

NORTHCARE NETWORK

POLICY TITLE: Recovery Based Services

REVIEWED:

POLICY EFFECTIVE DATE: August 6, 2008

BOARD ADOPTED: August 6, 2008

TEXT REVISIONS:

BOARD ADOPTED REVISION:

PURPOSE NorthCare Prepaid Inpatient Health Plan (PIHP) supports the system transformation toward integrated care based on the principles of recovery. Recovery based services require self-direction by the individual, who defines his or her own life goals and designs a unique path toward those goals (National Consensus Statement on Mental Health Recovery). Integrated treatment practices are supported by research and selected by the individual and the treatment provider(s) according to a person centered planning process.

DEFINITIONS

RECOVERY: The following definitions are taken directly from the National Consensus Statement on Mental Health Recovery. The statement is the product of years of collaboration among professional and consumer groups to offer a conceptual framework for what the process of recovery with a mental illness encompasses. NorthCare extends these definitions to all the consumers who receive Medicaid services whether they are living with serious mental illness, developmental disabilities, substance abuse or have co-occurring disorders across two or more areas.

Empowerment: Consumers have the authority to choose from a range of options and to participate in all decisions—including the allocation of resources—that will affect their lives, and are educated and supported in so doing. They have the ability to join with other consumers to collectively and effectively speak for themselves about their needs, wants, desires, and aspirations. Through empowerment, an individual gains control of his or her own destiny and influences the organizational and societal structures in his or her life.

Holistic: Recovery encompasses an individual's whole life, including mind, body, spirit, and community. Recovery embraces all aspects of life, including housing, employment, education, mental health and healthcare treatment and services, complementary and naturalistic services, addictions treatment, spirituality, creativity, social networks, community participation, and family supports as determined by the person. Families, providers, organizations, systems, communities, and society play crucial roles in creating and maintaining meaningful opportunities for consumer access to these supports.

Hope: Recovery provides the essential and motivating message of a better future— that people can and do overcome the barriers and obstacles that confront them. Hope is internalized; but can be fostered by peers, families, friends, providers, and others. Hope is the catalyst of the recovery process. Mental health recovery not only benefits individuals with mental health disabilities by focusing on their abilities to live, work, learn, and fully participate in our society, but also enriches the texture of American community life. America reaps the benefits of the contributions individuals with mental disabilities can make, ultimately becoming a stronger and healthier nation.

Individualized and Person-Centered: There are multiple pathways to recovery based on an individual's unique strengths and resiliencies as well as his or her needs, preferences, experiences (including past trauma), and cultural background in all of its diverse representations. Individuals also identify recovery as being an ongoing journey and an end result as well as an overall paradigm for achieving wellness and optimal mental health.

Non-Linear: Recovery is not a step-by-step process but one based on continual growth, occasional setbacks, and learning from experience. Recovery begins with an initial stage of awareness in which a person recognizes that positive change is possible. This awareness enables the consumer to move on to fully engage in the work of recovery.

Peer Support: Mutual support—including the sharing of experiential knowledge and skills and social learning—plays an invaluable role in recovery. Consumers encourage and engage other consumers in recovery and provide each other with a sense of belonging, supportive relationships, valued roles, and community.

Respect: Community, systems, and societal acceptance and appreciation of consumers — including protecting their rights and eliminating discrimination and stigma—are crucial in achieving recovery. Self-acceptance and regaining belief in one's self are particularly vital. Respect ensures the inclusion and full participation of consumers in all aspects of their lives.

Responsibility: Consumers have a personal responsibility for their own self-care and journeys of recovery. Taking steps towards their goals may require great courage. Consumers must strive to understand and give meaning to their experiences and identify coping strategies and healing processes to promote their own wellness.

Self-Direction: Consumers lead, control, exercise choice over, and determine their own path of recovery by optimizing autonomy, independence, and control of resources to achieve a self-determined life. By definition, the recovery process must be self-directed by the individual, who defines his or her own life goals and designs a unique path towards those goals.

Strengths-Based: Recovery focuses on valuing and building on the multiple capacities, resiliencies, talents, coping abilities, and inherent worth of individuals. By building on these strengths, consumers leave stymied life roles behind and engage in new life roles (e.g., partner, caregiver, friend, student, and employee). The process of recovery moves forward through interaction with others in supportive, trust-based relationships.

POLICY

All services and supports for consumers and their families shall be provided within the context of a true partnership that instills hope and a belief that consumers can recover. The community mental health agencies will welcome the consumer and/or family member from the first encounter. Welcoming attitudes and processes will establish trust with the consumer in taking the first steps toward a more satisfying life. NorthCare and the Community Mental Health Specialty Providers and NorthCare Substance Abuse Providers assist each consumer by providing medically necessary services to help approach each day's challenges, overcome disabilities, acquire skills, live with community, and contribute to society in meaningful ways. The National Consensus Statement on Mental Health provides the components of recovery that will be used to measure our success in this transformation.

PROCEDURES

The environment for recovery based services will be supported by NorthCare, its providers and the consumers in the following ways:

NorthCare will:

- ❑ Educate, train and provide technical assistance for the consumers and their supporters, network providers, stakeholders and the community members. NorthCare will offer hope and strategies for improving the quality of life for individuals living with chronic serious disorders
- ❑ Assure all medically necessary services are available to consumers in the Upper Peninsula and provided within the context of recovery. This will be monitored through the Network's Provider Analysis; site reviews where policies and procedures for the implementation of evidence based services based on recovery principles are monitored; data analysis of services being provided to assure new treatments are implemented (such as Family PsychoEducation, integrated treatment for individuals with co-occurring disorders, and Peer Support Services).
- ❑ Assure integrated treatment planning occurs for consumers with two or more serious disorders. This will include consumers with mental illness and /or developmental disabilities who also have a substance abuse disorder but are not limited to just that group. It is expected that integration of treatment will occur across medical health, school related problems, corrections and any other key service provider assisting the consumer. NorthCare Network providers will include stage of change assessments for all identified areas of concern. The person centered planning process will be used to develop a stage wise treatment plan for each agreed upon treatment goal. NorthCare facilitates staff development of the clinical skills and regional documentation standards for the Individual Plan of Service. The prevention of relapse is a critical aspect of planning for all disorders that are a focus of treatment. Monitoring will occur as part of the clinical documentation review conducted by NorthCare
- ❑ Participate in local collaborations, statewide and national workgroups and conferences to remain on the forefront of this exciting transformation and to excel in translating principles into action for the well being of our community.

CMHSP and Substance Abuse Providers Responsibilities.

The Providers will:

- ❑ **Establish a Relationship**
Welcoming, an accepting attitude and understanding of how people 'present' for treatment is the first step in establishing a positive relationship. Clinicians, case managers, and supports coordinators will develop a caring relationship with the individuals they are serving by listening with respect, accepting the individual as a unique person, and valuing his/her strengths, abilities, and dreams. Positive rapport and relationships with the individual's family in the case of minors, guardians and others designated by an adult consumer will be developed.
- ❑ **Develop the Individual Plan of Services (IPOS)**
Provide integrated treatment planning which may include a Recovery Plan and/or an advance directive for relapse/crisis response. Development of the IPOS includes an assessment and treatment plan that identifies a consumer's stages of change and builds on the consumer's goals. Assisting the individual in setting and reaching goals fosters a positive relationship while helping him/her to increase his/her level of personal control and self-esteem.
- ❑ **Provide Education**
Education about:
 - mental illness and medically necessary services available

- substance abuse and services available
- coordination of care between treatment providers
- relapse prevention
- recovery
- stigma

Specific education increases understanding about the disorders and will increase the consumer's ability to join the "treatment team". This will increase the effectiveness of the management of the individual's illness(es). Approaches and materials used for education will be in accord with the individual's cultural and spiritual values. The providers will use a variety of tools to educate consumers about their disorders— websites; written material; videos and DVDs; handbooks and presentations to interested parties when requested.

❑ **Provide Integrated Treatment and Coordinating Care**

The primary clinician or case manager will link the individual to appropriate services, benefits, and entitlements. All professionals providing services described in the Individual Plan of Service will make a concerted effort to keep each other apprised of the individual's journey and current successes and challenges.

❑ **Use Natural Supports**

Assist individuals in the identification and use of natural supports and peer-related activities critical to the recovery process. In cases where an individual has a limited personal relationship network, or is not able to name supportive individuals other than paid professionals, the Plan will include strategies on the development of natural supports. Connecting consumers with successful role models and with peer directed services is highly encouraged.

❑ **Community Inclusion**

Encourage participation in meaningful activities including employment as a regular component of the recovery process. The primary clinician or case manager will encourage participation in community settings such as churches or other spiritual centers, self-help groups, entertainment and recreational facilities, libraries, restaurants, and merchandising centers according to the individual's hopes, dreams and desires.

Consumer and Family Participation

Taking responsibility and directing one's own treatment is crucial during the recovery process. Individuals are encouraged to participate to the fullest extent possible in the treatment planning process. Consumers, along with friends and family members, may actively participate in setting individual goals to help increase the individual's level of personal control and self-esteem. Personal control and increased self esteem will lead to achieving his or her full potential of recovery.

REFERENCES

- ✓ www.samhsa.gov, National Consensus Statement on Mental Health Recovery
- ✓ www.macmhb.org, The Standards Group, Self-Determination Standards and Recommendations
- ✓ www.northcare-up.org NorthCare Policies
- ✓ Individual Plan of Service for Integrated Treatment with attachments on Person Centered Planning and Self Determination
- ✓ Inclusion/Prevention of Relapse Policy
- ✓ Coordination of Care / Integrated Treatment
- ✓ Independent Facilitation