

Workforce Development News

Integrated Healthcare Institute Evaluation

Camp Wellness Tucson Arizona, April 2, 2015



Integrated Healthcare Institute Evaluation Participants

Back Row (L to R)

Armando C. Sanchez, Jeffrey A. Hofer, R. Scott Williams, Kris W. Hamilton

Front Row (L to R)

Jessica Hess, Cynthia Beckley, Lesa Gambill, Doreen Scherf, Dawn Harward



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A Big Thank You to Our Evaluation Participants

We asked nine *Workforce Development Program* trained Certified Recovery Support Specialists (CRSS) to give their feedback on our *Integrated Healthcare Institute* training.

The participants completed the *Integrated Healthcare Institute* training at the University of Arizona's Camp Wellness in Tucson.

This is what they had to say...

Cynthia Beckley, CRSS



After completing days 8, 9, and 10, the Integrated Health Institute portion of the Recovery Support Specialist Institute, I wish to express my gratitude to the presenters and the sponsors. Most of the behavioral health providers in Tucson now have a medical component. This is such a big step for all of us; we have primary care physicians on staff, and Recovery Support Specialists who will know how to talk about whole health wellness and help peers implement WHAM - **Whole Health Action Management**, in weekly treatment plans. Mental illness and the detriments from substance use will not be treated as things from which to recover without talk of diet, sleep and reducing one addiction or negative behavior only to act out in a new and equally detrimental way. The statistics of SMI morbidity and mortality have been made clear and I will carry these facts to my peers and show, as an equal, that I am making progress on my goals as well.

Thank you all

Doreen Scherf, CRSS



What I find most valuable about the IHI is the way I can assist clients navigate the system of whole health. I feel prepared to guide someone through a health crisis both mental and physical. I can do this because of the worksheets and practical application I experienced during the course.

In addition I have gained knowledge about my own body systems and how they interact with stress. I have been walking and meditating with deep breathing since the course started.

I found the section on diseases most interesting because some of the information was really new to me, and it will be useful in the field.

Frankly, there was no fluff in the course. Everything was important, and I am thankful for the way it was delivered.

Kris Hamilton, CRSS

Thank you dearly for the opportunity to gain the wealth of mental and medical health knowledge taught in the Integrated Health Institute. As a Recovery Support Specialist working at the Crisis Response Center one of my duties is to lead group meetings. I have already implemented much of what I learned in these different groups with outstanding acceptance by individuals.

Some new items that have turned out as a great help were the weekly goals sheets and personal medical assessments. The weekly goals sheets help to actually make changes happen when an individual makes a choice for change. The personal medical assessments help support comprehensive communication with primary care physicians. Another new item within that IHI classes was the grounding with the guitar music. This therapeutic start to class was a big part of my class engagement.

THANKS! GREAT STUFF!



Armando Sanchez, CRSS

A Recovery Support Specialist is a challenging employment combining, leadership, motivation, organizing, planning and flexibility.

The subjects in the Integrated Healthcare training were very well organized and what I learned has helped me and my family to understand our health better. The statistical facts that people with a diagnosis of a Serious Mental Illness die so much younger, motivates me to be healthier and to help others become healthier.



Jessica Hess, CRSS



I graduated from the Recovery Support Specialist Institute in June 2013. I was lucky to get my certificate from the IHI at the beginning of this April!

I still, in my wildest dreams would ever have thought my life would be how it is today! For almost two years I have been employed in the behavioral health

field as a Recovery Support Specialist and LOVE it! I have lived with a serious mental illness my whole life. I use to feel sorry for myself, have low self esteem and never dreamed I would even be alive this long. I did not have hope at all.

I have been a CODAC client for many years and a beautiful woman who is my RSS at CODAC told me I would be a good RSS. I have so much respect for her. She was in recovery from drugs and mental illness and she inspired me to give it a shot.

I have learned so much at the Institute and more than that, I have gained self confidence and self respect. After graduating as an RSS in June 2013, I started applying for jobs where I could use my certificate. On July 11th 2013 (my 40th birthday!) I got the best call in the world!! I was offered a full time job as a RSS at Crisis Response Center!

It has been amazing to have the opportunity to help others the way I have been helped and get paid too! The IHI is already helping me in my career. I have been using the *Catch It, Check It, Change it* at work every day with the individuals I work with as well as with myself! I like the WHAM, and realize how important integrated health is to people living with a serious mental illness. I plan to help people the best I can with everything I have learned!!!

Thank you so much Beverly, Gina, Tim and John for this awesome opportunity!!!

Dawn Harward, CRSS

My experience as a student at IHI was one of the best things I have done for myself in the past year. Each week I eagerly awaited attendance to the next educational module as the content of the program was very interesting and the instructors engaging. I did not really know what to expect when I received the invitation to participate in the newly developed program. I did know that the current trend in mental wellness was in the direction of integrated healthcare. So in the interest of expanding my knowledge of the practice of integrated healthcare I grabbed the opportunity to attend the Institute.

I learned so much from the program which included everything from body systems to basic vital statistics. Obviously there is only so much that can be taught in a three day workshop, this is basic information, but it was enough to ignite enthusiasm and a general understanding of why integrative healthcare is an exciting addition to mental healthcare.

Many students, including me, expressed sadness on the last day of class because it had been such a good experience. I think this was because the coursework and the knowledge contained within the curriculum were exciting and clearly beneficial to those receiving the benefits of integration. As individuals who have experienced recovery and as recovery coaches it was clear that this will help mitigate the ridiculously high morbidity and mortality rate amongst those suffering from mental illnesses. I came away feeling empowered.

I am very lucky and blessed to have been invited to participate in the IHI



pilot program and even luckier to have deepened relationships with other RSS graduates, benefited from the knowledge and hard work of the instructors and those developing the program, and most importantly greatly improved my ability to genuinely help those I serve who are seeking mental wellness.

Jeffrey Hofer, CRSS



I am not currently working, but found the Integrated Healthcare Institute helpful to further my education as a BHT. The very first day I learned that the mortality rate for people with SMI die 25 years earlier than the general population and in AZ the SMI population die around 32 years earlier than the general population. That was a shocking revelation to me and proves to me we need Integrated Healthcare. I found the Whole Health Action Management (WHAM) plan to be very helpful and a thorough tool to help in making goals to improve my health, and help others to find areas that they can improve. I am glad that I received the WHAM materials and other materials to make copies of to use in my future practice. *Catch it, Check it, Change it*, is also another great tool to use to change negative thoughts. It was also good to have a review of the body systems and role play exercises as an RSS helping a peer prepare for a doctors visit using the Self-Screening Tool and setting weekly goals found throughout the WHAM.

R. Scott Williams, CRSS



How has or will the IHI help you in your practice?

By definition, addiction is all-inclusive, because, life on life terms (stress) runs the whole gamut on a person's life. Often times, the drinking/drugging is simply the medication for underlying issues; more often than not, a traumatic event (especially childhood trauma) is the catalyst that wreaks havoc on all areas of whole health. Ergo, recovery **MUST** encompass an individual's whole health.

The IHI training addressed causes of mortality/morbidity, simultaneously, providing the Peer Support with the skills to assist with prevention. This holistic approach is paramount to an improved quality of life.

In short; better life thru better medicine — education.

Lesla Gambill, CRSS

I really enjoyed the classes on Integrated Health Care and I learned a great deal. Where I currently work, I see the clients only 1-3 days then they are gone, so I was curious how I would be able to use the tools provided by the IHI.

However, I will be able to use the *My Doctor Visit* form to empower the clients in their recovery plan and have already used the *Weekly Action Plan*, in order help give the client a jumps start to their recovery. We also practice the relaxation techniques learned at the Institute.

Outside of my work environment, I do some volunteer work and I see clients more frequently. I believe WHAM may be something that I can be implemented into the care and recovery these clients.

I believe the information learned at the IHI is very valuable to anyone; but as a Peer Support, I believe it moves us closer to being able to assist people on more levels.



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The Integrated Healthcare Institute is administered by the Workforce Development Program in the Department of Family and Community Medicine (DFCM) at the University of Arizona.

Workforce
Development News

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UA Workforce Development Program promotes recovery and expanded opportunities for people with mental illness, substance use, and dual diagnosis by employing a collaborative approach to advocacy, service, education, and research.

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