

## COLLABORATION: PATIENT CARE



### St. Michael's Academic Family Health Team:

- 5 Clinics
- 32 000 + patients served
- 133 844 visits
- Diverse patient population: Multi-ethnic, multi-racial, multi-faith, marginalized groups, young families, urban professionals
- Diverse mental health issues from prevention to more complex and disabling

### Mental Health Services

- Social Worker
- Psychology Training Clinic – Student Learners
- Psychiatrist



### Our Unique Disciplines:

#### Social Work

- Multiple pathways for referral
- Treatment length and frequency:
  - ♦ Weekly, bi-weekly, or tailored to current needs of the patient
- Patient Care Provided:
  - ♦ Stabilization
  - ♦ Facilitate connections to multiple community services
  - ♦ Treatment for a specific issue that is causing dysfunction in daily living
- Treatment
  - ♦ Our treatments include a variety of interventions
  - ♦ Individual and Group treatments

## Defining Team Work

“A dynamic process involving two or more health professionals with complementary backgrounds and skills, sharing common health goals and exercising concerted physical effort in assessing, planning, or evaluating patient care. This accomplished through interdependent collaboration, open communication and shared decision-making. This in turn generates value-added patient, organizational and staff outcomes.” (Xyrichis, A., Ream. E., 2008, p.238)

### Collaborative Care Approach:

- Team Approach – multiple professionals
  - ♦ Patient is the central focus
  - ♦ Quicker response time
  - ♦ Increase in quality of care
  - ♦ Increase in safety for patients
- Benefits
  - ♦ Increased ability to service diverse/complex patients
  - ♦ Increased job satisfaction
  - ♦ Increased awareness of resources



### Mental Health Services: Collaboration Begins

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| <ul style="list-style-type: none"> <li>• Collaboration                             <ul style="list-style-type: none"> <li>♦ Curiosity</li> <li>♦ Expanding perceptions/Decreasing misperceptions</li> <li>♦ Knowledge of own profession</li> <li>♦ Knowledge of other professions</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Requires:                             <ul style="list-style-type: none"> <li>♦ Competence</li> <li>♦ Confidence</li> <li>♦ Commitment</li> <li>♦ Respect and trust for self and others</li> <li>♦ PATIENCE</li> </ul> </li> </ul> |
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#### Psychology

- 1 year practicum
- 9 – 12 Student Learners
  - ♦ Ryerson University Clinical Psychology Ph.D. Program
- Evidenced-based psycho-diagnostic assessments
- Evidenced-based psycho-educational evaluations
- 12- 15 sessions on average for treatment
- Group and Individual treatments
- Evidenced-based treatments:
  - ♦ Cognitive Behavioural Treatments, Motivaional Interviewing, Behavioural Activation, and Cognitive Processing Therapy
- Sequence of care: referral, screening, assessment and treatment

## Collaboration and Coordination of Care: Our Process

- Hallway discussions/support
- Revising the referral and triage process
- Increasing communication between disciplines
- Changes in documentation
- Increased focus on understanding unique contributions
- Clarity on overlaps in professional services

## Results and Practical Implications

1. Referrals
  - ♦ Centralized system
  - ♦ Moved to decentralized system
  - ♦ Retry centralized system within one FHT
2. Coordinate Care
  - ♦ Triage referrals amongst ourselves
  - ♦ Address fluctuation in referrals
  - ♦ Tandem services to extend care
  - ♦ Coordinate resources
  - ♦ Decrease duplication of services



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