

## Systems Approach Workbook

### Case Study

---

#### The Centre for Addiction and Mental Health's System Improvement through Service Collaboratives initiative

##### *The Project*

The Centre for Addiction and Mental Health (CAMH) is setting up 18 Service Collaboratives in support of [\*Open Minds, Healthy Minds: Ontario's Comprehensive Mental Health and Addictions Strategy\*](#). These Collaboratives bring together stakeholders across sectors, including mental health, addictions, justice and education, to improve accessibility and coordination of services for people across Ontario with mental health and addictions needs. Children and youth are the priority for the first three years of the Strategy (2011–2014). This priority is reflected in the work of the Collaboratives, which will focus on children and youth in transition between hospital and community settings, health and justice systems, and youth and adult services.

##### **Systems Approach concepts reflected in the project**

###### **Collaboration:**

The Service Collaboratives are focused on improving access to and transitions across services and systems, including substance use, mental health, housing and education. Collaboration between services means that people are better able to have all of their needs met in a coordinated way rather than being “bounced” from one place to the next.

###### **Recognizes the full range of risks and harms and takes a multi-sectoral approach:**

By working with a broad range of stakeholders across health, social services, education and enforcement, the Service Collaboratives will help to ensure that the complex and varied needs of people with substance use problems can be met.

###### **Diversity informed:**

The Service Collaboratives will target in particular the accessibility of services for different age groups, First Nations and Aboriginal peoples, and Francophone populations. Project sites were also selected with sensitivity to urban and rural population diversity.

###### **System accountability for providing effective services and supports:**

The Service Collaboratives are using implementation science and quality improvement approaches and tools to ensure that research is translated into practice, and that the practice results in improved

---

Production of the Systems Approach Workbook has been made possible through a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.

ISBN 978-1-927467-20-6

system efficiency and quality of service. The project is also being evaluated at both collaborative and overall project levels.

### ***What has been the value of using the Systems Approach concepts or materials?***

Ontario adapted the tiered model to fit the integrated provincial mental health and addictions system. This adaptation, led by Dr. Brian Rush at CAMH, has been a valuable tool for explaining how different projects under the *Open Minds, Healthy Minds* strategy work together to address different levels of risks and harms. For example, the Service Collaboratives will be improving services for people who need specialized services (tiers 4 and 5), whereas other strategy components are focusing on more widely applicable prevention and early intervention services (tiers 1 and 2). Tier 3 is represented, for example, through court support services.

CAMH has also found the [knowledge exchange model](#) presented in the Systems Approach report to be a valuable tool for illustrating how the knowledge exchange process works and what its components are.

### ***Project details***

The Service Collaboratives are being established in support of Ontario's Comprehensive Mental Health and Addictions Strategy, particularly in response to the need to improve access and coordination across health and other human services for children and families in the first three years. The overall goal of the Service Collaboratives is to "support local systems to improve coordination of and enhance access to mental health and addictions services." The Collaboratives will work with multi-sectoral partners to address the following key transition points:

- Hospital to community services;
- Child to adult services; and
- Health to justice system services.

Targeted stakeholders therefore include child and youth agencies, justice programs, health providers and educational organizations.

There will be eighteen Collaboratives altogether, with fourteen geographically based and four focused on transitions between the health and justice systems. Service Collaboratives are being implemented in three clusters, each reaching full implementation between January and August 2015. Three separate but connected structures inform the work of the Collaboratives: a service user panel, a scientific advisory panel and a provincial collaborative advisory group.

---

Note that this case study is one in a series illustrating the application of the Systems Approach, and is accompanied by a brief video featuring Heather Bullock. The video, as well as the web-based Systems Approach Workbook, are available at [www.ccsa.ca/Eng/collaboration/Knowledge-Exchange-to-Support-Treatment-Systems/Pages/default.aspx](http://www.ccsa.ca/Eng/collaboration/Knowledge-Exchange-to-Support-Treatment-Systems/Pages/default.aspx).