

# **AccessMHA:**

## **Regional Coordinated Access for Mental Health and Substance Use/Addictions Services in Champlain**

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partners**

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# The Challenge

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*The mental health and substance use/addiction system is not working optimally*



The system is very complex, with a lack of coordination and extensive wait times



There are many gaps in service, with hospital emergency departments too often the default place to access services



Current staffing models, levels and geographic distribution are not aligned with client needs



There is limited standardization of the service user experience, leading to challenges in common system-wide data collection and monitoring

# AccessMHA: How We Got Here

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## *A Collaborative Co-design across Champlain*

- Collaborative work over the past 3+ years
  - October 2018- March 2019: Designed conceptual model of Regional Coordinated Access (RCA)
  - August 2019- August 2020: Developed RCA implementation plan
  - **October 2020 – March 2021 launched digitally-enabled RCA branded as AccessMHA**
- Nearly **100 stakeholders** involved including clients, families and peers, health service providers, social service agencies, community agencies, Community Health Centres, hospitals, primary care providers, and the Champlain LHIN
- Engagement/Alignment with local OHT's
- Emphasis placed on the primacy of clients, families and peer organizations

# How Coordinated Access Helps

## The AccessMHA Solution

Client identifies an issue / needs help



AccessMHA provides a bilingual one stop shop to get into the system, regardless of location within the region

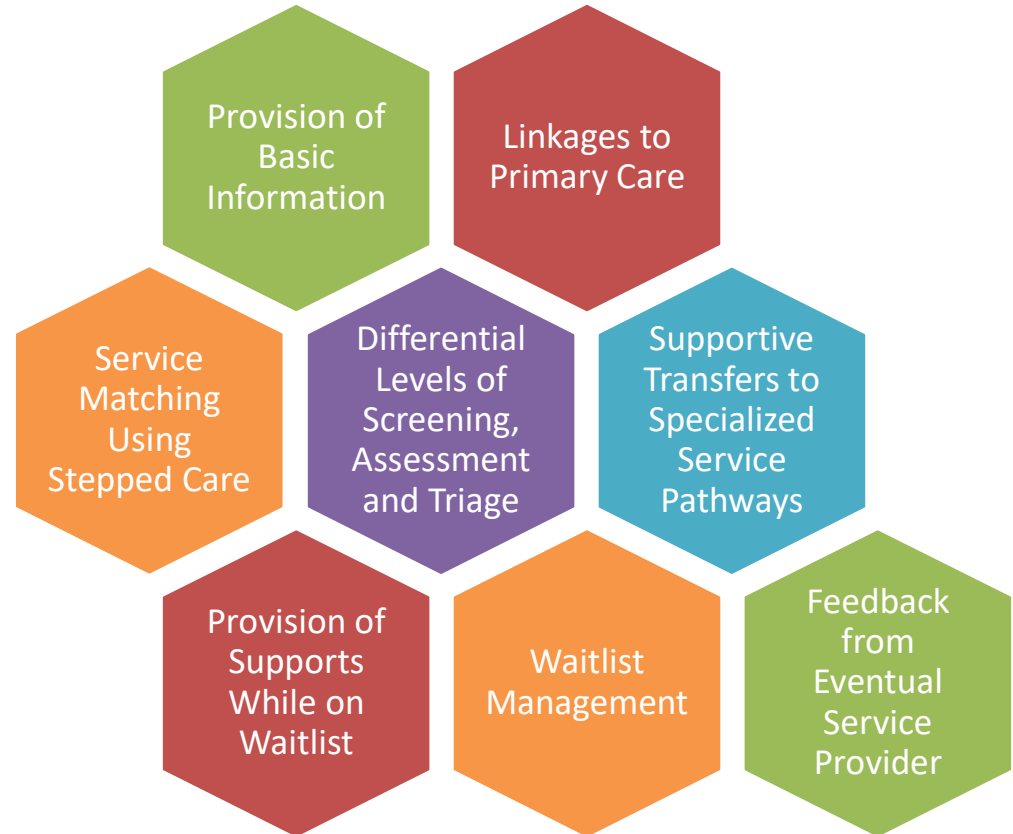


Clients assessed using standardized intake processes and tools, and helped to navigate to the right service



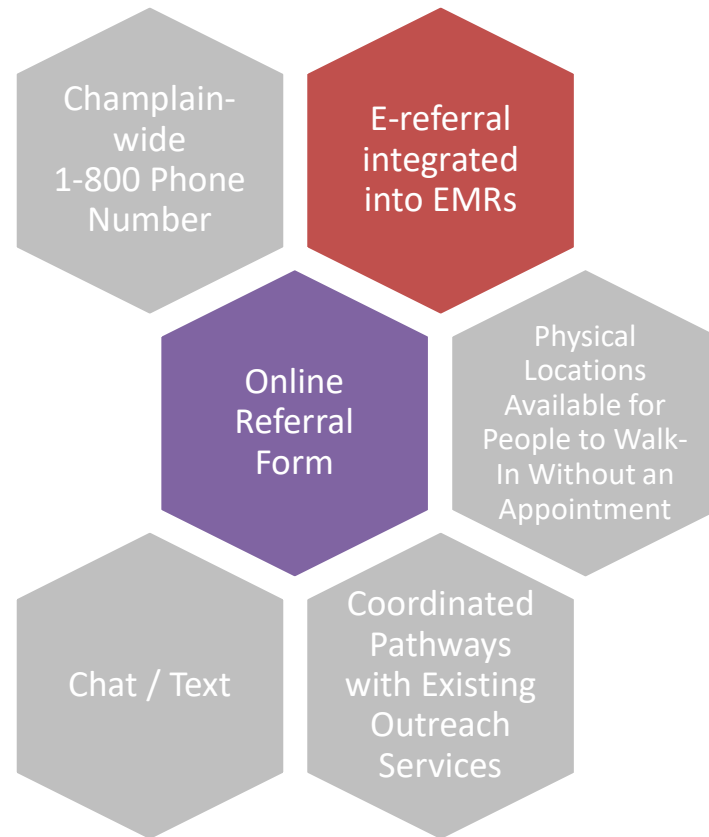
Clients matched to the appropriate Addiction / Mental Health Service Provider. Provider waitlists will be monitored by RCA, and clients continue to receive support during any waits that occur

Clients see the appropriate Addiction / Mental Health Service Provider



## Multi-Modal Access

*Clients will have a wide range of options to connect with AccessMHA*



# Phase 1 Implementation: Digitally enabled AccessMHA

## One-time funding to provide digital access to AccessMHA:

- Primary care provider e-referral integrated into their EHRs
- Public website with self referral and self-scheduling options

## AccessMHA staff are employed among partner sites, including:

- Cornwall Community Hospital
- Hawkesbury General Hospital
- Montfort Renaissance
- Pembroke Regional Hospital
- Youth Services Bureau
- The Royal

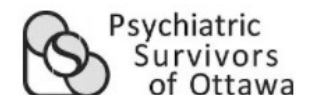
## Equitable access to services across the region and optimal use of system resources:

- Referrals distributed among AccessMHA sites based on availability and client preference, not geographic region
- Standardized screening, assessment, and navigation processes result in similar client experiences across sites
- Clients matched to services using a stepped-care and phased approach, including peer support and digital resources

# AccessMHA Partners:

## New partners joining every week

RCA is a community program offered jointly by a number of organizations.



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REGIONAL COORDINATED ACCESS

## Helping you access the services you need in eastern Ontario

Looking for support for your mental health or  
substance use/addiction? Navigating the complex  
and sometimes confusing healthcare system can be  
challenging. **We can help.**



**Get Started**



**For Healthcare Professionals**

<http://www.accessmha.ca/>

### Connecting you to help

1

#### Book an appointment

Click the "Get Started" button below to  
select a call back time that works for you.  
Then, fill out our secure and easy online  
form. You can also ask your family  
physician or health care provider to  
complete a referral for you.

2

#### Speak with an AccessMHA staff member

After filling out the form, you will  
receive an email notification and  
appointment reminder. At the selected  
time, a staff member will contact you  
by phone to confidentially discuss your  
needs and figure out the next step.

3

#### After your first call you may be:

- directly connected to services offered by one of  
our partners. If you need a service our partners  
can't provide, we will do our best to link you  
directly to another local service.
- connected with a person with lived expertise of  
mental health challenges and/or substance  
use/addiction to help you understand the  
process and get connected to other peer-based  
services.

**One starting point.  
One referral.  
One assessment  
process.**

# Data from first 6 months

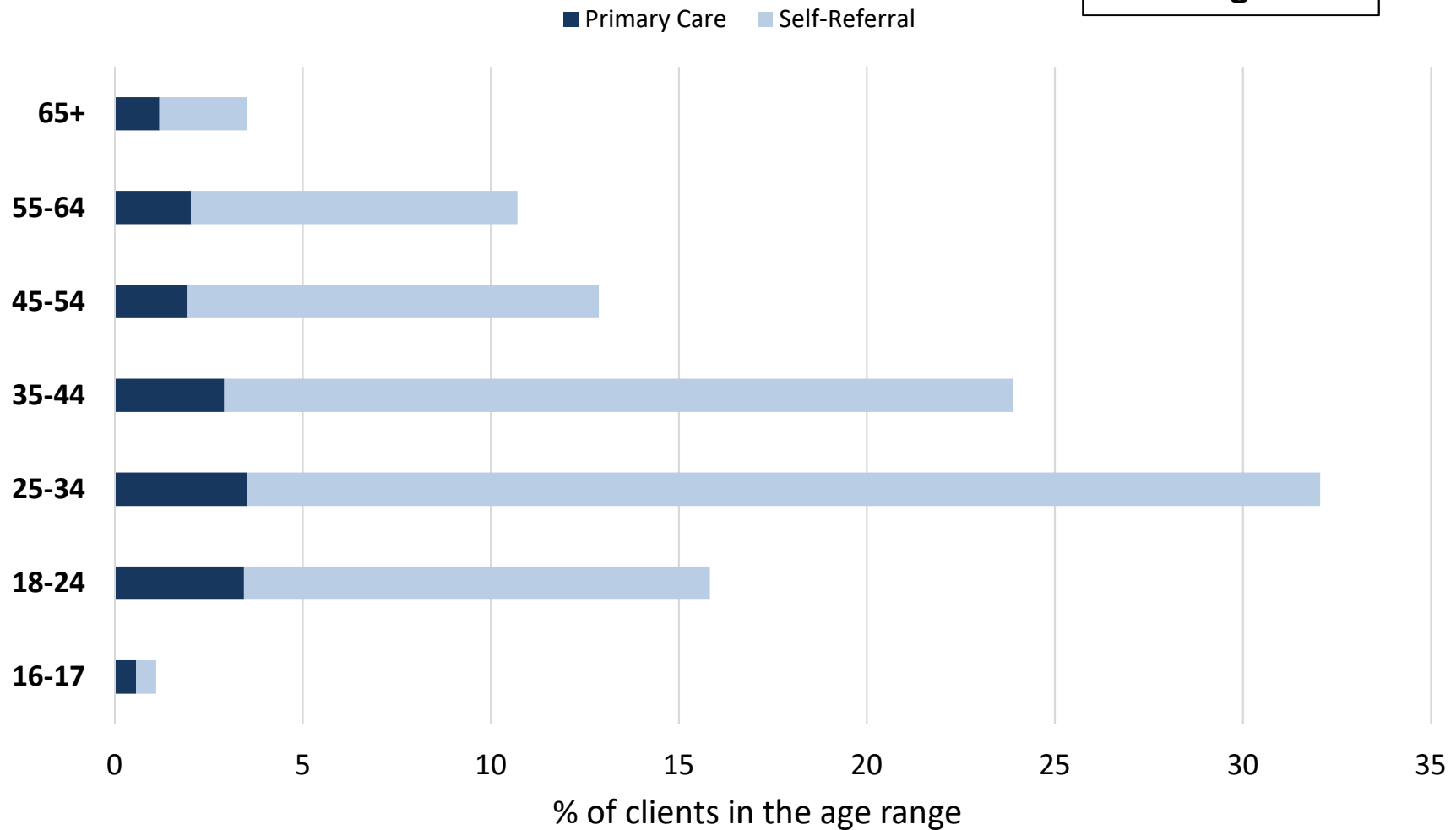
- 2,406 clients served
  - 5,934 direct contacts with clients (average duration = 29 min)
- Main Problem Areas: Substance Use/Addiction, Depression, Anxiety, Trauma/Abuse
- Most people reported multiple problem areas
- Gender Distribution: Female: 50.6%, Male: 47.4% , Other: 1.0% , Not Sure: 1.0%, Trans: 0.3%, Gender Non-Conforming: 0.1%

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# Age Distribution of Clients

Mean Age = 37



# Regional Reach of AccessMHA: Geographic location of clients

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Champlain Sub-Regions	All Referrals	Self-Referral	Primary Care Referral
Western Champlain	13.4%	9.6%	23.3%
Western Ottawa	17.1%	17.8%	15.5%
Central Ottawa	41.7%	45.0%	33.1%
Eastern Ottawa	15.2%	16.2%	12.6%
Eastern Champlain	12.6%	11.5%	15.5%

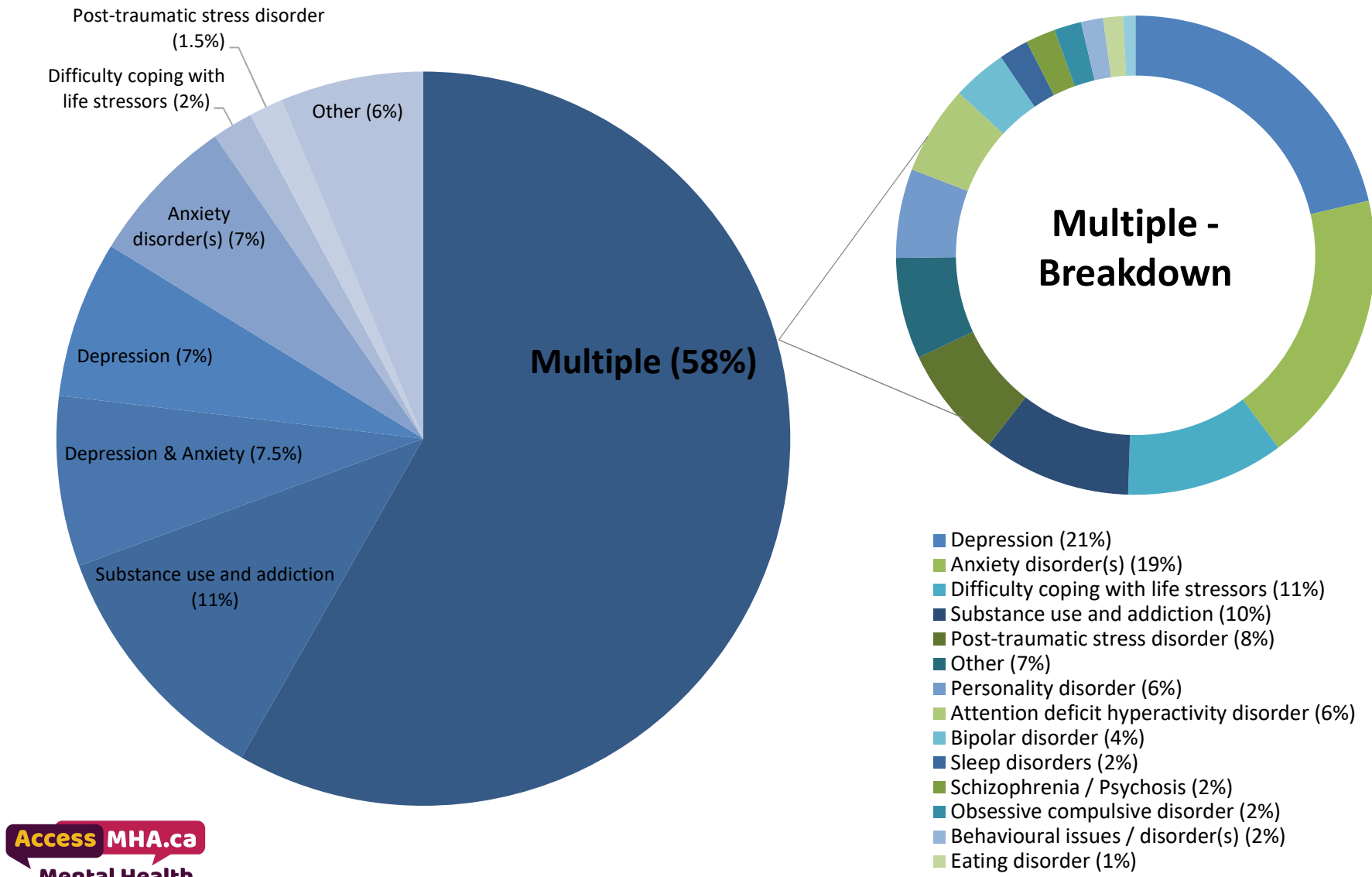
## Symptom Severity and Functional Impairment

	Referral Type		Severity Level
	Self-Referred M $\pm$ SD	Primary Care M $\pm$ SD	
<b>GAD-7 Total Score (Anxiety)</b>	12.83 $\pm$ 5.18	12.88 $\pm$ 5.76	Moderate Symptom Severity
<b>PHQ-9 Total Score (Depression)</b>	14.86 $\pm$ 5.99	15.07 $\pm$ 6.38	Moderately-Severe Symptom Severity
<b>WSAS Total Score (Work &amp; Social Function)</b>	22.95 $\pm$ 9.84	21.94 $\pm$ 10.12	Severe impairment
<b>GAIN-SS: Substance Disorder</b>	1.43 $\pm$ 1.79	1.04 $\pm$ 1.57	Moderate to High Severity
<b>GAIN-SS: Crime/Violence</b>	0.16 $\pm$ 0.51	0.18 $\pm$ 0.52	Low Severity

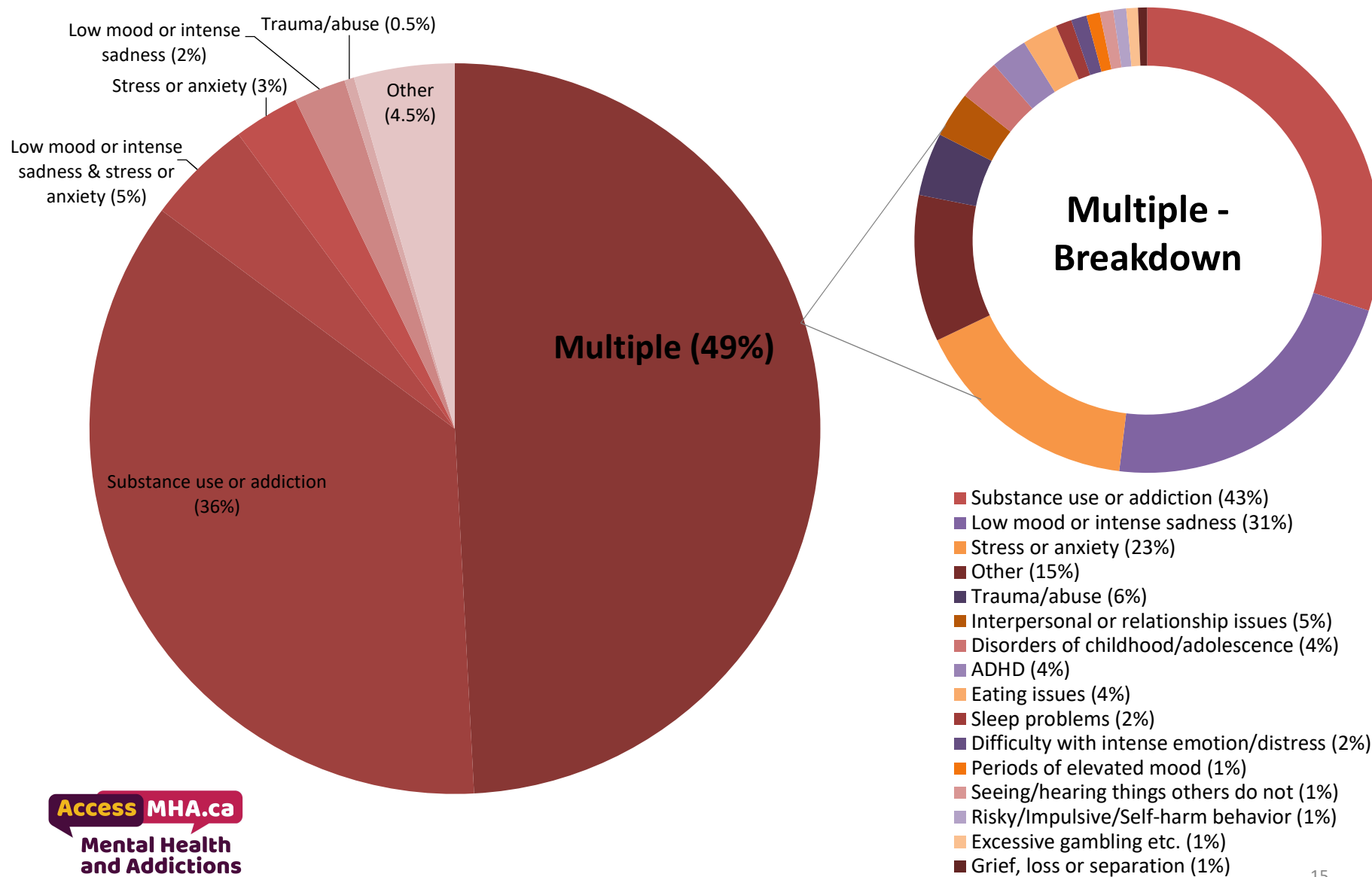
### Time of Service Access Requests (Self Referrals)

- Time of day client books appointment on website
  - Between 8am and 6pm: 78%
  - Between 6pm and 8am: 22%

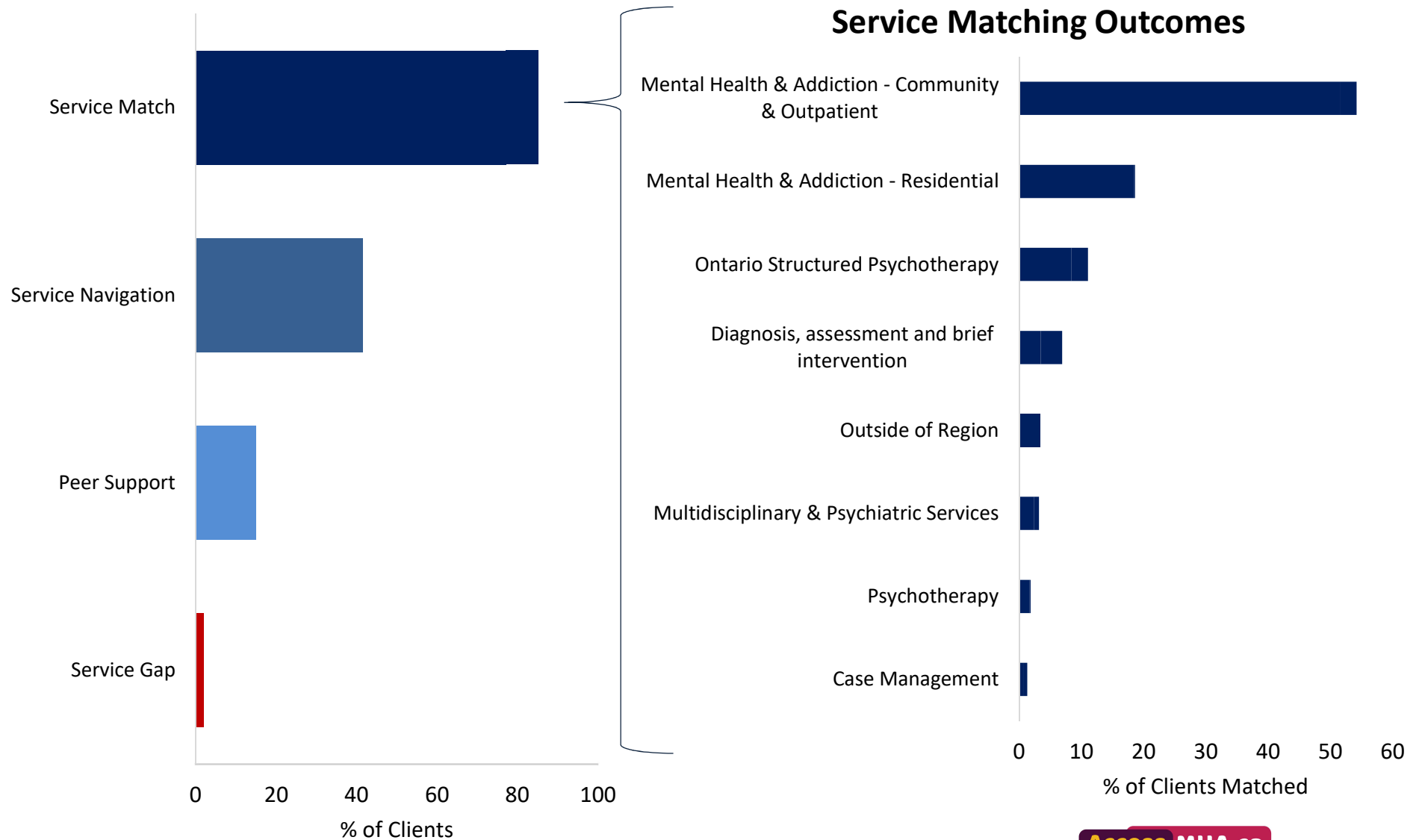
# AccessMHA Main Problem Areas – Primary Care Referrals



# AccessMHA Main Problem Areas – Self-Referrals



# Outcomes





Questions?

[Inquiries@accessmha.ca](mailto:Inquiries@accessmha.ca)



Thank you

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