

# Middlesex Hospital Behavioral Health Services

## Doctoral Internship in Professional Psychology

### 2017-2018 Handbook

Middlesex Hospital Outpatient Center for Behavioral Health  
28 Crescent Street  
Middletown, CT 06457

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## **About Middlesex Hospital Behavioral Health Services:**

The Middlesex Hospital Center for Behavioral Health is a full service, inpatient and outpatient facility located on the Middlesex Hospital campus in Middletown, Connecticut. Our psychiatrists, psychologists, and mental health care staff provide health services for children, adolescents, and adults on both an inpatient and outpatient basis.

The Middlesex Hospital Center for Behavioral Health is closely affiliated with managed care, providing interns with experience in a managed care, community mental health environment that emphasizes time efficient intervention, assessment, crisis management, and treatment planning. Within this fast-paced environment, the clinical team is highly committed to helping community members attain the highest quality of life possible through treatment services which are personalized to fit client individual needs. As one of the primary mental health service providers within this geographic area, the Middlesex Hospital Center for Behavioral Health offers its interns an opportunity to receive diverse clinical training and to work with a wide array of clients. Interns will be expected to serve the agency in a variety of roles including therapist, consultant, program evaluator, and crisis counselor. Interns will work with culturally diverse, underserved clients suffering from mild to severe psychiatric impairment and a wide range of clinical diagnoses. They will function as part of a multidisciplinary team of professionals including therapists, psychologists, social workers, nurse practitioners, and psychiatrists. Interns will also collaborate with providers and other systems within the community to coordinate patient care.

## **Our Mission:**

At Middlesex Hospital, our mission is to develop and maintain a high-quality, cost-effective, and community-focused healthcare delivery system. This system assures an accessible, affordable, and responsive continuum, which commits to cultural competence and reflects compliance with all state statutes, while providing care and partnering with the community to promote emotional, behavioral, and mental health. The hospital strives to create positive change in the lives of clients within a clinical structure that supports and helps clinical staff and students to grow professionally. Mental health services are made accessible to all individuals in the community and treatment is provided for a wide range of mild to severe psychiatric issues.

The aims of the Center for Behavioral Health Outpatient services are consistent with the mission of the parent organization, Middlesex Health System, Inc, in that it is committed to serve all residents of Middlesex County who are in need of psychiatric services. The Center for Behavioral Health is a part of the psychiatry department of Middlesex Hospital, which provides a full continuum of psychiatric care, including inpatient, emergency, partial, and outpatient and support services. Services are provided for all who are eligible and in accordance with Federal, State and local laws. Services are consistent with the needs of the community and determined by the Board of Directors and other funding sources. Services will be provided to all individuals regardless of their income level. The center is cognizant of the social and environmental influences affecting a culturally diverse population, which is served within the community. The internship at Middlesex Hospital places primary emphasis on training in clinical practice.

## **The Internship Program:**

The doctoral internship is a full-time (i.e., 40 hours/week) training and supervised experience which consists of 2,000 hours over twelve months (52 weeks) in duration. The program begins at the beginning of September and extends through August of the following year. Two interns will be selected for the 2017-2018 training year. One intern will work with children/adolescents and one intern will work with adults.

1. Interns in the child/adolescent track will work out of Middlesex Hospital's Family Advocacy Program which provides services for children, adolescents, and families including assessment/evaluation, individual therapy, family therapy, group therapy and medication management. Patient populations are clinically and culturally diverse.
2. Interns in the adult track will work out of Middlesex Hospital's Outpatient Center for Behavioral Health, which is a community mental health center offering assessment/evaluation, individual therapy, group therapy, and medication management to individuals ages 18 and older who reside in the community. Patient populations are clinically and culturally diverse.

Depending on interns' individual interests, opportunities also exist for exposure/training in the hospital's other behavioral health departments. These include several levels of psychiatric services, including intensive outpatient, partial hospital, inpatient behavioral health programs, crisis intervention and in-home therapeutic services.

In addition to direct care, interns participate in various training opportunities within both the clinic and hospital settings (see Training Experiences section).

*Status of Accreditation:* This internship program is currently in its sixth year. Middlesex Hospital's internship training staff are in the process of seeking APA accreditation by the American Psychological Association. The internship program was designed in accordance with the standards and training requirements of APA, and it obtained membership to the Association of Psychology Postdoctoral and Internship Centers (APPIC) in August of 2013.

Questions related to the program's accredited status should be directed to the Commission on Accreditation:

Office of Program Consultation and Accreditation American Psychological Association  
750 1st Street, NE,  
Washington, DC 20002  
Phone: (202) 336-5979  
E-mail: [apaaccred@apa.org](mailto:apaaccred@apa.org)  
Web: [www.apa.org/ed/accreditation](http://www.apa.org/ed/accreditation)

## **Training Program and Philosophy:**

The internship at Middlesex Hospital places primary emphasis on training in clinical practice, specifically clinical assessment and intervention. Formal assessment training is a small component of the internship experience and is available on an as-needed basis. The internship

structure is designed to allow for some flexibility to accommodate each intern's training needs. Prior to the start of the internship and throughout the year, interns work with supervisors to develop caseloads that are tailored to their unique clinical interests within the core framework of the program.

In adherence to the practitioner-scholar model of training, the internship considers psychologists to be consumers of research who apply knowledge and evidence-based techniques in practice. The internship subscribes to the following characteristics commonly associated with the practitioner-scholar model of training:

1. A scholarly approach to practice via reflection and critical thinking
2. An application of scholarly work and empirically-based research data to the practice of psychological assessment and clinical practice
3. An emphasis on the psychologist as an informed consumer of scholarly work including theoretical material and empirical research
4. A recognition of the importance of generating knowledge through practice

### **Internship Training Goals:**

The internship program at Middlesex Hospital is designed to teach early-career professionals the skills and knowledge that will enable them to function as independent, ethical, and competent psychologists. The overall goal of the program is to prepare advanced graduate students for generalist practice in a multitude of mental health settings. Though the training program emphasizes specific knowledge and skills related to practice in community mental health, intern graduates will be well prepared to begin working in a diverse number of environments including outpatient clinics, inpatient treatment programs, college counseling centers, and primary care settings. Interns will develop into psychologists who are critical thinking, self-reflective scholars and practitioners. The internship staff and supervisors represent multiple theoretical orientations and clinical styles, providing interns with training in diverse treatment models for a multitude of clinical presentations. Interns will establish personalized goals through consultation with their supervisors.

Interns are expected to meet the following competences in order to achieve the goals listed above:

1. The interns will develop a thorough understanding of theoretical models and their application in psychotherapy, education, consultation, and supervision. Interns are required to present cases using a preferred theoretical treatment model during the internship year.
2. The interns will demonstrate the use of theoretical models in treatment planning and will adapt the models to therapeutic goals and capabilities of the clients. An emphasis on evidence based best practice and matching theoretical models and approaches to the clients is supported throughout the training year.

3. The interns will utilize available research and journal articles to inform their clinical practice.
4. The interns will demonstrate proficiency in the administration, scoring, and interpretation of objective, projective, and self-report assessment instruments, as well as the use of testing results to answer referral questions and guide treatment planning.
5. The interns will demonstrate proficiency in writing reports that are clear, concise, internally consistent, and provide valuable recommendations that are relevant to the purpose of the evaluation.
6. The interns will develop sensitivity to the special needs of individuals from different cultural and ethnic groups. Our training program emphasizes an understanding of the cultural effects and specific needs of working with populations who are faced with environmental hardships including homelessness, unemployment, poverty, disability, and legal issues.
7. The interns will learn to work as part of a multi-disciplinary team of professionals including psychiatrists, psychologists, nurse practitioners, mental health counselors, medical doctors, case workers, and students. In doing so, they will work toward establishing a professional identity and practicing professional attitudes and behaviors.
8. The interns will become knowledgeable about the legal and ethical standards which relate specifically to practice in a community mental health setting.
9. The interns will keep a weekly log of clinical and training activities for their own documentation of training and also submit a copy weekly to their clinical supervisor.

Interns participate in formal evaluation and feedback with supervisors at the midpoint and end of the internship training year. Supervisors maintain records for each intern, which include documentation of training experiences, evaluation forms, certificates of internship completion, and formal complaints in their respective filing locations, which are secure and locked. These records are kept for five years, and interns can request these records within this period of time. This system is documented in the intern handbook and reviewed with interns at the beginning of the training year.

### **Training Experiences:**

#### 1. Outpatient Psychotherapy:

Interns spend the majority of their time engaged in clinical services including individual, family and group psychotherapy, diagnostic assessment, treatment planning, participation in client follow-up, and other service-related responsibilities (e.g., collaboration with community resources, referrals). Interns will carry a caseload of individual short and long term psychotherapy cases. Additionally, opportunities to conduct psychotherapy with

bariatric surgery candidates are available for interns placed at the Outpatient Center for Behavioral Health.

## 2. Assessment:

Interns will conduct intake evaluations and assessments for new referrals. Through didactics and supervision, interns will be trained in cognitive, projective, and personality testing as well as rating scales and self-report measures. Training will include administration, scoring, interpretation, and use of testing to answer referral questions and guide treatment planning. Opportunities to conduct psychological and neuropsychological testing in the hospital are rare, but may be offered to interns when needed. Depending on interns' individual interests, there are opportunities to conduct psychological evaluations with bariatric surgery candidates.

## 3. Didactic Trainings:

The psychology didactic seminar consists of educational and professional presentations provided by staff psychologists, guest speakers from the hospital and community, and psychology program trainees (i.e., practicum students, interns, postdoctoral fellows). Didactics are devoted to topics including psychological theories, effective methods of psychological assessment and intervention, diagnosis and treatment planning, consultation, program evaluation, supervision and/or teaching, strategies of scholarly inquiry, professional conduct, ethics and related standards, specific topics related to community mental health, and issues of cultural and individual diversity. Psychology didactic seminar is held on a weekly basis and is a mandatory training activity.

In addition to the internship didactic seminar, interns also have the opportunity to participate in other trainings including monthly psychiatric grand rounds presentations, monthly hospital Schwartz rounds, monthly clinic-wide educational trainings, and peer review of psychotherapy cases.

## 4. Supervision:

Interns will receive two hours of individual, face-to-face supervision per week with a licensed psychologist at a ratio of no less than 1-hour of supervision for every 20 internship hours. In addition to individual supervision, interns will receive 2 hours of group supervision per week in conjunction with the other graduate level trainees and a multidisciplinary team in case conferences and team meetings.

## **Stipend and Benefits:**

Interns will receive a stipend of \$20,000 for the internship training year. This internship does not include health benefits (i.e., insurance, reimbursement).

Interns at Middlesex Hospital receive several benefits during their internship year including

access to the hospital research library, office space, and personal computer. In addition, select local businesses provide discounts when proof of employment (i.e., hospital badge) is provided.

### **Evaluation Process:**

Unless interns' graduate programs have specific forms, this internship utilizes a program-specific form to evaluate intern performance. This evaluation form adheres to APA's profession-wide competencies, specifically as they relate to this site. Formal written and verbal feedback is provided to interns after six and twelve months of the internship program. All supervisors and training staff who interact with interns regularly will be asked for their feedback and this will be included in the evaluation. Evaluations are discussed with interns and copies are provided to them and their doctoral training programs. Interns also formally evaluate their supervisors and the internship program during the same time intervals. Less formal feedback is provided regularly throughout the year in supervision. Following the completion of the end of year evaluation, interns are given the opportunity to complete an evaluation of their internship experience, including training, supervision and their overall experience.

This internship will maintain communication with interns' graduate programs' Directors of Clinical Training throughout the year to discuss their performance. All interns must adhere to this evaluation process, without exception.

### **Program Completion Requirements:**

1. Completion of 2,000 hours.
2. Satisfactory assessments on internship-specific evaluation forms (as evidenced by a score of 3, indicating minimal levels of achievement across all competencies).
3. Satisfactory termination of any due process and/or remediation plans.
4. Satisfactory completion of a minimum of 500 direct contact hours with clients. This includes intake assessments, psychological testing, and psychotherapy hours.
5. Satisfactory intake assessment or testing skills as evidenced by:
  - Completion of intake assessment or psychological testing with write-up and supervisor approval
  - Evidence of thorough screening, appropriate diagnosis and recommendations, and clearly written reports
  - Demonstration of the ability to choose appropriate assessment materials (taking into consideration cultural, language, and disability factors)
  - Demonstration of the ability to independently administer, score, and interpret assessment materials
  - Presentation of at least one assessment case during supervision or a didactic session
6. Satisfactory psychotherapy skills as evidenced by:
  - Completion of psychotherapy cases with successful termination and supervisor approval
  - Presentation in clinical team meeting of at least two cases with supervisor approval
  - Completion of all other psychotherapy and intervention skills identified as part of the intern's specific goals, established at the beginning of the internship with his/her supervisor
7. Satisfactory crisis intervention/emergency skills as evidenced by:

- Demonstration of assessment skills for suicide potential, lethality/homicidal potential, and mental status
  - Demonstration that the intern has full understanding of all on-site requirements and procedures for managing suicidality and crisis intervention
  - Demonstration of helping clients develop safety plans and short term crisis management plans which utilize resources, strengths, and support systems
8. Satisfactory work with diverse populations as evidenced by:
- Attendance and full participation in diversity and multicultural seminars and trainings
  - Ability to articulate diversity issues in clinical work
  - Ability to identify own cultural/diversity issues, both on site and as discussed in case presentations
9. Satisfactory completion of site-specific responsibilities:
- Approval by primary supervisor that intern has met all site-based responsibilities including any rotation or concentration area requirements.
  - Satisfactory completion of all paperwork (All clinical cases completed and co-signed by supervisor including: intakes, psychological testing reports, treatment plans, progress notes, and termination summaries)
  - Co-signatures on all clinical charting by supervisees
10. Satisfactory use of supervision as evidenced by:
- Timely follow-through on supervisor's requests (e.g., for audio/video tapes, letters to clients, reports, actions with clients, etc.)
  - Openness to feedback and suggestions in individual and group supervision

## **Training Staff**

Scott Jones, Psy.D., University of Hartford, Staff Psychologist, Internship Training Director

Angel Roubin, Psy.D. LPC, Pepperdine University, Staff Psychologist

Marlene Baldizon, Ph.D., Seton Hall University, Staff Psychologist

Margarita Hernandez, Ph.D., Oklahoma State University, Staff Psychologist

## **Auxiliary training staff who participate in didactics:**

Richard Tsukada, LCSW

Annie Calamari, LCSW

Kristen Wilcox, LCSW

Lorelei Muresan, Psy.D., LPC, LADC

Ken DiCapua, LCSW

## **Application Process:**

Interns must be advanced doctoral level graduate students from APA accredited Psy.D. or Ph.D. programs in clinical or counseling psychology. Intern applicants should have completed a minimum of three years of graduate training. In addition, applicants should have a broad range of clinical experiences, including individual and group psychotherapy, as well as psychological assessment. Applicants are also expected to have completed basic required academic coursework, successfully passed their doctoral comprehensive or qualifying examinations, and have the endorsement of their graduate program Director of Clinical Training.

To apply to this internship, candidates must submit a completed APPIC application. Internship selection is completed through the process of reviewing APPIC application materials, interviewing applicants, and submitting rank order to APPIC organization. Applicants are ranked based on relevant experience, strength of written materials and congruence with program goals. Additional materials of consideration include recommendation letters and dissertation status. The Middlesex Hospital internship program complies with APPIC placement through the match system.

APPIC applications are due in early December, date dependent on the year. Applicants are notified about interview status in mid-December, date dependent on the year. Interviews are conducted during the month of January, or in the beginning of February as needed, based on individual applicants' scheduling needs. Interview days begin in a group orientation format that provides applicants with a general overview of the program and job description. Interns then have the opportunity to meet solely with current interns to ask questions about the internship and their experience. This informal "Q&A" session is followed by individual interviews with primary and secondary supervisors from the track to which interns applied. Interns receive a tour of the hospital campus and clinics from current interns. Interns are also invited to attend lunch with current interns and supervisors in the hospital cafeteria.

This internship site agrees to abide by the APPIC policy that no person at this training facility will solicit, accept, or use any ranking-related information from any intern applicant.

### **Internship Due Process:**

Due process ensures that decisions about interns are not arbitrary or personally based. It requires that the Training Program identify specific evaluative procedures which are applied to all trainees and provide appropriate appeal procedures available to the intern. All steps are appropriately documented and implemented.

#### Overview

Interns are subject to the internship program's Due Process. It is more comprehensive than the hospital's due process but fits within it. Internship Program and hospital due process policies and procedures are compatible and do not contradict each other. The internship program's Due Process adheres to APA requirements, Middlesex Hospital policies, and state or federal statutes. Interns are protected by all fair treatment policies of Middlesex Hospital including those related to non-discriminatory practices and Americans With Disabilities (ADA) compliance.

Interns are presented with the program's expectations related to professional functioning and conduct. This occurs during the orientation period of the first two weeks. These expectations are discussed in both group and individual settings.

Procedures for intern evaluation are stipulated in the above-noted "Evaluation Process" section. This information is verbally discussed within the orientation period, with emphasis on the profession-specific competencies that are the basis of evaluation.

The various procedures and actions involved in making decisions regarding problematic professional competence are articulated during the orientation process.

Steps of due process:

Step 1 - Concerns about intern development can be raised by a member of the training staff at any time. Perceived or suspected professional difficulties are discussed in individual supervision. They are typically handled as a routine aspect of supervision and this is done in a prompt and supportive manner.

Step 2 - If the problem persists after being discussed in supervision, the Psychology Training Director is notified. A meeting in which the intern, supervisor, and Training Director discuss the problem occurs within one week of such notification.

Step 3 - The Psychology Training Program Director communicates early and often with graduate programs about suspected difficulties with interns. He or she seeks input from these academic programs about how to address such difficulties. Such input is documented and retained in the intern's file.

Step 4 - When appropriate, the program institutes a remediation plan for identified inadequacies. This plan is formed by the intern's primary supervisor and the Training Program Director. It is sent to the Manager of Adult Outpatient Services and Day Treatment Services (adult track) or Manager of Child Services (child and adolescent track) for approval prior to discussion with the intern. The plan includes a time frame for expected remediation and the consequences of not rectifying the inadequacies. Such consequences may include termination from the internship program. The remediation plan is discussed in a meeting between the intern, the primary supervisor, the Training Program Director, and the appropriate manager (if he or she would like to participate). A copy of the plan is sent to the graduate program.

Step 5 - Interns are reminded of the grievance procedures that are outlined below. They are provided with a written copy of the program's grievance policy. Efforts are made to ensure that interns are fully aware of how to appeal the program's action. Interns will be provided with complete copies of the Internship and Hospital Policies, including all grievance and due processes. The grievance process for interns will follow that of other hospital employees (see Section 400 of the Middlesex Health System Human Resources Policy Manual, Policy # 413).

Step 6 - It is expected that the goals of the remediation plan will be met and the problem will be resolved. However, program staff may decide to terminate an intern's placement. This decision will only be made with approval of the Manager of Adult Outpatient Services and Day Treatment Services (adult track) or Manager of Child Services (child and adolescent track). Any action taken by the program and its rationale will be documented and presented to the graduate program.

## **Grievance Procedures**

Interns will be provided with complete copies of the Internship and Hospital Policies, including all grievance and due processes. The grievance process for interns will follow that of other hospital employees (see Section 400 of the Middlesex Health System Human Resources Policy Manual, Policy # 413).

### Purpose of grievance policy

The clinical psychology doctoral internship program's training staff members commit to upholding the Middlesex Health System's Grievance Policy when it comes to addressing interns' concerns about any aspect of their training. The Grievance process gives interns a forum to express concerns under Health System policy. The Grievance process also gives supervisors and department managers the opportunity to review policy decisions in a timely fashion beginning with the lowest possible level in interns' chain of command.

### Overview

It is the policy of the Clinical Psychology doctoral Internship Program to encourage interns to discuss any internship-connected problems with their supervisors. It is expected that informal discussion will be the primary method of settling most problems or complaints. The Grievance Procedure provides interns with an effective avenue to pursue when they have questions or concerns about the interpretation or application of Middlesex Health System policies, or any matter affecting their training and work. The basic objective is to provide interns the opportunity for a fair process with timely and appropriate responses to their concerns. The Grievance Procedure provides progressive steps for managerial review and discussion starting with the immediate supervisor up to the Psychiatry Department chair. All interns are encouraged to use the following procedure. Briefly the steps are as follows:

Step 1 - Resolution between intern and immediate supervising psychologist

Step 2 - Resolution between intern and Psychology Training Program Director

Step 3 - If the question or concern relates to policies or procedures, the intern will meet with the clinic manager for resolution. If it relates to clinical issues, the intern will meet with the clinic medical director.

Step 4 - Resolution between the intern and the Director of Outpatient Behavioral Health Services

Step 5 - Resolution between the intern and the Chairman of the Middlesex Health System's Psychiatry Department

### Steps of the Grievance Procedure:

The steps must be followed in order. If an intern bypasses a step, he/she should be sent back to that step before proceeding.

Step 1 - If an intern has a complaint or concern regarding any aspect of his/her internship, he/she should initially discuss the matter with his/her immediate supervisor. If the supervisor can make a decision about the matter, the intern will be informed of the decision at once. The supervisor will address the issue and respond to the intern within one working day.

Step 2 - If a decision cannot be made by the supervisor or if the intern wishes that the matter be reviewed further, the immediate supervisor will arrange for the intern to talk with the Training Director who will listen to the problem or complaint and attempt to work out a satisfactory solution. The Training Director will address the issue and respond to the intern within one working day of hearing about it.

Step 3 - If the situation is not satisfactorily resolved after step 2, the Training Director will ask the intern to put the complaint into writing and submit it to the next level of management within three working days. Issues related to policies, procedures, and other issues that do not involve direct clinical work with specific patients will be addressed by the Manager of Adult Outpatient Services and Day Treatment Services (adult track) or Manager of Child Services (child and adolescent track). Clinical issues will be addressed by the adult or child clinic Medical Director.

Step 4 - If the situation is not satisfactorily resolved after step 3, the intern may request to see the Director of Outpatient Behavioral Health Services, who will attempt to work out a satisfactory solution. This meeting will occur within one week of the intern's request to meet with the Director of Outpatient Behavioral Health Services.

Step 5 - If the situation is still unresolved after step 4, the intern may request to see the chairman of the Psychiatry Department. A final decision will be rendered by the chairman within one week of this request. Supervisors and managers will be informed of the decision.

### Supervisors' Responsibilities:

- Supervisors will be familiar with the steps involved in the Grievance Process.
- Supervisors will inform management when an intern voices a complaint and asks for resolution using

the Grievance Procedure.

- Supervisors will follow the steps involved in the Grievance Procedure and will document meetings with interns.

Interns' Responsibilities:

- Interns will inform their supervisors of issues or problems and ask for resolution using the Grievance Procedure.

- Interns will request specific information on each step of the Grievance Procedure so they understand their role as well as the roles of others who are part of the Grievance Procedure.

- Interns will follow the steps of the Grievance Procedure.