

Development of an Implementation Toolkit for the Guidelines for Recovery-Oriented Practice

Request for Proposals

Submission Deadline: 11:59 p.m. ET, September 21, 2020

Purpose

The Mental Health Commission of Canada (MHCC) is seeking to identify a vendor to support phase two of the development of an Implementation Toolkit to drive recovery-oriented practice within the mental health and substance use care system in Canada. The vendor must be experienced in implementation science and apply this knowledge to the development of the implementation toolkit.

The Implementation Toolkit will become the property of the Mental Health Commission of Canada (MHCC) and will be branded accordingly.

Project objectives and scope

The MHCC is seeking proposals from vendors to support the development of phase two of a Recovery-Oriented Practice Implementation Toolkit (implementation toolkit).

Phase one of this project took place from October 2019 to February 2020. During this time, the MHCC:

- developed individual reports based on five in-person consultations and conducted six key informant interviews with people across the mental health and substance use fields to gauge the sector's familiarity with the Guidelines for Recovery-Oriented Practice and determine key ingredients for an implementation toolkit;
- developed a synthesis report based on an online survey that was released to complement the consultations and interviews, targeting people who work or have worked in the mental health or substance use fields, service users, and caregivers;
- developed an implementation toolkit outline based on the results of the above consultation efforts.

Phase two of this project will require:

- Reviewing the consultation reports and the implementation toolkit outline
- Co-creation, meaning there will be various levels of consultations with people with lived and living experience of mental health problems or illnesses and/or substance use issues
- Support and integrate identified case studies to the implementation toolkit (currently underway)
- Support the co-defining of the format, structure and content for the implementation toolkit
- Co-design and co-produce the final implementation toolkit

Target audience: All agents working in health care organizations including providers, support services and administration, leaders, and decision makers.

Guiding Documents

- [Guidelines for Recovery-Oriented Practice](#)
- [Recovery and Well-Being: A Framework for the Mental Health Strategy for Canada](#)
- [Changing Directions, Changing Lives: The Mental Health Strategy for Canada](#)
- [The Mental Health Strategy for Canada: A Youth Perspective](#)
- [Food for Thought: A youth perspective on recovery-oriented practice \(video\)](#)
- [Food for Thought: Discussion guide](#)
- [A National Framework for Recovery-Oriented Mental Health Services: Guide for practitioners and providers](#)
- [Best Advice Guide: Recovery-Oriented Mental Health and Addiction Care in the Patient's Medical Home](#)

Project deliverables

1. A project plan for the implementation toolkit, including stage-based planning, scope, timelines, and budget
2. Bi-weekly project updates provided to MHCC
3. A revised implementation toolkit outline, if required
4. An interactive toolkit (co-development and co-design) in English and French, based on content from the Guidelines, the consultation reports, other implementation planning tools, and practical information
5. Verification of the ability to host the toolkit, if required

Note: The MHCC will be responsible for translating the content of the implementation toolkit.

Format

- The Toolkit should be maximum 30 pages, not including appendices.
- Final edition of the toolkit can be an interactive PDF or an online interactive tool
- The toolkit should be a mix of text, photos and info-grams/graphics with clean layouts, developed by the vendor
- Consistency of design across all sections of the toolkit, with a user-friendly layout that abides by the MHCC's corporate identity guidelines
- Format of the toolkit should allow for easy re-production, editing and revision

The successful vendor will:

- Be experienced in developing user-friendly, effective, concise resources, such as toolkits and how-to guides for targeted audiences;
- Be experienced story tellers weaving in real-life experience with practical tools and approaches;
- Be experienced in conducting on-line consultations in the healthcare sector;
- Be familiar with mental health and principles of recovery-oriented practice in the context of mental health;
- Be familiar with the Mental Health Strategy for Canada, The Guidelines for Recovery-Oriented Practice and other guiding documents as listed above;
- Be familiar with and experienced in implementation science;
- Be experienced with the process of content auditing and assessment for various audiences, particularly

decision-makers, policy-makers, and service providers within healthcare organizations;

- Have effective project management skills; and
- Be bilingual (EN/FR) or be able to work with a sub-contractor that can support in this capacity

Budget

\$40,000 CDN, including all applicable taxes.

Please submit a detailed budget on how the money will be allocated and include any additional or in-kind contributions for the work.

Note: The MHCC would retain the intellectual property rights of the redeveloped toolkit content. Co-branding and shared knowledge translation opportunities may be available.

Timelines

- Deadline to submit proposals: Monday, September 21, 2020
- Expected response date: Monday, September 28, 2020
- Kick-off call/meeting and contract start: week of September 28, 2020
- Launch of final implementation toolkit in English and French: March 1, 2021

Requirements for proposals

- Project plan for deliverables with a focus on approach/methodology, activity timelines, and budget (inclusive of GST/HST/PST)
- Names, CVs or bios, and roles of project team member(s)
- Two examples of related prior projects
- Two references, if available
- List of other individuals or organizations that you plan to draw on or engage to complete the work
- Proposals may either be submitted in English or French

Evaluation criteria

1. Demonstrated expertise with redeveloping and designing content for online learning and access to an online platform to host the content
2. Demonstrated experience in the field of health and technology and/or implementation expertise
3. Familiarity with the MHCC's [safe language guide](#) and the [recovery-oriented approach](#)
4. Adequate resource capacity to meet identified timelines
5. Ability to complete the project within scope (timelines, budget, and product/goals)

How to submit a proposal

Please send proposals to Veronique Joncas, Program Manager, Access to Quality Mental Health Services, at vjoncas@mentalhealthcommission.ca.

Please cc Marguerite Carroll, mcarroll@mentalhealthcommission.ca and request confirmation of receipt.

Appendix A

Background

The concept of Recovery in mental health refers to living a satisfying, hopeful, and contributing life, even when a person may be experiencing ongoing symptoms of a mental health problem or illness. Recovery journeys build on individual, family, cultural, and community strengths and can be supported by many types of services, supports and treatments.

Recovery principles, including hope, dignity, self-determination, and responsibility, can be adapted to the realities of different life stages, and to the full range of mental health problems and illnesses. Recovery is not only possible; it should be expected.

Championed by people with lived experience of mental health problems and illnesses for decades, recovery is being widely embraced by practitioners, service providers, and policy makers in Canada and around the world. It is recognized as key to achieving better mental health outcomes and improving mental health systems.

In recovery-oriented practice, service providers engage in shared decision making with people with lived experience of mental health problems and illnesses, offering a range of services and supports to fully meet a person's goals and needs. Recovery approaches stand on two pillars:

1. Recognizing that each person is unique, with the right to determine their path toward mental health and well-being, and;
2. Understanding that we live in complex societies where many intersecting factors (biological, psychological, social, economic, cultural, and spiritual) have an impact on mental health and wellbeing.

The Guidelines for Recovery-Oriented Practice is the first comprehensive Canadian reference document for understanding recovery practice and promoting application of recovery principles across the country at a policy, program and practice level. While the Guidelines are directed at a wide audience that includes people living with mental health problems and illnesses and their families, they are designed especially for practitioners, managers, administrators, and policy-and decision makers who can help make the practical, organizational and cultural shifts needed to develop a truly recovery-oriented mental health system. These Guidelines provide guidance on tailoring recovery-oriented approaches to respond to the diverse needs of people living with mental health problems or illnesses, whatever their condition, background, circumstance or stage of life.