

MONTEREY INTEGRATED SYSTEM TRANSFORMATION INITIATIVE (MISTI)

PROJECT IMPLEMENTATION FRAMEWORK

August 26, 2022

Overview

MISTI is a transformation initiative that is designed as a partnership between MCBH and all constituencies in the BH delivery system, a horizontal partnership including contractor agencies, advocacy organizations, hospital partners, physical health delivery systems, homeless services, and so on, and a vertical partnership that includes leadership, middle managers, front line service providers, and people (individuals and families) with lived experience.

The following project implementation framework describes the main elements that organize this partnership.

Project Implementation Team (or Project Team)

- Mark Alexakos, MCBH Medical Director
- Lindsey O'Leary, MCBH Deputy Director of Quality
- Jill Walker, MCBH Training Program Manager
- LeeAnn Jones, MCBH Behavioral Health Unit Supervisor in the Quality Improvement Department
- Jan Wolf, Quality Management Analyst

The Project Team is empowered by MCBH leadership to be responsible for coordinating the day-to-day operations of MISTI, working collaboratively with ZiaPartners.

MISTI Steering Committee: (approximately 25 members)

The Steering Committee is a representative body that works with the Project Team and the Consultants to guide the direction of MISTI through its charter, to serve as a learning community for supporting participation engaged in project activities, and for coordinating important recommendations for policy change back to MCBH leadership.

Members of the Steering Committee are designated leadership representatives of key constituencies including MCBH divisions and departments, contracted MH and SUD providers, advocacy organizations and advisory groups representing people with lived experience, hospital partners, physical health delivery systems, homeless coalitions, other human services constituencies, and (eventually) designated representatives of the Change Agents.

The MISTI Steering Committee meets monthly, and may, from time to time, designate subcommittees or workgroups to address specific tasks.

Agency and Program Participation: (All agencies and programs in the system)

The essence of MISTI is that it is a quality improvement partnership in which all programs providing services engage in a formal process to become welcoming, hopeful, trauma-informed, culturally fluent, and “co-occurring” or “complexity-capable”. Each agency and each program engage in the steps of the Comprehensive Continuous Integrated System of Care (CCISC) process, as adapted and defined in the MISTI Charter, in order to make progress.

The Steering Committee supports that participation, creates opportunities for learning and technical assistance (provided by the Project Team and ZiaPartners), and transmits learning from these QI activities to leadership to create new policies, procedures, and funding instructions to anchor changes in place.

MISTI Change Agent Team (approximately 50-100 members)

The Change Agent Team represents the formally empowered collective voice of individuals providing direct services and administrative support throughout the system, as well as individuals with lived experience. **Each participating agency, organization, and program identify one or more “Change Agents” to represent front line staff and people with lived experience.** Change Agents work in partnership with the leadership of their own agency and program to inform and guide the quality improvement process for that agency and/or program.

Most importantly, the Change Agents from ALL the parts of the system are organized as a team to meet monthly and receive regular training and coaching from the Project Team and ZiaPartners to bring the energy and knowledge of both improved care AND improved organizational processes back to leadership at all levels. Change Agents select a team of representatives to join the Steering Committee and represent the constituency of Change Agents at the leadership level.

“Change Agents work in partnership with each other and with leadership to transform the system.” Change Agents may also create committees or workgroups from time to time to address certain issues or tasks.

Formal empowerment of Change Agents contributes to the culture shift that MISTI is designed to achieve.