

INTRODUCTION

Background

- One in 20 U.S. adults experience serious mental illness.¹
- Psychiatric rehabilitation is an outpatient behavioral health service available to clients who have been diagnosed with a chronic mental illness including, but not limited to, schizophrenia, depression, autism spectrum disorder, and mood and anxiety disorders.²
- The program provides opportunities to meet with a designated staff member and attend weekly group sessions for general skill building, socialization, health management, condition management, leisure exploration, self-care, education, work skills.³

Significance

The Western Psychiatric Hospital Outpatient Psychiatric Rehabilitation program is a place for community-dwelling individuals with mental health illnesses to develop skills, formulate meaningful relationships, and find peer support. P.R.E.P. focuses on integrating an occupational therapy perspective on client performance patterns and staff resources to enhance the success of clients within their program.⁴

OBJECTIVES

- 1) Increase active client participation and satisfaction with group programs by providing an in-service to staff focused on resources and recommendations that can enhance the program experience for both the client and staff.
- 2) Develop and implement a staff-administered schedule guide to further individualize care.

METHODS

Participants

Clients

Group Leaders

Assessments

- Paper-based satisfaction surveys
- Informal interviews
- Group observation

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- Group observation

Interventions

- Schedule Guide
- Schedule Guide display board

- Schedule Guide
- In-service presentation on Schedule Guide implementation & discussion promotion & facilitation techniques

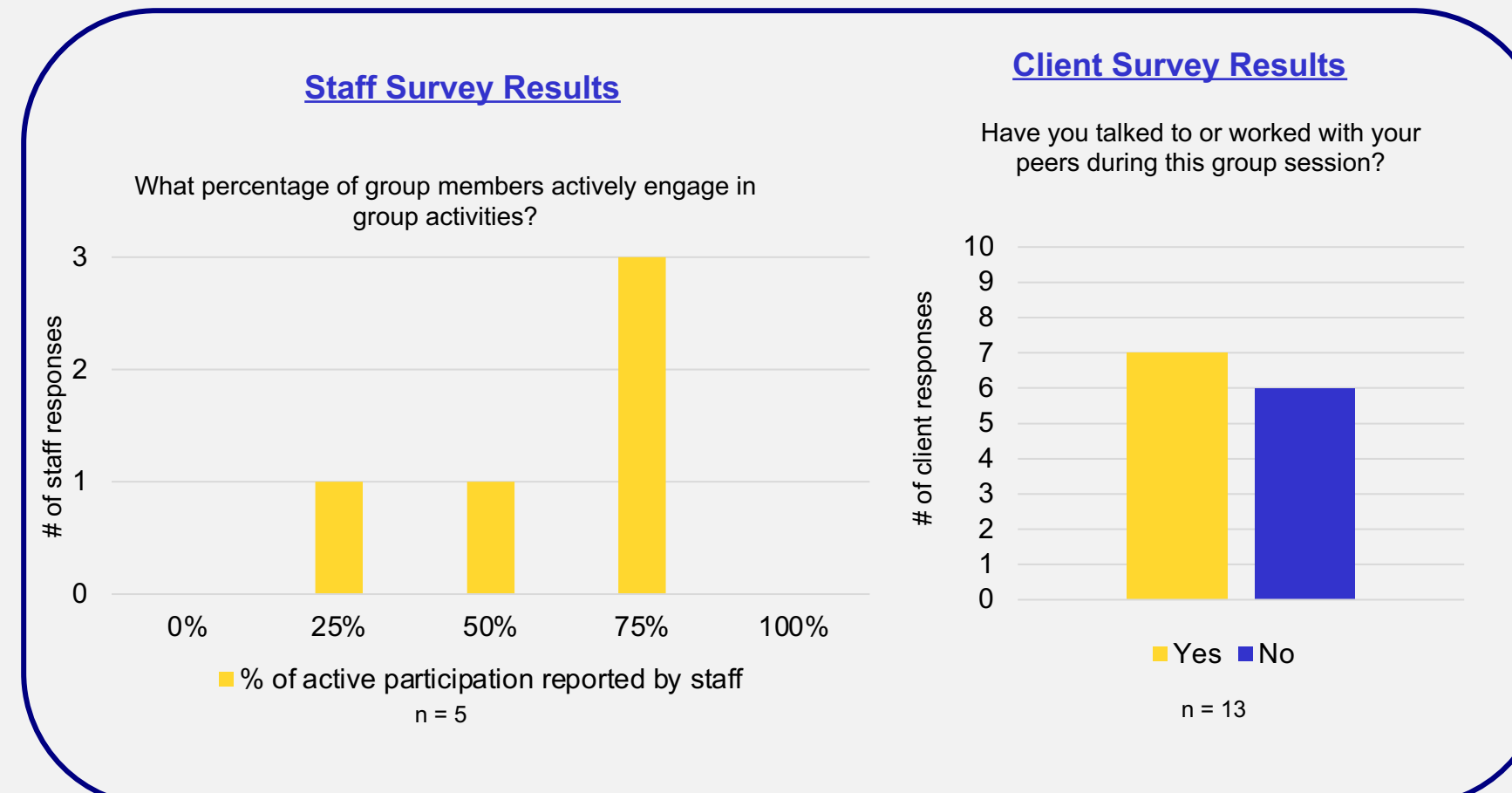
Methods

1. Needs assessment & observation of groups
2. Client satisfaction & engagement surveys
3. Produced Schedule Guide
4. Curated display board for client daily use

1. Needs assessment & observation of groups
2. Group leader satisfaction & engagement surveys
3. Produced Schedule Guide & in-service presentation
4. Created resource folder with important documents & hard copies

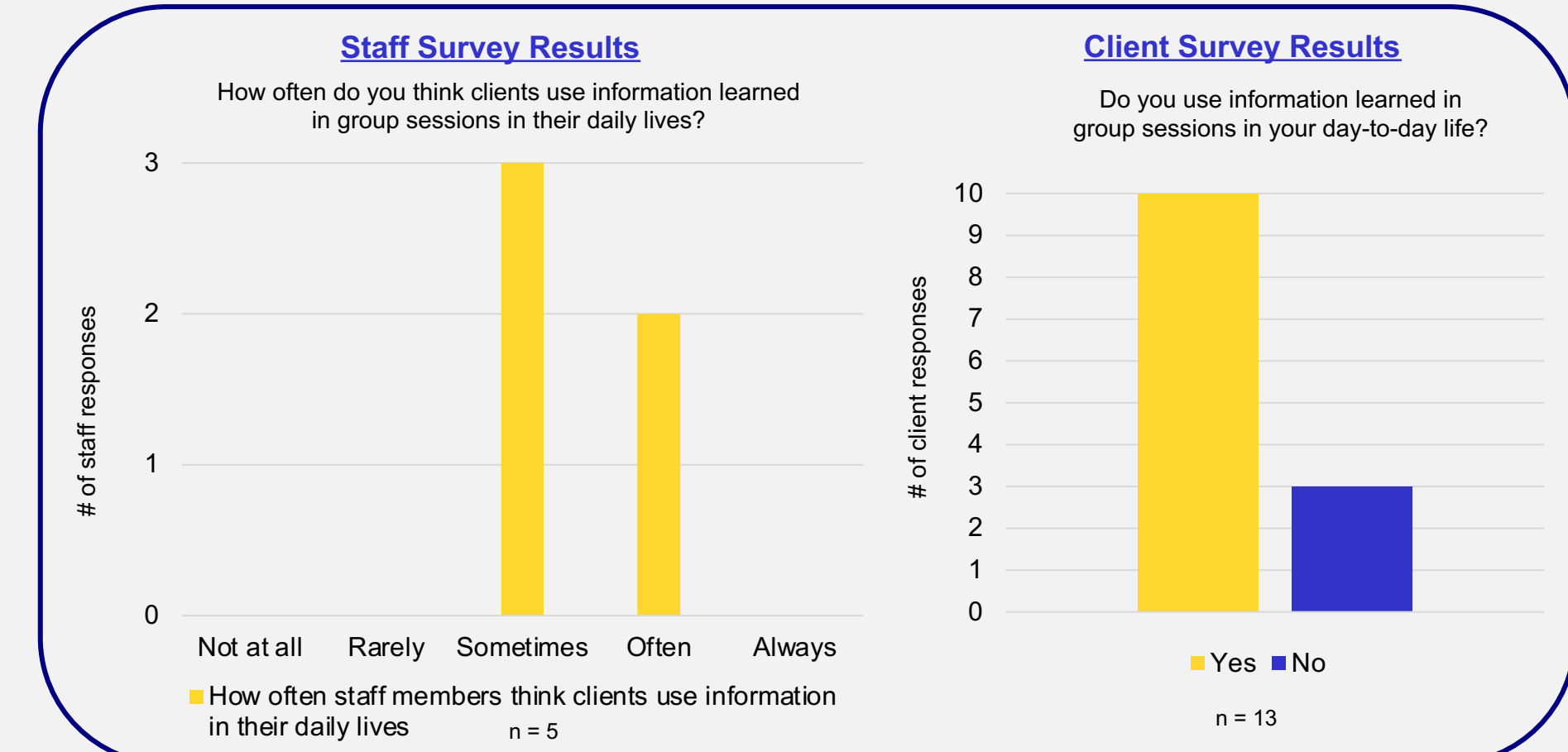
SURVEY RESULTS

Are clients engaging in groups?



A comparison between staff and client surveys indicate that group leaders perceived more clients are participating in groups than was reported by clients. Clients' goals should connect to the groups they are attending, which may lead to increased engagement.

Are clients applying information from groups?



A comparison between staff and client surveys indicate that clients perceived to be learning more from groups than group leaders reported thinking. If clients have goals that connect to the groups they are attending and staff have tools to facilitate the groups, clients may be able to apply what they have learned more efficiently.

INTERVENTIONS

Schedule Guide

“Goal”: Overarching goal/theme that encompasses classes with similar concepts

TITLE OF CLASS

Short description of the class and how it relates to the goal above

SPECIFIC DOMAIN OF FOCUS

Further examines and specifies the concepts addressed in class to help identify if this class is the best fit for the client and compare/contrast with other classes in decision tree

ACTIVITY/ SKILLS

Create a bullet list of what hands-on activities can be done within the class and what skills could be learned or improved upon in that class

Staff In-Service

Survey Results: Group leaders ranked that learning more about "Discussion Promotion and Facilitation Techniques" would enhance their groups

Outline:

- Introduced Schedule Guide: discussed implementation and intended use
- Provided group leaders and site mentor time to review guide and ask clarifying questions
- Educated on research supported discussion facilitation techniques
- Promoted use of these techniques within group programming to increase client engagement



Scan here to view additional resources

IMPLICATIONS FOR FUTURE PRACTICE

- Increasing a client's ability to meaningfully connect to groups and activities will lead to more effective skill building and engagement in daily occupations.
- Facilitating discussion with group programs (between staff and client or group of peers) will lead to more active participation and overall engagement.

DISCUSSION

Summary

- Linking client goals to group attendance via the schedule guide ensures that clients are attending meaningful groups that build valuable skills through active engagement and participation which can be increased when group leaders utilize discussion facilitation techniques.

Limitations

- Some clients declined participation in survey or interview.
- Group attendance varied due to environmental factors (ex: bad weather) and personal factors (ex: lack of transportation).

Future Directions

- Provided staff with instruction on how to use and implement schedule to maintain use and increase sustainability.
- Encouraged staff to implement discussion facilitation and promotion techniques daily.

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