Creating Recovery-Oriented Systems of Care: Shifting the Paradigm

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Recovery and Resiliency

- The notions of recovery and resiliency are at the heart of ADHS/DBHS
- They drive our philosophy of care and development of service-delivery systems
- We have moved away from the medical model and made the shift to improve quality of life, not just the relief of symptoms
Recovery and Resiliency: What does it look Like….

- Hope
- Empowerment
- Self-responsibility and productivity
- Self-management of illness
- Achieving meaningful roles in life (in work, family, love, and spirituality)
- Acceptance and self-awareness
- Restoration and personal growth
- Adaptability and capacity for change
- Striving for the utmost potential
- A lived experience of moving through and beyond the limits of one's disorder
Promoting Recovery

Recovery refers to the process in which people are able to live, work, learn and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms. *Science has shown that having hope plays an integral role in an individual’s recovery.*

Achieving the Promise: Transforming Mental Health Care in America, The President’s New Freedom Commission Report on Mental Health
Division of Behavioral Health Services

BESSIE -- I CAN'T BELIEVE YOU ACTUALLY DID IT!!

Hey! I Gotta Be ME!
Promoting Resilience

Resilience means the personal and community qualities that enable us to rebound from adversity, trauma, tragedy, threats or other stresses — and to go on with life with a sense of mastery, competence and hope.

Achieving the Promise: Transforming Mental Health Care in America, The President’s New Freedom Commission Report on Mental Health
Why should providers in Arizona become more recovery friendly?

- Federal emphasis and expectation
- President’s New Freedom Commission
- CMS/SAMHSA
- Surgeon General’s Report
- State Level Initiatives: Arizona Principles – Building a Recovery-Oriented System of Care

Expectations and hope for recovery are expressed by both behavioral health recipients and their families.

- Expanding research base showing improved effectiveness of treatments and natural supports.
Best Practices: Voice & Choice

“Nothing About Us, Without Us.”
- Individual Receiving Services

“Our Voice, Our Choice.”
- Federation of Families
Hope & Recovery

**SAMHSA’s Vision** - A life in the Community for Everyone

**National Consensus Statement that defines recovery** - Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.

Source:
http://mentalhealth.samhsa.gov/publications/allpubs/sma05-4129/
“Clinician’s Illusion”

• We spend most of our time working with only those who need the most help
• We become distorted in our thinking
• Ultimately, hope is more difficult to maintain for both individuals and professionals:
  – Needs appear chronic and long-term
  – Symptoms often resist treatment
  – Helplessness settles in
Hurdles to overcome...

- Most public mental health entities focus primarily on treatment of chronic illness.
- Stigma often prevents people from seeking treatment.
- Mental illnesses are particularly disabling, difficult to rehabilitate and adapt to.
- Mental illnesses are often associated with hopelessness.
- Mental illnesses impact self image rapidly and powerfully.
- Mental illness impacts all aspects of life --- physical health and well-being, relationships, education, housing, etc.

Changing Relationships

New perspectives on behavioral health disorders have resulted in:

• Reexamination of the relationships between individuals, service delivery and behavioral health professionals
• Develop new relationships emphasizing collaboration and empowering of the individual
What is ADHS/DBHS doing to develop a recovery-oriented system of care?
Vision

All Arizona residents touched by the public behavioral health system are easily able to access high quality prevention, support, rehabilitation and treatment services that have resiliency and recovery principles at their core, which assist them in achieving their unique goals for a desired quality of life in their homes and communities.
Mission

To provide strong clinical and administrative leadership for Arizona that:

• Recognizes and promotes behavioral health as an integral factor in overall health and wellness;

• Promotes innovative, high-quality, culturally responsive, outcome-based services provided to a diverse population who may face multiple challenges;

• Delivers outstanding customer service;
Mission (cont.)

To provide strong clinical and administrative leadership for Arizona that:

• Promotes and fosters recovery, independence and empowerment for service recipients;

• Increases meaningful peer and family voice and involvement;

• Facilitates ongoing and effective clinical supervision for the workforce in the community;
Mission (cont.)

To provide strong clinical and administrative leadership for Arizona that:

• Emphasizes the importance of accountability for the timeliness and quality of services provided;

• Emphasizes the importance of accountability for the responsible use of finite financial resources; and

• Attracts and retains a caring and highly competent workforce.
Values

• Integrity and Honesty
• Collaboration and Communication
• Responsibility
• Respect and Empowerment
• Quality
• Accountability and Responsiveness
• Diversity and Inclusion
• Credibility and Competency
Office of Individual and Family Affairs

- Full-time employees of DBHS
- Staff consists of individuals with behavioral health conditions and family members
- Embeds the voice of individuals and their family members at all levels of decision and policy-making within DBHS
Promoting a Strengths-Based Approach

Working with individual and family strengths to create lasting solutions:

• Collaboration and partnership between professionals and individuals and their families

• Individuals and families are experts on their lives and their strengths – This voice creates a dialogue of strength with all involved

• Individuals and families involved in development of behavioral health policies, quality management initiatives and public education campaigns
Promoting Culturally Proficient Care

Recognizing Arizona’s diversity through:

• Care provided with an understanding of and respect for the recipient’s health-related beliefs and cultural values

• Assessing cultural proficiency in administrative, management, clinical and organizational practices

• Services delivered in the primary language of the individual or family, including American Sign Language

• Reaching out to populations experiencing health disparities.
Reducing Stigma

Stigma Reduction Committee

- A collaboration of ADHS/DBHS, National Alliance on Mental Illness (NAMI), Mental Health Association (MHA) and the community
- Increasing knowledge about behavioral health disorders and treatment options
- Activities to combat stigma in the community
- Public education
How is Arizona developing recovery supports in the community?
Voice & Choice: the Team Approach

- Child and Family Teams - supporting family decision-making
- Adult Recovery Teams – empowering our most vulnerable recipients
- A comprehensive array of community-based behavioral health and recovery services that promote recovery and resiliency
System of Care Network Approach

• Children’s System of Care Planning
• Adult System of Care Planning
• Focus on network expansion in:
  – Family involvement
  – Peer Support
  – Employment Support
  – Substance Use Disorder Treatment
Practice Protocol:

*Peer Workers/Recovery Support Specialists within Behavioral Health Agencies*

• Implemented in March 2007

• **Goal:** Provide guidance to behavioral health agencies to implement peer worker/recovery support services within their organizations

• **Goal:** Enhance effectiveness of mental health and substance use disorder services through peer-delivered services
Practice Protocol:

Peer Workers/Recovery Support Specialists within Behavioral Health Agencies

• Provides individuals with the opportunity to connect the dots between their own recovery to assisting others in the process
• Encourages agencies to develop advanced training tracks, including team building and leadership development provided jointly to all staff
• Peer workers should attend the same new hire orientation training as any other employee performing similar duties
Fostering Hope

Creating an environment of hope through the Peer Support workforce:

- More than 600 FTE peer workers statewide, with more than 80 specializing in substance use recovery

- Thirteen (13) consumer-operated organizations provide peer services, warm lines, employment training and educational services for members and families

- Recovery and Wellness Planning is now a routine component of behavioral health treatment
Other Practice Protocols

- Women’s Substance Abuse Treatment (Revised 11/17/08)
- Substance Abuse Treatment in Children (under revision currently)
- Co-Occurring Psychiatric and Substance Disorders (under revision currently)
The Role of the Professional

*Through the recovery process we can:*

- Focus on quality of life outcomes, not just stabilization
- Focus on building lives, not just treating illnesses
- Help individuals and families to borrow our capacity for hope as they develop their own
- Emphasize individual/family education, collaboration, and self-help
Have a seat Kermit. What I'm about to tell you might come as big shock...
The Role of the Professional (Cont.)

• Promote supportive and rehabilitative services
• Offer peer support and encourage community integration
• Focus on concrete quality of life goals
• Include family and loved-ones in the process
• Provide person-centered care
Recovery and Resiliency-Based Treatment Relationships

• Emphasize the relationship between the professional and patient as the foundation of treatment
• Provide care that is patient/family-driven, not professional-driven
• Collaborative, team approach
• Compassionate listening
• Develop a treatment and rehabilitation plan that is goal-driven
Relationships Continued…

• Move from caretaking to empowering
• Use techniques that promote personal growth and self-responsibility
• Track personal progress towards recovery: Celebrate it!
• Recognize that the professional relationship may change and grow throughout the course of treatment as the needs of the consumer change as well
• Focus on helping people with mental illness to live better lives
Moving Forward:

- Strengthen the role of the ADHS/DBHS Office of Individual and Family Affairs
- Build a united advocacy network
- Continue to shift services to the community
- Enhance ability to track meaningful outcomes