

MENTAL HEALTH & SUBSTANCE USE UPDATE



Coastal Sage Healing House is Now Open!

As part of Island Health’s commitment to expanding substance use treatment (SU) services and ensuring equitable access to timely bed-based treatment, a new Women’s Treatment Centre has been developed to serve Vancouver Island’s residents.

Coastal Sage Healing House is a 6-bed treatment centre located in Victoria that opened its doors on December 29, 2022. It offers wrap-around, patient-centered, and culturally appropriate care to clients throughout the Island who identify as women or non-binary living with moderate to severe substance use issues. This intensive, voluntary service emphasizes action-based, holistic recovery that encompasses human, physical, social, spiritual, and cultural components of wellness.

The program consists of the following four stages of treatment, with the inpatient portion being 30, 60, or 90 days in length.

Stage One (Red), Weeks 1 and 2:

⇒ Initial stabilizing period where clients are settled in and an individualized care plan is developed

Stage Two (Yellow), Weeks 3 and 4:

⇒ Beginning of intensive treatment, concentrating on relapse prevention, emotions and regulation, interpersonal relationships, stressors, and self-care

Stage Three (Green), Weeks 5 to 12:

⇒ Enhanced intensive treatment focusing on discharge and transitions by building on previous skills and knowledge

Stage Four (Gold), Aftercare Alumni Group:

⇒ An aftercare program is available following the intensive inpatient care that connects graduates, provides opportunities to resocialize with peers, and expands support systems

Congratulations to the Coastal Sage Healing House

Team for the successful opening of this important

service! Additional information and access to the referral package can be found [here](#). Tour the centre virtually at: <https://vimeo.com/768628086>

Inside this issue:

Coastal Sage Healing House 1

Mental Health Act; MHSU Hero Award 2

SCN - QCN: Accreditation 3-4



Mental Health Act Update

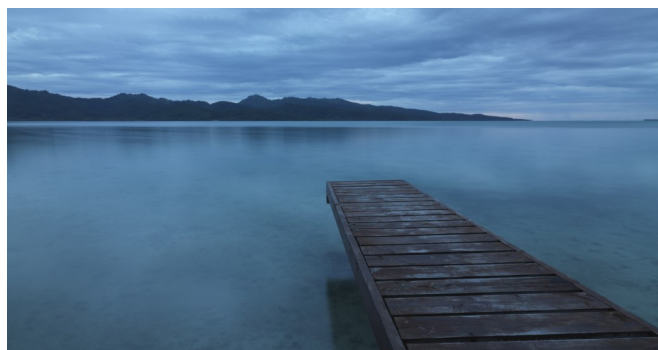
Since the release of the 2019 BC Ombudsperson review, Island Health has worked extensively to implement the report's recommendations on involuntary admission to designated psychiatric facilities under the Mental Health Act (MHA).

Accomplishments include:

- ◆ Updated Island Health policy for aligning MHA practices to provincial expectations
- ◆ Creation and operationalization of MHA form audits
- ◆ Quarterly reporting to the Ministry of Health and Island Health leadership, designated facility leadership, physicians and staff
- ◆ Updated MHA education online module and practice support tools (available through the [Mental Health Act intranet site](#))

Improvements to the MHA and the care provided under this legislation are ongoing. Currently, a working group is providing feedback on the next version of the Guide to the Mental Health Act to ensure that the language is clear and that content is more patient-oriented. Additionally, discussions around the revision of the Consent for Treatment form (Form 5) have begun through the initiation of a Form 5 working group.

Please connect with MHASupport@islandhealth.ca if you would like to contribute to any current or future MHA topics.



MHSU Hero Award Initiative

The MHSU Hero Award is a collaboration of MHSU, Victoria Hospitals Foundation Equipped to Heal Campaign, Island Savings, and our prize partners. It is intended to highlight appreciation for coworkers and spread awareness about the excellent care that is provided throughout different MHSU programs. Past prizes have been impressive, such as a weekend getaways to Tofino! Going forward, nominees and their work will be briefly highlighted in this newsletter.

Who can be nominated?

Nominees must be Island Health employees working for MHSU. This award is intended for client-facing, front-line staff in all areas, including Mental Health Workers, Unit Clerks, MOAs, LPNs, RPNs, RNs, Social Workers, Occupational Therapists, Physiotherapists, and any other MHSU staff that work directly with our client/patient populations.

How can I nominate a colleague?

Send an email to MHSUHeroAward@IslandHealth.ca that includes (1) Nominee's full name, (2) Position / Role, (3) Nominee's Unit, Area of Work, or Work Site, and (4) a description of your nominee's excellence. The next **deadline for nominations is February 28, 2023.**

STRATEGIC CLINICAL NETWORK

QUALITY CLINICAL NETWORK



Accreditation



While we await the Accreditation Canada Final Summary later this month and begin to shift gears to the 2023 Accreditation cycle, community-based operations leaders who participated in November 2022 site surveys have had an opportunity to reflect on their experiences. Recent changes to the process have resulted in additional Quality Improvement tools to support staff and facilitate meaningful, client-centered, collaborative conversation.



It was more about dialogue and moved away from questions/answers. It wasn't like a "test" and it transformed how I view Accreditation.

Daniel Nguyen, Cowichan SUIT, ICMT Team Lead



In the past, you would say the word Accreditation and everyone felt stress. The QI tool and support on how to use it helped make the transition to ongoing QI easier.

- Sarah Sullivan, Ryan Hill Housing Coordinator



There's a perception that Accreditation pops up and doing work on it takes away from working with the clients, but doing the work benefits the clients - we need to assess the work we're doing.

- Jessica Huston, Cowichan Housing and Outreach Manager



The takeaway for me is that this is client-centered. Taking the big picture and weaving that over and through the transitions - that's the best practice.

- Laura Swanson, Cowichan Housing Coordinator



STRATEGIC CLINICAL NETWORK – QUALITY CLINICAL NETWORK

Accreditation

The surveyors were personable, asked good questions, were responsive to answers. They spoke to all staff in the office, called the service family, and the psychiatrist to get a good overview of program. Recommendations to share with other surveyor sites: Relax! They are personable and easy to talk with. They were interested in QI work and family/client engagement initiatives.

- **John Braun, Manager – Victoria**

It was a pleasure to take part in the accreditation surveyor's visit...During our time with (surveyor), it was very evident that common values for best practice guide every aspect of the work being done. The standards were so clearly visible throughout the tour, meet and greets, and case discussions. It was an opportunity to highlight the many ways our teams come together, overlap, and reach out to provide such a diverse and fulsome level of support to our clients throughout the continuum of their wellness journeys.

- **Sharlyn Richardson, Caulfield Place Team Lead**

The survey was a really positive experience. When you work in your own team, one can get so focused on your own site and bubble. It was neat that the surveyor brought forward how all the teams work together so seamlessly. It was a great learning experience for me, and I now feel I have a very fulsome idea of what the accreditation team looks for and what they are hoping to see.

- **Sharlyn Richardson, Caulfield Place Team Lead**

The tracer visit with Susan went very well; we almost ran out of time! We were able to highlight all our amazing QI work, and she said we had answered all of her questions and appreciated the creativity and innovation our team is doing.

- **Morgan Boc, Clinical Coordinator, ICMT – Victoria**

The take-away? Preparing for the accreditation survey was an opportunity to inventory and share best practices as well as note strengths and areas of improvement. The newly-adopted sequential survey model was paired with a strengths-based site survey approach that put people representing the survey sites at ease.



STANDARD

QUALITY