

HEALTH CARE DISRUPTOR



**ANNA (JOY)  
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CEO



# CHANGING LIVES IN WEST TENNESSEE

**What are the challenges facing the mental and behavioral health industry?**

As with the entire healthcare industry, the workforce shortage does provide challenges. Individuals entering the medical field receive training which includes psychiatric and behavioral healthcare. However, as new graduates enter the healthcare field, many initially gravitate to the medical side. It takes a particular person to work in psychiatry. As a psychiatric clinician, one challenge is there are few tests that can be drawn to definitively determine the mental health diagnosis like that can be done to establish a medical diagnosis. Our practitioners at Lakeside are well equipped to use proven assessments, collaboration with the individual's family/caregivers, as well as with our clinical team to support the best treatment plan for those entrusted in our care.

**How are hospitals addressing the need for mental health care for veterans?**

We recognize the uniqueness of the veteran population. The strain of multiple deployments and separations has significantly worn on the bodies, minds, and spirits of service members, veterans, and their families. It is not uncommon for active-duty service members and veterans to struggle with depression, post-traumatic

stress (PTS), addiction, or other behavioral health issues. Earlier this year, our parent company, Universal Health Services, created the Patriot Support Program – a systematically developed treatment program designated for veterans. As a Patriot Support Program Center of Excellence, the Lakeside Behavioral Health System team has spent several years expanding the resources dedicated to military-specific behavioral health services. We created a program for those who have sacrificed dearly for our freedom. In addition, we work closely with local veteran organizations, including the Veterans Health Administration, VFW chapters, and other organizations designated to support them. We partner with these organizations to support and to provide back up if needed.

**How does Lakeside BHS prioritize patient care?**

Our number one priority is the safety of our patients. From the minute they arrive to the moment they leave our facility; our patient's safety is the most critical aspect of their care. We train our staff in all elements of our Service Excellence Program – designed to give our patients the respect, medical attention, and tools they need to succeed as they return to their everyday lives. Patients need someone to listen to them and to instill confidence and hope that with treatment options and

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medications they can have a better life.

We believe in a continuum of care for our patients and offer multiple steps, including outpatient services, to help our patients and their loved ones through their recovery.

**What programs are you most proud of at Lakeside BHS?**

Of course, our newly launched Patriot Support Program is an excellent addition to our facility. In addition, our child and adolescent programs truly make Lakeside stand out. We work closely with area school systems during the school year to ensure our child and adolescent guests keep up with their assignments and activities. We have trained educators and classrooms on site, and each child is required to attend school for four hours each day. This program helps each child maintain their education in a supportive environment and prepares them to return to their home school successfully, all while receiving the medical treatment they need.

This summer, we opened a new Outpatient Clinic in Jackson, Tennessee, to help provide services in that region. They are affiliated with our Memphis outpatient services program. Together, they will work to provide outpatient services to the community.

Later this year, we will launch a new Trauma-Informed Care

training for all Lakeside BHS staff, making our caregivers very sensitive to our patient's situations. We take pride in supporting our Lakeside team and want to provide them with the tools and skills they need to help our patients and themselves.

**What makes Lakeside Behavioral Health so unique?**

We have an incredible medical team of physicians, nurses, and staff; each is tremendously experienced and absolutely engaged with each patient as well as educating those preparing to enter the healthcare field. Our facility is a designated training site for medical students, psychiatric residents, addiction fellows, and child and adolescent psychiatric fellows. In addition, we have multiple nursing clinical rotations. Lakeside is proud to assist in training the Healthcare Heroes of the future.

For over 50 years, Lakeside BHS has provided psychiatric and addiction services to the West Tennessee region. We are changing lives every day.

*Anna (Joy) Golden has been a Registered Nurse since 1997 and has worked at Lakeside for over 20 years. She has served as Chief Executive Officer for the past 11 years and continues leading, growing, and inspiring those in the mental and behavioral health industry.*