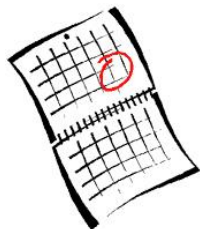# SAFE Program Implementation Toolkit
Michelle Sherman, Ph.D., January 2009

3-4 months before start date

Planning Stages

ENLIST SUPERVISORY / MANAGEMENT SUPPORT:

❑ Discuss the plan to implement the SAFE Program with your service chief / line director and obtain his/her approval and support.

❑ Ensure that sufficient time is allotted to program development and actual class provision (possibly including relief from other existing duties).

PERSONNEL:

❑ Define personnel who will facilitate classes (Have one or two core staff that are present every session, but can have occasional guest speakers to present didactic material if desired to decrease burden on staff).
   ▪ Facilitators need skills in group facilitation; knowledge of serious mental illness / PTSD; and compassion for and insight into the experience of families.
   ▪ The facilitator could be a psychologist, psychiatrist, social worker, psychiatric nurse, or therapist.

❑ Facilitators should read:

For background information on the SAFE Program:
   Sherman, M.D. (2003). The S.A.F.E. Program: Support And Family Education: Mental Health Facts for Families. *Psychiatric Services, 54*, 35-37.

   Sherman, M.D. (2003). The S.A.F.E. Program: A family psychoeducational curriculum developed in a VA Medical Center. *Professional Psychology: Research and Practice, 34(1)*, 42-48.

For suggestions about creating family programming in a new setting:
   Sherman, M.D., & Carothers, R.A. (2005). Applying the readiness to change model to implementation of family intervention for serious mental illness. *Community Mental Health Journal. 41(2)*, 115-127.

❑ Solicit volunteers from psychiatry or pharmacy to come for 10-15 minutes for Q&A time regarding medication issues.

❑ Create schedule for the year indicating who will attend to address medication issues in each class.

LOGISITICS:

❑ Select location for classes.
- Room should be comfortable and easily accessible for families.
- The classroom should allow for chairs to be put in a circle to enhance group discussion.
- Room needs a dry erase board.
- It's preferable to have audiovisual set-up to be able to show videotapes or DVDs.

❑ Select time of day / day of week to accommodate local needs.

❑ Reserve room for classes.

DOCUMENTATION / WORKLOAD:

❑ Meet with MAS (Medical Administrative Support) staff to discuss how to create a collateral record. If MAS needs additional guidance, refer them to page 22 (Section 6: Documentation) of this document from the Office of Care Coordination.
http://vaww.carecoordination.va.gov/topics/caregiver/docs/CGFAQ.pdf

❑ Create a non-billable clinic (but one that creates workload) – e.g., SAFE clinic.

❑ Create progress note template – see page 24 of manual for sample.

❑ Familiarize staff with proper codes.
- CPT = 90887: "Interpretation or explanation of results of psychiatric, other medical examinations and procedures, or other accumulated data to family or other responsible persons, or advising them how to assist patient."
- DX = v65.0 ("healthy family member accompanying sick")
- Stop Code = 550

PUBLICITY:

Create publicity materials

- ❑ Create <u>annual schedule poster</u>

- ❑ Create <u>flyers</u> (to be hung throughout mental health units) announcing upcoming class

- ❑ Create <u>tri-fold pamphlets (brochure)</u> describing program

- ❑ Create <u>reminder letter template</u>
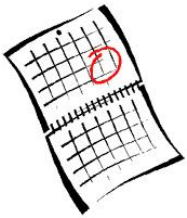
One month prior to start of program:

Inform referral sources: INTERNAL (your own medical center / CBOC's)

- ❑ Attend each unit's staff meetings and provide brief presentation and provide publicity materials.

- ❑ Present at your local Consumer Council meeting and provide publicity materials.

- ❑ Present at each CBOC in your region and provide publicity materials.

- ❑ Present at your Education Council.

- ❑ Create packets for all relevant VA staff. Packets may include:
    1. Personalized cover letter explaining program and requesting referrals
    2. Annual schedule (ask them to post in their office)
    3. Stack of flyers

Inform referral sources: EXTERNAL (beyond your medical center)

❑ Have face-to-face meeting with local NAMI affiliate and provide publicity materials. Emphasize how the SAFE Program includes information on PTSD (whereas NAMI's Family to Family AND Journey of Hope courses do not).

❑ Present at your local Vet Centers and provide publicity materials.

❑ Make personal contact and mail publicity materials to all community mental health centers (CMHCs) in your area.

Preparation for Classes

❑ Create Participant Notebooks, namely 3-ring binders consisting of:
- "Welcome to the SAFE Program" handout
- SAFE tri-fold pamphlet
- SAFE Resource list
- NAMI pamphlet (from local NAMI affiliate)
- Several sheets of blank paper for note taking

❑ Create sign-in sheets including:
Family member's:
- Full name
- Date of birth
- Full social security number
- Mailing address

Veteran's:
- Full name
- Last four digits his/her social security number

❑ Make copies of:
- Background information form (to be completed at every session)
- Satisfaction form

Preparation for Each Class

- ❑ Gather materials: See <u>list of materials here.</u>

- ❑ Review the session outline, making notes of anecdotes and examples you may wish to use.

- ❑ Make photocopies of the handouts for the class. Ensure that they are 3-hole punched so participants can keep them in their Participant Notebook.

After Each Class

- ❑ Ask MAS clerk to create "collateral chart" for each participant.

- ❑ Load the appointment for each participant.

- ❑ Write the progress note.

- ❑ Complete the encounter.

- ❑ Enter the anonymous satisfaction data into excel spreadsheet to track over time. For sample, see next page.

SAFE Evaluation Form

Date	Quality	Presenter Style	Relevance	New Info	Sum	Defns	Causes	Txs	Ask Qs	VA Res	Commty Resource	Family support	New Ideas	Valued as a CG	Handouts
2-08	5	5	5	5	20	1	1	0	1	1	1	1	0	1	1
	5	5	5	5	20	1	1	0	1	0	1	1	0	1	1
	4	4	4	4	16	1	1	1	1	1	1	1	1	0	1
	5	5	3	4	17	1	1	1	1	0	0	1	0	1	1
	5	5	5	5	20	1	1	1	1	1	1	1	1	1	1
	5	5	5	5	20	1	1	1	1	1	1	1	1	1	1
	5	5	5	4	19	1	1	0	1	1	1	1	1	1	1
3-08	4	5	4	4	17	1	1	1	1	1	1	1	0	1	1
	5	5	5	5	20	1	1	1	1	1	1	1	1	1	1
	4	5	5	4	18	1	1	1	1	0	0	1	1	1	1
	5	4	5	4	18	1	1	1	1	1	0	1	0	1	1
	4	4	4	5	18	1	1	1	1	0	1	1	1	1	1
	5	5	5	5	20	1	1	1	1	1	1	1	1	1	1
	5	5	4	4	18	1	1	1	0	1	1	1	1	1	1
Mean	4.71	4.79	4.57	4.50	18.65										
n	14	14	14	14	14										
Stdev	0.47	0.43	0.65	0.52	1.39										
Percent Endorsed						100%	100%	79%	93%	71%	79%	100%	64%	93%	100%

1 = yes
0 = no