

Recommendations

The Mayview State Hospital closure provides several “lessons learned” for how consumers should be involved in a hospital closure.

- Residents should help create their personal Community Support Plans (CSPs). The assessment and planning process should build on residents’ strengths and residents’ wants and needs in the community.
- Peer mentors should be available for each resident that wants one. Peer mentors should support residents during the CSP process and provide a link to the community.
- Service development should start early, and should match the information coming from the assessment and CSP process. Services should match what residents need.
- Community providers should meet with residents early in the CSP process to start building relationships. This helps to develop strong, individualized CSPs and connections that can ease the transition to the community.
- The CSP should plan for more than mental health treatment in the community. It should cover housing, supports, physical health, employment interests, family connections, and social and recreational opportunities.
- Consumers, as well as family members, should be involved in all levels of planning—not just in CSPs. This includes working on planning committees and monitoring progress and outcomes.

For More Information

For more information about Mayview State Hospital and the Mayview Steering Committee’s work on the hospital closure, please visit www.mayview-sap.org or call 412-325-1100.



Allegheny HealthChoices, Inc.
444 Liberty Avenue, Suite 240
Pittsburgh, PA 15222
412-325-1100 (phone)
www.ahci.org

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Toward Recovery and Hope

**The Role of Consumers
In Closing State Hospitals
& Building Community Systems**



**Lessons Learned
from the Closure of
Mayview State Hospital**

The Closure Process

On December 28, 2008 the Pennsylvania Department of Public Welfare (DPW) closed Mayview State Hospital after years of hard work and planning by many different people.

Consumers played an important role in many different parts of the closure. This helped make the closure a success.

Consumer roles included:

- Before discharge from the hospital, all residents helped create a personal Community Support Plan (CSP). This plan allowed the resident to specify his or her preferences for living arrangements, community supports, and treatment options once in the community.
- Peer mentors helped residents learn about what life outside of the hospital would be like. Peers took residents on trips to different communities to explore their living arrangements and support options.
- Consumers served on the Mayview Steering Committee, which oversaw the closure process.

- Consumers, including former Mayview residents, also served on other committees, including the Quality Improvement and Outcomes Committee.
- Consumers, including former Mayview residents, attended larger community stakeholder meetings, where they were able to provide feedback and ask questions.
- Consumers helped develop new services and supports like community treatment teams, peer support and peer mentoring, and housing.
- Consumers reviewed proposals for new services and advised on selecting providers.
- Consumer and Family Satisfaction Teams interviewed residents as part of the assessment process. They also interviewed residents after discharge to see if they are satisfied with their services and quality of life.

Successful Aspects of the Closure

Meetings and focus groups were held with former Mayview residents to discuss how their lives are different now since leaving the hospital.

Below are some of their comments:

- I enjoy social activities like bowling and playing pool.
- I feel like I am able to do more.
- I enjoy getting more involved in work or volunteering.
- I have better feelings of respect as an individual.
- I feel like I'm using time in a functional manner.
- I have good days and bad days, but I know who I can go to for support.

Most believe their lives and recovery journeys have been positively affected. Overall, most people are happy to be in the community and feel that their needs are being met.



I now have more freedom to decide things and have more confidence.

-Former Mayview Resident