



Behavioral Health Advisory Council

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What is a Member Advisor

- The Institute for Patient and Family Centered Care defines an Advisor as:
“any role or activity that enables patients and families to have direct input and influence on policies, programs, and practices affecting care and services for patients and families”.

Focus Group Feedback from Purchasers and Members About Behavioral Health Services

Although very favorable overall ratings there were persistent questions

- How do you access mental health services
- Therapist relationship and choice
- Individual and Group Therapy
- Office Environment
- Office Hours and Location
- Compassionate Office Environment
- Therapeutic team care and care plan communication

Mission

Create a forum where Behavioral Health members and family members to serve as “Advisors” to improve the quality of behavioral health service and member safety, improve behavioral health systems of care, and educate and train health care professionals and staff on the members’ and families’ perspectives of their behavioral health care experience at Kaiser Permanente Northern California (KPNC) facilities.

Why Behavioral Health Advisory Council

- Kaiser Permanente strives to be the national leader in providing safe and effective behavioral health care experience that meets the needs of the patient and the community.
- Brings important and new perspectives about the experience of care
- Teaches how systems really work.
- Brings connections with the community
- Offers an opportunity to “give back”
- Demonstrates our commitment to patient involvement and learning from our patients.

Purpose

The KPNC Regional Behavioral Health Member Advisory Council will bring together a diverse group of the KPNC Behavioral Health members and families to discuss important issues, provide input, and recommend ways to improve our processes of care.

The Council will:

- Identify and advise on regional and medical center issues
- Partner with KP regional groups addressing the same or similar issues
- Provide input on services they would like to see offered and actively participate in the design of these services

Responsibilities and Duties

Council members are encouraged to:

- Represent the perspective of members and family members
- Allow all Council members to share issues without fear of ridicule or criticism in order to create a safe environment
- Adhere to Group Norms. Repeated failure to adhere to group norms may result in removal from the Council.

Group Norms

- Openness
- Confidentiality: unless stated, information won't leave room
- Listening without criticizing
- No bad questions
- Think outside of the box
- Arrive on time / finish on time
- Right to pass
- Communication with KP contact person for Council meetings & business

Recruitment

Potential Advisors will be KP members, or family members of KP members, who have sought behavioral health services at KP or outside KP. They will be recruited in accord with legal/confidentiality requirements. Once identified, potential Advisors will be asked to complete an application and an interview process. Those selected will be invited to be a participating member of the Council following successful completion of the onboarding process.

Onboarding process will meet requirements of the national Volunteer policy, NATL.HR.022. All Council members (Advisors and KP staff) will receive orientation, with new members going through orientation before attending meetings.

Membership

Membership will consist of:

- KPNC member and family Advisors, with a goal of 10-12 active members
- KP staff, not to exceed the number of Advisors
- Advisors should represent the diversity of KP membership
- With the permission of the Co-Chairs a Council member may be excused from a meeting. If a meeting is missed without permission it will be considered an absence.
- Advisors must attend a minimum of 75% meetings in person per calendar year to maintain membership (advise Council contact person by phone or email ahead of time if unable to attend a meeting). With the permission of the Co-Chairs a Council member may be excused for more than 25% of meetings per calendar year due to extenuating circumstances and maintain membership.
- With the permission of the Co-Chairs a Council member may attend by phone due to extenuating circumstances.

Membership Terms

- The Council term will be initially set at two years. Time and circumstances may require Co-Chairs, with input and consensus from the Council, to adjust this term to accommodate future conditions. Advisors serve on a voluntary basis working in partnership with Kaiser Permanente staff facilitators. Advisors may be asked to step down early or stay longer as conditions dictate; as determined by the Co-chairs.

Things to discuss

Decision-Making

- Decisions will be made by consensus. Consensus is defined as a decision everyone can live with, even if it is not your first choice. A consensus will be achieved with at least one Co-Chair present.

Confidentiality

- Maintain appropriate and confidential handling of personal information; first names will be used when referring to family and friends not on the Council

Annual Priorities/Goals

- Develop an annual plan to include goals and objectives to be approved by the Council
- Provide a quarterly report to KPNC Individual Sponsor as identified in Section 11
- Provide at least an annual report to the KPNC Group Sponsor

Participant Selection

Nomination process

- Medical Center/Department/Team with which this nominee is associated
- List areas where care has occurred, if known has the person been notified of nomination? Yes/No
- Has the individual been substance abuse free for at least 1 year? Yes/No
- Has it been 2 years or more since the individual's last acute hospitalization, and is still in treatment? Yes/No
- Have you seen this individual in a group setting? Yes/No
- Is the candidate an effective communicator? Yes/No

Suitability

Questions we ask:

- In what context have you worked/associated with the candidate?
- Why do you think this candidate should be considered as an advisor on the KP Northern California (KPNC) Regional Behavioral Health Member Advisory Council?
- We hope to create a council that reflects the diversity of KPNC's membership. How would this candidate contribute to the diversity of the council?
- Nominator's name and contact information

Interview – Phone Screening

- When making the call, introduce yourself and tell the person that the call is not related to any current test or medical issues with which he or she may be dealing.
- Let the person know he/she was referred by a KP staff member.
- If nominee asks, let him/her know from whom the referral was received.
- Let the person know that nothing they say during the call will go into his or her medical records.
- Advise the person they may not be selected for the council.
- The interview will focus on the Behavioral Health Regional Member Advisory Council, and not about other opportunities for involvement at Kaiser Permanente.

Important Characteristics to Consider

- Able to use their personal experience constructively
- Share insights and information about their experiences in ways that others can learn from them
- See beyond their personal experiences
- Willingness to share
- Good listener
- An ability to be thoughtful
- Respect for Kaiser Permanente staff and physicians
- Understanding the purpose/goal of the council

Interview

Warm up questions:

- Tell us something about yourself.
- What community activity experience do you have?
- What did you enjoy about it?
- Why were you involved?
- Can you share a KP experience with us?

Describe the Advisory Council:

- Describe the purpose of the Advisory Council.
- Discuss expectations for his or her participation
- Emphasize that this is not a therapy group

Interview

Experiences with Behavioral Health

- Confirm that the individual is or has been seen in Behavioral Health.
- What was the experience like?
- What would have made it better?

Council Participation

- Would you be interested in participating in the Behavioral Health Member Advisory Council?
- Why would you be interested in serving as are you interested in being a member of the Behavior Health Member Advisory Council?
- What experience do you have with working in groups to solve issues?
- We believe the Behavioral Health Council should reflect the cultural diversity of families who are consumers of health care services. Please share anything about yourself that you think would add to the diversity of the council.
- Are you able to commit to a monthly meeting and to potential sub-committee involvement?

Interview

Vision

- What would you like to see happen on a council that provides input on behavioral health services?

Next Steps

- Ask the person if they are still interested in being considered as an advisor on the Behavioral Health Member Advisory Council.
- Describe next steps.
- Indicate that we will pay for their travel miles.

What New Advisors Might be Thinking

- Will my relationship/healthcare change if others know I am on the advisory council?
- Will my input be taken seriously?
- Can I be honest?
- Is this group just about making the organization look good?
- Will I really make a difference?

Meeting Format

- 2 hour meeting in person
- First 30 minutes food and small talk
- Logistics
 - Badges
 - Parking
 - Travel reimbursement

Tips for Being an Effective Advisor

- Be a good listener
 - With empathy
 - Open mindedness
 - Do not interrupt others
- Ability to wear two hats – patient advisor and consumer
- Be honest
- Be available
- Take responsibility for learning

Accomplishments

- Adult Outcomes Questionnaire: Input from advisors on how to improve use of the outcome tool
- "Welcome to Behavioral Health" document review for patients who are arriving for first appointment in psychiatry
- Behavioral Healthcare in the Emergency Department: Input on care experience
- Behavioral Health Call Center Processes
- Appointment viewing on kp.org
- Therapist Profiles review
- Behavioral Health Facilities: Input on hours and locations of services. Therapist office space
- Hiring and Recruitment Strategies
- Peer Level education and community organizing feedback: How we can leverage community advocacy in providing care
- Addressing Stigma: Brainstorm ideas on how KP can launch anti stigma campaign for employees and members
- Intimate Partner Violence Program: Feedback on identification of patients with IPV, and how to display information for patients to get help
- Telepsychiatry model review
- Care and treatment planning: Feedback informed care and patient empowerment - input on how we can further encourage patient voice in treatment planning

Agenda and topics

- Senior Regional leader presentations
 - Outcomes questionnaire
 - Group psychotherapy description
 - Facility planning – location, waiting area, refreshing facilities
 - Medical Call Center and Psychiatric Call Center
 - New Programs
- Confidentiality
- Anti-stigma campaign
- Representative at conferences and panels

Challenges

- Travel distances
- Life changes
- Member burn-out and recruiting new members
- Decompensation
- Co-chairs being seen as therapists