

#NAMIcon16

Stamping Out Structural Stigma in the Delivery of Behavioral Health Care Services



Presenters

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Who Are We?



VALUE BEHAVIORAL HEALTH
of PENNSYLVANIA

A BEACON HEALTH OPTIONS COMPANY



beacon
health options

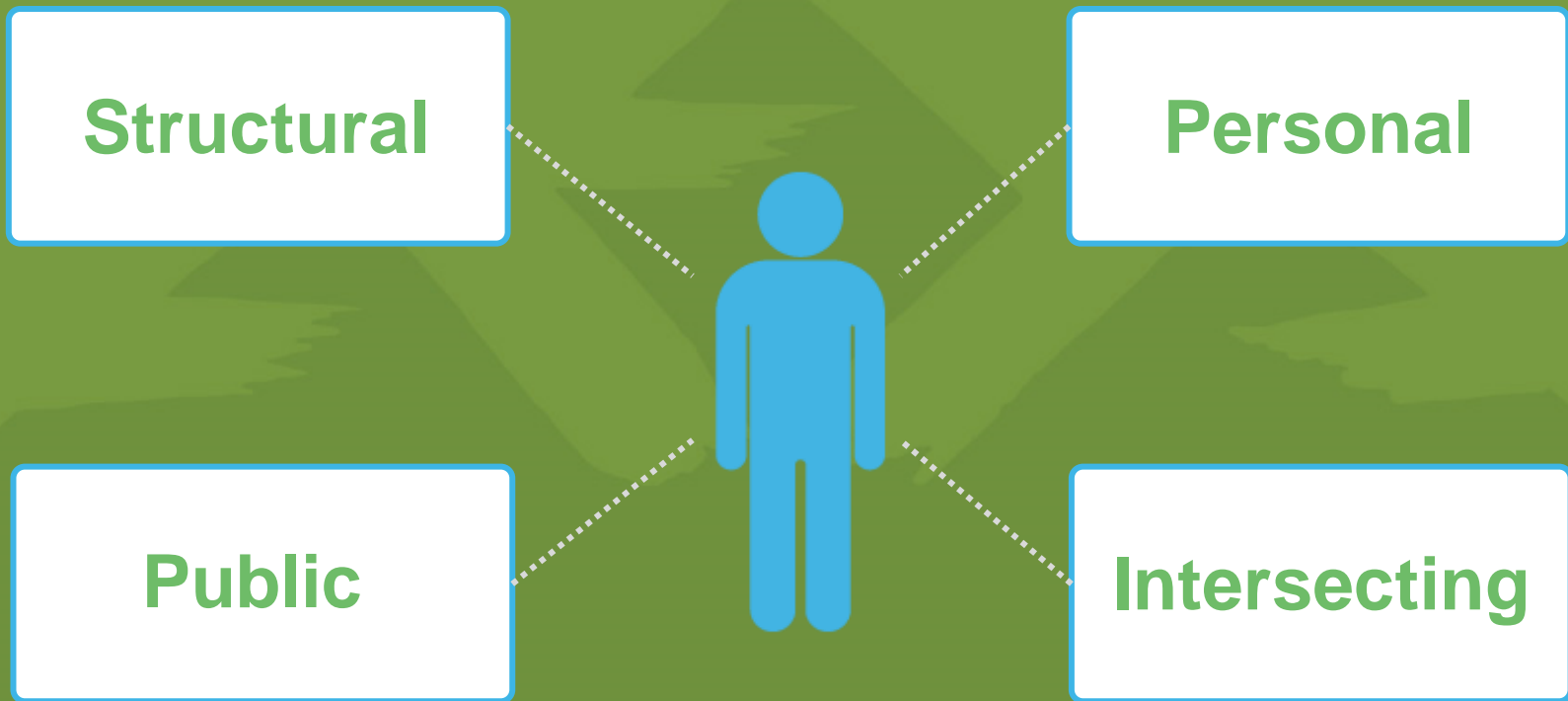


Goals for Today's Seminar

- To increase knowledge of Structural Stigma
- To understand distinction between policies/procedures that support structural stigma and those that are recovery oriented
- To increase knowledge regarding how to incorporate recovery principles into a corporate culture



Types of Stigma:



The Past...



- Previously much of healthcare was run through a medical model of care
- VBH-PA was no different
- In 2011, VBH-PA was cited for not having a recovery culture.



The Past...

To address this deficiency, VBH-PA had to work on changing a whole culture. But to get there we had to know where we were going so...



[Recovery]

So what is recovery?



Recovery Definition

According to SAMSHA (2012)

Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.



15 Essential Elements of Recovery

- 1.) Person-centered
- 2.) Inclusive of family and other ally involvement
- 3.) Individualized and comprehensive services across the lifespan
- 4.) Systems anchored in the community
- 5.) Continuity of care (pretreatment, treatment, continuing care, and recovery support)



15 Essential Elements of Recovery (Con.)

6.) Partnership/consultant relationship

7.) Strengths-based (emphasis on individual strengths, assets, and resilience)

8.) Culturally responsive

9.) Responsive to personal belief systems

10.) Committed to peer recovery support services



15 Essential Elements of Recovery (Con.)

11.) Inclusive of the voices of individuals in recovery and their families

12.) Integrated services

13.) System-wide education and training

14.) Outcomes-driven

15.) Adequately and flexibly financed



What does this mean had to change?

Everything!

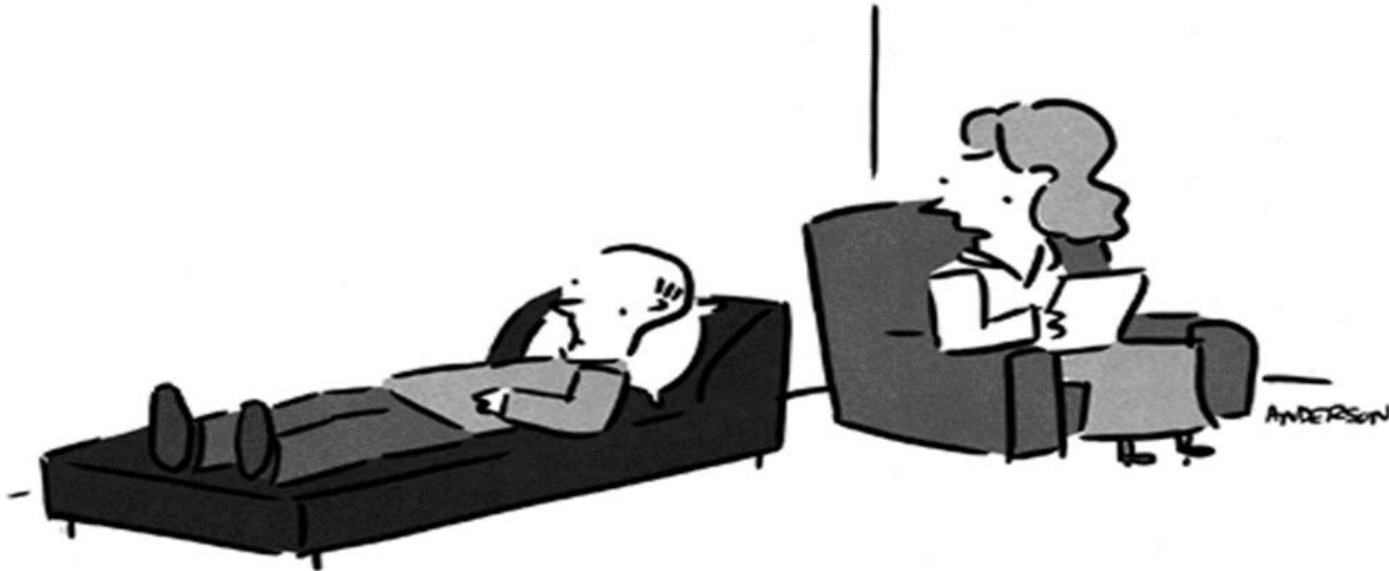


Why?

It was a whole culture shift that went from...

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"I haven't the foggiest what's causing this.
Just try to knock it off, OK?"



To....

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"And what would you like the forecast to be?"



So what exactly had to change?

- Language
- Templates
- Requests for Authorization Forms
- Rounds
- Focus of Reviews
- Longitudinal Care Management Techniques
- Sharing of Member's Successes



Recovery Language Grid

Language Not Reflecting Recovery	Language that Promotes Acceptance, Respect & Uniqueness	Comments
<p>Max is mentally ill</p> <p>Max is a bipolar</p> <p>Max is...</p>	<p>Max has a mental illness</p> <p>Max has schizophrenia</p> <p>Max has been diagnosed with bipolar disorder</p> <p>Max is a person with...</p>	<p>Avoid equating the person's identity with a diagnosis. Max is a person first and foremost, and he also happens to have bipolar disorder.</p> <p>Very often there is no need to mention a diagnosis at all It is sometimes helpful to use the term "a person diagnosed with," because it shifts the responsibility for the diagnosis to the person making it, leaving the individual the freedom to accept it or not.</p>



Recovery Language Grid (Con.)

Language Not Reflecting Recovery	Language that Promotes Acceptance, Respect & Uniqueness	Comments
Sarah is decompensating	<p>Sarah is having a rough time</p> <p>Sarah is experiencing...</p>	<p>Describe what it looks like uniquely to that individual—that information is more useful than a generalization</p> <p>Avoid sensationalizing a setback into something huge</p>
Mathew is manipulative	<p>Mathew is trying really hard to get his needs met the way that he knows</p> <p>Mathew may need to work on more effective ways of getting his needs met</p>	<p>Take the blame out of the statement</p> <p>Recognize that the person is trying to get a need met the best way they know how</p>
Marty is non-compliant	<p>Kyle is choosing not to...</p> <p>Kyle would rather...</p> <p>Kyle is looking for other options</p>	<p>Describe what it looks like uniquely to that individual—that information is more useful than a generalization. Is the member even in agreement with the plan of care or do they not see a need for this plan of care?</p>



Recovery Language Grid (Con.)

Language Not Reflecting Recovery	Language that Promotes Acceptance, Respect & Uniqueness	Comments
Joan is resistant to treatment	Joan chooses not to... Joan prefers not to... Joan is unsure about... Joan is not engaged in...	Describe what it looks like uniquely to that individual—that information is more useful than a generalization Remove the blame from the statement
Allie is high functioning	Allie is really good at...	Describe what it looks like uniquely to that individual—that information is more useful As taken from: Recovery Language, http://www.dshs.wa.gov/pdf/dbhr/mh/MHRecoveryLanguage08022010.pdf



*People may forget what you said
People may forget what you did
But people never forget how you made them feel*

– Maya Angelou



Stamp Out Stigma



STAMP
OUT
STIGMA

- SOS Initiative
- Resiliency Training
- Recovery Oriented Language Training
- Sponsorships that support SOS



Stamp Out Stigma



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Stamp Out Stigma



Inclusion of Families and Members

- Family Advisory Committee
- Quality Management Committee
- Complaints and Grievances
- Clinical Advisory Committee
- Forum Planning Committees
- Transition Age Advisor Group (TAAG)



Outreach, Recovery & Wellness

- Three Annual Recovery Forums:
 - Family Forum
 - Adult Recovery Forum
 - Acknowledging the Journey Forum
- Attendance and participation in local community recovery events
- Local and regional stakeholders meetings
- Transition Age Advisor Group (TAAG)



Adult Recovery Forum Planning Committee



Leadership In Recovery Award Winner



Annual T.A.A.G. Picnic



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Questions?

