

Rapid Fire Presentation



BOOST
SEPTEMBER 20, 2018

BOOST Collaborative

RAVEN SONG MENTAL HEALTH & SUBSTANCE USE



Dr. Puri

THE SOARING RAVENS!!

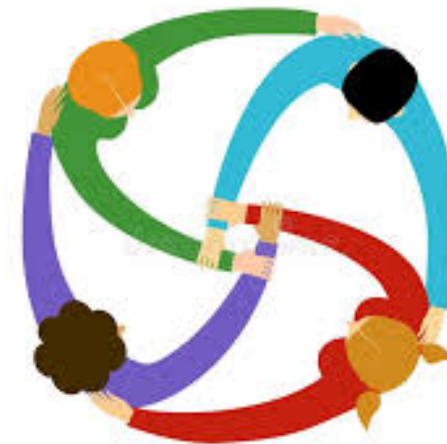
Your Collaborative Team

Raven Song Mental Health and Substance Use

- We are on the 3rd floor of the Raven Song site and serve clients with all substance use issues.
- We have three doctors and two nurses: addictions clinic: M-F 0830-1700 hrs
- Raven Song MHSU addiction medical team (the concurrent practitioners/counsellors and mental health staff) provide most of the referrals

Team Members:

- Addiction Doctors: Clair, Puri, and Jafari
- Manager Raven Song MHSU, PC, & HH: Nicole Latham
- Team Lead: Teresa Campos
- RNs: Martial Legault, Santosh Gill
- Clinical Resource Nurse: Donna Haglund
- PA: Alexandria Dumont



Raven Song



Team

Retention:

- Remaining on the OAT program and achieving some form of stability
- Road to recovery
- Goals met
- Over 50% of our caseload is made up of long-term clients who have been with us for over 1 year.
- 70% of our client are on OAT.



Dr. V Clair



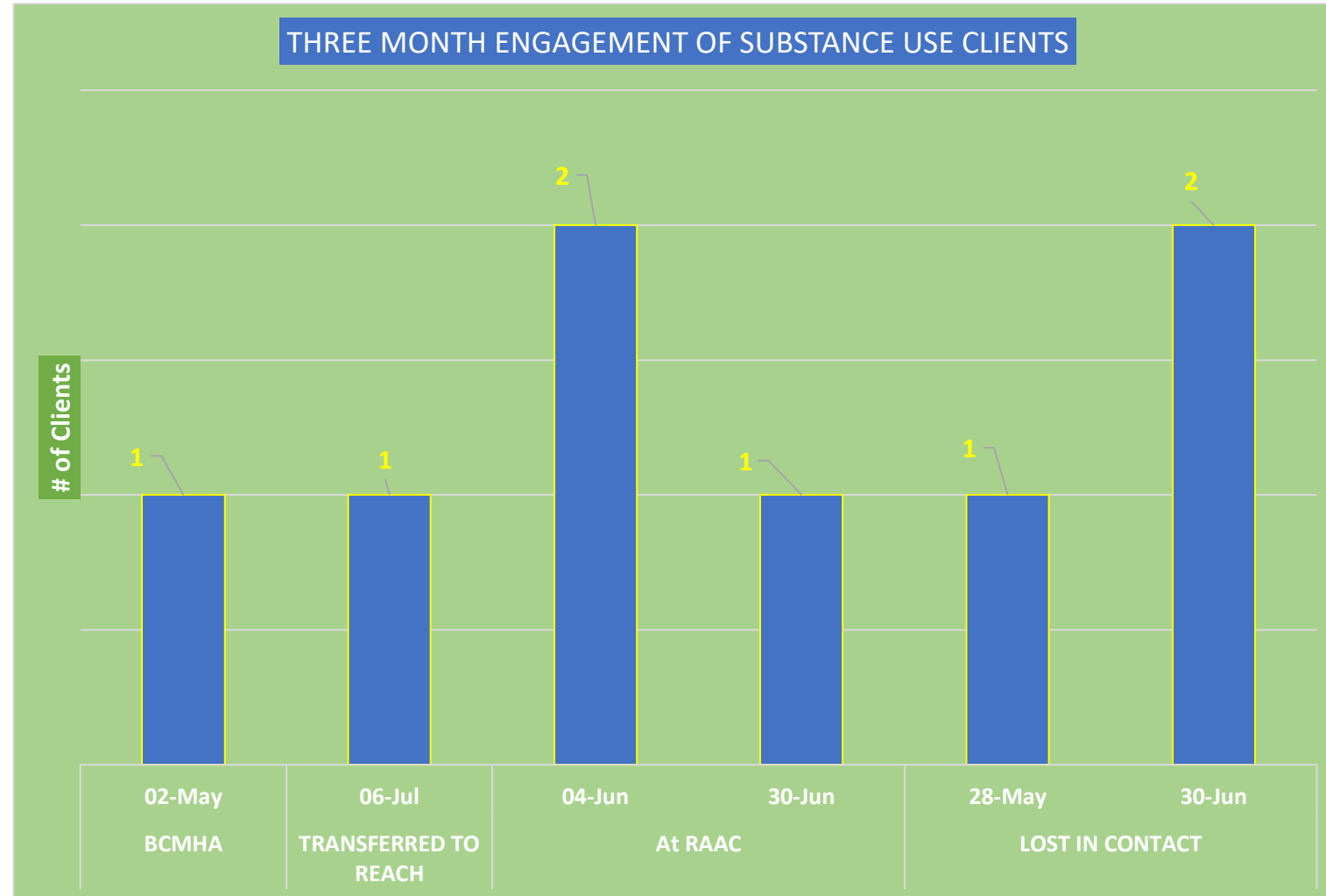
“Happy Customer”

Change Tested

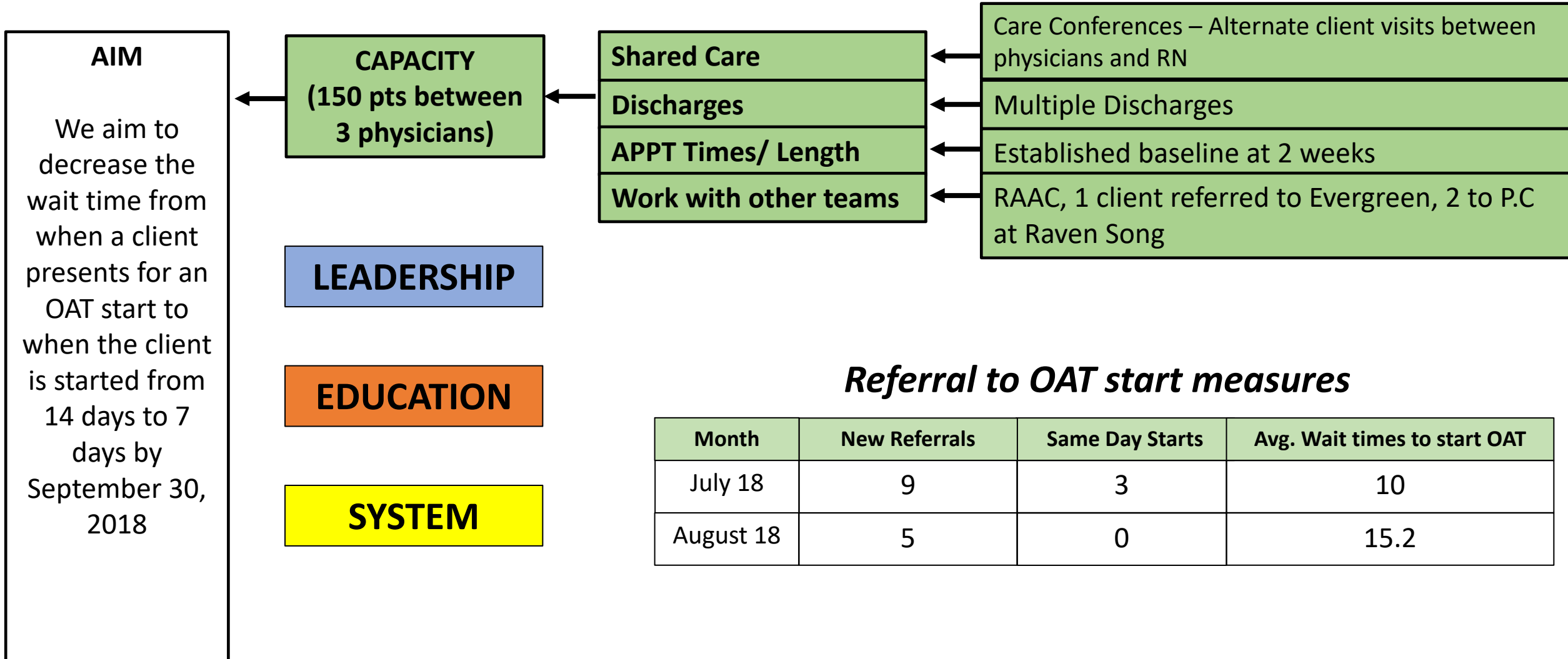
- Daily appt. reminder phone calls on average : 8 calls/d by our program assistant
- Goal: decrease the number of daily client phone calls enquiring about their appt. date/time

Outcome:

- **Quantitative** : client calls has decreased by 90% to RNs asking about their appointment time and date etc.
- **Qualitative** : clients have voiced appreciation for calls and feel someone “cares about me”, Clients are now phoning in regularly to cancel or change appointments instead of “NO SHOW”.
 - Improvement in clinician/ client relationship as frequent contact.
 - Lost to contact clients “at least 4-5 “ have reengaged with RS or RAAC and some are appreciative of follow up.
“I am doing well, sorry for the lack of communication recently. I will call in today” and he did.
- Over a 3 month period we looked at the number of clients not engaged with us for various reasons.



Change Tested



Referral to OAT start measures

Month	New Referrals	Same Day Starts	Avg. Wait times to start OAT
July 18	9	3	10
August 18	5	0	15.2

Reflection



Three Challenges:

- Trying to connect a client to a physician the same week as their initial referral
- The transient nature of the clientele e.g. 8 new OAT clients were booked But “ No Show” from June-Aug. 2018
- OAT program initially challenging in that it requires seeing the physician once a week and going to a pharmacy daily (DWI)

• Three successes:

- Retention rate greater than 50 per cent from initial appointment.
- Retention rate of 94% > 30 days, 81% > 90 days.
- Clients appreciative of consistency of care givers (each client is assigned a physician and RN)
- Multitude of resources available at Raven Song: rehab, counsellors, MH consults avail.
- Clients happy with array of OAT modalities – e.g. Methadone, Suboxone, Kadian,etc.
- **Plan:** to offer once a week designated clinic time for new intakes only.



Dr. S Jafari

Collaborative Team

Looking Forward:

- IAOT and affiliated pharmacies
- Drop in OAT with same day starts
- Work in progress: RNs to see clients on non-clinic times
- Shared care model is the key
- Strong relationships with other providers is very valuable
- Reminder phone calls re: appointment reminders and missed doses are quite helpful with building and maintaining client – caregiver relationships



Contact Information

Team contact information :

- Raven Song MHA Services :
 - 604-872-8441
 - Or contact the nurses:

Santosh.Gill@vch.ca

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Alex-P.A