

## **How do we make our dreams come true by working in an Open Dialogue approach with people in crisis, their families and social networks?**

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The presentation will be conducted by:

- a psychiatrist with several years of experience of working at a psychiatric ward as well as other mental health units in a multispecialty hospital covering the entire poviát of Nowy Targ and part of the Tatra one. Since its inception the hospital has organized inpatient and specialized care for the residents of these 2 counties jointly with hospital in Zakopane;
- Head of the Community Mental Health Center operating at a multispecialist hospital in Nowy Targ within the framework of the Knowledge Education Development Operational Program, experienced in the strategic programming of socio-economic development in the poviát of Nowy Targ as well as in project management.

In the presentation, the implementation of change and building organizational culture will be discussed from two perspectives:

1. managing and building shared responsibility of all employees for the structure and the style of working at the MCZP. Changing the thinking from an oblique management system to a horizontal one, in order to maintain the integrity between the way of working with families and clients and the manner in which we build and maintain relationships, as well as the internal management the organization performing the work. We will also discuss plans to expand such a model of cooperation with a network of social, self-governmental, medical and educational institutions in the Nowy Targ and Tatra poviats.

2. The experience of working at the Community Mental Health Center in Nowy Targ includes the integration of the inpatient work at the Self-Help Club, the Psychiatric Day Care Unit, the Mental Health Outpatient Clinic (psychiatric care, psychotherapy, psychological diagnosis, medical diagnosis and nursing care in the treatment room) and care in the community involving working in the patient's home: with the patients, with their families. It also encompasses the work of social assistance institutions and primary health care.

The assumptions adopted from the Open Dialogue approach constitute the starting point for the implementation of the community work - but also part of the inpatient work.

The presentation will include the experience gained so far by various professionals who have completed the Open Dialogue course and are trying to integrate the knowledge gained there into their existing manner of working.