Leading Change, Strengthening Resilience
In Communities Affected by Crisis & Disaster

FORUM
24 September 2013
Institute of Mental Health, Singapore

WORKSHOPS
25 & 26 September 2013
Resorts World Sentosa, Singapore
INTRODUCTION

Disaster-affected communities may face prolonged challenges to community-wide recovery due to limitations in local resources, infrastructure, and leadership. The Asian Community Mental Health Leadership Forum aims to enhance leadership in the planning, development and implementation of community mental health services and training in Asian communities affected by crisis and disaster. The forum serves as a platform for regional leaders to share experience and learn from international experts in addressing mental health needs, challenges and opportunities for growth in the post-traumatic phase.

VENUE & DATES

- **Forum**: 24 September 2013
  Lecture Hall
  Institute of Mental Health, Singapore

- **Crisis Simulation Workshop**
  25 September 2013
  Convention Centre, Virgo Room 1 to 4
  Resorts World Sentosa, Singapore

- **Mental Health Outcomes Workshop**
  26 September 2013
  Convention Centre, Virgo Room 1 to 4
  Resorts World Sentosa, Singapore

LOCAL & INTERNATIONAL EXPERTS

Expert speakers and facilitators from Asia, US and Europe will share their views on best practice approaches.

HOST & PARTNER INSTITUTIONS

The forum is hosted by Institute of Mental Health, Singapore (IMH) in partnership with Galya Rajanagarindra Institute, Thailand, Rumah Sakit Dr. Cipto Mangunkusumo, Indonesia and Mental Health Centre, West China Hospital, Chengdu, China.

SPONSOR

Organised in conjunction with the “Disaster Mental Health Programme for Communities in Asia”, supported by Temasek Foundation, Singapore.

OBJECTIVES

1. Promote understanding and knowledge of community mental health to support the work of decision-makers and practitioners in Asian communities affected by crisis and disaster.
2. Review the issues, challenges and initiatives related to community mental health practice and training.
3. Discuss framework and approaches to managing outcomes that make capability building sustainable.
4. Enhance collaboration and knowledge-sharing at leadership level with the aim of promoting resilient communities in Asia.

WHO SHOULD ATTEND

Senior professionals & key opinion leaders, such as government officers, policy and decision-makers, mental healthcare advocates, hospital administrators and community leaders – who are in the position to shape and integrate training to support sustainable capacity and capability building in the community.
Keynote 1: Lessons for Leaders: Building Sustainable Communities

Dr Tan Lai Yong
Director for Outreach & Community Engagement
College of Alice & Peter Tan, National University of Singapore

Upon graduation from NUS in 1985, Dr Tan worked as a doctor in Singapore. In 1996, he and his wife, and one year old daughter moved to Yunnan, China, and joined a community development team, working with the poverty affected in remote villages, caring for orphans, disabled children and leprosy affected.

In his 15 years on Yunnan, he had to cycle about 30 km daily, create innovative ways to teach health and hygiene to the different Minority Ethnic groups and villages, plan for “surgery camps” for cleft palate babies and other disabled people, and also initiated tree planting (eg walnut) efforts that led to thousands of trees being planted to help raise farm income and also reduce soil erosion.

As part of the China National Day celebrations in 2004, Dr Tan was given the Friendship Award for Foreign Experts at the Great Hall of the People in Beijing, an event that was graced by Premier Wen Jia Bao. Dr Tan was also given the Singapore International Foundation (SIF Award) presented by Mr. Lee Hsien Loong, Prime Minister of Singapore. In 2007, the Yunnan Provincial TV Station ran a series on people in Yunnan and the viewers voted Dr Tan Lai Yong as one of the “Good Citizens of Kunming”.

Dr Tan’s book, “Biting the Bamboo” - Experiences of Work and Life in Yunnan, is in its 5th printing. Dr Tan will share insights on appreciating and mobilizing individual & community talents, skills and assets. Lessons learnt which provide the key to sustainability in community-driven development.

Keynote 2: Adjustment to Natural Disasters: A Psychosocial Perspective

Prof Chow S. LAM, PhD
Distinguished Professor Emeritus of Psychology
Laureate Professor Emeritus of Rehabilitation Psychology
Illinois Institute of Technology, College of Psychology, USA

Prof Chow S. Lam received his Ph.D. in Rehabilitation Psychology from the University of Wisconsin-Madison. He has been teaching at the Illinois Institute of Technology (IIT), College of Psychology since 1985 and took early retirement in 2011. He is Laureate Professor Emeritus of Rehabilitation and Distinguished Professor Emeritus of Psychology from IIT. Prof Lam also holds visiting and honorary professorships at the University of Hong Kong, Hong Kong Polytechnic University, Sun Yat-Sen University’s School of Medicine, Guangzhou and West China Medical University, Sichuan. A prolific writer with more than 110 articles and book chapters, Prof Lam is the recipient of the 2005 James Garret Distinguished Research Career Award, Fellow of the American Psychological Association (APA) and Distinguished Research Fellow of the National Institute on Disabilities and Rehabilitation Research (NIDRR) and the first Chinese-American elected as President of the American Rehabilitation Counseling Association in 2000-2001.

Prof Lam’s presentation will examine how psychological factors such as PTSD, depression and attribution styles affect recovery and adjustment. The post-disaster adjustment effects will also be examined from socio-cultural perspective such as societal attitudes, stigma, social support, mental health literacy, attribution bias and community resources. Suggestions for recovery and resilience building will be provided.
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<th>TIME</th>
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<tr>
<td>08.00 – 08.55</td>
<td>REGISTRATION DESK OPEN</td>
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<tr>
<td>08.55 – 09.00</td>
<td>Arrival of Guest of Honour, Prof Chee Yam Cheng, Group Chief Executive Officer, National Healthcare Group, Singapore</td>
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<tr>
<td>09.00 – 09.10</td>
<td>Opening Address by Prof Chee Yam Cheng, Group CEO, NHG, Singapore</td>
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<td>09.10 – 09.20</td>
<td>Opening Address by Benedict Cheong, Chief Executive Officer, Temasek Foundation, Singapore</td>
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<td>09.20 – 09.30</td>
<td>Opening Address by A/Prof Daniel Fung, Chairman, Medical Board, IMH, Singapore</td>
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<td>09.30 – 10.00</td>
<td>Keynote Address 1 “Lessons for Leaders: Building Sustainable Communities” By Dr Tan Lai Yong, Director for Outreach and Community Engagement, College of Alice &amp; Peter Tan, National University of Singapore, Singapore</td>
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<td>10.00 – 10.30</td>
<td>MORNING TEA</td>
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<td>10.30 – 12.00</td>
<td>Partners’ Showcase “Many Paths, One Purpose” Introduction by Dr Ong Say How, Chief, Dept of Child &amp; Adolescent Psychiatry, IMH, Singapore</td>
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<td>As part of the “Disaster Mental Health Programme for Communities in Asia” supported by Temasek Foundation Singapore, institutional and community-based partners in China, Indonesia, Thailand and Singapore have come together to support training and capability building in crisis-affected communities. Each partner country shares its experience in addressing mental health needs, challenges and post-traumatic growth. While each country may have its own path, partners come together for one purpose of building resilience &amp; mental wellbeing in their communities. Team &amp; video presentations by Indonesia, China, Thailand and Singapore.</td>
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<td>12.00 – 13.45</td>
<td>LUNCH</td>
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<td>13.45 – 14.15</td>
<td>Keynote Address 2 “Adjustment to Natural Disasters: A Psychosocial Perspective” Prof. Dr Chow S. LAM, PhD, Illinois Institute of Technology, College of Psychology, USA</td>
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<td>14.15 – 15.15</td>
<td>Panel Discussion “Communities are at the front line of Crisis” – Identifying key factors for sustainable community development, recovery &amp; resilience Session Chair: Dr Lee Cheng, Vice Chairman Medical Board, IMH &amp; Chairperson, ACMHL Forum Organizing Committee</td>
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<td>Panel Representatives: Dr Pitakpol Boonyamalik, Director, Galya Rajagarindra Institute, Thailand Prof. Dr dr. Edith Humris Pleyte, Sp.KJ(K), Rumah Sakit Jiwa Prof. Dr. Soerojo Magelang, Indonesia Prof. Dr Chow S. LAM, PhD, Illinois Institute of Technology, College of Psychology, USA Rebecca Riggs, Crisis Ready, Australia</td>
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<td>15.15 – 15.30</td>
<td>AFTERNOON TEA</td>
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<td>15.30 – 16.30</td>
<td>INSTITUTE OF MENTAL HEALTH HOSPITAL TOUR</td>
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<td>16.30 – 17.00</td>
<td>Depart Institute of Mental Health by Coach to Resorts World Sentosa Hotel</td>
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<td>18.00 – 20.30</td>
<td>WELCOME DINNER AT RESORTS WORLD SENTOSA For invited delegates, guests &amp; faculty</td>
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EMPOWERING LEADERS THROUGH CULTURAL SIMULATION TO ENHANCE DISASTER COMMUNICATIONS

Background
Every disaster is local. Disaster management demands a local focus to look at that disaster’s peculiar characteristics and requirements. Every locality is different with different vulnerabilities and cultural complexities. Every disaster is also human. It is not just roads and houses that need rebuilding. The impact of disaster on individuals and communities is also profound and complex.

These complexities, which affect the work of each response and recovery practitioner and which significantly affect the outcomes, are too often neglected in disaster response, let alone considered in planning and preparation.

Picture Japanese tsunami of 2011, Typhoon Pablo in Philippines in 2012 and the Black Saturday bushfires in Australia in 2010; while the emergency responder training for these events had many commonalities, the public communication challenges varied widely. Research has shown that public health spokespersons play crucial roles in shaping public response to disasters and crisis. Around 20% of all recommendations post major disaster events relate to problems with public communications.

Use of Crisis Simulation in Disaster Communication
Many organisations run crisis or disaster simulations to test and build capabilities. Sadly too few of these exercises fully test the public communication functions involved. The challenge in building a truly effective scenario is to include all the human and cultural subtleties that impact public communications strategies, approaches and activities in order to create a realistic ‘environment’.

It is essential to build awareness of cultural aspects (such as local customs, attitudes of survivors toward responders, aid, religion, death, confidence in leadership & government) and strategic decision making capabilities to deal with them.

This workshop delivered by Peter Rekers and Rebecca Riggs, Crisis Ready will introduce the key purpose and processes of Disaster Communication and the impact of cultural and human complexity on this work.

Facilitated Learning & Experiential Workshop
Participants will be introduced to the fictitious island of Krizo with its realistic geographic, economic, demographic, cultural and religious profiles. Simulation for scenario based training will test not only planning and operations – but the complexities of dealing with peoples of diverse cultural perspectives.

Participants will benefit from:
Exposure to the use of scenario based, simulation tool as part of training & planning:
   (i) during disaster &
   (ii) during recovery process

Practical insights into lessons learnt & share ideas to manage challenges from a communications perspective.
CRISIS SIMULATION WORKSHOP
25 September 2013
Convention Centre, Virgo Room 1 to 4
Resorts World Sentosa, Singapore

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<td>08.30 – 09.30</td>
<td>Presentation - Empowering leaders through cultural simulation to enhance disaster communications by Peter Rekers &amp; Rebecca Riggs, Crisis Ready</td>
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<td>Breakout Activity - Delegates will work in country teams on simulated case scenarios Key Facilitators - Peter Rekers &amp; Rebecca Riggs, Crisis Ready</td>
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<td>LUNCH</td>
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<td>13.30 – 14.00</td>
<td>Group to gather for coach travel for visit to Tan Tock Seng Hospital (TTSH), Singapore</td>
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<td>14.00 – 17.00</td>
<td>Site Visit to Tan Tock Seng Hospital (TTSH), Singapore</td>
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<td>An Overview of Emergency Planning &amp; Disaster Preparedness, including Activation &amp; Pandemic Management in a Tertiary Hospital Setting; Simulation &amp; Integrated Medical Training Advancement Centre (SIMTAC)</td>
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<td>17.00 – 21.00</td>
<td>DINNER &amp; SOCIAL PROGRAM FOR OVERSEAS DELEGATES &amp; FACULTY</td>
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TRAINER PROFILES

Peter Rekers
Crisis Ready, Australia

Peter Rekers was the Australian Naval Commander’s Media Advisor during the 2003 Gulf War and later in Baghdad was the Coalition Media Director running press conferences for, among others, Colin Powell and Donald Rumsfeld. He was the Manager of Media and Strategy at Queensland’s then Department of Emergency Services managing all media liaison for Queensland Fire and Rescue Service and Emergency Management Queensland including coordinating all media liaison for Severe Tropical Cyclone Larry. He is a Lieutenant Commander in the Australian Navy Reserve, was appointed an Adjunct Associate Professor at the University of the Sunshine Coast. He is co-founder and Chairman of Emergency Media and Public Affairs which has run seven conferences, funds research in the field and took him to Washington DC in 2010 to speak at the Federal Emergency Management Agency’s Public Information Officers’ Conference. He is on the Advisory Committee to the World Conference on Disaster Management in Toronto, Canada and he runs a Brisbane based consultancy, Crisis Ready.

Rebecca Riggs
Crisis Ready, Australia

Rebecca Riggs is a highly experienced facilitator and trainer working with Emergency services, Police forces, construction crews and IT teams. She has taught at UQ, and QUT in Brisbane and KVB University in Sydney. She has trained and worked with spokespeople and interpreters in Australia and Papua New Guinea and across medical, IT, infrastructure, transport and government sectors. She has worked as an emergency communicator during disaster, including the Lockyer Valley floods in Queensland and the 2012 NSW floods and has trained NSW SES spokespeople from the State Executive out to the Local Units. As Emergency Media and Public Affairs Accreditation Program Manager, she coordinates the accreditation of Public Information Officers around Australia and overseas. She works with psychologists, occupational therapists and community development specialists towards a thesis of communication in conflict and crisis, of getting messages through to those in heightened or negative emotional and physiological states.
## PLANNING, ACHIEVING & MEASURING OUTCOMES IN COMMUNITY MENTAL HEALTH SERVICES: CHALLENGES, ISSUES & SOME APPROACHES

**Implications for policy to advance mental health & wellbeing: What does current research tell us?**  
by Adjunct A/Prof Weining C. Chang, Office of Research in Clinical Sciences, Duke-NUS, Singapore

Mental health and wellbeing affects every aspect of individual, family and community life. In planning for the recovery of crisis-affected communities, taking an evidence-based approach to measuring and monitoring mental wellbeing and resilience is part of a well-informed policy making process. An update on current and relevant research in mental health, subjective wellbeing and psychological resilience.

**Fundamentals of Evaluation for Health Programme Planning**  
By Dr Joseph Molina, Principal Research Analyst (Epidemiology & Public Health)  
Health & Services Outcomes Research Unit (HSOR), National Healthcare Group, Singapore

This presentation focuses on the essential component of “Evaluation” as part of Health Programme Planning. An overview of mental health outcomes measurement and how to link outcomes measures to mental health service development will be provided. The presentation will be relevant to those who are involved in leading, conceptualizing and developing health services, clinical and other health-related quality improvement initiative.

**How can we ensure the quality of training & support the use of Outcome measurement in Mental Health?**  
By Prof Myron Belfer, Professor of Psychiatry, Harvard Medical School, USA

The presentation will review how “outcome” research related to training differs from services related research. Taking a step further, Prof Belfer will explore the critical factors needed to sustain training and manage its outcomes as part of the overall effort increase the capability and capacity for services.

## PANEL DISCUSSION

**Beyond Outcome Measures: Planning for & Sustaining of Improvement in Mental Health Service**  
Session Chair: A/Prof Chua Hong Choon, CEO, Institute of Mental Health, Singapore

Panel representatives to share their thoughts on the morning’s proceedings on challenges in measuring outcomes at local, community & system level. How to plan for & sustain improvement for capability & capacity building? Why is it important to define shared outcomes on a regional/national level? How to capitalize on opportunities to develop meaningful outcomes for sustainability and growth in mental health service across regional systems?

**Panel representatives:**  
Prof Myron Belfer, Professor of Psychiatry, Harvard Medical School, USA
A/Prof Weining C. Chang, Office of Research in Clinical Sciences, Duke-NUS, Singapore
Dr Jan Prasetyo, SpKJ(K), Senior Consultant, Psychiatric Association of Indonesia, Indonesia
Dr Burin Sura-aroonsumrit, Senior Psychiatrist, Somdet Chaophraya Institute of Psychiatry, Thailand
Dr Joseph D. Molina, Principal Research Analyst (Epidemiology & Public Health), HSOR, NHG, Singapore
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| 08.30 – 10.00 | Planning, Achieving and Measuring Outcomes in Community Mental Health Service: Challenges, Issues, Approaches  
Presentation by A/Prof Weining C. Chang, Singapore  
Presentation by Dr Joseph D. Molina, Singapore  
Presentation by Prof Myron Belfer, USA |
| 10.00 – 10.45 | Breakout Activity  
Facilitators – Prof Myron Belfer, A/Prof Weining C. Chang & Dr Joseph D. Molina |
| 10.45 – 11.00 | MORNING TEA                                                               |
| 11.00 – 11.40 | Breakout Activity & Team Presentation                                      |
| 11.40 – 12.20 | Panel Discussion - Beyond Outcome Measures: Planning for & Sustaining of Improvement in Mental Health Service  
Session Chair: A/Prof Chua Hong Choon, CEO, Institute of Mental Health, Singapore  
Panel representatives:  
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A/Prof. Weining C. Chang, Singapore  
Dr Jan Prasetyo, Indonesia  
Dr Burin Sura-aroonsumrit, Thailand  
Dr Joseph D. Molina, Singapore |
| 12.20 – 12.35 | Presentation of Tokens & Group Photograph                                 |
| 12.35 – 12.45 | Closing Remarks by A/Prof Chua Hong Choon, CEO, Institute of Mental Health, Singapore |
| 12.45 – 14.00 | LUNCH                                                                     |
| 14.00 – 15.00 | Closed Door Project Steering Committee & Curriculum Review Meetings       |
| 15.00       | END                                                                      |