

Nudges in New Brighton

(Questions we have, things we want to understand more, things we can do now at an individual, organizational, or community/system level to “nudge” things along.)

- Focusing on strengths doesn't often reflect in the DHS measurements we have to meet (New Brighton)
- Explore the cultural bias of our workplace to gain more clarity (New Brighton)
- Reminder that this is the person's story not ours. Yes, we need to get the paperwork done, but how can we accurately represent their story?
- Believe in the person, believe change is possible and support that. “why are we working on ____? This person could never do that.”
- Emphasize positive attributes/strengths during service delivery and goal planning
- Mindful methods for making physical therapeutic environments interventions in and of themselves – representative of service users, trauma-informed, intentional
- More conversations at work with staff about events, celebrations, holidays reflecting their culture
- Work with clients on determining the role of the program in their lives. Having a universal vision.
- More housing options for people in recovery (as defined by the person – ex. More “wet houses”) (New Brighton)
- Person centered goals with person's quotes are seen and accepted by all providers working with the individual
- Collaborative, integrated services
- More opportunities to consult/have conversations with person regarding risk and dignity of risk
- Challenge each other, are you considering the risk to individual or your own liability (New Brighton)
- NAMI present education support/families meeting
- Family and Individual risk and crisis plans
- Having staff culture reflect community
- More opportunities for community and people we support to give feedback in a safe, authentic way
- Importance of interpreters
- Seeing the person as a person and not as a diagnosis “well of course she responded that way she's a borderline”
- Lead with humility
- More diverse staff
- Stronger advocate within my own system (New Brighton)

- Keep my own judgments and assumptions in check
- Own our everything – learning, change, mistakes, bias, experiences
- More partnership between staff who provide direct services and supervisors/decision makers
- Increase my knowledgebase of culturally specific supports and resources
- Explore my own worldview and implicit bias
- Understanding cultural body language
- Introducing NAMI early for families
- Peer families
- Peer support in mental health
- Read about people in documents looking for their strengths first then go back and look at the growth from that lens. How can a strength help?