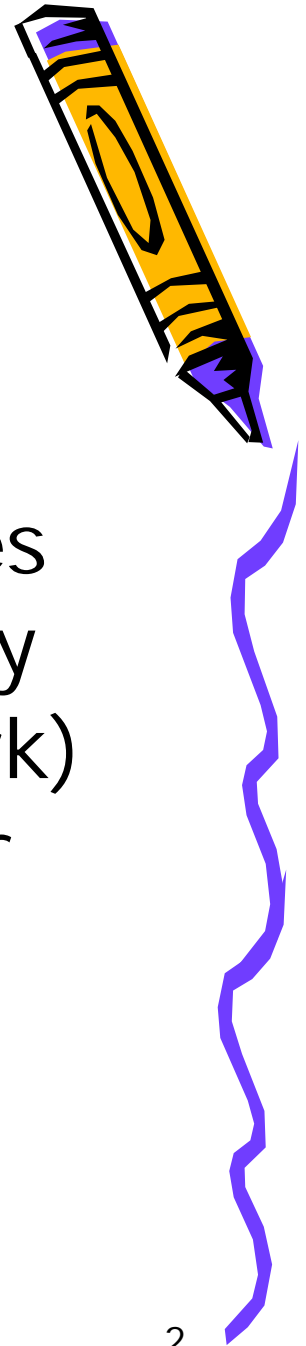




Ten things I've learned about mental health in ten years at CQI

Jonathan Delman,
Executive Director
Consumer Quality Initiatives

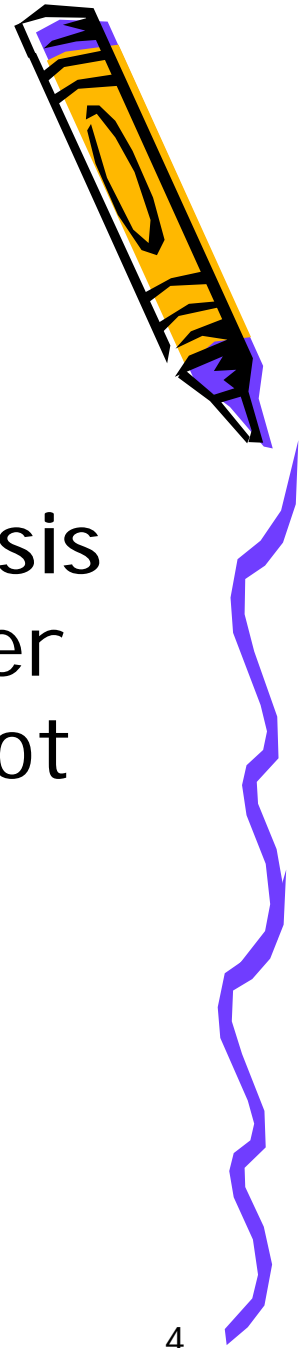
Physical health status is highly correlated with consumer outcomes (egs, ability to prevent crises, daily activity involvement, desire to work) significantly more than most other personal characteristics and circumstances.



Difficulty with learning [cognition] is an unaddressed barrier to employment for many consumers, who may be dealing with serious anxiety and/or a learning disability. Recently, researchers have been looking into methods of cognitive remediation, but some need help now!



A majority of the programs we designate as providing dual diagnosis services are not doing so; it's either one or the other, and sometimes not the one the client needs most.



One of the most powerful dysfunctions in the mental health system takes place at the intersection and overlap between private hospital and outpatient services. One sign: the very high rates of private hospital readmissions (eg, within 30 days) The greatest negative impact is on people who have addictions and/or no stable address.

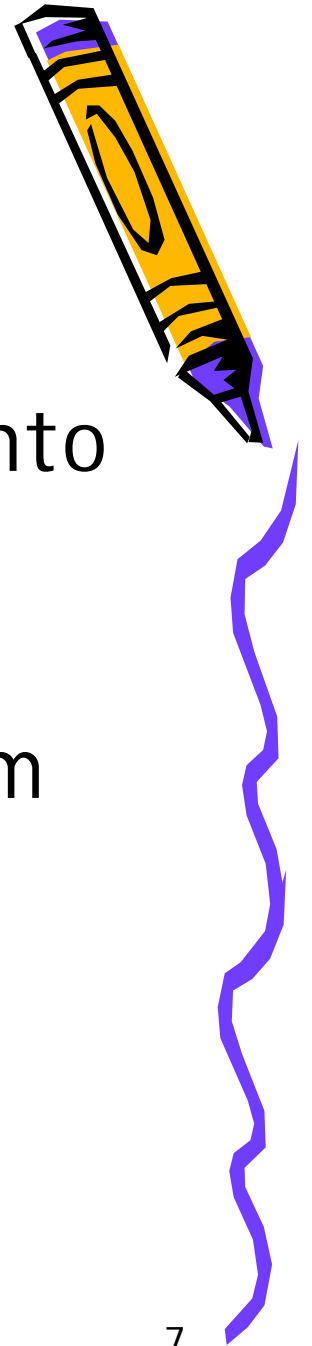
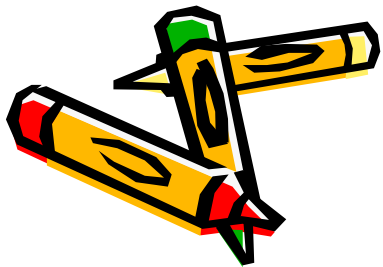


The key pre-requisites to quality in services are 1) program director qualities, 2) the hiring process (job descriptions)... along with accountability. If a team, then full staffing and agency support are necessary.



Peer specialists can be integrated into a treatment team when there is a commitment to doing so.

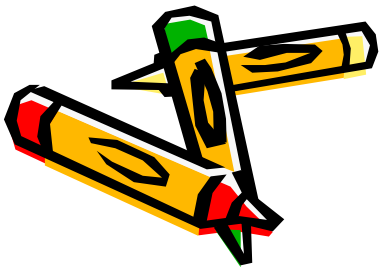
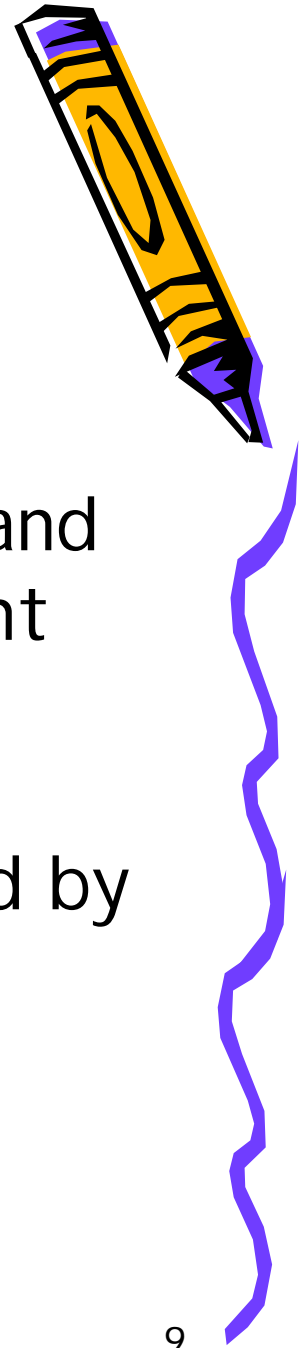
Peer specialists truly inspire program clients to believe that they can do better.



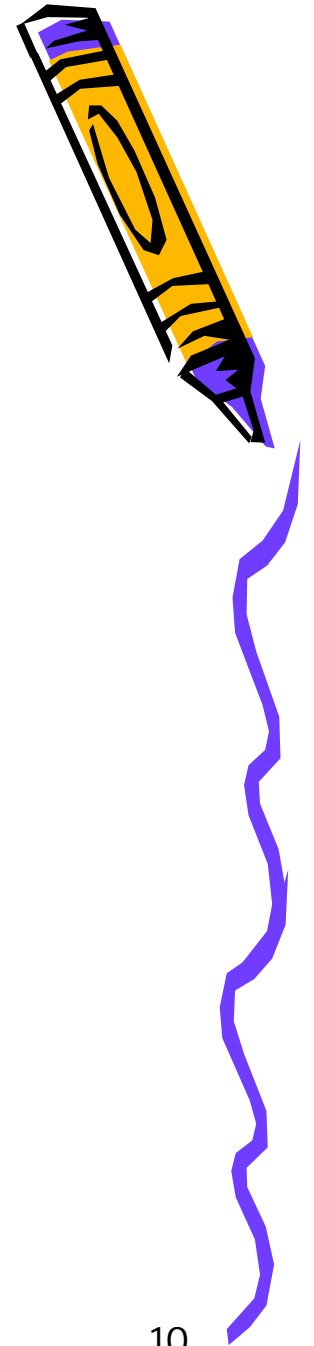
If there's any kind of treatment that people rave about, it is **DBT** (dialectical behavioral therapy). I can't tell you how many people swear by it. Can we provide more of it?



Discrimination is invidious in its subtlest forms, with regard to both consumers and people of color, and with both treatment policy disparities. Think, for example, about resources, leadership and neighborhoods. I'm much less concerned by how we are portrayed in the media.



It's all about the hand-offs.



Since I started in this in the mid-1990's, it's remarkable as to how far we've come in consumer-driven and peer services. As a statewide movement at that point, we had nothing, but for a few pockets. A true credit to people who have worked on this.

