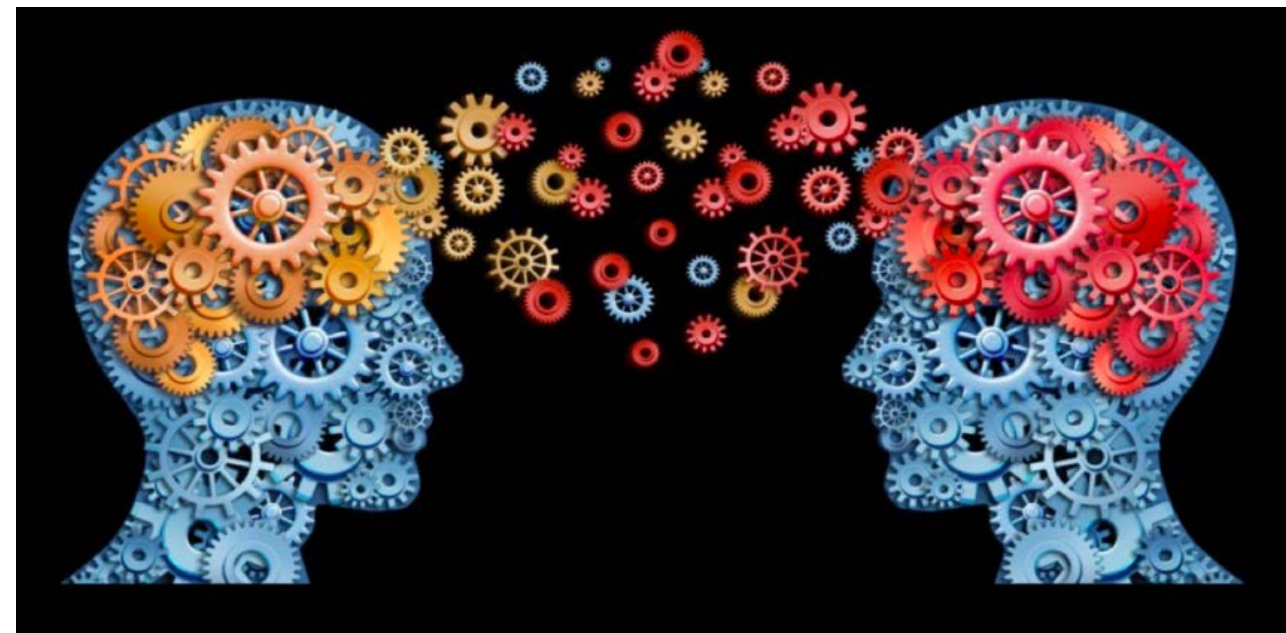




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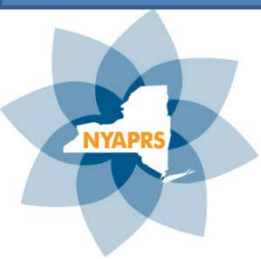
Playing our Part: Shared Decision Making in the Era of Recovery



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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





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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 deepen their understanding of the concepts of learned helplessness and dignity of risk.
4. Participants will evaluate the language we use and the role it plays in a person's recovery.

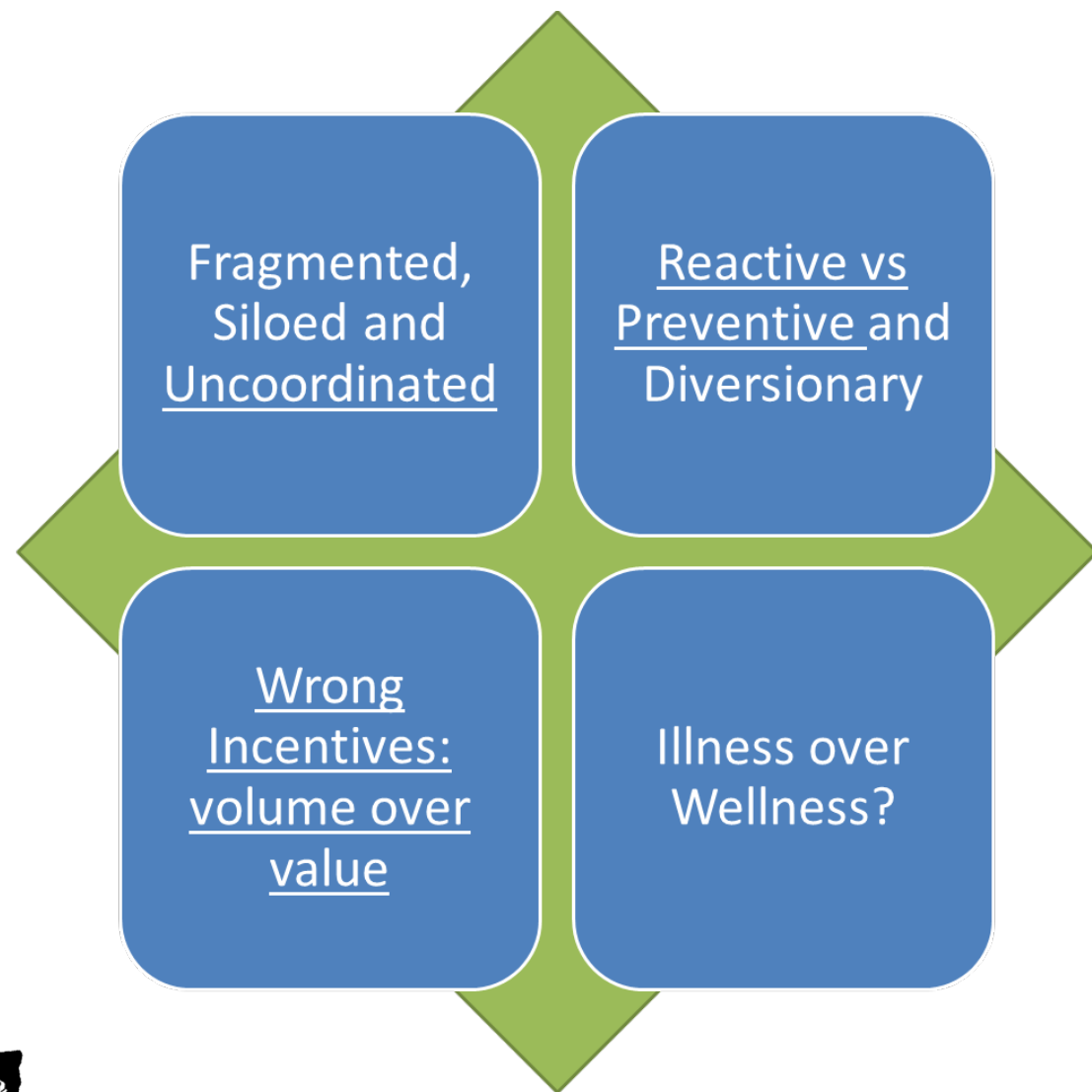




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Fixing a Broken System



Value Based Payments



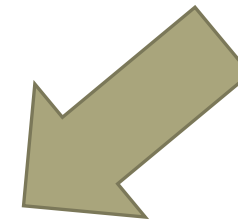
THE GOALS



**Strong Partnership
with participants**



**Participation in
services**



Positive Outcomes!

Participation in Treatment is the Goal



“All services for those with mental disorder should be consumer oriented and focused on promoting recovery.”

Mental Health: A report of the Surgeon General, 1999

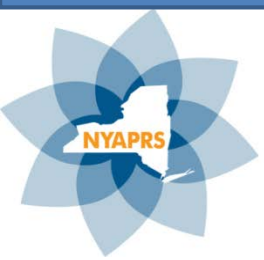


Recovery



“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)



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Symptoms?

Recovery is not the absence of symptoms

It is the full life

Pleasure, love, life, happiness, purpose





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



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>



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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>



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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



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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.

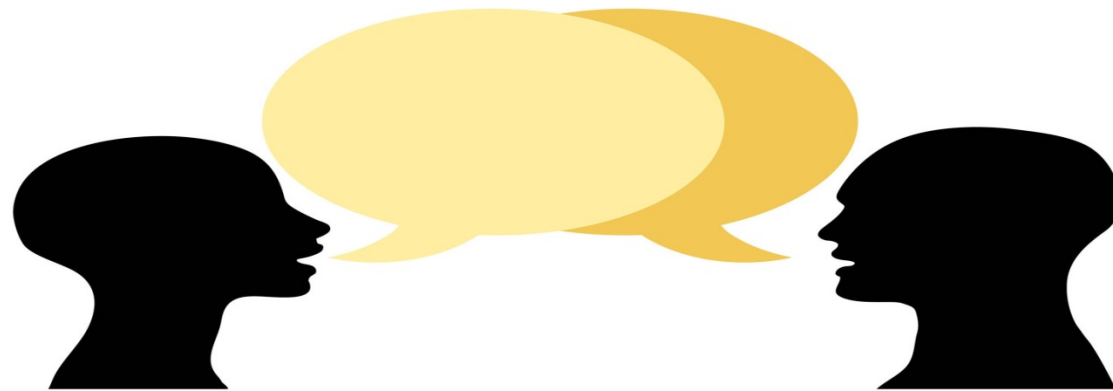


Step 2 - Help

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.

Step 4 – Reach

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**

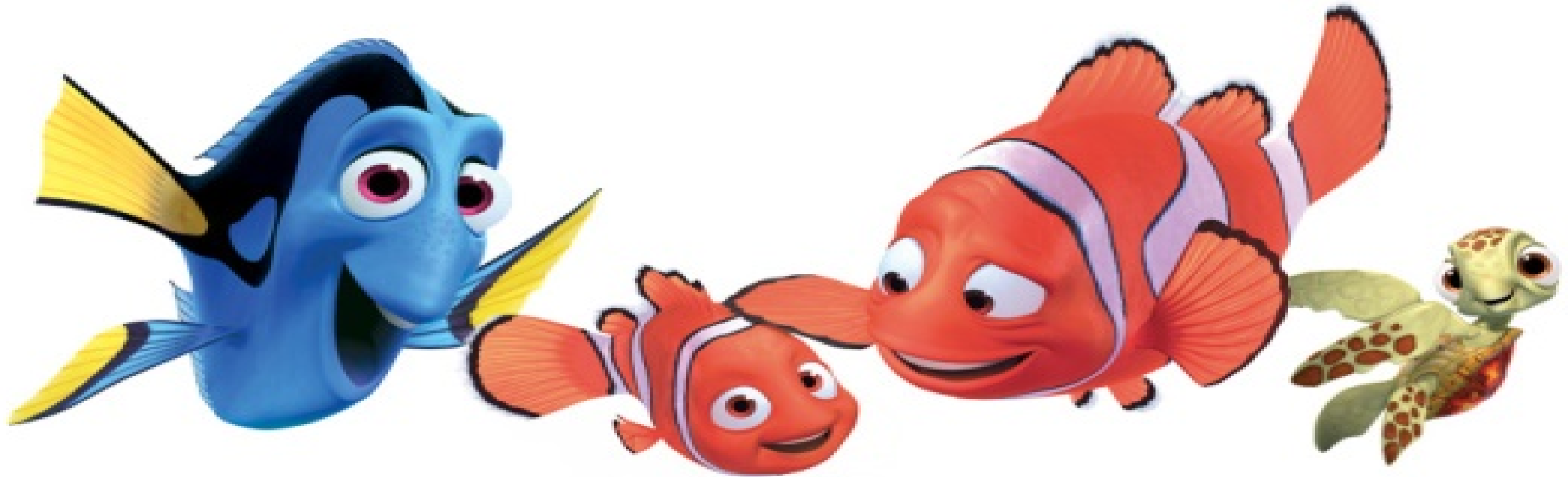




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Dignity of Risk



Finding Nemo

Dad – Marlin

Friend – Dori

Son - Nemo

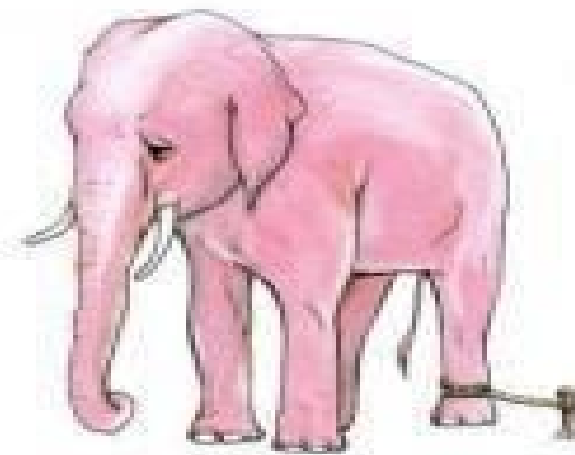


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Learned Helplessness

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?**





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





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UN-LEARNING LEARNED HELPLESSNESS

AND SUCCEEDING WHERE YOU NEVER COULD





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Techniques For Unlearning Old Behavior

Self Monitoring

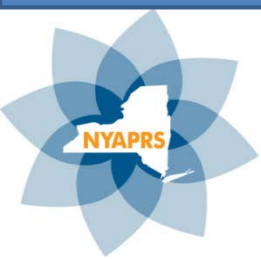
Involves learning to pay careful and systematic attention to your problem behaviors and habits, and to the stimuli that trigger them into action.

- **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/>

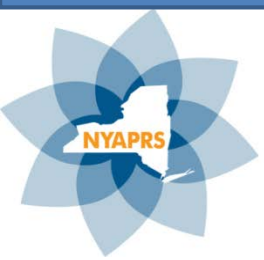




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When working with people does our language matter?

**Is there supportive
language?**

Examples?

**Is there deconstructive
language?**

Examples?





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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...



Resources

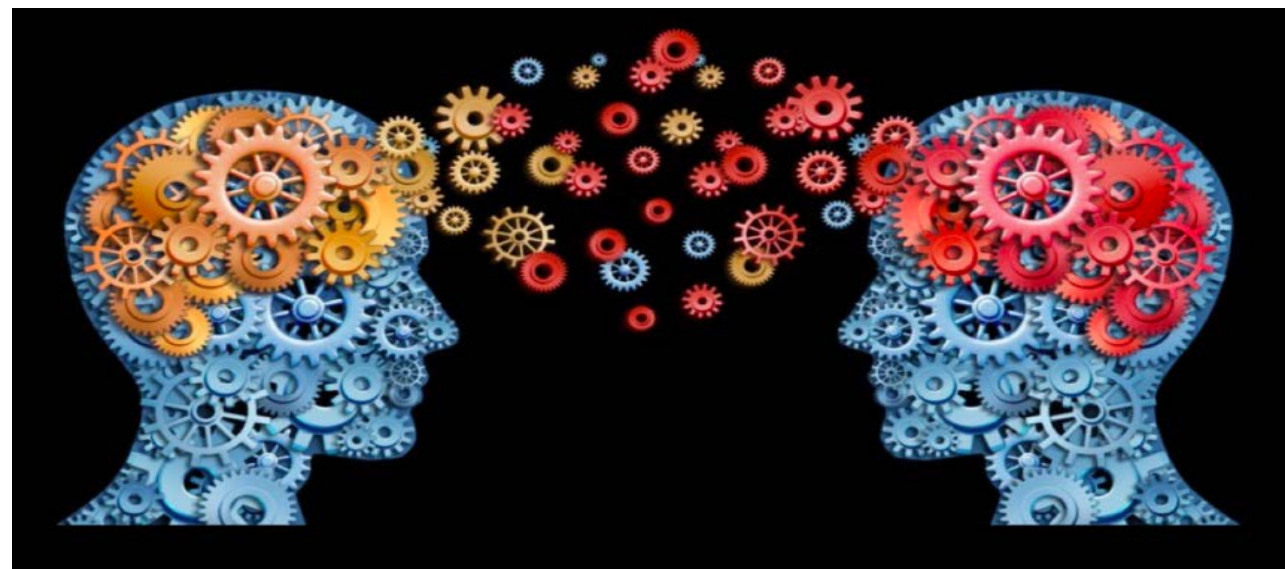
- Mental Health: A report of the Surgeon General, 1999
- Recovery Innovations www.recoveryinnovations.org
- Substance Abuse and Mental Health Services Administration – www.samhsa.gov/brss-tacs/recovery-support-tools/shared-decision-making
- AHRQ-Agency for Healthcare Research & Quality - The SHARE Approach—Essential 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/



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Coming Soon to Your Organization! This Training!



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



