

## CHAMHP Core Business Redesign Project

As reported in the June issue of Our Voice, CHAMHP is redesigning our core business to improve the effectiveness and efficiency of addictions and mental health services for clients, patients and their families. The process we are undertaking will identify core business synergies, reduce duplication of services and reallocate resources where it makes sense to do so. We will also be evaluating our progress as we move forward to make sure we are hitting our goals.

### Defining and Supporting New Clinical Pathways

We have identified five priority areas and have established co-leads for the corresponding working groups. They are as follows:

Psychosis: Dr. Phil Tibbo and Norma Lewis  
Bipolar Disorder: Dr. Claire O'Donovan and Trilby Sylvain  
Depression: Dr. Rudolf Uher and Dr. Joel Town  
Anxiety: Dr. Sreenivasa Bhaskara and Dr. Paul Freeman  
Personality Disorders: Dr. Deb Parker and Dr. Jacquie Cohen

**Our next step** is to ensure that we have the right representation on each working group to achieve the best outcomes for our clients, patients, families, staff and physicians.

We work in a multi-disciplinary environment. That is one of our strengths. Although each working group may not have exactly the same make up in discipline representation, here are the

criteria and principles we will adhere to in this process:

- Five to seven members
- Each group will consult with others for input when needed
- Representation from a frontline clinician of the appropriate discipline for the particular priority area is critical
- Inclusion of first voice, a person living with mental illness, addiction or concurrent disorders or a family member, is critical
- Each group will ensure representation across relevant services
- Each group will ensure variability in member skill set and experience

The CHAMHP Redesign Project Steering Committee anticipates a commitment of 1.5 days a month for each participant on a working group. This is important to discuss with your manager, if you are a clinician.

A call went out for volunteers with a deadline of July 11th, resulting in a strong response across CHAMHP. Membership will likely change over the course of the project as new individuals are brought in to fit priority projects at any given time.

Thank you for your continued support. Together we are stronger!

### *Inside this issue:*

Concurrent Disorders Toolkit and Training	2
Mental Health Hero	2
Quality Matters	3
Mental Health Satisfaction Survey Results 2013-14	3
Mental Health Foundation of NS Open House	4
e-Discharge System Implementation	4
Upcoming Events and Education	5
Mental Health Minute	5
Topics of Interest	5

**Team means Together  
Everyone Achieves  
More!**

## Concurrent Disorders Toolkit and Training

SUBMITTED BY Derek Leduc, Manager, Concurrent Disorders Program

In December 2012, the Government of Nova Scotia launched Provincial System Level Standards for Concurrent Disorders in order to improve the treatment experience for individuals with co-occurring mental health and substance abuse issues. A Concurrent Disorders Core Competencies Toolkit and corresponding learning modules have been developed to increase the capacity of staff, improve quality of practice, and ensure a more positive and effective treatment experience.

**We are pleased to report that the provincial launch of the Concurrent Disorders Toolkit and learning modules is September 2014.**

The toolkit includes nine modules aimed at providing basic to intermediate level competencies for all clinical staff in addictions and mental health. These modules were developed with the help of a broad range of content experts and consultants who helped to fill in the knowledge gap and are based on the best evidence available on concurrent disorders.

**Training in the new standards is mandatory for all front-line clinical staff across all districts** and will be available to others. Capital Health has allotted two years for current em-

ployees to complete the training, and it will be part of the orientation for all new staff. We will support CHAMHP clinical staff through a program of flexible and comprehensive training.

The toolkit and competencies will be posted on LMS immediately after the launch. Learners can complete the content online at their own pace, and completion of the modules will be monitored. Supplementary cross-training will be offered and tailored to specific teams, units and services and training schedules will be developed with individual units to ensure they are conducted at a time most convenient for clinical staff.

We will communicate with everyone when the toolkit is up on LMS and the training begins. The training time required will not be onerous—only 15 to 45 minutes per module, depending on the module. Yet, the payback will be significant in professional and personal satisfaction, knowing there is a more comprehensive and positive outcome approach for treating individuals with concurrent disorders.

Over the summer, we will continue to speak with managers, units and staff about the coming changes.

## Mental Health Hero

SUBMITTED BY Brenda Mate, Health Services Manager, ECFH

An anonymous donation was made to the Mental Health Foundation of Nova Scotia and designated to the East Coast Forensic Hospital on behalf of one of our staff, Jakab Boudreau LPN.

The donor's letter states that Jakab made a real difference which inspired the couple to make the donation.

The Mental Health Foundation of Nova Scotia honored Jakab as a **Mental Health Hero**, and he received a Hugs for Mental Health pin.

Congratulations Jakab, and thank you for making a difference in the lives of our patients and their families!

**“Thank you for the respect and care you deliver to both clients and fellow staff. God bless you and keep you strong.”**

- An excerpt from the donor's letter



## Quality Matters - ECFH Quality Team “In Action”

SUBMITTED BY the CHAMHP Quality Council

The ECFH Quality Team represents services provided at the ECFH including the Inpatient Rehabilitation Units, the Mentally Ill Offenders Unit (MIOU), Offender Health Services, the Forensic Sexual Behaviour Program (FSBP), and the Forensic Community Team.

At the CHAMHP Quality Council meeting held on June 26th, Heather Thompson, ECFH Quality Team leader, shared some of the work that their team has been working on. The projects highlighted were:

**Communication:** An initiative was developed to learn more about the responses received from the Accreditation Work Life Pulse (WLP) and Patient Safety Culture (PSC) surveys completed by staff in 2012. The goal was to increase communication and improve on aspects of the survey. ECFH now has two sessions, which alternate every three months: the *All Staff Meeting* facilitated by management, and the *Open Forum Meeting* which does not include management so that staff can speak openly. The WLP and PSC surveys are used as guides to drive the *Open Forum Meeting* agendas. Reports are generated and shared, so everyone is aware of where improvements need to be made. The Quality Team helps facilitate, and sometimes drives, initiatives that are developed as a result of these meetings.

**Remodel of Rehab Service Delivery:** This is a large-scale initiative that continues to evolve over time. Components of this initiative have included a review of the past role recovery model and the current practice on rehab, surveys of staff, a psychosocial rehabilitation refresher for the working group, implementation of a docket system to schedule meetings, revision of the intake process, and the development of a logic model and evaluation framework. Though much work has been completed, there is more to come with improvements to be made to the readiness assessment, corresponding programming, education for staff and further evaluation.

**FSBP Program Treatment Model:** CDHA Quality Silver Award winner, Award of Excellence in Mental Health and Quality Improvement winner imparted by the Canadian College of Health Leaders. This award winning, multi-year project included the following elements:

- Review of current practices across the province.
- Provincial retreat to evaluate evidence-based practice and compile materials for the treatment manual.
- Develop/create session layouts, in-group exercises, homework, facilitator resources and rationale across seven themes.
- Complete and compile the manual for all treatment sites across the province.
- Clinicians were required to change practice to evidence-based methods and abandon current methods in some cases. This represented a huge shift in practice.
- Pilot the manual and hold another retreat to review and revise materials.
- Finalize the manual with appropriate permissions for including copy written material.
- Obtain licensure.

**Thank you to the ECFH Quality Team for sharing their great work!** 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 Program.

**ECFH Quality Team members:** Heather Thompson, Joy Alexander, James MacLean, Candy Miller, Ken Bowes, Lisa Jeffers, Brenda Mate, Todd Henwood, Pam Flight, Don Roper, Laura Ankcorn and Michelle St. Amand-Johnson.

### Mental Health Satisfaction Survey Results 2013-14

The Mental Health Inpatient, Outpatient and corresponding Family/Friends Satisfaction Survey results for 2013-14 are now available online at:

[http://www.cdha.nshealth.ca/addictions-and-mental-health-program/news/mental-health-satisfaction-surveys.](http://www.cdha.nshealth.ca/addictions-and-mental-health-program/news/mental-health-satisfaction-surveys)

They are a qualitative (descriptive) summary of what people have reported about treatment and services received. Quantitative (numerical) data is available upon request.

Quality Team and service specific results have been distributed to the appropriate areas across the Program for review, evaluation and consideration of initiatives to address gaps. The Feedback and Experience Action Team will evaluate program-wide results and forward recommendations to the CHAMHP Quality Council. Results and any associated recommendations will be used to inform decision making processes on where to focus improvement efforts.

For additional information or for a copy of the complete results, please contact [laura.ankcorn@cdha.nshealth.ca](mailto:laura.ankcorn@cdha.nshealth.ca).

## Mental Health Foundation of Nova Scotia Open House

SUBMITTED BY the Mental Health Foundation of Nova Scotia



On June 19th, the Mental Health Foundation of Nova Scotia held its Open House and 2013-14 Annual General Meeting. The Foundation was proud to host these events at its office and the Health Sciences Library located at The Nova Scotia Hospital. Over 50 guests were treated to homemade cookies, a first look at the brand new (bright) office colours and a tour of the historic underground tunnels. Thanks to Shauna Blundon for being the tour guide.

The Foundation celebrated Outstanding Volunteers: Photographer Lori Buhlman and the RCMP Veterans Association; Partners in Our Vision: CTV Atlantic and Premiere Executive Suites Atlantic; and Outstanding Achievement: Bea Pelley and friends.

You are invited to download our 2013-14 annual report "yearbook" - *Our Year in Review*, <http://www.mentalhealthns.ca/en/home/liveschange/communityreport/default.aspx>.

## E-Discharge System Implementation at Capital Health

SUBMITTED BY the CHAMHP Quality Council

e-Discharge is a user-friendly, on-line documentation system that takes advantage of available electronic patient data (e.g. patient registration, electronic discharge medical record, etc.) and facilitates the quality and legal requirements for timely, complete transfer of patient information at discharge. e-Discharge can take the place of hand written interim discharge summaries and/or dictated reports.

Version 1 of the e-Discharge application was rolled out to a limited number of service areas for the initial pilot, where over 5,000 discharge summaries were completed. Feedback from this pilot was used to enhance the system before being rolled out to additional service areas. User feedback has been positive, particularly with regards to the availability of real-time patient information and ease of use.

The e-Discharge report can be started anytime during the inpatient stay and updated as needed. Once complete, it automatically flows to Horizon Patient Folder (HPF) and is faxed to the identified providers for follow-up.

Other benefits include:

- Automation, including attending physician change updates pulled in from STAR, the ability to access physician fax numbers, hide section instructions and examples, search for partially completed reports by patient name or encounter number, and e-mail reminders of reports waiting for verification.
- The ability to customize the patient's copy to contain only those fields deemed appropriate by the user.

- Customization and organization, including service-specific drop-down lists or "cut and paste" instruction blocks, prominent tick boxes to indicate outstanding/pending results, follow-up items organized by responsible party (e.g. family physician), and a cleaner final copy of the discharge summary.

All physicians and residents working within Capital Health may have access to this tool. Education is also available on e-Discharge, as well as other electronic tools available for physicians.

Please contact Ruth Harding, Quality and Patient Safety Leader with Performance Excellence for additional information: [ruth.harding@cdha.nshealth.ca](mailto:ruth.harding@cdha.nshealth.ca).



## Upcoming Events and Education Sessions

**Tuesdays, 12:15—1:30 pm**

**Inter-professional Education Sessions**

Sessions will resume in September 2014.

**Wednesdays, 8:30—9:30 am**

**QEII Academic Rounds/Dalhousie University Rounds**

Sessions will resume in September 2014.

**September 2014—Spring 2015**

**Families Matter in Mental Health**

11-week program. Education, support, coping strategies for family and friends.

**Dartmouth:** Tuesdays, September 16—December 2, 6:30—8:30 pm, Dartmouth Connections, 16 Portland Street

**Sackville:** Mondays, September 15—December 8, 6:30—8:30 pm, Cobequid Community Health Centre, Room 3141, 40 Freer Lane

**Halifax:** Tuesdays, January 13—March 24, 6:30—8:30 pm, Bayers Road Mental Health Clinic, 7071 Bayers Road, Suite 109

**Cole Harbour:** Wednesdays, April 8—June 17, 6:00—8:00 pm, Cole Harbour Place, 51 Forest Hills Parkway

**Windsor:** April 2015, details TBA

To register, please contact Healthy Minds Cooperative (902) 404-3504 or [healthyminds@eastlink.ca](mailto:healthyminds@eastlink.ca).

## Mental Health Minute

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

- July 8: Susan Kilbride Roper, The Empowerment Connection, stresses the importance of a proper diagnosis as the first step towards recovery.
- July 15: Psychiatrist Dr. Phil Tibbo talks about the impact marijuana has on mental health. Dr. Tibbo is the Dr. Paul Janssen Chair in Psychotic Disorders and works with the CHAMHP Early Psychosis Program.
- July 22: Susan Hare, Program Leader for CHAMHP Community Mental Health Services, discusses the common myths about mental illness.

To view the videos, go to the homepage of CTV News at 5: <http://atlantic.ctvnews.ca/> and enter Mental Health Minute on the search engine (box at the top of the page). You should be able to view all the episodes.

*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.

## Topics of Interest

**Mobile Crisis Team**, YouTube video:

<http://www.youtube.com/watch?v=F2a90w8nWYE>

**The Art of Healing:**

<http://www.cdha.nshealth.ca/media-centre/news/art-healing>

**Key Findings in Early Psychosis: A Knowledge Sharing Initiative:**

<http://earlypsychosis.medicine.dal.ca/>

Dr. David R. Williams' public lecture on **Racism and Health** (presentation slides):

<http://haac.ca/williams/>

### 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 August 28, 2014 with the deadline for submissions to be August 18, 2014.

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