



helping people
heal

2017

Brattleboro Retreat
Impact Report to
Stakeholders & Friends





The evidence is in. The best way to transform lives is by employing clinical practices that are proven to be most effective. Here at the Brattleboro Retreat that's exactly what we're doing—adopting methods of treatment that scientific research tells us work best.

This approach has never been more necessary as patients come to us with increasingly complex psychiatric and medical needs. And in an era when services for people with mental health and addiction challenges are sparse or non-existent, we owe it to them to deliver the quality care they deserve.

It takes a great staff to make good on this promise, and the dedicated professionals on our team are hard at work implementing cutting edge practices. Their commitment to the highest standards in clinical quality and the culture of caring they establish on behalf of each patient has energized our efforts to achieve a number of goals—from utilizing best practices to making sure our patients and their families are at the center of care.

Doing what's right on behalf of those we serve helps build stronger communities—and that's what will ensure a stronger Brattleboro Retreat for years to come.

Louis Josephson, Ph.D., President and CEO

A simple idea that's transforming healthcare is also taking shape at the Brattleboro Retreat. Evidence-Based Practices are approaches to care that combine the best available scientific evidence on a treatment's effectiveness with clinical expertise that puts patients at the center of their care. In other words, doing what works to help people heal.

In 2016, the Retreat implemented new staff education and patient programming focused on two evidence-based models: Dialectical Behavior Therapy (DBT), and Acceptance and Commitment Therapy (ACT). Both practices use mindfulness as a core therapeutic component. Mindfulness is the practice of simply bringing our attention to what we are experiencing in both our internal and external world.

DBT focuses on helping patients balance self-acceptance with the need to change—and teaches skills that help them to understand their emotions and behaviors, and tolerate difficult feelings and urges without acting on them.

ACT, which involves similar core skills, focuses not on “solving” problems like depression or anxiety, but on learning techniques such as how to be present in a given moment of distress, how to step back when thoughts become painful, and how to be flexible when difficult memories or emotions arise—essentially how patients can experience painful thoughts, feelings, and situations in a way that frees them up to live their lives with more purpose and vitality, guided by their values.

The implementation of DBT and ACT has already resulted in positive, measurable outcomes that include higher patient satisfaction scores.

“The move toward Evidence-Based Practices at the Retreat has required a shift in thinking and culture for staff, administrators, and patients. Ultimately, we are more engaged with our patients—and our patients are more engaged in their treatment.”

—Kirk Woodring
Chief Clinical Officer, Brattleboro Retreat



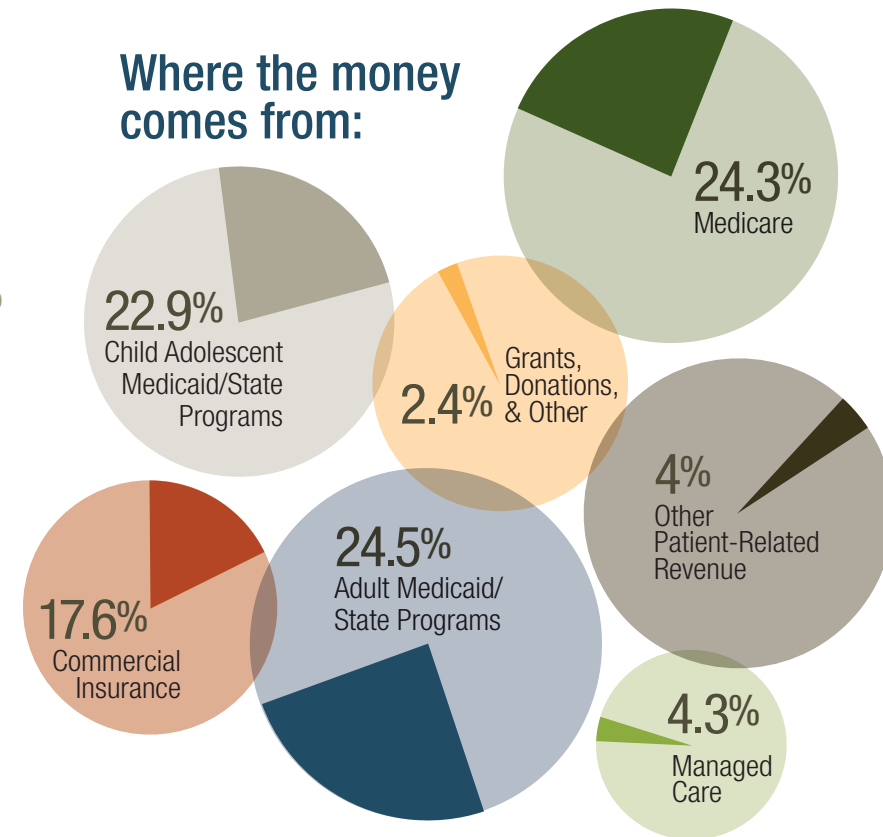
doing what
works to
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heal

Brattleboro Retreat financials

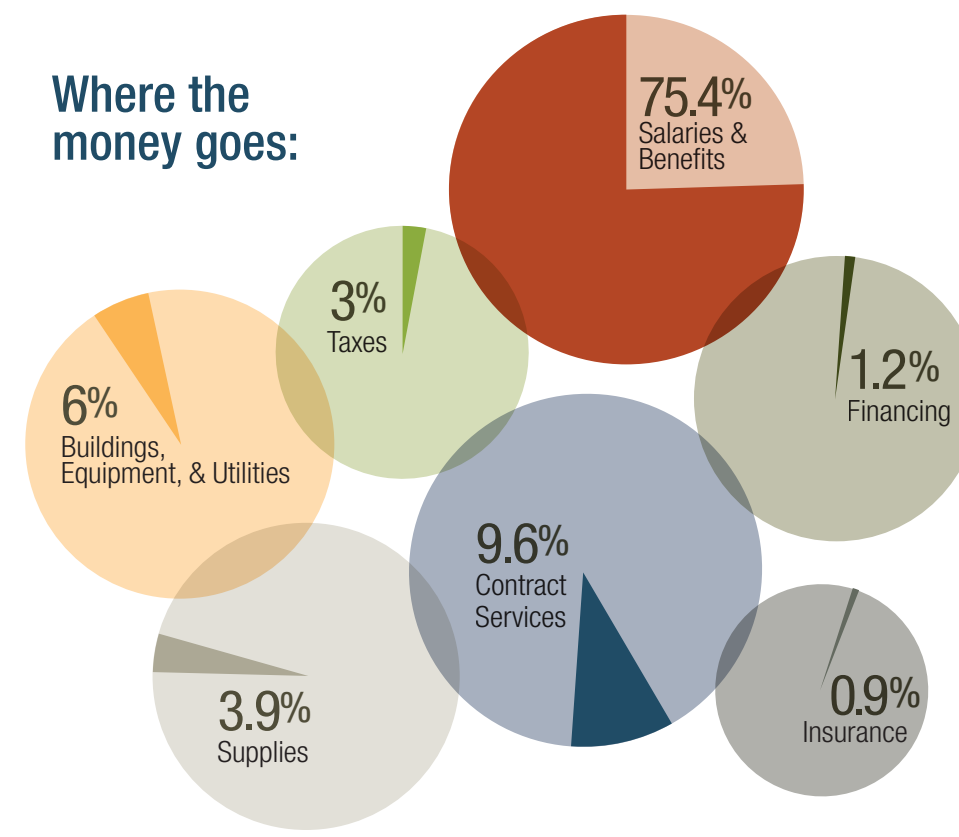
The Brattleboro Retreat had a positive impact on thousands of individuals and our communities throughout 2016. Last year we served 4,740 children, adolescents, and adults who sought treatment for mental illness or addiction. Total expenditures for services in 2016 amounted to \$69 million.

As the healthcare environment changes, we continue to meet the need for high quality care by strengthening our expertise and extending the reach of our services.

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thank you

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“Over the past six years, my son has been hospitalized more than seven times. And while I have dealt with many excellent social workers and case managers, Emily at the Brattleboro Retreat truly stands apart.

Emily was consistently proactive, helpful, and knowledgeable. These qualities along with her friendly, professional demeanor were reassuring beyond words

to parents sick with worry. It is easy for healthcare providers to lose sight of the fact that mental health care can be a daunting and confounding experience for patients and families. Emily was clearly aware of this and was able to demonstrate compassion, empathy, and human kindness. Most importantly, she made the effort to get to know my son and recognize the qualities in him that might be missed by others.

Of all the hospitals my son has been in, the Brattleboro Retreat, far and away, was the best experience that I have had in terms of patient- and family-centered care.”





making lives whole

“In January 2016, I was a 50 year old male suffering from depression and the feeling that my body didn’t reflect my true gender. I was admitted to the LGBTQ program at the Brattleboro Retreat and during one of my meetings with Dr. Nohl, I expressed interest in

transitioning to female. My journey has been incredible. I have created a new life for myself with many supportive, caring friends—more than I have ever had. I am happy, emotionally strong, energetic, proud, and I am NOT depressed, even after reducing or eliminating many of the meds I had been on. At 51, I feel like a teenager exploring the world opening up for her and having a blast. My life is wonderful.

Travel plans last summer resulted in me driving through Brattleboro. Just being there was like a pilgrimage to me, to the place where my new, better life started.”

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helping people mend

“I’m a police officer. Part of my therapy at the Brattleboro Retreat included writing down the story of the day that led to my trauma, how certain I was I would get shot, the wounded man on the ground, every detail I could recall—then reading it out loud. The first time, I was a mess, shaking so badly I couldn’t read. That afternoon I would write it out and read it again. Over a week, I was able to get from something I relived constantly to something that became simply an unpleasant memory.

When I got home, I felt driven to tell people what had happened to me. I asked the chief if I could put on a presentation for officers and their spouses, anyone who wanted to listen.

I knew that the feelings I had were not unique. All our emergency services are struggling with this, and the culture of not talking about it isn’t working. When I do trainings now I tell other police departments that stress disorders *are* affecting your organization and your people. My whole purpose is to get people to talk. I’ll talk about this to anyone who’ll listen. Just give me a time and place and I’ll be there.”

Watch the short video of Sgt. Rich LaBard’s experience with PTSD at brattlebororetreat.org/usp.

“Thank you for telling me and showing me that I am worth it.”

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William Rockwell, our first and longest serving superintendent of 36 years, selflessly returned \$400 of his \$1,000 salary to help keep the hospital going in 1836 during the first year of operation. The Rockwell Society recognizes employees who have donated a cumulative of \$10,000 or more across years.

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In memory of Jack Hunter & Carol Eaton
 Milton & Sylvia Hunter Eaton

In memory of Joyce Moriarty
 Davina Essen

In memory of Benjamin Mosley
 George & Faith Terwilliger

In memory of Kenneth Ringquist
 Martha Patwell

In memory of Warren P. "Smokey" Seckendorf
 David Burke
 John Callahan
 Nancy Higgins
 Donna & Eric Korb
 Jay Moltenbrey
 Debra Roberts
 Joan Robitaille
 Richard & Christine Ruel
 Marion Louise Steves
 Stephen Van Voorhis

In memory of Shirley Stahl
 Dr. Joseph & Marcia Rosen

In memory of Dawn Taylor
 Konstantin von Krusenstiern

In memory of Valery Worth Yadow, MD
 Anonymous (2)
 Robert Davis
 James & Barbara Gilman
 Dr. Thomas Hoskins &
 Julia Forsythe
 Heidi Peterson &
 Kenneth Butcher
 Dr. Jilisa Snyder & the staff
 of the Anna Marsh Clinic
 Michelle Torre

In memory of Peter Zachary
 Jill Zachary

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