



Promoting Evidence-based System Development

Issues of Substance Conference

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Presentation Outline

- **Background**
 - ❖ The Tiered Model Implementation Team
 - ❖ The Tiered Model
- **Consultations**
- **Change Management**
- **System Mapping**
- **Knowledge Exchange**



The Tiered Model Implementation Team

■ Purpose

- ❖ To promote implementation of the Tiered Model of Services and Supports

■ Team

- ❖ Tom Payette—Systems Development Advisor
- ❖ Dave Hedlund—Implementation Advisor
- ❖ Rebecca Jesseman—Research & Policy Analyst (Project Management)



Working with the Tools We Have.....

NTS Tiered Model Implementation Team



Tiered Model Quiz

- **The Tiered Model provides a fixed structure to guide system planning**
 - ❖ True/False?
- **Tiers represent a hierarchy**
 - ❖ True/False?
- **Services can be categorized according to the Tier in which the services offered fall**
 - ❖ True/False?
- **The Tiered Model duplicates the approach used in the UK**
 - ❖ True/False?

Tiered Model Quiz

- **Clients can be classified according to the Tier in which they require services**
 - ❖ True/False?
- **Clients should progress sequentially from one Tier to the next—moving from higher to lower Tiers**
 - ❖ True/False?
- **Clients should only access services in the Tier in which they currently reside**
 - ❖ True/False?

The Tiered Model

- **The guiding concepts underlying the Tiered Model of services are what will make the service work for clients:**
 - ❖ No wrong door
 - ❖ Availability and accessibility
 - ❖ Matching
 - ❖ Choice and eligibility
 - ❖ Flexibility
 - ❖ Responsiveness
 - ❖ Collaboration
 - ❖ Coordination

Implementing the Tiered Model

- **Implementation of the Tiered Model should be:**
 - ❖ Reflective of Tiered Model Guiding Concepts
 - ❖ Supported by trust and strong relationships
 - ❖ Guided by an evidence-based change management approach
 - ❖ Informed by system mapping

- **As a first step toward promoting implementation the Team has been conducting consultations with jurisdictional partners**

Consultations to Date

Consultations to date include:

- ❖ National Treatment Strategy Leadership Team
- ❖ FPT Liaison Committee on Problematic Substance Use
- ❖ BC Mental Health and Addiction Services
- ❖ Atlantic Canada Council on Addictions
- ❖ Newfoundland and Labrador, Prince Edward Island, Manitoba, Yukon, Alberta, Saskatchewan, Nova Scotia, New Brunswick
- ❖ National Native Alcohol and Drug Abuse Program

Developing a Change Management Approach

- **The National Treatment Strategy Leadership Team identified change management as a priority**
- **The team developed a change management approach based on:**
 - ❖ A review of change management literature
 - ❖ Materials developed by experts at BCMHAS for Health Canada workshops
 - ❖ Stages of Change theory (Prochaska)

Developing a Change Management Approach

■ Key Elements

- ❖ Leadership
- ❖ Context
- ❖ Benefits
- ❖ Personal Characteristics
- ❖ Communication

■ Key Stages

- ❖ Preparation
- ❖ Action
- ❖ Maintenance



Next Steps in Change Management

- **Continuing consultations**
- **Developing materials to support implementing the Tiered Model using a change management approach**
- **Piloting the proposed change management approach**
- **Providing support to partners engaging in system change toward the Tiered Model**



Mapping the System

- **Three focal areas for system mapping were identified by the Leadership Team:**
 - ❖ Communication networks
 - ❖ Governance, resource and new initiative structures
 - ❖ Gap and capacity analysis tools
- **The Implementation Team has developed a template to collect relevant information on systems across Canada**

Mapping Template Categories

- Address:
 - ❖ System resources, structure, and governance
 - ❖ Environmental and contextual factors
 - ❖ Considerations specific to the NTS
 - ❖ Partnerships and networks
 - ❖ Models of change management

(please see handout for a complete list of categories)



Next Steps in System Mapping

- **Piloting the proposed mapping template**
- **Collecting and validating mapping results**
- **Interpreting and applying mapping results**
 - ❖ To guide the work of the Implementation Team
 - ❖ To inform the NTS Leadership Team
 - ❖ To inform partners through knowledge summaries
- **Making the template and results available for partners to use**

Knowledge Exchange (KE)

■ Focus

- ❖ A national focal point and communications structure to develop KE and linkages across jurisdictions and organizations implementing the NTS

■ Key Components

- ❖ Drawing on existing expertise
- ❖ Identifying and building on networks already in place
- ❖ Collaborating with other jurisdictions engaging in KE through DTFP initiatives
- ❖ Operationalizing the National Knowledge Exchange Framework

Discussion

- **What do you need to feel a sense of engagement in the Tiered Model approach?**
- **What would be needed in your jurisdiction to have this strategy move up on the priority list?**
- **What areas are missing in our plan for assisting you in the implementation process—how can we best help?**



If you have questions or comments . . .

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