Changing MINDS

Patrick Little, sportscaster for WPRI-TV, shares his personal story of his battle with depression on page 12.
“If only I’d known...”

How often have we said this in response to learning about something we either had preconceived notions about or never really understood?

“If only I’d known...” was a common response we received over this past year as we met with community leaders at educational events hosted by Trustees on behalf of the hospital. These events offered an opportunity for Butler’s researchers and clinicians to share some exciting discoveries being made at Butler Hospital in the area of brain health.

SCIENCE IS CHANGING OUR VIEW

Those gathered were able to see and hear firsthand the advances Butler’s researchers are making in pinpointing the areas in the brain that cause depression, Alzheimer’s, and other brain-based illnesses. Our doctors also highlighted some of the innovative, effective treatments being discovered at Butler, such as deep brain stimulation for depression and a vaccine that slows down the memory loss associated with Alzheimer’s disease.

Indeed, brain science is changing the way the world views mental health. Today at Butler Hospital, enhanced brain imaging such as fMRI is allowing researchers to study brain function in real time. Butler’s new Quantitative Neuroimaging Lab can produce three-dimensional images of the brain. These imaging capabilities enable researchers to pinpoint the specific areas in the brain that impact mental health.

COLLABORATION IS OPENING-UP NEW TREATMENT APPROACHES

The collaboration taking place between Butler’s researchers, Brown’s neuroscientists, and clinicians at Lifespan hospitals is helping to move these discoveries forward. One example is Butler’s Neuromodulation Clinic, a relatively new specialty area in brain science. This past year the clinic expanded and is now providing transcranial magnetic stimulation (TMS), which uses a noninvasive beam of magnetic pulses through the skull that stimulate a region in the brain thought to be involved in depression. The Neuromodulation Clinic also offers deep brain stimulation (DBS) and vagus nerve stimulation (VNS), which use implantable electronic devices to stimulate the brain. People travel to Butler from great distances, even from as far away as Canada, seeking the relief these innovative treatments provide.

The hospital is furthering its interdisciplinary collaboration with the recruitment of Joseph Friedman, MD, a neurologist with extensive expertise in the treatment of Parkinson’s disease and other brain-based movement disorders. A Parkinson’s Disease Center will be established next year at Butler that will bring together neurologists, psychiatrists, and psychologists in treating patients with Parkinson’s disease. The team will focus on studying ways to treat the behavioral issues related to Parkinson’s, a prevalent problem that is largely unrecognized.
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The hospital and the Board of Trustees are committed to supporting these outstanding contributions to improving brain health. The Research Endowment established this past year by the Trustees has been embraced by the community. To date, more than $1.1 million has been raised. These endowment gifts will support the elite group of researchers at Butler today and the new generation of researchers to come.

A PATIENT-FOCUSED APPROACH IS MAKING A DIFFERENCE
As our researchers collaborated in search of the treatments of tomorrow, the hospital’s operations and patient care services staff were focused on providing the best experience possible for the growing number of patients we serve. To this end, the hospital reconfigured three inpatient units so that Butler would be able to admit adult patients awaiting psychiatric beds in emergency rooms throughout the community. And staff built upon our patient-centered environment, in which all members of the staff are focused on creating the best experience for our patients.

The direct result is a greater than 30 percent increase in Press Ganey Patient Satisfaction scores, a remarkable achievement that earned Butler one of only six Press Ganey Success Story Awards given nationally. Press Ganey was not the only outside agency to recognize Butler’s patient-centered approach. The Joint Commission site surveyors, which reaccredited Butler late this past summer, stated that the level of care Butler staff demonstrated for our patients and our historic campus was unprecedented.

While the hospital was achieving remarkable results in research and patient care, we also managed to realize a $1.9 million gain from operations. We recognize and applaud the dedication and hard work that every employee contributed to Butler’s achieving such a high measure of success on all levels.

PEOPLE ARE RETHINKING THEIR VIEWS
With the success of this past year, Butler Hospital is well positioned to continue its mission, and to help change the way the world views brain-based illnesses. The worldview on mental health is slowly changing thanks to people like Patrick Little who shares his personal story on page 12. Patrick’s courage and candor is one example of the power generated when people discover they are not alone.

Kitty Dukakis, this year’s Lila M. Sapinsley Community Service Award recipient, profiled on page 15, is another example of how someone in the public eye can open people’s minds and transform their views. We are grateful to Kitty for coming to Butler Hospital on two separate occasions to speak about her struggle with depression and addiction. Kitty’s outspokenness and intolerance for stigma are helping people become more knowledgeable about mental health and, in turn, seek the treatment they need.

These candid conversations, supported by scientific advances, are bringing mental health into the mainstream. We are changing the way the world looks at diseases of the brain, how they are treated, and how those affected by brain diseases are viewed. We are committed to continuing Butler’s mission: to provide treatment for psychiatric illness in an atmosphere of dignity and respect, to contribute to knowledge through education and research, and to continuously improve the ways we serve our patients and our community.

As Butler Hospital advances brain health, we hope that people will no longer need to say, “If only I’d known” and will soon be able to say, “Now that I know, I will...”

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These words from William James, although written more than a century ago, speak to the belief held by Butler staff that it is possible to change one’s mind and perceptions about how to provide care to patients — with extremely positive results.

Although this change came about over the last few years, it culminated in 2009 with Butler’s being one of only six hospitals across the country chosen to receive a recognition award by Press Ganey, a national surveyor of patient satisfaction that supports 10,000 health care facilities in measuring and improving the quality of patient care. This recognition came about as the result of the hospital’s achieving the very aggressive goals it established for patient satisfaction over the last three years.

During this time, the hospital raised its scores from the 50th percentile in 2007 to the 70th percentile in 2008, to the 84th percentile in 2009. When the patient satisfaction goals were first established in 2005, hospital employees were not totally convinced that focusing on scores was the best way to improve patient care. However, through building trusting relationships and allowing the changes to be staff selected and supported by leadership, staff no longer resisted the surveys and began to recognize that change can be for the better. Now we are making clinical decisions, based in part on the surveys, that are having positive results for patient care.

Staff were given the opportunity to select an area of patient satisfaction to focus on and then develop and initiate action plans. The changes have ranged from revamping the nursing care delivery model to better educating patients about medications. Six of these initiatives were recognized with CARE Awards, which honor outstanding projects that improve customer service throughout Care New England.

One way we are educating patients is through the introduction of information therapy, or IX, the delivery of specific information to a specific patient to better manage a specific health problem. Studies have shown that more-informed patients begin treatment earlier, are more satisfied with their treatment, are more compliant with care instructions, and use emergency services less because of improved self-management.

Thanks to a grant from the Rhode Island Foundation, Butler is the first hospital to offer IX to patients through specially programmed computer kiosks located on each treatment unit. The computer kiosks give patients direct access to information about their illnesses, medications, and treatment programs. They also feature videos produced by members of the hospital’s Patient and Family Advisory Council, who share their views about safety in the hospital, as well as their personal stories of recovery. Through the kiosks, patients have access to health care Web sites like the Rhode Island Network of Care for Behavioral Health (RINOC) at rhodeisland.networkofcare.org. Supported by Butler, in partnership with Rhode Island Quality Institute, Gateway Healthcare, and Blue Cross & Blue Shield of Rhode Island, this site provides the most complete and up-to-date information on mental health services and providers in Rhode Island. Another feature of RINOC is the Personal Health Record, which enables patients to document their treatment plan.

Building upon the focus on educating patients, Butler began using some of the more popular social media sites — Twitter, Facebook, and YouTube — in hopes of creating a virtual community where fans and followers can candidly interact with each other about depression, addictions, Alzheimer’s, and other brain-based illnesses. The hospital is also using these sites to provide the latest information on these diseases, including new research studies and innovative treatments, as well as webcasts featuring Butler’s clinical experts.

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Human beings, by changing the inner attitudes of their minds, can change the outer aspects of their lives.

— William James (1842–1910), pioneering American psychologist and philosopher

Steven Rasmussen, MD, Medical Director
Michael Fiori, MD, President of the Medical Staff Association
Linda Damon, RN, MSN, MHA, Vice President of Patient Care Services

Clinical REPORT

Social media is changing the way people get information about health concerns and offers the field of psychiatry, which has long been stigmatized, a great

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While these innovative educational activities were taking place this year, members of the hospital’s grounds and maintenance departments worked to create a special environment for patients, families, and staff by completely renovating the hospital’s arborium with new plants and a pond with a waterfall. The beautiful work of the grounds crew inspired the dietary staff to open a café in this new relaxing atmosphere. Dietary also began offering lunchtime barbecues for patients during the summer.

Mirroring the climb in patient satisfaction scores, staff satisfaction scores also rose. The number of staff who completed the staff satisfaction survey in 2009 from 2007 almost doubled, and our mean score moved from the 23rd to the 70th percentile when compared to the national database.

Looking ahead, we are committed to continuing to raise the bar in achieving patient and employee satisfaction. For 2010, we have set satisfaction score goals at the 85th percentile for overall patient satisfaction and the 90th percentile for helpfulness of staff. We are also striving to have 60 percent of employees complete the staff satisfaction survey.

Through these efforts, Butler Hospital has changed more than scores. It has changed the hospital’s culture of care and, in doing so, has changed minds.

I look forward to working with my colleagues at Butler Hospital, the medical school, and the affiliated hospitals in continuing to build a world-class brain science teaching, research, and treatment center. — Steven Rasmussen

A fter 20 years of extraordinary vision and leadership, Dr. Martin Keller stepped down as chairman of the Department of Psychiatry and Human Behavior (DPHB) in July 2009. His many accomplishments were honored at a faculty reception in May and in a Festschrift (a volume of writings collected to honor someone) in October that attracted many leading researchers in the country.

During Dr. Keller’s tenure, the DPHB grew to be acknowledged as one of the top 10 psychiatry departments in the country and the most successful department in the medical school, with total external funding at over $50 million dollars.

Today, as I begin my role as interim department chair, I do so with enthusiastic support from the Butler’s Board of Trustees who authorized the creation of a $1.5 million Research Endowment Fund, which will be used to support junior investigators and to seed new pilot projects that are needed to bring the DPHB to the next level.

Currently the DPHB has 86 faculty members at Butler. The hospital’s faculty members continue to be highly respected by students and residents at the university. Last year, Caron Zlotnick, PhD, was presented with the Psychology Research Mentor Award, and Linda Carpenter, MD, was recognized with the Psychiatry Research Mentor Award. Also, Audrey Tyrka, MD, PhD, was honored with the annual Gerald L. Klerman Young Investigator Award by the Depression and Bipolar Support Alliance. The award recognizes young researchers whose work contributes to understanding the causes, diagnosis, and treatment of depression and bipolar disorder.

President and CEO Patricia Recupero, JD, MD (center) shares in the pride of Butler Hospital earning the Press Ganey Success Story Award with (l to r) Chris Paiva, Mary Ann DaSilva, Jim Alves, Moira Varone, and Tim Bigelow.
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The 13th Annual Research Symposium on Mental Health Sciences, held on the Butler campus, attracted hundreds of researchers, clinicians, and students. The keynote speaker was Daniel Weinberger, MD, director of both the Genes, Cognition, and Psychosis Program and Intramural Research Program at the National Institute of Mental Health (NIMH). Two Butler-based DPHB faculty members, Dr. Morrow and Valerie Knopik, PhD, discussed the role of genetics in autism and ADHD.

As the medical school moves toward consolidation into an academic medical center, Butler will continue to play a key role in strategic planning for psychiatry. In order to continue the extraordinary growth of the previous two decades, it is important for Butler to embrace the opportunity to work closely with neuroscientists and other researchers, as well as other affiliated hospitals, to create an internationally known center in brain health sciences. It is equally critical for Butler to continue to develop new innovative psychological, psychopharmacologic, and neuromodulating treatments such as the transcranial magnetic stimulation (TMS) clinic under the direction of Dr. Carpenter; the new vaccine treatment program for Alzheimer’s disease under the direction of Stephen Salloway, MD, MS; and the state-of-the-art cognitive behavior interventions under the direction of Ivan Miller III, PhD, and Richard Brown, PhD.

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PROFILE: Patrick Little

It was a fortunate twist of fate in 2007 when Patrick Little was assigned an exclusive interview with Terry Bradshaw, the four-time Super Bowl champion who was in town speaking about his battle with depression at Butler Hospital’s Real Stories, Real Recoveries event. As a sportscaster for WPRI, Little was looking forward to asking Bradshaw the tough questions—among them, what did he think about the Patriots’ trade for Randy Moss? Instead, it was Bradshaw’s personal story that turned Little’s notions of mental illness upside down and started him on a deeply personal, life-altering journey.

To the public, Little was known as the smiling, enthusiastic anchor whose love of sports shows in every broadcast. Personally, he was the guy living the American dream, with a successful career as WPRI’s sports director, a beautiful wife, and two great children. The reality was, his life was unraveling.

Underneath the front he upheld for friends and family were feelings of anxiety and dread. Fears of things like large crowds, and constant thoughts of impending tragedy for his family and a dreaded terminal illness for himself, filled his day. Years of partying and drinking had also kept him away from his wife and children. Patrick was on a path of destruction for himself, his career, and his family.

By the time Little interviewed Bradshaw in 2007, things were getting worse. There were addictions like drinking and chewing tobacco. “Looking back,” he says, “the drinking and other things I was doing were a way to mask the pain. I actually thought it would make the anxiety and depression go away, and I kept doing it because I didn’t want to discover something was really wrong.” When Bradshaw spoke about his experience with depression, says Little, “it was eye-opening.” It was especially insightful when Bradshaw spoke about his difficulty seeking treatment because he felt, as a man, he should be able to handle things on his own. Little says, “I left that interview feeling like he was talking directly to me.”

“My reaction was, ‘why doesn’t anyone ever talk about this?’”

That month, says Little, “I was getting ready for work one day and just started crying uncontrollably. It was like the pot of water that finally boiled over.” He’d kept everything bottled up for so long that when he finally called Butler Hospital for help, it was a huge relief. “I was in the deepest, darkest hole of my life. I literally felt like the sky was falling on me. I don’t want to think about what would have happened to me if I didn’t make that call to Butler.”

Little began medication and therapy on an outpatient basis and felt more like himself within a month. Having the right care and the support from his doctor and family, Little eventually felt the courage to open up to a close friend about his illness, only to find that that person knew someone else who struggled with anxiety and depression. “My reaction was,” he said, “why doesn’t anyone ever talk about this?”

Now Little is doing just that—sharing his story in hopes of helping others. He explains, “Being in the public eye, I guess I had a lot to risk by being open about having a mental illness, but it’s part of me. If my honesty can help just one person, that would be great. Hopefully it will open doors for many people to go and get treatment.”

Little has also made lifestyle changes that help him stay healthy. He no longer drinks alcohol or Chews tobacco. He understands how to manage his illness. Using a sports analogy to explain his continued recovery, Little puts it this way: “Sports have rules, and I play by my new rules now. I don’t want to go through that pain again.”

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That month, says Little, “I was getting ready for work one day and just started crying uncontrollably. It was like the pot of water that finally boiled over.” He’d kept everything bottled up for so long that when he finally called Butler Hospital for help, it was a huge relief. “I was in the deepest, darkest hole of my life. I literally felt like the sky was falling on me. I don’t want to think about what would have happened to me if I didn’t make that call to Butler.”

Little began medication and therapy on an outpatient basis and felt more like himself within a month. Having the right care and the support from his doctor and family, Little eventually felt the courage to open up to a close friend about his illness, only to find that that person knew someone else who struggled with anxiety and depression. “My reaction was,” he said, “‘why doesn’t anyone ever talk about this?’”

Now Little is doing just that—sharing his story in hopes of helping others. He explains, “Being in the public eye, I guess I had a lot to risk by being open about having a mental illness, but it’s part of me. If my honesty can help just one person, that would be great. Hopefully it will open doors for many people to go and get treatment.”

Little has also made lifestyle changes that help him stay healthy. He no longer drinks alcohol or chews tobacco. He understands how to manage his illness. Using a sports analogy to explain his continued recovery, Little puts it this way: “Sports have rules, and I play by my new rules now. I don’t want to go through that pain again.”

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Instrumental in opening Butler’s Child and Adolescent Program in 1994, Dr. Charles E. Staunton helped create a child-focused treatment intervention for children in crisis in clinical settings tailored to their unique needs. Several years later, Dr. Staunton helped to open the hospital’s Children’s Intensive Treatment Unit (CITU), which offers intensive care to children with psychiatric disorders and developmental disabilities.

In establishing these treatment programs, Dr. Staunton assembled a group of outstanding child mental health professionals, who will continue his tradition of clinical excellence after his retirement this year.

Dr. Staunton’s calm, unassuming manner and kid-friendly neckties belie an impressive educational background with degrees in chemistry, biology, biomedical engineering, and child psychiatry. His unique blend of engineering and medical skills contributed to the introduction of new information technology devices that have contributed to improved patient care.

Known for being an innovative thinker and for always seeing opportunity, Dr. Staunton had a vision of how to achieve a goal when others were ready to give up and try something else. A wonderful communicator, Dr. Staunton is able to make the most complex issues understandable, a skill that was very much appreciated by the families who attended his public education programs over the years.

With a deep commitment to helping his patients, and an ability to get people to reach an understanding that is beneficial to both sides, Dr. Staunton is legendary for getting warring teenagers to set aside their differences and room together in the hospital.

Butler Hospital is pleased to honor Dr. Staunton with this award for his dedication and contribution to the field of child psychiatry as a physician, educator, and communicator.

As the wife of former Massachusetts governor and 1988 U.S. presidential candidate, Michael Dukakis, Kitty Dukakis went public with her personal story of addiction, by writing two courageous and candid books. First in 1990 she wrote, Now You Know, a memoir about her addiction to alcohol and prescription drugs. Her most recent book, Shock, revealed her battle with depression and subsequent return to health through electroconvulsive therapy (ECT) treatments.

Kitty’s continued efforts to help people with brain-based illness get access to treatment and overcome their own fears are remarkable. During a visit to a veteran’s hospital in Massachusetts, Kitty remarked how pleased she was to find that ECT was helping soldiers with treatment-resistant depression (TRD). Although ECT is one of the most effective means of overcoming TRD, the veterans still felt the stigma of receiving the treatment. According to Kitty, the most important reason to share her story is the opportunity to teach people that they need not be afraid of getting the treatment that works best for them. In her book Shock, Kitty wrote, “I used to deny when a depressive episode was coming...I knew how much it would hurt, how long the darkness would last...Now I know there is something that will work and work quickly.” Now, she feels privileged to help erase stigma by sharing her own experiences, which led her to start a support group for people receiving ECT and their family members.

Helping others overcome stigma is only one way that Kitty is making a difference in mental health; she also advocates for people to have access to treatment. In 2007, The Kitty Dukakis Treatment Center for Women, in Jamaica Plain, Massachusetts, was named in honor of Kitty’s advocacy work. The center, which helps women in the early stages of recovery from addiction, marked the milestone of treating its one thousandth patient in August of 2009.

Kitty is an influential advocate who exemplifies how facing one’s fears brings forth courage, strength, and confidence. We are honored to present Kitty with the Lila M. Sapinsley Community Service Award.
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has earned six Starfish Awards, a program in which staff nominate fellow
colleagues who go above and beyond the call of duty, and exhibit one of
the four qualities from the popular FISH! Philosophy of workplace culture—Play,
Be There, Make Their Day, and Choose Your Attitude. In 2007, he also received
the quarterly President’s Award for Employee Excellence.

Ever the professional, Frank plans every detail of a job well in advance. His
knowledge of the advancing audiovisual field has been invaluable to Butler’s
researchers and staff, who rely on using very technical multimedia presentations.
Frank’s supervisor, Jim Chambers, explains, “When there’s a complicated AV
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Frank is founder of one of the most successful bands in the region, Cover to
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“Frank’s one of the most genuine people you could want to meet,” said Dr. Steven
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Employee of the Year: Frank Rossi

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This combination of
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Butler Hospital Endowment

Butler Hospital received its first endowment gift in 1845. Since that time, more than 40 named endowed
funds have joined Butler Hospital’s endowment. Contributions to the endowment provide valuable
continuing and future support for the hospital operations, as well as specific initiatives.

In fiscal year 2009, the Endowed Research Fund was established to foster the important research
conducted at Butler Hospital and to provide our researchers a competitive edge. The Endowed Research
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funding to clinicians and researchers. It will also help Butler increase federal grant funding while
recruiting more up-and-coming researchers to our programs. Due to the significant importance of these
endowment gifts, Butler Hospital encourages people to make leadership level contributions through the
creation of named funds.

ENDOWED RESEARCH FUND

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Cicchelli Family Research Fund
Dr. Patricia R. Recupero Fund for Forensic Psychiatry Research
Klein A. Shah Fund

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Henry C. Hall Fund

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Helen C. Putnam Fund

PATIENT CARE FUND

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16

17
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Kelin A. Shah Fund

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Robert E. Delblocq Fund
Folkits Family Fund
Dorothy Dagley Memorial Research Fund
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Various contributions

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18

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Mr. Ronald Bacconi
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Mr. Daniel J. McCarthy
Mr. and Mrs. Gerald McClure
Mrs. Ruth V. McCoy
Mrs. Frances X. McConnon
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Ms. Mercedes Mendez
Mrs. Mary P. Miller
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Mr. and Mrs. W. Lincoln Moses
Dr. and Mrs. Robert Nadan
Mrs. Dorothy M. Nelson
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Mr. Robert G. Padula
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Mrs. Carol Brady Prunk
Mr. and Mrs. Dana Quigley
Mr. Frederick Radway
Mr. and Mrs. Robert Radway
Dr. and Mrs. Steven Rasmussen

*Denotes deceased

Ms. Patricia Martinez
Michael N. Matone, CLU, ChFc
Mr. and Mrs. Charles Maynard
Mary F. McAndrew
Mr. Daniel J. McCarthy
Mr. and Mrs. Gerald McClure
Mrs. Ruth V. McCoy
Mrs. Frances X. McConnon
Ms. Dale McQueen
John L. McNaughton, CPA
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Steve M. Pignano, Esq.
Mrs. Carol Brady Prunk
Mr. and Mrs. Dana Quigley
Mr. Frederick Radway
Mr. and Mrs. Robert Radway
Dr. and Mrs. Steven Rasmussen

*Denotes deceased

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Mr. Sidney Fairly
Mrs. Barbara Farny
Malcolm Farmer III, Esq., and
She and Mrs. Susan L. Farmer
Mr. and Mrs. Jonathan Farmum
Ms. Margaret D. Farrel and
Dr. David S. Farrel
Roberta B. Feathery, Esq.
Mr. and Mrs. Noel M. Field, Jr.
BUTLER HOSPITAL ANNUAL REPORT 2009

Fiscal Year ending September 30, 2009

Inpatient Discharges

Adult ............................................................ 4,935
Kent Unit ........................................................ 1,177
Children and Adolescents .............................. 490

Partial Hospital

Discharges .................................................. 2,542

Patient Evaluations

Patient Assessment Services ........................................ 8,845

Net Patient Service Revenue .................................. $57,729,000

Net Assets Released from Restrictions

and Used for Operations.................................... $13,027,000

Other Revenue ............................................................ $17,437,000

Total Revenue ........................................ $412,000

Income from Operations .......................................... $1,940,000

In FY 2009, Butler Hospital provided $3.2 million in uncompensated care to the community.
Fiscal Year ending September 30, 2009

Inpatient Discharges
Adult ............................................................ 4,935
Kent Unit ........................................................ 1,177
Children and Adolescents .............................. 490
Partial Hospital Discharges ............................. 1,940
Patient Evaluations ........................................... 2,542
Patient Assessment Services .......................... 8,845
Outpatient Visits .............................................. 13,802

Net Patient Service Revenue .......................... $57,729,000
Net Assets Released from Restrictions ............ $13,027,000
Other Revenue ............................................. $17,437,000
Total Revenue ............................................. $412,000
Total Operating Expenses ............................. $88,193,000
Contribution to Brown ................................. $385,841,000
Income From Operations .............................. $412,000

In FY 2009, Butler Hospital provided $3.2 million in uncompensated care to the community.
Changing MINDS

Patrick Little, sportscaster for WPRI-TV, shares his personal story of his battle with depression on page 12.