

Title of Presentation: Ten Critical Domains For System Transformation: A Conceptual Framework For Implementation, Evaluation And Adaptation

Principal Presenter: Arthur C. Evans Jr., Ph. D.
Title: Director, Department of Behavioral Health & Mental Retardation
Organization: City of Philadelphia
Address: 1101 Market Street, 7th Floor, ARA Tower, Philadelphia, PA, 19107-2907
E-mail: arthur.c.evans@phila.gov

Additional Presenter: Astrid Beigel, Ph.D.
Title: District Chief
Organization: County of Los Angeles, Dept. of Mental Health
Address: 3160 West 6th St., 3rd Floor, Los Angeles, CA 90020
E-mail: abeigel@dmh.co.la.ca.us AND abeigel@comcast.net

The concept of system transformation, articulated in the President's New Freedom Commission Report, and previously and subsequently addressed in multiple forums, has become the mantra in all areas of behavioral health. It is evident that to achieve and sustain real transformation at every level and for all populations lessons learned must be identified, implemented, measured and continually reviewed to ensure currency and relevance as new lessons are learned.

This presentation focuses on the description of ten major crosscutting domains, identified via practice and research, and how these domains, when considered at every level, allow for real system change. It demonstrates how to measure the impact at all levels, across major demographic and age groups, diagnostic categories, with various co-occurring disorders, in different settings, both clinical and geographic, etc. In addition, there is consideration at all system levels, across systems and in both the public and private sectors. A major focus is on how to implement and sustain change via education, training, a focus on research and evaluation by all and ultimately how to influence the administrative and "political" process. Further, the approach suggests that measurement, evaluation and assessment of results can be conducted as an integral part of the process at relatively minimal cost. An Evaluation Framework - Conceptual Tool - for Assessing Alignment with Transformational Values and Principles is presented and discussed. This Tool is the flexible framework to facilitate the conceptualization and subsequent evaluation of the implementation of the transformation process at all system levels.

The ten domains identified by the presenters are based on their own work, on the previous work of others, including a review of the literature, research and evaluation projects and various other conceptual frameworks. The ten domains that are defined and

discussed in detail are: (1) Leadership and Vision – Managing the Politics - at the highest level, (2) Policy and Philosophical Framework, (3) Consumer/Family Involvement, (4) Community/Environmental Intervention/Involvement, (5) Language and Communication – providers and consumers, (6) Financing, (7) Organizational/ Program Development - focus on new programmatic models, (8) Change Management – Sustainability for the Future, (9) Education and Training - both in formal academic preparation and in-service and continuing education, and (10) Research and Evaluation. The second dimension of the Evaluation Framework is designed to assess the alignment of the Ten Domains with the Transformational Values and Principles. Obviously, these are changeable and so the framework is flexible. Some of the identified Transformational areas are (1) Reduction of Health Disparities, (2) Increased Use of Evidence Based Practices, (3) Increased Focus on Recovery/Resiliency Orientation, (4) Increased Appropriate Use of Technology, and (5) Increased Use of Research and Evaluation Findings.

The presentation will conclude with a discussion of how this approach can be used across settings and populations to ensure system transformation in a continuous manner with the opportunity to conduct informative evaluations as part of the ongoing process.

There will be time for active group participation/discussion which is encouraged.