

The Behavioral Health No Harm Index: Building a Healthier Safety Culture in Psychiatric Care

presented by

Linda Durst, MD

Linda S. Durst, MD is currently a Professor of Psychiatry at UConn Health where she oversees the community mental health clinic and serves as a clinician/mentor in that clinic and the general Intensive Outpatient Program. Prior to her work at UConn, Dr. Durst served as the Chief Medical Officer of MaineHealth Behavioral Health and Chair of the Department of Psychiatry at Maine Medical Center. She also has ties to the Institute of Living where she served as Medical Director. Dr. Durst's areas of interest include suicide prevention, and she has been pivotal in launching Zero Suicide initiatives in Connecticut and Maine. She has also focused on violence prevention and helped launch behavioral code teams in Pennsylvania, Connecticut and Maine as well as initiating a study and co-authored work on novel violence screenings in Maine. She is a champion of Quality and Safety, overseeing Quality and Safety Committees in several institutions and has recently co-authored an article on a novel tool, the Behavioral Health No Harm Index, in the Joint Commission Journal on Quality and Patient Safety, which will be discussed today.

Norman Ng, MA

Norman Ng, MA, LCADC, CPHQ, is Director of Quality Assurance at Rockland Children's Psychiatric Center, where he oversees quality improvement, patient safety, and regulatory readiness. He has led quality, safety, and compliance work in behavioral health settings, including as Vice President at MaineHealth Behavioral Health and as a Director at Mount Sinai - Beth Israel in New York. He began his career as a licensed counselor at Rutgers University and taught at Montclair State University. Norman holds a graduate degree in counseling and is a Certified Professional in Healthcare Quality (CPHQ). He has also completed fellowships in Operational Excellence and Healthcare Leadership.

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<https://hartfordhealthcare.zoom.us/j/98680088922>

Learning Objectives: *As a result of participating in this Live Activity, participants should be able to:*

- 1. Explain why traditional harm-detection tools fall short in psychiatric care.*
- 2. Break down the five-layer culture change model used after MaineHealth Behavioral Health's sentinel event.*
- 3. Interpret three years of BH-NHI trend data — and the challenge of confirming true improvement.*
- 4. Identify strategies to adapt this model in your own organization.*

Accreditation: In support of improving patient care, Hartford HealthCare is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

Physicians: Hartford HealthCare designates this Live Activity for a maximum of **1.25 AMA PRA Category 1 Credit™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses: This activity is designated for a maximum **1.25 ANCC** contact hours.

Psychologists: Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP). The APA CEP Office maintains responsibility for the content of the programs.

Social Workers: As a Jointly Accredited Organization, Hartford HealthCare is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Hartford HealthCare maintains responsibility for this course. Social workers completing this course receive **1.25 general** continuing education credits.

Other Learners: All other learners will receive a Certificate of Participation for **1.25** hours of education. Consult your professional licensing board regarding the applicability and acceptance of certificates of participation for educational activities certified for **AMA PRA Category 1 Credit™** from organizations accredited by Joint Accreditation for Interprofessional Continuing Education.

Financial Disclosures:

- Linda Durst, MD: Nothing to disclose - 10/08/2026
- Norman NG, MA: Nothing to disclose - 10/01/2026

