

Surrey Mental Health and Substance Use Urgent Care Response Centre

Presentation to Surrey Board of Trade

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**Dr. Marietta Van Den Berg, Psychiatrist
Lead Clinical Planner**

PHILOSOPHY

- We believe that every person, especially when they are not at their best and in mental health or substance use crisis, deserves to receive care that feels respectful, kind, compassionate and hopeful. This care needs to be available when it is needed, needs to focus on coping and invoking people's strengths and natural resilience, and needs to reconnect people with their supports.

"Welcome. How can we help you?"

COMMUNITY NEED

(*MAIN PROJECT DRIVERS*)

- Unmet need in the Surrey community for individuals with mental health and substance use concerns who require urgent care but not hospitalization.
- Most mental health and substance use services are available Monday to Friday, 8:30am to 4:30pm, but a crisis can happen any time.
- Without immediate access to services, individuals present at the Emergency but we know they would be better served in a different care setting, thus leaving the Emergency available for the most acutely ill.
- Opioid Crisis. Surrey is the second hardest hit city in B.C.
- Demographic pressures in the community: high population growth and cultural diversity.

ADDRESSING THE NEED (*THE PROJECT*)

Creation of the **Surrey Mental Health and Substance Use Urgent Care Response Centre (UCRC)**.

The centre will see adults with mental health and substance use concerns who require urgent care but not hospitalization.

The focus of the Urgent Care Response Centre is to assess the individual in a timely manner, **manage and stabilize the crisis**, initiate treatment, and connect the individual to the most appropriate program or service for ongoing care.

SURREY MENTAL HEALTH AND SUBSTANCE USE URGENT CARE RESPONSE CENTRE

- Located on **Surrey Memorial Hospital** campus in the Charles Barham Pavilion.
- Hours of operation: 8am – 11:30pm, 365 days/year.
- **Low barrier. Walk-Ins. Appointments. Referrals.**
- Staffed with psychiatrists, nurses, social workers, health care workers, clinical counsellors, administration.
- **Opening July 2019.**



CLIENT CRITERIA

INCLUSION

- ✓Adults (19+) with a mental health and substance use concern who are willing to engage and are cooperative.
- ✓Client presentation is voluntary.
- ✓The client defines the crisis.
- ✓Client must not have a primary medical concern but a minor medical issue will not be a barrier.
- ✓Car 67 (Police/Fraser Health Partnership).

*Individuals not meeting criteria will be redirected to the Emergency, Primary Care Clinics, Supervised Consumption Services sites, and/or to Youth Services.

***If we are not the 'right door'
we will support the individual to find it.***

SERVICES

*Focus of the Urgent Care Response Centre is crisis management and stabilization. Individuals who require ongoing care will be referred to the appropriate mental health or substance use centres.

SERVICES *(examples)*

- ✓ Addictions and crisis counselling: client, family/loved ones.
- ✓ Opioid Agonist Therapy (OAT).
- ✓ Medication starts.
- ✓ Rapid access to Group Therapy.
- ✓ Connection to appropriate programs and services.
- ✓ Navigation and resource support.

KEY OBJECTIVES AND BENEFITS

- Provide a therapeutic, healing environment where person-centred care is delivered in a culturally safe manner.
- Provide **single point of access** to the mental health and substance use continuum of care.
- Provide low-barrier, timely access to care.
 - Two hour visit from registration to departure.
- Streamline communication and provide additional support to GPs.
- Redirect police and ambulance drop-offs to the Emergency.
- Redirect appropriate clients from the SMH Emergency Department.
- Provide support to family and loved ones.
- Create a supportive and learning environment for our staff.

- **Better health outcomes for our clients.**



Thank you

Questions?