



STATE OF NORTH CAROLINA

DEPARTMENT OF HEALTH AND HUMAN SERVICES

**Remarks, as prepared for Kody Kinsley**

**Deputy Secretary for Behavioral Health and Intellectual and  
Developmental Disabilities**

**Dedication of Broughton Hospital**

**1000 S. Sterling St., Morganton, NC**

**Wednesday, August 21, 2019**

Good Morning!

- Welcome to the dedication and ribbon cutting of a newer, bigger and better Broughton Hospital. This is YOUR hospital and I am so glad to be here with you all today for this wonderful celebration.
- We envision a healthier North Carolina that provides access to treatment for those living with mental illness, co-occurring substance use disorder and other behavioral health challenges. Access that provides the right care, at the right time, at the right setting.
- We WANT people to recover. We also want individuals, their families and their communities to recover and become healthy and resilient. Such a system of care leads to lasting recovery.

## MISSION OF NC FACILITIES & STATE PSYCHIATRIC CARE

- Our State Operated Healthcare Facilities serve an important role in this system of care.
- Together, these 14 facilities promote wellness, recovery, and a life well-lived for adults and children with mental illness, developmental disabilities and substance use disorders.
- These facilities – like Broughton make up a web of care that serves the most complex needs in our state.
- But it's not the facilities themselves, it's the people that provide this care.
- That's 11,000 healthcare professionals all around North Carolina doing HARD work, dedicated to saving and improving the lives of those dearest to us -- our friends, neighbors and family members.
- Broughton is one of three psychiatric hospitals and serves our 37 westernmost counties.
- These counties reach from Davidson, Stanly and Union counties in the east all the way to Cherokee in the West. The population served is well over two million people, or approximately 35% of the state's population.
- Not only does the new Broughton Hospital represent a significant investment in western North Carolina by the state,

its economic impact reaches well beyond the new construction

- We've been hiring for over 150 positions and held a job fair in May which got quite a turnout! We've successfully hired for almost 120 of those positions and continue to recruit more talent.
- Our psychiatric hospitals provide comprehensive inpatient mental health services to people with psychiatric illness who cannot be safely treated at a lower level of care.
- Psychiatric treatment utilized at the State hospitals includes many approaches, including medication, psychosocial rehabilitation, counseling, educational sessions, group therapy, recreation therapy, work therapy, diet and occupational therapy.
- These facilities operate at the highest level of care and quality, and are accredited by the Joint Commission for Accreditation of Healthcare Organizations and are certified by the Centers for Medicare and Medicaid Services.
- In addition to those accreditations and certifications, we set the bar high with statewide standards of care that are unique to EACH disability group and program that BEST meets needs of the populations served. Further, we craft unique to

each person a thoughtful and interdisciplinary treatment plan. We are people-focused.

- In order to meet these standards, we partner with regional advocacy groups; and local management entity/managed care organizations like Cardinal, Partners and Vaya.
- We are a system of healthcare facilities that respects the dignity of individuals and provides individualized, compassionate, efficient, quality care to ALL citizens of North Carolina with developmental disabilities, substance use disorders and psychiatric illnesses.
- The people we serve have needs that exceed the level of care available in their communities. In all that we do, we ensure that we are committed to acting with:
  - 1) Integrity
  - 2) Service Excellence
  - 3) Stakeholder Participation
  - 4) Cultural Sensitivity
  - 5) Accountability, and in
  - 6) Pursuit of Positive Change

## BEHAVIORAL HEALTH IN NC AND THE ROLE OF BROUGHTON

- The continuum of health ranges from community to inpatient care. Broughton steps in to meet those who need the

strongest of support to address their mental health issues and get back on track toward recovery.

- Mental illness is relatively common -- in any given year one in five adults has a mental illness and 1 in 20 adults will have a serious mental illness, which may impact their ability to function in daily life.
- Broughton Hospital offers an array of services, specializing in treating the most complex forms of mental illness. Like physical illnesses, mental illness can be treated, patients recover and return to healthy and productive lives.
- One in five individuals will experience a mental health condition in their lifetime, but FIVE IN FIVE people have mental health. Your brain is a part of your body, so take care of it.
- We need to keep talking. We need to normalize mental health care and recognize how it impacts people's everyday lives, in terms of both successes and struggles.

### NEW FACILITY SURPASSING THE OLD TO MEET GOALS, SAFETY AND CARE

- The overall mission of the North Carolina Department of Health and Human Services, in collaboration with our partners, is to protect the health and safety of all North Carolinians and provide essential human services.

- This new home for Broughton is part of that commitment to protecting the safety and well-being, as well as the overall whole health, of those in western North Carolina.
- The inviting atmosphere and state-of-the-art technologies will enhance opportunities for patient learning, skill development, personal growth and symptom management in preparation to reintegrate into the community.
- Having all patients in one building, rather than spread around a campus, will improve the quality of services. Let's look at the differences in hospital patient care improvements.
- Mental health and physical health go hand-in-hand. Many of the people we serve have unmet health needs Broughton can meet those needs with a state-of-the-art dental clinic, laboratory, pharmacy and radiology department. We must make sure our patients' whole health needs are met to assure their recovery.
- Some of the improvements our patients will experience in this new building includes updated bathrooms. Before, there was one patient bathroom on a hall, but now we offer private and semi-private bathrooms. Also, single and semi-private rooms are now available instead of having up to six beds to a room.

- Privacy helps improve people's comfort, but we're also being mindful of their safety, so we have implemented special doors, hinges and hooks to reduce the risk of self-harm.
- This new layout also brings a sense of dignity and respect to those we serve.
- The old campus is beautiful, but patients and staff were spread too far apart. Clinical staff were located apart from patients. Now treatment team offices are IN patient care areas.
- Patients were housed in four buildings, but now they will all be together under one roof. This new, modern building supports a therapeutic environment, featuring open spaces with natural light in spaces designed for the way we provide treatment today.
- Bringing patients and staff closer together builds community and improves the effectiveness and efficiency for better service and care. We want to help patients heal and also help prepare them return to their communities. To help prepare them for that, we now have living skills kitchens available for skills training and, of course, an even nicer school for our youth.
- Staff began moving into the building in April and we will begin moving patients in the coming weeks. We have lived

our values in this process by being people-centered.

Patients and staff worked together to create “move-in day” T-shirts and patients helped select NEW furniture for the new hospital.

- The old campus just in the distance is ornate and beautiful, but furnishings and technology are dated as far back as the 1800s. It’s past time to bring that into the 21<sup>st</sup> Century! We’ve got all NEW IT, phones, medical equipment and furniture.
- You all know how old buildings are. It’s a battle to get the heating and air temperatures just right. The new hospital provides the ability to adjust heat and air, in accordance with outside temperature.
- Comfort and scenery go a long way. We’re also presenting patients with some sensory relaxation and skills. The new hospital has eight beautifully landscaped courtyards, on top of the beautiful mountain scenery!
- But again, all of this leads to enhanced patient care, a safer environment, and better health for those we serve.
- Broughton strives to be the best psychiatric hospital in North Carolina to provide a place of hope, healing and compassion.



- The evolution of this great institution is profound. Today, we celebrate the next phase.

## INTRODUCTION

- Finally, I have the pleasure of introducing Dr. Mandy Cohen, Secretary of the North Carolina Department of Health and Human Services.
- Dr. Cohen was appointed to the role of Secretary in January 2017 by Governor Roy Cooper. With her leadership, we at DHHS work tirelessly to improve the health, safety and well-being of all North Carolinians. Secretary Cohen and her team are focused on building a strong, efficient Medicaid program that fully integrates behavioral health, improving early childhood health, safety and education and combatting the opioid crisis.
- Secretary Cohen is an internal medicine physician and has experience leading complex health organizations. Before coming to DHHS, she was the Chief Operating Officer and Chief of Staff at the Centers for Medicare and Medicaid Services.
- She brings a deep understanding of health care to the state and has been responsible for implementing policies for Medicare, Medicaid, the Children's Health Insurance Program and the Federal Health Insurance Marketplace.

- The Secretary has been a leading force in ensuring we address better integrated healthcare in North Carolina. Thank you, Secretary Cohen, for your dedication to addressing behavioral health and overall integrated health in North Carolina.
- On a more personal note, I have the very distinct pleasure of working for and closely with Dr. Cohen. Watching her work – her passion, commitment and drive for North Carolina is truly humbling.
- Friends, please join me in welcoming, Secretary Cohen.