

MENTAL HEALTH & SUBSTANCE USE UPDATE



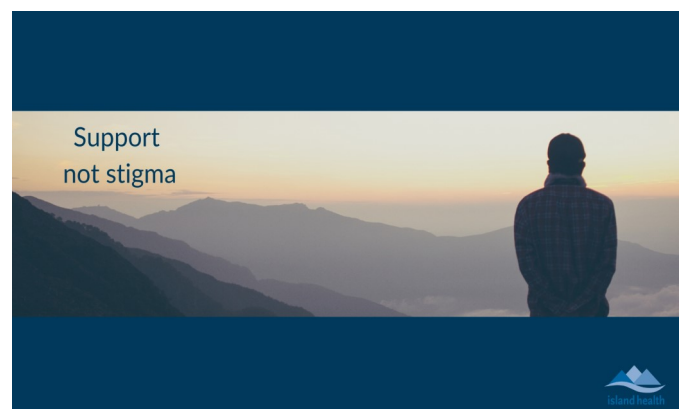
Harm Reduction Policy

Island Health launched a [Harm Reduction – Substance Use policy](#) in August 2022. The policy highlights the organization’s commitment to provide inclusive, compassionate, and person-centred care aligned with Island Health [C.A.R.E. values](#). It provides a framework for creating environments where more people are able to receive compassionate care in a non-judgmental and non-stigmatizing manner, regardless of their substance use. Island Health wants to instill the view that harmful substance use is a personal and complex health and social issue that can be addressed by practicing a harm reduction approach.

care. The policy will help reduce harms, counter stigma, and help Island Health offer better support and recovery-oriented treatment options for people who use substances.

Island Health invites all staff to embark on a learning journey to understand what harm reduction is, what it means to you, and how this approach to care can improve health outcomes for the patients, clients, residents and communities the organization serves. The new policy has several resources to support staff, including a Leadership Checklist and a Harm Reduction Handbook. These resources will help Island Health staff and medical professionals learn about and integrate a harm reduction approach.

Find out more on the [Harm Reduction internal page](#)



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A harm reduction approach is meeting people where they’re at and building an environment of trust and respect. Harm reduction services are part of an evidence-based continuum of care, and access to harm reduction services is one of Island Health’s standards of

Rapid Access Addiction Clinic: Highlighting the Success of Pembroke Street's Approach



The Rapid Access Addiction Clinic (RAAC) located on Pembroke Street has seen positive results in its effort to support addiction recovery and opioid withdrawal.

This unique site helps to make up a continuum of services offered through Island Health and is meant to serve as a gateway to programs that meet the varying needs of patients. Its multi-disciplinary approach is foundational to its capacity to help a wide range of service-users by offering same-day access to addiction medicine and physicians while being supplemented with the necessary psychosocial assistance that is provided by peer support workers, nurses, and counsellors. After initial consultation and care, it provides linkages for further treatments depending on the individual's situation and needs, such as referral to a detox facility or access to counselling.

Earlier this month, the RAAC's success was highlighted during an interview between Times Colonist's Louise Dickson and Dr. Caroline Ferris.

For the full article, please visit [Times Colonist interview page](#).



MHSU Quality Council: Call for Advisors

MHSU QC is seeking additional patient, client, and/or family advisors! Please circulate this [posting](#):

Deadline: November 1, 2022.

Do you have experience as a patient, client, and/or family member of Island Health Mental Health and Substance Use (MHSU) services and want to influence quality assurance and improvement? The MHSU Quality Council brings together executive, medical, operations, and other quality leaders, to steward patient safety and quality improvement initiatives. Patient, client, and family partners are valued members of this council.

STRATEGIC CLINICAL NETWORK – QUALITY CLINICAL NETWORK

Accreditation



Island Health’s Community-Based Mental Health and Substance Use programs have been busy completing quality assurance assessments, identifying improvement activities, and celebrating successes in preparation for Accreditation survey visits November 20-25, 2022.

Many programs started their assessment by reviewing evidence based, required organizational practices (ROP’s) that must be in place to ensure client safety AND minimization of risk.



In making improvements, formulating SMART (specific, measurable, achievable, realistic, time-bound) goals are key to effective and sustained change.



For ROP’s attached to [Best Possible Medication History \(BPMH\) \(islandhealth.ca\)](#) a quality improvement activity might look like this:

What’s the gap?

Community nurses need confirmed:

- a) Prime access
- b) Training in BPMH

What’s the SMART objective?

Specific, measurable, timely:

By XXXX (date) ___% of community nurses will have:

- a) Confirmed Prime access:
[PRIME initiative information for nurses \(bccnm.ca\)](#)
- b) Completed:
[Best Possible Medication History e-learning](#)

Is this **achievable**? What internal or external resources are needed (leadership, technology)?

Resources to help teams improve or sustain safe medication practices are available at [Medication Safety \(islandhealth.ca\)](#).

For support on all things Accreditation or to request a medication safety self-assessment contact:

MHSU.Accreditation@islandhealth.ca

Mental Health and Substance Use (MHSU) Strategic Clinical Network-Quality and Clinical Networks marks one year since launch!

In September 2021, The MHSU Executive Leadership announced the launch of the first arm of the MHSU Strategic Clinical Network: the Quality and Clinical Networks (SCN-QCN) portfolio. Since launch, the SCN-QCN team has prioritized delivering initial practice supports for care teams, refreshing clinical governance and launching regional clinical forums (Clinical Networks) to exchange knowledge with care team members and support practice. In parallel, the QCN has been building team capacity and infrastructure to prepare for upcoming work such as implementation of MHSU Quality Council priorities and MHSU Sprint work.

In reflection of the last year, I would like to highlight with great appreciation, the partnership with MHSU operational teams. Operations provides the excellent direct care services that people in our communities rely on every day and it has been particularly gratifying to hear when work such as new education modules, or Peer Support development has been helpful for teams. Thank you all so much and I look forward to the next year —Tracey Nigro, Director, SCN-Quality & Clinical Networks

SCN-QCN

Core Functions

Quality & Standards

Clinical Initiatives

Clinical Practice Support

Knowledge Exchange

Monitoring & Evaluation

Leadership

Highlights of the first year:

- MHSU Quality Council (QC) refresh and development of the MHSU QC Strategic Quality Plan
- Delivery of practice support resources including:
 - *MHSU Orientation Passport*
 - *New offerings of online on-demand courses quarterly*
 - *In-person training for suicide risk management (e.g. ASIST, MHFA, Safetalk and Suicide2Hope) including collaborative training with indigenous communities*
- Activation of regional Accreditation Leads to support teams
- Launch of Clinical Networks for: Peer Supports, Educators, Coordinators, Intensive Case Management, Assertive Community Support (ACT), Contingency Management, and Technology
- Partnering with the BC chapter of CMHA to fund a Suicide Risk Management improvement initiative—a component of the MHSU QC Strategic Plan
- Expanding practice support, including a designated regional Clinical Lead, for Peer Support models
- Phase 1 of ACT evaluation initiated

Looking ahead to next year:

- Deliver additional online and in-person education including updated of Trauma and Resiliency Informed Practice and Core Addictions Practice
- Implementation of the MHSU QC Strategic Plan including: Development of regional practice standards, Suicide Risk Management and Clinical Documentation
- Launch of additional clinical networks
- *Contributing to work of the [MHSU Sprint](#)*

