

# Pooling Knowledge, Preventing Harm

Research Insights



# ••• Overview

**Where We Are** – Current state of data collection and system integration within the D/IPV support field

**Where We Want to Be** – Systems that have been implemented elsewhere to further the field of D/IPV Support

**What Is In the Way** – Challenges that prevent the success of integrated systems in New Brunswick

**How Do We Get There** – How New Brunswick might work to overcome these barriers

# ••• Where We Are

Current data tracking and case management involves rewriting the same information at least three times:

**01**  
**Pen and Paper**  
During sessions,  
to be more  
present with  
clients

**02**  
**Transcription**  
Between clients,  
to an internal  
case management  
system

**03**  
**Re-Transcription**  
When there's  
time, to a  
statistical hub  
platform

# ••• Where We Are

## Primary Support Services

Focused solely on D/IPV support

High flexibility, low  
standardization

Transition houses, domestic  
violence outreach, crisis hotlines,  
etc.

## Peripheral Support Services

Provide D/IPV support  
incidentally

Low flexibility, high  
standardization

Law enforcement, government,  
hospitals, etc.

## •• Where We Are

The D/IPV support field is being pushed beyond its current capacity

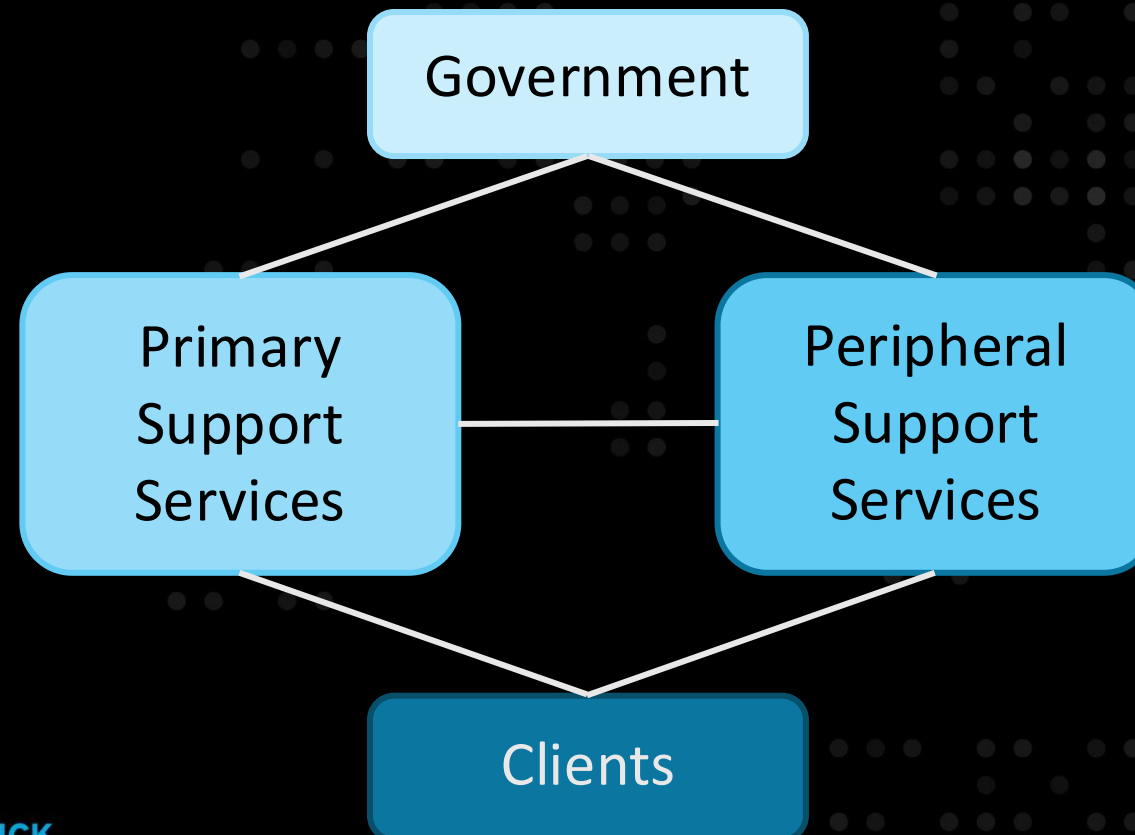
Systems have been cobbled together, patched over, and grandfathered in to support ever-evolving needs

Relationship building is time consuming, and large-scale data collection is resource intensive

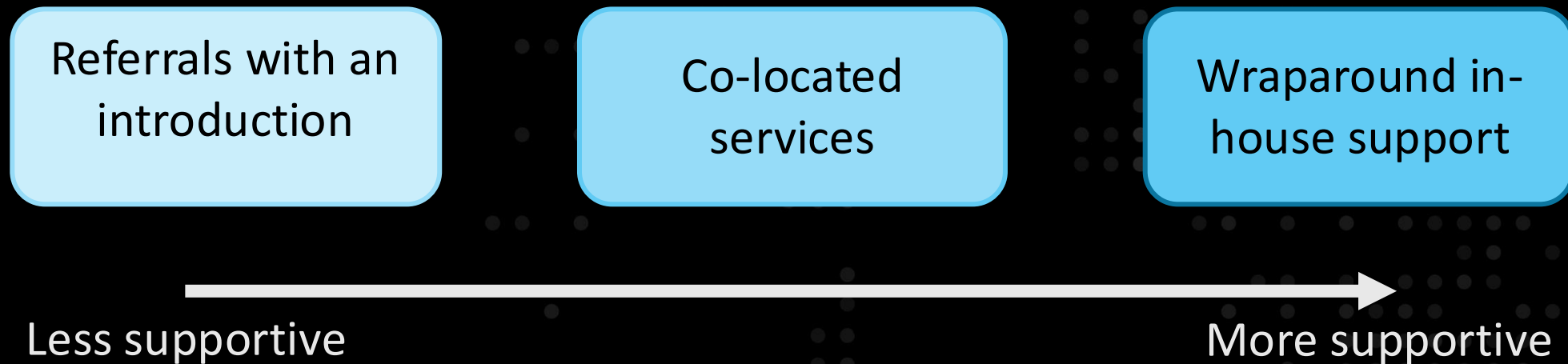
*Something needs to change*

# ••• Where We Want to Be

Integrated Service Delivery connects support systems both horizontally and vertically [1,2]



# ••• Where We Want to Be



*The “No Wrong Door” principle supports a continuum of care <sup>[3]</sup>*

## ••• Where We Want to Be

Formalized framework for service provision

Established definitions, procedures, roles, and requirements <sup>[4]</sup>

Open communication between sectors

More supportive system navigation<sup>[5]</sup> and lower drop-out rates<sup>[2]</sup>

Dedication to building relationships

Inter-sector trust and respect<sup>[6]</sup> and more supportive care<sup>[7]</sup>

Shared information systems and pathways

Decreased burden on providers<sup>[8]</sup> and high quality data collection<sup>[9]</sup>

# •• What Is In the Way

1. Lack of standardization within and between sectors



*Tensions arise when organizations aren't working from the same foundation<sup>[3]</sup>*

# ••• What Is In the Way

## 2. Lack of trust between service providers

Hesitance to collect data on vulnerable populations without know how it will be used

Navigation of different priorities and perspectives on how to best serve clients

## •• What Is In the Way

### 3. Uncertainty about roles, capabilities, and willingness to provide adequate care

What services does this organization provide?

Does this agency have the capacity to help right now?

Will clients' needs be met in a trauma-informed way?

# ••• What Is In the Way

## 4. Insufficient information is being shared

Limitations in the case management systems being used

No clarity on what information should be shared

Concerns about client privacy and confidentiality

Not enough hours in the day to share data with other providers

## •• How We Get There

01

**Establish** a central point of contact for multi-agency initiatives

02

**Develop** a set of standard definitions, principles, and practitioner tools

03

**Create** policies on data sharing, and make privacy information easily accessible for all

## ••• How We Get There

04

**Share**  
institutional  
knowledge  
between service  
providers

05

**Invest** in co-  
location  
initiatives that  
bring together  
many sectors

06

**Allow** the  
Integrated Service  
Delivery system to  
mature naturally,  
don't mandate it

## •• How We Get There

07

**Work** towards a No Wrong Door system to decrease the burden on clients

08

**Increase** ongoing cross-sector training and education opportunities

09

**Support** the implementation of a common data management system

# ••• References

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