

# VISN 3 Recovery in Action: One VISN's Journey to System Transformation

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# VISN 3 Recovery in Action

- ❑ VISN 3 Transformation Process
- ❑ Challenges and obstacles
- ❑ Accomplishments
- ❑ More Challenges and obstacles
- ❑ Future objectives
- ❑ What worked for us

# VISN 3 Recovery in Action

## Our Starting Point:

- ❑ VISN Mental Health Executive Board members (MHEB) involved in developing the *Comprehensive VHA Strategic Plan for Mental Health Services*
- ❑ Executive Leadership support for mental health services and innovative planning.
- ❑ Veteran's Advisory Councils (VAC) at each facility since FY 2000
- ❑ MIRECC well integrated in our Mental Health Care Line planning and activities
- ❑ Structured Peer Support (paid and voluntary) active in VISN 3 since 1996 (with growing presence throughout mental health care line)

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## Strategic Planning Begins (Winter 2005-06):

- ❑ Implementation of the VISN Recovery Advocates workgroup
  - Veteran consumers
  - Clinical staff
  - LRCs
  - MIRECC staff
  - VISN Administrators
- ❑ VISN level VAC formed
- ❑ Integration of VAC members on all local and VISN level MH planning bodies
- ❑ Education for senior VISN leadership

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## Where does transformation begin (Spring 2006)?

- Identification of "Core Elements of Recovery"
  - Psycho-education
  - Case management
  - Access to supportive housing
  - Supported Employment
  - Family involvement
  - Ability to access services
  - Institution cultural factors
- Identification of tools to measure change
  - RSA
  - Local gap analysis.
- Identification of staff and veteran educational needs

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## Transformation begins and so do the challenges!

- ❑ Starting the process without dedicated staff
- ❑ Agreeing upon the “core elements of recovery” to measure
  - We now have 45 items and counting!
- ❑ Selecting an instrument to measure change
  - Effort to be consistent with national planning
  - Securing OMB approval to survey veterans on their perceptions

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## Recovery Advocates get started (summer 2006):

- ❑ Two day Recovery Conference planned
  - Target audience: Mental Health staff and Veterans
- ❑ Education subcommittee workgroup implemented
  - Develop tools to continuously educate staff and transform culture
- ❑ Structured Partnering workgroup implemented
  - Develop strategies to influence collaborative treatment planning and goal setting
  - Pilot Imed consent to ensure veteran's involvement in treatment planning
- ❑ VAC further empowered
  - Develop strategies to educate veterans

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## Recovery Advocates hit obstacles!

- ❑ Recovery Conference
  - Getting veterans funded
  - Selecting veterans for attendance
- ❑ Structured partnering workgroup
  - Focus groups on collaborative treatment planning
  - Focus group results: *What treatment planner??*
- ❑ VAC education efforts
  - All efforts must go through VISN Public Affairs!

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## Recovery Advocates make strides:

- ❑ Recovery conference for staff and veterans held September 2006
- ❑ VISN wide electronic treatment planner being modified to be veteran centered, recovery oriented and user friendly
- ❑ VISN Director endorses monthly electronic distribution of "recovery quotes" to all VISN staff
- ❑ VAC newsletter released for VISN wide distribution
  - Network PAO provides technical support and guidance
- ❑ VAC members invited to participate in VISN level non-MH committees
- ❑ Staff and veterans at each facility trained in focus group facilitation.
  - Objective: to continue to educate and raise awareness for staff and veterans

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## Current Recovery Efforts:

- ❑ 14 Paid Peer Technicians
- ❑ 1 Club house, 1 scheduled to open
- ❑ 2 Recovery Centers, 1 Scheduled to open
- ❑ Recovery education DVD in development (in collaboration with V16)
- ❑ Staff/veteran focus groups (September 2007)
- ❑ VISN wide training on collaborative treatment planning (September 2007)
- ❑ "Training the Champions" – training facility recovery transformation teams (October 2007).

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## And Current Recovery Challenges:

- ❑ Collaborative treatment planning:
  - What does this look like for physicians?
  - What does this mean for our veterans?
- ❑ Recovery and service connected benefits
  - VISN 3 advocacy and planning

# VISN 3 Recovery in Action

## What works in VISN 3:

- ❑ Education, education, education (for staff and veterans)
- ❑ Senior leadership involvement and buy-in
- ❑ Empowered and involved Veteran's Advisory Council to keep us honest
- ❑ Focus groups as a tool for education, awareness and change
- ❑ **We are all in this together.** All staff and veterans on Recovery Advocates team bring a unique perspective to system transformation. All are equally as critical to planning and understanding.