



South Eastman
health
santé
Sud-Est

Enhancing the Continuum of Mental Health Services in Rural Manitoba

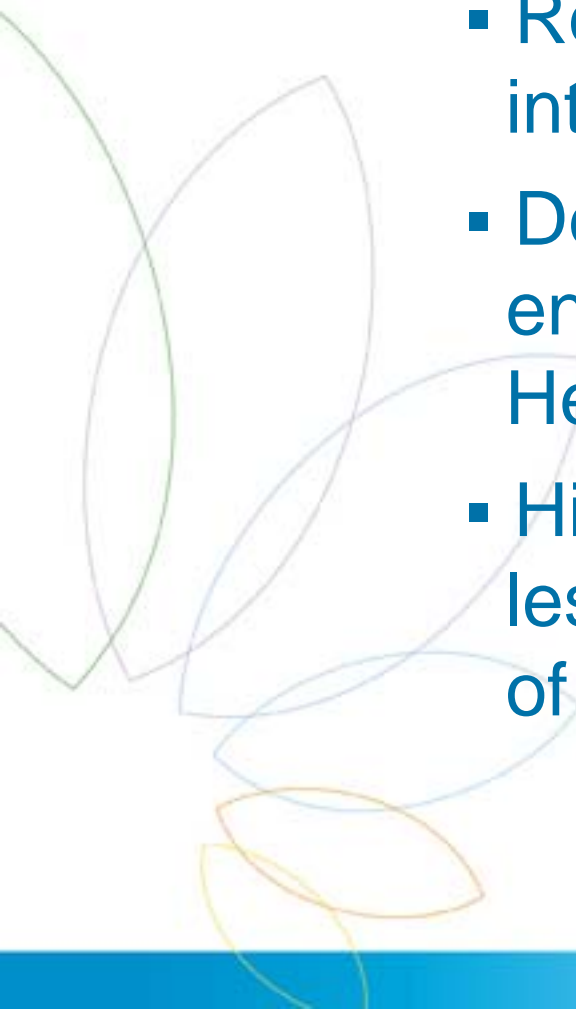
Collaborative Mental Health Care Conference
Winnipeg, Manitoba
May 14, 2010



South Eastman Health
Santé Sud-Est

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En partenariat avec vous

Presentation Goals

- Review South Eastman's process of introducing Shared Care
 - Demonstrate how Shared Care enhances access to Community Mental Health services in a rural setting
 - Highlight the challenges, benefits, & lessons learned during the early stages of implementation
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South Eastman

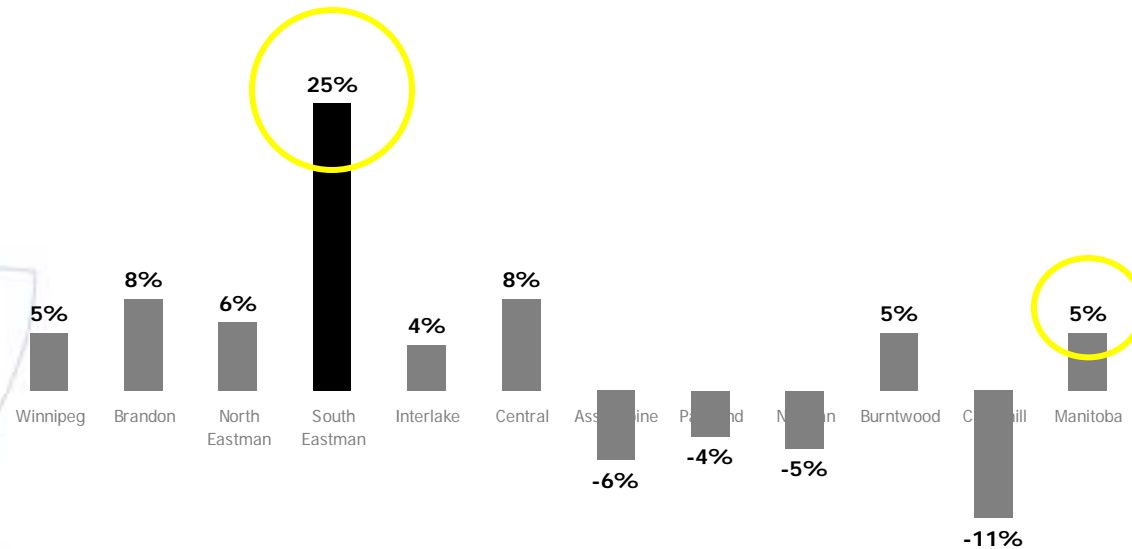
- South eastern MB
- 66,000 residents
- 10,000 km²
- Adjacent to Winnipeg
- Borders ON & USA



South Eastman



Population change 1998-2008



Fastest growing region in Manitoba



STEINBACH FAMILY MEDICAL CENTER

**STEINBACH FAMILY
MEDICAL CENTER**

MONDAY - FRIDAY 8:30 am - 5:00 pm

No Pets
Allowed

ASSINIBOINE LABORATORY

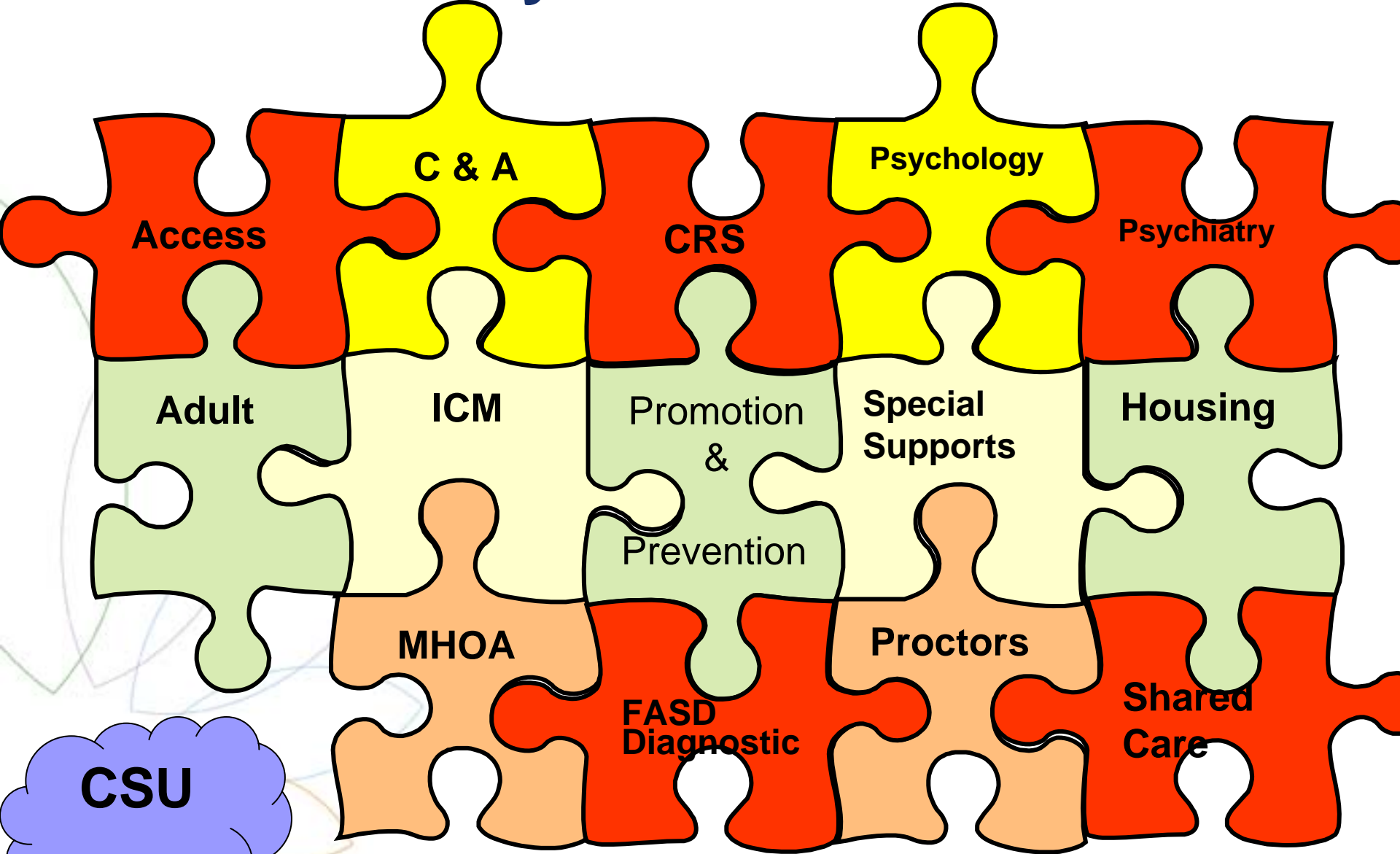
OPEN: MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

Phone: (204)326-1617

Steinbach Family Medical Center

- 16 family physicians & 2 general surgeons
- On-site lab, pharmacy, walk-in clinic
- Participants of Physician Information Network (PIN) & Advanced Access
- Teaching center for family medicine residents & medical students from the University of Manitoba
- Electronic Medical Records in 1999
- 90,000 patient visits per year

Community Mental Health



CSU

Developing Shared Care in South Eastman



- Deb Taillefer, Regional Manager, Community Mental Health Program

Recruitment Challenges

- Relatively new service model
- SEM first rural RHA to launch
- Advanced MH skills & experience required
- Recruiting to a rural setting



Recruitment Success

- Internal candidate with experience
- Familiarity with
 - Community, culture & resources
 - Community Mental Health program
 - Local physicians
 - Other service partners



Expanding the Service Continuum

CMHP

- Emphasis on case management, however therapy occurs
- Longer term support available
- Separate office → 'Hand-off' approach

Shared Care

- Emphasis on therapy, however case management occurs
- Brief treatment (up to 8 sessions)
- Co-located → collaboration & shared responsibility

Building the Team – Role of Psychiatry

- Currently one consulting Psychiatrist
 - Two ½ days per month
 - Providing support through consultation to Shared Care Counsellor
 - Seeing clients & providing brief consults with physicians

Building the Team – Role of Psychology

- One consulting clinical psychologist (for Shared Care & CMHP)
- “*Consultation & Capacity Building*” model
 - Providing support on as needed basis through consultation to Shared Care Counsellor
 - Also involved with program development, monitoring & evaluation

Evaluation

- Integrated in planning from onset
 - Pre-implementation physician survey
 - Pilot of evaluation measures (Outcome Rating Scale, Session Rating Scale)
 - Physician satisfaction survey



Building the Team – SFMC Perspective



- Dr. Curtis Krahn,
Family Physician

Building the Team – Shared Care Counsellor



- Cameron Plett,
SFMC Shared
Care Counsellor

Keys to Success

- Communication – building, strengthening relationships
- Orientation of SC Counsellor
- Phased-in launch
- Presentation to physicians
 - Roles, clarifying expectations, frequency & type of communication & building working relationships

Collaborative approach

- Support & assistance from WRHA Shared Care Program
 - Initial planning meetings, consultations
 - Presentation to SFMC physicians
 - Support in recruitment process
 - Sharing forms/documents
 - Orientation of new SC Counsellor
 - Ongoing networking with WRHA SC Counsellors

Rural Practice

- Rural strengths
 - Social capital
 - Partnerships and networks
 - Knowledge of community & its resources



Lessons Learned - Challenges

- Transforming/adapting to an electronic recording system from a paper file
- Sharing the client file
- Merging processes & operational needs of two distinct service delivery environments



Benefits

- Testing ground for electronic records
- Building bridges & increasing awareness of other Community Mental Health services
- Facilitating seamless client service



Next steps

- Expansion of number of physicians who access the SC counsellor to 8
- Enhancement of SC services provided, e.g. groups, technology assisted interventions, MH CME's for physicians
- Expansion of SC to other rural primary health care settings within the region

Thank you!
Questions?





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Santé Sud-Est**

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