Step Wise Approach to Mental Health And Wellbeing Services Readiness

….Pausing to explore how prepared a person is to actively participate in our Mental Health Service at this moment.

Etobicoke Medical Centre

- Since 1962
- Located South Etobicoke, Toronto
- 17 Family Physicians
- 30,000 Patients

EMC Family Health Team

- Since 2008
- 3 NP, 3RN, 1RPN, 1 Pharmacist
- 2 Dietitian, 1 Psychology, 1 Mental Health Counsellor, 1.6 Social Work

Mental Health & Well Being Service

- Current configuration since December 2012:

Roles

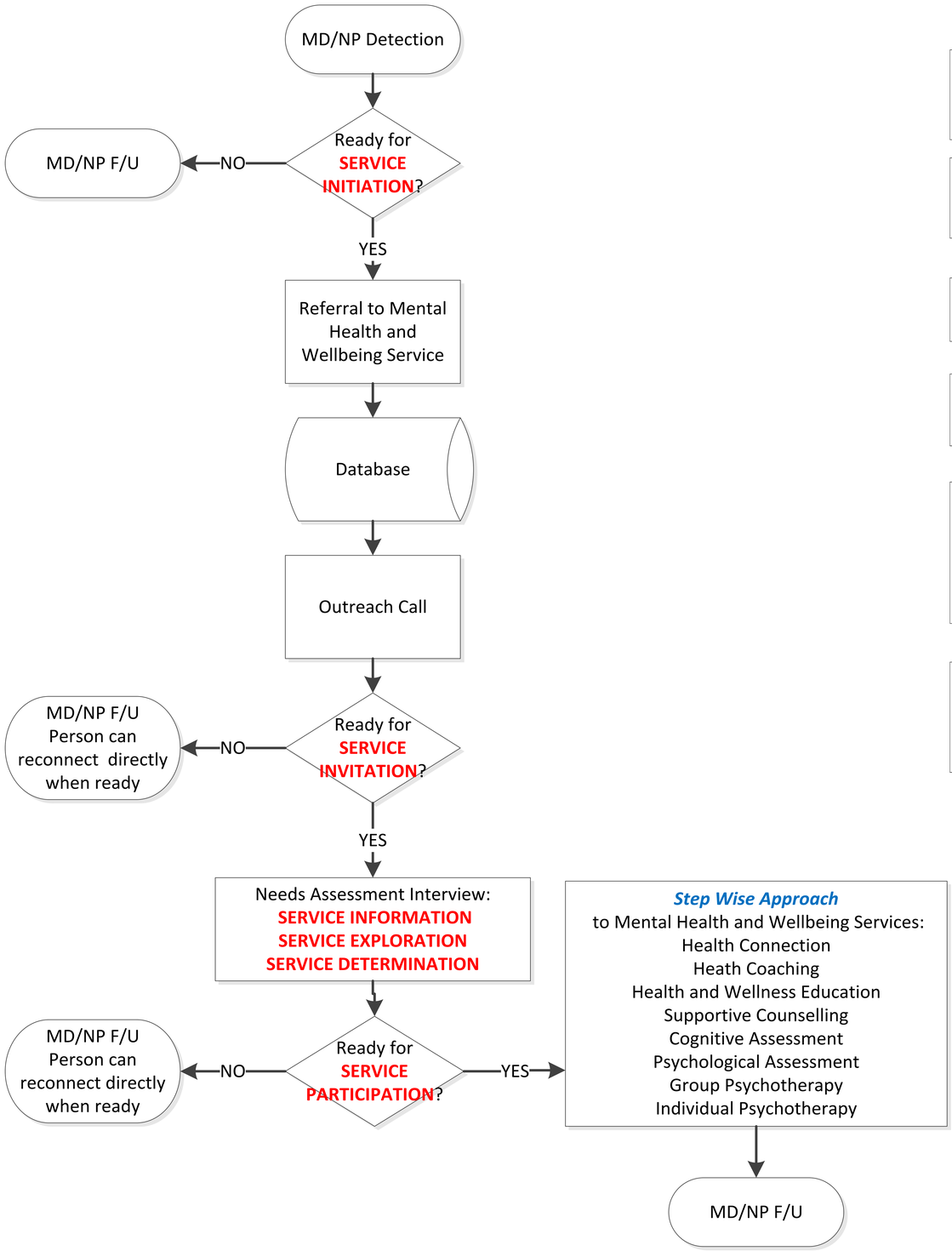
- Mental Health Coach & Connector
- Psychological Associate
- Psychometrist/Mental Health Counsellor
- MSW System Navigator/Counsellor

Step Wise Approach

A graduated approach to service provision where the person's current needs/wants are matched to the most relevant service option.

Critical Components

- Accessible
- Responsive
- Person centred
- Collaborative
- Efficient
- Effective



SERVICE INITIATION

MD/NP initiate a referral to Mental Health and Well Being Service

SERVICE INVITATION

Within 72 hours outreach call by Mental Health team member to invite person to participate in an initial conversation/consultation

SERVICE INFORMATION

Orientation to Family Health Team, Roles, Step Wise Approach

ISSUE EXPLORATION

Exploration of "issue in the foreground"; what is impacting the person health and well being at this moment in time.

SERVICE DETERMINATION

Consider:

- Person's needs/desires
- Level of distress/dysfunction
- Connection with other supports/resources

SERVICE PARTICIPATION

- Review expectations
- Validate commitment
- Determine availability

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