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# Now and then: Co-designing systems smart enough for the future

Hollingshead, Matthew and Vink, Josina

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# NOW AND THEN

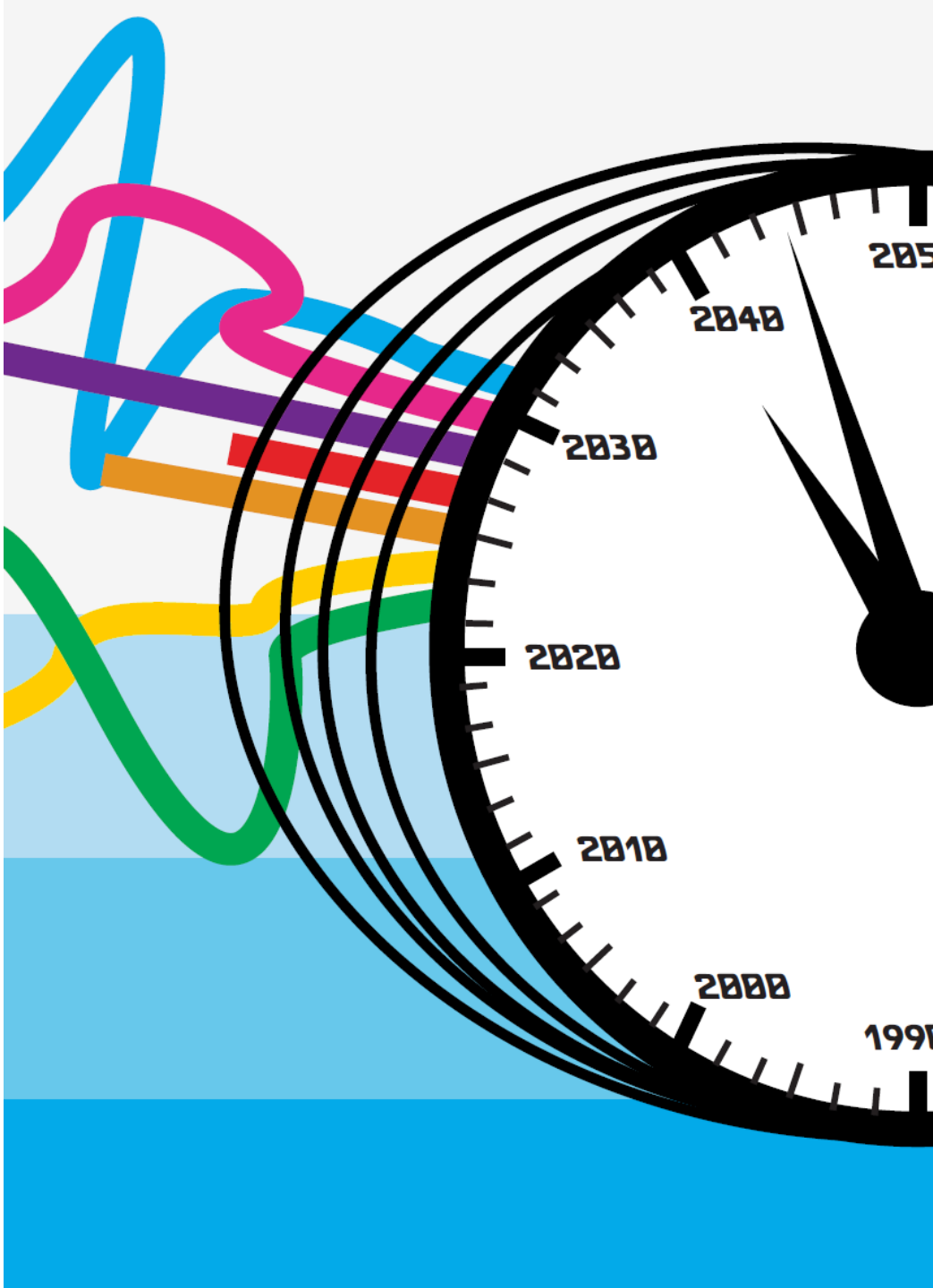
## CO-DESIGNING SYSTEMS SMART ENOUGH FOR THE FUTURE

Matt Hollingshead & Josina Vink,
Centre for Addiction & Mental Health (CAMH)

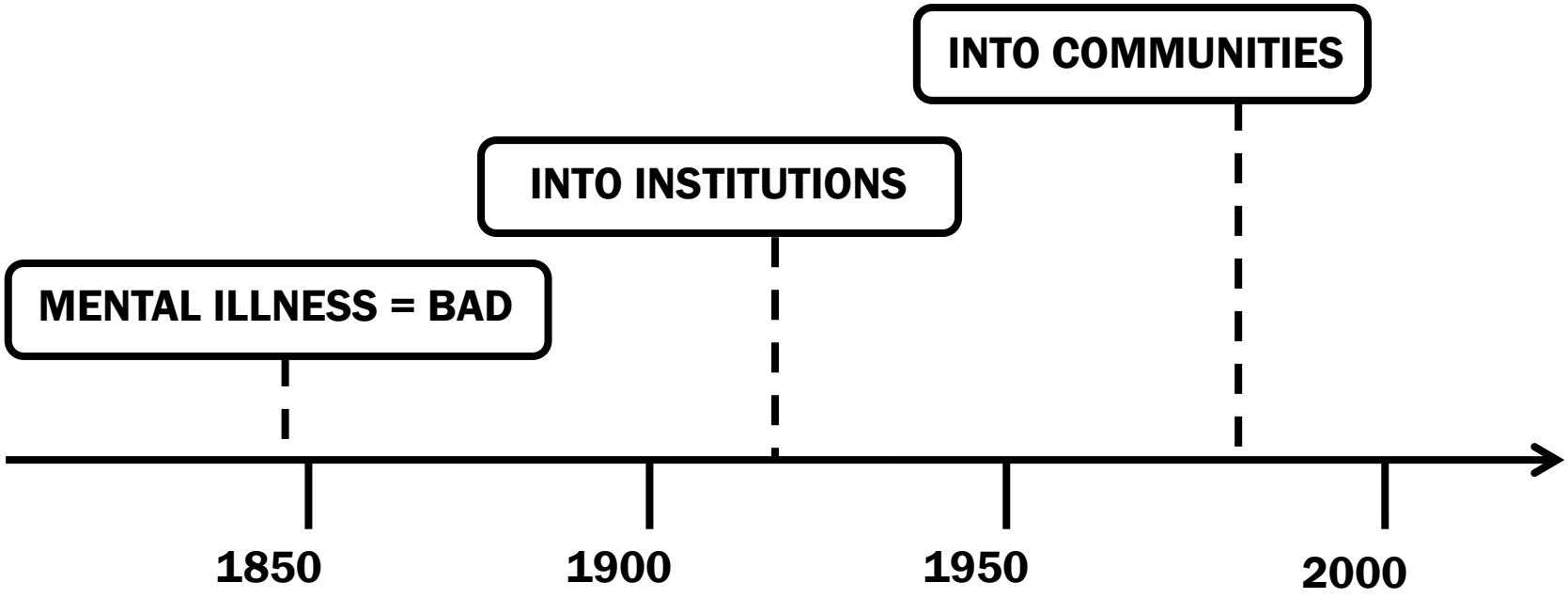
**RSD3 SYMPOSIUM**

Systems Improvement through Service Collaboratives

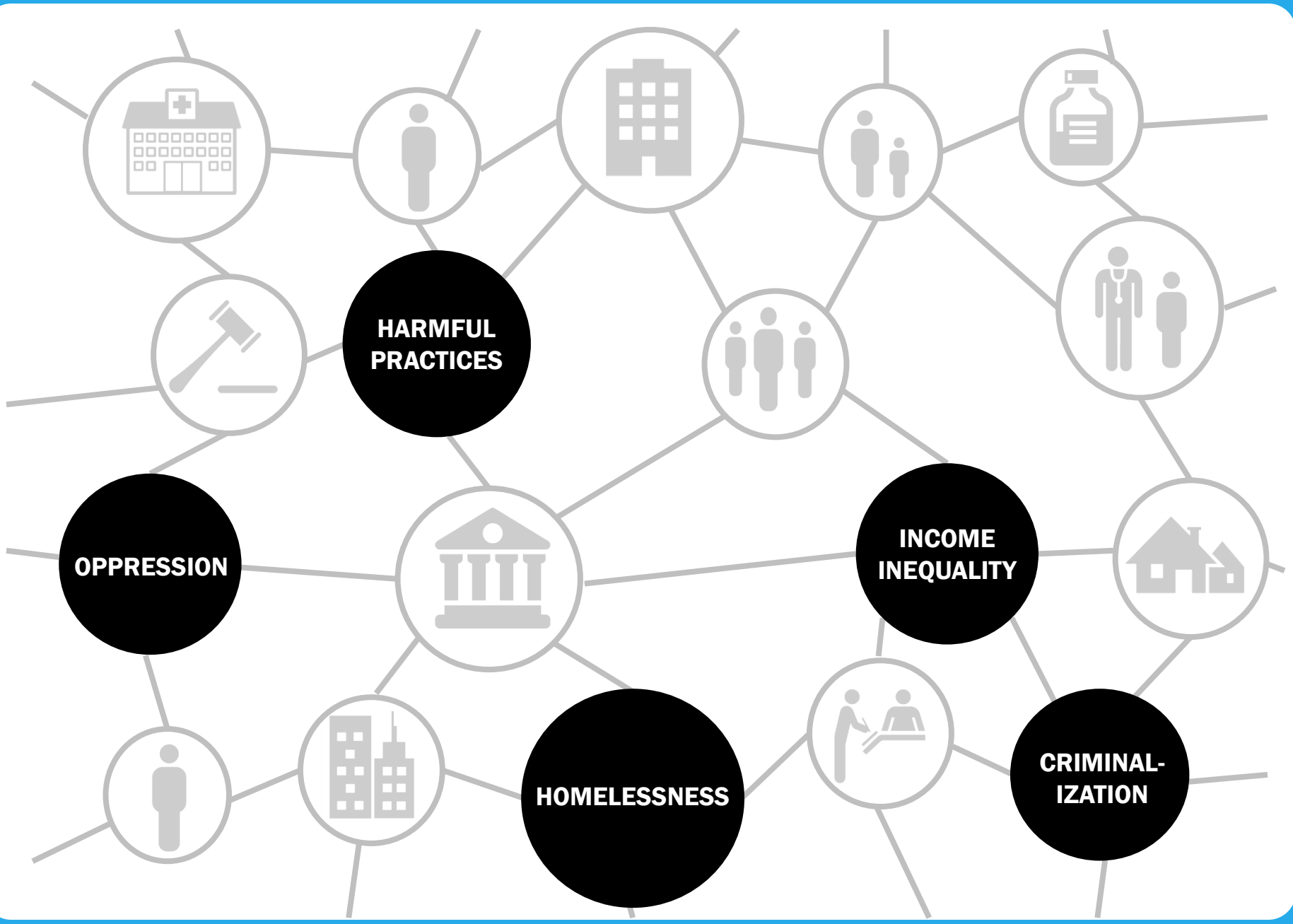
camh
Centre for Addiction and Mental Health

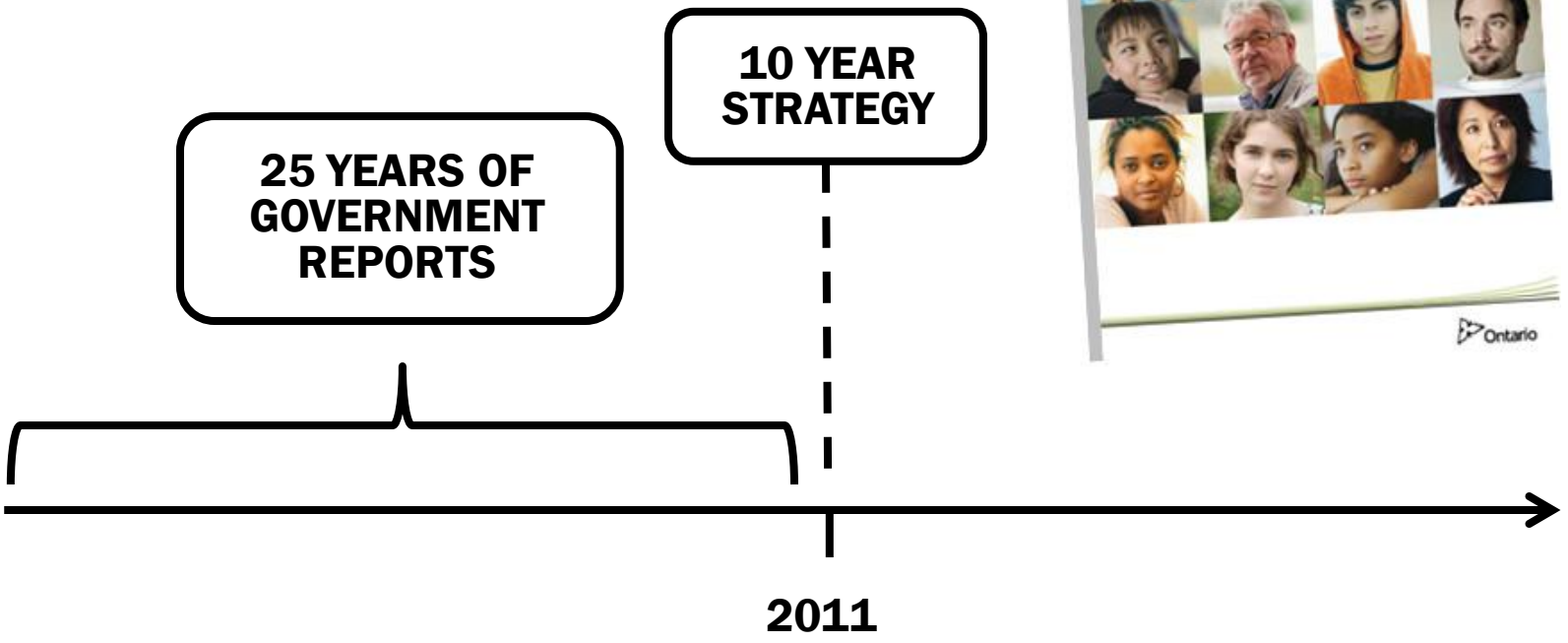


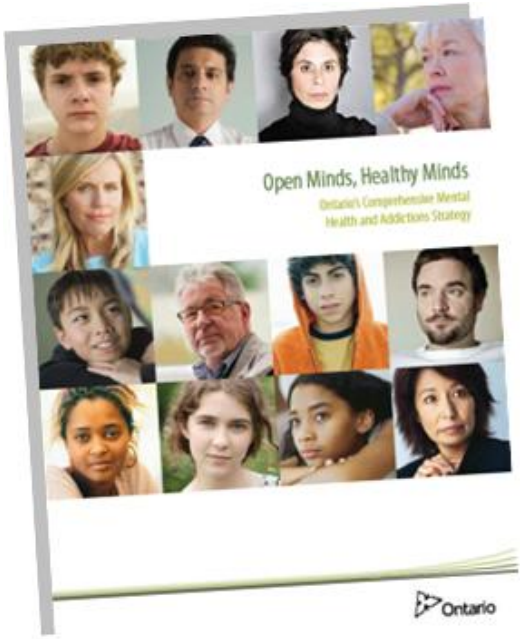
OUR LEGACY
SYSTEMS NEED TO
BE RE-DESIGNED.



images from camh.ca

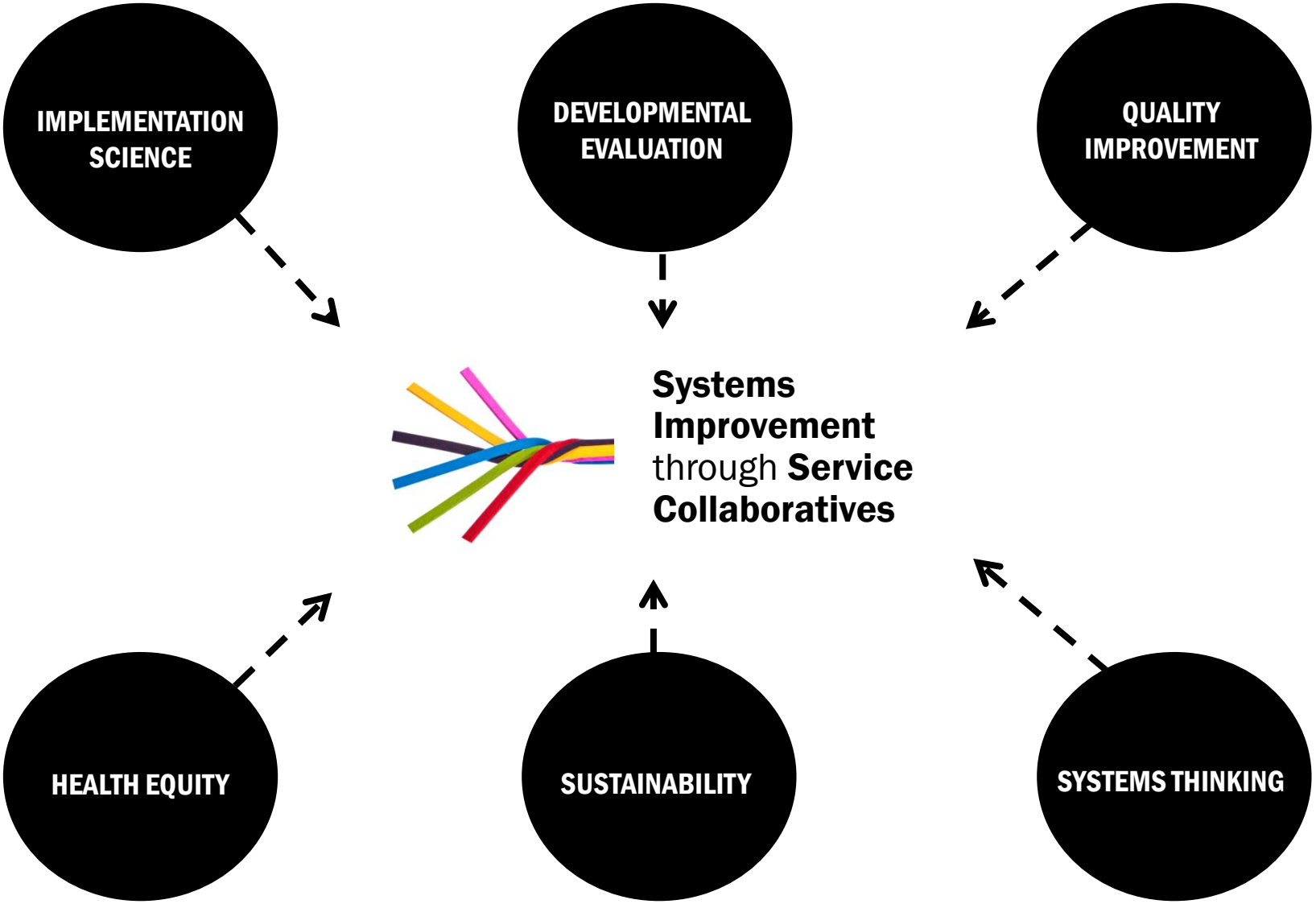

HARMFUL PRACTICES
OPPRESSION
INCOME INEQUALITY
HOMELESSNESS
CRIMINAL-IZATION


25 YEARS OF GOVERNMENT REPORTS
10 YEAR STRATEGY
2011


Open Minds, Healthy Minds
Ontario's Comprehensive Mental Health and Addictions Strategy
Ontario

**Systems Improvement** through **Service Collaboratives**

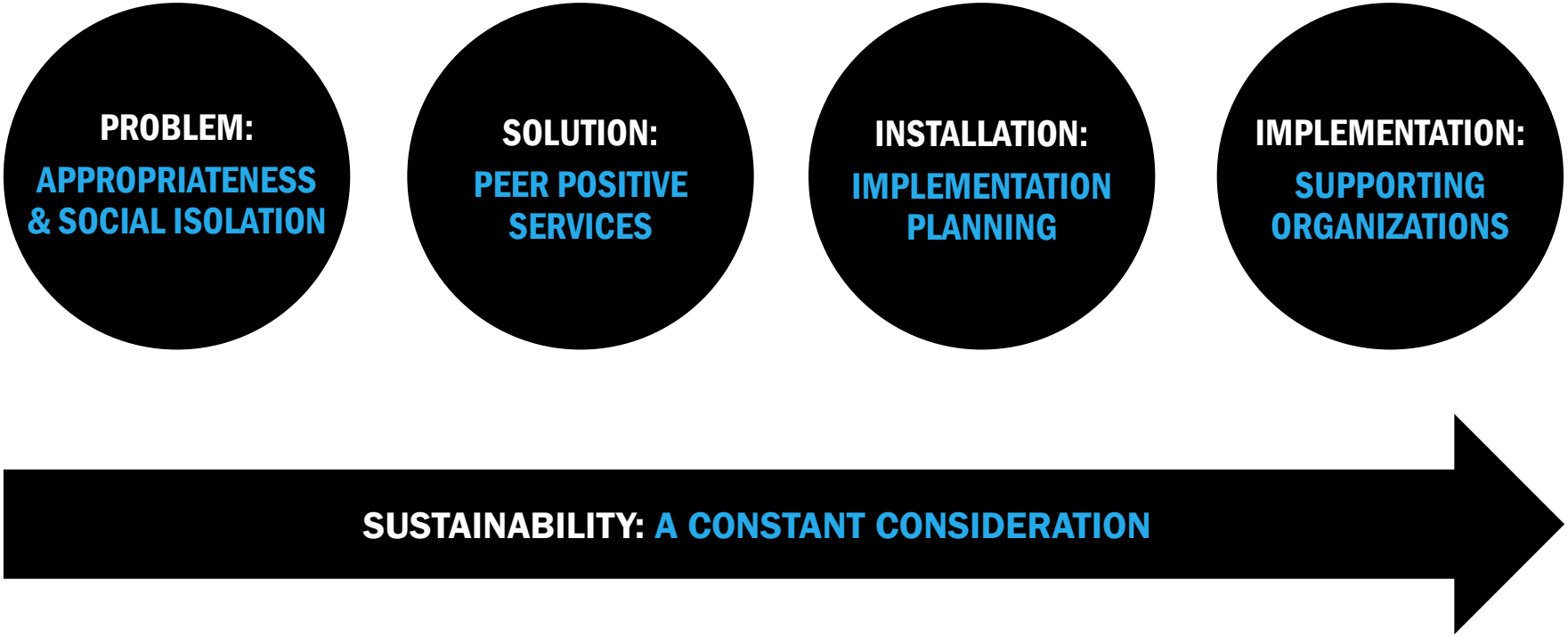
- ✓ 6 Ministries
- ✓ 18 Service Collaboratives
- ✓ Multi-sectoral
- ✓ Community led


IMPLEMENTATION SCIENCE
DEVELOPMENTAL EVALUATION
QUALITY IMPROVEMENT
Systems Improvement through Service Collaboratives
HEALTH EQUITY
SUSTAINABILITY
SYSTEMS THINKING

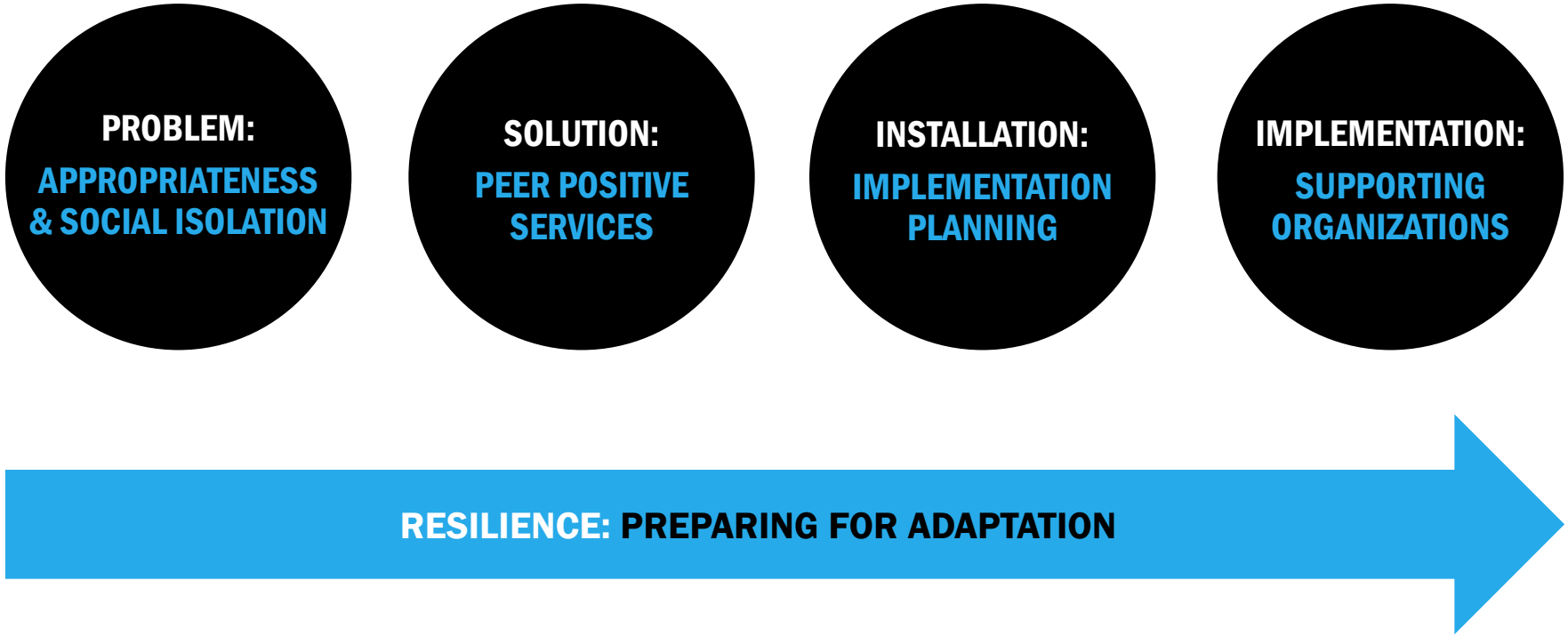
# NORTHWEST TORONTO

image from https://www.flickr.com/photos/dflack/3339799651/

# THE SERVICE COLLABORATIVE PROCESS



# THE SERVICE COLLABORATIVE PROCESS



IMPLEMENTATION → INTERVENTION SUSTAINABILITY

EVALUATION

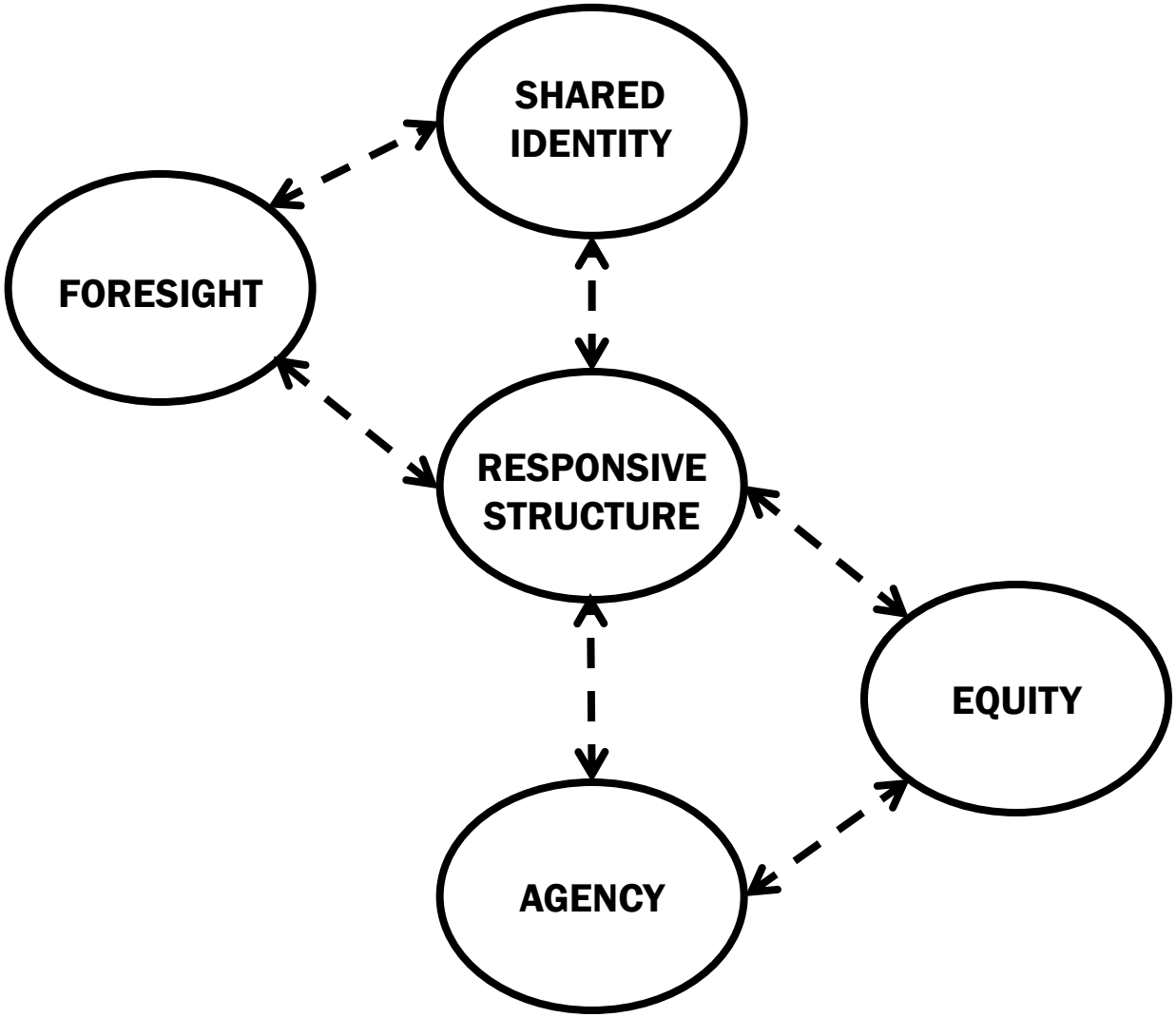
COACHING

TRAINING

KNOWLEDGE EXCHANGE

DESIGN → SYSTEM RESILIENCE

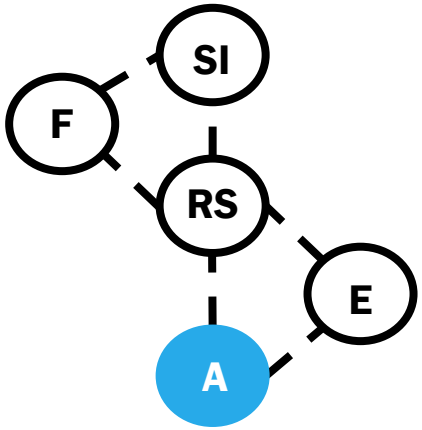
?




Adapted from Hodgson's Viable Systems Model

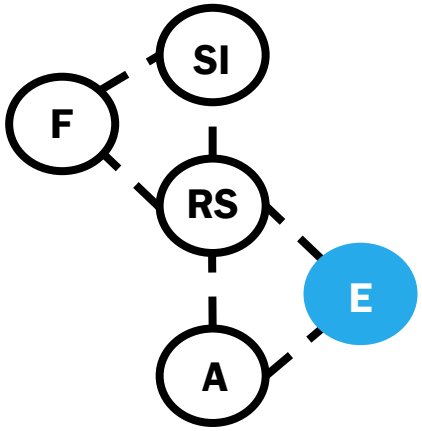
# AGENCY

CAPACITY WITHIN THE COMMUNITY TO MAKE CHANGE



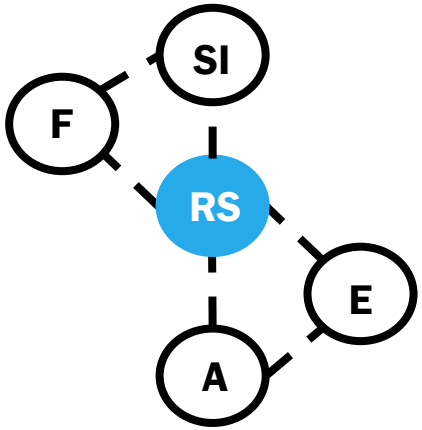
# EQUITY

RECOGNIZE POWER AND PRIVILEDGE AND FIND COMMON GROUND AMID DIVERSITY



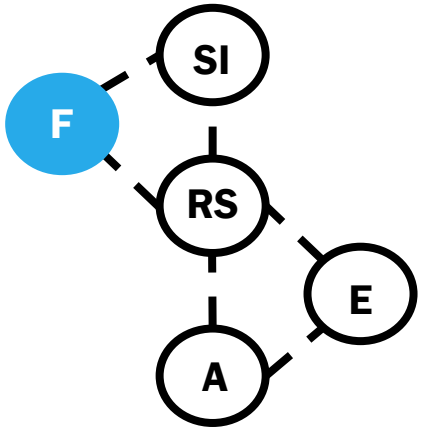
# RESPONSIVE STRUCTURE

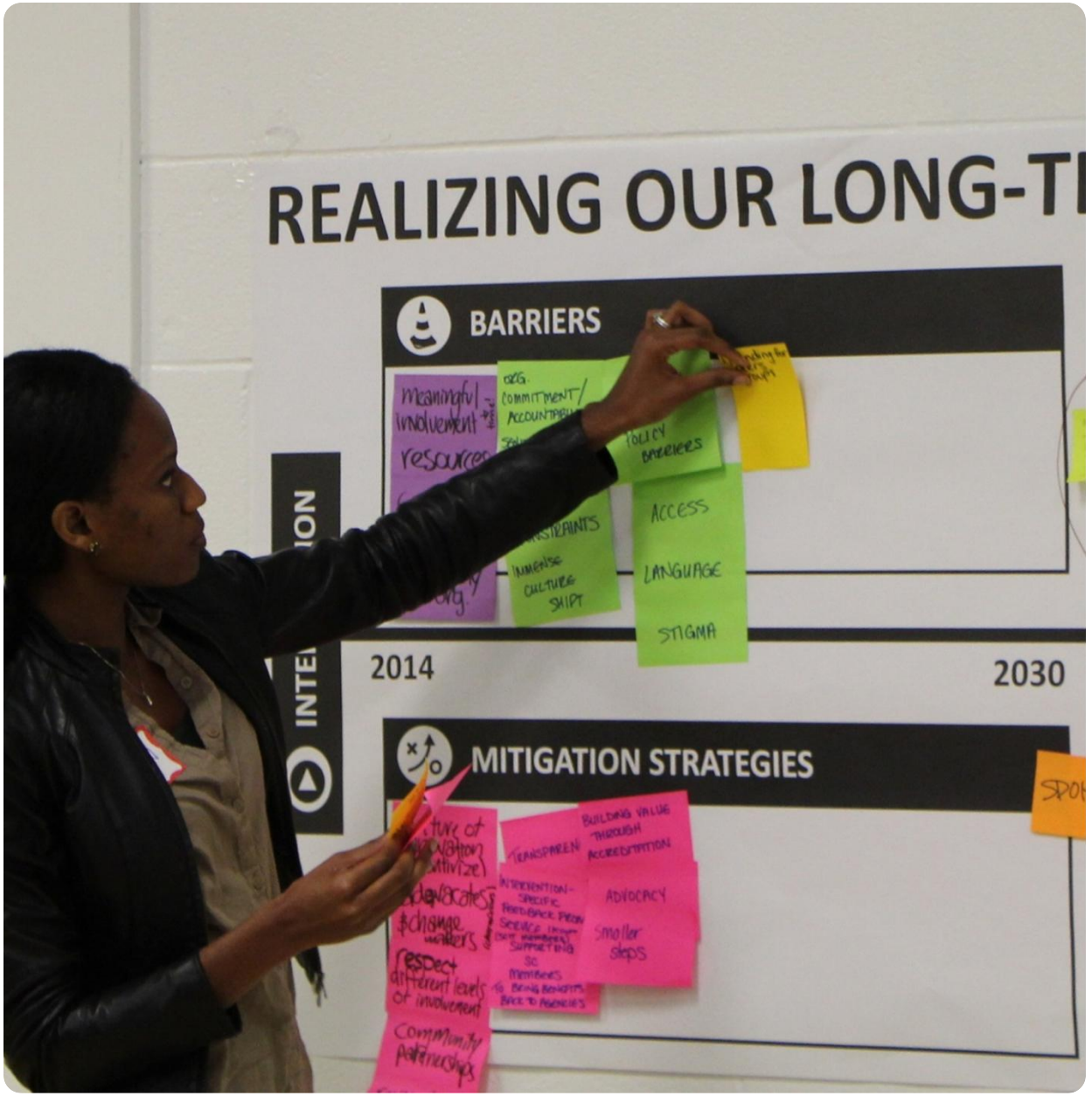
STRUCTURES AND NORMS THAT SUPPORT MEANINGFUL ENGAGEMENT



# FORESIGHT

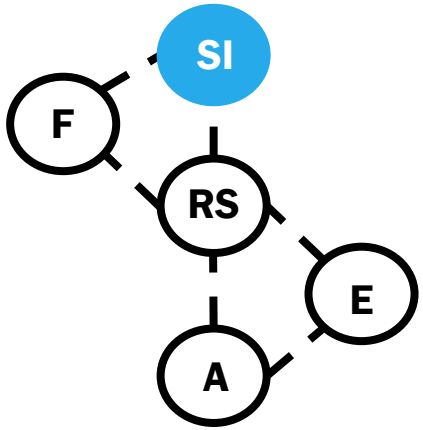
ANTICIPATING FUTURE DEVELOPMENTS AND PREPARING APPROPRIATE RESPONSES

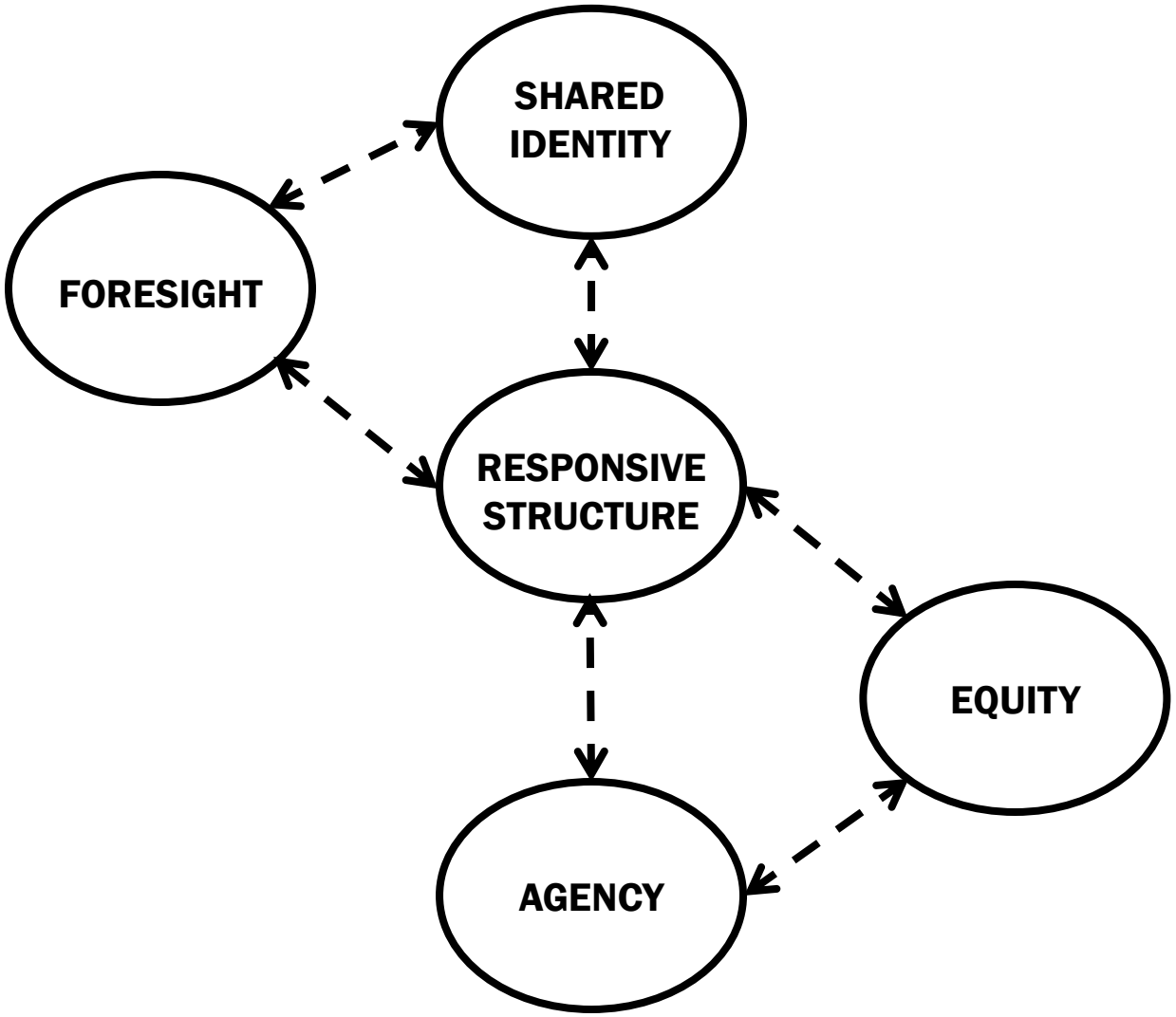


# SHARED IDENTITY

UNDERSTANDING CONNECTION TO THE SYSTEM AND COMMON VALUES




SHARED IDENTITY
FORESIGHT
RESPONSIVE STRUCTURE
EQUITY
AGENCY

# QUESTIONS

For more info check out:
**ServiceCollaboratives.ca**


**Matt Hollingshead**
matthew.hollingshead@camh.ca
@hollingsface

**Josina Vink**
josina.vink@camh.ca
@josinavink