



Nipissing Service Collaborative

Nipissing Service Collaborative Design Day Summary

January 31, 2017

DESIGN DAY PARTICIPANTS

Lisa Robinson, Nipissing Mental Health Housing and Supports

Lynn Perrault, Sturgeon Falls Community Mental Health and Addictions

Mary Davis, Nipissing Mental Health Housing and Supports

Megan Waque, NE LHIN

Rheanon Funnell, CMHA Nipissing

Sandy Deschences, North Bay Regional Health Centre

Scott Johnson

Terra Nevrencan, Nipissing University

Wendy Prieur, North Bay Recovery Home

Monique Rocheleau, RMEFNO

Camila Marleau, Alliance Centre

Michael Burke, People for Equal Partnership in Mental Health

Moira Wheeler

Sherri Pinder, Canadore College

Ron Witmer, Gateway Hub

Kali Sohm, CMHA Nipissing

Alan McQuarrie, Community Counselling Centre of Nipissing

Ben Holst, East Nipissing Mental health Services, Mattawa Hospital

Donna Forget, Nipissing First Nation, True Self Debwewendizwin

Joel Johnson, People for Equal Partnership in Mental Health

John Bowcott, People for Equal Partnership in Mental Health

Lindsay Comeau, Nipissing Mental Health Housing and Supports

Lindsey Moar, Community Counselling Centre of Nipissing

Derek Tutts, HANDS The Family Help Network

Dan Billingsley, North Bay Recovery Home

Erik Sutton

DESIGN DAY ORGANIZERS

Donna Forget, Nipissing First Nation, True Self Debwewendizwin

Mary Davis, Nipissing Mental Health Housing and Supports

camhPSSP
Provincial System
Support Program

About the Design Day

OVERVIEW

Service Collaboratives bring together multi-sectoral partners to address system gaps and implement meaningful interventions. The Nipissing Service Collaborative launched in March 2016 is supported by the Provincial System Support Program at CAMH.

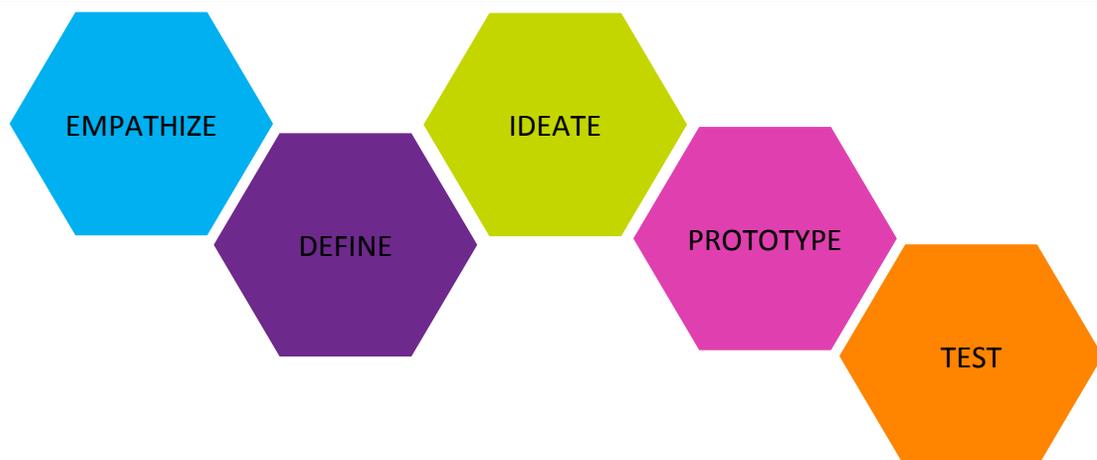
Through community consultations and discussions, the Service Collaborative decided to design and implement a client-centered system solution focused on improving system navigation for adults with needs related to mental health, substance use and/or developmental disabilities. The Design Day brought together both Service Collaborative members and community partners to use design thinking to creatively plan this system solution.

OBJECTIVES

1. Identify core components of the Service Navigation Algorithm
2. Develop a prototype of the Service Navigation Algorithm

DESIGN THINKING

The Design Day made use the ideas of the 'design thinking' process. Working thought a 5-stage process, Design thinking applies a user-centric mindset to understanding and address a deep, underlying need. It can support the creative development of solutions that put the user at the center of the design.



The Agenda

10 AM

Setting Up the Day

- Welcome Remarks
- Introductions
- Review Objectives



10 : 15 AM

Prototype Preparation

- Empathy Mapping
- Gallery Walk



1:00 PM

Small Group Prototyping



2 : 30 PM

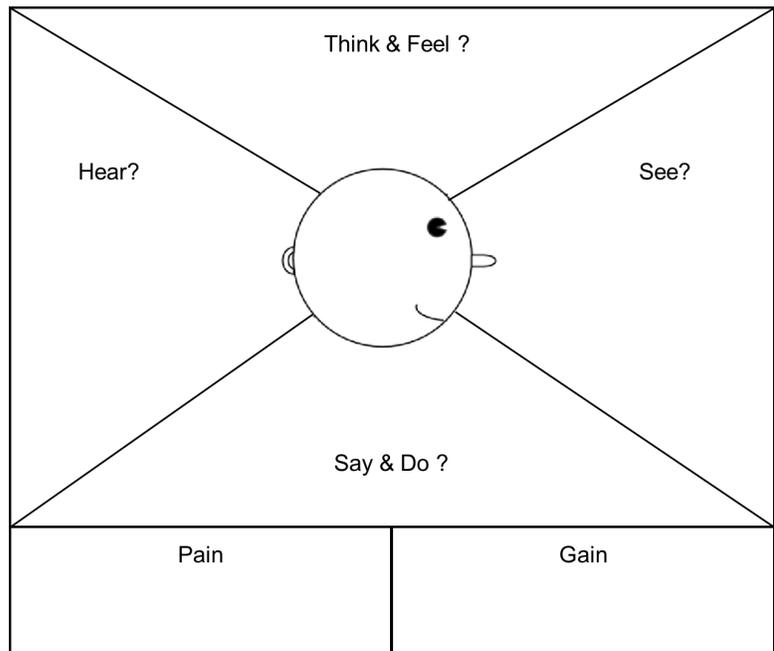
Prototyping Testing



Prototype Preparation



Empathy Mapping



In order to get started designing the prototype, a deeper understanding of the users (the providers and clients of the services and supports of the mental health and addictions system in Nipissing) was needed. The **Empathy Map** exercise was chosen to encourage the Service Collaborative and community partners to think about the user’s needs and to identify ‘pain points’ and opportunities in a systematic and straightforward way.

For this exercise, participants were asked to think about an individual’s experience navigating the mental health and addiction system. They were tasked to write down their thoughts on sticky notes. Participants then discussed the sticky notes they placed on the empathy map.

How can we design our prototypes based upon the insights generated from our empathy map?

Empathy Mapping Takeaways



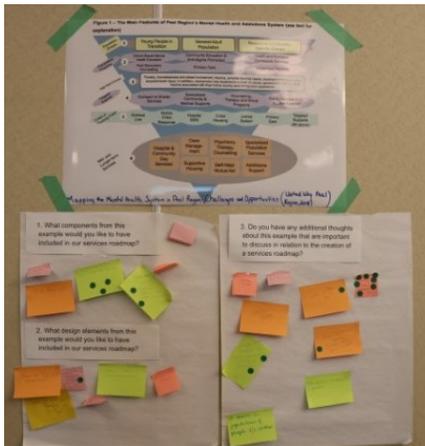
Cautionary client perceptions and considerations for system navigation

- *Waitlists*
- *Service reputations*
- *Loneliness in one's journey*
- *Frustration*
- *Confusion*
- *Stigma*
- *Effort*
- *Hesitation*
- *Fear*

Client perceptions and considerations for helpful service navigation

- *Active offer of support*
- *Client-centered*
- *Being involved or in charge of one's care*
- *Having support to get where they need to go*
- *Sense of trust in their support person or services*
- *Peer support works*
- *Becoming more educated about one's mental health and addiction through service use*
- *Navigation should be easy and have minimal impact on one's day to day life*

Gallery Walk



The purpose of the **Gallery Walk** was to support Design Day participants to think about design and content possibilities of the prototype, and to highlight commonalities across participants.

Prior to the Design Day, examples of different 'service maps' were sent to participants to review, along with a set of questions. During the Design Day, the participants were divided into groups of three. Each group spent five minutes at each example providing answers to the questions posed. Discussion was encouraged, but responses did not have to reflect group consensus.



At the end of the activity, the group discussed the components they found most important in the examples. This information was then used to inform the prototyping exercise.

Do these examples include components that should be included in our prototypes?

Would any of the components help to connect a client to the services they need?

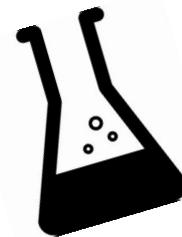


Small Group Prototyping



&

Prototype Testing



Prototyping

The **purpose** of the small group prototype exercise was to begin to develop the client-centered solution focused on improving system navigation for adults with needs related to mental health, substance use and/or developmental disabilities. Specifically, to design a ‘service roadmap.’ These prototypes act as the first version of a design on which further designs can be developed.

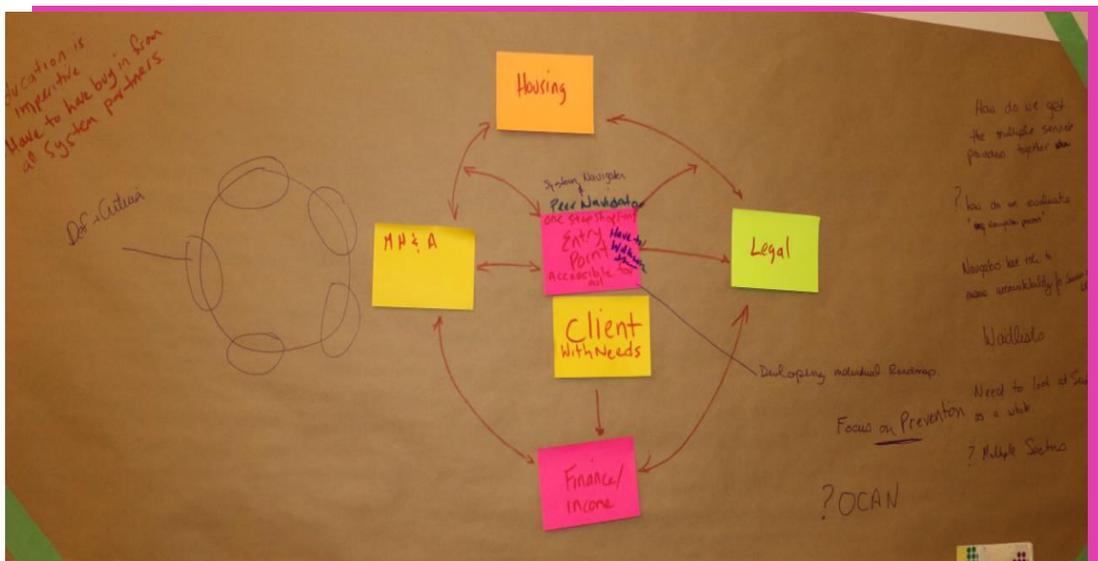
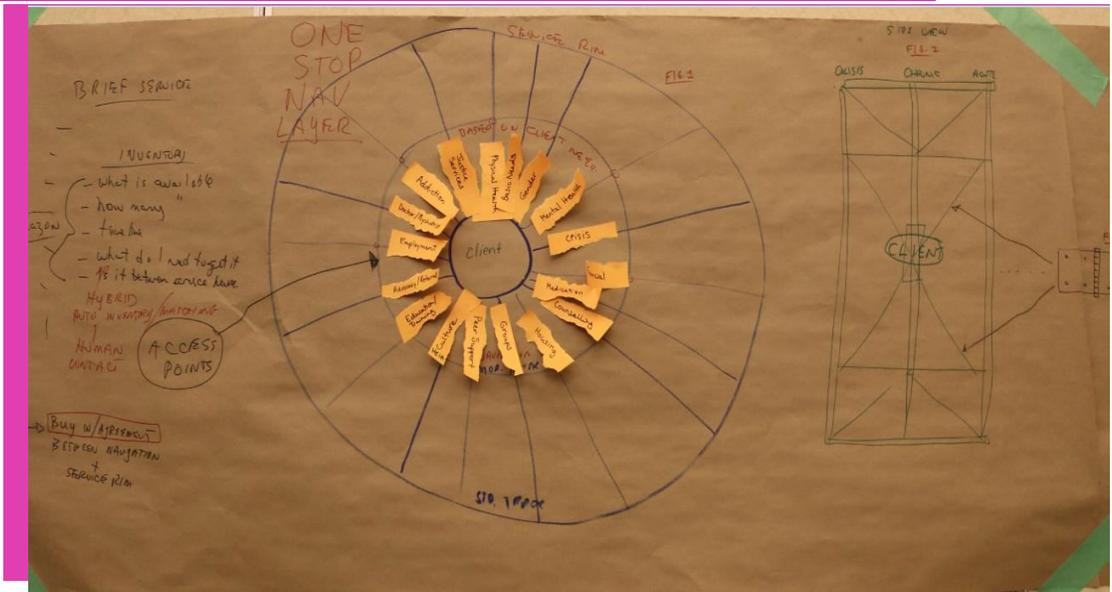
The **process** for designing the prototypes involved breaking into three groups. Each group had approximately 20 minutes to come up with and draw an initial design and select an anchor person who would be responsible for explaining the prototype. Next, each group moved on to review the other prototypes, offering feedback and suggestions as they learned the details. This was like a “testing and tweaking phase” where changes would be incorporated. Every participant had the opportunity to review and provide feedback on all three prototypes.

During the **prototype testing**, participants discussed the pros and cons of each of the three prototypes. This supported the development of consensus around the desired elements of ‘service roadmap.’

Key Considerations for Prototyping

- *Target population*
- *End user*
- *Sectors that should be included*
- *Services for specific populations*
- *Eligibility criteria*
- *Roadblocks to accessing services*
- *Services that target different points in one’s recovery journey*

Service Map Prototypes



Takeaways from Prototype Testing

Desirable Elements of the Service Map

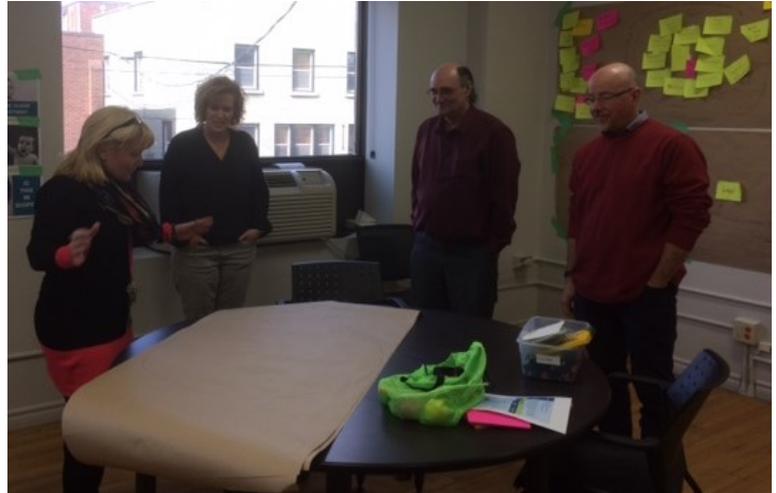
- *Simple to use and user friendly*
- *Client centered*
- *Addresses clients across the continuum of need*
- *Includes multiple sectors so that it respond to different areas of client need*
- *Serves purpose of directing people to the right service*
- *Reflects cultural awareness and connection*
- *Provides comprehensive information*
- *Includes inventory of services to increase awareness of services and service criteria*
- *Consideration of level of need*
- *Addresses wait lists*
- *Ability to use the tool at any point in the service journey*
- *Uses categories and is colour coded*
- *Circular in design*

Missing Elements from the Service Map

- *Process for determining the service needs of an individual*
- *Process that an individual follows to access the appropriate services*

Design Day Follow-Up

Following the Design Day, the **prototype 'anchors'** met to discuss the most prominent ideas that emerged from the Design Day and to review the three prototypes developed.



This resulted in the development of a **'hybrid prototype'** that aimed to include the desirable elements of the system solution determined at the Design Day.

In addition to the Service Map, the group discussed the design of a:

- Needs Questionnaire to help individuals and providers understand what a person's needs are in order to develop an initial service pathway
- Catalogue of Programs and Services that is simple to use and includes service mandates and criteria and contact information.



Next Steps

- *The Service Collaborative Implementation Team (SCIT) will meet to explore ideas related to the design and implementation of the system solution components.*
- *Consult with community stakeholders, within and outside of the Service Collaborative, including persons with lived experience and family members, on the development and implementation of the system solution.*
- *Complete the Health Equity Impact Assessment (HEIA) tool with a small Health Equity-focused working group to support equity-based improvements.*
- *Communicate with stakeholders across Nipissing to inform them and build support for this new system solution.*