



Strategic Goals

2017-2020

Year Three Outcomes: 2019-20

Strategic Issue One: Mental Health Promotion and Addictions Prevention

Strategic Goal One: By March 31, 2020, Western Health will have enhanced mental health promotion and addictions prevention through the implementation of priority initiatives based on best practice.

Objective Year Three: By March 31, 2020, Western Health will have implemented priority initiatives to enhance mental health promotion and addictions prevention.

Indicator: **Implementation and evaluation of priority initiatives to achieve performance outcomes.**

A work plan for year three was developed and monitored by the Regional Working Group to support and evaluate the implementation of the priority initiatives below.

Priority initiative (a)

To standardize the process for appropriate care and follow up for individuals presenting at an emergency department (ED) in a mental health or substance use crisis.



Established Quality improvement and implementation teams with each Emergency Department

Standard consultation form implemented using

SBAR



Implemented new efficient electronic processes for ED to send referrals and visit notifications to MHA offices.

Implemented new process to contact all referrals from ED within 72 hours to initiate services.

Priority initiative (b)

To increase access to groups and peer support for family/caregivers of people with mental health and substance use issues.

A virtual platform was implemented to increase access to groups and peer support for family/caregivers



100%

of Family Ties group participants reported that the group increased their support



Participants accessed groups from homes or offices across all
7 Primary Health Care Areas

Priority initiative (c)

To increase promotion of available mental health and addiction services and support.

600

INFORMATION CARDS AND PACKAGES DISTRIBUTED

75%



IN CHECK IT OUT SCREENINGS



830% increase in social media promotions for the Online Screening Program