

Healing-Centered Supervision: Lessons from Peer Support

EMILY FERRIS, CPS

NATIONAL DIRECTOR, YOUTH EMPOWERMENT

MAGELLAN HEALTHCARE

&

DANA LOMBARDI, LPC

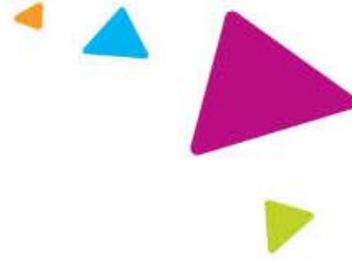
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Workshop Agenda



An introduction to Healing Centered Supervision including information on trauma stewardship, vicarious trauma, and moral injury.

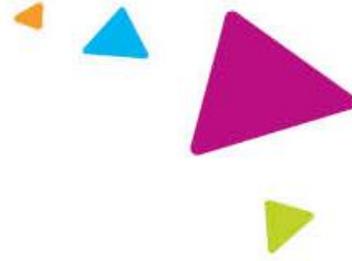


Discussion of workforce needs including proactive burnout prevention.



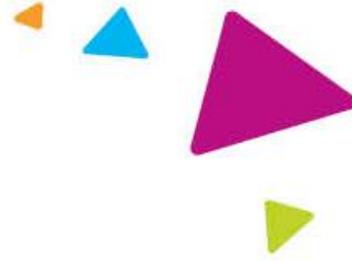
Review support strategies for individual and group supervision.

Healing-Centered Peer Support



- What is Healing-Centered Peer Support?
 - Healing-Centered Peer Support recognizes the impact of trauma in the lives of both the participants of peer support programs and on peer support specialists.
 - Centers the person’s healing process and celebrates resiliency
 - Utilizes strategic sharing to ensure a safer emotional environment for both the participant and the peer specialist
 - Why do we use the term healing-centered rather than trauma-informed?
- What are the hallmarks of Healing-Centered Peer Support?
 - Honesty and Transparency
 - Consistency
 - Clear expectations and boundaries
 - Recognition that all coping is rooted in wisdom, even if coping mechanisms are no longer working
 - Respect for decision-making abilities of individuals
 - Joy and celebration of successes
- How do these concepts apply to helping professions more broadly?

Let's start with some definitions...



Vicarious Trauma

Compassion Fatigue

Burnout

Moral Injury

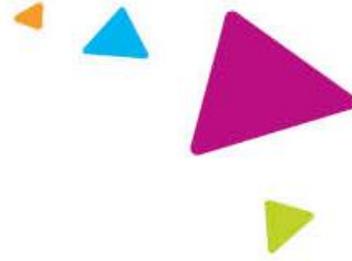
Workforce Impact: Lessons from Peer Support

- The prevalence of stigma in American society
- What does it mean for a person when your job title reveals that you have experience with recovery from a mental illness or substance use disorder?
 - Encountering and addressing stigma at work
 - Encountering and addressing stigma in our personal lives
- Peers are expected to bring some element of their vulnerabilities to the work environment by self-identifying as an individual in recovery.
 - Strategic sharing of our recovery stories does not address this disclosure that is inherent in our profession.
- Managing our “bandwidth” for addressing stigma
- **Peer Specialists are not the only professionals with lived experience**



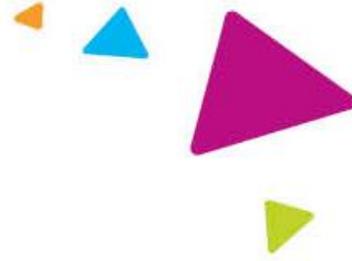
“Okay, you’re a visionary. I’m a visionary. Everybody here is a visionary. But what do you do for a living?”

Impact on Helping Professionals: Trauma Stewardship



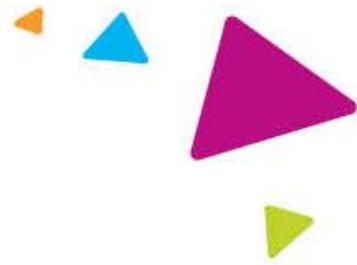
- Trauma Stewardship
 - Definition from Laura van Dernoot Lipsky at the Trauma Stewardship Institute
- Role of trauma stewardship helping professions
 - Recognizing the prevalence of trauma for participants and for workers
- Repeated exposure to vicarious trauma is a probable outcome of our work
- Proactively and mindfully addressing the reality of secondary and vicarious trauma through strategic supervision practices can be a protective factor for participants and professionals

Support Strategies: Creating a Healing – Centered Environment

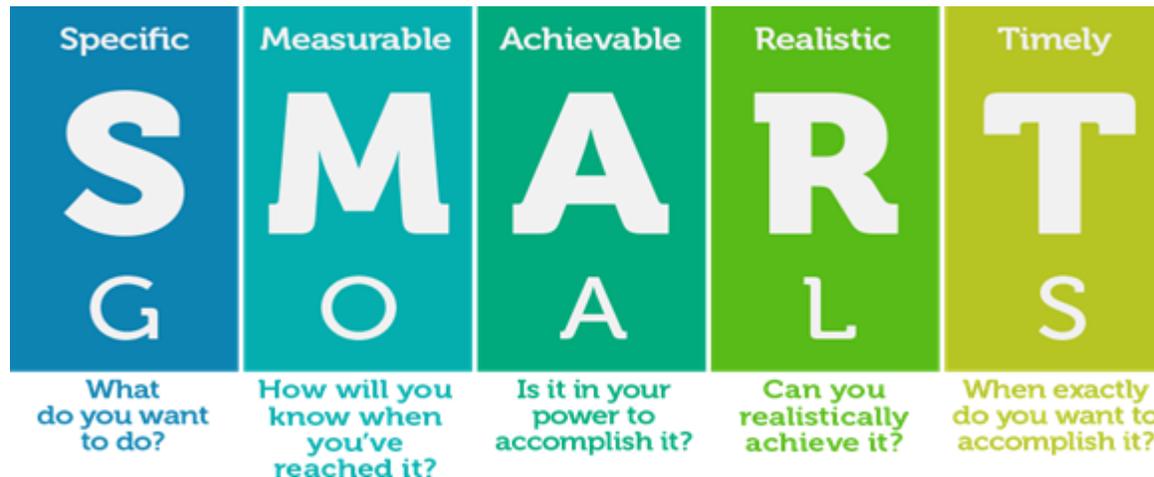


- Building common ground between supervisor and peer supporter
 - Intentional Peer Support has a process for this work called “Co-Reflection”
 - Strategic sharing from supervisor
- Consistency
 - Staff should generally be able to anticipate how a supervisor will engage with and support them (even when there are performance issues).
- Transparency
 - Share the “why”
 - Providing context and information about why we have certain expectations
 - Clarify the stakes of tasks and why we prioritize certain tasks
- Apologize! It is okay to learn together.

Support Strategies: Boundaries



- Setting boundaries in the workplace
 - Peer support inherently requires the presence of self in the work that we do
 - Peers recognize the power in sharing vulnerability
 - Strategic sharing is the key to harnessing the hope of recovery within peer support
 - Sharing has different parameters in other professional roles → how does this impact workplace wellness?
- Boundaries in supervision
 - Transparently navigate what is appropriate for supervision
 - Translating SMART goals to job performance

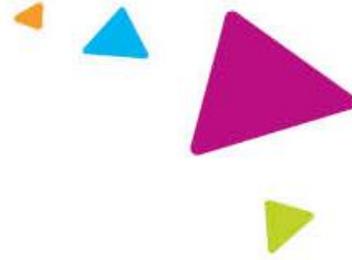


Support Strategies: Boundaries

- The myth that our personal lives do not impact our working lives...and vice versa
 - What happens when personal challenges are impacting work?
 - What happens when work is impacting our personal lives
- Flexibility
 - Boundaries will look different for different individuals
 - The key is to set those boundaries clearly
 - Boundaries may change when circumstances change.
- Venting versus rumination
- The role of reassurance in building confidence



Support Strategies: Self-Care and Self-Advocacy



- Self-Care and Preventing burnout
 - A fallacy in how we address self-care is that it is something that happens outside of work hours.
 - Strategies for self-care during work hours must also be prioritized.
- Self-Advocacy
 - Team members have a responsibility to share their needs with their supervisor
 - Reflect back:
 - How does this align with co-reflection?
 - How does creating a Healing-Centered Environment allow for the conditions that promote self-advocacy?
 - Supervisors should respond clearly and directly to the needs expressed by the team member, even if the request is not feasible.



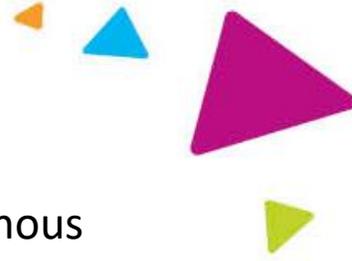
Support Strategies: Group Supervision

- Team meetings are an important opportunity to collectively support and process the work.
- Standardization of meetings
 - Providing continuity and setting expectations
 - Two word check in
 - Round robin
- What do we discuss at a meeting?
 - Celebrate successes
 - Brainstorming challenges
 - Self-care and the impact of emotional labor
- What don't we discuss at a meeting?
 - Individual job performance
 - Topics that will not resonate with the whole group
- How do we keep on track?



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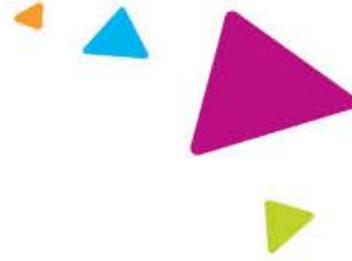
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