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Strengthening Collaborative Care through Recovery-Oriented Practices

presentation at

15th Annual CCMHC

Saturday June 21, 2014

by Recovery Initiative Team

Mental Health Commission of Canada



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Today's presentation

1. Overview of MHCC's work
2. Recovery and the Mental Health Strategy
3. Alignment of Recovery and Collaborative Care *
4. Transforming Culture: Ontario Shores Case Study
5. Canadian Recovery Initiative and Group Discussion *

* *Interactive component*



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Desired outcomes

1. Know more about the MHCC's work.
2. Principles of personal recovery are better understood.
3. Strengthen link between Collaborative Care & Recovery.
4. Secure your help to build recovery tools.



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Created 2007 by federal government - 10 year term
Independent arms length organization

☞ Not involved in service delivery

☞ No mandate to review governmental performance

Mandated to develop Canada's Mental Health Strategy

- Collaborative process – building agreement
- Extensive consultation – multiple processes used
- Many voices heard – diverse stakeholder groups

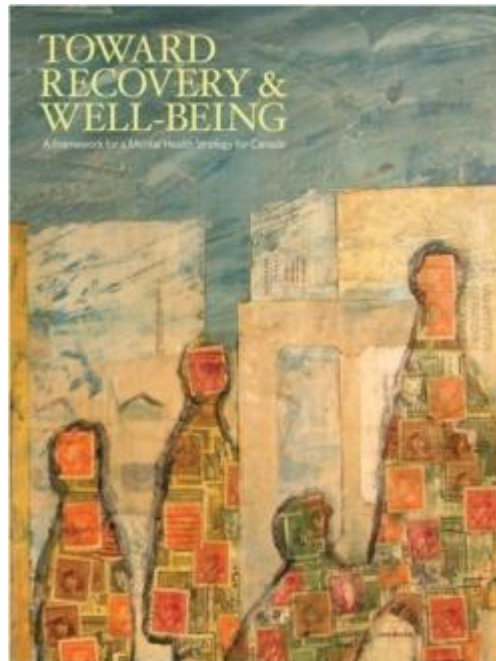


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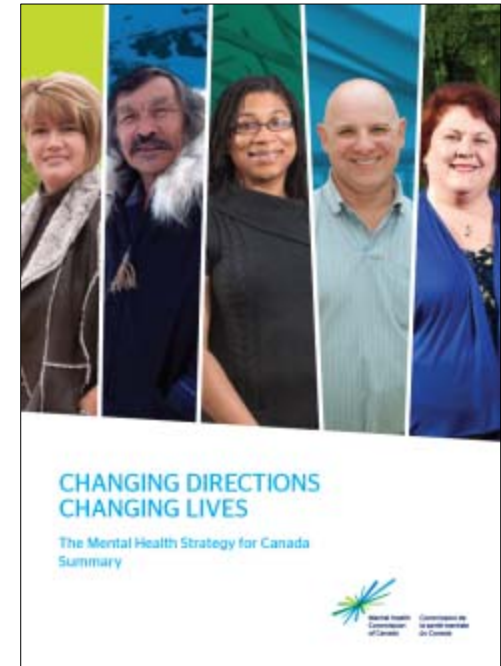
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Two-phase process to develop Strategy

Framework:
Vision and
broad goals



Strategy:
Priorities
for action



**Phase 3:
What Comes Next?**



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Recovery is central to the Strategy

Changing Directions, Changing Lives... Canada's mental health care system would benefit from "shift[ing] policies and practices toward recovery and well-being for people of all ages living with mental health problems and illnesses, and their families."

(p.36)





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Mental Health Strategy Recommendations

Strategic Direction 2.0

Foster recovery and wellbeing for people of all ages living with mental health problems and illnesses, uphold their rights.

2.1.1

Implement a range of recovery-oriented initiatives in Canada, including the **development and implementation of recovery guidelines.**

2.1.2

Promote the **education and training of mental health professionals, health professionals, and other service providers in recovery-oriented approaches.**



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MHS Primary Care Recommendations...

Strategic Direction 3.0: *Provide access to the right combination of services, treatment & supports when and where people need them.*

People are more likely to consult their family physician about a mental health problem or illness than any other health care provider, and the on-going transformation of primary health care across the country has meant that **40 %** of the population now has access to primary health care teams made up of a range of health care providers [...]

3.1.1 Strengthen collaborative approaches to primary and mental health care through better communication, supportive funding and interdisciplinary education.

3.1.2 Integrate recovery approaches into primary health care, involving people living with mental health problems and illnesses and their families in planning and facilitating self management and peer support.



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Understanding Recovery



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Recovery approach

- Emerging mh policy priority (Internationally, provincial gov'ts)
- Promoted by service users
- Increasing focus of research
- Improved outcomes
- Poorly understood concept
- Myths and misunderstanding





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Recovery: one word, two definitions

Differing understanding of recovery - creates confusion

1. Clinical Recovery

- Most common - professionally determined - observational
 - Full symptom remission
 - Return to full / part-time employment or school
 - Living independently without supervision
 - Having friends - actively engaged in activities
- Sustained period of 2 + years
- Outcome focused - used in research



Is clinical recovery from SMI possible?

- Recovery viewed as a return to 'normal'.
- Rates of clinical recovery higher than believed - SMI not chronic & progressive

Long-term (>20 year) schizophrenia outcome

Team	Location	Yr	n	F-up (yrs)	Recovered / sig. improved (%)
Huber	Bonn	1975	502	22	57
Ciampi	Lausanne	1976	289	37	53
Bleuler	Zurich	1978	208	23	53-68
Tsuang	Iowa	1979	186	35	46
Harding	Vermont	1987	269	32	62-68
Ogawa	Japan	1987	140	23	57
Marneros	Cologne	1989	249	25	58
DeSisto	Maine	1995	269	35	49
Harrison	18-site	2001	776	25	56



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2. What is personal recovery...

Recovery is person-driven

Starts with hope, optimism and a belief in recovery - pessimism is a non-starter.

Recovery is personally defined, self-determined and self-managed.

It is an on-going and active **process** - marked by achievements and set-backs.

Supported by meaningful relationships

Enhanced by participation in meaningful roles and within their community.

Is support of family, friends, and peers strengthens recovery.

Families are partners - have their own needs - addressed to support recovery.

Supporting communities - welcoming, and equitable access to supports & services.

Peers play a critical role - integrated into system.



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What is Recovery-Oriented Practice...

- Built on the experience of people living with mental illness.
- Each person is unique - right to determine own path to recovery & wellness.
- Recognize we live in complex societies - multiple intersecting factors impact health and wellness (consider biological, psychological, economic, cultural and spiritual factors).
- Recovery is living a satisfying, hopeful and contributing life - even within limitations.
- Developing new meaning and purpose - growing beyond effects of mental illness.



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Recovery-oriented supports & services

- ✓ See beyond the illness to resilience, strengths and capacities.
- ✓ Encourage goal setting and taking responsibility for recovery.
- ✓ Maximizes choice and options (treatment, services, supports).
- ✓ Partnership with service users / families - respect for expertise.
- ✓ Balancing calculated risk-taking and duty of care.
- ✓ Acknowledges and addresses multiple factors impacting health.
- ✓ Applies trauma informed inquiry and care.
- ✓ Minimizes coercion, seclusion and restraints.
- ✓ Social inclusion, citizenship, rights and access to the determinants of health.



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Recovery-Oriented Services are Inclusive

- Responsive to worldview of Canada's Indigenous People:
 - Respectful of their culture, history and values
- Provide culturally safe and responsive care to diverse groups.
- Practices reflect needs of people across the life spectrum.



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“Let people heal within their own belief system”

Clinical and personal recovery can be compatible

- Look beyond clinical recovery – goal is to support people in living a full life with family, friends in community.
- Expertise in managing illness and distressing symptoms – which may continue but does not limit recovery.
- Share expertise and mutual learning ‘coaching’ vs directive role.
- Support self-management tools and personal responsibility.



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Transforming Institutional Culture to Advance Recovery and Collaborative Care

Ontario Shores - A Case Study



Ontario Shores
Centre for Mental Health Sciences



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Transforming Institutional Culture



- Mission, Vision and Values that sets an expectation for Recovery and Hope.
- Organizational commitment for partnerships, service collaboration, inclusion.
- Training and development, broad consultation and engagement.
- What do clients, families and other service providers need from us?



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Patient Voice Central to Shaping Services



- Resources to enable leadership by patient and family councils.
- Expansion of peer support – in client care; as change agent; quality and policy.
- Stories, celebrations, staff training draw on involvement of PWLE.
- Treatment choices, crisis plans, individual triggers and coping strategies.



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Inter-Professional Care and New Service Delivery Options



- Expansion of Urgent Care Clinic, Telemedicine (OTN), Outreach to circle of care
- Increased use of Clinical Guidelines, Manualized therapies, and “Groups in Motion”
- Changes to Discipline Mix and Scope of Practice for all professionals



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Building a Community of Support



- The community, consumers, staff – learn and celebrate together.
- Multiple settings, multi-sectoral and approach to services and supports.
- Events to address stigma, reduce isolation – for clients, families and clinicians.



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Group Discussion

Recovery and Collaborative Care

Complementary values and shared beliefs?

- Holistic, responsive, inclusive, choice, voice, and self-management.
- Involvement, partnership, family/caregiver inclusion.
- Focusing on mental health, wellness and quality of life.
- Seeking service improvement and system change.
- Applying best practices and need for enhanced research.
- Importance of addressing barriers – stigma and discrimination – full citizenship.



1. Based on the kinds of mental health concerns addressed in a primary health care setting, what elements of a recovery approach may help meet patient needs?
2. What elements of recovery could foster common goals for members of the collaborative team, whatever their specialty, discipline or sector?
3. What are the potential challenges to aligning the recovery approach with shared/collaborative mental health care?



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Why a Canadian Recovery Initiative?

- ✓ Recovery central to MHCC Strategy and policy planning
- ✓ Accelerate uptake of recovery-oriented practices
- ✓ Recovery initiatives, practices growing across country
- ✓ Call from stakeholders to share practices and resources



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Declaration: Making a Commitment to Recovery

- Promote key concepts of recovery.
- Stimulate discussion and cross sectoral engagement.
- Build support and momentum for mental health service change.
- Encourage individual and organizational commitment.



Declaring our commitment to recovery

The concept of recovery in mental health refers to living a satisfying, hopeful, and contributing life, even when there are ongoing conditions caused by mental health problems and needs. This Declaration outlines key recovery principles. Its purpose is to stimulate dialogue about how to make recovery a reality across the mental health system.

There is growing momentum across Canada to implement recovery-oriented policies, programs, and practices. The Mental Health Commission of Canada invites you to begin this journey of learning together by reading and endorsing this Declaration of Government to Recovery.



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Canadian Recovery Inventory

- On-line recovery resource.
- Built by and for stakeholders – 1,000 + resources.
- Show-case and share Canadian resource.
- Broad based: programs, policies, practices and research.
- French and English resources.



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Recovery Practice Guidelines

- Guide to transform mental health supports and service
- Identify recovery principles, values, knowledge and skills
- Illustrate recovery practices, capacities and leadership needed
- Implement recovery at program, policy and practice level
- Benchmarks for measuring services to best practices



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Framework at a glance

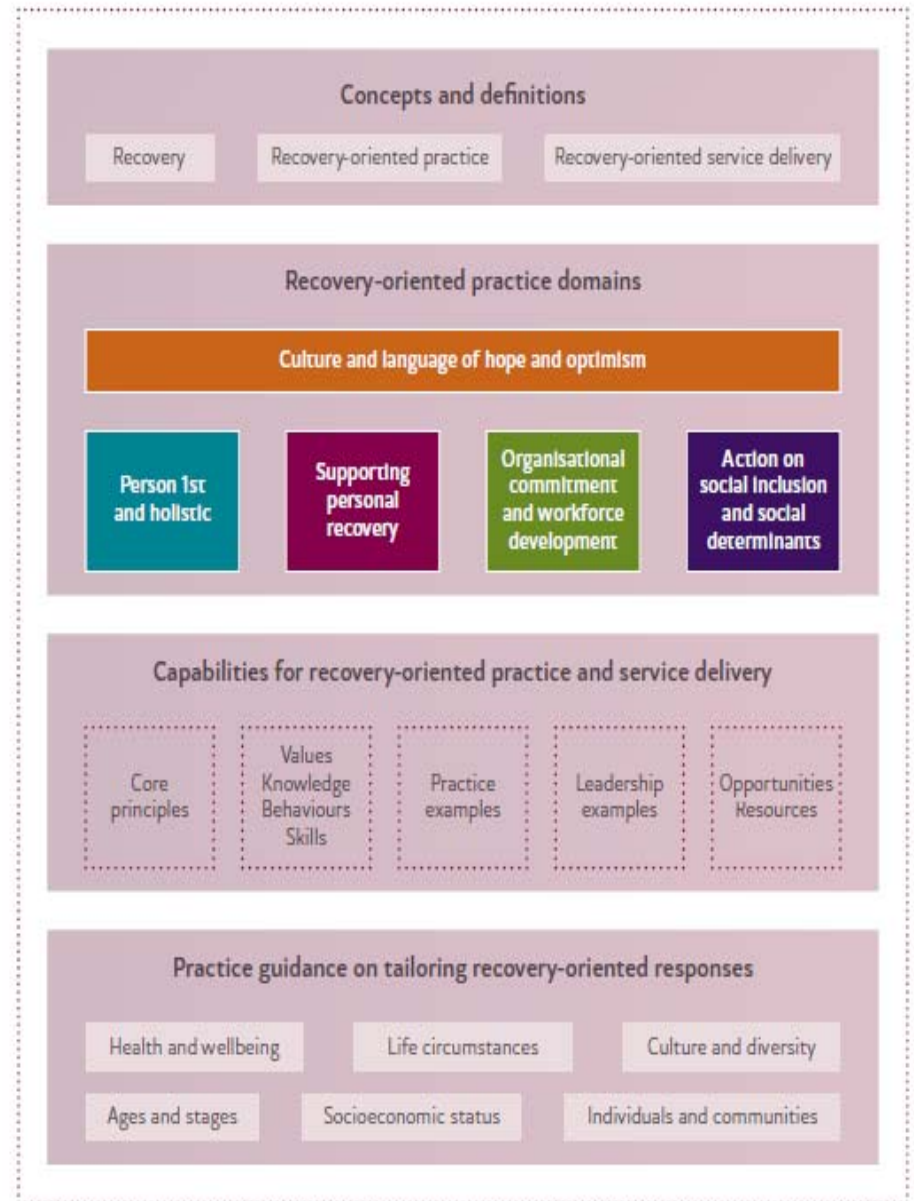
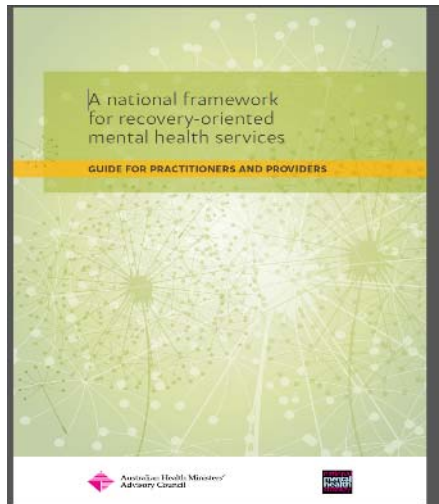
Build on existing resources

Unique Canadian dimensions

Evidence-informed research

Advice from experts

Broad regional consultation





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Person 1st and holistic

Recovery-oriented mental health practice and services acknowledge the **range of influences** that affect a person's mental health and wellbeing and provides a **range of treatment, rehabilitation, psycho-social and recovery support**.

Values and Attitudes

- view people in the **context of their whole selves and lives** and view their personal recovery as the primary process of working towards wellness
- respect and uphold people's complex needs and aspirations across cultural, spiritual, relationship, emotional, physical, social and economic realms—**not just in relation to their illness or mental health issues**



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Supporting personal recovery

Collaborative relationships and reflective practice

Recovery-oriented mental health practitioners **demonstrate reflective practice** and build collaborative, mutually respectful, **partnership-based relationships** with people to support them to build their lives in the ways that they wish to.

Values and attitudes

- demonstrate openness and willingness to **learn from the person in recovery** as well as from their family and support people.
- convey respect for a person as an **equal partner** in the therapeutic relationship.



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Supporting personal recovery

Recovery-oriented practice

- within a collaborative, partnership-based relationship, offer **knowledge about the best available treatments and supports**
- offer **professional expertise** to alleviate distressing symptoms, minimise the impact of mental health issues and prevent relapse, hospitalisation and harmful risk
- encourage honest discussion and **collaborative decision making about treatment choices**, including medication and its role alongside a wide range of other types of resilience-promoting supports, skills and strengths



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Questions and Feedback

1. How can we work together to develop tools to strengthen the connection between recovery and collaborative care?
2. Would you, or members of your teams, have use for recovery guidelines?
3. What resources would you recommend sharing through the guide / recovery inventory?



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Thank you!

To get involved in the Recovery Initiative:

Contact us: info@mentalhealthcommission.ca

Visit: www.mentalhealthcommission.ca

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