Patient/Family Centered Care in Mental Health

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Project GREAT

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Project GREAT

(Georgia Recovery-Based Educational Approach to Treatment)

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GEORGIA'S HEALTH SCIENCES UNIVERSITY

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- Federal HRSA, Bureau of Health Professions

The Power of Personal Stories



“Patient/Family Centered Care”

Comes from the initiative of health care institutions responding to family concerns

Started with pediatrics

What is "Patient/Family Centered Care"?

- **An approach to healthcare delivery that emphasizes partnerships and collaboration between and among healthcare providers, patients and their families**

Patient- and Family-Centered Principles

1. People are treated with **respect and dignity**.

2. Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.

Patient- and Family-Centered Principles

3. Individuals and families build on their strengths through **participation** in experiences that enhance control and independence.

4. **Collaboration** among patients, families, and providers occurs in policy and program development and professional education, as well as in the delivery of care.

Patient/Family Centered Care acknowledges:

1. Vital **role families play** in ensuring health, social, emotional, and where appropriate, developmental support is essential part of care
2. Need to **empower patients** and families in decision making

Patient/Family Centered Care acknowledges:

3. Importance of **respect** for **patients** and their **choices**
4. **Involvement** of **patients in** all aspects of **planning**, delivery, and evaluation of health services is key

The Bottom Line

- **The patient's experience of care is as important as the technical quality in obtaining best outcomes**

Patient/ Family Centered Care
MCG Health ad campaign, 2008

- "Just what the doctor and the patient ordered."

Patient/ Family Centered Care
MCG Health ad campaign, 2008

- "Side effects include trust, respect, and dignity."

Patient/ Family Centered Care
MCG Health ad campaign, 2008

- “You have a problem. Shouldn’t you have a say?”

Is there a place for Patient/Family Centered Care in mental health?

Are we talking about "lunatics running the asylum"???



A traditional view: "The mentally ill cannot contribute to their care."



A more contemporary view:

The Rise of the Support Group

“Recovery” in mental health

Comes from a social movement of adults who have received care

Started with substance abuse

“Recovery” has become a rallying cry of a civil rights movement in mental health

- Mental Health Consumer / Survivor / Ex-Patient / Ex-Inmate Movement (“C/S/X”)
  - Borrowed idea of being ‘in recovery’ from addiction self-help community, suggesting that even when mental illness is long-term, a person can—and has the right to—reclaim life outside of institutional settings.

The New Vision

President's New Freedom Commission (2003) and Federal Action Agenda (2005) highlighted a national agenda to transform the mental health system to a consumer friendly and Recovery oriented model of care, envisioning a future where **everyone can recover.**

What does “Recovery” mean to you?

And what does it have to do with Patient/Family Centered Care?

"Recovery" in medicine traditionally has meant reduction or elimination of symptoms

- WHO Pilot Study and other Longitudinal Outcome Research on mental illness demonstrated that partial to full *recovery* (in the traditional sense) is just as common, if not more so, than a chronic, downward, or deteriorating course and enduring disability.

Recovery *from* vs. Recovery *in*

- Recovery *from* refers to eradicating the symptoms and ameliorating the deficits caused by serious mental illnesses
- Recovery *in* refers to learning how to live a safe, dignified, full, and self-determined life in the face of the enduring disability which may, at times, be associated with serious mental illnesses

A Definition of Recovery

"Recovery is the process of gaining control over one's life – and the direction that one wants that life to go – on the other side of a psychiatric diagnosis and all of the losses that are usually associated with that diagnosis."

Appalachian Consulting Group, 2006

The Essence of the Recovery Model of Mental Health Care

- **Hope**
- **Self-Determination - Choice**
- **Self-Efficacy – I can do it.**
- **Support**

What is ‘revolutionary’ about Recovery?

- Minimizing illness is not the same as maximizing the opportunity for a meaningful life
- Recovery-oriented care requires role shifts for both the person with the illness/disability and the provider of services
- Must broaden focus of care beyond the illness itself – effects of stigma are equally (if not more) damaging than the illness itself

Health care as a collaborative enterprise

- In recovery-oriented care, it is neither that the doctor is the sole expert nor is it solely self-help.
- It is a partnership, more like midwifery than surgery, but perhaps characterized best in the words of The Home Depot…

You can do it.

We can help.

Common Concerns

- Recovery is not possible for my patients. They're too sick.
- This stuff doesn't apply to my patients. They're too high functioning.

Common Concerns

- I don’t have time for this.
- Is this on the test?

A Common Assumption

Underlying most of these concerns is the belief that recovery is something ***practitioners*** need to be doing for their patients.

But what if recovery is something patients do for themselves?

If: ***recovery*** is what the person with the mental illness does,

Then: ***recovery-oriented care*** is what health care practitioners can offer in support of the person's own efforts to enter into and pursue recovery

"New Competencies" to Develop

- For people with mental illness, learning how to live with, manage and have a whole life despite the illness.
- For practitioners, learning how to enhance people's access to ***opportunities*** to "live, work, learn, and participate fully in the community" and ***offering the supports*** needed for them to take advantage of these opportunities.

Introducing a new partner in the care team



A Living Example



- A Certified Peer Specialist (CPS) offers a living example of one who has survived and entered into a journey of recovery.

A “Peer Specialist” or “Peer Support Specialist”:



- Manages his or her own life with mental illness
- Provides mental health services to others with mental illness (peers)



Winning Against Ongoing Challenges

- The peer specialist:
  - May have been disabled by any psychiatric diagnosis including the most severe
  - May also be in recovery from co-occurring substance abuse
  - May experience continuing symptoms of mental illness



The Peer Specialist's Role

- Part of a multidisciplinary team
- Does not treat symptoms
- Offers role modeling and teaching about Recovery

GEORGIA

CPS project

The Georgia Certified Peer Specialist (CPS) Program

- High school diploma or GED required
- Competitive admissions process
- Two-week training
- Certification exam
- Continuing education

2007 Georgia Mental Health Consumer Survey:

What helped you most?

Top three responses out of 1100 surveys:

- 1. Medication (*753*)
- 2. Friend/Talking (*318*)
- 3. Peer Support (*304*)

To wrap up, let's briefly shift our terminology from the "Recovery" model back to....



“Patient/Family Centered Care”



Patient and Family Advisors meet with
MCG Faculty and Staff

Medical College of Georgia
GEORGIA'S HEALTH SCIENCES UNIVERSITY

Patient/Family Advisory Councils

MCG has many Advisory Councils representing various departments.

MCG's Department of Psychiatry and Health Behavior has two Advisory Councils: One for adults and one for kids.

Sample accomplishments of the Behavioral Health Advisors, 8/06-2/08

- Expanded inpatient visiting hours
- Designed user-friendly new information cards for inpatients
- Consulted on building renovations

Sample accomplishments of the Behavioral Health Advisors, 8/06-2/08

- Negotiated policy change to allow patients to self-disclose about their care in connection with MCG
- Participate on faculty committees
- Reviewed fee payment policy

Quiz time



How could this slogan apply to mental health?

- “Just what the doctor and the patient ordered.”

How about this slogan?

- “Side effects include trust, respect, and dignity.”

And this slogan?

- “You have a problem. Shouldn’t you have a say?”



“You can do it. We can help.”

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