



# Provider Bulletin

June 18, 2020

SPECIAL SERIES - PART 1 OF 3

## *Success Stories from the Field*

Success Stories from the Field is a special three-part AMHD Provider Bulletin series recognizing recovery in the community and offering inspiration, hope and compassion while highlighting care coordination and support services arranged by the consumers' AMHD community case management team.

Consumers are working hard every single day to live a quality of life that includes independence, needs and obligations being met, basic health and safety, support resources, and meaningful social connections. Every consumer has a unique journey; these stories share just a few.

### Perseverance Leads to Improved Quality of Life



Hospitalized to address mental illness and physical health challenges, Gabbie\* needed help to stabilize debilitating health conditions that prevented her from achieving long-term community tenure. Upon return to the community, Gabbie was presented with multiple reintegration issues. Not only was she still addressing ongoing behavioral and physical health issues, but it was clear that housing, linkage to resources, and the constant struggle to make healthy choices were overwhelming. A short hospital stay was required. Through all of these interventions, her AMHD community case management team was there to encourage her and provide support.

Gabbie's recovery plan goals included obtaining stable housing, being medication adherent, and remaining compliant with all legal obligations. In less than two years, Gabbie's lifestyle has dramatically improved. She no longer relies on crisis intervention or emergency medical assistance to address her symptoms. Being medication adherent has made all the difference. She obtained housing and has remained housed. Her willingness to engage with others has significantly improved. She regularly uses her personalized coping skills and has worked hard to learn new skills such as independently navigating public transportation routes which has built her confidence. Completing the CREST program to be discharged from conditional release was huge for her. Graduating from day programming was another milestone. But even more than those outstanding achievements, Gabbie has demonstrated that perseverance truly leads to great success.

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## Overcoming Health Challenges to Regain Independence



Karla\* was new to Hawaii. She didn't have family support and recently became justice involved. She presented with multiple behaviors that were not appropriate. Being medication adherent was a struggle and noncompliance to basic community rules contributed to a growing mound of barriers to receiving timely care. After hospital discharge, Karla needed a lot of help. Her insight about her mental illness was low and she still needed much encouragement to complete tasks. With the help of her AMHD community case management team, Karla agreed to simple recovery plan goals including linkage to services such as day treatment and psychological support through a therapist.

It's been over two years and Karla has made so many positive life changes. She is no longer resistant to mental health services and independently attends day treatment classes. She has been able to reliably complete tasks including shopping and attending monthly health appointments. She is learning useful administrative skills through her volunteer work as well. Most significant is reconnecting with her family. She now maintains communication with family members and is working to complete the CREST program. Once discharged from conditional release, Karla's long-term recovery plan goal is to physically reunite with her family.

## Stopping the Cycle through Community Stabilization and Supports



Hearing about the "revolving door" and living life like a revolving door are two very different events. For Eric\*, he was clearly living in a cycle of hospitalization, discharge, and re-hospitalization. Repeated weekly hospitalizations labeled him as a "frequent flyer." Without community supports post-hospital discharge, Eric was not linked to critical services needed to maintain community stabilization. With the help of his AMHD case management team, Eric was able to connect with his family on the mainland and has been linked and sync'd with a treatment team on the mainland who continues to provide Eric with support.

## A Bad Incident as a Catalyst for Positive Change



Being assaulted while napping resulted in Trevor\* being knocked unconscious, robbed, and in need of immediate medical and vision care services. With the help of his AMHD case management team, Trevor was able to see an optometrist and obtain a new prescription for eyeglasses. Additionally, Trevor was willing to explore housing options. Trevor is now living in a house. His determination to turn a bad situation into a positive and lasting recovery-oriented life change is outstanding.

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## Adjusting to Living in a Care Home to Address Long-Term Health Needs



After a lengthy hospitalization, Lance\* needed specialized community-based care. His treatment team identified several health issues that would not improve over time. If not discharged to a care home facility, Lance could risk further health complications. This was not a plan that Lance was initially willing to accept. He was very against being placed in a care home setting. He was willing to give it a try, but the care home placement was a tough adjustment. Lance was resistant to care and refused to accept help from care home staff. His housing status was at risk.

Fast forward to today. Lance has made many positive life changes. He is currently doing so well that he is no longer legally encumbered. He is engaged in his daily personal hygiene maintenance. He attends day programming and, with the help of his AMHD case management team, has been working on his communication skills with his therapist. At his care home, his primary care giver continues to encourage him to keep up with his daily recovery plan goals. Every day is an opportunity for Lance to make positive health choices.



\*NOTICE: Names used in these stories have been changed and details were altered or omitted to protect the identity of the consumers and their treatment teams.



Did you enjoy reading Part 1 of Success Stories from the Field?

We hope that these success stories touched you positively in some way. Stay tuned for the Part 2 of this special three-part AMHD Provider Bulletin which will be published in July 2020.



### Calling All AMHD Service Providers and CMHC Case Management Teams!

If you have a success story you would like AMHD to consider publishing, please submit it to your assigned AMHD Service Coordinator or through your CMHC Branch Program Manager.

Requirements for story submission:

- Minimum 120 words/Maximum 300 words.
- Brief snapshot of an AMHD consumer's recovery process.
- Emphasis on the consumer's perspective. Include at least one or two sentences directly quoting the consumer, in their own words.
- May include a theme such as those titled above.

Questions? Please contact Stacy Haitsuka, AMHD Communication and Training Specialist, at [stacy.haitsuka@doh.hawaii.gov](mailto:stacy.haitsuka@doh.hawaii.gov).