Why Language Matters in Mental Health Care
An Overview of Recovery Oriented Practice

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“Recovery is not what services do to or for people. Recovery is what people experience themselves as they become empowered to manage their [mental health] in a manner that allows them to achieve a meaningful and a positive sense of belonging in their community.”

National Institute for Mental Health in England (NIMHE)
Guiding Statement on Recovery

Recovery Oriented Practice (ROP)

- Framework for supporting & promoting an individual’s mental health recovery.
  - Enhancing autonomy, building on strengths, fostering hope, & developing resilience.
  - Holistic, process-based approach to mental health

“Provides an additional lens for staff to use in providing care to our patients.”

– Linda Flaherty, RN, PMHCNS-BC
Senior Vice President of Patient Care Services

Adapted From Flaherty & Van Kirk. IROP Toolkit Module 1.
Recovery Oriented Practice (ROP)

Implemented in clinical settings around the world, including USA, Netherlands, Australia, England… *(Pincus et al., 2016)*

*Adapted From Flaherty & Van Kirk. IROP Toolkit Module 1.*
Recovery Oriented Practice (ROP)

ROP by nature *includes* empirically based interventions/practices

- Recovery framework seek to enhance access to EBIs & overall clinical care.
- Measuring different aspects of recovery may help identify processes that can enhance treatment response (*Andersen et al.*, 2010).

*Adapted From Flaherty & Van Kirk. IROP Toolkit Module 1.*
ROP & Empirically-Based Treatments

• **Integrated Recovery-Oriented Model** *(IRM; Frost et al., 2016, 2017)*
  - Recovery-Oriented model for mental health service delivery
  - Goal of improving access to EBIs for individuals with SMI
  - Focus on promoting hope, subjective recovery, community inclusion, & autonomy

• **International Classification of Functioning** *(ICF; Reed et al., 2009, Frost et al., 2017)*
  - Implemented in Italy to enhance individualized recovery approaches in rehabilitation settings
  - Demonstrated impact on clinical & employment outcomes

• Research has demonstrated that individuals were able to notice recovery-oriented shifts in services staff provided following ROP trainings. Further, these **shifts were valued by clients** *(Marshall et al., 2008)*

*Adapted From Flaherty & Van Kirk. IROP Toolkit Module 1.*
Understanding the Concept of Recovery
What is Recovery?

• “A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.” - Substance Abuse Mental Health Services Administration (SAMHSA) 2014

4 Dimensions of Recovery

Health  Home  Purpose  Community

Adapted From Flaherty & Van Kirk. IROP Toolkit Module 1.
10 Guiding Principles of Recovery

- Respect
- Hope
- Person Centered
- Many Pathways (non-linear)
- Holistic
- Support
- Relational
- Culture
- Addresses Trauma
- Strengths Focus
Impact of Recovery Oriented Practice

Shared Decision Making

Enhanced outcomes in rehabilitation services
(e.g. Farkas et al., 2005; Majumder, Walls, & Fullmer, 1998)

Hope

Moderator between stressful life events and well-being
(Valle et al., 2006)

Self-Esteem

Predictor of long-term treatment response in Bulimia
(Fairburn et al., 1993)
“Recovery” correlated with (Corrigan et al., 1999):

- Lower severity of psychiatric symptoms.
- Greater self-esteem, social support, empowerment, and overall quality of life.

(Resnick et al., 2014)
Adapted From Flaherty & Van Kirk. IROP Toolkit Module 1.
Recovery is Person Centered
Person-Centered Care (PCC)

• Care that respects and responds to an individual’s preferences, needs and values. 
  \textit{(Institute of Medicine, 2001)}.

• Active communication between individuals & healthcare teams is a core component of PCC 
  \textit{(Hack et al., 2016)}.

\textit{Adapted from Godzik & Carlson (2017)}
Person-Centered Language (PCL)

The words we chose reflect our attitudes and impact the attitudes of those around us (Roberts & Thekkepalakkal, 2009).

Choosing words carefully promotes:

- Recovery & resiliency
- Renewal of hope
- Decrease in stigma
- Dignity & respect
- Empowerment of person & their families
- Ability to see beyond diagnosis

(Adapted from Godzik & Carlson (2017); Learning the Language of Recovery, McLean)
Person-Centered Language (PCL)

• Reflects a spirit of:
  • Curiosity
  • Genuineness
  • Authenticity
  • Openness
  • Respect
  • Empathy

Adapted from Godzik & Carlson (2017)
Person-Centered Language (PCL)

<table>
<thead>
<tr>
<th>Don’t…</th>
<th>Do…</th>
</tr>
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<tbody>
<tr>
<td>Be vague</td>
<td>Be specific</td>
</tr>
<tr>
<td>Use derogatory words</td>
<td>Use non-judgmental words</td>
</tr>
<tr>
<td>Talk only about the person’s illness</td>
<td>Ask the person about what they enjoy doing for hobbies</td>
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Adapted from Godzik & Carlson (2017)
Recovery is Collaborative
Shared Decision Making (SDM)

- Process by which healthcare choices are made jointly by the practitioner & individual through collaborative discussions.
  - Acknowledges the best scientific evidence available, as well as the person’s values and preferences.
  - Emerging best practice in behavioral and physical health.
  - The crux of patient centered care (Legare et al., 2010).

(Adapted from Richard, C. A., 2017; SAMHSA, 2017)
Shared Decision Making in Practice


Adapted from Richard, C. A. (2017)
Trauma Informed Care in Recovery
Approximately **90% of those seeking mental health services** have experienced or were exposed to trauma *(Musket, 2014)*.

TIC involves recognizing the role & impact of trauma on individuals & providers

*(Adapted from Olivier, M., Carlson, K., Mangones, P., 2017; SAMHSA, 2014)*
Trauma Informed Care (TIC)

Realize
Trauma’s Impact

Recognize
Signs & Symptoms

Respond
Incorporating Awareness

Resist
Re-Traumatization

(Adapted from Olivier, M., Carlson, K., Mangones, P., 2017; SAMHSA, 2014)
Promoting Recovery Through Peer Support
Peer Support

- Certified Peer Specialists (CPS) are trained to share their personal experiences in a way that promotes hope, reduces stigma, & autonomy.

- Provide individual and group services, as well as didactics/trainings to hospital staff.

“...use their lived experience with mental health struggles to offer hope, connection, support, and ideas...” to individuals going through their recovery journey (McLean Hospital, 2020).
Peer Support Topics

Self-Blame

Addressing Negative Self-Talk

Empowerment & Self-Advocacy

Fear of Failure & Embracing the Dignity of Risk

Stigma
Movement to Recovery Values

**Medical/”Typical” Values**
- Low Expectations
- Maintenance
- Illness-based
- Stabilization
  - Symptom reduction
  - Reliance on medication
  - Low stress

**Recovery Values**
- High Expectations
- Recovery
- Strength-based
- Community Integration
- Dignity of Risk
- Right to Fail

*The Transformation Center and Appalachian Consulting Group (2011)*
Certified Peer Specialists (CPSs) from Waverley Place have been sharing their “Recovery Stories” on inpatient units at McLean Hospital since 2015.

Adapted from Weene, D. (2017).
2014

Interdisciplinary Recovery Oriented Practice Committee (IROP) developed to further the integration of recovery principles into framework & culture of McLean.

2017

Developed the **Recovery to Practice Toolkit** to provide in-unit trainings on recovery principles.

2017

Integration of **Certified Peer Specialists** on four inpatient units.

2019

Implementation of a **Peer Mentor Pilot** to evaluate the impact of Peer support on inpatient units.
Impact of Peer Support at McLean

- 89% of individuals felt more hopeful after hearing Peer Specialists speak/share their recovery stories.

Top Responses:

- **HOPE**
- **HELPFUL**
- **NEED MORE LIKE IT**

Adapted from Weene, D. (2017).
Thank you to the IROP Committee & content leads who created the Recovery to Practice Toolkit(*)

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McLean Hospital. *Learning the Language of Recovery.*


References


