

# Short Wait times for Mental Health

Thamesview

Family Health Team

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6 month waitlist  
[IND/COU/FAM]

Introduce CBT  
Group 4-5 times  
/year

Introduce open  
access groups for  
pain, stress,  
parenting,  
caregiving

3 month waitlist  
[IND/COU/FAM]

Introduce Single  
Session

6 week waitlist  
[IND/COU/FAM]

## Introduction

### Objective:

- Eliminate a bottleneck waitlist through changes in service provision.
- Shorten wait times, and offer early intervention
- Reduce the shaming influence of mental health stigma

### Method:

- Utilize a Stepped Care Model
- Use multiple levels of the intervention [from least intensive]
  - Single Session
  - Group Therapy
  - IND/COU/FAM - Utilize a 6-12 session, goal specific approach for Individual [IND], Couple [COU], and Family [FAM] Therapy

### Stepped Care Model:

- Treat service users at the lowest appropriate service tier [CBT Group] in the first instance, only 'stepping up' to intensive/specialist services [IND/COU/FAM] as clinically required.
  - Evidence-based practice
  - Increases standards of self-management
  - More patients receive treatment, sooner, and at a lower cost

## Process

### Groups:

- Reduce mental health stigma, by 'Universalizing' the client experience of sadness [depression], worry and fear [anxiety], anger, guilt, isolation, and loss
- Reserve resources for high needs patients
- Promote self-management
- Ongoing assessment and aftercare via groups, Single Session, community resources, and individual therapy

### CBT Group:

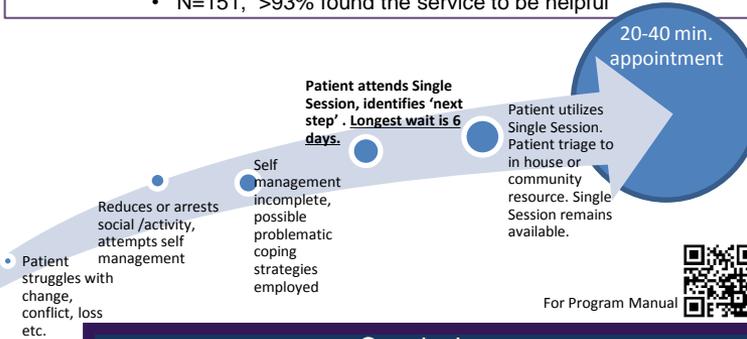
- CBT Group as the primary Intervention
  - Doorway to IND/COU/FAM
  - Teach skill building to groups rather than individuals, reduce repetition across patients
  - Maximize social learning
- Open Access Groups:
  - Pain, stress, parenting, caregiver support, new parents, etc
  - Doorway to informal support

### Program:

- 3.5 Social Workers
- 1,501 patient visits [2014]
- 11 Physicians, 22,000 [approx.] Rostered Patients
- Commitment to the MOHLTC: Individual, Couple, and Family Therapy to be delivered in 6 weeks [avg.]

### Single Session/Open Access Clinic:

- No Waitlist
- No Referral
- No Questionnaires
- No Phone call
- No Appointment
- No Commitment
- N=151, >93% found the service to be helpful



For Program Manual

## Conclusion

- CBT Group as a primary intervention in combination with a Single Session Clinic shortens wait times
- Future research will likely show that informal mental health service [Single Session] and group therapies reduce the influence of mental health stigma
- It is recommended the same or similar be piloted provincially

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