

Whole Person Health: Integrating Services to Treat the Whole Person

April 19, 2023

Peter Cornish

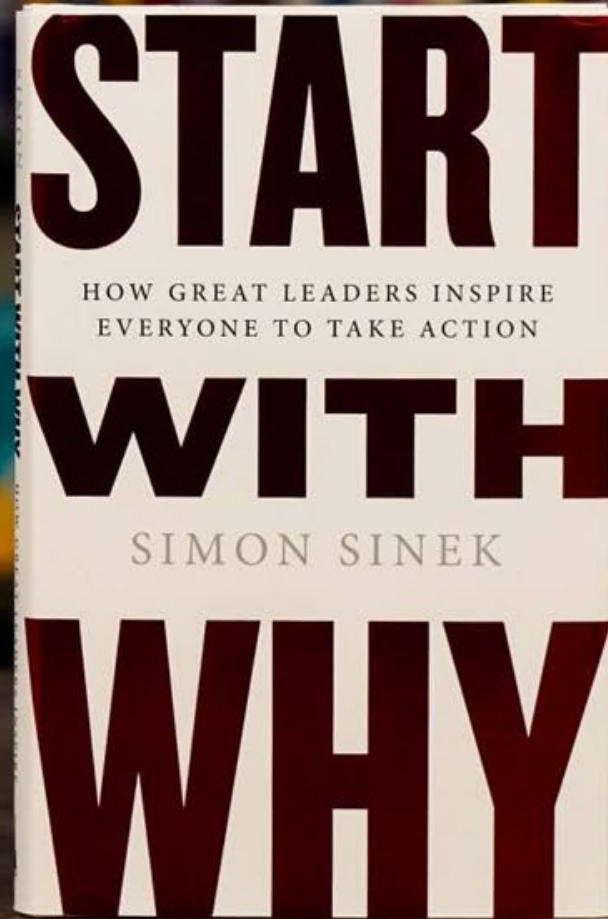
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Catie Greene

Stepped Care Solutions



Why
are
we
here?



Starting with why

Go to menti.com and use the code 5453 8801

Why are we here?

Content

Your question ⓘ

Why are we here?

Description

Longer description shown on your audience's phones and if you hover the question while presenting.

What problems are we trying to solve?

Entries per participant ⓘ

10

Extras

Let participants submit multiple times ⓘ

[Remove question](#)

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Content

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Got feedback?

Why are we stuck?

These challenges can be attributed to the dominant socioeconomic scarcity paradigm

Long wait lists



Not everyone seeking help needs intensive services



Services and systems are built on Euro-centric approaches



Current care practices, policies & procedures create barriers. Innovation is difficult to support.

There is little process of accountability for outcomes



We have no mental health "system"



Where should we go?

----- Open access for all

----- Multiple and diverse care options

----- Diverse and culturally responsive programming

----- Care monitoring system supports more flexible and creative, culturally responsive program development & delivery

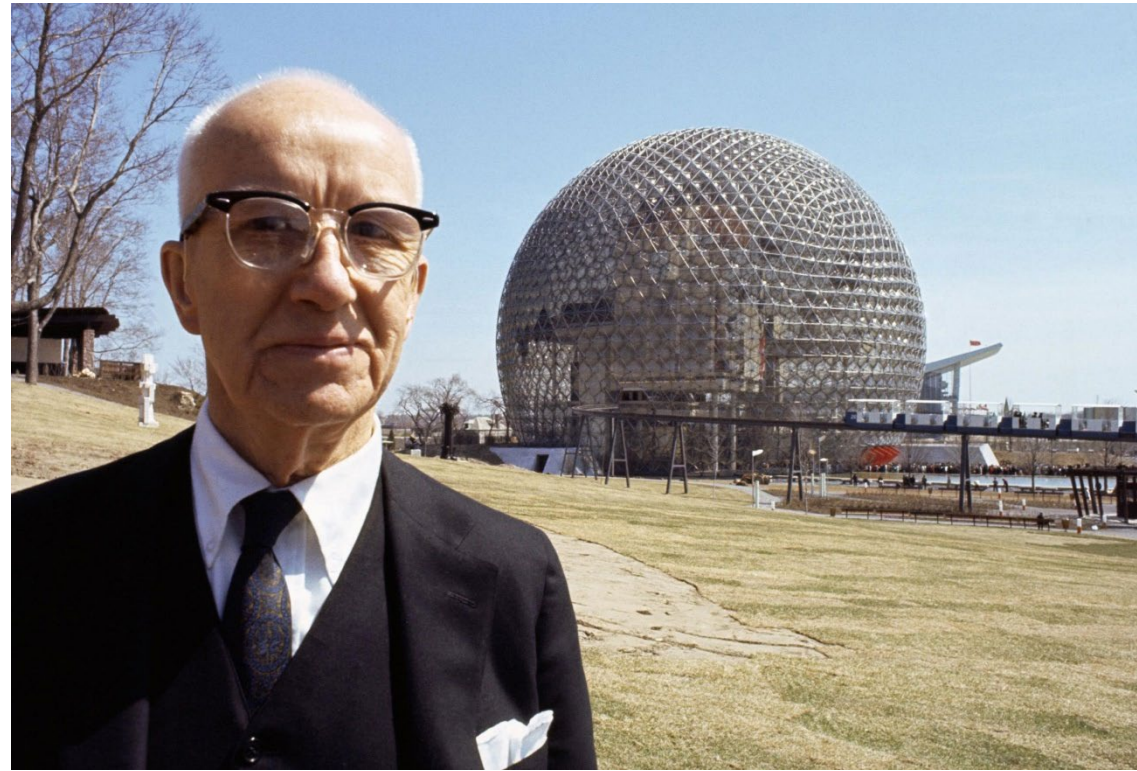
----- Outcome & therapeutic measurement are built into every care encounter

----- SC2.0 provides a framework for organizing a flexible system of care

Resources become abundant within a synergy paradigm

Cultivating synergy in architecture

- Geodesic dome
- Individual metal rods, nuts and bolts become so much more when arranged thoughtfully
- The whole is greater than the sum of the parts.



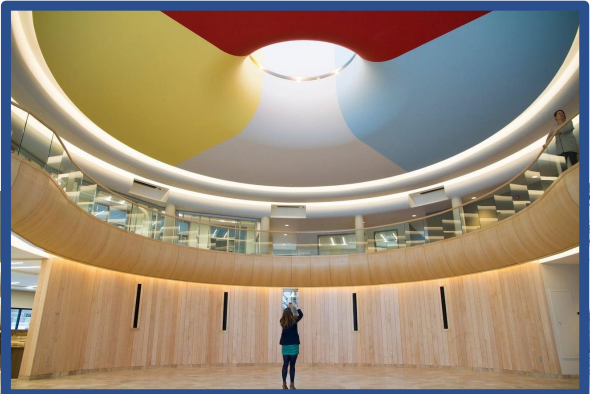
Buckminster Fuller,
architect,
systems
theorist,
designer,
inventor

“Synergy means behavior of whole systems unpredicted by the behavior of their parts taken separately” (Fuller, 1975).

The Work of Indigenous Architect Douglas Cardinal



National Museum of the American Indian, Washington, DC



Canadian Museum of History, Ottawa



Gordon Oakes Red Bear Student Centre, Saskatoon



Synergy & SC2.0: Braiding Ancient & Modern Wisdom

- It is sustainable.
- It is central to all successful civilizations.
- It allows for the co-existence of the modern & traditional.



Heather Campbell. 7th Generation Inuit Community, 2015. Pen, ink, litho crayon, and pencil crayon on Mylar. Ms. Campbell group up in Kikiak (Rigolet), Nunatsiavut, Labrador, a small fly-in community of just over 300 people



A hand is shown pointing towards the equation $1+1=3$. The background is a dark, futuristic space filled with glowing particles, light streaks, and faint gear icons. The equation is rendered in a large, white, 3D-style font.
$$1+1=3$$

**What: The promise of
synergy**



The socio-economics of *synergy*

The SC2.0 model is grounded in a philosophy of *synergy*.

“Synergy refers to a pattern by which phenomena relate to one another—they come together, creating a new, greater, and often-unexpected whole from disparate, even conflicting parts. When synergy exists, resources become expanding, renewable, and widely accessible”

(Katz & Murphy-Shigematsu, 2012).

- A mindset and mechanism for *abundance*

Synergy: Pushing through stasis

“Diversity is a corporate strategy. It’s a strategy designed to ensure that the institution functions in the same way that it functioned before [...] It’s a difference that doesn’t make a difference.”

-Angela Davis

Synergy:
energy for
social justice
and
sustainable
growth



Tweet



Terence Lester

@imTerenceLester

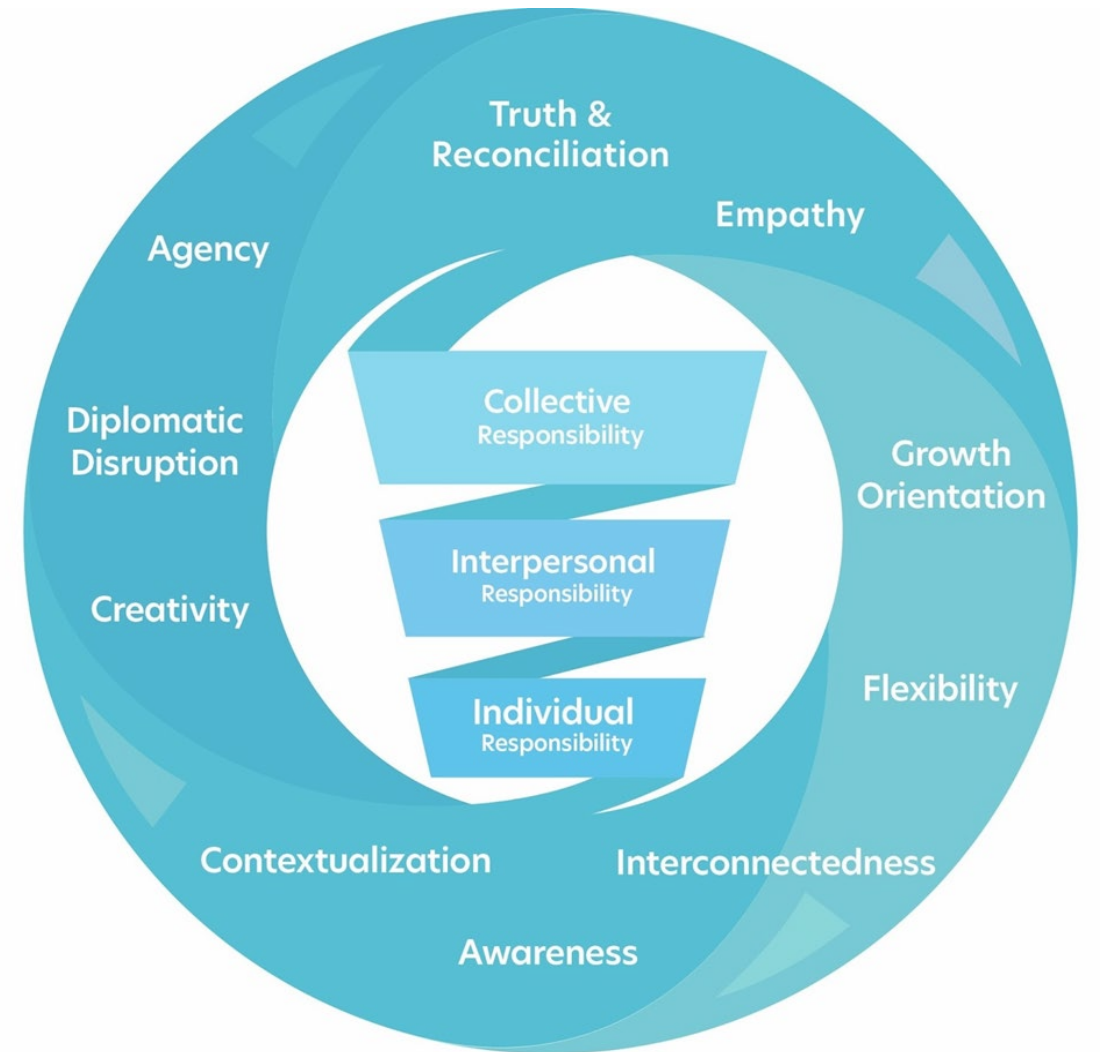


"Everyone is welcome" is drastically different from "we built this with you in mind."

People don't want to go where they are merely tolerated, they want to go where they are included.

Synergy and people

Synergy is produced when these ten pillars are internalized and operationalized at each level of a mental health care system by distributing *Individual, Interpersonal, and Collective* responsibility.



Mentoring with synergy

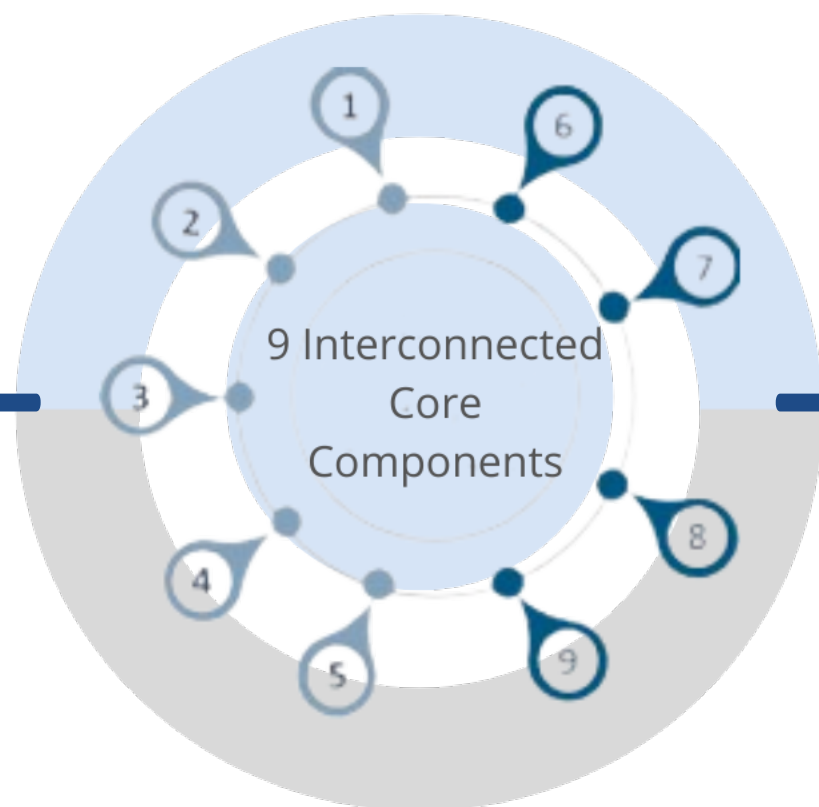




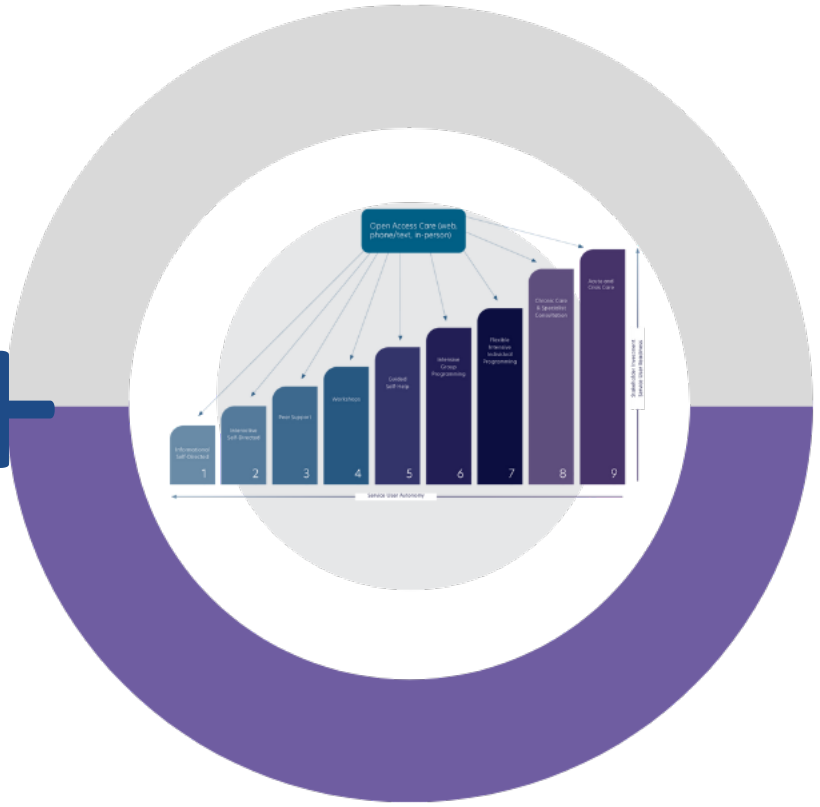
How: Synergy can be operationalized by implementing Stepped Care 2.0



Guiding Principles



Core components



Planning Framework

What is SC2.0? A Set of Guiding Principles for Transformation



1

Social justice drives effective care systems transformation and is an intervention in itself



2

Multiple and diverse care options are required as one approach will not work for everyone



3

All individuals and communities have strength and capacity



4

People engage with what they are ready to do; gold standard intervention is that which best fits the service user at any given time



5

Professionals do not carry all the wisdom; people often know what is best for them



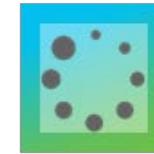
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Mental health literacy is required for people to make informed decisions



7

An effective care system ensures people have access to care when and where it is needed



8

The whole is greater than the sum of its parts; the strength of the system relies on multilevel collaboration



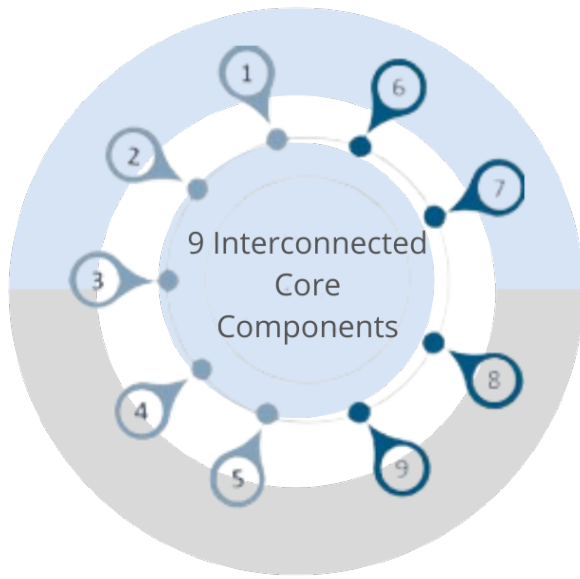
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Minimal interventions can produce powerful results



10

There is no ideal solution; trial-and-error leads to growth and change



Core components

Core components are the essential elements, or key ingredients that are required for SC2.0 to fully function as intended.

SC2.0 has nine core components that belong to one of two categories:

1. Systems Design, and Improvement

These inform the initial design and describe the essential ingredients of the system.

Includes:

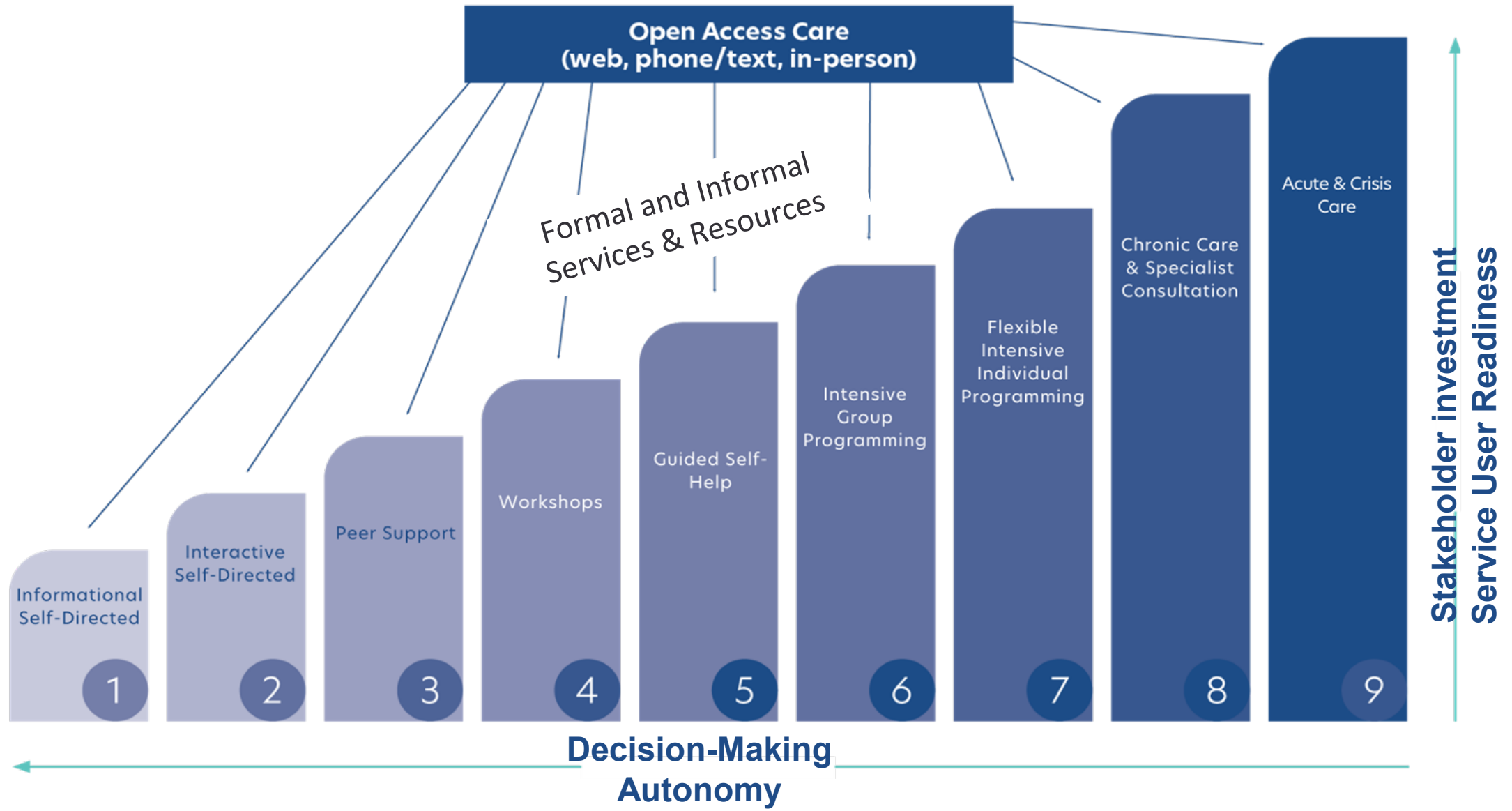
- Co-design
- Continuous Improvement
- Informal and formal options
- Dispersing risk

2. Care Experience

These define the experiences of people accessing services and resources in the systems of care.

Includes:

- Recovery-orientation
- Person-centricity
- Flexible access
- One-at-a-Time thinking
- Collaborative
- Data-informed



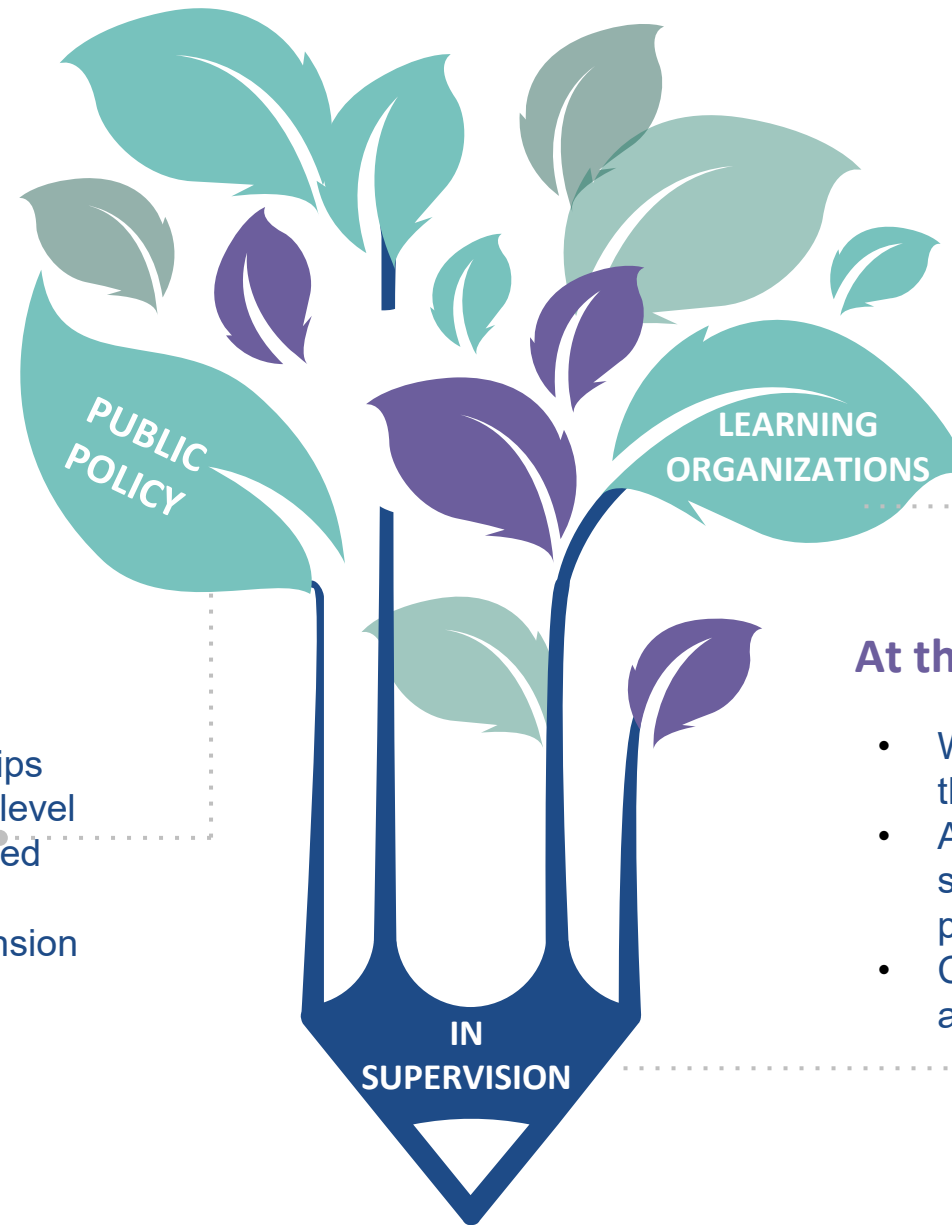
What is SC2.0? Client Choice

Insert client video (20 secs) about choice in SC2.0

Where: At 3 Levels of Leadership



Where does synergy grow?



At the policy level

- Bold vision
- Diplomatic disruption
- Cross-sectoral partnerships
- Integration of population-level prevention and clinic-based care
- Creative workforce expansion

At the organizational level

- Adaptive/transformational leadership skills
- Supported by those with transactional/technical leadership skills
- Matrix structure
- Interprofessional collaboration

At the program level

- Workforce development through supervision
- Aligned with articulated system-level care model and philosophy
- Cultivate responsible autonomy

Where: In Clinical Training & Supervision



Program Level Challenges

Challenge 1: A lack of empowerment and support for workforce to operate from an authentic place, limited flexibility to try new approaches, and to practice with maximum impact

Challenge 2: Training programs have not evolved to meet the needs of our society or workforce providing instead education based primarily on rigid Euro-centric or Westernized approaches



Synergy: Breaking the “stranglehold of Eurocentric psychology?”

(Katz & Murphy-Shigematsu, 2012)

- “The model of collaboration, which can release synergy in healing resources, can help break the stranglehold of mainstream psychology.
- Collaboration exists when two apparently conflicting approaches to therapeutic services, such as traditional Indigenous healing approaches and mainstream Western psychology therapies—which express two apparently conflicting worldviews—work together to provide clients with a larger, more inclusive set of healing resources.
- The collaboration can occur because there is mutual respect between the two approaches, allowing each to maintain its unique contributions while supporting proper channels of mutual referral.”

Embrace the unique strengths and cultural contexts of individuals and communities

To adjust service delivery to provide care at the time of need rather than availability

Create environments where clinicians and health educators practice with responsible autonomy

Population health and clinical strategies must evolve...

Outcome assessments on impacts on communities and families rather than only individuals

Provide multiple options across the care continuum, including informal (non-Eurocentric) care

Where: In the Organizational Structure



Current Organizational Challenges

Challenge 1: A reactive downstream approach, using unsustainable methods to meet clinical demand and respond to crises. This leads to burnout, and resistance to change

Challenge 2: A lack of infrastructure and support for change management including resources for innovation and implementation expertise

N₁ O₁ T₁ H₄ I₁ N₁ G₂

C₃ H₄ A₁ N₁ G₂ E₁ S₁

I₁ F₄

N₁ O₁ T₁ H₄ I₁ N₁ G₂

C₃ H₄ A₁ N₁ G₂ E₁ S₁

Provide management training to leaders in support of innovation, restructuring, and risk taking

Organizational structures, culture & practices must be reformed to...

Expand workforce to increase upstream interventions

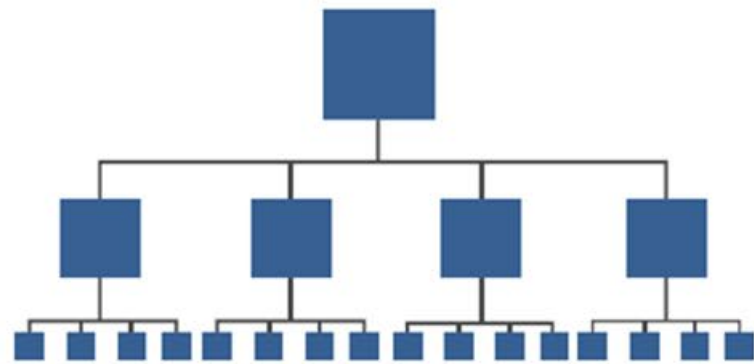
Question so-called “evidence-based” practices and widen the lens to include other ways of knowing

Dedicate resources to innovation informed by implementation science

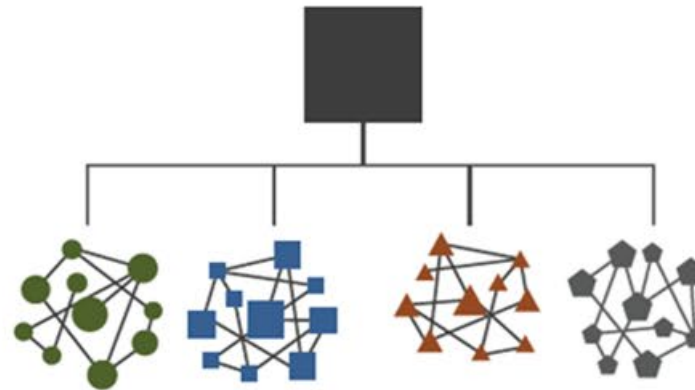
Develop matrix or team-of-team structures

Enhance project management, technology and implementation expertise across the organization

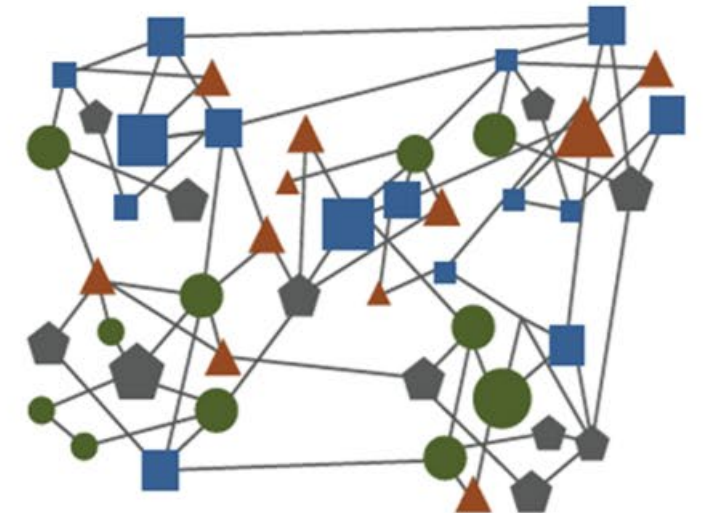
From command structure to team of teams



Command



Command of Teams



Team of Teams

**Where: In policy and through
intersectoral partnerships**



Current System Challenges

Challenge 1: A scarcity mindset drives fragmentation and limits our capacity to move the dial on population mental health or create sustainable mental health programming

Challenge 2: The risk paradigm dominates policy development and creates excessive bureaucratic barriers to strengths-based trauma-informed care

Take an
intersectoral
approach to
solutions

Invest in framework
building to organize
formal and informal
resources

Fund workforce
transformation &
expansion

Aim big to transform the whole system

*With policy/gov't level system buy-in to
a well-thought-out system level plan
based on change management and
implementation science frameworks*

Pass legislation
to distribute risk

Fund large scale
collaborative initiatives
(public, private, non-
profit)

In need of immediate crisis support?

[I Need Help Now!](#)

WELLNESS TOGETHER
Canada

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[Get Peer Support](#)



Track

Check in with regular wellness assessments.

[Take the assessment](#)



Talk

Get in touch with a counsellor.

[Call now](#)

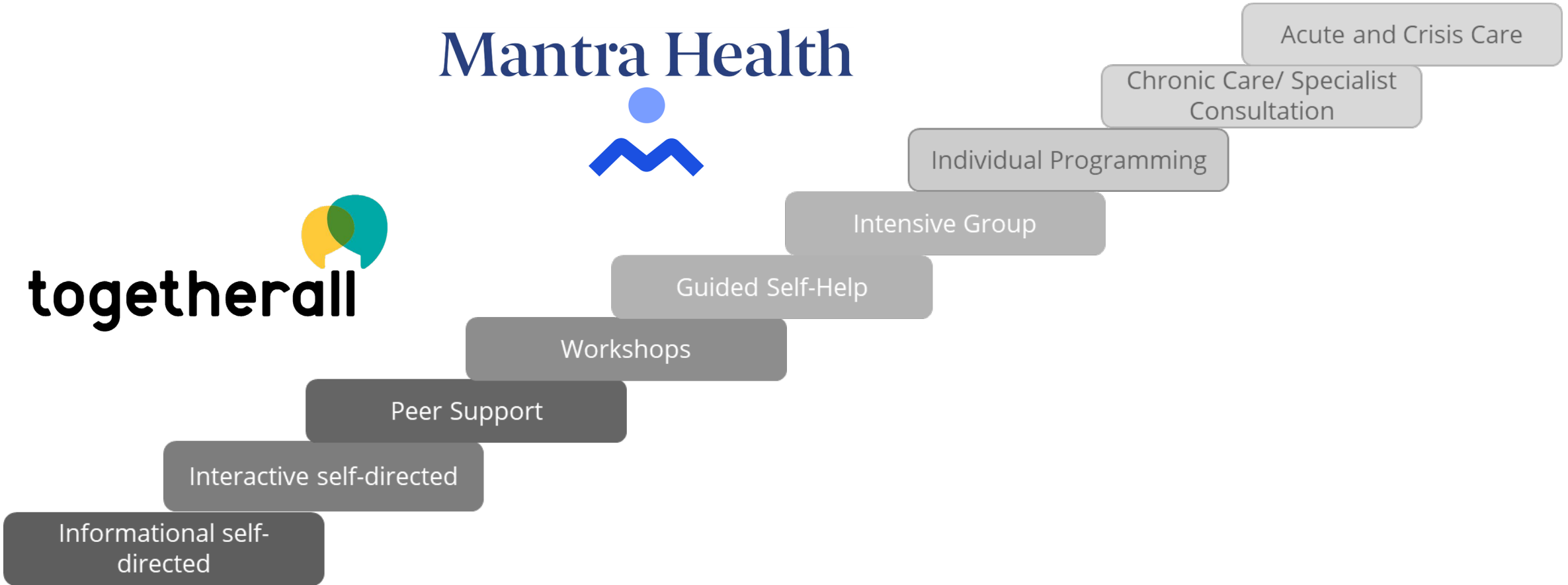


Not sure where to start?

A Business Model for Synergy?



Mantra Health



Acute and Crisis Care

Chronic Care/ Specialist Consultation

Individual Programming

Intensive Group

Guided Self-Help

Workshops

Peer Support

Interactive self-directed

Informational self-directed

A Business Model for Synergy? Togetherall / Protocall Video

Togetherall offers peer to peer virtual
support for youth and adults

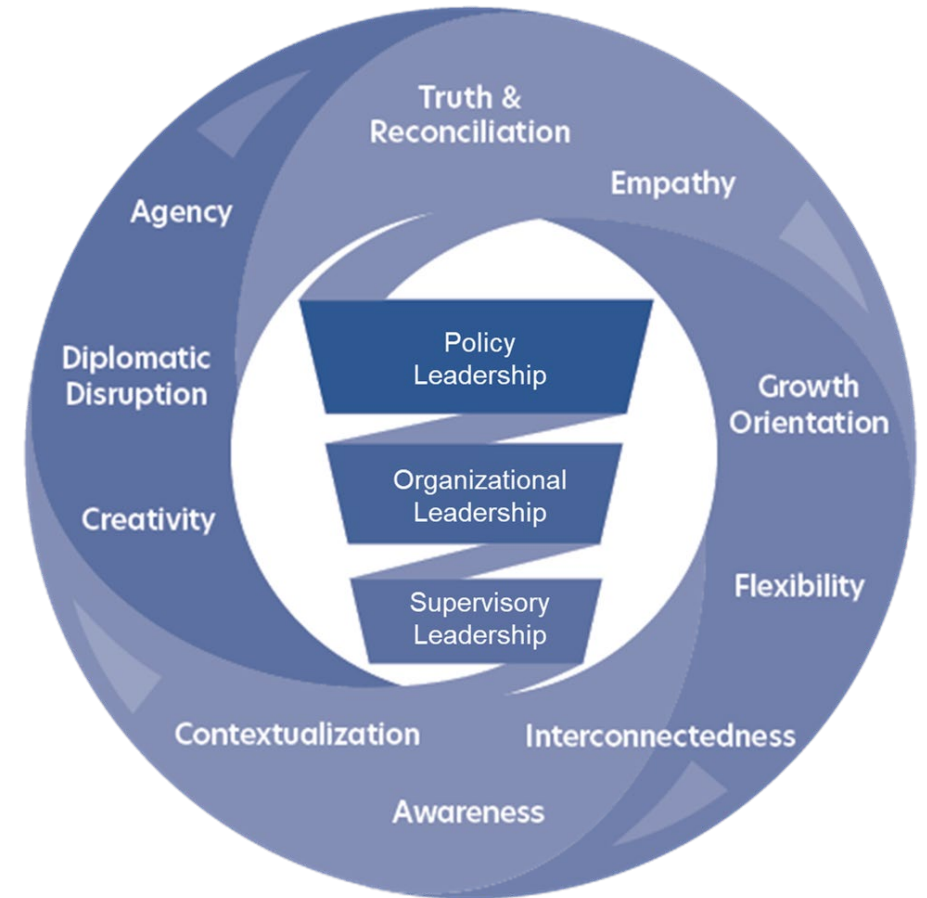
Re-imagining Systems to Foster Wellbeing Everywhere

Through Bold:

- Policy Leadership
- Organizational Leadership
- Care Team / Supervisory Leadership

With:

- Vertical and horizontal collaboration
- Synergistic approach to differences, co-design, and complementarity across all levels of the workforce



The Future is Bright

There is hope:

- Everyone wants to invest in mental health now
- Democracy is coming to mental health
- Impactful transformation is happening

The Future is **Bright**

Go to [menti.com](https://www.menti.com) and use the code **5453 8801**

There is hope...

