

REACHING RECOVERY IMPLEMENTATION GUIDE

This document identifies key success strategies for outcome implementation. Please use this document to discuss resource implications for implementing the Reaching Recovery Tools.

KEYS TO SUCCESS

REQUIREMENTS FOR IMPLEMENTATION

AVAILABLE SUPPORT

LEADERSHIP

Strong leadership regularly communicating clear vision for a recovery & outcomes focus culture to confirm direction and build the confidence and support of all stakeholders.

Clinical Leaders and Managers need to:

- Embrace and understand the importance of using the Recovery Outcomes to improve service delivery;
- Plan the implementation process early to best inform and engage all stakeholders; and
- Identify, support, and promote outcomes champions at all levels to drive the use of the outcomes. Focus on supporting improvement and recognition for effective uptake by clinicians and teams.

The Reaching Recovery Program, at the Mental Health Center of Denver, will provide a series of trainings about the Recovery Outcomes for managers and clinical leaders. These trainings will provide an overview of the Recovery Outcomes, key implementation information, and details on how to use the outcomes clinically.

THE PROCESS

Recognize that the process of change and the phasing of implementation is critical to keeping all stakeholders engaged.

Develop a planned implementation approach for the Recovery Outcomes. This will help engage staff. The implementation process needs to follow a defined plan. All stakeholders need to know about the plan and be involved in discussing challenges. Overload may undermine efforts and engagement.

The Reaching Recovery Program will support your center's planning for the Recovery Outcomes implementation. A schedule will be developed that sets out a time line for the implementation components.

IT STRUCTURE

IT structure that is user friendly and keeps stakeholder engagement and benefits high. Demonstrate the success and utility of the measures often – i.e. shows that the data is useful at multiple levels.

The Reaching Recovery Program provides a web hosted system for data collection, scoring and reports. Centers who choose to build the data collection fields into their existing electronic medical record must take into account that appropriate technology is needed that allows 'rapid turnaround' and feedback systems that are user-friendly with easy access for all. This is a critical and important strategy for successful implementation of outcomes.

This is one of the strongest factors in both improving collection rate and data quality. The Reaching Recovery Program provides a web hosted system for data collection, scoring and reports.

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TRAINING RESOURCING

Ongoing commitment is required to support training and refreshers at all stakeholder levels. Consolidation of training development and dissemination of training resources/updates.

Centers will identify clinical trainers to undertake the Reaching Recovery Train-the-Trainer workshops. Such clinical trainers will also be champions for the Recovery Outcomes – the “go to persons” for clinicians when they have questions. They will need to be resources with time to undertake this role.

The Reaching Recovery Program will provide centers with Train-the-Trainer workshops to the identified clinicians and will maintain an ongoing support role for these clinicians. The workshops will include an overview of recovery principle, how to collect the data, and how to use the reports to drive recovery and outcomes focused practice.

QUALITY IMPORVEMENT

Recovery outcomes measurement becomes part of continuous quality improvement, leading to service improvement.

Centers can integrate the Recovery Outcomes within their clinical processes so that it becomes part of every day clinical process.

The Reaching Recovery Program will provide “lessons learned” on how to successfully develop clinical pathways for data collection and feedback reports. This will be discussed with IT development support and through train-the-trainer workshops.

OUTCOMES COORDINATION

Provide outcomes support structure to participate in on-going national learning collaborative to learn more about mental health recovery from other community mental health centers.

Centers can join a national learning collaborative to learn and share from others across the country. Centers will need to designate staff with the right mandate for the purpose of sustaining a recovery, outcomes focus and for future research.

The Reaching Recovery Program will take the lead in coordinating the learning collaborative and the use of the data.

The Reaching Recovery Program will identify and promote successful implementation, share stories and good ideas. Regular updates on progress with the Recovery Outcome implementation will be presented through web meetings.

Centers will be able to consult with Reaching Recovery Program experts regarding research, training issues and developments.

For more information please visit www.reachingrecovery.org



We would like to recognize Te Pou for their work in outstanding Outcomes Implementation (www.tepou.co.nz).