

# BROADEN MY HORIZONS

QUARTERLY LEADERSHIP NEWSLETTER

SEPTEMBER 2024 EDITION

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## A Message From Laura Larson-Huffaker, Chief Executive Officer

 Hello, Horizon staff,  
It's hard to believe we are finishing Fiscal Year 2024 and ready to begin Fiscal Year 2025 on October 1st, 2024. Several exciting things are happening in the new fiscal year.

We will move our Chandler Pediatrics Clinic to a new location in October to provide more space for our growing primary care and behavioral health services. The new location is very close to our existing location, so we anticipate a seamless transition for our patients.

We will begin transitioning onto our new electronic medical records platform, Netsmart, on October 1st. We are following a phased approach, starting with our non-FQHC (Federally Qualified Healthcare Center) programs, which include behavioral health (excluding psychiatry), residential treatment, and crisis programs. We continue working with Netsmart to improve the functionality of the FQHC program platform so we can transition psychiatry and primary

care later in the fiscal year. The move to Netsmart will allow us to all be on one medical record, making integrated care even better coordinated and providing more robust data and reports.

We decided to transition our Intellectual and Developmental Disabilities (DD/ID) day program in Sierra Vista to Aires, a similar provider in that area. Without any other Horizon services in the area, keeping the program viable was becoming increasingly difficult. Aires will be moving their existing program into our facility, offering positions to our staff, and taking over the care of the clients. This transition is set to occur on October 1st.

We know there will be many more challenges and opportunities in the upcoming fiscal year, as there are every year. I am confident that with our strong and passionate staff, we will continue to be the vital community resource we are in all of the areas we serve.

Sincerely, Laura



# WE'RE MOVING!

**Chandler Pediatric Care**  
**600 S. Dobson Rd., Bldg. A**  
**Chandler, AZ 85224**

Beginning October 14, 2024



Construction is underway at the new Chandler Pediatric Care location at 600 S. Dobson Rd., Bld. A, Chandler, AZ 85224.

## Chandler Pediatric Care is Moving

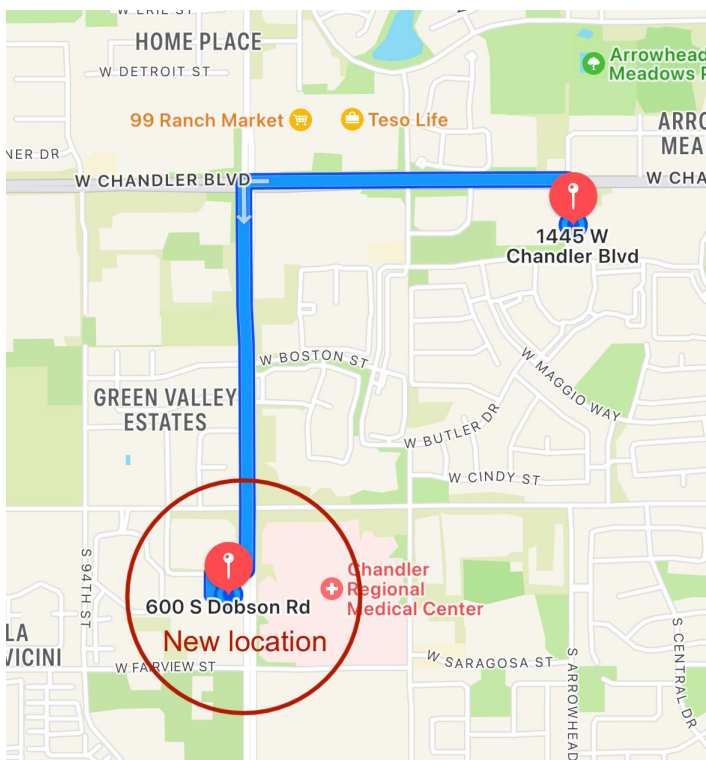
By John Day

**W**e are thrilled to announce that Chandler Pediatric Care is relocating to a new location just around the corner from our current site! Effective October 14, 2024, we will operate from our new address at 600 S. Dobson Rd., Bld. A, Chandler, AZ 85224. This move is a testament to our organization's growth and ongoing commitment to expanding our services to better serve our patients.

The new clinic is just a 5-minute drive from our current location, making the transition convenient

for our team and patients. While our address will change, our dedicated staff and the comprehensive, integrated care we provide will remain the same. This move reflects our continued efforts to enhance our role as a primary care medical home and behavioral health home in Chandler.

Here are some pictures of our progress on building the new property—we're excited to watch it come together. Thank you to everyone who has contributed to this exciting next step for Horizon Health and Wellness. We look forward to working together to make our new location a success!



Development is in progress! The new Chandler Pediatric Care clinic will open on October 14, 2024, as part of Horizon Health and Wellness's commitment to expanding services for patients.





## Celebrating the Work of our Crisis Team

By Maria Johnson

**O**ur crisis team has worked hard over the last quarter, making a significant impact across the community through outreach, education, and compassionate care. Participating in three major community events, the team set up booths at the Jammin' Into Recovery event in Casa Grande, the Summer Learning Block Party, and a local health fair in Globe, where they connected with hundreds of community members, handed out valuable resources like 988 crisis hotline information, and even received self-referrals for services. This kind of engagement helps us reach those who need support and strengthens our connection with the communities we serve.

As part of the Kindness Matters initiative, our team continues to go above and beyond for clients and each other. Staff members are sending kudos and increasing recognition of each other's efforts, bringing in snacks, and celebrating birthdays. Supervisors are frequently sharing kudos and recognition



through email and staff meetings. This supportive environment is helping our team thrive, even during busy and challenging times.

Our crisis line has been busy, handling 674 calls—484 adult and 190 child calls—with an impressive 62% stabilization rate. Despite being short-staffed, the team has shown incredible resilience and teamwork, and we are deeply grateful for the additional support from our outpatient teams with shift coverage.

Our Youth Engagement efforts have been remarkable, facilitating safeTALK training for 59 participants, launching an Anger Management group with three student graduates, and establishing a presence in Casa Grande and Maricopa High Schools. The team has also signed a memorandum of understanding (MOU) with the Coolidge School District, expanding our reach further. Since the school year started, we've already received ten referrals, demonstrating the growing need for these critical services.

Pinal Outreach has also been highly productive, completing outreach to 140 individuals, enrolling 31 in behavioral health services, and responding rapidly to those in urgent need. Our Homeless Outreach team has reached 124 community members and placed 19 in housing, treatment, or shelters, while our Veteran Outreach team has connected with 89 individuals, enrolling four in primary care.

Through the Zero Suicide Grant, our commitment to reducing the suicide rate in Pinal County is in full swing, with 194 screenings already completed of our annual goal of 200. We have already met our yearly target for ASIST training, with safeTALK training nearly meeting our goal as well.

We are incredibly proud of the incredible work our crisis team is doing every day. Your dedication, compassion, and teamwork make a profound difference in the lives of those we serve. Thank you for all that you do!



## Grant to Help Fight Colorectal Cancer

By Mary Jo Silcox

**W**e have some exciting news to share! Horizon Health and Wellness has been awarded a special grant from Exact Sciences, a leader in cancer screening and diagnostics, to help us improve colorectal cancer (CRC) screening rates in our community. This grant is a big step toward making healthcare more accessible and breaking down barriers that would keep our patients from getting the care they need.

Colorectal cancer is a leading cause of cancer deaths, but the good news is that it's preventable with early detection. Unfortunately, many people in our rural communities miss out on these essential screenings because of challenges like lack of access, cost, or simply not knowing about them. With the support of this grant, we aim to increase CRC screenings by 25%, especially among those who need it most.

We know that distance, transportation issues, and financial worries often hinder our patients' screening.

This grant allows us to provide more options, educate our community, and ensure screenings are within reach for everyone. Together, we can help save lives by catching cancer early, when it's most treatable.

This grant represents hope for our community. It's an opportunity to reach more people, provide the care they need, and improve lives. As we move forward, we'll rely on the amazing work of our staff to encourage and support our patients in getting screened. Every conversation, every piece of advice, and every effort you make counts.

Thank you for your continued dedication and for being part of this journey. Let's keep pushing forward, breaking down barriers, and making a real difference—one screening at a time. Your commitment is what helps our community stay healthy and strong!



## THE TOP 3 COMMON HAZARDS LEADING TO ACCIDENTS ARE:



### Distractions

A distraction is anything that draws the driver's attention away from the road, i.e., phones, changing the radio station, etc. 20-30% of all vehicular crashes are caused by some sort of distraction.



### Aggressive Driving

Aggressive driving may include excessive speed, failure to yield to traffic controls, failure to yield right-of-way, and other inappropriate driving techniques. 20-30% of all accidents are caused by aggressive driving.



### Impaired Driving

Drugs and alcohol can affect vision, cause dizziness, and impair judgment. Impaired driving due to drug or alcohol use is the leading cause of vehicle accidents, accounting for 40%.

## Driver Safety

By Marsha Ashcroft

**H**orizon provides transportation services, as needed, to ensure our clients have access to medical care. In addition, the agency also provides vehicles so staff can provide services in the community. Ensuring staff and clients are safe during transport is of utmost importance.

According to a recent Bureau of Labor Statistics (BLS) report, transportation-related incidents accounted for approximately 38 percent of workplace deaths. With a fleet of over 100 vehicles, providing safe and well-maintained vehicles is paramount in protecting our patients and staff. In addition,

all drivers must understand the common causes of vehicle accidents and know the best practices for preventing accidents.

An essential tool for driving safely is appropriately using a vehicle's mirrors.

**Follow these steps when adjusting your mirrors before driving:**

1. Adjust your rearview mirror to see the entire rear window from the driver's seat.
2. Adjust the driver's side mirror by placing your head against the left window and setting the mirror so you can barely see the side of your vehicle.
3. Adjust the passenger-side mirror by positioning your head just above the center console and setting the mirror so you can barely see the passenger side of your vehicle.

### Follow These Best Practices To Minimize The Chance Of Accidents

- ✓ Eliminate distractions.
- ✓ Never drive under the influence of drugs or alcohol.
- ✓ Obey traffic safety laws.
- ✓ Be courteous to others.
- ✓ Keep your vehicle in good mechanical condition.

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[Driver Safety continued]

4. Recognize the limitations concerning the distance of objects in mirrors.
5. Use mirrors every 5-7 seconds, and before lane changes, merges, turns, and backing.
6. Know your vehicle's blind spots.

As we familiarize ourselves with the common hazards leading to accidents and take steps to prevent accidents and drive defensively, we are doing everything in our power to minimize the chance of an accident and provide safe transport

for our clients. Agency vehicles carry precious cargo, even when you are the only passenger!

**Training Update:** We're pleased to share that defensive driving will now be part of our annual Relias training. This new module will provide essential skills to help you stay alert, anticipate potential hazards, and make safe driving decisions on the road. Completing this training will support our ongoing commitment to safety and ensure we continue to protect our patients and each other. Thank you for helping us keep everyone safe!



Robin Sheperd, DNP, PMHNP-BC brings 20+ years of experience to our Queen Creek team.

## Welcoming Robin Sheperd to Our Queen Creek Team

By Antonio Carr

**W**e are thrilled to welcome Robin Sheperd, DNP, PMHNP-BC, to our Horizon Health & Wellness provider team in Queen Creek! With over 20 years of experience in behavioral health and more than 15 years working with individuals diagnosed with serious mental illness, Robin brings a wealth of knowledge and dedication to our community. A proud Arizona State University School of Nursing graduate, she earned her doctorate and achieved presidential honors for her bachelor's and master's degrees.

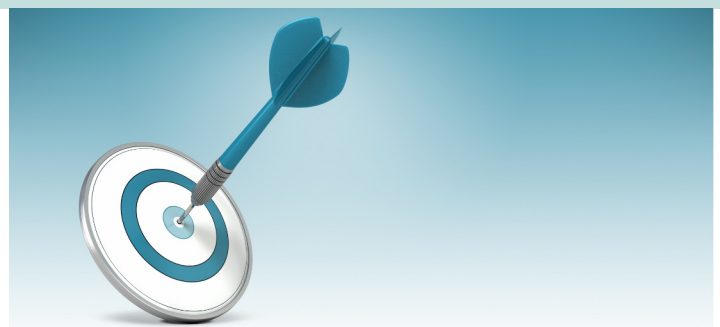
Robin is a highly skilled psychiatric provider with extensive experience across psychiatric inpatient, acute care, and outpatient settings. Her passion for community healthcare and commitment to patient care make her a fantastic addition to our team. We are excited to have Robin on board and look forward to the positive impact she will bring to our patients and the Horizon family!

*"Our team achieved an exceptional score! Congrats to everyone involved!"*

## Successful Audit Results

By Jessica Colvin

**A** huge shout-out to our Recovery Village and Outpatient teams for their outstanding performance in recent audits! The Banner Health Plan conducted a quality audit of our Recovery Villages program in February 2024, and we're proud to share that they received an impressive overall score of 87.24%, surpassing the 85% threshold for successful compliance.



Additionally, in June 2024, Health Choice completed a quality review of our behavioral health outpatient programs, and our team achieved an exceptional score of 91.72%! These results are a testament to our staff's hard work and dedication, ensuring that our community and patients continue to receive top-quality care. Congratulations to everyone involved!

# Ending the HIV Epidemic



## HIV Services: Stepping Up for Health Equity and Empowerment

By Angela Webb

At Horizon Health and Wellness, our commitment to the community goes beyond providing care—it's about making a lasting impact. Our HIV services are at the heart of this mission, addressing one of Arizona's most pressing health challenges. In 2019, our state had 18,524 residents living with HIV/AIDS, with 774 new diagnoses reported. Arizona ranks 12th in the nation for HIV risk, but through our services, we are driving change.

Through the Ending the HIV Epidemic Initiative, our Queen Creek location offers comprehensive services designed to prevent new infections and support those at risk.

### Here's how we're making a difference:

**HIV Testing:** Our confidential testing services empower individuals to take charge of their health by knowing their status.

**Access to PrEP:** PrEP (Pre-Exposure Prophylaxis) is a highly effective medication that significantly reduces the risk of contracting HIV, offering peace of mind for those at risk.

**Preventative Education:** We provide essential education and resources that equip our community

with the knowledge to make informed decisions about their health.

**Inclusive and Affirming Care:** We are dedicated to creating a safe, welcoming environment for all and providing care that respects and celebrates every individual's identity.



Our collective goal under the Ending the HIV Epidemic Initiative is to reduce new HIV infections in the United States by 75% by 2025 and by 90% by 2030. This ambitious vision guides our efforts to advance health equity and expand access to prevention and treatment strategies.

We believe that every person deserves access to compassionate, high-quality care. By implementing quality HIV services, we're creating a future where health equity is a reality, and stigma is a thing of the past. Together, we are not just serving our community but transforming it—one step at a time.

We promote inclusive  
and affirming care.

Kindness  
matters

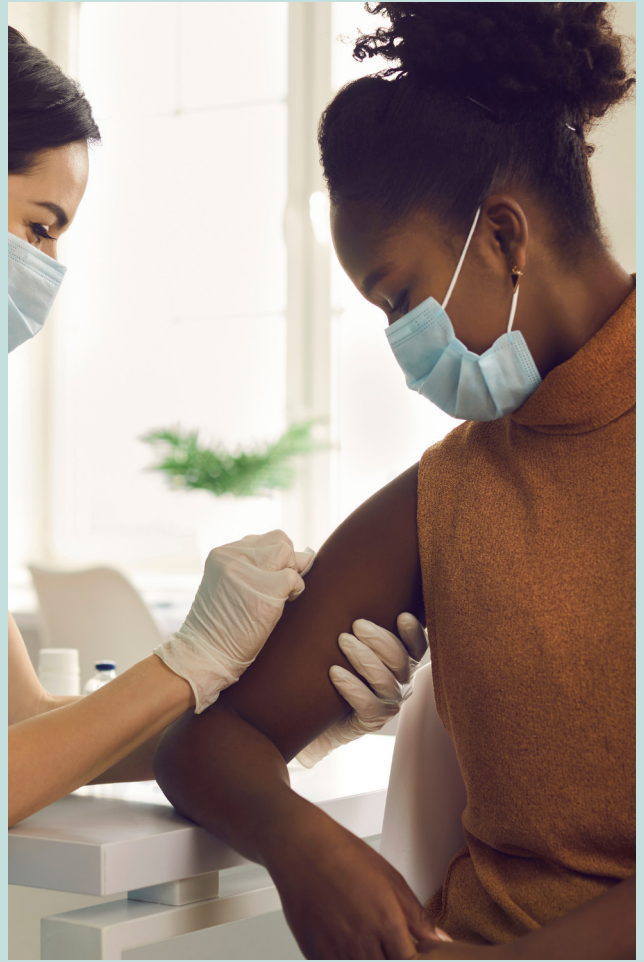


## Horizon Health and Wellness Offers Flu Vaccinations

By Alexa Johnson

**F**all is almost here, and so is flu season! Horizon Health and Wellness is proud to offer flu vaccinations at all our clinics to help keep you healthy. With convenient onsite vaccinations available, protecting yourself from the flu is easier than ever. Flu shots are available from 10 a.m. to 2 p.m. on clinic days. (Hours may change.) Don't forget to bring your driver's license and insurance card—many plans are accepted, including UMR. If you have any questions about eligibility or assistance for non-insured coverage, reach out to us at [flushots@hhwaz.org](mailto:flushots@hhwaz.org), and we'll be happy to help!

Remember to submit your proof of vaccination to [flushots@hhwaz.org](mailto:flushots@hhwaz.org) or drop off a physical copy with Employee Services/HR. If you decide not to get the vaccine, just complete the exemption form found under Company Documents on the HHW Intranet. Let's work together to keep our Horizon family strong and healthy this flu season. Don't wait—get your flu shot today and make this season a healthy one!



## Welcoming Regina Thompson as Casa Grande's Children's Clinical Coordinator

By Anne-Marie Salazar

**W**e are pleased to announce that Regina Thomson has joined our team as the new Children's Clinical Coordinator in Casa Grande!

Regina Thompson has joined Horizon Health and Wellness as the new Children's Clinical Coordinator in Casa Grande. She is a Licensed Clinical Social Worker with over 15 years of experience in trauma-informed care.



Regina Thompson is a Licensed Clinical Social Worker with over 15 years of experience in the helping field. She specializes in trauma-informed care, substance abuse treatment, and managing adverse childhood experiences (ACEs).

Regina has served clients throughout Arizona via Telehealth and Intergrated Care, focusing on creating a safe and open environment where thoughts and feelings can be shared without fear of judgment. Regina's expertise includes providing individual, group, and family therapy, crisis response and intervention, and developing parenting skills. She is passionate about helping clients build resilience and embrace positive change in their lives.

"Hi Team, I'm Regina Thompson, a true Arizonian, and I'm thrilled to be joining the Horizon Children's team! I've been happily married for 18 years and am the proud mom of 10-year-old

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[Welcoming Regina Thompson continued]

Ezekiel, who's gearing up for the teenage years, and my three furry friends: Cheese, Kaiju, and Cheeto.

"We've recently settled into our new home in

Maricopa, and I'm excited about the daily commute to Casa Grande. When I'm not working, you'll find me diving into a good book, working on puzzles, or indulging in a well-deserved nap. I'm also a big fan

of music, movies, and getting outdoors for a hike or walk. As I embrace this new role, I'm practicing all the coping skills we talk about and staying active—because life is better when you're moving and grooving! Looking forward to working with you all!"

Please join us in welcoming Regina to the team—we are excited to have her with us!

## Bringing Behavioral Health Services to Mesa Schools

By Fernando Araiza

**O**ur Chandler Pediatric Care clinic is excited to announce a new partnership with Mesa Public Schools to provide behavioral health services directly on campus! This initiative allows us to support students where they learn, making care more accessible and breaking down barriers to mental health support. By integrating our services into the school environment, we are advancing our mission to promote health and wellness within the community, empowering students and families to thrive. This partnership strengthens our connection with the community and plays a crucial role in fostering a healthier, more resilient future for our youth.



## Congratulating Anne-Marie Salazar on Her New Position

By Angela Sester

**W**e are excited to share that Anne-Marie is stepping into the Casa Grande Clinical Program Director role! With



Anne-Marie Salazar is the new Casa Grande Clinical Program Director, bringing over 35 years of experience in social and community services.

her wealth of experience and dedication, we know she will continue to make a positive impact in her new position.

Anne-Marie was born and raised in a small mining community in southern Arizona. She loves everything about Arizona except the dreadful lack of shade in the summer months. Being a bit of a homebody, Anne-Marie has not wandered far to gain education and experience. She began her career in the Juvenile then Adult Probation department with Maricopa County before transitioning to a career in social and community-based services. Anne-Marie has worked in various roles and numerous agencies throughout the past 35 years in Maricopa and Pinal County. She attained her Doctorate in Behavioral Health from Arizona State University in 2011 and has been a Licensed Professional Counselor since the Stone Age.

Please join us in congratulating Anne-Marie on her new role—we're delighted to have her leading the way!

## Planting Seeds of Kindness

By Rich Leonard

**H**ave you ever wondered how a tree can grow out of a seed? It is an incredible event, but there are scientific building blocks that, when put together, will make it happen—dormancy, activation, and reproduction. We can use these same steps to grow our Kindness Matters philosophy in our agency. As each of us plants our little seeds of care and consideration, we can expect a harvest of kindness that is contagious throughout the agency.



Let's look closer at how the key components work:

**Dormancy:** Sometimes, seeds sit dormant, waiting for the right conditions to grow. In this stage, we are seeking opportunities to spread kindness to others. Maybe it's finding out a co-worker is going through a tough time or a patient you see has seemed more depressed. There may be a period where we specifically watch and consider how to help. This time of dormancy is often the most important because it allows us to find the "glass slipper" of a particular kindness we can express to them.

**Activation:** After we've made the effort to consider our role, it's time to act. Maybe it is something simple like a note with an encouraging word, an email expressing your appreciation, or just a meaningful smile. No matter what, as those seeds are activated, something beautiful can start to grow. We've all seen how special it is to change the course of someone's day simply because we took the time to care.

**Reproduction:** One of the most significant aspects of seeds is how they can multiply. Built into the fabric of our humanity is the fact that one good seed planted can create a harvest of 30, 60, or 100 times what was sown! Think of what that could look like at Horizon!

In the same way a single seed can grow into a tree, our small acts of kindness can blossom into something much larger. By recognizing moments of dormancy, seizing the chance to activate kindness, and witnessing its reproduction, we can transform our agency into a thriving garden of care and compassion. Every kind word, gesture, or smile is a seed that has the potential to create a ripple effect, spreading positivity far beyond what we can imagine. Together, let's continue to nurture our Kindness Matters philosophy and watch as our efforts take root, growing a community that truly reflects the power of kindness.

## Apache Junction Clinic Updates: Celebrating Success and Kindness

By Jaimi Driscoll

**W**e have some exciting updates from our Apache Junction Clinic! We are thrilled to welcome Madeline Koury, our new High Needs Case Manager for Children! Additionally, our Case Manager for individuals with Serious Mental Illness (SMI) has completed her 90-day introductory period—congratulations on this milestone! Our General Mental Health Case Manager is thriving in her first 30 days, and another Case Manager for SMI is doing exceptionally well in her first 60 days.

We'd also like to take a moment to celebrate our outstanding team members with work anniversaries: Happy anniversary to Gina Taylor and Michelle Bielecke in August and Candy Murphy-Snead, Nancy Moore, and Paula Blomquist in September!

At our clinic, kindness is at the heart of everything we do. During our all-staff meetings, we've introduced compliment cards, where staff members can write uplifting, encouraging, or thankful notes to one another. We read these aloud, sharing the positive vibes and celebrating the small acts of kindness that make our workplace unique. Thank you to everyone for your hard work, dedication, and the kindness you bring to our clinic each day!



## Announcing New Roles: Elizabeth Cannaday and Late Lawson-Kpekui

By Elena McGroarty

**W**e are excited to announce that Elizabeth Cannaday is transitioning to the role of Clinical Coordinator I at our Florence office! With her dedication and expertise, we know she will continue to excel in her new position.

Here's what Elizabeth has to say about stepping into her new role:

"Hi! My name is Elizabeth Cannaday, and I go by "Beth." I began my career in behavioral health with Horizon Health & Wellness in 2011 at the Apache Junction location, where I served the SMI and Children's populations. I eventually transferred to the Casa Grande location, then moved on to the Florence office, where I worked as an SMI Care Manager for about three and a half years. I enjoy spending time with my family and being outdoors in my free time. I am excited to transition into my new role as Clinical Coordinator I in the Florence office, sharing my knowledge and experience with my team while continuing to learn and grow with Horizon Health & Wellness."

Please join us in congratulating Elizabeth on this exciting transition—she's invaluable to our team!



Elizabeth Cannaday steps into the role of Clinical Coordinator I at our Florence office, contributing over a decade of experience with Horizon.



Late Lawson-Kpekui joins our Oracle clinic as the new Clinical Coordinator, bringing ten years of expertise in mental health.

**W**e are pleased to announce that Late Lawson-Kpekui is joining us as the new Clinical Coordinator for our Oracle clinic! His experience and enthusiasm make him a great addition to our team.

Here's what Late has to say about joining our team:

"My name is Late Lawson-Kpekui, and I hail from the Ivory Coast in West Africa, where French is my native language. After spending the past 23 years in the United States, I deeply value the time I share with family and friends and enjoy staying active through soccer, basketball, and hiking. Committed to personal and professional development, I obtained a master's degree in Addiction Counseling and a post-master's certification in Trauma Counseling from Grand Canyon University.

For the last decade, I have focused my career on mental health, advancing through various positions, including Behavioral Health Technician, Behavior Coach, Clinical Specialist, Crisis Mobile Specialist, and Substance Use Therapist. My passion for assisting others in overcoming their challenges fuels my work and enables me to make a significant impact on those I serve. With a rich background, educational achievements, and extensive experience, I am dedicated to promoting resilience and positive change in my community and with Horizon Health and Wellness."

Please join us in welcoming Late to Horizon—we are excited to have him on board!

≡ Welcome ≡



## ACT Team: Bringing Life-Changing Care Across Pinal County

By Meredith Doyle

**O**ur Assertive Community Treatment (ACT) Team is a cornerstone of the comprehensive care we provide at Horizon Health and Wellness. Covering all 5,366.7 square miles of Pinal County, our dedicated ACT staff delivers widespread community-based care that makes a real difference in our members' lives. In July 2024 alone, our ACT Team drove nearly 8,000 miles! With 61 patients across several cities, our team is on the move daily, ensuring every member gets the personalized, face-to-face care they need.

The ACT Team at Horizon Health and Wellness delivers essential community-based care across Pinal County, supporting patients with personalized, face-to-face services.

*Back row: Jesse Lopez, Rehabilitation Specialist; Jodi Walters, Independent Living Skills Specialist; Stephanie Villescaz, ACT Team Specialist; Carol Daniel-Rooney, ACT Program Assistant; Front row: Jennifer Blomquist, ACT Clinical Coordinator; Amber Ybarra, ACT Substance Use Specialist.*

This past July, we were thrilled to open the ACT House, which currently provides housing for six members through the AHCCCS Housing Program. This new living option offers stability and support, helping our members stay on track with their care while living in a safe, supportive environment.

*“Our ACT Team is a cornerstone of comprehensive care.”*

Our ACT Team provides each patient 120 minutes of face-to-face services each week. This level of care ensures that our members receive continuous, individualized support tailored to their unique needs. After joining the ACT Team, one of our patients has significantly reduced their visits to the emergency department and is now more open to addressing substance use issues and connecting with our clinical team. Our personalized approach helps patients make positive health changes and build trust with our team.



The ACT Team covers 5,366.7 square miles of Pinal County, providing vital care across this expansive area.

*“The ACT Team’s personalized approach helps patients make positive health changes and build trust with our clinical team.”*

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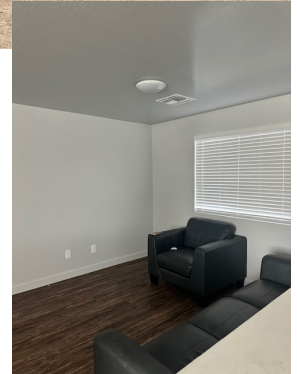
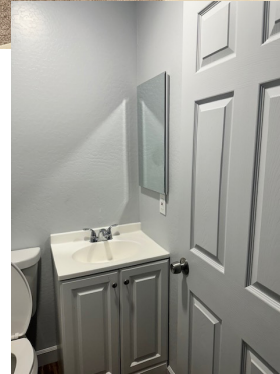


[ACT Team continued]

With six pending referrals, our ACT Team continues to expand and touch more lives. The need for comprehensive, community-based mental health services is evident, and our team is prepared to grow to meet that need. We are proud of our ACT Team’s dedication, compassion, and relentless pursuit of excellence in providing care. Thank you, ACT Team, for all that you do!



The ACT House is a new supportive living option offering a stable, safe environment that helps members maintain their care and succeed in the community.



## Recovery Village: Introducing Karen Jorgensen, Program Manager

By Meredith Doyle

**W**e are thrilled to welcome Karen Jorgensen as the new Program Manager of Recovery Village. Karen brings over 15 years of management experience in Residential Programs for Adults and Children. Karen and her husband moved their family to Arizona in 2009 from New Hampshire. Karen says, “I have always lived my life with Horizon’s motto of “Kindness Matters,” which indicates that this is where I belong. I look forward to working with the team to provide top-notch services to our clients. I am happy to join this team!”



Karen Jorgensen joins us as the new Program Manager of Recovery Village with 15+ years of residential management experience.

So I began therapy in Feb of '23 and was lucky enough to be assigned to Lisa. When I first started I was the most depressed I have ever been, the years struggling with anxiety and my own self worth had begun taking its toll. Throughout our conversations/sessions I've learned so many techniques that I have instituted into using in my everyday life. Square breathing is my go-to when I need to calm myself/thoughts, not letting my emotions control me, instead controlling myself while feeling & dealing with said emotions (not ignoring them). Going forward I'm going to keep the thinking that "There are no bad days, only bad minutes/hours" and take each day as it comes with a positive outlook (because that's what the brain will support-our thoughts).

## Success Story (shared with patient permission)

**Transcription:** So I began therapy in February of '23. And was lucky enough to be assigned to Lisa. When I first started I was the most depressed I have ever been, the years struggling with anxiety and my own self worth had begun taking its toll. Throughout our conversations/sessions, I've learned so many techniques that I have instituted in using in my everyday life. Square breathing is my go-to when I need to calm myself/thoughts. Not letting my emotions control me, instead controlling myself while feeling and dealing with said emotions (not ignoring them). Going forward, I'm going to keep the thinking that “There are no bad days, only bad minutes/hours” and take each day as it comes with a positive outlook (because that’s what the brain will support-our thoughts).



**Contributors:**

Laura Larson-Huffaker  
**Chief Executive Officer**

Alexa Johnson  
**Population Health Manager**

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**Senior Director of Clinical Services**

Angela Webb  
**Primary Care Medical Director**

Anne-Marie Salazar  
**Clinical Program Director**

Antonio Carr  
**Chief Medical Officer**

Elena McGroarty  
**Chief Clinical Officer**

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Your feedback is welcome!

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Marsha Ashcroft  
**Director of Risk Management**

Mary Jo Silcox  
**Chief Strategic Initiatives Officer**

Meredith Doyle  
**Program Director**

Rich Leonard  
**Controller**