



UPMC

University of Pittsburgh
Medical Center

The Recovery Process: The Individual and Family Perspective Module 2

*UPMC Western Psychiatric Hospital,
Office of Educational Resources and
Planning*



*Basic Case Management Training
Module 2*

The Recovery Process: The Individual and Family Perspective

This section will describe the experience of serious mental illness from the family and individuals' point of view.

This is communicated with firsthand accounts from families and individuals who relate their personal experiences with mental illness and the recovery process.

Objectives

Upon completion of this session participants should be able to:

- Discuss the relationship between the case manager and family
- Discuss recovery from an individual's perspective

Mental Illness: The Family's Story

- The importance of involving families in the case management process will be highlighted in the videotape “NAMI Family to Family Tribute Video” (<https://www.bing.com/videos/search?q=nami+family+to+family+tribute+video&view=detail&mid=1D61FBDB3CB3EAA54A001D61FBDB3CB3EAA54A00&FORM=VIRE>)
- This video provides a brief introduction to the family education program offered to families who have a loved one with mental illness.
- The interviews in this video demonstrate the heartbreaks, stigmas, and ignorance that can accompany mental illness as well as the encouragement and support to families brought by involvement with NAMI.

Recovery

The following are excerpts taken from the Allegheny County Coalition for Recovery Educational Tool Kit – 2012:

<http://coalitionforrecovery.org/Documents/ACCR/accr-education-tool-kit.pdf>

Universality of Recovery Principles:

<http://coalitionforrecovery.org/Documents/ACCR/Universality%20of%20Recovery%20Principles%20 2 .pdf>

Words Matter: A Guide for Using Person-First Language:

http://coalitionforrecovery.org/wordpress/wp-content/uploads/2016/04/ACCR-Words-Matter.-A-Guide-for-Using-Person_First-Language.pdf

Rationale/Overview

- People with mental illness and/or addictive disease can and do recover
- Recovery is a process of growth that involves changing one's attitudes and beliefs, developing new skills, taking on new roles, and developing and sustaining hope
- It is a way of living a satisfying, hopeful and productive life beyond the limitations that may be caused by disease or disability

Rationale/Overview (Continued)

While the journey of recovery is different for each person, experiences that facilitate success include:

- developing strong relationships with caring, encouraging and hopeful people
- determination
- self-monitoring and self-management
- stress management
- vocational activity and schooling
- developing a sense of meaning and purpose
- knowledge and acceptance of disabilities
- self-help and peer support

Philosophy of Recovery

- Successful recovery does not change the fact that the illness has occurred or that effects of a disease may still be present.
- It does, however, mean that one finds ways to set a course and move on, and to develop new dreams and make them come true.

Principles And Practice Of Recovery - Introduction

- The concept of recovery has received extensive attention in the field of physical illness and disability, and also addictions.
- For many people who have severe and persistent forms of behavioral health disorders, however, recovery is still an emerging concept.

Principles of Recovery (Continued)

- While it has not yet been widely incorporated into either treatment practices or research of mental illness, discussions of recovery are increasingly found in writings of persons who are themselves in the process of the recovery journey.
- Recovery is described as a deeply personal process that involves changing one's attitudes and beliefs, developing new skills and taking on new roles

Principles of Recovery (Continued)

- It is a way of living a satisfying, hopeful and productive life in spite of the limitations caused by disability.
- While the course of recovery is highly individual and is different for each person, there are certain experiences that people consistently describe as critical to the success of their recovery.

Principles of Recovery (Continued)

These experiences include strong relationships with caring helpers who emphasize encouragement and hope, determination, self monitoring, stress management, understanding the role of medications, vocational activity and schooling, spirituality, knowledge and acceptance of disability, self-help and peer support, and relationships with significant others.

Key Characteristics of a Recovery Philosophy

For the person with a behavioral health disorder, recovery means (please see following eight slides):

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

1. The Reawakening of Hope

- A period of despair often follows the diagnosis of behavioral health disorders and the negative expectations and stereotypes that accompany them.
- As hope is re-awakened, people come to accept their feelings and come to understand the potential for growth arising from their experiences.
- They come to realize that hopes and dreams can be pursued and achieved.

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

2. Achieving Understanding And Acceptance

- Denial is a natural response to serious illness. Overcoming denial and accepting the illness is an important stage of recovery
- In recovery, people learn to understand and accept the reality of their situation and the challenges posed by their condition

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

3. Engagement And Active Participation In Life

- People often have difficulty interacting with others socially. Developing relationships and finding and developing interests may feel overwhelming and can lead to a sense of helplessness and despair
- In recovery, people break through isolation and begin to actively participate in life once again
- They discover new interests, learn new skills and become productive members of their communities through a variety of stimulating and useful activities
- These may include but are not limited to full or part-time employment, volunteer work, etc.

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

4. Active Coping

- People are often trained to view themselves as someone who is incurably ill and who will always have to be taken care of by others
- This self view leads people to a passive acceptance of crushed dreams, a life filled with nothing but limitations, and a lack of motivation and confidence to be self sufficient
- In recovery, each person comes to develop a dynamic and highly personalized set of self-help strategies and coping skills
- They learn to self-monitor and self-manage their psychiatric symptoms, build important supports and deal proactively with stress and challenges, so that symptoms lessen or do not recur

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

5. Reclaiming A Positive Sense Of Self

- People are often treated as though they are their diagnosis and feel defined by their disorder
- In recovery, a positive sense of self emerges - one that exists beyond the illness.
- People learn to accept certain personal limitations or vulnerabilities and begin to discover who they can be and what they can do in spite of them

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

6. Developing A Sense Of Meaning And Purpose

- Before recovery, the future often feels like a barren place where no dream could be planted and grow into reality
- In recovery people struggle to overcome self-doubt and begin to honor themselves again
- They find strengths, talents and a sense of dignity. Life takes on new meaning and people reclaim a sense of purpose or find a new purpose

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

7. The Journey Is Individual And Unique

- People do not make the recovery journey in the same way or in the same amount of time.
- Recovery becomes a way of life and is made up of many beginnings and small steps.
- Recovery does not follow a straight course; setbacks are common and are accepted as part of the journey.

Key Characteristics of a Recovery Philosophy For the Person With a Behavioral Health Disorder

8. The Journey Is Not Accomplished Alone

- Other people strongly inspire and facilitate the process of recovery.
- Peer support, self-help and hope give people a sense that they are the primary experts in their own recovery process and can solve their own problems.
- People seek out professional helpers who will honor their authority to make their own decisions and who are able to work from a perspective of partnership.
- Ultimately, people with behavioral health illness are responsible for their own lives and for setting their own courses.

Key Characteristics of a Recovery Philosophy (Continued)

- For the provider of Behavioral Health Services, recovery means (see the following three slides):

Key Characteristics of a Recovery Philosophy For the Provider of Behavioral Health Services

1. Changing Provider Attitudes

- All levels of both clinical and non-clinical provider staff need to develop:
- New conceptions of people with behavioral health illness as human beings who have the potential for growth and recovery.
- A greater understanding of the experiences and needs of such persons, including their need and their right to lead meaningful and productive lives.
- A sense of accountability to the person receiving services.
- Providers cannot be responsible **FOR** people but they are responsible **TO** them.

Key Characteristics of a Recovery Philosophy For the Provider of Behavioral Health Services

2. Changing The Approach To Service Planning

- In traditional systems of care, people with behavioral health disorders are viewed as recipients of care who are encouraged to have input into their treatment.
- In a system where recovery is central to service design and provision, people are welcomed as full partners in their treatment and rehabilitation.
- All levels and types of service planning must be driven by the goals of individual people, as they perceive them.
- A recovery focus requires the development of more effective intervention strategies that target quality of life as well as symptom alleviation.

Key Characteristics of a Recovery Philosophy For the Provider of Behavioral Health Services

3. Changing Service Design

Service re-design must include creation of new roles for people as experts and providers, and for professionals as consultants and trainers.

The Recovery Journey

This next section deals with a person's journey of recovery. Several points to note in this journey:

- Recovery is a personal outcome that transcends the illness
- It is not a linear process
- Recovery takes time
- It can occur without professional intervention
- Recovery has to do with reclaiming a positive sense of self

A Guide to Understanding the Wellness Recovery Action Plan (WRAP)

- The Wellness Recovery Action Plan (WRAP), developed by Mary Ellen Copeland, enables people with mental illness to understand and acknowledge what they are like when they feel well, and to formulate a wellness plan from that perspective.
- It is a structured system for monitoring uncomfortable and distressing psychiatric symptoms.
- Participants are taught how to monitor, modify, change, or even eliminate psychiatric symptoms.
- This program will provide a guide to understanding the WRAP and how it can assist in an individual's recovery.

WRAP Objectives

At the conclusion of the program, participants should be able to:

1. Learn to monitor and modify psychiatric symptoms;
2. Learn to use self help skills during the most difficult times, and incorporate them into daily life;
3. Create positive change in the way individuals feel, or increase their enjoyment of life.

WRAP Training

- To view the webcast entitled “*A Guide to Understanding the Wellness Recovery Action Plan (WRAP)*” , please go to this link:
<https://youtu.be/3qtBiPvSdkY>
- Return to this PowerPoint after viewing the webcast.

Resources

The following are several websites which can provide you with valuable information in performing your duties as a case manager. Please feel free to review them at your convenience.

- <http://www.pacode.com/>
- [Mental Health Procedures Act \(pdf\)](#)
- [MH/Intellectual Disability Act of 1966 \(pdf\)](#)
- <http://www.cms.hhs.gov/default.asp>
- <http://www.dhs.pa.gov/>
- <http://www.nami.org>
- <http://www.namikeystonepa.org/>
- <http://www.pmhca.org>
- <https://www.samhsa.gov/find-help/disorders>
- <http://www.grants.gov/>

Summary

You have completed **Module 2 – The Recovery Process: The Individual and Family Perspective**.

Please continue by completing the following quiz:

<https://www.oerp.pitt.edu/wp-content/uploads/2019/04/TEST-Module-2.pdf>

Return the completed quizzes from all the modules to your supervisor. You or your supervisor will need to complete a Registration Form to send in to OERP when all your tests are completed and scored (<https://www.oerp.pitt.edu/wp-content/uploads/2019/04/Basic-Case-Management-Registration-Form.pdf>)

Please complete an evaluation when you have completed the training at:
www.surveymonkey.com/r/CM-eval

Comments

Please refer any comments or questions regarding this training to:

Doreen Barkowitz, LSW

UPMC Western Psychiatric Hospital / OERP

3811 O'Hara Street, Champion Commons, 3rd floor

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or via email to: barkowitzdh@upmc.edu

You have completed Module 2.

[Please click here to return to the Main Menu.](#)