

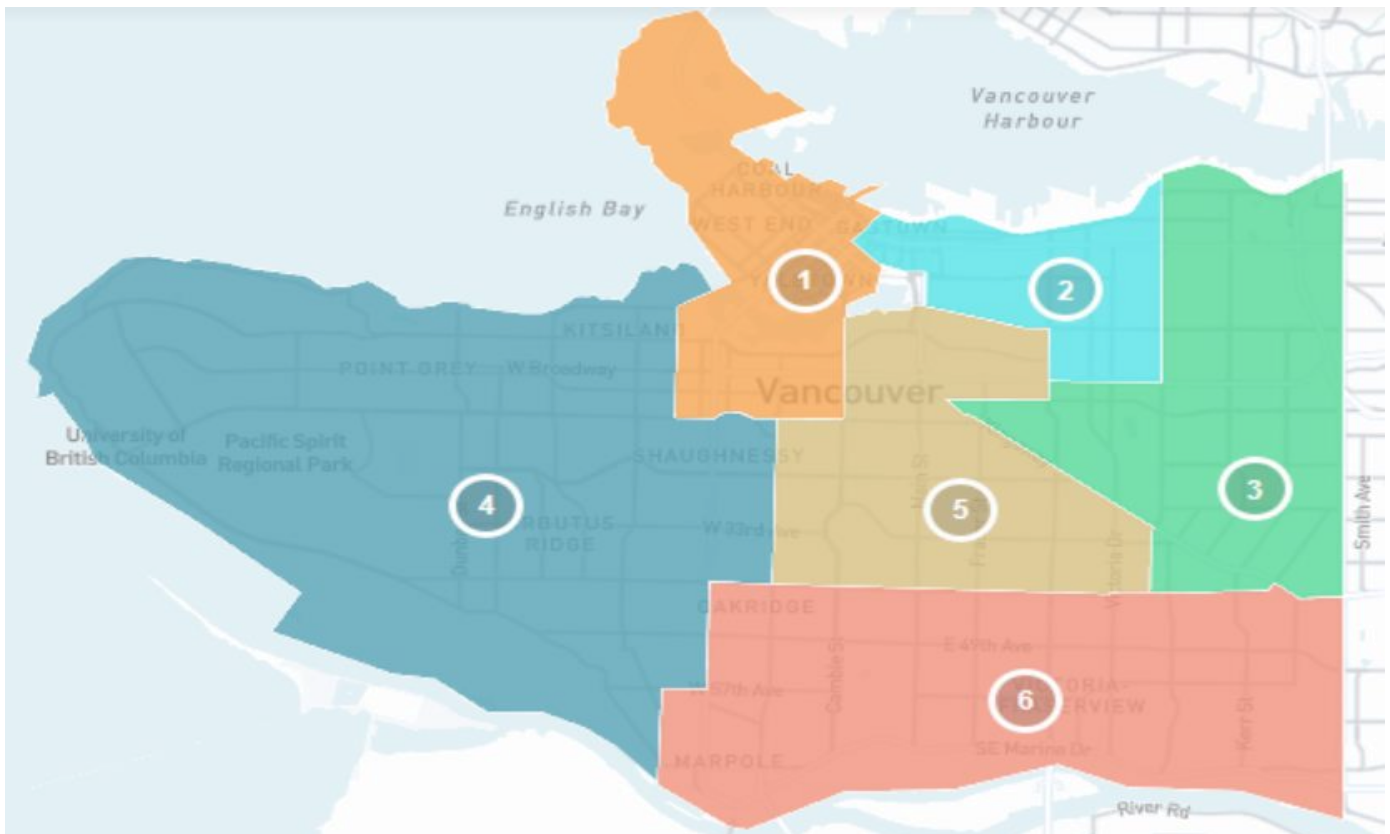
VANCOUVER PRIMARY CARE NETWORKS

Mental Health & Substance Use Engagement Forums

Connect, Engage, Thrive

Sept. 24th and Oct. 1st, 2024

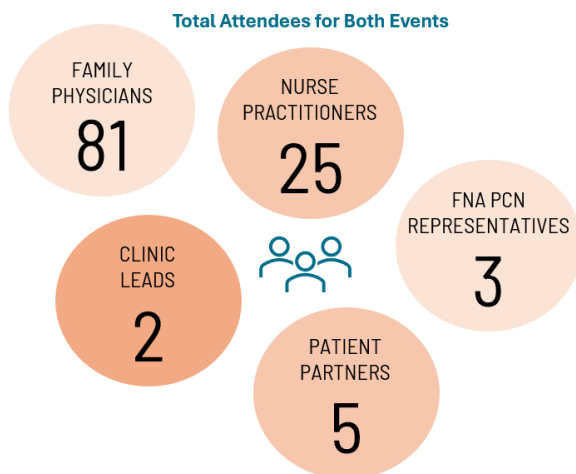
Prepared by: Saori Yamamoto
PCN Engagement Manager
Vancouver Primary Care Networks



We recognize that this event took place on the unceded territories of the Skwxwú7mesh (Squamish), xʷməθkʷəyá m (Musqueam) and səliłwətał (TsleilWaututh) Peoples, on whose traditional homelands we are grateful to be living, playing and working together.

Background

PCN Engagement Forums are held annually to engage the community on key priorities and initiatives impacting health care providers and their patients. This year, our focus was on Mental Health and Substance Use and the PCN Team worked collaboratively with the Vancouver Division of Family Practice Mental Health and Addictions Committee and Project Teams to plan and deliver two events, one for PCNs 4, 5 and 6 on September 24th and one for PCNs 1, 2 and 3 on October 1st. A total of 120 people attended the events including Family Physicians, Nurse Practitioners, Clinic Leads, Patient Partners and First Nations and Aboriginal PCN Representatives.



MHA Project Updates

The events began with an update on several projects that the VDoFP Mental Health and Addictions committee and Project Teams have been working on over the past year.

[ChoosingTherapy.ca Launch](#) – A public-facing website launched last year to support people to find the right kind of private mental health therapist. Listings are provided through the professional clinician associations in partnership with the VDoFP.

[Child and Youth MHSU Network](#) – Vancouver Local Action Team (LAT) includes the VDoFP, The Vancouver School Board (VSB), Vancouver Parks, VCH Child and Youth Mental Health and Substance Use Services as well as various community non-profits. Their current projects include Lunch and Learn workshops, updating their online Youth wellness directory, and the development of a youth resource package. This project has also supported the creation of [VSB Student Information Sharing Forms](#) between Primary Care Providers and the VSB.

[Mind Space Updates & Enhancements](#) – Mind Space (formerly CBT Skills Group) has grown into a provincial program. There is now a fully revised workbook with justice, equity, diversity and inclusion considerations, Vancouver-based facilitators have increased from 8 to 21 and the key skills have been translated into 8 additional languages. Diversity of Level 1 and Level 2 groups are now being run, including topics for insomnia, ADHD and parenting. There is one universal referral form to all programs.

Alcohol Use Disorder (AUD) Supports- This project has engaged the community to help understand need and develop resources around supporting patients with AUD. Three CME accredited workshops were hosted in partnership with the with BC Centre on Substance Use (BCCSU). Patient interviews were completed to better understand patient experience and needs, and mapping work has been undertaken to understand existing services and identify gaps.

Dialectical Behavioural Therapy (DBT) Mapping & Education – This Shared Care Committee-funded project is looking at building education and training around DBT and caring for patients with emotional dysregulation. Engagement of the community including providers and patients is underway to help map resources and plan for future support options.

FP Mental Health Collaborators Network – This 11-month prototype program explored the creation of faster access for patients who need mental health assessments and care planning. Family Physicians referred their patients with suspected mild cases of OCD, ADHD, anxiety/depression or bipolar conditions to 4 FP colleagues with experience, interest and specialized training to provide assessments and plans.

Attention Deficit Hyperactivity Disorder (ADHD) Supports- This two-part webinar series hosted by Adult ADHD expert Dr. Elisabeth Baerg Hall, will support Primary Care Providers to learn about Adult ADHD Identification and Assessment, Medication Management for Diagnosed Patients and Psychoeducational & Skills Supports that help manage their care. Spots have been filled, with sessions taking place in October and November.

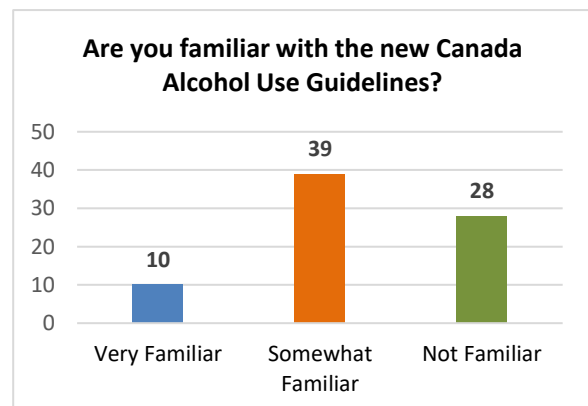
VCH's Access and Assessment Centre (AAC) Communications - This project is an ongoing collaboration between the VDoFP and Vancouver Coastal Health's Access and Assessment Centre. This project has undertaken a client journey map, improvement on the accuracy of clinic contact information, and is currently looking at gathering feedback on clinician assessment reports and psych consult reports.

You can view a copy of the update presentation [here](#).



Mentimeter Engagement

During the update presentation, we had an opportunity to engage participants on a few of the projects using an online tool called Mentimeter. Here are the collated results for those topics across both events:



Discussion Topics

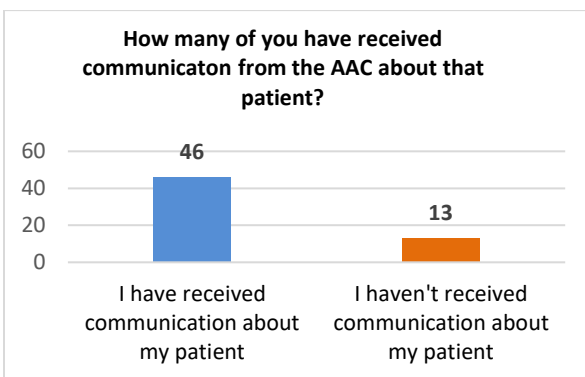
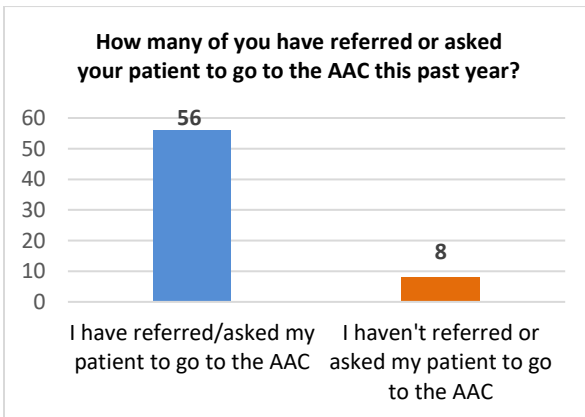
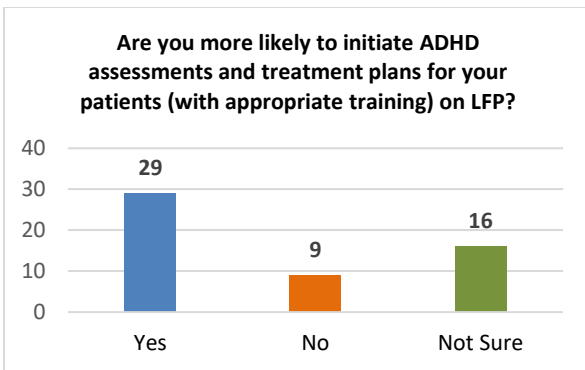
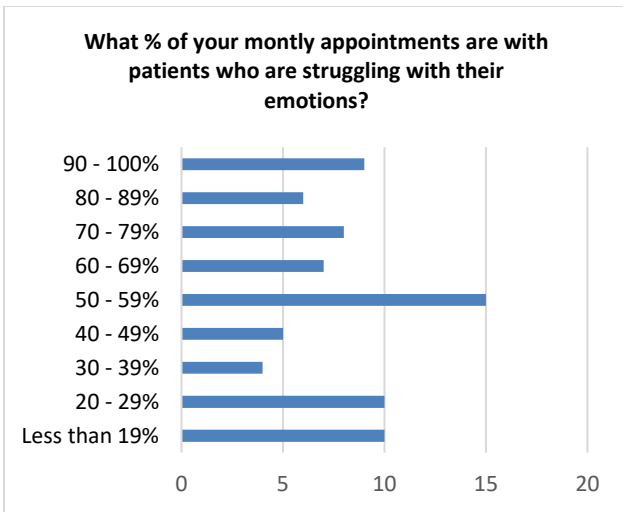
After sharing updates, attendees were invited to participate in one of four breakout room discussions:

Suicidality Unveiled: Navigating the Complex Perspectives Shaping Patient Access

In this session, panelists included Mark Sheehan, Program Director Community Learning and Engagement and Alain Bedard Gibson, Director of Programs from the [Crisis Line](#), Family Doctors Lindsay Mackay (456 event) and Shawn Wen (123 event) from Columbia Street Community Clinic, and Psychiatrist Dr. Rebecca Zivanovic (456 event). Speakers shared their at times diverse experiences and understandings of suicidality and how best to address patient needs and navigate supports.

Key themes from this topic discussion:

- Time constraints are an issue when dealing with suicidality.
- No unified system used by all providers to assess suicidality. Creating streamlined pathways within PCNs is essential.
- A patient navigator could assist in guiding patients through the system, supporting providers in the process.
- Crisis Centre offers [training opportunities](#) that Primary Care Providers can participate in to improve their ability to discuss suicidality and better understand risk assessment.



Alcohol Use Disorder: Asking the Right Questions to Support Your Patients

In this session, Addictions Medicine Physician Dr. Cole Sugden from St. Paul's Hospital provided education on how to use the [Canada's Low-Risk Alcohol Use Guidelines](#) and also screen for high-risk alcohol use in patients. He also explored using brief intervention and motivational interviewing within clinical practice.

Key themes from this topic discussion:

- Harm reduction and recovery-oriented care consists of three main parts: screening and intervention, withdrawal management and continuing care.
- Canada's Low-Risk Alcohol Drinking Guidelines are a new educational tool that can support you to have conversations with your patients.
- Alcohol Use Screening Tools can support providers to navigate conversations around alcohol use with their patients.
- Brief intervention is a counselling approach that is used to motivate behaviour change in individuals who engage in high-risk drinking, but do not have an AUD.
- Almost all participants had spoken about alcohol use with their patients this past year.
- The [Addiction Medicine Clinician Support Line](#) is a phone consult service for providers which is available 24/7, 365 days a year. Call 778-945-7619

Click [here](#) to view the presentation from this breakout session.



Navigating Substance Use: VCH ACCESS Central and CAIT Insights

In this session, Aubrie Nabb, a Clinical Resource Nurse and Alexis Flynn, Team Lead from Vancouver Coastal Health (VCH) [Access Central](#), Central Addiction Intake Team (CAIT) and Stabilization and Addiction Recovery Program spoke about the role of Access Central as a single access point for all inpatient withdrawal management services for VCH. They also spoke about the differences between detox (withdrawal management from substances) and treatment (in-patient programs – longer stay), as well as the current demand for these services. They also shared what a client could expect once they have accessed services.

Key themes from this topic discussion:

- Access Central is the detox (withdrawal management) hotline for Vancouver Coastal Health (VCH) which is accessed by clients through self-referral only.
- The current demand for withdrawal management services is very high due to a toxic drug supply and high overdose risks.
- There are three detox sites in Vancouver (George Pearson Centre, VDC Main & East 2nd, and Road to Recovery at St. Paul's Hospital).

- Patients are categorized as Routine, High, or Urgent based on their stability and need for immediate support.
- Minimum age for services is 19 years.
- All detox services are free, although treatment referrals may require funding and support from a social worker.

Click [here](#) to review the presentation from this breakout session.

Provider Wellness: Self-Care in Challenging Conversations

This session focused on provider wellness. Dr. Bob Bluman (PCN 456) and Dr. Julie Martz (PCN 123) from the VDoFP Peer Support Program and Dr. Kylie Riou a [MindSpace](#) CBT Facilitator supported discussions and tips to prioritize well-being while managing difficult mental health and substance use conversations with patients. This includes tapping into peer support, understanding how these conversations can impact your emotions, and other skills to manage stress and promote calm. If you are seeking peer support, click [here](#) to find out more about the VDoFP Peer Support Program.

Key themes from this topic discussion:

- Primary Care Providers face unique challenges, such as stress, vulnerability and fear as normal emotional responses to experiences such as patient complaints, adverse events, workplace conflict and other difficulties.
- Tools such as One Breath and Stop Skills, breathing exercises and self-compassion breaks can help manage stress and support calm.

- VDoFP Peer Support Program can help provide a safe place to speak about issues and find support.

Q&A



We have compiled a list of questions and answers from each of the breakout sessions across both events for you to review [here](#).

Evaluation Results

Evaluation scores show that both events were, for the most part, successful, and gave us input on things that we can improve upon. We received a total of 66 evaluations across both events.

- **86%** said they had a clear understanding of the purpose of engagement
- **85%** said they were given enough information to participate
- **75%** said there was enough opportunity to participate in discussions
- **88%** said their views were respected and listened to
- **88%** said they were better informed about Mental Health & Substance Use services and supports as a result of participation
- **91%** said that overall, they were satisfied with the engagement event
- **96%** said they were satisfied with facilitation
- **96%** said they were satisfied with timing of the event
- **88%** said they were satisfied with the format
- **97%** said they would attend another PCN Engagement Event in the future



- More inclusive language (include Nurse Practitioners or use “primary care provider”)

We want to thank everyone who took the time to fill out the event evaluation and provide their feedback.

Next Steps



The PCN Team and the Mental Health and Addictions Committee and Project Teams will be reviewing all the feedback received at the forums to help inform current projects underway and to plan future events, education sessions and initiatives.

We want to thank everyone who attended the event for their participation.



What did you like about the event?

“Well organized, good information, engaging.”

“It’s always nice to collaborate and get together with other providers.”

“Ability to move to breakout sessions.”

“Very interactive and engaging.”

“Learning about resources in the community and acknowledging the burden of mental health on primary care providers.”

What could have improved the event?

- More time for each breakout room
- Ability to attend all breakout topics
- More practical tools (i.e. suicide risk assessments)
- Ability to ask more questions