

Planning Consumer Centered Family Consultation: Consultation Beginning Fall, 2014

Family Institute for Education, Practice &
Research

and

Institute for Behavioral Healthcare
Improvement

www.nysfamilyinstitute.org

AGENDA

1. Hello and introductions
2. About the Institute for Behavioral Healthcare Improvement and the Family Institute
3. What is Consumer Centered Family Consultation (CCFC)?
4. What is a learning collaborative?
5. How to join, commitment date and method
6. Questions and answers

Consumer Centered Family Consultation

- Consumer Centered Family Consultation (CCFC) is a brief, education-based engagement and consultation service that is typically completed in one to five sessions
- It promotes collaboration among adult consumers of mental health services, members of their family or social network, and service providers to support each consumer's recovery
- The focus of CCFC is the person/consumer with a behavioral health issue (the focus is not the family or family therapy)
- There are specific shared decision-making tools embedded in the process of engaging people and their natural supports
- CCFC provides an opportunity to help prevent avoidable hospitalizations and to help facilitate linkage with outpatient services by involving people's natural supports in meaningful ways

“Missed Opportunities” When Families Are Not Engaged

- Broadening the network of people of the “team” of people who can work together to assist consumer
- Relapse prevention is typically most effective when early warning signs of relapse are identified and monitored
- Increased revenue by increasing “show rates” in outpatient settings, and when people are transitioning from more restrictive settings into outpatient settings
- Improved consumer views about treatment and their relationships with practitioners

**Families play an active role in the
lives of persons with severe
mental illnesses**

CCFC: Face-to-Face Meetings



Connect

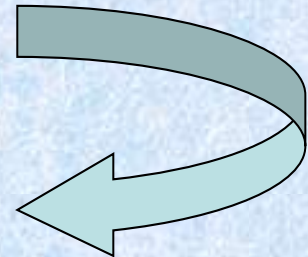
Receive Information
Supporting
Offering Hope
Empathizing

Define & Prioritize Wants & Needs

Understanding
Acknowledging
Prioritizing with All Stakeholders
Setting/Refining Goals
Managing the Agenda

Plan and/or Provide Next Steps

Education
Support
Practical Guidance
Problem-Solving
Connecting with Resources
Referring (e.g, NAMI)



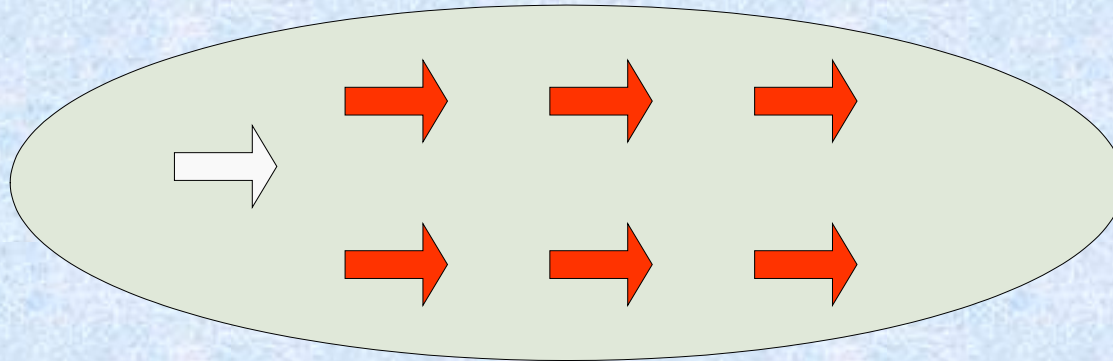
Review: What is a Learning Collaborative?

Why is it important?

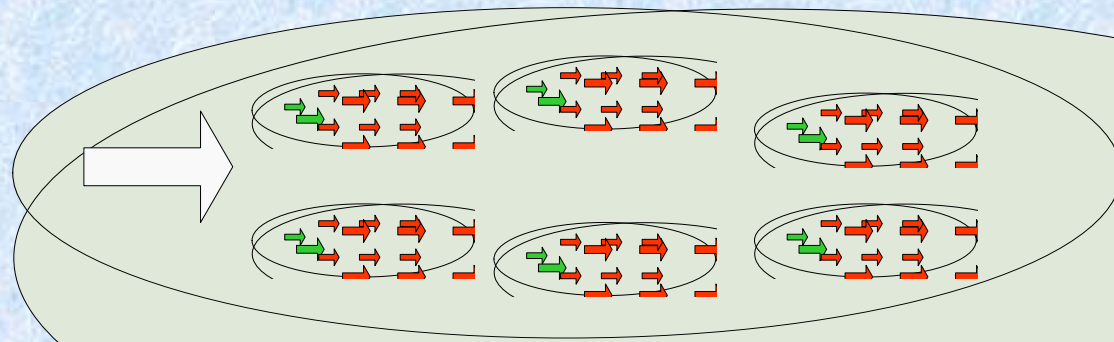
- Network of people with a common felt need to change a high priority process, function, practice or outcome
- Use of Continuous Quality Improvement methods including the use of data and information to inform decision making and assess improvements
- Emphasis on rapid, practical and sustainable improvements
- Innovation and problem solving shared with and by members: build on collective strengths of members

Sharing and Learning Together

A Change Team:



A Learning Collaborative:



Participating Programs Agree To:

- Complete and submit a formal application
- Establish a Quality Improvement Team (QIT) (consisting of program director, a supervisor or designee, and data collection person), **at least one of whom will attend each face to face, online/phone learning collaborative meeting**
- Collect and submit performance indicator data on a monthly basis
- Share implementation experiences and/or performance indicator data with other programs

Questions



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Family Institute Website

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www.nysfamilyinstitute.org

Next Steps

- Contact Peter Brown peter@ibhi.net or 518 732-7178
- Indicate interest level and stipulations, we will supply the application form(brief and user friendly)
- Respond with formal application
- Application due by May 30