

PRODUCED BY BOURNEWOOD HEALTH SYSTEMS, A LEADER IN PROVIDING COMPASSIONATE CARE ALONG THE ENTIRE CONTINUUM OF PSYCHIATRIC AND SUBSTANCE ABUSE SERVICES.

Four Principles of Care are the Foundation of Bournewood Health Systems

The patient comes first at Bournewood Health Systems, where the emphasis is on providing *access* to the *highest quality of care* in the most *cost-effective* setting to ensure *patient satisfaction*. These “best practices” are the foundation of care provided by Bournewood Health Systems.

Bournewood is an independent, freestanding psychiatric hospital. We take pride in our ability to provide personalized service at all levels of care. From the rapid assessment of patients 24 hours a day to the range of detoxification, psychiatric, inpatient, residential, partial hospital and intensive outpatient services available, patients have access to a broad continuum of services in multiple geographic locations in Massachusetts. This means that people can enter the delivery system at any point in their illness and move to other options as they progress along the treatment spectrum.



At the same time, the individualized care provided by dedicated staff to patients enrolled in Bournewood’s continuum of services, including those served by Bournewood’s partnerships, all lead to high patient satisfaction and successful outcomes as documented in recent discharge interviews and various internal and external surveys. In addition, Bournewood’s cost-efficient approach is illustrated consistently through shorter lengths of stay and low recidivism rates. This leads to important cost savings without sacrificing high standards of care.

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DR. CARMEL HEINSOHN BRINGS VALUABLE EXPERIENCE TO BOURNEWOOD’S CLINICAL TEAM.

New Medical Director Carmel Heinsohn helps Bournewood Implement New Initiatives

As the new medical director at Bournewood Hospital, Carmel Heinsohn, MD, responds quickly to the host of clinical and administrative situations that confront her on a daily basis.

Whether she is leading the medical staff in trying something new, helping a patient to get through a difficult crisis, or advocating on a broader scale for

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Bournewood Hospital has earned the Joint Commission’s Gold Seal of Approval™.



The four guiding principles that shape all of the facets of Bournewood Health Systems’ services include:



New Medical Director **Carmel Heinsohn**

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needed policy changes in the state or on the national level, her ability to “think on her feet” serves her well in this leadership role at Bournewood.

As the former medical director and associate chair of Newton-Wellesley Hospital’s Department of Psychiatry and with extensive experience working in public and private hospital settings including the emergency rooms of Boston City Hospital and Boston Medical Center, Heinsohn is used to working as part of a team to help a patient in need.



Bournewood Hospital has a psychiatric physician on the premises 24 hours a day, 7 days a week.

Heinsohn oversees the various aspects of Bournewood’s continuum, from the range of inpatient psychiatric and substance abuse services to the intensive outpatient programs available on the Brookline, Brighton and Woburn campuses. She also focuses her attention on community relations, educating others about Bournewood’s assets and interfacing between other healthcare facilities and agencies.

In addition, she has started some exciting new initiatives designed to make an already strong system run even better. For instance, she has been instrumental in developing and managing programs that meet the needs of dually diagnosed patients with extreme challenges.

“Our strength is treating patients at the most acute phase of their illness and then offering them a continuum of care to help them return to their community.”

– DR. CARMEL HEINSOHN
BOURNEWOOD HOSPITAL MEDICAL DIRECTOR

This program combines a rapid inpatient detoxification component with a short residential step-down service prior to discharge to outpatient community-based services.

Other efforts that Heinsohn helps lead include providing direct services to patients who select Bournewood as their designated behavioral healthcare facility under a global capitation agreement and providing 24-hour telephone triage and assessment services to patients throughout Massachusetts who are in crisis.

Since 1884, Bournewood Hospital has been a leader in psychiatric and chemical dependency treatment within a supportive environment.



Bournewood's Triage Services Provide Personalized Help for People in Crisis

If you had a problem in the middle of the night, wouldn't it be reassuring to know that there was someone at the other end of the phone you could call for immediate help and advice? Through a variety of triage and assessment contracts, Bournewood is able to offer patients and their families substance abuse and mental health services around the clock.



In fact, one such plan, which provides medical coverage for families who qualify for MassHealth, relies on Bournewood Health Systems' expertise to

"Our Triage Services are one more way we help people on a personal level."

— RAYMOND ROBINSON
PRESIDENT, BOURNEWOOD HOSPITAL

provide weekday after-hours and weekend and holiday 24-hour telephone coverage when their offices are closed.

People who are in crisis after hours are triaged by telephone and referred for treatment based upon clinical presentation and level of care determination.

What makes Bournewood such a good fit for this important role is the expertise and knowledge of its dedicated staff and the presence of a 24-hour, 7-day a week acute hospital infrastructure. "In addition to assessing and referring patients to the right level of services in a rapid timeframe, the clinicians also follow up to ensure patient compliance with the agreed-upon treatment plan, bringing the evaluation and treatment process full circle," says Raymond Robinson, MBA, President of Bournewood Hospital.

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PATIENT SATISFACTION What Patients say about Bournewood

"Doctors are attentive and caring."

"The nursing care is very good."

"Every aspect of admission is handled quickly and professionally."

"The programs are structured and run well."

"The staff is reasonable, responsible, realistic and caring."

Bournewood gets **High Marks** in **Patient Satisfaction**

Bournewood gets high marks from its patients, according to the results of a survey conducted by Press Ganey Associates, which is a national group that measures patient satisfaction among acute-care hospitals around the country.

In fact, a sampling of recently discharged Bournewood patients who responded to a satisfaction survey sent by Press Ganey revealed that:

- A full 80 percent of Bournewood respondents were satisfied or very satisfied with the services they received.
- A total of 65 percent of Bournewood patients surveyed responded to the questionnaire, compared with a national response rate of only 23 percent among similar freestanding private psychiatric hospitals around the country.

“We were very pleased with the results and are continually on the lookout for ways to make our services even better,” says Mary Purdy, RN, MSN, Director of Patient Care Services.



Bournewood's **Triage Services**

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While some triage contracts link patients with resources outside of Bournewood, other Bournewood triage contracts take a completely different approach, yet with similar results.

For instance, Bournewood provides direct services for members as one of the Tufts' Health Plan designated behavioral healthcare facilities.

“Whether it is through our direct services or through our triage relationships, there is a strong human element here,” Robinson points out. “That’s what Bournewood is all about and this commitment to the patient is what really distinguishes us from others.”



THE ADMISSIONS STAFF IS SENSITIVE TO THE PARTICULAR NEEDS OF EACH PATIENT.

Bournewood Hospital's Strengths

- **High-Quality Care**
- **Shorter Lengths of Stay**
- **Lower Recidivism Rates**
- **High Patient Satisfaction**

“Our insurers and managed-care providers tell us our quality is high and our length of stay is shorter than the regional averages.”

– MARY PURDY
DIRECTOR OF PATIENT CARE SERVICES



Bournewood's Commitment to Education

Everyone Benefits from Bournewood's Unique Investment in Education

On any given day at Bournewood Hospital, students from area colleges and universities bring a fresh perspective and high levels of energy and enthusiasm to the Brookline campus. That's because Bournewood has a long history of investing in teaching and education, according to Bournewood's Chief Executive Officer, Nasir A. Khan, MD.

Bournewood's teaching programs include students at all levels in the educational spectrum: undergraduates, graduate students, medical students, residents and fellows.

"Teaching provides important academic stimulation for professional staff and better outcomes for patients."

— DR. NASIR A. KHAN
CHIEF EXECUTIVE OFFICER, BOURNEWOOD HEALTH SYSTEMS

Bournewood Receives Accreditation to Provide Continuing Education for Physicians

Bournewood Hospital recently received a 4-year accreditation from the Massachusetts Medical Society to provide Continuing Medical Education Category 1 credits to physicians.

"We are very pleased to offer this program at Bournewood," says Malcolm Rosenblatt, MD, Director of Continuing Education. "This is one more way we can enhance the ability of clinicians to care for our patients."



DR. NASIR A. KHAN DEMONSTRATES HIS STRONG COMMITMENT TO EDUCATION BY COLLABORATING WITH AREA UNIVERSITIES AND COLLEGES ON A REGULAR BASIS.

Bournewood provides clinical training to:

- Psychiatric residents from Boston University School of Medicine, Boston Medical Center
- Psychiatric residents from Harvard Longwood Psychiatric Residency Training Program, Beth Israel Deaconess Medical Center
- Medical students from Boston University School of Medicine
- Post-doctoral neuropsychology Fellows from Tufts University
- Doctoral candidates from the Massachusetts School of Professional Psychology
- Master of social work students from Boston University, Boston College and Simmons College
- Nursing students from Massachusetts Bay Community College, Northeastern University, Bunker Hill Community College and the University of Massachusetts at Boston
- Master's degree candidates from Lesley University



About Bournemouth Health Systems

Bournemouth Hospital is a leader in psychiatric and chemical dependency treatment within a nurturing and supportive environment. It has operated continuously on 12 acres in South Brookline since 1895, and today, Bournemouth Hospital serves patients of all ages, all ethnic and socio-economic groups and all diagnostic categories with its unique comprehensive continuum of care.

Bournemouth Health Systems' services include:

- **Psychiatric physicians on campus 24 hours a day, 7 days a week**
- **Triage, assessment and admissions 24 hours a day**
- **Five inpatient units, including a discrete child/adolescent unit**
- **Separate acute residential beds**
- **Separate adult, and child/adolescent partial hospitalization programs**
- **Outpatient services in Brookline, Woburn and Brighton, Massachusetts**
- **Adult partial hospital and ambulatory services available at the Bournemouth Caulfield Center in Woburn, Massachusetts**
- **Outpatient practice affiliations throughout the state**

Bournemouth Health Systems has contracts with most insurance and managed-care companies including Medicare, Medicaid, Blue Cross, Tufts, Harvard Pilgrim, Magellan, United Behavioral Health, PacifiCare, Cigna and most other major insurance providers.

For more information, visit www.Bournemouth.com

Inpatient Location:

Bournemouth Hospital
300 South St.
Brookline, MA 02467
(617) 469-0300

Outpatient Offices:

Bournemouth Ambulatory Services
300 South St.
Brookline, MA 02467
(617) 469-0300

Bournemouth Caulfield Center
23 Warren Ave.
Woburn, MA 01801
(781) 932-0649

Bournemouth Clinical Associates
17 Henshaw St.
Brighton, MA 02135
(617) 783-0282

Affiliated Locations:

Colony Care Behavioral Health
11 River St.
Wellesley, MA 02481
(781) 431-1177

Family Associates of Merrimack Valley
201 Chelmsford St.
Chelmsford, MA 01824
(978) 256-1467

Collaborations in Clinical Care
275 Turnpike St., Suite 105
Canton, MA 02021
(781) 821-1760

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