

System Transformation Learnings & the Way Forward

STEPPED CARE 2.0[©]



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SOLUTIONS

Stepped Care 2.0 (SC2.0) is a transformative approach in mental health and substance use health systems. This document details key lessons from its implementation across Canada from reports, meetings, and discussions.

Early and Ongoing Engagement

Lessons Learned:

- Essential to engage early and continuously with leadership, staff, providers, collaborators, and community members using various methods.
- Crucial to strengthen partnerships with community members, including those with lived experience, and health and education departments.

The Way Forward:

- Focus on building trust, strength, awareness, interest, and co-developing the continuum of care with diverse perspectives.

Newfoundland & Labrador:

Partnered extensively with numerous collaborators to develop the Provincial Stepped Care Model, including Lifewise.

New Brunswick:

Formed a co-design group to create a Stepped Care 2.0 plan with diverse, province-wide input.

Co-Developing Shared Vision and Goals & Celebrating Successes

Lessons Learned:

- Identify and narrow priorities and shared objectives.
- Answer questions and dispel myths to align collaborators.

The Way Forward:

- Co-develop realistic, measurable approaches using resources creatively.
- Continuously communicate and celebrate all successes, recognizing even small wins.

Prince Edward Island: Gathered diverse perspectives to map activities, understand the system, and develop shared goals.

Northwest Territories: Advisory group and engagement supported shared vision and goals.

New Brunswick: Clear vision and senior leadership engagement are key for large-scale implementation.



Ongoing Leadership and Support

Lessons Learned:

- Secure buy-in from all levels—from senior leadership to providers.
- Assess readiness, cultivate champions, and promote vision and benefits.
- Offer ongoing training, support, and technology, and maintain a resource bank integrated into organizational culture and onboarding.

The Way Forward:

- Revise policies such as intake and onboarding to align with recovery and strength-based principles.
- Prioritize recovery and strength-based principles (person-centered care, co-design, shared decision-making, and choice).

New Brunswick:

A dedicated project manager, change management expert, clinical expertise, and leadership formed a successful team.

Prince Edward Island:

Hired dedicated project lead and trained front-line staff in a common approach.

Plan for Continuous Improvement & Long-Term Sustainability

Lessons Learned:

- Early and ongoing engagement, development of key indicators, and feedback mechanisms are foundational.
- Establishing early and continuous improvement and sustainability, incorporating data-driven approaches.
- Enhance workforce skills and resource availability.

The Way Forward:

- Build workforce capacity and foster champions and develop a resource bank.
- Use technology to streamline data collection and decision-making.
- Ensure that progress reports and required data reporting align with practice recommendations.
E.g.: progress cards and other MHCC and SCS resources to support.



Prince Edward Island & New Brunswick:

Adapted operational guidelines and established a Community of Practice for service leaders.

New Brunswick & Northwest Territories: Built systems for ongoing SC2.0 training.

Northwest Territories: Working on implementing Data-Informed Decision Making in SC2.0 implementation.

To learn more about system transformation, visit:

Financial contribution from



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