

Evaluating Systems Improvement through Service Collaboratives

Preliminary Results from the Waterloo Wellington Service Collaborative

PMIR and Knowledge Exchange at PSSP with support from CAMH Creative Services

BACKGROUND

- **Ontario's Comprehensive Mental Health and Addictions Strategy** aims to transform mental health and addiction services for all Ontarians.
- One of the initiatives funded from the Strategy is the **Systems Improvement through Service Collaboratives (SISC)**.
- **18 Service Collaboratives (SC)** were established across the province to support coordinated services for children and youth: 14 geographically based; 4 in the justice system.
- **Cross-section of providers** are working to improve capacity of, access to, and coordination of mental health and addiction services for youth and children.
- **The Waterloo Wellington Service Collaborative** is a geographically based SC serving both Waterloo Region and Wellington County.
- In late 2012, this SC **selected a system intervention** to improve the transitions of youth with addiction and mental health problems called the Transition to Independence Process (TIP) Model.
- **Transition to Independence Process (TIP) Model:** an evidence informed model of care that addresses the needs of transition age youth and young adults (14 to 29 years old) with emotional and behavioural difficulties.
- TIP, which was initially implemented in summer 2014 in Waterloo Wellington, is now **progressing toward full implementation**.

EVALUATION

Levels and domains

Three levels analysed

- Community
- Agency
- Staff

Two major domains addressed (see Figure 1)

- Implementation progress
- Process and intervention outcomes

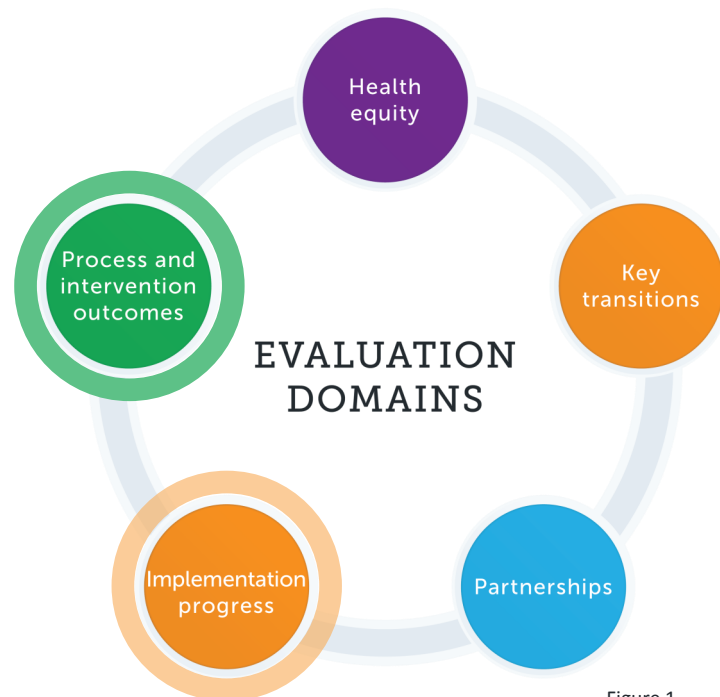


Figure 1

Evaluation approach (See Figure 2)

- **Developmental evaluation:** Supports innovation in practice, policies, programs or resource flows; applies at organizational, systemic and societal levels (Gamble, 2008).
- **Formative evaluation:** Assists in determining the value or quality of a program; useful in improving programs (Fitzpatrick et al., 2004; Gamble, 2008).

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Report by Michael Weyman, Joy Stewart-Riffle, Sandra Cunning, Patrick Russell, and Karen MacCon; July 2015.

RESULTS

Using the RE-AIM Framework

A method of evaluating the strengths and weaknesses of an intervention across multiple dimensions: i.e. Reach, Effectiveness, Adoption, Implementation and Maintenance. (Glasgow, 2013; Glasgow et al., 2001; Kessler et al., 2012; Selick & Durbin, 2014)

Reach

Is the target population being reached?

- 247 providers have been trained in 29 agencies. These agencies operate in several sectors, including addictions, mental health, housing, education, justice, child welfare, and employment services.
- 10 agencies have reported TIP core practice usage by 41 TIP trained staff. Of this staff's 1769 reported service encounters with youth, approximately 71% have included a TIP core practice.

- Early in implementation, 32 agency leaders surveyed indicated a high degree of alignment of their agencies with a number of TIP core guidelines, including: (1) engaging youth; (2) tailoring services and supports; (3) acknowledging and developing youth choice; and (4) enhancing youth competencies. Less alignment was found with: (1) ensuring a safety-net of support; (2) maintaining an outcome focus in the TIP model; and (3) involving youth, parents and other community partners in the TIP intervention. A follow up administration of this assessment is pending.



Figure 2 (Cunning & Russell, 2013; Fixsen et al., 2005; Gamble 2008; Love, 2002)

Adoption

Are all intended staff using the intervention?

- 19 of 29 trained agencies (66%) are currently implementing TIP. Furthermore, 10 of the agencies have reported the use of all seven core practices by 41 staff.
- These 10 agencies have indicated variation in the use of TIP core practices by staff: “futures planning” and “strengths discovery and needs assessment” have been used most frequently; “mediation” and “in vivo teaching,” least.

Implementation

Is the intervention being delivered as intended?

- TIP fidelity support tools have been received from 37 staff in nine implementing agencies. The sample of 129 ratings has indicated moderate to high fidelity to TIP for all the core practices.

Maintenance

Has the intervention been sustained and integrated?

- A community-wide TIP sustainability committee has been formed and is developing a sustainability plan.
- Five community-based TIP trainers have been certified and are providing local training to practitioners.
- A peer networking and consultation group has been established for agency leads and trained practitioners.

Effectiveness

Is the intervention achieving its intended results?

- Following TIP training, 96% of 173 responding providers felt moderately or well prepared to use the TIP core practices competently in their regular work. 87% agreed that TIP core practices were compatible with, and could be readily integrated with, other practices they employ with transition age youth.