



EASA Center for Excellence



SCHOOL OF
PUBLIC HEALTH

Family Engagement in Early Psychosis Intervention

Statewide Learning Collaborative

May 9, 2023

EASA Center for Excellence

OHSU-PSU School of Public Health



We are grateful to the Oregon Health Authority and the OHSU-PSU School of Public Health for the opportunity to spend time with you today.



Beach Inspirations-Gratitude © Suzie Cheel

Agenda

- 9:00 – 9:20 Welcome & Introductions
- 9:20 – 9:45 Small groups: Icebreaker
- 9:45 – 10:05 The importance of family and support engagement and How we are doing
- 10:05 – 10:50 EASA Family Members Lived Experience Panel
- 10:50 – 11:00 Speakers Panel Q & A
- 11:00 – 11:15 *Break*
- 11:15 – 11:40 Breakout Groups #1: Barriers and Strategies for Family Engagement
- 11:40 – 12:00 Large group: What stood out as particularly good ideas from your group?
- 12:00 – 1:00 *Lunch*
- 1:00 – 1:15 Large group: Introducing Quality Improvement (QI) Planning
- 1:15 – 1:50 Breakout Groups #2: Role-based Strategies for Family Engagement
- 1:50 – 2:20 Breakout Groups #3: EASA Teams draft QI plans for Family Engagement
- 2:20 – 2:40 *Break*
- 2:40 – 3:00 Breakout Groups #4: Regional Collaboration
- 3:05 – 3:20 Large group: Report out on breakouts; Reflect on day
- 3:20 – 3:30 Wrap-up and evaluation survey



Learning Objectives

- 1) Review the roles and impacts of family engagement and partnership with early psychosis programs from the literature and lived experience perspective
- 2) Identify the current level of family engagement within EASA and common barriers to family engagement
- 3) Describe methods of overcoming barriers to family engagement
- 4) Develop site-specific and statewide strategies for increasing family engagement

OBJECTIVES



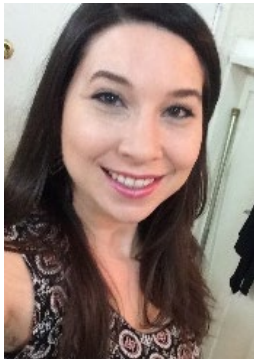
Welcome & Introductions

EASA Center for Excellence



Tania Kneuer

She/Her
OT & IDD Consult Lead



Halley Knowles

She/Her
Program Manager



Isabella Orozco

She/Her
Research Assistant



Craigan Usher

He/Him
Psychiatric &
Medical Consult Lead



Megan Sage ↑

She/Her
Director of Equity and
Development



↑
Tamara Sale

She/Her
Center Director



↑
Katie Hayden-Lewis

She/Her
Holistic Care Development
Director



Lily Cook

She/Her
Data Manager

Welcome & Introductions

OHA – Christie Taylor

Christie Taylor, MSW

She/Her

Young Adult Services Coordinator

Child & Family Behavioral Health

Oregon Health Authority

christie.taylor@oha.oregon.gov



Housekeeping

Closed Captioning is available!

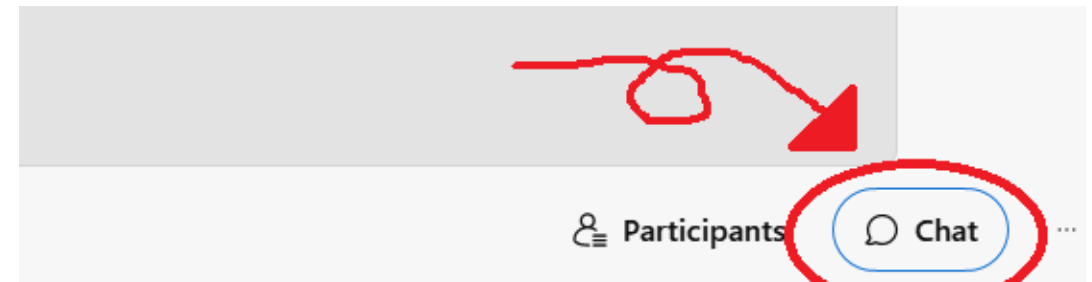
At the bottom, left-hand corner of the meeting window there is a speech bubble 'CC' icon, click to see captions.



Housekeeping

At the bottom, right-hand corner of the meeting window is the Chat menu.

- You can chat to *Everyone* or choose 1 individual to direct message.



Housekeeping

General Guidelines and Pro Tips

1. If clicking links in the chat isn't working, try holding CTRL while clicking
2. All documents are available on the website at the link (pasted in the chat):

<https://easacommunity.org/eslc-handouts-may-2023.php>



**Please remember to mute your microphone
when you are not speaking**

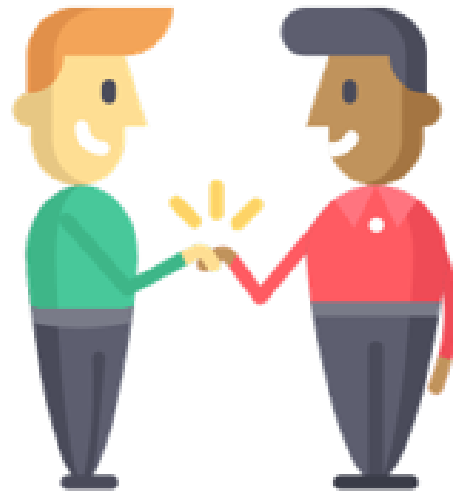


Small Groups: Icebreaker

Please share your...

- Name
- Pronouns
- Role & EASA Team

- **What Family Engagement means to me
or my role at EASA**
- **Intentions for the day**



Core Practices of Family Engagement

- Community education/ease of access
- Education and support from first conversation
- Use of family guidelines
- Input into assessments
- Education
- Problem solving
- Treatment planning
- Identification of and outreach to family members who are not showing up
- Ongoing coordination/review of progress
- Relapse prevention
- Transition planning
- Feedback and leadership involvement



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What Does the Research Tell Us?

Family interventions for psychosis (Flp) are effective in lowering rates of relapse and reducing caregiver distress for individuals diagnosed with schizophrenia spectrum disorder (Claxton et al, 2017)

Wanting even *more* outreach from staff was a strong refrain from both family members of well-engaged clients and poorly engaged ones, “...because sometimes we can be so involved in our daily routine life that we may need help to get more involved” (Lucksted et al, 2018)



What Does the Research Tell Us?

- Caregivers of individuals with early psychosis describe an ongoing level of distress and a continual adjustment process. This distress can remain long after their loved one recovers
- Caregivers often reported they were not asked about how they themselves were managing and feeling
- These studies suggest that programs that are effective in providing information about psychosis and practical issues, as well as addressing caregivers' own levels of distress and the emotional experience of caregiving, are most useful and supportive



- Studies also show evidence that structured family psychoeducation reduces caregiver burden, and these findings replicate other studies examining individuals diagnosed with schizophrenia spectrum disorders
- Qualitative research suggests that providing structured psychoeducation to caregivers of individuals with early psychosis, including specific information around psychosis and medication management, is crucial in assisting them to increase their confidence in supporting their relative



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EASA Natural Supports

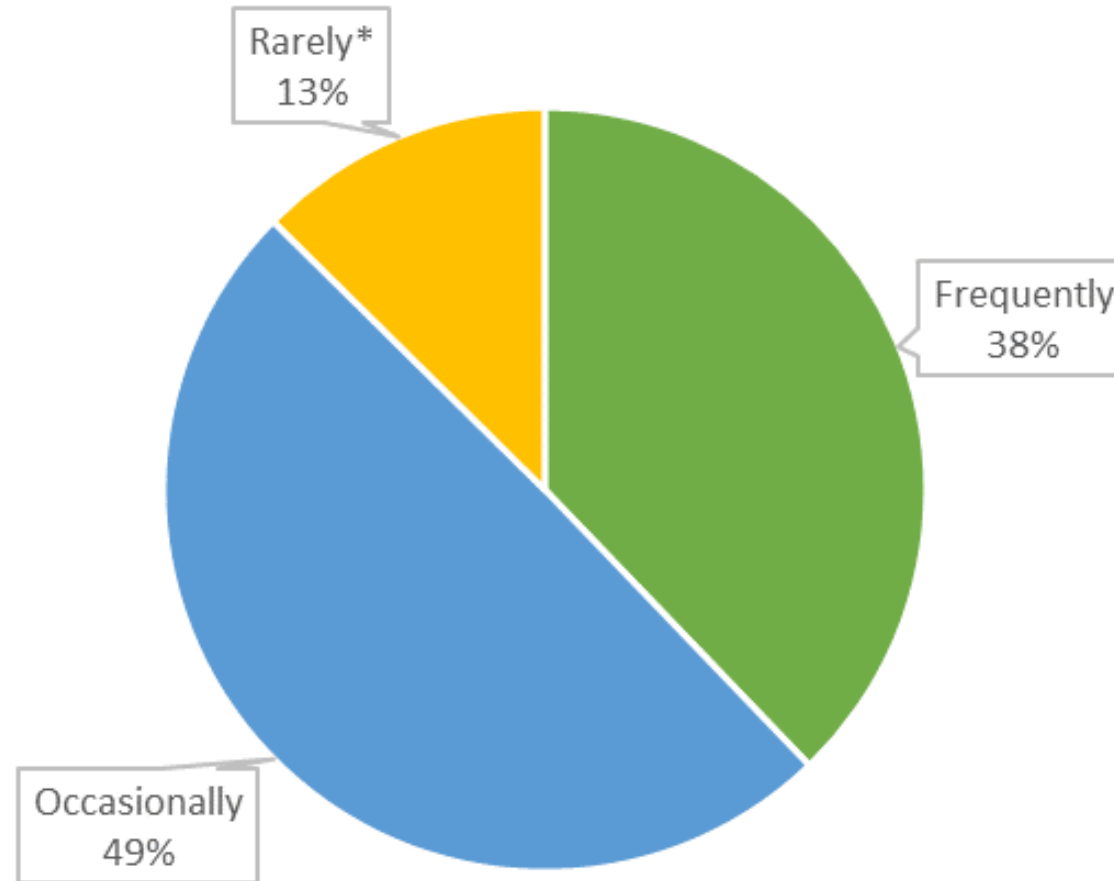
*At intake; includes periods Q2 2022-Q1 2023;
n=249 (excludes 51 “Unknown” responses)

- **92%** of participants have natural supports (family or friends) willing to participate in treatment*
- Of those participants with natural supports willing to participate, **87% WANT** those supports to participate*



How often do we engage with families in EASA?

n = 119

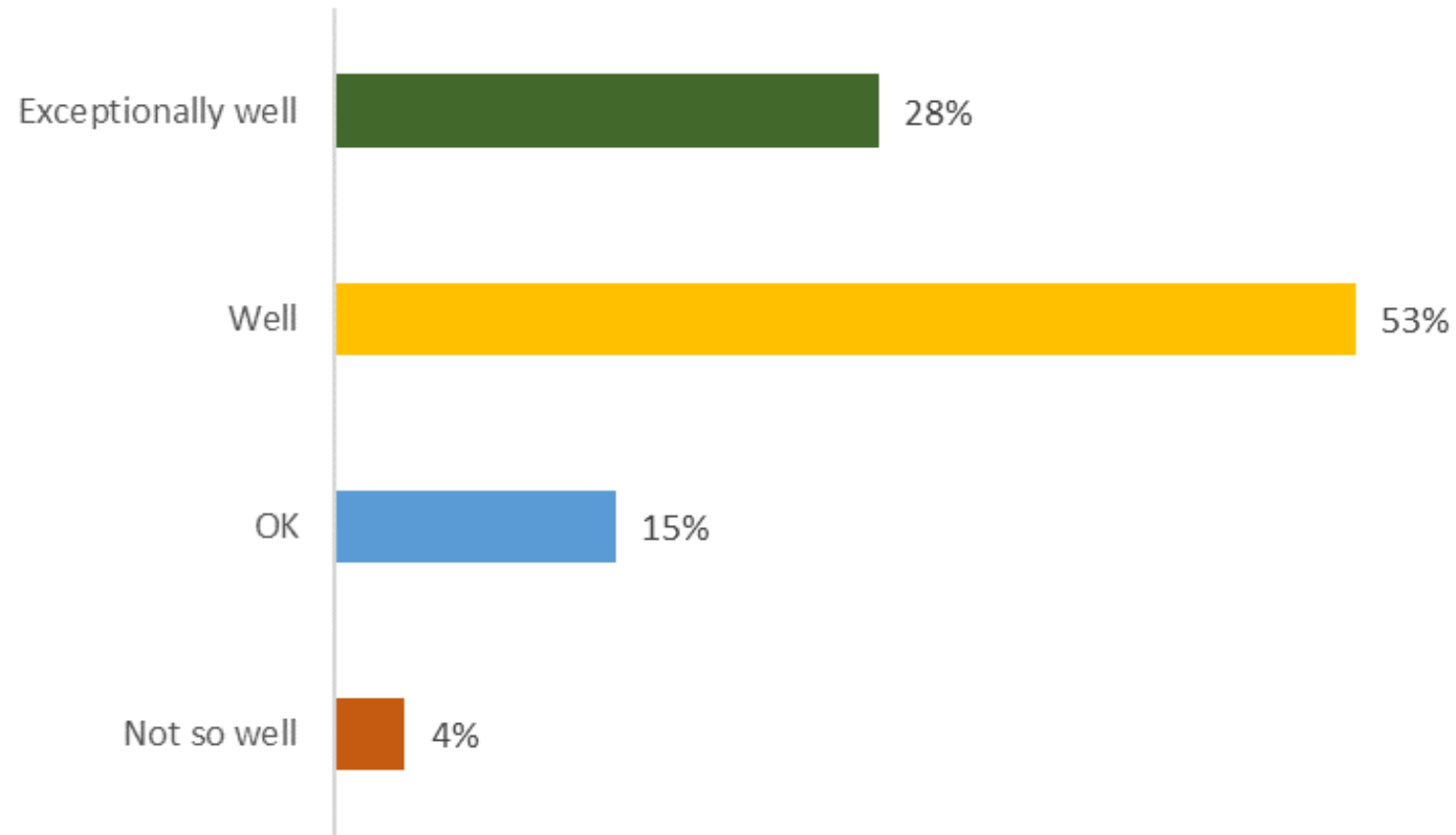


*Rarely = primarily supervisors and administrative support staff.

Source: Registration survey

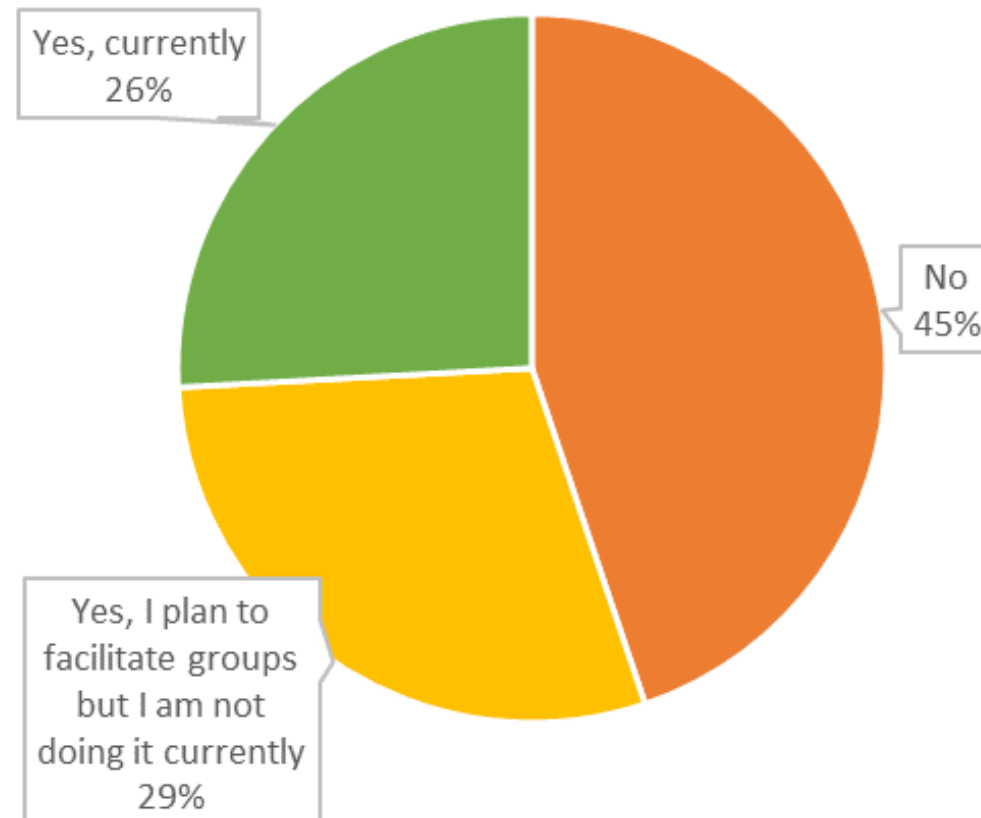
How well does your EASA team engage with families?

n = 111



Are you currently facilitating Structured Family Psychoeducation/MFG/SFE?

n = 116



Reported Challenges to Family Engagement

- Time & Scheduling conflicts
- Perceived lack of family interest
- Stigma & relationship conflict within the family
- Participant does not want family involved
- Team capacity / Resources lacking
- New staff
- Role doesn't include family contact
- Language / Cultural difference
- COVID circumstances
- Family engaged but client is not
- Billing questions



Family Engagement Strategies

Meeting in the Community or at the family home	Meeting after hours/weekends	Doing a shared group activity with the family (game night, book club, shopping, art and driving lessons, potluck)	MFG in Spanish/ Offer interpretation
Intro to EASA nights	Family Therapy with parents and participant together	Texting with family to check-in or schedule, Reminders for MFG and appointments	Joint appointments across disciplines
Family therapy online/web meeting	Offering both single and multi-family groups	Separate groups and curriculum on education nights for CHR vs FEP	Family "meet and greet" nights for families new to the program
Post-MFG support groups for interested families	Partner with family needs beyond EASA (i.e. housing, school meetings, job searching)	On-call crisis support	Continue to build rapport, even if it takes time



Additional Family Engagement Strategies

- ✓ Gather information about family strengths, needs, and natural supports from the beginning and throughout treatment
- ✓ Offer flexible meeting hours and locations
- ✓ Seek feedback during sessions using tools that are clear to all and have a purpose
- ✓ 90-day reviews to update and review progress on goals; refine goals to fit shifting landscape of recovery and needs
- ✓ Provide opportunities to hear from other families with lived experiences specific to early psychosis
- ✓ Engage all team members in family psychoeducation



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What Kinds of Interactions Strengthen Engagement?

News from Peer to Peer family work in Ireland!

<https://ipfcc.org/bestpractices/Family-Peer-to-Peer-Critical-Issues.pdf>

- **Education and Awareness:** Ambivalence is typical—family members, providers, EVERYONE! This does not need to be a secret! Acknowledge and validate that ambivalence is typical!
- **Focus:** Motivation and values help reduce a sense of 'stuckness' and communicate a sense of hope and togetherness
- **Collaborate:** Build partnership by inviting everyone to share their wisdom, knowledge, and expertise
- **Empathize:** Communicate support and help people experience the kinds of changes they are hoping for and need/are seeking
- **Structure:** Develop a framework or agenda for the meeting/interaction together. Find common ground or find a way to figure out that you're not on it—and recover! This reduces ambiguity, strengthens empowerment, and collaboration.



Monthly Statewide Family Council

About EASA's Family & Friends Leadership Council

Family & Friends Leadership Council



The EASA Family & Friends Leadership Council (FFLC) brings families together to inform improvements to EASA Programs and to build strong advocacy for EASA in Oregon.

Our Mission is to help families experience the excellence of EASA.

"We want every family served by EASA to leave the program with positive feelings, acquired life skills, and better outcomes for their child or loved one."

- FFLC Chair

You're Invited! Join other EASA family and friends statewide to make a difference for our family members!

We meet every 3rd Thursday at 6:30pm Pacific Time (online) [RSVP Here >>](#)

What We Do:

Powered with what we've learned through our experiences in EASA, we meet regularly to:

- Recommend improvements to EASA
- Promote initiatives to help families and supporters during their time in EASA
- Advocate for EASA in Oregon

We work on projects that:

EASA Families Speaker Panel

Sue F.

Terrie K.

Troy B.

Emily N.

- Q & A will be at the end of the session
- Direct message questions to **Megan Sage** in chat





Stretch Break

(11:00 – 11:15am)

Breakout Groups #1

Respond to the prompt corresponding to your group number.

Assign:

- A facilitator to help keep the conversation going
- A person to report out to the full group
- Someone to write down & email your responses

Questions:

a) What strategies have you found that work well to address this challenge?

b) What remaining challenges or questions could you use support on?





Lunch

(12:00-1:00pm)

QI Planning Overview

- Goal today: Each team develops plan for practice improvement over the next six months
- CfE team will be meeting with each individual site to discuss these goals and other site-specific goals
- Part of broader attempt to shift from periodic intensive fidelity to ongoing practice improvement and feedback processes



Breakout Groups #2

Choose a group – Can be your role or a different role

Questions:

- What strategies can this role employ to increase family engagement across the whole team?
- What challenges specific to this role come up that are related to families?
- How can other team members help this role engage successfully with families?
- What resources can you share ?
- What resources do you need?



Breakout Groups #3

Choose your group – Your EASA Team

Use the questionnaire (Word file download) to create a 6-12 month plan for your team



Stretch Break

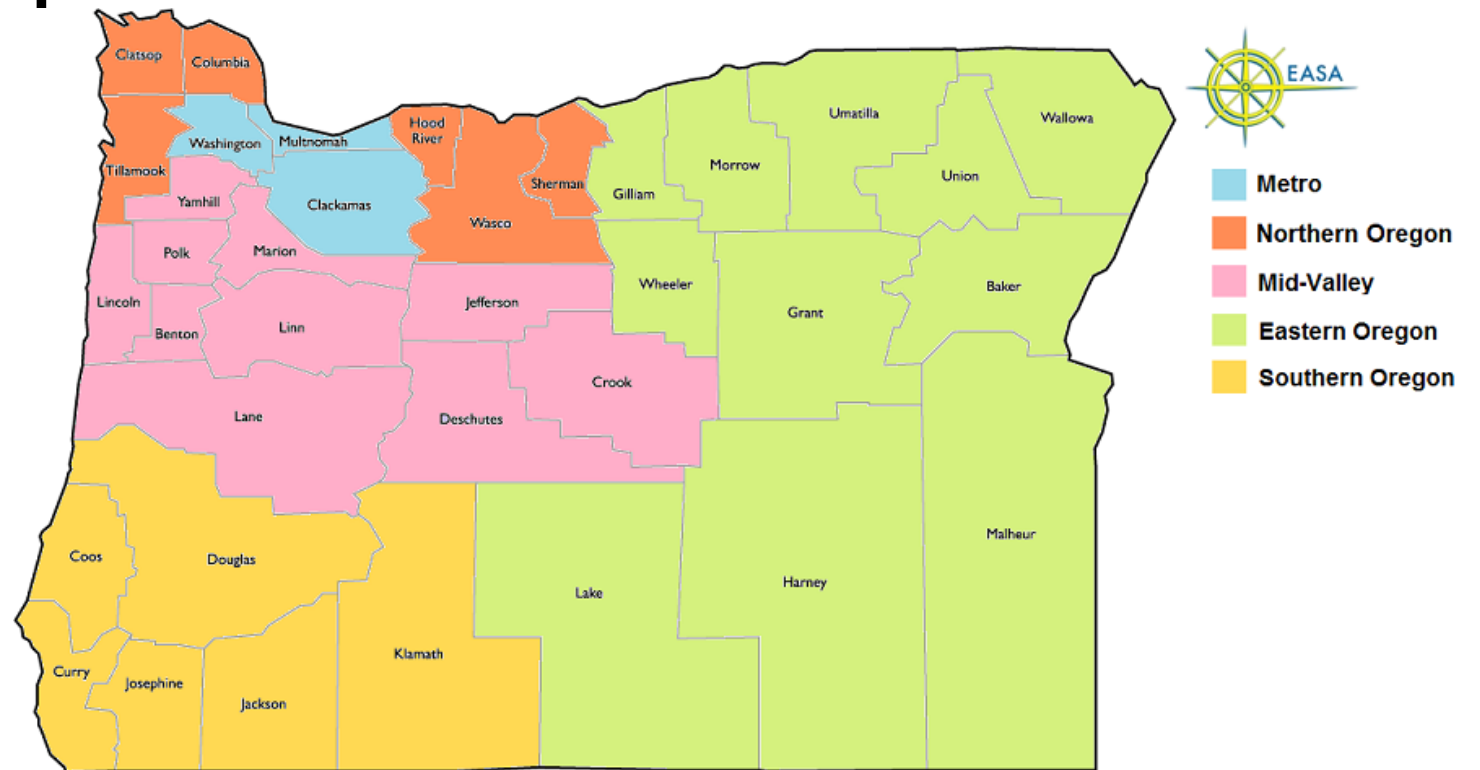
(2:20-2:40pm)



Breakout Groups 4

Choose your Regional group

Share your team's goals



Collaborate with your colleagues and the EASA Center for Excellence

Breakouts Debrief



Wrap-up and Evaluation

Reflections from today

For CME professional credit, fill out the Evaluation Survey:

https://ohsu.ca1.qualtrics.com/jfe/form/SV_eQzwRjMzoqZOB94



Resources available to use with Families and their Supports

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health teaching hospital and one of the world's leading research centres in its field. CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization/World Health Organization Collaborating Centre.

CAMH offers a free online modules course entitled "Empowering Families Affected by Psychosis"

Website description: Having a family member who experiences psychosis can be frightening and overwhelming. You play a key role in supporting your relative and in promoting their wellness and recovery. However, this role may take a toll on you as well. This self-directed online program is designed to offer you support as you care for your relative.

<https://moodle8.camhx.ca/moodle/course/view.php?id=16>



Additional Resources

NAMI: <https://www.nami.org/earlypsychosis>

NASMHPD: <https://www.nasmhpd.org/content/information-individuals-and-families>

EASA: <http://www.easacommunity.org/for-families-allies-and-young-adults.php>

Federation of Families for Children's Mental Health: <https://www.ffcmh.org/resources>

RAISE NAVIGATE: <http://www.navigateconsultants.org/wp-content/uploads/2017/05/FE-Manual.pdf>

On Track New York:

<http://www.ontrackny.org/Portals/1/Files/Resources/Family%20Treatment%20and%20Resources%20Manual%204.18%20Final.pdf?ver=2018-05-01-120346-543>

SAMHSA EBP Toolkit: <https://store.samhsa.gov/product/Family-Psychoeducation-Evidence-Based-Practices-EBP-KIT/SMA09-4423>

PIER Training Institute: <http://www.piertraining.com/family-psychoeducation/>



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