

## Welcome to Island Health's MHSU Update!

This communication is intended to connect Island Health staff and share developments & achievements across the MHSU portfolio.

## Good News Stories . . .

### Highlights:

- Appreciation for Staff Supporting the Underserved
- Mental Health Act Update
- Strategic Clinical Network Launched
- Zoë Light Receives Award of Excellence

### Appreciation for Staff Supporting the Underserved COVID Outbreak



*"The supportive housing staff, peers and clinical teams working on the frontlines to support underserved people affected by COVID have worked tirelessly to test, vaccinate, monitor and care for those impacted by the cluster. Their compassion and dedication are truly remarkable and inspiring! Thank-you for all you are doing and continue to do!"*

Dr. Ashley Heaslip, Acting Regional Medical Director: Addiction Medicine, MHSU

*"MHSU Senior leadership wishes to share our gratitude and appreciation for the work of all our staff and clinical leaders across programs who are supporting the planning and response for the underserved population. These are unusual times, which are calling on us to put into place unusual measures to support this population who are impacted by both the drug poisoning and COVID-19 health emergencies. Thank you for showing up, filling in and volunteering to help to ensure we can provide ongoing services and care."*

Mary Morrison, Acting Director, SI Complex Community Care

### Mental Health Act Update

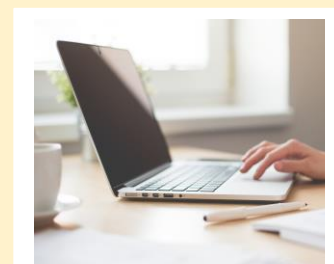
MHSU staff, leadership and physicians are well underway in completing the required *Mental Health Act (MHA)* training. Provincial Ministry of Health standards require that staff and physicians who provide care to individuals under the *Mental Health Act of BC (MHA)* receive standardized, provincially approved training on the use of the MHA. There are two options available in obtaining the MHA baseline training:

1. Attendance at the 90-minute **MHA Information Session (Overview)** webinar will be recognized as completion of the baseline education requirement after a short, password-protected quiz is answered on the LearningHub. (The password is provided at the close of the Zoom Webinar)

The next **Mental Health Act Information Session (Overview)** webinar will be on **Oct 12, 2021, 10:30 am – 12:00 pm**. Register on the [LearningHub \(course 24237\)](#)

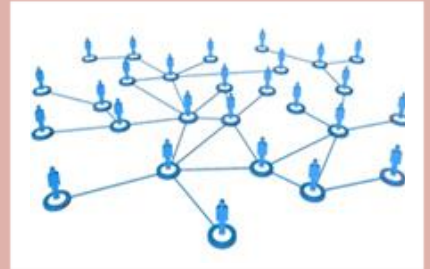
OR

2. Complete the self-study online 60 minute **Mental Health Act – Island Health (online)** e-module. Register on the [LearningHub \(course 11716\)](#)



## MHSU Strategic Clinical Network Launched

This month, MHSU's Strategic Clinical Network (SCN) was launched. SCNs bring together those who access, provide and lead health services to make improvements in outcomes for clients. The implementation of an Island Health MHSU-SCN will be used to accelerate service improvements through:



- Engaging with patients, families and peers
- Enhancing internal and external strategic partnerships
- Facilitating and supporting change management
- Developing practice resources, including standards, guidelines and policies
- Advancing clinical practice through education, training and communities of practice
- Establishing resources and structure to support consistent monitoring and evaluation
- Setting strategic direction and ensuring alignment between strategic and operational priorities

As outlined in the memo from MHSU clinical and non-clinical leadership on Sept 14<sup>th</sup>, the long-term vision for the SCN is two regional functions. On September 20<sup>th</sup> the Quality & Clinical Networks portfolio was launched, with the Strategic Priorities and Partnerships portfolio launching in the coming months. Please feel free to reach out to Tracey Nigro, Tracey.Nigro@viha.ca or Keva Glynn, Keva.Glynn@viha.ca, with thoughts and suggestions as we launch this new structure.

## Zoë Light Receives Award of Excellence in Care and Experience



Zoë Light is the Clinical Coordinator at Seven Oaks, a Tertiary Mental Health facility in Greater Victoria. Zoë has been in this role since May 2020. Despite starting her new role during the start of the COVID-19 pandemic, Zoë has moved significant quality improvement projects forward over the past year, including training for charge nurses, and the implementation of the Safewards model across five distinct care units.

Zoë set out to ensure client care at Seven Oaks aligned with person centered principles while at the same time ensuring safety of staff and clients. To do this, Zoë implemented the Safewards model, which is an evidence based model of care that via 11 standard interventions decreases incidents of conflict and the

need for containment for clients admitted to secure mental health facilities. Zoë developed and delivered training sessions, and established a community of practice on site, while balancing her day to day clinical responsibilities and COVID related work. All this during a time of significant changes to the Seven Oaks leadership team. On top of this, Zoe is also a Brownie leader, and is completing her masters in nursing!

The implementation of Safewards has resulted in the voices of the clients having increased agency and a continued downward trend in staff/client conflict. **A celebration of Zoë's dedication and hard work is definitively in order!**

**Congratulations Zoë!**

## QUESTIONS AND COMMENTS

The MHSU Leadership continues to encourage physician and staff engagement in generating transformational practices in our workplace. Please send questions or comments to Monica Flexhaug, Director, Special Projects ([Monica.Flexhaug@viha.ca](mailto:Monica.Flexhaug@viha.ca))

