



Newsletter

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Welcome to the Reaching Recovery Newsletter!

We are excited to share with you the developments of the Reaching Recovery Initiative and we hope you find this newsletter to be a helpful tool. Please share with us your ideas or comments about the newsletter by emailing us. Also, help us connect to others interested in mental health recovery by sharing this newsletter with your colleagues, clients, and friends. If you know of someone who maybe interested in learning more about the collaborative, please have them subscribe to the newsletter by emailing us as reachingrecovery@mhcd.org. In addition, we continue to schedule web meetings to give others more information. If interested in a web meeting, simply email us at reachingrecovery@mhcd.org.



Boulder, Colorado Joins the Learning Collaborative!

The Mental Health Center serving Boulder and Broomfield Counties in Colorado (MHCBBC) has joined the learning collaborative! This year, MHCBBC will begin to use the Recovery Needs Level, the Recovery Marker Inventory, and the Consumer Recovery Measure throughout their whole organization. They are excited to begin collecting the data organization-wide, but even more excited to analyze and evaluate the different trends in recovery. Welcome Boulder!

England Endorses Reaching Recovery

The Reaching Recovery Initiative received a major endorsement in England by the NHS North West Commission On Mental Health Services. This Commission of eight leaders throughout Northwest England was established to review mental health services in the North West region of England. As a result, they made 12 recommendations to ensure that world-class services were being consistently provided for the people in the North West region of England. One of their 12 recommendations stated that **“We recommend the wider use by commissioners across the North West of the measures of recovery developed and in use in the Mental Health Centre of Denver, USA.”** Go to www.northwest.nhs.uk/projects/mental_health_commission/ for a full report.

How Is The Data Being Used?

As the learning collaborative continues to grow, it is vital to understand how best to use the data. The learning collaborative is not using the data to simply compare and contrast clients or clinicians, but for a greater understanding of mental health recovery. Researchers and clinicians are using the results to measure how clients are finding meaning in their lives and to transform the mental health field into a truly recovery focused system. The learning

clients or clinicians, but for a greater understanding of mental health recovery. Researchers and clinicians are using the results to measure how clients are finding meaning in their lives and to transform the mental health field into a truly recovery focused system. The learning collaborative is continually working to better understand what recovery means and how best to reach it for each individual client.

MHCD has created an on-line database where clinician's can see the results of their clients' measures and markers on easily understandable graphs and charts. Clinicians, who may be accustomed to working by intuition or by anecdotal impressions, can now easily see, through visual graphic data, their clients' paths toward recovery. The results can help a clinician confirm what they believe to be true about a client, or the results may lead a clinician to seek out a different path to take with a client based on the results.

“By using the data to inform clinical practice, it helps our mental health center focus on our mission of Enriching Lives and Minds by Focusing on Strengths and Recovery.”

**- Steve Fisher MA, LPC,
Program Manager**

The results have helped clinicians think critically and creatively on how to assist clients to move forward in their treatment. For example, a clinical team targeted employment outcomes as measures by the recovery markers. Throughout this ten month project, the team created new initiatives and dramatically increased recovery outcomes in employment and in several other domains.

To integrate the results of the measures and markers into daily practices, MHCD has also created a shortcut for physicians to access the reports directly from the electronic medical record. In meeting with a client, one physician noticed that a client had recently rated their HOPE much lower than previously in the Consumer Recovery Measure. This prompted the physician to ask additional questions he would not have asked otherwise, leading the physician to learn much more about his client's perception of her own recovery.

Through the learning collaborative, members are discussing additional ways to transform the overall delivery of service. As centers share their experiences and apply the results to their practice, systems will begin change.

Findings From The PRO Research Survey Team

The PRO (Promoting Recovery in Organizations) survey solicits feedback from consumers on specific staff in the organization to the extent to which they promote recovery for the person in recovery. MHCD has placed value in hiring a team of consumers to administer the survey and in turn, has learned a great deal from the survey team.

In 2007, MHCD surveyed a cross section of its consumers using a team of eight consumer surveyors. The surveyors were hired as hourly employees of the organization and given ID badges identifying themselves as staff on the survey team.

This team didn't know it when they signed up for the job, but there were many unexpected benefits to joining the team. During the initial stages of the survey, the eight surveyors were nervous and unsure of their capabilities. By the end of the survey process, they emerged confident and self-assured. They identified themselves as professional surveyors versus identifying themselves through their mental illness. They took ownership of their role in the survey process and were proud to tell others of their achievements. They related their increased confidence, increased hope, and increase in social support with their involvement with the survey

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The research survey team facilitated all of the logistics of the interview. For some, this was the first time they had to follow a regimen of setting up and conducting meetings. The more staff let go of tasks for the surveyors to take control, the more confident the surveyors became.

Throughout the process, the survey team got to know the front desk staff and for the first time felt that they were viewed, not as someone with a mental illness, but as a peer. They also knew that the research team valued their feedback from administering the instrument and they began to see themselves as professionals. Throughout time, the surveyors began to seek out permanent work and establish strong recovery goals for themselves. They began to see their true capabilities in the work place. MHCD has learned that their involvement with the team was associated with an increase in recovery outcomes, motivation for recovery, and support factors of employment for the majority of the participants.

“We have all found the strength to move forward in our own recovery thanks to the journey of being on the survey team.” – Member of the 2007 Survey Team

“Recovery is not flipping a switch, making a sudden decision, or choosing to take a different path. We found that recovery is a growing and maturing process.” - Member of the 2007 Survey Team

Thank you for taking the time to learn more about Reaching Recovery. Please do not hesitate to contact us for additional information and to share what your site has been doing to promote recovery.

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