



Family Health Team

Better care, together.

Improving Access to Mental Health Care

AFHTO 2010

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Carol Melnick, Brenda Mills, Adrienne Sloan

Hamilton Family Health Team

Improving Access to Mental Health Care

Approach #1

- Increasing capacity of individual mental health professionals to be able to provide full scope of practice across the lifespan and across the range of clinical disorders and psycho-social domains

Approach #2

- Increasing the capacity of primary care teams to participate in mental health care

Approach #3

- Increasing opportunities and choice for patients to participate in their own mental health care

Approach #4

- Maximizing community resources and partnerships

Approach #5

- Service delivery innovations

Approach #1

Increasing capacity of individual mental health professionals to be able to provide full scope of practice across the lifespan and across the range of clinical disorders and psycho-social domains

- 1) Consultation – Psychiatry, Child & Youth, Substance Use
- 2) Telephone, Email, Onsite
- 3) Training Resources
 - System Navigation Tools
 - Standardized Screening Tools
 - Intranet Library
 - Professional Development

COLLABORATIVE MENTAL HEALTH CARE

CONFERENCE
annual conference

CHILD & YOUTH TOOLKITS
child and youth mental health toolkits

CONTACT
contact us

Child & Youth Mental Health Toolkits

Child and Youth Mental Health Toolkits

Introduction to the Toolkits

Child & Youth Mental Health General

Screening Questionnaire

ADHD

Anxiety

Autism Spectrum Disorder

Behaviour Problems

Healthy Child

Development

Mood Disorders

Psychosis

Separation & Divorce

Substance Use and

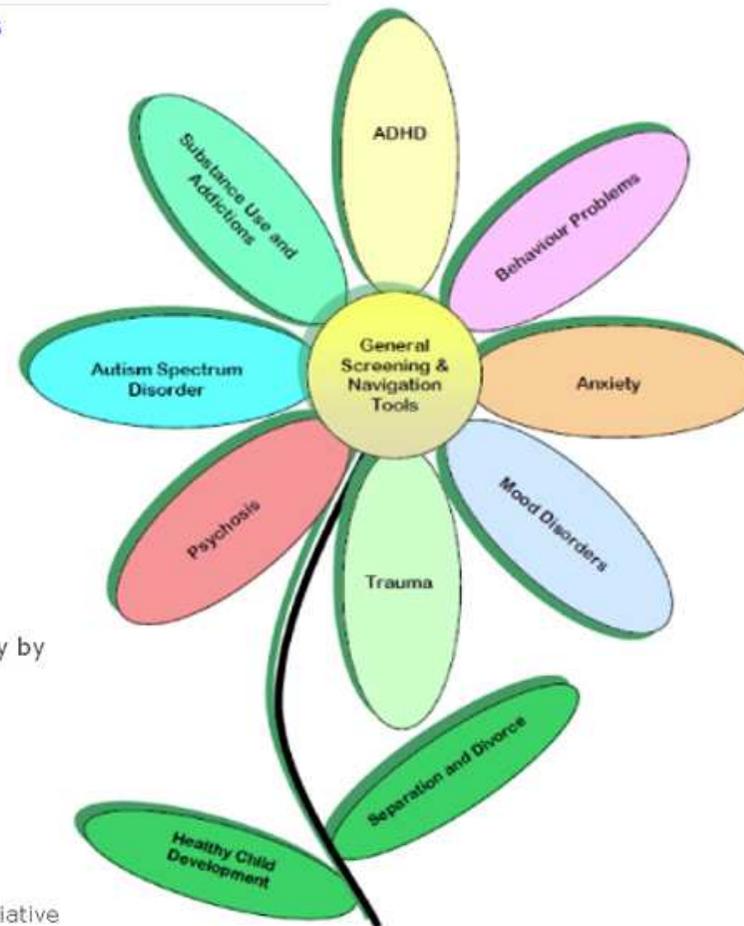
Addictions

Trauma

Child & Youth Mental Health Toolkits

<http://www.shared-care.ca/toolkits>

How do I use the toolkit?



These toolkits were developed and compiled collaboratively by
Helen Spenser MD, CCFP, FRCPC,
and Blair Ritchie MD, FRCPC

Children's Hospital of Eastern Ontario, Ottawa, Ontario

and

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Hamilton Family Health Team Child & Youth Mental Health Initiative

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How to Use the Child & Youth Mental Health Toolkits

Step 1: Parent/Youth Completes Child & Youth Mental Health General Screening Questionnaire

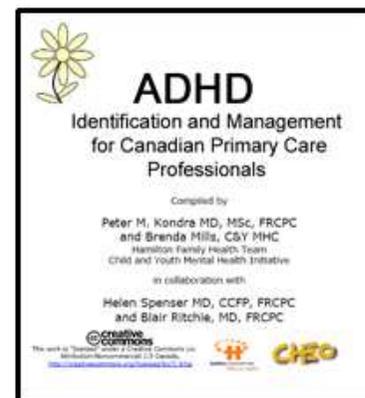
Step 2: Health Care Provider Scores Questionnaire

1. ADHD	never	some-times	often
easily distracted, have trouble sticking to activities	0	1	2
fail to finish things you start	0	1	2
have difficulty following directions or instructions	0	1	2
impulsive, act without stopping to think	0	1	2
jump from one activity to another	0	1	2
fidget	0	1	2
Total	1.	10	

Step 3: Health Care Provider Refers to Specific Toolkit

Step 4: Health Care Provider Reviews Toolkit Information

Each toolkit contains an overview which includes a description of the Mental Health issue, and information about identification and treatment/management. Each toolkit also includes resources for health care providers, patients and families.



Approach #2

Increasing Capacity of Teams to Participate in Mental Health Care

Training & resources for all team members

- Engaging the team
 - Including practice support staff
 - Inclusion in Group facilitation
 - Use of screening/assessment tools
 - Multidisciplinary education events

Working towards a Stepped Care approach to Mental Health treatment

- **e.g., Enhancing Depression Care Initiative**
 - Standard Measure Implementation
 - 2Q Screen & PHQ-9
 - All team members trained in use
 - Process of Depression care
 - Role of each team/staff member in screening, monitoring
 - Building in the Steps for a stepped-care approach
 - Rise UP for Mild-to-Moderate Depression
 - Change in referral process
 - Psychiatry consultation for complex cases

Increasing opportunities and choice for patients to participate in their own mental health care

Self Management & Group Initiatives

- Direct Advertising to Consumers re Group Program
- Self Referrals
- Antidepressant Skills Workbook /Rise Up Group
- Patient Education Resources
- Family Support Group

Maximizing community resources & partnerships

Child and Youth Initiative

- Direct access to Child and Adolescent Psychiatrist with OCD Specialty
- Child Welfare Project at Specific Sites
- Contact Hamilton Service Protocol

Substance Use Initiative

- DrinkWise Group (re-location to primary care)
- Family Support Group (project partnership)
- Chronic Pain and Opiate Misuse (Project Partnership)

Substance Use Initiatives: Community Resources & System Navigation Tool

<p>HOME PAGE</p> <p>ABOUT this Navigation Tool This System Navigation Tool allows you to find resources for your patients related to substance use and problematic behavioral compulsions, both in the larger community and within the Hamilton Family Health Team.</p> <p>INSTRUCTIONS Please choose a page from the navigation bar below. To get back to the home page, simply click on HOME from any page in this document.</p> <p>To print a single page, click on File → Print and under the Print Range Area select the page (s) you'd like to print</p> <p>For further information on how to use this tool, or to flag an error, please contact Susana at 905-667-4853 or susana.videla@hamiltonfht.ca</p> <p>Last updated on September 20/2010 If you have a HFHT login, you may get an up to date version of this document and all other HFHT navigation tools at any time by going to http://www.hamiltonfht.ca/directory/home.aspx and clicking on item # 12 - Navigation Tools</p> <div style="text-align: center;">  <p>Hamilton Family Health Team <i>Positive. Care. Together.</i></p> </div> <p>● identifies youth-friendly resources</p>	<p>SUBSTANCE USE INITIATIVE STAFF Fax: 905-667-4873</p> <p>Carol Melnick, Coordinator 905-667-4848, extension 134 Email: carol.melnick@hamiltonfht.ca</p> <p>Brad LaForme, Substance Use Consultant <i>(Brad provides substance use consultation to mental Health Counsellors about their clients and direct substance use counselling to patients referred to him)</i> 905-517-3331 (Dedicated Cell Phone) Email: brad.laforme@hamiltonfht.ca</p> <p>Tracy Kirby, DrinkWise Facilitator 905-667-4848 extension 146 Email: tracy.kirby@hamiltonfht.ca</p> <p>John Steriopoulos, Counsellor <i>(Services to specific practices only)</i> <i>(Family Support Group Facilitator)</i> (905) 547-0508 Extension 260 Email: john.steriopoulos@hamiltonfht.ca</p>
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1. HFHT Professional Consultation Services	2. Detox/Withdrawal Management	3. Hamilton inpatient/residential Treatment	4. Hamilton Outpatient Treatment	5. Residential/Inpatient Treatment Outside Hamilton
6. Burlington, Haldimand/Norfolk and Niagara Area	7. Self-Management/Self-Help	8. Compulsive Behaviour (Sex and Love, Shopping)	9. Gaming/Gambling and Internet Programs	10. Family Supports
11. Methadone Treatment	12. Smoking Cessation Programs	13. All About Twelve Step Programs	14. Ontario Addiction Info Services	HOME

Substance Use Initiatives: Community Resources & System Navigation Tool

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ABOUT this Navigation Tool
This System Navigation Tool allows you to find resources for your patients related to substance use and problematic behavioral compulsions, both in the larger community and within the Hamilton Family Health Team.

INSTRUCTIONS
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To print a single page, click on File → Print and under the Print Range Area select the page (s) you'd like to print.

For further information on how to use this tool, or to flag an error, please contact Susana at 905-667-4853 or susana.yokita@hamiltonfht.ca

Last updated on September 202010
If you have a HRT login, you may get an up-to-date version of this document and all other HFHT navigation tools at any time by going to <http://www.hamiltonfht.ca/loc/try/homepage>, and clicking on item # 12 - Navigation Tools



● identifies youth-friendly

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1. HFHT Professional Consultation Services

Brad LaForme, Consultant HFHT Substance Use Initiative	Lindsey George, Psychiatrist	DrinkWise Group
<p>Tel: 905-517-3331 (dedicated cell phone) Email Brad at Brad.Laforme@hamiltonFHT.ca</p> <p>Case Consultation Service: To discuss individual, family/couples cases involving substance use issues and provide case specific intervention strategies, educational materials, and community resources and family support. Consultations can be completed over the phone or in person at your practice.</p> <p>Brief Assessment/Intervention Service: To provide one or two patient interviews for the purposes of assessing and developing treatment strategies related to patients' substance use issues. Assessment interviews take place on site at the practice you are located in.</p> <p>Structured Relapse Prevention Service: A structured two session skills building program for patients who are in the action or maintenance stage of change. The program introduces strategies that allow the patient to cope with daily stressors and behavioural triggers. The Structured Relapse Prevention Service would take place on site at the practice you are located in.</p>	<p>Consultant re HFHT clients needing psychotropic medications for addiction. Tel: 905-667-4859</p> <p>Telephone Consultation Service for Psychiatrists and Physicians: Any HFHT psychiatrist or physician can telephone Lindsey to discuss medications that help clients manage cravings and reduce substance use.</p> <p>Commonly prescribed medications include naltrexone and campral, which help clients with alcohol and cocaine problems. These medications can also help problem gamblers.</p>	<p>DrinkWise is for people with mild to moderate alcohol problems ("At Risk" drinkers) who want to cut down their alcohol use.</p> <p>DrinkWise is a group program offered in five weekly ninety minute sessions. Following completion, follow-up support groups are offered at three and nine month intervals.</p> <p>Patients must be willing to attend a 90 minute pre-group assessment as well as attending all five group sessions and complete assigned written exercises</p> <p>Usually offered in the fall, winter and spring. Thursday evenings 6:30 to 8:00 pm.</p> <p>Interested persons may self-refer by contacting Kathy Shorer at 905-667-4852 or kathy.shorer@HamiltonFHT.ca or ask their health care provider to refer them to the group.</p> <p>For more information call Brad LaForme at (905) 517-3331</p>

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2. Detox/Withdrawal Management

Womankind	Men's Withdrawal Management Centre
Women should call for intake screening	Men should call for intake screening
Detox , Standardized Assessment, Inpatient, Outpatient Treatment Unpublished Location: 431 Whitney Ave, Hamilton, ON L8S 2H6 Tel: 905-521-9591 ext 237 (Treatment Inquiries) Website: Womankind	Detox , Standardized Assessment and Referral to Other Programs 595 Main Street East Tel: 905-527-9264 Website: www.hamiltonhealthsciences.ca
Programs: <ul style="list-style-type: none"> • Crisis Line 24/7 crisis and telephone support to women 905-545-9100 • Withdrawal Management Program A safe environment for women to withdraw from substances. • New Choices Program for pregnant women or women with children aged 6 or younger • Day and Residential Treatment five week treatment model for women • Taking Steps Drop-In Outpatient Group Program for pre-contemplators /contemplators. • After Care Treatment support for women who have completed other residential treatment programs • 12-Step Meetings onsite. • Standardized Addiction Assessment (Ontario Tools for referral to other inpatient programs) 	Programs: <p>Men 16 and over who are intoxicated, in withdrawal or in crisis due to alcohol or drug use.</p> <ul style="list-style-type: none"> • Detox and support for men withdrawing from drugs and alcohol • Standardized Addiction Assessment (Ontario Tools for referral to other inpatient programs)

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12 Step Programs (All About 12 Step Programs – Page 13)	
<p>Alcoholics Anonymous Hamilton Central Office 627 Main Street East, Suite 205 Hamilton, ON L8M 1J5</p> <p>24 Hour Helpline: 905-522-8392 Email: info@aahamilton.com Website: www.aahamilton.com</p> <p>Hamilton and Surrounding Area Directory of Meetings</p> <p>AA Online Version includes online forum http://www.e-aa.org/</p> <p>Narcotics Anonymous HASCNA P.O. Box 57067 Jackson Station 2 King Street West Hamilton, ON L8P 4W9</p> <p>Website: www.nahamilton.org</p> <p>Hamilton Area Meetings</p>	<p>Southern Ontario Area Cocaine Anonymous 2 Bloor Street West Suite 100, Box 290 Toronto, ON M4W 3E2</p> <p>Tel: 1-866-6224636 Email: info@ca-on.org Website: http://www.ca-on.org</p> <p>To join go to: www.ca-online.org</p> <p>Hamilton Area Meetings</p> <p>Youth For 12 Step Programs for youth, contact intake at AY or AY website.</p> <p>Tel: 905-527-4469 Website: www.ay.on.ca</p>

Internet Based Tools	
<p>Check Your Cannabis A stand alone cannabis screener for adults. Participants use tools to evaluate their own Cannabis use in a non-judgmental setting and with a harm reduction perspective. http://www.checkyourcannabis.net/</p> <p>What's With Weed A popular harm reduction website for young cannabis users. Includes sections on; "check where I'm at with weed", "check how I compare with others", "risks and how to reduce them", and "finding someone to talk to" http://www.whatswithweed.ca</p> <p>Cutting Down Cannabis Tips for Cutting Back or Quitting Cannabis</p>	<p>Alcohol Help Centre A website on problem drinking for those thinking of cutting down, quitting, or wanting 'somewhere to start'. Provides access to personalized exercises, tools, coaching and motivational emails. www.alcoholhelpcentre.net</p> <p>Cutting Down Alcohol Cutting Back or Quitting Drinking</p> <p>Other Web Resources Marijuana Information Websites</p>

Sunday

SUNDAY MORNING GROUP

McMaster Hospital,

1280 Main St. W., Room 1J10

in the front door & follow signs

park free across the street

10:00 am (O, D, H&W)

[MAP](#)

Clean and Free

Solutions Meeting

Anglican Church of the Nativity

1831 King Street E.

Corner of Barons Ave. S. & King St. E.

East of the Kenilworth Access

Parking in Rear/Enter via Back Door Entrance

7:30pm (C, SS, BT, WC)

[MAP](#)

Service Delivery Innovations

- Diverse Group Program – stepped model of groups
- Development of Intake and Triage Models
- Utilization of telephone and email as an adjunct to face to face clinical appointments
- Self Management interventions with periodic coaching follow up (use of peer support)
- Walk in Counselling Model

Weekly walk-in counselling service

Operating two half days

Tuesdays 3:00pm to 6:00pm

Wednesdays 9:00am to Noon.

Staffed by

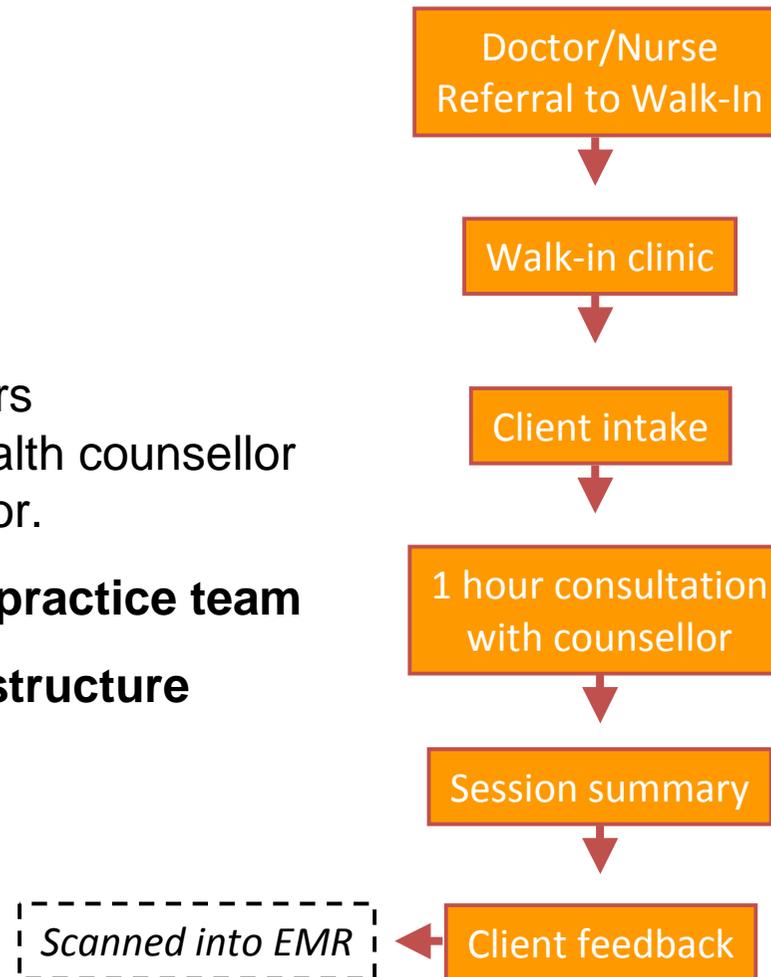
3 mental health counsellors

1 child & youth mental health counsellor

1 substance use counsellor.

Support of the larger family practice team

Single session counselling structure



There is value in a primary care walk-in model

- quicker access to mental health services, more flexible service
- problem focused approach offers some immediate relief
- provides a positive introduction to mental health services
- greater support to staff and other health care professionals

Different then 'traditional' walk-in structure

- single session acts as an introduction and access to ongoing services
- walk-in used to complement mental health services
- supports the patient culture associated with HCHC

Mental Health Program Staff

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& Lead Psychiatrist

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Child and Youth Mental Health
Initiative Coordinator

Carol Melnick

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Substance Use Initiative Coordinator

Adrienne Sloan

adrienne.sloan@hamiltonfht.ca

Mental Health Groups Coordinator

(Jackie Bootsma – jackie.bootsma@hamiltonfht.ca after October 2010)