



News and Notes from the Director

Spring 2018

Dear Clients, Staff, Friends, and Supporters,

Hello! Since becoming the Senior Director of the Mary A. Rackham Institute (MARI) at the start of 2018, this is my first opportunity to reach out to our community.

MARI is a unique facility at the University with psychologists, psychiatrists, social workers, speech therapists, and reading specialists providing collaborative diagnostic services and treatment. We have been committed to serving campus and the surrounding community for almost eight decades. Our goal continues to be excellent mental health and language and literacy services in a welcoming and confidential environment.

Our services are available to all faculty, staff, students, and their families, as well as the community of Ann Arbor at large, through our three centers, the **University Psychological Clinic (Psych Clinic)**, the **University Center for the Child and Family (UCCF)**, and the **University Center for Language and Literacy (UCLL)**.

I also hope to see our goal reflected in new and continuing partnerships across campus and throughout the community. I invite you to join me and our center directors in building on the great work and the legacy of the Institute as we move forward!

Warm regards,
Bruno Giordani, Senior Director



What Can MARI do for You?

Did you know that MARI's centers offer an array of group, individual, and family therapy for all phases of life? Whether you or your child are struggling with the challenges of social anxiety or are dealing with grief or life demands, we have services to help. If you're a student seeking new and healthy ways of managing stress or learning issues, or you're an adult who experienced a stroke and has been diagnosed with aphasia, we have services that are specifically designed to address these needs and many more.

MARI Re-accredited by the Council on Accreditation

MARI has received re-accreditation from the Council on Accreditation for providing high-quality mental health and language and literacy services. The Council awarded the four-year certification, recognizing MARI's culture as one that promotes excellence and continual improvement.

"COA's program of quality improvement is designed to identify providers that have met high performance standards and have made a commitment to their stakeholders to deliver the very best quality services," said Richard Klarberg, COA president and CEO.

MARI serves the University of Michigan community as well as the general public. For example, the University of Michigan Aphasia program (UMAP) at UCLL attracts people seeking intensive, individualized, and innovative aphasia treatment from around the world. UCCF and the Psychological Clinic are leading the way with innovative programs, such as new resources for autism diagnosis and care, and novel approaches for making web-based mental health resources available.

Performance Quality Improvement Update

The PQI process was one of the keys in helping MARI receive expedited re-accreditation. Under PQI, MARI staff have refined administrative processes, developed services in response to community need, and formalized many of the best practices that were already in place throughout the organization.

The PQI committee will continue to meet and focus on internal efficiencies as well as ways to improve our connections with stakeholders. Look for more details in the autumn *MARI News and Notes from the Director*.

The Suggestion Box is Open!

We welcome your suggestions and comments. Submit a suggestion online at: mari.umich.edu at the bottom of each page (select "make a suggestion" within the form) or send them via email to: MARI-suggestions@umich.edu.

MARI NEWS AND UPDATES: Spring 2018

Kristen Kalymon Joins UCCF as New Program Manager for UM-ACTS



UCCF is delighted to announce that Kristen Kalymon, PhD, BCBA, has joined our center as a supervising psychologist and program manager for UM-ACTS (University of Michigan Autism Consultation and Treatment Services). As a licensed

psychologist and Board Certified Behavior Analyst, she has expertise in assessing and treating behavioral concerns displayed by children and adolescents with autism spectrum disorders and other developmental disabilities through the use of evidence-based parent training and individual psychotherapy. Dr. Kalymon received a Ph.D. from the University of Wisconsin-Madison, completed an internship and fellowship at the Kennedy Krieger Institute and Johns Hopkins University School of Medicine, and remained on staff at Kennedy Krieger as a supervising psychologist and director of clinical operations.

Under Dr. Kalymon's leadership, UCCF looks forward to offering expanded intervention services for youth and families coping with ASD and continuing our Approved Autism Evaluation Center (AAEC) diagnostic service. The UM-ACTS program is the University's only applied behavior analysis (ABA) treatment program for children diagnosed with autism spectrum disorders.

Psych Clinic's JoAnn Heap Recognized with Psychiatry Department Award



The University Psychological Clinic's JoAnn Heap, LMSW, was recognized with the inaugural Kenneth R. Silk Education Award. JoAnn, who holds a part time appointment at the Psych Clinic, was selected as the award recipient in recognition of her

outstanding professional work and impact as an educator benefiting professional programs and clients alike. The U-M Psychiatry Department at Michigan Medicine presented the award.

Psych Clinic Now Offers Web-based Mental Wellness Resource

The University Psychological Clinic is now licensed to provide *myStrength.com*, a web-based mental wellness platform for clients receiving services at the Clinic.

MyStrength is based in clinical models like cognitive behavioral therapy, acceptance and commitment therapy, positive psychology, mindfulness, and motivational interviewing—proven interventions that have helped people improve and sustain health and well-being.

MyStrength offers depth and breadth of mental wellness concepts to build resiliency, manage stress, and improve mood and sleep using a series of modules that incorporate individually tailored pathways to help manage mental health challenges. Learn more at PsychClinic.org or by calling (734) 764-3471.



UCLL Now Offering Teletherapy

The University of Michigan Aphasia Program (UMAP) at UCLL is offering teletherapy services to current or former UMAP clients in Michigan and California. Teletherapy offers a way for speech therapy sessions to be provided online through live teleconferencing.

Teletherapy is conducted similarly to in-house therapy sessions—therapy is provided by licensed Speech-Language Pathologists and tailored to each client's individual needs—but without having to leave home. It is limited to current or previous clients to ensure clinicians are able to provide the most effective care. For more information, call (734) 764-8440.

If You Have Concerns About Your Care: Client Rights

MARI is committed to providing the highest level of care to our clients. We encourage all of our clients to express any concerns or compliments they may have regarding care or service. As our client, we encourage you to speak up to identify uncomfortable situations, confusion about the care provided, or issues where real or perceived safety concerns are identified. If you have a concern, you can speak with one of our front desk representatives who will guide you on options for submitting a verbal or written complaint directly to MARI. The main number is (734) 615-7853. If you would like to speak with MARI Senior Director Dr. Bruno Giordani, you can ask for him directly.

If you feel your concern has not been handled appropriately, you can lodge a formal written or verbal complaint with the U-M Office of Patient Relations and subsequently with the Michigan Department of Community Health. MARI will provide the contact information for both offices to anyone who requests it. It is also available on our *Clients Rights and Responsibilities* flyer available in the office and on the MARI website.