

### Overview

The tertiary mental health care continuum at Vancouver Coastal Health and Providence Health Care is currently being reviewed to ensure programs and sites are supported with the appropriate resources for resident care, safety and privacy. The review includes input from residents and families obtained through a series of interviews and focus groups conducted by the Community Engagement Department of VCH, from June 1st to June 8th, 2012. Participants were asked for feedback regarding the transition process of residents from Riverview (or other sites) to their present facility, and about the current quality of care they are experiencing. This report is a summary of the resident and family feedback for Willow Chest Mental Health Unit, Alder Tertiary Mental Health Unit., Parkview Mental Health Unit and Trout Lake Mental Health Unit.

Willow Chest Adult Tertiary Mental Health Rehabilitation Program provides recovery oriented psychosocial rehabilitation in a secure setting for 21 adult clients with complex serious mental illnesses.

Alder Tertiary Mental Health Unit is a long-term neuro-psychiatric stabilization unit with 20 adult residents, including people with traumatic or non-traumatic brain injury as well as a psychiatric condition.

Parkview Adult Tertiary Mental Health Rehabilitation Program has 37 older adult clients with serious dementia resulting in psychiatric symptoms and challenging behaviours.

The resident population at Trout Lake includes clients with a diagnosis of Self Induced Water Intoxication in addition to a serious mental illness. Residents transitioned from Riverview between 4 to 6 years ago and are followed by the North East Mental Health Team.

### Key Themes

Although the resident population at each facility is different, there were general themes in the feedback provided by residents and family members.

- Family members want input to determine which services need to be in place for long term residents or those that will always be residents. Family members become anxious when they hear about rehabilitation.
- Increase communication with family members on all aspects of the resident's day and the facility practices. Provide support for families to navigate the system and understand procedures.

- Provide families with knowledge of available health care, dental services, hearing aids and other services that will improve the lives of residents
- Families want clear information on how to apply to have their relative transferred to a facility closer to their home
- Add more structure, creative activities and outings to the resident's day
- Provide access to personal food items and healthy snacks between meals for residents
- Create a homelike environment and allow residents to have personal belongings
- Provide or allow activities that develop independence for residents. Activities are important for stimulation and rehab and should be emphasized and increased
- Regular meetings with care team should be offered to family members
- A focus should be placed on teaching skills that enable daily living
- Residents need support to practice better personal hygiene and dressing appropriately. Residents should receive encouragement and be acknowledged when doing well
- Communicate to family members a clear hand-off procedure between responsible persons, in charge of decisions, for resident care

- Provide individual programming for people with higher level of cognitive ability

## Next Steps

The feedback provided by residents and family members has offered opportunities for Vancouver Coastal Health Mental Health Tertiary teams to work in collaboration to improve the care and quality of life for residents. Going forward, there are a number of initiatives underway or in the planning phase:

- Sharon Marmion has started in her new position as Consumer and Family Coordinator for Tertiary Mental Health & Addictions  
Contact: [sharon.marmion@vch.ca](mailto:sharon.marmion@vch.ca)
- A regional committee, which includes consumer and family representation, has convened to provide input into the ongoing development of the Models of Care for both Adult and Older Adult programs
- Planning is also in place to ensure that staffing levels in programs across the continuum of tertiary mental health and addiction services adequately support the recommended Models of Care
- Planning is underway to develop a structure for ongoing family and consumer input into the development and evaluation of Tertiary Mental Health & Addiction Services