Recovery and Resiliency
Julie Hardle, Recovery and Resiliency Manager
OptumHealth Salt Lake County
Overview

1. Understand the Definition of Recovery in the Recovery Model
2. Understand Recovery from an Individual or Family Member’s Perspective
3. Peer Support Services and Growing Resiliency
4. Effectiveness of Peer Support
Recovery

Recovery Working Definition by SAMHSA:

“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.”

December 22, 2011
Recovery

Going Further:

Recovery for an individual:

- **HOPE** is the cornerstone of recovery
- Is different for each person and is self directed
- Involves different wants, needs, desires, diagnoses, experiences, and other factors
- Is about supporting him/her in finding meaning and purpose in their life

Recovery isn’t about being cured of an illness, although some consumers report that, it involves improving the quality of one’s life.
### Shifting the Paradigm

<table>
<thead>
<tr>
<th>FROM</th>
<th>TO</th>
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<tr>
<td>• Focused on symptoms, illness, deficiency.</td>
<td>• Focused on strengths, goals, where we are going.</td>
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<td>• Provider - client roles in pursuit of TREATMENT goals.</td>
<td>• Partnership based on valued roles (we each know something of value) focused on RECOVERY goals, Individual empowerment, and education.</td>
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<td>• Motivation for change is punitive.</td>
<td>• Motivation for change based on individual’s own goals.</td>
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<td>• Medication compliance is key.</td>
<td>• Medication is based on informed choice and individual values.</td>
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<td>• Responsibility for treatment and progress rests on provider.</td>
<td>• Individual supported to assume responsibility for self monitored behavior.</td>
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<td>• Services are embedded in Mental Health system.</td>
<td>• Emphasis on the use of natural community resources.</td>
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# Five Stages in the Recovery Process

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<thead>
<tr>
<th>Stage</th>
<th>Description</th>
<th>Task</th>
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<tr>
<td>Impact of Illness</td>
<td>The person is overwhelmed and confused by the disabling power of the illness. The task is to decrease the emotional distress by reducing the symptoms.</td>
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<td>Life Is Limited</td>
<td>The person has given into the disabling power of the illness and is not ready/able to make a change. The task is to instill hope, a sense of possibility, and to rebuild a positive self-image.</td>
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<td>Change Is Possible</td>
<td>The person is beginning to question the disabling power of the illness and believes that his/her life can be different. The task is to empower the person to participate in his/her recovery by beginning to take small steps.</td>
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<tr>
<td>Commitment to Change</td>
<td>The person is challenging the disabling power of the illness and is willing to explore what it will take to make some changes. The task is to help the person identify his/her strengths and needs in terms of skills, resources and supports.</td>
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<td>Actions for Change</td>
<td>The person is moving beyond the disabling power of the illness and is willing to take responsibility for his/her actions. The task is to help the person use his/her strengths and to get the necessary skills, resources and supports.</td>
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10 Fundamental Components

The Pathway to Recovery Includes:

• Hope
• Individualized & Person-Centered
• Self-Direction
• Empowerment
• Non-Linear
• Strengths-based
• Peer Support
• Respect
• Responsibility
• Holistic
## Recovery Stories

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Robyn Emery</td>
<td>Family and Peer Support Specialist</td>
</tr>
<tr>
<td>Cindy Powell</td>
<td>Family and Peer Support Specialist</td>
</tr>
<tr>
<td>Julie Hardle</td>
<td>Manager of Recovery and Resiliency</td>
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</tbody>
</table>
VIDEO: Elyn Saks, J.D., Ph.D, USC Law Professor

- Highlight Link
- Right Click
- Select Open Hyperlink

- [http://www.youtube.com/watch?feature=player_detailpage&v=g0pFh6voMu](http://www.youtube.com/watch?feature=player_detailpage&v=g0pFh6voMu)
- [http://www.youtube.com/watch?v=idna08y19Aw](http://www.youtube.com/watch?v=idna08y19Aw)
The Importance of Peer Specialists

Certified Peer Specialists Can Assist Consumers By:

- Identifying the stage of recovery they are in
- Offering HOPE and optimism, sharing their recovery story, being grounded in their own recovery
- Improve social networking
- Improve quality of life
- Promote Wellness
- Improve Coping Skills
- Support acceptance of illness/situation
- Reduce Concerns
- Increase satisfaction with health status
- No one relates to an individual with a disorder better that someone who has gone through it themselves
- Build RESILIENCE

“Who then can so softly bind up the wound of another as he who has felt the same wound himself.”

– Thomas Jefferson
Certified Peer Specialist Training

• Training is offered by the State of Utah DSAMH
• Training is 40 hours and requires 20 hours of CEUs each year
  – The 5 stages in the Recovery Process
  – Use of Personal Recovery Story as a Tool
  – Trauma Informed Services
  – Facilitating Recovery Dialogues
  – Active Listening
  – Problem Solving
  – Ethics and Peer Professional Boundaries
  – Power, Conflict, and Integrity in the Workplace
  – Accomplishing One’s Recovery Goals
  – The Pillars of Peer Support Services
  – And More
Recovery-Based Crisis Hospital Diversion Services

• Salt Lake County’s new crisis diversion services embrace the recovery model.
  – Utilize peer support groups and specialists
  – Clinicians and peers work side-by-side in a partnership

• Salt Lake County through their administrator; OptumHealth SLCo., have added crisis and hospital diversion services that are provided by the University Neuropsychiatric Unit (UNI):

  1. Mobile Crisis Outreach Team
  2. WarmLine
  3. Receiving Center
  4. Wellness Recovery Center
  5. Peer Bridger Program
Peer Support Services: “The news was devastating”

- The patient reports on his experience working with a peer:
  - “In our age group, no one is ready for the diagnosis, (or) the possibility.”
  - “I mean, we know it’s out there, but you didn’t think it would happen when you were still young and had so many other things that you were thinking about.”
- Help and Hope were much needed during this difficult time
- On peer support: “It was instant friendship.” “You’re not talking surface level.” “We share stories. We listen. We learn. We become close and connected, because we expose probably the most vulnerable time of our lives…”
- What the doctor had to say: “There’s a great benefit for an individual to be able to contact somebody else who’s struggled with the same problem.” To be able to get the perspective of another patient who can tell them about what to anticipate and also to see someone who’s been through the process, who’s had a good outcome and that there’s light at the end of the tunnel. In many instances…it improves their quality of life dramatically.”
- Dr. Steven T. Rosen, director of the Robert H. Lurie Comprehensive Cancer Center of Northwestern University
- Patient diagnosis: Glioblastoma (one of the deadliest types of brain tumors)

Source: [www.cnn.com](http://www.cnn.com), August 2012
Peer Support: Across the Spectrum of Medicine

- American Heart Association
  - Cardiac Rehabilitation Support
  - Post Stroke (with a WarmLine)

- American Cancer Society
  - Rethink cancer
  - University of California San Francisco
    http://www.ucsfhealth.org/services/peer_support_program_for_cancer_patients/index.html

- Traumatic Brain Injury
  - Operation Phoenix Recovery

- Peer for Progress: Peer Support Around the World
  - A program of the American Academy of Family Physicians Foundation

- Certified Peer Support Specialist in Behavioral Health Care
  - Peer support services are used in many settings in a majority of States
  - Peer support services are Medicaid reimbursable in 26 States
Effectiveness of using peer workers

**Increases Consumer Wellness and Decreases Cost**

- Prestigious and important organizations such as CMS, SAMSHA, the Institute of Medicine among many others have identified peer delivered services offered through a certified peer specialist as being valuable services. In addition research is showing that while increasing consumer wellness, the use of peer specialists is decreasing cost.
Better Client Outcomes and State Savings

• 1. Using peer specialists instead of traditional day treatment In 2006 the Georgia Department of Behavioral Health & Developmental Disabilities compared consumers using certified peer specialists as a part of their treatment verses consumers who received the normal services in day treatment (the control group). Consumers were randomly assigned to each group. Consumers using the services of certified peer specialists showed improvement as compared to the control group in each three outcomes over an average of 260 days between assessments in all three areas:

• Reduction of current symptoms/behaviors
• Increase in skills/abilities
• Ability to access resources/ and meet their own needs

• In comparing the costs of services, those using the certified peer specialists cost, the state on average per year $997 versus the average cost of $6491 in day treatment. That’s an average costs

• savings of $5494 per person for the state. (source: Fricks PowerPoint presentation at the SAMSHA National Mental Health Block Grant and Data Conference 2007)
Peer Workers – Peer Bridgers Effectiveness

The OptumHealth Wisconsin Peer Bridger program targeted people in one geographic area who had at least two hospitalizations on average each year. In the past year since this population received Bridger services, 54% have not been re-hospitalized.

Peer Bridger Trainer,
July 8 & 9, 2013

Peter Ashenden, Director
Consumer Affairs, OptumHealth

(source: internal OptumHealth analysis).
Thank You.

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