

# Director Introduction Slides

# Leading NAVIGATE Meetings

# Your Role

- Help people stay on the agenda and move through the patient list in a thorough but timely way
- Get input from whole team (that is, from each team member)
- Use shared decision making model for working with patients and with the team
- Maintain team spirit and morale
- Maintain recovery and resiliency atmosphere

The Director role may and will look different than how it has been written for NAVIGATE – it remains the only role with the potential for variability

# Meeting Agenda in the Early Phase of Adopting NAVIGATE

- Start with eliciting examples of positive things happening in the process of beginning implementation of NAVIGATE
- Update on any action items from previous meeting
- Brief update on outreach, recruitment, and enrollment
- Team members share progress on learning IRT, Family, and SEE interventions, and on practicing the skills they are learning
- Identify and provide any additional knowledge needed by team members

# NAVIGATE Team Meeting Agenda for Later Phase

- Start with eliciting examples of positive things happenings with patients and families
- Update on any action items from previous meeting
- Update on recruitment and enrollment
- Review of patient list, with reports from each intervention (consider an excel sheet for this)

# NAVIGATE Team Meeting Agenda for Later Phase

- Identify next steps for working with patients, including who may be ready for less intensive services
- Reminder of upcoming meetings (new patient orientation, treatment planning, etc.)

# Team Meetings: Opportunity for Education

- Be alert for topics that team members are struggling with (i.e., individuals with substance use, families who are difficult to engage, individuals who have low insight)
- Reserve time during the team meeting to cover basic information on the topics, including identifying strategies the team can use
- Provide articles and book chapters for these topics
- If relevant, invite guest speakers to provide education

# Engagement

# Review of How to Engage the patient and Family:

- Director is the first and primary point of contact for patient and family
- Prepare patients and family: if meeting at the office, describe setting, make sure they have good directions, say a little about goal of meeting
- Meet, introduce, and explain your role in NAVIGATE
- Begin to develop rapport

# Ways to Engage in First Meeting

- Ask about their primary concerns, see if you can do something to help right away
- Discuss previous experience with mental health services
- Describe the program and how it may be useful to address problems patient has been experiencing
- Emphasize recovery and hopefulness for the future
- Discuss the patient's current activities, plans and aspirations for the future
- Introduce to team members during first visit if possible

# Ways to Engage Throughout Treatment

- Expect (don't be surprised) that engagement is an ongoing process
- Always keep in mind the patient's goals and aspirations, and work on helping him or her achieve them
- Make connection between patient's goals and engagement in NAVIGATE services
- Be mindful of which team member has best relationship/rapport with patient
- Use that relationship to connect to increase engagement, and to help connect to other team members
- Sometimes team member with best relationship can "pass on" that rapport to another team member and/or provide a piece of what that team member does

# Supervision

# Using Principles of Strengths-Based Supervision

Charlie Rapp, U of Kansas model is recommended

- Identify success(es) at beginning of supervision
- Identify challenge(s)
- Supervisee describes what she or he already tried
- Together brainstorm solutions/strategies (no judging at this point)
- Supervisee chooses one to three solutions/strategies to try this week (role play if indicated)
- Next week (or week after) follow up and evaluate impact of solution/strategy tried
- Determine next steps

# Supervising/Supporting IRT

- Gradually read IRT manual, become familiar with modules and the IRT videos
- When supervising the IRT team members
  - Review all IRT cases, progress towards goals
  - Do a check-in
  - Address challenging cases, using strengths-based problem-solving principles

# Maintaining Team Morale

- Identify successes at every meeting and use joint problem-solving approach
- Provide education and information in difficult areas (i.e., substance abuse, homelessness, age-related challenges for patients, strategies for working with teens and young adults, working with persons of different cultures).
- Bring in experts to help give team strategies and tips/suggest articles
- Take advantage of pre-existing structure for offering in-services and grand grounds, give suggestions for topics to committees

# Monitoring and Maintaining NAVIGATE Services

# Monitoring Patient Outcomes

## Consider collecting the following measures:

- Hospitalizations, ER visits
- Homelessness
- Incarceration, legal involvement
- Employment (days of paid employment)
- School enrollment (days of school attended)
- Frequency of prescriber visits
- Frequency of IRT, SEE, Family Visits

# Monitoring NAVIGATE Activities

## Consider measuring the following:

- Number of outreach/education visits and phone calls
- Number of patients referred from each referral source (and how many meet criteria)
- Number of weekly NAVIGATE team meetings held
- Number of patients and families who have been engaged in services
- patient and family satisfaction
- Length of time patients are involved in NAVIGATE services

# Meeting Regularly with Agency Director or CEO

- Keep the director or CEO up to date about NAVIGATE: successes and challenges
- Schedule regular meetings, such as monthly
- Share outcomes that you are monitoring
- Ask her/him to help with challenges and/or obstacles that the program encounters

# Dealing with Staff Turnover

- Be prepared that there will be changes in staff while you are director
- The handbook and resources are available for IRT, SEE, and Family for how to get new staff familiar with their role
- When there are unavoidable gaps in filling position, make plans with team about how to make sure patients still get services (i.e. other team members can help patients with SEE while position is being filled).

# Continuing Outreach, Education, and Recruitment

- Always important to keep a flow of referrals coming to the program
- Outreach, education, and recruitment are ongoing: make them part of your regular schedule
- Follow up on referrals, continue to call and meet with those who refer
- Celebrate with your team when milestones are achieved (i.e. 25<sup>th</sup> referral received)