

SKILL HIGHLIGHTS/ACHIEVEMENTS

Strategic Planning

- Regional Discharge Transition Protocol; South Island System Review; PES Renovation Project Manager.
- Provincial government commitment to develop 500 new addiction beds by 2017, including the inter-related grants provided to the Community Action Initiative and Centre for Addiction Research in BC.
- Provincial Quality, Health and Safety Secure Room Standards and Guidelines requiring involvement and negotiations with unions, occupational health and safety, psychiatrists, clinician and senior leadership in health authorities and Ministry.
- Provincial program/service standards and evaluation framework development.
- Inter-ministerial protocol development (i.e. Child & Youth Transitions; Developmental Disabilities Mental Health, Education).
- Multi-discipline and multi-ministerial program development and implementation across non-profit and government organizations. Provincial, Federal, and Internationally focused project work.
- System transformation via development of networks of service providers/professionals, clients, family and public.

Leadership

- Project Manager, Island Health South Island MHSU Access and Care Transitions Strategy
- Mental Health and Substance Use co-lead on the Integrated Primary and Community Care (IPCC) Implementation Leadership Committee (Provincial).
- Ministry of Health Director, regularly providing policy and issues management advice to senior executives and preparing briefing materials.
- Coverage for IPCC Executive Director; advise Health Authorities Division Executive Directors and Assistant Deputy Minister; present at senior management tables including MHSU Planning Council, Integrated Primary, Acute and Community Care Committee; have briefed the Minister of Health directly.

Evidence-Based Substance Use and Mental Health Expertise

- Project lead on provincial projects to develop provincial frameworks in Assertive Community Treatment, Intensive Case Management Teams, Integrated Primary and Community MHSU care, and homelessness.
- Support the integration of SU and MH perspectives in TeleMHSU, psychosocial rehabilitation, suicide, trauma, the Burnaby Centre, and developmental disabilities.
- Provincial lead on the development of evidence-based service frameworks, standards and guidelines, evaluation frameworks, knowledge exchange and community of practice approaches.
- Research lead on three best practices in youth addiction services contracts with the Alberta Alcohol and Drug Abuse Commission (AADAC) and support researcher on New Brunswick DTFP evaluation.
- Recipient of Ministry of Health Leader of the Peoples Choice Award for Innovation (2012) and Premier's Award for work on the Homelessness Intervention Project.

EDUCATION

*Social Dimensions of Health (PhD program) (2017 **deferred**)*

University of Victoria, BC

Masters of Health Studies in Leadership (MHS), 2003

Centre for Nursing and Health Studies, Athabasca University, AB.

Bachelor of Science (B.Sc.), 1988

Psychology Major, University of Lethbridge, AB.

EMPLOYMENT HISTORY

2014 – Current Island Health

- Special Projects Director, MHSU
- Acting Operational Director, South Island MHSU
- Project Manager, South Island MHSU Access and Care Transitions

2008 – 2014 BC Ministry of Health

- Director, Substance Use & Mental Health, Health Services Division (2013–2014)
- Manager, Mental Health & Substance Use, Health Authorities Division (2010–2013)
- Senior Policy Analyst, Mental Health & Addictions, Health Authorities Division (2008-2010)

1993 – 2012 Management & Training Consultant (Private Contractor)

Provided comprehensive management consultation services (literature reviews, program reviews/evaluations, project management support, quality improvement, and policy recommendations) and training programs (involving workshop coordination, team training, individual and group facilitation, and role play teaching) on a provincial and national basis. *Client list included:*

New Brunswick Department of Health
BC Council for Families
Alberta Alcohol & Drug Abuse Commission
Alberta Health & Wellness
Provincial Health Services Authority, BC
Caring for First Nations Children Society
Catalyst Health Care
Ministry of Attorney General, BC
Health Canada FPT Committee of Officials (Seniors)
Veteran's Affairs Canada

BC Corrections Branch, Drug & Alcohol
Council for Safe Alberta Workplaces
Committee
Suicide Prevention Training Programs
Ministry of Employment & Income
Assistance
BC Ministry of Child & Family
Development
Ministry of Health, Mental Health &
Addictions
Health Canada Acute Care and
Technology Unit

1995 – 2003 Alberta Mental Health Board

- Director of Quality Management & Accreditation, Community Mental Health Services (2000-2003)
- Regional Mental Health Services Manager, Health Authority 5 (1997–2000)
- East Central Zone Planner (1995-1997)

1990 -1995 Suicide Prevention Society of Red Deer, AB

- Program Director, not-for-profit community agency for central Alberta, accountable to Office of the Provincial Suicidologist.

RELEVANT PROJECT MANAGEMENT/STRATEGIC LEADERSHIP ACTIVITIES

Office of the Ombudsperson 2019 Review – Provincial Regional Implementation Working Group BC Secure Room Standards and Guidelines – Provincial and Regional Working Groups	Project Lead	2019 - Current
Capital Planning - Psychiatric Emergency Services Renovation Project - Pembroke Campus revisioning - Licensed Care Planning	Project Manager	2017 -2018
South Island MHSU Access and Care Transitions Strategy - Regional Recovery Oriented Care Framework - Accreditation 2018 Survey - Regional Discharge Transition Planning Procedure - South Island MHSU System Review - Psychiatric Emergency Services QI Strategy - ED/PES/Police Working Group (Intake form, Missing Persons reporting) - Support to Site Chief, Department of Psychiatry	Project Manager	2014 - 2019
Provincial 500 Substance Use Beds initiative	Project Lead	2013 - 2014
Designated Mental Health Facility Quality, Health and Safety: Provincial Secure Room Standards and Guidelines	Project Lead	2009 - 2013
Intensive Case Management Team Standards & Guidelines	Project Lead	2013 - 2014
Provincial MoH/HA/MCFD Youth Mental Health Transition Protocol Agreement	Project co-lead	2012-2014
Integrated Models of Primary Care and Mental Health and Substance Use Care.	Primary Author	2011-2013
Assertive Community Treatment Provincial Advisory Committee (Standards of Care, Evaluation Framework, Community of Practice)	Project Lead	2008 – 2013
Cross-Ministry Transition Planning for Youth with Special Needs Protocol Working Group	Member	2009 – 2012
Provincial Clinical Suicide Framework Committee	Member	2009 - 2010
MoHS/CLBC/MCFD Provincial Working Group	Member	2008 – 2012
Homelessness Intervention Project Service Framework	Author	2008 - 2009
Alberta Mental Health Board Collaborative Evaluation of Suicide Bereavement Support Services	Project Lead	2007 - 2008
AADAC Evaluation of Better Together Schools Pilot Projects	Project Lead	2007
AADAC Youth Substance Use Prevention in Schools: Literature Review	Project Lead	2006 - 2007
AADAC Youth Treatment: Literature Review	Project Lead	2005-2006

AWARDS

- Prosci Change Management Certification
- Premier's Award: Homelessness Intervention Project 2011/12 Partnership Award
- Ministry of Health: Advanced Care Planning Implementation Team 2012 Peoples Choice Award for Innovation

REPORTS & PUBLICATIONS:

Ministry of Health (2014). *BC Secure Room Standards and Guidelines*. Victoria, British Columbia: Author.

Ministry of Health (2014). *Intensive Case Management Team Standards and Guidelines*. Victoria, British Columbia: Author.

Ministry of Health (2013). *Integrated Models of Primary Care and Mental Health and Substance Use Care*. Victoria, British Columbia: Author.

Ministry of Health & Ministry of Housing and Social Development (2009). *Homelessness Intervention Project (HIP) Service Framework*. Victoria, British Columbia: Author.

Alberta Health Services – Addiction and Mental Health. (2009). *Evaluation of Better Together Schools pilot projects: Summary report*. Edmonton, Alberta, Canada: Author. Available from: <http://www.albertahealthservices.ca/Researchers/if-res-btsp-summary-report-final.pdf>

Leavey, J.A.E., Flexhaug, M. and Ehmann, T. (2008). Review of the literature regarding early intervention for children and adolescents aged 0-15 experiencing a first episode psychiatric disturbance. *Early Intervention in Psychiatry*, 2(4), 212-224.

Flexhaug, M. and Yazganoglu, E. (2008). *Best and Promising Practices in Suicide Bereavement Support Services: A Review of the Literature*. Calgary, Alberta: Alberta Mental Health Board.

Flexhaug, M. and Yazganoglu, E. (2008). *Snapshot of Suicide Bereavement Support Services in Alberta*. Calgary, Alberta: Alberta Mental Health Board.

Yazganoglu, E., Flexhaug, M. and White, J. (2008). *Logic Model, Evaluation Framework and Tools*. Calgary, Alberta: Alberta Mental Health Board.

Flexhaug, M, Yazganoglu, E, Chaulk, P, and Sekhon, P (2007). *Evaluation of the Better Together Schools Pilot Projects*. Edmonton, Alberta: Alberta Alcohol and Drug Abuse Commission.

Alberta Alcohol and Drug Abuse Commission (2007). *Youth Substance Use Prevention in Schools: Literature Review - Technical Report*. Edmonton, Alberta: Author.

Alberta Alcohol and Drug Abuse Commission (2007). *Youth Substance Use Prevention in Schools: Literature Review - Summary Report*. Edmonton, Alberta: Author.

Flexhaug, M (2006). *Change Management Plan for the WebCare System in Long Term Care Facilities*. Roshan Management: Victoria, British Columbia.

Alberta Alcohol and Drug Abuse Commission (2006). *Youth Detoxification and Residential Treatment Literature Review: Best and Promising Practices in Adolescent Substance Use Treatment Final Report*. Edmonton, Alberta: Author. See: <http://www.albertahealthservices.ca/Researchers/if-res-youth-detox-res-tx-lit-review-final-report.pdf>

Alberta Alcohol and Drug Abuse Commission (2006). *Youth Detoxification and Residential Treatment Literature Review: Best and Promising Practices in Adolescent Substance Use Treatment Summary Report*. Edmonton, Alberta: Author See: <http://www.albertahealthservices.ca/Researchers/if-res-youth-detox-res-tx-lit-review-summary-report.pdf>

Roshan Management. Authors: Yazganoglu, E. and Flexhaug, M. (2006). *Planning for Electrophysiology Services*. PHSA: British Columbia.

Atlantic Evaluation Group Inc., Amanda Parriag and Associates, Global Tiger Systems Solutions (2004). *The Costs of Abuse of Older Adults in Canada: Interim Report*. Winnipeg, MB: Federal / Provincial / Territorial Working Group on Seniors Safety and Security.