

NorthCare News



NorthCare Network

What Does Satisfaction Mean to You?

The American Heritage Dictionary defines satisfaction as, "The fulfillment or gratification of a desire, need, or appetite." You may be asked at one time or another during your treatment at your local Community Mental Health Agency:

Are you satisfied with your experience at community mental health?

Are your cultural and ethnic values respected?

Are your services based on *your* needs and desires?

Or, any number of other questions that will tell us what you think about your treatment.

Satisfaction means reaching your goals. If you meet your goals,

- you are satisfied by how you are treated by employees,
- you are happy with the services,
- and with the results of those services.

Even though we like to hear that you are happy with services, we want you to tell us when you are not satisfied. It is with your input that we can improve services to help others who may experience a mental illness, developmental disability, and/or substance abuse problem.

By: Diane Bennett



Building Blocks for Recovery

Author: Unknown

Support: Experiencing people and places that are accepting and loving.

Employment: Knowing you are valued and valuable.

Boundaries and Expectations: Understanding your limits and possibilities.

Constructive Use of Time: Being involved in enriching and structured activities.

Commitment to Learning: Believing that education is important and engaging.

Positive Values: Caring for others and holding high standards for yourself.

Social Competencies: Developing skills and relationships for life.

Positive Identity: Believing in your personal power, purpose and potential.

Volume 2, Issue 2
September, 2004

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REMEMBER

If you need **out-patient** substance abuse services, you can call your local substance abuse provider

DIRECTLY

for an assessment. You do not need to go through your local CDR. If you have questions, call NorthCare CDR at 1-800-305-6564.



Improving Treatment for People with Mental Illnesses— Family PsychoEducation Groups

By: Lucy Olson

Feeling good about the staff you work with is important. Your belief that staff care about you will increase their ability to help. The treatment used is also important. A new type of treatment may sound good. It should be tested before it is used. Once a treatment is proven useful by careful research, it is called an "Evidence Based Practice". The staff you trust need to use evidence based skills. The combination of trust and skill will help create better maps for your travels toward recovery.



Evidence based practices are being used in our region. One practice that is starting this fall is "Family Psycho education Groups." Family members join an educational workshop and then work in groups focused on problem solving. The group members test new solutions while getting support from the group. The research results have been good. A few examples are: large reductions in hospital stays during treatment (up to 75%); 20% gains in employment; and greater family satisfaction with treatment.

At least 15 clinicians from the Upper Peninsula will go to 3 days of training in September. The trainer will be Dr. William McFarlane. He

is a psychiatrist who has been one of the key researchers in this field. The training will continue for a year after the first family groups are started.

Think about how a group might help you and your family. Ask your provider if the Family Psycho education groups will be available to you. If you want to learn more – call NorthCare 1-888-333-8030 and ask to talk with Lucy Olson.

Or visit the website that has information about 6 evidence based practices endorsed by the Center for Medicare and Medicaid Services (CMS) — www.mentalhealthpractices.org.

Coordinate Your HealthCare

By: Diane Bennett

Are you taking the best care of yourself possible? If so, you are sharing information with your mental health worker and your doctor. ALL providers need to be kept up-to-date. The information shared is to improve your treatment. Your right to confidentiality controls the information exchange be-

tween your providers. The Notice of Privacy Practices explains the rules. You were given a copy of the Notice when you started services.

You are responsible for signing the releases of information that allow coordination of care. If you are taking

psychotropic medications, or if you have a medical condition, this is even more important. Part of recovery is taking charge of communication with your whole wellness team.

Update on Mental Health Commission

by: Cynthia Shaffer

The Mental Health Commission has taken on a hard task. Their job is to improve services for people with serious mental illnesses. They have listened to hundreds of people and have studied thousands of pages.

Their recommendations will come out in September. The Michigan Association of Community Mental Health Boards would like these goals to be part of the report:

- People will know that

mental illness is treatable. Recovery is possible. Many people with mental illness lead productive lives.

- Recovery means we all work together. People with serious mental illness may need help with housing, work, medical care and education.
- People will get the help they need in their home community.
- Mental health needs are met as soon as possible.
- No one will be in the juvenile and criminal justice sys-

tems because of poor mental health care.

- Mental health providers will receive enough money to provide high quality services.

The Commission will need work groups to carry out their recommendations. The advisory groups should include consumers and family members.

If you are interested in being on a work group, call NorthCare at 1-888-333-8030.

Member Services Update

by: Sally Olson

What a busy and productive spring and summer for the Committee. We have had excellent consumer participation from all five agencies. At each meeting the Member Services staff and consumers are updated on projects and committees in our region.

Meeting every other month allows the committee timely input on policies and procedures.

We had our Annual Member Services Picnic on August 19th. It was a beautiful (but cool) day filled with good conversations, good food and door prizes for all. Judy Orta was the main speaker. Judy lives and works in Lansing.

The evaluations show that it was worth every mile that she drove to come and present to us. Some of the points that Judy shared with the group were:

- We need to be assertive about what we NEED and stop demanding what we want!
- Saying “I can” leaves the door open for failure BUT saying “I will” makes you take responsibility.
- Remember to BUDGET your time, money and energy. We need a balance to have fun.
- Identify your “wellness” on a scale of one to ten. What is your “wellness” at this mo-

ment? If you know how well you are at this moment, you will know if you need to make any changes.

This fall and winter, we hope to work with NAMI and the Drop-Ins to reduce stigma in the Upper Peninsula. We are glad to review any ideas or complaints from consumers. If you have suggestions, questions or comments, call NorthCare at 1-888-333-8030 or call your local Member Services representative.



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We're on the web:
www.northcare-up.org

Funding for this publication was provided by the Michigan Department of Community Health.

We ask you to join us in thanking members of our regional Utilization Management Committee. Members work hard to make sure that the most appropriate services are offered to best meet your goals. Members are:

Copper Country: Vicki Mikkola and Virginia Kangas.

Gogebic: Cindy Lindstrom and Denece Draper.

Hiawatha: Roland Jacobson, Patti LeBel, Joe Barrs and Stacy King.

Northpointe: Karen Thekan and Mary Beth Haavisto.

Pathways: Laurel Kniskern, Gail Hall, Jeanne Lippens, and Grace Terpening.

NorthCare: Lucy Olson, Cyndi Shaffer, and Ginny Freeborn.

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