The Dialogue Course reflecting on psychiatric care together

Welcome!

RECOVERY

Recovery is a personal recovery journey of discovery. It involves making sense of, and finding meaning in, what has happened; becoming an expert in your own self-care; building a new sense of self purpose in life; discovering your own resourcefulness and possibilities and using these, and the resource available to you, to pursue your aspirations and goals.

(Repper and Perkins, 2012)
“[Recovery is] a deeply personal, unique process of changing one’s attitudes, values, feelings, goals, skills and roles. It is a way of living a satisfying, hopeful and contributing life, even with the limitations caused by illness. Recovery involves the development of new meaning and purpose in one’s life as one grows beyond the catastrophic effects of mental illness...”

(Anthony, 1993)

Study tours to the mental health service in the Trento region 2010 och 2011

In the Trento region in Northern Italy, a unique model has been developed for care and support for people with mental illness, mainly through the introduction of users and family experts, so called UFEs.
Users and family experts

- How to use this knowledge as a resource for the mental health care
- Working groups for people with lived experience of mental illness
- Brainstorming ideas and discussed ways they could offer their knowledge
- Study visit to Skåne County in 2012 to learn more about their Dialogue Courses
- In 2013 we had the opportunity to start train our own Dialogue Course Facilitators

What is a Dialogue Course?

- Led by two persons with lived experience of mental illness
- Offered to staff in the mental health service
- 8h in total
- Main purpose is to create a dialogue between the group and the two facilitators
- Aims to create discussions, reflections and rethinking
- Everybody’s experiences are equally important
The Dialogue Course - Themes

1. Establishing contact – building alliance
2. Becoming co-workers
3. Working towards recovery
4. Creating change!

Establishing contact - building alliance

- Introduction
- Presentation
- Value Exercises: Alliance
- Narratives
- Facts
Becoming co-workers

- Reflection: Different perspectives
- Value Exercise: Cooperating
- Brainstorming: Relationships
- Narratives
- Facts

Working towards recovery

- Reflection: Successes
- Value Exercise: Recovery
- Narratives
- Facts
Creating change!

- Workshop: Improvements
- Narratives
- Summing up
- Evaluation

Being a Dialogue Course Facilitator
Walk a mile in my shoes – why?

- Quality Improvement
- Evidence Based Care
- Recovery Orientation
- Persons as Partners

Walk a mile in my shoes – how?

- New knowledge
- Wake up call
- Same but different
- Co-work
- Choice, chance, change
- Hope
Walk a mile in my shoes – where to?

- Patient Satisfaction
- Shared Decision Making
- Safe ward
- Salutogenesis – Sense of Coherence, Comprehensibility, Manageability, Meaningfulness
- New Balance

Evaluation of the Dialogue Course

The Overall Impression

<table>
<thead>
<tr>
<th>Amount</th>
<th>%</th>
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<tbody>
<tr>
<td>A. 1 – Dissatisfied</td>
<td>0 0</td>
</tr>
<tr>
<td>B. 2</td>
<td>0 0</td>
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<td>C. 3</td>
<td>2 1</td>
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<td>D. 4</td>
<td>8 6</td>
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<tr>
<td>E. 5</td>
<td>52 37</td>
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<tr>
<td>F. 6 – Very satisfied</td>
<td>80 56</td>
</tr>
<tr>
<td>Total</td>
<td>142 100</td>
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Response rate
95% (142/150)
Quotations

”The Recovery concept became more vivid and graspable with your personal stories”

”Narratives give us so much more than could be read in books”

”Every person is unique and as staff you need to be flexible in that cooperation”

Coordinating Dialogue Courses

• Booking and coordinating the courses
• Matching what the receivers requests or their target groups
• Choosing and booking facilitators
• Follow-ups 3-6 months after completed course
Thank you!

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