



**Canadian Mental
Health Association**
Durham

Canadian Mental Health Association Durham Community Hub

~Helping People Move Forward~

Accredited with Exemplary Standing





Service Demand

- ▶ The population of Durham Region was 651,000 in 2013 growing about 6,000/yr.
- ▶ 30% of those 15 or older will experience a mental health or substance abuse problem in their life time
- ▶ 195,000 residents of Durham will be eligible for service during their life
- ▶ Access is crucial and efficiency of services is essential
- ▶ Hub models are the next wave in this task



What makes CMHA Durham a Community Hub?

We are a community primary care and mental health centre that facilitates a range of coordinated health services to the clients and families of Durham Region. Our integrated hub system increases service efficiency and effectiveness through a wrap around, seamless approach to client care.



Specialist Referrals
Prevention & Maintenance

The diagram consists of two light blue rounded rectangular boxes. The left box is titled 'Public Access' and contains a list of five items: '1) Self- Referral', '2) Health- Care Connect: MOHLTC', '3) Education System', '4) Crisis Services', and '5) Other Health Service Providers'. The right box is titled 'Secondary/ Tertiary Care' and contains a list of three items: '1) Crisis', '2) Emergency Care', and '3) Inpatient Admission'.

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graph LR; subgraph Public_Access [Public Access]; direction TB; PA1[1) Self- Referral]; PA2[2) Health- Care Connect: MOHLTC]; PA3[3) Education System]; PA4[4) Crisis Services]; PA5[5) Other Health Service Providers]; end; subgraph Secondary_Tertiary_Care [Secondary/ Tertiary Care]; direction TB; STC1[1) Crisis]; STC2[2) Emergency Care]; STC3[3) Inpatient Admission]; end;
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Public Access

- 1) Self- Referral
- 2) Health- Care Connect: MOHLTC
- 3) Education System
- 4) Crisis Services
- 5) Other Health Service Providers

Secondary/ Tertiary Care

- 1) Crisis
- 2) Emergency Care
- 3) Inpatient Admission

- 1) Self- Referral
- 2) Health- Care
Connect: MOHLTC
- 3) Education System
- 4) Crisis Services
- 5) Other
Health Service
Providers

- 1) Crisis
- 2) Emergency Care
- 3) Inpatient Admission

Intake/ Assessment
 Prompt Response
 Walk in Support
 First Point of Contact
 Triage
 Family Support

Reassessment
Multidisciplinary
Collaboration

**CMHA Durham
Hub**



Service Coordination
Canadian Mental Health
Association Programs &
Services
Integrated Care Plan
Health Links
Specialist Referrals
Prevention & Maintenance

Care Plan

- Modification
- Advocacy
- Communication
- Home Visits

Priority Services

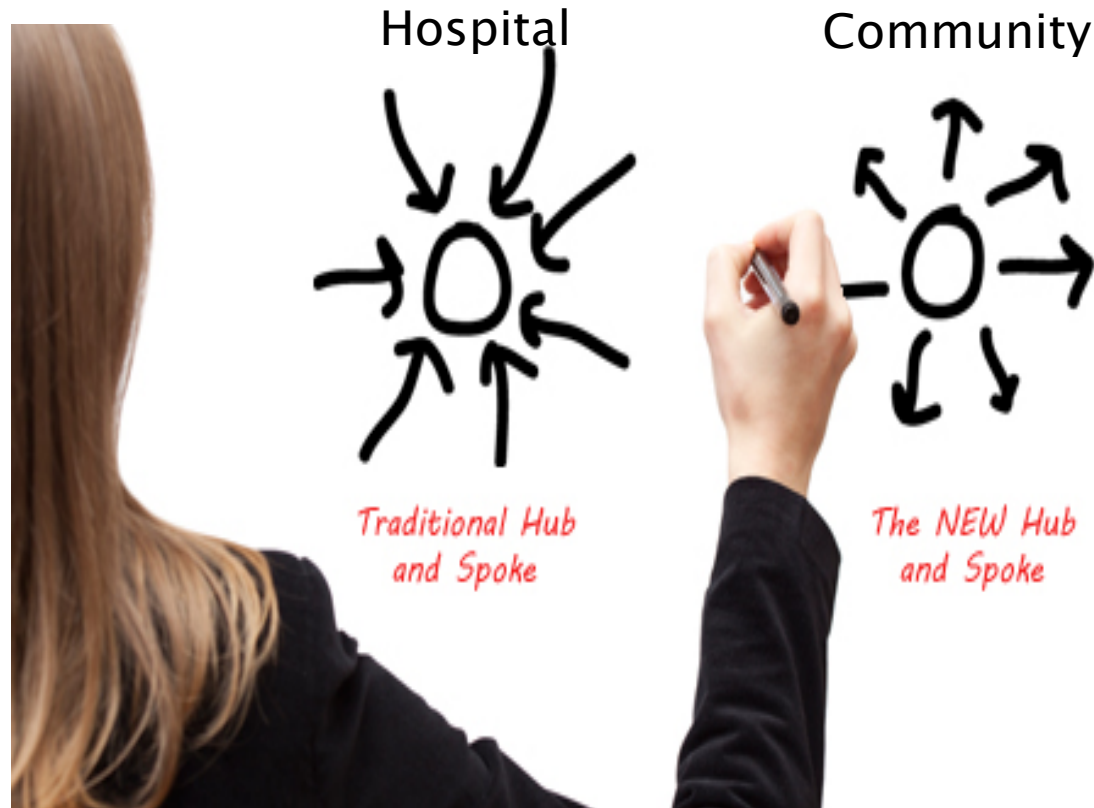
- Nurse Practitioner Led Clinic
- Prenatal Care
- Life Skills & Day Programming
- Short & Long Term Support
- System Navigation
- Mental Health Diagnosis & Treatment
- Hospital to Home Program
- Community Education Training
- Housing
- Forensic Case Management
- Community Treatment Order
- Assertive Community Treatment Team

What is the Impact of Community Hubs

Today, and more importantly tomorrow, successful healthcare providers must be fully engaged and accountable for care. Providers will assume more responsibility for the care continuum and provide expanded services in a high quality, efficient and cost effective manner. This will require a more integrated provider model than ever before and a change from the traditional hub model approach.



Traditional vs Community Hub Model





Providing Efficient Services with Cost Effective Results

Canadian Mental Health Association
Durham's Hub has extensive partnerships
with allied health services to provide cost
saving services to the community.



Community Wellness Cost Savings Community Partnerships



Community Wellness Cost Savings Community Partnerships

The Teaching Kitchen provides opportunities for hands on small group and 1:1 learning, including:

- ▶ Food Safety and Safe Food Handling
- ▶ Meal and Menu Planning
- ▶ Food Preparation

The Teaching Kitchen provides nutritious, low cost meals that are prepared fresh daily using foods and equipment that client's have access to at home.



Primary Care Services Cost Savings Community Partnerships



Primary Care Services Cost Savings Community Partnerships



In addition to standard primary care services, the Clinic provides clients with multiple cost saving services:

1) Nicotine Replacement Therapy (NRT)

- Partners with Centre for Addiction and Mental Health(CAMH), University of Ottawa Heart Institute and the Durham Region Health Department to provide CAMH STOP free NRT and assists clients with tobacco cessation
- The partnership provides 26 weeks of free NRT and counselling through the clinic nurses. Actual cost of NRT for 26 weeks can range from \$1200–\$2300.



Primary Care Services Cost Savings Community Partnerships



2) Ontario Telemedicine Network (OTN) Services

- Through onsite service, Canadian Mental Health Association Durham connects clients to specialists which include access to Psychotherapy with the agency covering the cost instead of the client.





Primary Care Services Cost Savings Community Partnerships

3) Acupuncturist

- Client's can receive acupuncture for \$20 per session. [Regular price is approximately \$60]

➤ 4) Free Foot Care Services



Primary Care Services Cost Savings Community Partnerships



5) Positive Care Supports

- Our partnership with Positive Care (HEP C supports) within the Nurse Practitioner Clinic, provides this service to clients in a familiar, less stressful environment.
- These services provide a one stop shop for what would otherwise be multiple appointments at different health locations and transportation costs.



BOND ST PHARMACY



Primary Care Services Cost Saving Community Partnership

On-site Pharmacy

- free delivery, free blister filling: a "blister pack" is a special method of packing medications, where each dose of medication is placed in a small plastic bubble and backed by a sheet of foil. Medications are organized by day, usually for up to a week at a time. When it is time to take the medication, you simply push the pills through the blister packing. This way, you can see which doses you have taken.



Primary Care Services Cost Saving Community Partnerships

Psychiatric and Physician Consults

- free services to clients and stakeholders through the Ministry of Health & Long Term Care (MOHLTC) sessional dollars





Primary Care Services Cost Saving Community Partnerships

Dental Services

- Mobile fee removed, direct billing to ODSP, referrals and follow up to dentist services if needed, discounts for clients with no coverage
- Home visits can be arranged



Agency Primary Care Services Cost Saving and Community Partnerships



Injection and Clozapine Clinic

- The Nurse Practitioner–Led Clinic also supports a provincial program to monitor those on high risk anti-psychotic medication. These clients receive regular blood work through our onsite lab services which would otherwise require a hospital visit. Following lab services, medication can be obtained from our adjacent on site pharmacy.



Corporate & Housing Services Cost Saving Community Partnerships



Corporate Services Back Office Support

Facilities & Property Management Services supports social enterprise ensuring cost saving components

Housing Residential Support

Provides case management & rent support in partnerships with The Region of Durham & MOHLTC
320 units are currently being provided throughout the Region



Bond Villa Suite



Mahogany Management: Ritson Road Residence Coming November 2016



Public Relations Cost Saving Community Partnerships

Flagship Community Education Programs:
Living Life to the Full, Suicide safeTALK,
Mental Health Works (Group rate provided)



safeTALK



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Mental Health First Aid CANADA

**LIVING LIFE
TO THE FULL**
helping you to help yourself

Agency Services Cost Saving Community Partnerships



Imbedded Workers

provide seamless discharges to the community, through Lakeridge Health Oshawa Hospital to Home program, Ontario Works (OW), Probation and Parole offices,

Dedicated Workers

Durham North, Durham Regional Police Services North Adult Pre Charge Diversions, OW Youth Trustee Services, Ontario Shores Peer Support Worker, Cornerstone Shelter



Canadian Mental Health Association Durham

If you require any further information on the variety of services provided at CMHA–Durham

Please visit our Website at

<https://durham.cmha.ca/programs-and-services/community-information-and-referral/>
or email us at cmha@cmhadurham.org.

