

# The Clinician Screening Interview (CSI) Tool: Evaluating Clinician Experience Engaging With Patients



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## Lessons Learned

The CSI tool was effective in identifying appropriate care services for patients. Future improvements could include the use of the CSI tool through video appointments.

## Description

The Outpatient Adult Mental Health program at Humber River Hospital (HRH) developed and implemented a screening tool for clinicians to use with patients who have been referred by primary health care providers for adult mental health services. The purpose of the CSI tool is to match patients with an appropriate in-house service. After receiving a referral, a clinician will connect with the patient via telephone to review their primary concerns and goals using the CSI tool. Based on the information received, clinicians then determine and designate the most suitable support and services within the Stepped Care Model.

## Actions Taken

- Engaged stakeholders in the creation of the CSI tool.
- Iterative process incorporated staff and patient feedback.
- Established expectations for health care providers regarding use of tool, patient review of services, and documentation requirements
- Developed and conducted a survey to evaluate clinician experiences utilizing the CSI tool.

## Summary of Results

Based on post-implementation survey results:

- 100% of staff agreed that the CSI tool aided them in understanding patient needs.
- The CSI tool in collaboration with the Stepped Care Model guided staff in matching patients with services aligned with their needs.
- Staff identified that the CSI tool decreased barriers for patient access to timely care.
- The implementation of the CSI tool provided staff with the opportunity to explain available services, which increased patient participation.

1. Introduce self and role to patient
2. Outline Expectations for Interview
3. Give opportunity for patients to decline participation if they wish
4. Engage in a semi-structured interview
5. Provide multiple opportunities for patients to ask questions and share concerns

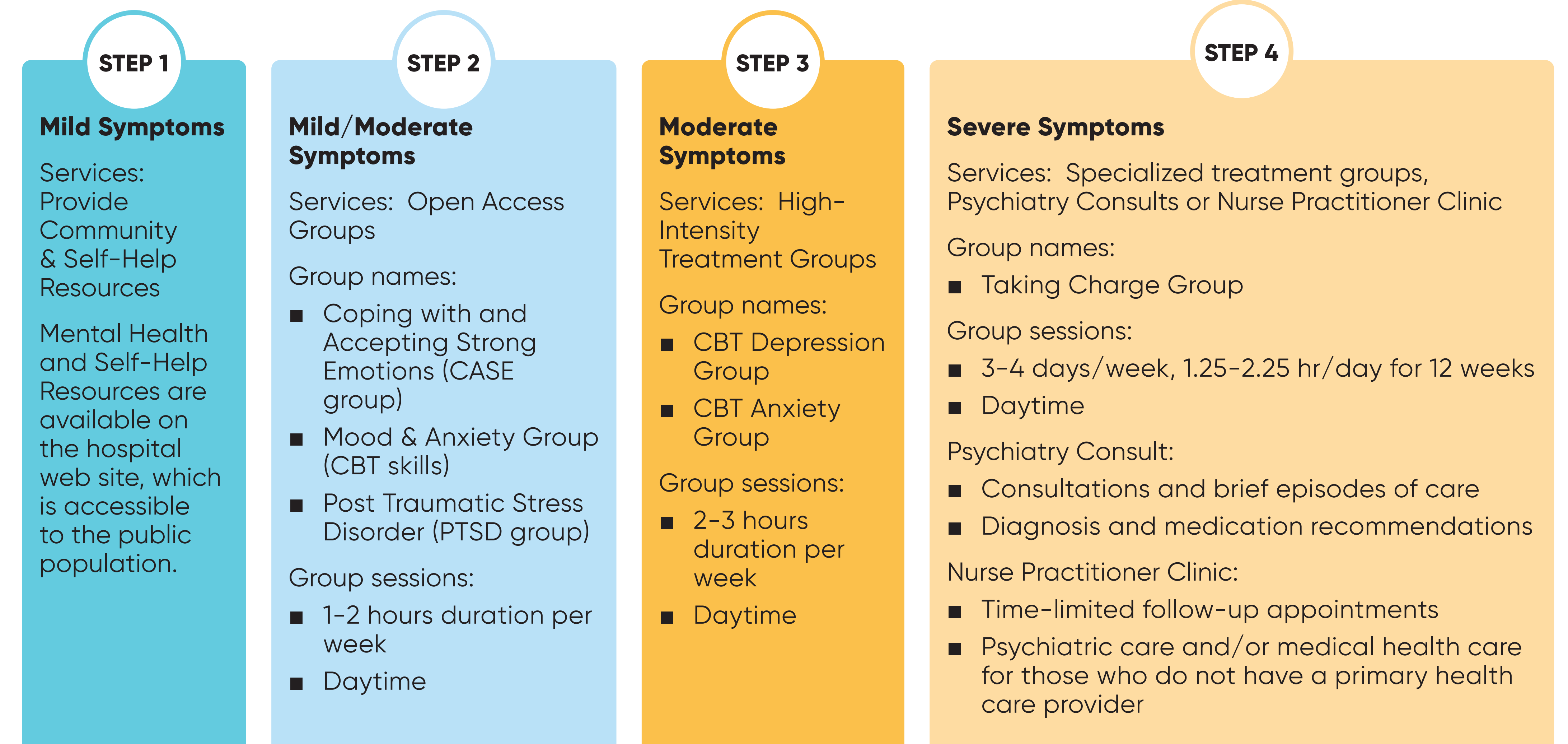


**Figure 1.** Instructions on how to use the CSI tool to engage patients and build therapeutic rapport.



**Figure 2.** CSI Tool Components. Clinicians gather information relevant to each component when using the CSI tool.

## Stepped Care Services in the Outpatient Mood and Anxiety Program



**Figure 3.** Stepped Care Model. This model outlines the appropriate services based on patient needs. Used in collaboration with the CSI tool to identify services matching needs.