

## WESTERN PSYCHIATRIC INSTITUTE AND CLINIC OF UPMC: *Division/Business Unit Executive Summaries*

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“In a healthy organizational culture, every person is able to enter and feel as though he or she belongs. It is a place of compassion and understanding inspired by openness to change and a shared vision at every level of the organization, and a place where diversity is sought and the things most important to each person are acknowledged, honored, and appreciated. Ultimately, our success is measured not only by our contributions to science and treatment, but also by the way we treat and are seen to treat others, including our staff, the individuals and families who come to us for care, and our communities.”

— *Chris Gessner, President, Western Psychiatric Institute and Clinic of UPMC*

### Ensure culturally competent care, member and residential services

- Respectful and responsive to individual/family cultural health beliefs and practices: Through the identification of strengths, needs and cultural issues, the individual/family is involved in all aspects of their care and services. Special programming is developed specifically for populations with unique needs, including specialized group therapy to meet the unique needs of the LGBTQI dual diagnosis population; housing support to improve engagement and treatment for the homeless population; motivational-interviewing (MI) based education session about postpartum depression delivered on the postpartum unit at Magee Women’s Hospital prior to discharge to improve retention and follow-up with obstetric appointments.
- Preferred language: WPIC assures that assessment, diagnosis and treatment are provided in the individual’s preferred language.
- Health literacy and developmental ability: Special care and attention is taken to assure that individuals/families seeking care and services have access to developmentally appropriate written materials and are verbally able to understand all aspects of their care and treatment.
- Communication needs are identified: For each individual/family, our goal is to assure that communication needs are identified and employed by each employee at every point of contact.
- Relationship-Based Care Initiatives: As the basis for successful engagement and retention, our focus is on relationship building between all levels of staff and the individuals/families that come to us for care and services.
- Recovery: Actively lead and participate in the national mental health movement for consumer-driven recovery; the Recovery and Peer Services Coordinator provided recovery education to all Behavioral Health network hospitals.
- Peer Support: Recruited and hired peer support specialists in a variety of locations and settings. In the past year, implemented peer support specialists in the Psychiatric Emergency Department (DEC) which resulted in increased customer/family satisfaction; increased the number of certified WRAP facilitators who work with consumers to use their voice to document their strengths, life goals, preferences and dislikes related to the care they receive; continued to employ a Recovery and Peer Services Coordinator to promote recovery-oriented practices by sharing his personal recovery experiences with those currently in treatment to instill hope, and with staff to instill compassion.
- Dignity: WPIC serves some of the most vulnerable populations, requiring staff to ensure that the things most important to each person are acknowledged, honored, and appreciated.
- Mental Health Advance Directives: Workshops are held monthly so consumers can receive support in developing a Mental Health Advance Directive (MHAD). 89 participants successfully completed a personalized MHAD in the past year; 200 staff members have attended awareness training and over 30 staff have been trained as MHAD facilitators.
- Consumer Input and Feedback: WPIC utilizes the Perceptions of Care (PoC) patient survey across all of the inpatient and ambulatory levels of care, it is a validated and reliable measure of psychiatric patient’s experiences

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with the processes and outcomes of care and is a good measure for general patient satisfaction. The 18 item questionnaire produces four subscales; WPIC consistently ranks at or above the national averages indicating a favorable benchmark against published national satisfaction scores.

### Recruit, develop, and retain a diverse workforce

- Interviewing for Empathy: Focuses on selecting and retaining staff that have a key set of core people skills.
- Peer Employee Career Ladder: Encourages peer employees to share their journey through mental illness with others to instill hope and motivation.
- Consumer Recruitment: Encourages current and former recipients of behavioral health services who are now in recovery to apply for positions across UPMC. Also offer dedicated positions for individuals in recovery to provide peer support to others pursuing recovery.

### Create an inclusive workplace

- Inclusion Road Show: 85 staff, including WPIC leadership attended the Road Show, which educated attendees on UPMC's vision, mission, and new values. WPIC staff signed the "We're All In This Together" banner.
- Partnered with the Center for Engagement and Inclusion and held additional Experience Road Shows at the department level to raise awareness about UPMC's vision, mission, new values, and encouraged staff to take the Dignity & Respect pledge.
- LGBTQI Training for all staff: WPIC created a committee to develop general overview training and a specific clinical training focusing on the LGBTQI population that is available for WPIC employees.

- HEI Survey 2014: WPIC continues to participate in the Healthcare Equality Index survey and identifies as well as implements solutions based upon the survey results.
- Michael Marshal, PhD and Tamar Carmel, MD, presented "Substance use and mental health disparities among transgender and gender questioning teens" at March 2014 medical staff meeting.
- Shared Sense of Community: Focuses on the creation of and participation in community events, such as the Allegheny Countywide Day of Discovery, Presents for Consumers, holiday celebrations, and consumer inclusion campaigns such as the United Way campaign.

### Serve the underserved and disadvantaged while making a difference in the diverse communities we serve

- Advisory Groups: Request feedback and direction on needed improvements to care.
- Community Partnerships: Sponsor and collaborate with numerous statewide and local organizations, a few of these organizations include: the National Alliance on Mental Illness, PA Families, Inc., Allegheny Family Network, Mental Health America, and the Deaf and Hard of Hearing Coalition. In addition, work with the Allegheny County Office of Behavioral Health to provide support services to multiple groups in the Pittsburgh area, including refugees and immigrants.
- Diversity and Inclusion Training: Offer training to residents of western Pennsylvania as part of the recovery movement.
- Community-Based Training: Provide training on an extensive number of behavioral health topics. Training is often geared toward providing resources and fighting stigma. For example, when training police officers, as in the Mom's and Cop's programming which

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has been running twice a year in communities across Allegheny County, the intent is to assist officers in identifying when someone may be experiencing a behavioral health problem so that they may be linked with treatment rather than face legal action.

- The Office of Education and Regional Programming provided 640 programs and conferences (of which 83 were major local, state-wide, or national conferences) with 879 total days of training for almost 16,000 participants.
- Findings from WPIC clinical services were presented at six local conferences, three regional conferences, 10 national conferences, and four international conferences; a total of 51 presentations by 24 psychiatrists.
- As part of the national discussion on violence and Mental Health, WPIC, and the Department of Psychiatry have formed a leadership team; are working with the Pennsylvania legislature as content experts on policy and regulatory issues; and are preparing to lead the region in providing information to help assure public safety while reducing stigma.
- Ken Nash, MD, presented "Mental Health: Here and Now" at "Caring for Our Community: Let's Talk about Mental Health, Healthy Community, Healthy You" learning series sponsored by the UPMC Center for Engagement and Inclusion and the UPMC Presbyterian Shadyside Oakland Community Relations Committee in November 2013.
- Visitation Programming: Host high school visitation events which allow high school students to meet with various WPIC professionals.
- University of Pittsburgh Health Career Scholars Academy: Developed and delivered a 10 session series of lectures and on-site visit for the 28 high school students who selected the Behavioral Health track of the academy. Topics included a broad range of diagnostic conditions and a review of evidence based treatments and also included lectures on performance measurement by CMS, quality improvement and the impact of the Accountable Care Act on Behavioral Healthcare.