

Our Voice



Volume 3, Issue 5
May 2015

Mental Health and Addictions Program, Central Zone

An Update on the Core Business Redesign Project

SUBMITTED BY the Core Business Redesign Steering Committee

Update on Working Groups:

All five groups (psychosis, depression, bipolar disorder, anxiety and personality disorders) have submitted their final reports and recommendations for moving forward. Here are some common themes that emerged:

- Need for improved communication among services
- Lack of differentiation among services, creating duplication in care delivery
- Need for standards of care and defined system governance
- Increased need for psychiatry coverage and psychological services
- Clarity needed in referral criteria between services, and from GPs
- Documented assessments that reduce repetitive questioning of patients/clients as they move through different levels of care
- Lack of emphasis on relapse prevention
- Need for a sustainable infrastructure for education, training and peer supervision

One of the early decisions based on the work presented so far is to group the pathways into two broader streams: (1) psychosis and bipolar disorder, (2) anxiety, depression and personality disorders. The working groups identified many similarities between the disorders in each of these two groupings, and grouping them will support a more streamlined approach to care, client access and navigation.

Our IT Group, led by **Patryk Simon**, is working on a process to consistently record diagnosis across services. This will result in more uniformity in future data collection, enabling us to better evaluate services and respond to emerging needs.

The Education and Training Group, led by **Drs. David Pilon** and **Margaret Rajda**, completed a scan of current staff training. They are designing a model to align training initiatives with our core business and patient/client needs.

Dr. Jason Morrison, Dorothy Edem, and project managers **Shauna Blundon** and **Daryl MacNeil** are providing input.

Update on Steering Committee:

The Core Business Redesign Steering Committee met on May 13 for a full-day. They discussed next steps and began to plan for implementation of the changes recommended by Executive Leadership Team (based on the recommendations that came from the working groups). A number of quality improvement recommendations can be implemented quickly, as they do not require any major changes. We will move ahead in some of these areas and provide more details about them soon!

The Steering Committee is in the process of developing a “highlights presentation” that can be delivered to staff, partners, citizens and others to share what we’ve learned from our working groups and to share our vision for the improvements we are planning for the coming years. We are eager to share that presentation with you (likely in the Fall).

Now for a “Pause”

We have been discussing this project with our new provincial leaders, senior director for Mental Health and Addictions, **Dr. Linda Courey**, and **Lindsay Peach**, vice president, Integrated Health Services (Community Support and Management).

They have asked us to take a brief “pause” in our work over the summer, prior to implementing any major changes to services. It will allow them to get caught up on what we have been doing, to better understand what we are recommending and how it will fit with the new provincial structure.

Our NSHA senior leaders will be visiting us in July in order to be fully briefed on the great work you are already doing and to learn more about the process we have gone through over the past year.

Thank you for your patience as we continue this work.



OurJam: A Community-Based Music Program

SUBMITTED BY Natalie Baglole, recreation therapy intern, Acute Care Mental Health



OurJam is a free, community-based music program created by Dalhousie University students in collaboration with Bob Baird, recreation therapist, working in Acute Care Mental Health.

The purpose of the program is to provide a welcoming environment in which participants can connect socially and musically as a way to support good mental health.

OurJam is open to individuals 19 years of age and older, and does not require any previous music experience. Individuals attending the program are able to participate however they feel comfortable, whether that be by singing, playing an instrument or listening. For those who have limited to no musical experience, facilitators are able to teach individuals to play instruments such as the guitar or ukulele.

OurJam is a relaxed setting in which group “jam” sessions can spontaneously take place, or where specific songs can be requested and played. OurJam takes place on Wednesday nights from 5—7 pm at the All Nations Church on the corner of Robie and Charles Streets.

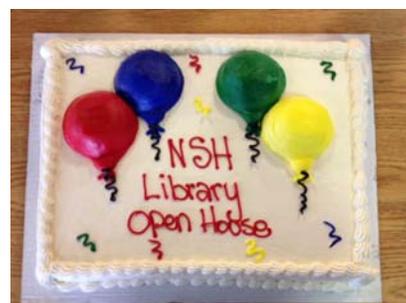
For more information, please contact Bob Baird at 902-473-4346 or one of the program facilitators at ourjam.ns@gmail.com.

Inside this Issue:	
2	OurJam: A Community-Based Music Program
3	Quality Team in Action: Specialty Services
4	Our People
5	Incorporating Family Work on a Long Term Inpatient Unit
5	The Mental Health Strategy for Canada: A Youth Perspective
6	2015 Janine Williams Award of Excellence Winners!
7	Upcoming Events and Education Sessions
7	Interesting Tidbits

A note from the Health Sciences Library about their 3rd Annual Open House:

Thank you to everyone who dropped into the library to join us at our 3rd Annual Open House on May 13! We appreciated your help eating the cake.

Nine office plants were adopted and we've promised plant cuttings to several folks interested in the variety of flora we have. Congratulations to Stephen D'Eon, winner of the door prize which was a Tim Horton's gift card.



Drop in any time for help with your computer skills or finding books and journal articles. We are open Monday to Friday, 8:30 am—4:30 pm.

Quality Team in Action: Specialty Services

SUBMITTED BY the Mental Health and Addictions Quality Council

The Specialty Services Quality Team includes representation from the following service areas: Early Psychosis, Eating Disorders, Mood Disorders, Sleep Disorders, Consultation Liaison, Neuropsychology, and Mental Health Day Treatment.

The Quality Team Chair, **David Pilon**, shared some of the team's work at the April 28 meeting of the Mental Health and Addictions Quality Council. Highlights are as follows:

1. Education Requirements:

The Quality Team developed a document outlining the educational requirements for staff and physicians to meet Accreditation and Provincial standards. This document includes the frequency (annual, bi-annual) along with links to access the web-based resources.

2. Enhance Team Relationships and Well-being:

This action was developed as a result of the Accreditation Work Life Pulse survey results. This team has been successful in implementing annual off-site retreats to provide an opportunity for staff to connect, strengthen relationships, and focus on the mandate of the service areas..

3. Safety:

When staff recognized that the Non-Violent Crisis Intervention (NVCi) training was not meeting the needs of their outpatient teams, the Community Safety Program was rolled out to those services.

4. Family Packages:

Each service has developed a package of information for family and friends of those receiving services.

5. Compiling Information/Resources:

A list of information and up-to-date resources for patients and families is being compiled from each of the specialty services. This will be shared with the Community Mental Health teams to offer their patients and families additional sources of information.

6. Consumer, Family, and Provider (CFP) Recommendations:

The recommendations have been reviewed with consideration to what the specialty services can address (or have already accomplished) in their areas.

7. Cross Specialty Service Collaboration:

Even though this Quality Team consists of several distinct areas with varying roles, they look for ways they can combine their efforts. For example, three areas submitted a joint Mental Health Foundation grant application for a gardening/greenhouse area that all of their patients could benefit from.

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.

*Specialty Services Quality Team members include: **David Pilon (chair), Susan MacLellan, Shirley Munk, Tanya Hamilton, Marie Kavanaugh, Sharon Cooper, Antonia Scholz, D'Arcy Bechard, Don Christie, Kelly Peckham, and Lachlan MacDonald.***

Our People

Retirements



After an amazing 30 years at The Nova Scotia Hospital as a social worker on the Mayflower Unit, **Mary Liz Greene** (pictured left with colleagues, 4th from the left) has retired! All of Mary Liz's colleagues, clients and friends will miss seeing her on the hospital grounds.

Thank you to **Garry Wilson** (pictured right) for spending the last 12 years of his career at Connections Dartmouth (formerly New Beginnings Clubhouse). As a recreation therapist, Garry has supported numerous individuals in their recovery and becoming engaged citizens in their communities. Garry, you have assisted so many people in being more physically active, and in increasing their awareness and involvement in a variety of community settings. You have been a strong advocate, and your ability to create partnerships with so many agencies has been invaluable.

We will miss your great sense of humor, your contagious laughs, your creativity, your warmth and caring attitude and much, much more. Thank you for having such a positive impact on people's lives. **Enjoy your journey Garry!**



Job Changes



We are pleased to announce that **Debbie Philips, RN**, began her new role on April 22 as the coordinator for the Stay Connected Mental Health Project. Debbie has been working in mental health for more than 30 years, most recently as the health services manager of Psychiatry Emergency Services (PES), Urgent Care, Short Stay Unit and bed manager for mental health services of the Mental Health and Addictions Program.

The Stay Connected Mental Health Project is a comprehensive 5-year project designed to connect youth who have mental health and addictions challenges with the appropriate services and supports they require. They also in partnership with local universities to promote mental health literacy and to raise the profile of mental health issues on campuses. The primary objective of the project is to shift the culture and practice of supporting youth with mental health and addictions problems to stay connected to the care that they require.



Congratulations on your new role, Debbie!

If you have any staff news that you would like to share, please send an email to: patricia.dauphinee@cdha.nshealth.ca.

We would be happy to include it in the newsletter.

Incorporating Family Work on a Long Term Inpatient Unit

SUBMITTED BY Lianne Nixon, Family Work Team

Clients face many challenges when they are living on a long term inpatient unit. Having to share space with unfamiliar people would be challenging enough, add mental illness to the equation and the challenges increase. At the East Coast Forensic Hospital the challenges our clients experience are evident every day. Many clients are far from home and unable to see their family and friends. Despite these challenges Family Work can be embraced on a long term inpatient unit. Trained Family Workers at ECFH have facilitated three Family Work Inpatient Programs since September 2014. Each program consisted of 6-8 clients with two facilitators. The programs were run as if the clients were a family and it gave them the opportunity to share with each other how they experience their mental illness and how they perceive other group participant's mental illness. Being able to share this information in group has been very beneficial for clients as they report having a better understanding of themselves and their co-clients. One client reported, "I understand what she experiences now and I know what I can do to help". Having the opportunity to share each other's experiences, clients report "feeling heard" and being "more accepted" by their peers.

By learning and practicing the communication skills in the Family Work program, clients have gained insight to their own communication styles. They appreciate that the skills they learned have strengthened their confidence in communicating with their peers and team members as well as other supports including family and friends. Clients report that they have more confidence in making requests of their team members and also expressing their dissatisfaction. As a result they are experiencing more favorable

responses.

Problem solving is another area covered in the Family Work program which has proven to be beneficial for clients who participated in the programs. Having to share common space and facilities can lead to disagreements and unpleasant interactions. By learning and practicing the problem solving technique through the Family Work program, clients have been able to work through their differences and find solutions to concerns brought forth. Participants of the programs have reported that they value the ability to problem solve in a practical and effective manner and that for many it was a good review of skills learned in their past.

Overall there has been positive feedback by the clients who participated in the programs and also by staff who work closely with the clients. One staff member commented regarding two clients, "they used to argue a lot and now they are friends and spend time together, in hospital, and on pass." While we recognize that not all of the program participants will continue to practice the skills they learned, we strongly believe that experiencing the program is beneficial. We are mindful of some of the ongoing challenges we face including promoting regular use of the communication skills and we are working to integrate Family Work on our units in many ways. can be reinforced in other groups. Thus far providing Family Work on our inpatient unit has been enjoyable and we are striving to run the program continuously as a supportive option for our clients.



Of special note in the Mental Health Strategy for Canada: A Youth Perspective is an excerpt about our Nova Scotia Early Psychosis Program (NSEPP) on page 14.

Congratulations to Dr. Phil Tibbo and the Nova Scotia Early Psychosis Program team!

To view or download the report, please go to:

<http://www.mentalhealthcommission.ca/English/initiatives-and-projects/mental-health-strategy-canada/youth-perspective>

2015 Janine Williams Award for Excellence Winners!

SUBMITTED BY the Nurse Educators

It is with great pride and honour that we announce the award recipients of the 2015 Janine Williams Award for Excellence in Mental Health and Addictions nursing practice:

The Nursing Team of Transition Hall

The nursing team of Transition Hall demonstrate a high level of perseverance and hope for the clients and families that they care for.

They work together to provide care for individuals with complex medical and psychiatric needs providing support, comfort, safety and improved quality of care for those individuals with multiple challenges and who often have no other place to go. For example, they provided palliative care to a client who chose to stay on the unit to receive end-of-life care from the nurses working there.

They research best practices and look for creative and innovative ways to support people using a recovery-based approach. Families are always welcome, and are invited to attend meetings, events and celebrations with the clients and staff.

Congratulations!



Calley Stapleton (pictured left, middle) and **Carol Sullivan-Nelson** (pictured left, 2nd from right) were nominated by their colleague Tina Pettipas (who has recently retired).

Both Calley and Carol demonstrate advanced skills in nursing practice including CBT, SFT and BFT. They give “above average” commitment to the patients and families in their care. For example, taking the lead in the development and implementation of tracking forms to ensure all clinicians have timely access to client information.

Working with the Bipolar Education and Support Group, Carol embraced the group members’ interests and ideas and, on their behalf, wrote and received a grant from the Mental Health Foundation of Nova Scotia to create a cookbook called “The Ups and Downs of Cooking for Mental Health”. You can connect with Carol to order your cookbook. Both Carol and Calley preceptor and mentor student nurses They are quiet leaders, kind, loyal, unassuming, gentle and professional.



The **Mayflower team of nurses** was nominated by their charge nurse, Jennifer Lee. The team maintains professionalism and provides exceptional patient care. They often go above-and-beyond their expected duties. They support each other in resourceful ways to ensure patients get what they need. For example, they approached the Mental Health Foundation of Nova Scotia advocating for a patient who required special eye glasses. They have worked collaboratively dealing with highly aggressive and cognitively impaired individuals, creating individualized nursing care plans to help the patient stabilize. “Mayflower nurses are the most wonderful, friendly team I have ever worked with”, Jennifer Lee.

Upcoming Events and Education Sessions



Defeat Depression Move for Mental Health

1/3/5 km Waterfront Walk/Run

SUNDAY MAY 31 | CORNWALLIS PARK

(Barrington St. at South St. across from the Westin & VIA Rail Station)

12 PM REGISTRATION | 1 PM WALK

Please join us for our 4th Annual 1/3/5 km walk/run. This family-friendly event features music, prizes, t-shirts, and a free BBQ. Help us raise funds in support of community mental health programs.

REGISTER | DONATE | INFO

<http://mdsc.akaraisin.com/HalifaxDD2015>

Susan Kilbride Roper / Marg Murray / Vanessa Smith
(902) 404-3445 or (902) 454-5445
halifax@defeatdepression.ca



DefeatDepression.ca

@DefDepression

Halifax.DefeatDepression

YouTube.com/DefeatDepression1

Community Hosts



Community Sponsors



Wednesdays, 8:30—9:30 am

QEII Academic Rounds/Dalhousie University Rounds

Room 4074, AJL (available via Telehealth)

- June 10: Dr. Anne Bassett, “Clinical Applications of Genetics in Psychiatry” (R.O. Jones Memorial Lecture)
- June 17: Drs. Coockey, Butterfield and Lovas (Neuroscience Jeopardy)
- June 24: Dr. Ken LeClair, “Health Systems Transformation for the Geriatric Population: Moving from Models to What Matters” (University Rounds)

Newsletter Submissions

Our Voice provides a forum for the exchange of information, ideas and items of general interest to the staff of the Addictions and Mental Health Program, Central Zone, and our community partners. The next issue of Our Voice will be distributed on June 30, 2015 with the deadline for submissions to be June 22, 2015. Please send all submissions to:

patricia.dauphinee@cdha.nshealth.ca.

Interesting Tidbits

- Visit <http://medicine.dal.ca/departments/department-sites/psychiatry/news-publications/publications/headlines-newsletter.html> to view issues of Headlines, the newsletter for the Dalhousie University, Department of Psychiatry.
- The XXVI W.O. McCormick Day (Academic Day) Conference video is now available online. You can view by going to: <http://medicine.dal.ca/departments/department-sites/psychiatry/education/continuing-education/w-o-mccormick-academic-day.html> or <https://www.youtube.com/playlist?list=PL2lnQmdUxIVX1qDn9RiXfeNj0-DglNfjc>.
- Partnership for Workplace Mental Health: <http://www.workplacementalhealth.org/>.
- John F. Nash Jr., Math Genius Defined by a ‘Beautiful Mind,’ Dies at 86:
<http://www.nytimes.com/2015/05/25/science/john-nash-a-beautiful-mind-subject-and-nobel-winner-dies-at-86.html?hp&action=click&pgtype=Homepage&module=second-column-region®ion=top-news&WT.nav=top-news>

