

# Creating and Supporting a Positive Rehabilitation Culture

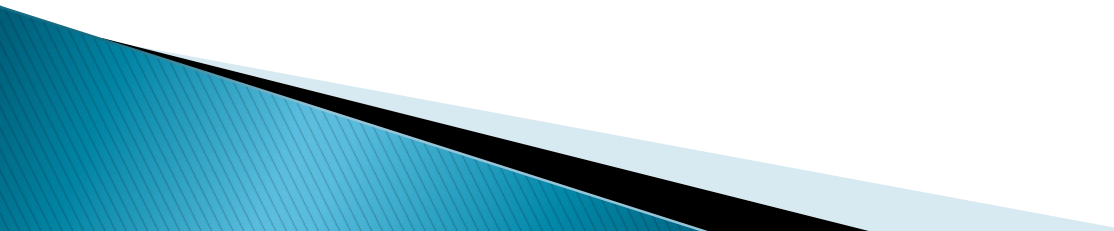
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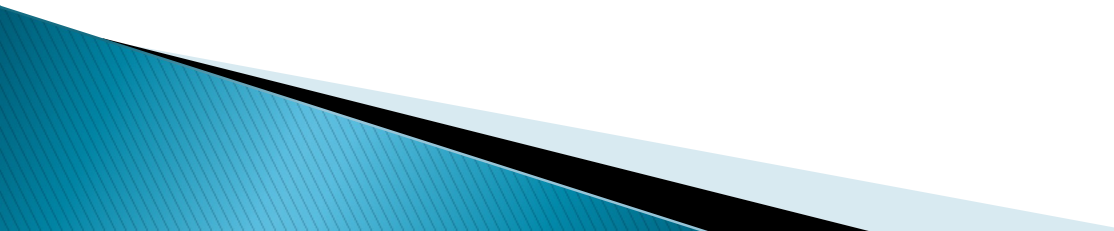
BestSelf Behavioral Health

Buffalo, NY

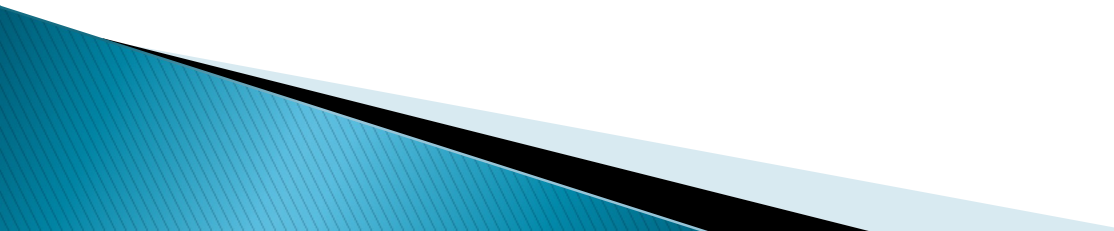
# Objectives

- ▶ Provide an understanding of how to use discharge planning to inform rehab goals/length of stay
  - ▶ Provide a clear path on how to utilize an integrated staff
  - ▶ How celebrating successes promotes rehabilitation
  - ▶ Various ways leaders can promote the vision for a rehab culture
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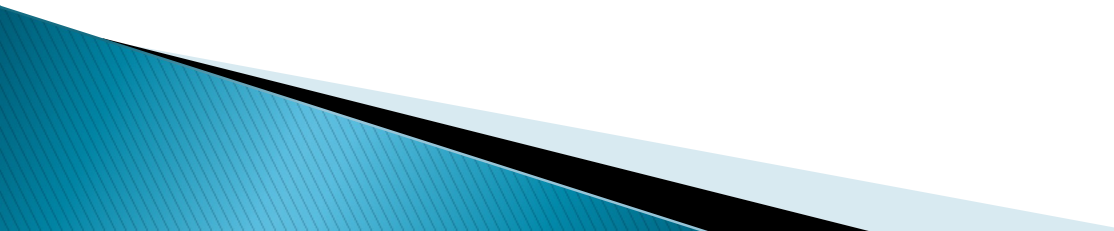
# About Our Agency

- ▶ As of 7/01/17, Lake Shore merged with Child and Adolescent Treatment Services to create BestSelf Behavioral Health
  - ▶ Contains over 600 employees
  - ▶ Incorporates all levels of treatment, including PROS, ACT, Homeless Services, MH and CD clinics (integrated through CCBHC), child and adolescent treatment services, HCBS, school based services, and more.
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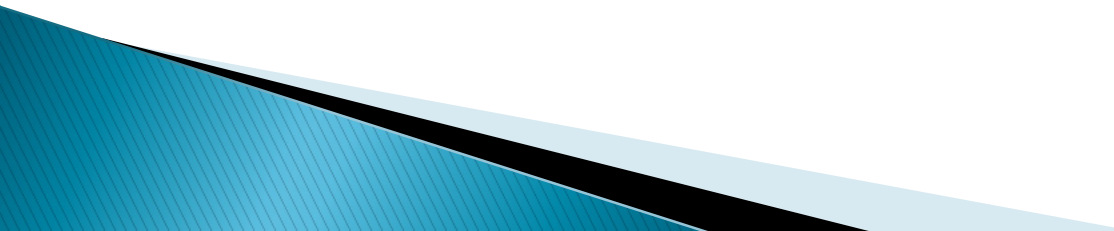
# Where we were

- ▶ Conversion from CDT in 2009
  - ▶ Continued to have clients from CDT/long length of stay
  - ▶ Low motivation to make progress on goals
  - ▶ Minimal discussion regarding outcomes/data tracking
  - ▶ No recognition of graduations or accomplishments
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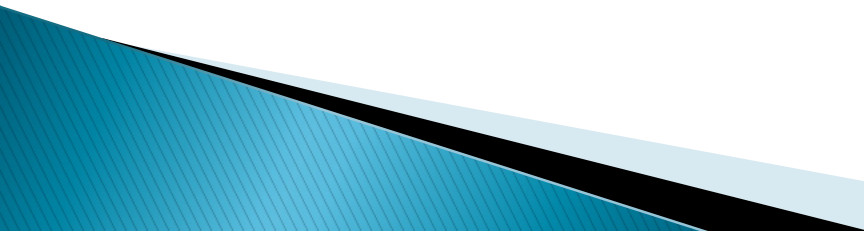
# Where to Begin

- ▶ Discharge planning from Day 1!
  - ▶ OMH recommends an average length of stay at PROS to be around 1 year
  - ▶ PROS is not a forever place, it's a stepping stone in recovery
  - ▶ At intake, ask questions about the participants goals for treatment, explain average length of stay, and “how will you know when you're ready for discharge?” (reviewed at every tx plan)
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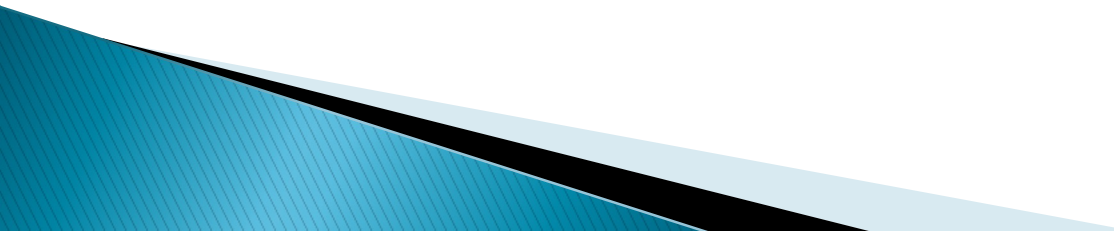
# Staff Integration

- ▶ Clinicians, peer, RN, Employment specialist, and psychiatrist are included at staff meeting and provide feedback for the team
  - ▶ Employment specialist and peer co-facilitate sessions with clinicians as needed
  - ▶ Employment specialist reviews/signs tx plans
  - ▶ Peer facilitates classes, attends job fairs, organizes community speakers, and promotes rehab goals in a number of ways
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# Engagement/Coordination


- ▶ Meeting clients before discharge at the hospital to explain program
  - ▶ Coordinating with health home care coordinators
  - ▶ Having community speakers regularly discuss work, school, and socialization options
  - ▶ Offering assistance (transportation, support, etc) in linking with local resources, such as the Recovery Center or Wellness Center
  - ▶ Concurrent documentation on progress notes
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# Celebrating Successes

- ▶ Annual PROS picnic with awards
  - ▶ Graduations, regular acknowledgment of achievements with certificates, star board for people who are working
  - ▶ Invite only pizza parties for those making progress on a work goal
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# For Program Directors

- ▶ UR audit team asks a question on the audit sheets if a client in the clinic has been considered for PROS
  - ▶ Length of stay reports to target long length of stay
  - ▶ Regularly meet with MH/CD clinics and other collaborators to generate referral sources
  - ▶ Utilizing UR III meeting to discuss PROS participants with a long length of stay
  - ▶ Maintaining a vision of outcomes and recovery with staff
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# Thank You!

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