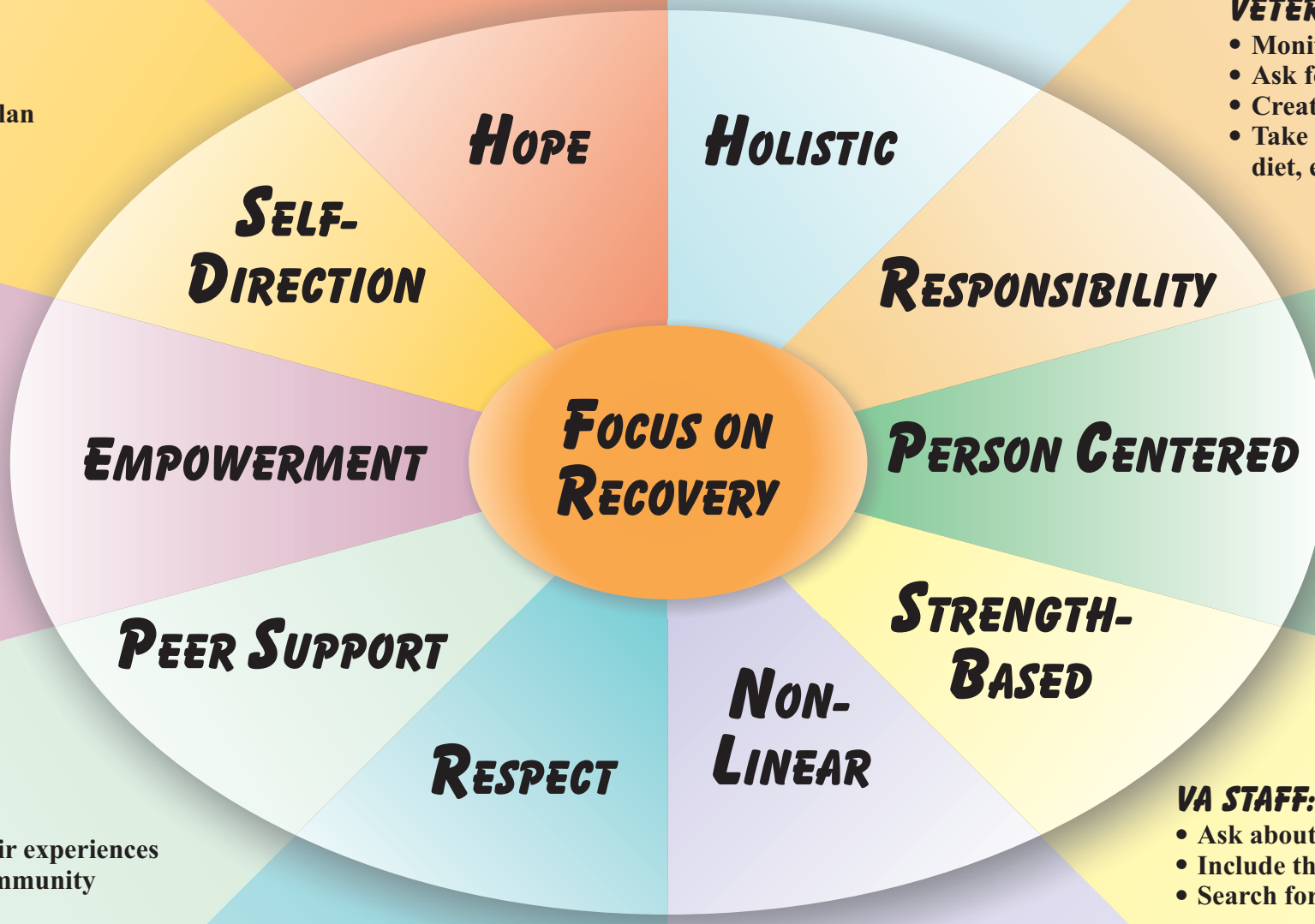


# ELEMENTS OF RECOVERY



**VA STAFF:**

- Actively protect patient's rights
- Listen carefully to the patient's concerns
- Assist patients in communicating their needs and hopes
- Provide information to assist in decision making

**VETERAN:**

- Consider a new path for the future
- Be open to new ideas about therapy
- Develop a support network
- Be an active participant in your care plan

**VA STAFF:**

- Maintain a positive approach
- Focus on the person's abilities, not disabilities
- Create service options and support
- Believe in the goals of recovery

**VETERAN:**

- Talk about your success
- Open up to new possibilities
- Develop a fine-tuned plan to cope with stress
- Believe in the goals of recovery

**VA STAFF:**

- Pay attention to the patient's basic needs
- Share sources of support with patients and families
- Reach out to colleagues in the community to extend care plans

**VETERAN:**

- Join therapeutic sessions regularly
- Visit with NAMI representatives
- Involve at least one special person in your plans
- Volunteer to help others

**VA STAFF:**

- Encourage patients toward greater independence
- Provide models of coping skills and wellness plans
- Assist patients in locating community resources

**VETERAN:**

- Monitor your symptoms
- Ask for help when needed
- Create wellness and crisis plans
- Take care of good health matters: diet, exercise, sleep, fun

**VA STAFF:**

- Share information
- Answer questions clearly
- Provide choices and suggestions

**VETERAN:**

- Ask questions until you understand
- Think about the change you want to make
- Learn new ways to make decisions
- Learn about the resources in your hometown

**VA STAFF:**

- Recognize that the illness is only one facet of a patient
- Learn about each patient as a unique individual
- Learn what patients need most for recovery

**VETERAN:**

- Share information about yourself
- Think about the change you want to make
- Be open to new possibilities
- Review information about recovery

**VA STAFF:**

- Encourage individuals to share their experiences
- Search for social support in the community
- Organize group sessions
- Provide NAMI information

**VETERAN:**

- Listen respectfully to the views of others
- Offer ideas and understanding to each other
- Share your recovery story with others

**VA STAFF:**

- Use a pleasant, caring voice
- Provide personalized care to each patient and family
- Listen to ideas on how to improve our services
- Set aside labels and assumptions

**VETERAN:**

- Ask for the information you need
- Make your personal needs known
- Talk about what works for you and what doesn't
- Speak with a pleasant voice

**VA STAFF:**

- See a hospital stay as a recovery step, not a failure
- Respect the current situation of each patient
- Develop a partnership with patients, families and friends
- Share ideas for next steps

**VETERAN:**

- Think: "It's important to keep trying."
- Be open to reviewing and revising your care plan
- Learn a new coping skill and share it with a friend

**VA STAFF:**

- Ask about personal preferences, interests, and skills
- Include the patient's strengths and talents in their care plan
- Search for community connections to match patient's interests

**VETERAN:**

- Participate in a variety of therapies: art, music, recreation, etc.
- Look for chances to learn new skills
- Share your experiences and interests with others

Poster originally created by Psychiatry Department, University of Iowa Health Care and adapted by Mental Health Service Line, Iowa City VA Medical Center.

