



# SHN's Community Mental Health

## Organization Overview

- Scarborough Health Network (SHN) is taking the lead in delivering accessible, world-class and inclusive health care to one of Canada's most vibrant and diverse, yet vulnerable communities.
- 59% of Scarborough residents are new Canadians, 74% are visible minorities and 50% speak a primary language other than English. We also have the lowest average family income in the GTA.
  - With the **2<sup>nd</sup> largest community hospital-based mental health and addiction program in Ontario**, our psychiatry department has identified the need to improve our community-based programs and services for adults and youth (ages 18 to 25) by centralizing all young adult and adult outpatient mental health programs inside the **new Community Mental Health Hub. The hub will include specialty clinics including the Youth Mental Health Clinic, The Slaight Family Foundation Cultural Psychiatry Clinic, the Bell Seniors Mental Health Clinic, a mood and anxiety clinic, trauma and post-traumatic stress disorder (PTSD) clinic, borderline personality clinic and occupational psychiatry clinic.**
- The space will provide equitable care for the 10,000+ patients who are referred to our mental health program each year.

## Project Executive Summary

- Two key priority populations being served within the Mental Health Hub are services for youth ages 18-25 and services for seniors.
- The **Youth Mental Health Clinic** a dedicated clinic within the hub for young people ages 18 to 25. These individuals, especially those attending college and university, are at a vulnerable stage in life and prone to fall through the cracks when it comes to mental health care. This clinic will provide a bridge between child and youth mental health services to young adult services, and assist in the transition to adult psychiatric care.
- Seniors' mental health services have long been underrepresented in Canada and at SHN, and the **Bell Seniors Mental Health Clinic** will serve as a new model of care to remove barriers for seniors with mental health challenges.



## Seniors Mental Health Clinic Project Details

- Isolation and the onset of chronic or age-related disease puts seniors at higher risk for developing mental illness, especially during the COVID-19 pandemic.
- **The Bell Seniors Mental Health Clinic** within the new Community Mental Health Hub will remove significant barriers to mental health care and treat our vulnerable older adults suffering from mental health challenges, including neurocognitive disorders, depression, anxiety, psychosis, prolonged bereavement, and significant distress related to major life transitions (e.g. retirement, coping with medical issues, loss, family conflict, etc.).
- The clinic will serve any individual 65 years of age or older, or individuals younger than 65 with a suspected neurocognitive disorder (e.g. dementia).
- The clinic will enlist three geriatric psychiatrists, a relatively new sub-specialty in Canada, who are experts in diagnosing and treating mental health challenges in seniors, along with expertise in the intersection of other medical issues — which many older adults live with — and mental health challenges.
- Seniors will be able to speak with psychiatrists in their language, including Mandarin, Cantonese, Farsi, Tamil and Arabic.
- **There will be links to SHN's existing Geriatric Assessment and Intervention Network (GAIN) clinics in the community and the Alzheimer's Society.**
- Along with geriatric psychiatrists, the clinic will also be supported by a team of an additional 1012 staff members including nurses and administrative staff. The patients will have access to other services offered within the hub.

## Youth Mental Health Clinic Project Details

- The hub will offer new therapeutic offerings which will be available to all patients 18-25 using the RBC Youth Mental Health Clinic. These services include:
  - Psychiatric assessment and treatment (including pharmacotherapy);
  - Referral to internet-based e-therapies (such as the SHN-developed i-CBT (internetCognitive Behavioural Therapy); MindBeacon, Morneau Shepell's eCBT solution and low intensity therapeutic offerings (such as CMHA Bounceback);
  - Individual and group-based cognitive behavioural therapy; and,
  - Exposure-based Cognitive Behavioural Therapy (CBT) for social anxiety disorder and panic disorder.
- Youth can also be referred to a psychiatrist who speaks their language, including Mandarin, Cantonese, Farsi, Tamil and Arabic.
- The clinic will have integrated technology that will allow us to deliver mental health services virtually. We will continue to offer individual therapy, group therapy modalities and psychiatric care through videoconferencing – based on patient preference and provider recommendations.
- We also will be using a secure patient portal embedded within our new clinical information system, EPIC, that will allow patients to access their mental health notes, securely message their



providers and complete standardized rating scales and questionnaires to allow us to monitor their health from a distance.

- This will create an environment that promotes patients and families as being true partners in their own care. **Very few organizations share mental health notes with their patients – and we will be one of the first in Canada.**
- **There will be connections to SHN’s existing LINK program which serves transitional-aged youth in crisis and connects them to community resources, as well as the Shoniker Clinic which treats youth under 19 years of age.**

## Project Outcomes

- **Reduce wait times for patients seeking mental health treatment.** We will ensure all high priority patients referred to the hub will be seen within two weeks, and all other patients within four weeks.
- **Remove barriers to accessing care.** Not only will we be able to treat patients more quickly and in a community environment, but they will have access to integrated services in one location, with a care team who will treat them with expertise in English and five other languages, and with compassion.
- **Reduce the number of seniors being admitted to the emergency room.** By integrating psychiatry and medicine we will provide a holistic model of care treating all symptoms.
- **Better use of mental health resources and evidence-based treatment pathways.** SHN’s new digital records management system, EPIC, will allow us to input patient information, measure outcomes and report on results including number of patients served per year, total number of visits per year, percentage of patients that show clinical response, average wait times and patient and family satisfaction.
- **Position SHN as a leader in delivering care for seniors with mental health challenges.** The new clinic will serve as a model for other health care organizations to follow across the province and Canada.

## Partnerships

- The hub will work with community partners and service providers to establish a pathway of continuous care for patients. There are strong service providers in Scarborough and we will develop integrated models of care to collectively deliver the most effective services for our patients.
- The vision of the hub is to offer “One Door” to mental health treatment for all of Scarborough. Throughout the next four years, we will work with our established partners within the Scarborough Ontario Health Team (OHT) to integrate them into our “One Door” system, ideally with some services co-located within the hub.
- Initial discussions have taken place with Hong Fook Mental Health Association, who primarily serve the Asian community in Scarborough and the Canadian Mental Health Association (CMHA) in Scarborough.



• Additional partners we will involve at the hub are the Centre for Immigrants and Refugees, Scarborough Centre for Healthy Communities and TAIBU Community Health Centre. We will continue to explore partnership opportunities over the coming years.

- Our goal is to work with these partners to solidify the care pathways by 2023 and provide a report on number of students served and referred by 2024.

## Project Budget

- **The entire Community Mental Health Hub is projected to cost \$6 million:**
  - \$3,000,000 for leasehold improvements (renovations, construction and updates within the lease site to create an appropriate and safe space) at approximately \$300 per square foot in a 10,000 square foot space;
  - \$1,000,000 for landscaping and beautification of the exterior of the hub; ○ \$750,000 for behavioural health care furniture and welcoming décor;
  - \$500,000 for security costs to ensure the space has closed circuit monitoring and secure parking spaces;
  - \$500,000 for technology integration and wayfinding; and, ○ \$250,000 for a comfort fund to provide aid to low income patients.
- The total operating budget for all mental health outpatient services annually is \$14.5 million and will employ 123 full time equivalent employees.

## Deliverables and Timeline

- **SHN is in the final stages of planning and will hope to have the location for the hub chosen by summer of 2021** (provided the provincial stay-at-home order is lifted as scheduled). The location requirements will include being located in central Scarborough, accessible by TTC and have a ground-floor, street-level entrance that is safe for staff, patients and our community members.
- We have raised \$4.7M of the \$6M project cost to date.

**We are respectfully asking RTO District 24, Scarborough and East York to join us in supporting the Mental Health Hub.**

## Administrative Details

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