Clinical Supervision in Community Mental Health Settings: Moving Towards Excellence While Creating Extraordinary Experiences

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Objectives

Participants will:

• Learn how to design and implement a supportive atmosphere for learning

• Be able to adapt supervisory approaches while distinguishing the backgrounds of individual clinicians

• Create a system of support and inter-reliance among staff while focusing on personal growth and the consumer alike.
Why Supervise/Coordinate?

• Required
• Gives support and allows for team approach
• Fills gaps
• Broadens knowledge and experience
• Promotes a “growth” mindset
Working With Multi-Discipline Teams

• How to modify supervision to meet diverse needs:
  – Common factors
  – Integration of knowledge
  – Philosophies
  – Theories
  – Methods
Benefits of Working in a Community Mental Health Setting

• Diverse populations
• Opportunities to grow and expand
• The chance to connect with the community
Challenges Of Working In A Community Mental Health Setting

• Barriers to communication
• Few opportunities for connection
• Isolating
• Wide spectrum of needs and presenting concerns
• An ever-evolving system
Creation of the Clinical Coordinator Role

• Objectives:
  – Support
  – Connection
  – Communication
Benefits of the Clinical Coordinator Role

• New Employees
• Weekly meetings with the Practice Manager
• Regular Check-ins
• Additional layer of support for clinical decision-making
• Creation of smaller coordinator “groups”
• Ease of access to a coordinator
Benefits of Clinical Coordinator Role

- Emphasis on professional development and growth
- Increased engagement by therapists
- Thoughtful and intentional approach in matching coordinator with therapist
Monthly Supervision Format

• Rationale and benefits of having a regular monthly schedule
• Process for determining the needs of the group
• How we attempt to meet those needs
Monthly Clinical Supervision Format

- Week 1: Administrative Meeting
- Week 2: Small Groups (Coordinator Groups)
- Week 3: Therapist Skills Group
- Week 4: Large Group Case Presentation
- Week 5: Speaker/Self Care
Supervising Clinicians Providing Services in Community Settings

• Presents unique challenges:
  – Being aware who is the consumer
  – Balancing relationships
  – Confidentiality and sharing of information
  – Integrating community clinicians into formal outpatient clinician supports
  – Day-to-day functions
School-Based Outpatient Therapists: Clinical Coordinator/Supervision Protocol

- Weekly group supervision
  - Division of groups
- Administrative meeting once per month
- Quarterly check-ins with school administration
- Bi-monthly check-ins with each district subgroup
Importance of Coordination for Therapists in the Community

• Provide a “home base”
• Assures similar procedures
• Decreasing feeling of being alone
• Assistance with decision-making
How do we measure progress?

• Satisfaction surveys
• Individual meetings/feedback
• Group meetings/feedback
• Self and group reflection among coordinators
Satisfaction Surveys

• Created in order to ascertain participants’ overall satisfaction with the clinical coordinator model
• Likert scale from 1-5
• Also allowed for open-ended feedback related to impressions, recommendations
Satisfaction Survey

1.) When you first learned about the establishment of Clinical Coordinators, how valuable did you anticipate the program to be?

2.) Since the program has been established, how valuable do you find this program?

3.) Do you find your Clinical Coordinator supportive in your ongoing growth as a clinician?

4.) Do you believe that your Clinical Coordinator recognizes your unique abilities and areas of expertise?
Satisfaction Survey

5.) Does your Clinical Coordinator treat you with dignity and respect?

6.) How available is a Clinical Coordinator when you have an urgent question or concern?

7.) Do you find your Clinical Coordinator knowledgeable and helpful in areas of case conceptualization?

8.) Can you depend on your Clinical Coordinator to follow through on questions and concerns?
9.) Do you feel that your Clinical Coordinator promotes a positive company culture?

10.) How likely are you to recommend CSG/Lancaster Outpatient as a good place to work?
Individual meetings

- Scheduled regularly and/or by request
- Therapist-centered Driven by goals of individual
- Opportunity to offer feedback
- Performance dialogues
Group Meetings

• Opportunity to share ideas and concerns
• Develop skills in a smaller group
• Safe space for feedback and questions
Coordinator Growth/Self-Reflection

• How do we continue to grow?
• How do we deal with our own emotions/responses?
• Elicit feedback from and promote clear conversations with one another
• Our own professional development and supervision
Where Do We Go From Here?

- General feedback received from surveys
- Application of feedback
- Future ideas and considerations
Questions or feedback?

Thank you for attending!
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