

NORTHCARE NEWS

NORTHCARE NETWORK
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A Message from Cyndi Shaffer, Chief Operating Officer

It is always exciting to start a new year with fresh ideas. We have set our sights on some lofty goals and intend to work hard and achieve them. First and foremost, we will use Recovery principles to drive our clinical work. We will strive to use evidence based practices (EBPs) through out the region and create an environment where new promising practices can be supported. We will continue to create regional efficiencies – one example of is an electronic medical record which will ease the burden of repetitive paperwork for our consumers. Another goal related to you is improving

our Customer Services. NorthCare will provide training to customer services staff across the region to convey a welcoming, helpful, and informative atmosphere. The following are functions that customer services staff across the Upper Peninsula will provide:

- * orienting individuals to services and benefits available;
- * providing information about how to access mental health and substance abuse, primary health, and other community services;
- * providing information about how to

access the various rights processes;

- * assisting people with local complaint and grievance processes;
- * helping individuals with inquiries and problems regarding benefits;
- * tracking and reporting patterns of problem areas to the organization.

As always, please call if you have questions or if you need assistance. Have a great spring.

Cyndi

Together in Recovery— The First U.P. Consumer Conference

Mark your calendar for the Consumer Conference scheduled for May 7, 2007 at Bay Community College, Escanaba, MI. The conference is scheduled from 9:30am - 3:00pm (EST).

Our host will be former Yooper, Colleen A. Jasper, M.Ed., Director of Consumer Relations, Michigan Department of Community Health. Colleen is always excited to come back to the U.P. Additional speakers include: **Irene Kazieczko**, Director, Bureau of Community Mental Health Services,

Michigan Department of Community Health. **Brad Geller**, Attorney Specializing in Psychiatric Advance Directives, and **Bob White**, a Peer Support Specialist as the consumer keynote speaker.

The conference will feature workshops by consumers & staff from the Upper and Lower Peninsulas. This informative conference will offer training on Psychiatric Advance Directives (appropriate for consumers and CMHSP staff members.)

Consumers, staff and interested parties are invited to attend. A nominal fee of \$5 covers all registration fees and includes lunch.

This U.P. conference is sponsored by: NorthCare Network, the Michigan Dept of Community Health and the Michigan Association of Community Mental Health Boards. Contact NorthCare at 1-888-333-8030 to request a brochure for this exciting consumer conference.

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Notes of special interest:

- Mark your calendar for the May 7, 2007 U.P. Consumer Conference at Bay College.
- A Success Story — One man's travels in Recovery.

211, Your Call for Assistance

Knowing you need help is one thing, finding someone who can help is another. We are pleased to share the announcement that the Upper Peninsula has joined the National Information and Referral Network. By [calling 2-1-1](#), you can speak directly to a trained, certified Information and Referral Specialist. Your confidential call can be made anytime — 24 hours a day, 365 days a year access!

Information and Referral Specialists can help you with:

- ✓ Long-term care options
- ✓ Disability resources

211 —
someone
who can
assist.

- ✓ Employment
- ✓ Rent/Utility assistance
- ✓ Senior Services
- ✓ Home Care
- ✓ Housing
- ✓ Volunteer Opportunities
- ✓ Transportation
- ✓ AND MORE

Cell Phone callers, please call: 800-338-1119 or 906-789-1028. Rotary callers, please call: 800-305-8137.

Who Monitors the Effectiveness of Dial HELP?

This is a question asked by one of the Board of Directors of a Community Mental Health Board at a conference recently. Dial HELP is the Crisis Call Center in Houghton, MI that provides the after hours crisis phone services for the Upper Peninsula. They have had the contract for this service for three and a half years. The service Dial HELP provides is critical for the well being of our citizens. NorthCare has a responsibility to assure Dial HELP's service is provided in a dignified and respectful way. There are four specific mechanisms to assure the quality of this service.

⇒ Dial HELP staff and CMHSP staff meet quarterly to review procedures and summary reports. Dial HELP is required to meet specific standards regarding calls placed on hold and CMHSP are required to answer pages in a timely way.

⇒ An "Interagency Form" is used to communicate specific concerns as they arise and the form is routed to Dial HELP; NorthCare and the local CMHSP.

⇒ NorthCare conducts an annual site review of Dial HELP to assure compliance with all federal, state and regional requirements. This process also focuses on staff training and credentialing.

⇒ Perhaps most importantly —you may notify Dial HELP and/or your CMHSP and/or NorthCare regarding any specific concern or communication that was not satisfactory to you. Register a complaint directly with your Customer services staff, with your CMH Recipient Rights Officer or with Dial HELP's Recipient Rights Officer, Tom Collins at 1-800-562-7622.

The partnership between Dial HELP and the Community Mental Health Boards has involved a continuous improvement component since its beginning. We intend to keep working that way.

**Remember to
fill your
prescriptions
on Monday,
not Friday.
That will
ensure you
have enough
medication
for the week
& weekend.**

A Success Story — Mr. Bob White

I was born and raised in the Upper Peninsula of Michigan. I was different from the other kids and had that feeling of not belonging. Back then, we didn't know about dyslexia. Other kids were reading and spelling and laughing at me as I could do neither. My self esteem was nil. Depression became my companion. At the 8th grade sock hop, I wanted to dance. But it was not until I drank 4 beers and came back into the gym, that I could ask a girl to dance. I figured out how not to feel all nervous inside: just drink some beer. I have no idea how I graduated. I had a diploma and didn't know how to read or write. They even drafted me into the service.

After a medical discharge, I moved back to my home town. Nervousness and depression followed me where ever I went. But I had my old friend, alcohol. I love to sing. I would go to the bar and wait till I got drunk, and then would sing up a storm. The next day I would shake worse and the depression would worsen. I lived my life this way for 20 years. In that time, I



married, had two kids, went to Alaska to get rich and did pretty good in construction. I came back to Michigan and bought a bar. I knew nothing much about business but figured if I could find ten people that drink like I did, I would be a rich man. But I became my best customer and consumed my own profits. My alcoholism and my mental illness increased.

My daughter asked me to quit drinking. So on her request, I finally stopped. That's when the shaking and the depression and the anxiety attacks really started. I couldn't slow my mind down. I tended bar without drinking in that state for about 14 months. The anxiety and the mood swings were too much for me. No matter what I tried, I could not stop my head from spinning. I knew I was going insane just like my Uncle. I ended up in the psychiatric ward at Marquette General Hospital. I was scared to death and I could not stop shaking. They asked me for my shoelaces. I had to ask for my razor to shave. At the time, I really didn't believe in God but that night I asked him to help me.

I saw a little bit of myself in every person in that psych ward. Back then I was called manic depressive and told I had a social anxiety disorder. They may have told me what that meant, but I was so scared I didn't hear them. From the mental hospital, they sent me to treatment for my alcoholism and drug addiction. There I heard things like they were going to restore me to sanity. For the first time I felt some hope. I was handed the book, Alcoholics Anonymous, and told me that the answer to my problems was in that book. My heart sank. The book was two inches thick and I can't read. Every time I asked for help from anybody, they always handed me a pamphlet. I always took the pamphlet and thanked them very kindly, and went home feeling stupid. This time, I told the counselor I could not read and that book was not going to help me. He gave me cassette tapes and I listened to the tapes over and over.

Tapes became a powerful tool in my recovery. I was listening to all the tapes I could get my hands on. I listened to one tape that was called "Change in Pain". The man on the tape taught me I would not have to shut my head off any more. He promised and I believed him. I listened to that tape every day for two years as I went for a walk. It took seven miles to listen to a whole tape. Slowly I began to feel better. I remember having positive thoughts. I started to cry. I remember understanding that feelings were feelings and thoughts were thoughts and actions were actions. And if I put in positive thoughts, I could have positive feelings.

Another key was given to me when I visited Mental Health after 28 days in rehab. John Bauer, who was a counselor back then, handed me a pamphlet. I said "I cannot read so how am I supposed to help myself with my illness?" John asked, "How do you put your kids Christmas presents together?" I said "What the hell does that have to do with mental illness?" John just repeated his question and I just looked at him. Then he said, "You look at the box don't you?" My eyes teared up. He said "You can get better by watching people who have your illness and find out how they got to feel better". There were people from Hiawatha Behavioral Health who were attending 12 step meetings. They had two diseases also. I went with them. I also went to the Health Department and got counseling there.

My recovery has taken a long time, but I would not change any of it. I believe what happened to me had to happen to me so I could get where I am now-- happy, joyous and free. During 18 years of recovery, I have met the most wonderful partner. We have been married for 11 years. We have five wonderful grandchildren. Life is better than I could have ever planned it. I still

A Success Story continued....

have my chronic illnesses and I have symptoms from them but I also have people, tools and the program that I can follow to make it through the bad days.

One day someone from Hiawatha Behavioral Health asked me if I would be interested in trying to help other people with difficulties like I have. Secretly, I always wanted to become a counselor but the reading and writing and money stopped me. They taught me something called WRAP (WRAP stands for Wellness Recovery Action Plan). As I was learning WRAP, I realized that if I had something like that early in my recovery, it may have been easier for me. I love the part in WRAP about being in charge of your own recovery. To me, being in charge of my own recovery means I'm in charge of my shoelaces, my razor, and my mental health. Since working at Hiawatha Behavioral Health I am not sure how many people I have helped. But I know that I have received help. You see, I not only feel better, I can read better than I ever have in my life! I can have positive thoughts. I can watch people grow and I can grow with them. What a miracle.

How Satisfied are the People we Serve?

Each year, NorthCare providers survey consumers to assess satisfaction with the services they received. The 2006 survey scores indicate a high level of overall satisfaction.

Surveys were mailed to **4,013 consumers of mental health services** and 1,014 of those were completed and returned resulting in a 25% rate of return. Satisfaction ratings for the 10 questions asked range from 85% to 97% with an average rating for all questions being 94%. One question that captures satisfaction is whether someone would recommend these services to a friend or family member. Response to this question from recipients of mental health services was 94%.

Surveys were mailed to **139 consumers of substance abuse services** and 45 of those were completed and returned -- a 32% rate of return. Satisfaction ratings for the 9 questions asked range from 86% to 98% with an average rating for all questions being 92%. Response to the question regarding if a person would recommend these services to a friend or family member from recipients of substance abuse services was 89%.

NorthCare will continue to assess consumer/client satisfaction and respond to comments submitted as part of this survey process. Our goal is to identify improvement initiatives that will bring us to our satisfaction rating threshold of 95% or higher for each survey question. Since no one is perfect, we encourage you to share your difficult experiences as well. Specific feedback allows us to make specific changes.

Here is what our consumers are saying...

Comments from *substance abuse service* recipients:

"I'm just so grateful to be able to have this service. My husband and I really needed this and we are getting better."

"I really like the fact that the treatment was specific. I wasn't forced to be treated for drugs I've never even seen, let alone done."

Comments from *mental health service* recipients:

I must say that the people I deal with at CMH have been just great. The concern and effort they put into their work to make my life easier are so greatly appreciated.

With CMH help, I am off street drugs and alcohol-- I was guided back to normal living. My medication keeps me thinking straight. Staff are wonderful.

Wouldn't have made the progress I have without the help and guidance provided!!

Excellent program. Helpful in every aspect of life. Able to discuss life and its current events versus past traumas. Very insightful.

Staff are wonderful, provide excellent care, know and can anticipate needs. Staff carry out their jobs with the utmost compassion.

Thank you to everyone who took the time to complete and return a survey. We find this information valuable to our improvement process and ensuring service recipients are satisfied. We hope the next survey will have an even higher response rate.

Family Psycho Education/Multi-Family Groups Update

Three years ago, we took the first steps toward bringing the evidence based treatment, Family PsychoEducation, (also known as Multi Family Groups) to the Upper Peninsula. In this group education treatment, consumers and family members work together to learn how to recover from a serious brain disorder. We are pleased to report that at this time, this treatment is available at eleven (11) sites in the Upper Peninsula.

Multi-Family Group members are people whose lives are affected by a mental illness and who want to improve the quality of their lives. Group members share a meal and use a problem solving method to learn new approaches to support consumers and their families. This method involves using “Family Guidelines” to keep life on a more even keel. Multi-Family Groups focus on NOW and what people need in their lives to be happier. Members learn what mental illness is; how to cope with symptoms; and how to communicate better with each other. The groups include six to eight consumers, their family members and staff from your local Community Mental Health Agency. Benefits of Multi-Family Groups include:

- Building new friendships and social networks.
- Learning about the current medical understanding of brain disorders.

- Developing skills to get back into the mainstream of life such as employment and school.
- People work **together** toward recovery and the group is stronger than the individual parts.
- The family burden and isolation is lightened.
- People have a reduction in relapses and hospitalizations.

If you or your family member (defined as anyone you rely on for support) want to learn more about this treatment, contact your local community mental health center and ask for information on current groups and how to become involved. Or contact NorthCare Network and we can direct you to the specific staff providing this treatment in your area.

Be sure to read through the insert:

“Have You Been Denied a Benefit?”

Our partners NAMI & Michigan Protection and Advocacy provided this information in their Newsletters. We want to pass it on to you.

Motivational Interviewing

Motivational interviewing (MI) is a specific set of techniques to help us understand our mixed feelings (ambivalence) about making changes in our lives. It is a useful way to explore how come we don't make the changes we know would improve our lives. The clinical directors and staff of our provider network have embraced this approach as a useful foundation for other specific treatment models such as Assertive Community Treatment; work with individuals with Co-occurring disorders and Family PsychoEducation.

NorthCare obtained a grant to bring national expert, Dr Ann Carden, to provide training across the UP this year. Dr Carden trained ninety-two (92) clinicians in October and will return in the spring to train at three different sites. Dr Carden was very well received by the staff in October as she practices what she preaches. Her training was respectful and lively. Clinicians had a chance to demonstrate their understanding of the material in small groups and practice sessions.

The upcoming Motivational Interviewing trainings are for clinicians, consumers and family members. Contact NorthCare if you are interested in attending. Motivational Interviewing is particularly useful for consumers who are interested in peer support specialist positions or in working with consumer directed activities. **The trainings are two full days of intense learning and skill building sessions.**

If you are interested, call Sally at 1-888-333-8030.