

ENHANCING COLLABORATIVE PSYCHIATRIC CARE

Shared Care Project

Project Overview

Project Aim: Foster relationship building, learning, increase capacity and improve communication between family physicians, psychiatrists and mental health teams across the FNW region.

Project Leads: Dr. Stephanie Aung (FP lead), Dr. Carlinn Man (FP lead), Dr. Angelo Wijeyesinghe (Specialist Lead) and Dr. Stephen Ogunremi (Specialist Lead)

Project Activities

MSHU Open House

24 attendees

Jan 2020

ATE: Psychiatry

44 attendees

Sept 2020

ATE: Depression

54 attendees

May 2021

Depression Care Pathway

Sept 2022

PROJECT OUTCOMES

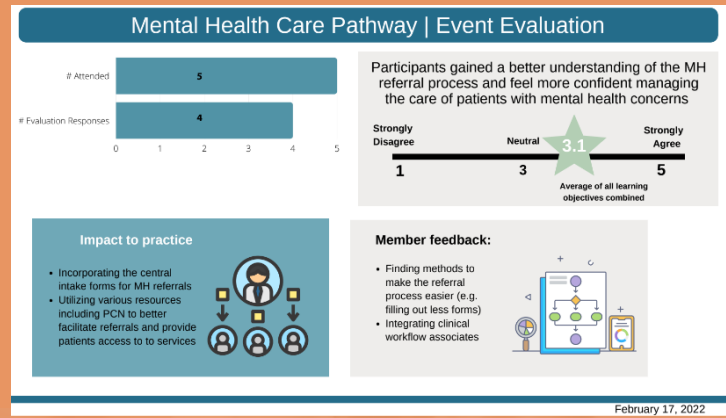
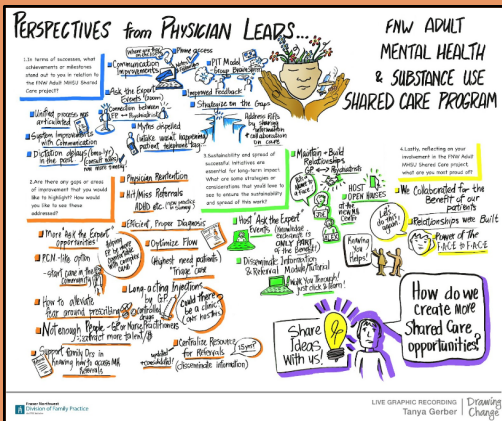
- Increased satisfaction in who to connect with and when
- Increased understanding of physician scope of practice by other physicians
- Increase understanding of available services depending on where patients are in healthcare needs
- Increased FP confidence and capacity in supporting patients
- Improved access to timely support and counselling services
- Increased access to MH supports for patients with increased provider awareness

DEPRESSION CARE PATHWAY

- While some members were unfamiliar with this resource, others utilized this resource for the purpose of finding patient resources (20%), sending mailable patient resources (12%), finding referral information (17%)
- Some members noted the Depression Care Pathway was easy to navigate and visually appealing
- 78% of members found this pathway to help them find relevant referral information and 80% of members noted the Depression Care Pathway provided them with useful clinical and documentation tools

[Click here to view the Depression Care Pathway](#)

Project Activities: Overview



Lessons Learned: What worked well?



A common goal among committee members and stakeholders enabled improvements at system level for patient care, including referral acknowledgement and timely consult notes



Increased awareness in navigating mental health system about central intake service and clarification on referral process



Increased collegiality and relationships between FP's and psychiatrists through committee meetings and education events

Challenges & Gaps

- Ongoing collaboration among FP's and specialists to address gaps and maintain relationships, in addition to ongoing feedback from HA partners
- Long wait times and insufficient psychiatrists to support complex mental health patients . Ongoing education for primary care providers needed (i.e. prescribing medications)
- Difficult to upkeep provider workshop materials and to measure impact of project activities on patient care
- Project experience scope creep due to pandemic, resulting in project delays

Next Steps

- Further collaboration with stakeholders as needed to continue addressing gaps and challenges related to mental health at systems level
- Understanding the complexities involved with navigating mental health services; FNW has hired a PMH Support Coordinator and an FHA equivalent to work in tandem
- Collect ongoing patient feedback through community wide surveys to gain valuable patient input and feedback