
Telecare Corporation Recovery Center @ Gresham



The Recovery Center @ Gresham strives to provide clients with the skills they need to attain the goals they choose. In this environment, clients begin a learning process that helps them make effective choices, reduce the amount of harm in their lives and increase their personal strengths.

Where It's Located:

Telecare Recovery Center @ Gresham
4101 North East Division Street
Gresham, OR 97030
(503) 666-6575/ (503) 666-4047 (fax)
Clinical Administrator: Marc Chinard
Director of Regional Operations: Kevin McChesney Corporate Office
Contact: Ross Peterson, Vice President of Development

Choices Make the Difference:

For many people with serious mental illness, it is hard to believe in a hopeful future, where recovery is possible and goals are within reach.

The challenges they face in the community, in life, and in traditional systems of care are daunting — and the resources to overcome these challenges are few. The Recovery Center @ Gresham is a new resource that exists to help these individuals build skills, reclaim hope, and feel supported on their journeys of recovery. Developed in partnership through the State of Oregon PAITS program, the Recovery Center @ Gresham offers a new clinical approach, one that is dramatically different than the traditional subacute locked facility. The program embraces the recovery philosophy at all levels instead of focusing primarily on symptom and behavior management. Recovery is woven into and defines every aspect of the program, from assessments and interventions, to the client information system, to the selection of staff, and the overall client experience.



The Client Experience at the Recovery Center:

- I have personal responsibility for my recovery process.
- I am treated with respect and given choices.
- I know that no decisions about me are made without me.
- I actively participate in the initial staff assessment which helps me look at my life in ways I may not have before.
- I develop my life goals and, with staff help, my goals for my stay at the Recovery Center as a part of my Recovery Plan.
- I develop my own crisis plan.
- I participate in all processes around developing my medication plan.
- I am allowed to make suggestions and have an impact on program changes including additions, eliminations, etc.
- I am able to share my story the way I want.
- I am able to share my cultural background and look at the ways my cultural assumptions have affected my beliefs and actions around my illness.
- I am able to voice my feelings about my spiritual feelings, beliefs and needs.
- I can involve my family in my recovery process if I want.
- I can participate in documenting my journey on a daily basis.

- I have the opportunity to participate in a wide range of counseling, rehabilitation and skill building classes and am allowed to opt out of any and all treatment classes without judgment.
- I experience the Recovery Center as a learning environment and am aware that staff members are in a learning process as well.
- I feel hopeful about my future and my ability to achieve my goals.

The Client Environment:

- The building is open and light with plenty of space.
- It is aesthetically pleasing.
- I have space to be quiet and have privacy.
- I have my own room or private space in my room and can make my space the way I want it to be.
- There are no delayed egress doors.
- The nurses' station and staff areas are open, fluid with the environment, and are a small percentage of the space.
- The staff are out in the common areas and easily accessible.
- I can get snacks and food when I am hungry.



Recovery Center Design:

When clients are enrolled in the Recovery Center @ Gresham, it is likely that they are experiencing a very difficult time in their lives. They are likely to feel overwhelmed and out of control. They may have lost their sense of self. They may feel hopeless. They may not think of themselves as people that can make a contribution to the world around them.

The Recovery Center @ Gresham offers these individuals the opportunity to live differently, according to their own goals, dreams and hopes. It is a unique and empowering learning environment built on a belief in recovery. The Recovery Center @ Gresham embraces the core concepts of learning, skill development, power awareness, cultural awareness, spiritual acknowledgment, personal choice, and personal responsibility in the recovery process. In this environment, clients have the opportunity to feel better about themselves, and take the first steps on the journey of recovery.

Assessments:

The assessment process balances the need to obtain essential program information with the need to engage clients in the process of change. It is conducted in a conversation style and acts as the beginning of the intervention. Together, staff and clients assess: 1) cultural assumptions; 2) the current amount of harm and personal strengths; 3) the client's level of engagement in the process of change; 4) areas where there are risks of danger to the client or others; 5) past medication use problems, beliefs and beneficial factors; 6) the client's preference for staff assistance in the event that s/he feels out of control or exhibits dangerous behaviors; 7) the use of drugs and alcohol, including the harm caused and readiness for change; 8) the telling of his/her story in the way he/she desires; 9) spiritual needs; 10) the client's natural supports and a plan for developing more if needed. A summary of this assessment is given to the client in preparation for developing a recovery plan.

Interventions:

The intervention continues with the development of the client's Recovery Plan. Using a Guided Planning Dialogue, the intervention helps the client define his/her desires in life, develop choice making skills, understand the harm or personal strengths that result from these choices, address his/her feelings and beliefs about medications, and participate in the development of his/her own medication plan. Psychiatric rehabilitation is used to help the client develop life skills or identify needed supports. Cognitive counseling is used to teach the client how to examine the beliefs or assumptions that s/he holds that are untrue and limiting. Family education is also a foundation of the recovery centered approach and family counseling is available when necessary.

Staff Attitude & Experience:

In this environment, the staff exists to support clients, believe in their abilities, and teach them to look at the assumptions they've had about their own lives, question them, and begin building their future from a new foundation. Staff members choose to work in this environment because it is recovery centered. To them, it is a journey, not a job. They have hope for and believe in those in recovery and are attracted to the empowering atmosphere. Hired based on their enthusiasm and passion for learning and their desire to grow as individuals, staff members accept feedback as an opportunity to better support clients in recovery and use a specifically designed Vision Tool to facilitate this process.

Client Information System:

Client data collection is embedded into the assessment and intervention process. This unique approach uses the same data for multiple purposes, enhancing its accuracy and meaningfulness. It is shared and used in decision making, strategic interactions and evaluation of program effectiveness over time. Clients and staff review and work from the same data in real time. Clients may see their clinical record with a staff member whenever they want.