

# Our Voice

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Capital Health Addictions and Mental Health Program



Trevor Briggs

## A Message from the Director

For our last issue of the newsletter for 2014, I wanted you to know how much of a difference you have made this year.

CHAMHP is a strong, multi-faceted program, with staff who (daily) have a positive impact on the lives of many in our facilities and in the community.

Our work is not always easy, and there are many challenges in providing the best, evidence-based care each day. You rise to, and exceed, those challenges. Many projects and initiatives are happening across CHAMHP. All

are important in our aim to improve the services we provide to the people who matter most: patients, clients, and their families.

The expertise of clinicians, physicians, community support members and people living with mental illness is guiding our work through the five clinical pathways in our Core Business Redesign Project. Thank you for participating in this work or supporting your colleagues who are offering their expertise. There is much more to come!

I wish you and your loved ones a Happy Holiday and the very best in 2015.

TREVOR

## Delay of Launch of HPF and STAR - Addictions Community-Based Services

SUBMITTED BY Rachel Boehm, program leader, Addictions Program

The Addictions Program is completing their move from the paper health record to STAR and HPF.

Inpatient Treatment Program and Opioid Treatment Program records are now viewable in HPF and all patients are registered in STAR.

However, Community-Based Services records will not be viewable on HPF, nor patients registered in STAR, until February 1, 2015, due to a delay in the implementation process.

If you have questions or concerns, please contact **Rachel Boehm**, program leader, at 902-424-8083 or [rachel.boehm@cdha.nshealth.ca](mailto:rachel.boehm@cdha.nshealth.ca).

The Addictions Program also continues to use ASsist.

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*Happy Holidays from  
the Addictions and Mental Health Program.*

## Concurrent Disorders Training: A Comprehensive Resource for Addictions and Mental Health Staff

SUBMITTED BY Charmaine Gaudet

Concurrent disorders (CD) are complex conditions where a person has a mental health disorder in addition to a substance use disorder. The Concurrent Disorders Core Competencies Toolkit, launched provincially in September, is designed to provide addictions and mental health clinical staff with a basic understanding of CD.



Clinical nurse educators **Kim Hiscock** and **Sandra Beumer** (sitting), who were both involved in reviewing and fine-tuning the toolkit's learning modules, believe the training will be a game-

changer for CD treatment across the province. They encourage all staff to get started on the training as soon as possible.

"It's free and painless," says Hiscock, one of a team of four CHAMHP clinical nurse educators who provide education and support to staff working across addictions and mental health. "There's no charge, staff can just log on and they don't have to leave their unit to do it. It's easy to use, the time required is minimal, and they can do it when it's convenient for them. In addition to the modules, there's a lot of information people can access just by clicking on the links."

Beumer describes the toolkit as nine learning modules based on current best practices in mental health and addictions. Each module contains links that direct the learner to valuable tools and resources. "It's one stop shopping for busy clinicians in need of accurate and timely information. With the toolkit, information is in one place, readily available and at their fingertips."

Despite the high prevalence of concurrent disorders, the approach to treatment has been inconsistent across the province, says Hiscock. "Historically, individuals wanting to access a mental health program have been told they need to have their substance abuse problem addressed first and vice versa. We know this is not best practice. The CD training modules are a really good starting point for providing staff with basic information on how to support people across our programs. It's the type of resource clinicians have been asking for."

Staff can access the modules by logging onto LMS where they can complete the content at their own pace. Training time per module ranges depending on the content. The modules can also be taken in any order.

"The modules support a variety of personal learning styles," says Beumer. "The auditory component will appeal to auditory learners and the visual component to visual learners. In addition, the modules are self-directed giving adult learners autonomy in their learning experience."

Both Hiscock and Beumer have taken the training modules themselves.

"I was impressed by the depth of information contained in each module," says Beumer. "The modules are a win-win; they enable learners to acquire new knowledge in a relatively short period with minimal disruption. They are a comprehensive resource for clinicians working in mental health and addictions," she says, adding, "I wish this educational opportunity existed when I began my career in mental health over 20 years ago."

Beumer credits **Derek Leduc** for his work in developing the CD Toolkit and getting the project up and running. "It is evident as you complete each module that Derek has invested a tremendous amount of time and energy into this project. It's an invaluable resource that will enhance staff knowledge and ultimately improve patient care."

Hiscock is confident that the CD Toolkit will make a positive difference for clinical staff and for clients. "I truly believe the toolkit will lead to improved care for individuals living with concurrent disorders. The end result will be an increased understanding of how to best meet the needs of those with CD."

Derek Leduc (centre), health services manager (Concurrent Disorders) at CHAMHP, notes that this training is intended to be comprehensive, convenient and meaningful to all staff. "I am grateful to have had the opportunity to work with such talented colleagues across the province in the development of this training," he says.



Leduc is currently working with a provincial working group to develop advanced competencies for concurrent disorders and a training plan. He states "all of this work is part of our efforts to achieve the System Level Standards for Concurrent Disorders, which include a focus on improving organization and staff competencies across Nova Scotia."

## Quality Matters

SUBMITTED BY the CHAMHP Quality Council

### Crisis Services Quality Team in Action!

The Crisis Services Quality Team includes representation from the following service areas: Mobile Crisis, Psychiatric Emergency Services, Urgent Care Services, and the Short Stay Unit.

The Manager of Mobile Crisis and Quality Team member, Matthew White, shared some of the team's work at the November 27th meeting of the CHAMHP Quality Council.

The initiatives highlighted were as follows:

- The Quality Team is putting the final touches on a new format for their Brief Mental Health Assessment, which will be implemented this winter. The new format meets practice changes, allows for multiple contributors, integrates circle of support questions, and the Suicide Risk Assessment. Additional information on this new form will be made available once it is launched.
- The team has also been working in partnership with Community Mental Health to improve inter-service collaboration. They have been working together to improve each services' understanding of how they function and to put measures in place to improve communication, including modifications to the referral form.

Thank you for the great work of this quality team and for sharing it with the Quality Council.

We will continue to learn and share our successes and challenges as we move forward in our collective efforts to improve quality of care across the Addictions and Mental Health Program.

The Crisis Services Quality Team members are: **Deborah Phillips** (quality team leader), **Mary Pyche**, **Donna Methot**, **Matthew White**, **Karen Neville**, **Dr. Tom McKay**, **Melissa Nowe**, and **Susan Perkins**.

For more information, please contact **Laura Ankcorn** at [laura.ankcorn@cdha.nshealth.ca](mailto:laura.ankcorn@cdha.nshealth.ca).

## Staff News

### Farewell

**Susan Hare**, program leader, CHAMHP Community Mental Health, moved to a position with Rehabilitation Services (CDHA). Susan is now the program manager for Victoria General Medical/Surgical/Cancer Care within the Rehabilitation and Supportive Care, Neurosciences and Geriatrics Portfolio. Her last day with CHAMHP was Friday, December 12, 2014.

Susan's responsibilities have been divided as follows:

**Susan Shaddick**, health services manager of Cole Harbour Community Mental Health, is now the interim program leader of Community Mental Health. **Rachel Boehm**, program leader of the Addictions Program, is co-chairing the CHAMHP Quality Program with **Dr. Phil Tibbo**, in collaboration with Quality Leader **Laura Ankcorn**.

Changes took effect on Monday, December 15, 2014.

### Welcome

**Lynn Lowe**, MHA, CHE, started her new position as health services manager for Addictions Community-Based Services on Monday, December 1, 2014. Lynn comes to us from a leadership position in Primary Health Care, where she has been responsible for numerous district-wide collaborative initiatives and strategies. Welcome, Lynn!

### Baby News



**Carmen Dorey**, library technician, Health Sciences Library at the NSH, and her husband Chuck are expecting their first baby



She does work at the library after all!



## Program Tackles Workplace Stigma

SUBMITTED BY Charmaine Gaudet

One in five Canadians will personally experience a mental illness in their lifetime. The Mental Health Commission of Canada estimates that nearly one-quarter of the country's working population is directly or indirectly affected by mental health issues leading to absenteeism and turnover.

"Fifty percent of our short-term work leave claims are due to mental illness," says **Laura Smith**, Workplace Health Coordinator for Capital Health's Organizational Health Department. "From both an attendance and a compassionate point of view it makes sense to address this."

To this end, Capital Health volunteered to be a pilot site for a national program called The Working Mind. In collaboration with the Mental Health Commission of Canada, the District trained ten people to facilitate the program which addresses workplace stigma and provides employees with a deeper understanding of mental health problems and how to intervene and support co-workers living with mental illness. The Organizational Health Department oversees the program.

The Working Mind uses an approach called "contact-based education" in which real people who have experienced mental health issues talk about their experiences and how stigma has impacted their lives. This has been shown to be extremely effective in sensitizing co-workers to the difficulties and negative attitudes which individuals living with mental illness experience in their personal and professional lives.

"Reducing stigma is the first step," says Sue Mercer with the Mental Health Commission of Canada. She explains that The Working Mind was adapted from the Department of National Defense's Road to Mental Readiness (R2MR). "Rather than create new programs the Commission looks for existing programs that work well. In this case, we modified the DND program for a non-military environment."

Capital Health introduced The Working Mind as a full-day program for leaders, with several sessions offered from January through June, 2014. A half-day program is planned for staff starting this fall.

Jane Pryor, Director of Operations Support, was one of about 100 managers who took the training. "I signed up because some of my managers and supervisors had taken the course and raved about it. It seemed like a good thing to do." She says the program gave her some valuable insight. "First, it gave me a better appreciation for the scope of mental illness. I had no idea it was so prevalent."

As a director who oversees four departments and more than 800 employees, Pryor says that The Working Mind made her more understanding and determined to help. "As employers we have a responsibility to be as accommodating to those recover-

ing from a mental illness as we are with those recovering from a physical illness or injury."

Capital Health will offer half-day sessions for staff beginning this fall. Smith says the goal is to recruit a minimum of 500 staff. "Anyone can sign up through LMS. We'll be promoting the course in a variety of ways so people will be sure to hear about it."

All Capital Health employees who take the program will be asked to evaluate it as part of a national research study funded by the Mental Health Commission of Canada. The study is evaluating a number of programs promoted through the Commission's Opening Minds initiative, which is the largest systemic effort in Canadian history aimed at changing attitudes and behaviours towards people living with mental illness.

The evaluation will be conducted by a research team from Queen's University and the University of Toronto. "The goal is to inventory existing programs, engage employees to implement and evaluate one or more programs, and then evaluate outcomes," explains research associate Dorothy Luong. While DND's R2MR program has been extensively evaluated and found to be effective at creating mental health awareness, reducing stigma, and changing general perceptions and culture, there is still a need to develop evidence-based research to support the general workplace adaptation of this program."

**Laura Smith** says that for employees with a mental illness, the stigma can be worse than the illness itself. "Many people have told us how stressful it is to face negative attitudes. But with the right supports, people with mental illness do get better and are productive employees."

For employees wondering how they can best support co-workers with a mental illness, Smith says simply, "Treat them the same way you'd treat someone with a physical illness. If they're off work, wish them well. When they return, let them know it's great to have them back."

For more information on The Working Mind contact **Laura Smith** at 902-473-3328 or [laura.smith@cdha.nshealth.ca](mailto:laura.smith@cdha.nshealth.ca).

### 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 and our community partners. The next issue of Our Voice will be distributed on January 30, 2015 with the deadline for submissions to be January 19, 2015.

Please send all submissions to  
[patricia.dauphinee@cdha.nshealth.ca](mailto:patricia.dauphinee@cdha.nshealth.ca)

## The Christmas Spirit is Alive at CHAMHP



### Annual Patient and Staff Brunch

On Wednesday, December 17 from 11 am – 1 pm, 6 and 7 Lanes held their annual patient and staff brunch.

The yummy food and festivities were enjoyed by all!

### Christmas Gift Project

Santa's helpers (from left): Danielle Lawrence (OT), Alana Aisthorpe (SW), and Cecile Amirault (RT), sort through the many bags of gifts donated to the project.

The Santa Shop was "open for business" on December 18 and 19.

Stay tuned for a full story in the January 2015 issue of Our Voice.



### Emerald Hall Holiday Celebration

Emerald Hall held its Holiday Celebration on December 11.

Staff of the Mental Health Foundation of Nova Scotia are pictured here with a friend.

### Our Christmas CD is a perfect locally-made gift



Available at Lawtons Drugs across Nova Scotia, Needs Convenience (HRM) and online at [mentalhealthns.ca](http://mentalhealthns.ca) & [heraldshop.ca](http://heraldshop.ca)

\$20 each. ALL proceeds support the Mental Health Foundation of Nova Scotia.

#### Features:

JRDN, Dave Carroll, Laura Garsten, John Gracie, Lana Grant, Asif Illyas, Makayla Lynn, Ryan MacDonald, RyLee Madison, Quake Matthews, Liz Rigney & Marko Simmonds

## Upcoming Events and Education Sessions

### Tuesday's Inter-professional Education Series

The final Tuesday Inter-professional Education session of the fall schedule was held on December 16, 2014. Many thanks to all of our speakers who gave truly excellent presentations on a wide range of topics.

After reviewing the results of the recent online CPD learning needs survey, statistics showing declining attendance and increasing difficulty recruiting speakers, the Joint DOP/CHAMHP CPD committee has decided that the Tuesday IPE sessions no longer appear to be the most suitable format to meet the IPE learning needs of DOP and CHAMHP mental health clinicians. As a result, no further Tuesday IPE sessions will be scheduled.

The DOP/CHAMHP CPD committee is developing a number of different formats which will hopefully better meet IPE learning needs. These include 1-2 day workshops such as those being offered in April 2015 on CBT for Insomnia and May 2015 on Interpersonal Psychotherapy, a series of longitudinal 4-6 week modules on a specific topic and possibly, in addition to the annual spring Academic Day, a 1 day fall conference featuring clinically oriented topics.

I am sure we all have fond memories of the many years Dr. W.O. McCormick chaired the Tuesday sessions and it is with some regret therefore that this decision has been made by the CPD committee. We feel however, that going forward, this change will better meet the IPE learning needs of our mental health clinicians.

If you have any questions, please contact Dr. Heather Milliken at [heather.milliken@cdha.nshealth.ca](mailto:heather.milliken@cdha.nshealth.ca).

### Wednesdays, 8:30—9:30 am

#### QEII Academic Rounds/Dalhousie University Rounds Room 4074, AJL (available via Telehealth)

- January 7: "Emotion Focused Family Therapy with Examples/ Cases from Eating Disorders Research", Drs. Laura Connors & Joanne Gusella (Child & Adolescent Psychiatry)
- January 14: "Neuronal DNA Variation and CNS Disorders", Dr. Wade Berrettini
- January 21: "What is New in the Field of Pain Management", Dr. Mary Lynch
- January 28: Dr. Philip Tibbo (TBA)

### Tuesdays, January 13—March 24, 2015, 6:30—8:30 pm Families Matter in Mental Health 7071 Bayers Road, Suite 109

Do you have someone close to you with a mental health problem or illness? 11-week program: education, support, coping strategies for family and friends. For further information and to register, please call Healthy Minds Cooperative at 902-404-3504 or [hmnavigator@eastlink.ca](mailto:hmnavigator@eastlink.ca).

### Wednesday, May 20—Thursday, May 21, 2015

#### Psychosocial Rehabilitation Nova Scotia Chapter 2015 Biennial Conference

#### Branching Out for Recovery: Reaching New Shores The Pictou Lodge Beach Resort, Braeshore Pictou, Nova Scotia

Call for abstract for workshop presentations. Submission deadline is December 12, 2014. For more information, contact Kelly Murphy at 902-464-3133 or [kelly.murphy@cdha.nshealth.ca](mailto:kelly.murphy@cdha.nshealth.ca).

## Mental Health Minute

The following segments of the Mental Health Minute aired on CTV News at 5:

- December 2: Learn about a Maritimer (Keith Gelhorn, ADHD Coach) who works as an ADHD coach at post-secondary schools and runs local support groups.
- December 9: Chief Judge Pamela Williams, NS Mental Health Court, talks about the success of the NS Mental Health Court.
- December 16: Gina Hanley, Community Health Wellness Navigator, discusses how expectations of the holidays can put a lot of pressure on yourself and how to focus on activities important to you.

To view all Mental Health Minute videos, click on the link below and go to the CTV News :

<http://www.cdha.nshealth.ca/addictions-mental-health-program-chamhp/videos-mental-health-minute>

*Mental Health Minute* is produced in partnership with the Mental Health Foundation of Nova Scotia and CTV News at 5 to provide information and tips for mental health and wellness. The segments air each Tuesday evening during CTV News at 5.