

# Our Voice

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Capital Health Addictions and Mental Health Program

## Improving Quality of Care through the Addictions Liaison Service

No two days are alike working in an emergency department but especially so for Susan McDevitt. Susan is the full-time social worker who delivers much needed addictions liaison support to the Dartmouth General Hospital's emergency department, and other acute care units, to improve quality of care for clients with addiction-related issues.

Prior to this service being introduced in 2012, the unique needs of clients with substance use disorders, addictions, or concurrent disorders, were difficult to address while in the emergency department or other acute care units. Staff often referred patients to the Addictions Program by providing the phone number for the Addictions Central Intake. However, upon discharge from hospital, there was no way to ensure that the patient followed up with the needed service, nor was there any way to alert the Addictions Program of the patient's need for follow up care.

Now, Susan is embedded full-time as part of the emergency department team at the Dartmouth General Hospital and also supports other units in the hospital. In her role, she provides

screening, collaborative assessment, treatment and discharge planning, brief intervention, motivational interviewing, bedside intakes into addictions programs, and does follow up with clients in the community. In addition, she provides support and guidance to patients, staff and other health care professionals in navigating services of the Capital Health Addictions and Mental Health Program.



Susan McDevitt in her office at the Dartmouth General Hospital.

Since January of this year, Susan has received over 250 referrals from various units within the Dartmouth General Hospital, including emergency department, family medicine, intensive care, surgery, and respirology, as well as from units at The Nova Scotia Hospital. Since the introduction of this role the Addictions Program has strengthened its

relationship with the Dartmouth General Hospital and improved quality of care for clients by ensuring timely support and access to programs, as well as continuity of care between services.

Given the success of this position, a similar role is currently being piloted at the Halifax Infirmary.

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## The Behavioural Family Therapy Team Needs You!

Join the over 60 mental health providers who are trained in Behavioural Family Therapy (BFT) across the Capital Health Addictions and Mental Health Program. As a BF Therapist, you will facilitate the sharing of information between the person experiencing the mental illness, their family and the mental health service. You will also be able to collaborate with the family to build on their capacity to communicate and problem solve in a positive way.

Throughout the five days of training, you will have the opportunity to learn the skills needed to facilitate BFT. Once you have completed training, you will be able to draw on

the experiences of the over 60 clinicians and five trainers who are already incorporating BFT into the work that they do. In the beginning, you will be working in pairs to continue the learning and attending supervision sessions monthly or bi-weekly. You will be expected to work with a family as soon as possible after the training. You will also get support from biannual network meetings.

The training will be held from November 4—8 at the Cobequid Health Centre. To apply, discuss with your manager, complete an application and submit it to Cheryl Billard at [cheryl.billard@cdha.nshealth.ca](mailto:cheryl.billard@cdha.nshealth.ca).

## Quality and Patient Safety Review

### A Reorganization of the M & M Process and Committee

BY Susan Hare, Program Leader

Patient Safety is an integral part of our every day work and also finds a solid footing in the Quality Framework. A change of how quality and patient safety reviews are organized is being implemented with the initial phase starting with the morbidity and mortality reviews this past year. Thanks to the work of Dr. Sadek (chair) and the M & M Committee, we were able to build off the work they had completed.

The Quality Patient Safety Steering Committee has been formed and is part of Capital Health's quality and patient safety improvement program. It was formed for the purpose of improving education and medical and hospital care or practice. It is currently being co-chaired by Dr. Scott Theriault and Susan Hare and the membership is in the process of being finalized.

#### What is the same?

Significant patient safety incidents are reported to your manager and to the Department of Psychiatry Clinical Director (currently, Dr. Scott Theriault) and must be entered into the Patient Safety Reporting System (PSRS) (significant would typically be classified at 7 or 8 in the PSRS). These events are those requiring emergent intervention to sustain life and lead to prolonged hospitalization, long term care, or hospice and those leading to a drastic outcome, such as death.

## The Choice and Partnership Approach (CAPA)

CAPA has been implemented in a few of the addictions and mental health programs in Nova Scotia, and is supported by the Department of Health and Wellness to address their strategic priority of, "Shorter Waits, Better Care".

*Reduce wait time for mental health services to meet standards by introducing new ways to provide care, such as CAPA which includes first visit of individuals and families shortly after they have been referred, in order to get into the treatment sooner and get matched up with the clinician with the expertise to best meet their needs.*

CAPA offers the opportunities to recognize what we are doing well, enhance what needs to be tweaked, build on what we have already been focusing our efforts on and address those pieces of our work that continue to come up as areas of concern and need attention.

Community Mental Health has created a CAPA Steering Committee to create a consistent approach to explore, implement and evaluate CAPA. Members consist of frontline clinicians and health services managers from the community mental health clinics and addictions program. There will be opportunities for broader input as the project progresses.

For more information, contact Patricia Dauphinee at [patricia.dauphinee@cdha.nshealth.ca](mailto:patricia.dauphinee@cdha.nshealth.ca). **Watch for future updates!**

Quality Review Teams will meet with the clinical team to identify key learning points for education and system change. Each Review Team has a designated leader.

This is a peer review process with a focus on **fact finding and not fault finding**.

#### What to expect?

The review teams start by asking the person most knowledgeable about the case to provide a short case review and summary of the information related to the incident. Then a discussion period will follow to support both the clinical and the review team to make appropriate and relevant recommendations.

#### What is different?

The Quality Patient Safety Steering Committee has created an accountability loop to ensure recommendations are acted upon in a timely and efficient manner. Each recommendation is designated a lead person to follow up on the recommendations and a requirement to report back when the recommendation has been implemented or any barriers to implementation.

We will be offering education on how to complete a review, how to formulate recommendations and support the review teams in developing skills for this quality improvement work.

#### What is next?

The Committee is in the planning stages to incorporate Quality Review of incidents with a lower classification (i.e. classifies in PSRS 1—6) to find trends and themes to support and guide quality improvement and patient safety processes. More information about this will become available over the next year.

If you have any questions, please contact Laura Anckorn at [laura.anckorn@cdha.nshealth.ca](mailto:laura.anckorn@cdha.nshealth.ca).

## Skating our way to Wellness

BY Julia Wilson, Recreation Therapist

Thanks to the generosity of the Mental Health Foundation of Nova Scotia, patients on the Mayflower Unit have been able to experience a variety of recreational activities.

The Mayflower Unit is a 22-bed, acute care psychiatric inpatient unit with a full health care team, including recreational therapists. Recreation therapy promotes quality of life through programs that increase access to recreation, helping patients meet their physical, cognitive, emotional, spiritual and social needs, contributing to a more balanced and life-long healthy lifestyle.

**Come On, Get a Move On**, is a project that focuses on recovery by providing an opportunity to get physical and improve healthy coping strategies.

A group of seven, travelled to Homegrown Skateboards, located in LaHave, Nova Scotia, which produces and shapes all of their boards by hand using 100% East Coast hard rock maple.

One client stated, "This trip changed my life. It was amazing to see that he makes a living from his passion and creates everything from hand using wood from Nova Scotia. It really inspired me to be able to talk to they guy who actually made this deck I

get to skate."

Another patient commented that they really enjoyed learning about the history of the building and that they hadn't felt that good in a long time.

Although the trip to purchase the skateboards is now complete, the project is sustainable as skateboarding along the trail behind the hospital is an ongoing activity.

The comments and continued activity support the purpose of this project, as the patients were able to learn new coping strategies as well as build self-confidence, independence and increased physical activity which contributed to improving their overall quality of life.



## Kayaking for Mental Health

BY Megan Turetzek-Windsor, Recreation Therapy Associate



In late July, recreation therapy on the Mayflower Unit kicked off the **Meditative Spaces Project**, which provides individuals with the opportunity to engage in alternative strategies for stress reduction and relaxation. This is a three-part project, providing opportunities to participate in kayaking, meditation and horseback riding and has been generously funded by the Mental Health Foundation of Nova Scotia.

Individuals from the Mayflower Unit participated in a guided kayaking tour at East Coast Outfitters located in the historic and picturesque community of Lower Prospect.

For most of the participants it was their first time in a kayak. The guides provided lessons on how to properly paddle and steer the boats, giving individuals the opportunity to learn new skills, experience the outdoors, build self-confidence and increase physical activity.

One of the participants described the experience as calming and that it helped to clear his mind.

Participants were given information on affordable and low cost opportunities for kayaking independently.

Dr. Bhalla, psychiatrist, Mayflower Unit, commented on the Meditative Spaces Project stating, "This project allows patients to engage with one another in a stress free and fun environment. It also reduces self stigma by providing patients with the opportunity to engage in activities within the community, minimizing the effects of mental illness and promotes exercise and healthy living."

We were back on the water in August, and we have two more dates in September and October planned!

*One of the participants described the experience as calming and that it helped to clear his mind.*



## Upcoming Events and Education Sessions

### October 6—12, Mental Illness Awareness Week

#### Tuesdays, 12:15—1:30 pm

##### [Inter-professional Education Sessions](#)

Hugh Bell Lecture Hall, NSH

October 8—“Environmental Smoking Cues and Cigarette Craving”, Hera Schlagintweit, Marie-Eve Couture & Dr. Kim Good

October 15—Occupational Therapy, Janice Hussey, Brian Cooper, Kerry Earle & Joanne Boyd

October 22—“Innovations in Care”, Jane Hughes

October 29—“Exploring the Human-Animal Bond”, Julia Fitzgerald & Jacqueline Connors

#### Wednesdays, 8:30—9:30 am

##### [QEII Academic Rounds/Dalhousie University Rounds](#)

AJL, Room 4074

October 9—University Rounds: “DSM-5: A Critical Overview”, Dr. Michael First

October 16—“Helpless to Healthy: Finding the Value in Distress”, Dr. Eva Adriana Wilson

October 23—Mood Disorders, Dr. Martin Alda

October 30—Addictions, Dr. Ron Fraser

#### October 4—6, Halifax

##### [Cognitive Behavioural Therapy for Insomnia \(CBT-I\) Workshop](#)

The 2013 Canadian Sleep Society Conference Organizing Committee is pleased to offer this workshop led by Dr. Judith Davidson, Ph.D., C. Psych. From the Kingston Family Health Team and Queen’s University. Please visit, <http://www.canadiansleepsociety.ca/publisher/articleview/frmArticleID/364/>, for more information.

#### October 5, Halifax

##### [Hugs for Mental Health](#)

Please join The Mental Health Foundation of Nova Scotia and their partners, Thrive! Halifax (Maritime Forces Atlantic, Capital Health, Government of Nova Scotia, and HRM) with FX101.9 Country Radio to share our “Hugs for mental Health” mobile

giving campaign at the Halifax Shopping Centre, 10 am—2 pm, to kick off Mental Illness Awareness Week (October 6—12).

#### October 7, Halifax

##### [Putting the Pieces Together for Mental Health \(Public Forum\)](#)

Admission: 10 am, Forum runs from 11 am—3:30 pm

Halifax Forum (Almon St. Entrance), 2901 Windsor St.

A light lunch will be provided. Free Admission, All welcome!

#### October 8—December 17, Halifax

##### [Centre for Emotions and Health—Fall Course, Focus on Major Depression](#)

Tuesdays this Fall, 3—4:30 pm

Abbie J. Lane Building, 8th floor Conference Room

For more information or to apply, please email [Genevieve.MacIntyre@cdha.nshealth.ca](mailto:Genevieve.MacIntyre@cdha.nshealth.ca).

#### October 10, Dartmouth

##### [6th Mental Health Community Festival of Hope](#)

Join community members to raise mental health awareness and celebrate World Mental Health Day.

2—5:30 pm, Alderney Landing, Dartmouth Waterfront

Festival is free to attend; all are welcome!

#### October 21—25, Wolfville

##### [Integrated & Experiential Cognitive Behavioural Therapy: 5-Day Intensive Workshop](#)

Workshop Presenter: Dr. Sanjay Rao, MD, FRCPsych, MBA, Head of Psychiatry, AVDHA and Associate Professor of Psychiatry, Dalhousie University.

8 am—4:30 pm, The Blomidon Inn, 195 Main Street, Wolfville

Course Fee: \$595, Register at <https://www.eplycom/5dayintensive>.

#### October 24—27, Newfoundland

##### [The Canadian Federation of Clinical Hypnosis \(Atlantic Division\)](#)

To demonstrate the role of hypnosis in the treatment of anxiety in many of its manifestations and to provide clinical evidence for clinical techniques and practical demonstrations of different techniques.

October 24, Introductory Workshop

October 27, Intermediate/Advanced Workshop

For more information, please contact Dr. Ian Simpson at [iansimpson@bellaliant.net](mailto:iansimpson@bellaliant.net).

## Mood Disorders Renovations Completed

This past summer, the Mood Disorders Clinic underwent a renovation to expand into the space recently vacated by a research group. This expansion provided a much needed group room, and space for residents and staff offices.

Thanks are extended to Shauna Blundon-Price, senior project manager, our friends in Facility Planning, as well as Weldon Construction for their assistance during this project.

Thanks also to our patients and staff for their patience during the construction period.

## Event Highlights



**2013 Staff BBQ  
NSH, September**



**2013 TD Tree Day  
NSH, September 28**



**First Year Anniversary  
Connections Sackville  
August 30**

## Welcome New Staff

Community Mental Health welcomes two new staff psychiatrists!

Welcome to Dr. Kulli Poder, psychiatrist at Cole Harbour Community Mental Health Clinic. Dr. Poder joined the clinic in September as a full-time psychiatrist.

Welcome also to Dr. Sonia Chehil, psychiatrist at Bayers Community Mental Health Clinic. Dr. Chehil joined the clinic in September following the recent retirement of Dr. Curtis Steele. Dr. Chehil will split her time between the Bayers Community Mental Health Clinic and Global Psychiatry where she is the Director.

Welcome to the following new staff:

- Carmen Dorey, library technician, Health Sciences Library, NSH
- Charlene Field, LPN, East Coast Forensic Hospital
- Kathy Keays, library technician, Health Sciences Library, NSH
- Taylor Rambault, Developmental Worker, Emerald Hall

### Newsletter Submissions

Our Voice provides a forum for the exchange of information, ideas and items of general interest to the staff of the Capital Health Addictions and Mental Health Program.

The next issue of Our Voice will be distributed on October 24, with the deadline for submissions to be October 15. Please send all submissions to [patricia.dauphinee@cdha.nshealth.ca](mailto:patricia.dauphinee@cdha.nshealth.ca).



From left: Kathy Keays and Carmen Dorey, Health Sciences Library