



Recovery and Resiliency

Background and Introduction

"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." SAMSHA, December 22, 2011

Recovery is achieved through the 10 fundamental principles established in a consensus statement by more than 110 expert panelists representing mental health members, families, providers, advocates, researchers, managed care organizations, state and local public officials, and others (SAMHSA, 2004). The guiding principles of recovery include: (1) Hope, (2) Person driven, (3) Many pathways, (4) Holistic, (5) Peer support, (6) Relational, (7) Cultural, (8) Addresses trauma, (9) Strengths/Responsibility, (10) Respect.

While recovery involves the empowerment of those who live with mental health and substance use disorders to become all-the-way well, the responsibility to promote this lies throughout the continuum of health care and community-based services. This is achieved by fostering the resources that are respectful, responsive to individual needs and preferences, and promote recovery. This includes the provision of available tools and services to help individuals and their families make informed decisions about their care and to support them in their recovery. A member-centered recovery approach includes the responsibility to build programs, find solutions, and expand services for those with mental health and substance use disorders. Helping individuals to achieve recovery must be the goal of all health care services.

A cornerstone of member-centered recovery is the central role of members and peer support services throughout all systems of care and health promotion. The lived experience of members with mental health and substance use disorders are a valuable resource in the empowerment and support of recovery.

Optum TCo has embraced a commitment to member-centered and recovery-oriented programs. This approach requires innovation in all levels of health care and management and must include partnerships with members, provider systems, and others that support this goal. This is an ongoing commitment and is constantly evolving as we strive to build resources for those living with a mental health or substance use disorder and to partner with those who provide services to them. This summary of recent initiatives is intended as a report on progress towards the goals of promoting recovery-focused systems of care. It can serve as a model for member-run organizations, managed care systems, and clinical service providers to illustrate how recovery systems can be designed, built, and incorporated into routine practice.

The Role of Peer Support in Health Care and Recovery

The role and effectiveness of peer support services has been well demonstrated in both chronic disease management for medical conditions and in recovery for those with mental health and substance use disorders. For chronic disease management, the Diabetes Self-Management Program (DSMP) (Lorig, et al., 2009) has been found effective for improving patients' health activation, hypoglycemia, physician communications and interactions, improved diet and lifestyle, and reducing symptoms of depression. Other examples abound throughout health care, and for patients being treated for cancer, etc.

In behavioral health care, Certified Peer Support Specialists have an active role in the recovery process. The four tasks of Intentional Peer Support are, building connection, helping each other understand how we've come to know what we know (worldview), re-defining help as a co-learning and growing process (mutuality), and moving towards what we want, rather than away from what we don't want. <https://www.maine.gov/dhhs/obh/training-certification/intentional-peer-support>
In provider settings, Certified Peer Support Specialists are able to promote recovery; enhance hope and social networking through role modeling and activation; and supplement existing treatment with education, empowerment, and aid in system navigation (Chinman, et al., 2006). Peer support also fosters whole health coordination, linking both physical and mental health.

Member-run organizations that provide Peer Support Services have been successful at promoting community integration, improving daily living activities, and lowering symptom distress (Yanos, et al., 2001). When member-run Peer Support Services are paired with traditional community mental health center care, the combined services promote better recovery outcomes (Segal, 2010). The evidence indicates Peer Support Services can be a valuable resource in promoting and enhancing recovery.

Partnering with Individuals and Families to Empower Recovery

The experience of members and families has been described as the "True North" that should guide all health care (Berwick, 2002). All care should be responsive and respectful to the needs of members and their families (IOM, 2001). This approach must be adopted throughout all health care operations. The development of member-centered educational resources helps to promote personal empowerment and supports recovery. Information and education are vital components for members to become active participants in the development of recovery goals and plans.

Optum TCo is committed to both developing and providing these tools for members. Electronic, print, and other mediums are effective resources for member-centered materials and tools and must be broadly available. More information about Recovery and Resiliency is posted to the Optum TCo Website: tooele.optum.com/.