



CHARTIERS
CENTER

2018 | 2019 ANNUAL REPORT

Special Care...

A Message from the

CEO

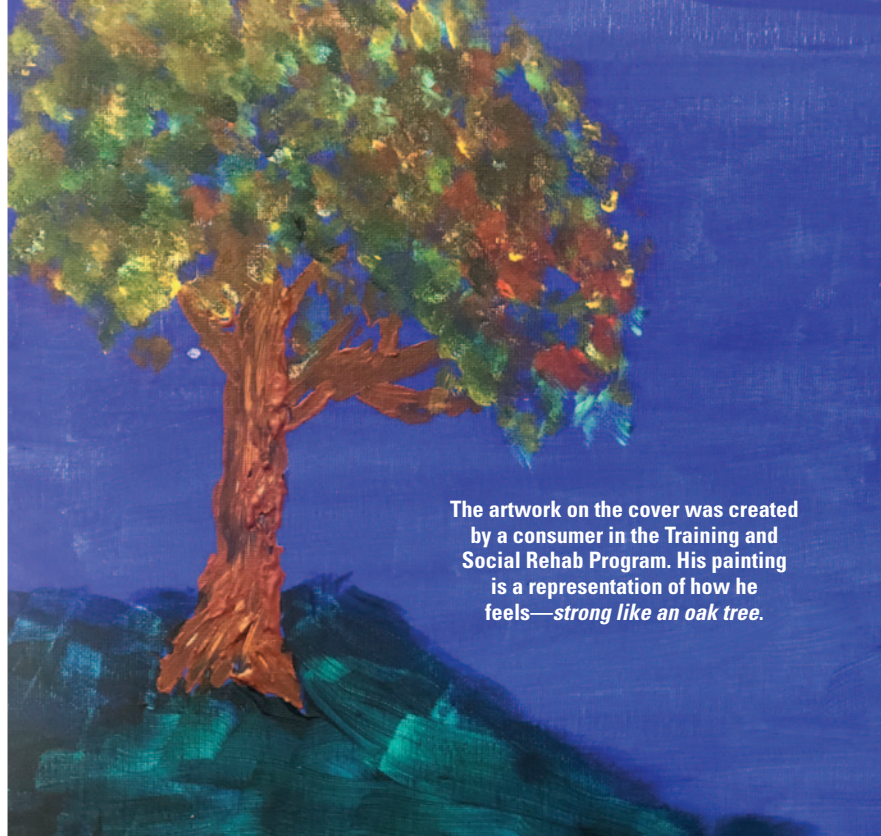
Susan Coyle

"Health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity."
—World Health Organization

At Chartiers Center, we obviously have developed a half century of expertise in healing the mind and breaking down the barriers that those we serve have in meeting basic needs such as housing, developing friendships and not having enough to eat. This year, we escalated our mission to provide care that includes not only the mental and social wellbeing, but now the physical needs of our consumers. Our Board of Directors and staff agree that taking care of the entire person is a priority and as a result this was articulated as Objective #1 of our 3 year strategic plan. For three years, our Wellness Nurses and the nursing staff in our programs have affected amazing outcomes for people under their care by advocating for proper care, planning ahead to maintain routine exams for both men and women, and speaking to doctors on behalf of the consumer. Over the past year we have been happy to celebrate the small but mighty successes of our consumers who have succeeded in getting their diabetes under control, initiated exercise programs, and drove their blood pressure down to normal levels. Working together with our nurses the consumers set wellness goals and then through lifestyle changes and the encouragement of staff they were able to achieve their goals.

Following the course set by our strategic plan, Chartiers Center is currently in the process of developing an integrated care service line which will add physical health care to the list of services offered which include behavioral health treatment and substance abuse outpatient services. We consider this a basic strategy for delivering whole person, quality care.

Chartiers Center has an opportunity to create a primary care service that is within the outpatient behavioral health service area and would



The artwork on the cover was created by a consumer in the Training and Social Rehab Program. His painting is a representation of how he feels—strong like an oak tree.

be available to any Chartiers Center client. We know that individuals with a serious and persistent mental illness such as schizophrenia tend to live 25 years less than the general population of other American citizens. Largely this is due to a life of poverty limiting access to health care, transportation, nutritious food and high stress situations. By adding physical health care to our service line, we are confident our consumers will experience an improved life experience.

At Chartiers Center we are excited to turn the page on the next chapter in our strategic plan. It is an exciting time to be on the cutting edge of delivering whole person care. As we move forward I am happy to share some of the stories, as told by our nurses, of the miraculous recoveries our folks have made when we focus on complete physical, mental and social wellbeing. ■

A Message from the President

Caroline Belczyk

As we continue on the path of our strategic plan, Chartiers Center Board of Directors and staff are excited to see integrated health-care become more than a vision. The theme throughout the Annual Report reflects the "Special Care" provided by our nursing team. The delivery of these services take place across Chartiers Center's programs and in outreach to our consumers in the community. I am honored to be a part of this team, along with my fellow Board Members, as the Chartiers Center staff take steps to enhance the overall wellness of those we serve. ■



Michelle DeVos

Special Care: Integrating Traditional Services

Michelle DeVos — *Outpatient LPN*

Working in a more traditional setting how do you interact with the consumers? As a nurse can you describe concerns you may have with the physical health of your consumers and what kind of interventions can/have you provided?

I interact with the consumers face to face after each doctor's appointment, give injections as scheduled, and converse with consumers over the telephone when they call in with questions or concerns – usually about their medication. I monitor lab work for the client's and when some labs come back abnormal I fax the lab results to

their PCP and assist the client to coordinate with their PCP whenever possible. I also educate the client on what their lab results mean and how it can impact their overall health. When clients come in, they tend to ask questions about their physical health that I do my best to answer – anything from common colds, constipation, and bruises/scrapes/cuts to concerns about upcoming surgeries. At times we have had clients that have had to be assessed for high blood pressure and even respiratory distress. I usually recommend follow up with their PCP, but in one case a client's therapist consulted with me and then called for an ambulance due to his shortness of breath. Many clients are concerned with their weight and I have conversed with them about good dietary choices such as adding more vegetables to their diets and limiting sweets and increasing exercise such as walking. I have even

had a diabetic client bring in their machine so that I could teach that person how to check their blood sugar and review their insulin requirements with them.

Most often I work directly with Dr. Radfar and Dr. Nasr to obtain vital signs of the clients, monitor lab work, assist the doctor's to complete their documentation, review medication orders with the clients after their appointments, phone pharmacies to update new orders/clarify directions of medications, and complete prior authorizations for medications for clients. I work with the therapists as they update me on various issues with the clients and update the doctors with any pertinent information. I also work with Hayley from Genoa, Chartiers on-site pharmacy, to help coordinate blood draws and medication updates. ■



Amanda Lewis

Special Care: Navigating Wellness

Amanda Lewis — *Lead Wellness Nurse Navigator*

1 In your role as the Wellness Nurse you work with our population across the board. What do you see as the most challenging physical health conditions?

- 1 - Diabetes management
- 2 - Hypertension management
- 3 - Medication management
- 4 - Addiction (drug & alcohol & smoking)
- 5 - Pain management

2 Where do you meet the consumers? (i.e. home, office, street, etc.)

Wherever they are! Hospital, home, street, emergency rooms, step down units, a park, or coffee shop! Everywhere!!

3 What do you view as barriers to healthcare?

The major barriers include access to providers, transportation to appointments, and cost of copays. Even when we get consumers set up for appointments, the copay charged for the visit or the copay for medications can be an issue and impact continued care.

4 What has it meant to consumers to get a handle on their healthcare?

I feel like it's given them the ability to learn to handle their day to day activities better when they see how all aspects of their care impact their overall wellness. Consumers feel empowered when they can advocate for themselves now. A little education provided by myself, the other nurses and the BSC's on how to manage their health conditions have really turned around the state of their physical healthcare.

5 When attention is given to physical healthcare what affect does it have on the consumer? On their physical health? On their mental health?

Again just feeling empowered to take control of their lives. Most often, when we get their diabetes or hypertension under control, they feel better physically which helps them feel better mentally and vice versa. Also, the fact that we normally go with them to their appointments gets rid of their anxiety and stress about dealing with a practitioner. ■



Suzanne Schollaert

Special Care: Outreach to the Homeless

Suzanne Schollaert —RN Integrated Care Service Coordinator

As a nurse working along Chartiers' Service Coordinators and Housing Staff doing outreach in the community what part of your day is spent serving the homeless? Describe what physical health concerns you see and what kind of interventions you provide?

I spend 85% of my day with our consumers. Sometimes more. I spend 30% with the Administrative Service Coordinators' consumers providing education on wellness, helping with appointments and medical testing. I see diabetes, hypertension, dental issues, nutrition issues, and people that do not know how to navigate the medical system. The case managers know to call me if they have a client with a medical need that is not being addressed or if they have a concern about a medical issue. When needed we set up a time to meet and I provide whatever support is necessary.

I am with Vesta, and H2O clients the rest of the time helping those who are homeless and those who are being helped by our outreach Housing staff. We are always working to address immediate physical health concerns and provide resources to address the health and wellness of the homeless and those dealing with addictions. ■



Sara Dickson

Special Care: Seniors at the LTSR

Sara Dickson —LTSR RN Supervisor

Those who suffer with severe mental illness will die decades earlier than the average healthy person. This is mostly due to untreated chronic diseases such as COPD, or diabetes. Smoking, poor diets, drugs, alcohol, and inadequate housing definitely plays a part. Barriers to healthcare include complicated healthcare systems, insurances, and the availability of PCP offices that will also treat mental health. When one is not physically well, he or she is not mentally well and vice versa. Combining physical and behavioral medical management is the most effective way to address the multiple healthcare needs of the individuals.

At the LTSR, many of the older residents are living with chronic illnesses and walk a fine line of stabilization. Decades ago, concerns for their

health were left untreated. It was not uncommon for those with severe mental illnesses to have incomplete or even neglected past medical histories. Lacking was a footprint; what was their complete medical background? When was the last preventative procedure completed? Who was the PCP?

Integrated care for the LTSR residents became my goal for their holistic wellness. I broke the job down into thirty, sixty, ninety (and so forth) day goals. Building a foundation was crucial. It started with reorganization of the medical aspects of their charts and solid medication reconciliation. Simultaneously, a rapport with each resident's primary care physician was built so that detailed medical histories could be clarified and specialists contacted. Appointments were set and detailed summaries obtained. Education about wellness and preventative care

began immediately. Each resident was encouraged to participate in his or her wellness plan. In addition, an updated appointment summary is kept that includes the date, place, follow up information, and details of each appointment. The summary not only serves as a reference to all of the caregivers currently involved, but more importantly becomes the resident's footprint. Upon discharge, this is copied and reviewed with their discharge instructions. As a part of the integrated care here at the LTSR, each resident will have a medical history as they move on "out there in the world."

If one is not mentally well, he or she is not physically well and vice versa. Integrated healthcare addresses the whole person within one setting for positive outcomes. This collaborative approach benefits all involved; the patient and the provider. ■

MISSION We, the staff and leadership of Chartiers Center are committed to providing compassionate support to those in need who face behavioral health, co-occurring disorders, or IDD challenges as they transform their lives.

VISION Chartiers Center will be a person centered and recovery oriented center of excellence in the delivery of innovative IDD and behavioral health services in a multi-county area.



SPECIAL THANKS

to those who have supported our work this past year. Listed donations were made from July 1, 2018 to June 30, 2019. We are grateful to the many donors who have given generously this year and are especially thankful for all the canned goods donated to Mary's Market food pantry. For more information call (412) 221-3302 ext.118 or visit our website www.chartierscenter.org to donate via PAY PAL *Thank you.*

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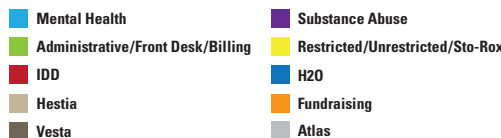
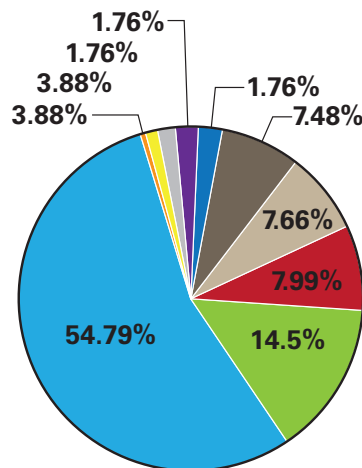
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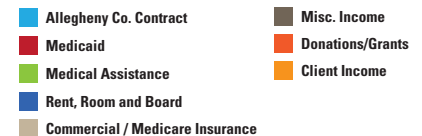
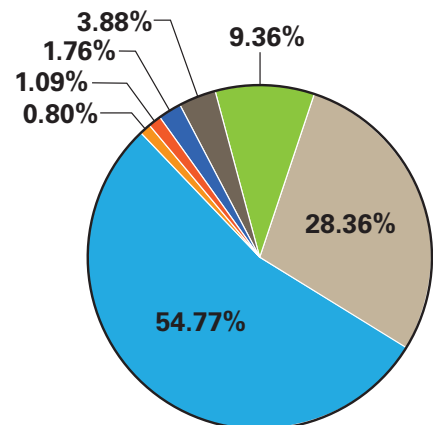
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Financial Report Fiscal Year 2018-2019

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Distribution of Revenue



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