

From client-centered care to client-centered systems

The future of addiction & mental health in Canada

Todd Leader, RPsych, RSW





More of the same
does not give us different.



Questions about being client-centered, that we take for granted.

- Who is the client?
- What does it mean to be at the “center”?





The common magic question:

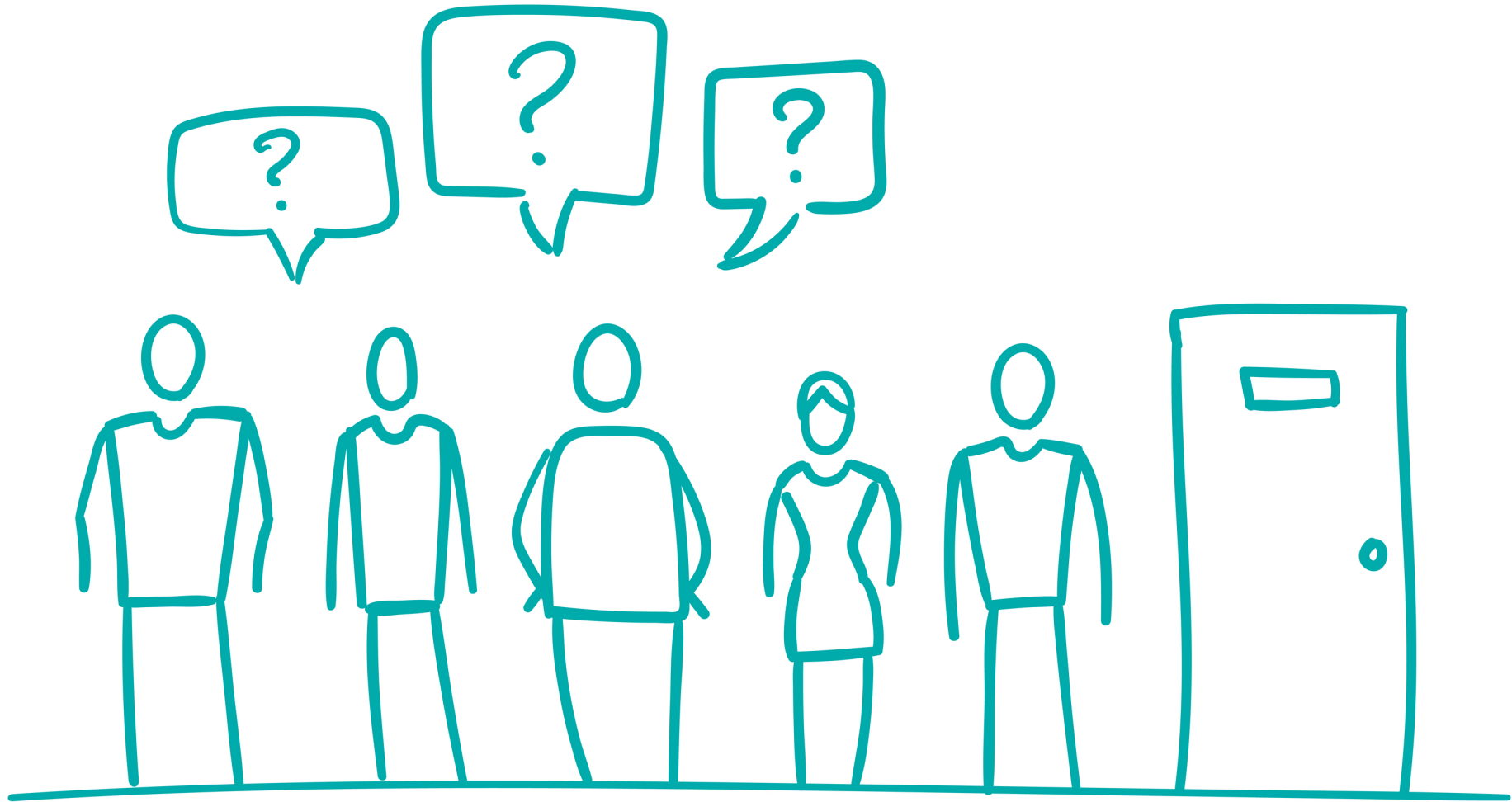
What if you were the client?



The common magic question:

~~What if you were the client?~~

What if your loved one was the client (sister, son, mother)?











The right future for our addiction & mental health systems

Prioritization of **system** needs

(budgets, efficiencies, liability/risk, media, labour management, etc.)

Prioritization of **client** needs

(access, convenience, less bureaucracy, less paperwork, self-determination, individualized care, cultural relevance, etc.)

Questions?

