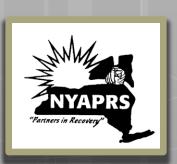
## Challenge & Opportunity Dialogue

### PROS Academy November 20, 2015



Center for Practice Innovations
at Columbia Psychiatry
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Building best practices with you.



# Essential Skills for Effective Supervisors in the New Environment

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#### What is Quality Care?

Recovery-Based Care that is Person-Centered and Trauma Informed – working from this perspective achieves results!

- Continuous Quality Improvement
- Engage all Employees in the agency's transformation
- To Achieve the Triple Aim Goal:
  - You provide excellent care
  - People achieve wellness
  - The 'system' identifies your organization as one that can reduce overall system costs
  - Your program becomes more attractive
  - Financially viable
  - Agency has excellent reputation and can continue to provide excellent care and help people get well.

### What is the Supervisor's Role?

and how do we achieve this?

### Challenge & Opportunity

Dialogue

### Essential Components of Supervision

- Case presentation
- Skills training including modeling and coaching
- Group supervision
- Field mentoring
- Data-based supervision

Source: CPI's FIT clinical supervision modules 1 and 2

### Some Questions to Guide our Discussion

- Do you currently provide <u>clinical/task</u> (as opposed to administrative) supervision to PROS staff members?
- How is this accomplished?
- What challenges do you face?

#### More Questions

- How are the systems changes that are now underway having an impact on your supervision?
  - How has your supervision changed?
  - What supervision/training needs have emerged?

### More Questions

- How are your staff handling these changes?
  - What are you doing, or can you do, to help them flourish?

### More Questions

- Are you using data in your supervision?If so, what kinds of data?
- Is continuous quality improvement a focus of your supervision?
  - If so, how is it incorporated?

### Thank You

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