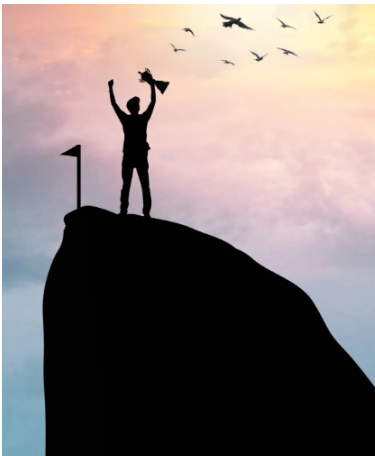


MENTAL HEALTH & SUBSTANCE USE UPDATE



2022/23 Fiscal Year in Review



As we begin to work towards our goals for the 2023/24 fiscal year, MHSU invites you to reflect on the 2022/23 fiscal year and all of the amazing, innovative work that was accomplished. MHSU works within Island Health's Strategic Framework and aligns our projects and initiatives with the Province's and Island Health's annual priorities. We are proud to highlight deliverables and milestones that are aligned with Island Health Outcome Goals 7, 24, and 25, as well as a number of additional projects. These achievements are already helping connect the Island Health population with better care and improved access to services. Thank you to all our hard working staff for sharing their energy, passion, and dedication!

Outcome Goal 7:

Citizens have improved access to community counselling at Urgent Short Term Assessment and Treatment in South Island (by reducing wait time to less than 42 days), and by increasing the number of clients receiving community-based counselling region-wide through contracted service partners (# of clients accessing counselling) and medical detox (by reducing wait time from 26 days to 16 days or less)

Our Accomplishments:

- ⇒ **Reduced median community counselling service wait times** (USTAT & ASTAT) from 57 to 46 days
- ⇒ **Reduced median detox wait times** from 23 to 17 days at Clearview (CI) and from 27 to 12 days in SI
- ⇒ Partnered with **Post Partum Peer Support Society** to offer virtual peer facilitated group support to individuals experiencing postpartum anxiety and/or depression across the Island. Expected to serve 30 to 40 people with an average attendance of 8-10 weeks over 16 months.
- ⇒ Created access to **25 facility-based treatment beds** at Cedars (Cobble Hill) and Edgewood (Nanaimo); all 25 beds are now serving clients. In June, 5 additional treatment beds will be coming on stream at Ravensview (North Saanich).

- ⇒ Formed partnerships with Indigenous service providers to provide access to 15 *Indigenous-led treatment beds* in Port Alberni and Cowichan Valley.
- ⇒ Opened *Coastal Sage Healing House*, a six bed regional treatment centre for women and non-binary patients in Victoria. 6 participants are expected to have graduated by the end of April; reviews from clients are positive.
- ⇒ Opened *Bridging Care Day Hospital* at Royal Jubilee Hospital, which serves as an alternative to psychiatric emergency services and supports clients transitioning from acute care; 51 clients served to date.
- ⇒ Signed 11 *community counselling contracts*, which will support 1,500 people with moderate MHSU conditions. Initiation of sixty referrals to two agencies have been realized in the first week.
- ⇒ Launching of Journey: *Intensive Substance Use Day Program* in Victoria.
- ⇒ Building off the Island-wide planning retreat last July, staff, physicians and program leadership have been working to optimize opportunities to improve access, flow and quality of care in the *CYF tertiary mental health system*.

Outcome Goal 24:

Citizens have increased access to treatment with more locations and providers prescribing treatment medications

Our Accomplishments:

- ⇒ Awarded a contract to deliver *pharmaceutical alternatives* in Victoria starting April 1 2023; service development in Nanaimo is also in progress. When fully implemented, 120 clients will be served in Victoria, Nanaimo, and Cowichan.
- ⇒ Supported 66 clinicians to receive *certification for a provincial opioid addiction treatment programs*, enabling them to provide addictions medicine care.
- ⇒ Supported six clinicians, including physicians and allied health, to complete their *fellowships in addictions medicine*, strengthening their ability to practice clinically, provide leadership, and conduct research in addiction medicine.
- ⇒ Implemented a quality improvement initiative with six community-based clinics to enhance *retention in substance use treatment*.



Outcome Goal 25:

Citizens have at least two new permanent inhalation sites to safely use unregulated substances

Our Accomplishments:

- ⇒ Initiated planning and secured funding for renovations to create a *Wellness and Recovery Centre* with embedded overdose prevention services in Nanaimo; WRC is slated to open post-renovations (Winter 2023).
- ⇒ Opened *overdose prevention service with inhalation capacity* in Nanaimo; the new site saw an immediate and significant improvement in uptake of clients and is now seeing 500 to 700 visits/week (March 2023) – up from an average of ~80/week in March 2022.
- ⇒ Increased *utilization of overdose prevention services*; Overall OPS consumption visits increased from 164,036 in February 2022 to 177,940 in February.
- ⇒ Identified and secured a site for a *permanent inhalation service* in Victoria; initiated the required planning/renovations to create indoor inhalation space and reconfigure other space to develop a Wellness and Recovery Centre (Fall 2023).

Ryan Hill Housing Expansion

Earlier in the 2022/23 fiscal year, Ryan Hill Supportive Housing (RSHS) Program underwent an important expansion in service. Focusing on operationalizing the facility, program efficiencies/structures, and patient and staff safety, RSHS grew from 14 to 42 units. Along with the expanded capacity, this work included security upgrades, service partnership with CHS, and integration into BC Housing centralized access.



Complex Care Housing is Underway!

In November 2022, the Complex Care Housing (CCH) project went live and began admitting clients to receive CCH supports. This program provides enhanced supports and housing for clients with complex needs, including severe and persistent mental health challenges, substance use challenges, and general health/functionality challenges.

The program has admitted 13 clients since its launch, a number which continues to grow monthly. In the early implementation period, the program has prioritized admitting clients who require significant functional supports and those who with significant history of evictions or being hard to house.

Since being enrolled in CCH, many of these clients are stabilizing and finding success living at Tillicum Apartments (291 Regina Ave) or at the outreach partner site, Johnson Street Community (844 Johnson). This is all thanks to the amazing team of Complex Care Housing staff who work tirelessly 24/7 to meet the needs of clients.



CCH staff pose in front of new fencing, one of several recent site improvements

CCH implementation will continue until the fall for the Outreach Team, and into Spring 2024 for Tillicum Apartments to accommodate renovations.

Centralization of Walk-in MHSU Services in Nanaimo

MHSU has reconfigured a walk-in, same day assessment and counselling service in Nanaimo to centralize access at one location. This will increase the availability of scheduled appointments and group activities while simultaneously reducing wait times for these services.

Nanaimo MHSU had been offering single session walk-in for assessments, counselling and referrals at two locations in Nanaimo: Baron's Road and Brooks Landing. In a phased approach that began on March 15th, walk-in assessments are being consolidated at Brooks Landing (203-2000 Island Highway) available Monday to Friday from 10 am with the last walk-in allowed until 4 pm each day. The second and final Phase will be implemented on June 15, 2023, where there will no longer be any access to the single session walk-in services at Baron's Rd. Should clients go to Baron's Rd. site, they will be redirected to Brooks Landing.

"The centralization of walk-in services in Nanaimo will create consistent walk-in service hours for mental health and substance use services," said Sheila Leadbetter, Executive Director, MHSU operations. "It will also improve overall access to the continuum of services with shorter wait times for scheduled appointments and group sessions, helping more people access the care they need."

Final Memo: MHSU Sprint Wrap-Up

The MHSU Sprint wrapped up on March 31st, and as we reflect back on the last nine months, we are proud of our collective progress as a program. Our CEO gave us a mandate to accelerate work in four specific areas, and through partnership and collaboration, we made great strides.

Nine months ago, Sprint set out with an ambitious agenda, identifying 24 projects in four focus areas:

- ⇒ Expanding options for MH & SU counselling
- ⇒ Establishing new treatment options for tertiary MHSU services for children and youth
- ⇒ Accelerating the response to the Toxic Drug Crisis
- ⇒ Advancing Indigenous led priorities

Many of these projects were already well underway, initiated and led by operational leaders. Others were in flight, but needed additional resources to advance; yet others were entirely new. Together, we made progress on all 24 projects through the efforts of operational leaders, project managers and analysts, and corporate partners.

A full report of progress against deliverables will be available [HERE](#) at the end of April. To name a few highlights, there are now:

- ⇒ New options for counselling and day programs
- ⇒ An emerging hybrid model of care for the children's unit at Ledger House
- ⇒ A single access line for SU service
- ⇒ Extended partnerships in community through innovation grants to advance youth resilience and the response to the toxic drug crisis.

As we close the Sprint and transition from the intensive work and reporting cycles, the attention will continue on these four focus areas. Over the next six weeks we are spending time prioritizing and refreshing our strategic plan with both the operational pressures and MHSU mandates in mind.

Thanks to all of you for all you're doing each day to provide excellent care.



STRATEGIC CLINICAL NETWORK

QUALITY CLINICAL NETWORK

MHSU Employees Orientation Curriculum



First launched in March 2022, the MHSU practice support team is proud to highlight the new employee orientation curriculum document. The orientation provides information to new and existing staff in MHSU to help acclimatize them to our services and core concepts. The document is meant to be paired with local orientations to help staff get a sense of how MHSU services operate to support our clients in Island Health.

The orientation is contained within a PDF document which allows staff to complete the various pieces at their own pace. Included are useful links to various policies and intranet resources within Island Health. There are also some links to courses in the Learning Management System (LMS). In addition, the team is proud to share modules on trauma informed and recovery oriented practice.

The practice support team is committed to keeping the orientation relevant and applicable to current practice. We update the modules and links as things evolve and welcome any feedback from staff. The orientation is available on the practice support team webpage:

[Clinical Practice Supports and Practice Support Team
\(islandhealth.ca\)](https://islandhealth.ca/ClinicalPracticeSupportsandPracticeSupportTeam)

If you have any feedback or questions, please share them with MHSU.PST@islandhealth.ca

