

ASS n. 1 “Triestina” – Mental Health Department

“in practice”

Operator – Service – Context – User:
seeking ways for mutual value-giving

During the Course we will work around the following concepts:

- The community Services are the destination for personal (mental) disorders and social suffering which do **not** find a response within the individual’s micro/macro-contexts;
 - The problems which arrive at the Services are – contemporaneously – biological, psychological and social in nature;
 - A fundamental aspect of the professional community service operator thus consists precisely in the ability to – **within the concrete relationship with the user** – grasp these different levels and their inter-connections;
 - The Service’s **organisation** meets two equally essential requirements: that of **stability** (which allows the general public to know who to go to) and of **flexibility** (which responds to the right/need of the public to seek a response to its specific need(s));
 - No Service has – **solely** within itself – the knowledge, capacity, resources necessary in order to:
 1. impact in a proactive way on all the different levels and dimensions of the needs being expressed
 2. guarantee “therapeutic continuity”;
 - “Shouldering the burden” at the community level means working on the processes which encourage **new** organisations (in both the micro- and macro-contexts) that face and deal in a proactive way with the diverse and inter-connected dimensions of suffering/distress;
- and, finally:
- the operator’s **autonomy** and **responsibility** (with his/her personal history, culture, professional abilities) constitute a primary resource (for his/herself, the Service, the community).
-

The Course’s Methodology consists in:

- creating a time and space for reflecting more deeply on what we do, also because the meaning of an institution is to be found primarily in what individuals actually “do” within it: ie. learning and acquiring practices;
 - a period of time, albeit brief, for immersing oneself in an operational situation and observing it;
 - some theoretical contributions: how to observe institutions, their meaning, their relationships with the citizenry for which they were created;
 - an attempt to make a list of the operator’s tools. An operator who is conditioned by and must deal with an array of factors: the user’s needs, the service’s stability and flexibility, the pressures of the context or the absence of a context, and, finally, him/herself
 - maintaining a continuous exchange between training and the operational reality.
-

Objectives:

1. to render explicit procedures and tools – within reach of each operator and based on the relationship with the user – which impact on work organisation (between stability and flexibility);
 2. to verify these procedures and tools in daily practice;
 3. to establish some common guidelines.
-

Calendar

Module 1

| | 8.30 – 13 | 14.00 – 16.00 |
|-----------------|---|---|
| Monday 27.9 | Methodological introduction. <u>Theoretical contribution n. 1:</u> “Care and/or healing: the role of the Service and operators.” Discussion. | 1 st significant case history: presentation, discussion, summing-up. |
| 28.9 | <u>Theoretical contribution n. 2</u> “The foundations of psychiatric knowledge.” Discussion. | 2 nd significant case history: presentation, discussion, summing-up. |
| Wednesday, 29.9 | <u>Theoretical contribution n. 3</u> “Institutions and transformation. The asylum as example: a lesson still useful today?” Discussion. | 3 rd significant case history: presentation, discussion, summing-up. |
| Thursday, 30.9 | <u>Theoretical contribution n. 4:</u> “The concept of the “quality” of a Service.” Discussion. | 4 th significant case history: presentation, discussion, summing-up. |
| Friday, 1.10 | In-depth discussion in small groups: <ul style="list-style-type: none"> • what does it mean to “know a situation” on-site? • the why and how of sharing within a Service • why and how to work on the context (actors, resources) • creating and developing a therapeutic process | Summary of the work done. Indications for the “internships” within the Services. |

Discussion: there will be a MHS operator present at each theoretical contribution to prompt and facilitate in-depth discussion.

Tutors: all small group discussions and on-site work will involve the presence of tutors.

Module 2

| |
|---|
| <p>Practical training: each student will spend three days in another student's Service and will:</p> <ul style="list-style-type: none"> • "follow" him/her in their work • "watch" him/her work <p>Theme: "How can individual autonomy/responsibility and work organisation be promoted reciprocally in that Service"</p> |
|---|

| | |
|-------------------------|---|
| Thurs., 21.10.99 | Practical training (working hours): operator A in operator B's Service |
| | As above |
| | As above |
| | Practical training (working hours): operator B in operator A's Service |
| | As above |
| | As above |
| | Elaboration of training experiences (each pair of operators with a tutor) |
| | |

Note:

the exchange will take place between operators who work in the territory of the ASS n. 1, and will be specified in the case of operators from other provinces.

Module 3

22.11 Day for in-depth discussion (parallel sessions, 2 morning, 2 afternoon)

23.11 Theoretical contribution n. 5
“Reconstructing and narrating individual life-stories”

Presentation of training-course experiences (large group)
Discussion of training-course experiences (small groups)

24.11 Theoretical contribution n. 6
“The ethics of the community-service operator”

In large group and small groups:

Drawing up a list of “recommendations to ourselves” concerning those elements in the relationships with users and the work organisation which encourage:

- Autonomy and responsibility
- Creation and structuring of a therapeutic project (in response to what needs)
- Therapeutic continuity

25.11 In large group and small groups:

- Towards a key-operator “checklist”: what must not be forgotten when trying to create “therapeutic continuity”;
- Drawing up a summary to send to the Services of origin, and also to invite them to Module 4.

Module 4

13.12 Theoretical contribution n. 7
“The utopia of reality, today”

14.12 Seminars day with the Services:
The operators who have attended the Course, and the tutors, present the themes and results of the training course to the équipes.

Module 5

March 13-14, 2000

The operators who have attended the Course will meet for an open discussion of the following themes:

- Verifying – in view of the actual work performed – the meaning and validity of the “recommendations to ourselves”;
- The usefulness and effectiveness of the “key-operator checklist”.

Information:

- Co-ordinating office for Mental Health Department training activities: Maurizio Costantino, Tel. 040.3997359, Fax: 040.3997353
- Organisational secretaries: "Confini" Coop, Gabriella Punter and Juani Velez. Tel. 040.567960, Fax: 040.5709728
- Group limit: max. 30 participants. Registration deadline: August 30, 1999.
- Cost for non-ASS n. 1 operators: ITL 750,000
- With an entrance questionnaire, participants can choose between the two in-depth training itineraries offered.
- Theoretical contributions will be presented by:
 1. Franco Rotelli, General Manager, ASS n. 1 "Triestina" (Health Services Agency)
 2. Alberto Gaston, psychiatrist, University of Rome
 3. Maria Grazia Giannichedda, sociologist, University of Sassari, "Franco Bassaglia" Centre, Rome
 4. Ota De Leonardis, sociologist, Milan State University
 5. Paolo Rumiz and Sergio Premru, journalists
 6. Franca Ongaro Basaglia, sociologist and senator
- A collection of brief written documents will be provided to Course participants; brief video segments of interviews with users will also be utilised.