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Speakers from
Quest Community Health Centre

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Results Based Community Collaboration: Learnings from the Urgent Service Access Team (USAT) Initiative

November 2019

Presenters: Quest Community Health Centre
Canadian Mental Health Association (CMHA) – Niagara Branch
Community Addiction Services of Niagara
Niagara Health – Mental Health and Addictions

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Overview

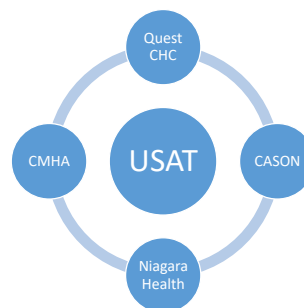
- Urgent Service Access Team (USAT): Project Management Team
- Guiding Principles
- USAT Program Description
- Collaborative Outcomes
- Strengths and Challenges

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Project Management Team (PMT) est. 2013

PMT Project

- Niagara Health System (NHS)
- Canadian Mental Health Association, Niagara (CMHA)
- Community Addiction Services of Niagara (CASON)
- Quest Community Health Centre



Purpose

- To develop a regional resource that works with clients to ensure linkage and connect clients to ongoing primary health care, mental health and addictions services, and address the Social Determinants of Health.
- Support system navigation through Coordinated Care Plans while delivering timely services.

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USAT Guiding Principles – Terms of Reference

- One Client. One Team. One Goal.
- Open Communication
- Collaboration Practice
- Client Driven Care
- Accountability
- Conflict Resolution
- Strong and Effective Leadership
- Trust
- Mutual Respect among team members

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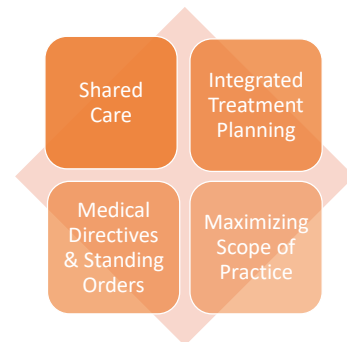
Collaborative Energies that Support USAT

- Niagara Mental Health and Addiction Complex Care Table
- Niagara Health and CHMA Niagara – 264 Welland Ave Co-location
- Niagara Mental Health and Addictions Charter (facilitated by Niagara Connects)
- Niagara Addictions and Mental Health Network (NAMHN)
- Peer to Peer Support at Emergency Departments in Niagara for people experiencing homelessness
- Overdose Prevention and Education Network of Niagara
- PLN Consumption & Treatment Services and Collaborative Support (CASON, CMHA, NH, EMS, PH, Quest CHC)

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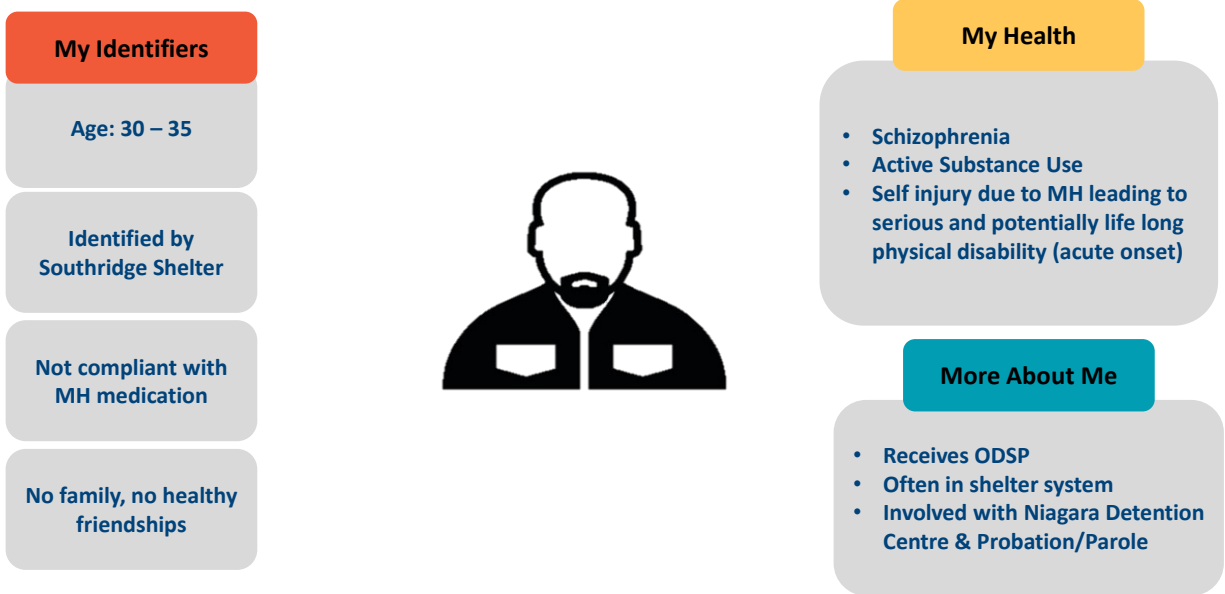
Collaborative Outcomes: Urgent Service Access Team

- Interdisciplinary mobile outreach team:
 - Client Coordinator
 - Nurse Practitioner
 - Registered Practical Nurses
 - Outreach Social Workers
 - Program Manager



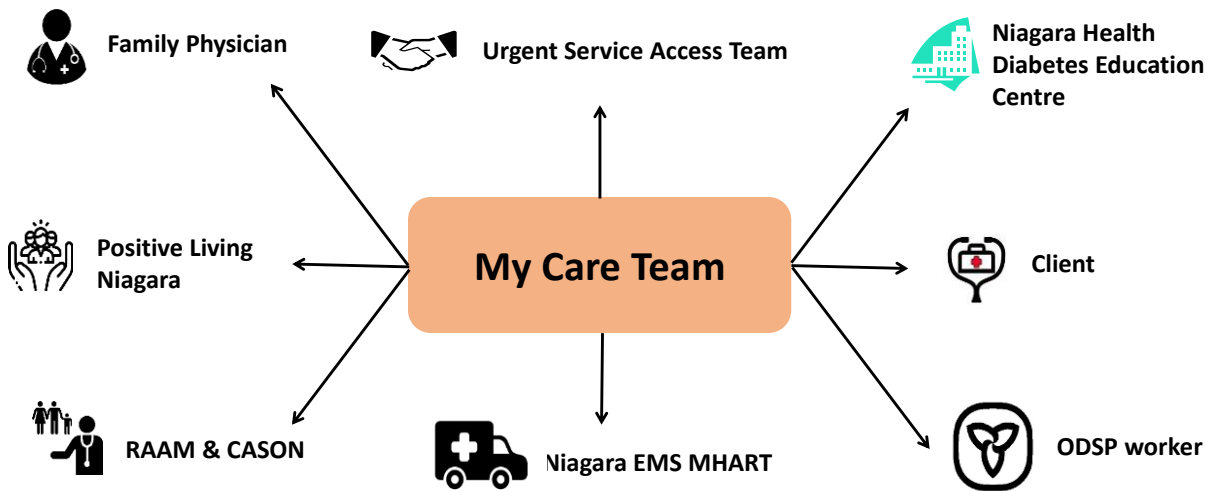
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Collaborative Outcomes: Adoption of the Community Lead Concept



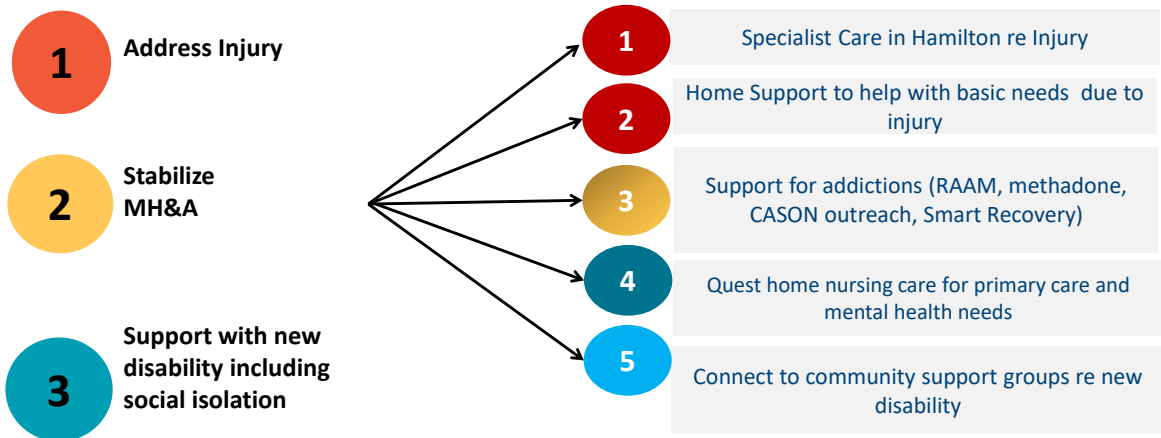
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Collaborative Outcomes: Adoption of the Community Lead Concept



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Niagara Mental Health and Addiction Complex Care Table



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Collaborative Outcomes: The Impact

	6-month Pre-USAT	6-month Post-USAT	Impact
Emergency Visits	1127	602	↓47% reduction
Hospital Admissions	69	32	↓53% reduction
Low Urgency Visits	184	108	↓42% reduction
Re-admit to hospital (30 days)	20	7	↓65% reduction

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Lessons Learnt from the PMT

- Time is required to create and develop one Goal/Vision
- It's about enhancing and filling a gap, not duplicating roles
- Competing priorities – agreement is key
- Leadership/Decision Makers around the table is needed
- Programs need to be adaptable/flexible to meet client needs
- Investment needed upfront to make a change – *without added resources*
- Support frontline staff in networking and learning about programs and services
- A flexible solution focused viewpoint is crucial for collaboration to succeed

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Conclusion

- Identify Guiding Principles and Terms of Reference for Success
- Identify common goal e.g. Connected Teams, Connected People, Connected Communities
- Take time to reflect and evaluate the collaboration in addition to the program and client outcomes
- USAT could not have been developed without the PMT which is paramount to USAT's success
- Joint oversight is critical

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Questions?

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Thank You!

Quest Community Health Centre
Every One Matters.

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