



**18th Canadian Collaborative
Mental Health Care Conference (2017)**

Connecting People in Need with Care

June 2 and 3, 2017 | Delta City Centre, Ottawa, Ontario

*Patient Centered Care:
Addressing Complex Youth Mental Health Needs in Primary Health Care
Dr. Ashnoor Nagji and Daniela Milea*

PRESENTER DISCLOSURE

- **Presenter:** Dr. Ashnoor Nagji
- **Relationships with commercial interests:** None
- **Presenter:** Daniela Milea
- **Relationships with commercial interests:** None



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LEARNING OBJECTIVES

- 1) Discuss how the multidisciplinary team used collaborative practice to develop and deliver a pilot learning series on complex youth mental health issues
- 2) Describe findings and feedback from this pilot learning series
- 3) Discuss one of the BC Ministry of Health's top priorities:
Patient Centered Care



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Things that make you
go Hmmmm...

Practicing Clinical Reflection and Patient Centered Care While Addressing
Complex Youth Mental Health Needs in Primary Health Care



Who we are



Practice Support Program

VCH - PSP Shared Purpose: We provide training and support in **best practice guidelines** for family physician practice teams, through **learning series** and **in-practice coaching**, to engage them in continuous **quality improvement** for better patient care.



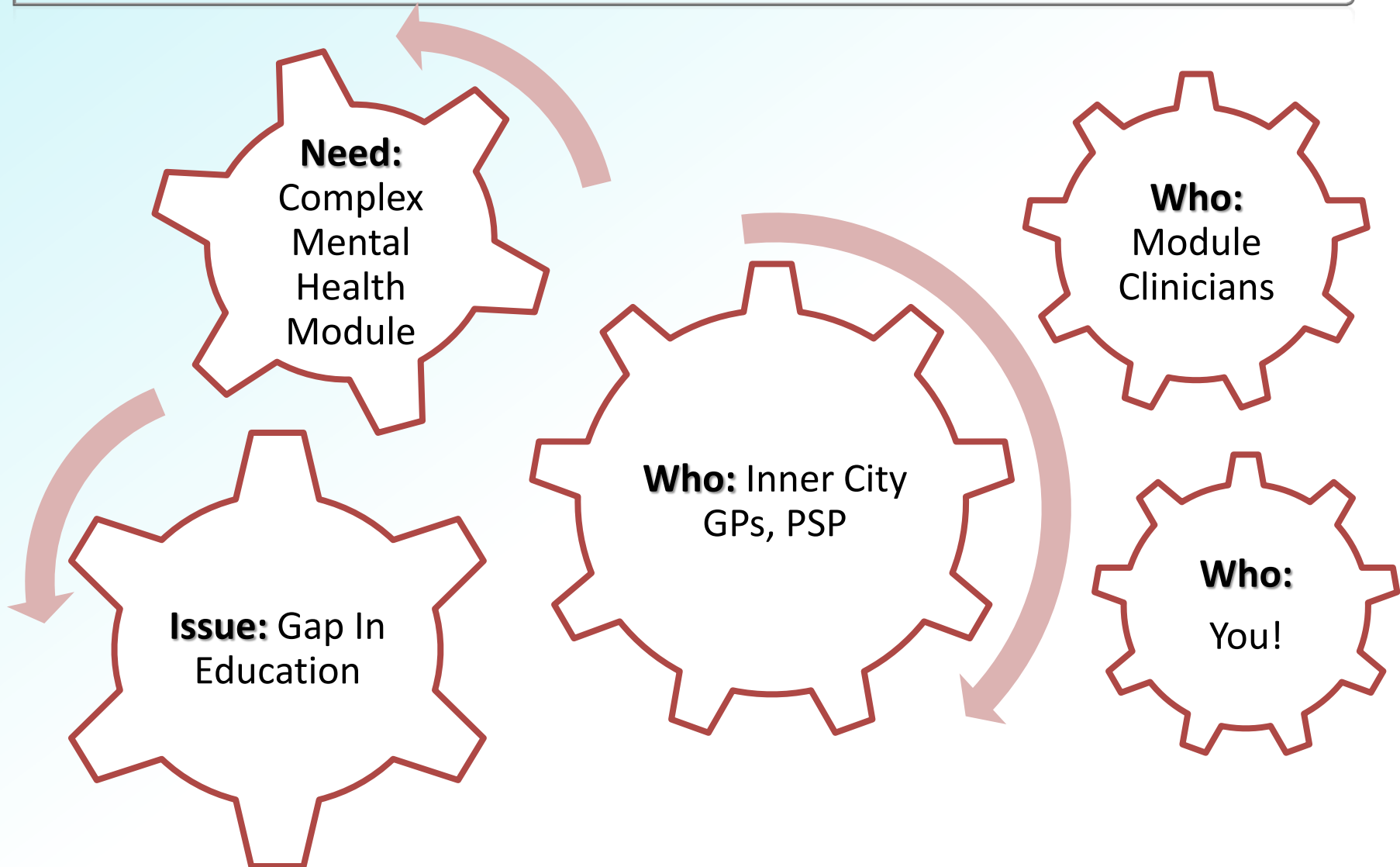
Where we work



Clinicians: Family Physicians and Nurse Practitioners working with hard to serve, marginalized populations in downtown Vancouver.

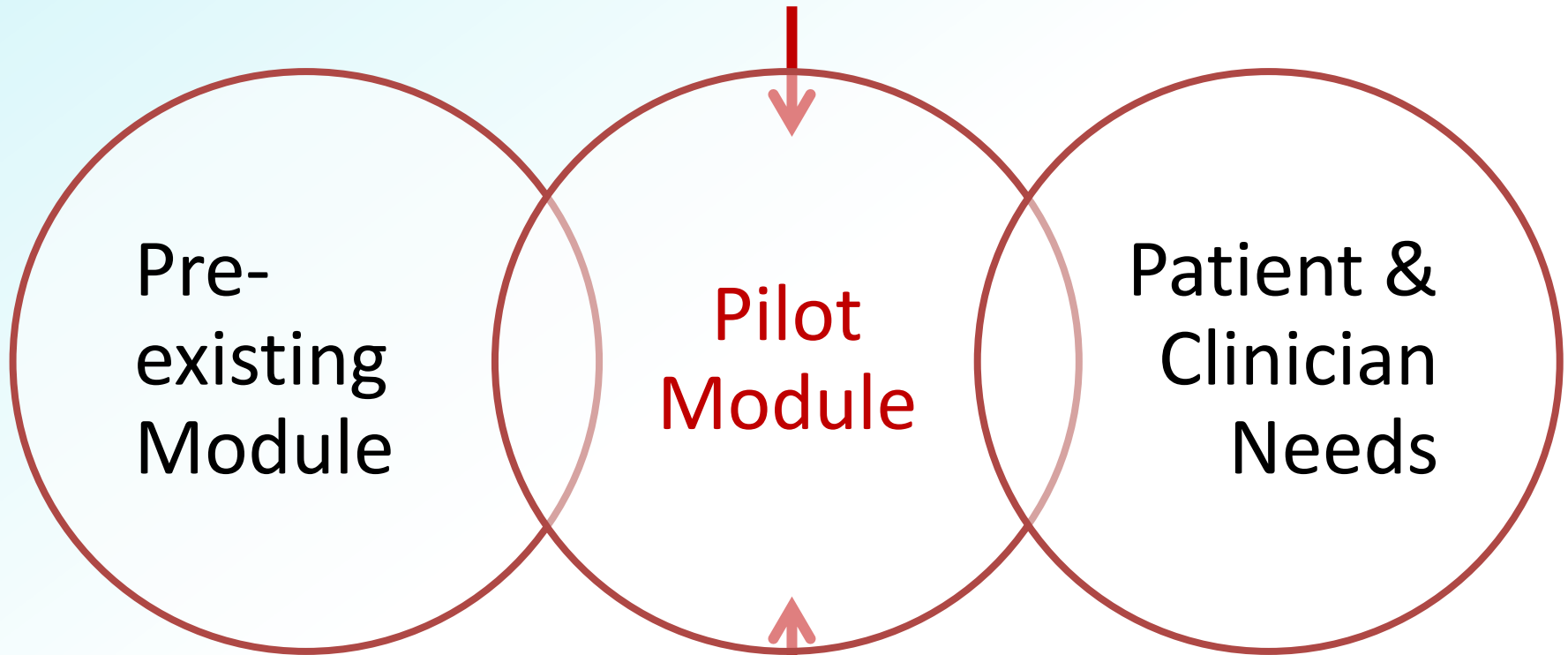


Where we started



That made us go hmmm...

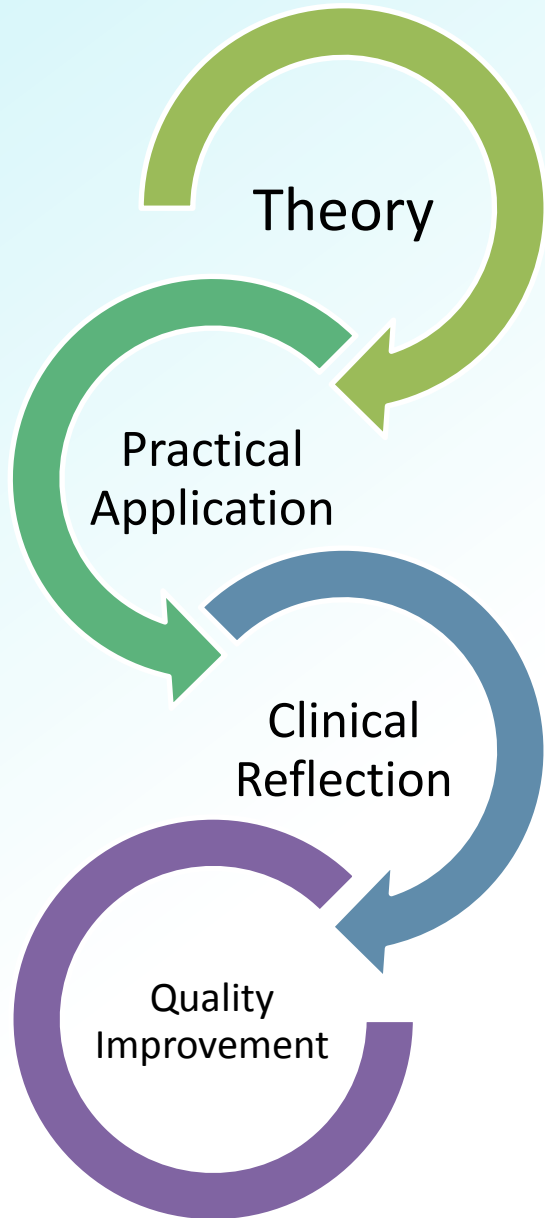
Flexibility



Collaboration



Then we thought...



Inner City Youth Mental Health Module



Assumptions we made



Pre-existing
module didn't
suit needs



Institutional
flexibility



Reflection
would yield a
practice change



Measurement

Evaluations

Use of Feedback
for next Module

77.8% reported
increased confidence



Measurement

*“Everything presented was valuable and meaningful but I liked the comprehensive review of trauma informed care and its relation to PTSD... I loved the **interactive exercise we did on post it notes and sharing of ways to be mindful of TIP.**”*

*“Appreciated the discussion on how to approach talking about suicidality, like the **taking a moment to be with the person.**”*



Lessons Learned



Patient Centered Care

Flexibility led to promoting
a top priority for MoH

Clinicians know what their
needs are



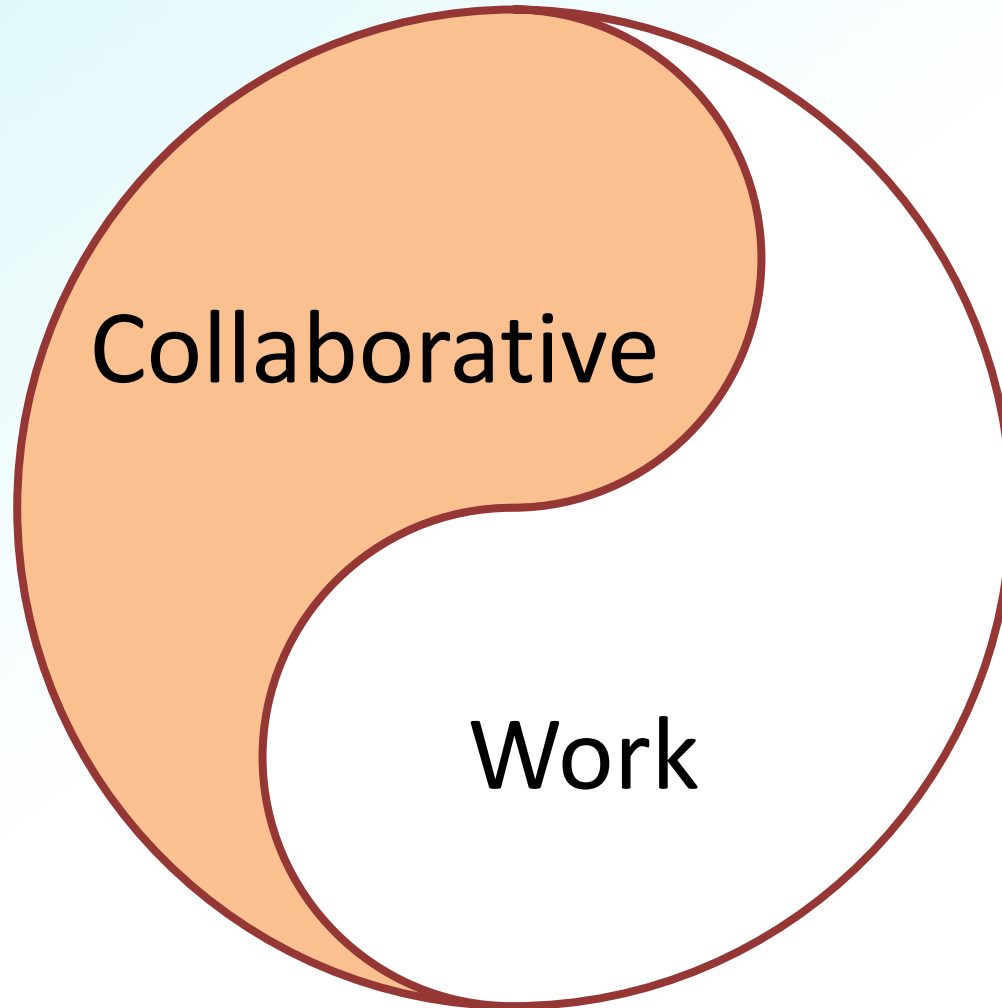
Successes



Inner City
#2: Second
Cohort



Successes



Expanding the work

- Inner City #2: Second Iteration
 - Involving GPs working with youth pregnancy, in youth centres, indigenous populations
- Developed Action Period work requirements – IHI Collaborative Model for Achieving Breakthrough Improvement
 - Practicing the tools presented (SNAP, SCARED, KADS)



Expanding the work

- Developed ground work for reflection activities
- Added Take 5 approach

“Take 5”

1. What went **well**?
2. What did we **learn**?
3. What would we do **differently** next time?
4. Did we have any **system issues**?
 - **Communication**, equipment, processes, etc.
5. Who is going to **follow-up** to address problems?
 - **PSLS**, Department Head, CNL, etc.



Considerations we considered!

- Target audience
 - Age of intervention
 - Patient voice
 - Reflective research



Take 5 Activity

- Case: 16 yo male
 - Difficulty to engage
 - Recent connection through outreach
 - Shows up for appointment at right time, but a day late
 - Desk clerk apologizes but he can't be seen
 - Offers a much later appointment
 - Does not tell clinician
 - Youth is visibly upset, storms out



Take 5 activity

“Take 5”

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Next Steps

- Continue cohort #2
- Support Physicians
- Collect data



Questions?

Thank you

