

Better Access for Islanders to Mental Health and Addictions Services and Supports

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EXPANDED ACCESS TO FRONTLINE ADDICTIONS SERVICES

Q: Why is the province creating new positions?

A: The Government of Prince Edward Island recognizes the need to improve access and assist Islanders in finding the right service or combination of services and supports at the right time. It is expected that these investments will alleviate some of the pressures and wait times currently being experienced.

Currently, Addiction Services offers counseling and withdrawal management services through a variety of formats – inpatient and outpatient, group and individual – but patient navigation, outreach and complex care coordination are not provided by dedicated positions.

This investment will help support Addictions clients at their most vulnerable, and hope to reduce the system challenges these folks face when entering and transitioning through treatment. The complex care coordination role also supports clients within the Mental Health system, and will improve service for complex clients who experience both mental health and addiction issues.

Q: What types of positions are being created?

A: The province will create three new roles to the mental health and addictions front-line. The positions will focus on addictions system navigation, addictions outreach and complex case coordination for both mental health and addictions clients.

The type of positions being created are all centered around improving “case management” – a process which includes the designation of a primary worker whose responsibilities include the ongoing assessment of the client and his/her problems, ongoing adjustment of the treatment plan, linking to and coordination of required services, monitoring and support, developing and implementing the discharge plan, and advocating for the client. Case management services are offered regardless where the individual is in the system.

Q: What is the role of the addiction system navigator?

A: The system navigator will work to improve entry to and transition through provincial addiction services. The system navigator will develop and implement a centralized intake process for all addictions programming, which will make finding the right program at the right time easier for Islanders.

In addition, the addictions system navigator will work with addictions clients and their families, providing support to address a wide range of physical, psychological, social, emotional and practical needs. They will serve as the linkage between the client, their families and the health system, and will work closely with other Addiction Services staff and programs to accomplish this.

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Q: What will be the role of the outreach worker?

A: The outreach workers will offer support to clients during transitions in service for clients with a history of relapse by keeping clients connected to our services and offering them additional practical supports such as help with finding housing and accessing financial assistance.

Q: What is the role of the complex case coordinator?

A: The complex case coordinator will be responsible for case management and coordination of treatment and service plans within Mental Health and Addictions for those clients with the most complex care need.

This individual will strive to enhance care coordination across the system to facilitate service coordination for clients who have complex needs that may require an integrated approach and innovative modes of intervention.