



fareassieme
al Servizio di salute mentale di Trento

TOUR OF NORWAY

ASKER, LARVIK, KRISTIANSAND, SANDNES, MOLDE

Presentation of the model of **Italian Community Psychiatry** in the **Mental Health Department of Trento** according to the “**Doing Together**” approach
and with the kind presence of the **UFE** (Users and Family-members Experts)

Renzo De Stefani

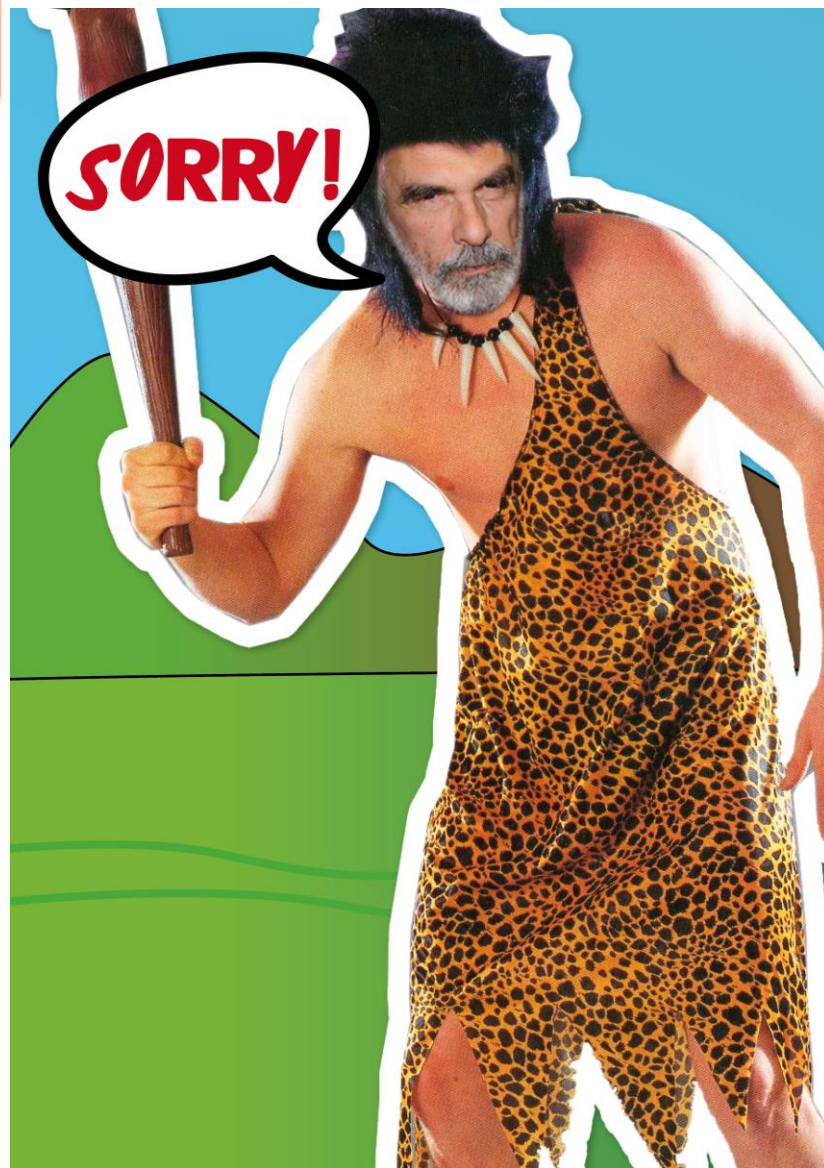
with Maurizio Capitanio, Roberto Cuni, Njoukou Fabien Lexus, Alice Somnavilla, Valentina Zanon

15th - 19th February 2016





fareassieme
al Servizio di salute mentale di Trento



**MY ENGLISH IS
NEANDERTHAL ENGLISH!!!**





fareassieme
al Servizio di salute mentale di Trento

“Av små frø blir det store tre”

Special gratitude to **Anders Vege** and his section,
for the extraordinary work
and the dedication they put in making this happen!

Thank you, my dear friend Anders !!!





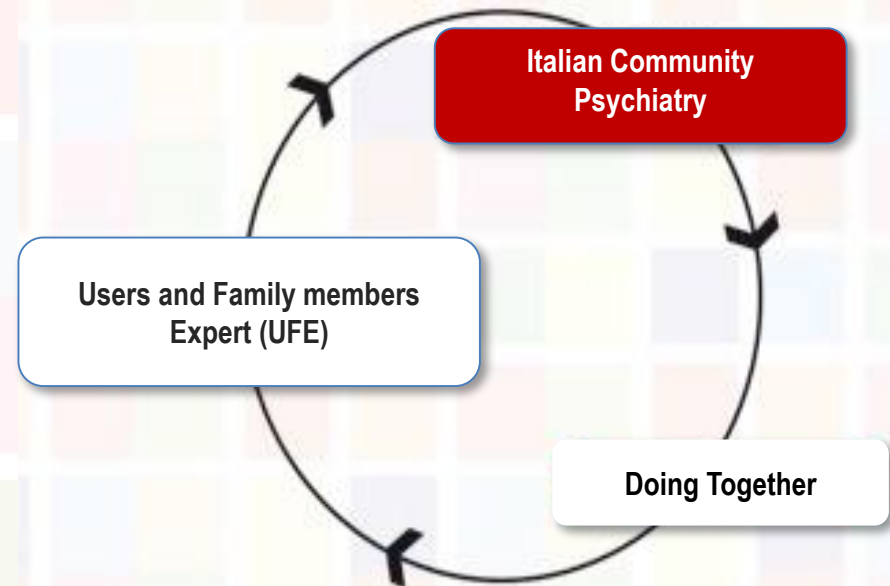
Warm greetings to you from our beautiful Trentino!!!



ITALIAN COMMUNITY PSYCHIATRY

In **Trento** we try to apply the principles of the **Italian Community Psychiatry** with some peculiarities:

the “**Doing Together**” Approach, and the **UFE** (Users and Family-members Experts)



ITALIAN COMMUNITY PSYCHIATRY

The starting point:

Law 180 / 1978 - promoter was psychiatrist **Franco Basaglia**

- ✿ closes Psychiatric Hospitals (for the 1st time in the world)
- ✿ transfers care and rehabilitation to community centers
- ✿ opens small psychiatric wards for crisis situations within the General Hospitals (maximum 15 beds)
- ✿ prescribes stricter regulations for Compulsory Treatments



ITALIAN COMMUNITY PSYCHIATRY

The implementation of Law 180, especially in the first years, has encountered many difficulties.

The population and in particular the families of the mentally ill, were not ready for this revolution.

The community services could not develop in a short time.

For these reasons, Law 180 has been, and still is, a law that stimulates debate.

Law 180 signals the end of an era. The era during which patients in the psychiatric hospitals lived in unacceptable conditions and where they did not receive appropriate and adequate care.

Unfortunately Law 180 has not been correctly applied all over Italy and in the places where this happens, there are evident problems for users and family members.



Personally I really love Law 180.

I think and see that it is possible to implement it well and I have no doubts about the fact that in those places in Italy where the Law has not been implemented, the fault lies not within the law itself but within the people (politicians, administrators, psychiatrists, different people) that did not know / want to engage with science and passion in its application.



ITALIAN COMMUNITY PSYCHIATRY

**Integration of all
services
in a sole
organization:
the Mental Health
Department (MHD)**

**Continuity of care and
case management**

**Assistance and
integration of the
person inside the
community, outside
of the Hospital.**

**In Trento we apply the “Doing Together” approach:
valorization of the knowledge and resources of users, family members and citizens,
and their active involvement in all activities of the Mental Health Department (MHD).**

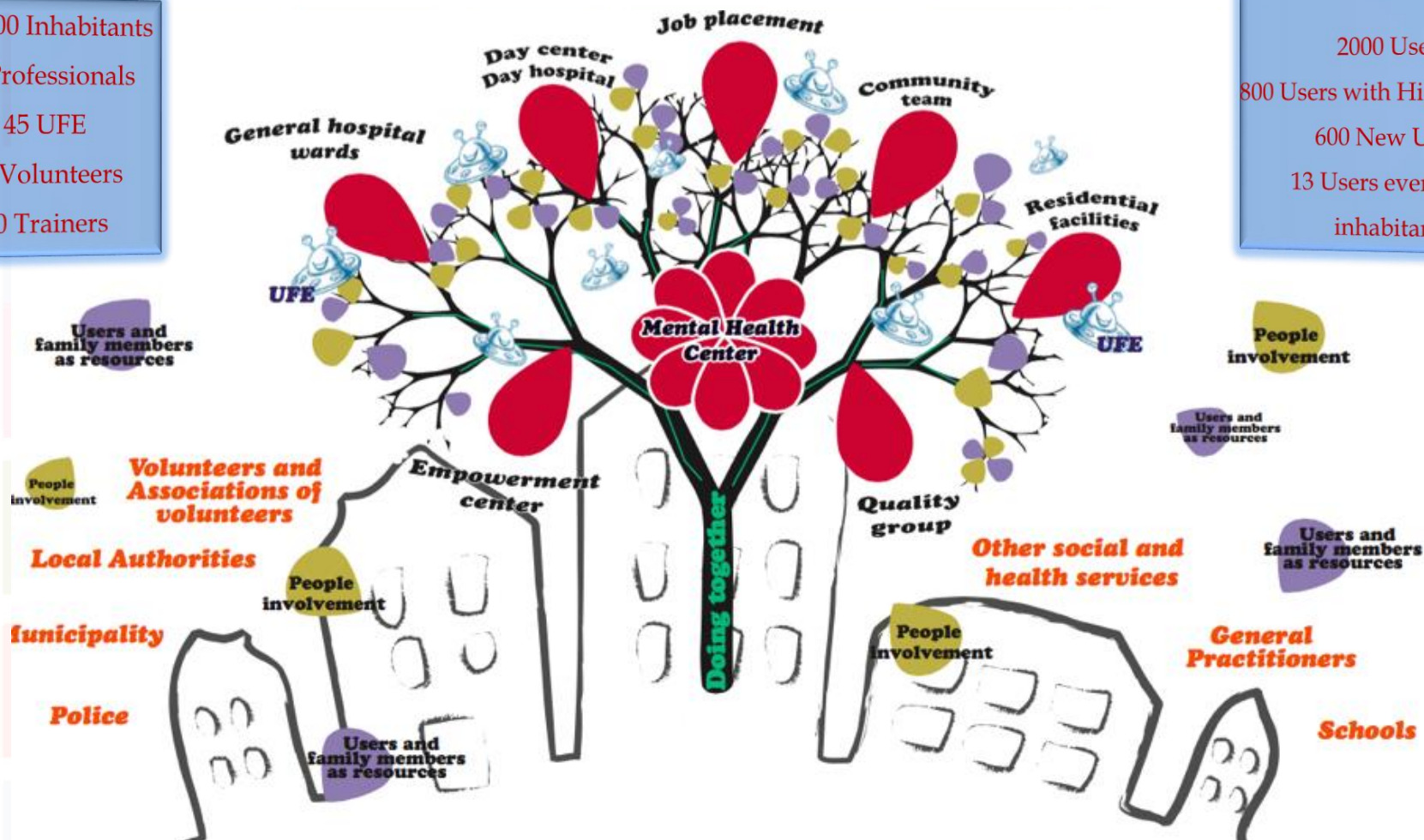


THE MENTAL HEALTH DEPARTMENT OF TRENTO (MHD)

150.000 Inhabitants
85 Professionals
45 UFE
10 Volunteers
20 Trainers

Data 2014

2000 Users
800 Users with High-Demand
600 New Users
13 Users every 1000
inhabitants



1 ORGANISATION, 1 MISSION, 1 DIRECTOR

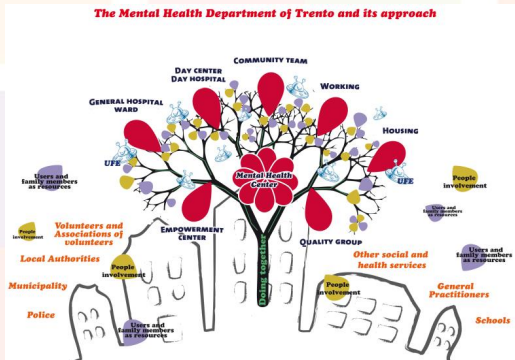


ITALIAN COMMUNITY PSYCHIATRY

One example: Valentina's care pathway

A delicate situation: the crisis moment and the places to accommodate her

Valentina is a young new user in a crisis situation. She arrives at the Mental Health Centre (MHC) alone or together with her family members. The MHC is the heart of the MHD, and in Italy, it is always outside the hospital. Valentina's crisis can be monitored at home, at the MHC, at the Day Centre, in a sheltered home or in other places. Rarely, **and if in an extreme situation**, at the hospital. Valentina is accompanied through the various MHD areas by a team of dedicated professionals that keep track of all developments.



THE MENTAL HEALTH CENTER

It is always located outside of the hospital.

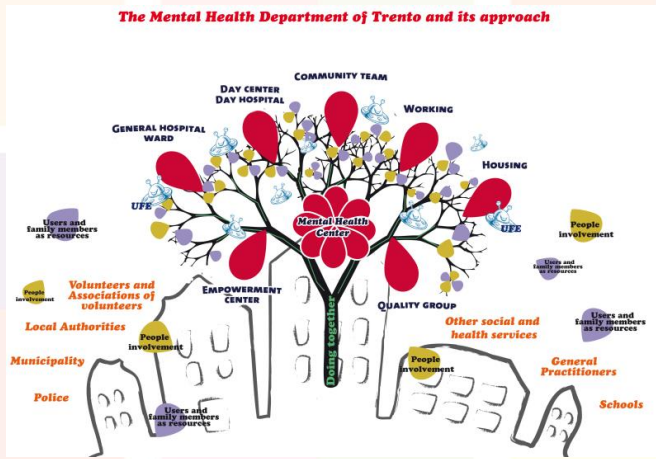
It is the main entrance and the “heart” of the MHD. It deals with all requests related to mental health issues in Trento.

It is the first reference point for various community agencies (GP, municipality, social services, law enforcement, schools, associations).

Deals with crisis situations at a territorial level (outside the hospital), activating all available internal and/or external resources of the MHD.

2 psychiatrists + 10 professionals (nurses and educators) + 3 UFE

Open every day of the week



THE MENTAL HEALTH CENTER INFORMATION SHARING

CHI FA CHE COSA												
Q11	A	B	C	D	E	F	G	H	I	J	K	L
1												
2	G. / N.	Data	Medico	Cognome Nome	Med. Ref.	Op. Ref.	Consegne	RS SPT	Crisi	Equipe	UFE	Note
3	VEN	26/02/2014	Marchiori/Franzoi/ Bolafl	C. L.	Di Gregorio		Stamane ben disposta al dialogo, assume la terapia del mattino senza alcun problema. Verso ora di pranzo si ripresenta per assumere la sua th, ma quando scopre che il dosaggio del Seroquel è stato aumentato si allontana arrabbiata. Sentita operatrice della CDR, informata di quanto successo e presi accordi per la gestione della terapia nel fine settimana (MM).	HS				
4	SAB	01/03/2014	Esposito	C. L.	Di Gregorio		oggi non viene al centro, si allontana un paio d'ore dalla RSA, poi torna assume la terapia rifiutando il seroquel. Sentiti più volte gli operatori della RSA, con cui restiamo d'accordo che ci risentiamo domani per una eventuale VAD. Nel pomeriggio Loretta stava molto bene (CP).	HS				
5	DOM	02/03/2014	Franzoi	C. L.	Di Gregorio		contatti telefonici con Casa di Riposo: ci comunicano che Loretta sta arrivando al csm accompagnata da un volontario. Successivamente ci informano che si è fatta accompagnare in stazione per andare a Bolzano... (McF)	HS				
6	VEN	26/02/2014	Marchiori/Franzoi/ Bolafl	D. I.	(Marchiori) Re		si decide in microequipe2 cambio medico, verrà seguita da Re. Informare la pz. Nel pomeriggio viene al Gruppo Uditori di Voci: urlante, arrabbiata e offensiva nei confronti di Marchiori, nel tentativo di riportarla al contesto si mostra urlante e offensiva nei confronti della sottoscritta. Si allontana (McF).		chi informa la pz	fissare app con Re		
7	VEN	26/02/2014	Marchiori/Franzoi/ Bolafl	F. V.	Zona Turchetti		Sentita telefonicamente la madre, oggi Verena più tranquilla e minimamente disponibile nei loro confronti, ha accettato anche visita del ex marito. Madre e sorella resteranno in città sicuramente fino a giovedì prossimo. D'accordo di risentirsi telefonicamente lunedì per aggiornamento. Se criticità si faranno sentire. Da programmare vad congiunta con MMG per prossima settimana (MM).		03/03 contatto Telefonico con la madre Franceschini; concordare vad csm + Clerici			
8	VEN	26/02/2014	Marchiori/Franzoi/ Bolafl	M. L.	Franzoi		Dimessa dal SPDC	DSPDC		coll Franzoi 6 marzo ore 17.00		
9	VEN	26/02/2014	Marchiori/Franzoi/ Bolafl	C. N.	Bologna	Nicoletti	Dimessa dal SPDC	DSPDC				
10	NOTTE	26/03/2014	Bolafl				nulla da segnalare					
11	SAB	01/03/2014	Esposito	F. A.	Di Gregorio		Dalle 5 è in PS; nelle prime ore non crea problemi di gestione. Vista da Esposito verso le 9, escalation di aggressività (graffi ad Esposito). Si allontana dal PS e vaga per l'ospedale con atteggiamenti incongrui. Nel pomeriggio si reca spontaneamente in SPDC: accetta di fermarsi, ma mantiene un atteggiamento oppositivo. Successivamente viene attivato TSO (SB).					
12	SAB	01/03/2014	Esposito	P. A.	Esposito		Assume la terapia ribadisce che preferirebbe un curante maschio (CP)					
13	SAB	01/03/2014	Esposito	T. A.	Esposito		assume terapia senza problemi (CP).					
14	SAB	01/03/2014	Esposito	P. M.	Turchetti		viene per flebo, bene (C.P.)					
15	SAB	01/03/2014	Esposito	A. G.	Franzoi		viene per flebo, inizialmente agitata nel corso della seduta si calma (CP).					
16	DOM	02/03/2014	Franzoi	A. G.	Franzoi		viene per flebo bene. Non presente acatisia, torna lunedì come da programma (CP)					
17	SAB	01/03/2014	Esposito	L. A.	Re		si presenta al csm abbattuta perché nell'ultimo colloquio con Re, avrebbe appreso che dovrà assumere il neurolettico per mesi. Confronto rassicurante con Esposito. Ha appuntamento con Re tra un mese. Se problemi, tornerà prima (C.R.).					
18	DOM	02/03/2014	Franzoi	G. C.	Esposito		Viene per assunzione terapia. Molto più angosciato rispetto a ieri. Colloquio con Franzoi+Biasi: presente sintomatologia delirante con accelerazione del pensiero (ruminazioni, interpretatività a sfondo persecutorio). Proposto ricovero che rifiuta. Verrà rivalutato quotidianamente (S.B.).	AHS	valutazione medica possibile Esposito?			





THE MENTAL HEALTH CENTER INFORMATION SHARING

DAY	DATE	DR.	NAME	REF. DR.	REF. PROF.	INFO	WARD	CRISIS	EQUIPE	UFE
THU	15.10.15	RE	Valentina	Di Gregorio	Tiziana	Arrives at 9.30 at the centre accompanied by mother. Very agitated. Long interview with Dr.Re and UFE Maurizio. Negotiated daily therapy administration in Day Hospital.		16.10 Re-evaluation by Dr. Re	Day Hospital / Daily access at Day Centre	Maurizio Daily home visit

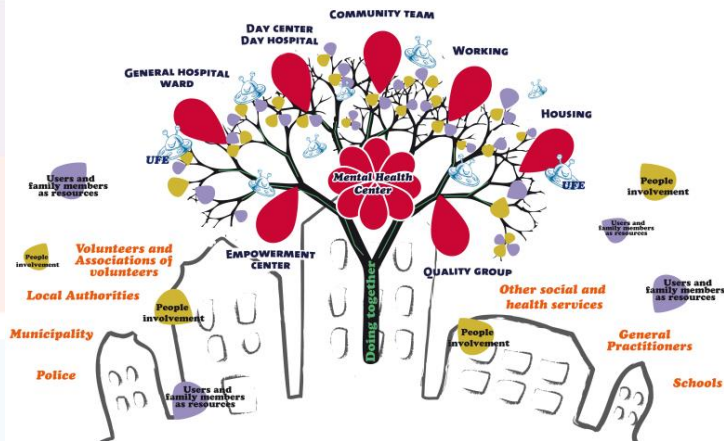




fareassieme
al Servizio di salute mentale di Trento

TERRITORIAL ÈQUIPES

The Mental Health Department of Trento and its approach



They guarantee continuity of care and case management over time.

They are **multi-professional** and **operate at various levels**: clinical, home care, and in all settings where the person lives and works.

They are responsible for the care pathway.

They accompany the user also **while he is interacting with all other Service's areas**.

7 psychiatrists + 12 professionals (nurses and educators) + 2 UFE
Active from Monday to Friday. 2000 Users, about 800 of them with high requirements.



DAY HOSPITAL (4/8 USERS A DAY)

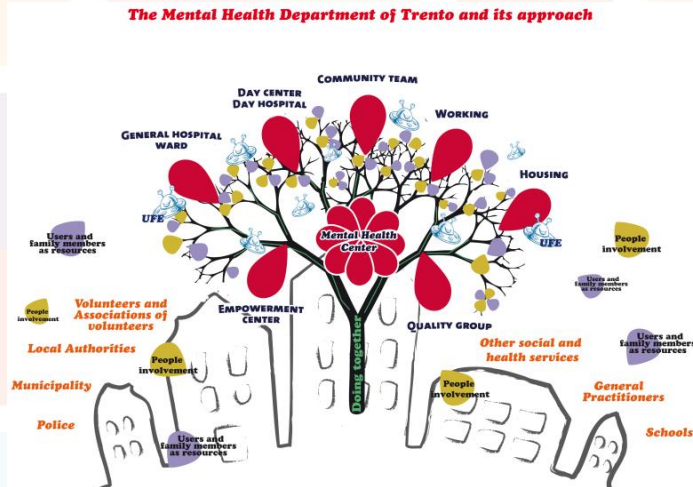
It welcomes users experiencing a crisis. **It is used as an alternative to hospitalization** and administers psychopharmacological care.

DAY CENTRE (30/40 USERS A DAY)

It welcomes users during a crisis situation or people in need of **socialization** (between 1 month and 1 year)..

It favors group settings fostering mutual help between users. **Many activities are organized by citizens volunteers** experts in various activities.

It is a way to inject new “life” inside the Centre.



DAY CENTRE

7 professionals (nurses and educators) + 1 UFE
Open from Monday to Friday. 30/40 users / day



The diagram is a tree structure representing a community mental health center. The trunk is labeled "Doing Together". The canopy branches out into various sectors, each represented by a different colored leaf or node. The sectors include:

- GENERAL HOSPITAL WARD** (top left)
- DAY CENTER** (top left)
- DAY HOSPITAL** (top left)
- WORKING** (top right)
- HOUSING** (top right)
- UFE** (middle left)
- People involvement** (middle right)
- Local Authorities** (bottom left)
- Municipality** (bottom left)
- Police** (bottom left)
- Volunteers and Associations of volunteers** (bottom left)
- EMPOWERMENT CENTER** (bottom center)
- QUALITY GROUP** (bottom center)
- Other social and health services** (bottom right)
- General Practitioners** (bottom right)
- Schools** (bottom right)

The tree is decorated with red, yellow, and purple leaves and blue butterflies. The trunk is labeled "Doing Together".

Receives also users undergoing Compulsory Treatment (5-10/year).

The ward has open doors and implements a no-restraint policy.

Patients are never tied to their beds. Everyday it hosts meetings between the users and rehabilitative activities organized by volunteers. This is also a good way to inject new “life” inside the ward.

3 psychiatrists + 23 professionals (nurses and educators) + 7 UFE
300 admissions/year. Average length of stay : 12 Days



ITALIAN COMMUNITY PSYCHIATRY

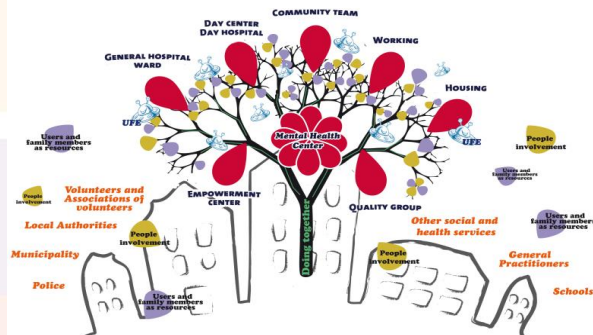
One example: Valentina's care pathway

Once the crisis is over ...

Valentina may need a “sheltered” home (about 100 users involved in Trento)

In the past we used high protection residential facilities. Today, we mostly rely on **cohabitation agreements between users** (that stimulate responsibility, mutual help and recovery) or **foster care arrangements** with people willing to live with Valentina. These can be “normal” families, but more often, they are **political refugees** that are willing and have the heart and mind to share an apartment with one of our users, **a very innovative solution**. One example is Fabien, who is here with us and who lives with Adriano, one of our most “vivacious” users.

The Mental Health Department of Trento and its approach



HOUSING MAP



THE HOUSING AREA

Having a house and a job are fundamental aspects of a successful care pathway. Especially for users with high requirements.

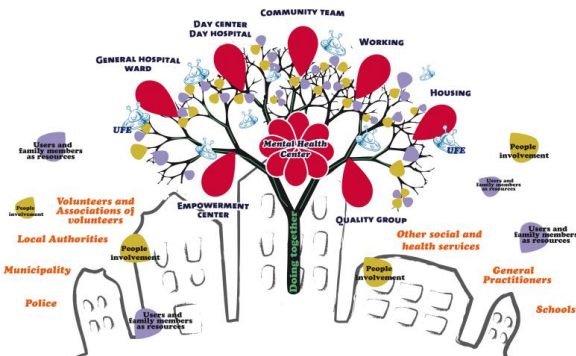
The MHD offers different housing solutions to match users' needs.

- The “Sun House”, with its 13 beds, is the only facility with a 24 hour professional/UFE presence.
- There are around **10 low protection** flats with 1 professional present for 1/2 hours a day.
- The most used solutions are **co-habitation agreements between users** or **foster care** by families or another willing person (for example **political refugees**).

The choice between the various options is taken **together with the user** following the “Housing Map”.

8 professionals + 7 UFE (Casa del Sole)
7 professionals + 4 UFE teritorial housing
150 Users involved in Housing Projects

The Mental Health Department of Trento and its approach





THE HOUSING AREA THE HOUSING MAP

LA MAPPA dell'ABITARE

HOUSING MAP



THE HOUSING AREA THE NUMBERS 2014: 164

Facility	N. guests 2014 turnover
Sun House	28
Low Protection Apartments	22
Self Help House	16
Cohabitation between users	57 
Foster Care with Political Refugees	41 

2014: 164 users involved in various housing projects



ITALIAN COMMUNITY PSYCHIATRY

One example: Valentina's care pathway

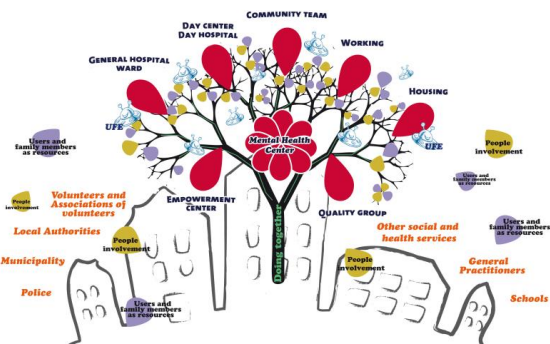
Once the crisis is over ...

Valentina may need a “sheltered” job (about 130 users involved in Trento)

Valentina may need a job to come back on track. A few years ago we created some working teams composed by “difficult” users who are tutored by volunteers who train them in their area of expertise. The working teams produce high quality goods and services that are sold on the open market for a profit. This is a wonderful paradox and a **very innovative solution at no cost!**

For example, our Borderbags ...

The Mental Health Department of Trento and its approach



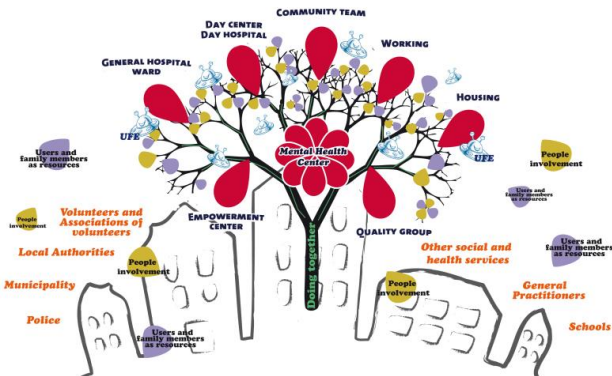
THE WORKING AREA

The **Service** has a dedicated team of professionals that **offer** different employment opportunities according to **2 possible paths**:

1) Institutional Path: offers job opportunities to people with disabilities thanks to **national and local laws**. The user must possess some basic competences so **“severely ill” patients cannot access it.**

2) Internal Path: thanks to a co-operation between the Department and its partner association “La Panchina”. **New working areas are created** and lead by volunteers **to absorb some of the “severely ill” patients. The goal is the production of high-quality goods for the open market** (bags made of recycled materials, catering service, car wash, social tourism, gardening...)

The Mental Health Department of Trento and its approach



3 professionals + 4 Volunteers
165 Users on Path 1
141 Users on Path 2



THE WORKING AREA

WORK WITH US, WE ARE A LITTLE CRAZY!



**Azienda Provinciale
per i Servizi Sanitari**
Provincia Autonoma di Trento



la panchina



ASSOCIAZIONE
"A.M.A."
auto mutuo aiuto
ONLUS



**LAVORA
CON NOI**
CHE SIAMO UN PO' MATTI

Turismo sociale



Invita amici, conoscenti, colleghi o clienti provenienti da altre città che devono pernottare a Trento, a farlo alla Casa del Sole. Una luminosa struttura residenziale riabilitativa adibita anche a B&B, che offre 10 posti letto.

t. 393 0735692

Dolce&Caffè



Siamo al Servizio di salute mentale di Trento in via San Giovanni Bosco, 10 (zona Piazza Fiera). Il bar è aperto dal lunedì al venerdì, dalle 8,00 alle 16,00. Vieni a trovarci!

Il servizio di catering



Commissiona buffet, rinfreschi, e coffee break per cerimonie, riunioni, corsi e piccoli convogli.

t. 393 0735692

Autolavaggio



Porta a lavare la tua auto all'autolavaggio "La Panchina" in via delle Crosare a Gardolo (servizio accurato e lavaggio a mano).

t. 393 9748763

Bar-Circolo "Baraonda"



Associati al circolo "Baraonda" presso la Casa del Sole per poter ordinare da bere in un contesto tranquillo e accogliente.

t. 393 0735692

Giardinaggio



Richiedi collaborazione del gruppo del giardinaggio per la manutenzione di giardini e/o aiuole.

t. 393 0735692

Le borse



Acquista le borse "Borderbag" prodotte riciclando i sacchetti del caffè.

t. 393 0735692

Il gruppo delle pulizie



Richiedi l'intervento del gruppo delle pulizie presso i propri locali o uffici.

t. 393 0735692

Trucco & Parrucco



Da luglio 2014 sarà possibile prenotare per "farsi mettere la testa a posto" alla Casa del Sole.

t. 393 0735692

La squadra di manutenzione



Commissiona la tinteggiatura e altri piccoli lavori di manutenzione del tuo appartamento o ufficio.

t. 393 0735692



**USUFRUISCI
DEI NOSTRI
SERVIZI**



THE HOUSING AREA

THE NUMBERS 2014: 306

1 PATH

N. USERS 2014

TOTAL

165

2 PATH

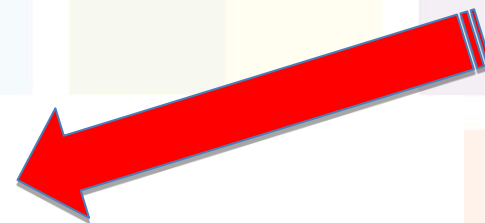
N. USERS 2014

TOTAL

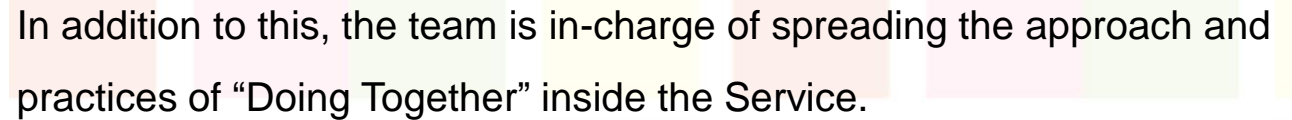
141

TOTAL

306



The Mental Health Department of Trento and its approach

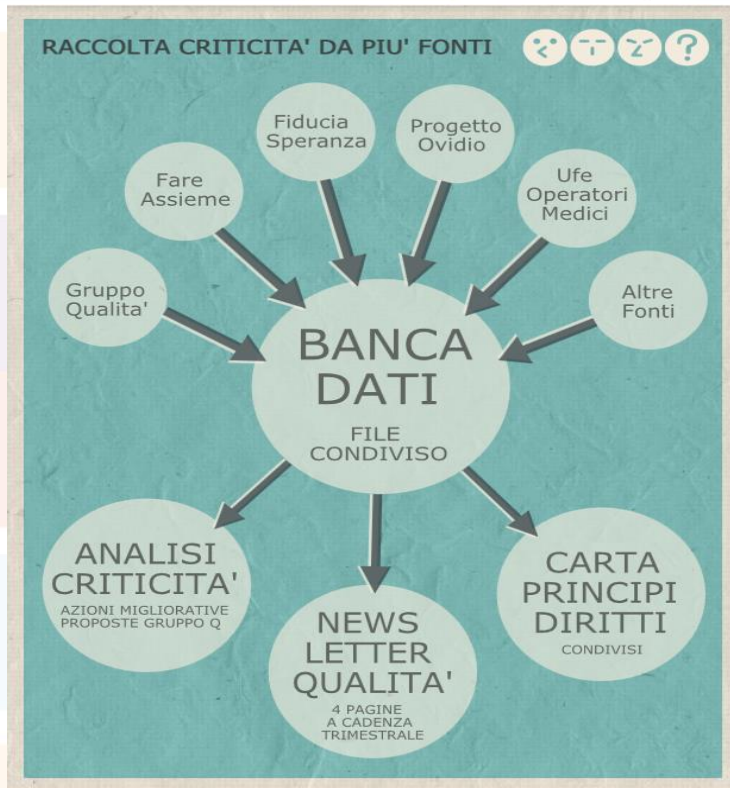


THE QUALITY GROUP

The Quality Group aims to improve the quality of the services offered by the Department. It includes professionals, users, family members and volunteers.

The group meets once a month, it gathers critical issues and identifies appropriate actions to improve quality.

Of primary importance, the contribution brought by two family members that work in the area of quality improvement in the private sector and that can transfer the typical efficacy and efficiency of the private sector to a Public Service.



3 professionals + 2 Family Members + 2 Trainees



AN EXAMPLE OF QUALITY THAT INVOLVES ALL PROFESSIONALS AND UFE



In 2015 Objectives, each professional and each UFE had to present 2 suggestions on actions to implement in the different Department's areas. By the end of 2015 have gathered over 200 proposals. **Proposals will be evaluated by a jury of experts and the best 20 suggestions will be implemented during 2016.**

As many of you know, this is a very valuable tool used by the private sector to involve all employees in corporate management, to make them feel more involved with corporate politics and improve general quality of the services provided.

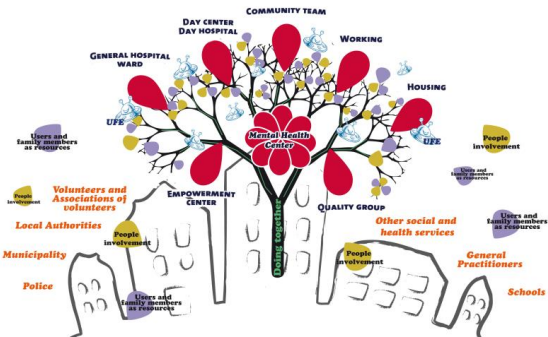


ITALIAN COMMUNITY PSYCHIATRY

One example: Valentina's care pathway

The advantages of this organisation to Valentina's Pathway

The Mental Health Department of Trento and its approach



- permits to go through the crisis outside the hospital (WHO, literature, guidelines)
- supports a strong integration between all service areas
- offers continuity of care during the crisis in different moments and places
- offers innovative solutions in housing, working and socialising opportunities
- gets Valentina involved through the “Doing Together” approach
- offers Valentina the UFE’s support and presence
- taking good care of Valentina during her crisis is the best way to fight stigma and prejudice



TO DO GOOD MENTAL HEALTH

The principles from the Italian Community Psychiatry are important, Evidence Based Medicine is important and we believe in it. ...

But, perhaps, what is even more important is:

- a warm welcoming in all areas of the Department
- empathy and emotional closeness
- strong attention to the diffusion of **Trust & Hope**

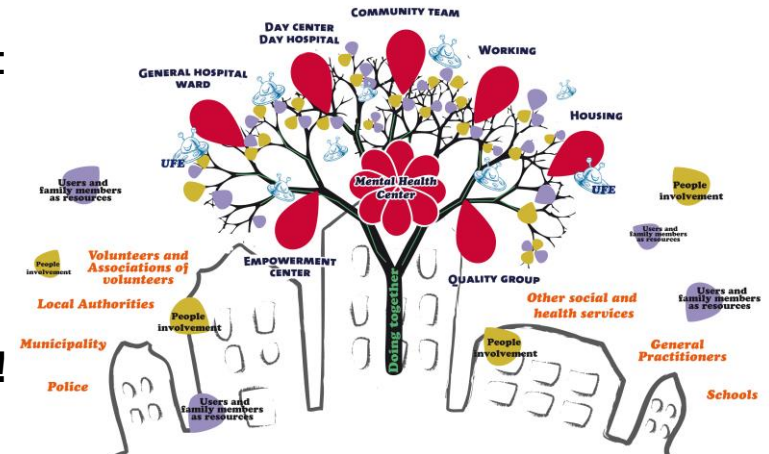
to put it simply ... an approach which is ... humane!

Too often, these things are missing from our MHDs.

Users and family members are unhappy, desperate, angry.

The “Doing Together” and the UFE believe in people, in their resources and in their humanity.

The Mental Health Department of Trento and its approach



To do Good Mental Health is possible !



THESE ARE THE COSTS OF TRENTO'S MHD

Italy has a public national health service. Citizens can access health services free of charge (in some cases they might be requested to pay a small fee)

COSTS 2014 – MENTAL HEALTH DEPARTMENT TRENTO

Hospital Ward	Community	Out of province admissions	Private Facilities	Drugs	General Costs
1.150.000	3.950.000	420.000	220.000	1.700.000	670.000
TOTAL	8.110.000		Cost per inhabitant	62 Euro	

In Italy the average cost pro capita for Mental Health is about 100 Euro.

In Trento we spend a lot less, while guaranteeing high quality services. And the trick is...



OUR APPROACH: “DOING TOGETHER”

In 2000 the
“**Doing together**” approach
was born.



WHAT DOES “DOING TOGETHER” MEAN?

“Doing Together” means to involve equally users and family members in their care pathways and in all activities, groups and working areas of the MHD.

In this way, users, family members and citizens learn to be and “work” together.

“Doing Together” is an approach to mental illness that valorizes the experience and the knowledge, of everybody.



**“DOING TOGETHER”
SOME “GOOD” THOUGHTS:
SIMPLE, POSITIVE AND SMILING**

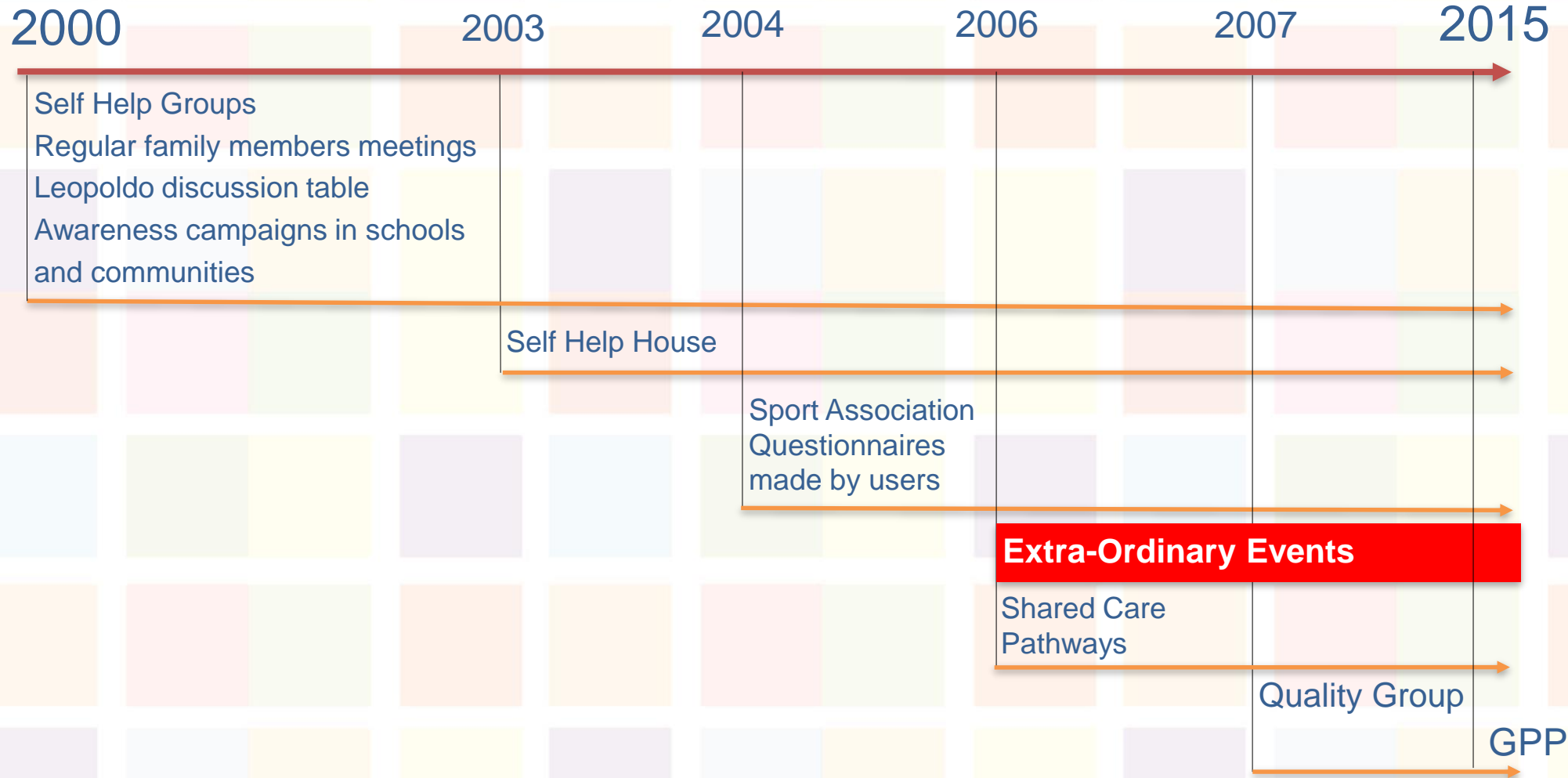
- Change is always possible
- Everybody has resources
- Coherence between “said” and “done” is fundamental
- Everybody’s active participation in every activity is ‘normal’
- A good atmosphere is of fundamental importance
- Money is useful, but it is not everything.
- Research is very important.



**STAY
POSITIVE
AND
KEEP
SMILING**



“DOING TOGETHER” MAIN ACTIVITIES



In 15 years, more than 1200 people have been involved.
This is an extraordinary number for a small reality like Trento



“DOING TOGETHER” SOME EXAMPLES

Regular Family members meetings

Series of meetings : 8 weekly/2 hours meetings for 10/15 families,
facilitated by 1 professional and 1 UFE

- to give information about the Service, the illness and the medications
- to make the family feel less “alone”
- to favor an “exchange” of experiences between the families
- to favor the “exchange” of knowledge between professionals and family members
- to invite the families to some of the “Doing Together” activities
- to offer family members the opportunity to join one of the self-help groups

2000-2015 : 41 series of meetings with over 450 Families



“DOING TOGETHER” : SOME EXAMPLES

Do you want a better Mental Health Service?

Is there anything that can be improved?

Would you like to suggest something new?

THE LEOPOLDO TABLE



Come to
gruppo Leopoldo
talk about it!

Next meeting : February 16 at 16.30

info Servizio di salute mentale - via S. G. Bosco, 10 Trento
Stefania Biasi | 0461 902886 - stefania.biasi@apss.tn.it



“DOING TOGETHER” SOME EXAMPLES

THE LEOPOLDO TABLE

All main changes in the Department have passed through the Leopoldo Table.

Leopoldo is a meeting open to users and family members. It is held every two months to discuss improvements in the Department's organization.

- 1° example

Some family members asked for the centre to be opened also on Sundays (in 2000 the Service would close at 12.00 on Saturdays). “Crisis” never take a day off! **After a long negotiation process and after 6 months, the Mental Health Center opened also on Saturdays and Sundays. A huge victory for family members and the “Doing Together”.**

- 2° example

A group of users criticizes our “Guide to Services” that I had just sent in print. For me it was the most beautiful Guide in Italy, it was like a child to me! “It is too long, users don't read it. We need a brief and easy guide to the services!”. A mixed working group was created and after 2 months a “User Manual” postcard was created. Users went and distributed it in town, in the pharmacies, GPs and in the hospital.

Many understood in that moment that “Doing Together” was truly a reality!!!

2000-2015: 92 meetings with over 600 Participants



A RECENT EXAMPLE OF “DOING TOGETHER”

“Doing Together” radically applied: Shared Care Pathways 2

A paper instrument that puts together a team (user, family members, professionals and other important figures) in order to:

- build a care pathway that is equal and shared
- verify the information received by the User regarding the Department, the illness and the medications.
- let the user express their thoughts regarding important areas such as: awareness, emotional burden, trust, hope, desires, communication within the team.
- learn to work in an atmosphere of equality and freedom of expression.
- to register and use potential “triggers” and desires in the event of a crisis
- to have an external Guarantor that facilitates sharing and equality within the team.



*Azienda Provinciale
per i Servizi Sanitari
Provincia Autonoma di Trento*
North Central District
Mental Health Service of Trento
Director: Renzo De Stefani

SHARED CARE PATHWAYS

An instrument for a real and verifiable
sharing of the care pathways

Each year there are around 150 new teams



A RECENT EXAMPLE OF “DOING TOGETHER”

FARē – Responsible Training Together



THE MOST RECENT (AND MOST IMPORTANT) NOVELTY OF “DOING TOGETHER”

10th April 2015 : The birth of the Parliament of the Mental Health Department of Trento (Local Newspaper Headlines)

It is called “Gruppo di Progettazione Partecipata” and it is formed by 6 professionals, 5 users, 3 family members, 1 volunteer that have been democratically elected between users, family members, citizens/volunteers and professionals from the Department.

This is an original and unique initiative in Italy, inspired by the “doing together” approach that wants to favor the shared management of the Department, concretely involving users and family members.

The group meets once a month for 3 hours and discusses topics proposed by anyone in the service. The group detains real power within the Department. The director of the Department must also obey!

An example of direct democracy.

A huge challenge born from “Doing Together”.



A VERY SPECIAL AGREEMENT INSTITUTIONAL “DOING TOGETHER”

A great strength:

A convention between the Provincial Health Agency and 2 private self help associations:
“AMA” and “La Panchina”.

Thanks to this conventions, the most important areas of rehabilitation are managed
“together” and “equally”:

- **HOUSING**
- **WORK**
- **“DOING TOGETHER” AND UFE**

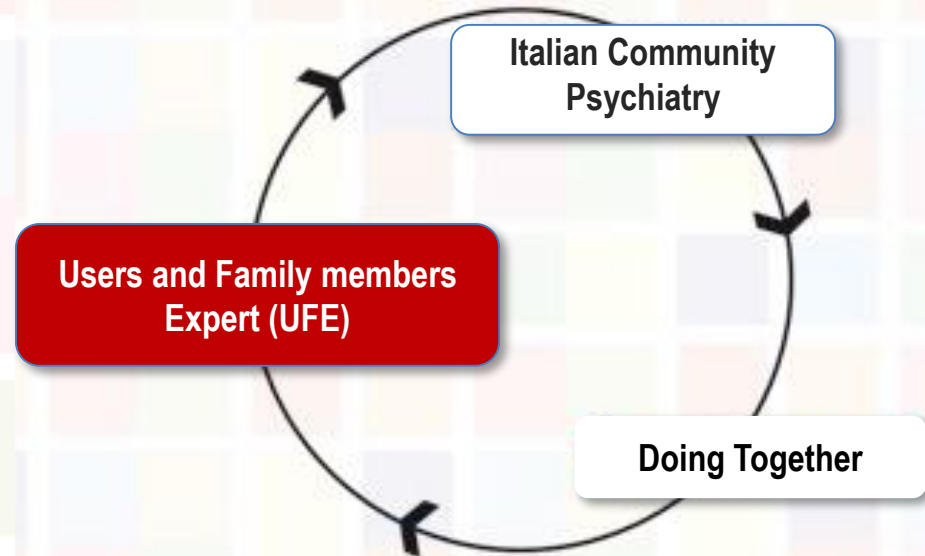


UFE

USERS & FAMILY MEMBERS EXPERTS

UFE

are the most **(User & Family members Experts)** important **visit card** of the “Doing Together” approach.



THE RECOGNITION OF THE EXPERIENTIAL KNOWLEDGE OF USERS AND FAMILY MEMBERS IN THE WORLD

In the world of Mental Health (and wherever there is a prolonged suffering) there are many experiences that spring from the principles of “peer support” and of the recognition of the experiential knowledge of Users and Family Members.

- 1) some remain on the outskirts of health systems
- 2) other start co-operating with the health system
- 3) others are completely integrated within the health system



The UFE experience is an example of “peer support” that is strongly integrated within the system, within the Department.

UFE are normal people with good human resources and the richness that derives from having personal experience of the illness.



UFE - USERS & FAMILY MEMBERS EXPERTS

- have experienced a successful care pathway
- have matured a full awareness of the value of their experiential knowledge
- are willing to transmit their knowledge to peers in distress
- are welcoming and positively oriented towards their peers
- provide structured and continuous services, side by side with the professionals, in all areas of the MHD
- are formally recognized by the Provincial Healthcare Agency of Trento and are paid through a partner association

UFE have received prizes from important agencies in Italy and abroad.



UFE.... HAVE WON MANY AWARDS

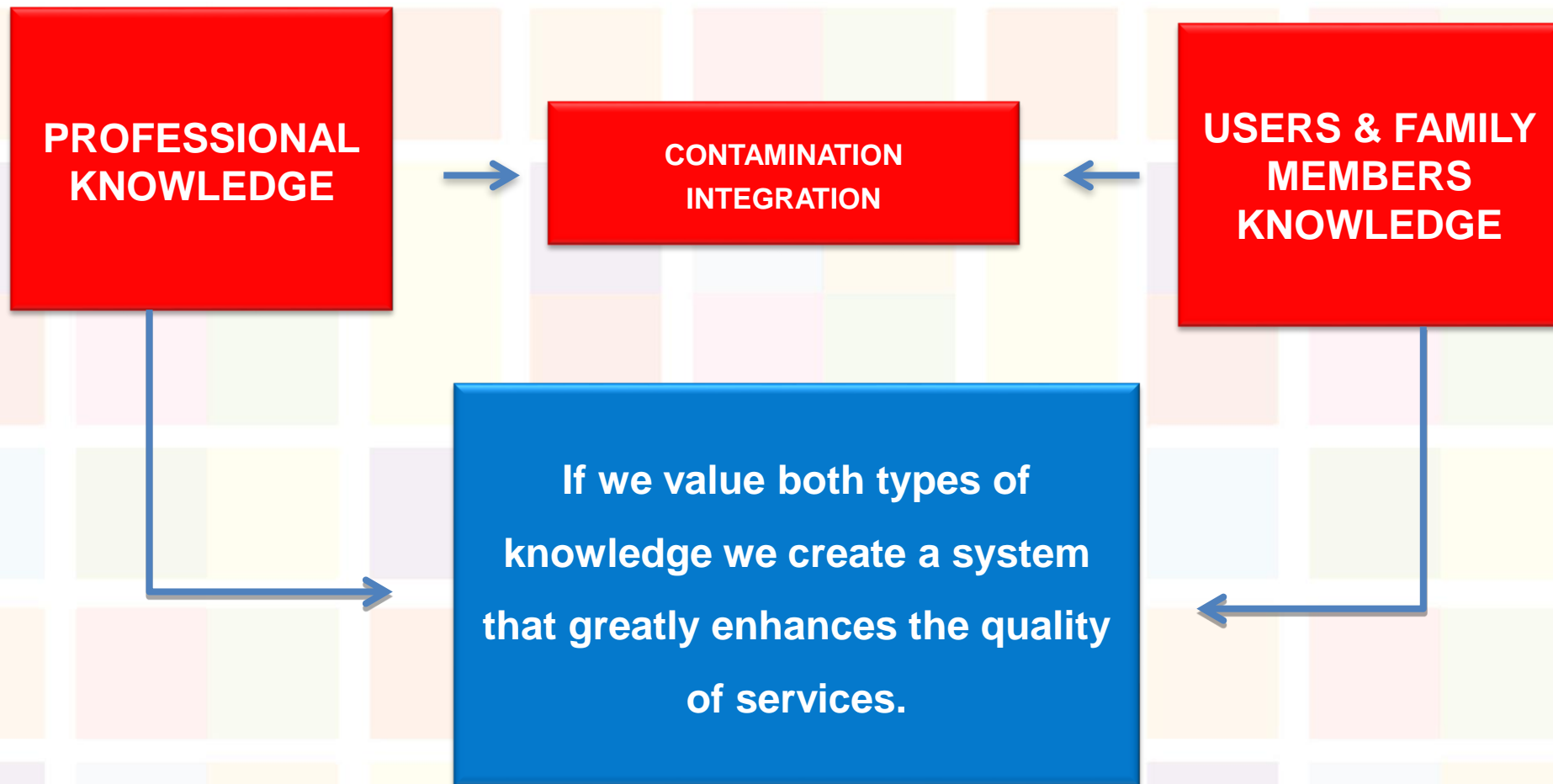
- Region Emilia Romagna, Premio Gulliver, innovative experience, 2008
- Active citizenship, Best practice , 2009, Roma
- Age.N.As. (National agency for regional health services), Best example of organizational empowerment, 2009, Roma
- Clinical Micro-systems Festival , Best practice, Jönköping (Svezia), 2010
- Tribunal for patient's rights, Alesini Award, Roma 2010
- Ministry of Health - Agenas, Good practice to transfer to other regions, 2011, Roma
- Lebanon (New Hampshire), Dartmouth Hitchcock Medical Center, Institute for Healthcare Improvement, Best practice, August 2011
- Arendal , Norway, International meeting, Best practice, June 2013
- FIASO. Federazione italiana aziende sanitarie e ospedaliere. Best Practice. 2013
- Porto Alegre, Brasil International meeting on "Doing Together" between users, family members and professionals, Best practice, April 2014

But the most important prize, it is to be here with you today!

Key words: trust, hope, good atmosphere



UFE ARE BORN OUT OF A KEY THOUGHT



RESULTS / STRENGTHS

PROFESSIONAL FRONT

Increased emotional attention to the world of users and family members

USERS AND FAMILY MEMBERS FRONT

Increased compliance and trust towards the MHD offers

Increased decisional power and self management in the own care pathway

Increased hope towards change and recovery

UFE FRONT

Increased quality of life and social capital

MHD FRONT

Better atmosphere

COMMUNITY FRONT

More positive attention to the world of Mental Health

(UFE are good testimonials and the media often talk about them positively!)



Often, UFE “improve” professionals’ hearts and minds! This is a beautiful thing!

Most importantly UFE presence radically changes the context! To work towards changing the context is crucial!



RELATIONSHIP UFE/ PROFESSIONALS



When we started to discuss the possibility of having UFE “inside” the Department, the majority of professionals were puzzled/contrary.

**Today UFE are very well accepted because they provide support to users and family members.
For professionals, UFE have become ‘colleagues’!**





fareassieme
al Servizio di salute mentale di Trento

UFE NUMBERS 2014

N. total	45
Users	32
Family members	13
Women	29
Men	16
Average Age	52
N. average hours of service	10
Total hours/year	21.265





UFE: WHAT THEY DO AND WHERE THEY DO IT DATA 2014

Area	Activity	n. UFE	n. hours/year
Mental Health Center	Front office	7	2.268
Mental Health Center	Call center	5	2.394
Mental Health Center	Crisis support	2	2.640
Territorial Equipe	Presence in complex situations	2	2.310
Hospital Ward	Crisis support	5	4.745
Sun House	Night presence	6	4.380
Sun House	Daily activities	3	1.277
Self Help Apartments	Daily support	2	1.640
Shared Care Pathways	Guarantor	7	240
Family	Facilitator for groups	2	36
Awareness Campaign	Awareness campaigns and testimonials	10	225
Quality Group	Evaluation research	2	260
Total		50	21.265



TRENTO'S MENTAL HEALTH DEPARTMENT



TRENTO'S MENTAL HEALTH DEPARTMENT



If health is on the table, then the patient and the family must be at the table.
Lucian Leape Institute, 2008



FRONT OFFICE - UFE MARA



IN-HOUSE UFE ALICE, FRANCA, RENATO, MARTINA



GENERAL MORNING MEETING UFE GIUSEPPE AND ENZO



TERRITORIAL ÈQUIPE UFE MAURIZIO



CRISIS AREA UFE MAURIZIO



THE SUN HOUSE UFE MIRELLA



THE HOSPITAL WARD UFE DONATELLA



SHARED CARE PATHWAYS UFE MICHELE



Azienda Provinciale
per i Servizi Sanitari
Provincia Autonoma di Trento
North Central District
Mental Health Service of Trento
Director: Renzo De Stefani

SHARED CARE PATHWAYS

An instrument for a real and verifiable
sharing of the care pathways



AWARENESS CAMPAIGNS IN SCHOOLS UFE MIRELLA



BAR DOLCE & CAFFÈ



This bar is a bit ' the heart of the MHD. Users, family members and professionals share an atmosphere rich in friendship and affection.'



SUMMARY : KEY ASPECTS OF ITALIAN COMMUNITY PSYCHIATRY IN THE MENTAL HEALTH DEPARTMENT OF TRENTO

- Establish all possible networks with the local community
- Strong “actions” against stigma and prejudice
- Full cooperation with family members
- Real time crisis management outside hospital
- Shared subscription of all care pathways by users, family members and professionals with 1 external Guarantor (UFE) : work in team!
- 1 lively hospital ward with “no restraint” policy
- A stable reference professional for each user and his/her family
- Particular attention to housing, working and social inclusion
- Strong attention to contrast drop-out
- A continuous evaluation of our work
- The valorization of everybody’s knowledge starting with Users and Family Members

The majority of Mental Health Departments in Italy and abroad have a 20/30 % drop-out rate. In Trento, drop-out rates are between 2.5 and 5%.



RECRUITMENT

Today, the UFE pathway is offered to all users and family members of the Service through different referrals: from the active UFE, professionals, word of mouth or other informal contacts.

Candidates are interviewed by a professional from the “Doing Together” area and by a UFE to evaluate motivation and comprehensions of the UFE’s tasks.

Later, the UFE is assigned to one of the Department areas according to his/her own interests and the Department needs.



UFE’s transferability is very easy. Just remember that...



BASE AND CONTINUOUS TRAINING AN IMPORTANT THEME, OBJECT OF FREQUENT DISCUSSIONS

The UFE have received their “primary training” while experiencing in first person, a mental illness.

For this reason, there are no prescribed traditional or structured trainings.

The important thing, are the monthly meetings in each working areas where UFE are present. UFE and professionals from the area exchange their experiences to solve possible problems.

“Experience is the
teacher of all things.”

Julius Caesar



THE TRANSFERIBILITY OF THE UFE IN ITALY AND ABROAD



UFE are present in 20 Italian cities and are also growing in some other countries. **We hope in Norway as well!**



The 1st Chinese territorial Mental Health Center was inaugurated in Beijing in January 2010 born out of an important cooperation between Trento and Beijing. It is based on Trento's "Doing Together" approach and today there are over 150 UFE in Beijing.

UFE's transferability is very easy!



UFE AND “DOING TOGETHER” PRODUCE QUALITY

UFE have received an important quality award by the **Quality Research Center of Qulturum, Jönköping (Sweden).**



This recognition derives from the fact that UFE produce quality because they enhance users' centrality in their care pathway and in the system.

User's centrality is one of the 6 fundamental factors that produce quality within the Health Systems.

(the other 5 factors are: security, efficacy, accessibility, efficiency and equity)

Qulturum is one of the most important Research Centres in the world for quality in Health Systems.



TO CONCLUDE ... A HEALTHY PROVOCATION ON POWER



“Possibly, good Health Systems in the future will require some radical changes in terms of power relations. Control and power that must start moving from the hands of those who administer the cures into the hands of those who receive the cure.”

DM Berwick, What “Patient Centered” should mean: confessions of an extremist.

Health Affairs 2009





fareassieme
al Servizio di salute mentale di Trento

TO CONCLUDE ... A HEALTHY PROVOCATION ON POWER



“To plan and build systems is important for health professionals,
but it is not sufficient. They are instruments.

It is the ethical dimension of all professionals that is essential
for the system to succeed.

After all, the secret of quality is love.”

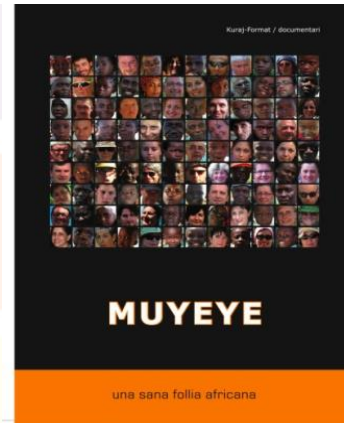
Avedis Donabedian

(1919 – 2000) physician; founder of the
study of quality in health care and medical
outcomes research

UFE are special to bring love !



And these events are important actions to fight stigma and prejudice.



EXTRA-ORDINARY EVENT 2006: ATLANTIC OCEAN CROSSING



10 people from Trento's MHD sailing from Cadice to the Caribbeans
like Cristoforo Colombo



EXTRA-ORDINARY EVENT 2007: THAT SPECIAL TRAIN TO BEIJING



208 people (users, family members, professionals, citizens)
from Venice to Beijing like Marco Polo



EXTRA-ORDINARY EVENT 2009-2010

FAREASSIEME
LA "NOSTRA"
SCUOLA A
MUYEYE

un ramo di follia
fa bene all'albero della vita



**MUYEYE IS A VERY POOR VILLAGE IN KENYA.
TRENTO'S MHD AND OTHER ITALIAN MHDS FUNDRAISED
TO BUILD THE SCHOOL.
250 OF US TRAVELLED TO MUYEYE TO FOLLOW THE
CONSTRUCTION PROJECT.**



**On 17th February 2011
the school was
inaugurated!!!**

The school represent the hope for a better life for many youths of Muyeye





fareassieme
al Servizio di salute mentale di Trento

EXTRA-ORDINARY EVENT 2011: UFE & USA



From Boston to Los Angeles 11 conferences on “Doing Together” and the UFE. Invited by prestigious universities and research centres in the USA.





fareassieme
al Servizio di salute mentale di Trento

EXTRA-ORDINARY EVENT 2015: JAPAN

TOUR **of** GIAPPONE

3 - 13 SEPTEMBER 2015

**PRESENTATION OF THE ORGANISATION
OF THE MENTAL HEALTH DEPARTMENT
OF TRENTO, THE DOING TOGETHER APPROACH
& THE UFE (USERS & FAMILY MEMBERS EXPERTS)**

AMBASSADORS ELEONORA ESPOSITO, MAURIZIO CAPITANIO,
RENZO DE STEFANI, RENATO DUCHES, ROBERTO CUNI

STOPS IN

- 1** 3.09.2015 - FUKUSHIMA
- 2** 6.09.2015 - OKAYAMA
- 3** 11.09.2015 - KOKUBUNIJ (TOKYO)
- 4** 12.09.2015 - CHIBA
- 5** 13.09.2015 - TOKYO



PROMOSSO DA:
ASSOCIAZIONE "OKAYAMA-UFE"



fareassieme
al Servizio di salute mentale di Trento

3rd-13th September 2015 - Fukushima, Okayama, Kokubunij, Chiba & Tokio



TOUR of NORWAY

15 - 19 FEBRUARY 2016

PRESENTATION OF THE ORGANISATION OF THE MENTAL HEALTH DEPARTMENT OF TRENTO, THE DOING TOGETHER APPROACH & THE UFE (USERS & FAMILY MEMBERS EXPERTS)

AMBASSADORS NJOUOKOU FABIEN LEXUS, RENZO DE STEFANI, ROBERTO CUNI, VALENTINA ZANON, MAURIZIO CAPITANIO, ALICE SOMMAVILLA

STOPS IN

- 1 15/02/2016 - ASKER
- 2 16/02/2016 - LARVIK
- 3 17/02/2016 - KRISTIANSAND
- 4 18/02/2016 - KLEPP
- 5 19/02/2016 - MOLDE



15th/19th February 2016 – Asker, Larvik, Kristiansand, Klepp, Molde



OUR MARKET !!!!!



The collage features five DVD covers for fareassieme documentaries, each with a price tag and a 'NEWS' badge:

- Gli UFE** (10 €): A documentary about the UFE (Users and Family Experts) approach to mental health. The cover shows a man and a woman smiling.
- Gli UFE alla conquista degli States** (10 €): A documentary about the UFE approach to mental health in the United States. The cover shows a group of people.
- PSICHIATRIA MIA BELLA** (10 €): A documentary about the search for the cure that Basaglia dreamed of. The cover shows a man with a beard and a mustache.
- L'onda del fareassieme** (10 €): A documentary about the fareassieme approach to mental health. The cover shows a person on a boat.
- UFE** (5 €): A documentary about the UFE approach to mental health. The cover shows a collage of people's faces.

Once in a lifetime opportunity!



LOOKING AT THE FUTURE



This is the Sun House, a residential facility, with a playground open to the children of the neighborhood.

A true example of integration !

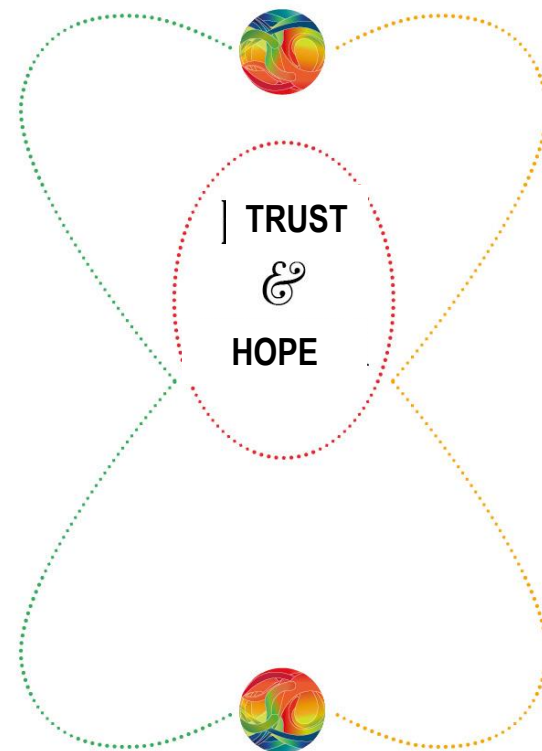
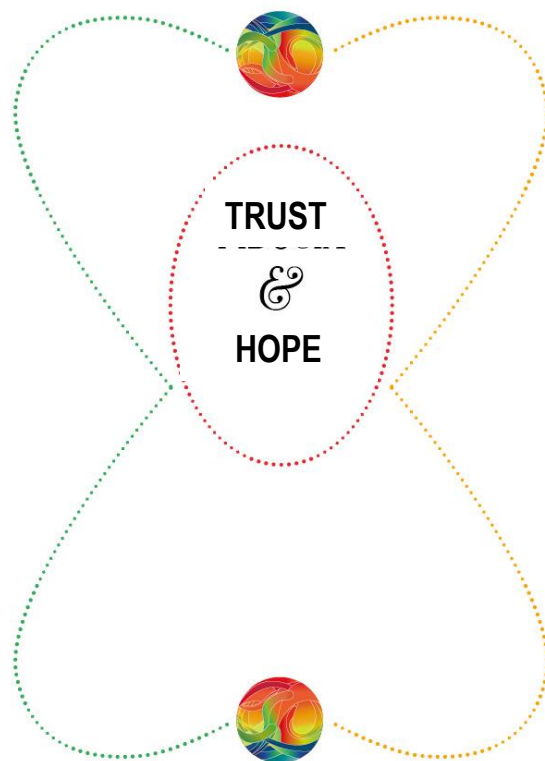
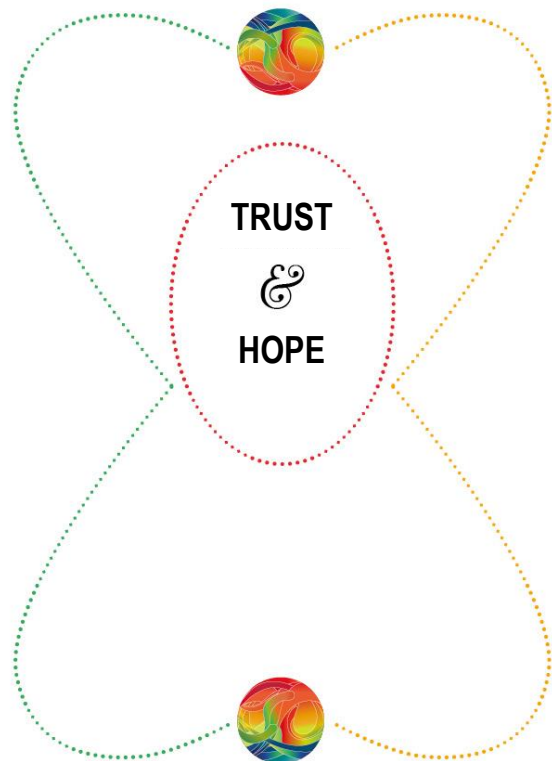
“Be the change you want to see in the World”
(Gandhi)





fareassieme
al Servizio di salute mentale di Trento

TRUST & HOPE



A composite image featuring three people's faces superimposed onto the centers of daisy flowers. The background is a dense field of green foliage and more daisy flowers. The text is overlaid on the image in two colored boxes.

The world is full of UFE...

... Naturally, you must want to see them!

Thank you all for your presence
and your attention.

We hope to continue a cooperation
between **Trento and Norway**.

