

# Leadership to Promote Recovery, Rights, System Transformation and Peer Support

NYAPRS 33rd Annual Conference

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I will be sharing:

- My Story
- Current State of Health Care (Healthcare Reform)
- Window of Opportunity
- My Mission, Vision, Values
- Leadership Principles
- Leadership in Action through the Pool Of Consumer Champions
- Q&A

# Khatera Aslami-Tamplen

- *Born in Afghanistan*
- *Escaped Soviet-Afghan War*
- *Political Refugee*
- *Public Assistance*
- *ADD as a Child*
- *Only English speaker in the family at age 7*
- *Interpreter*
- *Advocate*



*Naturalization service picture*

# My World Upside Down

*The Death of My Daughter  
A Preventable Death*

## HOW COULD THIS HAPPEN?

Health Disparities - Minority Women of Color

the rate of infant death is almost double compared to Caucasians

U.S. spends \$86 billion a year on childbirth-related care

U.S. has a higher infant mortality rate than any of the other 27  
wealthy countries

Center for Disease Control and Prevention 2014





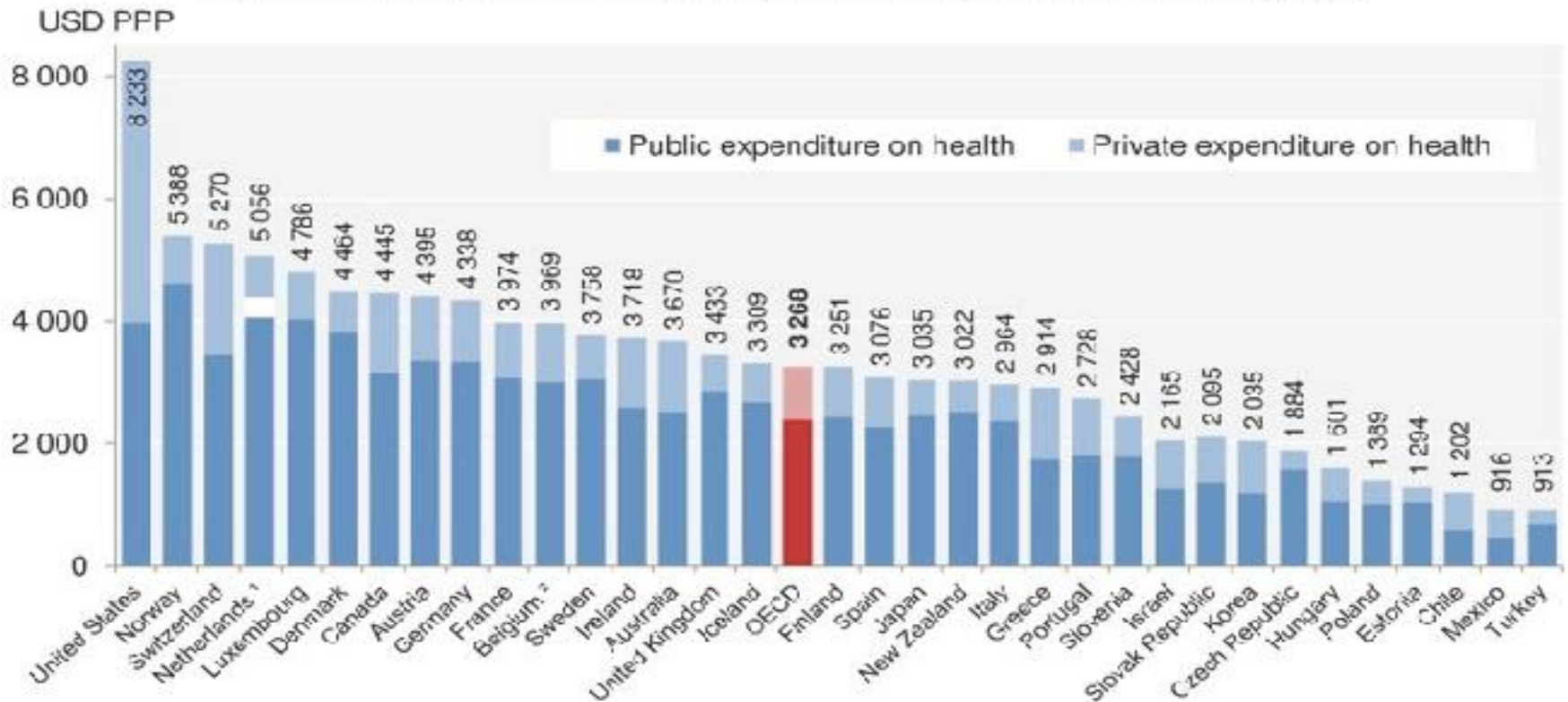
# Healthcare Delivery System



Broken and Fragmented  
Misaligned Reimbursement  
Decentralized Consumer Voice

# US spends two-and-a-half times the OECD average

Total health expenditure per capita, public and private, 2010 (or nearest year)



1. In the Netherlands, it is not possible to clearly distinguish the public and private share related to investments.

2. Total expenditure excluding investments.

Information on data for Israel: <http://dx.doi.org/10.1787/888932315602>.

Source: OECD Health Data 2012.

**Organizations for Economic Co-Operation and Development**

# Why Health Care Reform?

## **The cost of U.S. Health Care is unsustainable at current levels**

- \$8,233 Per Person in 2012 for 313 million people
- U.S. spends double the average (\$3,268) of other industrialized countries
- Health care spending continues to outpace increases in GDP
- **\$730 billion of identified waste**
- U.S. is spending more money on health care than any other developed country, and yet the U.S. has a lower life expectancy than most developed countries.

*Between 1960 - 2011, life expectancy increased on average for developed nations by 11 years, however for the U.S. it only increased nine years.*

# Patient Protection and Affordable Care Act

Healthcare cost and quality is “One of the greatest threats, not just to the well-being of our families and the prosperity of our businesses, but to the very foundation of our economy.”

President Obama, 2009



Key Findings - Healthcare is fragmented, unsustainable with large gaps in quality

## Key Reports

Approximately 100,000 **preventable deaths** occur each year in U.S. hospitals

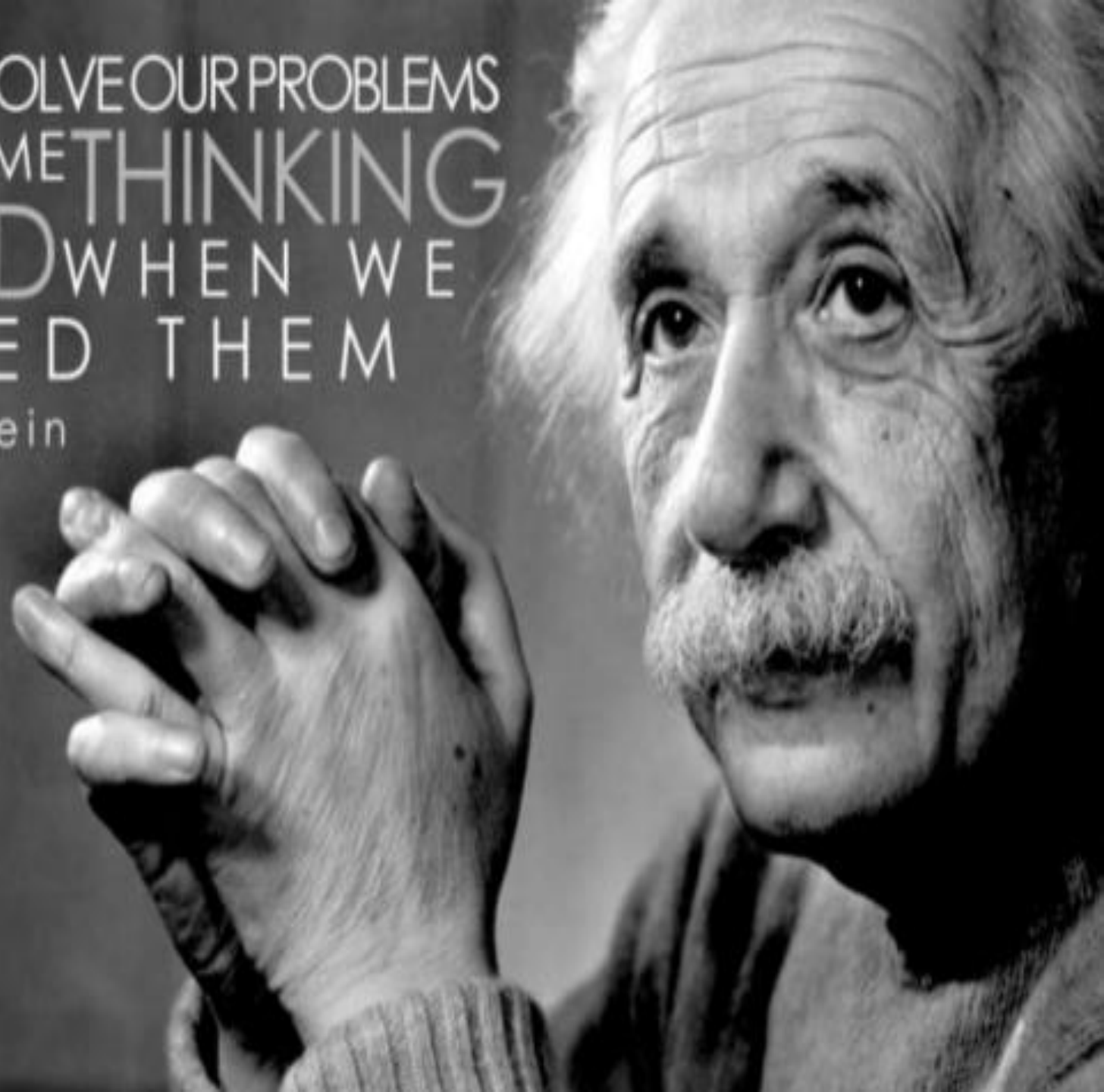
- The Urgent Need to Improve Health Care Quality
- To Err is Human
- Crossing the Quality Chasm
- Improving the Quality of Healthcare for Mental and Substance Abuse Conditions

Suicide is the 2<sup>nd</sup> leading cause of death for youth 10 – 24 years old



WE CANNOT SOLVE OUR PROBLEMS  
WITH THE SAME THINKING  
WE USED WHEN WE  
CREATED THEM

-Albert Einstein



A hand-drawn illustration of an open window with the text "YOUR WINDOW OF OPPORTUNITY" in the center. The window is drawn with blue ink on a textured, light-colored background. The window frame is ornate, with a decorative top and bottom. The window is open, with two shutters on each side, each divided into two panes. The shutters are filled with diagonal hatching lines. The text "YOUR WINDOW OF OPPORTUNITY" is written in a bold, sans-serif font in the center of the window.

**YOUR WINDOW OF  
OPPORTUNITY**

# My Mission, Vision, Values for Peer Support

## Mission:

*To inspire hope, wellness, resiliency, and recovery in all people.*

## Vision:

*People with mental health challenges will gain inner-strength through **unmatched connection with peer specialist** who are valued, embedded and integrated throughout healthcare.*

## Value:

*The needs of the person comes first.*

Alone We Can Do So  
Little. Together We Can  
Do So Much.

Helen Keller

# Healthcare Innovation *Requires Leadership*



# Leadership In Action

- Servant Leadership
- Begin with the End in Mind
- Focus on Execution
- Power of Enthusiasm

# Servant Leadership

- “My success comes from your success” — Robert Greenleaf
- “True leaders understand that leadership is not about them but about those they serve. It is not about exalting themselves but about lifting others up.” — Sheri L. Dew
- “Not everybody can be famous. But everybody can be great, because greatness is determined by service. You don't have to have a college degree to serve. You don't have to make your subject and verb agree to serve. You don't have to know about Plato or Aristotle to serve. You don't have to know Einstein's theory of relativity to serve. You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace and a soul generated by love.” — Martin Luther King, Jr.

# Begin with the End in Mind

- The power of visualizations
- Things happen... by design or default
- Success in healthcare does not happen naturally
- Who, What, When, and How
- Why = *Consumer and families first and always*
- If you do not know where you are going how can you get the system to change?



# Focus on Execution

- Execution is the link between strategy and operations
- Effective leaders are “Deeply Engaged” in every aspect of their area of responsibility

# Power of Enthusiasm

- Enthusiasm has two components eagerness and assurance
- Be excited about something and express confidence in your ability to handle it.
- Genuine enthusiasm is contagious



**POCC**  
POOL OF CONSUMER CHAMPIONS  
— EDUCATE-ADVOCATE-LEAD —



# Pool Of Consumer Champions

- Founded by Jay Mahler
- A program of the Office of Consumer Empowerment, Alameda County Behavioral Health Care Services
- Led by consumers
- 1000 consumer strong and growing!



# Advocacy

- Prevention
- Wellness and
- Individual Choice



“Don’t Agonize, Organize!” ~Jay Mahler



# What Do You Need To DO?

No other service or support **sparks inner strength** like peer support does because it is based on connections, hope and the core message that “You are not alone”...it is critical for healthcare transformation.



What are the opportunities around you and what do you need to do to make sure peer support and recovery keeps growing?

# Key Takeaways



**Sharing Our Stories**

**Leadership: Servant Leadership, Vision, Execution and Enthusiasm**

**Peer specialist integrated throughout healthcare**

**We are stronger united!**



Q & A







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