



# Rapid Fire Presentation

## Overdose Outreach Team

# Collaborative Team

## **Overdose Outreach Team**

- Outreach Workers: Chris Dickinson, Erin Isnor, Rachelle Smith, Jesse Hilburt
- Social Workers: Robyn PutnamMcLaren, Skye Ruttle, Valerie Martin
- Leads: Christine Gillespie and Misty Bath

## **Description of our services**

- Provide support/assistance to individuals & families attempting to navigate substance use services in Vancouver Coastal Health region (Vancouver, Richmond, North Shore)

# Category

**Category name :** Treatment Retention (Engagement)

**Category definition:**

- Low barrier and accessible supports
- No referral form, referrals accepted by phone/in person
- Flexible mandate
- No waitlist
- Contact attempted within three days (phone, outreach)
- People seen same day

# Change Tested

## **What small test of change have you tried within your category?**

- St-Paul's Hospital ED drop-in hours – every Friday 6PM-8PM

## **How have you been measuring these changes?**

- Keeping track of encounter # during drop-in

# Reflection

## **What have been three challenges and three successes?**

- Determination of appropriate hours to maximum client contact
- Practicalities of navigating the site facility (key cards, office space)
- Difficulty creating follow through plan to access service afterhours/weekends
- Communication between information systems

## **What has been your biggest lesson learned?**

- Important to meet client immediately after an overdose
- Increasing communication and familiarity with community partners