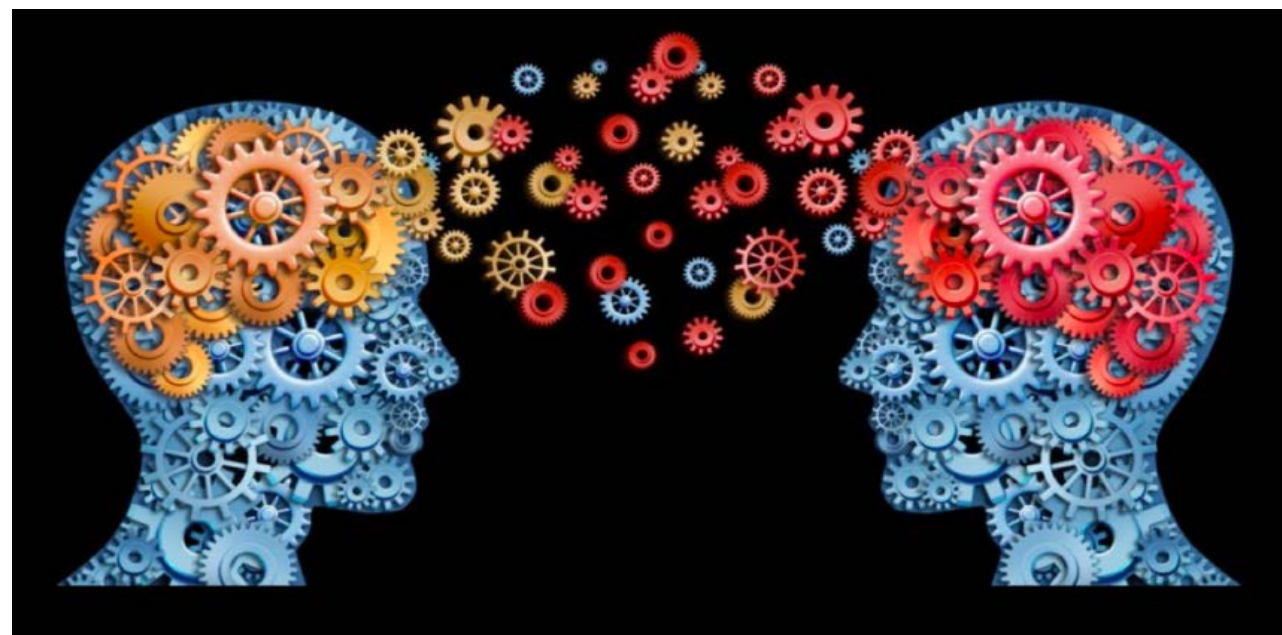




Collective

Recovery • Rehabilitation • Rights

Playing our Part: Shared Decision Making in the Era of Recovery



Robert Statham, BA, CESP - NYAPRS Training & Technical Assistance Facilitator

Larry Hochwald- NYAPRS Training & Technical Assistance Facilitator





Collective

Recovery • Rehabilitation • Rights

New York Association of Psychiatric Rehabilitation Services

A statewide coalition of people who use and/or provide community mental health recovery services and supports dedicated to improving services and social conditions for people with psychiatric disabilities by promoting their...

Recovery, Rehabilitation and Rights





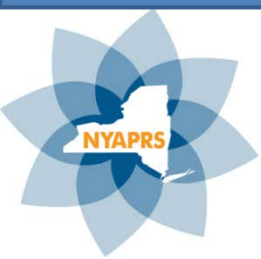
Collective

Recovery • Rehabilitation • Rights

Learning Objectives

1. Participants will gain an understanding of the changes in service structure regarding the shared decision making process.
2. Participants will identify and discuss our role in the decision making process of a person's journey through recovery.
3. Participants will learn the critical role of listening and how it impacts the services we provide.
4. Participants will deepen their understanding of the concepts of learned helplessness and dignity of risk.
5. Participants will evaluate the language we use and the role it plays in a person's recovery.

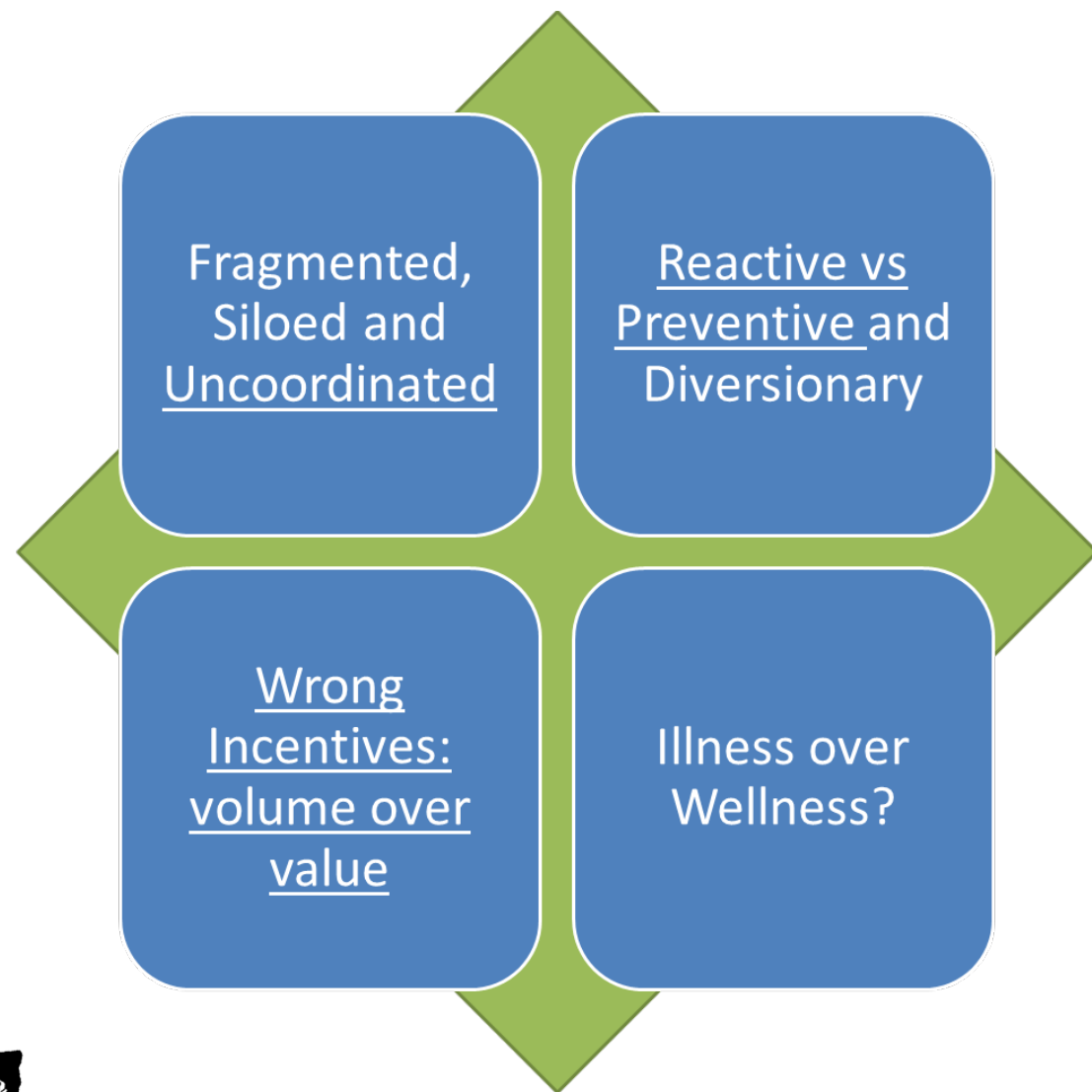




Collective

Recovery • Rehabilitation • Rights

Fixing a Broken System



Value Based Payments



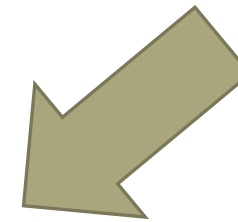
THE GOALS



**Strong Partnership
with participants**



**Participation in
services**



Positive Outcomes!

Participation in Treatment is the Goal



Collective

Recovery • Rehabilitation • Rights

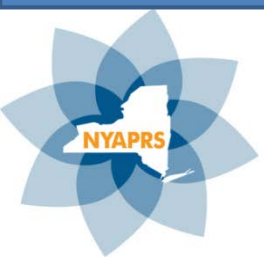
Recovery



“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)





Collective
Recovery • Rehabilitation • Rights

Symptoms?

Recovery is not the absence of symptoms

It is the full life

Pleasure, love, life, happiness, purpose





Collective

Recovery • Rehabilitation • Rights

How do you feel when you have no choice in a decision that is important to you?



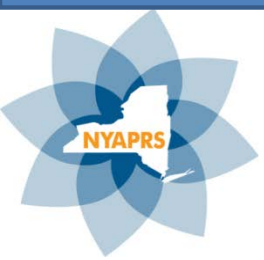


Collective

Recovery • Rehabilitation • Rights

Are you listening?





Collective

Recovery • Rehabilitation • Rights

The Telephone Game





Facts on Listening

- **People spend between 70 and 80% of their day engaged in some form of communication, and about 55% of their time is devoted to listening.**
- **On average, the typical person speaks anywhere from 125 to 175 words per minute.**
- **Your ears work faster than your mouth. The average number of words you're able to listen to per minute is around 450.**
- **Even though your ears are capable of picking up on so many words, your brain doesn't necessarily process all of them. Most people usually only remember about 17 to 25% of the things they listen to.**





Facts on Listening

- You might be surprised to learn that your words only convey about 7% of what you're trying to say. The other 93% is communicated through facial expressions and the tone of your voice
- There are actually four distinct listening styles that you can employ, and about 40% of people are using two or more at any given time.
 - Appreciative listening
 - Critical listening
 - Relationship listening
 - Discriminative listening

<https://www.ragan.com/4-listening-styles-communicators-should-know>



Collective

Recovery • Rehabilitation • Rights

Listening Skills

Do



Don't





Collective

Recovery • Rehabilitation • Rights

What is Shared Decision-Making?

Shared decision-making is an emerging best practice in behavioral and physical health that aims to help people in treatment and recovery have informed, meaningful, and collaborative discussions with providers about their health care services.

It involves tools and resources that offer objective information. People in treatment and recovery can then weigh that information against their personal preferences and values. Shared decision-making tools empower people who are seeking treatment or in recovery to work together with their service providers and be active in their own treatment.

<https://www.samhsa.gov/brss-tacs/recovery-support-tools/shared-decision-making>





Collective
Recovery • Rehabilitation • Rights

The Share Approach

Essential Steps in Shared Decision Making

Step 1 - Seek the Person's Participation

Step 2 - Help the Person Explore and Compare Treatment Options

Step 3 – Assess the Person's Values and Preferences

Step 4 – Reach a Decision Point with the Person

Step 5 – Evaluate the Person's Decision



<https://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/tools/index.html>



Collective

Recovery • Rehabilitation • Rights



What is Engagement?

Engagement refers to the process through which participants become active and involved in their treatment

Engagement is essential in the provider-participant relationship from the moment a person walks through the door of a service provider until they walk out the door.



Step 1 - Seek



Collective

Recovery • Rehabilitation • Rights

Explore and Compare Treatment Options

- Assess what the person already knows about his or her options.
- Write down a list of the options in plain language.
- Communicate the risks/benefits of each option. Explain limitations of what is known and unknown about the treatment options and what would happen with no treatment.
- Communicate with the person's preferred learning style. (graphs, charts, pictographs)
- Offer evidence-based decision aid tools
- Summarize by listing the options again.
- Check for understanding. Ask the person to explain what the options are.



Step 2 - Help

Determine what's

important to the person in recovery?

- Start conversations with the person and find out what matter's most to him or her.
- Ask open-ended questions.
- Listen actively to the person. Show empathy and interest in the effect that a problem is having on to this person's life.
- Acknowledge the values and preferences that matter to the person.
- Agree on what is important to the person.



Step 3 – Assess

Reaching a Decision Together

- Help the person move to a decision by asking if he or she is ready to make a decision.
- Ask if the person would like additional information tools such as educational materials or decision aids to help make a decision.
- Check to see if the person needs more time to consider the options or discuss them with others.
- Confirm the decision with the person
- Schedule follow-up appointments to carry out the preferred treatment and support.

Evaluating the Decision

- Monitor the extent to which the treatment decision is implemented.
- Assist the person with managing barriers to implementing his or her decision.
- Revisit the decision with the person and determine if other decisions need to be made



Step 5 – Evaluate

What does shared decision making look like?

- Employment
- Relationship Issues
- Career & Employment
- Medications
- Life Role Goals
- Treatment Options

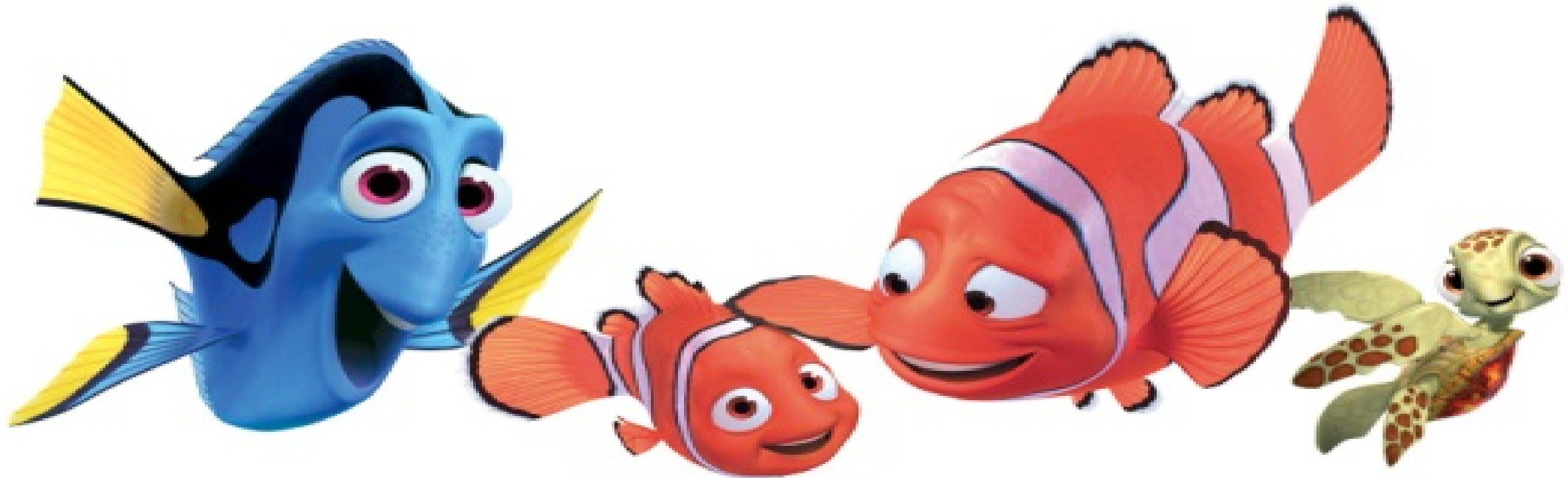




Collective

Recovery • Rehabilitation • Rights

Dignity of Risk



Finding Nemo

Dad – Marlin

Friend – Dori

Son - Nemo

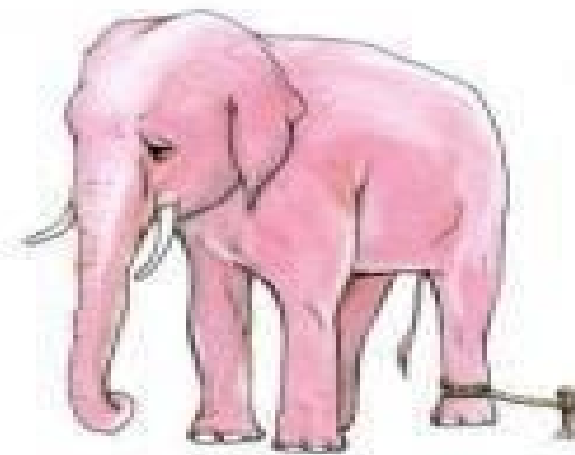


Collective

Recovery • Rehabilitation • Rights

Learned Helplessness

Learned helplessness is defined as the general belief that one is incapable of accomplishing tasks and has little or no control of the environment. For **example**, a person who performs poorly on math tests and assignments will quickly begin to feel that nothing he or she does will have any effect on math performance.



The elephant is held back not by the puny rope but by its belief system. Are you too?



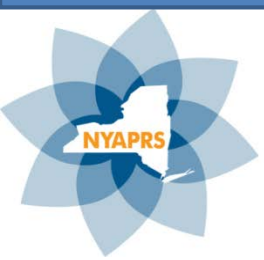


Collective

Recovery • Rehabilitation • Rights

How do we Inadvertently Practice Learned Helplessness with the Individuals we Support?





Collective

Recovery • Rehabilitation • Rights



UN-LEARNING LEARNED HELPLESSNESS

AND SUCCEEDING WHERE YOU NEVER COULD





Collective

Recovery • Rehabilitation • Rights

Techniques For Unlearning Old Behavior

Self Monitoring

Involves learning to pay careful and systematic attention to your problem behaviors and habits, and to the stimuli that trigger them into action.

- **Qualitative Monitoring** - Involves paying attention to the quality of things that are happening (How they make you feel, What they look like, etc.)
- **Quantitative Monitoring** – Counting the occurrences of each behavior using a measurement system



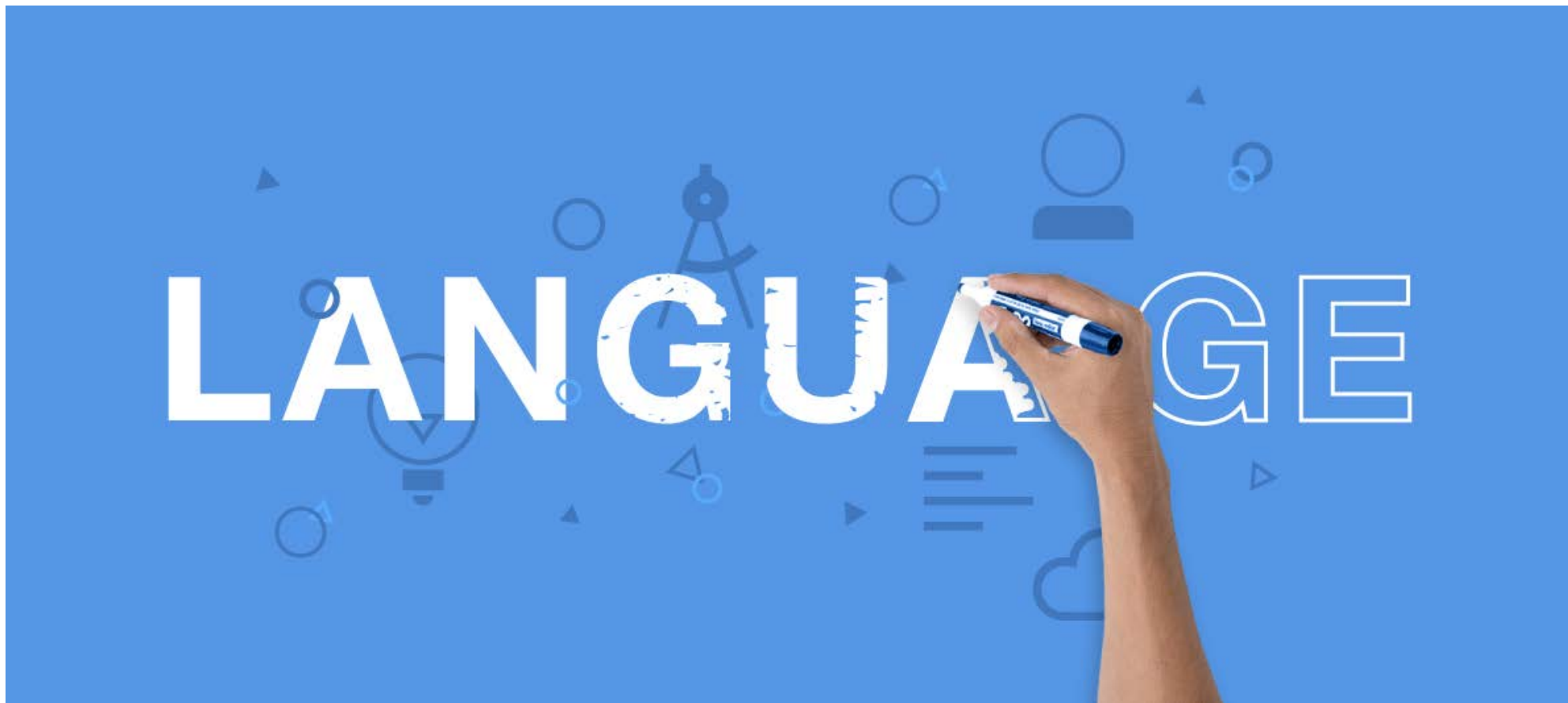
<https://www.mentalhelp.net/articles/techniques-for-unlearning-old-behaviors-self-monitoring/>





Collective

Recovery • Rehabilitation • Rights





Collective

Recovery • Rehabilitation • Rights

When working with people does our language matter?

**Is there supportive
language?**

Examples?

**Is there deconstructive
language?**

Examples?





Collective

Recovery • Rehabilitation • Rights

Empowering Interactions *promote self-determination*

Power Robbing Language	Empowering Language
You should	Can, could
You need	What have you considered?
You must	What are your options
You can't	What can you do?
No one can do that...	Up till now...
Problem	Challenge, situation, concern
But	And
It only works when...	What other ways might work for you?
The best way is...	Some choices are...
Your only option is...	Options to possibly consider are...
My advice to you is...	What has worked for you in the past?
You can't do that	Some things that worked for me are...





Collective

Recovery • Rehabilitation • Rights

Resources

- Mental Health: A report of the Surgeon General, 1999
- Recovery Innovations www.recoveryinnovations.org
- Substance Abuse and Mental Health Services Administration – www.samhsa.gov/brss-tacs/recovery-support-tools/shared-decision-making
- AHRQ-Agency for Healthcare Research & Quality - The SHARE Approach— Essential Steps of Shared Decision making: Quick Reference Guide - www.ahrq.gov/professionals/education/curriculum
- Re-Thinking Education - <https://rethinking-ed.org/2016/11/15/a-glossary-of-learning-terms/>
- MentalHealth.net-American Addiction Centers Resource- www.mentalhelp.net/articles/techniques-for-unlearning-old-behaviors-self-monitoring/
- <https://www.ragan.com/4-listening-styles-communicators-should-know/>

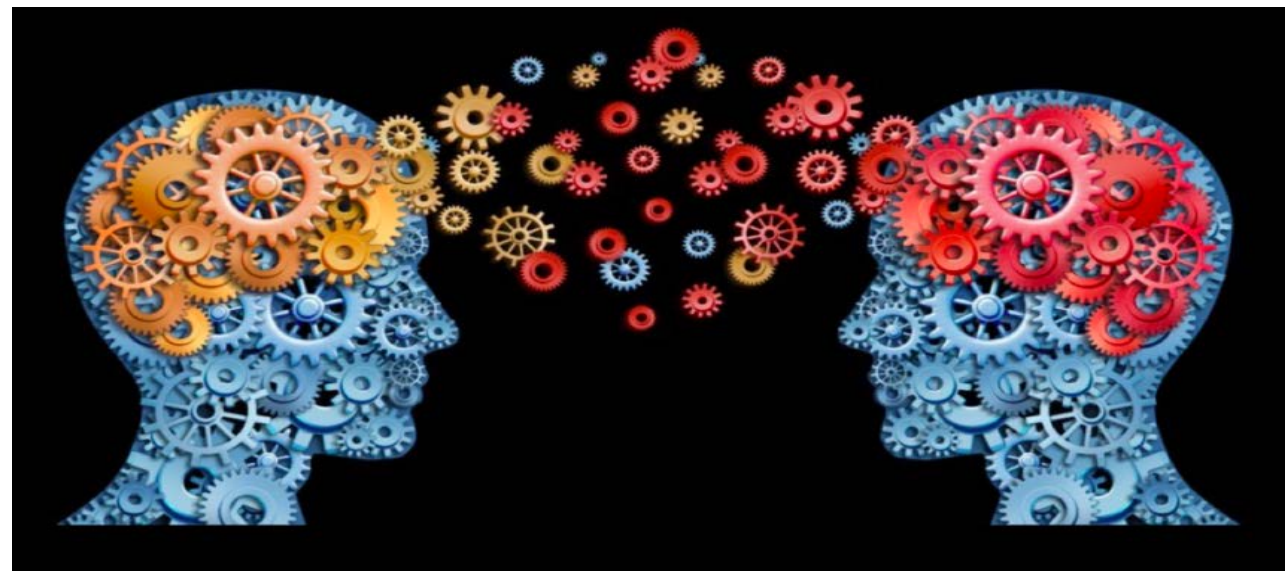




Collective

Recovery • Rehabilitation • Rights

Coming Soon to Your Organization! This Training!



Playing our Part: Shared Decision Making in the Era of Recovery



