



Trainers' Guide to

**Using the Empowerment Scale
In Treatment: an Educational
Program for Consumers, Clinicians
and Supervisors**

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Office of Program Evaluation and Research
Ohio Department of Mental Health

Introduction

This training has been created to supply consumers, clinicians, supervisors and others with the knowledge to understand the use of the “Making Decisions” Empowerment scale from Boston University. The scale was selected by the Outcomes Task Force in 1997 to serve as the primary measure of the concepts of empowerment and recovery in the Ohio Mental Health Consumer Outcomes System. The measure is made up of 28 items, and has five subscales:

- Self-Esteem/Efficacy
- Power/Powerlessness
- Community Activism
- Optimism/Control over the Future
- Righteous Anger

The scale is now included in the Adult Consumer instrument, which every Adult consumer receiving Outcomes-qualifying services must complete.

Training Resources

The central part of this training package is the PowerPoint presentation named Using the Empowerment Scale in Treatment. This training is composed of two parts, both of which are suitable for further division if only smaller blocks of time are available. Part One sets the stage for discussion of the instrument by briefly reviewing recovery and going to some depth to discuss the conditions for Empowerment. Part Two reviews the Empowerment subscales, describes some of the tools available and discusses how the information can be used to document the medical necessity for working on Recovery and Empowerment in treatment. The training relies in part on the audience completing the Empowerment scale. Part Two comes with a training form of the Empowerment scale in Excel and PDF formats.

While this package is aimed at using the Empowerment scale itself, a good deal about Recovery and Empowerment must be understood in order for the Empowerment training to have a proper framework. To assist with providing this broader framework, a PowerPoint named Creative Therapies in Recovery, created by Sandi Miller, has been included. These slides provide an in-depth view of the facets of a recovery-based treatment approach structured in a modular format. The PowerPoint contains many example training activities that can be included with the Using the Empowerment Scale in Treatment course. The following slides contain the training activities:

- Slides 19, 20—Clinical Practice
- Slide 22—Peer Support
- Slide 24—Family Support
- Slide 26—Meaningful Activity
- Slide 28—Optimism, Power & Control
- Slide 30—Stigma
- Slide 32—Community Involvement
- Slide 34—Accessing Resources
- Slide 36—Education and Information

The centerpiece of this training is Outcomes and their use in treatment. The Outcomes System Quality Improvement Group had a great deal to say about training on Outcomes, devoting a chapter of its final report to the topic of training. That chapter is reproduced in a stand-alone form with the hope that trainers will be able to better fit this training into overall training efforts. The Training chapter is called Training on Outcomes.

The Empowerment training package addresses how to use Empowerment in treatment. It does not address how to document the work that may take place as a result of focusing on Empowerment and Recovery. In order to better assure that documentation follows the Medical Necessity guidelines, a PowerPoint presentation called Medical Necessity has been included in the package.

While not formally a part of the training package, the Data Entry and Reports Template and the Reports Generator are two pieces of Microsoft Access software that are freely available and contain the reports listed in the Using the Empowerment Scale in Treatment course. You may wish to have your training audience enter their own data and then run the ARROW report or one of the other reports as part of an exercise for the training. These software packages are available on the Outcomes Web site.

There are a tremendous number of additional resources available on the ODMH Outcomes Web site at: http://www.mh.state.oh.us/oper/outcomes/outcomes_index.html. In addition, the Outcomes Support team is ready to answer your questions. The support team can most easily be contacted at outcome@mh.state.oh.us, or by calling 614-466-8651 and asking for a member of the Outcomes Support Team.

Putting the Pieces Together

Overview

About 3 hours will be needed to conduct the Using the Empowerment Scale in Treatment. This may be broken into as many as four segments. The trainer should review the materials to be familiar with them prior to the training and select one or more areas where an exercise should be completed. While the trainer may select an exercise, it is better to bring copies of one of the exercise slides from the Creative Therapies in Recovery PowerPoint to the training and let the audience pick an exercise. Alternately, you and your audience may create your own exercises.

Audience

The Audience can be made up of a mix of consumers, clinicians, supervisors, or any subset of these, depending on the comfort level of everyone and their need for this kind of training.

Trainer

The trainer can be from within the agency, but consideration should be given to engaging a consumer to serve as the trainer for part or all of these modules. You may contact a local consumer-operated service for trainers, or contact Ohio Advocates for Mental Health for suitable trainers.

Follow-Up Strategy

Training should never be given without consideration of how the intended learning will be put into practice. Therefore, a strategy should be developed for how the concepts taught in this section will be integrated into the practice of the agency. Considerable effort is needed to design a meaningful and doable strategy. For those activities expected of clinicians, the best strategy is to include the use of the Empowerment scale in supervision activities so that ongoing coaching can occur. Clinicians and consumers need to have models for, and be reminded about, what is expected of them on a regular basis until the actions are part of their routine. Additionally, a strategy should be developed for clinical staff on how to document work on Recovery and Empowerment in clinical documentation. Part of the Certification requirements related to Outcomes is a focus on documenting use of Outcomes. Supervisors and quality improvement staff should review notes for the presence of the Empowerment and other Outcomes information in the documentation. Guidance about suitable documentation for Outcomes use is included in the Data Use Compliance Monitoring Score Sheet Guidance document (Available on the Outcomes Web site). This will help assure that the Outcomes Rule requirements are covered.

A Sample Curriculum

This sample curriculum is demonstrative of the type of training that can be put together from this training package.

Part 1: 45 minutes

- Presentation of Slides 1-17 from the Using the Empowerment Scale in Recovery PowerPoint
- Exercise of your choice from the Creative Therapies in Recovery PowerPoint

Part 2: 45 Minutes

- Presentation of Slides 18-32 from the Using the Empowerment Scale in Recovery PowerPoint
- Exercise of your choice from the Creative Therapies in Recovery PowerPoint

Part 3: 45 Minutes

- Presentation of Slides 33-56 from the Using the Empowerment Scale in Recovery PowerPoint
- Complete Hand-Scored Empowerment Scale as exercise

Part 4: 45 Minutes

- Presentation of Slides 57-78 from the Using the Empowerment Scale in Recovery PowerPoint. Slides 79-80 are for supervisors, and are optional for clinical staff and consumers.
- Exercise of your choice from the Creative Therapies in Recovery -OR-
- Complete Reports from Template or Reports Generator and use in treatment planning role-play

Tips on Printing PowerPoint Presentations

PowerPoint provides users with a variety of printing options; for printing slides as handouts, there are choices to print 1, 2, 3, 4, or 6 slides to a page. However, most of these views will make fonts on some of the pages unreadable. For many printers, there is an option to print 4 slides to a page that makes all of the slides legible. In order to do this follow these steps:

- 1) Select Print
- 2) Select Slides under Print What:
- 3) Select Pure Black and White under Color/Grayscale:
- 4) Select printer Properties
- 5) Under printer Properties, select landscape
- 6) Under printer Properties, select 4 pages to a sheet

These options are available on most printers; the results will produce text that is easy to read and still allow plenty of white space. If you choose to print 3 or 6 slides to a page, you may wish print out the report slides as separate handouts printed one to a page so that the text is legible. The slide numbers of the reports are: 60, 62, 64, 66, and 68.

Other Resources

Climbing into the Driver's Seat (CDS) is a peer training program for consumers who are interested in learning about how to use the Outcomes in treatment planning and monitoring. CDS is available currently in 10 board areas, and is available to consumers in other areas. You may contact Ohio Advocates for Mental Health to find out how to bring such training to your area. Additionally, you can review the CDS manual online at: http://www.mh.state.oh.us/oper/outcomes/planning_training/toolkit.handbook.adults.pdf.

The Office of Program Evaluation and Research has many training and education resources related to the use of Outcomes—including this package. Most of these are available on the Outcomes Web site at:

<http://www.mh.state.oh.us/oper/outcomes/outcomes.index.html>

Additionally, you may contact the Outcomes support team at 614-466-8651 or by e-mail at outcome@mh.state.oh.us with any questions about training on Outcomes.

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