

# AMHO Presentation – Broadview Integrated Care Initiative

**The Jean Tweed Centre**



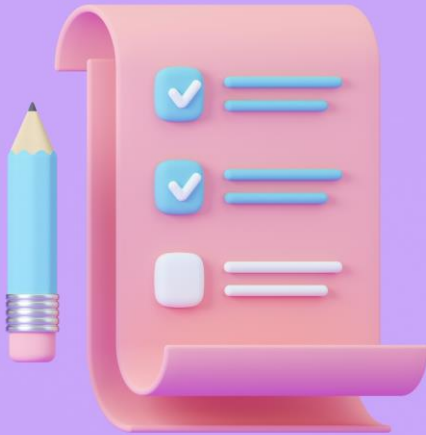
**For Women & Their Families**

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October 22, 2024

# Agenda



- Acknowledging Our Partners
- Our Journey, Purpose & Mission
- A Comprehensive Approach to Care
- Guiding Growth: Continuous Evaluation Approach
- Real Lives, Real Change
- Lessons Learned & Future Growth
- Building for Tomorrow
- A Closer Look at Broadview

# Acronyms

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JTC – The Jean Tweed Centre

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CDC – Child Development Centre

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SU – Substance Use

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WMS – Withdrawal Management Services

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HHR – Health Human Resources

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CBT – Cognitive Behavioural Therapy

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DBT – Dialectical Behavioural Therapy

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TMU – Toronto Metropolitan University

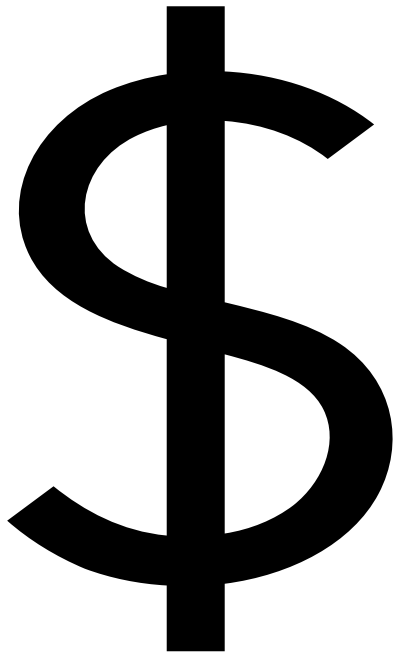
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MGH – Michael Garron Hospital

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WCH – Women's College Hospital

# Acknowledging our Partners



- **Operating Grant** – Addictions Recovery Fund (ARF), Ontario Health
- **Research Grant** – SSHRC (Social Sciences and Humanities Research Council) & Toronto Metropolitan University (TMU)

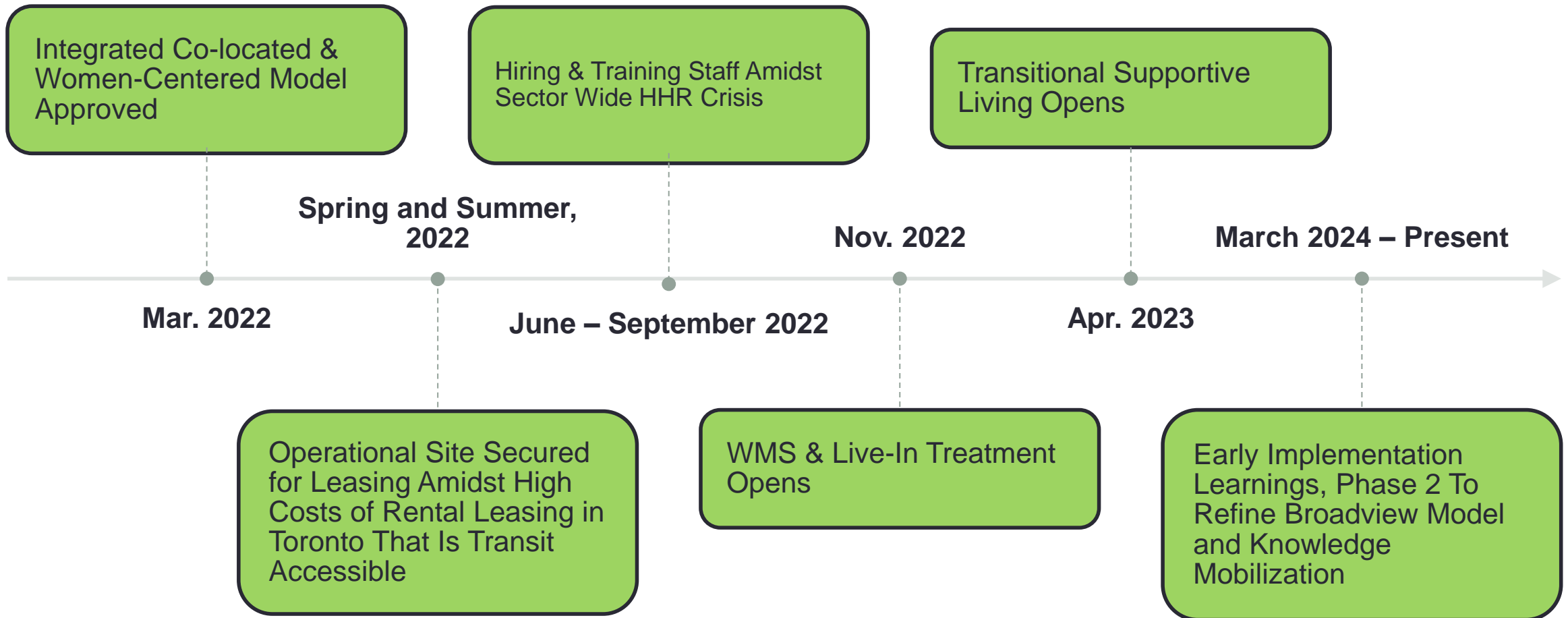
# Our Purpose: Meeting the Needs of Women in Crisis

- Women tend to develop substance use disorders **faster** than men, despite starting at an older age. They also face **greater physical, psychological, and social harms**, with a higher likelihood of trauma histories.<sup>1</sup>
- Women with substance use benefit from **gender-specific, trauma-informed care** that addresses structural barriers.<sup>2</sup>
- **Withdrawal Management Services (WMS)** are often a first step toward community-based live-in treatment. However, there are not enough women-specific WMS spaces in Toronto.
- **Service fragmentation** and lack of integration between WMS, live-in, and transitional care delay timely access and lead to gaps in care.



1. McCrady et al. (2020). Treatment interventions for women with alcohol use disorder. Alcohol Research: Current Reviews, 40(2), 1-18
2. Harris et al. (2022). Gender dynamics in substance use and treatment: a women's focused approach. Medical Clinics, 106(1), 219-234.

# Broadview Journey – Progress Through The Years



# Our Mission: Transforming Women's Care through Integration



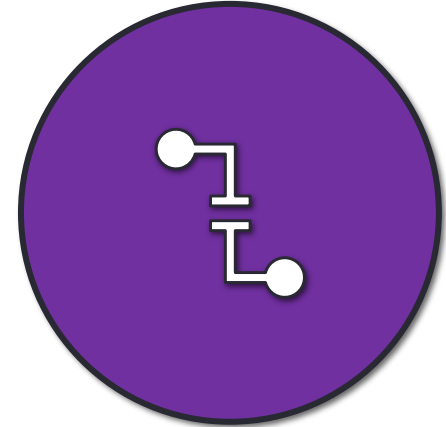
## CLIENT & FAMILIES

STRONGER ACCESS TO WOMEN-CENTERED SERVICES, INCREASED SENSE OF SAFETY AND CONNECTION; IMPROVED SU OUTCOMES



## ORGANIZATIONAL

OPERATIONAL ALIGNMENT ACROSS CO-LOCATED SERVICES, INCREASED CAPACITY FOR RESEARCH AND EVALUATION & PARTNERSHIPS FOR ENHANCED COMMUNITY OUTREACH AND REFERRALS.



## SYSTEM

MORE INTEGRATED SERVICE PATHWAYS RESULTING IN REDUCED FRAGMENTATION BETWEEN SERVICES AND LOWER WAIT TIMES



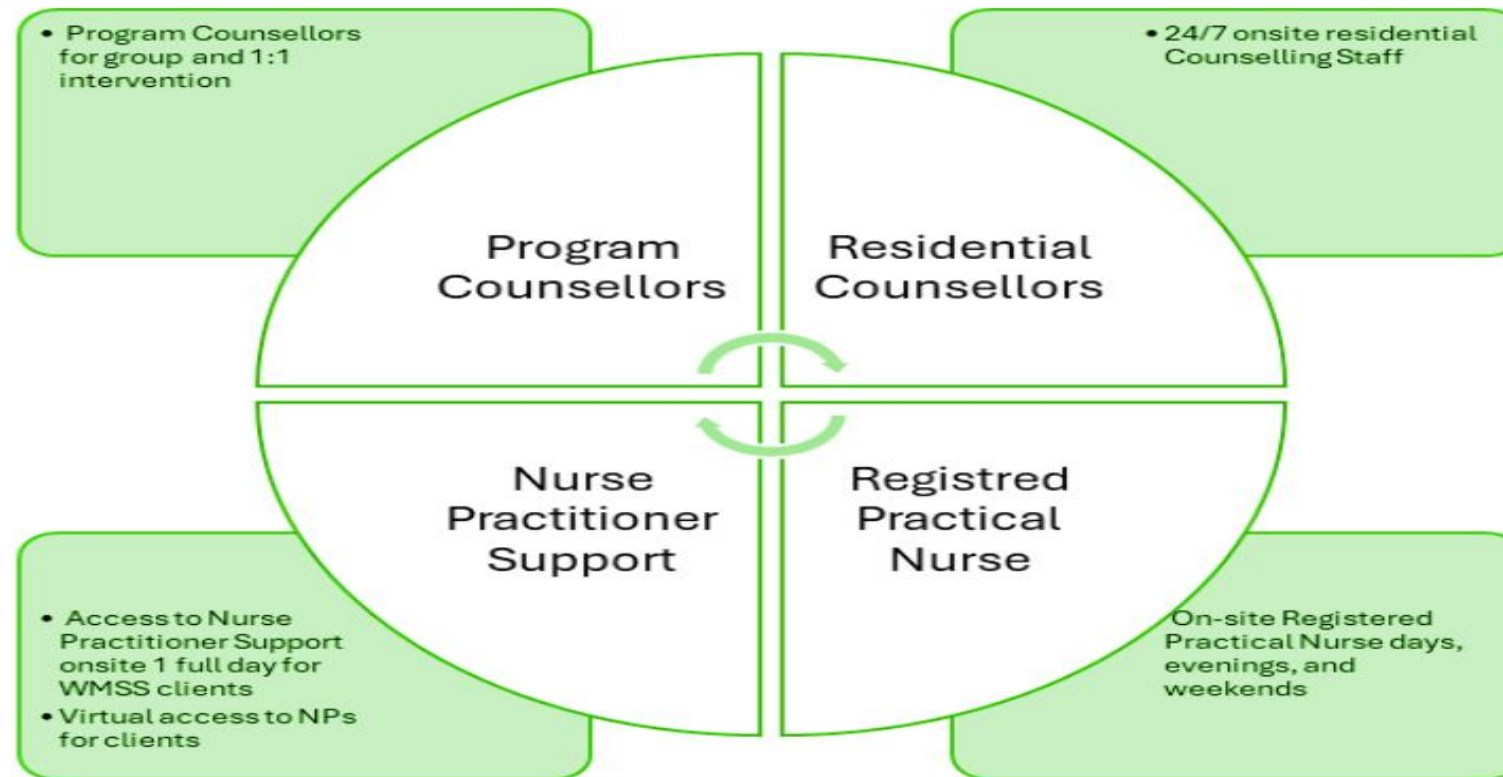
# A Holistic Model: Broadview's Integrated Care Framework



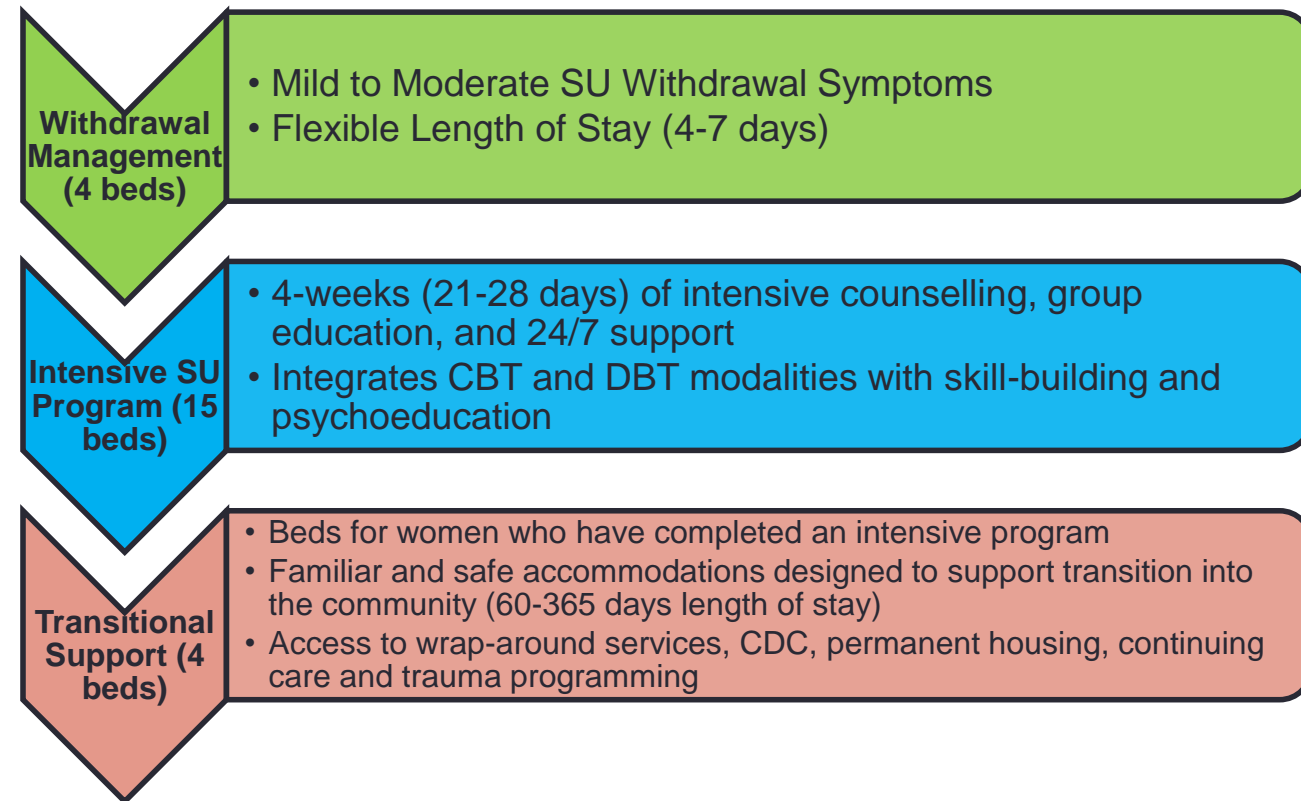
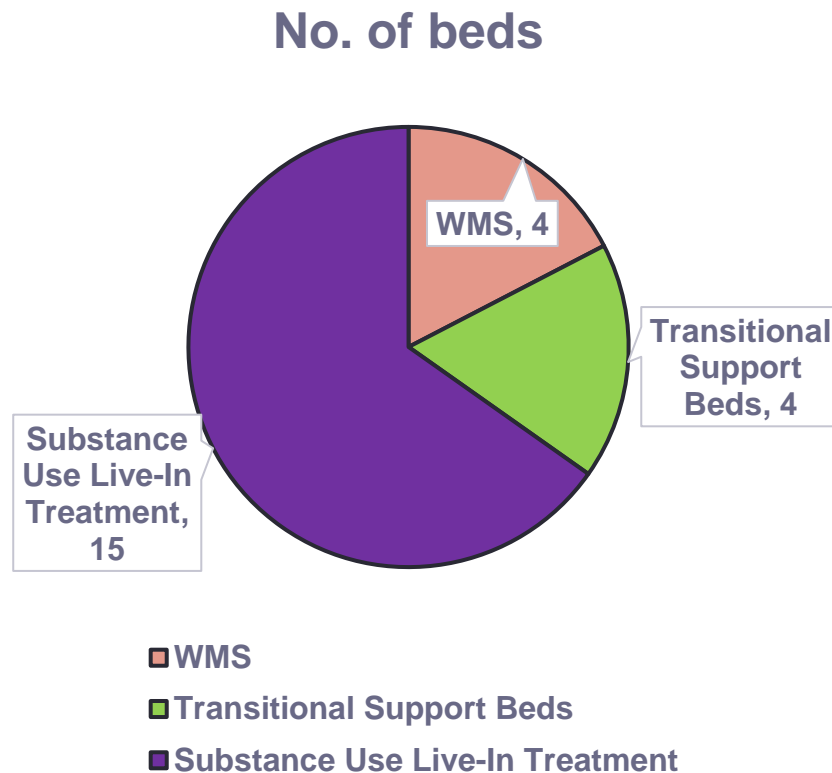
- **Setting:** community based, non-medical, home like environment with communal dining and living rooms. Co-located integrated service components.
- **Approach:** Trauma-informed and gender-responsive care model
- **Staffing:** Interprofessional team of Counsellors, Residential Counsellors, Registered Practical Nurse, Consulting NP
- **Pathways:** The wrap around services at JTC such as continuing care, CDC and parenting, trauma and more as well as external linkages with MGH, WCH etc.



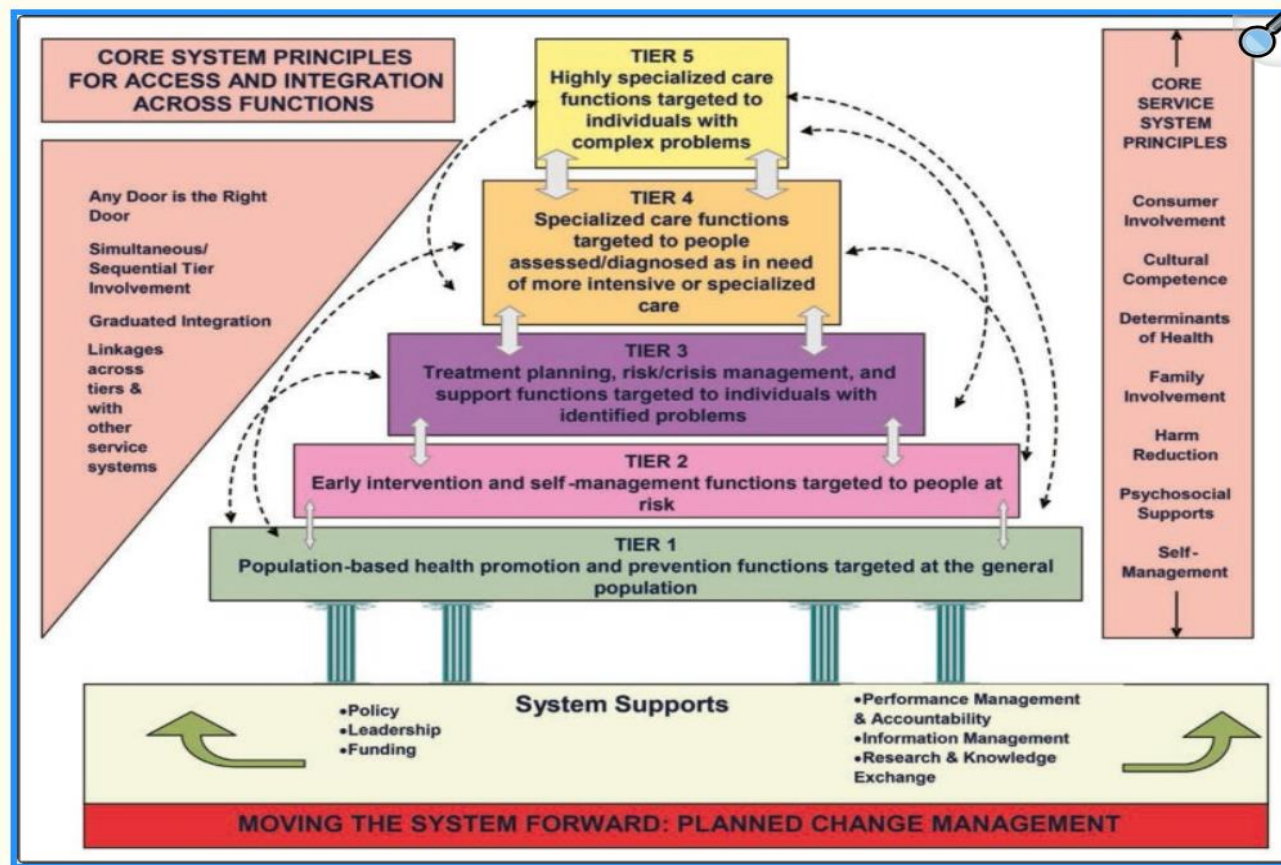
# The Team Behind the Care: Broadview's Integrated Staffing



# A Comprehensive Approach: Broadview's Integrated Care Model



# Towards Integration: No Door is the Wrong Door



- Broadview follow the **Stepped Care Model**, which organizes SU services into different levels of care based on client's needs.
- Broadview **bridges** Tier 3 and Tier 4, offering both treatment planning and specialized care for women who need intensive support
- Our goal is to **integrate services** across the continuum of care, creating **connected pathways** so that clients don't fall through gaps.

Stepped Care Model: Rush & Urbanowski (2019)

# Guiding Growth: Continuous Evaluation Approach



Creation of a **collaborative evaluation advisory team** comprising of the JTC, TMU researchers and persons with lived experience



Embedding **developmental participatory learning approach** to build capacity and refine the model



**Phase 1** (rapid early implementation learnings) and **Phase 2** (co-design focus groups with staff and clients) to iterate the model



**Tools:** DATIS Catalyst Data, Client Experience Survey, Human Resource Data & Organizational Insights



**Outputs:** Logic Model, Protocol for Client & Provider Co-Design Sessions, Program Monitoring and Implementation Support

# Real Lives, Real Change: Client Outcomes at Broadview

**Pilot Timeframe: Nov 2022 to March 2024**

- **222** women served across all 3 programs
- **39** is the average age of women served
- Majority of the clients come from the **Greater Toronto Area**
- **Alcohol, cannabis and cocaine** are the top substance use concerns among women at Broadview

## Withdrawal Management

- 48 clients served
- 100% of clients have access to intensive treatment

## Intensive SU Treatment

- 163 clients served

## Transitional Housing

- 11 clients served

# Real Lives, Real Change: Client Outcomes at Broadview

- **90%** agree that the program helped them work towards their recovery goals.
- **90%** appreciated the community and home-like setting and access to counsellors.
- **80%** valued the women-only and trauma-informed aspects of the program.
- **80%** would recommend the program to a friend in need.

“The groups were helpful. Residential/staff were wonderful. I was given my space when I needed my space. Having access to nurse/nurse practitioner on site was helpful to understand how my substance use affected me.”

“The staff here work hard, care, listen, never did I ever feel judged. (this was very important to me). I wish I could duplicate this in my community.”



# Lessons Learned: Shaping the Future of Integrated Care

## Strengths

- Interprofessional staffing model in a community setting
- Eliminated wait times between services, ensuring continuous care
- High client satisfaction, reflected in survey feedback
- 70-80% program completion rate, improving mental health and recovery outcomes
- Reduced pressure on the broader healthcare system

## Areas of Growth

- Staffing shortages and turnover
- Data tracking challenges using the current database
- Short-term funding, limiting long-term planning

## Moving Forward

- Expand partnerships and increase outreach to underserved populations
- Integrate lived experience into program planning through peer support
- Advocate for sustainable funding to maintain and grow services

# Building for Tomorrow: Sustainable Solutions



- **Strengthening partnerships** and expanding referral networks
- **Advocacy** for ongoing funding to ensure long-term success
- **Providing integrated, wrap around services** at the Centre that deliver a lasting impact across the continuum of care
- **Knowledge mobilization** through academic research and accessible information sharing (e.g., online resources, community workshops) to build both provider and inter-agency capacity for sustained support

## Partners in Progress: Driving Innovation and Integration

- Lived Experience Advisors
- Collaborative Research Team consisting of TMU and Centre of Excellence, Women's Health in British Columbia
- Women's College Hospital
- Michael Garron Hospital – Withdrawal Management Service





# A Closer Look: Inside Broadview's Integrated Care Experience

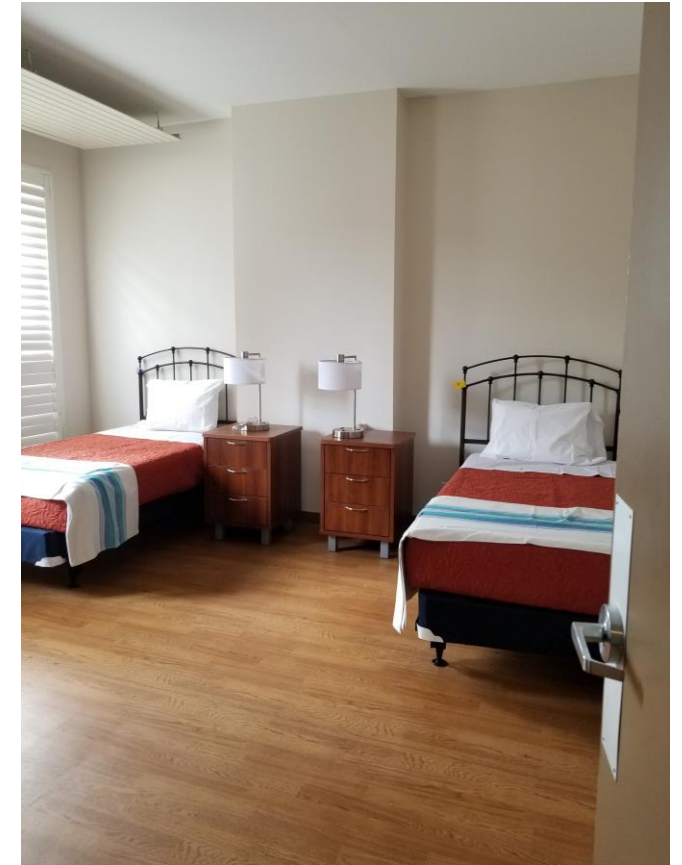
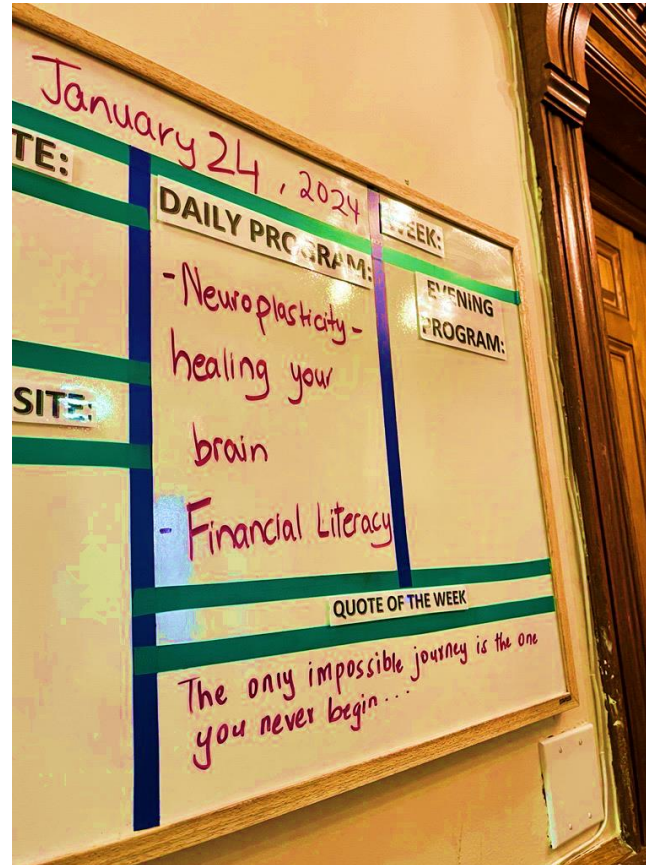


The Jean Tweed Centre



For Women & Their Families

# A Closer Look: Inside Broadview's Integrated Care Experience





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# hope. help. healing.



For more information or to  
make a referral:

Call [416-255-7359](tel:416-255-7359) (extension  
227 or 260) or email  
[intake@jeantweed.com](mailto:intake@jeantweed.com)