

## Assessing Your Recovery IQ: Is Your Organization's Service Delivery System Recovery-Oriented?

How is your organization harnessing consumers' capacity to contribute to change? Would a recovery-oriented system of care (ROSC) bring both improved outcomes and efficiencies in your quality of care? According to B.E. Wampold's book, *The Great Psychotherapy Debate: Models, Methods and Findings*, consumer factors account for 87 percent of change achieved in behavioral health services. Meta-analytic research about mental health outcomes indicates that consumers and their participation in their own care do indeed support the adoption of a ROSC.



### Service Delivery Elements in Recovery-Oriented Care Systems

An ROSC is one in which all services and supports are based on the recognition that each person must either lead or be the central participant in his or her own recovery. The term "recovery-oriented system of care" has come to refer specifically to a subgroup of interventions focused on enhancing a person's ability and resources to manage his or her own behavioral health condition(s) and/or increase his or her participation in community activities of his or her own choice. While traditional behavioral health care system services are directed by professionals in support of individuals and their families, ROSC and supports are often provided by people who are in recovery themselves, but do not need to be exclusively. The key factor in all ROSC is the focus on peer involvement and engagement of consumers in their own decision-making and care, and the ability to participate in the community increases the consumer's quality of life.

ROSCs are endorsed on a state level and all indications show an increase in credentialing efforts from both the consumers and providers. The training and credentialing is typically called "peer support-specific training" to include peer recovery, wellness recovery action plans (WRAPs) and peer vocational training. All over the U.S., mental health consumers have jumped ahead of the provider sector and are creating self-help groups to provide peer-run and consumer driven services. Models of peer support services are emerging that enable participants in recovery to meet service needs identified by people and sustaining recovery.

### The Challenge for Provider Organizations

Providers need to avoid the mistake of the past — which involved developing parallel services — and bring the consumer service and provider service together into a recovery-oriented system of care. The challenge for providers is to:

- Assess your organizational "readiness" for implementing a recovery-oriented care system
- Educate your staff on the ROSC principles and service offerings
- Embrace the shared responsibility for the development of a ROSC
- Recruit consumer and advocacy groups for partnering of ROSC development

Organizational readiness is based on knowledge of recovery and the implications for the traditional behavioral health field. Typically this requires educating professional staff, families, funders and consumers. The expectations and opportunities are a 'grand canyon' apart. Providers will need to solicit partnerships with consumer groups to develop a strong recover-oriented care system. There are plenty of partners in the field; if there are not, the environment (consumer, payer, and provider) is ready to take on the task of building its own system of care.

Help in both funding and technical assistance is on the way. SAMSA is advocating, financing models, monitoring, and setting a path for providers and consumers alike. Advocacy organizations like Mental Health America and the National Alliance for the Mentally Ill have numerous initiatives, leadership training for consumer groups, and "start up" infrastructure development. The International Center for Clubhouse development is a great example of a long-standing consumer/provider partnership. It represents one such model and oversees certification of clubhouses that follow the "Clubhouse Model" pioneered by Fountain House in New York City.

In the next installment of "Tracking the Consumer Revolution," I will focus on the 'state of the nation' in ROSC development and discuss your organization's readiness factor for implementing a ROSC.

<b><i>Traditional Services</i></b>	<b><i>Recovery-Oriented Services</i></b>
Crisis response	Wellness Recovery Action Plan—Education, training, and facilitation
Psychiatric assessment & diagnosis	Consumer peer support specialist case management
Other emergency services	Consumer peer support vocational rehabilitation certification
Psychological Evaluations	Peer-run day drop-in center
Acute inpatient hospitalization	Peer-run day treatment
Residential crisis stabilization	Peer-run residential crisis stabilization
Outpatient individual & group treatment	Family-to-family support
Case management	In your own voice—Speaker bureau
Medication management	Peer-to-peer—Education and mutual support group
Residential group home	Individual development accounts —Tenant and homeowner opportunities
Telepsychiatry	Motivational interviewing groups
Day treatment	Therapeutic living communities
Vocational rehabilitation	Work force cooperatives / Micro-enterprises
Co-occurring treatment	Community volunteer organizations
Homeless case management	Recovery coaches/guides/sponsors/mentors
Specialized treatment approaches	Consumer peer support attendant services
Trauma intervention	Outreach and engagement
<b>Total:</b>	<b>Total:</b>

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