

Mentor on Discharge®

Program Overview & Outcomes

Alameda County Board of Supervisors

Health Committee Presentation: December 12, 2016



Khatera Aslami, BHCS Consumer Empowerment Manager

Joe Rose, President, NAMI Alameda County South

Abu Rahim, MoD® Program Director

Introduction

- Initially funded as a BHCS Round I Innovations (INN) Pilot Project Grant in 2011.
- INN Learning Question:
 - ***“Will introducing patients, while hospitalized, to peer Mentors prior to Discharge, reduce the rate of re-hospitalizations as measured by length of time between such hospitalizations?”***
- NAMI South Selected to implement the Mentor on Discharge® Innovative Grants Project (18-Month Period)

The Innovation of Mentor on Discharge® Innovative Grants Project

- Several potential mentor program partners in the community.
- Benefits of post-hospitalization discharge and linkage.
- Program model: Peer Mentors self direct participants.
- MoD® Peer mentors meet with patients and establish a relationship before being discharged from the hospital.
- MoD® provides a seamless connection between the Peer Mentor with Participant to the community.

Mentor on Discharge® Innovative Grants Project

- **60** participants in the program cohort.
- **173** hospitalizations in the 12 months prior to MoD®
- **48** hospitalizations in the 12 months AFTER MoD®
- Average number of days between hospitalizations prior to MoD® = **62**
- Average number of days between hospitalizations AFTER MoD® = **159**

Results revealed 72.3% reduction of hospitalizations for the Participant Group (program cohort).

From MHSA INN Pilot to MHSA Funded Program

- John George Pavilion (JGP) contract selected for expansion to oversee a mentor support program based upon;
 - Increasing community based need for services associated with the JGP Psychiatric Emergency Services (PES); and JGP familiarity with the Mentor on Discharge® Program (MOD®) and collaboration with NAMI South.
- Alameda County Board of Supervisors approved the JGP contract augmentation in September 2016
- Through this mentoring program, the department's goal is to reduce repeat hospitalizations and crises through positive peer support, mentoring, and increased community connections and engagement.

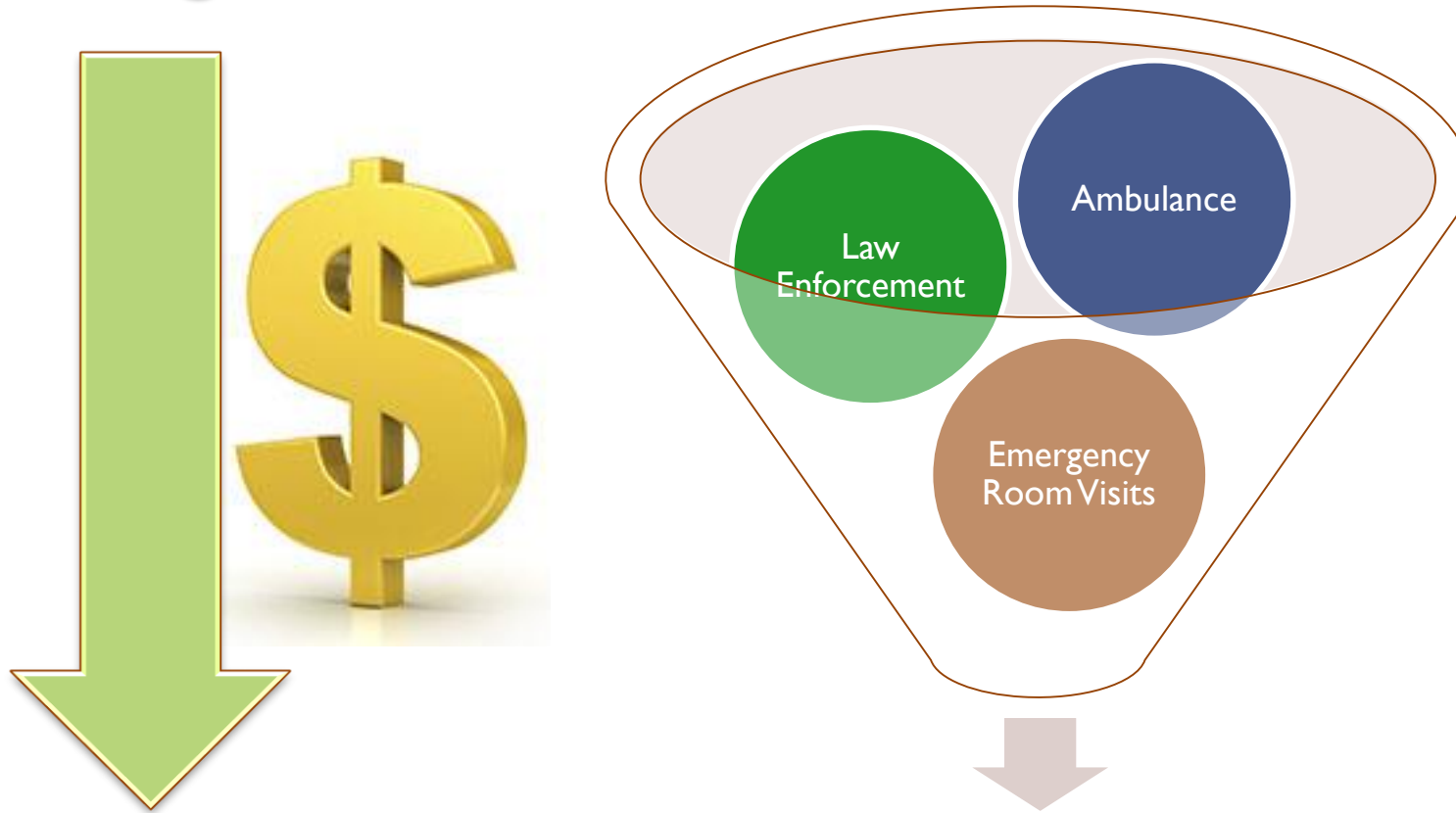
From MHSA INN Pilot to MHSA Funded Program - continued

- Total 2011 INN Grant \$: \$238,000
- Hospital admissions avoided: 125
- Average hospital admission costs at JGPH: \$8,500
- Total systems savings (Cost Avoidance): \$1,062,500
- Less grant dollars: -\$238,000
- **Total return on investment:**

\$824,500 - that is 346.4%



From MHSA INN Pilot to MHSA Funded Program - continued



Less trauma for patients, caregivers, and family members.

Peer Mentor Recruitment

- Consumer Support Groups
- Partial Hospitalization programs
- Wellness Centers
- Potential Mentor Willingness to:
 - Work with a participant without knowing his/her diagnosis; and
 - Establish Peer Mentor/Participant Relationship inpatient
 - Provide Peer Mentor support seamlessly to the community.
- Other Factors

Local Organizations and Hospitals supported by or affiliated MoD®

- John George Psychiatric Hospital = 69 Inpatient Beds
- Telecare-Heritage = 26 Beds
- Kaiser Permanente Community Benefit Grants (4 Years)

NAMI In Our Own Voice Component

- NAMI's IOOV program has been implemented at John George Psychiatric Hospital and Telecare-Heritage to augment the MoD® program.
 - Two consumers tell their story of recovery.
 - Patients see that recovery is possible.
 - Clinician indicate that patient are more inclined to participate in treatment planning.
- May encourage patients to volunteer for the MoD® program.
- IOOV supported by a separate funding stream.

BHCS Strategies & Outcomes

- MoD® will serve at least 45 individuals this fiscal year (FY 2016-17) who are discharged or transitioned from:
 - JGP
 - Gladman Mental Health Rehabilitation Center (MHRC)
 - Villa MHRC, the Jay Mahler Recovery Center
 - Woodroe Place.
- BHCS will continue to monitor admission and/or re-admission rates, days between receiving services at John George, and costs of mental health services among the population served.

BHCS Goals

- Through this mentoring program, BHCS' primary goal is to reduce repeat hospitalizations and patient crises through positive peer support, mentoring, and increased community connections and engagement.
- Results from the MoD® program and collaboration between BHCS/ JGP and NAMI South will be used to further evaluate system-wide efficacy and potential for future partnership opportunities.

Program Overview

Peer to Peer Programs

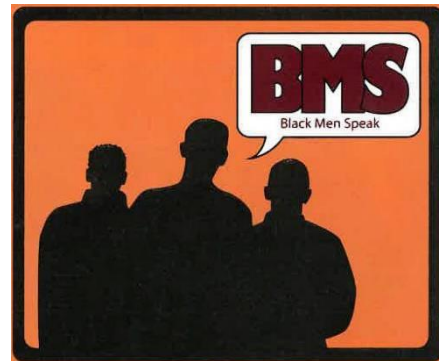
Khatera Aslami-Tamplen, BHCS Consumer Empowerment Manager

Summary of Peer Run Programs

- Five mental health peer run organizations in Alameda County
 - Alameda County Network of Mental Health Clients (1985)
 - Black Men Speak (2010)
 - Peer Envisioning and Engaging in Recovery Services (2001)
 - Pool Of Consumer Champions (2007)
 - Youth In Mind (2004)

Alameda County Network
of Mental Health Clients

25 Years of Mental Health Programs Run By Mental Health
Consumers in Alameda County



Program Objectives

- **Peer-based programs are diverse but they share some common objectives:**
 - To provide a safe space and learning environment for individuals without fear of judgment, misunderstanding, harassment or abuse.
 - To increase social connectedness and create a sense of belonging within supportive peer networks.
 - To provide positive role models, positive peer influences and opportunities which help individuals to develop a positive self concept, self acceptance and self esteem.
 - To prevent the onset or further development of mental health problems.
 - To increase confidence and to develop and enhance communication and social skills.
 - To empower individuals to build personal resilience and improved help-seeking behaviour through increased knowledge of available support, reduced stigma associated with mental health difficulties and help-seeking, the development of positive coping strategies and the development of skills needed to access help.
 - To foster hope

Current Resources Across County System

- Berkeley Drop-In Center (Berkeley)
- BestNow (Oakland)
- Lift Every Voice and Speak (Presents throughout County)
- NAMI South Peer to Peer Program (Fremont)
- POCC (Services provided throughout County)
- Reaching Across (Fremont)
- Reach Out (San Leandro)
- TAY Peer Coaching (Oakland)
- WRAP (groups in Berkeley, Fremont, Hayward, Oakland, San Leandro and in Spanish)

Berkeley Drop In Center (BDIC)

- **BDIC** provides vital services for mental health clients who are also experiencing chronic homelessness and SUD issues. The center offers ongoing housing services, payee representation for consumers, daily food, peer support groups, and other referral services.

BestNow

- **BestNow** provides 6 weeks of Peer Specialist Training, a 6 month internship and weekly support services for 25 mental health consumers interested in employment within the mental health system.

Lift Every Voice and Speak

- **Lift Every Voice and Speak** is the Speaker's Bureau for the County Social Inclusion Everyone Counts Campaign. Members are trained through PEERS' charter of Toastmasters and Coming Out Proud curriculum to expose providers, clinicians-in-training, law enforcement, and others, to individuals living with Mental Illness.

NAMI Peer to Peer Program

- For and by Consumers.
 - 10 two hour classes.
 - Teaches management of mental illness.
 - Plans by NAMI South to make it a component in programs to reduce re-hospitalization
- Judge Manley currently recommends the course to those coming before his Mental Health Court in Santa Clara County.

Pool Of Consumer Champions (POCC)

- **The POCC** is structured as a membership organization and is directed by the “community voice” to promote wellness, recovery and resiliency knowledge, skills and experience.
- The POCC is a resource to the community and engages current and past consumers of behavioral health care services in efforts that will transform services from “stabilization” towards “prevention and early intervention” by offering services that engage people in their strengths, self-determination and ability to manage complex challenges and re-engage with their community.
- *The POCC has 1,500 ethnically and culturally diverse consumers from Alameda County.*

Reaching Across

- **Reaching Across** provides community activities and peer counseling for mental health consumers who have experienced isolation. The center is located in Fremont and also wellness tools such as music, exercise and art therapy.

Reach Out

- **Reach Out** provides services to mental health clients within locked facilities and licensed board and care providers. The role is to eliminate isolation, facilitate the process of consumers planning for the transition of discharge. Reach Out also provides education about community resources and supports.

Wellness Recovery Action Plan (WRAP)

- **WRAP** program is an evidence-based practice used worldwide by mental health consumers who want to attain and maintain wellness. Individuals attending WRAP groups create their wellness and crisis plan and share and learn in a facilitated group process. Alameda County provides ongoing WRAP groups in Berkeley, Fremont, Hayward, Oakland and San Leandro.



Questions or Comments?