

Family-driven Care: Setting the Standard for Practice in Colorado

Presentation to the HJR 07-1050 Behavioral
Health Joint Task Force
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New Freedom Commission Goals

In a Transformed Mental Health System ...

- ☞ Americans Understand that Mental Health Is Essential to Overall Health.
- ☞ Mental Health Care Is Consumer and Family Driven.
- ☞ Disparities in Mental Health Services Are Eliminated.
- ☞ Early Mental Health Screening, Assessment, and Referral to Services Are Common Practice.
- ☞ Excellent Mental Health Care Is Delivered and Research Is Accelerated.
- ☞ Technology Is Used to Access Mental Health Care and Information.

What Does It Take to Involve Families in Systems Change



- ☞ A safe, welcoming, and supportive environment;
- ☞ Sharing all information with everyone; and
- ☞ Resources to support family involvement such as funds for transportation, child care, and training events.



Why Involve Families, Youth, and Consumers In Systems Change?

TO GET BETTER RESULTS & TO CHANGE SYSTEMS

- ☞ Family experience should drive policy and policy drives practice.
 - ☞ Families know what works for them.
 - ☞ Family experience is holistic so families can see the whole picture not just one part of the system.
- ☞ Families, consumers, and youth have the ability to organize.
 - ☞ Families are passionate and will not give up.
 - ☞ Families have credibility.
- ☞ Family and youth comfort and buy-in are necessary for success.

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5

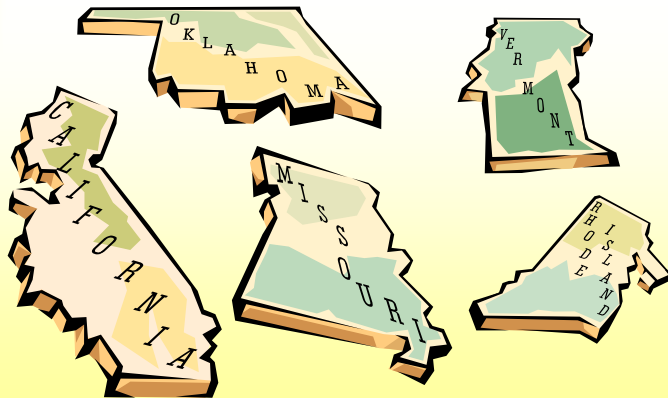
Examples of State Reform Efforts

New York	Partnership between family organization and state government.
New Jersey	Family supports organizations paired with care management organizations in each county.
Kansas	Medicaid funding supports family specialists.
Arizona	State funds a Family Involvement Center that provides training for family members and professionals

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6

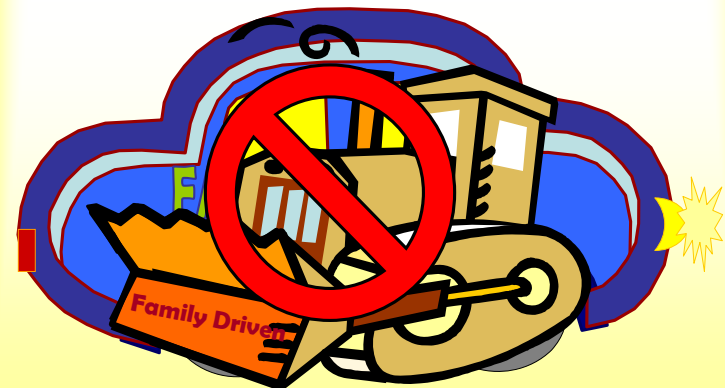
Other Legislative Efforts



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7

Which Vision?



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8

Research Base for Family-driven Care

Family involvement and family-professional partnerships are important.

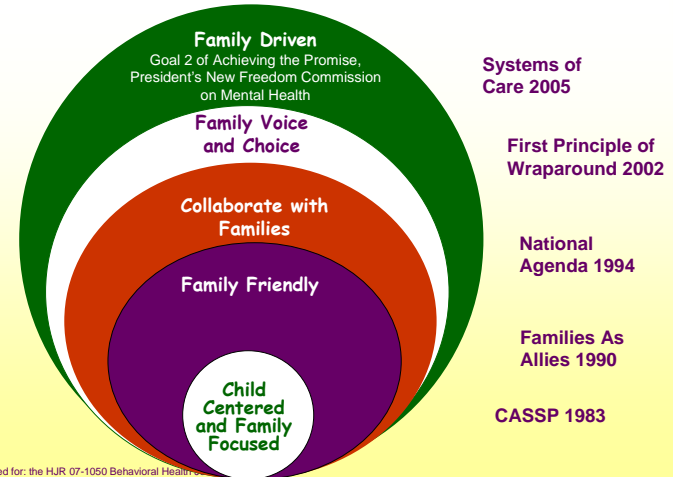
- ☞ Key to improving school and mental health outcomes and reducing disparities.
- ☞ Parental efficacy and positive attitudes toward mental health services significantly correlated with children's attendance at an initial intake appointment and a parent's assessment of his or her ability to meet an improvement goal.
- ☞ Professionally or agency-driven interactions between professionals and families can work against self-efficacy and empowerment, particularly for caregivers who already feel socially stigmatized or marginalized.

IN PRESS Gullotta, T. P. & Blau, G. (Eds.). (2007). *Family Influences on Childhood Behavior and Development: Evidence-Based Prevention and Treatment Approaches*. NY, Routledge.

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9

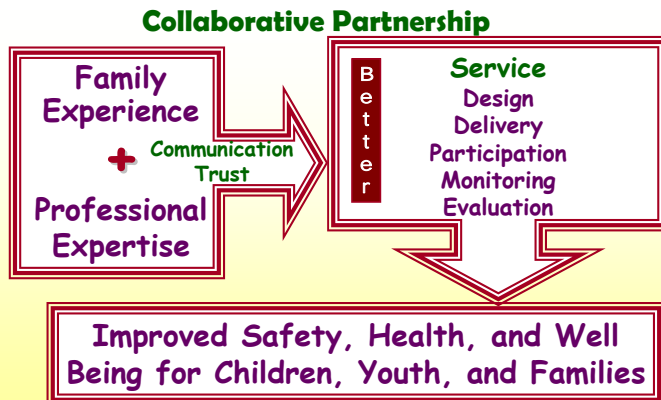
Building on Past Progress



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10

Logic Model for Family-driven Care



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11

Definition of Family-driven Care

Family-driven means families have a primary decision making role in the care of their own children as well as the policies and procedures governing care for all children in their community, state, tribe, territory and nation.

This includes:

- ☞ choosing supports, services, and providers;
- ☞ setting goals;
- ☞ designing and implementing programs;
- ☞ monitoring outcomes;
- ☞ participating in funding decisions; and
- ☞ determining the effectiveness of all efforts to promote the mental health and well being of children and youth.

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12

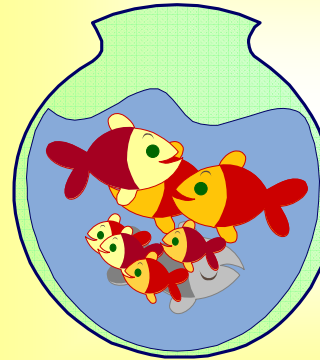
When is Practice Family-driven?

- ☞ A definition itself is not enough to transform practice.
- ☞ Communities, agencies, providers, and families need training, technical assistance, and on-going support to make the paradigm shift.
- ☞ The principles and characteristics tell more about what family-driven care looks like and what it takes to do it. (Handout)
- ☞ State and national policies must encourage, support, and sustain:
 - ☞ The conditions that are necessary for it to happen; and
 - ☞ The capacities that must exist for it to happen.

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Will This Fish Thrive?



- ☞ What is the **condition** of the water?
- ☞ What is the fish's **capacity** to live in this kind of water?
- ☞ What happens when something changes?
- ☞ Can we manage the system for better outcomes?

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14

Example of Conditions and Capacities to Support the 5th Condition

Families and youth have access to useful, usable, and understandable information and data, as well as sound professional expertise so they have good information to make decisions.

Conditions

- ☞ Accurate information is available in formats families can use.
- ☞ Families are given copies of data and reports with clear explanations.
- ☞ Professionals use commonly understood language without being condescending.
- ☞ Professionals support data-based decisions made by families.

Capacities

- ☞ Families know how to "read" data and reports and are able to use information to make choices that best meet their needs.
- ☞ Families know how to ask for information and explanations.
- ☞ Professionals know how to access and allocate funds to implement data-based decisions made by families.

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15

Making the Paradigm Shift to Consumer, Family, and Youth Driven Practice



Provider and system driven

- ✓ Source of Solutions
- ✓ Relationships
- ✓ Orientation
- ✓ Assessment
- ✓ Planning
- ✓ Access to Services
- ✓ Expectations
- ✓ Outcomes

Consumer, family, and youth driven care

Trina and David Osher. The Paradigm Shift to True Collaboration with Families
Journal of Child and Family Studies, Vol. 11, No. 1, March 2002, pp. 47-60.

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CAUTION!

This is not a joy ride.

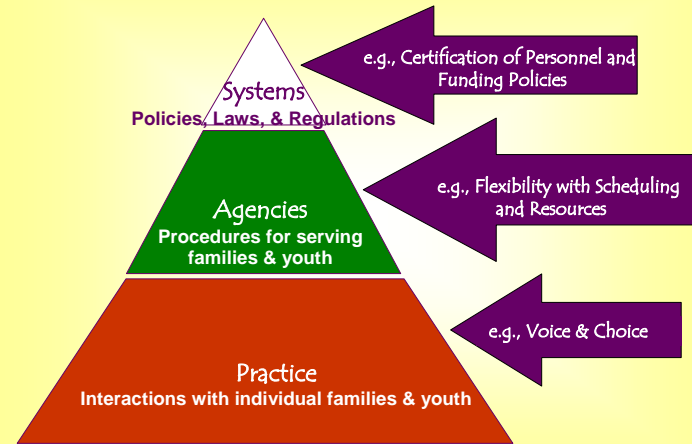
The stakes and the risks are HIGH

FOR ALL!

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17

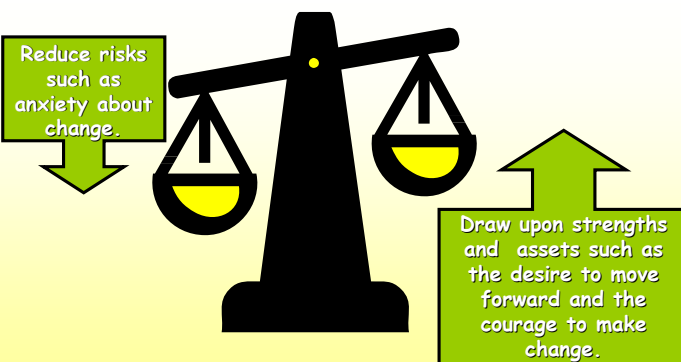
3 Leverage Points for Transformation



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18

Find the Balance



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19

Huff Osher Consulting, Inc. Strengthening Partnerships With Families

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20