A Positive Strength- based Approach to Care Coordination
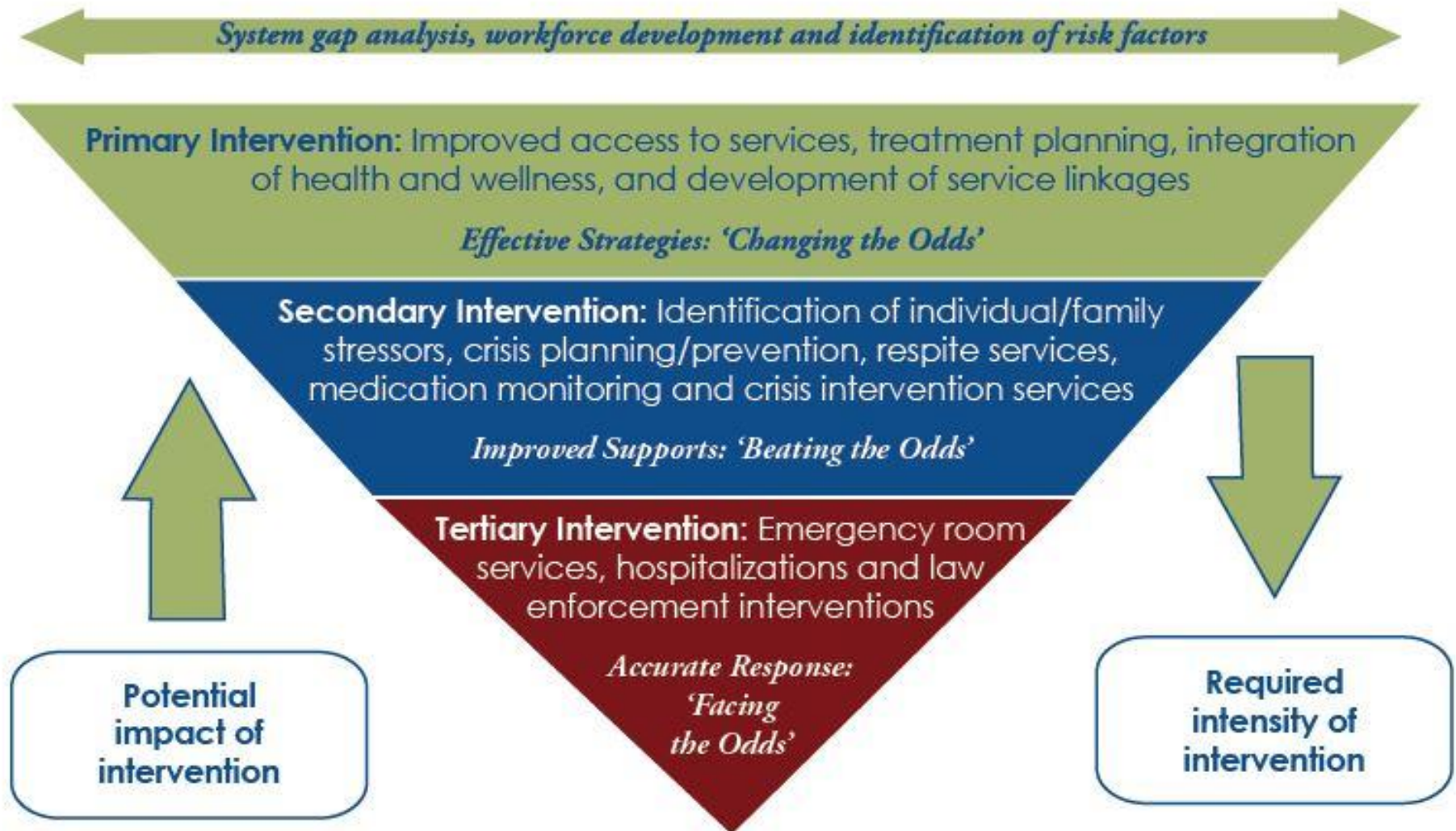
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Health home defined in section 2703 of the Affordable Care Act (2013)

a) Shift from episodic acute care to health management

b) Coordinated care for individuals with multiple/chronic conditions including mental health and substance use

c) Team based clinical approach includes service users, family members, and providers

d) Linkages to community supports and resources enhances integration of primary and mental health care

e) Promote Innovations that support and test this approach

Public Health Model & START: Numbers Benefitting from Intervention

System gap analysis, workforce development and identification of risk factors

Primary Intervention: Improved access to services, treatment planning, integration of health and wellness, and development of service linkages

Effective Strategies: 'Changing the Odds'

Secondary Intervention: Identification of individual/family stressors, crisis planning/prevention, respite services, medication monitoring and crisis intervention services

Improved Supports: 'Beating the Odds'

Tertiary Intervention: Emergency room services, hospitalizations and law enforcement interventions

Accurate Response: 'Facing the Odds'

Potential impact of intervention

Required intensity of intervention

Things do not change: we change

"The world as we created it is a process of our thinking. It cannot be changed without changing our thinking."

~ Einstein

Positive psychology

- Shift in perception reframe and refocus

- There is more than one way to view a situation

- Optimism can be taught

- If you practice these skills you will be more effective in all elements in your life

- If you use these practices with teams, it will have an impact on everyone connected to you

START with Positive Thinking

- We have a choice about how we view something
- We can change how we as a group think and feel about what we see
- We can cultivate sustainable positive feelings about ourselves and our network
- We can create and inspire that in others through this approach

Why a Positive Psychology approach?

- "We believe that persons who carry even the weightiest psychological burdens care about much more in their lives than just the relief of their suffering. Troubled persons want more satisfaction, contentment, and joy, not just less sadness and worry."

Duckworth, Steen, & Seligman, 2005

What are (Character) Strengths?

- The psychological ingredients for displaying human goodness

- They serve as pathways for developing a life of greater virtue.

- While personality is the summary of our entire psychological makeup, character strengths are the positive components— what's best in you.

Why do we care?

- These characteristics make us feel happy, capable and engaged
- Knowing ours helps us identify the strengths in others
- Knowing ours and others helps us foster these strengths and live a life of meaning and purpose

Developing strengths can help you

- Be happier

- Have better relationships

- Improve your health

- Boost performance

- Accomplish goals

Conceptualization of Happiness*

- Pleasure

- Engagement

- Meaning

*Duckworth, Steen, & Seligman, 2005

Signature Strengths

- Reliance on character strengths especially signature strengths fosters the ability for you to practice a different way of thinking

- The latest research on the effects of positive psychology approach combined with CBT (cognitive restructuring)

- These are the practices we use at START in our Resource Centers

- Knowing your own strengths helps you to recognize those in others

Intro to Character Strengths

- THE SCIENCE OF CHARACTER / VIA Institute video:

- https://www.youtube.com/watch?v=BdQRECe37K0

Each one of us can make a difference

Knowing your own character strengths and virtues

Universal Strengths

- 24 strengths have been identified under the virtues
- Identified through extensive research: 0.80 correlation among several nations on most often endorsed strengths
- Universal across all aspects of life:
  - Work
  - School
  - Family
  - Friends
  - Community

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6 Virtues: 24 Character Strengths

- Wisdom & knowledge
- Courage
- Humanity
- Justice
- Temperance
- Transcendence

Wisdom & Knowledge

- Cognitive strengths that entail the acquisition and use of knowledge:
  - o Creativity
  - o Curiosity
  - o Judgment
  - o Love of learning
  - o Perspective (wisdom)

Courage

- Emotional strengths that involve the exercise of will to accomplish goals in the face of opposition, external or internal
    - Bravery (valor)
    - Perseverance (persistence, industriousness)
    - Honesty (authenticity, integrity)
    - Zest (vitality, enthusiasm, vigor, energy)

Humanity

- Interpersonal strengths that involved tending and befriending others
  - o Love
  - o Kindness (generosity, nurturance, care, compassion)
  - o Social intelligence (emotional intelligence, personal intelligence)

Justice

- Civic strengths that underlie healthy community life
  - Teamwork (citizenship, social responsibility, loyalty)
  - Fairness
  - Leadership

Temperance

- Strengths that protect against excess
  - Forgiveness
  - Humility
  - Prudence
  - Self-regulation

Transcendence

- Appreciation of Beauty and Excellence (awe, wonder)

- Gratitude

- Hope (optimism, future-mindedness)

- Humor (playfulness)

- Spirituality (faith, purpose)

Assessment of Character Strengths

- VIA Survey is a psychometrically validated personality test that measures an individual's character strengths

- http://www.viacharacter.org/Survey/Account/Register

Incorporating Strength Assessment into Practice

- Review handout
- Each report their top 5 strengths that resonate for the
- Identify ways to build on strengths at work with teams
- Measure your progress toward building on strengths
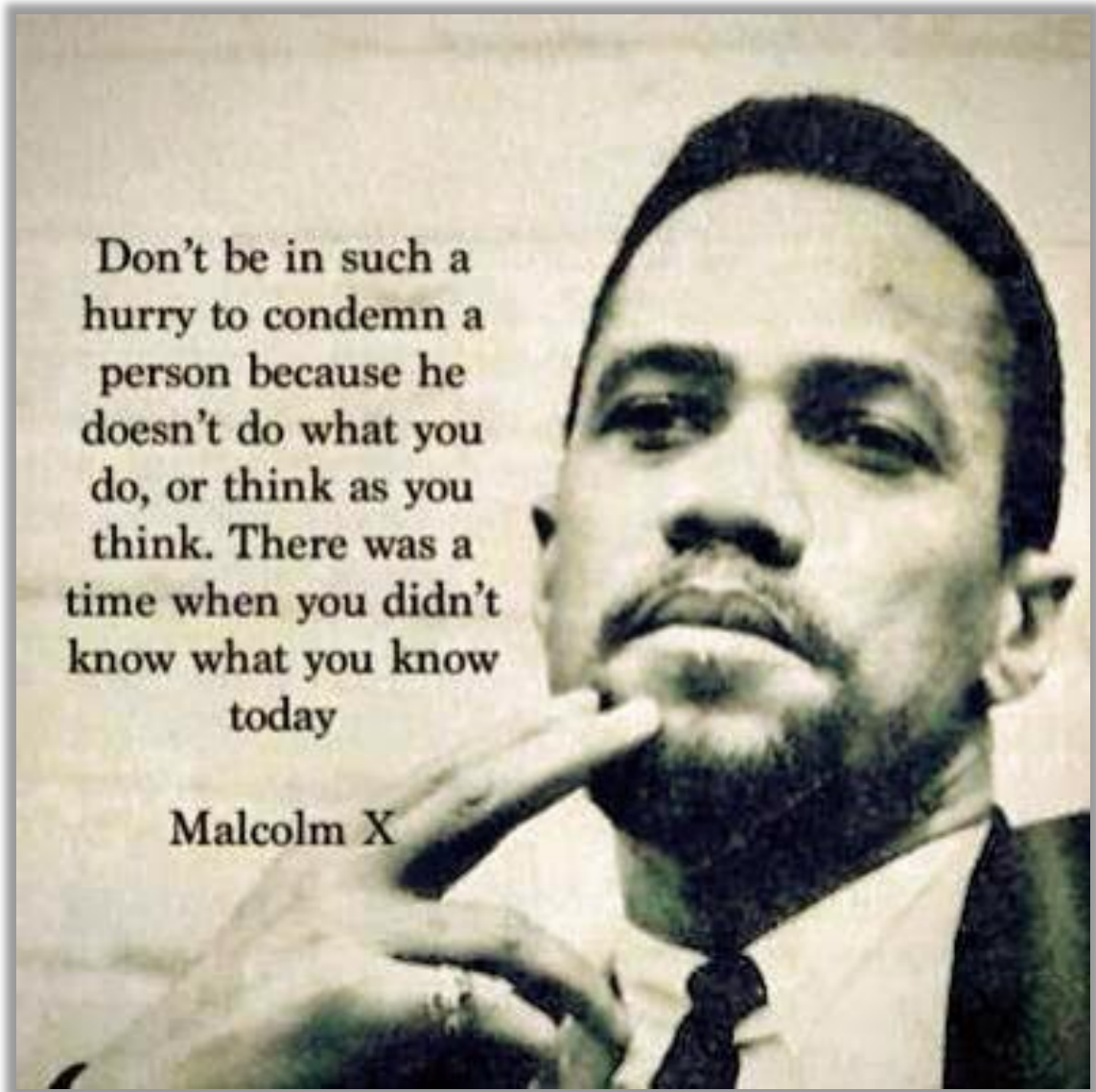
Incorporating Strength Assessment into Practice

- Work toward identifying strengths in clients, teams/systems with whom you work

- Incorporate identified strengths into service goals

- Incorporate into work with teams, reframing, and helping the team build on the person's strengths

- Use strengths focus client activities around identification of and building on character strengths

Something to remember and share

- Strengths "of the heart"-- zest, gratitude, hope, and love-- are more robustly associated with life satisfaction than the more cerebral strengths such as curiosity and love of learning (Park, Peterson, & Seligman, 2004)

Via Institute list of Virtues(based on the research of Seligman and others):

- **Wisdom:** cognitive strengths that entail the acquisition and use of knowledge

- **Courage:** emotional strengths that involve the exercise of will to accomplish goals in the face of opposition, both internal and external

- **Humanity:** interpersonal strengths that involve tending and befriending others

- **Justice:** civic strengths that underlie healthy community life

- **Temperance:** strengths that protect against excess

- **Transcendence:** forge connections to the universe and provide meaning

Don't be in such a hurry to condemn a person because he doesn't do what you do, or think as you think. There was a time when you didn't know what you know today

Malcolm X

The STRENGTH* Model working with teams

	Main Theme	Operating Principles	Response to Problems
S	Solution focused	Join with system toward common understanding of new possibilities	Crisis saturated dialogue is diminished
T	Trajectory Preview	Proactive strategic planning solutions based	Immediate problems transcended. Hope is instilled
R	Resource Development	Access resources that will promote successful outcomes	Support systems are mobilized to help overcome problems
E	Exceptions Analysis	Discover what has helped in the past and build on those skills and circumstances	Problems are reframed as not always happening
N	Noticing Positives	Notice what is already good and getting better	Success and positive overshadow focus on problems and deficits
G	Goal-Setting	Set short term goals that result in quick solutions, and long term sustainable goals based on emerging strengths	Problems are managed through enhanced capacity of the system with careful planning
T	Tenacity Review	Monitor and document successes in the system moving forward	Resilience in the network helps to overcome obstacles
H	Human-Capacity Development	Identify and build on competence and potential within the person, natural support, care providers and stakeholders	Crises are no longer the primary narrative

*Based on the STRENGTH Model (O'Connell, 1998)

The STRENGTH* of working with teams

Solution-Focused Checklist

- Is the dialogue in meetings focused on new strategies more than old problems?
- Are the caregivers replacing stories of inadequacy and failure to help with narratives of creativity and competence?
- Are components of the original problem now viewed as problems with the tools to address them?
- Is the tone for intervention infused with a possibility for improvement?
- Has the team identified more recent problems that are now more easily solvable?
- As a team are you striking a good balance between strategic thinking and empathic understanding of both the service recipient and of each other?

The STRENGTH* of Working with teams

Trajectory Preview checklist

- Are planning meetings primarily future focused?
- Have participants plainly articulated a new positive vision?
- Does the team as a whole have new tools to problem-solve?
- Have problems been reframed in a way that makes successful action possible?
- Have members of the system including the individual being supported identified new, specific, more adaptive behaviors and attitudes?
- Is the direction of the imagined changes likely to improve the situation?
- As a Care Coordinator, have you helped the caregivers and providers map out a broad vision of desired outcomes that can lead to concrete action plans?

The STRENGTH* of Working with teams

<u>R</u>esource Development Checklist

- Is the team developing a more resourceful mindset (more tools based on a reframing of needs)?

- Does the team and the individual view the client and caregivers as having unused character strengths, reserves or potential?

- Has there been a shift to engaging with more natural supports?

- Is there improved and timely access to existing resources?

- Is the client engaged in new skill development and positive life experiences?

- As a Care Coordinator are you sharing helpful information and training on an ongoing basis to help move things forward?

The STRENGTH* of Working with teams

Exceptions Analysis Checklist

- Has the system viewed the history of successes as important predictors of what might help in the future?

- Has the system begun to break the cycle of inevitability of problems with knowledge that things can and have worked differently?

- Is the history of what has worked been interpreted and understood to help plan to address current problems more proactively?

- Has an action plan been developed to incorporate what has been learned from positive history to move forward into the future?

The STRENGTH* of Working with teams

<u>N</u>oticing Positives Checklist

- Do you check in about what is working and going well in every meeting?

- Are successes for the client part of the narrative?

- Is there a change in the system from a tendency to blame or complain to interpret and reframe?

- Does every member of the system have a role in the positive outcomes?

- Are people reporting in on what they have achieved and what the client has?

- Is the team self-monitoring to insure that we continue to learn from what works going forward?

The STRENGTH* of Working with teams

Goal-Setting Checklist

- Does every meeting contain achievable goals that are meaningful for all participants?
- Does the Service Plan include achievable and meaningful goals for everyone?

Goals should:

1. Begin with something different
2. Be achievable within the established timeframe
3. Be small enough to manage
4. Be important to those setting the goal
5. Be challenging enough to make a difference
6. Be beneficial to the person
7. Be driven by the system with the person centered thinking in mind
8. Be concrete and memorable
9. Have a clear understanding of risks and benefits

The STRENGTH* of Working with teams

Tenacity checklist

- During meetings are difficulties reframed to help with present and future problem solving?
- Is the person reported to be doing better overall?
- Is the team feeling more resilient and using virtues within the system in handling problems when they arise?
- Is the view of the person more positive and functional?
- Can the team diffuse the person's problems form their identity?
- As a Care Coordinator have you helped the team see their progress in this area over time?
- When problem solving, does the system report more self-efficacy on the part of the client and in their role overtime?

The STRENGTH* of Working with teams

Human Capacity

- Is the team actively engaged in using and identifying their assets?
- Is the client viewed by the team for his or her assets? Are they being discussed and encouraged by the system?
- Is the client encouraged to develop broader social experiences and natural supports?
- Have the use of character strengths improved over time as a part of the experience?
- Have people received, training, technical support and encouragement to use their assets and build upon them?
- As a Care Coordinator are you including discussion of assets within the system and the client in every meeting to keep this important focus overtime?

DO THE BEST YOU CAN UNTIL YOU KNOW BETTER. THEN, WHEN YOU KNOW BETTER, DO BETTER.

MAYA ANGELOU
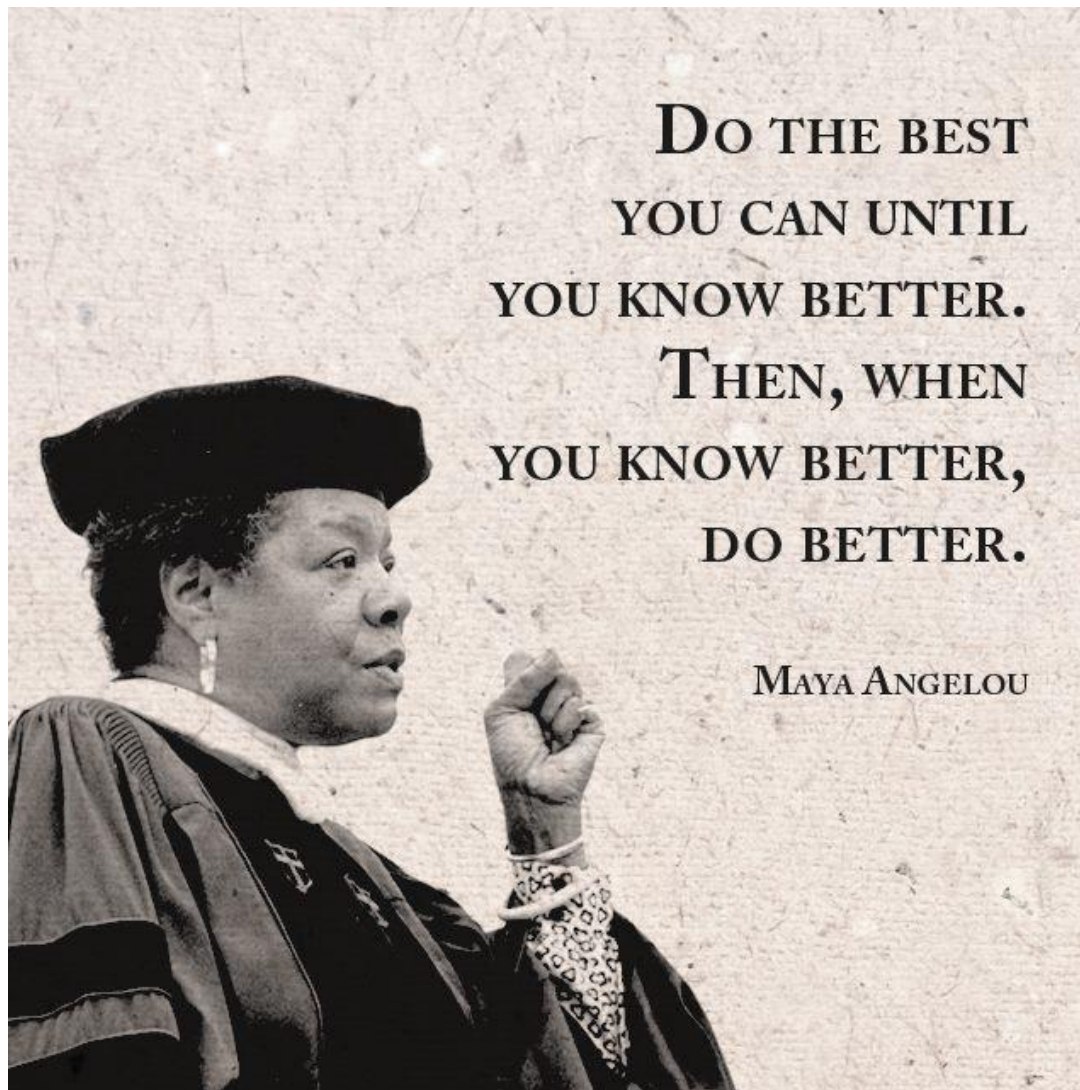
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