

Center for Practice Innovations

Mental Health Services Council
February 8, 2013

Lisa Dixon, M.D., M.P.H.

Agenda

- Introduction to CPI
- CPI's Practice Change Model
- CPI's Initiatives
- Discussion



CPI Mission Within OMH

- **To support OMH by promoting the widespread availability of evidence-based practices to:**
 - improve mental health services,
 - ensure accountability
 - promote recovery-oriented outcomes for consumers and families
- **Serve as a key resource to OMH by spreading those practices OMH identifies as most critical**

CPI's Practice Change Model Attends to Both Outer and Inner Settings

Outer Setting – policies, regulations, and fiscal reimbursements to programs must align to support the change; State authorities must provide a clear message of importance to programs.

Inner Setting – intervention must address felt need in programs; leadership must be on board with the changes, and the program must support a culture of change; interventions have to fit into modifiable limits of program structure, workflow, and processes; resources must be allocated to the change (especially time).

Damschroder LJ, Aron DC, Keith RE, et al. Implement Sci. 2009 Aug 7;4:50. doi: 10.1186/1748-5908-4-50.

Key Inner Setting Training and Implementation Supports

- Web-based Learning Management System that hosts
 - Interactive Electronic Learning Modules
 - Webinars
 - Resource Libraries
- Face-to-face training (Regional and on-site)
- Regional and State-wide evidence-based learning collaboratives

Key Outer Setting Approaches

- Work with OMH to develop clear expectations
- Work with OMH to develop incentives

CPI's Primary Initiatives



ACT Institute
for Recovery-Based Practice



FIT Focus on Integrated Treatment
Whole Treatment. Whole Recovery. Whole Lives.



IPS Individual Placement and Support
Working with you to help you work.



WSM Wellness Self-Management
Hope. Choice. Involvement. Recovery.



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Assertive Community Treatment

- Recovery-oriented
- Community-based
- Team approach
- Transitional

ACT: Inner Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

Training: e-Modules	<ul style="list-style-type: none">• Introduction to ACT• Engagement• Treatment Planning (later this year)• Role of the peer specialist (later this year)• Stage-wise Treatment (from the FIT collection)• Motivational Interviewing (from the FIT collection)• CBT for Coping Skills and Problem Solving (from the FIT collection)
Training: face-to-face	<ul style="list-style-type: none">• 1 day of training on ACT Core Principles• 2 days of training on Person-Centered Treatment Planning
Implementation Supports	<ul style="list-style-type: none">• Learning collaborative focused on integrated treatment• Technical assistance and consultations• Occasional special topic interactive webinars (e.g., violence risk assessment)
Evaluation of Outcomes	<ul style="list-style-type: none">• Uptake and participation (through CPI's learning community)• Client outcomes (CAIRS data)• Learning collaborative performance indicator data



ACT: Outer Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

<p>Clear expectations established for programs</p>	<ul style="list-style-type: none">•Worked with OMH to develop expectations that have been communicated to all ACT teams about training requirements: modules, in-person training activities•Working with OMH to develop triggers, based on data, that lead to program-specific consultations. This approach – data driven consultations – will be communicated to ACT teams
<p>Incentives provided to programs for training, practice change, outcomes</p>	<ul style="list-style-type: none">•OMH field offices will review ACT team CPI training data and will communicate importance of this training•Possibility that OMH certification visits will review team’s CPI training records and this data will inform certification decisions•A number of ACT fidelity elements are incorporated into protocol used for OMH licensing visits

Module Clip

Focus on Integrated Treatment (FIT) for Dual Disorders

- Assertive outreach and engagement
- Screening and assessment
- Motivational interventions
- Education about mental health and substance use
- Counseling – group, individual and/or family
- Staged interventions to target an individual's stage of readiness for change
- Linkage to 12-step programs
- Long-term and comprehensive perspective
- Culturally sensitive

FIT: Inner Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

Training: e-Modules	39 modules covering: <ul style="list-style-type: none">• Screening and Assessment• Stage-wise Treatment• Motivational Interviewing• Cognitive Behavioral Therapy/Social Skills Training• Recovery and Community Support• Tobacco Dependence Treatment• Adolescents with Co-occurring Disorders• Supervision and Leadership Skills• Tobacco dependence treatment• One module focusing on working with adolescents
Training: face-to-face	
Implementation Supports	<ul style="list-style-type: none">• Monthly interactive webinars for practitioners and supervisors• Learning collaboratives for PROS, state operated clinics and ACT teams• Regular interactive teleconferences• Technical assistance and consultations as requested
Evaluation of Outcomes	<ul style="list-style-type: none">• Uptake and participation (through CPI's learning community)• Fidelity (self-report of practice behavior - learning community)• Client outcomes (CAIRS data for PROS programs)• Learning collaborative performance indicator data



FIT: Outer Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

<p>Clear expectations established for programs</p>	<ul style="list-style-type: none">• OMH identified & communicated expectations for implementation of IDDT<ul style="list-style-type: none">• PROS program regulations• Clinic standards of care• ACT program guidelines• CPI is working with OMH to establish and communicate expectations about involvement in FIT activities including completion of modules and involvement in learning collaboratives<ul style="list-style-type: none">• PROS programs – modules• Clinics -- modules• State operated clinics – modules and learning collaborative• ACT programs – modules
<p>Incentives provided to programs for training, practice change, outcomes</p>	<ul style="list-style-type: none">• Involvement in FIT is recommended by OMH licensing as corrective action for programs that are found to be doing poorly with IDDT• Completion of some FIT modules now required of all ACT team members• In August 2012, OASAS and OMH began issuing a training certificate, signed by both commissioners, to those who complete all of the FIT practitioner modules.• Clinic CQI initiative provides financial incentive to programs that complete identified CPI modules, including FIT• CME and CASAC credit for modules and other activities• PROS, ACT and Clinic programs required to offer IDDT services and OMH licensing will require corrective action if these services are not available• PROS programs are paid at a higher rate for providing IDDT services



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Program Experience: Agency I

- Inform their intake and assessment process
- Develop a dual recovery track and provide continuous oversight of the services
- Provide education and ongoing support to staff
- Offer 8 stage-wise treatment groups following evidenced-based practices
- Apply stages of treatment assessment to inform engagement strategies and group placement

Program Experience: Agency II

Created an Agency-wide Best Practice Integration Team:

- Central team within the agency
- Provides training and technical assistance
- Coordinates implementation of best practices in behavioral health and residential programs

Training

- A Clinical Supervisor from each program was selected to be the IDDT Team Leader
 - Completed Clinical Supervision FIT modules, participate in webinars
- 5-7 staff in each program were selected to be IDDT Group Leaders
 - Including social workers, peer specialists, CASAC, rehab techs
- Psychiatrists and Nurses taking FIT modules recommended for prescribers
- IDDT Group Leaders conduct training using FIT modules
 - Focus on Motivational Interviewing

Module Clip

Individual Placement and Support

- Competitive employment is the goal
- Eligibility is based on consumer choice – zero exclusion
- Consumer preferences are important
- Supported employment is integrated with treatment
- Personalized benefits counseling is provided
- Employment staff develop relationships with employers based upon consumers' job preferences
- Rapid job search -- starts soon after a consumer expresses interest in working
- Follow-along supports

IPS: Inner Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

Training: e-Modules	<ul style="list-style-type: none">• Introduction to Individual Placement and Support• Job development skills (later this year)
Training: face-to-face	<ul style="list-style-type: none">• Monthly learning collaborative activities<ul style="list-style-type: none">• On-site training• Regional training meetings
Implementation Supports	<ul style="list-style-type: none">• Monthly learning collaborative activities<ul style="list-style-type: none">• On-site technical assistance• Regional implementation support meetings• Online implementation support meetings• Guidebook (later this year)• Occasional special topic interactive webinars
Evaluation of Outcomes	<ul style="list-style-type: none">• Uptake and participation (through CPI's learning community)• Fidelity measure (self-reported by programs)• Client outcomes (CAIRS and NYESS data)• Learning collaborative performance indicator data

IPS: Outer Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

<p>Clear expectations established for programs</p>	<ul style="list-style-type: none">• OMH has identified and communicated expectations about implementation of IPS in PROS programs<ul style="list-style-type: none">• Regulations• Clarification document• CPI is working with OMH to establish and communicate expectations about involvement in CPI's IPS activities including completion of modules and involvement in learning collaboratives
<p>Incentives provided to programs for training, practice change, outcomes</p>	<ul style="list-style-type: none">• CPI is working with OMH to develop plan to provide financial incentives for programs to join CPI's IPS learning collaboratives, demonstrate fidelity, and achieve employment outcomes• PROS programs are paid at a higher rate for providing some IPS services• PROS programs are required to offer IPS services and OMH licensing will require corrective action if these services are not available



Module Clip

Wellness Self-Management

- NYS adaptation of Illness Management and Recovery (IMR)
- Curriculum based practice designed to assist adults to effectively self -manage serious mental health and related problems
- The topics covered include a number of research informed approaches that are organized into a comprehensive and coordinated set of practices
- Integrates 3 key areas:
 - Recovery
 - Mental health wellness and relapse prevention
 - Physical health

Wellness Self-Management

- Wellness Self-Management Plus (WSM+) -- focus on dual disorders (mental health and substance use)
- Both WSM and WSM+ workbooks contain 57 lessons and can be used in groups or in individual work.
- In 2010, CPI was awarded a SAMHSA Science to Service award for its work with WSM.

WSM: Inner Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

Training: e-Modules	<ul style="list-style-type: none">• Wellness Self-Management• WSM Quick Guide provides guidance about leading WSM and WSM+ groups
Training: face-to-face	
Implementation Supports	<ul style="list-style-type: none">• Downloadable WSM workbook focuses on recovery, mental health issues, physical health issues and substance use issues• WSM+ workbook focuses on the same issues with a greater emphasis on substance use issues throughout the workbook
Evaluation of Outcomes	<ul style="list-style-type: none">• Uptake and participation (through CPI's learning community)• Fidelity (self-reported and remotely observed groups for pilot programs)• Client outcomes (collected from pilot programs – group leader ratings and client self-report)

WSM: Outer Setting Strategies

Pre-Implementation, Implementation, Maintenance and Evolution

<p>Clear expectations established for programs</p>	<ul style="list-style-type: none">• Wellness Self-Management is a required service of PROS and offering WSM is one way to fulfill this requirement• Wellness Self-Management is a required service of ACT and offering WSM is one way to fulfill this requirement• Wellness Self-Management is one element of focus of the psychotherapy service in Clinic standards of care
<p>Incentives provided to programs for training, practice change, outcomes</p>	<ul style="list-style-type: none">• PROS and ACT programs are required to offer Wellness Self-Management services and OMH licensing will require corrective action if these services are not available• Clinic CQI initiative provides financial incentive to programs that complete identified CPI modules, including WSM

Additional CPI Initiatives

- First Episode of Psychosis
- Clozapine modules
- Suicide prevention modules



Planning for the Future

- Preparing programs for system transformation -- HHs and BHOs
- Data driven planning -- identifying training and support needs as well as impact of CPI's efforts
- Resources for consumers and families
- Use of focused learning collaboratives
- New module formats

Discussion

Contact Information

Lisa Dixon, M.D., M.P.H.

DixonLi@nyspi.columbia.edu



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