

Challenge & Opportunity Dialogue

**PROS Academy
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Center for Practice Innovations™
at Columbia Psychiatry
New York State Psychiatric Institute
Building best practices with you.



Essential Skills for Effective Supervisors in the New Environment

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Accountability

Value Based Payment

DSRIP

HCBS

MCO

MCO

MCO

MCO

MCO

HARP

Supervisor

Individual Sessions

Staff Member

Paper work

Group Sessions

Triple Aim Goal:
Better Health, Better Care,
Decrease Costs

Changing Healthcare Landscape

ACCOUNTABILITY

OMH

Agency

Program

Supervisor

QUALITY

Staff Member

Individual Sessions

Paperwork

Group Sessions



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 clinical/task (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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