Community Care’s Recovery Learning Collaborative II: The Decision Support Toolkit

July 11, 2012
12:00pm-1:00pm
<table>
<thead>
<tr>
<th>Time</th>
<th>Agenda Item</th>
<th>Presenter/Details</th>
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<tbody>
<tr>
<td>12:00</td>
<td>Logistics</td>
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<tr>
<td>12:05</td>
<td>Welcome/Introductory Comments</td>
<td><strong>James Schuster, MD, MBA</strong> Chief Medical Officer Community Care</td>
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<td>12:10</td>
<td>The Decision Support Toolkit</td>
<td><strong>Pat Deegan, PhD</strong>, Principal Pat Deegan PhD &amp; Associates, LLC</td>
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<td>12:30</td>
<td>Recovery Learning Collaborative II</td>
<td><strong>Kim MacDonald-Wilson, ScD, CRC, CPRP</strong> Director, Recovery &amp; Transformation Community Care</td>
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<td>12:45</td>
<td>Question &amp; Answer Session</td>
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<td>1:00</td>
<td>Conclude Teleconference</td>
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Submitting Questions

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About Community Care
Behavioral Health Organization

Presented by:
James Schuster MD, MBA
Chief Medical Officer, Community Care
Implementation of Recovery Toolkits

• Developed in collaboration with Pat Deegan
• Based on CommonGround key concepts
• Have utilized learning collaborative model to implement Personal Medicine, Power Statement and Booster Pac toolkits
• Next Toolkit focused on Decision Support
Implementation Process

- Implement with new learning collaborative
- Ongoing efforts to local levels to insure integration with other recovery initiatives
- Built on what we have all learned together in prior collaborative, both successes and challenges
- We are looking forward to these next steps
The Decision Support Toolkit

Presented by:
Pat Deegan, PhD
Principal, Pat Deegan PhD & Associates, LLC
Empowered to make informed choices.

More likely to stick with treatment regimens.
Less decision regret

Increased confidence

Values

Preferences
Increased satisfaction

Dignity
The Neglect – Overprotect Continuum
The Duty to Care means remaining engaged with people no matter what decisions they are making.

Step 1: Describe the decision you are facing:

----------------------------------

Step 2: Below, describe your options and then list the pros and cons of each option:

<table>
<thead>
<tr>
<th>Option</th>
<th>Possible reasons to choose this option</th>
<th>Possible reasons to avoid this option</th>
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</thead>
<tbody>
<tr>
<td>Option #1:</td>
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<td>Option #2:</td>
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<tr>
<td>Option #3:</td>
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Step 3: On the list above, rate each item in terms of how important it is to YOU. For instance, an item that is very important to you might get 5 stars (*****) but an item that is not terribly important to you might get only 2 (**) stars. There is no need to add the stars up.

Step 4: Discuss how you rated each item with someone you trust. Put a circle around the items you need more information about. Would information from the Recovery Library help clarify any issues for you?

Step 5: Now that you have done the exercise, put a circle on the line below to show which way you are leaning in your decision.

I am very unsure about the choice I want to make I feel confident about the choice I want to make

Step 6: What are your next steps?  □ Discuss with others  □ Get more information  □ Find out what others have done  □ We decided
Leadership Team Pledge

“We believe every decision about treatment is a personal decision. Everyone should have a voice in their treatment. We provide decision support so service users can make informed choices for their treatment and recovery.”

ASK US ABOUT DECISION SUPPORT!

Signed this date: __________________________

__________________________  __________________________
Administrator Representative  Clinical Representative

__________________________  __________________________
Quality Improvement Representative  Peer Staff and/or Consumer Representative

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Decision Support Toolkit

- 10 Videos
- Viewer’s Guide
- Worksheets
- Posters
- Leadership Pledge
- Implementation Milestones
- Offline Recovery Library
- Online Recovery Library Access
Chapter 1: What is Decision Support?
Chapter 2: Why is decision support important to recovery?
Chapter 3: Involuntary treatment and decision support
Chapter 4: Decision Points
Decision Point

I’m thinking about signing up for a credit card again. In the past, when I got manic, I charged up my card and that was big trouble for me. But I need a credit card. I’m not sure what to do.
Chapter 5: How to Find Reliable Information on the Internet
http://www.nlm.nih.gov/medlineplus/
OR
Google : MedlinePlus
Chapter 6: Overview of Recovery Library
Weight Loss

Losing Weight Caused by Medication

Take 4 minutes of your time to hear how Markus worked with his doctor to combat weight gain, find the right medicine and keep 55 pounds off for over 4 years.

The Healthy Plate

Want to eat healthy food but not sure where to start? Print out this 1-page guide for a practical and easy way to insure a healthy meal. Also available in español.

Analyze My Plate

Ever wonder what would happen if you chose margarine instead of butter or a salad instead of fries? Analyze My Plate is an interactive website where you can pick the foods you like and see how to make even healthier choices.

Fast Food Alternatives

Here is a simple 1-page guide to help you make better choices about healthy food to eat when you are out of the house and on the run. Also available in español.

Exercise to Fit Your Lifestyle

Exercise can improve our mental and physical health. Can't afford a gym? Try these ways of exercising in your daily life. Also available in español.
## Consumer Fact Sheets: Medicine

| A         | B            | C             | D          | E             | F             | G       | H       | I       | J       | K       | L       | M       | N       | O       | P       | Q       | R       | S             | T       | U       | V       | W       | X       | Y       | Z       |
|-----------|--------------|---------------|------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|---------|---------|---------|---------|---------|---------|---------|
| Abilify   | Ambien       | Ambien CR     | acamprosate| amitriptyline | amlodipine    | Adapin  | amoxapine| Adderal  | amphetamine | amphetamine extended release | Advair  | Anafraclin | Antabuse | Aplenzin  | Ativan  | atomoxetine | atropine        | atropine sulfate | Azene    | Azene    | Azene    | Azene   | Azene   | Azene   | Azene   |
| Acetaminophen hydrocodone | Artane       | asenapine     | Asendin    | Atarax       | atenolol     | Adderal XR | atropine | Aventyl | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | Azene    | 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Videos
Video Walk-throughs

When to talk with the psychiatrist or nurse about reducing mental health medicine

Massachusetts Dept. of Mental Health
Personal Medicine and Whole Health Recovery Cards

Voices  Depression  Delusions
Worry  Self Harm
Grounded  Concentration  Sleep
Negative Thoughts

Medicina Personal™: Es lo que hago para recuperarme.

Dormir es importante para mi salud mental y física. Una rutina para acostarme puede ayudarme a dormir mejor.
Online and Offline Recovery Library

USB drive
Chapter 7: Using Information When Meeting With Professionals
Chapter 8: Information and your clinical practice
Chapter 9: How to Implement the Toolkit
For Everyone
Breakthrough improvement
Group work

Viewer’s Guide

Mr. Pause
Information
RX
Family Groups
Training

Orientation
The Business Case

Reduced burden on medical staff
The Business Case

Integrated behavioral and physical health resources

Weight Loss

Losing Weight Caused by Medication
Take 4 minutes of your time to hear how Markus worked with his doctor to combat weight gain, find the right medicine and keep 55 pounds off for over 4 years.

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The Business Case

Develop organizational capacity for ongoing quality improvement to keep pace with science, practice innovation and policy shifts.

Diagram: Plan ➔ Do ➔ Study ➔ Act ➔ Plan
The Business Case

Reliable content for billable services:

• Groups
• 1:1 meetings in field
• Therapy appointments
The Business Case

Download staff training from your intranet (in-vivo), with savings from:

• Conference fees
• Travel
• Billable hours

While improving workforce skills and confidence
The Decision Support Toolkit
Community Care
Recovery Learning Collaborative II

Increasing Individual Involvement in Decision Making
October 2012 – December 2013

Presented by:
Kim MacDonald-Wilson, ScD, CRC, CPRP
Director, Recovery and Transformation, Community Care
What is the RLC II?

• A regional network of agencies committed to transforming services to achieve a **breakthrough quality improvement** in involving individuals in making decisions about their health, wellness, and recovery.

• A proven method to support organizations to develop skills of its workforce, and develop infrastructure to sustain improvements over time.
“I …know only too well that pills alone will not permit a person with serious mental illness to recover. Getting clients actively involved with their recovery is key and personal medicine is a great tool and medicine to do just that.”

Dr. John, MD
Medical Director, Beacon Light BHS
“I wrote my power statement with the assistance of my peer specialist several months ago. I took it with me to my doctor’s appointment and read it aloud. I was very nervous but my doctor reassured me that my power statement was very important. When I left that appointment I felt really good and I now know that I will be heard. I have re-worded my power statement a couple of times and although the words are important, the power is in being actively involved in the discussion and in my recovery.” - Mary
“The first thing I see, even before seeing one of my clients, is their power statement. The power statement lets me know what is important in the client’s life and how they want their medicines to help them. Power statements have spawned many great conversations between myself and my clients about recovery, their goals and how best to work together in achieving them.”

~ Abby Wenzel, CRNP
RLC I Data

- 49 agencies in eight collaboratives state-wide.
  - 38 tracked PM – majority had 75% or more of people with a completed PM worksheet.
  - 26 tracked staff participation – only three had less than 75% staff trained with screen casts.
  - 24 tracked fidelity of PM worksheets – only two had less than 80% on fidelity measure.

- Team-based RLC approach supported agency change efforts – staff development and culture change is important.
Lessons Learned from RLC I

• Importance of involved stakeholders, especially:
  – Executive Leadership.
  – Prescribers.
• Commitment, innovations, and accomplishments of RLC I members.
• Importance of measuring impact:
  – Process.
  – Outcomes.
RLC II Charter

Preparing the Application
• Selecting a Program or Unit
• Setting Aims
• Identify Quality Improvement Team (QIT)
• Involving Stakeholders
• Technology Test
• Measuring Progress
Implementing the RLC II

- Decision Support Toolkit
- Access to Recovery Library – online, USB
- QIT Activities to implement Decision Support Services
- Learning Sessions – QIT, RLC Facilitators, Pat Deegan & Associates
- Monthly Calls, Support, Technical Assistance
Dates

• RLC II Applications Due **August 10, 2012**
• RLC II Members Announced **Sept. 7, 2012**
• QIT Learning Sessions
  – Oct. 3-4, 2012 – State College
  – March 6, 2013 – State College
  – Nov. 6, 2013 – Camp Hill
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