



IIMHL 2019 Washington DC Leadership Exchange

Match Visitor* Information Pack

2019 Theme: “Leading the Way Forward: Access, Accountability and Action”

The overarching theme reflects current US and international priorities around leadership in the mental health and addictions field. *Leading the Way Forward: Access, Accountability and Action* - was chosen to reflect the horizontal work being undertaken in the US by the Interdepartmental Serious Mental Illness Coordinating Committee (ISMICC) established in 2017 in accordance with the 21st Century Cures Act. The first ISMICC report to Congress in December 2017 was titled: *The Way Forward: Federal Action for a System That Works for All People Living With Serious Mental Illness and Serious Emotional Disturbance and Their Families and Caregivers*.

About the Theme:

Each of the words in the theme is meaningful in the both the US context as well as in the broader international context.

- *Leading the Way Forward* was chosen to reflect the ISMICC Way Forward and the IIMHL/IIDL focus on leadership

Many Match topics and the current international dialogue fit within at least one of the three headings. For example:

- *Access* is about ensuring availability of high quality services and a focus on people with lived experience of mental health distress and disability
- *Accountability* addresses systems and supports to ensure effectiveness and outcomes for people, families and communities
- *Action* speaks to engaging all partners in all sectors and across the lifespan, in enacting meaningful change in supporting healthy people in healthy environments.

**A “visitor” is the person who will travel from another country to the US or Canada to take part in the two-day Match. They will be invited to co-produce the agenda with the Match host.*

Visitors will come from many countries and primarily from the nine IIMHL member countries: Australia, New Zealand, USA, Canada, England, Scotland, Republic of Ireland, Sweden and the Netherlands.

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1. The IIMHL 2019 Washington DC Leadership Exchange

Date	Activity
Monday 9 & Tuesday 10 September 2019	Matches between visiting leaders and hosts on specific topics throughout the US and Canada
Wednesday 11 September	Travel day, optional meetings, and welcome to Washington DC at the Network Meeting reception on Wednesday evening for the two-day Network Meeting among leaders
Thursday 12 & Friday 13 September	Network Meeting in Washington DC for leaders attending the full week-long Leadership Exchange

2. IIMHL Background Information

Since its inception in 2003, IIMHL has undertaken thirteen week-long Leadership Exchanges. Many hosts and visitors from prior IIMHL Leadership Exchanges have developed partnerships whereby participants maintain an ongoing connection. This has resulted in several types of information exchange all aimed at improving mental health and addictions outcomes and services:

- Staff exchanges
- Implementation of service improvements and best practice
- Peer reviews of mental health and addictions services
- Collaborative projects and research
- Problem solving

Further information about IIMHL and past activities is available on the website www.iimhl.com.

The potential of these collaborations is limitless and it starts with each leader’s involvement in a Leadership Exchange.

3. Overview of the Match Process

IIMHL is delighted that you are able to participate as a visitor in the 2019 IIMHL Leadership Exchange and we thank you for being willing to share your wisdom, knowledge and experience. 2019 will be IIMHL's 14th Leadership Exchange.

IIMHL works to prevent mental distress and disability and improve outcomes by improving leadership, innovation and best practice among countries. IIMHL seeks to achieve this by:

- Developing leaders who influence the conditions for positive mental health in all sectors across the life span
- Developing leaders who deliver the best possible outcomes for people who use mental health and addictions services and their families.

Match Topics

Matches are two-way learning events where hosts and visitors share innovations and challenges. IIMHL uses a set "topic" approach and encourages the establishment of ongoing learning collaboratives among countries (for example the child and youth group have been connecting and sharing innovations for several years).

Leaders choose the topic-based match they wish to attend. These matches often develop into return visits where host leaders travel to see visitors that they hosted in prior exchanges. Or they may involve new or emerging leaders matched with more experienced leaders.

The US and Canada will have agreed on key topics that fit within the theme of **"Leading the Way Forward: Access, Accountability and Action"**. Up to 30 concurrent two-day meetings or "Matches" will be on these topics, some of which have been key topics in the past (e.g. child and youth promising practices, Indigenous mental wellness). Match sites will be across the US and Canada. The complete list is on www.iiiml.com as of late February 2019.

Learning Collaboratives

IIMHL is committed to improving the quality and value of mental health and addictions prevention and care. There is often a gap between what we know that works and what we do to assure the most effective approaches are rapidly implemented. The match process is intended to build international partnerships between leaders to share creative and innovative approaches through active learning collaboratives. IIMHL encourages match participants to partner and move towards becoming members of a learning collaborative.

To maximize learning and sharing, past hosts and visitors have provided feedback that the ideal number of participants in a match is between 3 and 20. However, visitors should not be discouraged if they are part of a match with only one or two visitors as these small matches have often turned out to be excellent opportunities for in-depth knowledge exchange and relationship building for both the visitor(s) and the host.

4. Being a “Visitor”

When Visitors sign up to a match, they receive automated emails indicating that they are now part of a match as a visitor. It is up to your host to make direct contact with you as a visitor, and to co-produce with you an agenda for the two-day learning intensive. A unique feature of the matches is the co-production of the agenda/program with your hosts, as past evidence shows this to provide the best outcome for the match as well as setting the stage for on-going collaboration.

All visitors and hosts will have completed an IIMHL membership record and will have registered to attend the match, and in many cases, the full week-long Leadership Exchange.

Some visitors and hosts may have been involved in past Leadership Exchanges and others may not have. Visitors who are attending for the first time may need to contact the host for more information by email so that when they arrive they know what to expect. In addition, all visitors will need to know the recommendations for which hotel they should book while they are attending the match and any directions to help them reach the match venue on the first day. The host should provide this information to the visitors.

Consistent feedback is that hosts really appreciate the effort that visitors put into making the match a rewarding experience. (*“Hosts” are those who lead the co-production of the agenda/program for the two-day Match. A Host Pack is provided to them with similar information as that found in this Visitor Pack.*)

**Effective and early email communication between visitors and hosts
is the key to a successful match.**

5. Visitor Tasks for 2019

The core tasks of the visitor are documented in the three sections below: before, during, and after the match:

Before the Match:

- If you are not already an IIMHL member, be sure to complete your IIMHL membership record at www.iimhl.com
- Once you have begun to receive emails advising you of your host, connect with them by email to find out more about them.
- Do not be discouraged if there are only a small number of visitors in your match. The ideal match size has been found to be between 3 and 20 participants, however keep in mind that matches with only 1 or 2 visitors have often turned out to be excellent opportunities for in-depth knowledge exchange and relationship building for both the visitor(s) and the host(s).
- It is really important to communicate to your host what you want to see and learn - What do you want to discuss? Who would you like to meet? What site visits would really bring the match topic alive? What would you like to present? What are your expectations of fellow participants and the process? Are there particular ground-rules that are important to you?

New for 2019: Cross-Cutting Themes

Match visitors are asked to consider the following cross-cutting themes as they work with their hosts to design their match:

- The voices of peers and people with lived experience, including as participants in the match
- The voices of youth leaders, including as participants in the match
- The roles of families and carers, including in the match
- Prevention as well as treatment
- The role of financing and alternative payment models
- The potential for technology
- The idea of “gamechangers” for your match topic and the potential for disruption of the status quo

- Your host will ask all participants to circulate relevant information about themselves among the group - their organizations and their work. This can be done as a closed Facebook or WhatsApp group or via email.
- Please state if you have any special requirements (e.g. food, mobility, hearing, vision issues) that need to be factored in to your arrangements.
- The host will plan the venue and morning and afternoon breaks and lunch for both days. (Note that while the host is not required to pay for the food/refreshments, this is always appreciated by the visitors and can be a more efficient use of time if catered to the meeting location.) Dinners on Monday evening may be a great way to extend the networking time, with visitors picking up their own costs.
- The host will develop an agenda or program with the above information in mind and check it with you and other visitors to see that it meets your learning needs. The host will allow some breathing space and reflection time as part of the program, including at the end of the afternoon sessions.
- Part of the agenda is usually a brief presentation from each visitor/participant about their role/service/country. Please inform your host about any audio-visual requirements you may have.
- Hosts have often engaged their own staff to participate in the program as an added benefit to the host organization of having overseas visitors. Likewise, when appropriate, hosting leaders are encouraged to make their facilities and staff available for the visitors to observe and where possible participate in day-to-day activities, as an example of a site visit.

In the past, visitors have appreciated programmed activities like:

- The opportunity to describe their work in a brief presentation (which may also include brief demographic and/or epidemiological information on their country/service and hearing about the host’s role as above - i.e. their work, demographics and challenges)
- Discussing particular challenges with which they may require help (e.g. a brainstorm with the group)
- To visit organizations that are similar to theirs
- To meet local experts in an area of interest (e.g. local expertise in consumer or peer-led services, academic areas, or Indigenous, clinical or family issues)
- Discussion of possible collaborative projects (e.g. writing a joint discussion paper or research or other forms of on-going learning)

More informal social activities have included:

- A shared meal (the expectation is that visitors will pay for themselves)
- A visit to a local tourist spot – hosts may check out what’s happening on the two nights in their region, as there may be a great local event visitors could attend

In the past, leaders have not found these activities useful:

- “Death by PowerPoint”
- Lack of time to have general open discussions
- Over-scheduled days

During the Match:

- Hosts may draft outcomes that leaders would like to achieve as you start (then check to see if they have been achieved at the end of Day Two). Hosts may also check in with Visitors in how things are going at the end of Day One. Feel free to raise any issues with the group at any time or with the host privately (e.g. any program changes that you might want or any practical problems/queries that you might have).
- Help the host and other visitors document/capture the main issues/ideas generated in the course of the match. The Match Summary Template mentioned below is a good tool to achieve this.
- Think about how you would like to build this meeting into an on-going collaborative.

Match Reporting Requirements - Managed by the host

Required Reporting for IIMHL Website:

All match hosts will be asked to complete a straightforward Match Summary Template, which will be placed on the IIMHL website after the Leadership Exchange

Reporting into the Network Meeting:

Many leaders who have not attended your match will want to know all about it! To help them understand more about your match, there are two options for reporting into the Network Meeting on the Thursday/Friday:

1. The Match host will lead a 90-minute Spotlight session about your match during the breakout sessions, possibly twice, should space and time allow.
2. Six Longstanding Matches/Ongoing Collaboratives will be showcased in a panel format during a plenary session.

- Your host may also wish to undertake a more formal evaluation of the match.

After the Match:

- The host will circulate the match summary template, which can serve as a draft record of the two days, including any action points, to all participants for comment/approval.
- The host will ask for someone to take charge of following up on the action points. This is important as leaders often get tied up in their day-to-day work and may find it hard to re-focus on the action plan.
- You, your host and other visitors may have launched a learning collaborative – if so, be part of the planning process – people, actions and dates.
- If your match has done an evaluation – the host will circulate the results to the group.

Enjoy your learning!