Multidisciplinary and cross-sectoral clinical practice guidelines in social services:

The involvement of stakeholders – ONE YEAR LATER

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Content:

- Québec’s organization and feature of social services
- A new mandate for AETMIS in social services
- Multiple stakeholders in social services
- CPGs is a priority in social services
- Social Services Stakeholders process
- Results of stakeholders process
- Conclusion
The Québec Health and Social Services Network

Minister

14 Advisory Boards

Ministère de la Santé et Services Sociaux

16 Health and social services agencies

Local network of health and social services

Regional specialized services
A local Network of Health and Social Services

Local populational responsibility

**HEALTH AND SOCIAL SERVICES CENTERS**
Integration under a Board of direction of one or more 1st line health and social services centers, residential and long-term care centers and a general hospital

- Physicians (GMF, Medical clinics)
- Social economy enterprises
- Private resources
- Community-based pharmacies
- Community organizations
- Non-institutional resources
- Other activity sectors: school, municipal, welfare, Justice etc.
The Québec Health and Social Services System – The regional level

The local level
Health and social services centers

The regional level

University Hospitals
- Physical health
- Mental health

Rehabilitation centers
- Dependence
- Physical deficiency
- Intellectual deficiency

Youth protection services
Young offender services

Accountable for the clinical and organizational project in order to respond to the health and social services’ needs of the population
Ministry of Health and Social Services
Program Structure

Populational Programs
- Public health
- General health and social services including community interventions

Programs aimed at specific patients' groups
- Services for frail elderly
- Specialized youth services (child protection and young offenders services, including families)
- Rehabilitation services for persons with
  - a physical disability
  - an intellectual disability
  - dependency problems
- Services for persons with:
  - mental health problems
  - physical problems

Six principal Social services program areas
Particular features in social services practice

- Detailed Service programs decided by each institution (managers as decision-makers): priorities, nature of response to needs of users, . . .
- Practice guidelines elaborated by associations of institutions, institutions, ministry, regulatory professional bodies and users
- Multidisciplinary approach
- Professionals not necessarily members of regulatory professional bodies
- College or university training
- Mostly unionized professionals
What is AETMIS?

- A scientifically independent advisory council to the Québec Minister of Health and Social Services and its network.
- Its mission: to promote and support informed decision-making regarding health technologies and health services.
- With the mandates of producing assessment reports, transferring and disseminating knowledge, training evaluation producers and users, and participate in national and international cooperation.
- With newer and expanded mandates (since April 2009)
  - To produce Clinical Practice Guidelines (CPGs)
  - To develop tools for performance assessment and
  - To expand all mandates to social services
CPGs’ the priority for social services

- Who are the stakeholders?
- How the priority was identified?
- What was the process?
- What are the results after one year?
- Conclusions
Who are the stakeholders

- Department of Social Services in Ministry
- One association of social services institutions for each of the six program areas
- Six different regulatory professional bodies (psychologists, social workers, psycho educators, occupational therapists, speech and language therapists, physiotherapists)
- Patients and users
- Community groups
- Funding bodies
Priority identified

- **Consultation (July to September 2009):**
  - Individual meetings with each of the associations of social services institutions for each of the six program areas
  - Individual meetings with the six different regulatory professional bodies
  - Group meeting with the above plus research funding organisations, ministry

- **Concerns raised:**
  - Best practice
  - Program evaluation
  - Development of Practice Guides
Priority identified (cont'd)

- **Common needs:**
  - Establishing common grounds on CPGs
    - What are they?
    - How to develop?
    - Who should be involved?
    - What is the CPGs’ role?
    - How to implement, to insure follow-ups?

- **Modalities:**
  - A one day symposium on CPGs (April 30th)
  - A working group on CPGs
Process: One day symposium

- Symposium on practice guidelines with presentations from experts representing all sectors of social services.

  - Objectives:
    - Contribute to the development of a common vision of the nature, content and development process of practice guidelines
    - Examine the issues related to the implementation and conditions for practice guidelines to be an important tool.
    - Value evidence based practice
    - Develop credibility of the Agency (AETMIS) as to its commitment towards social services and their stakeholders
Process: One day symposium (cont’d)

- Topics covered and contribution of stakeholders
  - What are practice guidelines about (one researcher with experience in different areas of social services)
  - Experiences in the development and implementation of practice guidelines in three different areas of services (3 professionals including a researcher)
  - Results of studies done by a chair of knowledge transfer in the field of social services (one university researcher)
  - Conditions under which practice guidelines contribute to service improvement (panel of 4 professionals and managers from different areas of social services and one representative of the users)
Process: One day symposium
(cont’d)

- Attendance
  - 250 participants
  - attendance by all sectors of social services: Ministry, institutions, organisations related to social services, regulatory professional bodies, community organisations, users, managers, interveners (clinicians), from everywhere in the province.
Process: Working group

- Working group on Guidelines
  - Mandate
    - Do an inventory of practice guidelines in the field of social services
    - Review literature on the subject
    - Identify issues raised by the development of practice guidelines and their implementation, and examine the process to deal with the issues
    - Develop a typology of practice guidelines
    - Identify priorities for development of practice guidelines or for the review of existing guidelines in social services
Process: Working group (cont’d)

- Stages of the process
  1) Presentation by stakeholders of practice guidelines:
     - Users
     - Regulatory professional bodies (psychologists, social workers)
     - Establishment / institutions
  2) Analysis of practice guidelines presented and development of an analysis framework and typology
  3) Analysis of implementation’s process and development of a model
  4) Analysis of involvement in assessing effectiveness and cost-effectiveness of practice guides and development of a model

- Presently engaging in analysis of practice guidelines presented in stage 1
Process: Working group (cont’d)

 Attendance

• Association of social services institutions
• Regulatory professional bodies
• Department of Social Services in Ministry
• University social services institutions
• Researchers
• Provincial bodies financing research
• Community groups
• Patients and users’ representatives
• Organisations
• Total of 22 persons
Results

- Mandate of AETMIS for social services unanimously accepted
- Strong expectations to be involved in elaboration and implementation process of guidelines
- Recognition of great variety of guidelines
  1. Practice guideline for interveners and managers
  2. User’s guides
  3. Implementation guidelines
  4. Norms and standards
  5. Practice frameworks
Results (cont'd)

- Recognition of the need:
  - For consensus on operational definition of each concepts
  - For better understanding of the elaboration process of practice guideline taking in consideration the importance of evidence-based decision-making in the social services sector
  - To define what is meant by evidence-based decision-making, what are the issues linked to evidence-based decision-making
  - To examine the process of guideline implementations and the issues it raises
  - To examine the issues related to multidisciplinary and cross-sectoral guidelines

- A will to participate in the next steps
Conclusion

- The process of bringing together and of involving the different stakeholders’ group has:
  - provided social legitimacy to AETMIS’ mandate in the social services field
  - reinforced the commitment of the social services field for evidence-informed decision-making and the search for excellence
  - generated interest for developing a partnership with the health field in regards to practice guideline development considering:
    - the experience in the development of clinical guideline in the health field
    - the need for multidisciplinary and cross-sectoral guideline

- It has contributed to the recognition by the different sectors of the social services field that they have similar concerns in regards to social services practice and management

- It also contributes to the recognition of the importance of a network approach within the social services field and with the health field
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