Mapping Comorbidity Treatment Service Models  (N.B. boxed area represents the focus of the current research)

**Context**
- Urban / rural location & Population demographics
- Density of service system & Workforce issues
- Regulatory & funding frameworks

**Inputs**
- Service structure, (e.g. stand-alone, part of larger organization)
- Management Structures
  - consumer participation
- Organizational Philosophy
- Workforce
  - composition, qualifications
  - volunteers—skills & roles
- Service promotion
- Service links
  - types of relationships with different types of organizations
  - Costs & funding for links

**Service System Elements I (policies & procedures)**
- Intake processes
  - assessment of client need including screening for comorbidity
- Treatment protocols
  - Guidelines re treatment (external, internal)
  - Guidelines re: other aspects of treatment (e.g. cultural & gender sensitivity)
- Referral processes / procedures / protocols & communication with other providers
- Staff training in service policies & procedures
- Staff training, skills & supervision in assessment, treatment & comorbidity specialization
- Continuous Quality Improvement program

**Service System Elements II (practices)**
- Treatment provided
  - “appropriate”
  - evidence-based
- Timing of delivery
  - sequential
  - parallel
  - integrated
- Use of care / treatment plans (communicating treatment goals/methods)
  - involves consumer / carer
  - involves all providers (internal & external)
- Strategies to support client self-management post treatment
- Use of referral / communication / feedback for others involved in clients’ care (or who should be)
- Cost per client episode of treatment

**Client Impact**
- Treatment completed
- Treatment goals achieved
- Client has capacity for self-management
  - Capacity for early intervention
- Use of referral / communication / feedback for others involved in ongoing care are aware of client status

**Outcomes**
- Improved client health and wellbeing
- Improved social functioning
- Reduced MH symptoms
- Less or less harmful AOD use
- Less need for services, particularly acute

May include: