Preparing the Adult Mental Health Workforce to Succeed in a Transformed System of Care

Facilitating Recovery Through Communication

Module X
NASMHPD/OTA Workforce Curriculum
Module Developed by Jorgenson
2009
Facilitating Recovery Through Communication

OBJECTIVES:
At the conclusion of this module, participants will be able to:
1. Describe several factors which facilitate communication (e.g., attitudes/values; cultural and linguistic competence; specific communication skills)
2. Describe and articulate specific examples of modeling positive values/attitudes
3. Describe examples of how cultural and linguistic competence leads to effective communication
4. List several components of active listening
Facilitating Recovery

It called for the complete inclusion of consumers and family members as providers, advocates, policymakers, and full partners in creating their own plans of care

(The President’s New Freedom Commission on Mental Health, 2003)
Effective Communication

A Building Block to Support Recovery through Peer Leadership
Factors which Facilitate Effective Communication

- Values/Attitudes (e.g., empathy, respect, kindness, compassion, promotes hope, builds self-esteem)
- Cultural and linguistic competence
- Person-first Language
- Communication skills (e.g. verbal, non-verbal, listening)
Facilitating Recovery Through Communication

Dialogue…a mutual conversation between two persons (Web)

“Most dialogues are two monologues interwoven”

(Martin Buber, paraphrased)
Attitudes/Values that Facilitate Effective Communication

- Empathy
- Respect
- Kindness
- Compassion
- Promoting Hope
- Building Self-Esteem
- Other ????
Self Reflection Exercise

Think about a real interaction with a consumer where you did not operationalize one or more of these values. Now, think about how you would conduct this same interaction in the future, fully embracing those values.
“Let me tell you how its going to be,” my doctor began.

“You will continue to take medications the rest of your life. You will probably be in and out of psychiatric hospitals several times a year. You will never work again.”

Years later, (mostly in depression) a social worker simply asked, “What are you waiting for? Maybe you should get out of bed and join the living,” he said. ”You can get better. You can be happy. It's time to start!”

Steve Harrington
Facilitating Recovery 
Through Culturally and Linguistically Competent Communication

Culture has been defined as “the shared values, traditions, norms, customs, arts, history, folklore, and institutions of a group of people”

“What we’re talking about in terms of cultural competency…is providing quality care to individuals who in the past have not received it…and when I think of quality care, that’s what we’re looking for for all Americans”

(Administrator, USDHHS)
Facilitating Recovery Through Culturally and Linguistically Competent Communication

“Cultural competence in health care describes the ability of systems to provide care to patients with diverse values, beliefs, and behaviors, including tailoring delivery to meet patients’ social, cultural, and linguistic needs”

(Betancourt, 2002)
Facilitating Recovery Through Eliminating Disparities

- **SAMHSA Effort to Eliminate Mental Health Disparities by Addressing:**
  - Acceptability
  - Affordability
  - Availability
  - Accessibility
  - Appropriateness

**VISION**

- Cultural and linguistic diversity is respected and celebrated, allowing all people to live, learn, work, play, thrive and participate fully in safe, supportive communities

*(SAMHSA, 2009)*
Moving towards Person-first Language

“The difference between the right word and the almost right word is the difference between lightning and the lightning bug” 

(Mark Twain)

Are you "myopic" or do you wear glasses?
Are you "cancerous" or do you have cancer?
Are you "freckled" or do you have freckles?
Is a person "handicapped" or "disabled" or does she have a disability label?
### Old & New Language

<table>
<thead>
<tr>
<th>OUT WITH THE OLD</th>
<th>IN WITH THE NEW (Person-first Language)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resistant families</td>
<td>Families with unmet needs</td>
</tr>
<tr>
<td>Dysfunctional families</td>
<td>Overwhelmed and underserved</td>
</tr>
<tr>
<td>Case management</td>
<td>Service coordination</td>
</tr>
<tr>
<td>We offer this.</td>
<td>What do you need? Make it up as we go</td>
</tr>
<tr>
<td>Staff a case</td>
<td>Families and professionals creating intervention plans together</td>
</tr>
<tr>
<td>The chronics</td>
<td>People with mental illnesses</td>
</tr>
<tr>
<td>Disturbed child</td>
<td>Child with emotional disturbance</td>
</tr>
<tr>
<td>The mentally ill</td>
<td>People with mental illnesses, consumers, peers</td>
</tr>
</tbody>
</table>
Facilitating Recovery
Through Non-Verbal Communication Skills
Facilitating Recovery Through Verbal Communication Skills

- Paraphrasing
- Reflective Listening
- Silence
- Clarification
- Questions

“I know that you believe you understand what you think I said, but I'm not sure you realize that what you heard is not what I meant” — Robert McCloskey
Six Parts of Active Listening (CRREVS)

**Clarifying**: When did this happen?

**Restating**: So, you would like ____. Is that right?

**Reflecting**: You seem very ____ (feelings/emotions)

**Encouraging**: Can you tell me more...

**Validating**: I appreciate your willingness to resolve this matter, or It's ok to feel ____

**Summarizing**: These seem to be the key ideas you have expressed....

(Source: unknown)
Practice Activity
Language Matters—The ADS Center Announces Name Change

Effective immediately, SAMHSA's Resource Center to Address Discrimination and Stigma has been re-named SAMHSA's Resource Center to Promote Acceptance, Dignity and, Social Inclusion Associated with Mental Health
Final Thought…

The bandage was wound around the wound
The farm was used to produce produce
We must polish the Polish furniture
He could lead if he would get the lead out
The soldier decided to desert his dessert in the desert
Since there is no time like the present, he thought it was time to present the present
When shot at, the dove dove into the bushes