



## Service Priorities and Programmes Electronic Presentations

**Convention ID:** 840

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**Organization Transformation in Recovery Oriented Practice in Psychiatric Services – Result of a Service User rated measure (INSPIRE) on Staff Support (S) and Relationship (R).**

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### **Keywords:**

User-Rated Measure on Staff

Organization Transformation

Recovery Support

Recovery Relationship

### **Introduction**

Kwai Chung Hospital is undergoing a transformation of services by introducing recovery oriented practice (ROP) since 2010. To enhance transformation in staff engagement and user empowerment, we have adopted the REFOCUS Model from the Recovery College of Maudsley Hospital in several psychiatric service units. The essence is to develop the practice of recovery support and relationship with the main care manager. INSPIRE is a tool being used in REFOCUS to measure the level of support and relationship. Service users were invited to rate the recovery support they received from their care managers and their relationship (engagement) with them, for the first time among HA hospitals.

### **Objectives**

1. To implement a pro-recovery practice (REFOCUS) with service user empowerment in the process 2. To benchmark the current service as a meaningful measure of co-production (staff & service users) for change over time

### **Methodology**

1. INSPIRE was rigorously translated and back-translated into traditional Chinese, and used to measure the level of recovery practice. 2. All service users were invited to score on INSPIRE for one care manager on a voluntary basis. Those who could not read or mentally unstable were excluded.

### **Result**

1. Upon service users' own choice, a total of 47 Psychiatrists (32%), 48 Nurses (33%), 15 Medical Social Workers (10%), 34 Occupational Therapists (23%) and 3 Peer Support Worker (2%) were rated by 147 service users. 2. There is statistically significant higher score in Units with ROP (S=60) than Units with limited ROP (S=57). 3. We had a lower score in both support and relationship subscale compared with the UK study (S=72; R=78), indicating we needed more effort to deliver quality ROP. 4. Though a small return on Peer Support Workers were reported, it is an indication that their emerging role is being recognized among service users. 5. Both care managers and service users reported gains in mutual understanding on personalized recovery goals and respect for each other. Conclusion: 1. INSPIRE is a tool that can measure ROP in organization transformation. 2. With further training & implementation of REFOCUS for all staff, service user's experience in their recovery can be more empowering and satisfying.