The Role of Change Management in a Transforming Behavioral Health System

2005 - 2015
TRANSFORMATION DECADE

DBHIDS
DEPARTMENT of BEHAVIORAL HEALTH
and INTELLECTUAL disABILITY SERVICES

#PHLtransformed

Process Overview *– The Philadelphia Approach*

Creating a recovery-oriented system of care for adults with behavioral health challenges is a top priority. This movement represents a shift from a professionally-driven, acute care approach to an approach that provides long-term supports, while recognizing the many pathways to recovery. In this approach, professional treatment is one aspect among many that supports people in managing their own conditions to the greatest extent possible.

Transformation to a recovery orientation in behavioral health service delivery becomes possible by focusing on the central role of individuals and families in responding to, managing, and overcoming these challenges. This focus must be used as an organizing principle for the entire system.

Strategies

Four primary strategies for managing change in the transforming behavioral health system:
- Build community capacity
- Enhance treatment quality
- Change administrative structures
- Mobilize stakeholders

Building community capacity | Fostering community inclusion
DBHIDS has expanded the intervention model beyond the individual, to the family and surrounding community. As a result, partnerships with indigenous healers and institutions have been developed. The development of natural community supports has also been fostered.

Enhancing treatment quality | Striving for quality holistic care
In a recovery-oriented system of care, required treatment should be evidence-based, person-first, and tailored to meet individual needs. The enhancement of the entire system, while aligning current behavioral health treatment services with a recovery orientation, requires extensive change.

Changing administrative structures | Promoting long-term sustainability
Administrative and fiscal policies need to be aligned with recovery-oriented principles. The policy environment should support recovery-oriented practices within treatment, as well as the broader community.

Mobilizing stakeholders | Encouraging a Stronger Peer Culture through Peer Leadership
One of the most important aspects of recovery transformation is helping people who participate in behavioral health services to transition from being passive service recipients to empowered people who take charge of their recovery and their lives.