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Canada West Health Leaders
CONFERENCE

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Synergies in action: The power of collaboration

Impact of a national digital portal to support mental health and substance use health needs at scale: Lessons learned from Wellness Together Canada

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Stepped Care Solutions & Women's College Hospital



Agenda

Introduction to Stepped Care 2.0

Wellness Together Canada: Description of Program and Services

User impact outcomes

What lessons learned

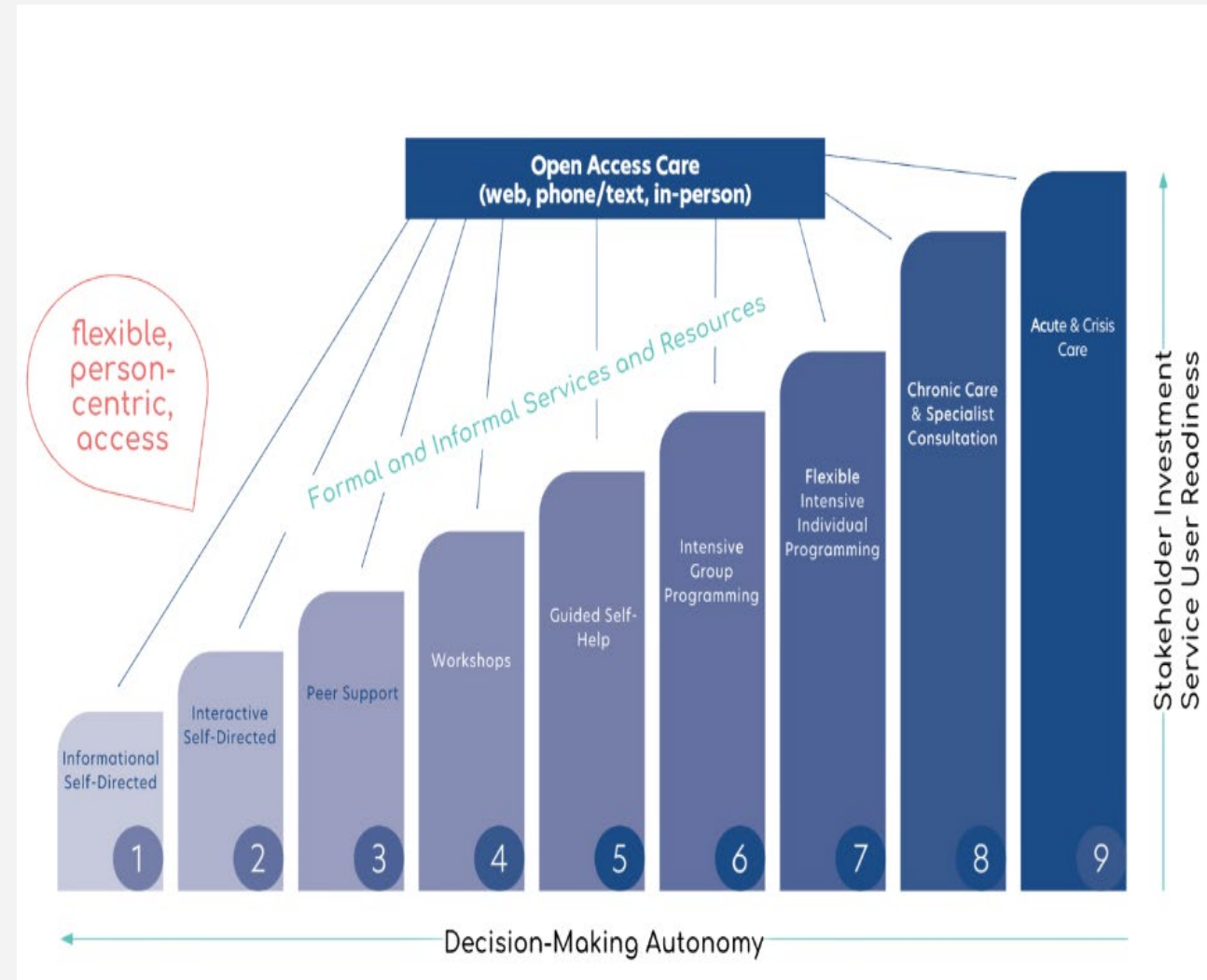
Key Messages

About Our Organization and SC2.0©

Stepped Care Solutions (SCS) is a mission-driven not-for-profit organization & the creators of **Stepped Care 2.0 (SC2.0©)**.

SC2.0© is an innovative and transformative model that leverages collaborative efforts and technology to transform mental health and substance use health systems for better access and outcomes.

Bolstered by principles and driven by evidence, **SCS** collaborates with government, business, health care, and more, to promote and implement an equitable and visionary approach to mental health care, and ensure every individual receives care that is uniquely suited to their needs.

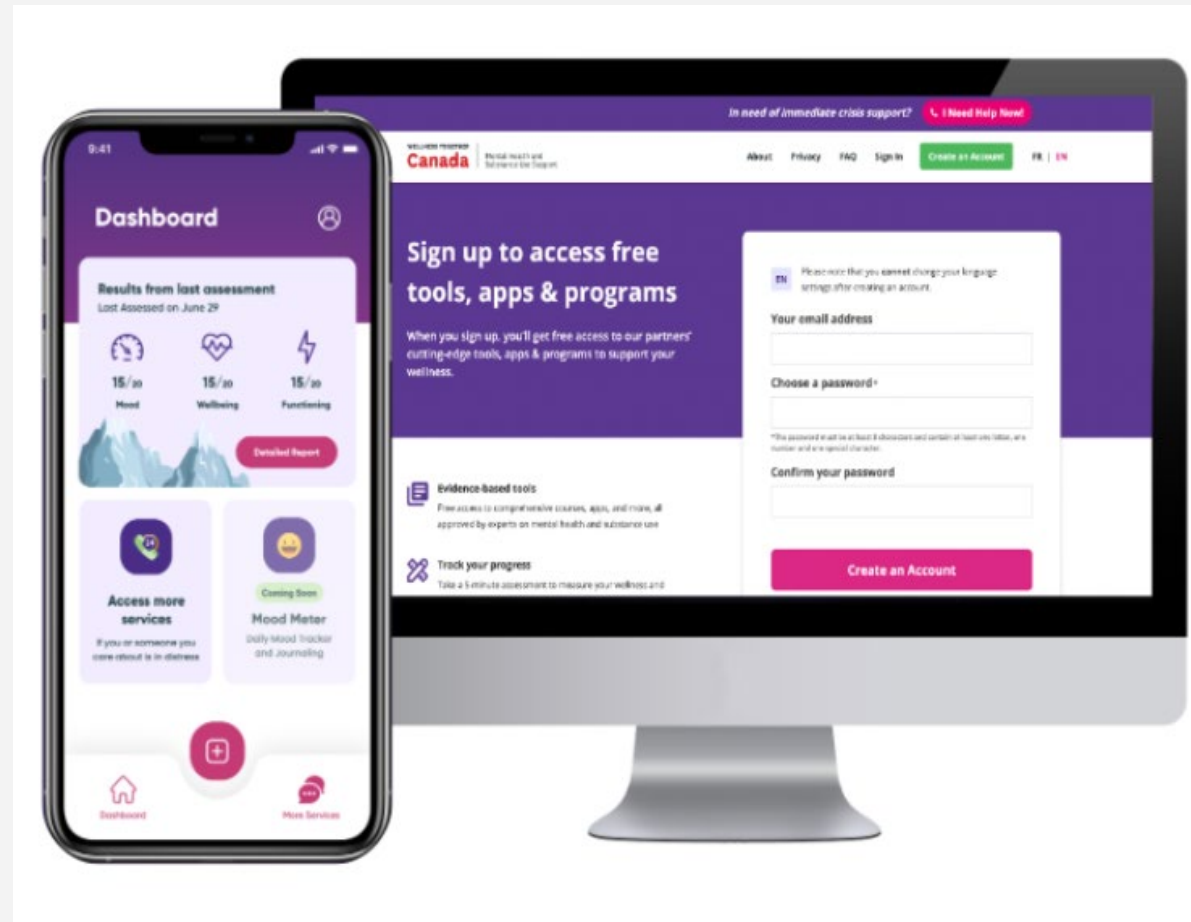


Wellness Together Canada

Wellness for all

Wellness Together Canada (WTC) was Canada's first and only national, publicly-funded, 24/7 funded virtual mental health and substance use health service.

- Developed as a response to the COVID-19 pandemic
- Designed to provide the right supports at the right time
- Funded by Health Canada for all people in Canada and Canadians living abroad, from April 2020 to April 2024
- Delivered in joint venture partnership by:

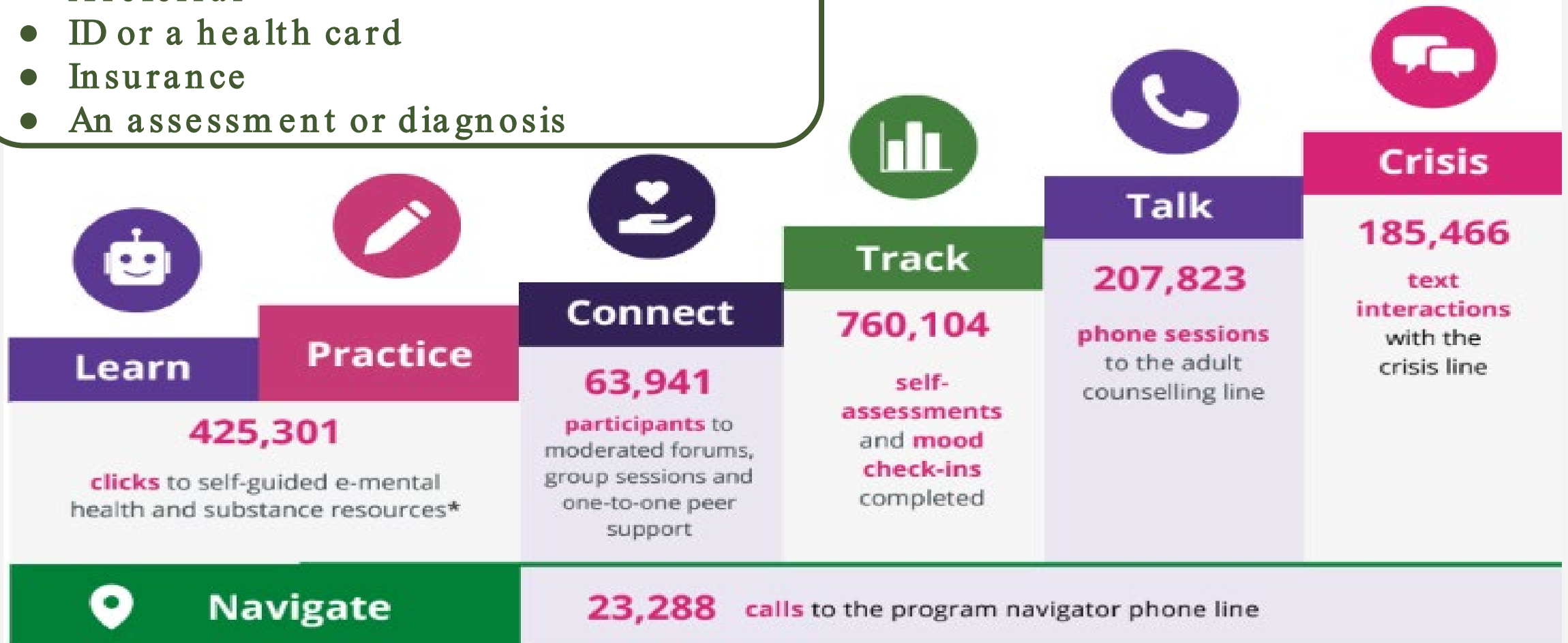


A Range of Resources and Services

Based on the SC2.0 Model

Always available, at no cost to the user,
without requiring:

- A referral
- ID or a health card
- Insurance
- An assessment or diagnosis



WTC Resources

Over 600+ resources available 24/7!

3

Counselling



2

Peer to Peer Support
and Coaching



1

Self-Guided

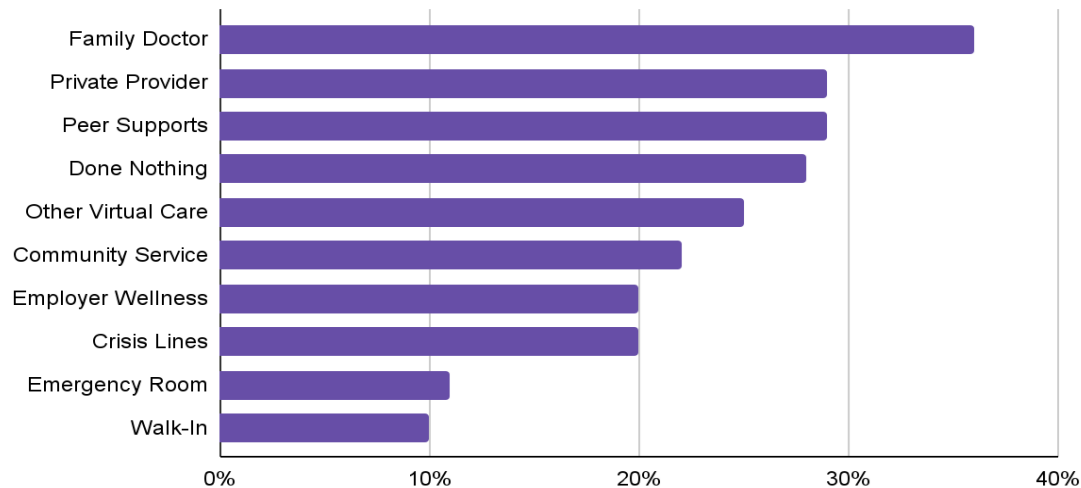


Wellness Together Canada

User Impact Outcomes

- **Over 4.3 million** unique visitors from across Canada and abroad to the WTC portal
- **58,000+** Pocketwell (companion app) Downloads
- **55%** of portal visits occurred outside of regular business hours.
- **78%** reported **satisfaction**; **28% would have done nothing** for their mental health or substance use needs without WTC, potentially exacerbating symptoms or needs, and costing individuals, families, and communities.

When asked "If you had not used WTC, what else might you have done to address your mental health or substance use concerns?"



Source: User Impact Survey; n = 1,366

"I have used it myself nearly hundreds of times just in the past year to avoid or deescalate crisis situations. We are losing one of our only comprehensive tools of care that is free."

(WTC user, age 21, Alberta)

"Knowing that free phone-or-text counsellors were available was a real anxiety reducer."

(WTC user, age 50, Nova Scotia)



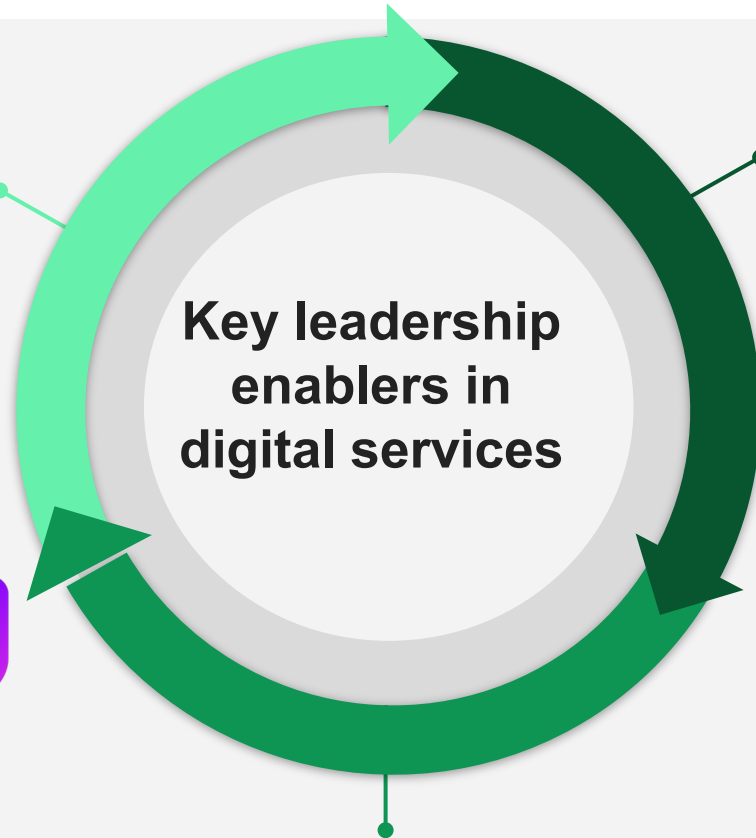
Wellness Together Canada

What Lessons Learned?

Cross-sectoral collaboration & partnerships

“Each of the three major partners contributed something unique and complementary. **Collaborating on strategic decisions** was a real strength and made the initiative feasible.”

- Developer/Implementer



Platform technology supporting care preferences, user journey & data-informed decision-making

“**Measurement -based care** is central to any population health solution. Without it, understanding the impact on individuals and effectively triaging and prioritizing services becomes nearly impossible.”

- Developer/Implementer

Funding & policy support

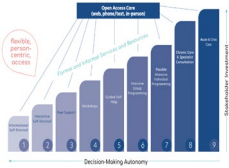
“**Funding** sets the foundation for providing 24/7 accessible services.”

- Service Provider

Key Messages



Wellness Together Canada demonstrated a promising pathway to provide **universal coverage** for mental health and substance use health services on a **pan-Canadian scale**.



A continuum of care, tailored to various levels of intensity and grounded in **Stepped Care 2.0**, is crucial for designing and implementing digital services.



Creative and flexible approaches are needed to strengthen equitable access through **cross-sectional collaboration and partnerships**, while ensuring the integration of **measurement-based care**.

THANK YOU

Further Information: Scan QR code or email

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