Transforming to a Recovery Oriented System of Care in a Psychiatric Intensive Care Unit. The Risks, Rewards & Role of Nursing

Disclosure

- The speakers have no conflicts of interest to disclose.

Objectives

- Upon completion of this presentation, the participant will be able to:
  1.) Define patient-centered care (PCC) & recovery-oriented care (ROC).
  2.) List 3 inpatient nursing interventions that are linked to recovery-based practice outcomes & that do not compromise safety.
  3.) List 3 ways the San Francisco VA Medical Center PICU developed nursing policies that exemplified patient-centered care without compromising safety.
Demographics

- 12-bed locked psychiatric unit
- 90% male, 10% female average annually
- Depression, Bipolar D/O, PTSD, Schizophrenia, substance use disorders
- Average LOS 11 days

Patient Centered Care (PCC)

“an approach to healthcare that prioritizes the veteran and their values and partners with them to create a personalized strategy to optimize their health, healing and well-being.”

-VHA Office of Patient Centered Care & Cultural Transformation-

Recovery Oriented Care

- The recovery model is a vision for recovery and positive change that focuses on enhanced roles and functioning for the patient. The focus is on goal attainment and active participation; patients assume more responsibility for recovery (Smith, 2008).
Baseline

- Rigidity.
- Power dynamics.
- Milieu structure.
- Staff convenience.
- Unit culture.
- Language.
- RULES! RULES! RULES!

Interventions

- Evidence-based practice
- Sensory interventions
- Staff education & development
- Recovery-oriented principles
- Safe healing environment
- Personalization & Demystification

San Francisco VA Medical Center PICU Nursing Exemplifying PCC

- Respect autonomy
- Focus groups
- Flexibility
- Transparency
- Consistency
- Safety
- Family involvement
- New policies
- Peer support specialists
- Staff education
Barriers

- Culture change
- Inconsistency
- Fairness
- Change is hard
- Confidentiality/Privacy
- Safety
- Funding

Outcomes

- Subjective/anecdotal data
- Seclusion/Restraint data
- Staff satisfaction
- Patient satisfaction
  -- Surveys
  -- Exit interviews
  -- Letters

THEN VS NOW

TRADITIONAL
- Rigidity.
- Power dynamics.
- Milieu.
- Staff Convenience.
- Unit Culture.
- Language.
- RULES! RULES! RULES!

PCC/ROC
- Flexibility.
- Transparency.
- Structured Milieu.
- Patient Preference.
- Staff Education.
- ROC Language.
- PATIENTS COME FIRST!
THEN vs NOW

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<thead>
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<th>NOW</th>
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<tbody>
<tr>
<td>From illness to:</td>
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<td>function &amp; QOL</td>
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References


References


