

PARTNERSHIPS BETWEEN ACCESS TO RESOURCES AND COMMUNITY SUPPORT AND MOBILE CRISIS INTERVENTION TEAM

Richa Puri RN, MN, CPMHN-C; Doris Galas RN, BScN, CPMHN-C; Daniel Tziatis



DESCRIPTION

Humber River Health (HRH) collaborates with the community to deliver innovative, safe and equitable healthcare. The HRH Mobile Crisis Intervention Team (MCIT) consists of a Registered Psychiatric Nurses (RN), paired with Toronto police officers, who are responsible for responding to emergency calls to de-escalate community mental health crises. To connect clients with comprehensive resources in the community, HRH offers clients to Access to Resources and Community Support Services (ARCS). ARCS provides comprehensive assessments, development of recovery and safety plans, support with service navigation, and accessing supports for basic necessities. The program also includes counselling, primary care, and harm reduction for clients who are 16 and older.

OBJECTIVE

To reduce repeat emergency department visits by connecting clients to community resources through the MCIT-ARCS partnership.

ACTIONS TAKEN

HRH's MCIT assesses clients in crisis and connects them to case management services from ARCS. If the client consents, the MCIT RN completes the referral online and emails it to the ARCS case manager who responds to the client within 48 hours. Case management services are available for up to 3 months. If the client is already connected to services but agrees to have a follow up call, the case manager will work with the client to either re-connect them to existing services or find more suitable services. HRH's MCIT requested patient outcome data from ARCS to examine the consistent patient engagement.

SUMMARY OF RESULTS

The HRH's MCIT provides immediate crisis intervention and connects individuals with the necessary resources through ARCS. This allows clients to continue to function effectively and safely in the community, decreasing unnecessary visits to the Emergency Department or incarceration. Of the clients referred, 64% of referred clients were engaged in ongoing community treatment.

LESSONS LEARNED

By evaluating HRH's MCIT-ARCS partnership, it was identified that there is valuable insight to be gained from reviewing referral volumes and patient outcomes.



"My client was pleasantly surprised to hear me introduce myself over the phone only 1 day after being in contact with MCIT... The client's goals were to get in contact with her doctor (which was anxiety provoking), find housing, and to securing supports for her mental health."

– ARCS Case Manager



"I thought it was embarrassing to have MCIT called on me, but it actually saved my life. I'm new to this, I was lost. When I was discharged from the hospital, I felt abandoned... Within 1 day you called me and you promised you'd help me. And you did."

– Referred Client

Figure 1. Comments from ARCS Case Manager and clients highlighted the impact of HRH's MCIT-ARCS partnership.

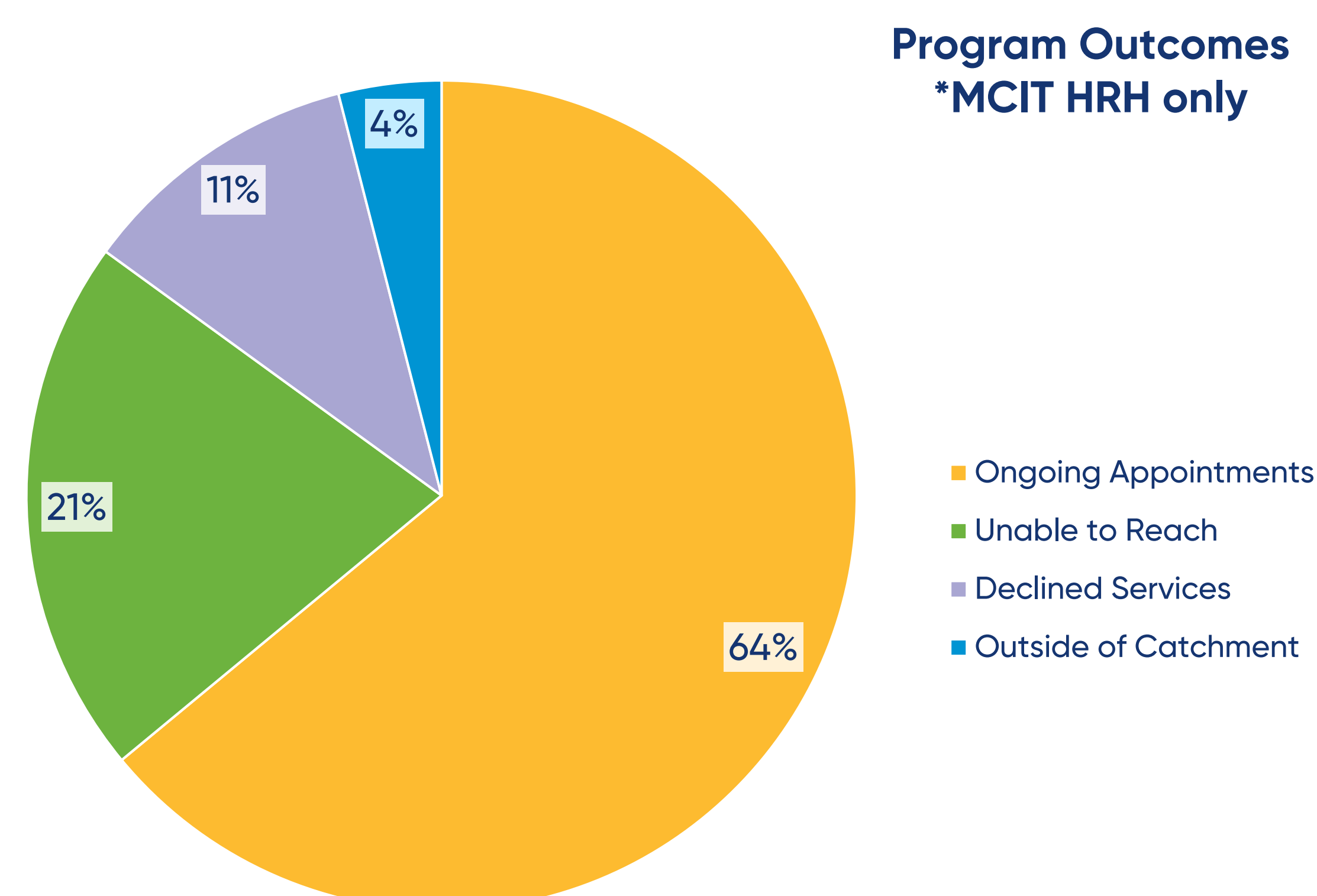


Figure 2. 64% of referred clients by MCIT are receiving ongoing appointments through ARCS.