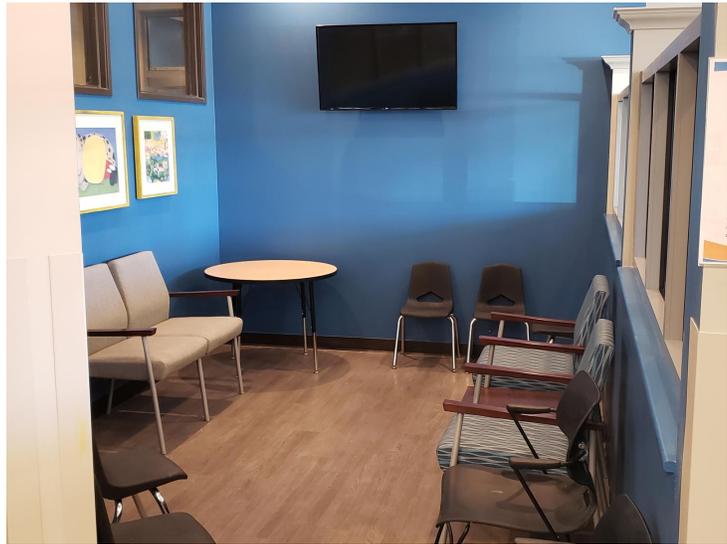
In addition to those changes, the clinic features a new Genoa Pharmacy location, to add to A&C's original Genoa location at 8320 Madison Ave. Pictured above, **Kayla Koons** (left) and **Brad Goedeker** are working at the Franklin clinic, ready to serve our clients.

Take a look at more Franklin clinic renovation photos on **Page 2**.

# Northwood Plaza renovation photos

Renovations to the lobby and receptionist areas at Adult & Child Health's Franklin primary care clinic (1860 Northwood Plaza) are nearly complete, and the agency's second Genoa Pharmacy location is open for business at Northwood Plaza.

The renovation was a little more complicated than others, because a safe had to be removed to make way for the pharmacy. Here's a look at the lobby and reception area as of Wednesday, Aug. 19. The clinic remained open for on-site lab work, injections and other in-person services that can't be done via telehealth.



Next month: Look for an update on the new Whiteland-area office.



# A Q&A With COO Dan Arens About Telehealth Transition

When the COVID-19 pandemic hit, it affected virtually every aspect of our lives. The virus forced health care agencies to adapt and adjust like no other entities.

Clients were suddenly encouraged into quarantine, reducing their ability and willingness to access primary care and behavioral health care visits. Employees felt equally insecure in providing a service that's always been, until recently, face-to-face. Adult & Child Health, like nearly everyone else, needed to evolve quickly or risk leaving thousands of under-resourced men, women, and children without access to care.

In late February and early March, when COVID began spreading to the U.S. and Indiana, A&C's leadership was paying close attention. March 13, when schools began to close their doors and transition to e-learning, A&C began to move. Within a two-week period that spanned late March and early April, A&C effectively transitioned 95% of its medical, psychiatric and counseling service visits from in-person to telehealth delivery models with very minimal loss of client engagement.

## **How we transitioned to telehealth**

Adult & Child Health Chief Operating Officer Dan Arens oversaw much of the transition process and relied heavily on the expertise of A&C's leadership teams and direct care staff who really drove the hard work. "It was so amazing to see the lengths to which our staff were willing to go to make sure our clients were still being taken care of," Arens said. "Our 70-year face-to-face business model was upended and redesigned in a matter of weeks. That's a remarkable testament to what can be accomplished by a mission-driven team." He shared his thoughts on the transition process, how it's working today and what it



Dan Arens (second from right) speaks at the Garfield Park clinic ribbon-cutting ceremony.

means for the agency and health care in the future.

**Q:** Which changes we've made to our health care services and access in the wake of COVID-19 do you think will be temporary, and which ones will remain permanently?

**A:** "Since the onset of COVID in mid-March, A&C has effectively transitioned our services from a face to face model to a televideo model and kept the large majority of our patient base engaged in services. From skills development work in the schools, to homeless services, family therapy, registration, and medical services, for the most part, access to our full continuum of care has remained intact via televideo.

"We've found televideo to be a very effective tool under the pandemic circumstances. The decision to continue these services under a telehealth model really falls to our payors. Under COVID-19, the rules around telehealth billing have been relaxed; if those rules continue to allow telehealth, A&C Health would be happy to continue to offer services under the telehealth model. I suspect, access to some services under telehealth will remain permanently (i.e. therapy, acute medical/psych visits, etc.), while others will return to face-to-face only."

**Q:** Is telehealth actually preferable to our traditional in-person patient visit model? If so, why?

**A:** "Our clients have really adjusted well to the telehealth model. I believe people appreciate the option; especially those with mobility, transportation, work schedule, or other barriers to care. That said, every client is different in their comfort level with telehealth. In an industry based so heavily upon building relationships, discussing emotionally difficult topics, and working across support

# Q&A with Dan Arens about telehealth (continued)

networks, telehealth does present its own set of challenges. Our staff have been really creative in these areas during this emergency, but I believe a mix of face-to-face and telehealth options is the best solution.”

**Q:** We serve a specific population compared to traditional health care facilities/agencies. Will telehealth be beneficial to our client demographic long-term, and if so, why?

**A:** “Many of our clients do experience multiple barriers to care; perhaps more so than traditional health care. Telehealth certainly does expand our clients’ options for access to care. Beyond the common barriers like transportation, telehealth does afford us a different approach to treating people who experience mental health challenges that make it difficult for them to attend services in person.

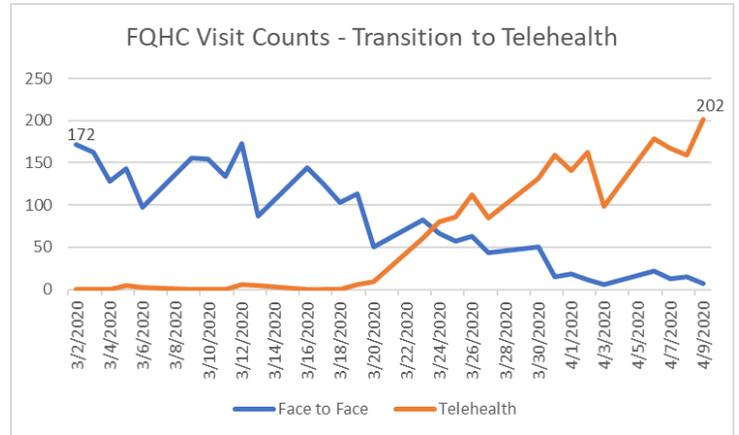
“I believe telehealth has also allowed our agency to reduce the number of clients who present at ER’s for non-emergent services. Whether for primary care or behavioral health services, telehealth has allowed us to be more nimble in working urgent care patients into same-day visits.”

**Q:** What changes do we still need to make as an agency (or as an industry) to make telehealth a viable long-term health care access option?

**A:** “Long term, I believe COVID-19 has forced us all into telehealth models and we’ve collectively demonstrated the remarkable benefit of telehealth. Insurance payors, providers, and patients adapted really quickly. As with any new process, we have some work flow adaptations we’re working to implement, which will improve client care, follow up, registration efficiencies. The beneficial components of face-to-face health care (like connectivity, body language, empathy, compassion, etc.) don’t translate as effectively via tele-video. Those aspects of the visit are very important to good care, so we, as an industry, will need to find creative ways to keep these traits present in a tele-visit model.”

**Q:** How have our clients responded to telehealth? Not just in terms of individual feedback, but participation in the process (i.e. have no-shows increased, decreased or remained flat)?

**A:** “We’ve not had a chance to do a patient satisfaction survey and compare pre-COVID versus during-COVID statistics, but I can say our no-show rate has gone down, clients have voiced appreciation that A&C is still providing care. Many other mental health, substance use, and safety net providers closed their doors for weeks at a time due to COVID, leaving people without care. I’m very proud of our staff’s dedication to serving our clients. When a 600(ish)-person agency transitions from a full face-to-face service model to a 95% telehealth service model in about 10 days,



you know you have staff who care about those they serve.

**This chart (above) clearly demonstrates the successful transition of visits in our clinics from face to face (blue) to telehealth (orange).** For scale, pay close attention to the one-month date range. Also notice, our visit counts per day ended higher via telehealth than they started via face to face.

A similar comparison was made among our traditional mental health center services. We experienced about 7% of our patients disengaged in care during the first months of COVID. Those who remained engaged were highly effective in transitioning to telehealth. We have seen an overall reduction in the duration of our visits, which is to be expected as people assimilate to telehealth.

**Q:** As an integrated care agency, is our experience with telehealth unique compared to other, more specialized agencies? Are there particular service lines that have benefited more from telehealth, and if so, why?

**A:** “In speaking with many other safety net mental health and Health Center agencies, A&C was certainly one of the fastest to adapt and transition to a telehealth model; including the ability for our staff to work remotely to see clients. This was no small feat and was rooted in our IT department’s ability to make rapid changes in tech platforms, onboard machines, and do all kinds of behind-the-scenes techno magic while our clinical staff were concurrently learning how to operate, and provide strong clinical care, under a telehealth model.

I believe A&C’s experience was unique because we were able to move so fast. Our clients experienced minimal interruption in care compared to other centers, some of which were forced to close their clinics completely. Agency-wide, telehealth has allowed us to continue nearly every service in some capacity. Beyond the direct care staff, this transition impacted every admin/support department as well. Our facilities crews, front desks, clinical quality, HR, analytics, accounting, and revenue cycle departments all played a huge role in this transition.”

# How you can help us promote our foster care program

As an employee of Adult & Child Health, you understand the importance of having loving, safe homes for children in need. We are actively recruiting new foster families so that we can better meet the needs of local children, and we need your help.

If you are a member of a church or other community group, we would like for you to touch base with that group's leadership about its interest in promoting foster care. We could make information cards available for the group, promote online information sessions, or even make an in-person or virtual presentation.

If you don't belong to a church or community group, but still want to help, we have yard signs and a mobile billboard that we can display if you know of a location. Contact **Lynn Farmer** if you're interested in a yard sign so we can arrange a handoff of the sign.

If you know people in other organizations who might be able to assist us in promoting our Therapeutic Foster Care program, please provide them with Lynn's contact information (email: [lfarmer@adultandchild.org](mailto:lfarmer@adultandchild.org); phone **317-474-3624**) and have them contact him, or any of you can contact Lynn and we can develop a plan that works for you and your organization.



**Kathy Rinks**, licensing and recruiting assistant, poses with one of the gift baskets the Therapeutic Foster Care team provided for its recent high school graduates. Eight TFC students graduated from high school this spring.



## Welcome, Dr. Collier!

We'd like to welcome **Dr. Melissa Collier** to our team at A&C as our new Associate Medical Director for Primary Care.

Dr. Collier has degrees from the University of Northern Iowa with a Bachelor of Arts in Biology and the University of Minnesota with both an Master of Public Health in Epidemiology and a M.D. degree.

She completed residency in both internal medicine and pediatrics at the University of Illinois. She is a board-certified pediatrician.

Dr. Collier has worked for the Centers for Disease Control and Prevention and for the Indiana State Department of Health, and has extensive experience as both a health care leader and a clinician throughout her career.

She has received multiple honors and awards and has been a researcher and author for over 25 articles published in peer-reviewed journals.

She believes in collaborative, integrated, whole-health care and has a passion for providing excellent treatment for the population we serve at A&C.

She will be spending time at all of the clinics so please say "hello" and introduce yourselves when you see her.

Dr. Collier, we are very excited you have joined our team!

# Let's all go for a 'virtual' walk to help raise suicide awareness

Every year, Adult & Child Health takes part in the Out of the Darkness Walk, an annual event that aims to fight suicide, raise awareness, educate our communities, support those who have lost loved ones, and support those with lived experience. A&C is a sponsor of this event in 2020.

This year, due to COVID-19, the walk will be all virtual, and will take place Saturday, Sept. 12. If you would like to take part in the walk, [register here](#).

Suicide prevention and awareness are at the core of Adult & Child Health's mission. "With hope, compassion and creativity, we deliver life-enhancing physical, social and behavioral health care services."

Here are a few photos of folks who participated in last year's walk.



## Immunization Awareness Month

DON'T FORGET TO GET YOUR CHILD'S VACCINATIONS ... AND YOURS! HERE ARE A FEW VACCINE-PREVENTABLE ILLNESSES AND DISEASES:

- Hepatitis B
- Measles
- Mumps
- Polio
- Tetanus
- Pneumonia
- Diphtheria
- Rotavirus Diarrhea
- Meningitis

As school years start, it's more important than ever to make sure your children get the vaccinations they need. Call 1-877-882-5122 to schedule an appointment to receive your needed immunizations at any of our 4 primary care clinics.

**ADULT & CHILD**  
**HEALTH**

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





# Ampy Award Winners



Be sure to congratulate these virtual Ampy award winners whenever you get a chance!

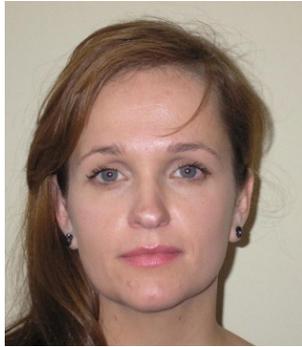
## Latrice Stafford

Senior HR Generalist,  
Human Resources  
Master Yoda Ampy



## Amanda Melvin

Service Coordinator,  
Service Coordination  
Idea Innovation Ampy



## Monica Aguirre

Service Coordinator,  
Service Coordination  
Stand Out Ampy



## Jacob Kieszowski

Support Analyst,  
Information Services  
Extra Mile Ampy



## Chad Ridge

Engagement Specialist, Crisis  
Stabilization  
Better Together Ampy



## Dr. Kelly Hutchins

Clinical Supervisor HSPP,  
Clinical Operations Support  
Better Together Ampy



## Beth Schulz

Clinical Supervisor HSPP,  
Clinical Operations Support  
Customer Whisperer Ampy



## Katy Downey

Staff Therapist,  
Perry School Based III  
Customer Whisperer Ampy



## Leah Foster

Skills Development  
Specialist,  
Perry School Based III



## Joseph Ward

Adult Transitional Living  
Better Together Ampy



## Tameka Riley

Adult Transitional Living  
Better Together Ampy



## Elizabeth Baute

Adult Transitional Living  
Better Together Ampy



## Catherine Comstock

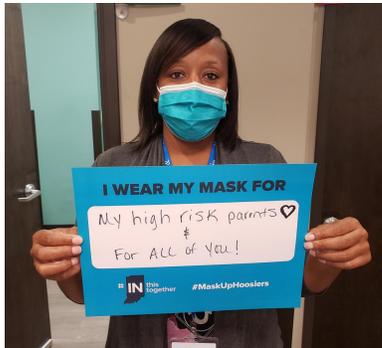
Lead Clinician, Johnson  
County Wraparound  
Master Yoda Ampy



# News & Notes

## Who do you 'mask up' for?

'Mask Up' posters are available in the lobbies at 603, 8320 and Northwood. Fill in the white space who you 'mask up' for, then share on social media or send to [Adam Wire](#) via email for him to share on A&C's [Facebook](#) and [Twitter](#) pages, using the hashtag #MaskUpHoosiers.

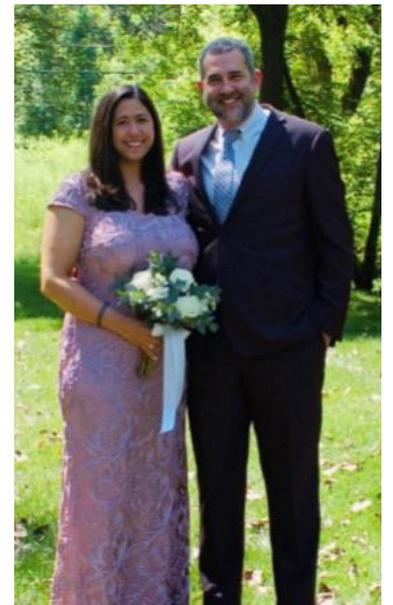


Have an idea for The News St&nd? [Email Adam Wire](#), Marketing and Communications Specialist, with your suggestions.

## Congrats, Newlyweds!



Congratulations to Adult Transitional Living Staff Therapist Nathan Garlick on his Aug. 8 wedding to his bride, Lindsey! The couple had a beautiful outdoor ceremony. Here's wishing you both many happy years to come!



## Rainbow 5K going virtual

Adult & Child Health is a sponsor of the annual Rainbow 5K, which is part of the Indy Pride Festival every year. Due to COVID-19, the race is all virtual this year and will take place any day between Oct. 3 and Oct. 31 on the route/course of your choice. If you're interested in participating, [register here](#). [Contact A&C's LGBTQ Taskforce](#) for information about how to receive a free registration!

# & Employee Kudos &



From a parent of 3 of School-Based Skills Development Specialist **Christy McKittrick's** students:

"Hello! I wanted to reach out and let you know just how much we appreciate Christy. She seriously has been what has gotten us through the last couple months. She never failed to make sure my kids saw her even when it was through telehealth. She will go above and beyond for all her people and she should be recognized for that. Caring, sweet, patient and a heart of gold are just a few of her best attributes. I love how she handles my son's meltdowns and tells me as a mom I'm doing a great job with him even when I think I'm not. You have one heck of an employee on your team! Thank you for all you guys do!"



## ACT team off to a great start!

Since its inception, the members of the Assertive Community Treatment Team have hit the ground running! Each team member have stepped up and displayed true team player-ism, whether it has been: stepping up when another team member is unavailable, combing the streets to look for clients with the outreach team or displaying mentorship to other members. The entire team has displayed a willingness to go-with-the-flow and maintain an open mind as we are perfecting our various processes. I'm am in awe of each and every team member.

The team members include: **Alison Ruess** (Peer Specialist), **Abigail Wainman** (SDS), **Ashley N. Brown** (SDS), **Leslie Carpenter** (SDS), and **Tom Duarte-Molina** (Therapist). (photos not available for everyone in the group)

## Specialty Services continues to shine

- Happy 5-Year Work Anniversary, **Emily Edwards**, Johnson County Wrap!!
- Shout out to **Holly Smith**, Valle Vista, for recently stepping in at the last minute to help run treatment team!
- Wrap Kudos to **Samantha Milli** and **Shelby Zieles**, Marion County Wrap, for their patience, persistence, and flexibility with our families. The families we serve have so many challenges that can affect their engagement and you've stuck in there with them — pulling out all the stops — to get/keep them on board. Your efforts certainly do not go unnoticed by me and our team. You're doing great work!
- Big Wrap Kudos to our Lead **Cassie Lewis**, Marion County Wrap, for all she's been doing for our team (and her wrap families)! Cassie has absolutely rocked stepping in to help safety plan with a youth/grandparent today and is bringing the wrap team together in support of them, to implement a new safety measure. Cassie has communicated really collaboratively with the family, team members, and staffed up when needed. She even found a new resource, "phone jail" (I'll let her tell you about it)!
- Shout out to **Holly Smith, Brooke Baker, Christina Walton, Bobbi Cruz, Jenn Morris**, and **Sarah Shields**, Valle Vista, for recent work during a stressful event on the unit: "Kudos to you all pertaining to the code and chaos recently. Your guys' response was extremely swift, purposeful, and majorly helpful in that moment. I cannot express how much I appreciate you guys for jumping right into it when our response to codes is something new and this was a MAJOR code to respond to."
- Shout out to **Alannah Rosenbalm**, Johnson County Wrap Team Leader, for getting a great score on a DMHA feedback from recently!
- Shout out to **Carol Heckaman**, Service Coordination, who received this from a team member: "I want to give a HUGE shoutout to Carol for going above and beyond helping me troubleshoot and problem solve an issue with a PA that I've been working on! This was for a client with a previous PA from an outside agency, so it required a different form, faxing, etc. I've only done a few PA's like this since we took this over From RCM a couple of years ago. And as we all know, if you don't do something often enough, you tend to forget how to do it. Carol came to the rescue for me and I appreciate her teamwork SO MUCH!"