

Virtual & Onsite Patient-Developed Mental Health Groups

Magda Czegledi MD

Sue Miller ICD.D



Mental
Wellness
Recovery

Presenter Disclosure

- **Presenter:** Magda Czegledi
- **Relationships that may introduce potential bias and/or conflict of interest:**
 - No relationships to declare.



Presenter Disclosure

- **Presenter:** Susan Miller
- **Relationships that may introduce potential bias and/or conflict of interest:**
 - **Grants/Research Support:** N/A
 - **Speakers Bureau/Honoraria:** N/A
 - **Consulting Fees:** N/A
 - **Other:** The Litebook Company



Disclosure of Commercial Support

- This program has received **NO COMMERCIAL** financial support.
- This program has received **NO COMMERCIAL** in-kind support.

- **Potential for conflict(s) of interest:**
 - None.



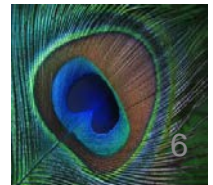
Mitigating Potential Bias

- This presentation will focus on peer-led support groups and will **NOT discuss** products from **The Litebook Company**.
- The committee has reviewed the content of the presentations and ensured that content presented is evidence-based and free of undue influence.



Who's in the room?

- PCN?
- AHS and AH?
- Physicians?
- Other direct patient care providers?
- Support and Management?
- Other?



What is your situation now?

- For patients diagnosed with depression, anxiety or bipolar II, what support is your team able to offer in addition to prescription for medication?
- Do you refer patients to 1-1 counselling or groups?
What are the challenges to providing this support?
- What Peer-led support being discussed or offered in your group now?



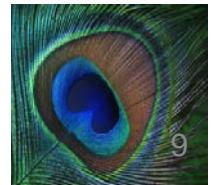
Mental Health Patient Collaboration at SCPCN that has:

- reduced continuity gaps between primary care and secondary care
- addressed some of the challenges mental health patients face when navigating health care system
- measured patient experience of structured peer support
- implemented virtual peer-led mental health groups

Resulting in **improved patient outcomes**, and
increased access

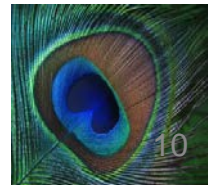


What information would you like from this session?



Peer Support Definition

Those with
lived experience
of mental illness
recovery
helping others
recover from mental illness



Professional Peer Support Reduces overall healthcare costs

**Studies have found that peer support services:
Improve self-care skills,
including medication adherence**

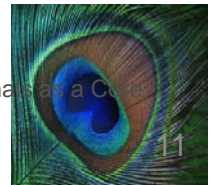
Decrease morbidity and mortality rates

Reduce:

- **use of urgent care and emergency services
by up to 50%**
- **hospital re-admission rates
by up to 70%**



- Kathol, Melek, and Sargent: "Mental Health and Substance Use Disorder Services and Professional Peer Support as a Core Part of Health in Clinically Integrated Networks." (2015)
- Druss, B.G., and Walker, E.R. (February 2011). Mental Disorders and Medical Comorbidity



Alberta Gap Report on Mental Health

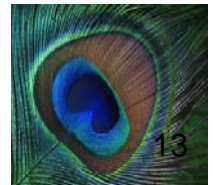
“About 10,000 Alberta adults per
100,000 population
have
unmet service needs...
these individuals...are most in
need of counselling and
information”

pg191



Goal of Peer-Led Mental Wellness Recovery Groups

We provide information and facilitation
that enables participants to
understand and practice
methods that have been proven to
support resilient recovery, and
reduce likelihood and severity of relapse



Unique Model for Adding Peer Support

Primary Care:

- **South Calgary Primary Care Network (SCPCN)**
 - 227 Family Physicians at 55 clinics
- **Hamilton Family Health Care** – 140 physicians

Outpatient:

- **The Carnat Centre**
 - day hospital for schizophrenia & psychosis

Community: **Canadian Mental Health Assoc.**

Peer Support provide by:

- **Mental Wellness Recovery Groups (MWRG)**

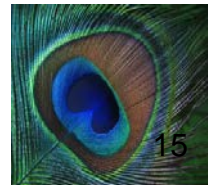


Clinical Scenarios

Diagnosed & symptoms sufficiently managed to enable group participation.

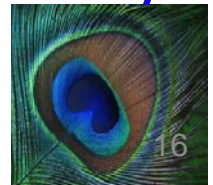
- GP & self-referral for anxiety, depression, BPII
- While wait-listed for other services
- Added to outpatient services
- After discharge from hospital
- Follow-up after day hospital program

160 of 227 SCPCN physicians have registered patients
for Mental Wellness Recovery Group



Mental Wellness Recovery Groups

- Interactive, recovery-based program
- 2 hrs/week x 10 weeks , 8-12 participants
- diagnosed or suspected mental illness
- Evidence-based methods taught and practiced
- compliment clinical care:
 - self-care information and
 - reducing stigma & modeling successful recovery



Syllabus

Mental Wellness Recovery Groups

Compilation of evidence-based, recovery-oriented modalities to help participants:

- Maximize the benefits of treatment
- Practice self-care & address negative self-talk
- Find hope & purpose
- Exercise connection & control
- Develop a personal action plan



Outcome Measures Overview

300 sessions in clinical and community settings

286 registered, 221 grads, 77% retention

Aged 20 to 60+ 68% women

Diagnoses: mood disorders & psychosis

What is your <u>overall rating</u> of the program?	9.2/10
--	---------------

Would you <u>recommend</u> this program to other people who have mental illness?	100% YES
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Patient-Reported Outcome Measures (PROMs) SCPCN & Carnat

Outcomes from 230 sessions

facilitated in clinical settings:

225 registered, 169 grads, 75% retention

Aged 20 to 60+ 69% women

Diagnoses: mood disorders & psychosis

<u>Overall rating</u> of the program?	9.2/10
---------------------------------------	---------------

Would you <u>recommend</u> this program to other people who have mental illness?	100% YES
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Patient-Reported Outcome Measures (PROMs) SCPCN

122% improvement and 48% increase
in ability to change unhelpful thinking and negative self-talk

139% improvement and 53% increase
in ability to plan for my personal wellness & recovery

99% improvement and 47% increase
in knowledge and understanding of recovery

97% improvement and 49% increase
in the understanding of the importance of self care

100s of Positive Participant Comments

“This program has forever changed my life in a positive way”

“most helpful thing I have ever done for my mental health”

“This program made me love myself again!”

“shows you how to grow and make necessary changes”

“I am more focused and content . . . working on recovery”

“Awesome group. Learned a lot”

“Inviting/accepting atmosphere.

Feeling of community nurtured”



SCPCN Experience With MWRG Peer Implementation

Sheena K. Clifford, MSW RSW, Program Manager:

- MWRG has a fundamental and powerful influence on human behaviour.
- Our patients love it, it makes an incredible difference in their lives and they recommend it.
- Our Family Physicians continue to refer. We consistently have full groups offered on an ongoing basis to ensure access
- This intervention is stand alone for some of our patients, reducing the burden on additional resources.



Professional View of MWRG

**Penny Borghesan M.D.,
Mental Health Physician Champion,
South Calgary Primary Care Network**



Light Admin & Easier Implementation

- Contract with established group of Certified Peer Specialists
- A proven 10-week wellness recovery program
- Facilitators trained, managed, paid and supported by MWRG
- Self referral as well as physician referrals
- MWRG does all participant fit interviews & registration, delivers the program
- Outcomes are measured, reported & monitored



How MWRG Peer Groups Intro'd

Quote from S. Clifford - Program Mgr SCPCN:

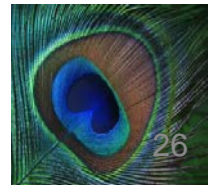
- Posters created and distributed to all clinics, article written by MWRG in newsletter
- list of patients who could benefit issued, and referrals increased.
- facilitators presented to PCN
- Family Physicians:
 - notified when patients enrolled & attend 2nd session
 - notified monthly in newsletter when spots are available
 - encouraged to promote patient self sign-up on PCN website



Mental Wellness Recovery Groups

Peer-Led Team

Strong group of Certified Peer Specialists (CPS) dedicated to helping address the gap in mental health services by providing Peer-Led Mental Wellness Recovery Groups



Peer Support Established & Growing

- UK, Australia, USA and other countries have implemented very robust & comprehensive mental health peer support programs
- MWRG & SCPCN leveraging the Certified Peer Specialist (Georgia Method) training in Alberta
 - well- recognized in USA – growing in Cda
 - Medicaid reimbursable in 30 States
 - In Georgia, no Medicaid reimbursement without a Certified Peer Specialist



Facilitator Training Mental Wellness Recovery Groups

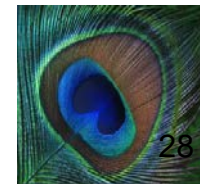
In addition to Certified Peer Specialist training & exam each MWRG facilitator must complete:

Training & Practicum – 20 weeks

- Co-facilitation with experienced MWRG facilitator

Learning Materials Support:

- Participant Guide – 125 pages
- Facilitator Manual – 112 pages



Quality Assurance

Session Statistics monitored

& reported to Partners (attendance, feedback, outcomes)

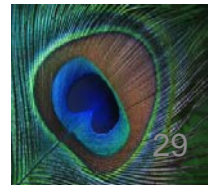
Session Observation by partners

Quality Monitoring by senior facilitators

2-3 sessions per group.

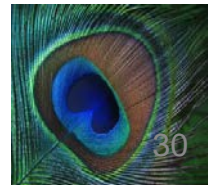
Backup Facilitator for every group

Facilitators supported & developed



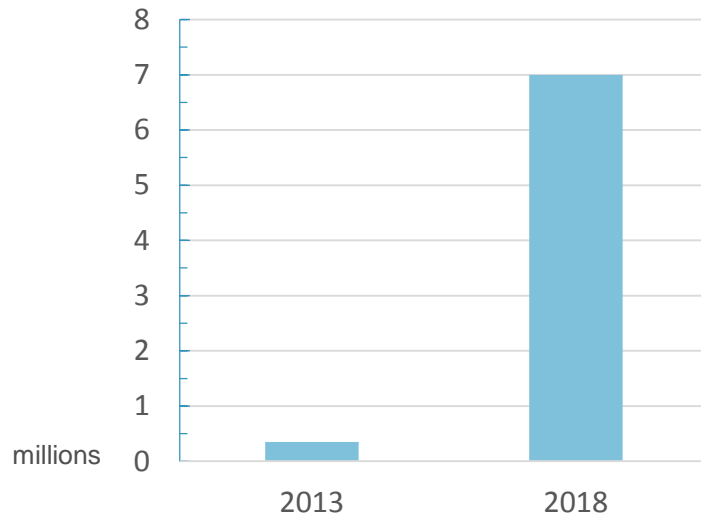
Cost In Alberta as per Gap Report

	Avg Cost
Hospital Psychiatric	\$16,239
Hospital Outpatient	\$2,629
Community MH Services	\$3,961
Peer-Led Mental Wellness Recovery Group	\$430
Peer-Led Virtual MWRG Group	\$260



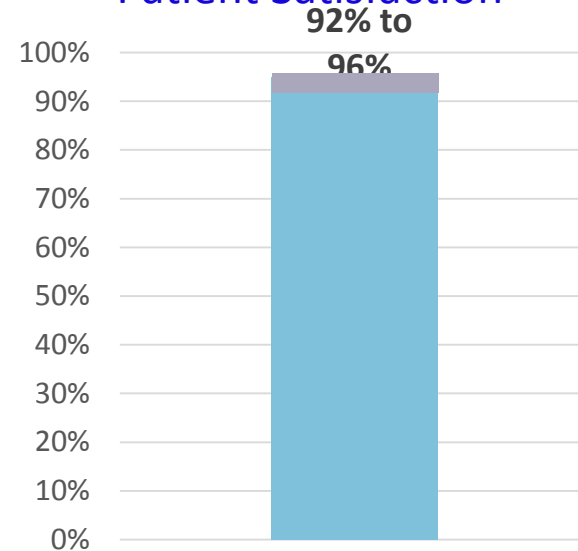
Telehealth Excellent PROMs

Users of "Telehealth"



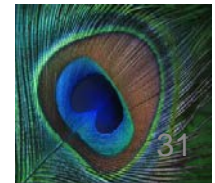
Use of telehealth is exploding
- 20x growth forecast by 2018

Patient Satisfaction



Independent Studies:

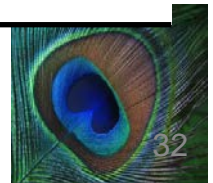
- Alliance for Connected Care
- Anthem
- MD Live
- Teladoc
- Peer Support Solutions



Telehealth with Professional Peer Support a Transformative Treatment Option

2015 Survey of Online Depression Recovery Group Participants (N=142)

Evaluation Criteria	Before	After
Moderately to severely depressed	73%	49%
Urgent care for depression, bipolar or anxiety	25%	13%
Emergency room visit for depression or related issue	28%	14%
Hospitalized for depression or other related issues	32%	10%

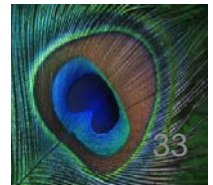


Mental Wellness Recovery Virtual Groups

- 8-week interactive, recovery-based program
- 90 minutes /week
- 8 participants diagnosed with depression, anxiety or bipolar II
- Evidence-based recovery tools taught and practiced
- facilitated by MWRG Certified Peer Specialists

Pilot Cost:

- \$500 setup fee + \$260 per participant



Increased Access & Reduced Cost

- More consistent service delivery
- Quick and easy implementation
- Expanded reach and accessibility
- Target by region, demographics, conditions
- Systematic capture of usage and outcome data
- Scalable solutions
 - ✓ Professional MWRG Peer Staff
- Better value no need to use limited PCN space and resources for registration & administration



Mental Wellness Recovery Groups

Increase peer support, information and services

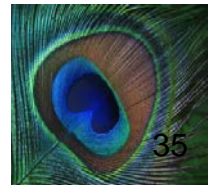
Proven outcomes in primary care & outpatient settings.

Independently managed
and collaboratively delivered

Qualified Facilitators - hired, trained and managed

Provide budget flexibility without HR burden

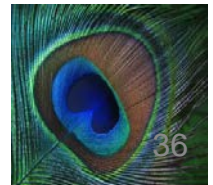
Capacity available for rapid expansion



Mental Health Patient Collaboration at SCPCN that has:

- reduced continuity gaps between primary care and secondary care
- addressed some of the challenges mental health patients face when navigating health care system
- measured patient experience of structured peer support
- implemented virtual peer-led mental health groups

Resulting in increased access and lowered cost for
mental health recovery support



Questions? Comments?

www.mentalwellnessrecovery.com

Sue Miller 403 619 7340

susancatalyst@gmail.com

