



PENINSULA RSN

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: PROMOTING RECOVERY AND RESILIENCY

Policy Number: 2.21

Reference: DSHS Contract, WAC 388-865-0225, -0415, -0456

Effective Date: 9/2005

Revision Date(s): 12/2007

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Culturally Competent Services
- Policy: Provisions of State Funded Services
- Policy: Provisions of Additional State Funded Services

PURPOSE

The Peninsula Regional Support Network (PRSN) is committed to creating and supporting a mental health treatment system that focuses on supporting consumers and encouraging recovery and resiliency. We understand and promote the understanding that mental health is an essential element of overall health and that mental illnesses are conditions from which people can and do recover.

Recovery involves regaining a sense of purpose and control over one's life that overcomes, to the extent possible, limitations imposed by the illness. Recovery oriented services provide opportunities for individuals to manage their illness. Major transitions or chronic and persistent symptoms can present our consumers with opportunities to develop greater resilience.

Resilience as a therapeutic model is being developed within our system of care. Past and current programs available through our system of care create environments where individuals gain tools to maximize their ability to heal.

DEFINITIONS

Recovery means the process in which people are able to live, work, learn, and participate fully in their communities.

Resilience means the personal and community qualities that enable individuals to rebound from adversity, trauma, tragedy, threats, or other stresses, and to live productive lives.

PROCEDURE

The Peninsula Regional Support Network (PRSN) will emphasize recovery and resilience by:

1. Authorizing services for enrollees at the least restrictive level of care, appropriate to each individual's circumstances, so that enrollees can remain in their communities, functioning at the highest level possible.
2. Incorporating the vision, values and goals of rehabilitation and recovery as the guiding force behind all system policies, operations, educational opportunities and service delivery.
3. Providing a range of both traditional and innovative programs and services which address the needs of the whole person, towards the goals of wellness, rehabilitation and recovery.
4. Providing training to network providers on ways to increase recovery and resilience
5. Encouraging the use of Best Practices and Emerging Best Practices
 - Training will be provided by the PRSN in selected Best Practices and Emerging Best Practices that focus on recovery and resilience.
6. Providing mechanisms for increased consumer voice in system oversight and development
7. Emphasizing the provision of supported employment services
8. Encouraging the linkage of individuals served with formal and informal supports in the community
 - Linkages will be encouraged through training, development of policies and procedures, and through the Quality Improvement process.
9. The PRSN and the network providers evaluate the success of our commitment to recovery and resilience throughout our system through the following outcomes:
 - Each consumer/family will have a stronger sense of self, connection with

- family and community, empowerment, and hope for the future.
- Each consumer will have more ownership of his/her treatment and recovery process.
 - Each consumer will have better integration into the community through friends, family, meaningful relationships and normalized natural supports.
 - Improved living conditions through community-based living environments that are safe, comfortable and family-like.
 - Increased consumer participation in volunteer, supported and non-supported employment.
 - Greater educational achievements or achievement of educational goals.

MONITORING

This policy is mandated by statute and contract.

1. This Policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Reviews
 - Client participation in the Mental Health Systems Improvement Project client surveys
 - The PRSN QRT focus groups within each provider catchment area and community. QRT solicit feedback from clients and family members related to the system of care and their ability to achieve their personal outcomes.
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy