

Overcoming Implementation Challenges through Innovation of Implementation Support

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20 Sites 160 Units
+20,000 Staff

Frontline **teamwork** is the key to putting **patients first** and making **Collaborative Care** a reality

Reaching the Summit of Collaborative Care Implementation

Notable Quotable

“Team Lead role was particularly helpful when the unit got busy and staff were inclined to revert back to old way of doing things.”

“The Unit Lead has been very helpful in giving our frontline staff a voice.”

Success came from each care provider supporting the change within themselves and others.

The **Site Team Lead and Unit Quartet** structure has been recognized as vital to Collaborative Care sustainment and spread.

2015 - future

Team Leads worked with site teams to localize implementation planning and facilitated accelerated communication.

2016 - future

The Quartets allowed for implementation activities to take place almost around the clock.

2014

Collaborative Practice Facilitators were stretched too thin to fully support every site's implementation needs.

2013

Provincial facing resources were not enough to support zone implementation

Provincial
Program Manager x5
Senior Practice Consultant x5
Program Design

Zone
Senior Practice Consultant x5
Program Design
Program Manager x5
Collaborative Practice Facilitator
Implementation Support

Zone Provincial
Senior Practice Consultant x5
Program Design
Program Manager x5
Site
Team Leads
Implementation Support

Unit
Leadership Quartet
Unit Lead
Unit Manager
Physician Lead
Educator

Zone Provincial
Senior Practice Consultant x5
Program Design
Program Manager x5
Site
Team Leads
Implementation Support

Implementation Support