

IMPROVING PATIENTS' MENTAL HEALTH through the BEHAVIOURAL HEALTH CONSULTANT MODEL

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The Need: **ACCESS**

The St. Albert and Sturgeon Primary Care Network had been taking a more traditional approach to mental health support, with longer, in-depth visits. In part because those visits were so lengthy and broad, access to the team was limited. Patients' quality of life was impacted by wait times that were not ideal.

OUR GOAL: Improve access which enhances quality of life and avoids referrals to Regional Mental Health for patients not requiring that level of care.

ACTION

TRAINING

All mental health nurses are trained in the BHC model

APPOINTMENTS

Shortened appointments to provide specific strategies for addressing mental health concerns

PROMOTION

Discussed the BHC model with physicians and provided a referral process map

COLLABORATION

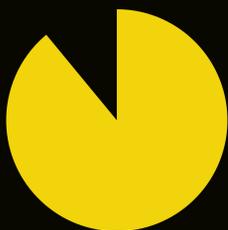
With AHS Addiction & Mental Health, developed a process for assessing which patients should be seen in which setting

NOW

We are working to our **full scope of practice** and are highly skilled regarding commonly presented concerns such as anxiety. In most appointments, we are setting or reviewing appropriate goals.

Other clinicians in the PCN refer patients to us, and we **provide mentoring** to our PCN team. **97%** of PCN staff are satisfied with the mental health program, and **100%** are confident that it is meeting patients' needs.

We built **trust** with physicians, who are comfortable asking the team for strategies for improving patients' mental health. In our 2017 physician survey, we found **100% satisfaction** with the mental health program, and **96% confidence** that the program is meeting patients' needs.



89% of patients felt wait time was acceptable

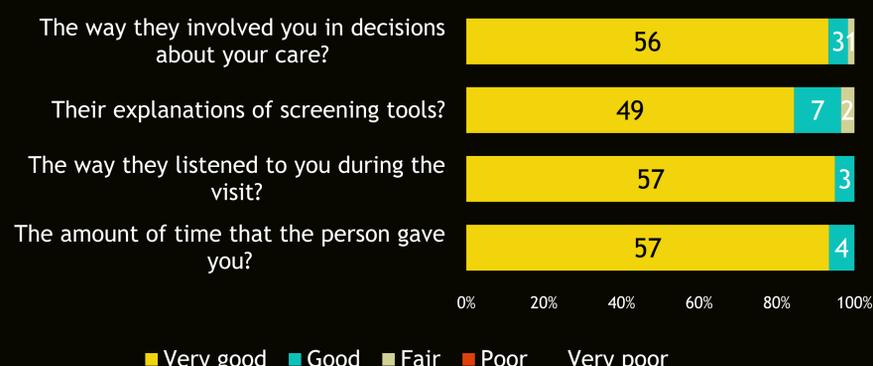
Patients are empowered to make choices for their mental health

AHS partners are working with us to match services to patients

"It all started when we got together and looked at services in St. Albert and discussed each other's roles. Taking it further by presentations, updating each other on program and staff changes. The get together after work was an excellent way to build the teams. It has helped to build respect and trust between the teams. Relationships have been built with other agencies but not near the level that we have with SASPCN. It feels like we are one team offering different services." -AHS staff

100% of patients said they discussed their main goals or priorities

Patients gave high ratings for the interactions they had with the BHC



"We communicate with each other to help us coordinate patient centered care. We trust that we are all putting patient care first and we respect each other's professional opinions." - AHS staff

We think the BHC model can help you serve your patients better.

What do you think?

"The nurse provided tangible tools and tips that I could immediately use."

"I feel confident and at peace with the plan that we made."