

Rising to the Challenge



2024 IN REVIEW

PRESIDENT'S MESSAGE



Reflecting on 2024, I'm filled with pride for the incredible individuals and communities that make Spectrum Health Systems the beacon of hope it is today. This past year has brought remarkable achievements, growth, and new opportunities to expand our mission of providing accessible, life-changing treatment. At the core of all this success is a spirit of gratitude — one that underpins everything we do, both personally and professionally.

First and foremost, I want to express my deepest thanks to our clients, whose perseverance and courage to pursue recovery inspire us daily. We are honored to walk alongside them on their journey toward healing. Their hard work reminds us why we do what we do, and I am profoundly grateful for their trust in us.

I also want to recognize the dedication of our incredible staff. Their unwavering commitment to our clients and to providing compassionate, high-quality care are the foundation of Spectrum's success. This year, we opened the doors to our new, state-of-the-art admissions building, a project that was years in the making. It's a testament to the hard work of everyone involved — creating a space that streamlines care, simplifies the admissions process, and, most importantly, promotes safety, hope, and progress.



In addition to our admissions facility, we were proud to launch our fifth peer recovery center, Bridge to Hope, in Southbridge. Like the others, this center is rooted in the invaluable power of peer support — connecting individuals in recovery with those who have walked the same path. Peer recovery centers are essential to long-term success. I'm grateful to the incredible teams that run these centers with empathy, dedication, and compassion.

This year, we also saw significant milestones in expanding our physical footprint with our new headquarters in Westborough. This facility, alongside the new admissions building, represents more than just structures; they symbolize our ongoing commitment to expanding access to care. Our team's ability to grow while

maintaining the highest standards of care reflects their tireless dedication and adaptability.

I am grateful to our board members, whose strategic vision and support have guided us through this year of growth. Their leadership and commitment to our mission enable us to continue breaking down barriers to treatment and expanding our reach to those who need us most.

To our community partners, your collaboration and support are invaluable. Whether through funding, resources, or joint initiatives, your contributions facilitate meaningful change in

the lives of those we serve. Through our partnership with the Westborough police department and other local first responders, we've been able to expand our reach to better serve and provide helpful resources to strengthen our impact and foster healthier, more resilient communities.



Gratitude also plays a central role in the recovery process itself. It encourages reflection, fosters connection, and helps people recognize the positive strides they've made, no matter how small. At Spectrum, we witness the transformative power of gratitude every day. Our clients express gratitude for their recovery, second chances, and the support systems that help them move forward. It reminds all of us, whether clients or staff, of the importance of acknowledging the good in our lives, even during challenging times.

As we look ahead to 2025, we're filled with optimism for the future. The forward-flow layout of our new admissions building serves as a metaphor for our collective journey: always moving ahead, never back. With new facilities opening, expanded services, and a deepened commitment to our mission, I am excited about what lies ahead. And through it all, we remain centered on gratitude — grateful for the opportunity to serve, for the relationships we've built, and for the lives we have the privilege to change.

Thank you to everyone who has contributed to making this year a success. Together, we are building a stronger, healthier future for all.

With deepest gratitude,

A handwritten signature in black ink, which appears to read "K. Isaacson".

Kurt A. Isaacson
President & CEO



SPECTRUM LAUNCHES STATE-OF-THE-ART ADMISSIONS BUILDING

Spectrum has officially opened the doors to its new, state-of-the-art admissions building, marking a significant advancement in patient care and accessibility. This innovative facility is designed to streamline the admissions process, providing a single point of entry for individuals seeking treatment across a range of care levels, from detox to outpatient services. The project, years in the making, improves logistics and represents a bold step forward in how treatment services are delivered and experienced.

A Single "Front Door" for Seamless Care

One of the standout features of the new admissions building is its singular, centralized "front door." In the past, patients were required to navigate multiple entry points depending on their specific needs, which often caused confusion and inefficiency. The new system consolidates all admissions into one streamlined process, guiding patients through each step of the way with ease. Whether they require detox services, inpatient care, or outpatient programs, everything now begins in one location.

This one-stop model significantly reduces admission complexity for patients, ensuring that they are connected to the right program quickly and efficiently.



State-of-the-Art Triage and Safety Features

Spectrum's focus for the new admissions building was to provide patients with everything they might need right out of the gate. The new building features several groundbreaking enhancements to do just that, including:

- **An All-Encompassing Call Center:** This acts as a hub for all incoming inquiries, from patients seeking help to family members looking for resources. This centralized communication system helps streamline referrals and ensures that staff are prepared to offer guidance across all of Spectrum's programs.
- **Triage Rooms:** Designed to address an important gap in care, these rooms offer a safe, comfortable space for patients who may arrive too impaired to complete the admissions process. Previously, such individuals were often sent to emergency rooms for stabilization, but now they can rest and recover onsite. The rooms are equipped with advanced treatment chairs that can recline into beds, allowing staff to monitor patients closely as they prepare for treatment.

Michelle Jones, the building's director, explained the significance: "We treat detox symptoms and intoxication, but before, we didn't have a place to put them. Now, we have these triage rooms where patients can take time to stabilize under close supervision, reducing the number of standouts."

Enhanced Safety and Patient Experience

Safety was a top priority in designing the new facility. The space is carefully structured to ensure that staff can conduct thorough screenings of every patient, reducing the risk of substances entering the facility. This is especially crucial in protecting those who may have been in recovery for some time, as accidental exposure to substances could jeopardize their recovery.

Spectrum's COO, Kristin Nolan, highlighted how the new building also improves the overall patient experience. "We wanted to create an environment that promotes hope and safety," she explained. "And when you walk into this building, you feel that."

In addition to enhancing safety, the admissions building also provides a more personalized, customer-centered approach. With all services housed under one roof, staff can now take their time explaining the admissions process to both patients and their families. This attention to detail helps demystify the treatment process, making it less intimidating for those seeking help.

Forward-Flow Layout: Moving Toward Recovery

A unique aspect of the building's design is its "forward-flow" layout. From the moment a patient checks in, they move progressively through each stage of the admissions process, never backtracking. This efficient design mirrors Spectrum's broader philosophy of pushing forward in recovery, providing patients with a clear, step-by-step path toward treatment.

"Once you're done with your nursing intake, you're going forward to the next step," said Michelle. "We always say we're going forward, not backward."

The final stage of the journey is transportation to the designated treatment program, underscoring the facility's commitment to moving patients forward in their recovery process.

A First-of-Its-Kind Facility

Spectrum's admissions building is the first-of-its-kind, not just within the organization but across the field. As Kristin noted, "We wanted to be the first to do it." The concept has already drawn significant attention from referral sources and partners who are eager to see the facility in action. Many have been "blown away" by the flow and design, hinting that this model may soon be adopted elsewhere.

A Barrier-Free Path to Treatment

Spectrum's new admissions building is about breaking down barriers. The facility makes it easier than ever for individuals to walk in and receive the help they need without the usual obstacles that complicate access to treatment.

With this new facility, Spectrum is changing the way patients enter care. It sets a new standard for how treatment services are delivered – ensuring that hope, safety, and forward progress are at the heart of every individual's journey toward recovery.



SPECTRUM APPOINTS KRISTIN NOLAN AS CHIEF OPERATING OFFICER



Spectrum Health Systems recently announced Kristin Nolan's appointment as Chief Operating Officer. A deeply experienced and respected leader, Nolan has been with Spectrum for over two decades, most recently serving as Chief Behavioral Health Officer. Her promotion to COO reflects her exceptional contributions to Spectrum's growth and her unwavering commitment to providing high-quality, accessible care to individuals struggling with addiction and mental health challenges.

"Kristin is a visionary leader who has consistently demonstrated her ability to drive positive change at Spectrum," said Kurt Isaacson, president and CEO of Spectrum Health Systems. "Her deep understanding of the healthcare landscape and her passion for our mission make her the ideal person to guide us into the future. I am excited to see the new heights Spectrum will reach under Kristin's leadership as we expand our services and transform lives."

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~ Kurt Isaacson

CELEBRATING PRIDE MONTH AT SPECTRUM

Every year we join the rest of the nation in celebrating Pride Month as a way to honor, acknowledge, and bring awareness to the LGBTQ+ community. While it's a month filled with joy and celebration, it's also important to recognize the unique challenges faced by LGBTQ+ individuals struggling with addiction and the value in providing specialized support.

LGBTQ+ individuals often face a higher risk of substance use disorders due to various factors, including discrimination, stigma, social isolation, and trauma. These experiences can create a greater vulnerability to addiction and make the recovery journey more complex. As a result, specialized support services that understand and address these unique challenges are essential.

Spectrum recognizes this need and has taken significant steps to create a more inclusive and affirming environment for its staff and clients. Through training programs, resources, and dedicated committees, Spectrum strives to foster a sense of belonging and acceptance for everyone within the LGBTQ+ community.

The efforts of organizations like Spectrum Health Systems demonstrate the power of specialized support in addressing the unique challenges faced by LGBTQ+ individuals in recovery. As we look back on our celebration of Pride Month, let's remember the importance of ongoing support, resources, and acceptance for those on their recovery journeys.

By promoting inclusivity, fostering understanding, and providing specialized care, we can create a world where everyone, regardless of their sexual orientation or gender identity, feels empowered to seek help, embrace recovery, and thrive.



Celebrating Pride and Recovery Across Spectrum

SPECTRUM OPENS FIFTH PEER RECOVERY CENTER IN SOUTHBRIDGE, MA



In October, Spectrum celebrated the grand opening of its new "Bridge to Hope" peer recovery support center in Southbridge, Massachusetts. This center marks Spectrum's fifth peer recovery program in Massachusetts.

Peer recovery programs are a vital part of the recovery journey," said Kurt Isaacson, president and CEO of Spectrum Health Systems. "They provide support from individuals with firsthand experience, fostering understanding, connection, and accountability for others. This shared experience helps build trust and offers a sense of belonging, which is critical for long-term recovery. Opening our fifth center in Southbridge shows our commitment to ensuring people have access to the resources they need, especially in communities where it's needed most. We're proud to offer a safe and welcoming place where those in recovery, along with their families, can find the support to keep moving forward."

"We're really excited to bring Spectrum's peer recovery services to Southbridge," said Athena Haddon, executive director of peer recovery services at Spectrum Health Systems. "Our centers offer a special kind of support that helps people build resilience, find connection, and rediscover hope as they move through recovery."



Bridge To Hope
PEER RECOVERY CENTER

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~ Athena Haddon



Located at 219 Everett Street in Southbridge, Bridge to Hope is open Monday through Friday, 9 am to 5 pm, with extended evening hours on Thursday until 7:30 pm. For more information, stop by or give us a call at (508) 909-4020.

Admissions

1-877-MyRehab

General Information

508-792-5400

Visit Our Website

SpectrumHealthSystems.org

Connect With Us



Founded in 1969, Spectrum Health Systems, Inc. is a private, non-profit substance use and mental health treatment provider offering the largest and most complete continuum of addiction services in New England — including medical detoxification, residential treatment, outpatient counseling, medication for addiction recovery, and peer recovery support. Spectrum also provides inpatient detox and clinical stabilization services for commercially insured and private pay clients through its subsidiary, The New England Recovery Center.