Behavioral Health is Essential To Health
Prevention Works
Treatment is Effective
People Recover
Fostering Buy-In Through Education and Training
(TI domains: workforce development, leadership, physical environment)

National Center for Trauma-Informed Care
Virtual Learning Network (VLN)

Session Three – March 2017
<table>
<thead>
<tr>
<th>Agenda for the call</th>
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**Theme: Fostering Buy-In Through Education and Training**

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<tr>
<th>Activity</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>Check-in &amp; Project Updates</td>
<td>Melody Riefer</td>
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<td>Follow-up Discussion on Readings</td>
<td>Leah Harris</td>
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<td>Guest Presenter</td>
<td>Adrienne Scavera, Program Director</td>
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<tr>
<td>Action Steps &amp; Wrap-up</td>
<td>Melody Riefer</td>
</tr>
</tbody>
</table>

**Profiles**

- **Adrienne Scavera, Program Director**
  Peer-Run Organization, Mental Health Association of Oregon

**Activities**

- PDSA worksheet for project work
- Submitting work for discussion
- Readings for discussion
Interactive Virtual Learning Network

- Use the Chat Box for introductions, questions and thoughts to share with your colleagues
  - Press *6 on your phone to Mute/UNmute your phone
  - We do want to limit background noise and cross-talk
- Consistent attendance is really helpful!
  - When you join the call please type into the chat
  - Who’s on the call. This is really important for teams that are sitting together and sharing a computer and phone
### Check-in & Homework Review

<table>
<thead>
<tr>
<th>Institution</th>
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<tbody>
<tr>
<td>Aspire (Albany GA)</td>
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<tr>
<td>BHD Arlington County (Arlington VA)</td>
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<tr>
<td>Chesapeake Integrated BH (Chesapeake VA)</td>
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<tr>
<td>King County (Seattle WA)</td>
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<tr>
<td>KishHealth System (DeKalb IL)</td>
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<tr>
<td>Life Link (Santa Fe NM)</td>
</tr>
<tr>
<td>Sertoma Centre (Alsip IL)</td>
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</tbody>
</table>
Program Name: King County BHRD  
Submitted by: LaTonya Rogers, Kathleen Murphy, Topher Jerome  
Date: 3/20/2017

**Your Aim:** (overall goal you wish to achieve) Trained peer specialists in King County will have access to trauma-informed/responsive peer practices training and will be provided implementation support as resources allow.

<table>
<thead>
<tr>
<th>Describe your first (or next) test of change:</th>
<th>Person responsible</th>
<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>We will have a list of trauma-informed/responsive peer trainers that express interest in this project and have the support of their employer.</td>
<td>Topher Jerome</td>
<td>Mid-April</td>
<td>BHRD-Seattle, WA</td>
</tr>
</tbody>
</table>

**P + Plan**

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<tr>
<td>(1) Contact leadership at each trained peer’s employer to assess their interest in supporting a formal training plan, (2) inquire if trained peers have interest and availability to support this effort, and (3) create a list that includes contact information and availability of each peer trainer who expresses interest and has the support of their employer.</td>
<td>Topher Jerome</td>
<td>Mid-April</td>
<td>BHRD-Seattle, WA</td>
</tr>
<tr>
<td>(consult with K.Crane before moving forward)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<th>Predict what will happen when the test is carried out</th>
<th>Measures to determine if prediction succeeds</th>
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<td>Once the peer trainer list is developed, the second test of change will begin; having a formal training plan to present to BHRD leadership for approval.</td>
<td>We will begin writing a King County trauma-informed/responsive peer practices training plan in late April/early May.</td>
</tr>
</tbody>
</table>

**D = Do** *(Describe what actually happened when you ran the test):* Click or tap here to enter text.

**S = Study** *(Describe the measured results and how they compared to the predictions):* Click or tap here to enter text.

**A = Act** *(Describe what modifications to the plan will be made for the next cycle from what you learned):* Click or tap here to enter text.
Your Aim: (overall goal you wish to achieve) To increase agency knowledge of a peer support specialist and assess readiness for utilization of this resource (changed from initial AIM statement)

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<td>Assess agency staff knowledge of peer support specialist role; provide education to agency staff on the role of a peer support specialist</td>
<td>Peer Support Specialists</td>
<td>In process</td>
<td>All Teams- Adult, Youth, Addictions, CSP, Admin, Medical Services</td>
</tr>
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P + Plan

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<td>Scheduling with team leader; Attend meeting; possible 1:1 follow-up</td>
<td>Sabrina; peer support specialist</td>
<td>In process</td>
<td>Across all teams (See above)</td>
</tr>
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Predict what will happen when the test is carried out

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<td>We will better understand staff attitudes and perceptions of peer support specialists; we will be able to determine necessary steps to increase referrals to peer support specialists</td>
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D = Do (Describe what actually happened when you ran the test): In process

S = Study (Describe the measured results and how they compared to the predictions): In process

A = Act (Describe what modifications to the plan will be made for the next cycle from what you learned): In process
**Program Name:** Arlington County Behavioral Healthcare Division (BHD)  
**Submitted by:** Lizabeth Schch  
**Date:** 2/24/2017

**Your Aim:** (overall goal you wish to achieve) In multiple phases, educate all BHD and DHS staff, clients, community partners and the community on the role and value of Certified Peer Recovery Specialists (CPRS)

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<td>Recovery Baseline Survey for the BHD Staff to include questions re: CPRS</td>
<td>L. Schuch</td>
<td>3/1/2017</td>
<td>BHD via Survey Monkey</td>
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<td>Add questions re: CPRS to the existing Recovery survey in Survey Monkey</td>
<td>VLN BHD Team</td>
<td>2/27/2017</td>
<td>BHD</td>
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**A = Act** (Describe what modifications to the plan will be made for the next cycle from what you learned): Click or tap here to enter text.
Assessments are always meant to be a learning process.

Illuminate the areas that may need more focus or preparation when looking at implementing any new practice or process.

Excellent start. >>>>>>
Verbal Reports?

- Aspire (Albany GA)
- Chesapeake Integrated BH (Chesapeake VA)
- Life Link (Santa Fe NM)
- Sertoma Centre (Alsip IL)
Follow-up on Readings

- Ten Misconceptions
  - Pgs 4-5 Provider Handbook
- SAMHSA Peer Core Competencies
Fostering Buy-In Through Education and Training
Presenter

- Adrienne Scavera (Contact: ascavera@mhaoforegon.org)
  - Program Director with a Peer-Run Organization, Mental Health Association of Oregon
  - Hailing from Portland, Oregon
  - Trainer of Peer Support Specialists (PSS)
  - Trainer of organizations/programs interested in working with PSS
  - Loves making lists
Creating Buy-In Beyond Mere Approval
Know your audience!
Ensure understanding of the issue
(e.g. Experience of mental health and addictions issues is prevalent in many places; many individuals who experience mental health or addictions challenges could strongly benefit from peer delivered services, etc.)
Provide training/resources to promote knowledge of peer delivered services roles, competencies, and research.

Two purposes:
1. Encourages buy-in;
2. Promotes success of peer support worker/integration.
Sample Training Agenda

- Introductions
- Basic Overview of Peer Support
  - History
  - Myth busting
  - What is a Peer Support Specialist?
  - Taking a closer look
- Question and Answer Period
Be an ambassador

- Be prepared
- Be authentic
- Be appreciative
- Demonstrate respect
Adaptability!

- Be open to feedback and collaboration.
- Be transparent about how feedback is utilized.
In closing:
✓ Know your audience
✓ Check for the understanding of need
✓ Provide training and resources
✓ Be an ambassador
✓ Show adaptability
DISCUSSION QUESTIONS!
Action Plan & Wrap-up

- Next Learning Network call is **April 25th**
- **Read pages 22-30** from *The Provider’s Handbook On Developing & Implementing Peer Roles*
- Complete a **PDSA Worksheet** based on our project
  - *Keep moving in small steps and scope*
  - *1 worksheet per step, action, or sub-goal*
- Submit completed PDSA Worksheet (or summary) for shared report out during the April Call no later than **noon on Wednesday, April 19th**.
What is a PDSA

- PDSA, or Plan-Do-Study-Act, is an iterative, four-stage problem-solving model used for improving a process or carrying out change.

- In applying PDSA, ask yourself three questions:
  1. What are we trying to accomplish?
  2. How will we know that a change is an improvement?
  3. What changes can we make that will result in an improvement?
PDSA

- Begin by doing, not by doing right.
- Learning
- Course correction
- Learning some more

The benefit of a learning community (that’s we are) is we can benefit from each other’s attempts, lessons, and successes.
### PDSA Cycles – Do stuff!

**PDSA Worksheet for Testing Change**

**Program Name:** Made up program, ST  
**Submitted by:** Sample Melody, Team Lead  
**Date:** 2/20/2017

**Your Aim:** (overall goal you wish to achieve) A more integrated workplace where all employee contributions and roles are valued and everyone has an opportunity for continued growth and advancement.

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<td>For the upcoming training, we will implement the new policy that all staff will attend in services, regardless of job title or job description.</td>
<td>Division HR development dept.</td>
<td>2/15/2017</td>
<td>Outpatient clinic-large group room</td>
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<td>Coordinate with training department. Send out a notice.</td>
<td>Training dept.</td>
<td>2/6/2017</td>
<td>same</td>
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<td>Attendance will increase. Greater representation across the division.</td>
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Our goal for this project…

We will increase meaningful involvement of peer workers within service delivery and leadership/management of programs by strengthening the definition and understanding of the role of peer services.

This is a priority because individuals with first person experience of recovery have a wealth of knowledge and compassion that is critical for continued improvement of the behavioral health system.

Tap into your experts!
Our next call...

- Exploring Implementation Processes
- Peer Support Competencies

Tuesday, March 28th
2:00 PM Eastern Time
(please adjust for your time zone)