



18th Canadian Collaborative Mental Health Care Conference (2017)

Connecting People in Need with Care

June 2 and 3, 2017 | Delta City Centre, Ottawa, Ontario

The Healing Power of a Shared Care Model: Identifying the Role of a Collaborative Culture and Improving Service Delivery to Vulnerable Populations by Applying Lessons Learned From Individuals with Lived Experience
Maria Bargeman

PRESENTER DISCLOSURE



- **Presenter:** Maria Bargeman
- I have not received any commercial support and have no conflicts to declare.



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Department of Family Medicine
Department of Psychiatry



LEARNING OBJECTIVES

- 1) Policy strategies for improved access to timely and integrated care, particularly for vulnerable populations, are identified and described
- 1) Opportunities for creating a collaborative culture and implementing a shared care model are reviewed
- 1) Reflections from an individual's lived experience in journeying through the mental health system are outlined and applied to policy solutions for more rapidly connecting people to appropriate care and strengthening coordinated service delivery



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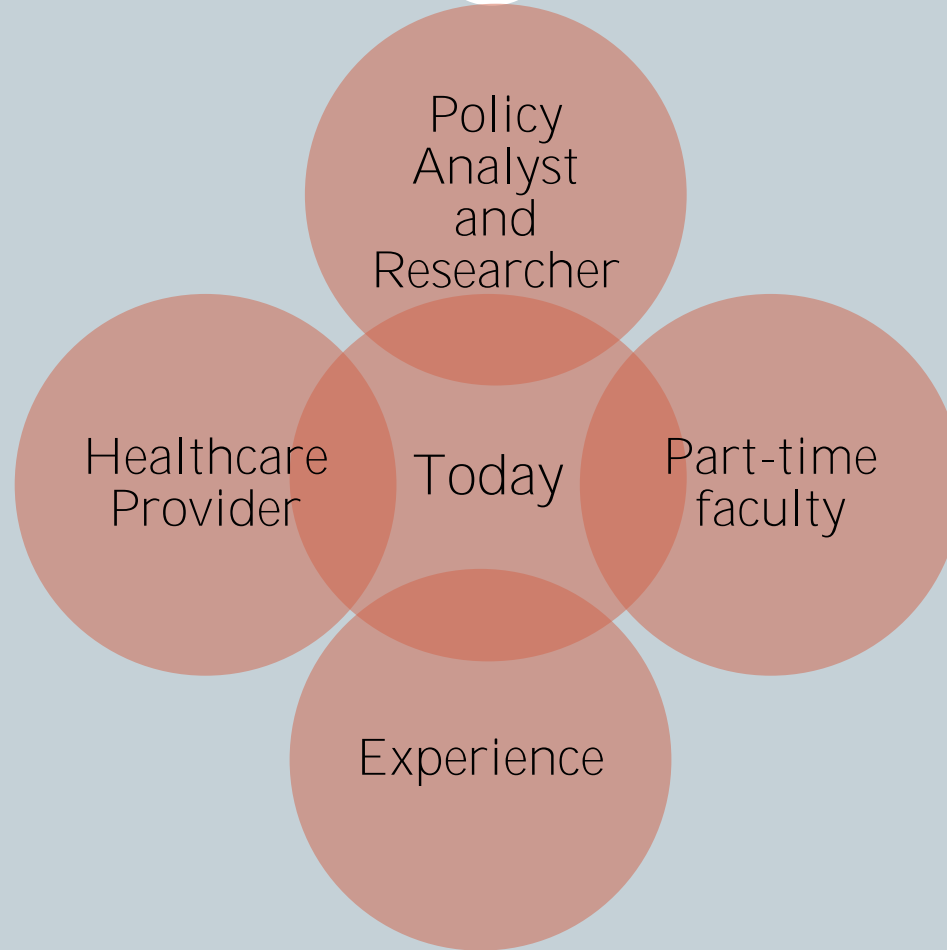
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Wearing Multiple Hats

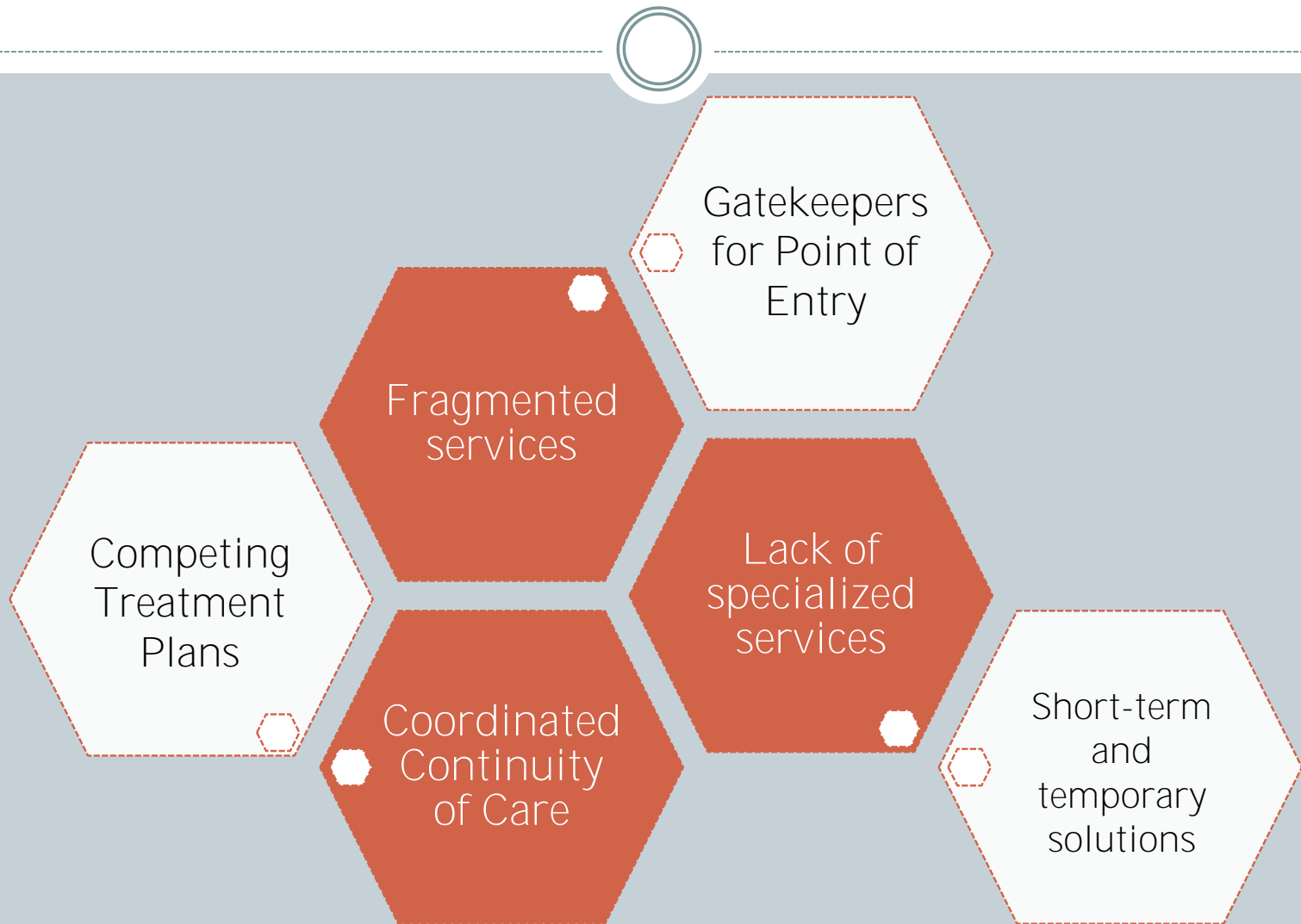


Connecting People in Need with Care: The Policy Process



1. Problem definition
1. Options Framing
1. Identification of Implementation Strategies

Problem Definition



Problem Definition



1. Accessibility

- Timeliness
- Specialized services

2. Fragmented service delivery model

- Lack of coordinated care
- Communication essential with established treatment goals

Problem Definition: The Patient From Hell



I had a moment today. A moment that has bubbled up to the surface before. A tiny pleading voice inside, *please let me go, please release me and let me fly again. I have so much I want to do, I have so much to live for, if you would only release let me and let me fly.* That desperation has bubbled over in other thoughts, *please help me, please fix me, I need to live again. But I don't know how to get there. This ghost lingers, no matter how hard I work or what I do, it stays there, holding me in **this cage. This shadow will not release me. It's tentacles** are always there, ensnaring me and dragging me back. I want to be FREE.*

- MjB

Problem Definition: Trust and Safety



Fear of Being Mislabeled:

I hear four voices in my head...

? Schizophrenia

? Multiple personality disorder

? Fragmented parts of traumatized self

Problem Definition – “Us vs. them”



Acknowledging the Present Reality:

- Rigid
- Inflexible
- No shared decision-making
- Power imbalance

What is the message?

- Patients are not to be trusted
- Patient input not accepted
- Demeaning

Beginning to Frame the Policy Options



Broad brush-strokes:

- Acknowledge the current situation
 - MH is not a one-size-fits-all
- Do we have to re-invent the wheel?
- Knowledge translation – learning from current clinical collaborative care models

Options Framing



Identify priorities for rapid response:

1. Bridge communication gap
 - Public – public; public – private
2. Specialized services with current resources
 - Map out current expertise

At the most effective policy level:

- Clinical
- Administrative/managerial
- Organizational
- Legislative

Options Framing – The Essentials of Collaborative Care



1. Clearly defined and mutually respected roles
1. Open and regular communication
1. Mutually agreed upon treatment plan with clear objectives

Implementation Strategies



Much to be done...but what are the immediate priorities:

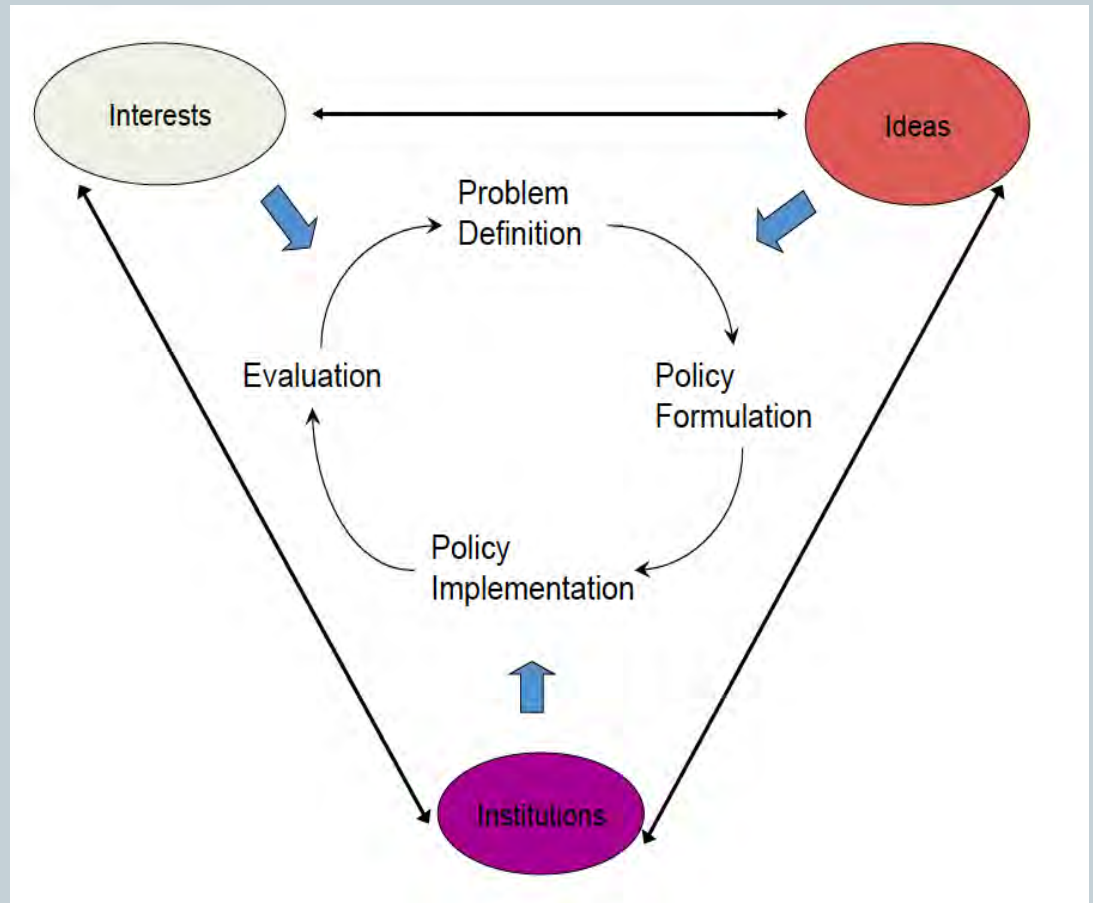
- Communication platform must include the private sector
- Succinct one-page communication tool
- Referral network for specialized care

Applying the Context of Policy Solutions



Policy Levels:

- Clinical
- Administrative/Managerial
- Organizational
- Legislative



Thank you!



Questions?

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