Promoting Recovery and Person-Centered Care

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PerformCARE®
Agenda

• Briefly review Member Satisfaction Survey Results related to this training
• Review key definitions related to recovery
• Discuss resiliency
• Review Recovery Principles from SAMHSA, Child/Adolescent Services System Program (CASSP) Principles, and Community Support Program (CSP) Principles
• Discuss importance of cultural competency in working with individuals
• Question and answer can occur throughout presentation- additional time will also be given at the end
Objectives

• Providers will have brief understanding of the Member Satisfaction Survey and results and why this training is being conducted

• Providers will be aware of Recovery Principles, CASSP Principles and CSP Principles

• Providers will understand PerformCare expectations related to Recovery and Person-Centered Care and will know how to incorporate strategies into the treatment/service they are providing

• Providers will be aware of references in the Provider Manual as well as external resources in promoting Recovery and Person-Centered Care
Member Satisfaction Survey

• PerformCare conducts annual Member Satisfaction Surveys to determine how well PerformCare is meeting Member needs and to assess their experience with services authorized through PerformCare.

• PerformCare used the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program, Experience of Care and Health Outcomes (ECHO®) Survey, versions Child Managed Behavioral Health Organization 3.0 and Adult Managed Behavioral Health Organization 3.0 for the 2016 Member Satisfaction Surveys.

• This survey is completed in addition to the Consumer & Family Satisfaction Team Surveys that are conducted in each region.
Member Satisfaction Surveys

The topics explored in the Member Satisfaction survey include questions on:

• Getting treatment quickly
• How well Clinicians communicate
• Comfortable with Counseling or Treatment (new in 2016)
• Health Promotion and Education
• Perceived Improvement
• Member-Centered Care
• PerformCare Involvement for Counseling or Treatment
• Overall Rating of PerformCare
Improvements

Based on the results from the survey, PerformCare would like to see improvements in:

• The number of adult Members and child Members and their parent/guardians reporting that they are informed about alternate treatment options.

• The number of adult Members reporting that they felt that were able to make treatment choices.

• The number of adult Members who indicate that the Provider discussed including family or friends in counseling or treatment.
Based on the results from the survey, PerformCare would like to see improvements in:

• The number of adult Members who indicate that the Provider told them about self-help or support groups.

• The number of child Members and their parent/guardians who report that they are given as much information as wanted to manage condition.

• The number of child Members and their parent/guardians who report that counseling facilitated recovery and resilience.
Commitment to Recovery Principles

The PerformCare Provider Manual details that Providers in network must be committed to supporting Recovery and Resiliency Principles. The Provider Manual outlines these 4 steps for Providers:

• In all interactions, individuals using behavioral health services should be considered and treated as equal partners in the treatment or service process.

• A non-judgmental atmosphere should be promoted by all employees. Avoid and correct “us-them” attitudes.

• Educate staff in recovery principles and concepts.

• Promote full and meaningful participation by individuals and family in the treatment or service planning process.
Key Definitions

• Recovery- a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. (SAMHSA’s Working Definition of Recovery)

• There are 4 major dimensions that help support a life in recovery:
  • Health
  • Home
  • Purpose
  • Community
SAMHSA defines 10 guiding Principles of Recovery that a Provider can help support and foster within someone:

- Hope
- Person-Driven
- Many Pathways
- Holistic
- Peer Support
- Relational
- Culture
- Addresses Trauma
- Strengths/Responsibility
- Respect
Hope

• When an individual comes into a treatment or service, it is vital that a Provider fosters hope about recovery, to support the idea that people can and do overcome challenges and barriers that their symptoms may present.

• Hope is internalized, but can be supported by an individual’s family, peers, and community supports.

• Encouraging hope can help the individual to feel supported while they are working on improving their overall wellness.
• Self-direction is vital for individuals in recovery. The individual can define the goals they have for themselves, as well as ways to achieve those goals. This makes their recovery meaningful and also empowers them to continue to make informed decisions and gain control over their life.

• Providers can work with individuals to assist them in creating a treatment or service plan that is driven by the goals the individual would like to work on.
Many Pathways

• The pathway to recovery may look very different for each individual.
• A person’s recovery pathway can include improvements and setbacks.
• Providers can assist the individual in supporting their pathways that they are exploring to continue to support their recovery.
• Providers can also provide support for an individual when they do experience a setback; encouraging them to continue working towards their goal and reminding them that setbacks are a part of the process.
• Recovery incorporates addressing all areas of an individual’s life, not just the targeted symptoms or behaviors.

• Providers can work to support individuals in their recovery by completing thorough intakes and assessments examining all aspects of their life, and then connecting them and/or their family with additional supports to address their recovery in all areas of their life.

• Additionally, Providers can support an individual’s holistic recovery by coordinating with other Providers or services the individual is receiving.
Peer Support

- Peer and mutual support play an invaluable role in the recovery process for individuals, as they can gain a sense of belonging, community and support.
- Peers can provide each other with experiential knowledge, and individuals can also help support their self-esteem and self-worth by helping and giving back to others in their peer group.
- Providers can help foster this peer support by linking individuals and their family to support groups in their community.
Relational

- Support and encouragement from people that an individual has relationships with are an important part of the recovery process.
- Supportive people and relationships can offer hope, suggest strategies, and provide resources for positive change.
- Providers can support individuals in encouraging individuals to maintain or build these positive relationships; and even include the individual’s close family/friends/supports in their treatment, with the individual’s permission.
• Each individual’s cultural background— including values, traditions, and beliefs— are all important aspects that contribute to their unique recovery journey.

• Providers must ensure that treatment and services are sensitive to the individual’s cultural background and that staff are working to meet each individual’s needs.
Many individuals with Substance Use or Mental Health concerns also have experienced trauma at some point in their lives, which may impede their recovery.

Providers must ensure that they gather a thorough trauma history on each individual, and that treatment and services that they are providing are trauma-informed.

Providers also have the responsibility to make referrals for specialized services, if determined that the individual would benefit from this and the individual is in agreement.
Strengths/ Responsibility

- A person’s individual strengths and abilities serve as a base for their recovery.
- Additionally, individuals are responsible for their own recovery journey and self-care.
- For children and adolescents, their family or caregivers have responsibility to support the individual in their recovery process.
- Providers should support individuals in both exploring their strengths and building upon them as well as encourage them to speak for themselves in their recovery process.
Stigma and discrimination continue to surround Mental Health and Substance Use. It is important to acknowledge that people working towards recovery have courage in choosing to work towards recovery despite these challenges.

PerformCare and Providers, as well as other systems, community, and society, need to work to promote acceptance and appreciation for people affected by mental health and substance use problems—including protecting their rights and eliminating discrimination.

Providers can also support individuals in working towards self-acceptance and helping individuals to gain a positive sense of self and identity.
Commitment to Resiliency

• Resilience is not a specific trait, but rather is an individual’s ability to cope with difficulties and adapt to challenges. A person’s ability to be resilient may change over time as the individual’s resources to cope increase or decrease. Risk and protective factors play a large role in resiliency.

• Providers can help to improve an individual’s resiliency by increasing an individual’s resources and supports. This may mean providing information about additional resources, making referrals, and linking them with additional community supports.

• Providers within the PerformCare network are expected to educate and train staff to help them in nurturing resiliency.
Commitment to Clinically Appropriate Services for LGBTQI Members

• Providers within the PerformCare network are expected to ensure that the best possible care and service are being delivered to Members, which includes ensuring that individual Member’s needs are met and also ensuring that discrimination related to sexual orientation, gender identity and/or gender expression does not occur.

• OMHSAS Bulletin 11-01 gives recommendations to Providers related to this, and requires Providers to, at a minimum, have a Non-Discrimination Policy, ensure publication of the policy, and also to update their complaint procedures to accept complaints for any alleged violation of this policy.
Commitment to Child/Adolescent Services System Program (CASSP) Principles

• Children’s behavioral health in PA is guided by the CASSP Principles, and as such, PerformCare expects Providers to be knowledgeable regarding these principles and philosophy.

• At the core of this philosophy is the idea that children with behavioral health concerns often may require services from more than one child-serving system; and stresses the importance of these services working together as a team to meet the needs of the child.
• **Child Centered:** The services/treatment should be designed to meet the needs of the child and their family; and build on their strengths.

• **Family Focused:** The services/treatment recognize that the family is the primary support system for the child and include the family in all stages of the decision-making and treatment planning process.

• **Community Based:** The services/treatment should be provided in the community, whenever possible. Additionally, the child should be linked with and encouraged to engage in community activities and supports.
CASSP Core Principles

- **Multisystem**: The service/treatment Providers should collaborate with all other service Providers involved with the child and family to successfully establish goals and define roles and responsibilities.

- **Culturally competent**: Cultural competence means that the treatment/service is respectful and cognizant of the child and family’s cultural background—including their individual behavior, ideas, attitudes, values, beliefs, customs, language, rituals, ceremonies and practices.

- **Least restrictive/least intrusive**: The treatment/services should take place in the settings that are most natural for the child and family, while meeting the child and family’s needs.
Commitment to Community Support Program (CSP) Principles

• The Community Support Program (CSP) of Pennsylvania is a coalition comprised of mental health consumers, family members and professionals working to help adults with serious mental illnesses and co-occurring disorders live successfully in the community.

• CSP has principles outlined, similar to CASSP and Recovery Principles, that PerformCare expects all Providers to follow.
CSP Principles

• **Individual-centered/individual-empowered**- Services focus on the individual needs of the person and incorporate approaches to help the person help themselves.

• **Culturally competent**- Services are respectful and sensitive to the person’s cultural background.

• **Designed to meet special needs**- Services are designed to be able to meet the needs of individuals with special needs, such as age, substance use, physical health, intellectual disability, homelessness or involvement with the criminal justice system.
CSP Principles

• **Community Based/natural supports**- Services should be provided in the most natural setting when possible and Providers should encourage individuals to use the natural supports available to them in their community.

• **Flexible**- Services are designed to allow individuals to move in, out and within the system as needed.

• **Coordinated**- Treatment, services and supports are coordinated on both the local system level and on an individual basis in order to reduce fragmentation and to improve efficiency and effectiveness with service delivery. Providers should coordinate with individuals, families, advocates and professionals at every level of the system of care.
CSP Principles

- **Accountable**- Providers are accountable to the individuals receiving the treatment or service and also include individuals and families in all aspects of the treatment/service, such as planning, development, monitoring and evaluating the treatment/service.

- **Strengths-Based**- The treatment and services build upon individual and family strengths and assets.
Commitment to Cultural Competence and Diversity Awareness

- PerformCare expects Providers to be aware of and sensitive to an individual’s cultural background and be respectful to cultural needs.
- Provider staff should have a level of cultural competency and training necessary to assist and provide services to all individuals.
- Providers are required to have policies and procedures to ensure staff is equipped to handle requests initiated from non-English speaking individuals appropriately.
- PerformCare encourages Providers to establish a mechanism to ensure that cultural competency trainings are provided to staff upon hire and throughout their employment.
References and Resources

• 2016 Member Satisfaction Results Webinar: http://pa.performcare.org/providers/training-education/performcare-presentations.aspx


• SAMHSA: https://www.samhsa.gov/


• Wellness Action Recovery Plan (WRAP): http://mentalhealthrecovery.com/wrap-is/

References and Resources

• Resiliency: http://www.parecovery.org/resources_newsletters.shtml#childpub
• LGBTQI: https://www.samhsa.gov/behavioral-health-equity/lgbt
• CASSP: http://www.dhs.pa.gov/publications/alertsnewslettersandpublicnotices/childandadolescentservicesystemprogram/
• CSP: http://www.pmhca.org/projects/csp.html
• SAMHSA TIP 59: Improving Cultural Competence: http://store.samhsa.gov/shin/content/SMA14-4849/SMA14-4849.pdf
Questions, Comments, Feedback?

Thank you for your participation! Any additional feedback related to the Member Satisfaction Survey can be submitted to:

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More than 20 YEARS of making care the heart of our work.