Strengthening integrated service delivery using Minkoff and Cline's Comprehensive, Continuous, Integrated System of Care approach (CCISC)

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When the sector sucks

"Treatment" was a disaster. I ended up overwhelmed with too much on my plate having to go to all of these different places and getting a shopping list of diagnoses.

In detox the nurses were really nice but the system is so broken . . . it was like you were an animal.

By the time my daughter builds rapport they are exiting her.

No-one listened. Not to me. Not to my wife.

When the sector rocks for all of us

The workers let me 'drive my own bus', waited for me to be ready, were really patient.

I felt accepted there. There was kindness and respect. . . they really listened and treated me like a human being.

Understanding, supportive, flexible . . . I was accepted for who I was.

I was being educated, included not excluded. I knew what was happening, people listened to us, the drug users, and our families. We were treated like we're experts in our own lives.

The Big Picture

PERSON-CENTRED

• Clients and family at centre of care and involved in organisational change

INTEGRATED

• Multi-disciplinary staff teams collaborate with each other and the client to plan and implement care and support

CO-OCCURRING CAPABLE

• Staff/systems/polices are designed/operate with the expectation of co-occurring needs

STRENGTH-BASED

• Planning and treatment draws on strengths and past successes and …

RECOVERY-BASED

• ... focus on the client's desired outcomes

Data systems, policies, staff skills, culture and practices exist to realise a VISION of . . .

WELCOME
EMPATHY
HOPE

The Building Blocks of CCISC (quick intro)

Key Elements

- **Engages staff across your whole organisation, top to bottom, including LLE**
- **Involves integrating best practice into all core processes**
- **Every change gets anchored in operational infrastructure (inc. policies)**

Principles

- **Co-occurring conditions are an expectation, not an exception.**
- **Foundation: welcoming, empathetic, hopeful, strength-based relationships.**
- **Skill-based learning is central**

Self Assessment (60+ questions)

- **E.g. Written program descriptions specifically say that individuals and families with complex (co-occurring) issues are welcomed for care.**

Action Plan

- **Those involved in assessing the program/organisation identify the changes they can collectively make to improve how service is delivered.**
- **Progress is measured**

What we did in the East:

Engaged senior management, and executives

Identified Champions

Held a forum

Created Project teams

EACH Project team involved 18 staff: Executive, AOD Team Manager, Site Manager, reception staff and clinicians from multiple programs

Used the Compass Ez tool to examine HOW the delivery of our service is experienced.

Let's get started....

Discuss each question and score your program or organisation on a scale of 1-5:

1 Not at all
2 Slightly
3 Somewhat
4 Mostly
5 Completely.

Ask yourself "What is the service user's experience and how would they score this?"

The program environment (e.g. waiting room, treatment spaces, wall posters, flyers) creates a welcoming atmosphere that supports engagement and recovery for individuals and families with both mental health conditions and substance use conditions.

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There is a routine process where program staff receive complexity (co-occurring) consultation (ideally on site) from a collaborative program providing services in the "other" domain.

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Designated program staff participate in a regularly scheduled mental health and AOD provider interagency care coordination meeting that addresses the needs of individuals and/or families with co-occurring issues

The CCISC Approach

CCISC provides:

- A structured approach to examine and understand our service delivery
- A process that respectfully engages all staff and service users
- A process to identify priorities for action

The Impact

- Empowers staff and service users to make changes
- Lifts the morale of staff
- Changes are happening

More Information

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The CCISC Approach

Thank you!