

# Creating a Healing Community



8.6.2014

# Moving Towards Cultural Transformation



# Transformation Continued

- **Reduction of** restraint and seclusion.
- **Creating** trauma informed care and treatment.
- **Responding** to multicultural and linguistic needs.
- **Incorporating the voice** of clients.
- **Implementing** person centered treatment.
- **Employing** skills based psychosocial rehab.
- **Combining** integrative and wellness for self-care.
- **Offering** positive staff care opportunities.

# Connecticut Valley Hospital

## Addiction Services Division (ASD):

- 2 Campuses :
  - 2 Detoxification Units and
  - 4 Rehabilitation Units;
- **Total Bed Capacity = 152**



## General Psychiatry Division (GPD)

- 11 Units including Young Adult, TBI, Geriatric, Psychiatric, and Transitional Cottage
- **Total Bed Capacity = 220**
- **Whiting Forensic Division (WFD)**
  - 11 Units: Maximum, Enhanced, and Moderate Security
- **Total Bed Capacity = 232**

# Introducing the Violence Prevention Initiative



# Community Culture Change

## A. Leadership involvement

Leadership adopt-a-unit: assigning hospital leadership to sponsor individual units.

## B. Client involvement

Engaging individuals in recovery in the change process to assist in offering creative ideas and address community issues promoting peace and implementing trauma informed care.



# Six Core Strategies

- Leadership
- Use of Data
- Workforce Development
- Seclusion and Restraint  
Prevention tools
- Consumer Roles
- Debriefing



# Leadership

- Strategic and Operational Plans Developed
- Established structure for executing and operationalizing plan
- Developed communication strategy which underscores prevention of aggressive acts as the primary goal to be achieved
- Determined the role of operational leaders (unit mentors) in plan implementation and evaluation activities
- Engaged persons served as partners in plan and processes







# Using Data

- Restraint events/hours; seclusion events/hours; aggression to others; aggression to self; for units and hospital
- Staff questionnaire distributed as to what elevates levels of aggression, what steps taken to lessen violence, and what else can be done to mediate these threats
- Pre Project: Psychology administered the Ward Atmosphere Scale



# Workforce Development

- Trauma & Gender Practice Improvement Collaborative
- Staff Care Training
- Beyond Anger and Violence
- Collegiality and Beyond Collegiality Trainings
- Building Team Work Through Dialogue

# Violence Prevention Tools

- Sensory Modulation Tools and Techniques
- Unit based Violence Prevention Projects
- Engaging persons served and staff to partner in promoting the use of alternate strategies to prevent and reduce violence
- Use of Integrative Medicine Interventions: Mindfulness, Yoga, Tai Chi
- Wellness Recovery Action Planning



# Consumer Roles



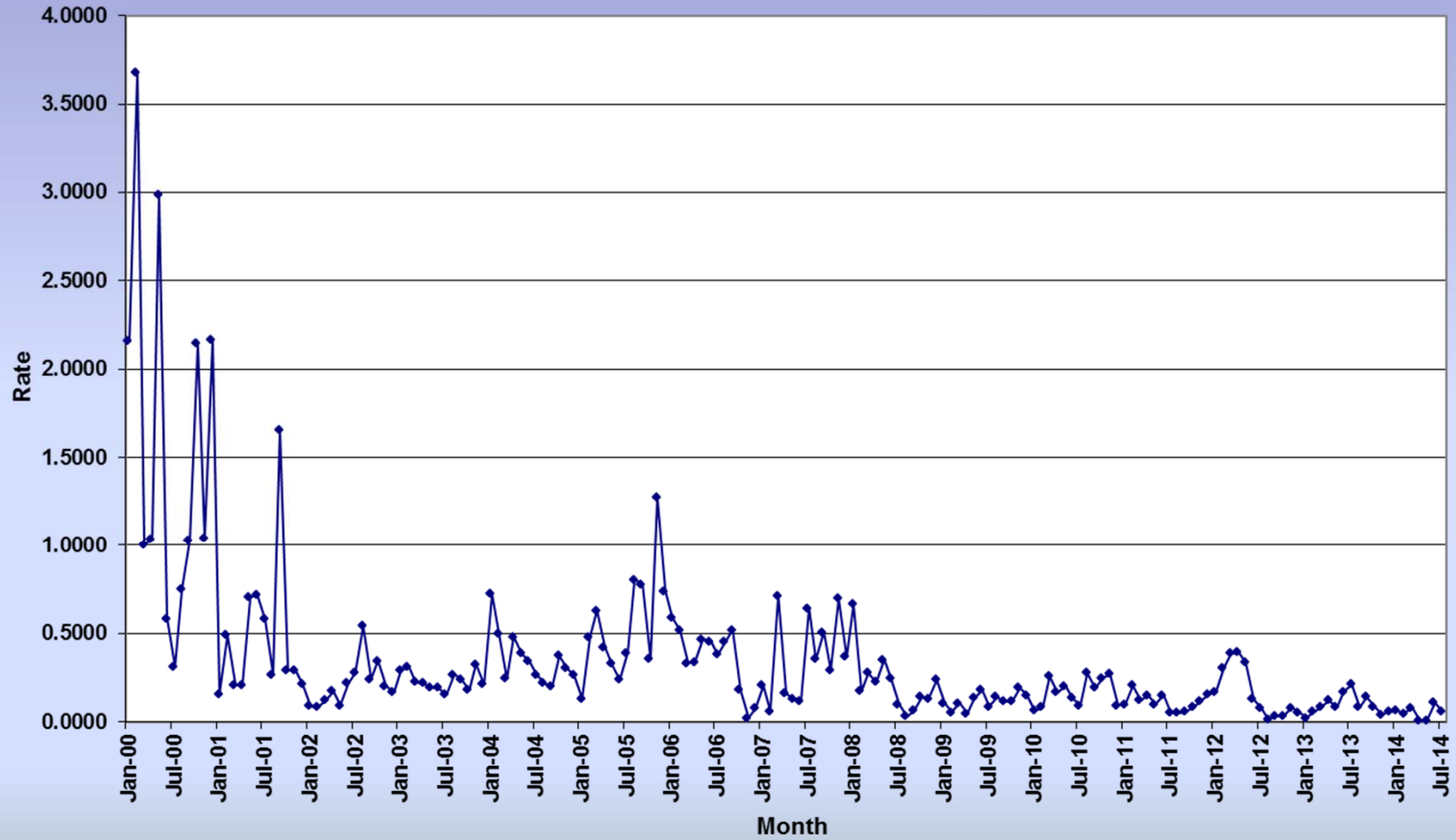
- Formation of VPI Patient/Staff Advisory Committee
- Educating all patients and staff regarding the Peace Pledge
- Facilitating Patient Steering Committee Forums for each Division
- Providing Formal Instruction and Education
- Community and Citizenship Roles

# Debriefing

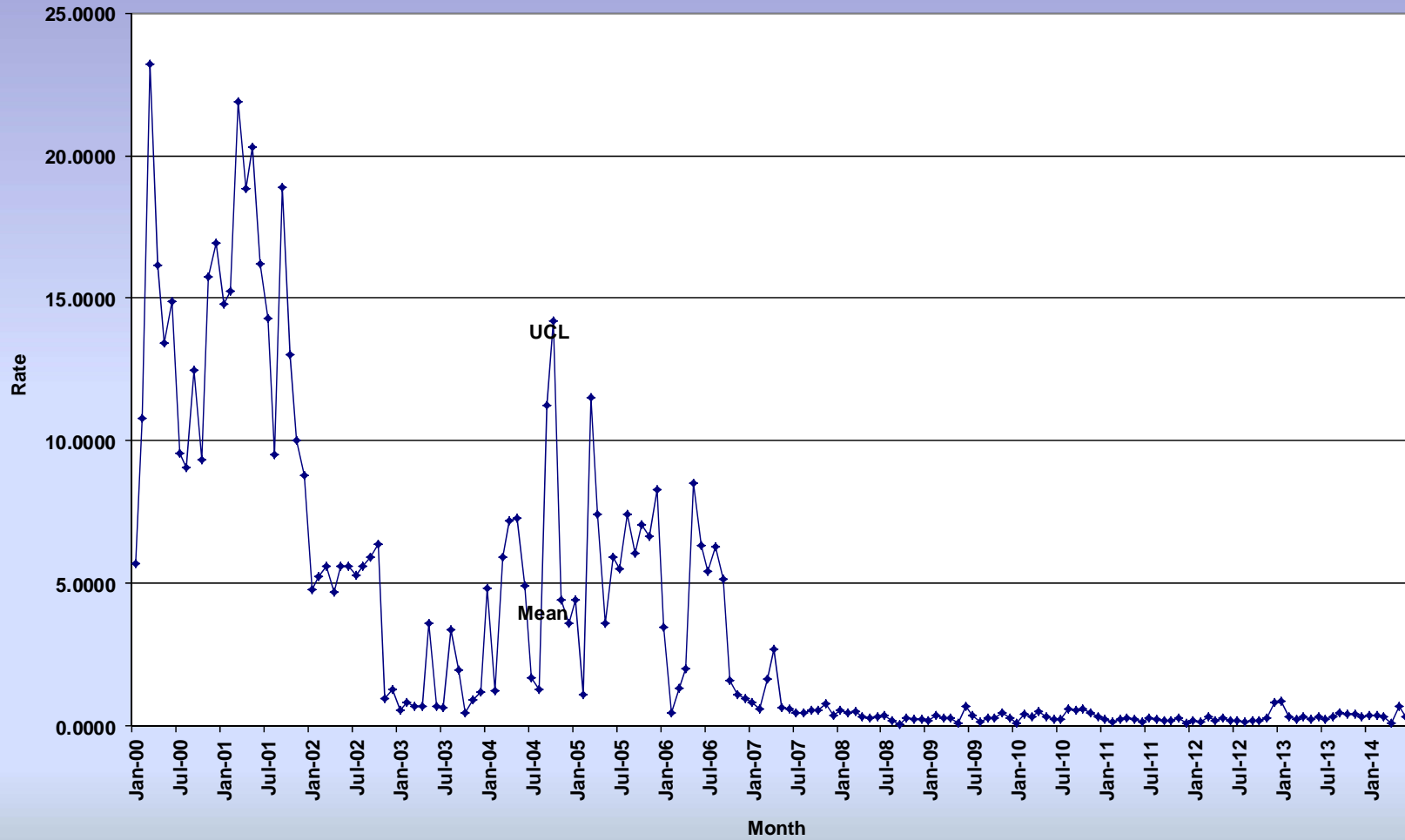


- Enhanced debriefing for violence prevention and trauma awareness
- Greater Involvement in unit milieu's to review aggressive acts, triggering events, prevention strategies and the impact of trauma

CONNECTICUT VALLEY HOSPITAL  
Seclusion Hours per 100 Patient Days (Jan 2000 - July 2014)



**CONNECTICUT VALLEY HOSPITAL**  
**Restraint Hours per 100 Patient Days (Jan 2000-Jun 2014)\***  
 \* = without 2 outliers Jan 2013-Jun 2014



# Facts in Numbers

**Staff injuries down by 67%:**

**Client Injuries down by 17%**



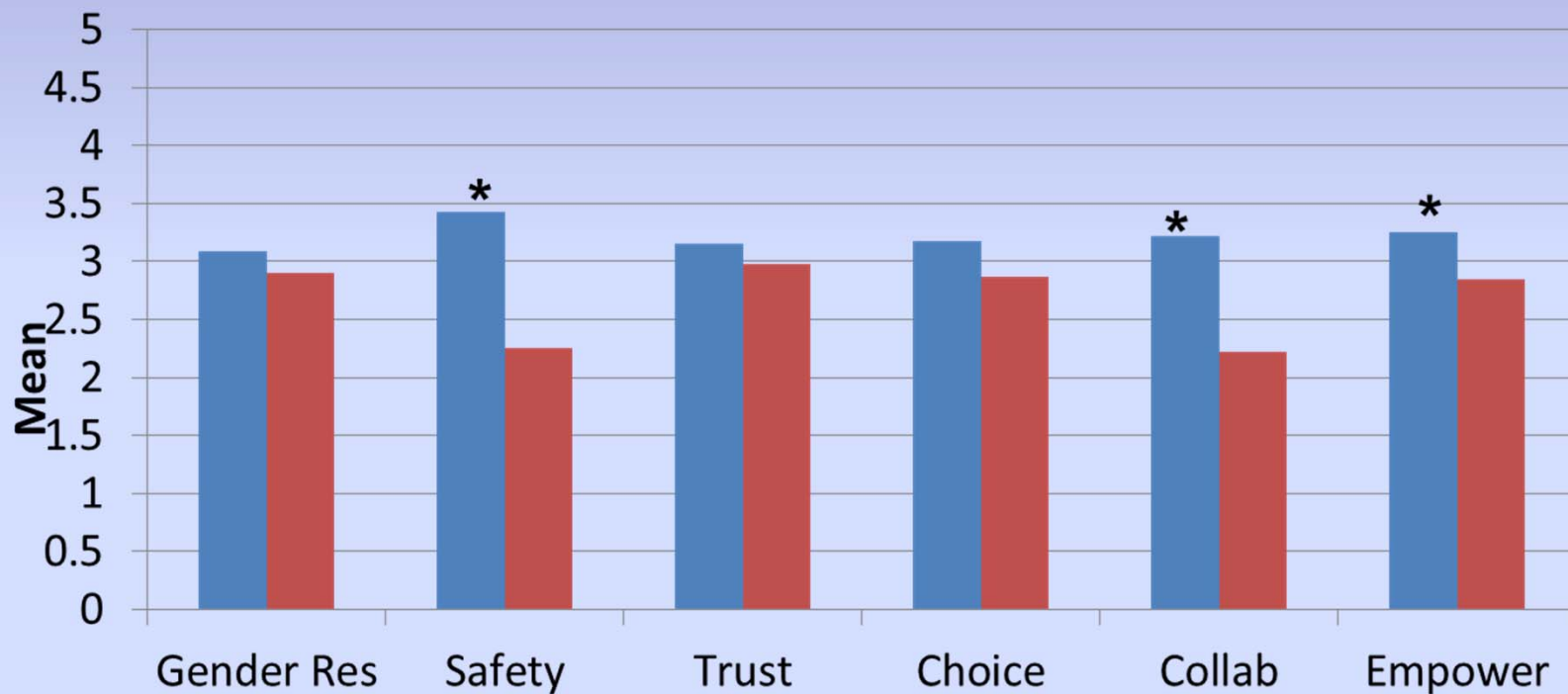
*Comfort Room B3N*



# Aggressive Acts to Others

- Defined as the hitting, pushing, kicking or similar acts directed against a peer, staff person or visitor.
- These either have the potential to cause injury or have actually caused injury.
- Due to hospital-wide increases in acuity, CVH has seen a small but significant rise in ‘Aggressive Acts to Others’”

# Trauma and Gender Survey: Mean Scores for Patients and Staff



\* = Significant difference at  $p < 0.05$   
Higher numbers are better

**Domain**

■ Patients (n=27)

■ Staff (n=84)

# Data Summary

- CVH has achieved significant and meaningful reductions in restraint and seclusion since 2000.
- Staff Injuries have been reduced by 67% from 2007 to 2013.
- Despite these reductions, “Aggressive Acts to Others” have slowly increased from 2010-13.
- Surveys of staff and patients support the need to reduce other forms of violence and aggression in the hospital.

# To prepare the community for change, the hospital administration:

- **Listened to the clients** and staff in steering committee meetings.
- **Shared the statistics of aggressive acts** with the unit staff and clients.
- **Formed a vision** of what recovery and non-violence look like.



# To prepare the community for change...

- **Expanded Integrative Therapies**  
such as mindfulness, tai-chi and yoga.
- **Created posters of best nursing practices (8 pillars)**  
and posted a list of client recovery values (Values and Ethics), incorporating these into the morning meetings.
- **Ongoing staff training –**  
Beyond Collegiality, Building  
Teamwork through Dialogue





## Ongoing Recovery Projects:

- Division Client Steering Committees
- Clients as faculty teaching new employees and interdisciplinary students
- Teaching Hearing Voices Trainings for community agencies
- Designing Comfort Rooms

# Ongoing...

- Replacing “AWOL” on unit doors with Welcome and Murals
- Art Therapy client participation events:  
MH awareness month, OOC art shows,  
Gay Pride events, NAMI walk art, Gratitude Awareness,  
Volunteer Recognition Days
- “Look for the Good” Door Event
- Advocacy for Peer Support Specialist position in process





## EIGHT PILLARS FOR A RECOVERY COMMUNITY

- Caring and Helpfulness
  - Greeting and Respect
- Optimism and Hopefulness
  - Acceptance and Interest
    - Helpful Distractions
- Options and Problem Solving
  - Information
    - Privacy

*"I've learned that people will forget what you said,  
people will forget what you did,  
But people will never forget how you made them feel".*

*Maya Angelou*





# Living on a Unit

- As an advocate do you work closely with administration?
- Does leadership attend your building wide steering committee?



- Is your voice included in hospital planning?
- Have you seen projects inspired by client requests?



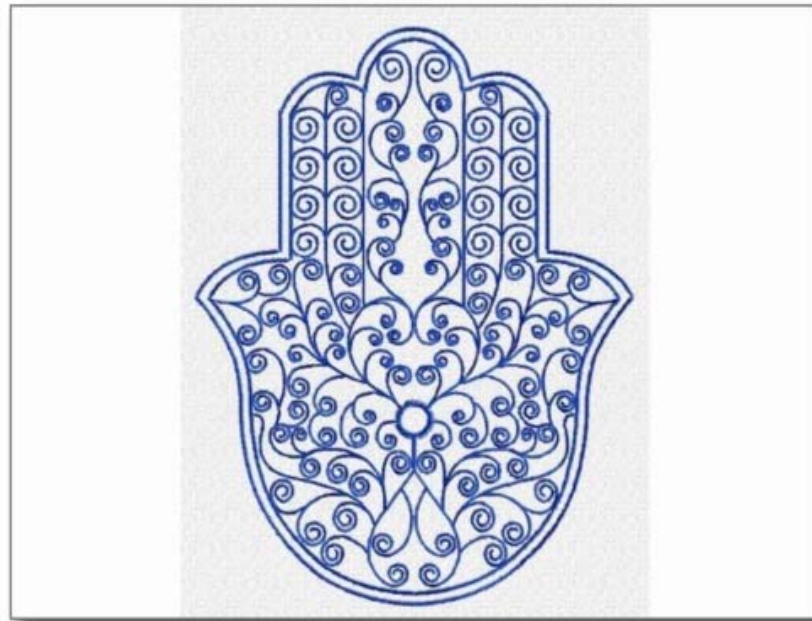
- Are you treated by staff with dignity and respect?
- Are you given information about how to manage your medication side effects?

# Peace Pledge



- Patient-Staff Advisory Committee had the inspiration to create a CVH Peace Pledge
- Posters were made for all the units
- Banners were installed in front halls and chapel
- Postcards are handed out individually
- Integration of pledge was planned into community meetings on units.

# Connecticut Valley Hospital Creating a Caring Community



Hand of Hamsa – Symbol of Peace  
A hand that does not hold a weapon

A photograph of a small, light-colored tag with the word "peace" written on it in a simple font. The tag is attached to a thin, dark branch with a small red ribbon. The background is a soft, out-of-focus bokeh of green and yellow light spots, suggesting a natural setting like a forest or garden.

# Peace:

There is no way to Peace  
Peace is the way.

Peace starts within ourselves  
then spreads to our loved ones  
And then to our  
Community!



- CVH Invites you to embrace the idea of Peace -  
beginning with respect for yourself,  
In your language, in your actions and appreciation of  
others.

# Communicate Honestly



Share your feelings honestly,  
look to solve problems peacefully and  
encourage the folks around you to express their anger  
respectfully.

## - Listen Carefully -



Look for the difference between  
listening and hearing.

# Show mercy and compassion .... let go of grudges



“You can clutch the past so tightly to your chest that it leaves your arms too full to embrace the present.”

—Jan Glidewell





Be a good  
steward of our  
planet!



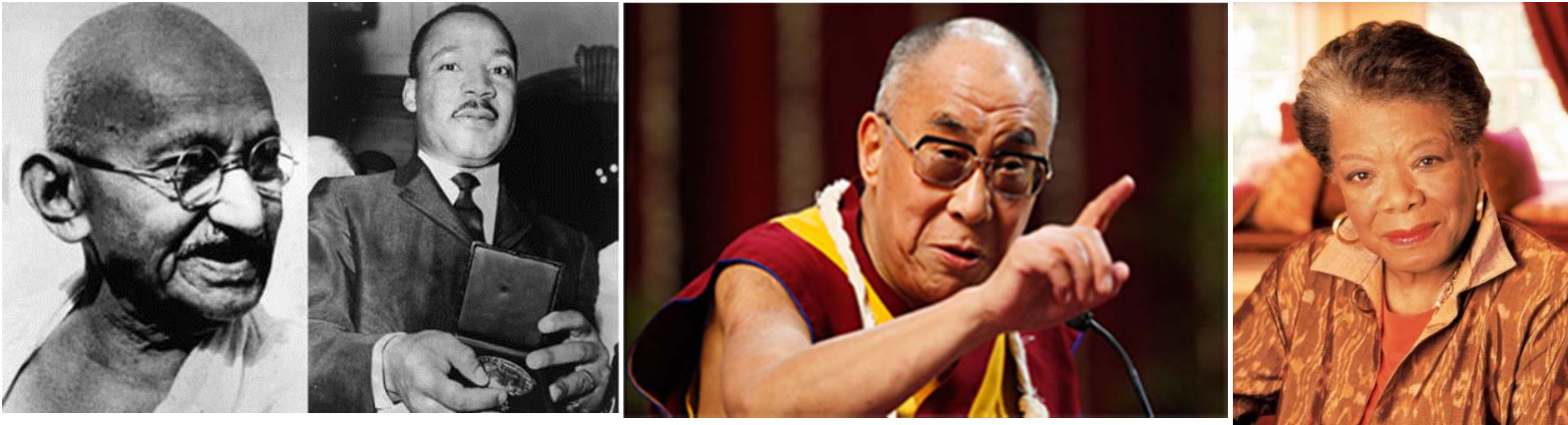
Treat your environment with respect  
and future generations will thank you!

# Have zero tolerance for hate

in your home, in your heart  
and in your place of work.



# It takes Courage



It takes a great deal of courage to challenge intolerance!



May we each  
be granted  
the courage  
to do our small  
part!

“In the end – only kindness matters”

*Jewel*



Please join us  
in helping CVH  
Become a community that embraces peace!

Thank you

# Future Citizenship Projects



For any questions please contact:  
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Thank you!

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