

Santa Barbara County - Behavioral Health System Vision and Guiding Principles

Greetings! Santa Barbara County's Behavioral Health Steering Committee, focusing on system change, is pleased to announce the release of the ***Vision and Guiding Principles*** to guide us as we evolve the system to best serve the community.

Designed to guide and inspire innovation and quality improvement in both the short and long term, the ***Vision and Guiding Principles*** were adopted by the Steering Committee Nov 21, 2013.

The committee, which was convened by the office of the Chief Executive Officer of Santa Barbara County, is dedicated to ensuring our behavioral health system upholds this vision and these guiding principles over time.

We will be assessing the quality of our system's adherence to these principles, and we invite your feedback as this process moves forward.

One way for you to participate is to go to <http://www.countyofsb.org/admhs> and click on the "Systems Change" link.

We value a behavioral health care system that is

- ❖ welcoming
- ❖ hopeful
- ❖ client-focused
- ❖ inclusive
- ❖ culturally-competent
- ❖ seamless
- ❖ outcomes-oriented
- ❖ recovery-based
- ❖ collaborative
- ❖ adequately-resourced
- ❖ accessible
- ❖ innovative
- ❖ complexity-capable

Vision

- ❖ Our behavioral health system is **welcoming**, with every door the client approaches being the "right" door;
- ❖ We provide the highest **quality** of care and services to aid rehabilitation;
- ❖ We work to help each client achieve the **wellness** inherent in recovery;
- ❖ Our services are
 - **efficient**
 - **integrated**
 - **evidence-based**
 - delivered with **respect**, preserve client **dignity** and provide every client an environment to reach his or her full **potential**;
- ❖ We value **ongoing improvement**, and welcome ideas to improve our system from staff, clients, family members, advocates, and others in the community who care that we have the best system possible

Guiding Principles

- ❖ **Client- and family-driven system of care:** Individuals and families participate in decision making at all levels, empowering clients to drive their own recovery.
- ❖ **Partnership culture:** We develop partnerships with clients, family members, leaders, advocates, agencies, and businesses. We welcome individuals with complex needs, spanning behavioral health, physical health, and substance use disorders, and strive to provide the best possible care.
- ❖ **Peer Employment:** Client and family employees are trained, valued, and budgeted-for in ever-increasing numbers as part of a well-trained workforce.
- ❖ **Integrated service experiences:** Client-driven services are holistic, easily accessible, and provide consistent and seamless communication and coordination across the entire continuum of care delivery providers, agencies and organizations.
- ❖ **Cultural competence, diversity and inclusivity:** Our culturally diverse workforce represents this community. We work effectively in cross-cultural situations, consistently adopting behaviors, attitudes and policies that enable staff and providers to communicate with people of all ethnicities, genders, sexual orientations, religious beliefs, and abilities.
- ❖ **Focus on wellness, recovery and resilience:** We believe that people with psychiatric and/or substance use disorders are able to recover, live, work, learn and participate fully in their communities.
- ❖ **Strengths-based perspective:** Recovery is facilitated by focusing on strengths more than weaknesses, both in ourselves and in our clients.
- ❖ **Fiscal responsibility:** We efficiently leverage finite resources to provide the highest quality care to our clients, including those whom are indigent.
- ❖ **Transparency and accountability:** There are no secrets. We do what we say we will do, or we explain why we can't.
- ❖ **Continuous quality improvement:** We reliably collect and consistently use data on outcomes in our system of clients and other pertinent populations (such as incarcerated and homeless), as well as data related to perceptions of families, employees, and community-based organizations, to fuel a continuous quality improvement process.