

Island Health

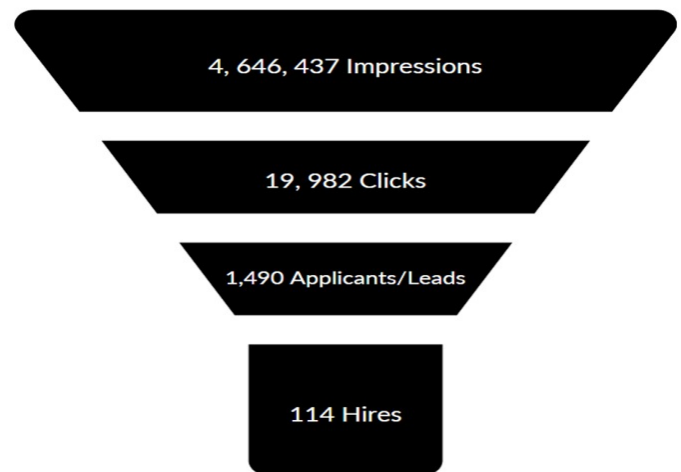
MENTAL HEALTH & SUBSTANCE USE UPDATE



MHSU Recruitment Strategy Sees High Engagement

MHSU has seen promising results with the revitalization of their Health and Human Resources (HHR) recruitment strategies. Beginning in early 2022, this partnership between MHSU and HR has been an important aspect of addressing staffing shortages in core services and new initiatives in the program.

By increasing and targeting advertising on multiple social media platforms and hiring fairs, while improving engagement between applicants and hiring teams, MHSU has reported 114 external hires in Phase I, which took place between June 16 and August 8 of the 2022/23 year.



Looking forward, the MHSU HHR Campaign will continue its efforts with Phase II of its strategy through the means of increased internet presence, virtual job fairs, and tools such as recruitment videos.

These campaign videos put a spotlight on the potential impact of MHSU staff and highlight how the work is both essential for clients and rewarding for employees. They are now available for circulation in the following formats:

- [15 Second Spot](#)
- [30 Second Spot](#)
- [90 Second Spot](#)

Inside this issue:

MHSU Recruitment Strategy

1

Contingency Management; Cowichan Staff Appreciation

2

SCN - QCN: Clinical Practice Supports Update

3

SCN - QCN: Accreditation

4

It is predicted that by the end of the year there will be 157 new hires; this represents an increase of 48 from the 4-year average (2018-2021) of 109. The campaign results from Phase I illustrate the extent of the initiative's reach and its effects on candidate engagement.

Contingency Management in Tertiary Care

This fall, Seven Oaks and Cowichan Lodge Tertiary sites launched their first **Rewarding Recovery Group**, a service that is based on the principles of Contingency Management. Contingency Management is evidence-based treatment that utilizes positive reinforcement to promote recovery from stimulant use.



Jesus Estevez (Occupational Therapist) and Tom Spence (Substance Use Clinician) getting ready for a Rewarding Recovery gift card draw.

At Seven Oaks and Cowichan Lodge, clients who participate in the Rewarding Recovery Group have their names entered into a prize draw consisting of gift cards in various denominations. The number of draws each participant receives increases with regular attendance. Participants also work on developing SMART goals during the 30 minute group and share with one another successes or struggles in a supported environment.



Rewarding Recovery Groups are running weekly at both Seven Oaks and Cowichan Lodge, and are one of the many new evidence-based programs that are delivered to clients since the hiring of the Tertiary Substance Use Clinician. We are thankful for the support we received from various MHSU clinicians, physicians, and support staff to support this initiative at both of these sites.

Cowichan Lodge Staff Appreciation BBQ

On September 29, the Cowichan Lodge Tertiary MH program held a Staff Appreciation BBQ to celebrate some of the amazing people who work to provide excellent care to Island Health's clients. Staff from the Adult and Seniors units came together for burgers, hot dogs, cake and shaved ice cones while sharing some laughter outdoors. It was great to see everyone having fun and socializing.

Thank you Cowichan Lodge staff -- you are appreciated!



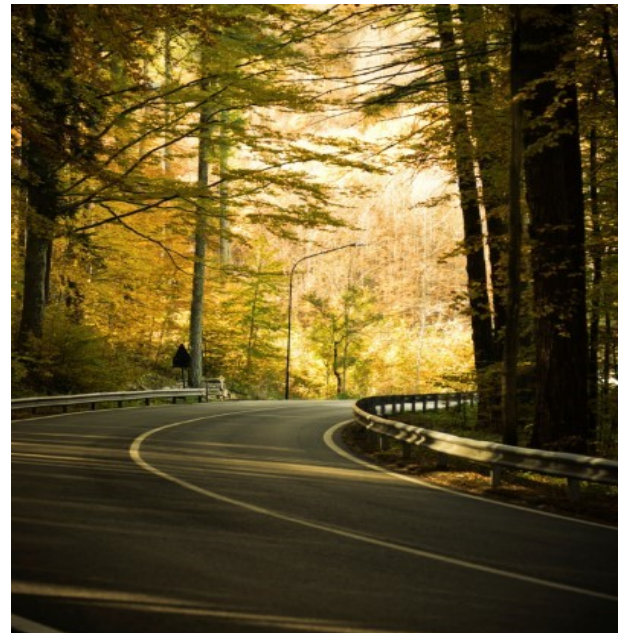
STRATEGIC CLINICAL NETWORK



QUALITY CLINICAL NETWORK

Suicide Risk Management Initiatives

In May of 2022, the Ministry of Mental Health and Addictions approached each of the Health Authorities to work on a Suicide Risk Management Framework over 18 months. Within each of these regions, the aim was to improve health outcomes for those who experience suicidal ideation. Currently, the scope of this work relates to the adult population accessing MHSU services. Island Health has endorsed this initiative and dedicated the MHSU Strategic Clinical Network (SCN) to work on this initiative. To achieve this, they have hired a Clinical Initiative Lead, Malcolm Jenkins, and Practice Support Team Educator, Margareta Posavec, to lead this work. The initial environmental scan and gap analysis have been completed and the priorities of this work are to be presented to the Quality Council in October 2022 as part of regular reporting that accompanies this initiative. The SCN will provide monthly updates through both the MHSU newsletter and directly to the Quality Council and Executive Leadership.



Clinical Practice Supports Update

Ten MHSU staff have embarked on the Motivational Interviewing (MI) and BAP (Brief Action Planning) trainer pathway. Orientation to this training will begin this month. After completion, these ten trainers will then be available to teach MI and BAP Skills. Completion is forecast for the spring of 2023.

STRATEGIC CLINICAL NETWORK – QUALITY CLINICAL NETWORK

Accreditation

As Accreditation survey visits for community-based mental health services are fast approaching, programs are focussed on planning, implementing and evaluating ideas for service changes arising from their review of Accreditation standards. According to MHSU's leads for Accreditation, Myra Gansner and Lily Shayegi-Nick, energy and engagement have been phenomenal!

Evaluating and measuring is a critical piece to any change initiative. Having information about where you started makes monitoring improvement possible. Choosing what to measure (indicators) appropriate to the quality improvement objective is important. Teams and operations can use multiple sources for improvement ideas and indicators:

- Focus groups or client and family surveys
- Consultation with similar programs
- Patient Safety Learning System, Patient Care Quality Office (PCQO), Occupational Health and Safety reports
- Evidence informed protocols
- Guidelines included with each Accreditation standard
- Monitoring for quality section at the end of the Accreditation standards (15.0-17.11)



Setting regular times to review the data and/or set new improvement goals ensures the goal remains manageable and relevant and that quality improvement is continuous. You will know change has led to an improvement when:

1. The work or activity is done more efficiently or effectively (process improvement).
2. There is a positive change in client outcomes
3. The effects of the change are enduring.

As teams and programs continue to monitor and evaluate progress, it is equally important to celebrate successes. Outlining your process and successes through an article in the *Weekly* or *Currents* is one of many ways to showcase your work, celebrate and inspire others.

For assistance with measuring improvement, see [Accreditation Canada's Guide to Measurement and Quality Indicators](#), [Measuring for Improvement](#), and [Establishing Measures](#).

For additional support on all things Accreditation, please email MHSU.Accreditation@islandhealth.ca.