

Facebook blog by Teresa Pasquini-What is “authentic partnership?”

Please view the video in the post linked here, <https://www.facebook.com/teresa.pasquini.3/posts/10215753935559968>. This was the work that helped me see that the only way forward is together. The state and the counties must stop pointing fingers at each other and leave our loved ones and families stuck in the middle.

My actual quote that was referenced was, **“You have no idea how frightening it is to have your child’s life dependent on people who refuse to work together or talk to each other.”**

It is still happening...It must stop....Teresa Pasquini

<https://www.facebook.com/teresa.pasquini.3/posts/10215753935559968>

“Sharing it again...the work that helped me see that the only way forward is together.
[#AuthenticPartnershipsMatter](#)

"I share this every time it comes up as a reminder that it is so important to develop authentic partnerships with hospital-based psychiatric departments. Family members and clients are in their most vulnerable state during a psychiatric crisis or inpatient stay. And, I have come to learn how vulnerable staff is also. It is critical that we continuously learn together.

Staff can often be very territorial over their patients and their policies. They have very rigid criteria that must be met to keep patients and staff safe. Because family members can often see things that the staff isn't seeing, it is critical to have open communications in a just culture environment. It is critical to have a gracious space where information can be shared to develop mutual understanding and paths for improvement.

But, I didn't get that before I went behind a locked door and observed for hours how care is provided in a local psychiatric emergency unit. I didn't get that until I heard from many community members about the unwelcoming care their loved ones were receiving and how they too had been treated poorly. I didn't get that until I watched how staff are sometimes treated poorly by patients and families. The status quo wasn't working for anyone. I wanted to change that for my family, other families, and the staff who serves both.

Fortunately, the hospital leadership wanted to change things too and welcomed input from a variety of stakeholders, including ambulance drivers, law enforcement, psychiatrists, social workers, nurses, community providers, executive leadership, family members, and patients. There was a steep learning curve that took place that allowed us to develop a more welcoming environment and authentic partnerships. But, it required everyone to put down weapons of blame and shame, embrace the concept of shared power and radical respect.

I have seen it happen. It is possible.

We will never fix "the system" if we continuously protect the status quo instead of shattering it, together."