



CASW

Canadian Association of
Social Workers

ACTS

Association canadienne
des travailleuses et travailleurs sociaux



NOVA SCOTIA
COLLEGE OF
SOCIAL WORKERS

Leader
Development

Webinar Series

Creating Client-centered Mental Health & Addiction '*Systems*'

Part 1

What is a client-centered '*system*', and
how do we develop one?

What is a client-centered 'system', and how do we develop one?

- In the beginning...Rogers created ***client-centered therapy***
- More generally now...we understand client-centered ***care***

What is a client-centered 'system', and
how do we develop one?

client-centered = priority



Leader
Development

 **NSCSW** | NOVA SCOTIA
COLLEGE OF
SOCIAL WORKERS



CASW **ACTS**
Canadian Association of
Social Workers des travailleuses et travailleurs sociaux
Association canadienne
des travailleuses et travailleurs sociaux

What is a client-centered 'system', and how do we develop one?

client-centered = priority



What is a client-centered 'system', and how do we develop one?

- Most care providers deliver client-centered *care*...once the client is in with the care provider
- **But...there's always a but ...** 

What is a client-centered 'system', and how do we develop one?

but... what about the hoops the client had to jump through to get to receiving care?

Let's look at some examples.

- phone calls
- reception
- intake
- data collection
- wait times
- waiting rooms
- assessments
- etc.

What is a client-centered 'system', and how do we develop one?

- These are ***system*** issues.
- Do they serve the needs of the system ***prior to*** those of the client.

- Who's to blame? Whose fault is it?

What is a client-centered 'system', and how do we develop one?

- Nobody's fault
- Evolution and assimilation

What is a client-centered 'system', and how do we develop one?

How can **you** create a client-centered system?

- **Don't** ask theoretical questions about client-centeredness.
- **Don't** imagine what it would be like if YOU were the client

What is a client-centered 'system', and
how do we develop one?

How can **you** create a client-centered system?

For **every** decision, ask this **one** question:

If the client was my sister, my father, my
son or daughter, how would I want this
part of the *system* to work?

Leader
Development

 **NSCSW** | NOVA SCOTIA
COLLEGE OF
SOCIAL WORKERS


CASW **ACTS**
Canadian Association of
Social Workers des travailleuses et travailleurs sociaux
Association canadienne
des travailleuses et travailleurs sociaux

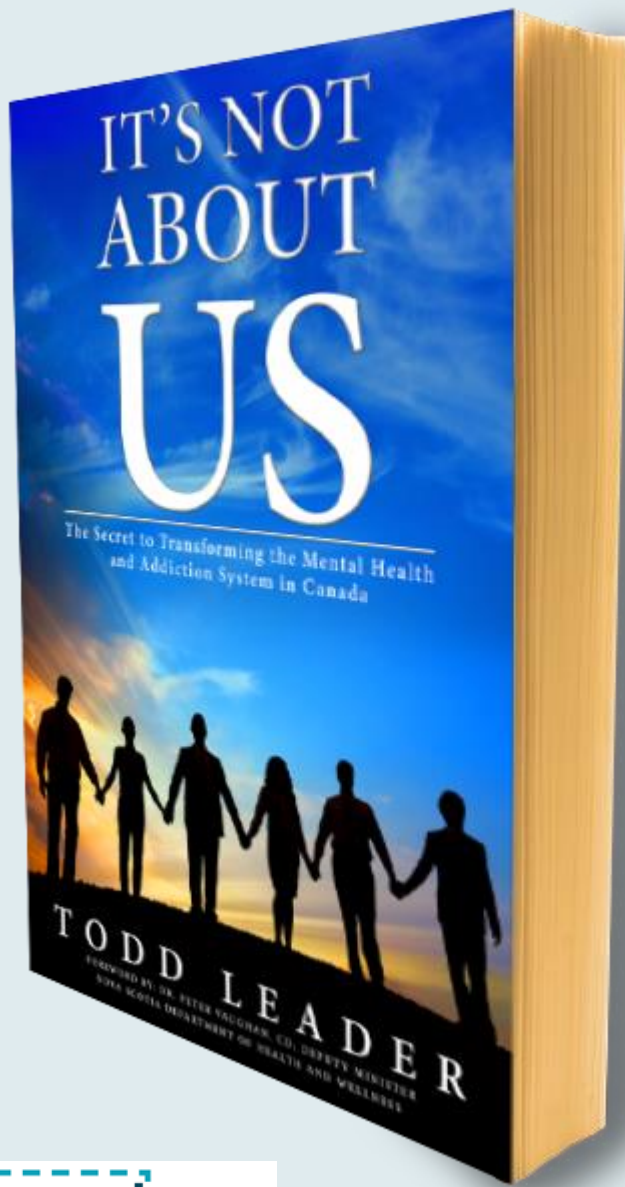
What is a client-centered 'system', and
how do we develop one?

The answer to that question, will
give you real steps toward a client-
centered system.

What is a client-centered 'system', and
how do we develop one?

Thank You!

Question and Answers



It's Not About Us; The Secret to Transforming the Mental Health and Addiction System in Canada

Available at:

www.itsnotaboutus.ca

or at

Indigo, Chapters, Coles, Amazon,
Smashwords, iTunes

Leader
Development

 **NSCSW**

NOVA SCOTIA
COLLEGE OF
SOCIAL WORKERS


CASW ACTS
Canadian Association of
Social Workers Association canadienne
des travailleuses et travailleurs sociaux