

The initiation and implementation of a Psychosocial Rehabilitation service

Everyone is a
genius. But if you
judge a fish on its
ability to climb a
tree, it will live its
whole life believing
that it is stupid.

-A Einstein



Groningen , September 18 2018

Presenter: Lies Korevaar

Workshop Objective

Increased understanding of:

the initiation and implementation of a PSR
service in a
Community or (Mental) Health setting

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Overview

1. Review on PSR
2. Introduction
3. Initiating a PSR service
4. Readiness team
5. Implementation quick scan
6. Implementation action plan
7. Q & A



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Review on PSR

**Who are served by
Psychosocial Rehabilitation?**

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**PEOPLE (youth, adults & elderly) WITH
DISABILITIES**

**(physical, intellectual, cognitive &
psychiatric)**

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DISABILITIES:

- **LONGTERM AND SEVERE**

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DISABILITIES:

- **THAT RESTRICTS THE PERSON IN
FULFILLING VALUED ROLES IN THE
COMMUNITY**

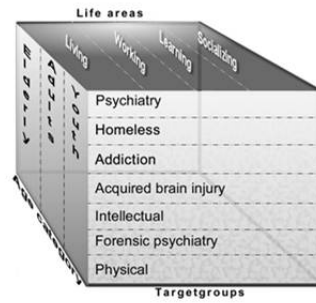
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PSR POPULATION

PEOPLE WITH LONGTERM AND SEVERE
DISABILITIES THAT RESTRICTS THEM IN
FULFILLING VALUED ROLES IN THE COMMUNITY

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Rehabilitation cube



WHAT IS
PSYCHSOCIAL REHABILITATION
(PSR)?

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Aspects of health

Prevention

Cure (ICD-10)

Clinical Rehabilitation (ICF: functions
& activities)

Social Rehabilitation (ICF: activities &
participation)

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Treatment and Rehabilitation

Focus of Traditional Treatment Focus of Rehabilitation

Mission: *Cure*

- * Minimize illness
- * Reduce anxiety and improve ego functioning

Focus: *Link Between Past & Present*

- * Patient-hood
- * Disease and pathology
- * Stabilization and maintenance

Intervention: *therapy/medication*

- * Therapist sets the goal
- * Assess symptoms and causes
- * Symptom reduction

Mission: *Improve Functioning*

- * Maximize health
- * Increase success and satisfaction in life roles

Focus: *Link between Present & Future*

- * Person-hood
- * Future goals
- * Critical skills and supports

Intervention: *Develop Skills and Supports*

- * Client chooses the goal
- * Assess and clarify need and functioning
- * Skill and support development in a preferred environment

Mission of PSR

To help people with disabilities
increase their functioning so that they can
be successful and satisfied in the
environments of their choice with the least
amount of ongoing professional
intervention

Anthony et al, 2001

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Mission of PSR

To help people with disabilities to
choose, get and keep valued roles in the
community

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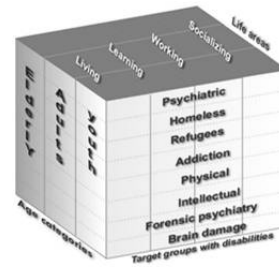
Principles of PSR

- The primary focus of PSR is improving client's capabilities
- A central focus is improving community integration of people with disabilities
- Active involvement of clients in their rehabilitation is desirable
- Hope is an essential ingredient in the practice of PSR
- The two fundamental interventions of PSR are development of client's skills and environment supports

The Recovery Process



PSR Cube



Exercise

- Identify a target group of people with disabilities
- an age group, and
- a life area in which the selected target group express needs

Questions

1. What is the program mission and its underlying principles?
2. Where is the support?
3. Who will be served?
4. Who will provide services?
5. How will services be provided?
6. How will services be evaluated?
7. How will the program be funded?

Introduction to implementation



Implementation is not easy



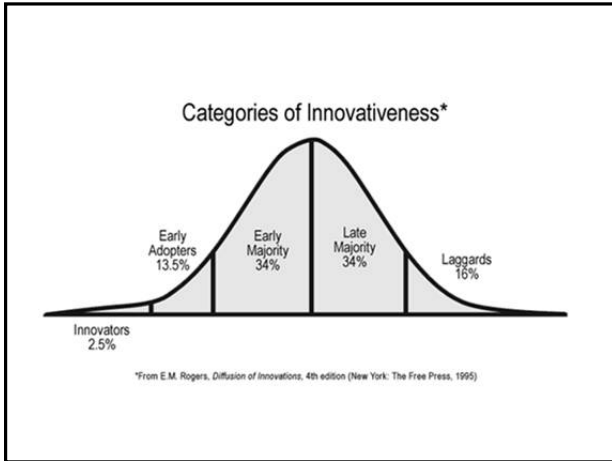
Innovation is difficult to Start and Implementate...

- Staff have been hired to do the jobs they are already doing and don't have time or energy to take on new duties
- Administrative structures of most agencies are in place for existing services
- Staff are focused on remedying deficits; difficult to adopt a perspective rebuilding strengths
- Everyone is drawn to the status quo
- Change involves taking on risks

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Readiness team





Stages of Development for Psychosocial Rehabilitation Programs

Stage	Focus
I	<ul style="list-style-type: none"> Organizing and engaging stakeholders
II	<ul style="list-style-type: none"> PSR in the context of community resources
III	<ul style="list-style-type: none"> Needs and barrier assessments
IV	<ul style="list-style-type: none"> Producing a plan for implementing psychosocial rehabilitation locally

- Principles for Successful Initiation and Implementation**
- Identify the stakeholders - those with a potential interest in solving the problem
 - Get the stakeholders involved and invested in the programme outcome
 - Identify critical ingredients (*fidelity criteria*), but encourage adaptation to local circumstances
 - Success requires use of existing resources, rather than new resources
 - Programme adopters & participants must be voluntary
 - Make the process one that can become autonomous
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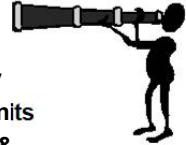
- Who Are the Stakeholders in your PSR services?**
- Consumers and consumer organizations
 - Health organizations
 - Community organizations
 - Family members and advocates
 - ?
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Exercise: Resource Assessment

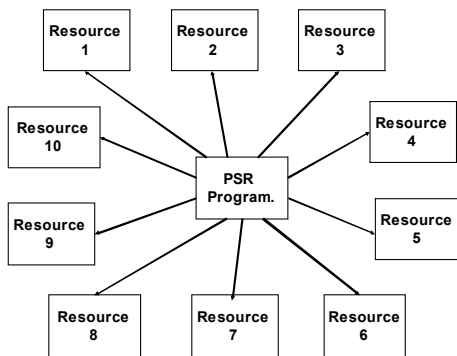
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Resource Assessments

- Identify resources needed for your PSR services
- Formal and informal resources
- Determine resource availability
- Determine linkages between units
- Recognize locations of power & influence in the community
- Focus on the POSSIBLE!



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Assessment of Community Resources

A. Resources sought for PSR services	B. How can the resources be used for planning and implementing PSR service?	C. Who can provide the resource?	D. Who has direct contact with this group/person? How will the resource be secured?	E. Date to contact potential resource for assistance

Column A:

Resources sought for PSR service

- Are there resources which we did not list?
- Have we taken into account diversity issues (e.g., ethnicity, class, gender)?
- If not, what resources should be tapped? (For example, A local church provides social services to people with disabilities in the community. Were they listed as a potential resource? If not, how can we get them involved in implementing PSR service?)

List additional resources under column A.

Column B:

How can the resources be used?

Key:

Personnel	= P	(i.e., staff, volunteers, community residents)
Space	= S	(i.e., space for meetings, space for a PSR programme, space for support groups)
Materials	= M	(i.e., food, supplies, computer equipment)
Expertise	= E	(i.e., tutors, programme planning/ implementation)
Influence	= I	(Those who have influence in the community. Does not have to be directly related to PSR)
Economic	= F	(Those who can provide financial (funds) assistance to a PSR programme)
Other	= O	(Other ways to assess resources, that were not mentioned above)

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Column C - E:

- Who can provide the resource?
- Who has contact with the resource or how can resource be secured?
- Suggestions for initiating contact When/how they will be contacted?

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Needs Assessments



- How many consumers would benefit from your PSR services?
- What should eligibility criteria be?
- Should there be exclusion criteria?
- Where will referrals come from?
- What types of PSR activities do consumers want to pursue?
- What are consumers' strengths?
- What do potential clients perceive as barriers?
- What support services will they need?
- What are system-level needs?

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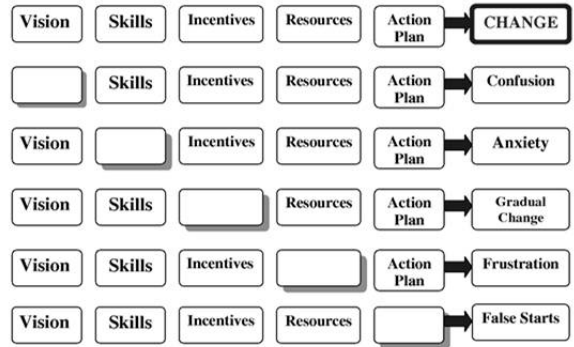
Barriers:

Identify and Address Possible Barriers by Stakeholder Perspectives

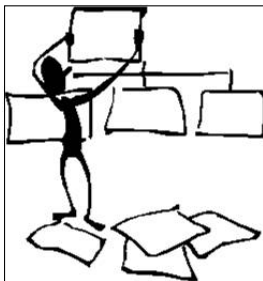


Managing Complex Change

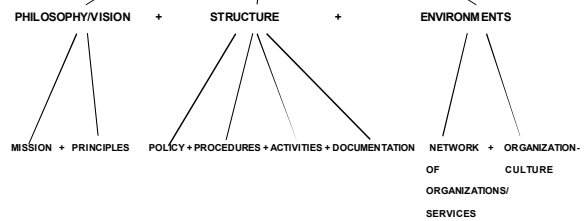
(Ambrose 1987)



Implementation quick scan



PSYCHOSOCIAL REHABILITATION PROGRAM/SERVICE DEVELOPMENT



Philosophy

Psychosocial Rehabilitation Mission Example:

Our mission is to increase the functioning of people with (serious) disabilities in our community/area so that they become successful and satisfied in the role and setting they prefer with the least amount of professional intervention possible

Principles / Key SEd Values

- **Person orientation**
- **Person involvement**
- **Self-determination**
- **Growth potential**

(Farkas, Gagne, Anthony & Chamberlin, 2002)

Structure

Policy, Procedure, Activity, Record Keeping: PSR Example

Policy

- All clients shall have the opportunity and assistance needed to make an informed choice about whether or not they wish to commit to engaging in rehabilitation now

Procedure

- In every intake interview the client is asked for his/her living, working, learning & socializing needs by the intaker

Activity

- 3 weeks scheduled for individual meetings and group sessions designed to teach clients about what rehabilitation is, help them assess themselves in relation to their interest and readiness at this moment

Record Keeping

- A Rehabilitation Readiness Profile, with a "Choosing Direction" statement from client is in each record.

(Adapted from Farkas, Gagne, Anthony & Chamberlin, submitted 2002)

Hanze University Groningen,
Research Department of
Rehabilitation

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Environments

Quality Assurance, Physical Setting and Network: PSR Program

Quality Assurance

- Monitoring program outcomes, such as living environment maintenance, include measures selected by clients (*self-determination*)

Physical Setting

- Resources and accommodations are for everyone's use, also for clients with (psychiatric) disabilities (*person orientation*)

Network

- Program links to services such as a Disability Office (Community setting) and (Mental) Health Crisis Service (H setting) (*person orientation*)

Staffing: PSR Program

Selection

Staff are hired based on their knowledge, attitudes and skills in creating a partnership relationship to PSR goals of the client (*person involvement*)

Training

Staff training includes interaction and interviews with consumers who want to return to the community (from the hospital) and clients who want to remain in the community (*growth potential*)

Supervision

Promotions, rewards and supervisor reinforcement reflects staff's ability to demonstrate PSR outcomes through PSR services as one of the important criteria (*growth potential*)

**Psychosocial Rehabilitation
Implementation Quick-Scan**

Organization: _____
 Name: _____
 Position: _____
 Date: _____

5	4	3	2	1	0			
4	3	2	1	0				
3	2	1	0					
2	1	0						
1	0							
0								
Mission	Principles	Policy	Procedures	Activities	Documentation	Network of organizations / professionals	Organizational culture	Program evaluation

Brief explanation


1. Mission: _____
 2. Principles: _____
 3. Policy: _____
 4. Procedures: _____
 5. Activities: _____
 6. Documentation: _____
 7. Network of organizations / professionals: _____
 8. Organizational culture: _____

Write separately an extended explanation! ©2009 Westwood Institute, Inc.

Implementation Action plan

- **What?** (to develop/improve)
- **Why?**
- **Who?**
- **Where?**
- **When?**

- **How?**



How will services be evaluated?

Outcome evaluation: record keeping and interviews

- Number of clients served
- Number of clients enrolled in PSR program
- Duration of client involvement
- Client attendance, activities completion
- Do client interviews reflect the program's expected outcomes?
- Do client interviews reflect the program mission and principles?

Q & A

**Thank you very much for your
attention and participation**



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Program Mission

- **Mission statement:**
- **(1) To do what (2) to whom (3) so that....**
- **The mission of supported education is to help people with severe mental illness participate in an education program so they may receive the education and training they need to achieve their learning and recovery goals and/or become gainfully employed in the job or career of their choice**

Principles

Principles:

Reflect the underlying beliefs or values from which all activities flow

Program Evaluation

- **Process evaluation**
- **Outcome evaluation**

How will services be evaluated?

Process evaluation – Fidelity Review

- Does the program and staff do what was intended to the degree expected?
- Is there on-going scheduled staff supervision: individual and group?
- Do the written policies and procedures reflect the program principles?
- Do the client/staff/community interviews reflect the implementation of the program policies and procedures?

Services in a Recovery/PSR-Oriented HS

<u>Service Category</u>	<u>Description</u>	<u>User Outcome</u>
Treatment	Alleviating symptoms and distress	Symptom relief
Crisis intervention	Controlling or resolving dangerous problems	Personal safety assured
Case management	Obtaining the services client wants and needs	Services accessed
Rehabilitation	Developing skills and support to meet goal	Role functioning
Rights protection	Advocating to uphold clients' rights	Equal opportunity
Basic support	Providing the people, places, things need for survival	Personal survival assured
Self-help	Exercising a voice and choice in one's life	Empowerment
Wellness/prevention	Promoting health lifestyles	Health status improved

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