Harnessing the Voice: Implementing Meaningful Patient and Family Advisory Councils

New York Association of Psychiatric Rehabilitation Services

National Council for Behavioral Health
Montefiore Medical Center
Northwell Health
New York State Office of Mental Health
Netsmart Technologies

Care Transitions Network
for People with Serious Mental Illness
Today’s Presenters

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Learning Objectives

• Expand person and family engagement activities within your organization
• Establish recruitment guidelines for your advisory council
• Develop an implementation plan to form an advisory council
• Gain a competitive edge in a value-based marketplace—where effective patient and family engagement is essential for continued success
Fixing a Broken System

- Fragmented, Siloed and Uncoordinated
- Reactive vs. Preventive and Diversionary
- Wrong Incentives: Volume Over Value
- Illness Over Wellness?

Value Based Payments

Care Transitions Network for People with Serious Mental Illness
Goal

Where do we encounter people on this spectrum?

Illness
Acute Care

Wellness

ENGAGEMENT BECOMES THE KEY
Participation in Treatment is the Goal

Strong partnership with participants

Participation in services

Positive Outcomes!
“Recovery is a deeply personal, unique process of changing one’s attitudes, values, feelings, goals, skills and or roles. It’s a way of living a satisfying, hopeful and contributing life even with limitations caused by illness. Recovery involves the development of new meaning and purpose in one’s life as one grows beyond the effects of mental illness.”

(Anthony, Cohen, Farkas, Gagne, Psychiatric Rehabilitation, 2002)
Recovery Provides: Hope, Empowerment & Optimism

Fostering Recovery
Building Hope
Supporting Resiliency
Trauma-Informed
Use Person-First Language

Avoid pathologizing language – Use words that are judgment-free
Family and friendships
Spiritual and faith-based communities
Sports and recreational activities
Community organizations/activities
Cultural activities and associations
Social and political activism
Peer support
Engagement Implementation Plan

1. **Project Leader** – Identify someone to lead the effort and ensure it doesn’t go by the wayside

2. **Engagement Team** – **Everyone** is on the Engagement Team

3. **Engagement Implementation Task Force** – Identify champions to lead this effort

4. **Who are your Task Force Champions?** – Representatives from each role and from each shift

5. **Role Specific Engagement Duties** – Include in everyone’s job description their engagement responsibilities that are specific to that job function
Poll:

• Is your organization already convening advisory councils?
“I Wanna!”
No one grows up wanting to be in the mental health system...inpatient or outpatient.
The Why
Patient advisory councils are grounded in the belief that often the most informed voices on the care team are those of the patient and family.
Poll:

• Why are you interested in convening a patient advisory council?
Advisory Council – The Why

• Higher quality care
• Examination of care through the eyes of the people you care for
• Solid representation of a diverse group of individuals who are receiving care
• The power of peers and their stories offer hope, critical information not found anywhere else, and informed direction
Know your why:

Know the reason for your Advisory Council

- Why do you want an advisory council?
- Does the council know why they exist?
- What questions do you want answered?
- Where can the council be most effective?
Purpose of the Council

A council can ensure:

- A plan of care is thoroughly explained
- Information that is shared to patients is understandable
- Questions and fears are appropriately addressed
- Care is tailored to specific needs
- Systems work efficiently and effectively
- Each person is treated not simply as a chart or a medical record
The How

How To...
Advisory Council – The How

• Develop a formal application to serve
• Develop orientation for new and existing members
• Develop a recruitment and retention plan
• Provide “active coaching” during the meetings
• Develop training and tools for facilitating an advisory council
• Provide on-going education and training
The How – Orientation

Orientation should include:

• Introductions and the sharing of personal and family stories; the vision and goals of the organization; the role of the council, how it fits within the organization’s structure, and how it can assist the organization in achieving its vision and goals
• The roles and responsibilities of members
• The roles and responsibilities of officers
• HIPAA and expectations for honoring privacy and confidentiality
The How – Orientation

Orientation should include:

• Meeting attendance expectations of members
• The roles and responsibilities of staff on the council
• How to be an effective council member
• How to present issues effectively
• How to be most effective in collaborating with clinic staff and families
The How –
When Recruiting, Consider the Following:

• Share insights and information about their experiences in ways that others can learn from them
• See beyond their own personal experiences
• Show concern for more than one issue or agenda
• Listen well
• Respect the perspectives of others
• Speak comfortably in a group with candor
• Interact well with many different kinds of people
The How – Recruitment

• Ask staff for suggestions
• Post and advertise within the units or clinics
• Put notices in publications/newsletters
• Send direct mail to present and former patients and families
The How – Logistics to Consider

- Determine the number of individuals who will be on the council
- Be representative of as many populations as possible
- Determine how often you will meet and how long each meeting will be
- Provide snacks and drinks
- Offer stipends for mileage, parking and babysitting
The How – Making the Council Work

• Create opportunities for building the leadership skills of members
• Ensure that the council is representative of families served
• Maintain balance between new members and committed members with abundant experience
• Devote time to planning and evaluation of council efforts
• Set priorities and focus efforts on annually endeavors
Advisory Council Toolkit

Includes the following:
- Application template
- Information on running your meeting
- Recruitment techniques
- Tips for orienting new members
- Finding your why
- Engagement practices
Poll:

• Are you interested in a free, on-site training for your practice, focused on effective person and family engagement during discharge planning/transition planning?
Questions
Thank You!

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