

The West Parry Sound Health Centre/Rural Nurse Practitioner Led Clinic Mental Health Hub:

*An Integrated Care Approach to
addressing substance use in the
Parry Sound Region.*



META:PHI Conference
September 22, 2023



Presentation Details

Presenters:

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Disclosures of Affiliations, Financial and In-Kind Support:

- We have no relationships with for-profit or not-for-profit organizations.
- This session/program has not received financial or in-kind support.



Objectives

At the end of this presentation, you will understand:

1. The unique challenges and approaches to addressing mental health and addictions in the Parry Sound community and surrounding region.
2. The evolution of the Parry Sound RAAM model from 2019 until current.
3. The creation of the Health Hub as an integrated, wrap around approach for people with mental health and addictions that highlights relationship building and partnering in the development of streamlined care pathways for the people it serves.
4. How stigma and racism are being addressed through policy development via a brief overview of the Crystal-Clear Code of Conduct policy and the implementation at the West Parry Sound Health Centre.



Addressing challenges and
identifying approaches to mental
health and addictions in Parry Sound
and surrounding region:

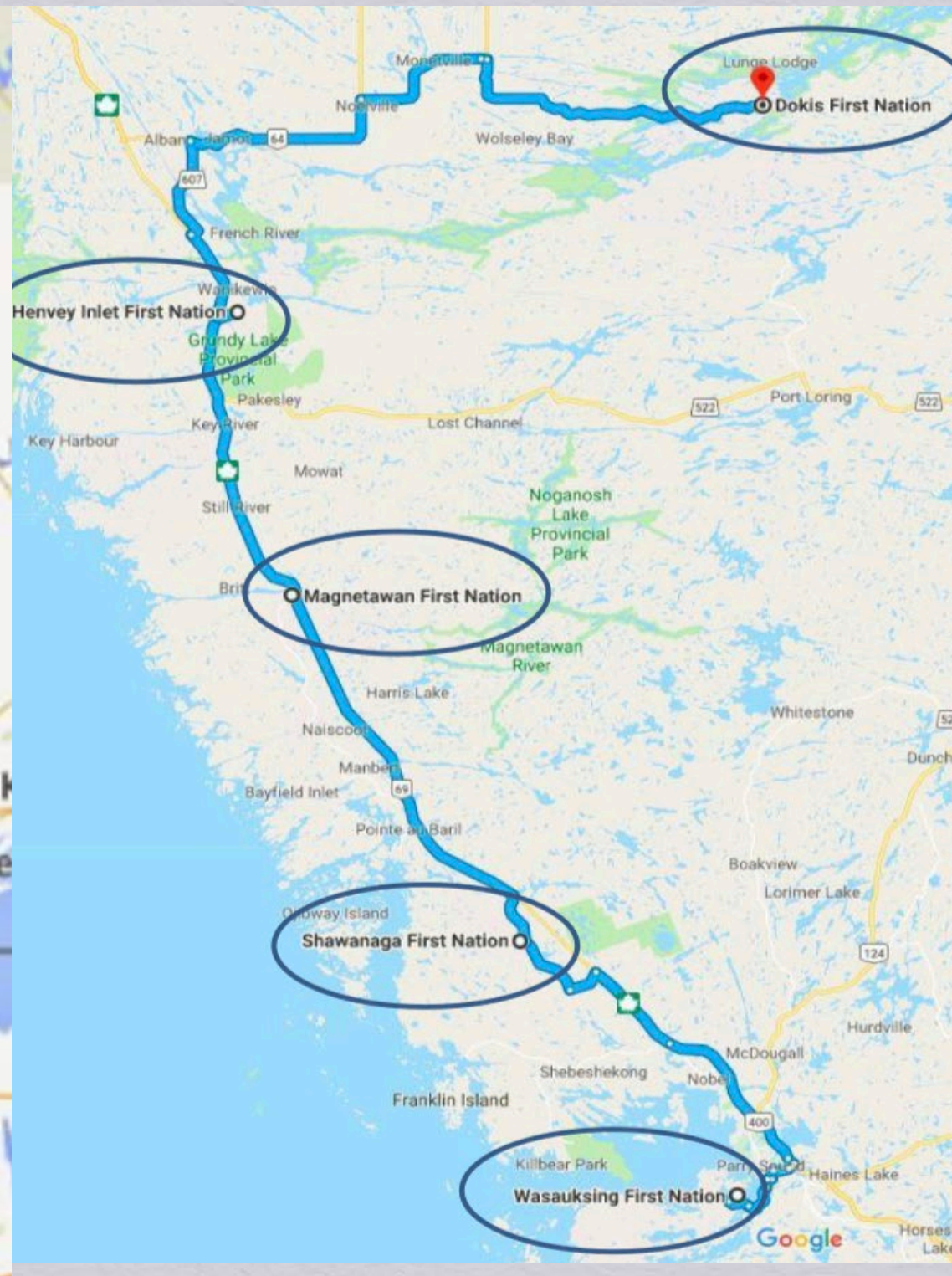
History, Gaps, and Evolving the RAAM Model



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Parry Sound and the Surrounding Region



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History

- 2019 – CMHA Muskoka Parry Sound had been awarded RAAM funding
- WPSHC/NLPC Team Leads met with CMHA and formed a partnership to deliver the medical care through the RAAM partnership under the umbrella of the WPSHC/hospital
- RAAM launched in May 2019 2 days per week (Mondays and Thursdays), out of the WPSHC Ambulatory Care
- AMCT (Addiction Medicine Consult Team)- bridged primary care, ED, hospitalist, ICU, other community consultation.
- Addressing Covid Barriers
- Safe transitional bed support- In patient withdrawal support, education, consultation.
- DSAAB/Hospice Partnership



Bridging the Gaps

Addiction Medicine Consult Team

Bridging primary care, ED, hospitalist, ICU, other community consultation

Addressing Covid Barriers

Safe transitional bed support- In patient withdrawal support, education, consultation.

DSSAB/Hospice Partnership



The next evolution: An integrated, wrap around care approach for people with mental health and addictions that highlights relationship building and partnering in the development of streamlined care pathways for the people it serves:



Creating the Health Hub.

The Health Hub

The Location: 1st Floor, West Parry Sound Health Centre



The people: 1 RN, 1 RSW, 1 MHAA, 3 NPs, 1 Admin.

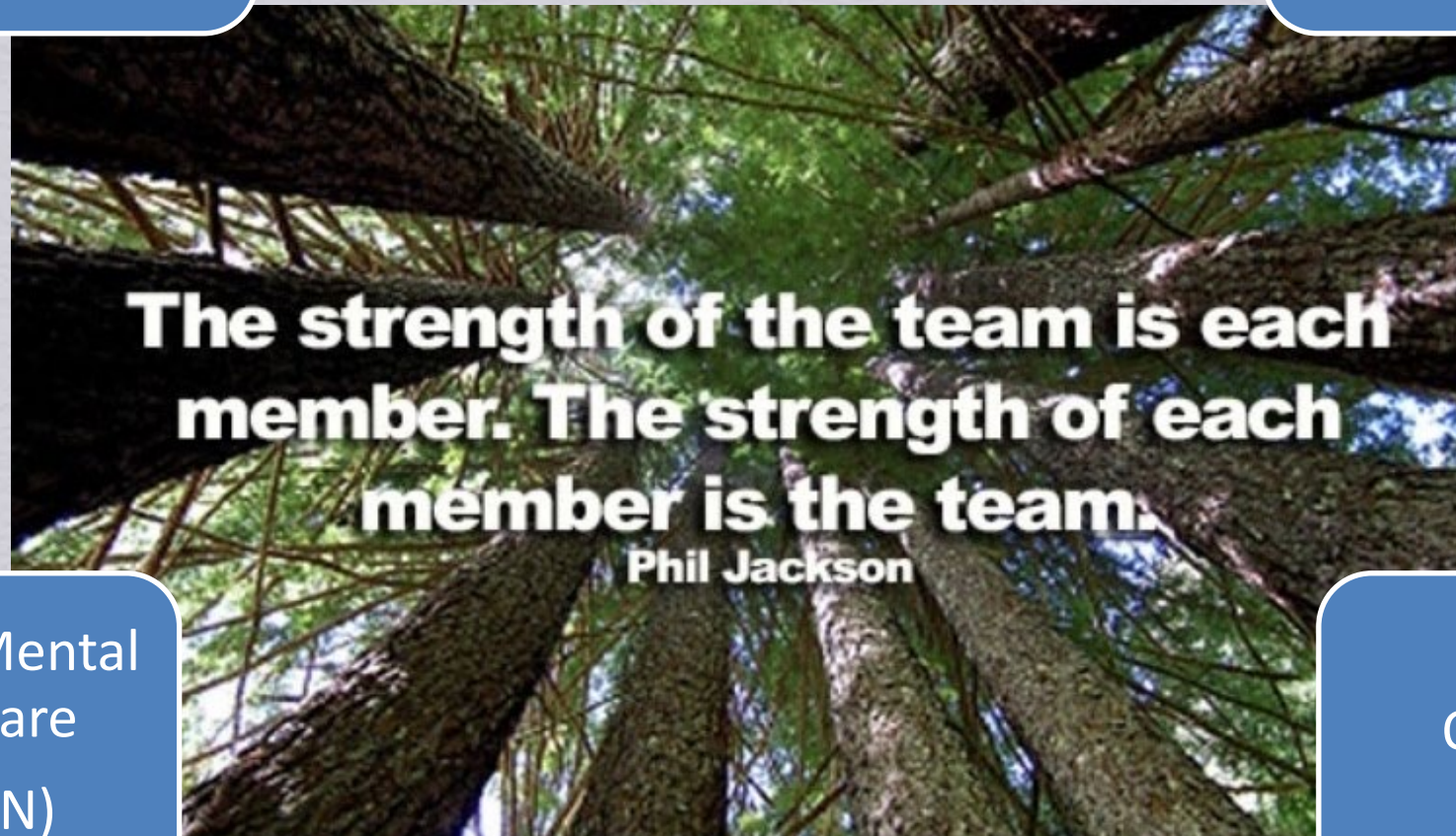


The Health Hub

RAAM Clinic
(NP-Led)

System
Navigation
(RSW, RN)

Orphan Clinic
(NP-Led)



Inpatient Mental
Health Care
(RSW, RN)

OTN Suite

Safe Justice Bed
(RN-Led)

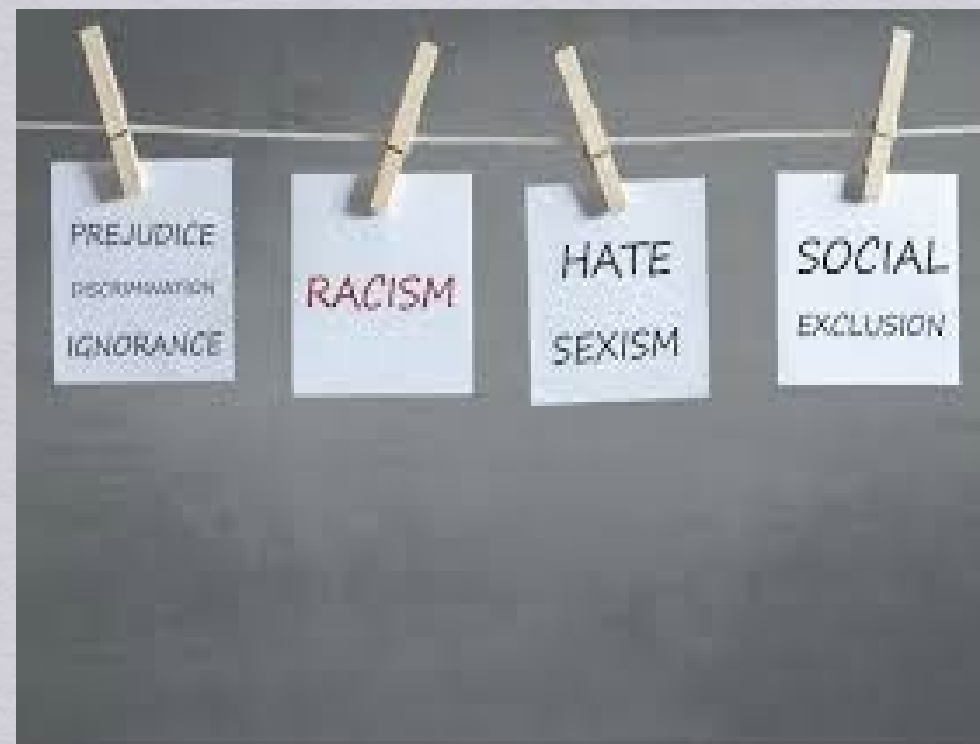


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Stigma and racism remain barriers to
access and care

Crystal Clear Code of Conduct policy.



Crystal Clear Code of Conduct Policy



West Parry Sound Health Centre

Current policies are available on www.wpshc.com

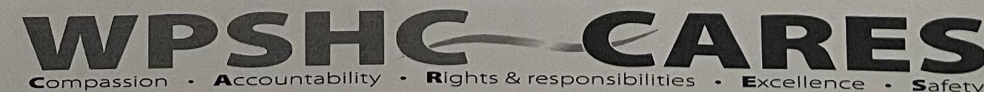
CORPORATE – HUMAN RESOURCES			
CRYSTAL CLEAR CODE OF CONDUCT			
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POLICY BACKGROUND

Crystal Gracie was an Anisinaabe kwe (Ojibway Women) and Registered Band Member of Shawanaga First Nation, Ontario Canada. At the age of 27, Crystal was diagnosed with hereditary angio-edema type 3 and subsequently, sarcoidosis. Crystal experienced ongoing complicated flare-ups of widespread body pain and swelling, along with repeated episodes of life-threatening airway compromise. Crystal self-identified as Indigenous First Nation when accessing the healthcare system in Ontario. Crystal faced multi-leveled stigma and racism at various points of healthcare access and delivery. It is noted that Crystal also received excellent care. Unfortunately, Crystal went on to the Spirit World (passed away), March 25, 2022, at the age of 31. **Connie Foster**, her mother, advocate, and nurse practitioner at the West Parry Sound Health Centre/Rural Nurse Practitioner Led Clinic, spear-headed the idea to enact an anti-stigma anti-racism policy with First Nation engagement and support, in collaboration with a local working group in north Muskoka and Parry Sound, Ontario. This policy stands to ensure that there is a formal process set in place of the expected code of conduct that all healthcare services delivered and accessed under the umbrella of the West Parry Sound Health Centre are free from stigma and racism. The policy accompanies a reporting process and steps set in place to address reports of stigma and racism with the foundation of the policy rooted in education. This accountability and responsibility are across the entire organization and is implemented to ensure that the understanding of the policy and expected code of conduct is **Crystal Clear**. The Leadership of the West Parry Sound Health Centre have agreed to be the first to implement the first **Crystal Clear** Code of Conduct policy.

¹ FNIM/Indigenous/Aboriginal or other term to be used in this policy will be decided through consultation. In this document we will be using FNIM (First Nations, Inuit, Metis).

Please contact Human Resources at 705-746-4540 ext 2414, or by email at humanresources@wpshc.com should you require this document in an accessible format.



Future Direction and Goals



*An Integrated Approach: Regional Wide
Getting to the Root of the Issues & Addressing*



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Miigwetch/Thank you.

